



MARKET DEVELOPMENT AND ADMINISTRATION DEPARTMENT

CITIZEN'S CHARTER

2024



I. Mandate:

Executes and implements laws/ ordinances, policies, rules and regulations and other issuances pertaining to the effective operations and management of city markets/tiangges, and other vending areas; ensures security, orderliness and sanitary upkeep of market premises and proper maintenance of facilities/equipment; monitors prevailing prices of goods in markets and other vending areas and implements development plans and programs of markets, hawkers vending sites, tiangges and other areas of concern; undertakes processing of Business Permits of vendors and operators of markets, hawkers, tiangges and other vending areas.

II. Vision:

The Market Development and Administration Department, envisions itself to be an effective, responsive and dependable agency, serving the public to the highest degree of integrity, honesty, dedication and supportive to the needs and aspirations of the City, in building an ideal venue for vending activities.

III. Mission:

It is the mission of the Market Development and Administration Department to institutionalize, develop and strengthen the department's role in building an ideal place where the community converge, interact, do business and commerce, in a convenient, safe, orderly and peaceful environment, in cooperation with the various sectors of society, geared towards excellent and effective public service.

IV. Service Pledge

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



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I. PUBLIC MARKET DIVISION

1. NEW STALL APPLICATION

New Market Stall award is issued to qualified lease holders in city markets as prescribed by the QC Revised Market Code.

Office:	Market Development and Administration Department			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Persons interested to lease stall in the Quezon City Public Markets who possess the qualifications and not otherwise disqualified as prescribed by the Quezon City Revised Market Code			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Filled-up Online Application		1) eServices Site		
2) QC ID		2) Barangay Hall / Appropriate Government Agency		
3) Current ID picture		3) Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and access the Market One-Stop Shop	None	None	10mins	Applicant
2. Click "submit stall application"	None	None	2min	
3. Click "Select new stall application"	None	None	2min	
4. Select the Market and the vacant stall to be applied	None	None	5mins	
5. Fill out the online application.	None	None	20mins	
6. Upload the required documents.	None	None	10 mins	
None	Review the completeness and accuracy of the application, information and requirements submitted.	None	1 hour	Market Supervisor
7. Sets a schedule for a face to face interview	None	None	10 mins	Applicant

8. Interview of the applicant.	Interviews and screens applicant Recommends application for approval	None	1 hour	Head, Public Market Division
None	Recommends application for final approval	None	5 mins	Action Officer for Administration
9. Pay the Application Fee, Stall Rights and Security Bond				
Online Payment:	Reviews accuracy of online payment, and approves payment	Application Fee Php 150 Stall Rights: Class A: Php15,000	10mins	Applicant
	Receives payment for Application Fee, Stall Rights and Security Bond, and issues electronicOR	Class B: Php10,000 Class C: Php5,000 Security Bond: Php10,000 or 3 months of rental fee, whichever is higher	Refer to the process of the City Treasurer's Office	City Treasurer's Office
Manual Payment:	Print Order of Payment	Application Fee Php 150 Stall Rights:	10 mins	Applicant/ Admin Clerk
Go to the City Treasurer's Office, pay the Application Fee, Stall Rights and Security Bond	None	Class A: Php15,000 Class B: Php10,000	Refer to the process of City Treasurer's Office	Applicant
	Receives payment for Application Fee, Stall Rights and Security Bond, and issues OR	Class C: Php5,000 Security Bond: Php10,000 or 3 months of rental fee, whichever is higher		City Treasurer's Office
Upload or Present OR for scanning and uploading	Uploads OR	None	10mins	Applicant/ Admin Clerk

10. Sign the Contract of Lease	Prints Contract of Lease	None	10 mins	Applicant / Admin Clerk
	Signs the contract and to make notarize the same	None	1 hour	Applicant
	Uploads the notarized Contract	None	10 Mins	Admin Clerk
None	Approves Stall Application	None	30 mins	City Market Administrator
11. Receive approved Stall Award Certificate	Printing of Stall Award Certificate	None	10 mins	Admin Clerk
	Signs the Stall Award Certificate	None	Refer to the process of Office of the City Mayor	Hon. City Mayor
	Releases Award to the Applicant	None	10 mins	Admin Clerk / Applicant
None	Close the application	None	5 mins	Admin Clerk
TOTAL:	(FOR ONLINE PAYMENT)	Php 25,150 (Class A) Php 20,150 (Class B) Php 15,150 (Class C)	5 hours 59 mins	
	(FOR MANUAL PAYMENT)	Php 25,150 (Class A) Php 20,150 (Class B) Php 15,150 (Class C)	6 hours 9 mins	

2. RENEWAL OF STALL LEASE

Renewal of Market Stall award is issued to qualified leaseholders in city markets who were previously permitted to engage in business in Quezon City as prescribed by the QC Revised Market Code.

Office:	Market Development and Administration Department			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Existing stallholders in city markets.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Filled out Online Application		1) eServices Site		
2) Proof of payment of business taxes and fees		2) Stallholder/Client/Market Field Office		
3) Current ID Picture		3) Stallholder/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and access the Market One-Stop Shop	None	None	10 min	Applicant
2. Click "submit stall application"	None	None	2 min	
3. Click "Select Renewal of stall application"	None	None	2min	
4. Select the stall to be renewed	None	None	5 min	
5. Review the detail in the stallholder's profile and update when applicable	None	None	10 mins	
6. Uploads the required documents	None	None	10 mins	
None	Review the completeness and accuracy of the application, information and requirements submitted.	None	1 Hour	Market Supervisor
None	Reviews and recommends application for approval	None	10 mins	Head, Public Market Division
None	Recommends application for final approval	None	5 mins	Action Officer for Administration
7. Pay for the Application Fee online or manually				
Online Payment:	Reviews accuracy of online payment, and approves payment	Application Fee Php 150	10 mins	Applicant

