



**Office of the City Mayor
Task Force for Transport and Traffic Management**

CITIZEN'S CHARTER

I. Mandate

Executive Order No. 9, series of 2019, creating the Quezon City Task Force on Transport and Traffic Management under the Office of the City Mayor.

- The Task Force for Transport and Traffic Management shall implement the Traffic Management Code and Road Safety Code of Quezon City, which specific focus on: the regulation of tricycles and pedicabs; the orderliness and safety of all forms of public utility vehicle terminals including identified loading and unloading points; and the management of vehicular traffic.

City Ordinance No. SP-2864, Series of 2019, entitled an Ordinance creating the Traffic and Transport Management Department under the Office of the City Mayor, providing for its organizational structure and functional mandate, appropriating funds therefore and other purposes.

- It shall be the sole Transport and Traffic Management Authority vested with the powers to formulate, coordinate and monitor policies, standards and programs relating to traffic and transport management, to rationalize the existing transport operations and to administer and implement all traffic engineering services, traffic enforcement operations, traffic and transport planning, regulations and franchising, transport facilities management, traffic education program, and shall institute a “No-Physical Contact Apprehension” policy in apprehending traffic violators through the use of some technologies in the territorial jurisdiction of Quezon City.

II. Vision

It envisions itself as a reliable, proactive and dynamic institution of the city government towards the transformation of Quezon City as a Quality City of the future.

III. Mission

To develop an efficient transport and traffic management geared towards a modern transportation system that will provide opportunity for economic growth and contribute to the competitiveness of the city.

And, to effectively implement the traffic laws to ensure safety and security of all road users and as well as to provide ease and comfort to the constituents of this city in particular and to the general public in general.



IV. SERVICE PLEDGE

We, the officials and employees of the Task Force for Transport and Traffic Management, commit to:

Reliable partner in the transformation of Quezon City into a dynamic and vibrant city of the future.

Observance of the strict enforcement of existing traffic laws for the general welfare of the riding public.

Adhere the principle of transparency and accountability. The enlistment of the active participation by the barangays and communities in promoting road safety.

Dedicatedly serve the public and road users promptly and efficiently for the ease and comfort of their travel through the removal of road obstructions and unimpeded access of thoroughfares.

Service oriented in the implementation of innovative, sustainable and efficient traffic programs and policies.



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Administrative Section

Internal Services



1. SERVICE NAME: RECRUITMENT, HIRING AND TRAINING OF TFTTM PERSONNEL

The Task Force for Transport and Traffic Management Office – Administrative Section initiate the hiring of interested and qualified individual applicants for recruitment and training of TFTTM personnel. (SP-1444, S-2004)

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All; at least High School Graduate for Traffic & College graduate for Officers & Supervisory Levels			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent/Application – 1 Copy (Original)		Applicant		
2. Personal Data Sheet – 1 Copy (Original)		Applicant		
3. Diploma - 1 Copy (Certified Photocopy)		School		
4. Transcript of Records – 1 Copy (Certified Photocopy)		School		
5. Eligibility – 1 Copy (Certified Photocopy)		Civil Service Commission (CSC)		
6. Birth Certificate – 1 Copy		Philippine Statics Authority (PSA)		
7. Marriage Certificate (Authenticated) – 1 Copy		Philippine Statics Authority (PSA)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit application letter with PDS; Dept. Heads/other Officials forward referrals	1.1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer	None	10 minutes	<i>Receiving Clerk</i> TF-TTM Office
	1.2. Checks qualifications of the applicants and refer to the Head for instruction	None	10 minutes	<i>Chief, Admin</i> TF-TTM Office

	1.3. Assesses applicants based on the documents submitted and refers to Chief Administrative Officer for evaluation	None	10 minutes	<i>Chief, Admin</i> TF-TTM Office
	1.4. Evaluates the documents submitted; gives instructions to administrative Clerks	None	20 minutes	<i>Chief, Admin</i> TF-TTM Office
	1.5. Encodes the name and other personal data of applicant in the master list of all applicants	None	15 minutes	<i>Admin Clerk</i> TF-TTM Office
	1.6. Sets the date for the interview of all applicants and availability of the TF-TTM Selection Committee; (June for those who will be hired for July and/or December for those who will be hired for January; this will depend on the availability of slots for COS).	None	30 minutes	<i>Chief, Admin</i> TF-TTM Office
	1.7. Inform all applicants on the date and time of interview through e-message or text message	None	30 minutes	<i>Admin Clerk</i> TF-TTM Office
2. Appear before the TF-TTM Selection Committee for Interview	2.1. Interviews all applicants	None	8 hours	TF-TTM Selection Committee

	2.2. Tabulates the result of the ratings of TF-TTM Selection Committee Members	None	1 hour	<i>Admin Clerk</i> TF-TTM Office
	2.3. Submits the result to the Chief Administrative Officer	None	20 minutes	<i>Admin Clerk</i> TF-TTM Office
	2.4. Presents result of the Interview to the TF-TTM Head for instructions.	None	15 minutes	<i>Chief, Admin Officer</i> TF-TTM Office
	2.5. Instruct Chief Administrative Officer to set final interview of applicants who passed the initial interview.	None	15 minutes	<i>Head</i> TF-TTM Office
	2.6. Inform all applicants on the date and time of interview through e-message or text message	None	30 minutes	<i>Admin Clerk</i> TF-TTM Office
3. Appear before the TF-TTM Head for final Interview	3.1. Interviews all applicants and advises them to wait for further instruction	None	4 hours	<i>Head</i> TF-TTM Office
	3.2. Gives instruction to the Chief Administrative Officer and identifies applicants to be hired	None	30 minutes	<i>Head</i> TF-TTM Office
	3.3. Informs successful applicants to submit all documentary requirements within 5 days	None	20 minutes	<i>Chief Admin. Officer</i> TF-TTM Office

<p>4. Submits to TF-TTM all the documentary requirements</p>	<p>4.1. Receives and checks on the completeness of the and advises them to report on _____ for the signing of contract and for the general orientation</p>	<p>None</p>	<p>2 hours</p>	<p><i>Admin Clerk</i> TF-TTM Office</p>
	<p>4.2. Prepares Contract of Service for the newly hired applicants</p>	<p>None</p>	<p>1 hour</p>	<p><i>Admin Clerk</i> TF-TTM Office</p>
<p>5. Reports to TF-TTM on the specified date for contract signing and orientation</p>	<p>5.1. Have the newly hired personnel sign contract as Contract of Service employees of TF-TTM for the period _____;</p>	<p>None</p>	<p>2 hours</p>	<p><i>Admin Clerk</i> TF-TTM Office</p>
<p>6. Attends Orientation</p>	<p>6.1. Conducts general orientation re: Administrative Matters Cross reference: Code of Ethics</p>	<p>None</p>	<p>2 hours</p>	<p><i>Chief, Admin Officer</i> TF-TTM Office</p>
<p>7. Attends official training for TF-TTM newly hired personnel</p>	<p>7.1. Conducts and facilitates training for all newly hired Contract of Service Cross reference: Program of Instruction</p>	<p>None</p>	<p>152 hours</p>	<p>TF-TTM Trainors</p>

