

CITIZEN CHARTER
Traffic and Parking Management Office (TPMO)

Redemption of Confiscated License

Description of Services

An apprehended motorist/driver/traffic violator can redeem a confiscated driver license upon payment of appropriate fines corresponding to violations per Appendix VI Schedule of Fines and Penalties, Ordinance No. 23, Series of 2016 Revise Traffic and Parking Management Office Code

Office or Division:	Traffic and Parking Management Office (TPMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Apprehended motorists/drivers/traffic violators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Unified/Uniform Ordinance Violation Receipt (UOVR)	2 nd floor TBAR Building of BFP compound, F. Manalo Street Santo Tomas Pasig City TPMO OVR Section

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the white copy of UOVR at window 1. <i>(Ipakita ang puting kopya ng UOVR tiket sa bintana 1)</i>	<ul style="list-style-type: none"> Verify the UOVR copy presented by the Client. <i>(Susuriin ang UOVR na kopya na pinapakita ng tutubos)</i> 	No fees collected	Within 24 hours from the redeeming time and already encoded in the system <i>(Sa loob ng 24 na oras matutubos ang nakumpiskang lisensya)</i>	<p style="text-align: center;">Blue copy of UOVR Segregator <i>(Taga salansan ng bughaw na kopya ng UOVR)</i></p> <ul style="list-style-type: none"> T/E Marian Quirejero T/E Eden Cadiong T/E Rosemarie Francisco
1.1	➤ Scenario 1	<ul style="list-style-type: none"> If not yet encoded or submitted the issued UOVR, coordinate to Apprehending Officer. <i>(Kung ang UOVR tiket ay hindi pa na-encode, makipag ugnayan ang taga salansan sa tagapag patupad ng batas trapiko.)</i> 			<p style="text-align: center;">Blue copy of UOVR Segregator <i>(Taga salansan ng bughaw na kopya ng UOVR)</i></p> <ul style="list-style-type: none"> T/E Marian Quirejero T/E Eden Cadiong T/E Rosemarie Francisco
1.2		<ul style="list-style-type: none"> Encode the complete details indicated in the UOVR ticket and Driver's License or any document confiscated by the apprehending officer. <i>(Itala sa loob E-OVR system ng computer ang mga detalye)</i> 			<p style="text-align: center;">UOVR Encoder <i>(Tagapag tala ng mga detalye ng UOVR tiket)</i></p> <ul style="list-style-type: none"> T/E Aldjenry Catubay T/E Arjie Fumar T/E Rayan Ricafrente T/E Marissa Delos Santos T/E Ermina Calagos

#	CLIENT STEPS	OFFICE ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3		<p><i>nasasaad sa lisensya o kaya naman sa dokumento nakumpiska ng taga pagpatupad ng batas trapiko)</i></p> <ul style="list-style-type: none"> ● Proceed to step 2 <i>(Pumunta na sa pangalawang hakbang)</i> 			
2	➤ Scenario 2	<ul style="list-style-type: none"> ● If the UOVR ticket is already encoded in the E-OVR system, proceed to the next processing <i>(Kung ang UOVR tiket ay nakatala na sa loob ng E-OVR system, pumunta na sa susunod na proseso)</i> ● If the violator has no other pending violation proceed the assessment function <i>(Kung ang driber na lumabag sa batas ng trapiko ay walang ibang naitalang huli maari na syang makwentahan ng kanyang huli)</i> ● Accomplish Order of Payment <i>(Magbibigyang ng "Order of Payment" ang tutubos para maipakita sa kahera para sa kaukulang pagbabayad)</i> 			<p>UOVR Assessment Officer <i>(Tagatasa ng kaukulang halaga ng nasa UOVR ticket)</i></p> <ul style="list-style-type: none"> ● T/E Elvin Ablen ● T/E Liezel Labutap
3		<ul style="list-style-type: none"> ● Approve Order of Payment <i>(Ang namumuno sa OVR Seksyon ay ang awtorisadong pumirma ng "Order of Payment".)</i> 			<p>OVR Supervisor</p> <p>T/O Crispin Magnaye</p>
4	<p>Receive Order of Payment to be paid to TPMO Cashier located at TBAR ground floor <i>(Matatangap ang pirmadong "Order of Payment" at dalhin sa Kahera ng TPMO para sa kaukulang bayad na makikita sa ibaba ng TBAR.)</i></p>	<ul style="list-style-type: none"> ● Released the approved order of payment <i>(Ibigay sa tutubos ang napirmahan na "Order of Payment"</i> 			<p>Blue copy of UOVR Segregator <i>((Taga salansan ng bughaw na kopya ng UOVR)</i></p> <ul style="list-style-type: none"> ● T/E Marian Quirejero ● T/E Eden Cadiong ● T/E Rosemarie Francisco

