



Traffic and Transport Management Department (TTMD)

I. Mandate

City Ordinance No. SP-3134, S-2022 “An Ordinance amending Ordinance No. SP-2864, S-2019, otherwise known as Traffic and Transport Management Department (TTMD).

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.

City Ordinance No. 3172, S-2023 “An Ordinance Revising Ordinance No. SP-2785, S-2018 or the Revised Traffic Management Code of Quezon City, pursuant to the Metro Manila Development Authority Resolution No. 2023-02.

City Ordinance No. 3052, S-2021 “An Ordinance amending City Ordinance No. SP-2785, S-2018, otherwise known as the Quezon City Revised Traffic Management Code of 2018”.

City Ordinance No. 2785, S-2018 “An Ordinance adopting the Quezon City Revised Traffic Management Code of 2018”

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 public in general.

IV. SERVICE PLEDGE

We, the officials and employees of the Traffic and Transport Management Department, 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 Division

Internal Services

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

Office or Division:	Administrative Division			
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)		
8. NBI Clearance (Original)		National Bureau of Investigation (NBI)		
9. Personal Data Sheet		Office		
10. Medical Certificate / Certificate (Fit to Work); Female with Pregnancy Test		Department of Health		
11. Drug Test and Receipt		Drug Test Centers		
12. TIN Number		Bureau of Internal Revenue (BIR)		
13. Voter's Certificate / ID		Comelec		
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 Head, TTMD	None	10 minutes	Receiving Clerk
	1.2. Checks qualifications of the applicants and refer to the Administrative Division	None	10 minutes	OIC, Administrative Division
	1.3. Assesses applicants	None	10 minutes	OIC, Personnel Section

	based on the documents submitted			
	1.4. Evaluates the documents submitted	None	15 minutes	OIC, Personnel Section
	1.5. Encodes the name and other personal data of applicant in the master list of all applicants	None	15 minutes	OIC, Personnel Section
	1.6. Sets the date for the interview of all applicants and availability of the TTMD 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	15 minutes	OIC, Personnel Section
	1.7. Inform all applicants on the date and time of interview through e-message or text message	None	15 minutes	OIC, Personnel Section
2. Appear before the TTMD Selection Committee for Interview	2.1. Interviews all applicants	None	3 hours	TTMD Selection Committee
	2.2. Tabulates the result of the ratings of TTMD Selection Committee Members	None	1 hour	OIC, Personnel Section
	2.3. Submits the result to	None	15 minutes	OIC, Personnel Section

	the Chief Administrative Officer			
	2.4. Presents result of the Interview to the TTMD Head for instructions.	None	15 minutes	OIC, Administrative Officer
	2.5. Instruct Chief Administrative Officer to set final interview of applicants who passed the initial interview.	None	15 minutes	Head TTMD
	2.6. Instruct OIC, Personnel Section to inform all applicants on the date and time of interview through e-message or text message	None	15 minutes	OIC, Administrative Officer
3. Appear before the Personnel Section	3.1. Interviews all applicants and advises them to wait for further instruction	None	3 hours	Personnel Section
	3.2. Gives instruction to the OIC, Personnel Section and identifies applicants to be hired	None	15 minutes	OIC, Administrative Division
	3.3. Informs successful applicants to submit all documentary requirements within 5 days	None	15 minutes	OIC, Personnel Section
4. Submits to TTMD all the documentary requirements	4.1. Receives and checks on the completeness of the and advises them to report on (date	None	2 hours	Admin Clerk

	scheduled) for the signing of contract and for the general orientation			
	4.2. Prepares Contract of Service for the newly hired applicants	None	2 hours	Admin Clerk
5. Reports to TTMD on the specified date for contract signing and orientation	5.1. Have the newly hired personnel sign contract as Contract of Service employees of TTMD for the period _____;	None	2 hours	Admin Clerk
6. Attends Orientation	6.1. Conducts general orientation re: Administrative Matters Cross reference: Code of Ethics	None	2 hours	Education Section
7. Attends official training for TTMD newly hired personnel	7.1. Conducts and facilitates training for all newly hired Contract of Service: Program of Instruction	None	152 hours	Education Section
	7.2. Reviews results of examination given after the training and recommends to the Head TTMD and Administrative Division the deputation of deserving	None	2 hours	Education Section

	Newly Hired Personnel			
	7.3. Endorses to OIC, Personnel Section for Issuance of Office Order to Newly Hired Personnel	None	30 hours	Education Section
	7.4. Prepares Office Orders	None	15 minutes	Personnel Section
	7.5. Recommends approval of the Office Orders by affixing initial of the Administrative Division for approval of the Head	None	15 minutes	OIC, Administrative Division
	7.6. Reviews, signs and approves Office Order	None	15 minutes	Head TTMD
	7.7. Releases Office Orders to the newly hired COS	None	15 minutes	Releasing Clerk
	7.8. Endorses the newly hired COS to the different Divisions for further mentoring on their actual assignments	None	15 minutes	Chief, Admin Officer
	TOTAL:	None	203 hours 15 minutes	

**EDUCATION AND TRAINING SECTION
INTERNAL AND EXTERNAL SERVICES**

2. SERVICE NAME: NEWLY HIRED TRAFFIC ENFORCERS

Office or Division:	Education and Training Section			
Classification:	Simple			
Type of Transaction:		Government to Citizen (G2C)		
Who May Avail:	Newly Hired Trainees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter from OIC, Administrative Division		Administrative Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Prepares schedules of Program of Instructions of Newly Hired Trainees for approval of the Head TTMD.	None	3 Hours	OIC, Education & Training Section
	1.2. Upon approval, prepares letter request for Speakers/Venues for Training /Seminar.	None	5 minutes	Educ. Secretariat
1. Submits endorsement letter of Newly Hired Trainees Enforcers from OIC, Admin Division.	1.3. Receives, records endorsement letter of Newly Hired Trainees from Admin. Division	None	2 minutes	Educ. Secretariat
2. Presents, bring all the required and prescribed training materials.	1.4. Checks, inspect the prescribed individual training materials.	None	1 Hour	Educ. Secretariat
	1.5. Conducts and facilitates training/seminar to the Newly Hired Trainees as per Program of Instructions.	None	47 Working Days 376 Hours	Educ. Secretariat
	1.6. Assesses/evaluates examination of individual trainees.	None	3 Hours	Educ. Secretariat
	1.7. Endorses	None	5 minutes	OIC, Education

