



# **MARKET DEVELOPMENT AND ADMINISTRATION DEPARTMENT**

## **CITIZEN'S CHARTER**

**2023 1st Edition**

**11 January 2023**



## **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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## A. PRIVATE MARKET OPERATORS

### 1. How to apply for a Franchise to Operate to be a Market Operator (For establishments with more than 50 stalls)

A Franchise to Operate is issued to qualified operators upon completion of the requirements and 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>	Simple				
<b>Type of Transaction:</b>	Government to Citizen				
<b>Who may avail:</b>	Private market operators residing in Quezon City				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application (Please visit BPLD for the complete list of requirements)			Business One Stop Shop		
2) Proof of Business Registration SEC (For Corporation/Partnership) DTI (For Single Proprietor) CDA (For Cooperative)			Corporation/Partnership - Securities and Exchange Commission Single Proprietor - Department of Trade and Industries Cooperative - Cooperative Development Authority		
3) Contract of Lease (Leased) / Tax Declaration (Owned)					
4) Valid ID					
5) Letter of Intent			Committee in Markets and Slaughterhouses (QC Council)		
6) Inspection Report			Private Markets Division		
7) Affidavit of Undertaking					
8) DENR Clearance			Department of Energy and Natural Resources		
9) LLDA Permit			Laguna Lake Development Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Log-in to QC E-Services site and click Business One Stop Shop and Apply for a Business Permit	None	None		Applicant	
2. Fill-out the application form	None	None		Applicant	
3. Upload the requirements and submit the application	None	None		Applicant	
None	Evaluation of documents	None		BPLD	



None	Ancillary Verification	None		Regulatory Office	
	Deliberation of the proposed Resolution for Franchise and ratifying of the same	None		QC City Council	
4. Pay Tax Assessment Bill at any of the following: <ul style="list-style-type: none"> <li>• City Treasurer's Office</li> <li>• Mall-based QC</li> <li>• Business Centers</li> <li>• Online via QC E-services</li> </ul>	None				
None	BPD Chief Final Review	None		BPLD	
None	BPLD Head Approval	None		BPLD	



## B. PRIVATE MARKET STALLHOLDERS

### 1. How to apply for a Market Clearance

Market Clearance is issued to Private Market Stallholders that have NO active/open violations.

<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>	Private market stallholders residing in Quezon City				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application			1) QC E-Services Site		
2) Proof of Business Registration SEC (For Corporation/Partnership) DTI (For Single Proprietor) CDA (For Cooperative)			Corporation/Partnership - Securities and Exchange Commission Single Proprietor - Department of Trade and Industries Cooperative - Cooperative Development Authority		
3) Contract of Lease (Leased) / Tax Declaration (Owned)					
4) Valid ID					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to QC E-Services site and click Business One Stop Shop and Apply for a Business Permit	None	None		Applicant	
2. Fill-out the application form	None	None		Applicant	
3. Upload the requirements and submit the application	None	None		Applicant	
None	Evaluation of documents	None		BPLD	
None	Ancillary Verification	None		Regulatory Office	
4. Pay Tax Assessment Bill at any of the following: a. City Treasurer's Office b. Mall-based QC Business Centers c. Online via QC E-services	None				
None	BPD Chief Final Review	None		BPLD	
None	BPLD Head Approval	None		BPLD	



	<b>TOTAL:</b>			
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## C. HAWKERS

### 1. How to apply for a Hawkers Permit

#### I. New Application

A hawker's permit is issued to qualified vendors upon completion of the requirements. Issuing of Hawker 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.