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	<p>Received original copy of Official Receipt after payment <i>(Makakatanggap ng orihinal na resibo mula sa pinagbayaran na halaga ng multa)</i></p>	<ul style="list-style-type: none"> ● Issue Official Receipt (OR) <i>(Matapos mabayaran ang kaukulang halaga ng multa, magbibigay sila ng resibo mula sa halagang binayaranang halaga)</i> 	<p>Penalties and surcharge from the violation</p>		<p>TPMO Cashier <i>(Kahera ng TPMO)</i></p> <p>Treasury Personnel</p>
6	<p>Present Official Receipt to claim Driver's License or any documents confiscated by the Apprehending Officers (WINDOW 3) <i>(Ipakita sa bintana 3 ang resibo na pinagbayaran upang matubos nya ang lisensya or dokumento na kinuha ng tagapag-patubad ng batas trapiko)</i></p>	<ul style="list-style-type: none"> ● Check the OR copy and valid ID. <i>(Suriin ang ID ng taong tutubos)</i> ● If the valid ID presented is not from the apprehended the authorization must be needed. <i>(Kung ang tutubos ang hindi kanya ang lisensya nararapat mag bigay ng kasulatan mula sa tunay na may ari ng lisensyang tutubusin)</i> ● Stamp the OR copy "TPMO released with date and time" <i>(Markahan ang resibo na "TPMO released na may oras at araw ng tubos")</i> ● Release driver's license or the documents confiscated in lieu of driver's license. <i>(Matapos masuri ang lahat na pinasang dokumento na pagpapatunay ng tutubos ay maari na pong maibigay ang nakuhang lisensya or ano mang dokumento kapalit ng lisensya kung wala pang lisensya ang nahuling driver.)</i> 			<p>Releasing Officers <i>Tagapag bigay ng nakumpiskang lisensya mula sa nagpatupad ng batas trapiko</i></p> <ul style="list-style-type: none"> ● T/E Erliza Guradillo ● T/E Danilo Zeta ● T/E Kenedeeh Cauilan ● T/E Noel Santos ● T/E Johnrish Abragan
	Total hours completed			<p>Within 24 hours from the time UOVR tickets encoded in the system <i>(Sa loob ng 24 oras mula ng naitala ang OVR tiket sa loob ng E-OVR system)</i></p>	

CITIZEN CHARTER
Traffic and Parking Management Office (TPMO)

Securing Recommendation on Request for Traffic Assistance, Traffic Re-routing, Use of Road, or Road Closure for Civic Parade, Motorcade, Fiesta, Religious Procession and other activities.

Description of Services

The recommendation of the Traffic and Parking Management Office is obtained to facilitate the processing of a permit (approved by the City Mayor through the City Administrator) for parades, processions, and other activities that will require traffic assistance, traffic re-routing, use of road, and/or road closure.