	Newly Hired Trainees after the prescribed training period to Admin Division for further instructions.			& Training Section
	1.8. Prepares, submit after Activity Report to the Head, TTMD.	None	30 Minutes	Educ. Secretariat
TOTAL:		None	383 Hours & 42 minutes	

2. 1. SERVICE NAME: TRAINING FOR DEPUTIZATION OF TRAFFIC ENFORCERS

Office or Division:	Education and Training Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who May Avail:	Deputized Traffic Enforcers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request Addressed to the Head, TTMD		Requesting Clients Barangay/Agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request from head of Organization Unit/ Agency	1.1. Receives and records letter requests with attached routine slip and forward to the head of TTMD for approval.	None	5 minutes	Receiving Clerk
	1.2. Receives, records and coordinates approved letter request.	None	5 minutes	Educ. Secretariat
	1.3. Prepares letter Order for ocular inspection of venue.	None	5 minutes	TTMD Head and Educ. Secretariat
	1.4. Implements letter order, acknowledges, coordinates and set scheduled for time and date of training /seminar.	None	30 Minutes	Educ. Secretariat
	1.5. Prepares letter order/request for Speakers & Facilitators.	None	5 Minutes	Educ. Secretariat
	1.6. Conducts training/ seminar as set scheduled.	None	3 working days 24 Hours	Educ. Secretariat and invited Speakers
	1.7. Evaluates/assess Aspirants and check their individual examination	none	3 hours	Educ. Secretariat
	1.8. Prepares examination result and submit after activity report to the Head, TTMD	None	30 minutes	OIC, Educ. Sect. and Educ. Secretariat
	TOTAL:	None	28 Hours and 25 Minutes	

2.2. SERVICE NAME: ROAD SAFETY AWARENESS (Students and Guardians)

Office or Division:	Education and Training Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who May Avail:	Road Users (Students and Guardians)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrolled in School		School Division/Institutions		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Letter Request offers Services on Road Safety Awareness to conduct seminar of Road Users (Students) to School Institutions from Head, TTMD.	None	30 Minutes	Head, TTMD/ Educ. Secretariat
1. Receives letter request from Head, TTMD	1.2. Coordinates/Schedules as per Program of Instructions.	None	30 Minutes	Educ. Secretariat
	1.3. Gives instructions to conduct seminars on Road Safety Awareness to Road Users (Students).	None	30 Minutes	Head, TTMD/OIC, Education & Training Section
	1.4. Conducts ocular inspection for venues on Road Safety Awareness seminar to Road Users (Students).	None	1 Hour	Educ. Secretariat
2 .Attends seminar on Road Safety Awareness.	1.5. Conduct seminar on Road Safety Awareness to Road Users (Students).	None	3 Hours	Educ. Secretariat
	1.6. Prepares and Submit After Activity Report on Road Safety Awareness Road Users (Students) to Head, TTMD.	None	30 Minutes	Educ. Secretariat
Total:		None	6 Hours	

2.3. SERVICE NAME: OTHER ROAD SAFETY TRAININGS

Office or Division:	Education and Training Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who May Avail:	BPSO and Barangay Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request Addressed to the Head, TTMD		Barangays		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request Road Safety Awareness to conduct seminar, other training seminars	1.1 Receives letter request subject for approval of TTMD, Head.	None	30 Minutes	Client
	1.2 Coordinates/Schedules as per Program of Instructions.	None	30 Minutes	Educ. Secretariat
	1.3. Gives instructions to conduct seminars on Road Safety Awareness to Road Users (Barangay Constituents / BPSO).	None	30 Minutes	Head, TTMD/OIC, Education & Training Section
2 .Attends seminar on Road Safety Awareness.	1.5. Conduct training seminar on Road Safety Awareness to Road Users (Barangay Constituents / BPSO).	None	8 Hours	Educ. Secretariat & Invited Speakers
	1.6. Prepares and Submit After Activity Report on Road Safety Awareness Road Users Barangay Constituents / BPSO to Head, TTMD.	None	30 Minutes	Educ. Secretariat
Total:		None	10 Hours	

Enforcement Section

External Services

**3. 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 – ttmd@quezoncity.gov.ph	QC Web Portal		
3.	Phoned-in – Trunkline 8-988-4242	QC Web Portal		
4.	TTMD- 8-703-8906	QC Web Portal		
5.	Text-in Complaints – (ComCen: 09565910499) / Walk-in TTMD form	QC Web Portal		
		TTMD		
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 Head, TTMD	None	10 minutes	Clerk (Receiving and Releasing Section, Administrative Division)
	1.2. Reviews / asses the nature of complaints / request and refer to the OIC, Enforcement for appropriate action / complete staff work	None	5 minutes	Head, TTMD
	1.3. Review / evaluate / assess the nature of complaint / request and	None	5 minutes	OIC, Enforcement

	forward to Traffic Enforcement Section (TES) for the conduct of verification / inspections.			
	1.4. Prepares Letter Order forward to Head, TTMD for approval.	None	5 minutes	OIC, Enforcement
	1.5. Reviews and signs the Letter Order	None	5 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 OIC, Enforcement	None	72 hours (3 working days)	OIC, Enforcement
	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 Head, TTMD	None	5 minutes	OIC, Enforcement
	1.8. Check / review the report (After Inspection / After Operation), supporting document/s and reply / endorsement,	None	5 minutes	Head, TTMD

	and affix signature thereto and transmit to the Head, TTMD for signature			
	1.9. Check document and sign if found complete; release to Receiving and Releasing Section for appropriate action	None	5 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	72 hours 40 minutes	

