



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: PROVINCIAL GOVERNMENT OF ISABELA - PROVINCIAL COOPERATIVES DEVELOPMENT OFFICE

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    [ ] Yes        [ ] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
BRO LIVELIHOOD LOAN ASSISTANCE	Sangguniang Panlalawigan Resolution No. 203-A, Series of 2011 "A Resolution Institutionalizing 'Bojie-Rodito Opportunities (BRO) For Livelihood Loan Assistance' Implementation In The Provincial Government of Isabela"	"...the Provincial Government of Isabela through the Provincial Cooperative[s] Development Office (PCDO) conceived the program [BRO-Livelihood Loan Assistance] aimed to provide Isabelenos access to financial assistance to deserving poor and small entrepreneurs."	Same as SP Resolution No. 203-A, S-2011	December 6, 2011	N/A
Isabela Recovery Initiatives To Support Enterprises (I-RISE) Program	R.A. 7160 Local Government Code	"...[lgu] shall support, promote, and enhance economic prosperity to alleviate poverty..."	Sangguniang Panlalawigan Resolution No. 2020-18-1, S-2020	June 3, 2020	Memorandum of Agreement with the PGI, DTI, LPGMA, and SBC

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law



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	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Paghingi Ng Tulong Para Sa Pagbuo ng Kooperatiba at sa Pagpaparehistro Nito sa Cooperative Development Authority	Republic Act. No. 9520, Philippine Cooperative Code of 2008	Chapter I, Article 2 “The State shall encourage the private sector to undertake the actual formation and organization of cooperatives...”	Same as R.A. No. 9520	March 4, 2009	N/A
Paghingi Ng Tulong Para Sa Cooperative Skills and Technical Training	Republic Act. No. 9520, Philippine Cooperative Code of 2008	Chapter I, Article 2 “the Government... and agencies shall ensure the provision of technical guidance, financial assistance and other services to enable said cooperatives to develop...”	CDA CTPRO-113, as per CDA Board Resolution No. 412, S-2018: CDA Accreditation as Cooperative Training Provider	October 12, 2018 (Renewal every two years)	N/A
Para Sa Iba Pang Uri Ng Serbisyo (Mediation and Conciliation)	Republic Act. No. 9520, Philippine Cooperative Code of 2008	Chapter I, Article 2 “...the State recognizes the principle of subsidiary under which the cooperative sector will initiate and regulate within its own ranks the promotion and organization...”	The PCDO Mandate: “The PCDO is mandated to oversee the cooperative programs in the Province to emphasize promotion, organization, education, and development in the Province.”	N/A	N/A



**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>**

GOVERNMENT SERVICE: <u>BRO LIVELIHOOD LOAN ASSISTANCE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Resolusyon 2. Project Proposal 3. Latest Audited Financial Statement for two (2) years (if with existing economic activity) 4. Latest Schedule/ List of Officers and Members with paid up capital 5. By-Laws and Articles of Corporation (for re-availers, amended ACBL, if applicable) 6. Certificate of Registration 7. Certificate of Compliance (latest) with CDA	SP Resolution No. 203-A, Series of 2011	Submitting requirements	SP Resolution No. 203-A, Series of 2011	10 minutes per applicant	None

<sup>3</sup> Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service



<b>GOVERNMENT SERVICE: <u>BRO LIVELIHOOD LOAN ASSISTANCE</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
8. Picture of existing project/livelihood, if any (for first time borrower) 9. Report on previous loan granted (for renewal) Template to be provided by the PCDO ) 10. Photocopy of existing bank account, if any (showing their account name and last transaction) 11. BIO Data of officers 12. Sketch Map of office and residence of the President/Chairperson 13. Updated policies on the proposed livelihood project 14. Business Permit LGU Accreditation					
<b>TOTAL</b>				<b>10 minutes</b>	<b>None</b>



<b>GOVERNMENT SERVICE: ISABELA RECOVERY INITIATIVES TO SUPPORT ENTERPRISES (I-RISE)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. BOD or Officer's Resolution 2. Project Proposal 3. Latest Audited Financial Statement 4. List of Officers 5. List of Members 6. By-Laws and Articles of Cooperation 7. Certificate of Compliance and Registration with CDA, if Cooperative 8. Certificate of SEC/DOLE Registration, if Association 9. Report on previous loans 10. Personal Data Sheet of officers 11. Policy 12. Business Permit/LGU Accreditation 13. Post-dated Checks	RA 7160 Local Government Code	1. Submitting three copies of requirements before the Governor's Office and the PCDO 2. Validation and Profiling 3. MOA Signing 4. Processing 5. Release	Sangguniang Panlalawigan Resolution No. 2020-18-1, S-2020	1. 5 minutes 2. 30 minutes 3. 5 minutes 4. 5 days depending on the availability of the signatories 5. 2 hours (with ceremonial activity)	1. None 2. None 3. None 4. None 5. None
<b>TOTAL</b>				<b>5 days 2 hours and 40 minutes</b>	<b>None</b>



<b>GOVERNMENT SERVICE: <u>PAGHINGI NG TULONG PARA SA PAGBUO NG KOOPERATIBA AT SA PAGPAPAREHISTRO NITO SA COOPERATIVE DEVELOPMENT AUTHORITY (CDA)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter	Republic Act. No. 9520, Philippine Cooperative Code of 2008	1. Submitting request letter 2. Coordination for the conduct of Pre-Membership Seminar with the CDA	Same as RA 9520	5 minutes 3 days	None None
1. Pre-Membership Education Seminar (PMES Certification ) 2. PCDO Endorsement 3. Pre Registration Seminar Certification 4. Sets of Article of Cooperation and By Laws (ALL ORIGINAL) 5. Economic Survey (4 copies) 6. Treasurer Affidavit (4 copies) 7. Attendance Sheet (PMES/PRS) 8. Registration Fee of P500.00 9. Security Bond of Treasurer & Chairman 10. Community Tax Certificate (CTC) & Valid ID	Republic Act. No. 9520, Philippine Cooperative Code of 2008	1. Submitting requirements	Same as RA 9520	7 days per application	Php500.00 Registration and Security Bond of Treasurer and Chairman, depending on the amount of Share Capital
<b>TOTAL</b>				<b>10 days and 5 minutes</b>	<b>500.00</b>



GOVERNMENT SERVICE: <u>PAGHINGI NG TULONG PARA SA COOPERATIVE SKILLS &amp; TECHNICAL TRAINING</u>						
SERVICE INFORMATION						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Request Letter	RA 2520 Philippine Cooperative Code of 2008	1. Submitting request letter	CDA CTPRO-113, as per CDA Board Resolution No. 412, S- 2018: CDA Accreditation as Cooperative Training Provider	5 minutes	None	
		2. Wait for the PCDO confirmation			2 days	None
None		3. Conduct of Training/Seminar			3 days, depending on the type of training and seminar	None
<b>TOTAL</b>				<b>5 days and 5 minutes</b>	<b>None</b>	



<b>GOVERNMENT SERVICE: PARA SA IBA PANG URI (MEDIATION &amp; CONCILIATION)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter addressed to Hon. Rodolfo T. Albano III	RA 2520 Philippine Cooperative Code of 2008	1. Submitting request letter before the Governor's Office and the PCDO	PCDO/Agency Mandate as provided by RA 2520	5 minutes	None
		2. Schedule of Mediation/Conciliation Meeting		5 minutes	None
None		1. Inquiries 2. Various Follow ups 3. Cooperative Counselling		5 minutes 5 minutes 20 minutes	None None None
<b>TOTAL</b>				<b>15-30 minutes</b>	<b>None</b>