



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.

Office or Division:	CMO-EEMD Albay Public Market			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	Albay Market Stallholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest Community Tax Certificate (CTC)			City Treasurer's Office / Barangay	
2. Current Mayor's Permit (1 photocopy)			Business Permit Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL	none	3 days and 33 minutes	



2. Preparation of Lease Contract

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

Office or Division:	CMO-EEMD Albay Public Market			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Albay Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL	none	34 minutes	

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	Ralph Vincent L. Lasin Market Supervisor IV