	7.2. Reviews results of examination given after the training and recommends to the Head the deputation of deserving Newly Hired Personnel	None	2 hours	TF-TTM <i>Trainors</i>
	7.3. Endorses to Admin Division for Issuance of Office Order to Newly Hired Personnel	None	30 hours	TF-TTM Trainors
	7.4. Reviews recommendation of the Education Section and instructs Admin Clerk to prepare Office Order for the New COS	None	1 hour	<i>Chief, Admin Officer</i> TF-TTM Office
	7.5. Prepares Office Orders	None	30 minutes	<i>Admin Clerk</i> TF-TTM Office
	7.6. Recommends approval of the Office Orders by affixing initial for approval of the Head	None	10 minutes	<i>Head</i> TF-TTM Office
	7.7. Reviews, signs and approves Office Order	None	20 minutes	<i>Head</i> TF-TTM Office
	7.8. Releases Office Orders to the newly hired COS	None	30 minutes	<i>Releasing Clerk</i> TF-TTM Office

	7.9. Endorses the newly hired COS to the different Divisions for further mentoring on their actual assignments	None	1 hour	Chief, Admin Officer TF-TTM Office
TOTAL:		None	26 Days, 3 Hours, 45 Minutes	



Office of the City Mayor
Task Force for Transport and Traffic Management

Enforcement Section

External Services

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	<i>Chief</i> , 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	<i>Asst. Dept. Head III</i> , TF-TTM Office
	1.9. Check document and sign if found complete; release to Receiving and Releasing Section for appropriate action	None	10 minutes	<i>Head</i> , 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	<i>Clerk</i> (Receiving and Releasing Section, Administrative Division) TF-TTM Office
TOTAL:		None	3 Days, 1 Hour, 30 Minutes	



Office of the City Mayor
Task Force for Transport and Traffic Management

Engineering Section

External Services

3. 1. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITHOUT PAYMENT)

The traffic clearance is issued to owners of business establishment without delivery.

Office or Division:	Engineering Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Owners of Business Establishment Without Delivery Vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form		TF-TTM Receiving Area		
2. Business Permit with Official Receipt – 1 set (photo copy)		Business Permit and Licensing Department (BPLD)		
3. Barangay Clearance – 1 copy (photo copy)		Barangay where the Business is Addressed		
4. Locational Clearance – 1 copy (photo copy)		City Planning		
5. Fire Safety Inspection Certificate – 1 copy (photo copy)		Quezon City Bureau of Fire Protection (BFP)		
6. Environmental Clearance – 1 copy (photo copy)		Environmental Protection Waste Management Department (EPWMD)		
7. Sketch of Business Location – 1 copy original		Owner of the Business		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits BPLO permit with requirements (all Xerox)	1.1. Receives and records submitted documents and attach routing slip to the documents. To be forwarded to the office of the OIC, TFTTM	None	10 minutes	<i>Receiving / Releasing Clerk TF-TTM Office</i>

	1.2. Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section.	None	10 minutes	<i>Officer-In-Charge & Receiving/ Releasing Clerk</i> TF-TTM Office
	1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken (Letter Order for ocular inspection/coordination)	None	10 minutes	<i>Engineering Section – OIC</i> TF-TTM Office
	1.4. Prepares Letter Order for ocular inspection/coordination.	None	10 minutes	<i>Engineering Section Personnel</i> TF-TTM Office
	1.5. Affixes initial to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.	None	10 minutes	Engineering Section- OIC & Receiving/ Releasing Clerk TF-TTM Office
	1.6. Affixes his signature to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.	None	10 minutes	<i>Officer-In-Charge,</i> TF-TTM Office & Receiving/ Releasing Clerk TF-TTM Office

	<p>1.7. Implements Letter Order; then prepares After Inspection Report with recommendation for approval or denial of the request Traffic Clearance. Engineering Section OIC, affixes initial to the documents. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.</p>	None	24 hours (3 working days)	<p><i>Section OIC, Engineering Section Personnel & Receiving/ Releasing Clerk TF-TTM Office</i></p>
	<p>1.8. Approves and signs Traffic Clearance (without payment). Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section</p>	None	10 minutes	<p><i>Officer-In-Charge, TF-TTM Office</i></p>
<p>2. Receives TF-TTM traffic clearance / letter of denial</p>	<p>Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests</p>	None	5 minutes	<p><i>Releasing Clerk TF-TTM Office</i></p>
TOTAL:		None	3 Days, 1 Hour, 15 Minutes	

3. 2. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITH PAYMENT)

The traffic clearance is issued to owners of business establishment with delivery vehicle, trucking/hauling and transport business.

Office or Division:	Engineering Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) / Government to Business (G2B)			
Who may avail:	Owners of Business Establishment with Delivery Vehicle, Trucking/Hauling & Transport Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form		TF-TTM Receiving Area		
2. Business Permit with Official Receipt – 1 copy (photo copy)		Business Permit and Licensing Department (BPLD)		
3. Barangay Clearance – 1 copy (photo copy)		Barangay where the Business is Addressed		
4. Locational Clearance – 1 copy (photo copy)		City Planning		
5. Fire Safety Inspection Certificate - 1 copy (photo copy)		Quezon City Bureau of Fire Protection (BFP)		
6. Environmental Clearance – 1 copy (photo copy)		Environmental Protection Waste Management Department (EPWMD)		
7. List of Franchise – 1 copy (photo copy) for Trucking/Hauling, w/ Delivery Vehicle Business & Transport Business		Land Transportation, Franchise and Regulatory Board (LTFRB)		
8. Official Receipt (OR) & Certificate of Registration (CR) – 1 copy (photo copy) of each vehicle for Trucking/Hauling, w/ Delivery Vehicle Business & Transport Business		Land Transportation Office (LTO)		
9. Sketch of Business Location – 1 copy		Owner of the Business		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits BPLO permit with requirements (all Xerox)	1.1. Receives and records submitted documents and attach routing slip to the documents. To be forwarded to the office of TFTTM- OIC	None	10 minutes	<i>Receiving and Releasing Clerk</i> TF-TTM Office

	1.2. Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section.	None	10 minutes	<i>Officer-In-Charge, TF-TTM & Receiving / Releasing Clerk TF-TTM Office</i>
	1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken (Letter Order for ocular inspection/coordin ation).	None	10 minutes	<i>Engineering Section- OIC TF-TTM Office</i>
	1.4. Prepares Letter Order for ocular inspection/coordin ation.	None	10 minutes	<i>Engineering Section Personnel TF-TTM Office</i>
	1.5. Evaluates and check the document, affixes initial to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.	None	10 minutes	<i>Engineering Section- OIC & Receiving/ Releasing Clerk TF-TTM Office</i>
	1.6. Affixes his signature to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.	None	10 minutes	<i>Officer-In-Charge, TF-TTM & Receiving / Releasing Clerk TF-TTM Office</i>

	<p>1.7. Implements Letter Order; then prepares After Inspection Report with recommendation for approval or denial of the request Traffic Clearance. Engineering Section OIC, affixes initial to the documents. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.</p>	None	<p>24 hours (3 working days)</p>	<p><i>Section OIC, Engineering Section Personnel & Receiving/ Releasing Clerk TF-TTM Office</i></p>
<p>2. Pays the given amount to the City Treasurers Office (Miscellaneous Section)</p>	<p>2.1. Gives instruction to the Engineering Personnel to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed). The Engineering Personnel, will make the Traffic Clearance.</p>	None	30 minutes	<p><i>Section OIC, Engineering Section Personnel & CTO TF-TTM Office</i></p>
	<p>2.2. Reviews evaluates and check the Traffic Clearance (with payment) attach its initial to the document. The Receiving/ Releasing Clerk forwards the Traffic Clearance (with payment) to the office of OIC, TF-TTM for signature.</p>	None	10 minutes	<p><i>Section OIC & Receiving/ Releasing Clerk TF-TTM Office</i></p>

