

TRICYCLE REGULATORY UNIT

EXTERNAL SERVICES

1. ISSUANCE OF CERTIFICATE OF FRANCHISE

CITIZEN'S CHARTER



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The Certificate of Franchise legalizes the operation of tricycle within the City of Imus.

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and registered voters of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Form 1)		Tricycle Regulatory Unit		
Inspection (Form 3)		Tricycle Regulatory Unit		
Driver's Registration (Form 7)		Tricycle Regulatory Unit		
Community Tax Certificate (Cedula) of Tricycle Operator and Driver		Tricycle Regulatory Unit		
LTO Official Receipt (OR)/ Certificate of Registration (CR)		Land Transportation Office		
LTO Authorization if no plate available		Land Transportation Office		
Valid ID of operator with signature		Client		
Professional Driver's License with Restriction 1 of Authorized Driver		Land Transportation Office		
Result of Drug Test (Driver)		Accredited DOH Drug Testing Center		
Previous Certificate of Franchise and Mayor's Permit (f renewal)		Client		
Certificate of Dropping (Change Owner/Motor)		Tricycle Regulatory Unit		
Certificate of Membership or Transfer of Membership Rights		TODA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents (for approval)	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chisel Jarin Supervising Administrative Officer ; Christie De Guzman Administrative Officer II
2. Submit Form 1 (Application), Form3 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon Head – Inspection Team
3. Submit the required documents and pay necessary fees.	3.1 Assess the necessary fees.	See below	25 minutes	Cherry Chisel Jarin Supervising Administrative Officer; Christie De Guzman

	3.2 Encode, and print the Certificate of Franchise and tricycle driver ID signed by the TRU Chairman			Administrative Officer II Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
4. Receive Certificate of Franchise and Tricycle Driver's ID.	4. Issue Certificate of Franchise and tricycle Driver's ID	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	58 minutes	

Certificate of Franchise Fees and Charges

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	303	
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	

2. ISSUANCE OF MAYOR'S PERMIT FOR TRICYCLE FRANCHISE OWNER

This service ensures the registration of tricycle in LTO and posting of Sticker in the tricycle unit.

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All franchise owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Franchise		Tricycle Regulatory Unit		
Certificate of Registration (CR)		Land Transportation Office		
Updated LTO Official Receipt (OR)		Land Transportation Office		
Updated LTO Authorization if no plate available		Land Transportation Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process registration in LTO Imus	1. Processing of request	Based on assessment	(stop time)	Land Transportation Office - Imus
2. Submit the required documents and pay necessary fees.	2.1 Check the completeness of submitted document. 2.2 Assess necessary fees 2.3 Encode, print and issue Mayor's Permit duly approved by the TRU Head.	Tricycle Permit – Php 200.00 Supervision Fee – Php 80.00 Penalty – 25% of total fees + 2% every month *Cancellation of Franchise if not paid after 3 months	10 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
3. Present Mayor's Permit	3. Post the latest sticker to the tricycle unit.	None	5 minutes	Ruben Monzon Head – Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	

3. ISSUANCE OF SPECIAL PERMIT FOR TRICYCLE WITH FRANCHISE FROM OTHER LOCAL GOVERNMENT UNIT (LGU)

To allow tricycle unit with franchise from other LGU to convey passengers to Imus City

OFFICE OR DIVISION	Tricycle Regulatory Unit
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CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Franchise Owners from other Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Form 17)		Tricycle Regulatory Unit		
Inspection (Form 3)		Tricycle Regulatory Unit		
Driver's Registration (Form 7)		Tricycle Regulatory Unit		
Community Tax Certificate (Cedula) of Tricycle Operator and Driver		Tricycle Regulatory Unit		
LTO Official Receipt (OR)/ Certificate of Registration (CR)		Land Transportation Office		
LTO Authorization if no plate available		Land Transportation Office		
Valid ID of operator with signature		Client		
Professional Driver's License with Restriction 1 of Authorized Driver		Land Transportation Office		
Result of Drug Test (Driver)		Accredited DOH Drug Testing Center		
Previous Special Permit (if renewal)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents (for approval)	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
2. Submit Form 17 (Application), Form 3 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon Head – Inspection Team
3. Submit the required documents and pay necessary fees.	3.1 Assess the necessary fees.	TRU Certification – Php 500.00 Body Number – Php 300.00 Special Permit – Php 300.00 Inspection - P 100.00	25 minutes	Cherry Chisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II

