

DEPARTMENT OF PUBLIC SAFETY AND TRAFFIC MANAGEMENT

VISION

The Department envisions a disciplined citizenry that observes public safety and traffic rules and regulations through the guidance of DPSTM's dedicated personnel

MISSION

To implement all safety rules and measures in all of the City's thoroughfares pursuant to the provisions of existing laws, particularly Ordinance No. 0185 series of 1994 as amended by City Ordinance No. 0319 series 2005 for an effective public safety and traffic management system in the city.

Traffic Adjudication Division

FRONTLINE SERVICE	REDEMPTION OF APPREHENDED LICENSES
STEP 1	Receive apprehended licenses and UOVRs for transmittal
SERVICE PROVIDER	ROMEO DE LA CRUZ
TIME FRAME	Apprehensions within the day shall be strictly turned over before 5PM
STEP 2	Record and encode apprehensions in the computer database
SERVICE PROVIDER	- OSCAR MAÑAS - BERGIT ASMOS - ROMEO DELA CRUZ
TIME FRAME	Dependent on the number of apprehensions to be encoded
STEP 3A	Client presents OVR
STEP 3B	– Issue Order of Payment on violations and fines incurred and advise client to pay the required amount of fees/ fines at the Cashier - City Treasurer's Office; or – Refer to the Adjudication Board for complaints or protest regarding apprehension/ violation (refer to Traffic Complaints and Contest of Violation)
SERVICE PROVIDER	- OSCAR MAÑAS - BERGIT ASMOS - ROMEO DELA CRUZ
TIME FRAME	5 minutes
STEP 4	Verify Official Receipt and release Driver's License or Vehicle (if impounded)
SERVICE PROVIDER	SECURITY GUARD ON DUTY
TIME FRAME	10 minutes

FRONTLINE SERVICE	TRAFFIC COMPLAINTS AND CONTEST OF VIOLATIONS
STEP 1	Receive/ Evaluate the written protest filed by apprehended person
SERVICE PROVIDER	- OSCAR MAÑAS - ROMEO DELA CRUZ
STEP 2	Determine the facts of the case
SERVICE PROVIDER	- OSCAR MAÑAS - ROMEO DELA CRUZ
STEP 3	Request for the presence of the apprehending officer if further clarification is necessary
SERVICE PROVIDER	- OSCAR MAÑAS - ROMEO DELA CRUZ
STEP 4	Conduct hearing and resolve complaints
SERVICE PROVIDER	- OSCAR MAÑAS - ROMEO DELA CRUZ
STEP 5	Review of written resolution
SERVICE PROVIDER	- SOIII BENITO GO - SOIV BERNIE V. MANLAPIG
STEP 6	Approve/ Disapprove case resolution
SERVICE PROVIDER	MHILARIO C. CASTRO (OIC, DPSTM SOUTH)
TIME FRAME	2 to 3 working days

REQUIRED DOCUMENT/S	1. UOVR – Unified Ordinance Violation Receipt 2. Other documents depending on the protest
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Business Obstruction Clearance Division



FUNCTIONAL STATEMENT: To ensure that Section 214 of City Ordinance 0386, series of 2004, “REMOVAL OF OTHER OBSTRUCTION” is properly implemented.

FRONTLINE SERVICE	ISSUANCE OF NON-OBSTRUCTION CLEARANCE TO BUSINESSES	
STEP 1A	Client secures all necessary requirements and apply for non-obstruction clearance	
STEP 1B	Receive, verify and request for photocopies of the requirements	
SERVICE PROVIDER	BENJAMIN MANIAOL	
TIME FRAME	5 minutes	
STEP 2	Conduct ocular inspection of the establishment	
SERVICE PROVIDER	BENJAMIN MANIAOL	
TIME FRAME	Dependent on the location of the establishment	
STEP 3	Assess compliance and recommend issuance of clearance	
SERVICE PROVIDER	BENJAMIN MANIAOL	
TIME FRAME	10 minutes	
STEP 4	Prepare Inspection Report and Non-Obstruction Clearance for approval	
PERSON/S RESPONSIBLE	- JUVILITA PERIDA	- JOANNA MANISCAN
TIME FRAME	20 minutes	
STEP 5	Signature and Approval	
PERSON/S RESPONSIBLE	HILARIO C. CASTRO (OIC, DPSTM SOUTH)	
TIME FRAME	5 minutes	
STEP 6	Release Non-Obstruction Clearance to applicant	
PERSON/S RESPONSIBLE	BENJAMIN MANIAOL	
TIME FRAME	5 minutes	
REQUIRED DOCUMENT/S	1. Application Form (BPLO) 2. DTI or SEC 3. Sanitary Permit 4. Official Receipt	5. CTC (Cedula) 6. Barangay Clearance 7. Sketch of the Area 8. Picture or façade of the establishment
REQUIRED FEES	None	