Engineering Section

External Services

4. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITHOUT PAYMENT) – requirement for application of New 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		TTMD Receiving Area		
2. Business Number and Date Issued		Business Permit and Licensing Department (BPLD)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.qceservices.quezoncity.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.quezoncity.gov.ph if their application is for compliance to traffic clearance.	None	5 minutes	Traffic and Transport Management Department (TTMD)
	1.3 Evaluate, check the document and send remarks to tax payer if their application is applicable for Traffic Clearance.	None	5 minutes	Traffic and Transport Management Department (TTMD)
3. Email to qctftmtc@gmail.com and submit the following requirements based on their remarks.	3.1 Forwarded to Engineering Section Personnel.	None	5 minutes	Engineering Section Personnel
	3.2 Prepares Letter Order for ocular inspection/coordination. Received and recorded by the Receiving/Releasing Clerk and to be forwarded to the office of Head, TTMD for signature	None	5 minutes	Engineering Section- OIC & Receiving/ Releasing Clerk

	3.3 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	5 minutes	Head, TTMD & Receiving/ Releasing Clerk
	3.4 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 Head, TTMD for signature.	None	24 hours (3 working days)	Section OIC, Engineering Section Personnel & Receiving/ Releasing Clerk
	3.5 Approves and signs Traffic Clearance. Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	5 minutes	Head, TTMD
4. Receives TTMD 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	24 hours and 40 minutes	

**4.1. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR
BUSINESS PERMIT (WITHOUT PAYMENT) –
requirement for application of Renewal 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	TTMD Receiving Area			
2. Business Number and Date Issued	Business Permit and Licensing Department (BPLD)			
3. Old Traffic Clearance – Photocopy	Traffic and Transport Management Department (TTMD)			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.qceservices.quezoncity.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.quezoncity.gov.ph if their application is for compliance to traffic clearance.	None	5 minutes	Traffic and Transport Management Department (TTMD)
	1.3. Send Remarks to tax payer	None	5 minutes	Traffic and Transport Management Department (TTMD)
3. Email to gctftmtc@gmail.com and submit the following requirements based on their remarks.	3.1. Forwarded to Engineering Section Personnel. (ancillary/evaluator)	None	5 minutes	Engineering Section Personnel
	3.2 Prepares Traffic Clearance.	None	5 minutes	Engineering Section Personnel

	3.3 Traffic Clearance Received and recorded by the Receiving/ Releasing Clerk	None	5 minutes	Engineering Section- OIC, Receiving/ Releasing Clerk
	3.4 Forwarded to the office of Head, TTMD for signature	None	5 minutes	Head, TTMD
4. Receives TTMD traffic clearance	Releases Traffic Clearance to requesting party	None	5 minutes	Releasing Clerk
TOTAL:		None	40 minutes	

4. 1. 1. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITH PAYMENT) - requirements for application of New Business Permits

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		TTMD Receiving Area		
2. Business Number and Date Issued		Business Permit and Licensing Department (BPLD)		
3. Picture and copies OR/CR of motorized vehicles		Traffic and Transport Management Department (TTMD)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.qceservices.quezoncity.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.quezoncity.gov.ph if their application is for compliance to traffic clearance.	None	5 minutes	Traffic and Transport Management Department (TTMD)
	1.3 Evaluate, check the document and send remarks to tax payer if their application is applicable for Traffic Clearance.	None	5 minutes	Traffic and Transport Management Department (TTMD)
3. Email to gctftmtc@gmail.com and submit the following requirements based on their remarks	3.1 Forwarded to Engineering Section Personnel. (ancillary/evaluator)	None	5 minutes	Engineering Section Personnel
	3.2 Prepares Letter Order for ocular inspection/coordination. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of Head, TTMD for signature	None	5 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	None	5 minutes	Head, TTMD & Receiving/ Releasing Clerk

	to the Engineering Section.			
	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 Head, TTMD for signature.	None	24 hours (3 working days)	Section OIC, Engineering Section Personnel & Receiving/ Releasing Clerk
4. Pays given amount to the CTO (Miscellaneous Section)	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).	None	5 minutes	Section OIC, Engineering Section Personnel & CTO
	1.9 Approve with initial Traffic Clearance	None	5 minutes	Engineering Section- OIC
	2.0 Forwarded to the office of Head, TTMD for signature	None	5 minutes	HEAD, TTMD
5. Receives TTMD traffic clearance / letter of denial	2.1 Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests	None	5 minutes	Releasing Clerk
TOTAL:		None	24 hours and 50 minutes	

4.1.2. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITH PAYMENT)
requirements for application of Renewal Business Permits

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		TTMD Receiving Area		
2. Business Number and Date Issued		Business Permit and Licensing Department (BPLD)		
3. Old Traffic Clearance – Photocopy		Traffic and Transport Management Department (TTMD)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.qceservices.quezoncity.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.quezoncity.gov.ph if their application is for compliance to traffic clearance.	None	5 minutes	Traffic and Transport Management Department (TTMD)
	1.3 Send Remarks to tax payer	None	5 minutes	Traffic and Transport Management Department (TTMD)
3. Email to qctftmtc@gmail.com and submit the following requirements based on their remarks.	3.1 Forwarded to Engineering Section Personnel. (ancillary/evaluator)	None	5 minutes	Engineering Section Personnel
	3.2 Prepares Traffic Clearance.	None	5 minutes	Engineering Section Personnel
4. Pays given amount to the CTO (Miscellaneous Section)	4.1 Gives instruction to the Engineering Personnel to issue Order of Payment,	None	5 minutes	Section OIC, Engineering Section Personnel &

	the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed).			CTO
	4.2 Approves and signs Traffic Clearance Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	5 minutes	Engineering Section- OIC, Receiving/ Releasing Clerk
	4.3 Forwarded to the office of Head, TTMD for signature	None	5 minutes	Head, TTMD
5. Receives TTMD traffic clearance	Releases Traffic Clearance to requesting party.	None	5 minutes	Releasing Clerk
TOTAL:		None	45 minutes	

