



OFFICE OF THE OLONGAPO CITY PUBLIC MARKET

CITIZEN'S CHARTER 2023 (3rd Edition)

I. Mandate

THE OLONGAPO CITY PUBLIC MARKET

Section 9 of the City Ordinance No. 13 series of 2017 also known as the 2017 Market Code of Olongapo City" Mandates the Market Administrator to have administrative supervision and control of the market operation. The Olongapo City Public Market (OCPM) is

listed under section 5 of the above stated City Ordinance as one of the existing Public Market of the City

II. Vision

THE OLONGAPO CITY PUBLIC MARKET

Shall be a mode of transparency and good governance and to provide cleanliness, secured, orderly and price monitored public market.

III. Mission

THE OLONGAPO CITY PUBLIC MARKET

Is dedicated to provide comfortable atmosphere of trading and business opportunities that will encourage and income activities to its stakeholders.

IV. Service Pledge

THE OLONGAPO CITY PUBLIC MARKET

Commits to adhere to ISO standard and fully implement the quality management system in LGU - Olongapo City which is beneficial to the market and consistently meets its quality standard in fostering business climate.

Aims to improve its quality management system through issuance of error free market clearance and working permit within one working day.

Is committed to further improve the services to all stakeholders through its continuous rationalization of processes and procedures in its front line operations and other innovative measures.



LIST OF SERVICES

Office of the Olongapo City Public Market

External Services

1. Issuance of renewal of contract
2. Issuance of market clearance for business permit
3. Issuance of working permit for repair and renovation of stall
4. Issuance of certifications



**Office of the Olongapo City Public
Market
External Services**



Office / Division	Office of the Olongapo City
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Stakeholders

1. Issuance of Market Clearance (Renewal of Contract)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form (1 original) Official receipt (1 photo copy) 2x2 picture with white background (2 original)	Olongapo City Public Market Olongapo City Public Market Photo Studio

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. inquire	Answer the query of applicant. Check if delinquent or signed contract. If no record for delinquent. If delinquent proceed to city planning and treasury officer to settle and pay.give the application form. Attached the official receipt and affixed signature.	None	5 minutes	Front liner of olongapo city public market office/ Treasury officer And city planning officer
Fill up the application	Assist/conduct &	100.00	1 hours	Front line & inspector officer of

form in complete details 2x2 picture (2pcs)	Verify record and Prepare the market clearance. Front liner/inspection			olongapo city public market
wait	evaluate		5 minutes	Inspector Officer of olongapo city public market
wait	assess		10 minutes	inspector Head & Admin Head of olongapo city public market office
wait	Approved and signature of market administrator		5 minutes	Market Administrator
releasing	Stallholder will sign the receiving copy for release the copy for stallholder		5 minutes	Front liner of olongapo city public market office
Total			1 hour and 30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at front desk of olongapo city public market	1. Answer the query of applicant. Check if delinquent or signed contract. If no record for delinquent. If delinquent proceed to city planning and treasury officer to settle and pay. if not delinquent give the application form. Attached the official receipt and affixed signature.	None	5 minutes	Admin. Aide I olongapo city public market
2. Fill up the application form in complete details 2x2 picture attach (2pcs)	2. Verify record of stallholder for violations.	None	10 minutes	inspector officer of olongapo city public market
	2.1 Approval and signing of market clearance	None	5 minutes	Market Administrator olongapo city public market
3. Pay fee market clearance at revenue collection clerk II	3. receive payment and official receipt	100.00	10 minutes	Revenue collection clerk II olongapo city public market
4. Receive market clearance	4. Issue and release market clearance	None	5 minutes	Admin. Aide I olongapo city public market office



2. Issuance of market clearance for business permit (application)

Office / Division	Office of the Olongapo City	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All Stakeholders	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Application form (1 original) Official receipt of last monthly rental fee (1 photo copy) 2x2 picture with white background (2 original)	Olongapo City Public Market Olongapo City Public Market Photo Studio	
Total	35 minutes	



Office / Division	Office of the Olongapo City	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All Stakeholders	

3. Issuance of working permit for repair and renovation of stall

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to front desk of olongapo city public market.	1. Answer the query of applicant. Check if	None	5 minutes	Admin. Aide I Olongapo City Public Market
	1.1 verify record of stallholder	None	5 minutes	Inspector Olongapo City Public Market
	1.2 interview client about program of work	None	5 minutes	Inspector Olongapo City Public Market
	1.3 Approve and sign working permit	None	3 minutes	Market Administrator Olongapo City Public Market
2. Pay fee for working permit	2.Revenue collection clerk II to receive payment and issue official receipt	100.00	5 minutes	Revenue collection clerk II olongapo city public market
3. Receive working permit	3.release working permit to client	None	5 minutes	Admin. Aide I Olongapo City Public Market
Total			28 minutes	



Who may avail:	All Stakeholders
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4. Issuance of Certifications (Stall Application requirements)

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application form (1 original) Official receipt (1 photo copy) 2x2 picture with white background (2 original)			Olongapo City Public Market Olongapo City Public Market Photo Studio	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

2. inquire	Answer the query of applicant. Check if delinquent or signed contract. If no record for delinquent. If delinquent proceed to city planning and treasury officer to settle and pay.give the application form. Attached the official receipt and affixed signature.	None	5 minutes	Front liner of olongapo city public market office/ Treasury officer And city planning officer
Fill up the application form in complete details 2x2 picture (2pcs)	Assist/conduct & Verify record and Prepare the market clearance. Front liner/inspection	100.00	1 hours	Front line & inspector officer of olongapo city public market
wait	evaluate		5 minutes	Inspector Officer of olongapo city public market
wait	assess		10 minutes	inspector Head & Admin Head of olongapo city public market office
wait	Approved and signature of market administrator		5 minutes	Market Administrator
releasing	Stallholder will sign the receiving copy for release the copy for stallholder		5 minutes	Front liner of olongapo city public market office
Total			1 hour and 30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Drop down the suggestion box and for further question & concern please call in land line.
How feedback are processed	We do make sure an as soon as possible action.
How to file a complaint	We do have log book & blotter book.
How complaint are processed	Confront the two sides to be fair to each other.

LIST OF OFFICE

Office	Olongapo City Public Market Office
Address	Rizal Avenue East Bajac - Bajac, Olongapo City
Contact information	222 - 1201