

# **ECONOMIC ENTERPRISE MANAGEMENT OFFICE EXTERNAL SERVICES**

**CITIZEN'S CHARTER**



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### 1. RENEWAL OF CONTRACT OF LEASE

<b>OFFICE OR DIVISION</b>	Economic Enterprise Management Office – Imus Public Market and Bahayang Pag-asa Public Market			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Imus Public Market Stallholders / Bahayang Pag-asa Public Market Stallholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Present Business Permit	Business Permits and Licensing Office			
Previous Contract of Lease	Imus Public Market/Bahayang Pag-asa Public Market – Admin Office			
Community Tax Certificate (Cedula)	City Treasurer’s Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request.	1. Verify and evaluate the requirements	None	3 minutes	<b>Romel F. Lazo</b> (Imus Public Market) <b>Herbert L. Sapida</b> (Bahayang Pag-asa Public Market)
2. Receive Order of Payment	2. Issue Order of Payment	None	1 minute	<b>Romel F. Lazo</b> <b>Loralie Lizel S. Garde</b> (Imus Public Market) <b>Herbert L. Sapida</b> (Bahayang Pag-asa Public Market)
3. Pay the required fees and get the Official Receipt (OR)	3.1 Receive the payment and issue Official Receipt	Php 200.00	2 minutes	<b>City Treasurer’s Office</b> (Imus Public Market) <b>Richard R. Velasco</b> (Bahayang Pag-asa Public Market)
	3.2 Process the Request	None	5 minutes	<b>EEMO Staff</b> (Imus Public Market) <b>Herbert L. Sapida</b> (Bahayang Pag-asa Public Market)

	3.3. Sign the document			<b>Romel F. Lazo</b> (Imus Public Market & Bahayang Pag-asa Public Market)
	3.4 Deliver the document to the city hall for signature of the BPLO head and City Mayor			<b>Evelyn R. Lara / Celerina R. Dizon</b>
	3.5 Notarize the Document	None	5 days	<b>City Legal Office</b>
4. Get the Document	4. Release the document signed and notarized.	None	1 minute	<b>EEMO Staff</b> (Imus Public Market) (Bahayang Pag-asa Public Market)
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>5 days and 11 minutes</b>	

## 2. MARKET CLEARANCE AND CERTIFICATION

Review and evaluation of stallholders based on accounts.

<b>OFFICE OR DIVISION</b>	Economic Enterprise Management Office – Imus Public Market and Bahayang Pag-asa Public Market			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Imus Public Market Stallholders / Bahayang Pag-asa Public Market Stallholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Appearance of Stallholders (for Certification)		Client		
Official Receipt (OR) of Stall Fee Electricity Fee and Sublease Fee		Client		
Previous Business Permit		Business Permits and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit the request.	1. Verify the status of payment of the stallholder and issue order of payment	None	3 minutes	<b>Loralie Lizel S. Garde</b> (Imus Public Market) <b>Herbert Sapida</b> (Bahayang Pag-asa Public Market)
1.2 Receive Order of Payment				<b>City Treasurer's Office</b>
2. Pay the required fees and get the Official Receipt (OR)	2. Receive the payment and issue Official Receipt	Php 100.00	2 minutes	<b>Rhodora U. Papa</b> <b>Jefferson M. Sayas</b> <b>Annegelica C. Pascual</b> (Imus Public Market)  <b>Richard R. Velasco</b> (Bahayang Pag-asa Public Market)
3. Get the Document	3.1. Sign the document.	None	2 minutes	<b>Romel F. Lazo</b> (Imus Public Market and Bahayang Pag-asa Public Market)

	3.2 Release the document	None	2 minutes	<b>EEMO Staff</b> (Imus Public Market) <b>Herbert L. Sapida</b>  (Bahayang Pag-asa Public Market)
Fill-out Client Satisfaction Rating Form				
	<b>TOTAL</b>	<b>None</b>	<b>9 minutes</b>	

**NOTE:** Inform the client to proceed to barangay hall for Market Clearance/Barangay Endorsement for the Renewal of Business.

