



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

I. Mandate

Executive Order No. 9, series of 2019, creating the Quezon City Task Force for 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 Contact Apprehension Policy” in apprehending traffic violators through the use of some technologies in the territorial jurisdiction of Quezon City.

And City Ordinance No. SP-1444, S-2004, entitled “The Traffic Management Code of Quezon City”

II. Vision

It envisions itself as a reliable, pro-active 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.

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

Administrative Section

Internal Services



1. SERVICE NAME: RECRUITMENT, HIRING AND TRAINING OF TFTTM PERSONNEL – the administrative process of hiring personnel

| | | | | |
|---|---|---------------------------------------|-----------------------------|---------------------------|
| 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 Statistics Authority (PSA) | | |
| 7. Marriage Certificate (Authenticated) – 1 Copy | | Philippine Statistics Authority (PSA) | | |
| APPLICANTS STEPS | AGENCY ACTION | FEES TO BE PAID | DURATION OF ACTIVITY | 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 | Receiving Clerk |
| | 1.2. Checks qualifications of the applicants and refer to the Head for instruction | None | 10 minutes | Chief, Admin |
| | 1.3. Assesses applicants based on the documents submitted and refers to Chief Administrative | None | 10 minutes | Chief, Admin |

| | | | | |
|--|---|------|------------|----------------------------|
| | Officer for evaluation | | | |
| | 1.4. Evaluates the documents submitted; gives instructions to administrative Clerks | None | 20 minutes | Chief, Admin |
| | 1.5. Encodes the name and other personal data of applicant in the master list of all applicants | None | 15 minutes | Admin Clerk |
| | 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 | Chief, Admin |
| | 1.7. Inform all applicants on the date and time of interview through e-message or text message | None | 30 minutes | Admin Clerk |
| 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 | None | 1 hour | Admin Clerk |

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| | Members | | | |
| | 2.3. Submits the result to the Chief Administrative Officer | None | 20 minutes | Admin Clerk |
| | 2.4. Presents result of the Interview to the TF-TTM Head for instructions. | None | 15 minutes | Chief, Admin Officer |
| | 2.5. Instruct Chief Administrative Officer to set final interview of applicants who passed the initial interview. | None | 15 minutes | Head TF-TTM |
| | 2.6. Inform all applicants on the date and time of interview through e-message or text message | None | 30 minutes | Admin Clerk |
| 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 | Head TF-TTM |
| | 3.2. Gives instruction to the Chief Administrative Officer and identifies applicants to be hired | None | 30 minutes | Head TF-TTM |
| | 3.3. Informs successful applicants to submit all documentary requirements within 5 days | None | 20 minutes | Chief Admin. Officer |

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|---|---|-------------|------------------|-----------------------------|
| <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>Admin Clerk</p> |
| | <p>4.2. Prepares Contract of Service for the newly hired applicants</p> | <p>None</p> | <p>1 hour</p> | <p>Admin Clerk</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>Admin Clerk</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>Chief, Admin Officer</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 Trainers</p> |

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|--|--|------|------------|----------------------|
| | 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 Trainers |
| | 7.3. Endorses to Admin Division for Issuance of Office Order to Newly Hired Personnel | None | 30 hours | TF-TTM Trainers |
| | 7.4. Reviews recommendation of the Education Section and instructs Admin Clerk to prepare Office Order for the New COS | None | 1 hour | Chief, Admin Officer |
| | 7.5. Prepares Office Orders | None | 30 minutes | Admin Clerk |
| | 7.6. Recommends approval of the Office Orders by affixing initial for approval of the Head | None | 10 minutes | Head TF-TTM |
| | 7.7. Reviews, signs and approves Office Order | None | 20 minutes | Head TF-TTM |
| | 7.8. Releases Office Orders to the newly hired COS | None | 30 minutes | Releasing Clerk |

