

Security, Peace & Disaster Preparedness Cluster

Department of Public Order and Safety

1.0 LEGAL MANDATES:

ORDINANCE NO. NC-140, S-90

Ordinance establishing the Department of Public Order and Safety in the Quezon City Government and providing for and defining its organization structure, duties, functions and responsibilities.

ORDINANCE NO. SP-15, S-1992

Ordinance franchising and regulating the operation of Motorized Tricycle in Quezon City to be known as the Quezon City Tricycle Ordinance of 1992.

ORDINANCE NO. SP-1104, S-2002

An Ordinance establishing the Pedicab Regulatory Section under the Tricycle Regulatory Unit.

ORDINANCE NO. SP-1277, S-2003

An Ordinance amending Ordinance No.SP1104, S-2002, otherwise known as the "Quezon City Pedicab Ordinance of 2002".

ORDINANCE NO. SP-1444, S-2004

An Ordinance creating the Traffic Management Code of Quezon City

ORDINANCE NO. SP-1700, S-2006

An Ordinance transferring supervision over the Tricycle Regulation Unit, including its personnel budget, offices and related space, equipment, motor vehicles, supplies and materials, from the Office of the City Administrator to the Department of Public Order and Safety (DPOS), repealing Section 1 of Executive Order No. 31, S-84 and Section 2.1 of Ordinance No. NC-154, S-90 and amending Ordinance No.NC-140, S-90 for the purpose.

ORDINANCE NO. SP-2109, S-2011

An Ordinance regulating the construction, display, and maintenance of all commercial signs and signboards/billboards including its support structures within the territorial jurisdiction of Quezon City, providing penalties for violation thereof and for other purposes.

MEMORANDUM CIRCULAR NO. 11, Series of 2011

Guidelines for the implementation of the orders issued by the City Building Official for violation of the National Building Code of the Philippines and other laws, ordinances, rules and regulations

ORDINANCE NO. 2337, S-2014

An Ordinance adopting the Quezon City Tricycle Management Code of 2014

ORDINANCE NO. 2373, S-2014

An Ordinance amending certain provisions of Ordinance No. SP-1444, S-2004 entitled "An Ordinance creating the Traffic Management Code of Quezon City," subject to all laws and existing rules and regulations.

EXECUTIVE ORDER NO. 12, S-2015

Creating the Street Clearing Operations Task Group, defining its powers, functions, duties and responsibilities and for other purposes.

2.0 VISION:

The Department of Public Order and Safety envisions to be Dedicated in serving the people and Passionate in upholding peace, order and safety of the city. It further envisions to be an Office where service, integrity and discipline is always observed, and to be a Steward of the City leading its people towards a progressive and dynamic economy.

3.0 MISSION:

To provide services to the general public in a general manner using the pertinent provisions of laws, rules and regulations resulting to the enlistment of Government Service for the benefit of its constituents with Dedication, Punctuality, Outstanding Services, and Sincerity

4.0 FRONTLINE SERVICES

4.1 IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS AND ORDINANCE

Schedule of Availability of Service :

Days : Monday – Friday (Working days)

Hours : 8:00 a.m. – 5:00 pm (without noon break)

Who may avail of the service : Drivers/Motorists, Pedestrians and Concerned citizens

Documentary Requirements : Letter, email, walk – in, phoned – in, texted – in complaints address to the head

Processing Period : 17 hours and 30 minutes

How to avail of the service :

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Sends complaints thru letter, email, telephone or text message	Receives and records complaints & attach routing slip	10 mins.	Receiving Clerk	NONE	NONE
		Reviews and checks complaint/s; then refers to division-in-charge for complete staff work	20 mins.	Asst. Dept. Head/ DPOS Head	NONE	NONE
		Reviews documents and gives instruction to section-in-charge	10 mins	Chief, TOD	NONE	NONE
		Prepares Letter Order for approval	10 mins.	Section Chief, Enforcement Section	NONE	NONE
		Approves/Signs Letter Order / Feedback Mechanism	10 mins	Asst. Dept. Head / DPOS Head	NONE	Letter Order
		Implements letter orders	14 hours	Section Chief, Enforcement Section	NONE	NONE
		Prepares activity report and endorsement to concerned department	2 hours	TOD Chief	NONE	NONE
		Reviews and signs reports and endorsement	30 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
END of TRANSACTION						

4.2 ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT

Schedule of Availability of Service :

Days : Monday – Friday (Working days)

Hours : 8:00am – 5:00pm (without noon break)

Who may avail of the service : Owners of Business Establishment

Documentary Requirements :

- | | | |
|---------------------------------|--------------------------------------|---------------------------------|
| 1. BPLO Permit (Xerox) | 4. Barangay Clearance (Xerox) | 6. DTI/SEC Registration (Xerox) |
| 2. Locational Clearance (Xerox) | 5. Fire Protection Clearance (Xerox) | 7. Official Receipt |
| 3. EPWMD Clearance | | |

Processing Period : 26 hours and 5 minutes

How to avail of the service :

Step	Applicant/ Client	Service provider	Duration of Activity	Person in charge	Fees	Form
1	Submits BPLO permit with requirements (all Xerox)	Reviews and records application for routing	10 mins	Receiving Clerk	NONE	NONE
		Checks and reviews request; then refers to TOD for complete staff work	20 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
		Checks and reviews request; then assigns to section-in-charge	10 mins	Chief, TOD	NONE	NONE
		Prepares Letter Order for approval	10 mins	TOD Personnel	NONE	NONE
		Approves/Signs Letter Order	10 mins	Asst. Dept. Head / DPOS Head	NONE	Letter Order
		Conducts inspection and implements Letter Order	24 hours	Section Chief, Engineering Section	NONE	NONE
		Prepares After Inspection Report and recommends approval or disapproval of permit	30 mins	TOD Chief/ Section Chief/ Engineering Section	NONE	NONE
		Approves/ disapproves permit	30 mins	Asst. Dept. Head/ DPOS Head	NONE	NONE
2	Receives traffic clearance of DPOS/ letter of denial	Releases permit to requesting party/ Letter of Denial for disapproved requests	5 mins	Releasing Clerk	NONE	NONE
END of TRAMSACTION						

