

## 1. Processing of New Business Permits

New Business Permit is issued to any person who shall conduct or operate business in all government owned and privately owned / operated Public Markets and all other market related activities in Quezon City.

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B- Government to Business			
<b>Who may avail:</b>	Stallholders/vendors in public markets, owners /operators of private markets, tiangge organizers and traders, meat shop owners / operators.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notarized Application Form (1 copy) 2. Market Certificate / Contract of lease (1 copy) 3. Barangay Clearance (1 copy) 4. Community Tax Certificate (1 copy) 5. Inspection Report		1. W-1, Business Permits & Licensing Unit, MDAD 2. Market Field Office / Applicant 3. Barangay Hall where business is located 4. QC-City Treasurer's Office / Brgy. Hall (if available) 5. Market Inspection Unit / Management Information System Unit, MDAD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Notarized up Application Form, together with the basic requirements	1.1. Evaluates application as to completeness of information and submitted requirements against Checklist of Requirements	Php50.00	3 mins.	Business Permits & Licensing Unit / City Market Administrator
NONE	1.2 Clears application for pending cases and arrearages	None	10 mins.	Clearance Officer (Management Information System Unit & Market Inspection Unit)
NONE	1.3 Inspection / verification of stall / business establishments	None	1 day	Market/License Inspector, Market Inspection Unit
NONE	1.4. Assesses business taxes and fees based on Inspection Report, issues Tax Bill, and instructs applicant to pay taxes to City Treasurer's Office	<b>Minimum Taxes and Fees</b> Mayor's Permit Fee: P100 Garbage Fee: P156 Sanitary Fee: P150 Bldg. Inspection Fee: P200 Elect. Insp. Fee: P20 Plumbing: P15 Signboard: P50 Fire: P300 Sticker: P50	5 mins.	W-3, W-4 & Head, Business Permits & Licensing Unit

		Zoning:P545  <u>City Tax: Based on Sec. 19, Art. 8 of the QC Revenue Code as Amended</u>  <u>Penalties (if applicable) : as per Sec. 22, Art. 8 of the QC Revenue Code</u>		
2. Submits original and photocopy of Official Receipt	2.1 Validates original Official Receipt (OR)	None	2 mins.	W-1, Business Permits & Licensing Unit
NONE	2.2.Updates database record , encodes and prints business permits	None	5 mins.	Management Information System Unit
NONE	2.3 Approves business permit	None	2 mins.	City Market Administrator
NONE	2.4 Records business permit, sticker, business plate	None	2 mins.	W-1, Business Permits & Licensing Unit
3. Receives approved business permits, plate and sticker	3.1 Releases business permit, sticker and business plate	None	1 min.	W-1, Business Permits & Licensing Unit
	<b>TOTAL</b>	<b>Php 1636.00</b>	<b>1 day &amp; 30 mins.</b>	

## 2. Renewal of Business Permits

Renewal of Business Permit is issued to any stallholders / vendors in public markets, owners / operators of private markets, tiangge organizers and traders, meat shop owners / operators and other market activities who were previously permitted to engage in business in Quezon City and intend to apply for renewal of their permit.

