

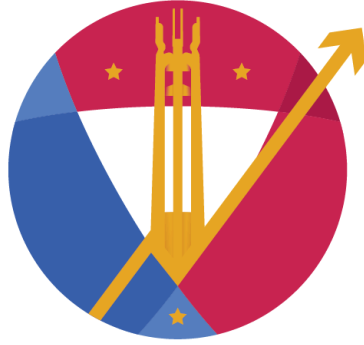
QUEZON CITY GOVERNMENT

SBCDPO

SMALL BUSINESS AND COOPERATIVES
DEVELOPMENT AND PROMOTIONS OFFICE

CITIZEN'S CHARTER

2025 (4th Edition)



QUEZON CITY GOVERNMENT

SBCDPO

SMALL BUSINESS AND COOPERATIVES
DEVELOPMENT AND PROMOTIONS OFFICE

CITIZEN'S CHARTER

2025 (4th Edition)

I. Mandate and Legal Bases:

- City Ordinance No. SP-1607, S-2005, otherwise known as the Quezon City Sikap Buhay and Cooperative Center (QCSBCC) to effectively promote and realize the objectives of Microfinance and Cooperatives,
- City Ordinance No. SP-2364, S-2014, creating the Quezon City Small Business Development and Promotion Office (QC-SBDPO),
- And City Ordinance No. SP-2762, S-2018, reorganizing the Business and Resource Division of the QC-SBCDPO by creating the Cooperatives Development Section

II. Vision

The QC-SBCPO shall be the prime mover in the development and promotion of micro, small, enterprises and cooperatives (MSECs) as key drivers in Quezon City's inclusive economic growth.

III. Mission

To develop and promote micro, small enterprises and cooperatives in Quezon City by initiating and implementing programs, projects and other support mechanisms in areas of financing, marketing and training.

IV. Core Values:

Meritocracy, Synergy, Empathy, Collaboration

V. Service Pledge:

The QC-SBCDPO commits to provide efficacious, expeditious, transparent, committed, and dedicated service, reinforced by advanced technologies in a healthy customer- and business-focused environment with competent and professional public servants.

Furthermore, we commit to:

- Offer mentorship to micro and small enterprises through various training programs with the help of industry experts and private organizations geared towards promoting sustainable business practices for businesses in Quezon City;
- Enable market linkage and product development for micro and small enterprises in Quezon City;
- Allow access to money in the form of capital assistance through various programs and linkages to microfinance institutional partners for the development of micro and small businesses in Quezon City;
- Facilitate programs and support to cooperatives in Quezon City through various activities and engagements with the Cooperative Development Authority and other related national government agencies

LIST OF SERVICES

SERVICE/ PROGRAM NAME	PAGE NUMBER
Pangkabuhayang QC	5
QC Essentials Livelihood Program	14
QC Community Savings Group	17
QC Payday Fresh Market	21
Proudly Original Products of Quezon City	24
Kyusi Nights (Community Night Market)	27
QCertified Roadmap Program	30
Be Your Own Boss - QC Youth Entrepreneurship Program	34
Cooperatives Development Program	37
Entrepreneurship Training and Seminars	45
Complaints and Feedback Procedures	47
Office Directory/ Contact Details	50

1. PANGKABUHAYANG QC PROGRAM

Pangkabuhayang QC is a livelihood training and capital assistance program initially created as an economic recovery program by the city in view of the rise of the number of displaced workers during the height of the pandemic. This program is open to microentrepreneurs/vendors, returning OFWs, PWDs, unemployed solo parents, and Completers of Entrepreneurship Training. Capital assistance in the amount of Php 10,000 to Php 20,000 is then given to the approved beneficiaries based on the business plan attached to their application form. Once approved, they undergo a short training and networking session with various government and private partners who provide different business opportunities for the approved beneficiaries.

Ang Pangkabuhayang QC ay isang programang naglalayong magpaabot ng livelihood training at tulong pinansyal na binuo ng lungsod bilang isang economic recovery program, batay sa nakitang pagtaas ng bilang ng mga nawalan ng trabaho sa kasagsagan ng pandemya. Binuksan ang programang ito para sa mga maliliit na negosyante o microentrepreneurs/vendors, nagbalik na OFWs, may mga kapansanan (PWD), mga solo parent na walang trabaho, at mga nagsipagtapos ng Entrepreneurship and Livelihood Trainings. Ang Capital Assistance na nagkakahalaga ng Php 10,000 hanggang Php 20,000 ay ihahandog sa mga aprobadong aplikante batay sa kanilang business plan na nakapaloob sa kanilang aplikasyon. Matapos nito, sila ay sasailalim sa maikling training at networking session mula sa mga ahensya ng gobyerno at mga katuwang na pribadong sektor na magbibigay ng iba't ibang oportunidad pagdating pagnenegosyo para sa mga aprobadong benepisyaryo.

1.1 APPLICATION TO PANGKABUHAYANG QC CAPITAL ASSISTANCE

Office or Division:	Planning, Program Development, and Monitoring Division (PPDMD)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Quezon City residents (18 years old and above; Micro-Entrepreneurs/Vendors, Unemployed Solo Parents, Persons with Disability [PWD], Returning OFWs/Family Members of OFWs, Completers of Livelihood and Entrepreneurship Trainings)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved QC ID	<ul style="list-style-type: none"> ● QC e-Services, Quezon City Identification Division ● Nearest District Action Office ● 2/F, Main High Rise Building, Quezon City Hall Compound <p><i>Maaaring magtungo sa QC eervices website at mag-apply online ng QC ID. Pindutin lamang ang QCitizen ID Application. Maari ding bumisita sa pinakamalapit na District Action Office o di naman kaya't magpunta sa 2nd floor High Rise Building, Quezon City Hall Compound</i></p>
2. Valid Government-Issued ID	% Client
3. QC e-Services Account	% qceservices.quezoncity.gov.ph

4. Pangkabuhayang QC Category Requirements	% The Client may check the following requirements per category below;			
5. <i>For Micro-Entrepreneur Vendors (Any of the following valid documents):</i> a. Barangay Business Permit b. City Mayor's Business Permit c. Hawkers Permit	a. Barangay Hall (Barangay Business Permit) b. Business Permits and Licensing Department - <i>BPLD</i> c. Market Development Administration Department - <i>MDAD</i>			
<i>For Unemployed Solo Parent: Valid Solo Parent ID or Solo Parent Certification</i>	Social Services Development Department (<i>SSDD</i>)			
<i>For Returning OFWs Family Members of OFWs: Certificate of Endorsement</i>	QC Migrants Center Public Employment Service Office (<i>PESO</i>)			
<i>For Persons with disability (PWD): PWD-QC ID or PWD Certificate</i>	Persons with Disability Affairs Office (<i>PDAO</i>)			
<i>For Completers of Livelihood and Entrepreneurship Trainings: at least 16 hours relevant training/seminar with Certification</i>	Quezon City Government, National Government Agencies, City-Partnered Training Centers/Institutions.			
6. Fully Accomplished and Comprehensive Pangkabuhayang QC Business Plan	Access and download through qceservices.quezoncity.gov.ph			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to QC e-Services: qceservices.quezoncity.gov.ph <i>Magtungo sa qceservices.quezoncity.gov.ph at mag login gamit ang registered account.</i>	1. QC e-Services website should be accessible to everyone. <i>Bukas at maaaring ma-access ng kahit na sino ang QC e-Services.</i>	None	2 Minutes	QCIT
2. Click the Pangkabuhayang QC Icon <i>Hanapin ang Pangkabuhayang QC Icon sa dashboard at pindutin ito.</i>	2. The website should direct the applicant to Pangkabuyang QC Application Page. <i>Ikaw ay direktang mapupunta</i>	None	1 Minute	QCIT

	sa Pangkabuhayang QC Application page.			
<p>3. Read the following requirements and qualifications and fill out the following Pangkabuyang QC necessary forms:</p> <p>a. General Information of Applicant Form b. Summary of Business Plan c. Upload Necessary Requirements Documents Photos</p> <p>Basahin nang maigi ang mga kinakailangang dokumento at mga kwalipikasyon. Siguraduhing handa na ang mga dokumento at nasagutan ang mga hinihinging impormasyon at dokumento sa apat na bahagi ng PBQC Online Application Form.</p> <p>I. General Information II. Summary of Business Plan III. Requirements IV. Attestation</p> <p>Check if the requirements submitted are complete. If so, click SUBMIT.</p> <p>I-check nang maigi kung kumpleto na ang mga dokumentong ipinasa at pindutin ang SUBMIT.</p>	<p>3. The website will automatically save the applicant's data and allow access to the applicant's device gallery to upload the necessary file requirements.</p> <p>Ang website ay kusang mag si-save ng datos ng aplikante at pahihintulatang magkaroon ng access sa device ng aplikante para isumite ang mga kinakailangang dokumento.</p> <p>3.1 The Pangkabuhayang QC web directory will only accept applications within the set application period date.</p> <p>Ang website ay tatanggap lamang ng aplikasyon batay sa nakatandang petsa.</p>	None	15 Minutes	QCIT QC-SBCDPO
<p>4. Wait for two (2) weeks to one (1) month for the Screening process. The initial status of your application will be reflected on your Pangkabuhayang QC Dashboard.</p> <p>Maghihintay ng dalawang (2) linggo hanggang isang (1) buwan para sa screening process.</p> <p>Ang status ng inyong aplikasyon ay maaaring makita sa Pangkabuhayang QC Dashnoard.</p>	<p>4. The QC-SBCDPO will receive and evaluate the documents submitted.</p> <p>Pangungunahan ng QC-SBCDPO ang masusing pagsusuri ng mga dokumentong ipinasa.</p> <p>4.1 The QC-SBCDPO Screening Team will check if all the documents submitted by the applicant are correct. If so, the applicant will pass the initial screening.</p> <p>Susuriin ng QC-SBCDPO Screening Team ang bawat dokumentong isinumite, kung tama ang mga dokumento, ang aplikante ay makakapasa sa initial screening.</p> <p>4.2 If lacking documents are identified, the applicant will be given seven (7) days to comply</p>	None	1 Month	PBQC Screening Team