	Receives payment for Application Fee and issues electronic OR		Refer to the process of City Treasurer's Office	City Treasurer's Office
Manual Payment:	Print Order of Payment		10 mins	Applicant/ Admin Clerk / Market Clerk
Go to the City Treasurer's Office and pay the Application Fee	None	Application Fee Php 150	Refer to the process of City Treasurer's Office	Applicant
	Receives Application Fee and issues OR.			City Treasurer's Office
Upload or Present OR for scanning and uploading	Uploads OR		10 mins	Applicant / Admin Clerk / Market Clerk
8. Sign the Contract of Lease	Prints Contract of Lease	None	10 mins	Applicant / Admin Clerk / Market Clerk
	Signs the contract, and to make notarize the same	None	1 hour	Applicant
	Uploads the notarized Contract	None	10 mins	Applicant / Admin Clerk / Market Clerk
None	Approves Renew Stall Application	None	1 hour	City Market Administrator
9. Receives the approved Stall Award Certificate	Printing of Stall Award Certificate	None	10 mins	Admin Clerk
	Signs the Stall Award Certificate	None	Refer to the process of Office of the City Mayor	Hon. City Mayor
	Releases Stall Award Certificate to Applicant	None	10 mins	Admin Clerk
None	Close the application	None	5 mins	Admin Clerk
TOTAL	(FOR ONLINE PAYMENT)	Php 150	2 hours 56 mins	
	(FOR MANUAL PAYMENT)	Php 150	3 hours 6 mins	

3. VOLUNTARY TRANSFER AND SUCCESSION OF STALL AWARD

Stall Award is processed and issued to legitimate adjudicated market stallholders in the eight (8) city markets who want to transfer their lease award/s to their successor, **due to physical incapacity or disability except for the reason by death of the stallholder.**

Office:	Market Development and Administration Department			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Legitimate adjudicated market stallholders in the eight (8) city markets who want to transfer their lease awards to their successors due to reasons of incapacity to maintain the continuation of operation/usage of the stall.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Filled out Online Application	1) Applicant/Client			
A. Transferor/Succession				
1) Deed of Transfer (Notarized & For Transfer Only)				
2) Affidavit of Incapacitated adjudicated stallholder (for Succession only)	2) Applicant/Client			
B. Transferee/Successor				
1) QC ID	3) Barangay Hall / Appropriate Government Agency			
2) Current ID picture	4) Applicant/Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and access the Market One-Stop Shop	None	None	10 min	Stallholder (Transferor)
2. Click "Submit the Stall Application"	None	None	2 min	
3. Click "Transfer Stall Application"	None	None	2 min	
4. Click "Transfer" (If two stalls click the stall to be transferred)	None	None	2 min	
5. Enter the transferee's email address and reason for transfer, click "apply"	None	None	5 mins	
6. Click "susunod" in attestation window	None	None	5 mins	
7. Fill out the online application and uploads the required documents	None	None	10 mins	Applicant (Transferee)
None	Review the completeness and accuracy of the application, information and requirements	None	1 Hour	Market Supervisor

	submitted			
8. Sets a schedule for an interview	None	None	10 mins	Applicant
9. Personal interview of the applicant	Interviews and screens applicant (Transferee). Recommends application for approval	None	1 hour	Head, Public Market Division
None	Recommends application for final approval	None	5 mins.	Action Officer for Administration
10. Pay for the Application Fee and Transfer Fee online or manually.				
If paying online:	Reviews accuracy of online payment, and approves payment	Application Fee Php 150	10 mins	Applicant
	Receives payment for Application Fee and Transfer Fee, and issues electronic OR.	Transfer Fee Php 1000	Refer to the process of City Treasurer's Office	City Treasurer's Office
If paying manually:	Print Order of Payment for Application Fee	Application Fee Php 150	10 mins	Applicant / Admin Clerk
Go to the City Treasurer's Office and pay the Application Fee.	None	Transfer fee Php 1000	Refer to the process of City Treasurer's Office	Applicant
	Receives Application Fee and Transfer Fee and issues OR.			City Treasurer's Office
Upload or Present OR for scanning and uploading	Uploads OR		10 mins	Applicant / Admin Clerk
11. Sign the Contract of Lease	Prints Contract of Lease.	None	10 mins	Applicant / Admin Clerk
	Signs the contract, and to make notarize the same.	None	1 hour	Applicant
	Uploads the notarized Contract	None	10 Mins	Admin Clerk
	Approves Stall Transfer Application	None	1 hour	City Market Administrator
12. Receive approved Stall Award Certificate	Printing of Stall Award Certificate	None	10 mins.	Admin Clerk

	Signs the Stall Award Certificate	None	Refer to the process of Office of the City Mayor	Hon. City Mayor
	Release the Award to Applicant	None	10 mins.	Admin Clerk / Applicant
None	Close the application	None	5 mins	Admin Clerk
TOTAL	(FOR ONLINE PAYMENT)	Php 1,150	6 hours 46 mins	
	(FOR MANUAL PAYMENT)	Php 1,150	6 hours 56 mins	

4. TRANSFER AND SUCCESSION BY DEATH OF STALLHOLDER

Stall Award is processed and issued to legitimate successor of the deceased stallholder in the eight (8) city markets who want to transfer the lease award/s.

Office:	Market Development and Administration Department			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Legitimate adjudicated market stallholders in the eight (8) city markets who want to transfer their lease awards to their successors due to reasons of death or incapacity of an adjudicated stallholder.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out Online Application		1) Applicant/Client		
A. Transferor/Succession				
1. Death Certificate of the Awardee		2) Applicant/Client		
2. Marriage Contract (PSA copy)		3) Applicant/Client		
3. Birth Certificate (PSA Copy)		4) Applicant/Client		
4. Waiver of Rights of Other Successor		5) Barangay Hall / Appropriate Government Agency		
B. Transferee/Successor		6) Applicant/Client		
5. QC ID				
6. Current ID picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the market supervisor for the transfer of stall.	None	None	10 mins.	Applicant
None	Log-in to the eServices site and access the Market One-Stop Shop.	None	10 min.	Market Supervisor
None	Click "Submit The Stall Application".	None	2 min.	
None	Click "Transfer Stall Application".	None	2 min.	
None	Enter the transferee's email address and reason for transfer, click "apply"	None	5 mins	
None	Click "susunod" in attestation window	None	5 mins	
2. Fill out the online application and uploads all the required documents.	None	None	10 mins	Applicant