	<p>2.3. Approves and signs Traffic Clearance (with payment). Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section</p>	None	10 minutes	<p><i>OIC, TF-TTM & Receiving/ Releasing Clerk</i> TF-TTM Office</p>
<p>3. Receive the letter reply and/or copy of endorsement to office concern</p>	<p>3.1. Releases the document (endorsement / reply letter) to the concerned department / agency, copy furnish the complainant</p>	None	5 minutes	<p><i>Clerk (Receiving and Releasing Section, Administrative Division)</i> TF-TTM Office</p>
TOTAL:		None	3 Days, 1 Hour, 55 Minutes	

3. 3. SERVICE NAME: ISSUANCE OF PERMIT (TRUCKBAN EXEMPTION, TO PASS KALAYAAN AVENUE, TO MOVE HEAVY EQUIPMENT

The permit for truck ban exemption, to pass Kalayaan Avenue, and to move heavy equipment within the specified route allowed by this office is issued to owners of company.

Office or Division:	Engineering Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Owners of Company Having Project with The Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request – 1 copy		Company Owner		
2. Duly Accomplished Application Form		TF-TTM Receiving Area		
3. Notice of Award – 1 copy (photo copy)		Government Agency having Project with		
4. Notice to Commence – 1 copy (photo copy)		Government Agency having Project with		
5. Payment to the CTO – 1 copy (photo copy)		CTO		
6. Comprehensive Insurance – 1 copy (photo copy)		Insurance Company		
7. List of Franchise for Trucking/Hauling, w/ Delivery Vehicle Business & Transport Business – 1 set (photo copy)		Land Transportation, Franchise and Regulatory Board (LTFRB)		
8. Official Receipt (OR) & Certificate of Registration (CR) of each vehicle for Trucking/Hauling, w/ Delivery Vehicle Business & Transport Business – 1 set (photo copy)		Land Transportation Office (LTO)		
9. Vehicle Route – 1 copy		Company		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with filled out form and requirements (all Xerox)	1.1. Receives, check and records submitted documents and attach routing slip to the documents. To be forwarded to the office of OIC, TF-TTM	None	10 minutes	<i>Receiving and Releasing Clerk</i> TF-TTM Office

	1.2. Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the	None	10 minutes	<i>OIC, TF-TTM & Receiving/ Releasing Clerk</i> TF-TTM Office
	1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken (Letter Order for ocular inspection/coordi nation or reply letter).	None	10 minutes	<i>Engineering Section – OIC</i> TF-TTM Office
	1.4. Prepares Letter Order (ocular inspection/coordi nation) or Letter Reply (approval/denial)	None	10 minutes	<i>Engineering Section Personnel</i> TF-TTM Office
	1.5. Evaluates and check the Letter Order or the Letter Reply, affixes its initial for the OIC, TF-TTM signature. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of TFFTMM-OIC for signature.	None	10 minutes	<i>Engineering Section- OIC & Receiving/ Releasing Clerk</i> TF-TTM Office

	<p>1.6. Implements Letter Order; then prepares After Inspection Report with recommendation for approval or denial of the request and prepares Permit. Section OIC, affixes initial to the document. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.</p>	None	<p>24 hours (3 working days)</p>	<p><i>Engineering Section Personnel & Receiving/ Releasing Clerk TF-TTM Office</i></p>
	<p>1.7. Receiving/ Releasing Clerk Releases Denied request after the OIC, TF-TTM affixes his signature.</p>	None	10 minutes	<p><i>OIC, TF-TTM & Receiving/ Releasing Clerk TF-TTM Office</i></p>
<p>2. Pays given amount to the CTO (Miscellaneous Section)</p>	<p>2.1. Gives instruction to the Engineering Personnel to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed). The Engineering Personnel, will make the Traffic Clearance.</p>	None	30 minutes	<p><i>Section OIC, Engineering Section Personnel & CTO TF-TTM Office</i></p>

	2.2. Reviews evaluates and check the Traffic Clearance (with payment) attach its initial to the document. The Receiving/ Releasing Clerk forwards the Traffic Clearance (with payment) to the office of OIC, TF-TTM for signature.	None	10 minutes	<i>Section OIC & Receiving/ Releasing Clerk TF-TTM Office</i>
	2.3. Approves and signs Traffic Clearance (with payment). Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	10 minutes	<i>OIC, TF-TTM & Receiving/ Releasing Clerk TF-TTM Office</i>
3. Receives TF-TTM Traffic clearance	3.1 Releases Traffic Clearance	None	5 minutes	<i>Releasing Clerk TF-TTM Office</i>
TOTAL:		None	3 Days, 1 Hour, 15 Minutes (1 Day, 1 Hour if denied)	



3. 4. SERVICE NAME: ISSUANCE OF TEMPORARY TERMINAL PERMIT

Temporary terminal permit can be granted to transport associations who wish to avail temporary terminal to serve as pick-up and drop-off location of passengers.

Office or Division:	Engineering Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Transport Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request - 1 copy		Transport Association		
2. Duly Accomplished Application Form – 1 Copy		TF-TTM Receiving Area		
3. Barangay Clearance – 1 copy (photo copy)		Barangay where the Business is Addressed		
4. Security Exchange Commission Registration / Department of Trade and Industry Certificate / Cooperative Development Authority / Certificate of Public Conveyance – 1 set (photo copy)		SEC/DTI/CDA/LTFRB		
5. Franchise Route 1 copy (photo copy)		LTFRB		
6. List of Officers 1 copy (photo copy)		Transport Association		
7. List of members (drivers & operators) and units with plate numbers of units – 1 copy (photo copy)		Transport Association		
8. Sketch of terminal and depot – 1 copy		Transport Association		
9. Picture of terminal and depot – 1 copy		Transport Association		
10. Lease of Contract if renting the terminal or the depot – 1 copy		Transport Association		
11. Picture of every unit of vehicle – 1 copy		Transport Association		
12. Official Receipt (OR) & Certificate of Registration (CR) (photo copy) of each vehicle for Trucking/Hauling, w/ Delivery Vehicle Business & Transport Business – 1 copy		Land Transportation Office (LTO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transport Association submits the photo copy of all the requirements	1.1. Receives and records submitted documents and attach routing slip to the documents. To be forwarded to the office of TFTTM- OIC	None	10 minutes	Receiving and Releasing Clerk TF-TTM Office

	1.2. Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section.	None	10 minutes	<i>OIC, TF-TTM & Receiving/ Releasing Clerk</i> TF-TTM Office
	1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel (Terminal Clerk) relative to the action taken (Letter Order for ocular inspection/coordination.	None	10 minutes	<i>Engineering Section- OIC</i> TF-TTM Office
	1.4. Prepares Letter Order for ocular inspection/coordination.	None	10 minutes	<i>Engineering Section Personnel (Terminal Clerk)</i> TF-TTM Office
	1.5. Evaluates and check the document, affixes initial to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.	None	10 minutes	<i>Engineering Section- OIC & Receiving/ Releasing Clerk</i> TF-TTM Office
	1.6. Affixes his signature to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.	None	10 minutes	<i>OIC, TF-TTM & Receiving/ Releasing Clerk</i> TF-TTM Office