<b>Office:</b>	Market Development and Administration Department
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B Government to Business
<b>Who may avail:</b>	Stallholders/vendors in public markets, owners/operators of private markets, tiangge organizers and traders, meat shop owners/operators
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Notarized Application Form (1 copy) 2. Market Certificate / Contract of lease (1 copy) 3. Barangay Clearance (1 copy original) 4. Community Tax Certificate (1 copy) 5. Latest Official Receipt and Previous Business Permit (1 original/ 1 photocopy) 6. Tax Declaration	1. W-1, Business Permits & Licensing Unit, MDAD 2. Market Field Office / Applicant  3. Barangay Hall where business is located 4. QC-City Treasurer's Office / Brgy. Hall (if available) 5. Applicant / Client  6. Inspection Division, City Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Notarized Application Form, Tax Declaration together with the basic requirements	1.1 Evaluates application as to completeness of information and submitted requirements against Checklist of Requirements	Php50.00	3 mins.	W-1, Business Permits & Licensing Unit
NONE	1.2 Clears application for pending cases and arrearages	None	10 mins.	Clearance Officer Management Information System Unit / Market Inspection Unit
NONE	1.3 Assesses business taxes and fees based on the last Official Receipt submitted, issues Tax Bill, and instructs applicant to pay taxes to City Treasurer's Office	<p><b><u>Minimum Taxes and Fees</u></b>  Mayor's Permit Fee: P100  Garbage Fee: P156  Sanitary Fee: P150  Bldg. Insp, Fee: P200  Elect. Insp. Fee: P20  Plumbing:P15  Signboard: P50  Fire:P300  Sticker:P50  Zoning:P545</p> <p><b><u>City Tax: Based on Sec. 19, Art. 8 of the QC Revenue Code as Amended</u></b>  <u>Penalties: as per Sec. 22, Art. 8 of the QC Revenue Code</u></p>	5 mins.	W-3, W-4 and Head, Business Permits & Licensing Unit
2. Submits original and photocopy of Official Receipt	2.1 Validates original Official Receipt (OR)	None	2 mins.	W-1, Business Permits & Licensing Unit
NONE	2.2 Updates database record , encodes and prints business permits	None	5 mins.	Encoder, Management Information System Unit
NONE	2.3 Approves business permit	None	2 mins.	City Market Administrator
NONE	2.4. Records business permit, sticker, business plate	None	2 mins.	W-1, Business Permits & Licensing Unit
3. Receives approved business permits, plate and sticker	3.1. Releases business permit, sticker and business plate	None	1 min.	W-1, Business Permits & Licensing Unit
<b>TOTAL</b>		<b>Php 1636.00</b>	<b>30 mins.</b>	

### 3. Registration of Street Vendors in Designated Temporary Vending Sites

The sidewalk vendors registration is a measure to control the proliferation of vendors in the City and provide them with a secured temporary vending sites. The City Mayor shall designate vending areas / sites where the streets vendors shall be allowed to pursue their livelihood legitimately and under regulation of MDAD in accordance with policies, guidelines and procedures.

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail</b>	Street vendors, hawkers vending and residing in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application / Registration Form (2 copies) 2. Barangay Certificate of Residency or / Voter's ID (1 original copy) 3. Barangay Certificate specifying the vending site or location where the street vendor operates ( 1 original copy) 4. NBI Clearance (1 original copy) 5. Inspection Report		1. Clerk, Hawkers Division, MDAD 2. Barangay Hall where the vendor resides/ Local COMELEC 3. Barangay Hall where the vending site is located 4. NBI Satellite Office QC Hall Complex 5. Inspection Unit, Hawkers Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits filled-up Application /Registration Form, together with the basic requirements	1.1 Evaluates application as to completeness of information and submitted requirements and permissibility of vending location against list of temporary vending sites	None	8 mins.	Clerk, Hawkers Division
NONE	1.2 Clears application for pending cases and arrearages	None	10 mins.	Clerk, Management Information System Unit
	1.3 Approval of Application	None	5 mins.	Head, Hawkers Division
2. Submits original and photocopy of Official Receipt	2.1 Validates original OR and updates database record	None	5 mins.	W-2, Business Permits & Licensing Unit
3. Receives second copy of Application / Registration Form	3.1 Issues second copy of Application / Registration Form	None	2 mins.	W-2, Business Permits & Licensing Unit
	<b>TOTAL</b>	<b>None</b>	<b>30 mins.</b>	

#### 4. Processing of Hawkers Permit

A hawkers permit is issued to qualified registered vendors upon completion of the requirements.