Office or Division:	Traffic and Parking Management Office (TPMO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Event's Organizers, Business Men, Private Individuals/Groups

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Prepare letter Requests of Traffic Clearance to road usage, fun run, etc. within the vicinity of Pasig City. <i>(Maghanda ng isang sulat ng kahilingan sa paggamit ng kalsada, para sa fun run, kontrasyon ng kalsada at iba pang aktibidad ng barangay or buong Pasig para relihiyon or nasyonal na kaganapan sa loob ng Pasig)</i></p>	TBAR Building, BFP compound, F. Manalo Street Santo Tomas Pasig City Traffic Engineering Division

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	<p>Submit letter of request address to TPMO OIC <i>(Mag bigay po sa opisina ng TPMO ng sulat mula sa kahilingan para sa kaganapan at konstraksyon ng kalsada.)</i></p>	<ul style="list-style-type: none"> Study and evaluate the request before preparing a recommendation to Head of Engineering Division. <i>(Pag-aaralan ang kahilingan ng indibidwal or grupo ng kaganapan para sa paggamit ng kalsada)</i> 		<p>Within the Day upon received the request <i>(Isang araw mula sa pagtanggap ng kahilingan)</i></p>	<p>Staff, Traffic Engineering Division <i>(Taga pag-gawa ng memorandum para sa pirmadong sulat ng kahilingan)</i></p> <ul style="list-style-type: none"> ● T/O Luciano Faderon ● T/E Norman Cruz ● T/E Mystica Barroga

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.		<ul style="list-style-type: none"> Review the recommendation by correcting/changing (if any) before signed it and endorse to TPMO Chief (Susuriin ng Taga pamahala ng Traffic Engineering Division bago pirmahan at endorsyo sa Hepe ng TPMO Unit) 			TPMO Engineering Head <i>Taga Pamahala ng Traffic Engineering Division</i> T/O Lydia Gutana
3.		<ul style="list-style-type: none"> Endorse the recommendation letter noted by the TPMO Engineering Head to TPMO Officer in charge office (Endorsyo ang pinirmahan na rekomendasyon na memorandum para sa kahilingang gamitin ang kalsada sa Hepe ng TPMO) If the recommendation is approved, prepare Special Permit for Traffic Clearance and Order for Payment. (Kung ang rekomendasyon ay aprub sa Hepe ng TPMO, gagawa sila "Special Permit for Traffic Clearance and Order for Payment"). 			Office of the Chief TPMO <i>(Opisina ng Hepe ng TPMO)</i>
4.	Receive the approved order for payment form. <i>(Maari pong matanggap ang napirmahan na "Special permit for traffic clearance and order for payment na kopya para sa kaukulang kabayan ng permit)</i>	<ul style="list-style-type: none"> Upon payment for the request of traffic clearance or permit they will issue an Official Receipt (OR) to the payee (Magbabayad ng kaukulang halaga para sa permit or traffic clearance at mag bibigay din ng kaukulang resibo para sa nagbayad) 	Payment of the permit depends on the type of request. <i>(Ang halaga ng kabayaran ay base sa klase or uri ng kahilingan)</i>	Within the day upon approval of the request	Cashier <i>(Kahera)</i>
5.	Present the Official Receipt (OR) to the one in charge in releasing the Traffic clearance or permit approve memorandum. <i>(Matapos makabayad babalik na sa nagbugay ng permit at ipakita ang resibo kapalit ng aprub na memorandum para sa kanilang kahilingan</i>	<ul style="list-style-type: none"> Receive OR copy (Tatangapin ang kopya ng resibo ng pinagbayaran) Release approved Special Permit for Traffic Clearance (Maari na i-release ang permit or traffic clearance matapos itong bayaran) 			Chief of TPMO <i>(Hepe ng TPMO)</i>
<ul style="list-style-type: none"> Photocopy all documents for TPMO Engineering and file copy. (Kailangan mapa Xerox nila ang lahat ng dokumento bilang kopya ng opisina ng TPMO.) 				Staff of the Office of the Chief TPMO <i>(Kawani ng opisina ng Hepe ng TPMO)</i>	
TOTAL:			Two (2) days processing period after endorsing to the Chief of TPMO for his approval <i>(Dalawang araw na proseso mula sa pag tanggap ng sulat para sa Hepe ng TPMO)</i>		

CITIZEN CHARTER
Traffic and Parking Management Office (TPMO)

Submitting Recommendations for Traffic Signages, Road Markings, Alternative Traffic Schemes and other Traffic-Related Requests/Suggestions

Description of Services

Citizens may call or write to TPMO to recommend/request traffic signages, road markings, schemes to ease traffic, illegal parking, etc. Such recommendations are directly acted upon within 5 days by the TPMO or referred to appropriate offices (e.g. City Engineering, Tricycle Operations and Regulatory Office, etc.).

