



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

SERVICE	STEPS	MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION	
REDEMPTION OF THE TRAFFIC VIOLATION RECEIPTS	1	Visit the Public Safety Office for encoding the Traffic Violation Receipts	1 minute	None	Rosalie M. Brocelango	None	G2C	Simple
	2	Present the CTVR to CTO Collector of payments	Depending on the number of violation/s that the client got		Emma Martirez CTO Staff (Collector)	Depending on the violation		
	3	Present the Official Receipt after payments to the PSO staff for recording and clearance	5 minutes		Hennie B. Colarina Danilo B. Cal	None		
TRAFFIC COMPLAINTS AND CONTESTATION OF ISSUED VIOLATION (CTVR)	1	Receive/ evaluate the written protest filled by person	1 day	None	None	G2C	Simple	
	2	After evaluation, refer to the City Legal Officer for filing of case	3 days					Carlos H. Desuasido (PSO Investigating Section)
	3	Written action taken by the City Legal Officer to the person who filed protest	3 days					City Legal Officer
	4	Apprehension within the day shall be strictly turned over after 5:00pm	24 hours					Rosalie M. Brocelango



	5	Record and encode apprehensions in the computer within 1 minute	Upon receipt of the ticket					
	6	Presentation of the Citation Tickets of the violators upon issuance	1 minute					
	7	Issue order of payment on violations	1 minute					
REDEMPTION OF APPREHENDED PEDALLED TRICYCLE	1	Pedalled tricycle that was involved in accident and committed a traffic violation, it impounded on the impounding area.	Upon turnover	None	Danilo B. Cal	None	G2C	Simple
	2	Issued CTVR for the traffic violation and if it is involved in accidents	Upon occurrence of the time		Apprehending Officer			
	3	Assessment of payments	1 minute		Rosalie M. Brocelango			
	4	Payments of the violation to CTO Office	10 minutes		CTO Collector	Depending on the total amount of the violation/s		
	5	Release of the pedalled tricycle, in charge of the impounding area and clearance	Upon the payments of the ticket/ fine		Danilo B. Cal	None		
ISSUANCE OF NOTICE ON VIOLATION OF THE IMPLEMENTED ORDINANCES	1	Issuance of the City Traffic Violation. Receipts to the violation of all ordinance with regards to traffic	Upon apprehension of violator	None	Apprehending Officer Traffic & PNP	None	G2C	Simple



APPROVAL OF PERMIT RELATIVE TO CITY ORDINANCE 029 – 2017	1	Apply for a permit (request letter) at least 5 days prior to the date of such event to the Office of the City Mayor	Upon receipt of the request letter	None	Mayor's Office Staff	None	G2C	Simple
	2	Check the request if they complied with Ordinance 029-2017	5 minutes		Josefina Borja			
	3	Proceed to Business Permits and Licensing Unit for assessment if there's any	Depending on the BPLU Office		BPLU Staff			
	4	If there's a fee, proceeds to the City Treasurer's Office for the payments	Depending on the number of people in line ahead of the client at the CTO		CTO Staff			
	5	Back to Mayor's Office for approval	3 days		Mayor's Office Staff			
OTHER PUBLIC COMPLAINTS THAT THE OFFICE IS CONCERNED, LIKE LOST ITEMS WHILE RIDING IN THE PUBLIC TRANSPORT WITH THE HELP OF THE CCTV	1	Record/ blotter complaint to the office	5 minutes	None	Josefina B. Borja	None	G2C	Simple
	2	Summon the person that was complained	1 day		Carlos H. Desuasido			
	3	Settle the problems in the office	Upon the appearance of both parties		OIC-PSO Carlos H. Desuasido			