<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>	Street vendors within Quezon City.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application			1) QC E-Services Site		
2) Barangay Certification specifying the vending site or location (1 original copy)			2) Barangay where the vendors are selling.		
3) NBI Clearance or Police Clearance			3) NBI Satellite Office QC Hall Complex		
4) Health Certificate (required for Food Vendors only)			4) QCHD-Environmental Sanitation Division Office		
5) QC ID			5) QC E-services Site for Digital ID and wait for the announcement for the releasing of physical ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	1 min.	Applicant	
2. Click Apply for Hawker Permit	None	None	1 min.	Applicant	
3. Fill-up Application form	None	None	8 mins.	Applicant	
4. Upload the required documents	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 min	Head, Hawkers Division	
None	Recommends application for approval	None	1 min	Programs and Plans Officer, MDAD	
5. Pay for the Application Fee online or manually.  Payment Option: <b>If paying online:</b> Pay Application Form Fee online (Redirect to QC ePayment)  <b>If paying manually:</b> Go to the City Treasurer's Office and pay the Application Form Fee.	<b>For Online Payments</b> Review accuracy of online payment, and approve payment.  <b>For Manual Payments</b> Receive Application Form Fee, approves payment, and issues OR.	Minimum Taxes and Fees:  Application Fee - P50  Misc. Fee – P157  Vending Fee – P25/sqm	<b>For Online Payments:</b> 2-5 days  <b>For Manual Payments:</b> 1 day	City Treasurer's Office	
None	Input OR number and upload OR proof (optional) to QC eServices site.	None	2mins.	Office Clerk, Hawker Division	
6. Return to the MDAD Office for the processing and releasing of Hawker Permit.	Issues the Hawker Permit (valid for 1 year)	None	5mins.	Office Clerk, Hawker Division	
	<b>TOTAL:</b>		<b>2-5 days (if vendor pays online)</b>  <b>1 day and 24 mins (if vendor pays manually)</b>		



## II. Renewal of Permit

A hawker's permit is issued to qualified vendors upon completion of the requirements. Issuing of Hawker 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.

<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>	Street vendors within Quezon City.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application			1) QC E-Services Site		
2) Health Certificate (required for Food Vendors only)			2) QCHD-Environmental Sanitation Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	None		1 min.	Applicant	
2. Click Apply for a Hawker Permit and select Renew	None		1 min.	Applicant	
3. Review the details on the form and update if needed	None	None	5mins.	Applicant	
4. Upload the required documents	None	None	2mins.	Applicant	
None	Review the information and requirements submitted	None	1 min.	Head, Hawkers Division	
None	Clears application for pending violation and arrearages.	None	2 mins.	Market Inspection Unit	
None	Recommends application for approval	None	1 min.	Programs and Plans Officer, MDAD	
5. Pay for the Renewal Fee online or manually.  Payment Option: <b>If paying online:</b>	<b>For Online Payments</b>	Minimum Taxes and Fees:  Application Fee – P50 Contract of	<b>For Online Payments:</b>	City Treasurer's Office	



Pay Application Form Fee online (Redirect to QC ePayment)  <b>If paying manually:</b> Go to the City Treasurer's Office and pay the Application Form Fee.	Review accuracy of online payment, and approves payment.  <b>For Manual Payments</b> Receive Application Form Fee, approves payment, and issues OR.	Lease Fee Renewal – P100  Misc. Fee – P156  Vending Fee – P25/sqm	2-5 days  <b>For Manual Payments:</b> 1 day		
None	Input OR number and upload OR proof (optional) to QC eServices site.	None	2 mins	Office Clerk, Hawker Division	
6. Return to the MDAD Office for the processing and releasing of Hawker Permit.	Issues the new Hawker Permit.	None	5 mins	Office Clerk, Hawker Division	
	<b>TOTAL:</b>		<b>2-5 days (if vendor pays online)</b>  <b>1 day and 20 mins (if vendor pays manually)</b>		



## 2. How to register a Hawker Association

Hawker associations will ensure that their members will comply with the requirements, policies, and guidelines of the City Ordinance.

<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>	Vendors Association in Quezon City				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application			1) QC E-Services Site		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to QC E-Services site and click Market One-Stop Shop	None	None	1 min.	Applicant	
2. Click Register Hawker Association	None	None	1 min.	Applicant	
3. Fill-up Online Application form	None	None	2 mins.	Applicant	
None	Review the information	None	2 mins.	Office Clerk, Hawkers Division	
None	Approval of Application	None	2 mins.	Head, Hawkers Division	
	<b>TOTAL:</b>		<b>8 mins.</b>		



## D. CITY-OWNED MARKET

### 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.

<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 possess 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) Filled-up Online Application			1) eServices Site		
2) QC ID			2) Barangay Hall / Appropriate Government Agency		
3) 2X2 ID picture			3) Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop Shop.	None	None	1 min	Applicant	
2. Select the Market and the vacant stall where you intend to apply.	None	None	1 min	Applicant	
3. Fill-out the application form.	None	None	3 mins.	Applicant	
4. Upload the required documents.	None	None	2 mins.	Applicant	
None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins.	Market Supervisor	



