



**CITY MAYOR'S OFFICE**  
**ECONOMIC ENTERPRISE MANAGEMENT DIVISION**  
Albay Public Market



## 1. MARKET CLEARANCE

It is a document issued to attest that the monthly stall rental is fully paid. The same is presented/submitted as a requisite document for the renewal of the annual business permit.

|   |   |                        |                                    |                           |
|---|---|------------------------|------------------------------------|---------------------------|
| <b>Office or Division:</b>  | CMO-EEMD Albay Public Market  |                        |                                    |                           |
| <b>Classification:</b>  | Highly Technical  |                        |                                    |                           |
| <b>Type of Transaction:</b>   | Government to Client  |                        |                                    |                           |
| <b>Who may avail:</b>   | Albay Market Stallholders   |                        |                                    |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   |                        | <b>WHERE TO SECURE</b>             |                           |
| 1. Latest Community Tax Certificate (CTC)                                 |   |                        | City Treasurer's Office / Barangay |                           |
| 2. Current Mayor's Permit (1 photocopy)                                   |   |                        | Business Permit Office             |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>             | <b>PERSON RESPONSIBLE</b> |
| 1. Approach the Officer of the day  | 1.1 Acknowledge the client  | none                   | 3 minutes                          | Administrative Aide IV    |
| 2. Submit the business permit to receiving personnel or Officer In-Charge | 2.1 Receive and check the documents                                     | none                   | 5 minutes                          | Administrative Aide I     |
|   | 2.2 Preparation of Lease Contract                                       | none                   | 15 minutes                         | Administrative Aide I     |
| 3. Sign the Lease Contract  | 3. Signing of Lease Contract  | none                   | 10 minutes                         | Market Supervisor IV      |
| 4. Wait for the release of the lease contract                             | 4. Forwards the Lease Contract to the City Mayor's Office for signature | none                   | 1-3 days                           | Administrative Aide I     |
|   | <b>TOTAL</b>  | <b>none</b>            | <b>3 days and 33 minutes</b>       |                           |



## 2. Preparation of Lease Contract

Contract signing between the stall holder/s and City Government of Legazpi

|  |  |                        |                         |                           |
|--|--|------------------------|-------------------------|---------------------------|
| <b>Office or Division:</b>   | <b>CMO-EEMD Albay Public Market</b>    |                        |                         |                           |
| <b>Classification:</b>   | <b>Simple Transaction</b>              |                        |                         |                           |
| <b>Type of Transaction:</b>  | <b>Government to Client</b>            |                        |                         |                           |
| <b>Who may avail:</b>  | <b>Albay Market Stallholders</b>       |                        |                         |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |                        | <b>WHERE TO SECURE</b>  |                           |
| 1. Verification of Payment of Market Rental  |  |                        | Market Office           |                           |
| 2. Original copy of Official Receipt (O.R). of Market Clearance Fee                    |  |                        | City Treasurer's Office |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>                  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>  | <b>PERSON RESPONSIBLE</b> |
| 1. Approach the Officer of the day/receiving personnel                                 | 1.1 Acknowledge the client             | none                   | 3 minutes               | Officer of the day        |
| 2. Submit the O.R. of Market Clearance fee to receiving personnel or Officer In-Charge | 2.1 Receive and check the requirements | none                   | 5 minutes               | Administrative Aide I     |
| 3. Wait for the verification of rental payment   |  | none                   | 5 minutes               | Administrative Aide I     |
|  | 3.1 Preparation of Market Clearance    | none                   | 10 minutes              | Administrative Aide I     |
|  | 3.2 Signing of Market Clearance        | none                   | 5 minutes               | Market Supervisor IV      |
| 4. Wait the release of Market Clearance  | 4.1 Releasing of Market Clearance      | none                   | 1 minute                |                           |



|  |   |             |                   |                       |
|--|---|-------------|-------------------|-----------------------|
|  | 4.2 Recording and Filing of Duplicate copy Market Clearance | none        | 5 minutes         | Administrative Aide I |
|  | <b>TOTAL</b>  | <b>none</b> | <b>34 minutes</b> |                       |

## FEEDBACK AND COMPLAINTS MECHANISMS

|                              |   |
|------------------------------|---|
| How to send feedback         | Answer the client feedback form and drop it at the designated drop box of the Albay Public Market Office. |
| How feedbacks are addressed  | Discuss the issues and come up with solutions   |
| How to file a complaint      | Written complaint or verbal complaint is filed at the Market office                                       |
| How complaints are processed | Appearance of the complainant and respondent during the preliminary conference.                           |
| Contact Information          | <b>Ralph Vincent L. Lasin</b><br><b>Market Supervisor IV</b>  |