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|---------------|--|------|-------------------------|----------------------|
| | 7.9. Endorses the newly hired COS to the different Divisions for further mentoring on their actual assignments | None | 1 hour | Chief, Admin Officer |
| TOTAL: | | None | 211 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 implementation of the Quezon City Traffic Code Ordinance 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) |
| | 1.2. Reviews / asses the nature of complaints / request and refer to the TOD for appropriate action / complete staff work | None | 10 minutes | Head, TTMD |

| | | | | |
|--|---|------|------------------------------|------------------------------------|
| | 1.3. Review / evaluate / assess the nature of complaint / request and forward to Traffic Enforcement Section (TES) for the conduct of verification / inspections. | None | 10 minutes | Chief, TOD |
| | 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 |
| | 1.5. Reviews and signs the Letter Order | None | 10 minutes | Head, TTMD |
| | 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 | 72 hours (3 working days) | Chief, Traffic Enforcement Section |

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| | 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 |
| | 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, TTMD |
| | 1.9. Check document and sign if found complete; release to Receiving and Releasing Section for appropriate action | None | 10 minutes | Head, TTMD |
| 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) |
| TOTAL: | | None | 73 hours 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) – requirement for application of new and renewal of business permits

| | | | | |
|---|---|---|------------------------|---|
| 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 Number and Date Issued | | Business Permit and Licensing Department (BPLD) | | |
| 3. Old Traffic Clearance – Photocopy (for renewal) | | Task Force for Transport and Traffic Management (TFTTM) | | |
| 4. Sketch of Business Location – 1 copy original | | Owner of the Business | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Go to www.qceservices.gov.ph 2. Fill up the application form and upload following requirements. | 1.1. Evaluates and review the documents and gives forward to ancillary requirements. | None | 5 minutes | Business Permit and Licensing Department (BPLD) |
| | 1.2. Check thru www.qceservices.gov.ph if their application is for compliance to traffic clearance. | None | 5 minutes | Task Force for Transport and Traffic Management (TFTTM) |

| | | | | |
|---|---|------|------------|---|
| | | | | |
| | 1.3. Send Remarks to tax payer if their application is applicable for Traffic Clearance. | None | 5 minutes | Task Force for Transport and Traffic Management (TFTTM) |
| 3. Email to gctftmtc@gmail.com and submit the following requirements based on their remarks. | 1.4. Forwarded to Engineering Section Personnel. | None | 10 minutes | Engineering Section Personnel |
| | 1.5. Prepares Letter Order for ocular inspection/coordination. (for new applicant) | None | 10 minutes | Engineering Section Personnel |
| | 1.6 Prepares Traffic Clearance. (for renewal) | None | 10 minutes | Engineering Section Personnel |
| | 1.7 Evaluates and check the document, affixes initial to the Letter Order. (new) And Traffic Clearance (renewal) Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature | | | Engineering Section- OIC & Receiving/ Releasing Clerk |

| | | | | |
|--|--|------|------------------------------|---|
| | 1.6. Affixes his signature to the Letter Order. (new) And Traffic Clearance (renewal) Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section. | None | 10 minutes | OIC, TF-TTM & Receiving/ Releasing Clerk |
| | 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. | None | 24 hours (3 working days) | Section OIC, Engineering Section Personnel & Receiving/ Releasing Clerk |
| | 1.8. Approves and signs Traffic Clearance (new applicant). Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section | None | 10 minutes | OIC, TF-TTM |
| 2. Receives TF-TTM traffic clearance / letter of denial | Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests | None | 5 minutes | Releasing Clerk |
| TOTAL: | | None | 25 hours and 10 minutes | |

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

| | | | | |
|---|--|------------------------|------------------------|--|
| 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 Number and Date Issued | Business Permit and Licensing Department (BPLD) | | | |
| 3. Old Traffic Clearance – Photocopy (for renewal) | Task Force for Transport and Traffic Management (TFTTM) | | | |
| 4. Sketch of Business Location – 1 copy original | Owner of the Business | | | |
| - Duly Accomplished Application Form | TF-TTM Receiving Area | | | |
| 5. Business Number and Date Issued | Business Permit and Licensing Department (BPLD) | | | |
| 6. Old Traffic Clearance – Photocopy (for renewal) | Task Force for Transport and Traffic Management (TFTTM) | | | |
| 7. Sketch of Business Location – 1 copy original | Owner of the Business | | | |
| 8. Duly Accomplished Application Form | TF-TTM Receiving Area | | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <ol style="list-style-type: none"> 1. Go to www.qceservices.quezoncity.gov.ph 2. Fill up the application form and upload following requirements. | <ol style="list-style-type: none"> 1.1. Evaluates and review the documents and gives forward to ancillary requirements. | None | 5 minutes | <ol style="list-style-type: none"> 1. Go to www.qceservices.quezoncity.gov.ph <p style="text-align: center;">Fill up the application form and upload following requirements.</p> |