4.2. 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		TTMD 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 – 1set (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 – 1set (photo copy)		Land Transportation Office (LTO)		
9. Vehicle Route – 1 copy		Company		
10. Picture of 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 Head, TTMD	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	10 minutes	Head, TTMD & 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	None	10 minutes	Section OIC, Engineering Section Personnel

	was payed). The Engineering Personnel, will make the permit.			
	2.2 After the business owner pays the given amount the Engineering Personnel Prepare Permits.	None	10 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	10 minutes	Head, TTMD
3. Receives TTMD traffic clearance	3.1 Releases Permit	None	5 minutes	Releasing Clerk
TOTAL:		None	1 hour and 5 minutes	

4.3. 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	TTMD
2. Letter Request Addressed to Head, TTMD	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. Latest Vehicle Official Receipt (OR) / Certificate Registration (CR) with decision	Transport Association			
6. Least of Contract or Authorization (For Application Using Private or Government Lots/Areas as Terminal, Depot or Staging Areas)	Transport Association			
7. List of Units Indicating Plate Numbers	Transport Association			
8. Sketch of Terminal	Transport Association			
9. Close Circuit Television (CCTV Camera) - Ordinance No. SP-2695, S-2018 - 70 degree wide angle - Minimum of 4 mega pixel	Transport Association			
10. Waiting Area with Chair for Passengers	Transport Association			
11. Clean Comfort Rooms for Passengers	Transport Association			
12. 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	10 minutes	Head, TTMD & 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 Head, TTMD 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	Head, TTMD & 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 Head, TTMD for signature.	None	24 hours (3 working days)	Section OIC, Engineering Section Personnel, Terminal Clerk & Receiving/ Releasing Clerk
2. Pays the given amount to the City Treasurer's Office (Miscellaneous Section)	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.	None	10 minutes	Section OIC, Engineering Section Personnel, (Terminal Clerk) & CTO
	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 Head, TTMD for signature.	None	10 minutes	Section OIC & Receiving / Releasing Clerk
	2.3 Approves and signs Temporary Terminal Permit. Receive and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section.	None	10 minutes	Head, TTMD & Receiving/ Releasing Clerk
3. Receive the Temporary	3.1 Releases the document / Temporary	None	5 minutes	Clerk (Receiving & Releasing

Terminal Permit	Terminal Permit.		Note: (Approved request) 26 hours (Disapproved request) 26 hours	Section, Administrative Division)
TOTAL:			25 Hours 35 Minutes	

Ordinance Violation Receipt Redemption Section

External Services

5. SERVICE NAME: UOVR Ticket Redemption/Payment for Traffic Violations

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Apprehended Drivers / Representative			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ol style="list-style-type: none"> 1. Original UOVR Ticket; 2. Affidavit of Loss/Police Blotter (if original UOVR ticket was lost) 3. Photocopy LTO Official Receipt and Certificate of Registration (OR/CR) (if Vehicle Plate confiscated/Motor Vehicle impounded); 4. Notarized Deed of Sale (if not first/original owner of the motor vehicle); 5. Traffic Clearance (if involved in road crash) 6. Authorization Letter (for representative); and 7. Photocopy of valid ID (for representative and apprehended driver/motorist). 	Driver / Representative			
	Driver / Representative			
	Driver / Representative			
		Representative and apprehended Driver		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits issued UOVR ticket, Affidavit of Loss/Police blotter, Photocopy of LTO O.R. & C.R.; Notarized Deed of Sale; Traffic Clearance	1.1. Receives UOVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.; Notarized Deed of Sale; Traffic Clearance	None	5 minutes	OVR Receiving Clerk at Counter 1 or 2
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. Locates the Driver's License photo printout attachment or confiscated item/s; then attaches it to documents submitted.	None	10 minutes	Property Custodian Clerk
	1.4. Verifies from the OVR System for any unsettled previous apprehension/s from database.	None	15 minutes	EDP Staff
2. Receives Order of Payment	2.1. Prepares and issues Order of Payment	None	5 minutes	EDP Staff and OVR Clerk at Counter 6 or 7
3. Pay the fines and penalties and receives Official Receipt	3.1. Receives Order of Payment and issues Official Receipt	Fines and Penalties cited in the UOVR ticket	5 minutes	Cashier at Counter 8 or 9
4. Presents Official Receipts and receives confiscated items (if any)	4.1. Validates / records Official Receipt and release the confiscated item/s (if any), and have the client sign on the duplicate copy of the order of payment as proof of receipt to the confiscated item/traffic violations.	None	5 minutes	OVR Releasing / Recording Clerk at Counter 3, 4 or 5
TOTAL:		Fines and Penalties cited in the OVR	45 minutes	

5. 1. 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter – 1 copy (original)		Driver		
2. Photo Copy of valid government ID – 1 copy (photocopy)		Driver		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the request letter / photocopy of valid ID and or Endorsement from LTO/LGU	1.1. Receives request letter and photocopy of valid ID.	None	5 minutes	OVR Receiving Clerk at Counter 1 or 2
	1.2. Check records for unsettled apprehension / violation of the driver / motorist from the OVR System. Note: If positive for unsettled apprehension / violation refer to (Service Name: OVR Ticket Redemption/Payment for Traffic Violations) . If no unsettled apprehension, issue the document requested.	None	5 minutes	EDP Staff
	1.3. Prints requested document of the driver / motorist.	None	5 minutes	EDP Staff
	1.4. Sign the printed document (Certificate of Non-Apprehension).	None	5 minutes	Head, TTMD

