

MARKET ADMINISTRATION OFFICE CITIZENS' CHARTER

FRONTLINE SERVICES

Application for Vacant Market Stall Privilege
Transfer of Stall Privilege to other Person
Electrical and Water Supplies Connection
Issuance of Permit for Stall Renovation
Testing and Sealing of Weights and Measures
Permit for Promotion of any Products or Services
Issuance of Certification as Market Stallholder
Issuance of Application for Business Permit
Assistance to Consumers' Complaints

1. Application for Vacant Market Stall Privilege

To give opportunity to Pasigueños who want to put up a business in the public market

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail	Applicant must be of legal age, resident and registered voter of Pasig City			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Letter of Intent 2. Biodata – 2 copies with 2x2 colored picture 3. Comelec Voter’s Certification 4. Barangay Clearance 5. Community Tax Certificate 		Comelec Barangay of resident City Treasurer’s office		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
1) Inquire as to availability of vacant stalls and procedure of application	- Entertain and evaluate applicant, present available vacant stalls, brief on the procedure of application and the required documents to be submitted	Amount of PTO fee depends on the classification and size of area of market stall he/she acquired	8 – 10 mins	Market Administrator – Joseph Vincent Pastor C. Molina or Admin Officer – Joseph M. Rogano
2. Complete the required documents together with the application letter and personally present them to the Market Administrator	- Review its completeness and Sign the application letter		10 – 20 Mins (depending on the availability of the approving official)	Market Administrator – Joseph Vincent Pastor C. Molina
3. After approval of the application, Applicant will review and sign documents where rules and regulations and the duties and responsibilities of a stallholder are enumerated once his/her application is approved	- Applicant will be briefed and properly oriented on the ordinances, laws and rules and regulations being implemented inside the public market including his/her duties and responsibilities as new market stallholder. - prepare Order of Payment for the payment of fee for the Privilege to Occupy (PTO)		5 – 155r445443e mins 5 – 10 mins.	- Administrative Officer - Joseph M. Rogano - Accounting Head Joseph M. Rogano (Temporarily)
4) Proceed to the Market Administrator for signing of Order of Payment of PTO	- Approval of the Order of Payment of fee for the PTO		2 – 5 mins.	- Market Administrator - Joseph Vincent Pastor C. Molina
5) Proceed to cashier to pay the fee for the PTO	- Accept payment and Issue Official Receipt		2 – 3 mins.	Cashiers- William Aguirre, Alex Aquino and Normita Ramirez
6) Return to the Market Administrative Officer	- Release photo copies of documents for personal file of applicant. Safekeeping / filing of all the documents and encoding of name in the system. - Issue clearance for the opening of the stall for the applicant to start occupying the stall.		5 – 10 mins.	- Administrative Officer - Joseph M. Rogano -do-

2. Transfer of Stall Privilege to Other Person

To eliminate illegal occupants and closure of the stall due to violation of the market rules and regulations, particularly on person using and occupying stall without proper authority. Illegal Occupants were given chances to transfer the stall privilege to their name but to pay the Corresponding fee and the penalty as stated in the ordinance.