| | | | | |
|---|---|------|------------|---|
| | 1.2. Check thru www.qceservices.quezoncity.gov.ph if their application is for compliance to traffic clearance. | None | 5 minutes | |
| | 1.3. Send Remarks to tax payer if their application is applicable for Traffic Clearance. | None | 5 minutes | |
| 3. Email to gctftmtc@gmail.com and submit the following requirements based on their remarks. | 1.4. Forwarded to Engineering Section Personnel. | None | 10 minutes | 3. Email to gctftmtc@gmail.com and submit the following requirements based on their remarks. |
| | 1.5. Prepares Letter Order for ocular inspection/coordination. (for new applicant) | None | 10 minutes | |
| | 1.6 Prepares Traffic Clearance. (for renewal) | None | 10 minutes | |

| | | | | |
|--|---|------|------------------------------|--|
| | <p>1.7 Evaluates and check the document, affixes initial to the Letter Order. (new) And Traffic Clearance (renewal) Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature</p> | | | |
| | <p>1.6. Affixes his signature to the Letter Order. (new) And Traffic Clearance (renewal) Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.</p> | None | 10 minutes | |
| | <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>4. Pays given amount to the CTO (Miscellaneous Section)</p> | <p>1.8 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> | <p>None</p> | <p>30 minutes</p> | <p>Section OIC, Engineering Section Personnel & CTO</p> |
| | <p>1.9 Approves and signs Traffic Clearance Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section</p> | <p>None</p> | <p>10 minutes</p> | |
| <p>5. Receives TF-TTM traffic clearance / letter of denial</p> | <p>2.0 Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests</p> | <p>None</p> | <p>5 minutes</p> | <p>2. Receives TF-TTM traffic clearance / letter of denial</p> |
| <p>TOTAL:</p> | | <p>None</p> | <p>25 hours and 40 minutes</p> | |

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

| | | | | |
|--|---|---|------------------------|-------------------------------|
| 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 | | |
| 10. Picture of truck – 1 copy (per truck) | | 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 | Receiving and Releasing Clerk |

| | | | | |
|--|---|------|------------|--|
| | 1.2. Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section. | None | 15 minutes | OIC, TF-TTM & Receiving/ Releasing Clerk |
| | 1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken. | None | 10 minutes | Engineering Section- OIC |
| 2. Pays given amount to the CTO (Miscellaneous Section) | 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 permit. | None | 30 minutes | Section OIC, Engineering Section Personnel |
| | 2.2. After the business owner pays the given amount the Engineering Personnel Prepare Permits. | None | 20 minutes | Engineering Personnel |

| | | | | |
|---|--|------|-----------------------|--|
| | 2.3. Approves and signs the permits. Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section | None | 20 minutes | OIC, TF-TTM & Receiving/ Releasing Clerk |
| 3. Receives TF-TTM Traffic clearance | 3.1 Releases Permit. | None | 5 minutes | Releasing Clerk |
| TOTAL: | | None | 1 hour and 50 minutes | |



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

| | | | | |
|--|--|--|------------------------|--|
| 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. Application Form | | TF-TTM | | |
| 2. Letter Request Addressed to OIC, TFTTM | | Transport Association | | |
| 3. Barangay Certificate (Original Copy) | | Barangay where the Business is Addressed | | |
| 4. Security Exchange Commission (SEC) Registration / Cooperative Development Authority (CDA) | | Transport Association | | |
| 5. Updated Certificate of Public Convenience (CPC) | | Transport Association | | |
| 6. Latest Vehicle Official Receipt (OR) / Certificate Registration (CR) with Decision | | Transport Association | | |
| 7. Least of Contract or Authorization (For Application Using Private or Government Lots/Areas as Terminal, Depot or Staging Areas) | | Transport Association | | |
| 8. List of Units Indicating Plate Numbers | | Transport Association | | |
| 9. Sketch of Terminal | | Transport Association | | |
| 10. List of Franchise from LTFRB | | Transport Association | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Clients prepare requests | 1.1. Receives and records for new or renewal of Temporary Terminal Permit | None | 10 minutes | Receiving and Releasing Clerk |
| | 1.2. Gives instruction to Engineering Section- OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section. | None | 15 minutes | OIC, TF-TTM & Receiving/ Releasing Clerk |