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Registered sidewalk and street vendors at MDAD and residing in Quezon City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Application/Registration Form (1 original copy)		1) MDAD, Hawkers Division		
2) Barangay certificate of residency (1 original copy)		2) Barangay where the vendors reside.		
3) Barangay Certification specifying the vending site or location (1 original copy)		3) Barangay where the vendors are selling.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up registration form.	1.1 Issues one (1) registration form	Php 50.00	8 mins.	Clerk, Management and Information System Unit
2. Submits the required documents to W-2 for initial assessment and verification.	2.1. Receives the required documents and check for completeness	None	5 mins.	Clerk, Management and Information System Unit
NONE	2.2. Start processing the registration	None	5 mins.	Clerk, Management and Information System Unit
NONE	2.3. Approval of the registration.	None	2 mins.	City Market Administrator
NONE	2.4. Issues the order of payment when all the required documents were submitted.	Minimum Taxes and Fees: Application Fee: 100 Garbage Fee: 156 Penalty/ies:  As per Sec. 22, Art. 8 of the QC Revenue Code as Amended.	5 mins	Clerk, Management and Information System Unit
3. Pays the required taxes and fees at the City Treasurer's Office by showing the Order of Payment.	3.1. Receives payment as per order of payment and issues Official Receipt.	None	1 min.	City Treasurer's Office
4. Return to the MDAD Office for the processing and release of Vendors Registration	4.1. Checks the original Official Receipt and marks the photo copy and updates the	None	2 mins.	Clerk, Management and Information System Unit

Certificate.	database record.			
5. Submits the second copy of the Registration Form for validation.	5.1. Issues the Registration Certificate.	None	2 mins.	Clerk, Management and Information System Unit
	<b>TOTAL</b>	<b>Php306.00</b>	<b>30 mins.</b>	

## 5. Processing of New Stall Award

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

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B- Government to Business			
<b>Who may avail:</b>	Persons interested to lease stall in the Quezon City Public Markets who possesses the qualifications and not otherwise disqualified as prescribed by the Quezon City Revised Market Code			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notarized Application Form (1 copy) 2. Proof of Residency (any of the following: (Barangay Certificate of Residency or Voter's ID, Proof of Billing and Government Issued IDs, such as SSS, GSIS, Driver's License, Passport, Pag-ibig, etc) (1 photocopy) 3. Copy of Birth Certificate (1 photocopy) 4. 2X2 ID picture (2 pcs)		1. Market Supervisor, City Markets 2. Barangay Hall / Appropriate Government Agency  3. Local Civil Registrar / Philippine Statistics Authority 4. Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Notarized Application Form, together with the basic requirements	1.1 Evaluates application as to completeness of information and submitted requirements	None	15 mins.	Market Supervisor, City Markets / Clerk, Public Market Division
NONE	1.2 Issues Order of Payment for application fee and instructs to pay to the City Treasurer's Office	Php150	5 mins.	Market Supervisor, City Markets / W-3 & W-4, Business Permits & Licensing Unit
2. Submits Official Receipt for Application Fee	2.1 Attaches Official Receipt (OR) to the application	None	1 min.	Clerk, Public Market Division
NONE	2.2 Evaluates documents and schedules interviews of applicant	None	2-3 days	Head, Public Market Division
3. Personal interview of the applicant	3.1 Interviews and screens applicant	None	30 mins.	City Market Administrator & Head, Public Market Division
NONE	3.2 Encodes and prints Stall Award	None	5 mins.	Clerk, Public Market Division

NONE	3.3 Approves Stall Award	None	5 mins.	City Market Administrator
4. Receives approved Stall Award	4.1 Release Stall Award	None	2 mins.	Clerk, Public Market Division
	<b>TOTAL</b>	<b>Php150.00</b>	<b>3 days, 1 hr. &amp; 3 mins.</b>	

## 6. Renewal of Stall Awards / Contract of 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.

<b>Office:</b>	Market Development Administration Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B- Government to Business			
<b>Who may avail:</b>	Existing stallholders in city markets.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notarized Application Form (1 copy) 2. Original/Certified True Copy of Stall Award 3. Proof of payment of rental fees (last 3 months) 4. Proof of payment of business taxes and fees and business permit 5. Evaluation/Assessment Report of the Market Supervisor 6. Two (2) pcs 2x2 ID Picture		1. Applicant / Client 2. Records Management Section, MDAD 3. Applicant-Client / Market Field Office 4. Applicant-Client / Market Field Office 5. Inspection Unit / Market Field Office 6. Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits filled-up and notarized Application Form and Information Sheet together with the basic requirements	1.1 Evaluates application as to completeness of information, submitted requirements, and checks records of payment and violations (if any) of applicant/stallholder	None	30 mins.	Market Supervisor, City Markets / Clerk, Public Market Division
NONE	1.2 Issues Order of Payment for application fee and instructs stallholder to pay to City Treasurer's Office	Php150.00	5 mins.	Market Supervisor, City Markets/ W-3 & W-4, Business Permits & Licensing Unit
2. Submits Official Receipt for application fee	2.1 Attaches OR to the application	None	1 min.	Clerk, Public Market Division