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to citizen			
Who may Avail	Present Market Stall Occupants without proper authority			
Checklist of Requirements		Where to Secure		
<p>For applicant on surrendered/Waived/Cancelled Stall Privilege</p> <p>a) Request or application letter and personal appearance of applicant</p> <p>b) Affidavit of Waiver/Surrender of stall privilege (signed in the presence of Market Administrator or her authorized representative)</p> <p>c) Letter of consent of former stallowner</p> <p>d) Affidavit of stall occupancy by the applicant</p> <p>e) Attestation (Pagpapatunay) of four (4) adjacent stallholders.</p> <p>f) Xerox copy of latest Mayor's Permit</p> <p>g) 2 copies Biodata w/2x2 latest colored picture</p> <p>h) Barangay Clearance</p> <p>i) Comelec voter's certification</p>		<ul style="list-style-type: none"> - Applicant - Market Administration Office - Former stall owner - Can be secured from any lawyer and Notary Public - Market Administration Office - Former stall owner - Applicant - Barangay of Residence - Comelec 		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
<p>1-a) If applicant and stallowner voluntarily applied for the transfer of the PTO</p> <p>1-b) If the applicant of the stall has been issued Notice of Violation due to Illegal Occupancy</p>	<p>Evaluate and assess and investigate as to the actual user of the stall to determine any other issue, if any</p> <p>Evaluate, assess and investigate as to the actual user of the stall to determine any other issue, if any.</p> <p><u>Both applicants will be given the list of required documents to be submitted</u></p>	<p>(Based on City Ordinance No. 51 S2017)</p> <p>Penalty – 20,000.00 (with waiver)</p> <p>Penalty – 30,000.00 (without waiver)</p> <p>Penalty – 40,000.00</p> <p>Amount of PTO fee depends on the classification and size of area of market stall he/she acquired</p>	<p>1 day or depending on the outcome of the inspection/investigation.</p> <p>(If in any case, issue/s were found, application for transfer will be put on hold until the noted problem is settled)</p>	<p>- Market Administrative Officer - Joseph M. Rogano</p>
<p>2) Applicant to complete the required documents together with the application letter and personally present them to the Market Administrator</p>	<p>a) Checking and evaluation as to completeness and correctness of the documents submitted.</p> <p>b) Approval of the Application for transfer</p> <p>c) Application form will be prepared to the applicant</p>	<p>Penalty – 20,000.00 (with waiver)</p> <p>Penalty – 30,000.00 (without waiver)</p> <p>Penalty – 40,000.00</p> <p>Amount of PTO fee depends on the classification and size of area of market stall he/she acquired</p>	<p>1 – 2 Hours</p> <p>(depending on the availability of the Market Administrator)</p>	<p>- Market Administrative Office - Joseph M. Rogano</p> <p>- Market Administrator Joseph Vincent Pastor C. Molina</p> <p>- Market Administrative Office - Joseph M. Rogano</p>
<p>3. Applicant will review and sign the application form where the rules and regulations and the duties and responsibilities of a stallholder are enumerated.</p>	<p>- Applicant will be briefed and properly oriented on the ordinances, laws and rules and regulations being implemented inside the public market including his/her duties and responsibilities as new market stallholder.</p>		<p>20 – 30 mins</p>	<p>- Administrative Officer - Joseph M. Rogano</p>

	- prepare Order of Payment for the payment of fee for the Privilege to Occupy (PTO)		5 – 10 mins.	- Accounting Head Administrative Officer - Joseph M. Rogano (temporary)
4) Proceed to the Market Administrator for signing of Order of Payment of PTO	- Approval/signing of the Order of Payment of fee for the PTO	(Based on City Ordinance No. 51 S2017) Penalty – 20,000.00 (with waiver)	2 – 5 mins.	- Market Administrator - Joseph Vincent Pastor C. Molina
5) Proceed to cashier to pay the fee for the PTO	- Accept payment and Issue Official Receipt	Penalty – 30,000.00 (without waiver)	2 – 3 mins.	Cashier - William Aguirre, Alex Aquino and Normita Ramirez
6) Return to the Market Administrative Officer	- Release photo copies of documents for personal file of applicant. Safekeeping / filing of all the documents and encoding of name in the system. - Issue clearance for the opening of the stall and the applicant to start occupying the stall. (if the stall had been closed by the Market admin) ...end	Penalty – 40,000.00 Amount of PTO fee depends on the classification and size of area of market stall he/she acquired	5 – 10 mins.	- Administrative Officer - Joseph M. Rogano

3. Installation of new Electrical/Water Service Connection

Ensure that only registered stallholders and other authorized person are given the services to determine the correct usage and exact wattage requirements and its consumption.

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to business			
Who may Avail	Registered Stallholders and other authorized person			
Checklist of Requirements		Where to Secure		
1. Request Letter 2. Electric or Water meter including circuit breaker, switch, outlet, etc.		- Applicant - hardware		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
1) Submit letter request	- Receive request letter. Evaluate job description and prepare job order and clearance form.	500.00	10 – 15 mins	- Incharge, Electrical & Plumbing Maint. – Romeo Gurierez
	- Verify stallholder’s status, issue accounting clearance (applicant must be cleared of all accounts)		3 – 5 mins.	- Administrative Officer – Joseph Rogano
2) Proceed to Cashier to pay permit fee	Accept payment and Issue Official Receipt		2 – 3 mins.	- Cashier - William Aguirre, Alex Aquino and Normita Ramirez
3) Back to Incharge of Electrical and water Maintenance and present OR	- Release permit and retain one (1) copy for file and assign electrician to perform the job requested	3 – 5 mins.	-Incharge, Elect./H2O Maint. – Romeo Gutierrez	
	- actual installation of meter	45 mins. – 1 hr	Electrician Romeo Gutierrez Elmer Decino Antonio Mendoza - Plumber - Robert Natalio	

