



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

NAME OF DEPARTMENT/AGENCY/LGU: PUBLIC MARKET OFFICE

SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON AUGUST 20, 2021: Yes No

LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/P olicy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Application for Vacant Stalls	- Market Code Ordinance 107			January 22, 2004	
2. Renewal of Lease	- Tax Ordinance No. 2006-001			September 14, 2006	
3. Waive/Transfer of Stall Rights	- Tax Ordinance No. 2007-001			September 20, 2007	
4. Surrender of Stall Rights	- R.A. 11032, "Ease of Doing Business and Efficient Government Service Delivery Act of 2018				
5. Issuance of Market Certification					
6. Application for Product Sampling/Advertisement					
7. Respond to Consumer Complaints and Other Issues					
8. Payroll Petty Cash					
9. Purchase Request					
10. Information Technology Request					
11. Disbursement Voucher					
12. Trip Ticket					



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: <u>Application for Vacant Stalls</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Application Form	Market Code Tax Ordinance 107 Section 30: Vacancy, Lease and Occupancy of Stalls	Secure/Fill up Application Form	Tax Ordinance No. 2006-001 An Ordinance Fixing the Rental Rate of the Market Building no 2 at 150.00 per square meters per month to be at PAR with the rental rate of Market Building A, B, C thereby amending Tax Ordinance No. 93-01	5 mins.	Application Fee p500.00 Transfer Fee p 3,000.00 1 month Advance of Stall Rental 2 months Security Deposit of Stall Rental
2. Birth Certificate		Discuss to applicants the agreements and condition of the application form		5 mins.	
3. Barangay Clearance		Notarize Application Form			
4. Police or NBI Clearance		Pay to City Treasurer's Office the application Fee, Advance Rentals and Security Deposits		5 mins.	
5. 2 Valid Government Issued ID		Submit to Market Office all the Documents with receipt of payments		3 mins.	
6. Residence Certificate		Sign Contract of Lease, the Lessee and the Lessor		2 mins.	
7. 2 pcs. 2x2 colored ID pictures		Notarize Contract of Lease		-	
		Submit Notarized Contract of Lease to Public Market		2 mins.	



TOTAL	1-2 working days (simple)	
	3-5 working days (complex)	

GOVERNMENT SERVICE: <u>Renewal of Lease</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Previous Lease of Contract		Submit all documents to Public Market Office		2 mins.	
2. Mayors Permit		Issuance of New Lease of Contract		5 mins.	
3. Valid Id's		Signing the Contract of Lease, the Lessee and the Lessor		3 mins.	
4. Residence Certificate		Notarize the Contract of Lease		-	
		Submit Notarized Contract of Lease to Public Market Office		2 mins.	
TOTAL				1 – 2 working days	



GOVERNMENT SERVICE: Waive/Transfer of Stall Rights

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Notarized Waiver from previous Stall Occupants	Market Code Tax Ordinance 107 Section 30: Vacancy, Lease and Occupancy of Stalls	Fill up Application Form, Notarized	Tax Ordinance No. 2006-001 An Ordinance Fixing the Rental Rate of the Market Building no 2 at 150.00 per square meters per month to be at PAR with the rental rate of Market Building A, B, C thereby amending Tax Ordinance No. 93-01	5 mins.	Application Fee p500.00 Transfer Fee p 3,000.00 1 month Advance of Stall Rental 2 months Security Deposit of Stall Rental
2. Application Form		Discuss to applicants the agreements and condition of the application form		5 mins.	
3. Birth Certificate		Pay to City Treasurer's Office the Application Fee, Advance Rentals and Security Deposits		5 mins.	
4. Barangay Clearance		Submit to Market Office all the Documents with receipt of payments		5 mins.	
5. Police or NBI Clearance		Sign Contract of Lease, the Lessee and Lessor		3 mins.	
6. 2 Valid Government Issued ID		Notarize Contract of Lease		-	
7. Residence Certificate		Submit Notarized Contract of Lease to Public Market		3 mins.	
8. 2 pcs. 2x2 colored ID pictures					



GOVERNMENT SERVICE: <u>Surrender of Stall Rights</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Notarized Affidavit		Tennant to present Notarized affidavit stating reason for surrender of stall rights			P 50.00
2. Statement of Account		Secure statement of account at Treasurer's Office			
3. Receipt of payment for unsettled balances if any		Pay to Treasurer's Office any unpaid dues and penalties			
4. Certification fee receipt		Pay Certification fee at Treasurer's Office			
		Submit all Documents to the Market Office			
		Issue Market Certification			

GOVERNMENT SERVICE: <u>Issuance of Market Certification</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Charge Slip from Public Market Office	Ordinance 107 section 47 of Market Code	Pay to City Treasurer's Office	Ordinance 107 section 47 of Market Code. Article IV – Rents, Fees and License, Section 47 Certification Fee	5 mins.	P 50.00
2. Certification fee receipt		Submit receipt to Market Office		5 mins.	
		Issuance of Market Certification		5 mins.	



GOVERNMENT SERVICE: Respond to Consumer Complaints and Other Issues

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		Proceed to personnel-in-charge to report complaint	Market Code Ordinance 107 Article V – Security, Order and Discipline Section 55 Security in and around the Market Premises. Section 57 Duties of Security Guards. Section 60 Duties of Detailed Policemen		None
		Interview complaint and create incident report and log issue in logbook			None
		Concerned parties will be summoned to the Market Office for discussion and investigation			None
		Concerned parties will discuss complaint/issue until a resolution and agreement is concluded			None
		Both parties will then sign incident report stating action taken and resolution			None
		If issue/complaint will not be settled, Market personnel will forward matter to higher authorities			None