	<p>with the correct document to pass the initial screening.</p> <p><i>Kung makita ng PBQC Screening Team na may kakulangan sa mga dokumento, bibigyan ng pitong (7) araw ang aplikante para magpasa ng tamang dokumento upang ma-aprubahan sa initial screening.</i></p>			
<p><u>5. Wait for an email to Schedule for Interview and Validation.</u></p> <p><i>Lahat ng aplikanteng makakapasa sa Screening Period ay padadalhan ng email kung saan ang aplikante ay maaari nang magset ng schedule para sa interview and validation.</i></p>	<p>5. The QC-SBCDPO will release an update on the Official Facebook Page to announce the Initial Status.</p> <p><i>Maglalabas ng ulat ang QC-SBDPO sa kanilang opisyal na Facebook Page para ipahayag ang Initial Status ng aplikasyon.</i></p> <p>5.1 The Initial Status with remarks from the evaluator will appear on the PBQC Dashboard.</p> <p><i>Makikita ang inisyal na lagay ng inyong aplikasyon sa inyong Pangkabuhayang QC dashboard.</i></p> <p>5.2 The QC-SBCDPO in coordination with QCIT, will send an email and text message to the initially approved applicants to book a schedule for Interview and Validation.</p> <p><i>Sa pagtutulongan ng QC-SBCDPO at QCIT, magpapadala ng mensahe via email o text sa mga inisyal na nakapasang aplikante upang makapagpatakda ng schedule para sa Interview and Validation.</i></p>	None	2 Minutes	QCIT QC-SBCDPO
<p><u>6. Schedule your time slot for the Interview and Validation on the PBQC Dashboard.</u></p> <p><i>Magschedule ng slot para sa Interview and</i></p>	<p>6. The QC-SCBDPO together with QCIT will open the date of Interview and Validation dates.</p>	None	2 Minutes	QCIT QC-SBCDPO

<p><i>Validation. Pumili ng petsa at oras batay kung saang distrito naninirahan.</i></p>	<p><i>Ang QC-SBCDPO at QCIT ay bubuksan ang mga petsa para sa Interview and Validation.</i></p> <p>6.1 QC e-Services will send a confirmation email to the applicant containing the details of the scheduled date for the Interview and Validation.</p> <p><i>Magpapadala ng mensahe ang QC e-Services sa email ng aplikante na naglalaman ng detalye ukol araw ng inyong Interview and Validation.</i></p>			
<p><u>7. Download and Print the Online Application Form from your PBQC Dashboard.</u> On the day of the interview bring the original copies of the documents submitted and the following supporting documents:</p> <p>a. Photocopies of all submitted documents:</p> <ol style="list-style-type: none"> 1. QC ID 2. Government-issued ID 3. Category Requirements <p>b. printed pictures of the physical store (showing the inside and outside), products, and the applicant.</p> <p>c. For Online Sellers, provide a printed proof of transactions, online postings, and access to your digital platform store.</p> <p><i>Matapos magset ng schedule para sa inyong Interview and Validation, i-download at i-print ang inyong Online Application Form na makikita sa inyong dashboard. Huwag kalimutang dalhin ang mga orihinal at supporting na dokumento na inyong ipinasa.</i></p> <p><i>Magpa-photocopy ng bawat kopya ng mga dokumento, siguraduhin ding mayroong printed na larawan ng labas at loob ng iyong negosyo, kayo rin ay dapat na kasama o makikita sa larawan.</i></p> <p><i>Kung kayo'y isang Online Seller, siguraduhin din na mayroong printed copies ng mga sumusunod: proof of transactions; proof of product postings; access kung saang social media application ka nagtitinda.</i></p>	<p>7. QC e-Services PBQC dashboard.</p> <p><i>Ang Online Application Form ay maaari at pwedeng mai-download sa inyong QC e-Services PBQC dashboard.</i></p>	None	10 Minutes	QC-SBCDPO
<p>8. Appear/ Attend on your Scheduled Interview and Validation date.</p>	<p>8. The QC-SBCDPO Interview and Validation Team will conduct a one-on-one Interview.</p>	None	4 Hours	PBQC Interview and Validation Team

<p><i>Magpunta sa itinakdang araw ng inyong Interview and Validation date.</i></p>	<p><i>Ang QC-SBCDPO Interview and Validation Team ay magsasagawa ng panayam sa bawat aplikante.</i></p> <p>8.1 QC-SBCDPO Interview and Validation team will gather the Applicant's documents as proof of being interviewed and verified.</p> <p><i>Kukuhain ng QC-SBCDPO Interview and Validation Team ang mga dokumento ng mga aplikanteng nakapanayam at na beripika.</i></p> <p>8.2 The applicant will be informed by the QC-SBCDPO to wait for the text confirmation message and final status of the application.</p> <p><i>Papaalalahanan ng QC-SBCDPO ang aplikante na maghintay ng text message confirmation para sa Final Status ng kanilang aplikasyon.</i></p>			
<p>9. Wait for QC-SBCDPO's announcement of Approved Applicants.</p> <p><i>Ilang araw matapos ang inyong Interview and Validation, maghintay lamang para sa anunsyo ng QC-SBCDPO.</i></p>	<p>9. QC-SBCDPO will release an announcement on the official Facebook Page.</p> <p><i>Maglalabas ng ulat ang QC-SBCDPO sa kanilang opisyal na Facebook Page.</i></p>	None	1 Month	QCIT QC-SBCDPO
<p>10. Wait for the notification regarding the schedule and instructions for Training and Payout which will be sent via email and text message</p> <p><i>Maghintay ng email or text na naglalaman ng detalye at schedule ng Training at Payout.</i></p>	<p>10. An email or a text message will be sent to the approved applicants containing the details and instructions for the training and Payout.</p> <p><i>Makakatanggap ng email o text message ang mga naaprubahang aplikante na naglalaman ng detalye at gabay para sa Training and Payout.</i></p>	None	2 Weeks	QCIT AJ Isidore Malacaman
<p>11. Attend / Appear on Training and Networking Sessions and receive Capital Assistance.</p>	<p>11. QC-SBCDPO will facilitate the Training and Payout with PBQC Partners.</p>	None	4 Hours	PBQC Training and Payout Team

<p><i>kinakailangang dumalo at sumailalim sa Training and Networking Session bago makuha ang Capital Assistance.</i></p>	<p><i>Pangungunahan ng QC-SBCDPO ang Training and Payout, kasama rin dito ang Pangkabuhayang QC Partners.</i></p> <p>11.1 The City Treasury Office (CTO) will take charge of administering the distribution of Capital Assistance.</p> <p><i>Ang CTO ang mangunguna sa paghahandog ng Capital Assistance.</i></p> <p>11.2 QC-SBCDPO will coordinate with the Barangays for the monitoring of PBQC Beneficiaries , 6 months after receiving the Capital Assistance from PBQC.</p> <p><i>Anim (6) na buwan matapos ang Training and Payout, magsasagawa ang QC-SBCDPO ng "Monitoring Activity" sa mga nakatanggap ng Capital Assistance.</i></p>			
--	--	--	--	--

1.2 PANGKABUHAYANG QC INFORMATION SESSION

The Pangkabuhayang QC Information Session details the PBQC application process and requirements for the Pangkabuhayang QC, in line with this, it is also geared towards providing direct assistance and personal step-by-step process discussion and promoting awareness not just for Pangkabuhayang QC program, but also other programs of QC-SCBDPO.

Ang Pangkabuhayang QC information session ay naglalayong madetalye nang maayos ang proseso sa pag-aaply at mga kinakailangang dokumento para sa Pangkabuhayang QC, bukod pa rito, ito rin ay nakadesensyo upang magbigay ng direktang pag-alalay at personal na diskusyon tungkol sa step-by-step na proseso at pagbibigay kamalayan sa iba pang programa ng QC-SBCDPO.

Office or Division:	Planning, Program Development, and Monitoring Division.			
Classification:	G2C - Government to Citizens			
Type of Transaction:	Simple			
Who may avail:	Quezon City residents (18 years old and above; Micro-Entrepreneurs/Vendors, Unemployed Solo Parents, Persons with Disability [PWD], Returning OFWs/Family Members of OFWs, Completers of Livelihood and Entrepreneurship Trainings.)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request for PBQC Information-Session <i>Sulat na nagpapakita ng interes o kagustuhang sumailalim sa Pangkabuhayang QC Information-Session.</i>			% Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter It could be a Physical Document or an email sent via QC-SBCDPO's official email address, make sure that the requesting party has more than 15 participants or attendees. <i>Magpadala ng sulat mula sa inyong organisasyon/grupo/institusyon. Ang request letter para sa PBQC Info-session ay maaring pisikal na dokumento o maaring ipadala sa opisyal na email address ng QC-SBCDPO.</i>	1. Acknowledge Receipt of Letter	None	1 Minute	Janice Mejica Justine Angela Valdez
2. Wait for the QC-SBCDPO action response.	2. QC-SBCDPO will schedule Pangkabuhayang	None	4 Hours	AJ Isidore Malacaman

<p><i>Maghintay lamang sa magiging sagot o askyon ng QC-SBCDPO sa inyong sulat na ipinadala.</i></p>	<p>QC Information Session</p>			
<p>3. Attend the Pangkabuhayang QC Information Session</p> <p><i>Dumalo sa Pangkabuhayang QC Information Session</i></p>	<p>3. Conduct Pangkabuhayang QC Information Session</p> <p><i>Isagawa ang Pangkabuhayang QC Information Session</i></p>	<p>None</p>	<p>2 Hours</p>	<p>AJ Isidore Malacaman</p>

2. QC ESSENTIALS LIVELIHOOD TRAINING PROGRAM

QC Essentials Livelihood Training Program involves developing and accelerating the growth of MSE's by providing livelihood opportunities, coaching, mentoring information and training assistance that will give access into various business services to be able to earn and start their own micro business. This program has expanded into our very own QC Brand - from everyday household essential products to boosting our local food processing industry. QC Essentials is proudly made in QC, made by QCitizens.

Ang QC Essentials Livelihood Training Program ay naglalayong mapaunlad at mapapabilis ang paglago ng MSE's sa pamamagitan ng pagbibigay ng mga pangkabuhayan, pagtuturo, pagbibigay impormasyon, at pagsasanay na siyang magbubukas ng pinto sa iba't ibang serbisyong pang-negosyo upang kumita at makapagsimula ng kanilang maliit na negosyo. Ang programang ito ay ang nagpapalawak ng ating sariling QC Brand - mula sa pang-araw-araw na pangangailangan sa tahanan hanggang sa pagpapalakas sa ating industriya ng food processing. Ang QC Essentials ay buong pagmamalaking "Gawang QC" sa pamamagitan ng ating mga QCitizens.

