

CITIZEN'S CHARTER

CITY OF IMUS TRAFFIC MANAGEMENT OFFICE



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 release of confiscated Driver's License and/or Vehicle Plate.

OFFICE OR DIVISION	City of Imus Traffic Management Office			
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 CITMO Releasing Group		
Official Receipt of payment		Issued by the CITMO Collection Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the green copy of the OVR to the CITMO 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	Edward V. Ilano Emerito V. Quiño Janice D. Reyes
1.2 Receive the Order of Payment (OP)	1.2 Releasing officer issues the Order of Payment			
2. Pay the necessary fees.	2. CITMO Staff receives the payment and issues an Official Receipt based on the presented Order of Payment (OP)	Based on assessment	4 minutes	Maricel D. Ochoa Janice D. Reyes
3. Present the Official Receipt to the CITMO Releasing Group	3. Releasing officer records the details of the OR and releases the driver's license and/or vehicle plate	None	1 minute	Emerito V. Quiño Janice D. Reyes
TOTAL		Per violation total indicated on the OVR green copy	8 minutes	



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 Office			
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 CITMO Releasing Group		
Official Receipt of payment		Issued by the CITMO Collection Officer		
Impounding Release Receipt		Issued by the CITMO 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 CITMO 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	Edward V. Ilano Emerito V. Quiño Janice D. Reyes
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. CITMO 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 CITMO releasing group	4 minutes	Maricel D. Ochoa Janice D. Reyes
3. Present the Official Receipt (OR) to the CITMO 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 CITMO Head; 3.3 Direct guide the client on how to claim the vehicle at the city impounding area	None	1 minute	Emerito V. Quiño Janice D. Reyes
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 CITMO 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 CITMO Admin group.

OFFICE OR DIVISION	City of Imus Traffic Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C, G2B			
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		
Verbal or 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 verbal 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	Maricel D. Ochoa
2. Confront the apprehending officer in front of the mediation officer	2. Summon the apprehending officer for a dialogue with the complainant for possible resolution of the problem	None	10 minutes	Maricel D. Ochoa
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	Maricel D. Ochoa
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 CITMO 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 Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G, G2C, G2B			
WHO MAY AVAIL THE SERVICE	Any office of the city government, NGO, barangay officials, church leaders, business establishments and private citizens			
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 Office of the City Mayor		Issued by the Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the Office of the City Mayor	1. Assess the feasibility of the request against the availability of the motorcycle escort/s; request proponent to secure the Permit	None	5 minutes	Maricel D. Ochoa Mariel D. Ochoa Cedrick C. Flores
2. Submit written request to the Office of the City Mayor	2. Issues Permit after proponent paid the applicable charge/s	Defined by the Office of the City Mayor	8 minutes	Office of the City Mayor
3. Submit request with the Permit to CITMO 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 CITMO 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 Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G, G2C			
WHO MAY AVAIL THE SERVICE	Anyone whose vehicle is defective or cannot run on its own power.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal request from concerned party		Prepared by the requesting party		
Towing Permit		Issued at the CITMO Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request in person or through phone to CITMO Admin Office	1. Fill-out the Towing Permit complete with the required details and the applicable fee/s	None	3 minutes	Rizaldy T. Nato <i>CITMO Chief</i>
2. Pay the fees as specified in the Towing Permit	2. Provide a copy of the Towing Permit to the Towing Group for their reference	Applicable fee/s will depend on the nature of the request as assessed by the CITMO towing group	5 minutes	Maricel D. Ochoa Ronald S. Enardecido
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 CITMO 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 Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C, G2B			
WHO MAY AVAIL THE SERVICE	Any business establishments and private citizen 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		
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 CITMO 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 CITMO Admin Office	2. Thoroughly reviews the request for approval	None	10 minutes	Rizaldy T. Nato <i>CITMO Chief</i>
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	