	3.2 Encode, and print the Special Permit and tricycle driver ID signed by the TRU Chairman.	Documentary Stamp – Php 30.00		
4. Receive Special Permit and Tricycle Driver's ID.	4. Issue Certificate of Franchise and tricycle Driver's ID	None	3 minutes (stop time)	TRU Personnel
5. Present Special Permit	5. Post Special Permit Sticker to the tricycle unit	None	5 minutes	Ruben Monzon Head – Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	1 hour, 3 minutes	

4. ISSUANCE OF SERVICE PERMIT FOR PRIVATE, BUSINESS, AND SCHOOL SERVICE

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

OFFICE OR DIVISION	Tricycle Regulatory Unit
CLASSIFICATION	Simple

TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Form 15)		Tricycle Regulatory Unit		
Inspection (Form 16)		Tricycle Regulatory Unit		
Driver's Registration (Form 7)		Tricycle Regulatory Unit		
Community Tax Certificate (Cedula) of Tricycle Operator and Driver		Tricycle Regulatory Unit		
Updated LTO Official Receipt (OR)		Land Transportation Office		
Certificate of Registration (CR)		Land Transportation Office		
LTO Authorization if no plate available		Land Transportation Office		
Valid ID of operator with signature		Client		
Professional Driver's License with Restriction 1 of Authorized Driver or Non-Professional if tricycle will be used for private service only		Land Transportation Office		
Result of Drug Test (Driver)		Accredited DOH Drug Testing Center		
Certification from the parents and school that the tricycle is going to give service to the child		Schools and parents of children		
Copy of Business Permit (if tricycle will be used for business)		Business Permits and Licensing Office, 1 st Floor, Imus City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chisel jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
2. Submit form 15 (Application), Form16 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon Head – Inspection Team
3. Submit the required documents and pay necessary fees.	3.1 Assess the necessary fees. 3.2 Encode, and print the Service Permit and tricycle driver's ID signed by the TRU Head.	See below	25 minutes	Cherry Chisel Jarin Supervising Administrative Officer;

				Christie De Guzman Administrative Officer II
4. Receive Service Permit and Tricycle Driver's ID.	4. Issue Service Permit and tricycle Driver's ID	None	3 minutes (stop time)	TRU Personnel
5. Present Service Permit	5. Post Special Permit Sticker	None	5 minutes	Ruben Monzon Head – Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour, 3 minutes	

Service Permit for Private, Business and School Service Fees and Charges

TYPE OF APPLICATION	FEES
Private Use (Imus)	300.00
Private Use (another Municipality)	500.00
School Service (Imus)	500.00
School Service (another Municipality)	800.00
Business (Imus)	1,000.00
Business (another Municipality)	1,500.00

5. ISSUANCE OF PEDALED/E-BIKE/BICYCLE PERMIT

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

OFFICE OR DIVISION	Tricycle Regulatory Unit
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen

WHO MAY AVAIL THE SERVICE	All residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Form 11)		Tricycle Regulatory Unit		
Previous Pedaled Permit (if renewal)		Client		
Certification from PODA (if new PODA member)		PEDICAB OPERATOR DRIVER ASSOCIATION (PODA)		
Proof of Purchase (if new)		Client		
Community Tax Certificate (Cedula) of the owner		Tricycle Regulatory Unit		
Barangay Clearance of the Owner		Respective Barangay		
Authorization letter if the driver will transact in behalf of the owner		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and pay necessary fees.	1.1 Check and evaluate the completeness of the documents. 1.2 Assess necessary fees. 1.3 Receive payment. 1.4 Encode and print Pedaled Permit.	Bicycle – Php 100.00 Pedaled (Private) – Php 150.00 Pedaled (Commercial) – Php 225.00 E-bike – Php 325.00	30 minutes	Cherry Chisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
2. Receive Pedaled Permit and Plate/Sticker	2. Issue Pedaled Permit and Plate/Sticker duly approved by the TRU Head	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	33 minutes	

6. ISSUANCE OF CERTIFICATE OF DROPPING

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

OFFICE OR DIVISION	Tricycle Regulatory Unit
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen
WHO MAY AVAIL THE SERVICE	All franchise owners

