

SERVICE NAME: Issuance of Certificate of Franchise

Description of the Service: To legalize the operation of tricycle within the City

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)	
CLASSIFICATION	SIMPLE	
TYPE OF TRANSACTION	G2C	
WHO MAY AVAIL THE SERVICE	TODA MEMBER& REGISTERED VOTER IN IMUS CITY	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Application (Form 1) • Inspection (Form 3) • Driver's Registration (Form 7) • Community Tax Certificate (Cedula) for tricycle operator & driver • Certificate of Registration (CR)/LTO Official Receipt (OR) • LTO Authorization if no plate available • Valid ID of Operator with signature • Professional Driver's License with restriction 1 of Authorized Driver • Result of drug test (negative) • Previous Certificate of Franchise and Mayor's Permit (if renewal) • Certificate of Dropping (Change Owner/Motor) • Certificate of Membership or Transfer of Membership Rights 	<p>TRU Office</p> <p>TRU Office</p> <p>TRU Office</p> <p>TRU Office</p> <p>Operator</p> <p>Operator</p> <p>Operator</p> <p>Driver</p> <p>DOH Accredited Drug Testing Center</p> <p>Operator</p> <p>TRU Office</p> <p>TODA</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents - for approval	Check /Evaluate the completeness of documents	None	5 minutes	CHERRY CHRISEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
2. Submit Form 1 (Application)Form3 (Inspection) and Form 7 (Driver's Registration)	Inspect tricycle unit and Professional Driver's license	None	25 minutes	RUBEN MONZON - Head, Inspection Team
3. Submit the required documents and payment of necessary fees	Assess the necessary fees, encode and print the Certificate of Franchise and tricycle driver ID signed by the TRU Head	Please see attached Annex "A"	25 minutes	CHERRY CHRISEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
4. Receive Certificate of Franchise and tricycle Driver's ID	Issue Certificate of Franchise and tricycle Driver's ID		3 minutes	
Fill-out Client Satisfaction Rating Form				
TOTAL			58 minutes	



ANNEX "A"

FEE	NEW	CHANGE OWNER	RENEWAL	CHANGE MOTOR	
Processing	1,500	1,500	*	1,000	* for late renewal - P 750.00
Filing	100	100	100	100	
Franchise	500	500	500	500	
Supervision	50	50	50	50	
Terminal	50	50	50	50	
Certification	50	50	50	50	
Legal Research	50	50	50	50	
Body Number	300	300	300	300	
Inspection	50	50	50	50	
Documentary Stamp	30	30	30	30	
Operator's/Driver ID /Lost ID	50	50	50	50	
Certified True Copy					50.00
Excess of One Year					100% of total amount/12 months
Total	2,730	2,730	1,230	2,230	



SERVICE NAME: ISSUANCE OF MAYOR'S PERMIT FOR TRICYCLE FRANCHISE OWNER

Description of the Service: To ensure the registration of tricycle in LTO and posting of Sticker in the tricycle unit.

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	ALL FRANCHISE OWNER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Franchise Certificate of Registration (CR) Updated Official Receipt (OR) Updated LTO Authorization if no plate available		Operator Operator LTO LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and payment of necessary fees	Check the completeness of document submitted, assess the necessary fees, encode, print, and issue Mayor's Permit duly approved by the TRU Head.	Tricycle Permit P 200.00 Supervision Fee P 80.00	10 minutes	CHERRY CHRISEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
2. Present the Mayor's Permit	Attach the latest sticker for the said tricycle unit	None	5 minutes	RUBEN MONZON - Head, Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL			15 minutes	



SERVICE NAME: ISSUANCE OF SPECIAL PERMIT FOR TRICYCLE WITH FRANCHISE FROM OTHER LOCAL GOVERNMENT UNIT (LGU)

Description of the Service: To allow tricycle unit with franchise from other LGU to convey passengers to Imus City

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)	
CLASSIFICATION	SIMPLE	
TYPE OF TRANSACTION	G2C	
WHO MAY AVAIL THE SERVICE	FRANCHISE OWNER FROM OTHER LGU	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Application (Form 17) • Inspection (Form 3) • Driver's Registration (Form 7) • Community Tax Certificate (Cedula) for tricycle operator & driver • Certificate of Registration (CR)/ LTO Official Receipt (OR) • LTO Authorization if no plate available • Valid ID of Operator with signature • Professional Driver's License with restriction 1 of Authorized Driver • Result of drug test (negative) • Previous Special Permit (if renewal) 	<ul style="list-style-type: none"> TRU Office TRU Office TRU Office TRU Office Operator Operator Operator Operator Driver DOH Accredited Drug Testing Center Operator