4.3 ISSUANCE OF TRAFFICE CLEARANCE FOR EXCAVATION AND DIGGING PERMIT

Schedule of Availability of Service :
Days : Monday – Friday (working days)
Hours : 8:00 a.m.– 5:00 p.m. (without noon break)
Who may avail of the Service : Owners
Documentary Requirements :

- | | |
|--|----------------------------------|
| 1. Excavation Permit from Engineering Department | 4. DPWH / MMDA for national road |
| 2. Barangay Clearance (XEROX) | 5. Official Receipt |
| 3. Application Form from Maynilad Co. | |

Processing Period : 10 hours and 35 minutes

How to Avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submits Excavation Permit issued by the Engineering Department together with photocopy of the requirements	Reviews and records application	10 mins.	Receiving Clerk	NONE	NONE
		Checks and reviews request; then refers to TOD for complete staff work	20 mins.	Asst. Dept. Head / DPOS Head	NONE	NONE
		Checks and reviews request; the gives instruction to section-in-charge	10 mins.	Chief, TOD	NONE	NONE
		Prepares Letter Order	10 mins	TOD Personnel	NONE	NONE
		Approves/Signs Letter Order	10 mins	Asst. Dept. Head / DPOS Head	NONE	Letter Order
		Conducts inspection	8 hours	Section Chief, Engineering Section	NONE	NONE
		Prepares After Inspection Report and prepares permit	1 hour	TOD Personnel / TOD Chief	NONE	NONE
		Approves/Disapproves Permit	30 mins.	Asst. Dept. Head/ DPOS Head	NONE	NONE
2	Receives DPOS Traffic Clearance/Letter of Denial	Releases Permit/Letter of Denial to requesting party	5 min	Releasing Clerk	NONE	NONE
END of TRANSACTION						

4.4 ISSUANCE OF DPOS CLEARANCE FOR RALLY PERMIT

Schedule of Availability of Service :

Days : Monday – Friday (Working days)

Hours : 8:00 a. m. – 5:00 p.m. (without noon break)

Who May Avail of the Service : Different NGO's Organization; Non-Political and Political Organization; LGUs

Documentary Requirements :

1. Letter request addressed to Head, DPOS
2. Submit letter request seven (7) days before the event
3. Barangay Clearance (optional)

Processing Period : 32 hours

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submits letter request with requirements	Receives and records application for routing	10 mins	Receiving Clerk	NONE	NONE
		Checks and reviews request; then assigns to division in-charge for complete staff work	5 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
		Reviews and prepares endorsement to QCPD	10 mins	Chief, TOD	NONE	NONE
		Prepares Letter Order for approval	10 mins	TOD Personnel	NONE	NONE
		Approves / Signs Letter Order	10 mins	Asst. Dept. Head / DPOS Head	NONE	Letter Order
		Conducts inspection	7 hours	Section Chief, Engineering Section	NONE	NONE
		Prepares After Inspection Report and awaits recommendation of QCPD; then prepares permit or denial	24 hours	TOD Personnel / TOD Chief	NONE	NONE
		Approves / disapproves permit	10 mins	Asst. Dept. Head/ DPOS Head	NONE	NONE
2	Receives approved permit /Letter of Denial	Releases Permit /Letter of Denial to requesting party	5 mins	Releasing Clerk	NONE	NONE
END OF TRANSACTION						

4.6 ISSUANCE OF PERMIT FOR TRUCK BAN AND PERMIT TO MOVE HEAVY EQUIPMENT

Schedule of Availability of Service :

Days : Monday – Friday (Working Days)

Hours : 8:00 a. m. – 5:00 p.m. without noon break

Who May Avail of the Service : Contractor for Government Project

Documentary Requirements :

1. Letter request addressed to Head, DPOS	4. Notice of Award (truck ban)
2. Government Project (truck ban)	5. Notice of Commence (truck ban)
3. LTO Official Receipt & Certificate of Registration	6. Payment

Processing Period :

For approved request : 6 hours

For disapproved request : 1 hour and 45 minutes

How to Avail of the Service :

Step	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submits letter request with requirements	Receives and records application for routing	10 mins.	Receiving Personnel	NONE	NONE
		Checks and reviews request; then assigns to division in-charge for complete staff work	20 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
		Checks and reviews request; then gives instruction to section-in-charge	10 mins.	Chief, TOD	NONE	NONE
		Coordinates with requesting party and checks on the completeness of documents submitted	30 mins	Section Chief, Engineering Section	NONE	NONE
		Prepares Letter of Denial	30 mins	Section Chief, Engineering Section	NONE	NONE
2	Receives Order of Payment	Prepares and issues Order of Payment for Approved request	30 mins	Section Chief, Engineering Section	NONE	Order of Payment
3	Pays corresponding fees	Receives payment and issues Official receipt	15 mins	Cashier, CTO	Truck Ban with gross weight > 4000 Processing fee-P500/co./mo Filing Fee – P267/truck/mo	Official Receipt
4	Submits original official receipt to the DPOS Office	Validates OR and Prepares truck ban Permit / permit to move heavy equipment	3 hours	Section Chief, Engineering Section		
		Checks documents submitted; then Approves/Signs permit or Letter of Denial	30 mins	Asst. Dept. Head / DPOS Head		
5	Receives DPOS Truck Ban/ Permit to Move Heavy Equipment	Releases permit / Letter of Denial to requesting party	5 min	Releasing Clerk	NONE	Truck Ban Permit/ Permit to Move Heavy Equipment
END OF TRANSACTION						