### 3. MARKET STALL RENOVATION PERMIT

This covers the minor repair of electrical and plumbing.

<b>OFFICE OR DIVISION</b>	Economic Enterprise Management Office – Imus Public Market and Bahayang Pag-asa Public Market			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Imus Public Market Stallholders / Bahayang Pag-asa Public Market Stallholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Client		
Accomplished Renovation Form (3 copies)		Imus Public Market / Bahayang Pag-Asa Public Market – Admin Office		
Sketch plan (if applicable)		Client		
Authorization from Stallholder (if sublessee)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request.	1.1 Record the request and the date of renovation	Php 50.00	3 minutes	<b>Rizzalyn M.Valenzuela</b> <b>Evelyn R. Lara</b> (Imus Public Market) <b>Herbert L. Sapida</b> (Bahayang Pag-asa Public Market)
	1.2 Inspect the stall for renovation (electrical and plumbing for repair)	None	15 minutes	<b>Reymon B. Pasao</b> Market Inspector <b>Raul Q. Abella</b> <b>Noel Salumbides</b> <b>Maintenance Staff</b> (Imus Public Market)  <b>Herbert L. Sapida</b> Market Inspector (Bahayang Pag-asa Public Market)
	1.3 Approve the request	None	2 minutes	<b>Romel F. Lazo</b> (Imus Public Market) <b>Herbert L. Sapida</b> (Bahayang Pag-asa Public Market)

2. Claim the Document	2. Process and release the document	None	3 minutes	<b>Loralie Lize S. Garde</b> (Imus Public Market) <b>Herbert L. Sapida</b> <b>Judilyn N. Olavario</b> (Bahayang Pag-asa Public Market)
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Php 50.00</b>	<b>23 minutes</b>	

**4. TRANSFER OF RIGHTS**

<b>OFFICE OR DIVISION</b>	Economic Enterprise Management Office – Imus Public Market and Bahayang Pag-asa Public Market			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Imus Public Market Stallholders / Bahayang Pag-asa Public Market Stallholders and qualified Residents of City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Appearance of Previous and New Stallholder		Client		
Updated Contract of Lease of Previous Stallholder		Client/ Imus Public Market/Bahayang Pag-asa Public Market – Admin Office		
Latest Business Permit of Previous Stallholder		Business Permits and Licensing Office		
Community Tax Certificate (CTC) of Previous and New Stallholder		City Treasurer’s Office		
Valid ID of Previous and New Stallholder (1 Copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request.	1. Verify and evaluate the requirements	None	2 minutes	<b>Romel F. Lazo</b>
2. Receive Order of Payment	2. Issue Order of Payment	None	1 minute	<b>Romel F. Lazo</b>
3. Pay the required fees and get the Official Receipt (OR)	3.1 Receive the payment and issue Official Receipt	<b>Good Will Fee</b> <b>Wet Section</b> – Php 100,000.00; <b>Dry Section</b> – Php 120,000.00; <b>Miscellaneous fee</b> <b>(Renewal Fee)</b> Php 200.00	2 minutes	<b>City Treasurer’s Office</b>
	3.2 Process the Request	None	5 minutes	<b>EEMO Staff</b>
	3.3. Sign the document	None	1 minute	<b>Romel F. Lazo</b> <b>EEMO</b>
	3.4 Deliver the document to the city hall for signature of the BPLO head and City Mayor	None		<b>EEMO Staff</b>
	3.5 Notarize the Document	None	3 days	<b>City Legal Office</b>
4. Get the Document	4. Released the signed documents to the Stallholders	None	3 minutes	<b>EEMO Staff</b>
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>3 days and 14 min.</b>	



