

CITY OF IMUS TRAFFIC MANAGEMENT OFFICE

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 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)		CITMO Releasing Group		
Official Receipt of Payment		City of Imus Traffic Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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; 1.2 Assess the applicable fee/penalty based on the indicated violation.	None	2 minutes	E.V. Quiño E.V. Ilano J.D. Reyes
2. Receive the Order of Payment (OP)	2. Releasing Officer issues the Order of Payment	None	1 minute (stop time)	E.V. Quiño E.V. Ilano J.D. Reyes
3. 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 by the CITMO releasing group	1 minute	M.D. Ochoa C.C. Flores

4. Present the Official Receipt to the releasing group	4. Releasing officer records the details of the OR and releases the driver's license and/or vehicle plate	None	1 minute	E.V. Quiño J.D. Reyes
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	5 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)		CITMO Releasing Group		
Official Receipt of Payment		CITMO Collection Office		
Impounding Release Receipt		CITMO Releasing group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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; 1.2 assess the applicable fee/penalty based on the indicated violation	None	2 minutes	E.V. Quiño E.V. Ilano J.D. Reyes
2. Receive the Order of Payment (OP)	2. Release Order of Payment (OP)	None	1 minute	E.V. Quiño E.V. Ilano J.D. Reyes
3. 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 by the CITMO releasing group	1 minute	M.D. Ochoa C.C. Flores
4. Present the Official	4.1 Record the OR details and issue the	None		E.V. Quiño



Receipt (OR) to the releasing group	Impounding Release Receipt; 4.2 Prepare the Order of Release based on the documents for approval by the CITMO head; 4.3 Direct guide the client on how to claim the vehicle at the city impounding area	None	1 minute	J.D. Reyes
5.1 Proceed to city impounding area and show the Order of Release 5.2 Retrieve the vehicle	5. Release Impounded vehicle.	None	30 minutes	CITMO Personnel
TOTAL		Based on assessment	5 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 - 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		
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	M.D. Ochoa V.C. Delumpa
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	M.D. Ochoa V.C. Delumpa
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	M.D. Ochoa V.C. Delumpa
4. In meritorious cases, file a formal complaint with the Office of the City Mayor or the City Administrative Office	4. Office of the City Mayor or City Administrative Office forward the complaint to the City of Imus Traffic Management Office	None	1 day (arbitrary)	Staff at the Office of the City Mayor
5. Follow-up action on his/her complaint	5. CITMO Admin follow the procedures 1 to 3 above	None	***	M.D. Ochoa V.C. Delumpa
TOTAL		None	1 day, 20 minutes	



4. MOTORCYCLE ESCORTS AND/OR TRAFFIC MANPOWER ASSISTANCE

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 – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
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 Administrator		Issued by the Office of the CITY Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the Office of the City Administrator	1. Assess the feasibility of the request against the availability of the motorcycle escort/s; request proponent to secure the Permit	None	5 minutes	M.D. Ochoa V.C. Delumpa C.C. Flores
2. Submit written request to the Office of the City Administrator	2. Issues Permit after proponent paid the applicable charge/s	Defined by the Office of the City Administrator	8 minutes	Office of the City Administrator
3. Submit request with the Permit to CITMO Admin office	3. Process request and assign motorcycle escorts as applicable	None	5 minutes	M.D. Ochoa V.C. Delumpa C.C. Flores
TOTAL			18 minutes	



5. TOWING SERVICE/S

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 – Government to Government; G2C – Government to Citizen			
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, CITMO Chief
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	M.D. Ochoa R. 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	