2. Receives the Certificate of Non-Apprehension	2.1. Releases 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 / Recording Clerk at Counter 3, 4 or 5
TOTAL:		None	25 minutes	

5. 2. SERVICE NAME: Issuance of Lifting of Alarm

Office or Division:	Ordinance Violation Receipt Redemption Section				
Classification :	Simple				
Type of Transaction:	Government to Citizen (G2C)				
Who may avail:	Apprehended Drivers				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Alarm Data Entry/Alarm Summary from LTO – 1 copy (original printout)		Driver			
2. Photo Copy of valid government ID – 1 copy (photocopy)		Driver			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Presents the Alarm Data Entry/Alarm Summary from LTO / photocopy of valid ID	1.1. Receives the Alarm Data Entry/ Alarm Summary from LTO and photocopy of valid ID.	None	5 minutes	OVR Receiving Clerk at Counter 1 or 2	
	1.2. Check records for unsettled apprehension / violation of the driver/motorist from the OVR System.	None	5 minutes	EDP Staff	
	Note: If positive for unsettled apprehension / violation refer to (Service Name: OVR Ticket Redemption/Payment for Traffic Violations) before issuance of requested document. If no unsettled apprehension, issue the document requested.				
	1.3. Prints requested document of the driver / motorist.	None	5 minutes	EDP Staff	
	1.4. Signs the printed document (Lifting of	None	5 minutes	Head, TTMD	

	Alarm).			
2. Receives the Lifting of Alarm document.	2.1. Releases the Lifting of Alarm and have the client sign in the duplicate copy of the document as proof of receipt.	None	5 minutes	OVR Releasing / Recording Clerk at Counter 3, 4 or 5
TOTAL:		None	25 minutes	

5. 3. SERVICE NAME: Remittance of UOVR Traffic Violation Ticket

(Photo printout of Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, UOVR Ticket of other LGU's and other documents) / Confiscated Item

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duplicate and triplicate copy of OVR ticket – 1 copy		Deputized Traffic Enforcer		
2. Photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, UOVR Ticket of other LGU's, other documents) 1 – copy (photo printout)		Deputized Traffic Enforcer		
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)		Deputized Traffic Enforcer		
4. Spot Report – 1 copy		Deputized Traffic Enforcer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Duplicate and Triplicate of UOVR Ticket, photo printout of (Driver's License, Vehicle Plate, LTO OR / CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, and other documents), Traffic Apprehension Report (TAR), Spot Report.	1.1. Receives duplicate and triplicate copy of UOVR ticket, photo printout of (Driver's License, Vehicle Plate, LTO OR / CR, Impounded Motor Vehicle, UOVR Ticket of other LGU's, and other documents), Traffic Apprehension Report (TAR), Spot Report.	None	10 minutes	Receiving Clerk Remittance Window (back of DPOS Bldg. Ground Floor)
	1.2. Encodes all vital information of the apprehended driver / violator from the duplicate copy of UOVR ticket / photo printout submitted;	None	10 minutes (per UOVR ticket)	EDP Staff (Encoding Area)

	<p>1.3. Sorts the duplicate and triplicate copy of the UOVR ticket and arranged the photo printout in chronological order like (Driver's License, LTO OR/CR, UOVR ticket, TOP, Student Permit, etc);</p> <p>– Counter checks the item to the "Transmittal Report"</p>	None	10 minutes	OVR Clerk (Sorting Area)
	<p>1.4. Keeps the photo printout alphabetically in order and/or according to designated basket such as: (DL, OR/CR, OVR ticket, TOP, Student Permit, etc)</p> <p>– Counter checks the item to the "Transmittal Report"</p>	None	15 minutes	Property Custodial Staff (Property Custodial Area)
TOTAL:		None	45 minutes	

5. 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, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (PDS)		Deputized Traffic Enforcer		
2. Result of Examination		Education and Training Section		
3. Troop Deployment (for NDC, Barangay, QCPD-DTEU, UPDP-TMET, TF Disiplina)		NDC, Barangay, QCPD-DTEU, UPDP-TMET, TF Disiplina Office		
4. Endorsement letter from Office/Unit/Agency concerned		NDC, Barangay, QCPD-DTEU, UPDP-TMET, TF Disiplina Office		
5. Appointment (for Barangay unit) / Office Order (for QCPD-DTEU)		Barangay / QCPD-DTEU Office		
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. Submits 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 of Deputation ID, submit the old Deputation Order ID	1.1. Receives requirements for Deputation Order.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Checks and evaluates the submitted requirements if complete / Issues Deputation Order Number (New).	None	10 minutes	Property Custodian Clerk
	1.3. Prepares the Deputation Order ID;	None	15 minutes	EDP Staff
	1.4. Affixes initials on the Deputation Order ID	None	5 minutes	Section Chief / Asst. Section Chief, OVR Section
	1.5. Signs the issued Deputation Order ID;	None	5 minutes	Head, TTMD
2. Receives	2.1. Releases the	None	5 minutes	Property Custodian

the duly signed Deputation Order ID	duly signed Deputation Order ID and have the Traffic Enforcer sign on the logbook to signify receipt of the Deputation Order ID.			Clerk
TOTAL:		None	45 minutes	

5. 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, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Deputation Order ID - 2 copies (Original and Photocopy)		Deputized Traffic Enforcer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Deputation Order ID (Original and 2 pcs, photocopy)	1.1. Receives Deputation Order ID (Original and 2 pcs. Photocopy);	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Issues UOVR Booklet and Traffic Apprehension Report (TAR).	None	10 minutes	Property Custodian Clerk
2. Receives UOVR Booklet and Traffic Apprehension Report (TAR).	2.1. Releases UOVR Booklet and Traffic Apprehension Report (TAR) and have the Traffic Enforcer sign on the logbook to signify receipt of the UOVR Booklet and Traffic Apprehension Report (TAR).	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
TOTAL:		None	20 minutes	

