

CITY OF IMUS TRAFFIC MANAGEMENT UNIT EXTERNAL SERVICES

1. REDEMPTION OF DRIVER'S LICENSE OR VEHICLE PLATE

The process involves verification of the Ordinance Violation Receipt (OVR) issued by the apprehending traffic enforcer and timely clearing of traffic violation and penalty.

OFFICE OR DIVISION	City of Imus Traffic Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All traffic violators who have been issued the OVR for specific violations of traffic law/s and/or city ordinance/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Green Copy of the OVR		Issued by the Apprehending Officer		
Order of Payment (OP)		Issued by the CITMU Releasing Group		
Official Receipt of payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the green copy of the OVR to the CITMU releasing officer;	1.1 Releasing officer verifies if the original copy of the OVR and the driver's license/other relevant documents are already transmitted by the issuing/apprehending officer/unit; assess the applicable fee/penalty based on the indicated violation;	None	3 minutes	Ronaldo V. Castro Edward V. Ilano Janice D. Reyes Armando L. Frani
1.2 Attend the voluntary Road Safety Awareness Seminar	1.2 Facilitate the Road Safety Awareness Seminar and issue the Certificate of Attendance upon completion		*15 minutes (Voluntary)	
1.3 Receive the Order of Payment (OP)	1.3 Releasing officer issues the Order of Payment			
2. Pay the necessary fees.	2. CTO Staff receives the payment and issues an Official Receipt based on the presented Order of Payment (OP)	Based on assessment	4 minutes	CTO Staff
3. Present the Official Receipt to the CITMU Releasing Group	3. Releasing officer records the details of the OR and clears the client from traffic violation and penalty	None	1 minute	Ronaldo V. Castro Edward V. Ilano Janice D. Reyes Armando L. Frani

TOTAL	Per violation total indicated on the OVR green copy	8 minutes	
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2. REDEMPTION OF IMPOUNDED VEHICLE

The process involves verification of the Ordinance Violation Receipt (OVR) issued by the apprehending officer/traffic police officer and timely release of confiscated vehicle key/s. Client is then referred to the vehicle impound facility for redemption of confiscated vehicle/s.

OFFICE OR DIVISION	City of Imus Traffic Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All traffic violators who have been issued the Ordinance Violation Receipt (OVR); has no driver's license and/or does not carry with him/her the vehicles registration papers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Green Copy of the OVR		Issued by the Apprehending Officer		
Order of Payment (OP)		Issued by the CITMU Releasing Group		
Official Receipt of payment		City Treasurer's Office		
Impounding Release Receipt		Issued by the CITMU Releasing Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the green copy of the OVR to the CITMU releasing officer;	1.1 Releasing officer verifies if the original copy of the OVR and the driver's license/other relevant documents are already transmitted by the issuing/apprehending officer/unit;	None	3 minutes	Ronaldo V. Castro Edward V. Ilano Janice D. Reyes Armando L. Frani
1.2 Receive the Order of Payment (OP)	1.2 Assess the applicable fee/penalty based on the indicated violation			

2. Pay the necessary fees.	2. CTO Staff receives the payment and issues an Official Receipt based on the presented Order of Payment (OP)	Applicable fee/penalty will depend on the nature of the traffic violation/s as assessed by the CITMU releasing group	4 minutes	CTO Staff
3. Present the Official Receipt (OR) to the CITMU Releasing Group	3.1 Record the OR details and issue the Impounding Release Receipt; 3.2 Prepare the Order of Release based on the documents for approval by the CITMU Head; 3.3 Direct guide the client on how to claim the vehicle at the city impounding area	None	1 minute	Ronaldo V. Castro Edward V. Ilano Janice D. Reyes Armando L. Frani
4.1 Proceed to the city impounding area and show the Order of Release. 4.2 Retrieve the vehicle	4. Release impounded vehicle.	None	30 minutes	Officer-in-Charge at the Impounding Area
TOTAL		Total amount of fee/penalty as assessed by the CITMU releasing group	38 minutes	

3. ADJUDICATION OF COMPLAINTS AGAINST TRAFFIC ENFORCER

The City of Imus Traffic Management Office practices a fair and just implementation of traffic laws and/or city ordinances. All forwarded complaints are given utmost and careful attention by the CITMU Adjudication Board.