Office or Division:	<i>Traffic and Parking Management Office (TPMO)</i>
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Citizens and Private Individual

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Citizens request using any form of communication regarding Traffic Signage's, road marking and other concern like illegal parking. <i>(Humihiling ang mga mamayan ng paggamit ng anumang uri ng komunikasyon patungkol sa mga signage ng Trapiko, pagmamarka sa kalsada at iba pang pag-aalala tulad ng iligal na paradahan.)</i></p>	TBAR Building, BFP compound, F. Manalo Street Santo Tomas Pasig City Traffic Engineering Division and Traffic Action Group (TAG)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Receive either telephone calls, emails or messages to "Ugnayan sa Pasig" <i>(Makakatanggap ng alinman sa mga tawag sa telepono, email o mensahe mula "Ugnayan sa Pasig")</i></p> <p style="text-align: right;">➤ Scenario 1</p>	<ul style="list-style-type: none"> Answering promptly either by phone or any social media. Prepare a formal endorsement report to be disseminated to the unit in TPMO. <i>(Pagsagot kaagad alinman sa pamamagitan ng telepono o anumang social media. Paghahanda ng pormal na ulat para sa pag-endorso sa mga unit ng TPMO).</i> 		<p>Within the day upon receiving the calls. <i>(Sa loob ng araw na iyon mula sa pagtanggap ng tawag)</i></p>	<p>Desk Officer <i>Opisyal ng Traffic desk</i></p> <ul style="list-style-type: none"> T/O Liberty Detera TDO Benjamin Bonzon TDO Arlene Pagsaligan TDO Maila Sta Ana TDO Ma. Archangel Ison TDO John Philip Porcalla TDO Susan Mercado TDO Darwin Daquioag
		<ul style="list-style-type: none"> If the concern is coming from telephone call, the immediate concern will address to the unit need an immediate response <i>(Kung ang pag-aalala ay nagmula sa tawag ng telepono ang agarang</i> 		<p>Within the day upon receiving the calls. <i>(Sa loob ng araw na iyon mula sa pagkatanggap ng tawag)</i></p>	<p>Opisyal ng Traffic desk</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<i>pag-aalala ay direktang mag-aalala sa yunit na nangangailangan ng agarang aksyon)</i>			
	➤ Scenario 2	<ul style="list-style-type: none"> ● If the concern like illegal parking or obstruction of vehicles in the community, the Ugnayan sa Pasig send transmittal to TPMO TAG unit for proper action <i>(Kung ang pag-aalala tulad ng iligal na paradahan o sagabal ng mga sasakyan sa pamayanan, ang “Ugnayan sa Pasig ay gagawa ng transmittal para maipasa sa TPMO upang gawan ng aksyon.</i> ● TPMO TAG Team will coordinate to the Barangay Official to conduct Operation all illegal parking in their area. <i>(TPMO TAG Team ay makikipag-uugnayan sa Opisyal ng Barangay na kanilang isasagawa ang operasyon sa lahat ng iligal na paradahan sa kanilang lugar)</i> ● The Enforcer issue UOVR ticket for those with illegal parking. They will also taking picture as evidence for possible complaints <i>(Ang Enforcer ay mag-isyu ng UOVR ticket para sa mga iligal na paradahan. Kukuhanan din sila ng larawan bilang katibayan para sa posibleng reklamo idudulog laban sa kanila.)</i> 		Within 5 days upon receive the transmittal report from Ugnayan sa Pasig.	TPMO Traffic Action Group (Grupo ng tagapagpatupad ng mga batas trapiko) T/O Armando Amparo
2	➤ Scenario 3	<ul style="list-style-type: none"> ● If the concern is regarding signage’s, road marking or any enhancement to road user the transmittal will address to Traffic Engineering for review and validate the availability of resources before taking action. <i>(Ang Enforcer ay mag-iisyu ng UOVR ticket para sa mga may iligal na paradahan. Kukuhanan din sila ng larawaran bilang katibayan para sa mga posibleng reklamo.)</i> 			Traffic Engineering Staff <i>(Kawani ng Traffic Engineering Division)</i> T/O Lydia DG Gutana