4.7 ISSUANCE OF PERMIT FOR UNIFIED VEHICULAR VOLUME REDUCTION SCHEME EXEMPTION

Schedule of Availability of Service :
Days : Monday – Friday (Working Days)
Hours : 8:00 a. m. – 5:00 p.m. without noon break
Who May Avail of the Service : People with Disability (PWD), Bridal Cars
Documentary Requirements :

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|--|---|
| 1. Letter request addressed to Head, DPOS | 4. LTO Official Receipt & Certificate of Registration |
| 2. Application form for Marriage Contract (Xerox) | 5. Payment |
| 3. ID of PWD from DSWD/Medical Abstract of Patient | |

Processing Period : 4 hours and 40 minutes

How to Avail of the Service :

Step	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submits letter request with requirements	Receives and records application for routing	10 mins.	Receiving Personnel	NONE	NONE
		Checks and reviews request; then assigns to division in-charge for complete staff work	20 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
		Checks and reviews request; then gives instruction to section-in-charge	10 mins.	Chief, TOD	NONE	NONE
2	Receives Order of Payment	Prepares and issues Order of Payment	10 mins	Section Chief, Engineering Section	NONE	Order of Payment
3	Pays corresponding fees	Receives payment and issues Official receipt	15 mins	Cashier, CTO	UVVRS Processing Fee – 167/mo Filing Fee – 67/car/mo	Official Receipt
4	Submits original official receipt to the DPOS Office	Validates OR and Prepares UVVRS Permit	3 hours	Section Chief, Engineering Section	NONE	NONE
		Checks documents submitted; then Approves/Signs permit	30 mins	Asst. Dept. Head / DPOS Head	NONE	UVVRS Exemption
5	Receives DPOS UVVRS Exemption	Releases permit / Letter of Denial to requesting party	5 min	Releasing Clerk	NONE	UVVRS Exemption
END OF TRANSACTION						

4.8 ISSUANCE OF PERMIT FOR UNIFIED VEHICULAR VOLUME REDUCTION SCHEME EXEMPTION FOR VEHICLES USING ALTERNATIVE FUEL

- Schedule of Availability of Service** :
- Days** : Monday – Friday (Working Days)
- Hours** : 8:00 a. m. – 5:00 p.m. without noon break
- Who May Avail of the Service** : People with Disability (PWD), Bridal Cars
- Documentary Requirements** :
- | | |
|--|--|
| 1. Letter request addressed to Head, DPOS | 4. (OR) of vehicles (original & Xerox) |
| 2. Application form (duly filled up) | 5. Official Receipt |
| 3. Certificate of Registration (CR) of vehicles (original & Xerox) | 6. Payment |
- Processing Period** : 7 hours and 50 minutes
- How to Avail of the Service** :

Step	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submits letter request with requirements	Receives and records application for routing	10 mins.	Receiving Personnel	NONE	NONE
		Checks and reviews request; then assigns to division in-charge for complete staff work	20 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
		Checks and reviews request; then gives instruction to section-in-charge	10 mins.	Chief, TOD	NONE	NONE
		Evaluates documents submitted and inspects the vehicles	3 hours	Task Force Terminal	NONE	NONE
2	Receives Order of Payment	Prepares and issues Order of Payment	10 mins	Section Chief, Engineering Section	NONE	Order of Payment
3	Pays corresponding fees	Receives payment and issues Official receipt	15 mins	Cashier, CTO	UVVRS (AF) Cars/Private Vehicles: Reg. Fee – 200/year Inspection fee-300/unit Sticker – 70/unit Vans/Delivery Panels/PUJs/Taxi/AUV Reg. Fee – 250/year Inspection fee-350/unit Sticker – 70/unit Buses Reg. Fee – 350/year Inspection fee-750/unit Sticker – 70/unit Trucks >4,500kg Reg. Fee – 500/year Insp. fee-1,000/unit Sticker – 70/unit Trucks < 4,500kg Reg. Fee – 1,000/year Insp. fee-1,200/unit Sticker – 70/unit	Official Receipt

					Tricycle Reg. Fee – 80/year As per Art 53 Sec 207 (a) of Ordinance No. SP-1452,S-2004 Sticker – 70/unit	
4	Submits original official receipt to the DPOS Office	Validates OR and Prepares UVVRS-AF Permit	3 hours	Task Force Terminal	NONE	NONE
		Checks documents submitted; then Approves/Signs permit	30 mins	Asst. Head Dept. / DPOS Head	NONE	UVVRS (AF) Exemption
5	Receives DPOS UVVRS Exemption	Releases permit / Letter of Denial to requesting party	5 mins	Releasing Clerk	NONE	UVVRS Exemption
		Affixes stickers at designated place stipulated in Ordinance No. SP-2398, S-2015	10 mins	Task Force Terminal	NONE	NONE
END OF TRANSACTION						

4.9 REQUEST FOR AMENDMENT ON TRAFFIC VIOLATION

Schedule of Availability of Service :

Days : Monday – Friday (Working Days)

Hours : 8:00 a.m. - 5:00 p.m. (without noon break)

Who May Avail of the Service : Apprehended drivers with multiple violations

Documentary Requirements :

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|---|---|
| <ul style="list-style-type: none"> 1. Valid Identification Card of the driver with picture 2. Copy of Ordinance Violation Receipt 3. Copy of Assessment form indicating the fines to be paid | <ul style="list-style-type: none"> 4. Authorization letter from the driver (if representative) 5. Valid Identification Card with picture of the Driver and the representative |
|---|---|

Processing Period : 35 minutes

How to avail of the service :