5. 6. SERVICE NAME: Renewal of UOVR Booklet for 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, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consumed UOVR Booklet – 1 Consumed Booklet		Deputized Traffic Enforcer		
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 and Deputized Traffic Enforcer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the consumed UOVR Booklet, original and 1 pc. Photocopy of Traffic Apprehension Report (TAR), photocopy of Deputation Order ID and clearance from office / unit / agency concerned.	1.1. Receives / reviews and signs the original Traffic Apprehension Report (TAR), consumed UOVR Booklet, photocopy of Deputation Order ID and clearance from office / unit / agency concerned;	None	10 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Checks / verifies / signs the Traffic Apprehension Report (TAR) for any corrections and/or discrepancies;	None	10 minutes	EDP Staff and Property Custodian Clerk
	1.3. Signs the Traffic Apprehension Report (TAR);	None	5 minutes	Section Chief, OVR / In-charge, Property Custodian
2. Receives the duly signed Traffic Apprehension Report (TAR)	2.1. Returns the duly signed Traffic Apprehension Report (TAR) and other supporting	None	5 minutes	Property Custodian Clerk

and other supporting requirements/ documents	requirements to the Traffic Enforcer; 2.2. Issues Authorization to renew UOVR Booklet;			
3. Submits the duly signed Traffic Apprehension Report (TAR) and other supporting requirements to Traffic Adjudication Board (TAB).	3.1. Receives 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. Signs Authorization issued to renew UOVR Booklet;	None	5 minutes	Head, TTMD
4. Receives the issued Authorization to renew UOVR Booklet and submit it to the OVR Section.	4.1. Releases approved Authorization to renew UOVR Booklet	None	5 minutes	Receiving Clerk
4. Submits Authorization	4.2. Receives the Authorization to renew UOVR Booklet and other requirement. Issue the UOVR Booklet and Traffic Apprehension Report (TAR);	None	5 minutes	Property Custodian Clerk
5. Receives the issued UOVR Booklet and Traffic Apprehension Report (TAR)	5.1. Releases UOVR 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	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
TOTAL:		None	65 minutes	

5. 7. SERVICE NAME: Issuance of Suspension Order of Deputized Traffic Enforcer

Office or	Ordinance Violation Receipt Redemption Section
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Division:				
Classification :	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duplicate and triplicate copy of OVR ticket		Deputized Traffic Enforcer		
2. Photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, UOVR Ticket of other LGU's, other documents) / Confiscated Items		Deputized Traffic Enforcer		
3. Traffic Apprehension Report (TAR)		Deputized Traffic Enforcer		
4. Spot Report		Deputized Traffic Enforcer		
5. UOVR Booklet		Deputized Traffic Enforcer		
6. Deputation Order ID		Deputized Traffic Enforcer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Traffic Apprehension Report (TAR), photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, OVR Ticket of other LGU's, other documents) / Confiscated Items (if any), Spot Report (if any);	1.1. Checks Traffic Apprehension Report (TAR), photo printout of (Driver's License, Vehicle Plate, LTO OR/CR, Impounded Motor Vehicle, UOVR Ticket of other LGU's, other documents) / Confiscated Items (if any), Spot Report (if any) if there's a Non-Compliance with the Existing Guidelines and Operating Procedures Governing the Issuance of the UOVR.	None	5 minutes	Receiving Clerk Remittance (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Evaluates apprehension in reference to the Administrative Sanctions and Policies.	None	5 minutes	In-charge, Property Custodian
	1.3. Prepares Memorandum Suspension Order	None	5 minutes	EDP Staff

	concerning the result of the evaluation conducted by the In-charge, Property Custodian.			
	1.4. Affixes Initials (Memorandum Suspension Order).	None	5 minutes	In-charge, Property Custodian
	1.5. For Signatures. (Recommending Approval)	None	5 minutes	Section Chief, OVR Section
	1.6. For Signatures. (Approval)	None	5 minutes	Head, TTMD
2. Receives Memorandum Suspension Order.	2.1. Releases signed Memorandum Suspension Order to concern Deputized Traffic Enforcer.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
3. Submits UOVR Booklet, Deputation Order ID, Traffic Apprehension Report (TAR)	3.1. Receives surrendered UOVR Booklet, Traffic Apprehension Report (TAR) and Deputation Order ID.			
TOTAL:		None	40 minutes	

5. 8. SERVICE NAME: Lifting of Suspension Order of Deputized Traffic Enforcer

Office or Division:	Ordinance Violation Receipt Redemption Section
Classification :	Simple
Type of	Government to Government (G2G)

Transaction:				
Who may avail:	Deputized Traffic Enforcers (TTMD, DPOS, Barangay, UPDP-TMET, NDC, TF Disiplina, QCPD-DTEU and STAG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Served Suspension Order – 1 copy (photocopy)		Deputized Traffic Enforcer		
2. UOVR Booklet – 1 Booklet		OVR Section, TTMD		
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)		OVR Section, TTMD		
4. Deputation Order ID – 1 copy (photocopy)		OVR Section, TTMD		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Suspension Order	1.1. Receives Suspension Order.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Checks / verifies the Suspension Order.	None	5 minutes	In-charge, Property Custodian
	1.3. Prepares Memorandum Lifting of Suspension Order.	None	5 minutes	EDP Staff
	1.4. Affixes Initials Memorandum Lifting of Suspension Order.	None	5 minutes	In-charge, Property Custodian
	1.5. For Signatures. (Recommending Approval)	None	5 minutes	Section Chief, OVR Section
	1.6. For Signatures. (Approval)	None	5 minutes	Head, TTMD
2. Receives Memorandum Lifting of Suspension Order, UOVR Booklet, Traffic Apprehension Report (TAR), Deputation Order ID.	2.1. Releases signed Memorandum Lifting of Suspension Order to concern Deputized Traffic Enforcer.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	2.2. Returns the UOVR Booklet if not consumed, Traffic Apprehension Report (TAR) and Deputation Order ID. Issues New UOVR Booklet and			