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		<ul style="list-style-type: none"> • Prepare transmittal report to Ugnayan sa Pasig including pictures to support the action taken. (Maghanda ng ulat ng transmittal sa Ugnayan sa Pasig kasama ang mga larawan upang suportahan ang ginagawang pagkilos. • Review the transmittal report and to be approved by the Chief TPMO (Suruin ang ulat ng transmittal at na-aprubahan ng Chief of TPMO) 			TAG office Staff and Traffic Engineering Staff (Taga- pagpatupad ng batas trapiko)
4	“Ugnayan sa Pasig” received the transmittal from TPMO TAG unit (Makakatanggap ng transmittal na ulat mula sa TPMO office.)	<ul style="list-style-type: none"> • Prepare the response report to the concern citizen the action taken by the TPMO personnel. (Ihanda ang response report sa nag-aalala na mamayan na may ginawa tau aksyon para kalunasan ng kanyang pag alala.) 			“Ugnayan sa Pasig” personnel
TOTAL:				Within 5 days upon receive the transmittal report from Ugnayan sa Pasig. (Ang complaints ang mamaaksiyonan hangang 5 araw mula sa pagtanggap ng ulat)	

CITIZEN CHARTER
Traffic and Parking Management Office (TPMO)

Contesting an Apprehension

TPMO management create a unit to handle walk-in complaints regarding the wrong apprehension and behaviour while apprehend violators coming from different Deputized Traffic Enforcement Group (PNP, Barangay Official, Action Line and TPMO).

Description of Services

A motorist/driver or vehicle owner can file a complaints against their apprehension due to error or invalid.

Office or Division:	Traffic and Parking Management Office (TPMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Apprehended motorists/drivers or vehicle owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Ordinance Violation Receipt(UOVR) under contest <i>(UOVR ticket na may reklamong idudulog dahil para sa maling panghuhuli sa kanya)</i>	TBAR Building, BFP compound, F. Manalo Street Santo Tomas Pasig City TPMO Investigation Unit