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Driver or duly authorized representative presents documents tot TAB	Verifies if violation can be amended (e.g. involved in accident, multiple violations)	10 mins.	TAB personnel	NONE	NONE
		Reviews and amends violations (if applicable)	10 mins.	DPOS Head	NONE	NONE
		Prepares Resolution Form for signature of at least 2 TAB Board members	5 mins.	TAB Personnel/ TAB Board members	NONE	NONE
2	Driver / duly authorized Representative secures approved resolution	Releases resolution to drivers with amended traffic violation	5 min	TAB Personnel	NONE	NONE
3	Driver / duly authorized representative proceeds to OVR Redemption Center to pay penalties	Receives payment and issues Official Receipt	5 mins.	Cashier, CTO assigned at window 5	Depends on the violation meted	Official Receipt
END of TRANSACTION						

4.10 OVR TICKET REDEMPTION FOR CONFISCATED DRIVER'S LICENSE/ VEHICLE PLATES/ IMPOUNDED VEHICLES

Schedule of Availability of Service :

Days : Monday – Friday (Working Days)

Hours : 8:00 a.m. - 5:00 p.m. (without noon break)

Who May Avail of the Service : Apprehended Drivers / Motorists

Documentary Requirements :

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|--|--|
| 1. Original OVR Ticket | 4. MMDA Clearance (if original OVR was lost – for PUV) |
| 2. Affidavit of Loss (if original was lost) | 5. Authorization Letter (for representative) |
| 3. Photocopy of LTO Certificate of Registration and Official Receipt | 6. Photocopy of ID (for representative and apprehended driver) |

Processing Period :

Single Apprehension - 40 minutes

Multiple Apprehensions - 55 minutes

How to avail of the service :

4.10.1 For Single Apprehension

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submits issued OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R. ; if representative – submits authorization letter, photocopy of valid IDs of the owner and the representative, OR and CR of vehicle	Receives OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R., authorization letter and valid IDs (for duly authorized representatives)	5 mins	OVR Receiving Clerk at Window 2 or 3	NONE	NONE
		Locates confiscated item/s; then attaches it to documents submitted	15 mins	Property Custodian	NONE	Confiscated items (Driver's License, Vehicle Plates, OVR from other cities/agencies, TOP, LTO-OR or Temporary License)
		Prepares and issues Order of Payment	5 mins	EDP Section (Assessment)	NONE	Order of Payment
2	Pays fines and penalties	Receives payment and issues Official Receipt	5 mins	Cashier at window 8, 9 or 10	Fines and Penalties cited in the OVR	Official Receipt
3	Submits Official Receipt and receives confiscated items	Validates Official Receipt and releases confiscated item/s, and have the client sign on the duplicate copy of the order of payment to signify receipt of the confiscated item/s	10 mins	OVR Releasing Clerk at window 6 or 7	NONE	Official Receipt
END of TRANSACTION						

4.10.2 For Multiple Apprehensions

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submits issued OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R. ; if representative – submits authorization letter, photocopy of valid IDs of the owner and the representative, OR and CR of vehicle	Receives OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R., authorization letter and valid IDs (for duly authorized representatives)	5 mins	OVR Receiving Clerk at Window 2 or 3	NONE	NONE
2		Locates confiscated item/s; then attaches it to documents submitted	15 mins	Property Custodian	NONE	Confiscated items (Driver's License, Vehicle Plates, OVR from other cities/agencies TOP, LTO-OR or Temporary License)
3	Receives Order of Payment	Verifies from records for any unsettled previous apprehension/s <ul style="list-style-type: none"> • Back to Step 2 if violator have unsettled previous apprehensions; • If confiscated items cannot be located, issues information report to Traffic Adjudication Board Prepares and issues Order of Payment	20 mins	EDP Section (Assessment)	NONE	Information Report / Order of Payment
4	Pays fines and penalties	Receives payment and issues Official Receipt	5 mins	Cashier at window 8, 9 or 10	Fines and Penalties cited in the OVR	Official Receipt
5	Submits Official Receipt and receives confiscated items	Validates Official receipt and releases confiscated item/s, and have the client sign on the duplicate copy of the order of payment to signify receipt of the confiscated item/s	10 mins	OVR Releasing Clerk at window 6 or 7	NONE	Official Receipt
END of TRANSACTION						

4.11 FILING OF PROTEST/CONTEST AGAINST ISSUED OVR TICKET

Schedule of Availability of Service :

Days : Monday – Friday / Working Days

Hours : 8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service :

Apprehended Motorist contesting the issued OVR ticket (*within 7 working days upon apprehension*)

Documentary Requirements :

1. Valid Identification Card with picture
2. Copy of Ordinance Violation Receipt
3. Copy of Assessment form indicating the amount of penalty

Processing Period :

2 hours and 45 minutes

How to avail of the service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Drivers/ representatives presents documents	Verifies the documents/complaints presented	10 mins	TAB Personnel	NONE	NONE
2	Driver accomplishes Complaint Sheet	Schedules the date and time of hearing	15 mins	TAB Personnel	NONE	Complaint Sheet and Complaint Action Sheet
3	Submits accomplished Complaint Sheet to TAB	Prepares summons to apprehending officer upon submission of the complaint	10 mins	TAB Personnel	NONE	Summon Form
		Serves summons to driver/violator and apprehending officer	1 hour	TAB Personnel	NONE	Summon Form
4	Attends the scheduled Hearing	Conducts Hearing with both parties	45 mins	TAB Personnel and Hearing Officer	NONE	NONE
		If case is resolved: Prepares Resolution If case is not settled: Sets another hearing schedule with the TAB Board. The process will be repeated until such time that the case has been settled	15 mins	TAB Personnel and Hearing Officer / TAB Board	NONE	Adjudication Form. Resolution Form
5	Driver secures the approved Resolution	Releases approved Resolution	5 mins	TAB Personnel	NONE	TAB Resolution
6	Proceeds to OVR Redemption Center and pays penalties	Receives payment and issue Official Receipt	5 mins	Cashier CTO assigned at window 5		Official Receipt
END of TRANSACTION						