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents - for approval	Check /Evaluate the completeness of documents	None	5 minutes	CHERRY CHRISSEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
2. Submit Form 17 (Application), Form 3 (Inspection) and Form 7 (Driver's Registration)	Inspect the tricycle unit and Professional driver's license	None	25 minutes	RUBEN MONZON - Head, Inspection Team
3. Submit the required documents and payment of necessary fees	Evaluate, assess necessary fees, encode, and print the Special Permit and tricycle driver's ID approved by the TRU Head	TRU Certification - P 500.00 Body Number - P 300.00 Special Permit - P 300.00 Inspection - P 100.00 Documentary Stamp - P 30.00	25 minutes	CHERRY CHRISSEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
4. Receive Special Permit and tricycle driver's ID	Issue Special Permit and tricycle driver's ID		3 minutes (stop time)	
5. Present Special Permit	Posting of Special Permit Sticker	None	5 minutes	RUBEN MONZON - Head, Inspection Team
TOTAL			1 hour, 3minutes	



SERVICE NAME: ISSUANCE OF SERVICE PERMIT FOR PRIVATE, BUSINESS, AND SCHOOL SERVICE

Description of the Service: To regulate the Private, Business and School Service in the use of public streets

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)	
CLASSIFICATION	SIMPLE	
TYPE OF TRANSACTION	G2C	
WHO MAY AVAIL THE SERVICE	ALL IMUSEÑOS	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Application Form (Form 15) • Updated Official Receipt (OR) • Certificate of Registration (CR) • LTO Authorization if no plate available • Inspection (Form 16) • Driver's Registration (Form 7) • Cedula • Valid ID of Operator with signature • Professional Driver's License with Restriction 1 of Authorized Driver or Non-professional if tricycle will be used for private service only • Result of drug test (negative) • Certification from the parents and school that the tricycle is going to give service to the child • Copy of Business Permit if tricycle will be used for business 	<ul style="list-style-type: none"> TRU Office Operator Operator Operator TRU Office TRU Office TRU Office Operator Driver DOH Accredited Drug Testing Center Parents/School Operator



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Check the completeness of documents	None	5 minutes	CHERRY CHRISEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
2. Submit Form 15 (Application) Form 16 (Inspection Form) and Form 7 (Driver's Registration)	Inspect service vehicle and Driver's license	None	25 minutes	RUBEN MONZON - Head, Inspection Team
3. Submit the required documents and payment of necessary fees	Assess the necessary fees, encode, and print Service Permit and driver's ID duly approved by the TRU Head	Please see attached Annex "B"	25 minutes	CHERRY CHRISEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
4. Receive Service Permit and Driver's ID	Issue Service Permit and Driver's ID		3 minutes (stop time)	
5. Present Service Permit	Posting of Service Permit Sticker	None	5 minutes	RUBEN MONZON - Head, Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL			1 hour, 3 minutes	



ANNEX "B"

TYPE OF APPLICATION	FEES
Private Use Imus	P 300.00
Private Use other Municipality	500.00
School Service Imus	500.00
School Service other Municipality	800.00
Business Imus	1,000.00
Business other Municipality	1,500.00



SERVICE NAME: ISSUANCE OF PEDALED/E-BIKE/BICYCLE PERMIT

Description of the Service: To regulate the Pedaled/E-bike/Bicycle in the use of public streets

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	ALL IMUSEÑOS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application Form (Form 11) • Previous Pedaled Permit (if renewal) • Certification from PODA (if new PODA member) • Proof of Purchase (if new) • Community Tax Certificate (Cedula) of the owner • Barangay Clearance of the owner • Authorization letter if the driver will transact in behalf of the owner 		TRU Office Operator PODA Operator TRU Office Barangay Operator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and payment of necessary fees	Check the completeness of document submitted, assess necessary fees, encode and print pedaled permit	Please see attached Annex "C"	30 minutes	CHERRY CHRISSEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
Receive Pedaled Permit and Plate/ Sticker	Issue Pedaled Permit and Plate/ Sticker duly approved by the TRU Head		3 minutes	None
Fill-out Client Satisfaction Rating Form				
TOTAL			33 minutes	