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present issued UOVR Ticket by the Apprehending Officer as proof of evidence. <i>(Ipakita ang UOVR na binigay ng Enforcer na pagpapatunay na nahuli)</i>	<ul style="list-style-type: none"> Verify the UOVR issued by the apprehending officer and let the complainant heard the story or incident happened <i>(Suriin ang UOVR ticket at makinig sa pahayag ng nagrereklamo)</i> If there is probable cause to contest the apprehension let them fill up the complaints form to make the complaint formal. <i>(Kung may posibilidad na may mali talaga ang panghuhuli, hayaan mag fill up ng "compliant sheet form" para sa formal na reklamo)</i> 		One day	Investigation Unit Staff <ul style="list-style-type: none"> T/O Ronald Allan Torres T/E Lea Tayaban T/E Rhyian Leopango T/E Lucas Baldera
2	<i>Fill up the complaint sheet form with complete and truthful details of the event before signing it. (Punan ang form ng complaint sheet form ng kumpleto and maka-tototohanang pangyayari bago pirmahan ang nasabing form.)</i>	<ul style="list-style-type: none"> Received the Complaints sheet form with complete details of event <i>(Natanggap ang sinulatang complaint form na may detalyeng nasasaad upang maging maibistigahan.)</i> 			Investigation Unit Staff <ul style="list-style-type: none"> T/O Ronald Allan Torres T/E Lea Tayaban T/E Rhyian Leopango T/E Lucas Baldera
3		<ul style="list-style-type: none"> Issue notice/summon to enforcer involved in the complaint for hearing and confrontation on scheduled date and time <i>(Mag-isyu ng paunawa/pagtawag sa nagpapatupad na kasangkot sa reklamo para sa wastong mga petsa at oras ng pagdinig.)</i> 			Investigation Unit Staff
3.1	➤ Scenario 1	<ul style="list-style-type: none"> If the violation complaint is valid and within the City Ordinance, the Investigation Team insist the right of enforcer to issue UOVR ticket and consider not contestable <i>(Kung ang reklamo sa panghuhuli ay nasasaad sa Ordinansa ng Lungsod ng Pasig ang reklamo ay hindi na iaakyat sa TALEC.)</i> 		One day	Investigation Unit Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2	➤ Scenario 2	<ul style="list-style-type: none"> If the violation complaint is not correct which needs to prepare summon for proper hearing to hear both side of the story. (Kung ang reklamo sa panghuhuli ay nakitaaan ng maling panghuhuli, ang Investigation Team ay gagawa ng pagpapatawag sa Enforcer at sa complainant para marinig ang bawat panig ng kwento.) 			Investigation Unit
4	<p>Complainant and Apprehending officer will receive “summons” for proper hearing (Makakatanggap ng kautusan para sa araw at oras ng hearing)</p>	<ul style="list-style-type: none"> Issue notice of scheduled hearing to apprehending officer and the complainant. (Makakatanggap ng pagpapatawag ang Enforcer na nanghuli at ang complainant para sa kanilang paghaharap) Before the date of hearing the Enforcer will prepare sworn statement about the incident required to the hearing. (Bago ang araw ng pagdinig kalian magbigay ng sinumpaang pahayag ang Enforcer na nanghuli.) 		Within 3 working days upon receipt of “complaint sheet form” (Tatlong araw mula sa pagkakatanggap ng “complaint sheet form”)	Investigation Unit
5		<ul style="list-style-type: none"> During the hearing, if the complainant insisting to go further the case, meaning not agree the explanation of apprehending officer, the Investigation Team will prepare endorsement letter to TALEC for proper resolution. (Sa araw ng pagdinig, kung ang nagrereklamo ay magpipilit na may basehan ang kanyang reklamo, ang Investigation Team ay gagawa ng endorsement letter sa TALEC para sa tamang resolution.) 		Within 9 working days upon receipt the approval of Chief of TPMO	Investigation Unit
6	<p>Resolution of the complaint report (Resolusyon ng ulat ng reklamo)</p>	<ul style="list-style-type: none"> TALEC submit resolution order to TPMO Investigation Team to read and explained the resolution order. (Nagsumite ang TALEC ng order ng resolusyon sa TPMO Investigation Team na basahin at ipaliwanag ang nasasad sa resolusyon) 		Indefinite date	TALEC Committee

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:				Case to case basis	

CITIZEN CHARTER
Traffic and Parking Management Office (TPMO)

Filing Complaint Against Erring Traffic Enforcer

The Investigation Team shall also handling erring against Traffic Enforcer any Administrative case.

Description of Services

Any citizen may file a complaint against an erring traffic enforcer. Such a complaint may cover misconduct or misbehavior that may warrant the filling of an administrative case against the enforcer.

Office or Division:	<i>Traffic and Parking Management Office (TPMO)</i>
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Apprehended motorists/drivers or personal relationship

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any documents, pictures and videos that support to your complaints against to TPMO Enforcer <i>(Anumang mga dokumento, larawan at video na susuporta sa inyong reklamo laban sa TPMO Enforcer)</i>	TBAR Building, BFP compound, F. Manalo Street Santo Tomas Pasig City TPMO Investigation Unit

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the evidence like documents, picture or videos support to your statement against to TPMO Enforcer. <i>(Ipakita ang anumang ebidensya tulad ng dokumento, larawan at video na makakapagpapatunay sa reklamo laban sa TPMO Enforcer)</i>	<ul style="list-style-type: none"> • Conduct an initial interview regarding the complaint before issuing complaint sheet form <i>(Magsasagawa ng paunang panayam tungkol sa reklamo bago mag isyu ng form para sa kaukulang complaint.</i> • Provide complaint sheet form to be filled up by the complainant <i>(Magbigay ng "Complaint Sheet Form" upang mapunuan ng nagrereklamo)</i> 		Within 1 day	Investigation Unit
2	Fill up the complaint sheet form with complete details of the incident. <i>(Punan ang form ng kumpletong detalye naayon sa pangyayari ng nirereklamo)</i>	<ul style="list-style-type: none"> • Receive the complaint form with complete details about the incident including the attach documents or evidence like pictures or videos. 		Within 1 day	Investigation Unit