	<p>1.7. Implements Letter Order, then prepares After Inspection Report with recommendation for approval or denial of the request Temporary Terminal Permit. Engineering Section OIC, affixes initial to the documents. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.</p>	None	<p>24 hours (3 working days)</p>	<p><i>Section OIC, Engineering Section Personnel, Terminal Clerk & Receiving/ Releasing Clerk TF-TTM Office</i></p>
	<p>1.8. Receiving/ Releasing Clerk for Releases of Denied request (for not passing the requirements of inspection: No terminal and/or depot) after the OIC, TF-TTM affixes his signature.</p>	None	10 minutes	<p><i>OIC, TF-TTM & Receiving/ Releasing Clerk TF-TTM Office</i></p>
<p>2. Pays the given amount to the City Treasurers Office (Miscellaneous Section)</p>	<p>2.1. Gives instruction to the Engineering Personnel (Terminal Clerk) to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed). The Engineering Personnel, will make Temporary Terminal Permit.</p>	None	30 minutes	<p><i>Section OIC, Engineering Section Personnel (Terminal Clerk) TF-TTM Office & CTO</i></p>
	<p>2.2. Reviews evaluates and check the Temporary Terminal Permit, attach its initial to the document. The Receiving/ Releasing Clerk forwards the Temporary Terminal Permit to the office of OIC, TF-TTM for signature.</p>	None	10 minutes	<p><i>Section OIC & Receiving/ Releasing Clerk TF-TTM Office</i></p>

	2.3. Approves and signs Traffic Clearance (with payment). Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	10 minutes	<i>OIC, TF-TTM & Receiving/ Releasing Clerk</i> TF-TTM Office
3. Receive the Temporary Terminal Permit	3.1 Releases the document (endorsement / reply letter) to the concerned department / agency, copy furnish the complainant	None	5 minutes	<i>Clerk (Receiving and Releasing Section, Administrative Division)</i> TF-TTM Office
TOTAL:		None	(Approved request) 3 Days, 2 Hours, 5 Minutes / (Disapproved request) 3 Days, 1 Hour, 10 Minutes	



Ordinance Violation Receipt Redemption Section

External Services



4. 1. SERVICE NAME: OVR TICKET REDEMPTION FOR CONFISCATED DRIVER'S LICENSE/ VEHICLE PLATES/ IMPOUNDED VEHICLES

Apprehended drivers/motorist who violated traffic laws and ordinances therefor issued with Ordinance Violation Receipt are directed under the Quezon City Traffic Code, Law and Ordinances to redeem their confiscated driver's license to this office at OVR Redemption Section. (SP-1444, S-2004)

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Apprehended Drivers And/or Motorist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Original OVR Ticket – 1 copy (original) 2. Affidavit of Loss (if original was lost) – 1 copy (photo copy) 3. LTO Certificate of Registration and Official Receipt – 1 copy(photocopy) 4. MMDA Clearance (if original OVR was lost – for PUV) – 1 copy 5. Authorization Letter (for representative) – 1 copy 6. Photocopy of ID (for representative and apprehended) – 1 copy 		TFTTM Office		
		Driver/Motorist		
		Driver/Motorist		
		MMDA		
		Driver/Motorist		
		Representative and apprehended driver/motorist		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the issued OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.;	1.1. Receives OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.,	None	5 minutes	OVR Receiving Clerk located at Windows 1 or 2 TF-TTM Office
IF representative: - submits authorization letter, photocopy of valid IDs of the	1.2. Authorization letter and valid IDs (for duly authorized representatives).			

owner and the representative's, - OR &CR of motor vehicle.	1.3. Locate the confiscated item/s; then attaches it to documents submitted.	None	10 minutes	<i>Property Custodian Clerk</i> TF-TTM Office
	1.4. Verify from the database records for any unsettled previous apprehension/s from database.	None	15 minutes	EDP Section (Assessment Area) TF-TTM Office
2. Receive the Order of Payment	2.1. Prepares and issues Order of Payment	None	5 minutes	EDP Section and Windows 3 or 4 TF-TTM Office
3. Pay the fines and penalties and receives Official Receipt	3.1. Receives payment and issues Official Receipt	Fines and Penalties cited in the OVR	5 minutes	<i>Cashier</i> at Windows 5, 6 or 7 TF-TTM Office
4. Presents Official Receipts and receives confiscated items.	4.1. Validates Official Receipt and release the confiscated item/s, and have the client sign on the duplicate copy of the order of payment as proof of receipt to the confiscated item/s.	None	5 minutes	<i>OVR Releasing Clerk</i> at Windows 8, 9 or 10 TF-TTM Office
TOTAL:		Fines and Penalties cited in the OVR	45 Minutes	



4. 2. SERVICE NAME: ISSUANCE OF CERTIFICATE OF NON-APPREHENSION

Issuance of certificate of non-apprehension are given to apprehended drivers for whatever legal purpose it may serve him/her.

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Apprehended Drivers And/or Motorist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Request Letter – 1 copy (original)		Drivers and/or Motorist		
2. Photo Copy of valid government ID – 1 copy (photocopy)		Drivers and/or Motorist		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the notarize request letter and photocopy of valid ID.	1.1. Receive the notarize request letter and photocopy of valid ID.	None	5 minutes	<i>OVR Receiving Clerk</i> at Window 1 or 2 TF-TTM Office
	1.2. Check records for unsettled apprehension / violation of the driver/motorist from the database.	None	5 minutes	EDP Section (Assessment Area) TF-TTM Office
	Note: If positive for unsettled apprehension / violation refer to Redemption of Confiscated Items (4.11). If no unsettled apprehension, issue the document requested.			
	1.3. Print the requested document of the driver / motorist.	None	5 Minutes	EDP Section (Assessment Area) TF-TTM Office

	1.4. Sign the printed document (Certificate of Non-apprehension).	None	5 minutes	<i>Head,</i> TF-TTM Office
2. Receive the Certificate of Non-Apprehension	2.1. Release the Certificate of Non-Apprehension, and have the client sign in the duplicate copy of the certificate as proof of receipt to the document/s.	None	5 minutes	<i>OVR Releasing Clerk</i> at Windows 8 or 9 TF-TTM Office
TOTAL:		None	25 Minutes	



Office of the City Mayor
Task Force for Transport and Traffic Management

Ordinance Violation Receipt Redemption Section

Internal Services



4. 3. SERVICE NAME: REMITTANCE OF CONFISCATED ITEMS

Deputized Traffic Enforcers are directed to remit immediately the confiscated items to the OVR Section, TF-TTM Office.