None	Review the completeness and accuracy of the application, information and requirements submitted.	None	1 Hour	Market Supervisor
3. Sets a schedule for an interview		None	10 mins	Applicant
4. Personal interview of the applicant	Interviews and screens applicant (Transferee) Recommends application for approval	None	1 hour	Head, Public Market Division
None	Recommends application for final approval	None	5 mins	Action Officer for Administration
5. Pay for the Application Fee and Transfer Fee online or manually				
If paying online:	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150	10 mins	Applicant
	Receives payment for Application Fee and Transfer Fee, and issues electronic OR.	Transfer Fee Php 1000	Refer to the process of City Treasurer's Office	City Treasurer's Office
If paying manually:	Print Order of Payment for Application Fee and Transfer Fee		10 mins	Applicant/ Market Clerk
Go to the City Treasurer's Office and pay Application Form Fee	None	Application Fee Php 150	Refer to the process of City Treasurer's Office	Applicant
None	Receives payment for Application Fee and Transfer Fee and issues OR.	Transfer fee Php 1000		City Treasurer's Office
Upload or Present OR for scanning and uploading	Uploads OR		10 mins	Applicant/ Admin Clerk
6. Signs the contract of Lease	Prints Contract of Lease.		10 mins.	Admin Clerk
	Signs the contract and to make notarize the same	None	1 hour	Applicant

	Uploads the notarized Contract	None	10 mins.	Admin Clerk
	Approves stall application	None	1 hour	City Market Administrator
7. Receives approved Stall Award Certificate	Printing of Stall Award Certificate	None	10 mins	Admin Clerk
	Signs the Stall Award Certificate	None	Refer to the process of Office of the City Mayor	Hon. City Mayor
	Releases the Award to the applicant	None	10 mins	Admin Clerk / Applicant
None	Close the application	None	5 mins	Admin Clerk
TOTAL	(FOR ONLINE PAYMENT)	Php 1,150	6 hours 54 mins	
	(FOR MANUAL PAYMENT)	Php 1,150	7 hours 4 mins	

5. PAYMENT OF MONTHLY RENTAL

Order of Payment for market rental fees is issued to Stallholders in the eight (8) city markets.

Office:	Market Development and Administration Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stallholders in the eight (8) city markets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and then to the Market One-Stop Shop to access market lease. Go to the Statement of Account.	None	None	10 mins	Stallholder
2. Pay for the Market Rental Fee online or manually.				
If paying online:	Reviews accuracy of online payment, and approves payment	Market Rental Fee/s	10mins	City Treasurer's Office
	Receives payment for Monthly Rental and issues electronic OR.		Refer to the process of the City Treasurer's Office	
If paying manually:	Print Order of Payment from the Statement of Account tab.	Market Rental Fee	10mins	Stallholder / Admin Clerk / Market Clerk
Go to the City Treasurer's Office and pay the Market Rental Fee	None		Subject to manual payment process of City Treasurer's Office	Stallholder
None	Receives Monthly Rental payment, approves payment, and issues OR.			City Treasurer's Office
Upload or Present OR for scanning and uploading	Uploads OR number and OR proof to site	None	10 mins	Stallholder/ Admin Clerk/ Market Clerk
None	Close the application	None	5 mins	Market Clerk/ Admin Clerk
TOTAL	(FOR ONLINE PAYMENT)		29 mins	
	(FOR MANUAL PAYMENT)		35 mins	

6. ISSUANCE OF MARKET CERTIFICATION

Market Certification to be issued to requesting Stallholders in the eight (8) city markets.

Office:	Market Development and Administration Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stallholders in the eight (8) city markets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and then to the Market One-Stop Shop to access market lease. Go to the Statement of Account.	None	None	10 mins	Stallholder
2. Click "Submit The Stall Application"	None	None	2 mins	
3. Click "Market Certification"	None	None	2 mins	
4. Pay for the Market Certification Fee online or manually				
IF PAYING ONLINE:	Reviews accuracy of online payment, and approves payment	Market Certification Fee Php 50	10 mins	City Treasurer's Office
	Receives payment for Market Certificate Fee and issues electronic OR		Refer to the process of City Treasurer's Office	
IF PAYING MANUALLY:	Print Order of Payment from the Statement of Account tab	Market Certification Fee Php 50	10 mins	Stallholder / Admin Clerk / Market Clerk
Go to the City Treasurer's Office and pay the Market Certification Fee	None		Refer to the process of City Treasurer's Office	Stallholder
None	Receives Market Certification Fee payment, approves payment, and issues OR.			
Upload or Present OR for scanning and uploading	Uploads OR	None	10 mins	Stallholder / Admin Clerk / Market Clerk
5. Receives the Approved Market Certification	Prints the Market Certification	None	10 mins	

None	Close the application	None	5 mins	Admin Clerk/ Market Clerk
TOTAL	(FOR ONLINE PAYMENT)	Php 50	26mins	
	(FOR MANUAL PAYMENT)	Php 50	36mins	

7. STALL REPAIR/ CONSTRUCT PERMIT

A permit to repair/construct stalls is issued to existing stallholders/vendors in city markets who would like to construct or undertake any repair in their stalls.

