



QUEZON CITY SMALL BUSINESS AND
COOPERATIVES DEVELOPMENT AND
PROMOTIONS OFFICE

CITIZEN'S CHARTER

2022 (2ND Edition)

SBCDPO

Small Business and Cooperatives
Development and Promotions Office



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I. Mandate:

The Quezon City Small Business and Cooperatives Development and Promotions Office (QC-SBCDPO), through the following 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,

is mandated to:

- Spur inclusive growth and development by stimulating entrepreneurship, growing micro and small enterprises, and strengthening cooperatives through appropriate organizational and business development programs and services;
- Oversee and facilitate the planning, delivery, coordination, consolidation, and convergence of all stakeholder efforts to develop and promote micro and small enterprises and entrepreneurship in Quezon City;
- Classify Micro and Small Enterprises according to business activity, products/services offered, and target market;
- Act as implementing arm of the Micro and Small Enterprises Development Council (MSED Council);
- Function as the Technical Secretariat of the MSED Council;
- Undertake planning, development, and monitoring of MSE and Cooperatives programs;
- Evaluate Micro Enterprises covered by RA9178 or BMBE Law.

II. Vision:

The vision of the QC-SBCDPO is to position micro and small businesses and cooperatives as development sectors and investment drivers of Quezon City.

III. Mission:

QC-SBCDPO commits to promote, support, strengthen, and encourage the establishing, continuing viability, and nurturing sustainable growth and development of innovative micro and small enterprises, entrepreneurs, and cooperatives.

IV. Service Pledge:

The Department 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.

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QC-SBCDPO

Pangkabuhayang QC

Pangkabuhayang QC is a livelihood training and capital assistance program that extends options for starting a business to displaced/resigned/reduced-salary employees, micro-entrepreneurs/vendors, PWDs, laid-off OFWs, unemployed solo parents and indigent residents of Quezon City. It started as an economic recovery program for the city but is now a full-fledged city ordinance and has been institutionalized as a permanent program of the Quezon City Government.

Office or Division:	QC-SBCDPO	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Quezon City residents 18 years old and above and physically able to work/start a business; specifically, unemployed solo parents, unemployed PWDs, laid-off OFWs, graduates of QCADAAC, displaced workers, microentrepreneurs/vendors, and indigent residents	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Approved QCitizen ID (2 copies)	Online thru https://qceservices.quezoncity.gov.ph/ or in-person at Barangay Hall
	2. Fully accomplished Pangkabuhayang QC Application Form (1 copy)	Online thru https://qceservices.quezoncity.gov.ph/ or in-person at QC-SBCDPO
	3. Valid government-issued ID (1 xerox copy)	c/o Client
	4. Pangkabuhayang QC Certificate signed, sealed, and issued by the barangay of resident (1 original copy, 1 xerox copy)	Barangay Hall
	<i>For Displaced and Reduced-Salary Employees:</i> Notice of Termination/Official Payslip (1 copy)	Previous/Current Employer
	<i>For Microentrepreneurs/Vendors:</i> a. Valid Barangay Business Permit/Hawker's Permit (1 xerox copy) b. Pictures of inside and outside of physical store together with products with applicant in the center of each picture (2 pictures) or printed picture of online shop and proof of transactions	Barangay Hall (Barangay Business Permit) Market Development Administration Department (Hawker's Permit) c/o Client

<i>For Laid-Off OFWs:</i> a. Valid Philippine passport (1 xerox copy) b. Visa/proof of employment abroad (1 xerox copy)		c/o Client		
<i>For Solo Parents:</i> Valid Solo Parent ID (1 xerox copy)		Social Services Development Department		
<i>For Indigent Residents:</i> Certificate of Indigency (1 original copy, 1 xerox copy)		Barangay Hall		
<i>For Graduates of QCADAAC:</i> Certification from QCADAAC (1 original copy, 1 xerox copy)		Quezon City Anti-Drug Abuse Advisory Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to QC E-Services: https://qceservices.quezoncity.gov.ph/	1. Website should allow client to access QC E-Services account	N/A	1 Minute	QC IT Department
2. Click Pangkabuhayang QC	2. Website should take Client to Application form page	N/A	2 Seconds	QC IT Department
3. Fill out the application form	3. Website to save client's data from application form	N/A	10 Minutes	QC IT Department
4. Once the form is SUBMITTED , a prompt will appear with the <u>supporting documents checklist</u> . Click YES to proceed to scheduling. Otherwise, the applicant cannot proceed	4. Website to show client supporting documents checklist 4.1 Website to show client available interview schedule	N/A	5 Minutes	QC IT Department
5. Schedule your interview and submission of requirements (100 slots	5. QC-SBCDPO to open interview slots through the help of the appointment	N/A	5 Minutes	QC IT Department, QC-SBCDPO