Tricycle and Pedicab Regulatory Office

FUNCTIONAL STATEMENT: Ensure public safety and orderly traffic operations in the city and regulate the use of private and public utility tricycle and pedicab units in public streets and places as well as the issuance of Certificate of Franchises and Mayor's Permit.



FRONTLINE SERVICE	ISSUANCE OF FRANCHISE AND MAYOR'S PERMIT
STEP 1	Submit requirements for evaluation
SERVICE PROVIDER	WILFREDO MENDIOLA
TIME FRAME	2 minutes
STEP 2	Verify records and issue Notarized Application to franchise applicant
SERVICE PROVIDER	LYCA TUMALAD
TIME FRAME	5 minutes
STEP 3	Approval and public hearing of Application for Franchise
SERVICE PROVIDER	FRANCHISING BOARD, SANGGUNIANG PANLUNGSOD
TIME FRAME	Conducted Thursdays within the week of filing
STEP 4A	Issue Order of Payment to approved franchise applications
STEP 4B	Advise client to pay the required amount of fees at the Cashier/ City Treasurer's Office Collection Clerk
SERVICE PROVIDER	DANILO SY
TIME FRAME	5 minutes
STEP 5	Receive Official Receipt and encode data, print Franchise and Mayor's Permit, and issue identification card (ID) and sticker
SERVICE PROVIDER	CARLITO SAGUID
TIME FRAME	Dependent on the number of documents to be processed
STEP 6	Signature and Approval
SERVICE PROVIDER	EMMANUEL S. DE LEON (TPRS CHIEF) RODRIGO RESURRECCION (ASST. CHIEF - ALTERNATE SIGNATORY)
TIME FRAME	5 minutes
STEP 7	Release Franchise and Mayor's Permit
SERVICE PROVIDER	TPRS PERSONNEL
TIME FRAME	1 hour
REQUIRED DOCUMENT/S	1. Copy of Official Receipt/ Certificate of Registration 2. Barangay Clearance/ Certificate 3. Certificate of No Objection signed by the President and Officers of the Tricycle

	Operators and Drivers Association (TODA)
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FRONTLINE SERVICE	ISSUANCE OF FRANCHISE AND MAYOR'S PERMIT (cont.)	
	4. Road Worthiness Clearance from TPRS Inspection Team 5. Copy of old/ previous franchise issued by the Traffic and Pedicab Regulatory Services (Renewal)	
REQUIRED FEES	<u>Tricycle</u>	
	Franchise fee	PhP 175.00
	Mayor's Permit	100.00
	Annual Sticker	50.00
	Certificate of Road Worthiness	25.00
	Validation Sticker	25.00
	Identification Card	30.00
	TOTAL	PhP 405.00
	<u>Pedicab</u>	
	Franchise fee	PhP 150.00
Mayor's Permit	100.00	
Identification Card	30.00	
Sticker	50.00	
TOTAL	PhP 330.00	
REQUIRED FEES	Annual Fees	
	Mayor's Permit	PhP 500.00
	Sticker	50.00
	Identification Card	30.00
TOTAL	PhP 580.00	

FEEDBACK AND COMPLAINTS MECHANISM

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:

Email Address: ***dpstmsouth@gmail.com***

Telephone Numbers: **(02) 310 – 4712**
(02) 288 – 8811 loc. 2303