

2. SERVICE NAME: IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS AND ORDINANCES

The Task Force for Transport and Traffic Management Office – Enforcement Section enforce the implementation of the Quezon City Traffic Code Ordinances and other relative laws, ordinances and regulations.

Office or Division:	Enforcement Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Drivers / Motorist, Pedestrians and Concerned Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter – Complainant		Complainant		
2. Email – tfttm@quezoncity.gov.ph		QC Web Portal		
3. Phoned-in – Trunkline 8-988-4242 TTM- 8-703-8906		QC Web Portal		
4. Text-in Complaints – (Comcen: 09178446565) / (Enforcement:8-710-2256)		QC Web Portal		
5. Walk-in TFTTM form		TF-TTM		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients prepare Complaints / Requests	1.1. Receives and Records complaints / requests, attaches routing slip and forwards to the office of the Dept. Head, TTMD	None	5 minutes	Clerk (Receiving and Releasing Section, Administrative Division) TF-TTM Office
	1.2. Reviews / asses the nature of complaints / request and refer to the TOD for appropriate action / complete staff work	None	10 minutes	Head, TF-TTM Office

	1.3. Review / evaluate / assess the nature of complaint / request and forward to Traffic Enforcement Section (TES) for the conduct of verification / verification	None	10 minutes	Chief, Traffic Operations Division TF-TTM Office
	1.4. Prepares Letter Order, forward to Chief, TOD and Asst. Dept. Head for initial and transmit to Head, TTMD for approval.	None	10 minutes	Chief, Traffic Enforcement Section TF-TTM Office
	1.5. Reviews and signs the Letter Order	None	10 minutes	<i>Head,</i> TF-TTM Office
	1.6. Implement the Letter Order by conducting verification / inspection and operation; prepare After Inspection Report or After Operation Report, prepare reply / endorsement to the concerned department / agency / party or individual / sender for the review of Chief, TOD	None	24 hours (3 working days)	<i>Chief,</i> Traffic Enforcement Section TF-TTM Office

	1.7. Check / review the report (After Inspection Report / After Operation Report) submitted by the personnel of Enforcement Section, reply / endorsement to concern department / agency / party, affix the initial thereto and forward to the Asst. Dept. Head	None	10 minutes	Chief, Traffic Operations Division TF-TTM Office
	1.8. Check / review the report (After Inspection / After Operation), supporting document/s and reply / endorsement, and affix signature thereto and transmit to the Head, TTMD for signature	None	10 minutes	Asst. Dept. Head III, TF-TTM Office
	1.9. Check document and sign if found complete; release to Receiving and Releasing Section for appropriate action	None	10 minutes	Head, TF-TTM Office
2. Receive the letter reply and/or copy of endorsement to office concern	2.1. Releases the document (endorsement / reply letter) to the concerned department / agency, copy furnish the complainant	None	5 minutes	Clerk (Receiving and Releasing Section, Administrative Division) TF-TTM Office
TOTAL:		None	3 Days, 1 Hour, 30 Minutes	