4. Issuance of Permit for Stall Renovation

Ensure that construction/renovation is within the limit of the stall and approved design of the job to be undertaken and it is used for vending purposes only

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to business			
Who may Avail	Registered Stallholders			
Checklist of Requirements		Where to Secure		
1. Request Letter 2. Sketch plan of the stall to be renovated and job description		- applicant - stallowner		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
1) Submit letter request together with the Sketch plan and job description to be performed	- Receive the request letter, - Verify stallholder's status and assessment of application, prepare accounting clearance and Renovation Permit (applicant must be cleared of all accounts)	P 200.00 (minimum) for 1-5 sqm of stall area and add'l 50.00 for every one (1) sqm thereof	8 – 10 mins.	- Administrative Officer- Joseph M. Rogano
2. Proceed to Incharge of Building Maintenance	- Actual Inspection and assessment of request for renovation and sign recommendation for approval of permit		5 – 15 mins	- Incharge, Building Maintenance – Charly Menguito
3) Proceed to the Market Administrator or her authorized rep	Re-evaluation of request and approval of permit		3 – 5 mins.	Market Administrator Joseph Vincent Pastor C. Molina
4) Proceed to Cashier to pay the permit fee	Accept payment and Issue Official Receipt		2 – 3 mins.	Cashier - William Aguirre, Alex Aquino and Normita Ramirez
5) Back to Administrative Officer	Recording and releasing of permit		2 – 3 mins.	Administrative Officer - Joseph M. Rogano

5. **Registration and Testing of Weights & Measures**

Verification and testing of weighing scales before using in the daily business. To protect buyers/consumers against the use of defective weighing scales.

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to business			
Who may Avail	Registered Stallholders and vendors inside the public market using weights and measures in vending			
Checklist of Requirements		Where to Secure		
1. Weighing scale and other measuring instrument		- Stallowner/vendor		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
1) Present and Submit weighing scale or any measuring instrument	- Evaluate and conduct actual inspection and testing of the unit presented, and Prepare Order of payment	For 30 kilos below - P 300.00	8 – 10 mins	- Administrative Officer - Joseph M. Rogano / Admin Clerks Dessany David or John Kimbo Andeo
2) Proceed to Cashier to pay Sealing/ Registration fee	Accept payment and Issue Official Receipt	For 31-300 kilos - P 400.00 For 301 – 3,000 kilos - P 500.00	2 – 3 mins.	Cashier - William Aguirre, Alex Aquino and Normita Ramirez
3) Back to W&M Inspector/recording clerk	- Record Applicant Name and Area of Business and kind of weighing scale - Prepare sticker and seal to be attached to the instrument, then release the instrument to the stallholder/vendor	For 3,000 kilos above - P 600.00	3 – 5 mins.	-Administrative Officer - Joseph M. Rogano / Admin Clerks Dessany David John Kimbo Andeo

6. Permit for Promotion of Any Products or Services

Designate proper place to promote products and services to avoid obstruction and inconvenience to the stallholders and market goers. Ensure that all products and services being promoted are duly registered, safe for human use and consumption, and properly conducted by authorized personnel

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to business			
Who may Avail	Any Individual person, Inventor, Manufacturer, Producer, Company and Promotion Agency			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Letter of Intent 2. Cert. of Product Registration from DTI, FDA (for foods and drugs), etc., 3. DTI Reg. of office/company 4. Business Permit 5. Health certificate of promodizer 		<ul style="list-style-type: none"> - applicant - FDA or DTI - DTI - BPLO where the office/company located - City Health Office 		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
1) Submit letter request to conduct promotion of product/service	<ul style="list-style-type: none"> - Receive letter request and pertinent requirements - Evaluate request as to its kind of activity, space requirement and other needs - inform client of the rules and regulations including the fees to be paid for the permit. - Prepare permit after the client agrees on the rules and regulations and the fees to be paid. 	100.00/day – for standard size table/booth (1 x 1.5 mtrs.) for promo sampling/ leafleting only.	5 – 10 mins for small activity 30 – 45 mins or more for big event (depending on the nature of permit being requested)	Market Administrator - Joseph Vincent Pastor C. Molina / Administrative Officer - Joseph M. Rogano
2) Proceed to the Market Administrator	Re-evaluation of request and approval of permit	200.00/day - for standard size table/booth (1 x 1.5 mtrs.) for promo sampling /leafleting with selling.	3 – 5 mins.	Market Administrator - Joseph Vincent Pastor C. Molina
3) Proceed to the Cashier for payment of fee.	Accept payment and Issue Official Receipt		1 – 2 mins.	Cashier - William Aguirre, Alex Aquino and Normita Ramirez
4) Back to Administrative Officer	Recording and releasing of permit		2 – 3 mins.	Administrative Officer - Joseph M. Rogano