5. Sets a schedule for an interview		None	5 mins	Applicant	
6. Personal interview of the applicant.	Interviews and screens applicant. Recommends application for approval.	None	30 mins	Head, Public Market Division	
None	Recommends application for final approval	None	5 mins.	Action Officer for Administration MDAD	
7. Pay the Application Fee, Stall Rights and Security Bond					
<b>Online Payment:</b> Submit your application	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150  Stall Rights: Class A: Php15,000  Class B: Php10,000  Class C: Php5,000  Security Bond: Php10,000 or 3 months of rental fee, whichever is higher	2 mins.	Applicant	
	Receives payment for Application Fee, Stall Rights and Security Bond, and issues OR.		5 mins.	City Treasurer's Office	



<b>Manual Payment:</b> Go to the City Treasurer's Office and pay the Application Fee, Stall Rights and Security Bond	Print Order of Payment for Application Fee, Stall Rights and Security Bond.		2 mins.	Office Clerk, Public Market Division / Applicant	
	Receives payment for Application Fee, Stall Rights and Security Bond, and issues OR.	Application Fee Php 150  Stall Rights: Class A: Php15,000  Class B: Php10,000  Class C: Php5,000  Security Bond: Php10,000 or 3 months of rental fee, whichever is higher	5 mins.	City Treasurer's Office	
	Uploads OR number and OR proof to site.		2 mins.	Office Clerk, Public Market Division	
None	Prints Contract of Lease.	None	5 mins.	Office Clerk, Public Market Division	
8. Sign the contract.	Uploads the notarized Contract of Lease in the Application Form.	None	2 mins.	Applicant	
None	Approves New Stall Application	None	5 mins.	City Market Administrator, MDAD	
None	Printing of stall award	None	5 mins.	Office Clerk, Public Market Division	



9. Receive approved Stall Award.	Releases Stall Award and Contract of Lease to Applicant	None	5 mins.	Office Clerk, Public Market Division	
None	Close the application	None	2 mins.	Office Clerk Public Market Division	
	<b>TOTAL:</b>	<b>Php 25,150 (Class A)</b> <b>Php 20,150 (Class B)</b> <b>Php 15,150 (Class C)</b>	<b>1 hour and 28 mins.</b>	<b>Online</b>	
		<b>Php 25,150 (Class A)</b> <b>Php 20,150 (Class B)</b> <b>Php 15,150 (Class C)</b>	<b>1 hour and 30 mins.</b>	<b>Manual</b>	

## 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.

<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>	Existing stallholders in city markets.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1) Filled-up Online Application			1) eServices Site		
2) Proof of payment of business taxes and fees			2) Applicant-Client/Market Field Office		
3) 2x2 ID Picture			3) Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>





1. Log-in to the eServices site and access the Market One-Stop Shop.	None	None	1 min.	Applicant	
2. Select the stall you would like to renew.	None	None	1 min.	Applicant	
3. Review the details on the form and update accordingly.	None	None	5 mins.	Applicant	
4. Upload the required documents: Proof of payment of business taxes and fees 2x2 ID Picture	None	None	2 mins.	Applicant	
None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins.	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 MDAD	
5. Pay for the Application Fee online or manually					
<b>Online Payment:</b> Submit your application	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150	2 mins.	Applicant	
	Receives payment for Application Fee and issues OR		5 mins.	City Treasurer's Office	
<b>Manual Payment:</b> Go to the City	Print Order of Payment for Application Fee.		2 mins.	Office Clerk, Public Market Division / Applicant	



Treasurer's Office and pay the Application Fee	Receives Application Fee and issues OR.	Application Fee Php 150	5 mins.	City Treasurer's Office	
	Uploads OR number and OR proof to site.		2 mins.	Office Clerk, Public Market Division	
None	Prints Contract of Lease.	None	5 mins.	Office Clerk, Public Market Division	

6. Sign the contract.	Uploads the notarized Contract of Lease in the Application Form.	None	2 mins.	Applicant	
None	Approves Renew Stall Application	None	5 mins.	City Market Administrator, MDAD	
None	Printing of stall award	None	5 mins.	Office Clerk, Public Market Division	
7. Receive approved Stall Award.	Releases Stall Award and Contract of Lease to Applicant	None	5 mins.	Office Clerk, Public Market Division	
None	Close the application	None	2 mins	Office Clerk, Public Market Division	
	<b>TOTAL</b>	<b>Php 150</b>	<b>1 hr. 5 mins.</b>	<b>Online</b>	
	<b>TOTAL</b>	<b>Php 150</b>	<b>1 hr. 7 mins.</b>	<b>Manual</b>	



