



I. MARKET CLEARANCE- ISSUANCE OF MARKET CLEARANCE

This provides for the easy access and business right of the clients (stall owners) with regards to their business establishments leased at the Municipal Public Market.

Office or Division:	OFFICE OF THE MARKET AND SLAUGHTERHOUSE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		Office of the Market Supervisor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients signs in the logbook	Checks and verifies payment records (market occupants ledger)	None	5 minutes	<i>Revenue Collection Clerk II in charge</i>
2. Stall owners/ market occupant requests for market clearance				
3. Clients wait for the result of verification	IF FULLY PAID: a. Issued OR b. Prepares clearance c. Signs the Clearance d. Issues clearance	None	5-10 minutes	<i>RCC II in charge & Market Supervisor III</i>
4. Pay Clearance Fee		P103.00	1 minute	
			5 minutes	
			1 minute	
5. Receives clearance and signs in the Logbook	The Market Personnel issued the clearance to the client and secure the duplicate copy for record purposes of the office.		1 minute	<i>Market Personnel assigned to the client</i>



II. PROCESSING OF APPLICATION FOR MARKET STALLS

In consonance with the thrust of the LGU Calabanga to strengthen trade and commerce, it offers commercial space for lease or rent at the Municipal Public Market.

Office or Division:	OFFICE OF THE MARKET AND SLAUGHTERHOUSE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance 2. Police Clearance 3. Community Tax Certificate (cedula) 4. Bid Money		Barangay he/ she resides PNP Calabanga Barangay/ MTO Market Office/ MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent to bid	Receives letter of intent to bid and advises client to wait for the notice to be sent on a later date within 7 days Sends notice of schedule of bidding to interested bidders/ applicants	None	1-5 minutes	<i>Market Personnel in charge</i>
2. Interested bidders attend the bidding process being conducted	Conducts bidding at the Office of the Market Supervisor with the members of the MBAC	None	30 mins- 1 hr	<i>Market Supervisor Market Bids and Awards Committee</i>



	Determines the winning bidders	None	5 mins after opening of bids	<i>Market Bids and Awards Committee</i>
3. Pays the Bidders Bond	Issue Official Receipt and Notice of Award	Corresponding Cash Bond/ Occupancy Fee	30 mins	<i>RCC II MBAC Market Supervisor</i>

III. RESPONDING TO COMPLAINTS AGAINST VIOLATORS OF CONSUMERS WELFARE ACT

This provides for the easy access to the complaints of the buying public against the business owners, their products and establishments who are violating the Consumers Welfare Act.

Office or Division:	OFFICE OF THE MARKET AND SLAUGHTERHOUSE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the Consumer Welfare Desk Officer for inquiry regarding complaint	1. Attend to complaints: Interview client and record client's complaint in the complaint book	None	15 mins – 1 hr	<i>CWD Officer Market Inspector Market Supervisor</i>
	2. Invites respondents for confrontation	None	Varies depending upon response of both parties	<i>CWD Officer Market Inspector Market Supervisor</i>



	and settlement			
	3. Mediates parties to the complaint	None		
	4. a.) If settled, both parties' signs in the logbook for compromised agreement	None		
	b.) In not settled, forward complaints to the PNP	None		<i>CWD Officer Market Inspector Market Supervisor</i>
	(If complaint is administrative in nature, calls the attention of concerned office/ personnel to address the complaint	None	As soon as possible	<i>CWD Officer Market Inspector Market Supervisor</i>



IV. INSPECTION OF CORAL AND FOOD ANIMALS FOR SLAUGHTER

This service ensures safety of coral and food animals intended for slaughter.

Office or Division:	OFFICE OF THE MARKET AND SLAUGHTERHOUSE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt 2. Certificate of Transfer/ Ownership		MTO/ Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook and presents documents (<i>Proof of Ownership</i>)	Verify necessary documents of large animals	None	1 minute	<i>Slaughterhouse Master II</i>
2. Pays necessary Fee	Collects fees/ Issued OR	Transfer: P 203.00 Ownership P123.00	1 minute	<i>Slaughterhouse Master II</i>
3. Receives certificate and waits	Conducts Ante-Mortem Inspection Issued Inspection Certificate	Cattle: P154.50 Carabao: P154.50 Hog: P 123.60 Coral fees: P16.50 (<i>per head/ per day</i>)	1 min/ head	<i>Slaughterhouse Master II</i>
	Records number of slaughtered animals	None		<i>Slaughterhouse Master II</i>



4. Receives slaughtered livestock	Slaughter/ butchers live animals	None	Large cattle: 30 mins/ head Hog: 15 mins/ head	<i>Authorized Butchers</i>
	Conducts post mortem inspection	None	2 mins/ head	<i>Slaughterhouse Master II</i>
	Branding meat	None	1 min/ head	<i>Slaughterhouse Master I</i>
	Issued Meat Inspection Certificate	None	1 min	<i>Slaughterhouse Master</i>
	Release Meat	None		<i>Slaughterhouse Master II</i>