NONE	2.2 Evaluates and assesses application and documents	None	2 days	Head, Public Market Division
NONE	2.3 Encodes and prints Stall Award	None	5 mins	Clerk, Public Market Division
NONE	2.4 Approves renewal of Stall Award	None	5 mins	City Market Administrator
3. Receives approve Stall Awards	3.1. Records and releases Stall Award	None	2 mins	Clerk, Public Market Division
	<b>TOTAL</b>	<b>Php150.00</b>	<b>2 days &amp; 48 mins.</b>	

## 7. Processing of Stall Award for Transfer and Succession

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/s due to death or incapacity of the adjudicated stallholder.

<b>Office:</b>	Market Development and Administration Department	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B Government to Business	
<b>Who may avail:</b>	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
<b>A. Transferor/Succession (due to death and incapacity)</b> 1. Deed of Transfer (Notarized & For Transfer Only) (1 copy) 2. Death Certificate or Affidavit of Incapacitated adjudicated stallholder (for Succession only) (1 copy) 3. Original/Certified True Copy of Stall Award (1 copy) 4. Proof of payment of rental fees (last 3 months) (1 copy) 5. Proof of payment of business taxes and fees and business permit (1 copy) 6. Waiver of rights of legal spouse or legitimate son/s or daughter/s (1 copy)		1. Applicant / Client 2. Applicant / Client 3. Applicant-Client / Records management Section 4. Applicant – Client / Market Field Office 5. Applicant – Client / Market Field Office 6. Applicant / Client
<b>B. Transferee/Successor</b> 1. Notarized Application Form (1 copy) 2. Proof of Residency (any of the following: (Barangay Certificate of Residency or Voter's ID, Proof of Billing and Government Issued IDs, such as SSS, GSIS, Driver's License,		1. Market Supervisor , City Markets 2. Barangay Hall / Appropriate Government Agency



Passport, Pag-ibig, etc) (1 photocopy) 3. Copy of Birth Certificate (1 photocopy) 4. 2X2 ID picture (2 pcs) 5. Personal Appearance for Interview		3. Local Civil Registrar / Philippine Statistics Office 4 Applicant / Client 5 Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up and notarized Application Form and Information Sheet together with the basic requirements.	1.1 Evaluates application as to completeness of information, submitted requirements	None	30 mins	Market Supervisor, City Markets / Clerk, Public Markets Division
NONE	1.2 Issues Order of Payment for application fee and instructs applicant to pay to City Treasurer's Office.	₱150.00	5 mins	Market Supervisor, City Markets / W-3 & W-4, Business Permits & Licensing Unit
2. Submits Official Receipt for application fee.	2.1 Attaches Original Receipt (OR) to the application.	None	1 min	Clerk, Public Markets Division
NONE	2.2 Evaluates documents and records of payment and violations (if any) and schedules interview of applicant.	None	2-3 days	Head, Public Markets Division
3. Attends personal Interview of the Applicant.	3.1. Interviews and screens Applicant.	None	30 mins	City Market Administrator & Head, Public Markets Division
NONE	3.2 Issues Order of Payment for application fee and instructs applicant to pay to City Treasurer's Office.	Php1,000.00	5 mins	W-3, W-4 & Head, Business Permits & Licensing Unit
4. Submits Official Receipt for transfer fee.	4.1. Attaches OR to application; Encodes and prints Stall Award.	None	5 mins.	Clerk/Encoder, Public Market Division
	4.2 Approves Stall Award.	None	2 mins.	City Market Administrator
5. Receives approved Stall Award.	5.1 Releases Stall Award.	None	2 mins.	Clerk, Public Market Division
	<b>TOTAL</b>	<b>₱1,150.00</b>	<b>3 Days &amp; 1 hr. &amp; 20 mins</b>	

