



PUBLIC SAFETY OFFICE: TRAFFIC MANAGEMENT UNIT (PSO/TMU)

5th Floor, City Hall Annex Building, Quinale, Tabaco City

SERVICE	STEPS	MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION
APPLICATION TO PERMITS FOR PARADES, PUBLIC ASSEMBLIES OR SPECIAL EVENTS	1	Application must be submitted at the City Mayor's Office which will be forwarded at the Public Safety Office for Recommendation	5 minutes excluding inspection of site/s	1. Application must be submitted at least five (5) days prior the actual activity per Section 5.1 of City Ordinance No. 029-2017	Hennie Juana B. Colarina	None	Simple
	2	Application shall be forwarded to the Office of the City Mayor with Recommendation from the Public Safety Office	5 minutes except when requirements are not completed				
	3	Application shall be forwarded to the Office of the City Mayor with Recommendation from the Public Safety Office				Fee will be paid to the CTO per endorsement by the Permits and Licensing Office or by the City Engineering Office	



RENEWAL OF FRANCHISE	1	Verification of the requirements for the application Franchise (Old or New)	5 minutes	1. Application must be duly approved by the City Engineering Office after inspection	Sigrid Villanueva, in behalf of IOC-PSO	None	G2C	Simple
	2	Endorsement to the Permits and Licensing Office after recording at the Public Safety Office		Application must wait for instruction from the Permits and Licensing Office	Purísima Sarah S. Joers			
BOUNDARY - HULOG CERTIFICATION	1	Verification of Proof of Payment for Renewal of Franchise/ Mayor's Permit		1. Proof of Payment/ Mayor's Permit for Renewed Franchise	Josefina B. Borja, in behalf of OIC-PSO	None	G2C	Simple
	2	Recording of the Necessary Documents on PSO Logbook	5 minutes	1. Operator and Driver must appear at the Public Safety Office for Signing on the PSO Logbook	Josefina B. Borja/ Carmen Chavenia, in behalf of OIC-PSO			
	3	Issuance of Certification for the Boundary-Hulog	5 minutes	None	Hennie Juana B. Colarina			
CLEARING OF RECORDS FOR TRAFFIC VIOLATORS WHO ALREADY PAID AT THE CTO	1	Verification of Proof of Payment for the Traffic Violation (OR)	5 minutes	1. Proof of Payment (OR) for Traffic Violation	Marcelo B. Burce, in behalf of OIC-PSO	None	G2C	Simple
	2	Recording of the Official Receipt Number on PSO Logbook	5 minutes	None	Josefina B. Borja/ Carmen Chavenia, in behalf of OIC-PSO			



	3	Release of Impounded Unit	5 minutes	1. Operator/ Driver or Authorized Representative must personally take custody of the unit for release	Rochelle M. Mallari/ Marcelo B. Burce, in behalf of OIC-PSO			
SETTLEMENT OF COMPLAINTS FROM PASSENGERS VS. DRIVERS; DRIVERS VS DRIVERS; TRAFFIC ENFORCERS VS DRIVERS; DRIVERS VS TRAFFIC ENFORCERS, ETC.	1	Recording of Complaints	5 minutes or Depending on the Length of the Report	Complainant must personally report the complaint	Josefina Borja Carmen Chavenia Rochelle Mallari, in behalf of OIC-PSO	None	G2C	Simple
	2	Referral of the Complaint to PSO Investigator	5 minutes or depending on the validity of the report	Identity of the respondent or city plate number of the unit/ vehicle	Hennie Juana Colarina or Carlos Desuasido			
	3	Summoning of the Respondent at the Public Safety Office	Every settlement requires different length of time	Appearance of both parties (complainant and respondent)	Hennie Juana Colarina or Carlos Desuasido			
	4	Recording of the Whatever Settlement Reached on PSO Logbook	5 minutes	Signing of both parties on the PSO logbook	Josefina Borja/ Carmen Chavenia, in behalf of OIC-PSO			