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TF-TTM, Barangay, UP Police, NDC And QC Police District)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Confiscated Items (Driver's License, Plates, etc.) – plate and/or license		OVR Section, TF-TTM		
2. Duplicate and triplicate copy of OVR ticket – 1 copy		OVR Section, TF-TTM		
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)		OVR Section, TF-TTM		
4. Spot Report – 1 copy		OVR Section, TF-TTM		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit confiscated items, Traffic Apprehension Report (TAR)	1.1. Receive Confiscated Items, Traffic Apprehension Report (TAR) and Spot Report	None	10 minutes	<i>Receiving Clerk</i> at Windows 11 or 12 TF-TTM Office

	1.2. Encodes all vital info of the apprehended driver/violator from the duplicate copy of OVR ticket/confiscated item;	None	10 minutes (per OVR ticket)	EDP Section (Encoding Area) TF-TTM Office
	1.3. Sort the duplicate copy and triplicate copy of the OVR ticket and arranged the confiscated items in chronological order like (DL, OR, OVR ticket, TOP, Student Permit); – Counter checks the item to the “Encoding/Sorting Report”	None	10 minutes	Sorting Section TF-TTM Office
	1.4. Keeps the Confiscated Items alphabetically in order and/or according to designated basket such as: (DL, OR/OVR) and Vehicle Plates) – arrange according to Unit. – Counter checks the item to the “Encoding/Sorting Report”	None	15 minutes	Property Custodial Area TF-TTM Office
TOTAL:		None	45 Minutes	

4. 4. SERVICE NAME: ISSUANCE AND RENEWAL OF DEPUTATION ORDER

Newly deputized traffic enforcers are mandated under the law for the issuance of OVR Booklet in order to enforce the existing traffic rules and regulations of this City.

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TF-TTM, Barangay, UP Police, NDC And QC Police)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (PDS)		Deputized Traffic Enforcer		
2. Result of Examination		Education Section		
3. Troop Deployment (for NDC, BRGY., QC Police, UP Police)		NDC Office, Barangay, QC Police Office		
4. Endorsement letter from Office/Unit/Agency concerned		NDC Office, Barangay, QC Police Office		
5. Appointment (for Barangay unit)		Barangay		
6. 2 pcs. Folder long		Deputized Traffic Enforcer		
7. 2 pcs. 1x1 ID picture		Deputized Traffic Enforcer		
8. 2 pcs. 2x2 ID picture		Deputized Traffic Enforcer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Personal Data Sheet (PDS), Result of Examination, Troop Deployment, Endorsement letter from office/ unit/ agency concerned, Appointment, 2 pcs. Folder long, 2 pcs. 1x1 and 2x2 ID picture; Note: If renewal, submit the old Deputation Order ID	1.1. Receive requirements for Deputation Order.	None	5 minutes	Property Custodian Clerk (Window 13) TF-TTM Office
	1.2. Check and evaluate the submitted requirements if complete / Issues Deputation Order Number (New).	None	10 minutes	Property Custodian Clerk TF-TTM Office
	1.3. Prepare the Deputation Order ID;	None	15 minutes	EDP Section TF-TTM Office
	1.4. Affix initials on the Deputation Order ID	None	5 minutes	OVR Section TF-TTM Office
	1.5. Signs the issued Deputation Order ID;	None	5 minutes	Head, TF-TTM Office

2. Receive the duly signed Deputation Order ID	2.1. Release the duly signed Deputation Order ID and have the Traffic Enforcer sign on the logbook to signify receipt of the Deputation Order ID.	None	5 minutes	<i>Property Custodian Clerk</i> TF-TTM Office
TOTAL:		None	45 Minutes	

4. 5. SERVICE NAME: ISSUANCE OF OVR BOOKLET FOR NEW DEPUTIZED TRAFFIC ENFORCER

Newly deputized traffic enforcers are mandated under the law for the issuance of OVR Booklet in order to enforce the existing traffic rules and regulations of this City.

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TF-TTM, Barangay, UP Police, NDC And QC Police)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Deputation Order ID – 2 copies (Original and Photocopy)		OVR Section, TF-TTM		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Deputation Order ID (Original and 2 pcs, photocopy)	1.1. Receive Deputation Order ID (Original and 2 pcs. Photocopy);	None	5 minutes	Window 13 TF-TTM Office
	1.2. Issues OVR Booklet and Traffic Apprehension Report).	None	10 minutes	<i>Property Custodian Clerk</i> TF-TTM Office
2. Receive OVR Booklet and Traffic Apprehension Report (TAR).	2.1. Release OVR Booklet and Traffic Apprehension Report (TAR) and have the Traffic Enforcer sign on the logbook to signify receipt of the OVR Booklet and Traffic Apprehension Report (TAR).	None	5 minutes	Window 13 TF-TTM Office
TOTAL:		None	20 Minutes	

4. 6. SERVICE NAME: RENEWAL OF OVR BOOKLET

Deputized traffic enforcers are mandated to renew their OVR Booklet if consumed.

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TF-TTM, Barangay, UP Police, NDC and QC Police)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consumed OVR Booklet – 1 Consumed Booklet		OVR Section, TF-TTM		
2. Original Traffic Apprehension Report (TAR) – 1 copy (original)		Deputized Traffic Enforcer		
3. Deputation Order ID – 1 copy (original and photocopy)		Deputized Traffic Enforcer		
4. Clearance from Office/Unit/Agency concerned – 1 copy (original)		OVR Section, TF-TTM, Barangay, UP Police, NDC, and QC Police District		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the consumed OVR Booklet, original and 3 pcs. Photocopies of Traffic Apprehension Report (TAR), photocopy of Deputation Order ID and clearance from office/unit/agency concerned.	1.1. Receive/ review and signs the original Traffic Apprehension Report (TAR), consumed OVR Booklet, photocopy of Deputation Order ID and clearance from office/unit/agency concerned;	None	10 minutes	<i>Receiving Clerk</i> at Windows 11 or 12 TF-TTM Office
	1.2. Check/verify/sign the Traffic Apprehension Report (TAR) for any corrections and/or discrepancies;	None	10 minutes	EDP Section and <i>Property Custodian Clerk</i> TF-TTM Office
	1.3. Sign the Traffic Apprehension Report (TAR);	None	5 minutes	In-charge, <i>Property Custodian</i> TF-TTM Office

2. Receives the duly signed Traffic Apprehension Report (TAR) and other supporting requirements/ documents	2.1. Return the duly signed Traffic Apprehension Report (TAR) and other supporting requirements to the Traffic Enforcer;	None	5 minutes	Property Custodian Clerk TF-TTM Office
	2.2. Issues Authorization to renew OVR Booklet;			
3. Submit the duly signed Traffic Apprehension Report (TAR) and other supporting requirements to Traffic Adjudication Board (TAB).	3.1. Receive the duly signed Traffic Apprehension Report (TAR) and other supporting requirements; Check if the Traffic Enforcer has no pending case at TAB;	None	10 minutes	Traffic Adjudication Board (TAB) TF-TTM Office
			5 minutes	
	3.2. Sign Authorization issued to renew OVR Booklet;	None	5 minutes	Head, TF-TTM Office
4. Receive the issued Authorization to renew OVR Booklet and submit it to the OVR Redemption Center.	4.1. Release approved Authorization to renew OVR Booklet	None	5 minutes	Receiving Clerk TF-TTM Office
4. Submit Authorization	4.2. Receive the Authorization to renew OVR Booklet and other requirement. Issue the OVR Booklet and Traffic Apprehension Report (TAR)	None	5 minutes	Property Custodian Clerk TF-TTM Office
5. Receive the issued OVR Booklet and	5.1. Release OVR Booklet and Traffic Apprehension Report (TAR) and have the Traffic Enforcer sign the logbook as proof of receipt to the said item and document.	None	5 minutes	Window 13 TF-TTM Office
TOTAL:		None	1 Hour, 5 Minutes	

4. 7. SERVICE NAME: LIFTING OF SUSPENSION ORDER OF DEPUTIZED TRAFFIC ENFORCER

Lifting of suspension order for deputized traffic enforcers as administrative sanction and disciplinary action of this office to employees.

