



MARKET ADMINISTRATION OFFICE



I. **Mandate**

The Market Administration Office shall primarily be responsible for the management and regulation of Arraque Market, Bambang Market, Baseco Market, Central Market, Dagonoy Market, Divisoria Market, New Antipolo Market, New Pritil Market, Obrero Market, Paco Market, Pampanga Market, Quinta Market, Sampaloc Market, San Andres Market, Sta. Ana Market, Trabajo Market, Wagas Market and Ten (10) Talipapa's in the city. It shall Plan, Develop, Prescribe, Disseminate and Enforce Policies rules and regulations and coordinate governing public, private and joint ventures.

II. **Vision**

A public center of staple foods and basic necessities for the rich, not so rich and poor people of society where at all times the equilibrium of prices and commodities is maintained.

III. **Mission**

To render public service primary the needs of people through a buying center centrally located that is safe, orderly, clean and beautiful.

IV. **Service Pledge**

The **Market Administration Office** is tasked to perform the following functions:

- Administration and operation of all public markets and talipapas of the City of Manila;
- Enforcement of the provisions of the Market Code and sanitary rules and regulations for order and conduct within the market premises;
- Upgrade and streamline market management to ensure safety, comfort and convenience of stallholders, vendors and the buying public.
- Maintenance of the efficient and economic utilization of all market properties, facilities equipment and supplies; and
- Encouragement and monitoring of all stallholders and transient vendors for the payment of their respective market fees and rentals.

We the officials and employees of the Market Administration Office, Manila, commit to serve the people, the stallholders, the buying public, all stakeholders and partners the best way possible, imbued with the values of:

Transparency	Motivation
Efficiency and	Ability and
Accountability, being pro-active	Opportunity

Movers of



MARKET ADMINISTRATION OFFICE

External Services



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1. Application to Lease Market Stalls

A bonafide residence of the City of Manila is allowed to apply for any vacant stalls in all public market in Manila considering that they meet the allowable age.

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	18 years old and above / Residence of Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application to Lease (4set)		Office of the Market Supervisor III		
2. Profile (4set)		Office of the Market Supervisor III		
3. 2x2 Pictures (4set)		Client		
4. Barangay Certificate (4set)		Barangay Residential Address		
5. Photo Copy of Valid I.D. (4 set)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Forms	1. Check the application form & requirements	P10.00	15 MINS.	Market Supervisor III
2. Fill up & Notarized all forms	2. Received the Application			Market Admin. Office Officer-In-Charge
3. Complete all requirements	3. Forward to the Office of the Officer-In-Charge			City Administrator & Chairman, Market Committee, Manila
4. Submit to the Office of the Market Supervisor III	4. Indorse to the Market Committee and wait for the Market Resolution			
5. Wait for the Market Committee Resolution for the result of the application				
	Total	P10.00	15 MINS.	



2. Application for New/Renewal of Business Permit

Office or Division:	Permit & Statistical Section / Operations Division			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Public Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. New/Renewal Data Sheet	Office of the Market Supervisor III			
2. Profile of Stallholders	Office of the Market Supervisor III			
3. Previous O.R.				
4. Previous Mayors Permit				
5. Previous Payment in Fire				
6. Previous Payment in Zoning				
7. Barangay Certificate	Barangay where Business Conducted			
8. Market Resolution for New Business				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Forms & Fill up	1. Check & Verify the Renewal/New Form and requirements	None	15 min.	Market Supervisor III
2. Complete all requirements	2. Indorse to the License Division			Market Admin. Office Officer-In-Charge
3. Submit to the Market Supervisor III for verification and indorsement from Market Admin. Office				License Div. Personnel
4. Submit to the License Division				City Treasurer's Office Personnel
5. Release of Statement of Account				
6. Payment				
7. Released of Mayors Permit and Sticker / Permit Plate				
	Total	None	15 MINS.	



3. Sealing of Metric Instruments of Weights

Office or Division:	Weights & Measures / Operations Division			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Market Vendors in the City of Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old License				
2. Current Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Order of Payment			5 mins.	Weights & Measures Personnel
Payment		1.1-30kg - 30 Penalty - 150 2.1-30kg - 40 Penalty - 200 3.1-30kg - 50 Penalty - 250 4.1-30kg - 75 Penalty - 375 5.1-30kg - 150 Penalty - 750 6.1-30kg - 150 Penalty - 750		Cashier City Treasurer's Office
	Total		5 MINS.	