4.12 ISSUANCE OF PERMIT FOR JODA, AUX/FX & PUB TEMPORARY TERMINAL

Schedule of Availability of Service :

Days : Monday – Friday / Working Days

Hours : 8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service : Transport Association/Cooperative

Documentary Requirements :

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|---|---|
| <ol style="list-style-type: none"> 1. Letter request addressed to HEAD, DPOS 2. Application Form (duly filled up) 3. Barangay Clearance (Original) 4. SEC Registration/DTI/CDA 5. Franchise Route from LTFRB/CPC | <ol style="list-style-type: none"> 6. List of Officers, Members and Units with Plate Numbers of units 7. Sketch of Terminal 8. Picture of Terminal 9. Lease Contract (if applicable) 10. OR / CR (photocopy) |
|---|---|

Processing Period :

New Terminal : 11 hours and 20 minutes

Renewal : 3 hours and 20 minutes

How to avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submits letter Request and Application Form	Receives and records request for new or renewal of temporary terminal permit	10 mins	Receiving Clerk	NONE	NONE
		Receives documents and refers to Task Force Terminal	10 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
		Evaluates documents and checks on compliance with the requirements	10 mins	TFT Clerk	NONE	NONE
		Conducts ocular inspection of the terminals (for new terminals)	8 hours	Head, TFT	NONE	NONE
		Prepares inspection report and recommends for approval or disapproval of permit	1 hour	Head, TFT	NONE	NONE
		Checks and reviews report for approval / disapproval	30 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
2	Receives Order of Payment	Prepares and issues Order of Payment	10 mins	TFT Clerk	NONE	Order of Payment
3	Pays for Temporary Terminal Permit Fee	Receives payment and Issues Official Receipt	5 mins	Cashier, City Treasurer's Office	For JODA & AUV ₱ 130.00/ unit/mo. For BUS ₱260.00 /unit /mo.	Machine validated Official Receipt
4	Submits Official Receipt and receives	Validates Official Receipt; then prepares Temporary	30 mins	TFT Clerk	NONE	Temporary Terminal

	confiscated items	Terminal Permit				Permit
		Submits Temporary Terminal Permit for approval	30 mins	Asst, Dept. Head /DPOS Head	NONE	Temporary Terminal Permit
5	Secures approved Temporary Terminal Permit	Releases Temporary Terminal Permit to applicant	5 mins	TFT Clerk	NONE	NONE
END of TRANSACTION						

* In case of renewal, no ocular inspection will be needed

4.12.1 ISSUANCE OF TRAFFIC CLEARANCE FOR PUBLIC UTILITY VEHICLES AS REQUIRED BY THE BUSINESS PERMITS AND LICENSING OFFICE

Schedule of Availability of Service :

Days : Monday – Friday / Working Days

Hours : 8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service : Transport Association

- Documentary Requirements** :
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| <ol style="list-style-type: none"> 1. Letter request addressed to HEAD, DPOS 2. Previous Business Permit with OR for renewal 3. Barangay Clearance (Original) 4. List of units with plate number | <ol style="list-style-type: none"> 5. Locational Clearance 6. Fire Clearance 7. Lease Contract (if applicable) 8. OR / CR (photocopy) 9. Special Use Permit (photocopy) |
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Processing Period :

New Terminal : 11 hours and 20 minutes

Renewal : 3 hours and 20 minutes

How to avail of the Service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submits letter Request and Application Form	Receives and records request for new or renewal of traffic clearance	10 mins	Receiving Clerk	NONE	NONE
		Receives documents and refers to Task Force Terminal	10 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
		Evaluates documents and checks on compliance with the requirements	10 mins	TFT Clerk	NONE	NONE
		Conducts ocular inspection of the terminals (for new terminals)	8 hours	Head, TFT	NONE	NONE
		Prepares inspection report and recommends for approval or disapproval of permit	1 hour	Head, TFT	NONE	NONE
		Checks and reviews report for approval / disapproval	30 mins	Asst. Dept. Head / DPOS Head	NONE	NONE
2	Receives Order of Payment	Prepares and issues Order of Payment	10 mins	TFT Clerk	NONE	Order of Payment
3	Pays for Temporary Terminal Permit Fee	Receives payment and Issues Official Receipt	5 mins	Cashier, City Treasurer's Office	For Bus ₱ 1,000.00/ unit For Taxi, AUVs and PUJs ₱500.00 /unit	Machine validated Official Receipt
4	Submits Official Receipt and receives	Validates Official Receipt; then prepares Temporary	30 mins	TFT Clerk	NONE	Temporary Terminal

	confiscated items	Terminal Permit				Permit
		Submits Temporary Terminal Permit for approval	30 mins	Asst, Dept. Head /DPOS Head	NONE	Temporary Terminal Permit
5	Secures approved Temporary Terminal Permit	Releases Temporary Terminal Permit to applicant	5 mins	TFT Clerk	NONE	NONE
END of TRANSACTION						

* In case of renewal, no ocular inspection will be needed

4.13 REGISTRATION OF TRICYCLES WITH FRANCHISE

- Schedule of Availability of Service** :
- Days** : Monday –Friday (Working Days)
- Hours** : 8:00 AM-5:00 PM (without noon break with alternates)
- Who May Avail of the Service** : Tricycle Operator/Franchise Holder
- Documentary Requirements** :
1. Copy of Motorized Tricycle Operations Permit (MTO) (MTO)
 2. LTO OR/CR
 3. Barangay Certificate
 4. TODA Certificate
 5. Other requirements as needed
- Processing Period** : 27 hours and 55 minutes
- How to Avail of the Service** :