| | | | | |
|--|--|------|------------------------------|---|
| | 1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken. | None | 10 minutes | Engineering Section- OIC |
| | 1.4. Prepares Letter Order for ocular inspection/coordination. | None | 10 minutes | Engineering Section Personnel (Terminal Clerk) |
| | 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 | Engineering Section- OIC & Receiving/ Releasing Clerk |
| | 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 | OIC, TF-TTM & Receiving/ Releasing Clerk |
| | 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. | None | 24 hours (3 working days) | Section OIC, Engineering Section Personnel, Terminal Clerk & Receiving/ Releasing Clerk |

| | | | | |
|--|---|-------------|---|--|
| <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 paid). The Engineering Personnel, will make Temporary Terminal Permit.</p> | <p>None</p> | <p>30 minutes</p> | <p>Section OIC, Engineering Section Personnel (Terminal Clerk) & CTO</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> | <p>None</p> | <p>10 minutes</p> | <p>Section OIC & Receiving/ Releasing Clerk</p> |
| | <p>2.3. Approves and signs Temporary Terminal Permit. Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section</p> | <p>None</p> | <p>10 minutes</p> | <p>OIC, TF-TTM & Receiving/ Releasing Clerk</p> |
| <p>3. Receive the Temporary Terminal Permit</p> | <p>3.1 Releases the document / Temporary Terminal Permit</p> | <p>None</p> | <p>5 minutes</p> | <p>Clerk (Receiving and Releasing Section, Administrative Division)</p> |
| <p>TOTAL:</p> | | | <p>(Approved request) 26 hours (Disapproved request) 26 hours</p> | |



Ordinance Violation Receipt Redemption Section

External Services



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

| | | | | |
|--|--|--|------------------------|---|
| 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; 2. Affidavit of Loss (if original was lost) 3. Photocopy LTO Certificate of Registration and Official Receipt (OR/CR) (if Vehicle Plate/Motor Vehicle confiscated/impounded); 4. Deed of Sale (if not first/original owner of the motor vehicle); 5. Traffic Clearance (if involved in road crash) 6. MMDA Clearance (if original OVR ticket was lost – for PUV); 7. Authorization Letter (for representative); and 8. Photocopy of valid ID (for representative and apprehended driver). | | 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 a issued OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.; Deed of Sale; MMDA Clearance; Traffic Clearance | 1.1. Receives OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.; Deed of Sale; MMDA Clearance; Traffic Clearance | None | 5 minutes | OVR Receiving Clerk located at Windows 1 or 2 |
| IF representative: - submits authorization | 1.2. Authorization letter and valid IDs (for duly | | | |

| | | | | |
|--|---|--------------------------------------|------------|---|
| letter, photocopy of valid IDs of the owner and the representative's, - OR &CR of motor vehicle. | authorized representatives). | | | |
| | 1.3. Locate the confiscated item/s; then attaches it to documents submitted. | None | 10 minutes | Property Custodian Clerk |
| | 1.4. Verify from the database records for any unsettled previous apprehension/s from database. | None | 15 minutes | EDP Section (Assessment Area) |
| 2. Receives Order of Payment | 2.1. Prepares and issues Order of Payment | None | 5 minutes | EDP Section and Windows 7 |
| 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 | Cashier at Windows 7, 8, 9, 10 or 11 |
| 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 | OVR Releasing Clerk at Windows 3, 4, 5 or 6 |
| TOTAL: | | Fines and Penalties cited in the OVR | 45 minutes | |