4. SEALING APOTHECARY BALANCE OF OTHER BALANCE OF PRECISION

Office or Division:	Weights & Measures / Operations Division			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Market Vendors in the City of Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old License				
2. Current Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Order of Payment			5 mins.	Weights & Measures Personnel
Payment		1.3000 kg - 100 Penalty - 500 2.300-3000 kg - 75 Penalty - 375 3.30-30kg - 50 Penalty - 250 4.30kg or less - 20 Penalty - 100		Cashier City Treasurer's Office
	Total		5 MINS.	



5. SEALING OF GASOLINE PUMPS

Office or Division:	Weights & Measures / Operations Division			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Market Vendors in the City of Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old License				
2. Current Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Order of Payment			5 mins.	Weights & Measures Personnel
Payment		1.per pump - 200 Penalty - 1000 (oil dispenser) 2. per pump - 200 Penalty - 500 Calibration fee - 50 Penalty 500% of reg. fee		Cashier, CTO
	Total		5 MINS.	



6. Inspection of New Business

Office or Division:	Inspection & Investigation Section			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Applicant of New Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from Bureau of Permits		Central Office, Market Administration Office		
2. Weighing Scale				
3. Location Map of Business				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the Indorsement from Bureau of Permit	Validate the location map	None	30 mins.	Market Inspector
Complete the requirements	Inspect the Business Location			MAO, Officer-In-Charge
	Forward the Inspection report to the Bureau of Permits			
	Total		30 MINS.	



7. Loan Application

Office or Division:	Personnel Section / Administrative Services			
Classification:	Simple			
Type of Transaction:	G2B- Government to Government			
Who may avail:	Market Administration Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up Form		Central Office, Market Administration Office		
2. Valid Id				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Forms	Validate the requirements	None	30 mins.	MAO, Personnel Officer
Fill up and Complete the requirements	Prepare Certificate of Employment & Salary			MAO, Officer-In-Charge
File	Prepare Certificate of Leave Credits			
	Forward to the Agency			

8. Correspondence

Office or Division:	Records Section / Administrative Services			
Classification:	Simple			
Type of Transaction:	External/Internal			
Who may avail:	Walk in client / Vendors / MAO Personnel / Inter Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. 4 set of Documents		Central Office, Market Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the set of documents	1. Validate the Attachment of the letter	None	5 mins.	MAO, Records Personnel
2. Attach the supporting documents	2. Record the documents			MAO, Officer-In-Charge
	3. Indorse the letter to the assign officer			



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Fill in the public assistance action sheets available at the public assistance and complaint desk and drop it in the box provided</p> <p>Talk to our Office Head / Personnel Officer for the performance of our personnel.</p> <p>Call us at telephone No. 8310-5773</p> <p>Email us at market.cityofmanila@gmail.com</p> <p>Message us at our Facebook Page Market Administration Office</p> <p>Message us at our Facebook Account Manila Market</p>
How feedbacks are processed	Regular collate of feedback and comments
How to file a complaint	Send us Letter/Email/Message us in our Facebook Account/Page/Call us or fill up the action sheets available at the public assistance and complaint desk and drop it in the box provided
How complaints are processed	Investigate & Act immediately
Contact Information of CCB, PCC, ARTA	



LIST OF OFFICES

Office	Address	Contact Information
Central Office	2 nd Floor Manila Building	5310-5773
	Barangay Bureau	
	Arroceros St. Ermita	
Arranque Market	cor. T. Alonzo & C.M.	None
	Recto Sta. Cruz	
Bambang Market	cor. Bambang & Dizon	None
	St. Tondo	
Baseco Market	Baseco Port Area	None
Central Market	Cor. Quezon Blvd. &	None
	Valeriano St. Sta. Cruz	
Dagonoy Market	Cor. Onyx & Dagonoy St.	None
	San Andres	
Divisoria Market	Cor. M. De Santos &	None
	Tabora St.	
Obrero Market	Cor. Rizal Ave. &	None
	Blumentritt St. Sta. Cruz	
Paco Market	Pedro gil cor. Dart St.	None
	Paco	
Pampanga Market	Pampanga Gagalangin	None
	Tondo	
Pritil Market	Cor. Herbosa St., Juan	None
	Luna St. Tondo	
Quinta Market	Cor. Palanca & Ducus St	None
	Quiapo	
Sampaloc Market	Cor. Legarda & Bustillos	None
	Sampaloc	
San Andres Market	Cor. Leveriza & San	None
	Andres Malate	
Sta. Ana Market	Pedro Gil Sta. Ana	None
Trabajo Market	Cor. M. Dela Fuente &	None
	S.H. Loyola St. Sampaloc	
Wagas Market	Wagas St. Tondo	None