Annex "C"

Bicycle	P 100.00
Pedaled for private use	P 150.00
Pedaled for commercial use	P 225.00
E-bike for commercial use	P 325.00
E-bike	P 300.00



SERVICE NAME: ISSUANCE OF CERTIFICATE OF DROPPING

Description of the Service: To cancel/drop the granted authority of public convenience to operate a motorized tricycle with franchise

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	ALL FRANCHISE OWNER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Original Certificate of Franchise/Mayor's Permit • Photocopy of OR/CR • Notarized Deed of Sale (if change owner) with two (2) valid ID's with signature of both parties • Notarized Extra Judicial Partition if the owner died 			Operator	
			Operator	
			Operator	
			Operator	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents - Personal appearance of Franchise Owner and payment of necessary fess	Check the correctness and completeness of document submitted, assess necessary fees, encode and print the Certificate of Dropping	P 330.00	30 minutes	CHERRY CHRISEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
Receive Certificate of Dropping	Issue Certificate of Dropping		3 minutes	
Fill-out Client Satisfaction Rating Form				
TOTAL			33 minutes	



SERVICE NAME: REDEMPTION OF DRIVER'S LICENSE OR VEHICLE PLATE

Description of the Service: To redeem Driver's license or vehicle plate of Transport Violators

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	ALL IMUSEÑOS AND OTHER LGU TRICYCLE OWNER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Blue Copy of the Ordinance Violation Receipt (OVR) 			Operator/Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the blue copy of the OVR	Check the correctness of Traffic Violation and assess the necessary fees		10 minutes	CHERRY CHRISSEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
Payment of necessary fees	Present the Official Receipt		5 minutes	
Receive Driver's License or Vehicle Plate	Release Driver's License or Vehicle Plate		3 minutes	
Fill-out Client Satisfaction Rating Form				
TOTAL			18 minutes	



SERVICE NAME: REDEMPTION OF IMPOUNDED VEHICLE

Description of the Service: To redeem Impounded Vehicle of Transport Violators

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	ALL IMUSEÑOS AND OTHER LGU TRICYCLE OWNER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Blue Copy of the Ordinance Violation Receipt (OVR) • Copy of OR/CR 			Operator/Owner Operator/Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the blue copy of the OVR	Check the correctness of Traffic Violation and assess the necessary fees		10 minutes	CHERRY CHRISEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
Payment of necessary fees	Present the Official Receipt, Issue Release Order Form		5 minutes	
Receive Impounded Vehicle	Release the Impounded Vehicle		5 minutes	RUBEN MONZON - Head, Inspection Team
TOTAL			20 minutes	



SERVICE NAME: ADJUDICATION OF COMPLAINTS AGAINST TRANSPORT ENFORCER & TRICYCLE DRIVERS

Description of the Service: To adjudicate complaints against Transport Enforcer & Tricycle Drivers

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	ALL IMUSEÑOS AND OTHER LGU TRICYCLE OWNER/DRIVER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Complainant Form OVR 		TRU Office OPERATOR/OWNER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up the complainant form	Confront the Apprehending Officer and/or Tricycle Driver in front of the Mediation Officer		15 minutes	CHERRY CHRISSEL JARIN - Supervising Administrative Officer CHRISTIE DE GUZMAN - Administrative Officer II
Redeem his/her violation per covering OVR following Frontline Service Procedures	Settle the complaint		15 minutes	
Follow-up action on his/her complaint				
TOTAL			30 minutes	



SERVICE NAME: INQUIRIES

Description of the Service: To deal with their inquiries and concerns regarding on the status of their franchise unit.

OFFICE OR DIVISION	TRICYCLE REGULATORY UNIT (TRU)			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C			
WHO MAY AVAIL THE SERVICE	ALL IMUSEÑOS AND OTHER LGU TRICYCLE OWNER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Present (1) Valid ID 			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire concerns.	Accommodate inquiries and concerns		5 minutes	CHERRY CHRISSEL JARIN - Supervising Administrative Officer RUBEN MONZON - Head, Inspection Team
TOTAL			5 minutes	