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

| | | | | |
|---|---|-------------------------|------------------------|--------------------------------------|
| 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. Presents the notarize request letter / photocopy of valid ID and or Endorsement from LTO/LGU | 1.1. Receives notarize request letter and photocopy of valid ID. | None | 5 minutes | OVR Receiving Clerk at Window 1 or 2 |
| | 1.2. Check records for unsettled apprehension / violation of the driver/motorist from the database. Note: If positive for unsettled apprehension / violation refer to Redemption of Confiscated Items (4.11). If no unsettled apprehension, issue the document requested. | None | 5 minutes | EDP Section (Assessment Area) |
| | 1.3. Prints requested document of the driver / motorist. | None | 5 minutes | EDP Section (Assessment Area) |

| | | | | |
|---|---|------|------------|---------------------------------------|
| | 1.4. Sign the printed document (Certificate of Non-apprehension). | None | 5 minutes | Head, TTMD |
| 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 | OVR Releasing Clerk at Windows 3 to 6 |
| TOTAL: | | None | 25 minutes | |



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

Ordinance Violation Receipt Redemption Section

External Services



4. 3. SERVICE NAME: REMITTANCE OF CONFISCATED ITEMS

| | | | | |
|--|--|------------------------|-----------------------------|--|
| Office or Division: | Ordinance Violation Receipt Redemption Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | Deputized Traffic Enforcers (TTMD, 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 | Receiving Clerk at Remittance Window (back of DPOS Bldg. Ground Floor) |
| | 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) |

| | | | | |
|---------------|--|------|------------|-------------------------|
| | <p>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”</p> | None | 10 minutes | Sorting Section |
| | <p>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”</p> | None | 15 minutes | Property Custodial Area |
| TOTAL: | | None | 45 minutes | |

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

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Ordinance Violation Receipt Redemption Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | Deputized Traffic Enforcers (TTMD, 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 at the Back of DPOS Bldg., Ground Floor) |
| | 1.2. Check and evaluate the submitted requirements if complete / Issues Deputation Order Number (New). | None | 10 minutes | Property Custodian Clerk |
| | 1.3. Prepare the Deputation Order ID; | None | 15 minutes | EDP Section |
| | 1.4. Affix initials on the Deputation Order ID | None | 5 minutes | OVR Section |
| | 1.5. Signs the issued Deputation Order ID; | None | 5 minutes | Head, TTMD |

| | | | | |
|--|---|------|------------|--------------------------|
| 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 | Property Custodian Clerk |
| TOTAL: | | None | 45 minutes | |

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

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | Ordinance Violation Receipt Redemption Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | Deputized Traffic Enforcers (TTMD, 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 at the Back of DPOS Bldg., Ground Floor |
| | 1.2. Issues OVR Booklet and Traffic Apprehension Report). | None | 10 minutes | Property Custodian Clerk |
| 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 at the Back of DPOS Bldg., Ground Floor |
| TOTAL: | | None | 20 minutes | |



4. 6. SERVICE NAME: RENEWAL OF OVR BOOKLET

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | Ordinance Violation Receipt Redemption Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | Deputized Traffic Enforcers (TTMD, 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 1 pc. 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 | Receiving Clerk at Window at the Back of DPOS Bldg., Ground Floor |
| | 1.2. Check/verify/sign the Traffic Apprehension Report (TAR) for any corrections and/or discrepancies; | None | 10 minutes | EDP Section and Property Custodian Clerk |
| | 1.3. Sign the Traffic Apprehension Report (TAR); | None | 5 minutes | In-charge, Property Custodian |

| | | | | |
|--|--|------|------------|--|
| 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 |
| | 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) |
| | | | 5 minutes | |
| | 3.2. Sign Authorization issued to renew OVR Booklet; | None | 5 minutes | Head, TTMD |
| 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 |
| 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 |
| 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 at the Back of DPOS Bldg., Ground Floor |
| TOTAL: | | None | 65 minutes | |