Office:	Market Development and Administration Department			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Whom available:	Stallholders/vendors in city markets who would like to construct or undertake any repair in their stalls			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Renovation Plan			1. Applicant/Client	
2. Business Permit (if annually paid); or latest quarterly paid OR (where the repair is covered)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and access the Market One-Stop-Shop	None	None	10 mins	Stallholder
2. Click "Submit Stall Application"	None	None	2 min	
3. Click "Repair"	None	None	2 min	
4. Select stall where repair permit will be applied.	None	None	2 min	
5. Fill-out the form.	None	None	5 mins	
6. Upload the required documents and submit the application	None	None	10 mins	
None	Reviews completeness and accuracy of the application form information and requirements submitted	None	1 Hour	Market Supervisor
None	Inspects site for proposed repair/ construction. Reviews application information, and evaluates uploaded documents and recommends for approval	None	1 day	Technical Services Division
None	Approves the application	None	5 mins	Head, Public Market Division
7. Pay the Repair Permit Fee online or manually				Stallholder

If paying online:	Reviews accuracy of online payment, and approves payment.	Repair permit fee Php 200	10 mins		
	Receives payment and issues electronic OR.		Refer to the process of City Treasurer's Office	City Treasurer's Office	
If paying manually:	Print Order of Payment	Repair Permit Fee Php 200	10 mins	Stallholder / Admin Clerk / Market Clerk	
Go to the City Treasurer's Office and pay the Application Fee.	None		Refer to the process of City Treasurer's Office		Stallholder
	Receives Repair Permit Fee, approves payment, and issues OR.			City Treasurer's Office	
Upload or Present OR for scanning and uploading	Uploads OR		10 mins	Stallholder/ Admin Clerk/ Market Clerk	
None	Approves the application	None	5 mins	Head, Public Market Division	
Receives the approved application form	Prints the approved application form	None	10 mins	Stallholder/ Admin Clerk/ Market Clerk	
None	Flags repair as completed once it is finished Close the application	None	10 mins	Technical Services Division	
TOTAL	(FOR ONLINE PAYMENT)	Php 200	1 day 1 hour 51 mins		
	(FOR MANUAL PAYMENT)	Php 200	1 day 2 hours 1 min		

8. REQUEST FOR STALL EXTENSION APPLICATION

Stall Extension is permissible up to one-half (1/2) meter only, provided a 1.5 meter passageway is left accessible.

Office:	Market Development and Administration Department			
Classification:				
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stallholders/vendors in city markets who would like to extend their stalls			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and access the Market One-Stop-Shop	None	None	10 mins	Stallholder
2. Click "Submit Stall Application"	None	None	2 min	
3. To add and extension Click "ADD/REMOVE "Stall Extension,"	None	None	2min	
4. Fill-out the form and submit the application	None	None	10 mins	
None	Reviews completeness and accuracy of the application form information and requirements submitted	None	1 hr	Market Supervisor
None	Reviews application information Physical Stall Inspection Inputs the measurements that may be added. Uploads an image of the Floor plan	None	1 day	Technical Services Division
None	Approves the stall extension application	None	5 mins	Head, Public Market Division
None	Close the application	None	5 mins	Admin Clerk
TOTAL			1 day 1 hour 29 mins	

9. REMOVAL OF STALL EXTENSION

Stall Extension is permissible up to one-half (1/2) meter only, provided a 1.5 meter passageway is left accessible.

Office:	Market Development and Administration Department			
Classification:				
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stallholders/vendors in city markets who would like to extend their stalls			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and access the Market One-Stop-Shop	None	None	10 mins	Stallholder
2. Click "Request to remove Stall Application"	Recommends for approval	None	15 mins	Stallholder/ Market Supervisor
None	Physical Stall Inspection Recommends approval to remove stall extension	None	30 mins	Technical Services Division
None	Approves the Request to remove the stall extension application Click "Remove"	None	5 mins	Head, Public Market Division
None	Close the application	None	5 mins	Admin Clerk
TOTAL			1 hour 5mins	

10. REGISTRATION OF HELPER

Stallholders are required to register their helper as provided in Chapter 6, Section 2 of the Quezon City Market Code.

Office:	Market Development and Administration Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stallholders/vendors in city markets who would like to add stall helper/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QC ID		Helper (applicant)		
2. Health Certificate		QC Health Department		
3. Current ID picture		Helper (applicant)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and access the Market One-Stop-Shop.	None	None	5 mins	Stallholder
2. Go to Manage Market Lease. Click the stall where the helper will be registered. Then click the Helper Management tab.	None	None	5 mins	
3. Fill out information in the Helper Management tab.	None	None	10 mins	
4. Uploads all the requirements of the helper: QC ID, Health Certificate, Current picture	None	None	10 mins	
None	Reviews submitted documents and recommends for the approval of the application for helper	None	5 mins	Market Supervisor
	Approves the Application	None	5 mins	Head, Public Market Division
5. Receives the ID	Prints ID and release ID to stallholder	None	23 mins	Stallholder/ Admin Clerk
None	Close the application	None	2 mins	Admin Clerk
	TOTAL:		1 hour	

11. VOLUNTARY SURRENDER OF STALL

Stallholders may opt to voluntarily surrender the use of the stall

Office:	Market Development and Administration Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stallholders/vendors in city markets			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the eServices site and access the Market One-Stop-Shop.	None	None	10 mins	Applicant (Stallholder)
2. Select "terminate lease" button	None	None	2 min	
3. Surrenders the Stall Award Certificate	None	None	5 mins	
	Review and recommend for approval	None	5 mins	Market Supervisor
	Approves recommendation	None	5 mins	Head, Public Market Division
	Close the application	None	5 mins	
	TOTAL:		32 mins	



II. HAWKERS DIVISION

1. APPLICATION FOR A TEMPORARY VENDING SITE

Temporary Vending Sites are areas designated by the City Mayor that are suitable for vending activities providing livelihood to QCitizens.

