

# CITIZENS' CHARTER

## Market & Slaughterhouse Division

**Mandate:** To manage, regulate, and oversee the operation of the Public Market and Slaughterhouse facilities. It is responsible for upholding safe, orderly, and clean operations while enforcing existing laws, and making sure that revenues are properly collected.

**Vision:** A hygienic, secure, and well-managed market and slaughterhouse facilities that ensures efficient service delivery, food safety, and sustainable economic growth while offering dependable and easily accessible facilities for vendors, farmers, traders, and customers.

**Mission:** To effectively oversee and regulate market and slaughterhouse operations by guaranteeing hygienic, safe, and orderly facilities, strict sanitation and meat inspection regulations, appropriate revenue collection, and high-quality public service, all the while promoting local economic development, food safety, and the well-being of vendors, farmers, traders, and consumers.

### FRONT LINE SERVICES

#### 1. ISSUANCE OF OFFICIAL RECEIPT FOR STALL RENTAL & ELECTRIC PAYMENT

WHO MAY AVAIL OF THE SERVICE : Stall lessees

REQUIREMENTS : Previous Official Receipt ( optional )  
Bill

HOW TO AVAIL OF THE SERVICE:

CLIENT STEPS	PERSONNEL ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Previous Official Receipt/Bill	Computes the amount to be collected	Depends on the computed amount due for payment	3 minutes	Market collector
In the absence of previous receipt, the payer will just tell the collector the lessees name, section & stall number	Calculates the amount due for payment	Depends on the computed amount due for payment	5 minutes	Market collector

#### 2. ISSUANCE OF MARKET CLEARANCE

WHO MAY AVAIL OF THE SERVICE: Stall lessees

REQUIREMENTS : Receipts as proof of updated payments

HOW TO AVAIL OF THE SERVICE:

CLIENT STEPS	PERSONNEL ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Update payment at the cashier and pay the market clearance fee and fill out the form	Check records for unpaid bills, issue official receipt and give the lessee the market clearance form	Market Clearance fee is only P150.00	5 to 7 minutes	First to sign the clearance form is the personnel in charge of the posting of payments. His/her signature is indicative that the rental payment is updated. Second to sign is the personnel handling the electricity account. Final signatory is the market supervisor as acknowledgment of the document

### 3. Issuance of Cash tickets

WHO MAY AVAIL OF THE SERVICE: All vendors

REQUIREMENTS : the vendor occupies an extra space & with delivery of goods

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	PERSONNEL ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Display their goods at a certain area	Issues cash tickets	Depend on the size of the space occupied	30 seconds	Market collector
Purchase goods and delivered in the market for sale	Issues cash tickets for every goods delivered in the market for sale	Depends on the kind and the number of goods brought in the market for sale	1-3 minutes	Market collector

### 4. SLAUGHTERING OF ANIMALS AND COLLECTION OF FEES

WHO MAY AVAIL OF THE SERVICE: Meat Dealers/Suppliers

REQUIREMENTS :

HOW TO AVAIL OF SERVICE

CLIENT STEPS	PERSONNEL ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Pull out an animal from the holding pen and slaughter it</p>	<p>Weigh the carcass and log the data and the name of the owner</p>	<p><b>Permit Fee to Slaughter:</b>                      Large cattle – P15.00/head                      Hogs- P10.00/head                      Goat/Sheep- P10.00/head  <b>Slaughter Fee:</b>                      Large Cattle- P25.00/head                      Hogs- P25.00/head                      Goat/sheep- P20.00/head                      All others P2.00/head  <b>Corral Fee:</b>                      Large Cattle- P25.00/head                      Hogs- P20.00/head                      Goat/Sheep- P20.00/head                      All Others- P10.00/head  <b>Ante-Mortem Inspection Fee:</b>                      Large Cattle- P20.00/head                      Hogs- P10.00/head                      Goat/Sheep – P5.00/head  <b>Post-Mortem Inspection Fee:</b>                      Large Cattle- P20.00/head                      Hogs- P35.00/head                      Goat/sheep- P15.00/head</p>	<p>10-20 minutes</p>	<p>Collector</p>

