



## **Office of the City Market**



## ***OFFICE OF THE CITY MARKET***

### **V. Mandate:**

The Office of the City Market Administrator is an income generating institution of the city government and charged with the rendition of basic services to the people in becoming bigger and broader not only in terms of building facilities but also on its manpower requirements.

### **VI. Vision:**

The Batangas City Public Market envisions of becoming a center of quality trade of goods and services in terms of employees, facilities and market operations.

It seeks to develop competitive and innovative employees as manifested by their values of honesty, integrity, innovative and responsive public servants as these are their sword to face the challenges of the next millennium.

### **VII. Mission:**

Cognizant to the realization of its vision, the City Public Market shall create an atmosphere of public satisfaction in the operation of its economic activities.

It shall continuously plan for innovative approaches in the City Market and enhance employee competencies in order to motivate them and upgrade their morale.

### **VIII. Service Pledge:**

We commit:

1. To render genuine basic services to the public towards the upliftment of the image of the City Market and the City Government as a whole.
2. To effectively and efficiently implement provisions, rules and regulations regarding the market and slaughterhouse operation.



3. To administer and supervise the three City Public Markets and slaughterhouse, buildings, facilities and equipment and its premises.
4. To inspire and motivate Market Personnel to do their duties and responsibilities as public servants.
5. To coordinate with the different line agencies, Office of the City Government regarding cleanliness and orderliness, construction and repair of the City Market premises and building facilities.

### **List of Services**

Receives Application to Lease Market Stall

Collection of Rental for Fixed Stalls

Issuance of Cash Tickets

Issuance of Certification/ Market Clearance

Release of Apprehended Goods

Acceptance of Complaints

Collection of Calibration Fee

Collection of Electrical Fee



**1. Receives Application to Lease Market Stall (External)**

Process application to fill in the vacant stalls.

Office or Division:	Office of the City Market
Classification:	Complex
Types of Transaction:	G2C - Government to Citizen
Who may avail:	New Applicants

Checklist of Requirements		Where to Secure		
1 Photocopy of Barangay Clearance		Designated Barangay Hall		
1 Photocopy of Community Tax Certificate		City Treasurer’s Office		
1 Photocopy of 2 valid IDs (Driver’s License, SSS ID, Passport ID, and other valid ID)		Concerned Government Agency		
2 copies of 1” x 1” ID picture		Any Photo Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Approaches the Market Administrator for application to lease market stall	1.1. Interviews the applicant 1.2. Approves the application 1.3 Provides the application form	None	7 minutes	City Market Administrator  Office of the City Market
2. Fill out the application form and pays the application fee	2.1. Assists in filling out the application form 2.2. Receives the payment of the applicant 2.3. Issues official receipt as payment for application fee 2.4. Upon completion of the requirements, advises the applicant to proceed to the City Legal Office or any law office for application form to be notarized	Php 150.00	5 minutes	Admin. Aide I / Admin. Aide VI / Revenue Collection Clerk  Office of the City Market
3. Submits notarized application form	Accepts and verifies the documents submitted	None	2 minutes	Admin. Aide I  Office of the City Market
4. Secures transmittal letter for paying occupancy fee	4.1. Prepares the transmittal letter 4.2. Signs the transmittal	None	5 minutes	Admin. Aide I / Admin. Aide VI / City Market Administrator  Office of the City Market
5. Proceeds to the City Treasurer’s Office for payment of occupancy fee	Receives payment for occupancy fee and issues official receipt	Php 10,000.00 15,000.00 20,000.00 30,000.00 The Batangas City Revenue Code 2009, Section 112.	20 minutes	Revenue Collection Clerk /  City Treasurer’s Office
6. Returns to City Market Office to submit photocopy of official receipt of payment for	6.1. Accepts and verifies the documents submitted 6.2. Prepares contract of lease	None	12 minutes	Admin. Aide I / Admin. Aide VI /  Office of the City Market



preparation of Contract of Lease	6.3. Explains the terms and conditions embodied in the Contract of Lease			
7.Signs the Contract of Lease (as Lessee) and waits for document’s release	7.1.Signs the Contract of Lease(as Lessor) 7.2.Informs the client to return after 3 working days for the release of Contract of Lease 7.3. Forwards Contract of Lease to the City Mayor’s Office for signature of City Mayor  7.4. Forwards the Contract of Lease to the City Legal Office to be notarized	None	2 minutes  1 minute  3 days	City Market Administrator  Office of the City Market  City Mayor Office of the City Mayor
8. Signs in the logbook to claim the approved Contract of Lease	Release the Contract of Lease	None	2 minutes	Admin. Aide I Admin. Aide VI  Office of the City Market
<b>Total:</b>			<b>3 days and 56 minutes</b>	

**2. Collection of Rentals for Fixed Stalls (External)**

There shall be collected from the lessees of stalls in the City Market as payment of rental for fixed stalls, per square meter or fraction thereof.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Stall Holders

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Approaches the assigned market personnel for payment of rentals for Fixed Stalls	1.1. Verifies monthly rental payment 1.2.Receives payment and issues Official Receipt for market stall rental	Php 8.00x sq.m. x 30 days The Batangas City Revenue Code 2009, Section 109.	4 minutes	Revenue Collection Clerk  Office of the City Market
<b>Total:</b>			<b>4 minutes</b>	