Office:	Market Development and Administration Department				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Street vendors within Quezon City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1) Letter addressed to City Mayor thru the CMA requesting for an area to be declared a TVS.					
2) Sketch/mapping of the proposed TVS.					
3) Filled-up Online Application			QC E-services website		
4) Barangay endorsement allowing the area to be a TVS.			Barangay where the proposed TVS is situated.		
5) Written consent/Certificate of no objection from the nearby establishment of the proposed TVS.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Submit manually letter-request applying for a TVS with the following attachments: a. Sketch/mapping of the proposed TVS. b. Barangay endorsement allowing the area to be a TVS. c. Written consent from the nearby establishment	None	None	10 mins.	Applicant	
None	Review the completeness and accuracy of the application form information, requirements submitted, and permissibility of vending site.	None	1 hour	Verifier – Market Admin Clerk of Hawkers Division	
2. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	5 mins.	Market Admin Clerk of Hawkers Division	
3. Click Register New Vending Site	None	None	5 mins.	Market Admin Clerk of Hawkers Division	



4. Upload the required documents	None	None	20 mins.	Market Admin Clerk of Hawkers Division	
None	Inspect and report the proposed vending site whether it satisfy the requirements to be designated a TVS.	None	1 day	Hawkers Division Field Team	
None	Recommends application for approval	None	1 day	Evaluation – Head of Hawkers Division	
None	Recommends application for approval	None	1 hour	Action Officer for Operations, MDAD	
None	Recommends application for approval	None	1 hour	City Market Administrator	
None	Upload digital mapping in MOSS	None	1 hour	Technical Services Division	
None	Review uploaded digital mapping.	None	1 hour	Market Admin Clerk – Hawkers Division	
TOTAL:			2 days 5 hours		



2. APPLICATION FOR HAWKER'S PERMIT

A hawker's permit is issued to qualified vendors upon completion of the requirements. Issuance of Hawker's Permit is a measure to control the proliferation of vendors in the City and provide them with a secured temporary vending site. The City Mayor shall designate vending areas/sites where the street vendors shall be allowed to pursue their livelihood legitimately and under regulation of MDAD in accordance with policies, guidelines, and procedures.

Office:	Market Development and Administration Department				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Street vendors within Quezon City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1) Filled-up Online Application			QC E-services website		
2) Barangay Certification specifying the vending site or location (1 original copy)			Barangay where the vendor is selling.		
3) NBI Clearance or Police Clearance			NBI Satellite Office – QC Hall Complex or visit the NBI official website. Police station having jurisdiction where he or she is selling.		
4) Health Certificate (required for Food Vendors only)			QC E-services website		
5) QC ID			QC E-services office or QC E-services website		
6) Written consent/Certificate of no objection from the nearby establishment of the proposed TVS.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	5 mins.	Applicant	
2. Click Apply for Hawker Permit	None	None	5 mins.	Applicant	
3. Click New	None	None	1 min.	Applicant	
4. Choose the Temporary Vending Site	None	None	10 mins.	Applicant	
5. Fill-up Application form	None	None	10 mins.	Applicant	
6. Upload the required documents a. Barangay clearance for hawker's permit b. NBI Clearance or police clearance. c. Health certificate for food vendors	None	None	20 mins.	Applicant	
None	Review the completeness and accuracy of the application form information, requirements submitted, and permissibility of vending site.	None	1 day	Verifier – Market Admin Clerk of Hawkers Division	



None	Recommends application for approval	None	1 hour	Evaluation – Head of Hawkers Division	
None	Recommends application for approval	None	1 hour	Action Officer for Operations, MDAD	
7. Pay for the Application Fee online or manually. Payment Option: Pay vending fee: Pay Application Form Fee online (Redirect to QC ePayment) Print order of payment: Go to the City Treasurer's Office and pay the Application Form Fee.	For Online Payments: Review accuracy of online payment and approve payment. For Manual Payments Receive Application Form Fee, approves payment, and issues OR.	Minimum Taxes and Fees: Application Fee – P50.00 Garbage Fee – P156.00 ID Fee – P50.00 Vending Fee – P20.00/s qm/day	For Online Payments: 2-5 days For Manual Payments: 1 day	City Treasurer's Office	
(If paid manually)	Input OR number and upload OR proof (optional) to QC E-Services website	None	4 mins.	Market Admin Clerk of Hawkers Division	
None	Approves application	None	10 min.	City Market Administrator	
8. Return to MDAD Office for the processing and releasing of Hawker's Permit.	Issues the Hawker's Permit Validity: 1 Calendar Year	None	15 mins.	Market Admin Clerk of Hawkers Division	
TOTAL: PAID ONLINE PAID MANUALLY			3-5 days 1 day 3 hours		



3. RENEWAL OF HAWKER'S PERMIT

Hawker's permit is valid for 1 calendar year (1st January to 31st of December). It is issued to qualified vendors upon completion of the requirements. It is a measure to control the proliferation of vendors in the City and provide them with a secured temporary vending site under regulation of MDAD in accordance with policies, guidelines, and procedures.

Office:	Market Development and Administration Department				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Street vendors within Quezon City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1) Filled-up Online Application			QC E-services website		
2) Barangay Certification specifying the vending site or location (1 original copy)			Barangay where the vendor is selling		
3) NBI Clearance or Police Clearance (<i>if already expired</i>)			NBI Satellite Office – QC Hall Complex or visit the NBI official website. Police station having jurisdiction where he or she is selling.		
4) Health Certificate (required for Food Vendors only)(<i>if already expired</i>)			QC E-services website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	5 mins.	Applicant	
2. Click Apply for Hawker Permit	None	None	5 mins.	Applicant	
3. Click Renewal of Hawker permit application	None	None	5 mins.	Applicant	
4. Review the details on the form and update if needed.	None	None	10 mins.	Applicant	
5. Upload the required documents – <i>Brgy clearance if already expired.</i>	None	None	5 mins.	Applicant	
None	Review the completeness and accuracy of the application form information, requirements submitted, and permissibility of vending site.	None	1 day	Verifier – Market Admin Clerk of Hawkers Division	
None	Recommends application for approval	None	1 hour	Evaluation – Head of Hawkers Division	
None	Clears application for pending violation and arrearages.	None	1 day	Market Inspection Unit	



None	Recommends application for approval	None	1 hour	Action Officer for Operations, MDAD	
None	Approves application	None	1 hour	City Market Administrator	
6. Pay for the Renewal Fee online or manually. Payment Option: Pay vending fee: Pay Application Form Fee online (Redirect to QC ePayment) Print order of payment: Go to the City Treasurer's Office and pay the Application Form Fee.	For Online Payments: Review accuracy of online payment and approve payment. For Manual Payments Receive Application Form Fee, approves payment, and issues OR.	Minimum Taxes and Fees: Application Fee – P50.00 Garbage Fee – P156.00 ID Fee – P50.00 Vending Fee – P20.00/s qm/day	For Online Payments: 2-5 days For Manual Payments: 1 day	City Treasurer's Office	
(If paid manually)	Input OR number and upload OR proof (optional) to QC E-Services website	None	5 mins.	Market Admin Clerk of Hawkers Division	
7. Return to MDAD Office for the processing and releasing of Hawker's Permit.	Issues the new Hawker's Permit Validity: 1 Calendar Year	None	15 mins.	Market Admin Clerk of Hawkers Division	
TOTAL:					
PAID ONLINE			2-5 days		
PAID MANUALLY			3 days		



4. APPLICATION FOR AMBULANT VENDOR'S PERMIT

An ambulant vendor's permit is given to qualified vendors who does not permanently occupy a definite place or stall in the public market but who comes either daily or occasionally to sell his/her goods within the market premises.