2.1 REQUEST FOR QC ESSENTIALS STARTER KITS

Office or Division: Small Business and Cooperatives Development and Promotions Office (QC- SBCDPO)	PPDMD, Administrative Section Unit			
Classification:	Highly Technical			
Type of Transaction: G2C	G2C - Government to Citizens			
Who may avail: QCitizens (Groups, Organizations, Associations, Federations and other marginalized sectors) that are interested in learning livelihood and business opportunities.	Quezon City-Based Groups, Organizations, Association, Federation, and other marginalized sectors interested in learning Livelihood and Business Opportunities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		% Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for QC Essentials Starter Kits <i>Magsumite ng sulat na humihiling ng QC Essentials Starter Kits.</i>	1. Acknowledge and evaluate request <i>Ang QC-SBCDPO ay tatanggapin at susuriin ang sulat na isinumite.</i>	None	5 minutes	Janice Mejia Justine Angela Valdez
2. Once approved, submit one (1) original copy of the distribution list of beneficiaries (must be signed by the beneficiaries) <i>Kapag aprubado na ang request, ipasa ang original na kopya ng distribution list ng mga</i>	2. QC-SBCDPO will consolidate the approved distribution list for the procurement process.	None	5 days	Gina Belencio

<p>benepisyaryo. (<i>siguraduhing pirmado ng mga benepisyaryo</i>)</p>	<p>Ang QC-SBCDPO ay pagsasamahin ang aprubadong distribution list para sa procurement process.</p>			
<p>3. Once processed, wait for the release schedule of the starter kits. The requesting party should arrange the transportation and delivery of the kits.</p> <p><i>Matapos iproseso, hintayin ang araw ng release ng mga starter kits. Ang requesting party ang dapat na mag-asikaso ng transportasyon at pagpapadala ng mga kits.</i></p>	<p>3. Schedule the release dates</p>	<p>None</p>	<p>4 Hours</p>	<p>Gina Belencio</p>
<p>4. Wait for the schedule of training and demo session. Once the schedule is confirmed, the requesting party should organize the training session, including the venue and convening of beneficiaries.</p> <p><i>Hintayin ang nakatalagang araw ng training at demo session. Kapag ang schedule ay nakumpirma na, ang requesting party ay dapat na magsaayos ng training session, kasama na rito ang venue at ang pagtitipon sa mga benepisyaryo.</i></p>	<p>4. Schedule the training and demo session</p>	<p>None</p>	<p>1 Day</p>	<p>Gina Belencio</p>
<p>5. Attend the training and demo session</p>	<p>5. Conduct training and demo session</p>		<p>1 Day</p>	<p>Gina Belencio</p>

2.2 REQUEST FOR QC ESSENTIALS TRAINING *(No Kits)*

Office or Division: SBCDPO	PPDMD, Administrative Section Unit			
Classification:	Simple Request			
Type of Transaction: G2C	G2C - Government to Citizens			
Who may avail: QCitizens (Groups, Organizations, Associations, Federations and other marginalized sectors) that are interested in learning livelihood and business opportunities.	Quezon City-Based Groups, Organizations, Association, Federation, and other marginalized sectors interested in learning Livelihood and Business Opportunities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter indicating the day, time, place, and kind of technology that they are interested in.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request. <i>Magpasa ng letter request.</i>	1. Acknowledge and evaluate letter request <i>Ang QC-SBCDPO ay tatanggapin at susuriin ang sulat na isinumite.</i>	None	5 minutes	Janice Mejica Justine Angela Valdez
2. Wait for the schedule of training. <i>Hintayin ang araw ng pagsasanay.</i>	2. Schedule training dates	None	1 Day	Gina Belencio
3. Attend the training session	3. Conduct the training session	None	1 Day	Gina Belencio

3. COMMUNITY SAVINGS GROUP

Community Savings Group is an informal and self-help group enterprise for loans and savings services that promote alternative risk-transfer mechanism practices and community resiliency. The sustainability of the Community Savings Group as a Community-Based Enterprise dovetails with SBCDPO's entrepreneurship and enterprise capacity-building activities to further their development, linked with the Resiliency and Risk Transfer Mechanism Program of the QC Disaster and Risk Reduction Management Council under the thematic areas of prevention and mitigation.

Ang Community Saving Group o CSG ay isang impormal na self-help group para sa mga serbisyong may kaugnayan hingil sa pagpapautang at pag-iimpok ng salapi. Isinusulong din nito ang alternatibong risk-transfer mechanism na naglalayong magbigay ng community-resiliency o isang matatag na komunidad. Ang pagpapanatili ng CSG bilang isang community-based enterprise ay nakaugat sa SBCDPO's entrepreneurship at enterprise capacity-building activities. Kaugnay ito ng Resiliency at Risk Transfer Mechanism Program ng QC Disaster and Risk Reduction Management Council sa ilalim ng thematic areas of prevention and mitigation o malawakang pag-aaral na naglalayong mapababa ang bulnerabilidad ng komunidad sa sakuna.

3.1 COMMUNITY SAVINGS GROUP PRE-FORMATION ORIENTATION

Service Requested	Community Savings Group Pre-formation Orientation	
Office or Division:	Planning, Program Development, and Monitoring Division (PPDMD)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	Quezon City-based groups, Organizations Associations, interested in establishing a Community Savings Group.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter <i>The letter should be addressed to the Department Head and must include specific details such as the proposed dates, the venue for the orientation, and the name of the requesting group</i> 1.1 Download the letter format from <i>Idownload ang letter format sa:</i> https://qc-sbcdpo.com/QCCSG-OrientationRequest	% Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Download the request letter format</p> <p><i>I-download ang format ng request letter:</i> https://qc-sbcdpo.com/QCCSG-OrientationRequest</p>	<p>1. Publish the request letter format</p> <p><i>I-publish ang request letter format</i></p>	None	2 Minutes	Crisanto Laresma
<p>2. Submit the request letter.</p> <p>The purpose of the letter, date, time, venue, and the type of organization requesting must be included in the letter</p> <p>The request letter may be sent via the official email address of SBCDPO: SBCDPO@quezoncity.gov.ph, or it may be submitted in person at the 6th Floor, West Wing, Main High Rise Building, Quezon City Hall Compound.</p> <p><i>Isumite ang request letter.</i></p> <p><i>Ang layunin ng liham, petsa, oras, lugar, at uri ng organisasyon na humihiling ay dapat isama sa liham.</i></p> <p><i>Ang liham ng kahilingan ay maaaring ipadala sa opisyal na email address ng SBCDPO: SBCDPO@quezoncity.gov.ph, o maaari itong isumite nang personal sa ika-6 na Palapag, West Wing, Main High Rise Building, Quezon City Hall Compound.</i></p>	<p>2. Acknowledge receipt of letter</p> <p><i>Tanggapin ang sulat</i></p>	None	5 Minutes	Janice Mejica Justine Angela Valdez
<p>3. Wait for feedback on eligibility for the program</p> <p>Respond and coordinate with the representatives about the necessary requirements (time, date, venue, number of participants)</p> <p><i>Maghintay ng feedback tungkol sa pagiging karapat-dapat para sa programa.</i></p> <p><i>Tumugon at makipag-ugnayan sa mga kinatawan tungkol sa mga kinakailangang detalye (oras, petsa, lugar, bilang ng mga kalahok).</i></p>	<p>3. Determine if the client is eligible for the program</p> <p><i>Tukuyin kung kwalipikado ang kliyente</i></p>	None	1 Day	Crisanto Laresma Rachel Jennel Halfon
<p>4. Attend the Pre-Formation Orientation and Chapter's Assembly</p>	<p>4. Conduct Pre-Formation</p>	None	1 Hour	Crisanto Laresma

<p>If the necessary requirements of PFO and CA are agreed upon, attend the program event as scheduled</p> <p><i>Dumalo sa Pre-Formation Orientation at Chapter's Assembly</i></p> <p><i>Kung napagkasunduan ang mga kinakailangang kahilingan ng PFO at CA, dumalo sa programang kaganapan ayon sa iskedyul.</i></p>	<p>Orientation and Chapter's Assembly</p>			
--	---	--	--	--

3.2 COMMUNITY SAVINGS GROUP CSG KITS AND MATERIALS

Service Requested:	Request for CSG Kits and Materials
Office or Division:	Planning, Program Development, and Monitoring Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Barangay, Civil Society Organizations, Associations, Cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request Letter</p> <p>Submit a letter requesting CSG Kits and Materials. The purpose of the request, date, time, venue, and type of organization must be included.</p>	<p>% Client</p>
<p>2. Community Savings Group Materials Request Form</p>	<p>The CSG Materials Request Form can be accessed through this link: https://qc-sbcdpo.com/MaterialsRequestForm</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a letter requesting for Community Savings Group (CSG) Savings Meeting (Attach the filled-out form of CSG Materials Request Form) via email or in-person at QC-SBCDPO</p> <p><i>Mag-submit ng liham na humihiling para sa Community Savings Group (CSG) Savings Meeting (I-attach ang kumpletong</i></p>	<p>1. Acknowledge receipt of letter</p> <p>1.1 Determine if client is new or existing</p> <p><i>1. Tanggapin ang natanggap na liham Tanggapin ang liham. 1.1 Tukuyin kung ang kliyente ay bago o kasalukuyan</i></p>	<p>None</p>	<p>2 Minutes</p>	<p>Janice Mejica Justine Angela Valdez</p>

<p><i>form ng CSG Materials Request Form) sa pamamagitan ng email o personal sa QC-SBCDPO.</i></p>				
<p>2. Wait for feedback on eligibility for the program</p> <p><i>Maghintay ng feedback tungkol sa eligibility para sa programa.</i></p>	<p>2.1. Coordinate with the Budget Officer regarding the availability of the kits</p> <p>2.2 If the kits are available, the SBCDPO will schedule the release of the kits</p> <p>2.3 If the kits are unavailable, this will undergo procurement process</p>	<p>None</p>	<p>5 Minutes</p> <p>1 Day</p> <p>6 Months</p>	<p>Rachel Jennel Halfon Josielyn Peralta</p>
<p>3. Attend the scheduled distribution of kits</p> <p>If the kits are already available, the SBCDPO will notify the beneficiaries regarding the date, time, and venue of distribution</p> <p><i>Dumalo sa nakatakdang pamamahagi ng mga kit. Kung ang mga kit ay available na, ipapalam ng SBCDPO sa mga benepisyaryo ang petsa, oras, at lugar ng pamamahagi.</i></p>	<p>3. Conduct the distribution of kits</p>	<p>None</p>	<p>1 Day</p>	<p>Planning, Program Development, and Monitoring Division</p>

4. QC PAYDAY FRESH MARKET

QC Payday Fresh Market is a bi-weekly trade fair featuring fresh and organic food and other products in Quezon City. Since 2019, this initiative has been supporting rural and urban farmers' livelihoods by providing regular opportunities to sell their fresh farm produce, goods, and products directly to consumers, promoting the farm-to-consumer model, and ensuring sellers keep all the profits.