### 3. Issuance of Cash Tickets (External)

Cash tickets shall be issued to an occupant of the market premises or transient vendors. The cash tickets shall pertain only to the person to whom it is issued and shall be good only for the space of the market premises to which he/she is assigned.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Transient Vendor / Temporary Stall Holders

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel	1.1.Assists and assesses tariff/market fee	None	1 minute	Market Inspector  Office of the City Market
2. Pays the assessed tariff/market fee and gets the equivalent amount of cash tickets	2.1. Receives payment and issues cash tickets  2.2. Torn in half the cash tickets, one half to be given to the space occupant or vendor and the other to be retained by the market collector	Corresponding Rates (The Batangas City Revenue Code of 2009, Section 109, Market Sections and Market Fees)	2 minutes	Revenue Collection Clerk  Office of the City Market



	2.3. Thanks the vendor / temporary stall holder.			
<b>Total:</b>			<b>3 minutes</b>	

**4. Issuance of Certification / Market Clearance (External)**

Issue the Certification/Market Clearance requested by the clients for securing/renewing of Mayor’s Permit.

<b>Office or Division:</b>	Office of the City Market
<b>Classification:</b>	Simple
<b>Types of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Stall Holders

Checklist of Requirements		Where to Secure		
1 Photocopy of Official Receipt of Occupancy Fee 1 Photocopy of Mayor’s Permit for the previous year		City Treasurer’s Office  Business Permits and Licensing Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel for verification of records	Verifies records	None	2 minutes	Revenue Collection Clerk  Office of the City Market
2. Proceeds to the Market Administrator for issuance of routine slip	2.1. Interviews the stall holder 2.2. Provides the routine slip	None	5 minutes	City Market Administrator/  Office of the City Market





3. Pays the amount due and waits for the issuance of certification/market clearance	3.1. Prepares certification/market clearance 3.2.Receives payment for certification fee/market clearance and issues official receipt	Php 80.00	4 minutes	Market Supervisor III / Local Revenue Collection Officer I / Revenue Collection Clerk / Office of the City Market
<b>Total:</b>		<b>Php 80.00</b>	<b>11 minutes</b>	

**5. Release of Apprehended Goods (External)**

Release the apprehended goods to the ambulant/illegal vendor when the agreement is being settled.

Office or Division:	Office of the City
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Ambulant / Illegal Vendors

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the market security officer who confiscated the goods	Records all the details regarding apprehended/confiscated goods	None	30 minutes	Security Officer II Security Guard  Office of the City Market
2. Writes a sworn statement (Sinumpaang Salaysay) stating their compromised agreement	2.1. Accepts the prepared Sworn Statement 2.2. Releases the apprehended/confiscated goods	None	10 minutes	Security Officer II Security Guard  Office of the City Market



<b>Total:</b>	<b>None</b>	<b>40 minutes</b>	
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**6. Acceptance of Complaints (External)**

The clients report complaints to the market management.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report complaint to guard on duty/officer of the day	1.1. Accepts and records the complaint  1.2. Settles the complaint	None	30 minutes	Security Officer II Security Guard  Office of the City Market
<b>Total:</b>		<b>None</b>	<b>30 minutes</b>	

**7. Collection of Calibration Fee (External)**

There shall be collected from the lessees of stalls in the City Market as payment for calibration of weighing scale.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Stall Holders

Checklist of Requirements	Where to Secure
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None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel for the calibration of weighing scale and payment of Calibration Fee	1.1. Calibrates the stall holder’s weighing scale  1.2. Receives payment and issues Official Receipt for calibration fee	With capacity of 10kg. >Php20.00  With capacity of more than 10 kg. >Php33.00  The Batangas City Revenue Code 2009.	2 minutes	Admin. Aide I Electrician  Revenue Collection Clerk  Office of the City Market
<b>Total:</b>			<b>2 minutes</b>	

**8. Collection of Electrical Fee (External)**

There shall be collected from the lessees of stalls in the City Market as payment for electric bill consumption.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Stall Holders

Checklist of Requirements		Where to Secure		
Electric Bill		Office of the City Market		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel for the payment of Electrical Fee	1.1. Verifies electric bill consumption record  1.2. Receives payment and issues Official Receipt for electrical fee	Php14.00 x kilowatt hour	4 minutes	Revenue Collection Clerk  Office of the City Market



<b>Total:</b>		<b>4 minutes</b>	
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**Feedback and Complaints**

To supplement this mechanism, the OCMA is making available contact points with different modalities (landline, mobile phone, and email) to serve as complaint hotlines for stall holders and consumers. Clients will be advised to contact Mrs. Amelia P. Reyes, Mrs. Delsa N. Mercado, Mr. Donald G. Dimapilis and Mr. Joel Arvin Q. De Los Reyes at (043) 723-2488; and Mrs. Ma. Victoria D. Dimaano at (043) 702-1296 or email us at *citymarketoffice@yahoo.com* for any complaints.