OFFICE OR DIVISION	City of Imus Traffic Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Any and all traffic violators who believe that they were unfairly and/or unjustly charged with a traffic violation by the apprehending traffic enforcer.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written complaint prepared by the complainant		Prepared by the complainant		
Green copy of the Ordinance Violation Receipt (OVR)		Issued by the apprehending traffic enforcer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a written complaint officer in front of the mediation officer	1. Merit of the complaint is assessed after the complainant has narrated his/her side of the incident	None	5 minutes	Ariel A. Santera Janice D. Reyes
2. Confront the apprehending officer in front of the Board	2. Summon the apprehending officer for his statement and a dialogue with the complainant for possible resolution of the problem	None	10 minutes	Col. Rolando N. Fernandez Jr. (Ret) Ariel A. Santera Janice D. Reyes
3. Redeem his/her violation per covering OVR following Frontline Service Procedures	3. Upon resolution of the problem, request the complainant to redeem his/her violation	None	5 minutes	Janice D. Reyes
TOTAL		None	20 minutes	

NOTE: In meritorious cases, file a formal complaint with the Office of the City Mayor or the City Administrative Office. This will take a day at the Office of the City Mayor.

4. MOTORCYCLE ESCORTS AND/OR TRAFFIC MANPOWER ASSISTANCE

The CITMU provides these allied services to VIPs, guests of the city government, motorcades, parades, funeral processions, weddings and other special events.

OFFICE OR DIVISION	City of Imus Traffic Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizens, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request containing the nature of the event and other relevant details		Prepared by the requesting party		
Permit issued by the City Administrator's Office		Issued by the City Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit written request to the CITMU Admin Office	1.1 Assess the feasibility of the request against the availability of the motorcycle escort/s; issues Traffic Assistance Request Slip	None	5 minutes	Maricel D. Ochoa
3. Submit written request to the CITMU Admin Office	2. Endorsed to the City Administrator's Office. Issues Permit after proponent paid the applicable charge/s	Defined by the City Administrator's Office	8 minutes	City Administrator's Office
3. Submit Permit to CITMU Admin Office	3. Process request and assign motorcycle escorts as applicable	None	5 minutes	Maricel D. Ochoa
TOTAL		Based on assessment	18 minutes	

5. TOWING SERVICE/S

The CITMU provides towing services for vehicles involved in traffic crash/accident as per request from private citizen/resident of Imus City and/or other government offices.

OFFICE OR DIVISION	City of Imus Traffic Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Anyone whose vehicle is defective or cannot run on its own power.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from concerned party		Prepared by the requesting party		
Towing Permit		Issued at the CITMU Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a written request in person to CITMU Admin Office	1. Fill-out the Towing Services Form complete with the required details	None	3 minutes	Ronald S. Enardecido
2. Make a written request in person to CITMU Admin Office	2. Reviews the request and endorses appropriate action to the Towing Group	None	5 minutes	CG Commo Joey Damaso D. Velarde (Ret)
3. Guide the Towing Group to the location of the vehicle	3. Towing Group tows the vehicle to the specified destination	None	3 hours	Towing Group
TOTAL		Based on assessment	3 hours, 8 minutes	

6. ISSUANCE OF TRAFFIC CLEARANCE

The CITMU provides Traffic Clearance to private citizen/resident and business establishments as a prerequisite in acquiring Excavation Permit from the City Engineering Office. This is to avoid any untoward traffic incident and to preempt traffic congestion in the area of excavation/activity.

OFFICE OR DIVISION	City of Imus Traffic Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Any business establishments and private citizens applying for an excavation permit.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request containing the nature of the activity/project and other relevant details		Prepared by the requesting party		
Photocopy of endorsement from company/contractor (if applicable)		Prepared by the requesting party		
Traffic Management Plan (if applicable)		Prepared by the requesting party		
Barangay clearance		Issued by the barangay from where the activity/project will take place		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request and/or endorsement to the CITMU Admin Office	1. Checks the requirements submitted by the requesting party	None	3 minutes	Mariel D. Ochoa
2. Submit written request and/or endorsement to the CITMU Admin Office	2. Reviews the request and endorses appropriate action	None	10 minutes	Col. Rolando N. Fernandez (Ret)
3. Submit request with the Traffic Clearance to City Engineering Office	3. Discuss the conditions and guidelines stated in the Traffic Clearance to the requesting party upon issuance	None	5 minutes	Mariel D. Ochoa
TOTAL		None	18 minutes	