Step	Applicant /Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Tricycle Operator brings TC Unit at TRU Office for Physical Inspection	Inspects, tests and takes picture of TC Unit	10 mins	TRU Inspectors	N/A	Annual Safety Inspection Form
2	Tricycle Operator presents all the requirements needed for TC Registration	Receives/ reviews/ records documents submitted for TC Franchise Registration	15 mins	Receiving Clerk	N/A	Transaction Request Form
3	Tricycle Operator proceeds to record section window	Verifies Annual Payments	5 mins	Computer Encoder /Files & Records Clerk/ Verifier	N/A	
4	Receives Order of Payment; Pays tricycle fees at the Miscellaneous Section of the City Treasurer's Office	Evaluates and issues Order of Payment Accepts payment and issues Official Receipt	3 hours	Assessment Clerk Cashier, CTO	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.	Order of Payment Official Receipt
5	Submits official receipt at TRU window	Receives Official Receipts and stamped Date of Release	5 mins	Assessment Clerk	N/A	
6	Records Updating	Encoding/Updating	10 mins	Encoder/ Record Section	N/A	
		Fills up TRU Forms	20 mins	Encoder	N/A	MTO Confirmation of Unit, Order for Dropping Order for Change Owner/Units (as

						needed)
		Checks and reviews forms & photos of inspected unit and recommends for approval	5 mins	Processing Clerk	N/A	
		Validates documents and approves registration of Tricycle unit	16 hours	Officer In Charge, TRU & Head, DPOS	N/A	MTOP Confirmation of Unit, Order for Dropping (As Needed)
7	Operator secures TRU Registration Documents	Issues registration document to Tricycle Operators; records transaction in the logbook	15 mins	Releasing Clerk/ Liaison Officer Window 3	N/A	<u>OPERATORS COPY:</u> MTOP, QC. Official Receipt, Transaction Request, Annual Sticker, Fare Sticker & Driver's ID
		Prepares Transmittal to LTO	2 hours	Encoder	N/A	
		Submits Transmittal Letter to DPOS Head for signature	30 mins	Head, DPOS	N/A	
		Transmits to LTO; records transmittal in the logbook	5 hours	TRU Liaison	N/A	Transmittal Form
END of TRANSACTION						

4.14 REGISTRATION OF PEDICABS WITH FRANCHISE

- Schedule of Availability of Service** :
- Days** : Monday –Friday (Working Days)
- Hours** : 8:00 AM-5:00 PM
- Who May Avail of the Service** : Pedicab Operator/Franchise Holder
- Documentary Requirements** :
1. Copy of Pedicab Operations Permit (POP)
 2. LTO OR/CR
 3. Barangay Certificate
 4. TODA Certificate
 5. Other requirements as needed
- Processing Period** : 20 hours and 25 minutes
- How to Avail of the Service** :

Step	Applicant /Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Pedicab Operator brings PC Unit at TRU Office for Physical Inspection	Inspects and takes picture of TC Unit	10 minutes	TRU Inspectors	N/A	Annual Safety Inspection Form
2	Pedicab Operator presents all the requirements needed for PC Registration	Receives/ reviews/ records documents submitted for PC Franchise Registration	15 minutes	Receiving Clerk	N/A	Transaction Request Form
3	Pedicab Operator proceeds to record section window	Verifies Annual Payments	5 minutes	Computer Encoder /Files & Records Clerk/ Verifier	N/A	
4	Receives Order of Payment; Pays pedicab fees at the Miscellaneous Section of the City Treasurer’s Office	Evaluates and issues Order of Payment Accepts payment and issues Official Receipt	3 hours	Assessment Clerk Cashier, CTO	Annual Pedicab Registration of ₱375.00	Order of Payment Official Receipt
5	Submits official receipt at TRU window	Receives Official Receipts and stamped Date of Release	5 minutes	Assessment Clerk	N/A	
6	Records Updating	Encoding/Updating	10 minutes	Encoder/ Record Section	N/A	
		Fills up TRU Forms	20 minutes	Typing Clerks	N/A	POP, Confirmation of Unit, Order for Dropping Order for Change Owner/Units (as needed)

		Checks and reviews forms & photos of inspected unit and recommends for approval	5 minutes	Processing Clerk	N/A	
		Validates documents and approves registration of Pedicab unit	16 hours	Officer In Charge, TRU & Head, DPOS	N/A	POP Confirmation of Unit, Order for Dropping (As Needed)
7	Secures Pedicab Operator TRU Registration Documents	Issues registration document to Pedicab Operators; records transaction in the logbook	15 minutes	Releasing Clerk/ Liaison Officer Window 3	N/A	<u>OPERATORS COPY:</u> POP, QC. Official Receipt, Transaction Request, Annual Sticker, Fare Sticker & Driver's ID
END of TRANSACTION						

4.15 ISSUANCE OF TEMPORARY TRICYCLE TERMINAL PERMIT

Schedule of Availability of Service :

Days : Monday –Friday (Working Days)

Hours : 8:00 AM-5:00 PM

Who May Avail of the Service : Tricycle Operators and Drivers Association (TODA)

Documentary Requirements :

1. Application for Tricycle Terminal
2. Vicinity Map/Terminal Location Plan
3. Barangay Endorsement Letter
4. SEC Registration
5. Lists of Officers and members with franchise

Processing Period : 7 hours and 10 minutes

How to Avail of the Service :