Ang QC Payday Fresh Market ay isang trade fair na ginaganap tuwing dalawang linggo na tampok ang sariwa at organic na pagkain at iba pang produkto sa Quezon City. Mula 2019, ang programang ito ay tumutulong sa kabuhayan ng mga rural at urban farmers sa pamamagitan ng pagbibigay ng regular na pagkakataong magbenta ng kanilang sariwang gulay, prutas at iba pang produkto direktso sa konsumer. Isinusulong nito ang farm-to-consumer model, at tinitiyak na mananatili ang buong kita sa mga nagbebenta.

4.1 APPLICATION TO JOIN QC PAYDAY FRESH MARKET

Office or Division:	Business Resource Division (BRD)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	Urban Farms, Businesses - Produce & Healthy and Organic food			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ol style="list-style-type: none"> Accomplished pre-registration form provided by QC-SBCDPO. Any government-issued ID Any of the listed business registration permit/ certification Pictures of products/ business 	QC-SBCDPO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Accomplish the online pre-registration form provided by QC-SBCDPO. <i>Sagutan ang online pre-registration form mula sa QC SBCDPO</i> 	<ol style="list-style-type: none"> Publish the pre-registration form on social media channels <i>Ilathala ang pre-registration form sa social media channels</i> 	None	5 Minutes	Daniela Carla Mondia
<ol style="list-style-type: none"> Participate in the Quezon City Payday Fresh Market Selected entrepreneurs will be notified via email through an invitation to participate at the QC Payday Fresh Market. 	<ol style="list-style-type: none"> A selection committee will screen the applications based on their submitted 	None	2 Weeks	Business Resource Division

<p>Ang mga napiling entrepreneurs ay papadalhan ng email na magsisilbing imbitasyon na lumahok QC Payday Fresh Market</p>	<p>business information and product photos.</p> <p><i>Susuriin ng selection committee ang mga aplikasyon ayon sa kanilang isinumiteng impormasyon at larawan ng kanilang negosyo.</i></p>			
<p>3. Fill out Pre-Event Form and Commitment Form</p> <p>If entrepreneurs accept the invitation, they will be asked to fill out a pre-event form, including a commitment form that they must agree to.</p> <p><i>Kapag tinanggap na ng entrepreneur ang imbitasyon, kailangan nitong sagutan ang pre-event form, kalakip ang isang commitment form na dapat ay sang-ayunan nila.</i></p>	<p>3. Send pre-event form and commitment form via email</p> <p><i>Ipadala ang pre-event form at commitment form sa pamamagitan ng email.</i></p>	None	5 Minutes	Daniela Carla Mondia
<p>4. Attend the mandatory merchants' orientation</p> <p>All confirmed entrepreneurs must attend the mandatory merchants' orientation</p> <p><i>Lahat ng confirmed entrepreneurs ay dapat dumalo sa mandatory merchants' orientation.</i></p>	<p>4. Conduct merchants' orientation.</p> <p><i>Isagawa ang merchants' orientation.</i></p>	None	6 Hours	Business Resource Division
<p>5. Review event guidelines</p> <p>Event guidelines, which include the ingress and egress details, will be provided via email.</p> <p><i>Ipapadala sa pamamagitan ng email ang event guidelines, kasama ang mga detalye ng ingress at egress.</i></p>	<p>5. Send event guidelines.</p> <p><i>Ipadala ang event guidelines.</i></p>	None	5 Minutes	Daniela Carla Mondia
<p>6. Set up booths at the biweekly QC Payday Fresh Market, in accordance with the set rules, promote and sell their products for the entire duration of the activity.</p> <p><i>Isa-ayos ang setup ng booth sa bi-weekly QC Payday Fresh Market ayon sa rules, magpromote at magbenta ng produkto sa buong durasyon ng event.</i></p>	<p>6. Assist and promote participating entrepreneurs as beneficiaries of the QC Payday Fresh Market program.</p> <p><i>Tulungan at i-promote ang mga kalahok na</i></p>	None	2 Hours	Ester Nadado Eusebia Tamondong Wilma Laureta

	<i>entrepreneur bilang benepisyaryo ng programang QC Payday Fresh Market.</i>			
7. Report sales to a representative of QC-SBCDPO <i>I-sumite ang sales report sa kinatawan ng QC-SBCDPO</i>	7. Gather sales report <i>Ikalap ang sales report</i>	None	10 minutes	Ester Nadado
8. Retain active communication with a representative of QC-SBCDPO and actively participate in SBCDPO-led and co-organized seminars and other capacity-building activities. <i>Panatilihin ang aktibong komunikasyon sa kinatawan ng QC-SBCDPO at lumahok sa mga seminars at iba pang capacity-building activities ng SBCDPO.</i>	8. Monitor the status of each entrepreneur <i>I-monitor ang kalagayan ng bawat entrepreneur</i>	None	5 Minutes	Business Resource Division

5. PROUDLY ORIGINAL PRODUCTS OF QUEZON CITY (POP QC) PROGRAM

Proudly Original Products of Quezon City (POP QC) showcases the artistry and innovation of city-honed products through trade shows, bazaars and exhibits. It aims to promote city-made products and provide a local market-access platform for MSEs and Cooperatives in Quezon City. This will serve as the official branding of QC-based products.

Tampok sa programang POP QC ang mga orihinal at natatanging produkto ng lungsod sa pamamagitan ng mga trade shows, bazaars at exhibits. Layunin ng programang ito na isulong ang mga produktong ito at maghandog ng local market-access platform para sa mga MSE at cooperative ng Quezon City. Ito rin ang nagsisilbing branding ng mga produktong hango sa lungsod.

5.1 APPLICATION TO POP QC MEMBERSHIP

Office or Division:	Business Resource Division (BRD)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	Businesses			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ol style="list-style-type: none"> Accomplished pre-registration form provided by QC-SBCDPO. Any government-issued ID Any of the listed business registration permit/ certification Pictures of products/ business 	Accessed through link provided by QC-SBCDPO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Accomplish the online pre-registration form provided by QC-SBCDPO. <i>Sagutan ang online pre-registration form mula sa QC-SBCDPO</i> 	<ol style="list-style-type: none"> Publish the pre-registration form on social media channels <i>Ilathala ang pre-registration form sa social media channels</i> 	None	5 Minutes	Daniela Carla Mondia
<ol style="list-style-type: none"> Selected entrepreneurs will be notified via email by invitation to participate in theme-based trade fairs and other events with selling activities. <i>Ang mga napiling entrepreneurs ay papadalhan ng email na magsisilbing imbitasyon na lumahok sa theme-based trade</i> 	<ol style="list-style-type: none"> A selection committee will screen the applications based on their submitted business information and product photos. <i>Susuriin ng selection committee ang mga aplikasyon ayon sa</i> 	None	2 weeks	Business Resource Division

<i>fairs at iba pang event na may selling activities.</i>	<i>kanilang isinumiteng impormasyon at larawan ng kanilang negosyo.</i>			
3. If an entrepreneur accepts the invitation, they will be asked to fill out a pre-event form which also includes a commitment form that they must agree to. <i>Kapag tinanggap na ng entrepreneur ang imbitasyon, kailangan nitong sagutan ang pre-event form, kalakip ang isang commitment form na dapat ay sang-ayunan nila.</i>	3. Send pre-event form and commitment form via email <i>Ipadala ang pre-event form at commitment form sa pamamagitan ng email.</i>	None	5 Minutes	Daniela Carla Mondia
4. All confirmed entrepreneurs must attend the mandatory merchants' orientation <i>Lahat ng confirmed entrepreneurs ay dapat dumalo sa mandatory merchants' orientation.</i>	4. Conduct merchants' orientation. <i>Isagawa ang merchants' orientation.</i>	None	6 Hours	Business Resource Division
5. Event guidelines, which include the ingress and egress details, will be provided via email. <i>Ipapadala sa pamamagitan ng email ang event guidelines, kasama ang mga detalye ng ingress at egress.</i>	5. Prepare and send event guidelines. <i>Ipadala ang event guidelines.</i>	None	5 Minutes	Daniela Carla Mondia
6. Set up booths at the POP QC event, in accordance with the rules set by the organizers; promote and sell their products for the entire duration of the activity. <i>Isa-ayos ang setup ng booth sa POP QC event ayon sa rules ng organizers, mag-promote at magbenta ng produkto sa buong durasyon ng event.</i>	6. Assist and promote participating entrepreneurs as beneficiaries of the POP QC program. <i>Tulungan at i-promote ang mga kalahok na entrepreneur bilang benepisyaryo ng programang POP QC.</i>	None	2 Hours	Ester Nadado Eusebia Tamondong Wilma Laureta
7. Report sales to a representative of QC-SBCDPO <i>I-sumite ang sales report sa kinatawan ng QC-SBCDPO</i>	7. Gather sales report <i>Ikalap ang sales report</i>	None	10 Minutes	Ester Nadado
8. Retain active communication with a representative of QC-SBCDPO and actively participate in SBCDPO-led and co-organized seminars and other capacity-building activities. <i>Panatilihin ang aktibong komunikasyon sa kinatawan ng QC-SBCDPO at lumahok sa</i>	Monitor the status of each entrepreneur <i>I-monitor ang kalagayan ng bawat entrepreneur</i>	None	5 Minutes	Business Resource Division

<i>mga seminars at iba pang capacity-building activities ng SBCDPO.</i>				
---	--	--	--	--

6. KYUSI NIGHTS: COMMUNITY NIGHT MARKET

The Kyusi Nights: Community Night Market initiative aims to showcase and discover promising micro and small enterprises, and cooperatives in each barangay or community in Quezon City by providing them with a market access platform. Through Kyusi Nights, interested barangays will be capacitated on how to conduct and operate their own weekend trade event featuring the various high-quality products made by local community artisans and entrepreneurs.