Office:	Market Development and Administration Department				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Street vendors within Quezon City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1) Filled-up Online Application			QC E-services website		
2) Barangay Certification specifying the vending site or location (1 original copy)			Barangay where the vendor is mainly selling.		
3) Consent from Barangay within the district of the intended vending jurisdiction.			Barangays other than the core barangay within the same district.		
4) NBI Clearance or Police Clearance			NBI Satellite Office – QC Hall Complex or visit the NBI official website. Police station having jurisdiction where he or she is selling.		
5) Health Certificate (required for Food Vendors only)			QC E-services website		
6) QC ID			QC E-services office or QC E-services website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	5 mins.	Applicant	
2. Click Apply for Hawker Permit	None	None	5 mins.	Applicant	
3. Click Ambulant Vendor	None	None	5 mins.	Applicant	
4. Choose the core Barangay	None	None	10 mins.	Applicant	
5. Fill-up Application form	None	None	10 mins.	Applicant	
6. Upload the required documents	None	None	10 mins.	Applicant	
None	Review the completeness and accuracy of the application form information and requirements submitted.	None	1 day	Verifier – Market Admin Clerk of Hawkers Division	
None	Recommends application for approval	None	1 hour	Evaluation – Head of Hawkers Division	
None	Recommends application for approval	None	1 hour	Action Officer for Operations, MDAD	
None	Approves application	None	10 min.	City Market Administrator	
7. Pay for the Application		Minimum		City	



<p>Fee online or manually.</p> <p>Payment Option: Pay vending fee: Pay Application Form Fee online (Redirect to QC ePayment)</p> <p>Print order of payment: Go to the City Treasurer's Office and pay the Application Form Fee.</p>	<p>For Online Payments: Review accuracy of online payment and approve payment.</p> <p>For Manual Payments Receive Application Form Fee, approves payment, and issues OR.</p>	<p>Taxes and Fees:</p> <p>Application Fee – P50.00</p> <p>Garbage Fee – P156.00</p> <p>ID Fee – P50.00</p> <p>Vending Fee – P20.00/sqm/day</p>	<p>For Online Payments: 2-5 days</p> <p>For Manual Payments: 1 day</p>	Treasurer's Office	
(If paid manually)	Input OR number and upload OR proof (optional) to QC E-Services website	None	4 mins.	Market Admin Clerk of Hawkers Division	
8. Return to MDAD Office for the processing and releasing of Hawker's Permit.	Issues the Hawker's Permit Validity: 1 Calendar Year	None	15 mins.	Market Admin Clerk of Hawkers Division	
TOTAL:					
PAID ONLINE			3-5 days		
PAID MANUALLY			2 days 4 hours		



5. APPLICATION FOR TERMINATION OF A TEMPORARY VENDING SITE

Being temporary in nature, some instances will trigger the termination of it such as but not limited to - the need for the use the sidewalk for government projects, the narrowing of a sidewalk as a result of road constructions, cessation of the consent previously given by the nearby property owner, non-compliance to the rules and regulations of street vending.

Office:	Market Development and Administration Department				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Street vendors within Quezon City				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1) Letter addressed to City Mayor thru the CMA requesting for an area to cease being a TVS.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	5 mins.	Market Admin Clerk – Hawkers Division	
2. Click Recommend Termination of TVS.	None	None	5 mins.	Market Admin Clerk – Hawkers Division	
3. Upload the required documents – letter expressing intention to retire TVS.	None	None	20 mins.	Market Admin Clerk – Hawkers Division	
None	Recommends application for termination.	None	1 hour	Evaluation – Head of Hawkers Division	
None	Recommends application for termination.	None	1 hour	Action Officer for Operations, MDAD	
None	Recommends application for termination.	None	1 hour	City Market Administrator	
TOTAL:			1 day 4 hours		



6. APPLICATION FOR TERMINATION OF A TEMPORARY VENDING SITE STALL

Being temporary in nature, some instances will trigger the termination of it such as but not limited to - the need for the use the sidewalk for government projects, the narrowing of a sidewalk as a result of road constructions, cessation of the consent previously given by the nearby property owner, non-compliance to the rules and regulations of street vending.

Office:	Market Development and Administration Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Street vendors within Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1) Letter addressed to City Mayor thru the CMA requesting for the stall to be terminated.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	5 mins.	Market Admin Clerk – Hawkers Division
2. Click Recommend Termination of TVS stall.	None	None	5 mins.	Market Admin Clerk – Hawkers Division
3. Upload the required documents	None	None	20 mins.	Market Admin Clerk – Hawkers Division
None	Review the completeness and accuracy of the application form information, requirements submitted, and permissibility of vending site.	None	1 day	Verifier – Market Admin Clerk of Hawkers Division
None	Recommends application for approval	None	1 hour	Evaluation – Head of Hawkers Division
None	Recommends application for approval	None	1 hour	Action Officer for Operations, MDAD
None	Recommends application for approval	None	1 hour	City Market Administrator
TOTAL:			1 day 4 hours	



