



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 – tmd@quezoncity.gov.ph		QC Web Portal		
3. Phoned-in – Trunkline 8-988-4242 TTMD- 8-703-8906		QC Web Portal		
4. Text-in Complaints – (ComCen: 09565910499) /		QC Web Portal		
5. Walk-in TTMD form		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 forward to Traffic Enforcement Section (TES) for the conduct of verification / inspections.	None	5 minutes	OIC, Enforcement
	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, and affix signature thereto and transmit to the Head, TTMD for signature	None	5 minutes	Head, TTMD
	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	