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TF-TTM, Barangay, UP Police, NDC And QC Police)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Served Suspension Order – 1 copy (photocopy)		OVR Section, TF-TTM		
2. OVR Booklet – 1 Booklet		OVR Section, TF-TTM		
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)		OVR Section, TF-TTM		
4. Deputation Order ID – 1 copy (photocopy)		OVR Section, TF-TTM		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Suspension Order	1.1. Receive Suspension Order.	None	5 minutes	<i>Property Custodian Clerk</i> (Window 13) TF-TTM Office
	1.2. Check / verify the Suspension Order.	None	5 minutes	<i>In-charge, Property Custodian</i> TF-TTM Office
	1.3. Prepare Memorandum for the Lifting of Suspension Order.	None	5 minutes	EDP STAFF TF-TTM Office
	1.4. Affix Initial to the Memorandum Lifting the Suspension Order.	None	5 minutes	<i>In-charge, Property Custodian</i> TF-TTM Office
	1.5. For Signature. (Recommending Approval)	None	5 minutes	<i>OIC, OVR</i> TF-TTM Office
	1.6. For Signature. (Approval)	None	5 minutes	<i>Head,</i> TF-TTM Office

2. Receive the Memorandum Lifting the Suspension Order, OVR Booklet, Traffic Apprehension Report (TAR), Deputation Order ID.	2.1. Releases signed Memorandum of Lifting of Suspension Order to concern Traffic Enforcer.	None	5 minutes	<i>Property Custodian Clerk (Window 13) TF-TTM Office</i>
	2.2. Return the OVR Booklet if not consumed, Traffic Apprehension Report (TAR) if consumed OVR Booklet, Deputation Order ID			
TOTAL:		None	35 minutes	



Office of the City Mayor
Task Force for Transport and Traffic Management

Traffic Adjudication Board

External Services

5. SERVICE NAME: FILING OF PROTEST/CONTEST AGAINST THE ISSUED VIOLATION ON THE OVR TICKET AND/OR MULTIPLE VIOLATIONS/ APPREHENSIONS

Apprehended drivers/motorist contesting the issued violation cited in OVR Ticket/s and deputized traffic personnel are summoned to appear before this office for hearing and investigation; and resolution of the complaint.

Office or Division:	Traffic Adjudication Board (TAB)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Apprehended Motorist Contesting the Issued Violation/s Cited in OVR Ticket/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid identification card of the driver with picture – 1 valid ID		Driver and/or motorist		
2. Copy of Ordinance Violation Receipt (OVR) – 1 copy (original)		Driver and/or motorist		
3. Copy of Assessment Form, indicating the amount of fines and/or penalties to be paid – 1 copy (photocopy)		OVR Redemption Center		
4. Copy of LTO – OR/CR (if necessary) – 1 copy (photocopy)		Driver and/or motorist		
5. Copy of LTFRB Franchise (if necessary) – 1 copy (photocopy)		Driver and/or motorist		
6. Affidavit of Loss (if necessary) – 1 copy (original)		Driver and/or motorist		
7. Police Report/Blotter (if necessary) – 1 copy (photocopy)		PNP (QCPD)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents documents for evaluation	1.1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer	None	10 minutes	TAB Clerk TF-TTM Office
2. Accomplishes Complaint Sheet Form	2.1. Schedules the date and time of hearing The date of hearing is schedule within 5	None	10 minutes	TAB Clerk TF-TTM Office

	working days after the filing of protest			
3. Submits the accomplished Complaint Sheet Form and receives the Complaint Action Sheet Form indicating the scheduled date and time of hearing	3.1. Prepares summon/s to the concerned Apprehending Officer/s	None	20 minutes	<i>TAB Clerk</i> TF-TTM Office
	3.2. Serves summon/s to apprehending officer/s	None	1 hour	<i>TAB Clerk</i> TF-TTM Office
HEARING				
4. Driver and Apprehending Officer/s attend the scheduled hearing	4.1. Conducts Hearing with both parties	None	45 minutes	<i>Hearing Officer/TAB Clerk</i> TF-TTM Office
	if case is resolved: 4.2. Prepares Resolution Form for signatures of at least 3 Board Members	None	30 minutes	<i>Hearing Officer/TAB Clerk</i> TF-TTM Office
	if there is a sanction to be meted to the apprehending Officer, 4.3. Prepares Memorandum concerning the result of the investigation conducted by the Hearing Officer or Board Members reference to SP-1444, S-2004 (Quezon City Traffic Management Code)	None	30 minutes	<i>TAB Clerk</i> TF-TTM Office

	4.4. Prepares Memorandum for review/initial of Head, TF-TTM	None	10 minutes	<i>TAB Clerk</i> TF-TTM Office
	4.5. Serve Approved Memorandum to apprehending Officer/s	None	1 hour	<i>TAB Clerk</i> TF-TTM Office
	if case not settled: 4.6. Schedule hearing with the Board for final disposition within 2 working days and prepares summon/s to the concerned Apprehending Officer/s.	None	10 minutes	<i>TAB Clerk</i> TF-TTM Office
	4.7. Serves summon/s to Apprehending Officer/s	None	1 hour	<i>TAB Clerk</i> TF-TTM Office
5. Lifting of Suspension Order to Apprehending Officer/s meted the prescribed order of suspension, submits the copy of Memorandum for Suspension of OVR Booklet and/or request letter for Lifting of Suspension Order	5.1. Receives and evaluates the submitted copy of Memorandum for Suspension of Booklet.	None	10 minutes	<i>TAB Clerk</i> TF-TTM Office
	5.2. Prepares Memorandum of Lifting of Suspension for review/initial of Head, TF-TTM	None	10 minutes	<i>Head,</i> TF-TTM Office

<p>6. Apprehending Officer/s secures the approved Memorandum of Lifting of Suspension</p>	<p>6.1. Releases approved Memorandum of Lifting of Suspension</p>	<p>None</p>	<p>10 minutes</p>	<p><i>TAB Clerk</i> TF-TTM Office</p>
<p>BOARD HEARING</p>				
<p>7. Driver and Apprehending Officer/s attend the scheduled Board Hearing</p>	<p>7.1. Conducts hearing with both parties</p>	<p>None</p>	<p>45 minutes</p>	<p><i>Board Members/TAB Clerk</i> TF-TTM Office</p>
	<p>7.2. Prepares Resolution Form for signatures of at least 2 Board Members</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Hearing Officer/TAB Clerk</i> TF-TTM Office</p>
<p>8. Secures the Approved Resolution</p>	<p>8.1. Releases approved appropriate Resolution Form (Proceed to Step 8)</p> <p>If driver failed to settle the amount of fines and/or penalties, refer to Step 8.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>TAB Clerk</i> TF-TTM Office</p>
	<p>8.2. Prepares request letter to Land Transportation Office (LTO) with reference Re: RA-4136 (Land Transportation and Traffic Code) Chapter III, Article I, Section 29, and SP-1444 (Quezon City Traffic Management Code) Article XXII, Section 128, Paragraph 9</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Hearing Officer/TAB Clerk</i> TF-TTM Office</p>

	8.3. Request letter to Land Transportation Office (LTO) for review/initial of Head, TF-TTM	None	10 minutes	<i>Head,</i> TF-TTM Office
	8.4. Serve Request Letter to Land Transportation Office (LTO)	None	1 hour	<i>TAB Clerk</i> TF-TTM Office
9. Proceeds to OVR Redemption Center for process (OVR ticket redemption for confiscated driver's license/vehicle plates/impounded vehicles)				
	TOTAL:	None	1 Day, 1 Hour, 33 Minutes	



Tricycle Regulations Division

External Services

6.1. SERVICE NAME: ISSUANCE OF TEMPORARY TRICYCLE LOADING / UNLOADING AREA

Issuance of Temporary Tricycle Loading / Unloading Area is given to Tricycle Operators and Drivers Association (TODA) who wish to avail the said service subject for inspection and approval of this office.