### 3. Transfer of Stall Award

#### 3.1 Voluntary 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.

<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 incapacity to maintain the continuation of operation/usage of the stall.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-up 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) 2X2 picture	4) Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Log-in to the eServices site and access the Market One-Stop Shop.	None	None	1 min	Applicant (Transferor)	
2. Click "Submit the Stall Application".	None	None	1 min	Applicant (Transferor)	
3. Click "Transfer Stall Application".	None	None	1 min	Applicant (Transferor)	
4. Click "Transfer" (If two stalls click the stall to be transferred)	None	None	1 min	Applicant (Transferor)	
5. Enter the transferee's name and email address.	None	None	1 min	Applicant (Transferor)	
6. Fill-out application form and uploads all the documents.	None	None	3 mins.	Applicant (Transferee)	



None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins	Market Supervisor	
7. Sets a schedule for an interview		None	5 mins	Applicant (Transferee)	
8. Personal interview of the applicant	Interviews and screens applicant (Transferee). Recommends application for approval	None	30 mins	Head, Public Market Division MDAD	
None	Recommends application for final approval	None	5 mins.	Action Officer for Administration MDAD	
9. Pay for the Application Fee online or manually.					
<b>If paying online:</b> Pay Application Form Fee online and Transfer Fee	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150  Transfer Fee Php 1000	2 mins	Applicant (Transferee)	
	Receives payment for Application Fee and Transfer Fee, and issues OR.		5 mins	City Treasurer's Office	
<b>If paying manually:</b> Go to the City Treasurer's Office and pay Application Form Fee.	Print Order of Payment for Application Fee.		2 mins	Office Clerk, Public Market Division / Applicant	
	Receives Application Fee and Transfer Fee and issues OR.	Application Fee Php 150  Transfer fee Php 1000	5 mins	City Treasurer's Office	



Present OR to Office Clerk	Uploads OR number and OR proof to site.		2 mins.	Office Clerk, Public Market Division	
None	Prints Contract of Lease.	None	5 mins.	Office Clerk, Public Market Division	
10. Sign the contract.	Uploads the notarized Contract of Lease and uploads in the Application Form.	None	2 mins.	Applicant	
None	Approves Stall Transfer Application	None	5 mins.	City Market Administrator, MDAD	
None	Printing of stall award	None	3 mins.	Office Clerk, Public Market Division	
11. Receive approved Stall Award.	Releases Stall Award and Contract of Lease to Applicant	None	2 mins.	Office Clerk, Public Market Division	
None	Close the application	None	2 mins	Office Clerk, Public Market Division	
	<b>TOTAL</b>	<b>Php 1,150</b>	<b>1 hr and 24 mins.</b>	<b>Online</b>	
		<b>Php 1,150</b>	<b>1 hr and 26 mins.</b>	<b>Manual</b>	

### 3.2 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.



<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.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Filled-up Online Application		1) Applicant/Client
A. Transferor/Succession		
1. Death Certificate of the Awardee		2) Applicant/Client
2. Marriage Contract		
3. Birth Certificate		3) Applicant/Client
4. Waiver of Rights of Other Successor		4) Applicant/Client
B. Transferee/Successor		5) Barangay Hall / Appropriate Government Agency
5. QC ID		
6. 2X2 picture		6) Applicant/Client



	CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
	1. Inform market supervisor for the transfer of stall award.	None	None	2 mins.	Applicant (Transferee)	
	None	Log-in to the eServices site and access the Market One-Stop Shop.	None	1 min.	Market Supervisor	
	None	Click "Submit The Stall Application".	None	1 min.	Market Supervisor	
	None	Click "Transfer Stall Application".	None	1 min.	Market Supervisor	
	None	Click "Transfer" (If two stalls click the stall to be transferred)	None	1 min.	Market Supervisor	
	None	Enter the transferee's name and email address.	None	1 min.	Market Supervisor	
	2. Fill-out application form and uploads all the documents.	None	None	3 mins.	Applicant (Transferee)	
	None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins	Market Supervisor	
	3. Sets a schedule for an interview		None	5 mins	Applicant (Transferee)	
	4. Personal interview of the applicant	Interviews and screens applicant (Transferee). Recommends application for approval.	None	30 mins	Head, Public Market Division MDAD	
	None	Recommends application for final approval	None	5 mins.	Action Officer for Administration MDAD	