## 8. Issuance of Order of Payment for Market Rental Fees

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

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business			
<b>Who may avail:</b>	Stallholders in the eight (8) city markets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Official Receipt for market fee Payment (1 original copy)		1. Stallholder		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for assessment and Order of Payment for market rental fee, presenting Official Receipt (OR) for last payment made.	1. Verifies presented Official receipt (OR) against records and prepares Order of Payment for market rental fees due.	None	5 mins.	Market Supervisor, City Markets
2. Submits Official Receipt for payment made.	2. Validates Original Receipt (OR) and updates stallholder's record of payment.	None	5 mins.	Market Supervisor, City Markets
	<b>TOTAL</b>	<b>None</b>	<b>10 mins.</b>	

## 9. Issuance of Market Certification

A certification is issued to stallholders/vendors in public markets, owners / operators of private markets, tiangge organizers and traders who are applying for business permit.

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business			
<b>Who may avail:</b>	Stallholders in the eight (8) city markets who are applying for business permits			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Official Receipt (OR) for market rental fee payment (1 photocopy) 2. Latest Business Permit (1 photocopy)		1. Stallholder 2. Stallholder		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Market Certification, presenting Official Receipt (OR) for last payment made for market rental fee and latest business permit	1. 1 Verifies presented Official Receipt (OR) against records and prepares Order of Payment for requested certification and instructs stallholder	None	5 mins.	Market Supervisor, City Markets

	to pay to City Treasurer's Office			
2. Submits Official Receipt (OR) for payment of certification	2.1 Validates Original Receipt (OR), prepares and releases Market Certification	None	5 mins.	Market Supervisor, City Markets
	<b>TOTAL</b>	<b>None</b>	<b>10 mins.</b>	

## 10. Issuance of Certified True Copy of Business Permit and Market Stall Award

Certified true copy of Business Permit and Market Stall Award are issued to Stallholders/vendors in public markets, owners / operators of private markets, tiangge organizers and traders

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Stallholders/vendors in city markets, owners/operators of private markets, tiangge organizers and traders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		1. Records Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits filled-up Request Form for a Certified True Copy of business permit or market stall award	1. Receives request and retrieves requested document	None	5 mins.	Records Officer, Records Management Section
NONE	1.1 Prepares Order of Payment for Certified True Copy and instructs applicant to pay to City Treasurer's Office	Php50.00 per page per copy	5 mins.	W-3 & W-4, Business Permits & Licensing Unit
2. Submits Official Receipt for payment for Certified True Copy.	2. Validates OR; photocopies requested document.	None	5 mins.	Records Officer, Records Management Section
3. Receives Certified True Copy of requested document	4. Releases Certified True Copy of requested document	None	2 mins.	Records Officer, Records Management Section
	<b>TOTAL:</b>	<b>Php50.00 per page / per copy</b>	<b>17 mins.</b>	

## 11. Issuance of Permit to Repair / Construct Stalls

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

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B Government to Business			
<b>Who may avail:</b>	Stallholders/vendors in city markets who would like to construct or undertake any repair in their stalls			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Repair Permit Form (1 original copy)		1. Market Field Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits filled-up and notarized Application Form for repair/construction of stalls, with plan or layout for repair or construction.	1.1 Receives request and recommends to Technical Services Division.	None	5 mins.	Market Supervisor, City Markets
	1.2 Evaluates application, inspect site for proposed repair/construction	None	1 day	Head, Technical Services Division
2. Submits Official Receipt for application fee.	2.1 Approves Repair Permit.	None	5 mins.	City Market Administrator
NONE	2.2 Prepares Order of Payment for Repair Permit and instructs stallholder to pay to City Treasurer's Office.	Php200.00	5 mins.	W-3 & W-4, Business Permits & Licensing Unit
3. Submits Official Receipt for Repair Permit	3.1 Validates OR and records Repair Permit	None	2 mins	Clerk, Public Market Division
4. Receives Repair Permit	4.1. Releases Repair Permit	None	5 mins.	Clerk, Public Market Division
	<b>TOTAL:</b>	<b>Php200.00</b>	<b>1 day &amp; 19 mins.</b>	

## 12. Feedback and Complaint Mechanism

This is to provide mechanism on the manner or procedure for the citizen to bring their complaint to the knowledge and jurisdiction of the Head of the Office for appropriate action regarding its employee conduct.