per day). Only applicants with complete requirements will be accommodated	system provided by the QC IT Department			
6. The applicant will receive a confirmation email with instructions to print the application form and the confirmation email	6. QC-E Services to send a confirmation email to the applicant.	N/A	5 Minutes	QC IT Department
7. The applicant must bring the original supporting documents and proceed to the QC-SBCDPO during the scheduled date and time of interview	7. QC-SBCDPO to conduct daily face-to-face interviews for applicants	N/A	15 Minutes	QC-SBCDPO
8. Once the submission of documents and interview is done, the applicant will be given a receiving stub as a proof that he/she has been interviewed and that we have received his/her application	8. QC-SBCDPO to receive client's documents 8.1 QC-SBCDPO to interview client 8.2 QC-SBCDPO to release receiving stub to client	N/A	5-10 Minutes	QC-SBCDPO
9. Wait for update regarding application status	9. The applications will be segregated per category and will be shared among the other offices (SSDD, PDAO, City Vet, OCM, PESO, etc) for verification 9.1 Once those applicants on the list are verified in their given category, their applications	N/A	1 Month	QC-SBCDPO and other offices involved

	<p>will be screened and approved</p> <p>9.2 QC-SBCDPO to schedule payout and send text update to client</p>			
<p>10. Undergo short training and receive capital assistance</p>	<p>10. QC-SBCDPO to facilitate training of client with Pangkabuhayang QC Partners</p> <p>10.1 Payroll to release capital assistance to client</p> <p>10.2 QC-SBCDPO with the help of District Action Offices and Barangays to reach out to client after some time for monitoring purposes</p>	N/A	5-6 Hours	<p>QC-SBCDPO, Pangkabuhayang QC Partners (for training), Payroll (for payout), District Action Offices and Barangays (for monitoring)</p>

Cooperatives Building Division

Cooperative Building Program

As home to the biggest population of cooperatives, Quezon City is at the forefront of cooperative development and training. In collaboration with the Cooperatives Development Authority, SBCDPO facilitates the process and management of the development of cooperatives in the city.

Office or Division:	Cooperatives Building Division			
Classification:	Highly Technical			
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. Pre-Registration Seminar		Cooperatives Development Authority (% QC-SBCDPO)		
2. Application Forms (written and online)		Cooperatives Development Authority (% QC-SBCDPO)		
3. Articles of Cooperation		Cooperative Development Authority (% QC-SBCDPO)		
4. Bylaws of the Cooperative		Cooperative Development Authority (% QC-SBCDPO)		
5. Treasurer Certification		Cooperative Development Authority (% QC-SBCDPO)		
6. Surety Bond Application		Cooperative Development Authority (% QC-SBCDPO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact or visit QC-SBCDPO and request to apply for the Cooperative Building Program	1. Accept requests for Cooperative Building Program	N/A	5-10 Minutes	Cooperatives Building Division
2. Attend the Pre-Registration Seminar by the Cooperative Development	2. Schedule Pre-Registration Seminar with Cooperative Development	N/A	5-6 Hours	Cooperative Development Authority, Cooperatives Building

Authority	Authority			Division
3. Complete the application forms (written and online) and requirements and submit at the CDA	3. Cooperative Development Authority to accept documents	P750	1-4 Weeks	Cooperative Development Authority
4. Wait for CDA's decision if Cooperative is approved or rejected	4. Cooperative Development Authority to inform client about application status via email	N/A	1-2 Months	Cooperative Development Authority
5. If approved, pass 4 hard copies of each of the documents to the CDA	5. Cooperative Development Authority to accept documents	N/A	1 Day	Cooperative Development Authority
6. Wait for the release of the Certificate of Registration from the CDA	6. Cooperative Development Authority to prepare Certificate of Registration	N/A	1-4 Weeks	Cooperative Development Authority
7. Attend scheduled turnover of the Certificate of Registration and oath-taking of the approved Cooperative	7. Schedule turnover and oath-taking with Cooperative Development Authority	N/A	5-6 Hours	Cooperative Development Authority, Cooperatives Building Division

Policy and Planning Division

MFI Program

Through the MFI Program, QC-based entrepreneurs can partner with MFIs and seek financial assistance for their businesses; all of which would lead to the setting up of an SME financing ecosystem down the road.

