MUNICIPAL PUBLIC MARKET OFFICE
External Services

1. PUBLIC MARKET HELP DESK (PMHD)

The PUBLIC MARKET HELP DESK (PHMD) is intended to address the concerns of anyone seeking assistance from the public market office and also provide the public with important announcements and relevant information through its public address system.

OFFICE OR DIVISION	Public Market Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C-Government to Citizen G2B--Government to Business
WHO MAY AVAIL	Stallholders & General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Personal appearance of client	Public Market Help Desk
2. supporting docs (if needed)	depends on the of kind documents needed

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Appear personally at PMHD 2.Narrate concern/s and give details to PHMD staff	1.Conduct interview and logged client's concern 2.Address client's concern	none	10 minutes	public market help desk (PMHD)staff, Market Supervisor
	TOTAL	none	10 minutes	

2. ISSUANCE OF MARKET CERTIFICATION

A market certification or clearance is issued to stallholders of the public market who are applying for business permit

OFFICE OR DIVISION	Public Market Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B-Government to Business
WHO MAY AVAIL	Stallholders of the Public Market

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
for registered lessee: A. DTI registration B. 2 garbage bins	 DTI stallholder
for sub – lessee: A. contract of lease B. DTI registration C. 2 garbage bins	 registered lessee/stallholder DTI stallholder

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for market certification at PHMD/PMO and present the requirements	1. Accept and keep documents presented by stallholders after they were found complete and valid. 2. issue market certification and order of payment, also advice the stallholder to pay the service fee at MTO then proceed to BPLO for processing of buss. permit	P100.00	15 minutes	PMO staff, Market Supervisor Municipal Treasury Office
	TOTAL	NONE	15 minutes	

3. TESTING AND SEALING OF WEIGHTS & MEASURES

Testing and sealing of weights and measures is done semi-annually to stalls within the public market which utilizes weighing scales for their businesses

OFFICE OR DIVISION	Public Market Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B-Government to Business
WHO MAY AVAIL	stallholders in the public market and other buss. owners outside of the public market

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. weighing scale	Stallholder

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Bring the weighing scale at the PMO 2.Proceed to MTO for payment of service fees 3.Go back to PMO and present the corresponding official receipt, prior to the release of weighing scale already tested and sealed	1.conduct testing to check the accuracy of the weighing scale and calibration if it needs adjustment 2. confiscate if the weighing scale is found defective but if not defective -will issue an order of payment then advise the client to pay the service fee at MTO 3. release the weighing scale to client already tested and sealed	1. P130.00 - with capacity of not more than 30kgs. 2. P150.00 - with capacity of more than 30 kgs. but not more than 300 kgs.	15 minutes 20 minutes	PMO staff Municipal Treasury Office
TOTAL		P130.00/ P 150.00	35 minutes	

4. ISSUANCE OF A PERMIT TO REPAIR STALLS

A permit to repair a stall is issued to stallholders who would like to carry out any repair in their stalls

OFFICE OR DIVISION	Public Market Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B-Government to Business
WHO MAY AVAIL	stallholders in the public market

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. request letter	stallholder
2.market certification	PMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present to PMO/PMHD the request to repair a stall which specify the things that need repair in a stall 2.Proceed to OBO to apply for work permit after receiving market certification/endorsement from PMO 4.Pay the service fee at MTO and return to PMO to present the work permit already signed by building official	1. Conduct actual inspection of the stall to be repaired to validate request. 2.If request is valid-issue market certification which will serve as an endorsement to apply for "work permit" at OBO. 3. Advice the client to pay the service fee at MTO and afterwards proceed to Office of Building Official (OBO) to secure work permit 4. sign work permit already approved by OBO	P100.00	15 minutes 25 minutes 10 minutes	PMO Municipal Treasury Office Office of the Building Official
	TOTAL	P100.00	50 minutes	

5. ISSUANCE OF TIME EXTENSION PERMIT

A permit to extend time beyond the 7pm closing schedule of the public market is given to stallholders who would like to undertake cleansing, reorganizing and similar activities with regards to their stalls

OFFICE OR DIVISION	Public Market Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B-Government to Business
WHO MAY AVAIL	stallholders in the public market
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter	Stallholder

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
fill up request form that also incorporates the reason or justification for such request	1.approved the said request if reasonable/justifiable	none	10 minutes	PMO, Market Supervisor
TOTAL		none	10 minutes	supervisor

6. MAINTENANCE OF A STALL'S ELECTRICAL SYSTEM

Maintenance of a stall's electrical system is provided to stallholders to ensure that electrical systems inside their stalls are also safe and working properly to prevent accidents most especially fire from occurring.

OFFICE OR DIVISION	Dinalupihan Public Market Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B-Government to Business			
WHO MAY AVAIL	stallholders in the public market			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written or verbal request		Stallholder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed at PMO/ PHMD to make a verbal or written request	1. Lodged request and endorse to electrician/ maintenance personnel	none	10 mins	electrician/ maintenance personnel
	TOTAL	none	10 mins.	