Step	Applicant /Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	TODA President submits Application for Terminal Permit Form with attachment	Receives/ reviews/Records submitted documents for Terminal Permit	5 minutes	Receiving Clerk	N/A	Application for Tricycle Terminal
		Conducts ocular inspection of the terminal/s	6 hours	Field Inspector	N/A	N/A
		Prepares inspection report for signature of Field Inspector	25 minutes	Encoder/Field Inspector	N/A	
		Prepares Tricycle Terminal Permit	5 minutes	Records Section Supervisor	N/A	Tricycle Terminal Permit
		Submits tricycle Terminal Permit Form for Signature of TRU Chief and DPOS Head	30 mins	Chief, TRU Head, DPOS	N/A	N/A
2	TODA President secure the Tricycle Terminal Permit	Issues Tricycle Terminal Permit	5 minutes	Records Section Supervisor	N/A	Tricycle Terminal Permit
END of TRANSACTION						

4.16 INSPECTION/ VERIFICATION OF VARIOUS PUBLIC SAFETY AND SECURITY RELATED COMPLAINTS

Schedule of Availability of Service :

Days : Monday – Sunday (Working Days)

Hours : 8:00 a.m. - 5:00 p.m. (depends upon the complaints)

Who May Avail of the Service : Quezon City Constituents

Documentary Requirements : Basic Complaint(s)

Processing Period : **17 hours and 10 minutes**

How to avail of the service :

Step	Application / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Files letter complaint	Receives and records the complaint letter	10 mins	Receiving Personnel	NONE	NONE
		Reviews and refers complaint to SID for complete staff work	10 mins	Asst. Dept. Head/ DPOS Head	NONE	NONE
		Reviews and Evaluates the complaints and gives instruction to section-in-charge	10 mins	Chief, SID	NONE	NONE
		Prepares Letter Order	10 mins	SID Personnel	NONE	NONE
		Approves/signs Letter Order / Feedback Mechanism	15 mins	Asst. Dept. Head/ DPOS Head	NONE	Letter Order
		Conducts Ocular Inspection /Clearing Operation	10 hours	SID Personnel	NONE	NONE
		Prepares After Operations Report / Prepares Endorsement to other departments and Reply to complainant	6 hours	SID Personnel	NONE	NONE
		Approves and signs endorsement to other departments and reply to complainant	15 minutes	Asst. Dept. Head/ DPOS Head	NONE	NONE
END of TRANSACTION						

4.17 ISSUANCE OF DPOS CLEARANCE FOR SECURITY GUARDS

Schedule of Availability of Service :

Days : Monday – Sunday (Working Days)

Hours : 8:00am - 5:00pm (without noon break)

Who May Avail of the Service : Security Guards applying for Occupational Permit (*Mayor's Permit*)

- Documentary Requirements** :
1. Cedula
 2. Official Receipt (Mayor's Permit and Health Certificate)
 3. NBI/ Police Clearance
 4. 1x1 picture
 5. Security Guard License

Processing Period : 30 minutes

How to avail of the service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Secures DPOS Clearance Form	Issues DPOS Clearance Form	5 minutes	SID Personnel	NONE	DPOS Clearance Form
2	Accomplishes DPOS Clearance Form and submits to DPOS Personnel	Receives and records DPOS Clearance Form with supporting documents and assigns Control Number	10 minutes	SID Personnel	NONE	NONE
		Recommends the DPOS Clearance for approval	5 minutes	SID Chief	NONE	NONE
		Approves/signs DPOS Clearance Form	5 minutes	Asst. Dept. Head / DPOS Head	NONE	DPOS Clearance
3	Secures approved DPOS Clearance then proceed to BPLO	Releases DPOS Clearance	5 minutes	SID Personnel	NONE	NONE
END of TRANSACTION						

4.18 ISSUANCE OF DPOS CLEARANCE FOR SECURITY AGENTS, TRAINING CENTERS, FIRING RANGE AND FIREARMS & AMMUNITION DEALER

Schedule of Availability of Service	:	
	Days	Monday – Sunday (Working Days)
	Hours	8:00 a.m. - 5:00 p.m. without noon break
Who May Avail of the Service	:	Individuals applying for New/ Renewal of Business Permit
Documentary Requirements	:	

SECURITY AGENCY/ TRAINING CENTER/ FIREARMS & AMMUNITION DEALER/ FIRING RANGE

NEW

1. Filled-up BPLO Application Form
2. Barangay Clearance
3. License to Operate from PNP
4. DTI (Single Proprietor)
5. Sec Registration (Corporation)
6. Accreditation from PNP – Sosia/TESDA (training center)

RENEWAL

1. Previous Business Permit and O.R.
2. Barangay Clearance
3. License to Operate from PNP
4. Disposition of Guards
5. Mayor’s Permit (Working Permit)
Security Guards posted in Quezon City
6. Accreditation from PNP – Sosia/TESDA (training center)

RETAILER OF FIREWORKS AND PYROTECHNICS DEVICES

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Filled – up MDAD Application Form 2. Barangay Clearance 3. License to Deal Firecrackers and Pyrotechnic Devices 4. Authorization from the manufacturer | <ol style="list-style-type: none"> 5. Police Clearance 6. RTC Clearance 7. City Prosecutor’s Clearance 8. Mayor’s Clearance |
|--|---|

FIRING RANGE (NEW)

1. Barangay Clearance
2. FSIC
3. Locational Clearance
4. FED Gun Club Accreditation
5. FED Firing Range Accreditation
6. OR Payment (Art. 41-QC Rev. Code)
7. SEC Registration (CORP.)
8. DTI (Single Prop)
9. Building Permit
10. Certificate of Occupancy

RENEWAL

1. Previous Business Permit and CR
2. FSIC
3. Locational Clearance
4. FED Gun Club Accreditation
5. FED Firing Range Accreditation
6. OR Payment (Art. 41-QC Rev. Code)
7. Barangay Clearance

Processing Period	:	1 hour and 15 minutes
How to Avail of the Service	:	