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

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Ordinance Violation Receipt Redemption Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | Deputized Traffic Enforcers (TTMD, 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 | Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor) |
| | 1.2. Check / verify the Suspension Order. | None | 5 minutes | In-charge, Property Custodian |
| | 1.3. Prepare Memorandum for the Lifting of Suspension Order. | None | 5 minutes | EDP STAFF |
| | 1.4. Affix Initial to the Memorandum Lifting the Suspension Order. | None | 5 minutes | In-charge, Property Custodian |
| | 1.5. For Signature. (Recommending Approval) | None | 5 minutes | OIC, OVR |
| | 1.6. For Signature. (Approval) | None | 5 minutes | Head, TTMD |

| | | | | |
|--|---|------|------------|---|
| 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 | Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor) |
| | 2.2. Return the OVR Booklet if not consumed, Traffic Apprehension Report (TAR) if consumed OVR Booklet, Deputation Order ID | | | |
| TOTAL: | | None | 35 minutes | |



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

| | | | | |
|---|---|------------------------|-----------------------------|---------------------------|
| 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 | DURATION OF ACTIVITY | 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 |
| 2. Accomplishes Complaint Sheet Form | 2.1. Schedules the date and time of hearing The date of hearing is schedule within 5 working days after the filing of protest | None | 10 minutes | TAB Clerk |

| | | | | |
|--|--|------|------------|---------------------------|
| 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 | TAB Clerk |
| | 3.2. Serves summon/s to apprehending officer/s | None | 1 hour | TAB Clerk |
| HEARING | | | | |
| 4. Driver and Apprehending Officer/s attend the scheduled hearing | 4.1. Conducts Hearing with both parties | None | 45 minutes | Hearing Officer/TAB Clerk |
| | if case is resolved: 4.2. Prepares Resolution Form for signatures of at least 3 Board Members | None | 30 minutes | Hearing Officer/TAB Clerk |
| | 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 | TAB Clerk |
| | 4.4. Prepares Memorandum for review/initial of Head, TF-TTM | None | 10 minutes | TAB Clerk |

| | | | | |
|--|--|------|------------|--------------|
| | 4.5. Serve Approved Memorandum to apprehending Officer/s | None | 1 hour | TAB Clerk |
| | 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 | TAB Clerk |
| | 4.7. Serves summon/s to Apprehending Officer/s | None | 1 hour | TAB Clerk |
| 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 | TAB Clerk |
| | 5.2. Prepares Memorandum of Lifting of Suspension for review/initial of Head, TF-TTM | None | 10 minutes | Head, TF-TTM |
| 6. Apprehending Officer/s secures the approved Memorandum of Lifting of Suspension | 6.1. Releases approved Memorandum of Lifting of Suspension | None | 10 minutes | TAB Clerk |
| BOARD HEARING | | | | |

| | | | | |
|---|---|------|------------|---------------------------|
| 7. Driver and Apprehending Officer/s attend the scheduled Board Hearing | 7.1. Conducts hearing with both parties | None | 45 minutes | Board Members/TAB Clerk |
| | 7.2. Prepares Resolution Form for signatures of at least 2 Board Members | None | 30 minutes | Hearing Officer/TAB Clerk |
| 8. Secures the Approved Resolution | 8.1. Releases approved appropriate Resolution Form (Proceed to Step 8) If driver failed to settle the amount of fines and/or penalties, refer to Step 8. | None | 10 minutes | TAB Clerk |
| | 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 | None | 30 minutes | Hearing Officer/TAB Clerk |
| | 8.3. Request letter to Land Transportation Office (LTO) for review/initial of Head, TF-TTM | None | 10 minutes | Head, TF-TTM |
| | 8.4. Serve Request Letter to Land Transportation Office (LTO) | None | 1 hour | TAB Clerk |

| | | | | |
|--|--|------|--------------------|--|
| 9. Proceeds to OVR Redemption Center for process (OVR ticket redemption for confiscated driver's license/vehicle plates/impounded vehicles) | | | | |
| TOTAL: | | None | 9 hours 33 minutes | |