Ang Kyusi Nights: Community Night Market ay naglalayong ibida at matuklasan ang mga natatanging micro and small enterprises at kooperatiba sa bawat barangay at komunidad sa Quezon City sa pamamagitan ng paghahandog ng market access platform. Sa pamamagitan ng programang ito, ang mga barangay na nais lumahok ay gagabayan kung paano isagawa at patakbuin ang kanilang sariling weekend trade event kung saan tampok ang iba't-ibang dekalidad na produktong gawa ng mga artisano at entrepreneur mula sa kanilang lugar.

6.1 REQUEST FOR CONDUCT OF KYUSI NIGHTS IN BARANGAY OR COMMUNITY

Office or Division:	Business Resource Division (BRD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Barangay, Civil Society Organizations, Associations, and other communities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent to Conduct Kyusi Nights: Community Night Market <i>Letter of Intent para sa pagsasagawa ng Kyusi Nights: Community Night Market</i>		% Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to conduct Kyusi Nights: Community Night Market via email (sbcdpo@quezoncity.gov.ph) or in person at QC-SBCDPO <i>Magpasa ng Letter of Intent para sa pagsasagawa ng Kyusi Nights: Community Night Market sa pamamagitan ng email o pumunta sa mismong opisina.</i>	1. Acknowledge receipt of letter of intent <i>Tanggapin ang letter of intent.</i>	None	5 minutes	Janice Mejica Justine Angela Valdez
2. Await response on the available schedule of program orientation <i>Maghintay ng tugon sa maaaring maging schedule ng program orientation.</i>	2. Determine the schedule of program orientation. <i>Tukuyin ang schedule ng</i>	None	2 Days	Business Resource Division

	<i>program orientation.</i>			
<p>3. Attend the program orientation and align with SBCDPO the logistical needs of the barangay</p> <p><i>Dumalo ng program orientation at makipagtulungan sa SBCPDO para sa logistical needs ng barangay.</i></p>	<p>3. Conduct Kyusi Nights: Community Night Market program orientation</p> <p><i>Isagawa ang Kyusi Nights: Community Night Market program orientation.</i></p>	None	6 Hours	Business Resource Division
<p>4. Disseminate information about the upcoming community night market in the barangay once logistics are confirmed.</p> <p><i>Ipamahagi ang impormasyon tungkol sa gaganapin na community night market sa barangay kapag nakumpirma na ang logistics..</i></p>	<p>4. Assist in the processing of logistical needs and necessary permits for the conduct of the event.</p> <p><i>Magbigay ng tulong sa pagproseso ng logistical needs at kinakailangang permits sa pagsasagawa ng event.</i></p>	None	2 Days	Business Resource Division
<p>5. Distribute the pre-registration form to business owners who may be interested in participating.</p> <p><i>Ipamahagi ang pre-registration form sa mga business owners na interesado na makilahok.</i></p>	<p>5. Send pre-registration form</p> <p><i>Ipadala ang pre-registration form</i></p>	None	1 Day	Daniela Carla Mondia
<p>6. Screen and finalize the list of merchants.</p> <p><i>Suriin at isapinal ang listahan ng mga kasapi.</i></p>	<p>6. Barangay and QC-SBCDPO will finalize the list of merchants.</p> <p><i>Susuriin at isapinal ng barangay at ng QC-SBCDPO ang listahan ng mga kalahok na merchants.</i></p>		2 Weeks	Business Resource Division and participating barangay
<p>7. Organize and invite all confirmed merchants to attend the mandatory merchants' orientation</p> <p><i>I-organisa at imbitahan ang lahat ng kumpirmadong kalahok para dumalo sa merchants' orientation.</i></p>	<p>7. Conduct merchants' orientation and provide event guidelines</p> <p><i>Isagawa ang merchants'</i></p>	None	6 Hours	Business Resource Division

	<i>orientation at magbigay ng event guidelines.</i>			
8. Setup Kyusi Night Market booths <i>Itayo ang booths para sa Kyusi Night Market.</i>	8. Coordinate with the barangay regarding the delivery of tents and other materials, in preparation for the setup of the Night Market. <i>Makipagtulungan sa barangay tungkol sa pagpapadala ng tents at iba pang kagamitan tungo sa paghahanda para sa Night Market.</i>	None	2 Hours	Business Resource Division
9. Regular conduct of night market on the designated location on an agreed schedule <i>Magsagawa nang regular na night market sa itinakdang lokasyon ayon sa napag-usapang schedule.</i>	9. Regular monitoring and promotion of night market <i>Regular na pagmomonitor at pag-promote ng night market.</i>	None	8 Hours	Business Resource Division
10. Report weekly sales to QC-SBCDPO <i>I-sumite ang sales report sa kinatawan ng QC SBCDPO</i>	10. Gather sales report <i>Ikalap ang sales report</i>	None	10 Minutes	Marivic Semilla

7. QCERTIFIED ROADMAP PROGRAM

The QCertified Roadmap Program is a series of training sessions and workshops to help MSECs to acquire their Philippine Food and Drug Administration (FDA) permits, such as the FDA License to Operate (LTO) and/or Certificate of Product Registration (CPR). This initiative involves different partnerships with various national government agencies, such as FDA, Department of Science and Technology (DOST), Department of Trade and Industry (DTI), members of the academe, such as Polytechnic University of the Philippines (PUP), as well as private partners.

Ang QCertified Roadmap Program ay isang serye ng training sessions at workshops upang tulungan ang mga MSECs na makakuha ng kanilang Philippine Food and Drug Administration (FDA) permits, tulad ng FDA License to Operate (LTO) at Certificate of Product Registration (CPR). Katuwang sa pagpapatupad ng programang ito ang iba't ibang national government agencies, tulad ng FDA, Department of Science and Technology (DOST), Department of Trade and Industry (DTI), mga miyembro ng academe, tulad ng Polytechnic University of the Philippines (PUP), at private partners.

7.1 REQUEST TO JOIN QCERTIFIED ROADMAP PROGRAM

Office or Division:	Business Resource Division (BRD)	
Classification:	Highly-technical	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Businesses - Processed Food and Cosmetics	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved QC ID <i>Aprubadong QC ID</i>		Online through https://qceservices.quezoncity.gov.ph/ or in person at District Action Office <i>Online sa qceservices.quezoncity.gov.ph o in-person sa District Action Office.</i>
2. Government-issued ID, including the following: <i>ID na inisyu ng pamahalaan, kabilang ang mga sumusunod:</i> <ul style="list-style-type: none"> - Philsys ID / National ID issued by the PSA - Philippine Passport issued by the DFA - Driver's License issued by the LTO - Professional Regulations Commission (PRC) ID - Integrated Bar of the Philippines (IBP) ID - GSIS UMID ID / eCard - SSS UMID ID - HDMF (PAG-IBIG) Transaction / Loyalty Card - Voter's ID issued by COMELEC - Postal ID issued by the Philippine Postal Corporation - Senior Citizen's ID issued by OSCA or LGU - OFW ID issued by DOLE - OWWA ID - Seaman's / Seawoman's Book issued by MARINA - Diplomat / Consular ID issued by the Philippine Embassy - NBI Clearance 		% Client

<ul style="list-style-type: none"> - PNP ID / Police Clearance - DSWD Certificate - PWD ID issued by the NCDA or its regional counterpart, Office of the Mayor, Office of the Barangay Captain, DSWD, and participating organizations with Memorandum of Agreement with Department of Health - ID issued by National Government Offices and GOCCs 				
<p>3. Original and Photocopy of the following:</p> <p><i>Orihinal at kopya ng mga sumusunod:</i></p> <ul style="list-style-type: none"> - <i>Barangay Permit</i> - <i>City / Mayor's Business Permit</i> - <i>DTI Barangay Micro Business Enterprise (BMBE) Certificate</i> - <i>DTI Business Name Registration (BNR) Certificate (for sole proprietors)</i> - <i>SEC Registration Certificate (for Cooperatives and Franchise)</i> 	<p>% Client</p> <p><i>Ang dokumento ay magmumula sa kliyente.</i></p> <ul style="list-style-type: none"> - <i>Barangay Hall</i> - <i>Business Permits and Licensing Department</i> - <i>Department of Trade and Industry (DTI)</i> - <i>Department of Trade and Industry (DTI)</i> - <i>Security and Exchange Commission</i> 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration and Application				
<p>1. Accomplish the online pre-registration form provided by QC-SBCDPO.</p> <p><i>Sagutan ang online pre-registration form mula sa QC SBCDPO</i></p>	<p>1. Publish the pre-registration form on social media channels</p> <p><i>Ilathala ang pre-registration form sa social media channels</i></p>	None	5 Minutes	Erika Beatrice Juanson
<p>2. Wait for feedback on eligibility for the program, which will be sent via email.</p> <p><i>Hintayin ang feedback tungkol sa eligibility para sa programa na ipapadala sa email.</i></p>	<p>2. Screen applications and determine their eligibility to participate in the program. Selected applicants will be notified via email.</p> <p><i>Suriin ang mga aplikasyon at tukuyin ang</i></p>	None	15 days	Erika Beatrice Juanson

	<i>kanilang eligibility na lumahok sa programa. Ipapaalam sa email ang resulta ng screening sa mga napiling aplikante.</i>			
Onboarding				
3. Attend the mandatory FDA Overview and Roadmap Program Orientation. <i>Dumalo sa FDA Overview and Roadmap Program Orientation na kailangang puntahan ng lahat ng kalahok.</i>	3. Conduct the FDA Overview and Roadmap Program Orientation <i>Isagawa ang FDA Overview and Roadmap Program Orientation</i>	None	6 Hours	Erika Beatrice Juanson
4. Sign the commitment and agreement form (qc-sbcdpo.com/QCertifiedCommitmentForm) to attend all required training sessions and workshops. <i>Pirmahan ang commitment at agreement form (qc-sbcdpo.com/QCertifiedCommitmentForm) na nagsasaad na dadalo ang kalahok sa lahat ng required training sessions at workshops.</i>	4. Provide commitment form and orient the participants on its content <i>Magbigay sa kalahok ng commitment form at gabayan ang mga kalahok sa nilalaman nito.</i>	None	5 Minutes	Erika Beatrice Juanson
5. Attend a series of training sessions and workshops prescribed and conducted by the QC-SBCDPO, alongside its partner agencies. <i>Dumalo sa serye ng training sessions at workshops na naitala at isinasagawa ng QC-SBCDPO, kasama ang mga partner agencies nito.</i>	5. Conduct various training sessions and workshops for the QCertified Roadmap Program. <i>Magsagawa ng serye ng training sessions at workshops sa ilalim ng QCertified Roadmap Program.</i>	None	6 Months	Business Resource Division
6. Prepare and revise necessary documents for FDA application.	6. Assess the readiness of the client in obtaining FDA	None	10 days	Paulo Borres Erika