5. Pay for the Application Fee online or manually.					
<b>If paying online:</b> Pay Application Form Fee online and Transfer Fee	Reviews accuracy of online payment, and approves payment.	Application Fee Php 150  Transfer Fee Php 1000	2 mins.	Applicant (Transferee)	
	Receives payment for Application Fee and Transfer Fee, and issues OR.		5 mins.	City Treasurer's Office	
<b>If paying manually:</b> Go to the City Treasurer's Office and pay Application Form Fee.	Print Order of Payment for Application Fee and Transfer Fee.		2 mins.	Office Clerk, Public Market Division / Applicant	
	Receives Application Fee and Transfer Fee and issues OR.	Application Fee Php 150  Transfer fee Php 1000	5 mins.	City Treasurer's Office	
	Uploads OR number and OR proof to site.		2 mins.	Office Clerk, Public Market Division	
None	Prints Contract of Lease.	None	5 mins.	Office Clerk, Public Market Division	
6. Sign the contract.	Uploads the notarized Contract of Lease and uploads in the Application Form.	None	2 mins.	Applicant	
None	Approves Stall Transfer Application	None	5 mins.	City Market Administrator, MDAD	
None	Printing of stall award	None	3 mins.	Office Clerk, Public Market Division	
7. Receive approved Stall Award.	Releases Stall Award and Contract of Lease to Applicant	None	3 mins.	Office Clerk, Public Market Division	





	None	Close the application	None	2 mins.	Office Clerk, Public Market Division
		<b>TOTAL</b>	<b>Php 1,150</b>	<b>1 hr and 27 mins.</b>	<b>Online</b>
			<b>Php 1,150</b>	<b>1 hr and 29 mins.</b>	<b>Manual</b>

#### 4. Payment of Monthly Rental

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>		
None			None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
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	1 min.	Applicant (Stallholder)	
2. Pay for the Market Rental Fee online or manually.					
<b>If paying online:</b> Pay Market Rental Fee online, attach the proof of payment and submit the form.	Reviews accuracy of online payment, and approves payment.	Market Rental Fee/s	2 mins.	Applicant (Stallholder)	
	Receives payment for Monthly Rental and issues OR.		5 mins.	City Treasurer's Office	
<b>If paying manually:</b> Print Order of Payment from the Statement of Account tab. Go to the City Treasurer's Office and pay	Print Order of Payment	Market Rental Fee/s	3 mins.	Market Clerk	
	Receives Monthly Rental payment, approves payment, and issues OR.	Market Rental Fee/s	5 mins	City Treasurer's Office	



the Market Rental Fees.					
	Uploads OR number and OR proof to site.	None	2 mins.	Market Clerk	
	<b>TOTAL</b>		<b>18 mins.</b>		



## 5. Market Certification

Market Certification to be 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>		
None			None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
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	1 min.	Applicant (Stallholder)	
2. Click "Submit The Stall Application".	None	None	1 min.	Applicant (Stallholder)	
3. Click "Market Certification".	None	None	1 min.	Applicant (Stallholder)	
<b>If paying online:</b> Pay Market Certification Fee online, attach the proof of payment and submit the form.	Reviews accuracy of online payment, and approves payment.	Market Certification Fee	2 mins.	Applicant (Stallholder)	
	Receives payment for Market Certificate Fee and issues OR.	Php 50	1 min.	City Treasurer's Office	
<b>If paying manually:</b> Print Order of Payment from the Statement of Account tab. Go to the City Treasurer's Office and pay the Market Rental Fees.	Print Order of Payment	Market Certification Fee	2 mins.	Market Clerk	
	Receives Market Certification Fee payment, approves payment, and issues OR.	Php 50	5 mins.	City Treasurer's Office	
	Uploads OR number and OR proof to site.	None	2 mins.	Market Clerk	



	Print the approved Market Certification	None	2 mins.	Public Market Office Staff	
	<b>TOTAL</b>	<b>Php. 50</b>	<b>17 mins.</b>		