	Traffic Apprehension Report (TAR) if consumed UOVR Booklet.			
TOTAL:		None	35 minutes	

5. 9. SERVICE NAME: Online Payment of UOVR Ticket for Traffic Violations

Office or Division:	Ordinance Violation Receipt Redemption Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)

Who may avail:	Apprehended Drivers / Motorist / Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UOVR Ticket Number; 2. Lastname of apprehended driver/motorist		Driver / Motorist / Representative		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the QC E-Services website https://qceservices.quezoncity.gov.ph/ If no account yet, register here: https://qceservices.quezoncity.gov.ph		None	Client dependent	Driver / Representative
2. Select “ OVR Online Payment ” icon in the QC E-Services		None	Client dependent	Driver / Representative
3. Enter UOVR Ticket No. and Last Name indicated on the actual issued UOVR ticket, click the Accept End User Agreement then click SEARCH button.		None	Client dependent	Driver / Representative
4. Click “ PAY FINE ” to pay online via Gcash / Paymaya / PayGate or Landbank (online fund transfer) or click “ PRINT BILL ” to pay on-site / walk-in at the QC OVR Redemption Center (Main Office) or at any Landbank branches (present the Order of Payment when paying over-the-counter (OTC) at Landbank)		None	Client dependent	Driver / Representative
5. Choose payment method and follow the instructions to pay the fines and penalties.	Validate payment w/in 2-3 working / business days and issue Official Receipt	None	2-3 working / business days	CTO Online Payment and Cashier / Bank Teller
6. Claim Official Receipt validated by CTO Online Payment Office	Verifies / locates and releases the Official Receipt and have the client sign on the transmittal form	None	5 minutes	OVR Online Payment Clerk

	as proof of receipt to the Official Receipt.			
TOTAL:		Fines and Penalties cited in the OVR	2-3 working / business days and 5 minutes	

Traffic Adjudication Board

External Services

6. 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)			
8. Other documents pertinent to the issue	Driver and/or motorist			
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 2-5 working days after the filing of protest	None	10 minutes	TAB Clerk
3. Submits the accomplished Complaint Sheet Form and receives the Complaint Action	3.1. Prepares summon/s to the concerned	None	10 minutes	TAB Clerk

Sheet Form indicating the scheduled date and time of hearing	Apprehending Officer/s			
	3.2. Serves summon/s to apprehending officer/s	None	10 minutes	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 a Board Member	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 Quezon City Management Code	None	30 minutes	TAB Clerk
	4.4. Prepares Memorandum for review/initial of Head, TTMD	None	10 minutes	TAB Clerk
	4.5. Serve Approved Memorandum to apprehending Officer/s	None	10 minutes	TAB Clerk
	if case not settled: 4.6. Schedule hearing with the Board for final	None	10 minutes	TAB Clerk

	disposition within 2 working days and prepares summon/s to the concerned Apprehending Officer/s.			
	4.7. Serves summon/s to Apprehending Officer/s	None	10 minutes	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 and appeal letter.	None	10 minutes	TAB Clerk
	5.2. Prepares Memorandum of Lifting of Suspension for review/initial of Head, TTMD	None	10 minutes	Head, TTMD
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 a 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	None	10 minutes	TAB Clerk

	settle the amount of fines and/or penalties, refer to Step 8.2			
	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, Quezon City Traffic Management Code	None	10 minutes	Hearing Officer/TAB Clerk
	8.3. Request letter to Land Transportation Office (LTO) for review/initial of Head, TTMD	None	10 minutes	Head, TTMD
	8.4. Serve Request Letter to Land Transportation Office (LTO)	None	10 minutes	TAB Clerk
9. Proceeds to OVR Redemption Center for process (OVR ticket redemption for confiscated driver's license/vehicle plates/impounded vehicles)				
TOTAL:		None	5 hours 30 minutes	

6.1. SERVICE NAME: AVAILMENT OF PENALTY REDUCTION ON TRAFFIC VIOLATION

Office or Division:	Traffic Adjudication Board (TAB)
Classification:	Simple

Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Apprehended drivers with multiple violations and/or with incurred penalties.			
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. Other documents pertinent to the issue		Driver and/or motorist		
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 letter of appeal	2.1. Verify if the appeal of penalties can be amended.	None	10 minutes	TAB Clerk
3. Submits the accomplished Letter of Appeal Form and receives the Form.	3.1. if the appeal is granted: Prepares Resolution Form for signatures of a Board Members and releases approved appropriate Resolution Form	None	10 minutes	TAB Clerk
	if the appeal is denied: 3.2. Proceed to OVR for Payment of Fines and Penalties.	None	10 minutes	Hearing Officer/TAB Clerk
TOTAL:		None	40 minutes	

Tricycle Regulations Division

External Services

7. 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	10 minutes	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	None	1 hour	TRD Field Inspector

	report and recommends for approval or denial of TC Terminal			
	1.6. Prepares Temporary Tricycle Terminal Permit or Letter of Denial	None	10 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	10 minutes	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	10 hours 10 minutes	

7. 1. SERVICE NAME: REGISTRATION OF TRICYCLES WITH FRANCHISE

Office or	Tricycle Regulation Division
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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
4. Pays tricycle fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.	4.1. Accepts payment and issues Official Receipt	Annual TC Registration of ₱400.00 (FOR HIRE) and ₱600.00 (UTILITY) plus surcharges if applicable of 25% of Franchise Fee & Supervision Fee	20 minutes	Cashier, CTO

		plus 2% Interest monthly but not to exceed 36 mos. Cross Reference: (Ord. No. SP-2337, S-2014)		
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 Chief, TRD for initial	None	1 hour	Chief, Processing and Research Section
	5.5. Reviews the documents for completeness and compliance to existing ordinance/s and laws, transmit to the Head, TTMD for signature	None	1 hour	Chief, TRD
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section	None	1 hour	Head, TTMD
6. Receives TRD	6.1. Issues	None	5 minutes	Releasing Clerk