<i>Ihanda ang mga kinakailangang dokumento para sa pag-apply sa FDA.</i>	certifications, and once approved, refer to FDA portal for application.			Beatrice Juanson
6.1 Apply to the FDA portal (https://bbmsme.fda.gov.ph/) <i>Mag-apply sa FDA portal (https://bbmsme.fda.gov.ph/)</i>	<i>Suriin ang kahandaan ng kliyente sa pagkuha ng FDA certifications.</i>	None	30 Mins	Client
6.2 Prepare product and facility for FDA inspection. <i>Ihanda ang produkto at pasilidad para sa inspeksyon ng FDA.</i>	<i>Kapag naaprubahan na ito, i-refer sa FDA portal para sa pag-aapply.</i>	None	3 Days	Business Resource Division
7. Report regularly to QC-SBCDPO representative on the status of application <i>Regular na ipaalam sa kinatawan ng QC-SBCDPO ang status ng aplikasyon.</i>	7. Regularly monitor the status of their application to the FDA.	None	8 Hours	Erika Beatrice Juanson
7.1 Await for the approval and release of FDA License to Operate (LTO) and Certified Product Registration (CPR) <i>Hintayin ang pag-apruba at pagrelease ng bawat FDA License to Operate (LTO) and Certified Product Registration (CPR)</i>	<i>Regular na i-monitor ang status ng kanilang aplikasyon sa FDA.</i>	None	8 Hours	Business Resource Division
8. Report on the status of the business to QC-SBCDPO representative every three (3) months for the next two (2) years after the program. <i>Ipaalam sa kinatawan ng QC-SBCDPO ang status ng negosyo tuwing tatlong (3) buwan kada dalawang (2) taon matapos ang programa.</i>	8. Monitor the status of the business every three (3) months for the next two (2) years after the program. <i>I-monitor ang status ng negosyo tuwing tatlong (3) buwan kada dalawang (2) taon matapos ang programa.</i>	None	2 Years	Erika Beatrice Juanson

8. BE YOUR OWN BOSS - QC YOUTH ENTREPRENEURSHIP PROGRAM (BYOB - QC YEP)

Through a partnership agreement in 2022, QC Small Business and Cooperatives Development and Promotions Office (QC-SBCDPO) and Education Development Center (EDC) agreed to collaborate and enhance the Pangkabuhayang QC (PBQC) training program of QC-SBCDPO by capacitating Quezon City Government (QCG) staff to train PBQC beneficiaries thru the USAID Opportunity 2.0 program.

Borne out of this collaboration, the *Be Your Own Boss - QC Youth Entrepreneurship Program* was implemented to capacitate and prepare the youth with the necessary skills that they can utilize to gain opportunities for self-employment. This 4-day training focuses on the discussions and activities on business ideation, customer service, marketing, finance, and business planning.

Layon ng isang kasunduan na nilagdaan noong 2022 sa pagitan ng Quezon City Small Business and Cooperatives Development and Promotions Office (QC-SBCDPO) at Education Development Center (EDC) na magtulungan upang paigtingin ang training sa ilalim ng programang Pangkabuhayang QC ng SBCDPO sa pamamagitan ng pagsanay sa mga kawani ng Quezon City Government (QCG) sa ilalim ng USAID Opportunity 2.0 program.

Mula sa pagtutulungan na ito, pinangunahan ng SBCDPO ang implementasyon ng Be Your Own Boss - QC Youth Entrepreneurship Program upang bigyang kakayahan at kaalaman ang kabataang QCitizen na kanilang magagamit sa kanilang kabuhatan. Ang apat na araw na training na ito ay binibigyang pansin ang mga paksa na may kinalaman sa pagnenegosyo at pagpapalano nito.

8.1 REGISTRATION TO BYOB - QC YEP

Office or Division:	Planning, Program Development, and Monitoring Division (PPDMD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	QCitizen Youth			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved QC ID			<ul style="list-style-type: none"> ● QC e-Services ● Nearest District Action Office ● 2/F, Main High Rise Building, Quezon City Hall Compound 	
2. Accomplished Online Registration Form			% Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the official Facebook Page of QC-SBCDPO	SBCDPO will accept all submitted	None	10 Minutes	Client

<p>(https://www.facebook.com/QCSBCDPO/) to access the online registration form via GForms within the set registration period.</p> <p><i>Magtungo sa opisyal na Facebook Page ng QC SBCDPO (https://www.facebook.com/QCSBCDPO/) upang ma-access ang online registration form sa loob ng itinalagang registration period.</i></p>	<p>registrations within the registration period.</p> <p><i>Tatanggapin ng SBCDPO ang lahat ng rehistrasyon na isinumite sa loob ng itinalagang registration period.</i></p>			
<p>2. Upon accessing the online registration form, correctly input all details asked and click "Submit".</p> <p><i>Matapos i-access ang online registration form, ilagay lahat ng wasto at tamang detalye na hiningi. Pindutin ang "Submit" matapos sagutan ito.</i></p>	<p>2. SBCDPO will screen all applications and select eligible participants. A notice will be sent to selected participants via email and/or text.</p> <p><i>Susuriin ng SBCDPO ang lahat ng natanggap na rehistrasyon at pipili ng mga magiging bahagi ng training base sa kanilang kwalipikasyon. Magpapadala ang SBCDPO ng mensahe sa mga napiling kalahok sa pamamagitan ng email at/o text.</i></p>	None	1 week	Kyle Dana Vergara
<p>3. Follow the instructions sent via email regarding the dates, schedule, and venue of the training. Additional instructions regarding pre-training activities might also be included</p> <p><i>Sundin ang mga panuto at/o paalala na ipinadala sa email patungkol sa petsa, oras, at lokasyon ng training. Maaari ding makita dito ang karagdagang panuto o gawain bago ang opisyal na pagsasagawa ng training.</i></p>	<p>3. SBCDPO will send reminders a day before the first day of training for further instructions.</p> <p><i>Magpapadala ng mga paalala ang SBCDPO bago ang unang araw ng training para sa karagdagang panuto.</i></p>	None	10 Minutes	Kyle Dana Vergara
<p>4. Attend scheduled training and activities.</p> <p><i>Puntahan ang training at mga aktibidad sa itinalang araw at schedule.</i></p>	<p>SBCDPO will facilitate the 4-day training and distribute the training kit to participants. After the training program, an</p>	None	4 Days	BYOB Program Team

	<p>evaluation form will be disseminated to the completers.</p> <p><i>Pangungunahan ng SBCDPO ang pagsasagawa ng training at ang pagbabahagi ng training kits na gagamitin ng mga kalahok. Matapos ang apat na araw na training, magpapadala ng evaluation form ang SBCDPO upang ito ay sagutan ng mga completers.</i></p>			
<p>5. Accomplish the Evaluation Form and submit it within the submission period.</p> <p><i>Sagutan ang Evaluation Form at isumite ito sa loob ng itinalagang mga araw ng pasahan.</i></p>	<p>5. SBCDPO will generate an evaluation report and a post-activity report for proper documentation of the training.</p> <p><i>Lilikumin at ipo-proseso ng SBCDPO ang evaluation report at post-activity report para sa maayos na pagdodokumento ng training.</i></p>	None	10 Minutes	Kyle Dana Vergara

9. COOPERATIVE DEVELOPMENT PROGRAM

With Quezon City being home to the largest number of cooperatives in NCR, the Cooperative Development Program, in collaboration with the Cooperative Development Authority and other strategic partners, facilitates the formation of new cooperatives through the Coop Clinic, pre-registration seminars (PRS), and online registration assistance. For registered cooperatives, the program provides various training to capacitate coop officers as well as facilitate in their compliance to the regulatory requirements through platforms such as the compliance forum with the regulatory agencies such as the BIR, DOLE, QC-Business Permits and Licensing Department and City Treasurer's Office, among others. The city also registered its own Quezon City Credit Surety Fund Cooperative recently to provide cooperatives and their members ease of access to financing.

Bilang ang Lungsod Quezon ang nangunguna sa hanay ng mga lungsod na may pinakamaraming bilang ng rehistradong kooperatiba sa NCR, ang Cooperative Development Program, na isinasagawa nito katuwang ang Cooperative Development Authority (CDA) at ibang strategic partners, ay tumutulong na mapadali ang pagbuo ng mga bagong kooperatiba sa pamamagitan ng Cooperative Clinic, pre-registration seminar (PRS), at online registration assistance. Para naman sa mga rehistradong kooperatiba, nagsusulong ang programang ito sa pagbibigay ng iba't ibang uri ng training upang mapaunlad ang kakayahan at kaalaman ng mga tagapamahala ng kooperatiba at upang makapagbigay sa kanila ng gabay sa paghahanda ng mga regulatory requirements sa pamamagitan ng iba't ibang plataporma katulad ng Compliance Forum kasama and CDA, BIR, DOLE, QC-Business Permits and Licensing Department, at City Treasurer's Office. Kamakailan lamang, itinatag din ng lungsod ang Quezon City Credit Surety Fund Cooperative upang makatulong sa mga kooperatiba at miyembro nito na magkaroon ng ease of access to financing.

9.1 REQUEST FOR WEEKLY COOPERATIVE CLINIC CONSULTATION

The Weekly Cooperative Clinic is an initiative that provides consultation and technical services to duly registered cooperatives as well as to organized groups who are interested in becoming a registered cooperative. Groups interested in becoming a cooperative undergo an assessment done by the SBCDPO and the Cooperative Development Authority (CDA) to determine their readiness to establish a business through the cooperative model. This assessment further leads to the next stages of the process of cooperative registration such as the pre-registration seminar (PRS), documentary preparations, online registration through the Cooperative Registration Information System (CoopRIS). Registered cooperatives who have concerns and other technical assistance requests with regard to their operations, growth and development, among others are also accommodated.