Tricycle Regulations Division

External Services

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

| | | | | |
|---|---|---|------------------------|-----------------------------------|
| 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 |
| | 1.2. Prepares Letter Order | None | 10 minutes | TRD Clerk |
| | 1.3. Approves / Signs Letter Order | None | 1 hour | Chief, TRD |
| | 1.4. Implements Letter Order and Conducts ocular inspection of TC terminal/s. | None | 8 hours | TRD Field Inspector |

| | | | | |
|---|---|------|---------------------|---|
| | 1.5. Field Inspector prepares inspection report and recommends for approval or denial of TC Terminal | None | 2 hours | TRD Field Inspector |
| | 1.6. Prepares Temporary Tricycle Terminal Permit or Letter of Denial | None | 30 minutes | Inspection and Monitoring Section |
| | 1.7. Checks, reviews document and affixes initial for approval of the Head | None | 10 minutes | Chief, TRD |
| | 1.8. Approves Permit or signs Letter of Denial | None | 30 mins | Head, TTMD |
| 2. Receives the Temporary Tricycle Terminal Permit | 2.1. Issues Tricycle Terminal Permit | None | 10 minutes | Releasing Clerk / Inspection and Monitoring Section |
| TOTAL: | | None | 12 hours 40 minutes | |

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

| | | | | |
|---|--|------------------------|------------------------|---|
| 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 | 15 minutes | Inspection and Monitoring Section |
| 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 |
| | 2.2. Verifies latest Annual Payments | None | 5 minutes | Computer Encoder / Files & Records Clerk / Verifier |
| 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 |

| | | | | |
|--|---|--|-------------------|--|
| <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>Cashier, CTO</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</p> |
| | <p>5.2. Encodes / Updates records of all applicants within a day</p> | <p>None</p> | <p>8 hours</p> | <p>Encoder / Record Section</p> |
| | <p>5.3. Prints all necessary documents of applicants within a day</p> | <p>None</p> | <p>8 hours</p> | <p>Encoder / Typing Clerks</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>Chief, TRD</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 | Asst. Dept. Head, TTMD |
| | 5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section | None | 1 hour | Head, TFTTM |
| 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 | Releasing Clerk |
| | 6.2. Prepares Transmittal to LTO | None | 1 hour | Processing and Research Section |
| | 6.3. Signs / approves Transmittal Letter | None | 30 minutes | Head, TTMD |
| 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 | TRD Liaison Officer |
| 8. Presents the latest / current Registration of tricycle unit/s. | 8.1. Issues Annual Sticker, MTOP, QC Official Receipt | None | 5 minutes | Preleasing Clerk Processing and Research Section |
| | TOTAL: | Annual TC Registrati on | 24 hours 35 minutes | |

6. 3. SERVICE NAME: REGISTRATION OF PEDICABS WITH FRANCHISE

| | | | | |
|--|--|---|------------------------|---|
| 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 | 15 minutes | Inspection and Monitoring Section |
| 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 |
| | 2.2. Verifies latest Annual Payments | None | 5 minutes | Computer Encoder / Files & Records Clerk / Verifier |
| 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 |
| 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 |

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|--|--|----------------------------------|-----------|---|
| 5. Submits Official Receipt at TRD | 5.1. Receives Official Receipts and stamps Schedule of Release | None | 5 minutes | Processing and Research Section |
| | 5.2. Encodes / Updates records of all applicants within a day | None | 8 hours | Encoder / Record Section |
| | 5.3. Prints all necessary documents of applicants within a day | None | 8 hours | Encoder / Typing Clerks |
| | 5.4. Checks / reviews / validates the documents and affixes initial forward to the Office of the Asst. Head for initial | None | 1 hour | Chief, TRD |
| | 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 | Asst. Dept. Head, TTMD |
| | 5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section | None | 1 hour | Head, TFTTM |
| 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 | Preleasing Clerk Processing and Research Section |
| TOTAL: | | Annual PC Registration (₱600.00) | 20 hours | |



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

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| 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 | Radiotelephone Operators |
| | 1.2. Person concerned assess the nature of the requests / assistance needed and provide immediate action | None | 3 minutes | Radiotelephone Operators |
| | 1.3. End Users informed of the action taken | None | 2 minutes | Radiotelephone Operators |
| 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 QCTFTTM@gmail.com / mayor@quezoncity.gov.ph. / pcc@malacanang.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 |

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| | <p>involve in any criminal activity before being impounded.</p> <ul style="list-style-type: none"> • If the complaint/s involves traffic related, it was/were referred to Enforcement Section to coordinate with the concerned traffic sector for appropriate action. • 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. |
| Contact Information | e-mail address: QCTFTTM@gmail.com |

List of Offices

| Office | Address | Contact Information |
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| 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 |