**5. PAYMENT OF SLAUGHTERHOUSE FEES**

<b>OFFICE OR DIVISION</b>	Economic Enterprise Management Office – Imus City Slaughterhouse			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B, Government to Business; G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All hog, cattle, and goat dealers and vendors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Shipping Permit		Client		
Hog, cattle and goat		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Present the shipping permit.	1.1 Check permit and count the hogs, cattle, and goats	None	10 minutes	<b>Melvin Romilla; Magfelio Lopez Jr.;</b>
	1.2 Ante-mortem inspection and animal observation	None	10 minutes	<b>Melvin Romilla; Magfelio Lopez Jr.;</b>
	1.3 Slaughter the animals	None	30 minutes (per animal)	<b>Butcher</b>
	1.4 Post-mortem inspection and branding	None	5 minutes	<b>Melvin Romilla; Magfelio Lopez Jr.;</b>
	1.5 Weigh the animal and record the weight	None	5 minutes	<b>Miralfez Santos; Alrex Legion</b>
1.2. Receive Order of Payment	1.6 Assess the amount to be paid and issue Order of Payment	None	2 minutes	<b>Jerry Jarin; Danielyn Barbon</b>
2. Pay the slaughter fees and get the Official Receipt (O.R.)	2. Receive payment and release the Official Receipt (O.R.)	See below	2 minutes	<b>Jerry Jarin; Danielyn Barbon</b>
3. Receive the slaughtered animals.	3. Deliver the slaughtered animals	None	15 minutes	<b>Adonis Irenea; Roger Desamparado</b>
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>1 hour, 19 minutes</b>	

**Slaughter Fees**

<b>Fees</b>	<b>Hog</b>	<b>Cattle</b>	<b>Goat</b>
Slaughter Fees	Php 100.00 / head	Php 200.00/ head	Php 20.00 / head
Permit to Slaughter	Php 20.00 / head	Php 30.00 / head	Php 20.00 / head
Corral Fee	Php 5.00 / head	Php 7.00 / head	Php 5.00 / head
Ante Mortem Fee	Php 5.00 / head	Php 7.00 / head	Php 3.00 / head
Post Mortem Fee	Weight X 0.35 / kilo	Weight X 0.35 / kilo	Weight X 5.95 / kilo
Waste Disposal	Php 1.00	Php 1.50	Php 0.50
Delivery Charge			
From Imus	Php 15.00	Php 20.00	Php 10.00
From another City/Municipality	Php 40.00	Php 50.00	Php 35.00
Scalding Fee	Php 15.00	Php 20.00	Php 10.00
Boarding Fee	Php 150 / head	Php 200.00 / head	Php 50.00 / head

Note: Butcher's Fee will be paid by the dealers/vendors to the butcher  
 Receiving Time: 7:00 AM – 6:00 PM  
 Schedule of Slaughtering:

<b>DAYS</b>	<b>HOG</b>	<b>CATTLE</b>	<b>GOAT</b>
<b>Sunday – Thursday</b>	11:00 PM – 3:00 AM	7:00 PM – 11:00 PM	6:00 PM – 7:00 PM
	7:00 AM – 9:00 AM		
<b>Friday - Saturday</b>	9:00 PM – 3:00 AM	5:00 PM – 11:00 PM	
	7:00 AM – 9:00 AM		

## 6. COMPLAINT/MEDIATION

<b>OFFICE OR DIVISION</b>	Economic Enterprise Management Office – Imus Public Market, Bahayang Pag-Asa Public Market and Imus City Slaughterhouse			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizens			
<b>WHO MAY AVAIL THE SERVICE</b>	Imus Public Market Stallholders / Bahayang Pag-asa Public Market Stallholders / Imus City Slaughterhouse Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Appearance of Complainants		Imus City Public Market/Bahayang Pag-Asa Public Market & Imus City Slaughterhouse -Security Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report of Complaints	1.1 Record and verify the complaint report	None	3 minutes	<b>Security Staff</b>
2. Go to scheduled date	2.1 Invite the appearance of concern parties	None	3 minutes	<b>Security Staff</b>
	2.2 Mediate the report complaints	None	5 minutes	<b>Christian Chester Sauler</b> Imus Public Market
	2.3 Record/blotter of report	None	1 minute	<b>Elmer Olaes Jr.</b> Bahayang Pag-asa Public Market <b>Leopoldo Del Rosario Jr.</b> Imus Slaughterhouse
3. Get the copy of report	3. Release the copy of blotter for both parties	None	1 minute	<b>Security Staff</b>
<b>TOTAL</b>		None	<b>13 minutes</b>	