Ang Weekly Cooperative Clinic ay isang inisyatibo na nagbibigay ng konsultasyon at serbisyong teknikal para sa mga rehistradong kooperatiba at maging sa mga organisadong grupo na nagnanais na magtatag ng kanilang kooperatiba. Para sa mga interesadong grupo, sila ay sasailalim sa isang assessment ng SBCDPO at ng Cooperative Development Authority (CDA) upang malaman ang kanilang kahandaan sa pagbuo ng kanilang negosyo gamit ang modelo ng kooperatiba. Pagkatapos nito ay tutuloy sa proseso ng pagrehistro ng kooperatiba katulad ng pre-registration seminar (PRS), paghahanda ng mga dokumentong kinakailangan, at pagrehistro online sa Cooperative Registration Information System (CoopRIS). Maging ang mga katanungan at nangangailangan ng teknikal na tulong tungkol sa kanilang operasyon, pagpapalago at pagpapaunlad ng mga rehistradong kooperatiba, at iba pa ay bahagi ng programang ito.

Office or Division:	Cooperative Development Section			
Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	QC-based livelihood groups/organizations interested in becoming cooperatives.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter of Intent to form a cooperative (1 original)	Letter addressed to the head of office and email to SBCDPO@quezoncity.gov.ph and/or coop.sbcdpo@quezoncity.gov.ph			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Duly registered cooperatives who wish to be assisted and/or livelihood groups who are interested to form their cooperative will contact or visit QC-SBCDPO and signify their interest to become a registered cooperative in writing.</p> <p><i>Ang mga interesadong grupo o rehistradong kooperatiba ay maaaring makipag-ugnayan o bumisita sa QC-SBCDPO at magpahayag ng interes na maging isang rehistradong kooperatiba sa pamamagitan ng sulat.</i></p>	<p>QC-SBCDPO will schedule their Coop Clinic appointment with the Cooperative Development Section (CDS) and the Cooperative Development Authority (CDA).</p> <p><i>Ang QC-SBCDPO ay magtatakda ng araw ng Coop Clinic kasama ang Cooperative Development Section (CDS) at ang Cooperative Development Authority (CDA).</i></p>	None	1 Day	Nicole Marcelo Kristel Laxamana
<p>2. Attend the scheduled Coop Clinic consultation or assessment.</p> <p><i>Daluhan ang itinakdang araw ng Coop Clinic consultationNonessessment</i></p>	<p>2. Determine their readiness to become a registered cooperative. Otherwise, groups may be referred to other programs of the office like the Community Savings Group (CSG).</p> <p><i>Tukuyin ang kanilang kahandaan na maging isang rehistradong kooperatiba. Kung hindi pa handa, maaaring imungkahi sa iba pang programa ng opisina katulad na lamang ng Community Savings Group</i></p>	None	4 Hours	Nicole Marcelo Kristel Laxamana

	<p>(CSG). For groups who are already in the process of online registration, the CDS and CDA will be assisting them in navigating the Cooperative Registration Information System (CoopRIS).</p> <p><i>Para sa mga grupong nasa proseso nang pagrehistro online ng kanilang kooperatiba, nakaagapay dito ang CDS at CDA sa pag-navigate ng Cooperative Registration Information System (CoopRIS).</i></p>			
--	---	--	--	--

9.2 REQUEST FOR COOPERATIVE PRE-REGISTRATION SEMINAR (PRS)

The Pre-Registration Seminar (PRS) provides prospective members of primary cooperatives with knowledge on various subjects such as cooperative organization and management. As a prerequisite to registration, initial cooperators and officers of the group are required to attend this seminar which is administered by the Cooperative Development Authority (CDA).

Ang Cooperative Pre-Registration Seminar (PRS) ay nagbibigay ng iba't ibang kaalaman katulad ng pag-organisa at pangangasiwa ng isang kooperatiba sa mga potensyal na miyembro ng mga primaryang kooperatiba. Bilang ito ay isang parte ng mga kailangan sa pagrehistro, ang mga initial cooperators at opisyaes ng grupo ay obligadong makilahok sa seminar kung saan ang Cooperative Development Authority (CDA) ay ang nangangasiwa.

Office or Division:	Cooperative Development Section			
Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	QC-based livelihood groups/organizations interested in becoming cooperatives.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting to undergo Pre-Registration Seminar (PRS)		Letter addressed to the head of office and email to SBCDPO@quezoncity.gov.ph and/or coop.sbcdpo@quezoncity.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested livelihood groups who have undergone the assessment through Coop Clinic will signify their interest to undergo PRS as one of the requirements of the CDA in registering a cooperative. <i>Ang mga interesadong grupo na nakatapos makadalo ng assessment sa Coop Clinic ay mangyaring magpahayag ng interes na sumailalim sa PRS bilang isa sa mga kinakailangan ng CDA sa pagrerehistro ng isang kooperatiba.</i>	1. The CDS will organize the PRS by setting a schedule and securing a venue, among others. <i>Ang CDS ay mag-oorganisa ng PRS sa pamamagitan ng pagtatakda ng araw at lugar na pagdarausan.</i>	None	1 Day	Nicole Marcelo Kristel Laxamana
2. Attend the scheduled Pre-Registration Seminar (PRS). Sign-up in the attendance sheet. Daluhan ang itinakdang araw ng Pre-Registration Seminar (PRS). Mag sign-up sa attendance sheet.	2. In coordination with CDA, the CDS will facilitate the seminar. The accomplished attendance sheet will be forwarded to CDA for preparation of PRS certificate.	None	8 Hours	Nicole Marcelo Kristel Laxamana

	<p><i>Sa pakikipagtulungan sa CDA, pangungunahan ng CDS ang pagsasagawa ng seminar. Ang attendance sheet ay ipapasa sa CDA para sa paggawa ng PRS certificate</i></p> <p>After the CDA has issued the Certificate and forwarded them to QC-SBCDPO, the CDS will send them to the email address of the respective cooperative.</p> <p><i>Matapos mai-isyu ni CDA ang certificate at maipadala ito sa QC-SBCDPO, ipapadala ito ng CDS sa email address ng bawat kooperatibang dumalo.</i></p>			
--	---	--	--	--

9.3 REQUEST FOR COOPERATIVE MANDATORY TRAINING

The Cooperative Mandatory Training is a set of training which officers of micro and small cooperatives in Quezon City are required to attend as a requirement of the Cooperative Development Authority. These training sessions aim to provide information and upskill cooperative members and officials in terms of leadership, operations and further developing their respective cooperatives. There are two training topics: (1) Fundamentals of Cooperative and (2) Governance and Management of Cooperatives which have 8 hours of credits for micro cooperatives and 16 hours of credits for small cooperatives, respectively.

Ang Cooperative Mandatory Training ay mga pagsasanay na kailangang daluhan ng mga tagapamahala ng mga micro and small cooperatives ng Lungsod Quezon ayon sa alituntunin ng Cooperative Development Authority (CDA). Ang mga pagsasanay na ito ay naglalayong maghatid ng impormasyon at lalo pang sanayin ang opisyaes ng mga kooperatiba pagdating sa pamumuno, pagpapatakbo at pagpapalago ng kani-kanilang kooperatiba. Mayroong dalawang (2) paksa ang pagsasanay: ang (1) Fundamentals of Cooperative at (2) Governance and Management of Cooperatives na may kredit na 8 oras para sa micro cooperatives at 16 hours naman para sa small cooperatives.

Office or Division:	Cooperative Development Section
Classification:	Simple
Type of Transaction:	G2B - Government to Businesses
Who may avail:	QC-based livelihood groups/organizations interested in becoming cooperatives.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
----------------------------------	------------------------

1. Letter requesting to undergo the mandatory trainings	Letter addressed to the head of office and email to SBCDPO@quezoncity.gov.ph and/or coop.sbcdpo@quezoncity.gov.ph
---	--

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registered cooperatives in Quezon City will submit their letter requesting to undergo mandatory training on the topics, “Fundamentals of Cooperative” and “Governance and Management of Cooperative”. <i>Ang mga rehistradong kooperatiba sa Lungsod ng Quezon ay susulat na humihiling na sila ay sumailalim sa kinakailangang training katulad na lamang ng Fundamentals of Cooperative at Governance and Management of Cooperative.</i>	1. The CDS will organize the training by setting a schedule and securing a venue, among others. <i>Pangungunahan ng CDS ang pag-oorganisa ng training sa pamamagitan ng pagtatakda ng araw at paghahanda ng venue at iba pa.</i>	None	1 Day	Nicole Marcelo Kristel Laxamana

<p>2. Attend the scheduled mandatory training. Sign-up in the attendance sheet.</p> <p><i>Daluhan ang itinakdang araw ng mandatory training. Mag sign-up sa attendance sheet.</i></p>	<p>2. In coordination with CDA, the CDS will facilitate the seminar. The accomplished attendance sheet will be forwarded to CDA for preparation of the certificate of completion.</p> <p><i>Sa pakikipag-koordinasyon sa CDA, and CDS ay pinangungunahan ang pagsasagawa ng seminar. Ang attendance sheet ay ipapasa sa CDA para sa paggawa ng Certificate of Completion.</i></p>	None	8 Hours	Nicole Marcelo Kristel Laxamana
<p>3. Accomplish the Evaluation Form and submit it within the submission period.</p> <p><i>Sagutan ang Evaluation Form at isumite ito sa loob ng itinalagang mga araw ng pasahan.</i></p>	<p>3. After the training program, an evaluation form will be disseminated to the attendees.</p> <p><i>Matapos ang training, magpapadala ng evaluation form ang SBCDPO upang ito ay sagutan ng mga completers.</i></p> <p>SBCDPO will generate an evaluation report and a post-activity report for proper documentation of the training.</p> <p><i>Lilikumin at ipo-proseso ng SBCDPO ang evaluation report at post-activity report para sa maayos na</i></p>		10 Minutes	

	<i>pagdodokumento ng training.</i>			
--	------------------------------------	--	--	--

10. ENTREPRENEURSHIP TRAININGS AND SEMINARS

The Quezon City Small Business and Cooperatives Development and Promotions Office (QC-SBCDPO) conducts regular entrepreneurship training sessions and seminars for MSECs in Quezon City, covering various areas of interest to promote entrepreneurship among QCcitizens. Conducted in partnership with national government agencies, academe and private partners, these trainings aim to enhance their skills and knowledge and to provide mentorship, guidance, and empowerment towards the growth of their business.