Office or Division:	Policy and Planning Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses			
Who may avail:	Micro and Small Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Requesting for Financial Assistance for Business *must include the purpose of the meeting, date, type of organization		Personal letter addressed to the head of office or personnel in-charge and email to SBCDPO@quezoncity.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for financial assistance for business via email or in-person at QC-SBCDPO	1. Acknowledge receipt of letter	N/A	5-10 Minutes	Policy and Planning Division
2. Wait for feedback on eligibility for the program	2. Determine if client is eligible for the program	N/A	1-2 Days	Policy and Planning Division
3. If approved, attend the program event as scheduled	3. Schedule the event 3.1 Inform client about approval/rejection	N/A	5-6 Hours	Policy and Planning Division, MFI partners

Community Savings Group

The Community Savings Group is an informal and self-help group bound by its members for loans and savings services, which promote community resiliency and alternative risk-transfer mechanisms.

Office or Division:	Policy and Planning 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		
1. Letter Requesting for Community Savings Group Training *must include the purpose of the meeting, date, type of organization		Personal letter addressed to the head of office or personnel in-charge and email to SBCDPO@quezoncity.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for Community Savings Group training via email or in-person at QC-SBCDPO	1. Acknowledge receipt of letter	N/A	5-10 Minutes	Policy and Planning Division
2. Wait for feedback on eligibility for the program	2. Determine if client is eligible for the program	N/A	1-2 Days	Policy and Planning Division
3. If approved, attend the program event as scheduled	3. Schedule the event 3.1 Inform client about approval/rejection	N/A	5-6 Hours	Policy and Planning Division

Business Resource Division

QC Essentials Livelihood Training

This program provides livelihood opportunities for different vulnerable sectors in our community to be able to earn and start their own micro business. What started as an economic recovery program for the unemployed due to forced community restrictions, 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.

Office or Division:	Business Resource Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	QC-based solo parents and other marginalized sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's inclusion to list of citizens who are qualified and interested in exploring livelihood opportunities through QC Essentials		At QC-SBCDPO or Barangay/Organization		
2. Distribution List provided by chosen sector		% barangay/organization		
3. Secured venue and transport for distribution of kits		% barangay/organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Express desire to take part in QC Essentials to Barangay	1. Include client to the list for QC Essentials to be endorsed to the QC-SBCDPO	N/A	1-7 Days	Barangay/Organization
2. Claim QC Essentials starter kit upon release to Barangay/Organization	2. Inform Barangay/Organization about the scheduled release of the starter kits	N/A	Depending on the availability of starter kits	Business Resource Division
3. Attend or watch QC Essentials training	3. Conduct in-person training or send the link to the	N/A	20 Minutes (can be accessed on	Business Resource Division, Barangay/Organization

	tutorial video		Youtube)	n
4. Create QC Essentials products	N/A	N/A	1-2 Hours	c/o Client
5. Promote and sell QC Essentials products	5. Share QC Essentials creations on social media	N/A	Depending on the duration of the activity	Business Resource Division

POP QC

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.

Office or Division:	Business Resource Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Brgy/ Mayor's Permit (Updated)		Barangay/ QC Business Permits and Licensing Office		
2. Letter of Intent from interested business owner expressing desire to be a part of POPQC.		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Intent for POP QC to QC-SBCDPO	1. Accept letter of intent for POP QC	N/A	5-10 Minutes	Business Resource Division
2. If accepted, wait for scheduling of POP QC event	2. Organize POP QC event	N/A	1 Week	Business Resource Division

3. Set up POP QC booth, promote and sell your products	3. Assist and promote client as part of POP QC	N/A	Depends on the duration of the activity	Business Resource Division
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Logistics Services Program with Grab

To support struggling QC tricycle drivers, food establishments, and other displaced workers, the partnership with Grab Philippines seeks to create job opportunities through the GrabFood and GrabExpress delivery services.

Office or Division:	Business Resource Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Qualified Quezon City Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Professional Driver's License (Mandatory)	Land Transportation Office
2. Drug Test Result (Mandatory)	Accredited Medical Clinics
3. NBI or Police Clearance (Mandatory)	National Bureau of Investigation
4. OR/CR	Land Transportation Office
5. Motorcycle year model 2010 or later, 99-160cc	Motorcycle Companies
<i>If not registered owner:</i> a. Borrowed-Motor Original Authorization letter with photocopy of the VALID ID of the owner b. Secondhand Notarized Deed of Sale c. Reacquire Motor-Repossession Certificate or any Certificate from Dealer	c/o Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Registration through provided link by QC-SBCDPO/Grab	1. Post registration link	N/A	5-10 Minutes	Business Resource Division, Grab

2. Apply at Grab driver application venue and submit required documents	2. Business Resource Division and Grab to organize driver application event 2.1 Grab to accept documents	N/A	1-2 Hours	Business Resource Division, Grab
3. Wait for Grab profile activation	3. Grab to approve and activate new riders	N/A	2-3 Days	Grab

Various Entrepreneurial Trainings and Seminars

For QCitizens interested in becoming entrepreneurs, they may join the various trainings and seminars offered by the office to identify what resources/supplies they need, learn how to approach starting a business, and create plans for their businesses' sustainability.