III. PRIVATE MARKET DIVISION

1. ISSUANCE OF FRANCHISE TO OPERATE A PUBLIC MARKET

Office	Market Development and Administration Department/ Market Business Permit and Licensing Unit (MBPLU)			
Classification	Complex			
Type of Transaction	G2B Government to Citizen			
Who may avail	All public markets operating within the territorial jurisdiction of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (LOI)		Committee on Markets and Slaughterhouses		
SEC Certificate of Registration (for Corporation)		Securities and Exchange Commission		
DTI Certificate of Registration (for Single Proprietorship) Business Name		Department of Trade and Industry		
Building Permit/ Occupancy Permit		Building Official Department		
Sanitary Permit		QC Health Department		
Locational Clearance		Quezon City Planning Department		
Fire Safety Inspection Certificate		Bureau of Fire		
EPWMD Clearance		Department of Sanitation Quezon City		
ECC/ NCC		Department of Energy and Natural Resources		
LLDA Clearance		Laguna Lake Development Authority		
Discharge Permit		Laguna Lake Development Authority		
Sewage Treatment Plant (STP)		Private Entity		
Inspection and Evaluation Report		Private Markets Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of all requirements	MDAD for endorsement to City Council.	None		Private Markets Division (MDAD)
Application and complete Documentary Requirements shall be submitted to MDAD for verification and Evaluate submitted documents as to completeness and authentication of information given.	Receive application and documentary requirements	None	2-3days	Private Market Division (MDAD)
Submit all documents including reports of the Private Market Division (MDAD) to Market Committee Quezon City Council	Receive documents	None		Committee on Markets and slaughterhouses Quezon City Council.



6. APPLICATION FOR TERMINATION OF A TEMPORARY VENDING SITE STALL

Being temporary in nature, some instances will trigger the termination of it such as but not limited to - the need for the use the sidewalk for government projects, the narrowing of a sidewalk as a result of road constructions, cessation of the consent previously given by the nearby property owner, non-compliance to the rules and regulations of street vending.

Office:	Market Development and Administration Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Street vendors within Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Letter addressed to City Mayor thru the CMA requesting for the stall to be terminated.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	5 mins.	Market Admin Clerk – Hawkers Division
2. Click Recommend Termination of TVS stall.	None	None	5 mins.	Market Admin Clerk – Hawkers Division
3. Upload the required documents	None	None	20 mins.	Market Admin Clerk – Hawkers Division
None	Review the completeness and accuracy of the application form information, requirements submitted, and permissibility of vending site.	None	1 day	Verifier – Market Admin Clerk of Hawkers Division
None	Recommends application for approval	None	1 hour	Evaluation – Head of Hawkers Division
None	Recommends application for approval	None	1 hour	Action Officer for Operations, MDAD
None	Recommends application for approval	None	1 hour	City Market Administrator
TOTAL:			1 day 4 hours	



Deliberation of the proposed Resolution for Franchise and ratifying the same: to attend Owner or Representative	Deliberation on the propose Resolution	None		Committee on Markets and slaughterhouses Quezon City Council.
Franchise Resolution is passed by the QC City Council	Awarded to the client	None		Quezon City Council (City Secretary)
	TOTAL		3days	

*If with complete requirements



2. HAWKERS PERMIT/ ID PROCESSING

Office	Market Development and Administration Department/ Market Business Permit and Licensing Unit (MBPLU)			
Classification	Complex			
Type of Transaction	G2B Government to Citizen			
Who may avail	All Sidewalk Vendors operating within the jurisdiction of QC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		MPBLU-MDAD		
Barangay Clearance		Barangay Hall		
Approved letter as Temporary Vending Site (TVS)		City Market Administrator		
Health Certificate (for food handlers)		QC Health Department		
Fire Safety Inspection Clearance (FSIC) (if using flammable materials for their business)		Bureau of Fire (Local)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up Hawkers application Form	Give Application form to client		1 min.	MBPLU (Window1)
Submit filled up application, with attach photo, signed and notarized together with requirements for evaluation	Receive the required documents to be checked and evaluate for completeness		5 mins.	MBPLU (Window1)
Submit application for clearance	Receive application for clearance		2 mins.	MBPLU Inspection Unit (MIU)
Submit Cleared application for Remarks & Recommendation with notation by the Head of Hawkers Division	Receive application for appropriate action.		Refer to the process of the Hawkers Division	Hawkers Division
Assessment of Taxes and Fees	Assess and issue Tax Bill to client	Application Fee 50.00 Garbage Fee 156.00 CTC 50.00 ID 50.00 Vending Fee 20.00/sqm/day	10 mins.	Assessor MBPLU
Pay the total Taxes and Fees	Accept Payment		Refer to the process of the City Treasurer's Office	Market Fees Collection (CTO)



Submit Photocopy of Official Receipt of payments made	Received copy of the Official Receipt		1 min.	MBPLU
Forward all documents and 1x1 photo for the Processing of ID's for vendor and helper	Process Identification Cards	₱50.00	30 mins.	ID Processing Team (MBPLU)
Releasing of ID and Hawker's Permit	Give ID and Permit to vendors	None	3 mins.	MBPLU (Window 2)
TOTAL		₱ 3,946.00	52 mins. **per client	

*If with complete requirements per client

**Total hawker's fee for 2sqm/day for 91days



3. REGISTRATION OF SIDEWALK VENDORS

Office	Market Development and Administration Department/ Market Business Permit and Licensing Unit (MBPLU)			
Classification	Complex			
Type of Transaction	G2B Government to Citizen			
Who may avail	All vendors operating on government right of way, sidewalk/ easement.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form (1 original copy)			Market Business Permit and Licensing Unit (MBPLU)	
QC I.D			City Administrator's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up application for Registration	Give Application form to client		1 min.	Vendors Registration Team, MBPLU (Window 1)
Submit application and Documentary Requirements for evaluation	Receive the required documents		5 mins.	Evaluator, MBPLU (Window 2)
Encoding of entries to database and obtain biometrics of applicant	Encode data entries and perform biometric of client		10 mins.	Encoder, MBPLU (Window 3)
TOTAL			16 Minutes *per client	

* If with complete requirements per client



PUBLIC ASSISTANCE AND FEEDBACK COMPLAINT MECHANISM

This is to provide assistance on the services of the Office and mechanism on the manner or procedure for the citizen to bring their feedback on the recently concluded transaction to track the public's experience of the services of the Office and/or bring complaint to the knowledge and jurisdiction of the Head of the Office for appropriate action regarding employee's conduct and/or services of the Office.