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p><i>(Tanggapin ang form na may kumpletong detalye kasama ang mga ebidensya na susuporta sa nasabing reklamo)</i></p> <ul style="list-style-type: none"> ● Review the details of incident and the evidence submitted by the complainant <i>(Susuriin mabuti ang nasabing reklamo at ebidensya ng nagreklamo)</i> 			
3	<p>TPMO Enforcer shall be received the Order of Explanation from the Investigation Unit regarding the complaint submitted to the unit. <i>(Ang Enforcer ay makakatanggap ng kautusan na magpapaliwanag mula sa Investigation Unit para sa kaukulang reklamo na sinumbong sa nasabing unit)</i></p>	<ul style="list-style-type: none"> ● Prepare the “Order of Explanation” to the TPMO Enforcer to explain his knowledge about the incident stated by the complainant. <i>(Magbibigay ng kautusan na magpaliwanag ang TPMO Enforcer para malaman ang kanyang kaalaman sa reklamo na hinain ng isang complainant)</i> 		Within 3 working days	Investigation Unit
4	<p>Receive a summon order from the Investigation Unit (Makakatanggap ng “summon Order” galing sa Investigation Unit)</p>	<ul style="list-style-type: none"> ● Prepare a “summon order” to both complainant and the Enforcer accusing by the complainant. <i>(Gagawa ng “summon order” para sa nag complaint at inaakusahan na Enforcer para sa kanilang paghaharap)</i> ● 			
5	<p>Attend the schedule hearing of complainant and the person complaint <i>(Kailangan magpakita ang bawat panig sa nasabing hearing)</i></p>	<ul style="list-style-type: none"> ● During the hearing, both parties have a chance to hear their own statement and might have a settlement. But if not, the case will be forwarded to Hearing Board to conduct a review of evidence as well as the statement submitted before the final decision. <i>(Sa naturang pagdinig ang bawat panig ay maaring magsalita ang bawat isa. Maaring magkaroon ng pagkaka-areglo pero kung hindi ito mangyayari iaakyat ang reklamo sa Hearing Board kung saan sila ang magsusuri ng mga ebidensya at salaysay base sa kanilang sariling salaysay at pag-uulat ng Investigation Unit base sa pre-liminary hearing na ginawa nila.</i> 		Within 30 working days to process the administrative case before endorsement to Hearing Board	Investigation Unit/Legal Counsel

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	<p>Receive the final resolution report with approval of City Mayor <i>(Makakatanggap ng final na desisyon ang bawat panig na aprubahan ng Mayor ng Lungsod ng Pasig)</i></p>	<ul style="list-style-type: none"> Discuss the final resolution to both parties. <i>(Ipaunawa sa bawat panig ang finaleng desisyon)</i> 		Indefinite date	Investigation Unit/Legal Counsel
TOTAL:				Case to case basis	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">● Accept and entertain contest/ complaint on apprehensions and UOVR issued● Interview driver/ complainant if there's probable cause to contest apprehension
How feedback is processed	<ul style="list-style-type: none">● Provide Complaints sheet /form
How to file a complaint	<ul style="list-style-type: none">● Accept formal complaint with complete details required by the form● Issue notice/summon to enforcer involved in the complaint for hearing and confrontation on scheduled date and time
How complaints are processed	<ul style="list-style-type: none">● Issue notice of scheduled hearing/adjudication to enforcer and complainant● Issue order of explanation and summons to traffic enforcer/s to answer the chargers in the complaint
Contact Information	Call TPMO at 8641- 1907 or write TPMO and relay recommendation/ request 2 nd Floor TBAR Building, BFP compound, F. Manalo Street Santo Tomas Pasig City