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Submits all the necessary requirements	Checks/Receives all the requirements	10 mins	Receiving Personnel		
		Reviews and checks the documents; then refers to division-in-charge for complete staff work	10 mins	Asst. Dept. Head/ DPOS Head		
		Evaluates and reviews all requirements; then gives instruction to section-in-charge	5 mins	SID Personnel		
2	Receives Order of Payment	Prepares and issues Order of Payment (for Firing Range only – Art. 41-QC Rev. Code)	5 mins	SID Personnel		
3	Pays corresponding fees	Receives payment and issued Official Receipt	15 mins	Cashier/ CTO	1-5 Ranges – P1,000.00 6-10 Ranges – P2,000.00 More than 10 ranges – P4,000.00	Official Receipt
4	Submits original official receipt to DPOS Office	Validates official receipt and prepares clearance for approval	10 mins	SID Personnel/ SID Chief		
		Approves/signs clearance	15 mins	Asst. Dept. Head / DPOS Head		DPOS Clearance
5	Secures approved DPOS Clearance	Releases clearance to the applicant	5 mins	Releasing Personnel		
END of TRANSACTION						

4.19 EMERGENCY RESPONSE

4.19.1 PHONE CALL

Schedule of Availability of Service :

Days : Monday – Sunday

Hours : 24 Hours

Who May Avail of the Service : Concerned Citizens

Documentary Requirements : Emergency reasons

Processing Period : 61 minutes and 30 seconds

How to Avail of the Service :

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Client contacts DCD thru phone at 928-43-96 and 927-59-14	Receives and records emergency call	1 min	Communication Officer on duty	NONE	NONE
		Classifies the call and dispatch rescuer	30 seconds	Team Leader	NONE	Logbook and Dispatch Form
		Arrival and proper handling of patient	15 minutes <i>(Depending on the distance of travel)</i>	Response Team	NONE	Patient Chart/ Waiver
		Submit incident report	15 minutes	Response Team and Deputy on duty	NONE	Incident Report
END of TRANSACTION						

4.19.2 WALK – IN

Schedule of Availability of Service :

Days : Monday – Sunday

Hours : 24 Hours

Who May Avail of the Service : Concerned Citizens

Documentary Requirements : Emergency reasons

Processing Period : 61 minutes and 30 seconds

How to Avail of the Service :

Step	Applicant/ Client	Service Provider	Duration if Activity	Person In Charge	Fees	Form
1	Client requests emergency response	Receives and records the incident	1 minute	Communication Officer on duty	NONE	Logbook
		Classifies the incident and dispatch rescuer	30 seconds	Team Leader	NONE	Logbook and Dispatch Form
		Arrives at the site and proper handles the patient	15 minutes <i>(Depending on the distance of travel)</i>	Response Team	NONE	Patient Chart/ Waiver
		Submits incident report	15 minutes	Response Team and Deputy on duty	NONE	Incident Report
END of TRANSACTION						

4.20 CONDUCT OF TRAININGS, SEMINARS AND ORIENTATIONS

4.20.1 DISASTER PREPAREDNESS ORIENTATION

Schedule of Availability of Service :
Days : Monday – Sunday
Hours : 24 Hours
Who may avail of the service : Quezon City Constituents
Documentary Requirements : Letter Request
Processing Period : 5 hours and 11 minutes
How to avail of the service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Client gives letter of request for Disaster Preparedness Orientation	Receives and records request	1 minute	Receiving Clerk	NONE	Logbook
2	Client coordinates with OCD	Coordinates with requesting party for a coordination meeting	10 minutes	Admin Staff of OCD	NONE	
3	Client sets coordination meeting	Attends coordination meeting and sets date/venue of training	1 hour	Training Officer	NONE	After Activity Report
4	Client facilitates the training/ seminar request	Conducts orientation and submits after activity report	4 hours	Training Officer	NONE	Incident Report
END of TRANSACTION						

4.20.2 DISASTER PREPAREDNESS TRAINING/ SEMINAR

Schedule of Availability of Service :
Days : Monday – Sunday
Hours : 24 Hours
Who may avail of the service : Quezon City Constituents
Documentary Requirements : Letter Request
Processing Period : 9 hours and 11 minutes
How to avail of the service :

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Client gives letter of request for Disaster Training/ Seminar	Receives and records request	1 minute	Receiving Clerk	NONE	Logbook
2	Client coordinates with DCD	Coordinates with requesting party for a coordination meeting	10 minutes	Admin Staff of DCD	NONE	
3	Client sets coordination meeting	Attends coordination meeting and sets date/venue of training	1 hour	Training Officer	NONE	After Activity Report
4	Client facilitates the training/ seminar request	Conducts orientation and submit after activity report	8 hours	Training Officer	NONE	Incident Report
END of TRANSACTION						

Schedule of Availability of Service	:	
	Days	: Monday – Sunday
	Hours	: 24 Hours
Who may avail of the service	:	Quezon City Constituents
Documentary Requirements	:	Letter Request
Processing Period	:	5 working days, 1hour and 11 minutes
How to avail of the service	:	Formal Request for Basic Emergency Management

- Basic First Aid and
- Basic Life Support
- Incident Command System (ICS) Basic Course
- Emergency Medical Technician (EMT) Basic Course

Step	Applicant / Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Client gives letter of request for Basic Emergency Management	Receives and records request	1 minute	Receiving Clerk	NONE	Logbook
2	Client coordinates with DCD	Coordinates with requesting party for a coordination meeting	10 minutes	Admin Staff of DCD	NONE	
3	Client sets coordination meeting	Attends coordination meeting and set date/ venue of training	1 hour	Training Officer	NONE	After Activity Report
4	Client facilitates the training/ seminar request	Conducts orientation and submits after activity report	5 days	Training Officer	NONE	Incident Report
END of TRANSACTION						