<b>Office:</b>	Market Development and Administration Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Client / G2B Government to Business			
<b>Who may Avail</b>	Market Stallholders/ vendors in public markets owners/ operators (public or private) of private markets, tiangge organizers and traders and / or any QC residents / stakeholders			
<b>Checklist of requirements:</b>	Letter-Complaint (2 copies)			
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Complaint</b>				
1. Client / Citizen to call the Market Development and Administration Department for Complaint	1.1 The Front Desk Staff shall record and course the call to the concerned Head of Division or staff.	NONE	2 mins.	Front Desk Staff, Records Management Section, Administrative Division
	1.2 The Complaint shall be processed immediately for response / action.  The Head of the concerned Division shall contact the Complainant to inform him / her of the action taken.	NONE	5 mins.	Concerned Head of Division
2. Submits complaint to the Records Section or thru the drop box (frontline desk) indicating the name of the person being complained of stating the nature of complaint, the name of complainant with complete address and contact number.	2.1. The Front Desk Staff upon receipt of the complaint shall immediately forward it to the Records Section for recording.	NONE	5 mins.	Front Desk Staff, Administrative Division
	2.2 The Records Officer receives the Complaint and	NONE	5 mins	Records Officer, Records Management Section, Administrative

	<p>forward the same to the Head Administrative Division .</p> <p>The Duplicate copy of the complaint shall be retained by the Records Management Section for reference / file.</p>			Division
	2.3 The Head Administrative Division evaluates the complaint and refer it to the City Market Administrator for appropriate action.	NONE	10 mins.	Head, Administrative Division
	2.4 The City Market Administrator shall order the Division Head concerned to evaluate and recommend appropriate action	NONE	5 mins.	The City Market Administrator
	2.5 The Division Head concerned shall summon the erring personnel to explain in writing regarding the Complaint and submit explanation within 72 hours from receipt of the complaint	NONE	72 hours	Concerned Division Head
	2.6 The City Market Administrator will evaluate the findings and recommendations of the concerned Division Head.	NONE	1 day	City Market Administrator
	2.7. The City Market Administrator shall refer the matter to the City Legal Department, if warranted, for appropriate legal action.	NONE	30 mins.	City Market Administrator
	2.8. The Records Officer shall	NONE	10 mins.	Records Officer,

	furnish copy to the client with the course of action taken.			Administrative Division
3. For complaints, inquiries and follow-ups, client may contact the following telephone numbers :				
1. MDAD:  Records Section : 89884242 loc. 8352  Front Desk : 89884242 loc. 8354		NONE	5 mins.	Records Officer / Front Desk Staff , Administrative Division
2. National Government Agencies:  The citizen / client / business may also submit complaint or inquire to the following national government agencies:  Anti-Red Tape Authority (ARTA) – Tel. No. :84785093 Email:complaints@arta.gov.ph :1-ARTA(2782)  Presidential Complaint Center (PCC) – 8888  Civil Service Commission (CSC) Tel. No: 8931-7931 to 39 / 8931-8092 CCB: 0908-881-6565 (SMS)		NONE	5 mins.	Appropriate National Agency / ies
	<b>TOTAL</b>	<b>NONE</b>	<b>4 days, 1 hr. &amp; 22 mins.</b>	
<b>B. Processing of Feedback/s</b>	1. Every Friday, the Front Desk Staff shall open the drop box and compiles and records all feedback submitted.	NONE	1 hour	Front Desk Staff , Records Management Section, Administrative Division

	2. 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.	NONE	2 days	Concerned Head of Division
	3. The action taken shall then relayed to the citizen / client.	NONE	1 day	Records Officer, Administrative Division
	<b>TOTAL</b>	<b>NONE</b>	<b>3 Days and 1 hour</b>	

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