Office or Division:	Tricycle Regulations Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Tricycle Operators and Drivers Association (TODA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Tricycle Terminal – 1 copy		Tricycle Regulatory Division (TRD)		
2. Vicinity Map / Terminal Location Plan – 1 copy (original)		Barangay		
3. Barangay Endorsement Letter – 1 copy (original)		Barangay		
4. SEC Registration – 1 copy (photocopy)		Security and Exchange Commission (SEC)		
5. Lists of Officers and members with franchise – 1 copy (photocopy)		Tricycle Operators and Drivers Association (TODA)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application for Temporary Terminal Permit Form with required documents	1.1. Receives / reviews / records documents submitted for Temporary Terminal Permit	None	10 minutes	Inspection and Monitoring Section TF-TTM Office
	1.2. Prepares Letter Order	None	10 minutes	TRD Clerk TF-TTM Office
	1.3. Approves / Signs Letter Order	None	1 hour	Chief, TRD TF-TTM Office
	1.4. Implements Letter Order and Conducts ocular inspection of TC terminal/s.	None	8 hours	TRD Field Inspector TF-TTM Office

	1.5. Field Inspector prepares inspection report and recommends for approval or denial of TC Terminal	None	2 hours	TRD <i>Field Inspector</i> TF-TTM Office
	1.6. Prepares Temporary Tricycle Terminal Permit or Letter of Denial	None	30 minutes	Inspection and Monitoring Section TF-TTM Office
	1.7. Checks, reviews document and affixes initial for approval of the Head	None	10 minutes	<i>Chief</i> , TRD TF-TTM Office
	1.8. Approves Permit or signs Letter of Denial	None	2 hours	<i>Head</i> , TF-TTM Office
2. Receives the Temporary Tricycle Terminal Permit	2.1. Issues Tricycle Terminal Permit	None	10 minutes	<i>Releasing Clerk /</i> Inspection and Monitoring Section TF-TTM Office
TOTAL:		None	1 Day, 6 Hours, 10 Minutes	

6. 2. SERVICE NAME: REGISTRATION OF TRICYCLES WITH FRANCHISE

Registration of tricycle operators and franchise holder to Tricycle Regulation Division are required to present the documents needed in order to be duly registered within this City.

Office or Division:	Tricycle Regulation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Tricycle Operator / Franchise Holder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Motorized Tricycle Operators Permit (MTO) – 1 copy (photocopy)		TRD		
2. LTO OR / CR – 1 copy (photocopy)		LTO, Owner of Tricycle		
3. Barangay Certificate – 1 copy		Barangay		
4. TODA Certificate – 1 copy (photocopy)		TODA President		
5. Other requirements as needed		TRD		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring TC Unit at TRD together with OR/CR and MTO for Physical Inspection	1.1. Checks documents presented, inspects, tests and takes picture of TC Unit.	None	5 minutes	Inspection and Monitoring Section TF-TTM Office
2. Presents all the requirements needed for TC Franchise Registration	2. 1. Receives / reviews / records documents for TC Franchise Registration	None	5 minutes	Receiving Clerk TF-TTM Office
	2.2. Verifies latest Annual Payments	None	5 minutes	Computer Encoder / Files & Records Clerk / Verifier TF-TTM Office
3. Proceeds to Assessment Window, receives Order of Payments	3.1. Evaluates / Assesses Window, receives Order of Payment	None	5 minutes	Processing and Research Section TF-TTM Office

<p>4. Pays tricycle fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.</p>	<p>4.1. Accepts payment and issues Official Receipt</p>	<p>Annual TC Registration of ₱400.00 (FOR HIRE) and ₱600.00 (UTILITY) plus surcharges if applicable of 25% of Franchise Fee & Supervision Fee plus 2% Interest monthly but not to exceed 36 mos. Cross Reference: (Ord. No. SP-2337, S-2014)</p>	<p>20 minutes</p>	<p><i>Cashier, CTO</i></p>
<p>5. Submits Official Receipt at TRD</p>	<p>5.1. Receives Official Receipts and stamps Schedule of Release</p>	<p>None</p>	<p>5 minutes</p>	<p>Processing and Research Section TF-TTM Office</p>
	<p>5.2. Encodes / Updates records of all applicants within a day</p>	<p>None</p>	<p>8 hours</p>	<p><i>Encoder / Record Section</i> TF-TTM Office</p>
	<p>5.3. Prints all necessary documents of applicants within a day</p>	<p>None</p>	<p>8 hours</p>	<p><i>Encoder / Typing Clerks</i> TF-TTM Office</p>
	<p>5.4. Checks / reviews / validates the documents and affixes initial forward to the Office of the Asst. Head for initial</p>	<p>None</p>	<p>1 hour</p>	<p><i>Chief, TRD</i> TF-TTM Office</p>

	5.5. Reviews the documents for completeness and compliance to existing ordinance/s and laws, transmit to the Head, TFTTM for signature	None	1 hour	<i>Asst. Dept. Head,</i> TF-TTM Office
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section	None	1 hour	<i>Head,</i> TF-TTM Office
6. Receives TRD Transaction Request Form and Schedule of LTO Transmittal	6.1. Issues Transaction Request and Schedule of Transmittal to LTO Agency	None	5 minutes	<i>Releasing Clerk</i> TF-TTM Office
	6.2. Prepares Transmittal to LTO	None	1 hour	Processing and Research Section TF-TTM Office
	6.3. Signs / approves Transmittal Letter	None	30 minutes	<i>Head,</i> TF-TTM Office
7. Registers tricycle unit for current year at LTO Agency	7.1. Transmits to LTO; secures and file Transmittal Letter Received by LTO	None	3 hours	<i>TRD Liaison Officer</i> TF-TTM Office
8. Presents the latest / current Registration of tricycle unit/s.	8.1. Issues Annual Sticker, MTOP, QC Official Receipt	None	5 minutes	<i>Releasing Clerk</i> Processing and Research Section TF-TTM Office
	TOTAL:	Annual TC Registrati on	3 Days, 25 Minutes	

6.3. SERVICE NAME: REGISTRATION OF PEDICABS WITH FRANCHISE

Pedicab operators and franchise holders are required to register in this office to be duly recognize individual.