## 6. Repair 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.

<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. Business Permit Number			1. Applicant/Client		
2. Renovation Plan			2. Applicant/Client		
3. Online Application Form			3. eService site		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop-Shop.	None	None	1 min.	Applicant (Stallholder)	
2. Select stall where repair permit will be applied.	None	None	1 min.	Applicant (Stallholder)	
3. Fill-out the form.	None	None	5 mins.	Applicant (Stallholder)	
4. Upload the required documents and submit the application	None	None	3 mins.	Applicant (Stallholder)	
None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	10 mins.	Market Supervisor	



None	Inspects site for proposed repair/construction . Reviews application information, and evaluates uploaded documents.	None	1 day	Technical Services Division	
None	Reviews and recommends application for approval	None	5 mins.	Head, Public Market Division	
None	Recommends application for final approval	None	3 mins.	Action Officer for Administration, MDAD	
None	Approves Repair Permit Application	None	5 mins.	City Market Admin, MDAD	
5. Complete your application. Pay for the Application Fee online or manually.					
<b>If paying online:</b> Pay Repair Application Fee online	Reviews accuracy of online payment, and approves payment.	Php 200	2 mins.	Applicant	
	Receives payment and issues OR.		3 mins.	City Treasurer's Office	
<b>If paying manually:</b> Go to the City Treasurer's Office and pay Application Form Fee.	Print Order of Payment	Repair Permit Fee	2 mins.	Market Clerk	
	Receives Repair Permit Fee, approves payment, and issues OR.	Php 200	3 mins.	City Treasurer's Office	
	Input OR number and upload OR proof to site.	None	2 mins.	Market Clerk, Public Market Division	
None	Flags repair as completed once it is finished.	None	1 mins.	Technical Services Division	
	<b>TOTAL:</b>	<b>Php 200</b>	<b>1 day &amp; 39 mins.</b>	<b>Online</b>	
		<b>Php 200</b>	<b>1 day &amp; 41 mins.</b>	<b>Manual</b>	



## 7. Stall Extension Application

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

<b>Office:</b>	Market Development and Administration Department				
<b>Classification:</b>					
<b>Type of Transaction:</b>	G2B - Government to Business				
<b>Who may avail:</b>	Stallholders/vendors in city markets who would like to extend their stalls				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop-Shop.	None	None	1 min.	Applicant	
2. Select stall where stall extension will be applied.	None	None	1 min.	Applicant	
3. Fill-out the form and submit the application.	None	None	5 mins.	Applicant	
None	Reviews completeness and accuracy of the application form information and requirements submitted.	None	5 mins.	Market Supervisor	
None	Reviews application information.  Inputs the measurements that may be added.  Uploads an image of the Floor plan/Perspective.	None	30 mins.	Technical Services Division	
None	Approves the stall extension application.	None	2 mins.	Head, Public Market Division	



None	Close the application	None	2 mins.	Office Clerk, Public Market Division	
	<b>TOTAL:</b>		<b>46 mins.</b>		

## 8. Registration of Helper

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

<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 who would like to add stall helper/s				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
None			None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	<b>FORM</b>
1. Log-in to the eServices site and access the Market One-Stop-Shop.		None	1 min.	Applicant (Stallholder)	
2. Go to Manage Market Lease. Click the stall where the helper will be registered. Then click the Helper Management tab.	None	None	1 min.	Applicant (Stallholder)	
3. Fill out information in the Helper Management tab.	None	None	5 mins.	Applicant (Stallholder)	
4. Submit the form.	None	None	1 min.	Applicant (Stallholder)	
None	Approves application for helper.	None	3 mins.	Market Supervisor	
	<b>TOTAL:</b>		<b>11 mins</b>		







## 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.

<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>	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 .			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-Complaint; or 2. Client Satisfaction Measurement Form		1. Client 2. MDAD Public Assistance Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Call Complaints</b> 1. Client/Citizen to call the MDAD for Complaint.	1. Record and course the call to the concerned Head of Division or Staff.	None	2 mins.	Front Desk Officer
	2. Process the Complaint and provide corresponding action.	None	3 mins.	Concerned Head of Division
	3. Contact the Complainant and inform him / her of the action taken.		2 min.	
	4. Submit After Activity Report to City Market Administrator/ Action Officer for Administration and provide copy to Records Mgt. Section			Concerned Head of Division