Transaction Request Form and Schedule of LTO Transmittal	Transaction Request and Schedule of Transmittal to LTO Agency			
	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	

7. 2. 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 ₱275.00 (Utility)	5 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
	5.2. Encodes /	None	8 hours	Encoder /

	Updates records of all applicants within a day			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, TTMD 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, TTMD
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 (₱275.00)	19 hours 45 minutes	

Communication Center External Services

8. 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		TTMD 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	2 minutes	Radiotelephone Operators
	1.2. Person concerned assess the nature of the requests / assistance needed and provide immediate action	None	2 minutes	Radiotelephone Operators
	1.3. End Users informed of the action taken	None	2 minutes	Radiotelephone Operators
TOTAL:		None	6 minutes	

QUEZON CITY PUBLIC TRANSPORT SERVICE SECTION

External Services

9. SERVICE NAME: QUEZON CITY PUBLIC TRANSPORT SERVICE IMPLEMENTATION OF Q CITY BUS PROGRAM

Office or Division:	Public Transport Service Section (PTSS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Citizens of Quezon City and individuals who are working, studying or transacting within the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter – Complainant		Complainant		
2. Email – ttmd@quezoncity.gov.ph and		QC Web Portal		
3. Phoned-in – Trunkline 8-988-4242 or TTMD- 8-703-8906		QC Web Portal		
4. Text-in Complaints – (Comcen: 09178446565)		QC Web Portal		
5. Walk-in TTMD form		TTMD Receiving Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients prepare Complaints	1.1. Receives and Records complaints / 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 and refer to the OIC, PTSS for appropriate action / complete staff work	None	5 minutes	Head, TTMD
	1.3 Reviews / evaluates / assess the nature of		5 minutes	

	complaint and conduct inspection / investigation relative to the complaint	None		OIC / Asst. OIC, PTSS
	1.4. Coordinate / Set schedule of dialogue /meeting to the complainant	None	5 minutes	Asst. OIC, PTSS
	<p>1.5 Bus Driver Conductor - Prepare Transmittal / Incident Report for appropriate action by the Bus Operator (as mandated to the Terms of Reference signed by Land Transportation Franchising and Regulatory Board or LTFRB and Quezon City Government) and for OIC, PTSS initial / signature and transmit to Head, TTMD for signature / approval.</p> <p>1.5.1 Quezon City Bus Employees - Prepare Transmittal / Incident Report for OIC, PTSS initial / signature and transmit to Head, TTMD for signature / perusal</p>	None	5 minutes	Head, TTMD
2. Clients prepare Requests (City Offices/Dept., Barangays, NGO's, PO's, Schools and other Gov't. Agencies	2.1. Receives and records requests, attaches routing slip and forwards to the office of the Dept. Head, TTMD.	None	5 minutes	Clerk (Receiving and Releasing Section

	2.2 Review the request and forwards to OIC, PTSS for appropriate actions	None	5 minutes	Head, TTMD
	2.3 Review the nature of request and coordinate details with the requesting party.	None	5 minutes	OIC, PTSS
TOTAL:		None	40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Letter addressed to the Head, TTMD</p> <ul style="list-style-type: none"> - Call 87038906 / Trunk line 8988-4242 - email ttmd@quezoncity.gov.ph / mayor@quezoncity.gov.ph / pcc@malacanang.gov.ph.
How feedbacks are processed	<ul style="list-style-type: none"> - Upon receive, the complaint/s is/are evaluated/assessed if it involves: - Traffic/ obstruction related - Personnel related
How to file a complaint	<p>A.) Submit written complaint</p> <ul style="list-style-type: none"> ▪ Letter <ul style="list-style-type: none"> • Postal Services • email ▪ Accomplishment of TTMD Complaint Form <ul style="list-style-type: none"> • Walk-in <p>B.) Phone-in or Text-in</p>
How complaints are processed	<p>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.</p> <p>A) Received complaints undergoes the following:</p> <ul style="list-style-type: none"> ▪ For traffic and obstruction/ illegal parking/ stalled vehicles. <ul style="list-style-type: none"> • 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 concerned traffic sector for appropriate action. • Send reply to concerned office

		or complainant for action taken. B) For complaint against personnel: If the concerned personnel was/were found guilty, corresponding punishment was/were administered: (1 st Offense) Reprimand, (2 nd Offense) Suspension; and (3 rd Offense) Dismissal from service.
		submit explanation to the complainant/s ttmd@quezoncity.gov.ph 8-703-8906
Office	Address	Contact Information
Traffic and Transport Management Department	2 nd Floor, DPOS Building, Quezon City Hall Compound, Kalayaan Avenue, Diliman, Quezon City	8-703-8906
Administrative Division		8-703-8906
Personnel and Records Section		8-703-8906
Budget and Finance		8-703-8906
Contact Information		e-mail address: TTMD@quezoncity.gov.ph

List of Offices

Management Section		
Supply and Procurement Management Section		8-703-8906
Education Section		8-703-8906 / educationsec21@gmail.com
Engineering Section		8-703-8906
Enforcement Section		8-703-8906
Traffic Adjudication Board		8-703-8906 / qctabsecretariat@gmail.com
Communication Center		89211063 / 09565910499
Tricycle Regulatory Division		87036871 / 89242027 / TRD@quezoncity.gov.ph
Tricycle Regulatory Division: Administrative Section/ Processing Section		87036871 / TRD@quezoncity.gov.ph
Records Section		8-703-8906
OVR Redemption Section	Ground Floor, DPOS Building, Quezon City Hall Compound, Kalayaan Avenue, Diliman, Quezon City	09770621685