Office:	Market Development and Administration Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client / G2B Government to Business			
Who may avail:	Vendors in Public Markets/Talipapas/Vending Sites; Owners/Operators (Public and Private) of private markets, tiangge organizers and traders and/or any QC residents / stakeholders .			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Complaint/Request Form; or 2. Client Satisfaction Measurement Form		1. Client 2. MDAD Public Assistance Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Call Complaints Client/Citizen to call MDAD for complaint	1. Receives, reviews as to completeness of information, record and scan the copy of the complaint for reference/ file.	None	10 minutes	RMS Assigned staff
B. Walk-in Complaints: Client Citizen to submit accomplished Client Complaint/ Request Form to the Records Section:				
C. E-mail Complaints: Client Citizen to submit Complaint to MDAD@quezoncity.gov.ph	2. Forward to City Government Dept. Head	None	10 Minutes	RMS Assigned staff
	3. The City Government Dept. Head instructs the concerned Division Head to evaluate and recommend for appropriate action.	None	24 hours	City Government Dept. Head



	<p>4. The Division Head shall take action within 72 hours, the following actions are:</p> <p>a. Investigate the complaint;</p> <p>b. Conduct appropriate on-site operation;</p> <p>c. Submit report to City Government Dept. Head and</p> <p>d. copy furnish the complainant & records section of the action taken</p>	None	72 hours	Division Head concerned
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96 hrs and 20 minutes

A. Processing of Feedbacks/ Client Satisfaction measurement(CSM)	1. Provide feedback Form to clients.	None	1 min.	Front Desk Staff
	2. Client answers and drop the form to drop box	None	10 mins.	Client
	3. Open the drop box and collects CSM forms every 2 weeks	None		QCCSD Personnel
	4. Feedback requiring answers are forwarded to the City Government Dept. Head and will instruct concerned Head of Division which requires them to answer within two (2) days upon receipt of the feedback.	None	5 mins	City Government Dept. Head

16 Minutes



<p>How to send a feedback?</p>	<p>Client/Citizen walks-in to the Market Development and Administration Department for submission of a feedback/survey form via the drop box in the frontline desk.</p>
<p>How feed backs are processed?</p>	<p>Every two (2) weeks, representative from the QC Citizen Services Department with the assistance of the front desk staff, shall open the drop box and compiles and records all CSM/ feedbacks collected.</p> <p>Feedback requiring answers are forwarded to the concerned Head of Division which requires them to answer within two (2) days upon receipt of the feedback.</p> <p>The action taken shall then relay to the citizen / client.</p>
<p>How to file a complaint?</p>	<p>Submits complaint to the Records Section, indicating the name of the person being complained of stating the nature of complaint, the name of complainant with complete address and contact number and other relevant information.</p> <p>Complaints can also be filed via walk-in, telephone or e-mail. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, client may contact the following telephone numbers and e-mail address :</p> <p>MDAD –</p> <p>Front Desk/Records Section : 89884242 loc. 8352</p> <p>E-mail address : MDAD@quezoncity.gov.ph</p>



<p>How complaints are processed?</p>	<p>The Front Desk Staff shall record the call, forward it to Records Section and transmit to the City Government Dept. Head for instruction to the concerned Head of Division</p> <p>In case of a written complaint, upon receipt, the Front Desk Staff shall immediately forward it to the Records Section for recording. After which, it shall be forwarded to the City Government Dept. Head</p> <p>The Duplicate copy of the complaint shall be retained by the Records Management Section for reference / file.</p> <p>The City Government Dept. Head shall order the Division Head concerned to evaluate and recommend appropriate action</p> <p>The Division Head concerned shall summon the erring personnel to explain in writing regarding the Complaint and submit explanation or action taken of the division within 72 hours from receipt of the complaint.</p> <p>The Division Staff shall copy furnish the client and Records Section with the course of action taken.</p>
<p>Contact information of ARTA, PCC, CCB</p>	<p>The citizen/client/business may also submit complaint or inquire to the following government agencies:</p> <p>Anti-Red Tape Authority(ARTA)–Tel.No.:84785093 Email : complaints@arta.gov.ph : 1-ARTA(2782)</p> <p>Presidential Complaint Center (PCC) – 8888</p> <p>Civil Service Commission(CSC)-Tel.No:8931-7931 to 39 / 8931- 8092</p> <p>CCB: 0908-881-6565 (SMS)</p>



LISTS OF OFFICES

Office	Address	Contact Information
Main Office	4 th and 5 th Flr. Civic Center Bldg.A, Quezon City Hall, Diliman Quezon City	8988-4242 local 8357
Kamuning Public Market	K-5 th St., Brgy. Kamuning, Quezon City	929-2853
Galas Public Market	Luzon Ave., Brgy., San Isidro, Quezon City	715-5404
Frisco Public Market	Tolentino St., corner Zamora St., Quezon City	371-5362
Murphy Public Market	15 th Avenue, Brgy., San Roque, Murphy, Quezon City	912-1253
Project 2 Public Market	Kubili St., Brgy. Quirino2-A, Quezon City	928-1979
Project 4 Public Market	P. Tuazon Avenue, Brgy. Milagrosa, Quezon City	913-9811
Roxas Public Market	Hyacinth St., Brgy. Roxas, Quezon City	413-2253
San Jose Public Market	Mayon St., Brgy. NSAmoranto, Quezon City	732-2406

APPROVED BY:


ATTY. EDMUNDO R. BACATAN
 Head, Hawkers Division


ELMER F. FERRAN
 Head, Public Market Division


BERNADETTE F. MEJIA
 Acting Head, Private Market Division


JERREMIAN A. GARCIA
 Acting Head, Records Management Section


MA. MARGARITA T. SANTOS, DPA
 City Government Department Head III
 Officer In-Charge