Office or Division:	Business Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Micro and Small Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request/completed registration form from interested party to join training/seminars		% Client to submit to QC-SBCDPO		
2. Brgy Permit/Mayor's Permit/Hawkers Registration Permit (Updated)		Issued by the Quezon City Business Permits and Licensing Department and Market Development Administration Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement from QC-SBCDPO for various training and seminars	1. Post the list of scheduled training and seminars	N/A	N/A	Business Resource Division

2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each training/seminar	N/A	5-10 Minutes	Business Resource Division
3. Client to attend said training/seminar	3. Conduct training/seminar with different partners	N/A	4-6 Hours	Business Resource Division

Business Incubation Programs

The Business Incubation Programs of the QC-SBCDPO include the following:

- Livelihood skills training and industry matching for micro and small businesses
- Youth Entrepreneurship Program

Office or Division:	Business Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Micro and Small Entrepreneurs, Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent addressed to SBCDPO to join Business Incubation Programs		% Client		
2. Barangay/ Mayor's Permit (Updated)		QC Business Permits and Licensing Department/Barangay		
3. QCitizen ID		QC E-Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement from QC-SBCDPO for business incubation	1. Post the list of scheduled business incubation programs	N/A	N/A	Business Resource Division

programs				
2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each business incubation program	N/A	5-10 Minutes	Business Resource Division
3. Client to attend said business incubation program	3. Conduct business incubation program with different partners	N/A	4-6 Hours	Business Resource Division

Small-Scale Entrepreneurship Programs

The Small-Scale Entrepreneurship Programs of the QC-SBCDPO include the following:

- Applying the farm-to-consumer model to enable farmers to keep all their profits and provide easy access to farm goods for consumers through QC Fresh Market
- Upscaling and organizing displaced vendors into one venue as an attractive night market through Sari-Sari Kyusi (Nov 2019 - Jan 2020)
- Compiling of one database of microentrepreneurs from our programs to disseminate information and update them about future events, programs, and opportunities that could help grow their businesses

Office or Division:	Business Resource Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Micro and Small Businesses, Farmers Cooperative, Producers Cooperative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Interest addressed to QC SBCDPO requesting their desire to join the various activities.		From the interested party	
2. Barangay/Mayor's Permit (Updated), Hawkers/Vendors Permit (Updated), or Certificate of Registration issued by the		Barangay, Quezon City Business Permits and Licensing Department, Market Development Administration Department, or Cooperative	

Cooperative Development Authority (For cooperatives)		Development Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement from QC-SBCDPO for small-scale entrepreneurship programs	1. Post the list of scheduled small-scale entrepreneurship programs	N/A	N/A	Business Resource Division
2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each small-scale entrepreneurship program	N/A	5-10 Minutes	Business Resource Division
3. Client to attend said small-scale entrepreneurship program	3. Conduct small-scale entrepreneurship program with different partners	N/A	4-6 Hours	Business Resource Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send and email feedback to sbcdpo@quezoncity.gov.ph or call the official QC-SBCDPO number.
How feedback is processed	Each feedback sent is filtered to the division concerned.
How to file a complaint	Email or visit QC-SBCDPO and fill up a complaint form.
How complaints are processed	Complaints are filtered to the divisions concerned.
Contact Information of QC-SBCDPO	8988-4242 locals 8731 / 8734 / 8736 SBCDPO@quezoncity.gov.ph

	https://www.facebook.com/QCSBCDP O/
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Office	Address	Contact Information
Quezon City Small Business Cooperatives Development and Promotions Office	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Ms. Mona Celine Marie V. Yap Officer-in-Charge mona.yap@quezoncity.gov.ph 8988-4242 locals 8731 / 8734 / 8736
Cooperatives Building Division	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Ms. Cherrie Olivar Officer cherrie.sbcdpo@gmail.com 8988-4242 locals 8731 / 8734 / 8736
Policy and Planning Division	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Mr. Cris Laresma Officer cris.sbcdpo@gmail.com 8988-4242 locals 8731 / 8734 / 8736
Business Resource Division	6TH Floor, Main High Rise Building, Quezon City Hall Compound	Ms. Florenda De Jesus Officer nina.sbcdpo@gmail.com 8988-4242 locals 8731 / 8734 / 8736