7. Issuance of Stallholder's Certification

To certify that a certain person is a legitimate stallholder of the public market

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to business			
Who may Avail	Market Stallholders			
Checklist of Requirements		Where to Secure		
1) Photocopy of Updated Mayor's Permit 2) Market Accounting Clearance of Account		<ul style="list-style-type: none"> - BPLO - Market Accounting Unit 		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
1) submit letter or verbal request and present photocopy of latest business permit	<ul style="list-style-type: none"> - Verify status of requesting stallholder (applicant must be cleared of all accounts) - Prepare Certification and order of payment of fee 	(Based on City Ordinance No. 51 S2017) P 150.00	5 – 10 mins	- Accounting Clerk – John Kimbo Andeo
2) Proceed to cashier to pay certification fee and back to accounting clerk	<ul style="list-style-type: none"> - Accept payment and Issue Official Receipt 		2 – 5 mins.	- Cashier - William Aguirre, Alex Aquino and Normita Ramirez
	<ul style="list-style-type: none"> - Approval of the Certification by the Market Administrator 		2 – 5 mins.	- Market Administrator - Joseph Vincent Pastor C. Molina
3) Receive the approved / signed Certificate	Release the certificate and safe keep duplicate copy		2 – 3 mins.	- Accounting Clerk – John Kimbo Andeo

8. Issuance of Application for Business Permit

Ensure that all the registered stallholders also apply for a business permit and pay the corresponding business taxes

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to business			
Who may Avail	Market Stallholders			
Checklist of Requirements		Where to Secure		
1) All accounts are cleared and has no pending administrative case		- Market Accounting unit		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
1. Proceed to Market Admin./Accounting Clerk and ask for a Business Permit form.	- Ask for the latest or updated Official Receipt of payment or Verification of all accounts such as monthly rental, electric and waters bills, PTO, etc. (applicant must be cleared of all accounts including registration of weights and measures before issuance of business permit form. If the applicant has no unpaid account, business renewal form shall be issued immediately	No Fee	3 – 5 mins.	- Admininative Clerk – Dessany David or Mari Sachele Angeles
2) Present the filled up form of the Business permit.	- Verification as to ownership of the stall, the name of the facilitator and the relationship to the registered stall owner. - Sign BP form		1 – 5 minute	- Market Administrator - Joseph Vincent Pastor C. Molina or
3) PROCEED TO CITY HALL - BPLO			1 - minute	- Market Administrator - Joseph Vincent Pastor C. Molina
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9. Assistance to Consumers' Complaints

Protect market goers/consumers against deceptive vending habits or any improper selling of merchandise and other matters concerning welfare of consumers.

Office or Division:	LGU Pasig - Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to business			
Who may Avail	All Market Buyers / Consumers			
Checklist of Requirements		Where to Secure		
1. Personal Appearance / Complaint Letter and evidence, if necessary		- Complainant		
Client Step	LGU/Market Office Action	Fees to be Paid	Processing Time	Responsible Person
1) Personal appearance / submission of complaint letter	<ul style="list-style-type: none"> - Evaluate and assess complaint, conduct actual inspection/summon to concerned vendor, if necessary - Conduct Mediation, between complainant and concerned vendor 	No fee	10 - 30 mins (depending on the outcome of the meeting between the complainant and the complained vendor/stallholder)	<ul style="list-style-type: none"> - Market Administrative Officer - Joseph M. Rogano (Consumer Welfare Desk Officer) - Market Administrator - Joseph Vincent Pastor C. Molina or his authorized rep
2) Incase of insolvency or no amicable settlement, complainant shall be briefed of his/her right to file a formal complaint in the proper court.	Issue Notice of Violation to stallholder/vendor, depending on the kind of complaints or violation. IMPOSITION OF PENALTY DEPENDS ON THE GRAVITY OF THE OFFENSE		2 – 5 mins.	<ul style="list-style-type: none"> - Administrative Officer - Joseph M. Rogano / (Consumer Welfare Desk Officer) / Market Administrator
3) In case of amicable settlement, both parties shall sign an agreement that complaint has been resolved.	Remind or reprimand concerned vendor/stallholder		2 – 5 mins.	<ul style="list-style-type: none"> - Administrative Officer - Joseph M. Rogano / (Consumer Welfare Desk Officer) - Market Administrator