<p><b>3. Waik-In Complaints</b> Submits Complaint to the Records Section:</p> <ol style="list-style-type: none"> <li>1. Name of the person being complained;</li> <li>2. State the nature of complaint;</li> <li>3. Name of complainant with complete address and contact number (complainant maybe anonymous).</li> </ol>	<ol style="list-style-type: none"> <li>1. The Front Desk staff upon receipt of the complaint shall immediately forward it to the Records Section for recording.</li> </ol>	None	5 mins.	Front Desk Staff
	<ol style="list-style-type: none"> <li>2. Reviews the validity of the complaint and completeness of information.</li> </ol> <p>A duplicate copy of the complaint shall be retained by the Records Management Section for reference/ file.</p>	None	5 mins.	Records Officer
	<ol style="list-style-type: none"> <li>3. The CMA instruct the Division Head concerned to evaluate and recommend for appropriate action.</li> </ol>	None	5 mins.	City Market Administrator
	<ol style="list-style-type: none"> <li>4. The Division Head shall take action within 72 hours, the following actions are:             <ol style="list-style-type: none"> <li>a. Investigate the complaint;</li> <li>b. Summons the complaint;</li> <li>c. conduct appropriate on-site operation;</li> </ol> <p>And submit report to CMA</p> </li> </ol>	None	72 hours	Division Head concerned



	5. The CMA will evaluate the findings and recommendations of the concerned Division.	None	1 day	City Market Administrator
	6. The CMA shall refer the matter to the City Legal Department, if warranted for appropriate legal action.	None	30 mins.	City Market Administrator
	7. The Records Officer shall furnish copy to the client with the course of action taken	None	10 mins.	Records Officer
<b>C. Processing of Feedbacks/ Client Satisfaction measurement (CSM)</b>	1. Provide feedback Form to clients.	None	10 mins.	Front Desk Staff
	2. Client answers and drop the form to drop box	None	5 mins.	Client
	3. Feedback requiring answers are forwarded to the concerned Head of Division which requires them to answer within 2 days upon receipt of the feedback. The action taken shall be relayed to the client.	None	2 days	Records Officer
	4. Open the drop box and collect CSM forms every 2 weeks			CGSO Personnel

**FEEDBACK AND COMPLAINT MECHANISM**



<p>How to send a feedback?</p>	<p>Client/Citizen call the Market Development and Administration Department for Complaint / submission of a complaint to the Records Section or via the drop box in the frontline desk.</p> <p>Contact info: Front Desk : 89884242 loc. 8354</p>
<p>How feedbacks are processed?</p>	<p>Every two (2) weeks, representative from the General 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 relayed to the citizen / client.</p>
<p>How to file a complaint?</p>	<p>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 and other relevant information.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, client may contact the following telephone numbers :</p> <p>MDAD –</p> <p>Records Section : 89884242 loc. 8352          Front Desk : 89884242 loc. 8354</p>



<p>How complaints are processed?</p>	<p>The Front Desk Staff shall record and course the call to the concerned Head of Division or staff who shall contact the Complainant to inform him / her of the action taken.</p> <p>The Complaint shall be processed immediately for response / action.</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 CMA</p> <p>The Duplicate copy of the complaint shall be retained by the Records Management Section for reference / file.</p> <p>The City Market Administrator 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 within 72 hours from receipt of the complaint</p> <p>The City Market Administrator will evaluate the findings and recommendations of the concerned Division Head.</p> <p>The City Market Administrator shall refer the matter to the City Legal Department, if warranted, for appropriate legal action.</p> <p>The Records Officer shall furnish copy to the client 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 : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 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	3 <sup>rd</sup> Flr. Civic Center Bldg. A, Quezon City Hall, Diliman Quezon City	8988-4242 local 8357
Kamuning Public Market	K-5 <sup>th</sup> 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 <sup>th</sup> Avenue, Brgy., San Roque, Murphy, Quezon City	912-1253
Project 2 Public Market	Kubili St., Brgy. Quirino 2-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. NS Amoranto, Quezon City	732-2406

### APPROVED BY:

\_\_\_\_\_  
**MR. ELMER FERRAN**

City-owned Market Division Head

QC Market Development and Administration Department

Date Signed: \_\_\_\_\_

\_\_\_\_\_  
**MR. ELVIE ESPINA**

Hawker Division Head

QC Market Development and Administration Department

Date Signed: \_\_\_\_\_



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**MS. BERNADETTE MEJIA**

Private Market Division Head

QC Market Development and Administration Department

Date Signed: \_\_\_\_\_

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**MS. MA. MARGARITA T. SANTOS**

City Government Department Head III

QC Business Permits and Licensing Department

Date Signed: \_\_\_\_\_