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Certificate of Franchise/ Mayor's Permit		Client		
Original Official Receipt (OR)/ Certificate of Registration (CR)		Land Transportation Office		
Notarized Deed of Sale (if change owner) with two (2) valid IDs with signature of both parties		Client		
Notarized Extra Judicial Partition (if the owner died)		Notarial Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents - Personal appearance of Franchise Owner and payment of necessary fess.	1.1 Check and evaluate the completeness of the documents. 1.2 Assess necessary fees. 1.3 Receive payment. 1.4 Encode and print Certificate of Dropping.	Php 300.00	30 minutes	Cherry Chisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
2. Receive Certificate of Dropping	2. Issue Certificate of Dropping	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	33 minutes	

7. REDEMPTION OF DRIVER'S LICENSE OR VEHICLE PLATE

The process involves verification of the Ordinance Violation Receipt (OVR) issued by the apprehending Enforcer and timely release of confiscated Driver's License and/or Vehicle Plate

OFFICE OR DIVISION	Tricycle Regulatory Unit
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen

WHO MAY AVAIL THE SERVICE	All traffic violators who have been issued the OVR for specific violations of tricycle/transport law/s and/or city ordinance/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blue Copy of the OVR		Apprehending Officer		
Official Receipt of payment		Tricycle Regulatory Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the blue copy of the OVR;	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; 1.2 Assess the applicable fee/penalty based on the indicated violation;	None	10 minutes	Cherry Chisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
2. Receive the Order of Payment (OP)	2. Release Order of Payment (OP)	None	2 minutes	TRU Personnel
3. Proceed to the Collection Officer and pay the necessary fees.	3. Collection officer receives the payment and issues an Official Receipt based on the presented Payment Order (OP)	Applicable fee/penalty will depend on the nature of the traffic violation/s as assessed	5 minutes	TRU Personnel
4. Present the Official Receipt	4. Releasing officer records the details of the OR and releases the driver's license and/or vehicle plate	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	20 minutes	

Commented [JC1]: Kindly include the list of penalties and its fees

8. 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	Tricycle Regulatory Unit
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C - Government to Citizen

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		
Blue Copy of the OVR		Apprehending Officer		
Official Receipt of payment		Tricycle Regulatory Unit		
Impounding Release Receipt		Tricycle Regulatory Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the blue copy of the OVR;	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	10 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
	1.2 Assess the applicable fee/penalty based on the indicated violation.	None		
2. Receive the Order of Payment (OP)	2. Receive payment and release Official Receipt (OR)	None	1 minute	TRU Personnel
3. Proceed to the Collection Officer for payment of penalty	3. Collection officer receives the payment and issues an Official Receipt based on the presented Payment Order (OP)	Applicable fee/penalty will depend on the nature of the traffic violation/s as assessed	1 minute	TRU Personnel
4. Present the Official Receipt (OR)	4.1 Record the OR details and issue the Impounding Release Receipt;	None	1 minute	TRU Personnel
	4.2 Prepare the Order of Release;	None	2 minutes	
	4.3 Direct guide the client on how to claim the vehicle at the city impounding area	None	5 minutes	
5. Proceed to the TRU impounding area to retrieve the vehicle	5. Check the requirement and payment, release the vehicle	None	5 minutes	Ruben Monzon Head – Inspection Team

Fill-out Client Satisfaction Rating Form				
	TOTAL	Based on assessment	25 minutes	

9. ADJUDICATION OF COMPLAINTS AGAINST TRAFFIC ENFORCER

The Tricycle Regulatory Unit practices a fair and just implementation of traffic laws and/or city ordinances. All forwarded complaints are given utmost and careful attention.

OFFICE OR DIVISION	Tricycle Regulatory Unit
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen
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		
Blue copy of the Ordinance Violation Receipt (OVR)		Apprehending 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	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
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	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
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	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
*** In meritorious cases, file a formal complaint with the Office of the City Mayor or the City Administration Office	*** Office of the City Mayor or City Administration Office forward the complaint to the TRU	None	1 day (arbitrary)	Staff at the Office of the City Mayor
4. Follow-up action on his/her complaint	4. Follow the procedures 1 to 3 above	None	-	TRU Personnel
TOTAL		None	2 days	

10. INQUIRIES

To deal with their inquiries and concerns regarding the status of their franchise unit

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All Imuseños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire concerns	1. Accommodate inquiries and concerns	None	5 minutes	Cherry Chisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
Fill-out Client Satisfaction Rating From				
TOTAL		None	5 minutes	