

# TRICYCLE REGULATORY UNIT

## EXTERNAL SERVICES



## 1. ISSUANCE OF CERTIFICATE OF FRANCHISE

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

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents and registered voters of the City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)		Tricycle Regulatory Unit		
Certificate of Dropping (Change Owner/Motor)		Tricycle Regulatory Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents (for approval)	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chisel Manglanlan Head - TRU Christie De Guzman
2. Submit Form3 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon
3. Submit the required documents and pay necessary fees.	3.1 Assess the necessary fees. 3.2 Encode, and print the Certificate of Franchise and tricycle driver ID signed by the TRU Chairman	See below	25 minutes	Cherry Chisel Manglanlan Head - TRU Christie De Guzman
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	
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
<b>TOTAL</b>	<b>2,700</b>	<b>2,700</b>	<b>1,200</b>	<b>2,200</b>	



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

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

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All franchise owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Franchise		Tricycle Regulatory Unit		
Certificate of Registration (CR)		Land Transportation Office		
LTO Official Receipt (OR)		Land Transportation Office		
LTO Authorization if no plate available		Land Transportation Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Process registration in LTO Imus	2. Processing of request	Based on assessment	(stop time)	Land Transportation Office - Imus
2. Submit the required documents and pay necessary fees.	1.1 Check the completeness of submitted document. 1.2 Assess necessary fees 1.3 Encode, print and issue Mayor's Permit duly approved by the TRU Chairman	Tricycle Permit – Php 200.00  Supervision Fee – Php 80.00	15 minutes (stop time)	Cherry Chisel Manglanlan Head – TRU Christie De Guzman
3. Present Mayor's Permit	3. Attach the latest sticker to the tricycle unit.	None	15 minutes	Ruben Monzon
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>20 minutes</b>	

### 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

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	Franchise Owners from other Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 Special Permit (f renewal)		Tricycle Regulatory Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents (for approval)	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chisel Manglanlan Head - TRU Christie De Guzman
2. Submit Form3 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon
3. Submit the required documents and pay necessary fees.	3.1 Assess the necessary fees. 3.2 Encode, and print the Special Permit and tricycle driver ID signed by the TRU Chairman.	TRU Certification – Php 500.00 Body Number – Php 300.00 Special Permit – Php 300.00 Inspection - P 100.00	25 minutes	Cherry Chisel Manglanlan Head - TRU Christie De Guzman
4. Receive Special Permit and	4. Issue Certificate of Franchise and	None	3 minutes	TRU Personnel

Tricycle Driver's ID.	tricycle Driver's ID		(stop time)	
5. Present Special Permit	5. Post Special Permit Sticker	None	5 minutes	Ruben Monzon
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>1 hour, 3 minutes</b>	



#### 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

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents of City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 <sup>st</sup> Floor, Imus City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents.	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chrisel Manglanlan Head - TRU Christie De Guzman
2. Submit Form 16 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon
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 ID signed by the TRU	See below	25 minutes	Cherry Chrisel Manglanlan Head - TRU

	Chairman.			Christie De Guzman
4. Receive Special Permit and Tricycle Driver's ID.	4. Issue Service Permit and tricycle Driver's ID	None	3 minutes (stop time)	TRU Personnel
5. Present Special Permit	5. Pos Special Permit Sticker	None	5 minutes	Ruben Monzon
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 3 minutes</b>	

### 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

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents of City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form (Form 11)		Tricycle Regulatory Unit		
Previous Pedaled Permit (if renewal)		Operator		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 200.00 E-bike – Php 300.00	30 minutes	Cherry Chisel Manglanlan Head - TRU Christie De Guzman
2. Receive Pedaled Permit and Plate/Sticker	2. Issue Pedaled Permit and Plate/Sticker duly approved by the TRU Chairman	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>33 minutes</b>	

## 6. ISSUANCE OF CERTIFICATE OF DROPPING

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

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All franchise owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Certificate of Franchise/ Mayor's Permit		Tricycle Regulatory Unit		
Original Official Receipt (OR)/ Certificate of Registration (CR)		Land Transportation Office		
Notarized Deed of Sale (if change owner) with two (2) valid ID's with signature of both parties		Client		
Notarized Extra Judicial Partition (if the owner died)		Notarial Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Chrisel Manglanlan Head - TRU Christie De Guzman
2. Receive Certificate of Dropping	2. Issue Certificate of Dropping	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>33 minutes</b>	

## 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

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All traffic violators who have been issued the OVR for specific violations of tricycle/transport law/s and/or city ordinance/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Blue Copy of the OVR		Apprehending Officer		
Official Receipt of payment		Tricycle Regulatory Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2 minutes	Cherry Chisel Manglanlan Head - TRU
2. Receive the Order of Payment (OP)	2. Release Order of Payment (OP)	None	1 minute	Cherry Chisel Manglanlan Head - TRU
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	1 minute	Cherry Chisel Manglanlan Head - TRU
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	1 minute	TRU Personnel
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>5 minutes</b>	

## 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.

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C - Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Blue Copy of the OVR		Apprehending Officer		
Official Receipt of payment		Tricycle Regulatory Unit		
Impounding Release Receipt		Tricycle Regulatory Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2 minutes	Cherry Chrisel Manglanlan Head - TRU
2. Receive the Order of Payment (OP)	2. Receive payment and release Official Receipt (OR)	None	1 minute	Cherry Chrisel Manglanlan Head - TRU
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	Cherry Chrisel Manglanlan Head - TRU
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;  4.3 Direct guide the client on how to claim the vehicle at the city impounding area			
5. Proceed to the TRU impounding area to retrieve the vehicle	5. Check the requirement and payment, release the vehicle	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>8 minutes</b>	



## 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.

<b>OFFICE OR DIVISION</b>	Tricycle Regulatory Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	Any and all traffic violators who believe that they were unfairly and/or unjustly charged with a traffic violation by the apprehending traffic enforcer.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal or written complaint prepared by the complainant		Prepared by the complainant		
Blue copy of the Ordinance Violation Receipt (OVR)		Apprehending enforcer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Chisel Manglanlan Head - TRU
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 Chisel Manglanlan Head - TRU
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 Chisel Manglanlan Head - TRU

*** 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
<b>TOTAL</b>		-	<b>20 minutes</b>	