Nagsasagawa ng regular na entrepreneurship trainings at seminars ang QC-SBCDPO para sa MSECs sa Quezon City tungkol sa iba't ibang area of interest sa pagnenegosyo. Katuwang ang national government agencies, academe at private partners, layunin ng mga training na ito na pataasin ang antas ng kanilang kakayahan at kaalaman, at maghandog ng mentorship, pag-gabay at empowerment tungo sa paglago ng kanilang negosyo.

10.1 REQUEST TO JOIN QC SBCDPO ENTREPRENEURSHIP TRAININGS AND SEMINARS

Office or Division:	Business Resource Division (BRD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Businesses			
Req				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the online pre-registration form provided by QC-SBCDPO.</p> <p><i>Sagutan ang online pre-registration form mula sa QC-SBCDPO.</i></p>	<p>1. Publish the promotional post and pre-registration form on social media channels and through the QC-SBCDPO Training Calendar microsite, at least one (1) month prior the event.</p> <p><i>Ilathala ang promotional post at pre-registration form sa social media channels at sa QC-SBCDPO Training Calendar microsite, isang (1) buwan bago ang event.</i></p>	None	10 Minutes	Daniela Carla Mondia

<p>2. Selected participants will receive a notification via email and text message, and must confirm their attendance at the seminar they signed up for within 24 hours.</p> <p><i>Ang mga kalahok ay papadalhan ng email at text message na naglalaman ng venue ng training.</i> <i>Ang mga kalahok ay dapat magconfirm sa loob ng 24 hours.</i></p>	<p>2. QC-SBCDPO will filter the list of pre-registered participants based on the technicality of the topic of the seminar. Notified participants must confirm their attendance on a first-come, first-served (FCFS) basis, according to the available slots and with MSECs taking precedence.</p> <p><i>Pipiliin ang mga pre-registered participants base sa teknikalidad ng paksa. Ang mga notified participants ay dapat mag-register nang first-come, first-served (FCFS) basis ayon na din sa available na slots. Mas uunahin sa pagpili ang mga MSECs.</i></p>	None	1 Week	Daniela Carla Mondia
<p>3. Attend the training session on time. Walk-ins will only be allowed on a case-to-case basis, and registered confirmed participants will be prioritized.</p> <p><i>Dumalo sa training session ayon sa nakatakdang oras. Tanging ang mga confirmed na kalahok lamang ang makakasali sa training.</i></p>	<p>3. Conduct the training session</p> <p><i>Isagawa ang training session.</i></p>	None	8 Hours	Business Resource Division
<p>4. Submit the Client Satisfaction Feedback (CSF) Form after the event.</p> <p><i>Isumite ang Client Satisfaction Feedback (CSF) Form matapos ang event.</i></p>	<p>Collect CSF forms after the event.</p>	None	10 Minutes	Marivic Semilla
<p>5. Receive an e-certificate of participation via email within 7 working days.</p>	<p>Participants who attended the seminar on time and completed the CSF will receive an e-certificate of participation from QC-SBCDPO.</p>	None	7 Days	Erika Beatrice Juanson

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINS MECHANISM	
<p>How to send feedback</p> <p><i>Paano magpadala ng feedback</i></p>	<ul style="list-style-type: none"> - Accomplish the Client Feedback Form available at the front desk and drop the filled-out form at the designated dropbox. <p><i>Sagutan ang Client Feedback Form na matatagpuan sa front desk at ihulog ito sa nakatalagang dropbox.</i></p> <ul style="list-style-type: none"> - Accomplish the Online Client Feedback Form available via the QC-SBCDPO's social media channels. <p><i>Sagutan ang Online Client Feedback Form na matatagpuan sa mga social media channels ng QC-SBCDPO.</i></p>
<p>How feedbacks are processed</p> <p><i>Paano pinoproseso ang mga feedback</i></p>	<ul style="list-style-type: none"> - Filled-out Client Feedback Forms are collected on a weekly basis, then evaluated and acted accordingly with the implementation of corrective measures, if necessary. <p>The client is informed of the action taken within three (3) days, if applicable.</p> <p>The staff in charge of feedback shall create a monthly report of all received feedback and shall forward it to the concerned Division/Unit/Section Heads.</p> <p>For inquiries and follow-up, the client may send an email at helpdesk.sbcdpo@quezoncity.gov.ph, send a message to the QC-SBCDPO social media channels, or call (02) 8988-4242.</p> <p><i>Ang mga Client Feedback Form na natanggap ay kinokolekta kada buwan. Ito ay sinusuri at inaaksyunan sa pamamagitan ng corrective measures, kung kinakailangan.</i></p> <p><i>Ipinapaalam sa kliyente ang karampatang aksyon na isinagawa sa loob ng tatlong (3) araw, kung kinakailangan.</i></p> <p><i>Ang staff na nakatalaga sa mga feedback ay gagawa ng monthly report ng lahat na natanggap na feedback. Ito ay ipapadala sa mga concerned Division/Unit/Section Heads.</i></p> <p><i>Para mga katanungan at pagfollow-up, ang kliyente ay maaaring magpadala ng email sa [helpdesk.sbcdpo@quezoncity.gov.ph], magpadala ng mensahe sa mga social media channels ng QC-SBCDPO, o tumawag sa (02) 8988-4242.</i></p> <ul style="list-style-type: none"> - Feedback received through the Online Client Feedback Form is collected on a weekly basis, then evaluated and acted accordingly with the implementation of corrective measures, if necessary. <p>The client is informed of the action taken within three (3) days, if applicable.</p>

	<p>The staff in charge of feedback shall create a monthly report of all received feedback and shall forward it to concerned Division/Unit/Section Heads.</p> <p>For inquiries and follow-up, the client may send an email at helpdesk.sbcdpo@quezoncity.gov.ph, send a message to the QC SBCDPO social media channels, or call (02) 8988-4242.</p> <p><i>Ang resulta ng Online Client Feedback Form ay kinokolekta kada buwan. Ito ay sinusuri at inaaksyunan sa pamamagitan ng corrective measures, kung kinakailangan.</i></p> <p><i>Ipinapaalam sa kliyente ang karampatang aksyon na isinagawa sa loob ng tatlong (3) araw, kung kinakailangan.</i></p> <p><i>Ang staff na nakatalaga sa mga feedback ay gagawa ng monthly report ng lahat na natanggap na feedback. Ito ay ipapadala sa mga concerned Division/Unit/Section Heads.</i></p> <p><i>Para mga katanungan at pagfollow-up, ang kliyente ay maaaring magpadala ng email sa helpdesk.sbcdpo@quezoncity.gov.ph, magpadala ng mensahe sa mga social media channels ng QC SBCDPO, o tumawag sa (02) 8988-4242.</i></p>
<p>How to file a complaint <i>Paano magpadala ng reklamo</i></p>	<ul style="list-style-type: none"> - Accomplish the Client Feedback Form available at the front desk and drop the filled-out form at the designated dropbox. Please remember to include the following: <ul style="list-style-type: none"> - Name of person being complained - Incident Report - Evidence <p><i>Sagutan ang Client Feedback Form na matatagpuan sa front desk at ihulog ito sa nakatalagang dropbox. Tiyaikin na kasama ang mga sumusunod:</i></p> <ul style="list-style-type: none"> - <i>Pangalan ng taong inirereklamo</i> - <i>Incident report</i> - <i>Ebidensya</i> <ul style="list-style-type: none"> - Accomplish the Online Client Feedback Form available via the QC-SBCDPO's social media channels. <p><i>Sagutan ang Online Client Feedback Form na matatagpuan sa mga social media channels ng QC SBCDPO.</i></p>
<p>How complaints are processed <i>Paano pinoproseso ang mga reklamo</i></p>	<ul style="list-style-type: none"> - The staff in charge of complaints collects received complaints from the dropbox or the online form on a weekly basis, evaluates each complaint, and submits the complaints to each concerned Division/Unit/Section Head for appropriate action. The staff shall give feedback to the client. <p>For inquiries and follow-up, the client may send an email at helpdesk.sbcdpo@quezoncity.gov.ph, send a message to the QC-SBCDPO social media channels, or call (02) 8988-4242.</p>

Ang staff na nakatalaga sa mga reklamo ay kinokolekta ang mga natanggap na reklamo mula sa dropbox o sa online form tuwing linggo. Susuriin nito ang bawat reklamo at ipapadala sa mga concerned Division/Unit/Section Head para sa karampatang aksyon. Magbibigay ang staff ng feedback tungkol dito sa kliyente.

*Para mga katanungan at pagfollow-up, ang kliyente ay maaaring magpadala ng email sa **helpdesk.sbcdpo@quezoncity.gov.ph**, magpadala ng mensahe sa mga social media channels ng QC SBCDPO, o tumawag sa (02) 8988-4242.*

QC-SBCDO DIRECTORY

Office	Address	Contact Information
Quezon City Small Business and Cooperatives Development and Promotions Office	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Ms. Mona Celine Marie V. Yap City Government Department Head III mona.yap@quezoncity.gov.ph 8988-4242 locals 8731 / 8734 / 8736
Administrative Staff Unit (ASU)	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Ms. Rochel M. Ferrancullo Acting Unit Head/ Executive Officer admin.sbcdpo@quezoncity.gov.ph 8988-4242 locals 8731 / 8734 / 8736
Planning, Program Development, and Monitoring Division (PPDMD)	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Mr. Alberto C. Yohanon Acting Division Chief/ Planning Officer III ppdmd.sbcdpo@quezoncity.gov.ph 8988-4242 locals 8731 / 8734 / 8736
Business Resources Division	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Mr. Paulo P. Borres Acting Division Chief/ Market Specialist III brd.sbcdpo@quezoncity.gov.ph 8988-4242 locals 8731 / 8734 / 8736
Cooperatives Development Section (CDS)	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Mr. Arnikan T. Abueva Acting Section Head/ Development Management Officer III coop.sbcdpo@quezoncity.gov.ph 8988-4242 locals 8731 / 8734 / 8736