



# **CITIZEN'S CHARTER**

**March, 2017**

## **THE MISSION**

The Municipality of Balamban aims to enhance the quality of life in every constituent by providing basic services, promoting Filipino values, ensuring a disaster-resilient and climate change adaptive community in a just, orderly and gender-responsive society, maintaining a sustainable environment and well-implemented plans, programs and projects for the development of a vibrant economy.

## **THE VISION**

The Municipality of Balamban is a world-class ship-builder, an economically and socially progressive community, a just, healthy, disaster resilient and climate change adaptive environment, with strong, transparent, responsible and humane leadership with proactive and God-centered citizenry.

## **BALAMBAN MARKET OPERATIONS OFFICE**

### **VISION**

Market Operations Office aims to help the small and medium sized businesses in the locality to grow and attain stability through strategic marketing, quality service and public relations in the next five years.

### **MISSION**

Market Operations Office aims to help our clients achieve sustainable business growth and stability through market intelligence, client – centered service and strategic innovation and to create organization that attracts and develops the small and medium sized businesses in the locality and the neighboring towns.

# 1. SECURING OF MARKET CLEARANCE FOR BUSINESS PERMIT

The market clearance is issued to individuals needing it as one of the requirements in securing a business permit to operate in the premises of the Balamban Public Market. For stall owners they are required to settle their monthly dues and daily dues for special permittees to secure their market clearance.

Office or Division:	Market Operations Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business entity			
Who may avail:	Businessmen / entrepreneurs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 original copy of Barangay Clearance 2. 1 original copy of Cedula 3. 1 copy of Application form from MTO			Barangay where the public market is situated Barangay/MTO MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire as to requirements	1. Briefing/short interview, provide list of requirements	NONE	5 mins.	Dindo/Shiela
2. Submit requirements	2. Receive/Review/Verify application form, requirements submitted and advise client to proceed to MTO for payment	NONE	5 mins.	Dindo/Shiela
3. Payment for Market clearance	3. Issue Official Receipt	(c/o MTO)	10 mins.	MTO staff
4. Return to Market Operations Office	4. Issue Market Clearance (with waiver for special Permits)	NONE	5 mins.	Dindo/Shiela/Gerrick
***Service time may vary depending on the bulk of transactions & availability of signatories				

TOTAL: 25 Minutes/Market Clearance

## 2. RENEWAL OF CONTRACT OF LEASE FOR STALL OWNERS

The market stall owners are required to renew their contract of lease to continue their business operation in the Balamban Public market 1 to 2 months before the expiration of their contracts of lease. Stall owners need to renew their contract of lease every five (5) years to continue their business operation in the public market.

<b>Office or Division:</b>	Market Operations Office			
<b>Classification:</b>	Simple/complex			
<b>Type of Transaction:</b>	G2B – Government to Business entity			
<b>Who may avail:</b>	Market stall owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 original copy of rescent contract of lease 2. 1 government issued ID 3. 1 original copy of latest stall rental receipt		Owner's copy Owner's ID/s Owner's copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire as to requirements	1. Briefing/short interview, provide list of requirements	NONE	5 mins.	Dindo/Shiela
2. Submit requirements	2. Receive/Review/Verify the submitted requirements	NONE	5 mins.	Dindo/Shiela
3. Affixing of signature to the new contract	3. Discuss and review the term stipulated in the contract of lease	NONE	10 mins.	MTO staff
4. Waiting for the contract to be signed and notarized	4. Endorsing and Affixing of signatures of the new contracts to the different approving offices	NONE	1 – 2 weeks	Market Operations Head, MTO head, Municipal Mayor and Notary Public's Lawyer
5. Claiming of the notarized new contract of lease	5. Ask the owner to present their government issued ID and let them sign the book of records before handing the notarized contract to the owner	NONE	5 mins.	Dindo/Shiela
***Service time may vary depending on the bulk of transactions & availability of signatories				

**TOTAL: 2 weeks or more**

### 3. SECURING AND ACQUISITION OF STALL IN THE PUBLIC MARKET

Every businessmen and entrepreneur who wish to own a vacant stall/s in the public market to operate a business are required to submit an application in order to participate in the bidding process for the vacant/new stall.

<b>Office or Division:</b>	Market Operations Office / BAC Office			
<b>Classification:</b>	Simple/complex			
<b>Type of Transaction:</b>	G2B – Government to Business entity			
<b>Who may avail:</b>	Businessmen / entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 original copy of letter of intent 2. 1 original copy of notarized application letter 3. Text/ chat message of confirmation 4. 1 original copy of notice of award (for bid winner) 5. 1 original copy of official receipt (for bid winner)		Owner's copy Market Operations Office Sent from Market Office hotline Market Operations Office / BAC office MTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire as to requirements	1. Briefing/short interview, provide list of requirements	NONE	5 mins.	Dindo/Shiela
2. Submit requirements	2. Receive/Review/Verify the submitted requirements	NONE	5 mins.	Dindo/Shiela
3. Waiting for the bidding schedule	3. Ask contact numbers of applicants and inform them of the pre bidding and final bidding schedules	NONE	10 mins.	MTO staff
4. Attending the pre bidding and final bidding schedule	4. Discussion of the proceedings and manner of the pre bidding and final bidding process	NONE	2 – 3 weeks	Market Opearations Office/ BAC office
5. Waiting of award for the bidded stall	5. Issue notice of award to the highest bidder and owner of the bidded stall.	NONE	5 mins.	Dindo/Shiela
6. Payment of rights to the awarded stall	6. Inform the new stall owner to pay the highest bidded amount to the cashier at the MTO.	(c/o MTO)	10 mins	MTO staff
7. Signing of the new Contract of Lease	7. Prepare the contract of lease to the new owner and discuss important things to remember before signing the contract	NONE	10 mins	Dindo/Shiela
***Service time may vary depending on the bulk of transactions & availability of signatories				

**TOTAL: 1 Month or more**