Office or Division:	Tricycle Regulation Division (TRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Pedicab Operator / Franchise Holder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Pedicab Operators Permit (POP) – 1 copy (photocopy)		TRD		
2. Barangay Certificate – 1 copy		Barangay		
3. PODA Certificate – 1 copy		PODA President		
4. Other requirements as needed		TRD		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring PC Unit at TRD together with CR and POP for Physical Inspection	1.1. Checks documents presented, inspects, tests and takes picture of PC Unit.	None	5 minutes	Inspection and Monitoring Section TF-TTM Office
2. Presents all the requirements needed for PC Franchise Registration	2. 1. Receives / reviews / records documents submitted for PC Franchise Registration	None	5 minutes	Receiving Clerk TF-TTM Office
	2.2. Verifies latest Annual Payments	None	5 minutes	Computer Encoder / Files & Records Clerk / Verifier TF-TTM Office
3. Proceeds to Assessment Window, receives Order of Payments	3.1. Evaluates / Assesses and issues Order of Payment	None	5 minutes	Processing and Research Section TF-TTM Office
4. Pays pedicabs fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.	4.1. Accepts payment and issues Official Receipt	Annual Pedicabs Registration of ₱600.00 (Utility)	20 minutes	Cashier, CTO

5. Submits Official Receipt at TRD	5.1. Receives Official Receipts and stamps Schedule of Release	None	5 minutes	Processing and Research Section TF-TTM Office
	5.2. Encodes / Updates records of all applicants within a day	None	8 hours	<i>Encoder / Record Section</i> TF-TTM Office
	5.3. Prints all necessary documents of applicants within a day	None	8 hours	<i>Encoder / Typing Clerks</i> TF-TTM Office
	5.4. Checks / reviews / validates the documents and affixes initial forward to the Office of the Asst. Head for initial	None	1 hour	<i>Chief, TRD</i> TF-TTM Office
	5.5. Reviews the documents for completeness and compliance to existing ordinance/s and laws, transmit to the Head, TFTTM for signature	None	1 hour	<i>Asst. Dept. Head,</i> TF-TTM Office
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section	None	1 hour	<i>Head,</i> TF-TTM Office
6. Secures Pedicabs Operators Permit (POP) and TRD Registration of Pedicab unit/s.	6.1 Issues Annual Sticker, POP, QC Official Receipt	None	5 minutes	<i>Releasing Clerk</i> Processing and Research Section TF-TTM Office
	TOTAL:	Annual PC Registration (₱600.00)	2 Days, 3 Hours, 50 Minutes	



Communication Center

External Services

7. SERVICE NAME: ASSISTING COMPLAINTS ON THE IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS, ORDINANCES; EMERGENCY SITUATIONS, INCIDENTS AND OTHER NATURAL AND MANMADE CALAMITIES

The Communications Center is tasked to receive and record radio messages regarding traffic concerns and emergency situations within the jurisdiction of Quezon City.

Office or Division:	Communication Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Traffic Rangers / Enforcers, City Government Office / Department, National Government Agencies, Concerned Citizens, QC Barangays and Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Radio Transmission, Phoned-in request, Text In request, Assistance needed, Complaints addressed to concern personnel / officials / office / department		TFTTM Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients / Constituents call for complaint & End Users / transmit requests / assistance needed	1.1. Receives and records the requests / assistance needed / and forward it to the person concern thru radio / phone / text	None	3 minutes	<i>Radiotelephone Operators</i> TF-TTM Office
	1.2. Person concerned assess the nature of the requests / assistance needed and provide immediate action	None	3 minutes	<i>Radiotelephone Operators</i> TF-TTM Office
	1.3. End Users informed of the action taken	None	2 minutes	<i>Radiotelephone Operators</i> TF-TTM Office
TOTAL:		None	8 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Letter addressed to the OIC, TF-TTM - Text or call 0997-400-7236 (Engineering Section) / Trunkline 8988-4242 - email address: tfttm@quezoncity.gov.ph / QCTFTTM@gmail.com / mayor@quezoncity.gov.ph.
How feedbacks are processed?	- Upon receive, the complaint/s is/are evaluated/assessed if it involves: - Traffic/ obstruction related - Personnel related
How to file a complaint?	A.) Submit written complaint ▪ Letter • Postal Services • email ▪ Accomplishment of TF-TTM Complaint Form • Walk-in B.) Phone-in or Text-in
How complaints are processed?	Written Complaint / Phone-in or Text-in, if inspection or coordination are needed (depending on the nature of complaint), inspection report and letter reply or email. A) Received complaints undergoes the following: ▪ For traffic and obstruction/ illegal parking/ stalled vehicles. • If the complaint/s involves obstructions, illegal parking/ stalled vehicles, it was/were referred to Enforcement Section for inspection/ verification in coordination with concerned barangays. • Assessed/evaluate the “after inspection report.” • Conduct clearing operation/s. • In some cases, stalled vehicles were referred to QCPD for verification if it was/were not involve in any criminal activity before being impounded. • If the complaint/s involves traffic related, it was/were referred to Enforcement Section to coordinate with the

	<p>concerned traffic sector for appropriate action.</p> <ul style="list-style-type: none"> • Send reply to concerned office or complainant for action taken. <p>B) For complaint against personnel:</p> <ul style="list-style-type: none"> • Personnel concerned was/were summoned to appear and submit explanation to the complaint/s. • If the concerned personnel was/were found guilty, corresponding punishment was/were administered: (1st Offense) Reprimand; (2nd Offense) Suspension; and (3rd Offense) Dismissal from service.
<p>Contact Information</p>	<p>Anti-Red Tape Act (ARTA): email address: complaints@arta.gov.ph / Telephone Numbers: 8478-5091 8478-5093 8478-5099</p> <p>Presidential Complaints Center (PCC): 8888 / email address: pcc@malacanang.gov.ph Via facsimile thru Telefax No. +63(2)-87368621 Telephone Numbers: 1. +63(2)-8736-8645 2. +63(2)-8736-8603 3. +63(2)-8736-8629 4. +63(2)-8736-8621</p> <p>Contact Center ng Bayan (CCB) – Civil Service Commission (CSC): 0908-881-6565 (SMS/Text access) / 1-6565* (Hotline) Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph Facebook page: www.facebook.com/contactcenterngbayan</p>

List of Offices

Office	Address	Contact Information
Task Force for Transport and Traffic Management (TF-TTM)	2 nd Floor, DPOS Building, Quezon City Hall Compound, Kalayaan Avenue, Diliman, Quezon City	8-703-8906
Administrative Division		0939-917-4371
Personnel and Records Section		0927-685-5683
Budget and Finance Management Section		0917-895-6961
Supply and Procurement Management Section		0995-743-8479
Education Section		0906-271-0246
Engineering Section		0926-426-8587
Enforcement Section		8-710-2256
Traffic Adjudication Board		0995-781-0515
Communication Center		8-703-2256 / 0995-860-8211
Tricycle Regulatory Division		870-36871 / 870-39044
Tricycle Regulatory Division: Administrative Section/ Processing Section		0923-876-5669 / 0936-068-2060
Records Section		0951-736-7070
Enforcement Section		0915-455-3054 / 0977-269-1281
OVR Redemption Section	Ground Floor, DPOS Building, Quezon City Hall Compound, Kalayaan Avenue, Diliman, Quezon City	0907-024-4478