



Transportation Development and Regulatory Office



I. Mandate:

The Transportation Development and Regulatory Office is bounded by the Batangas City Traffic Ordinance of 2000 and Batangas City Tricycle Franchising Ordinance to supervise and administer the operation and maintenance of all public land transportation vehicles.

II. Vision:

A sustainable transportation system adequate for the city and its level of urbanization, responsive not only to the current but also to the projected mobilization demand of the goods and people..

III. Mission:

To regulate the operation of various modes of transport, ensure the implementation of traffic rules and provide efficient transport management schemes that will ease up congestion, shorten travel time, and minimize the cost of travel along any road sections of the city, promote the safety and well-being of the people, property and goods at all times.

IV. Service Pledge:

We commit to:

1. To devote ourselves, our knowledge and skills, time and abilities to render genuine public service.
2. To be prompt, polite, courteous and honest in serving every constituent / client.
3. To give high regards to the dignity, honor and importance to all our clients.
4. To deliver unequivocal public service for the welfare of the general public.
5. To promote efficiency and proficiency in the rendering services
6. To implement Batangas City Traffic Ordinance and other local and national transport related ordinances and laws strictly and fairly.

V. List of Services



Inspection of Motorized Tricycle for
Application of Mayor’s Permit

Inspection of Public Utility Jeepney for
Application of Mayor’s Permit

Issuance of Mayor’s Permit for Motorized
Tricycle

Issuance of Mayor’s Permit for Public Utility
Jeepney

Issuance of Mayor’s Permit for Public Utility
Bus

Renewal of Motorized Tricycle Operator’s Permit

Application for Motorized Tricycle Operator’s Permit -
Change Motor

Application for Motorized Tricycle Operator’s Permit -
Transfer of Ownership

Request for route maps for applicants of Burial, Motorcade,
Procession, Parade, Fun Run and other related activities

Request for information regarding transport and traffic
management such as traffic surveys and other transport
related data



Releasing of confiscated license due to traffic violation &
cancellation of records

Releasing of impounded vehicle

Issuance of Mayor's Permit and Sticker to Delivery Vehicles

Issuance of Mayor's Permit and Sticker to School Service
Vehicles and Shuttle Buses



EXTERNAL

1. Inspection of Motorized Tricycle for Application of Mayor’s Permit

Inspection of Motorized Tricycle with Franchise is conducted annually from October to December by the TDRO for the issuance of Mayor’s Permit to operators.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Motorized Tricycle Operators

Checklist of Requirements		Where to Secure		
Unit (MTC)		Operator / Owner		
Valid Motorized Tricycle Operators Permit (MTOF) /Franchise		Operator / Owner		
Photocopy of OR and Certificate of Registration		Operator / Owner		
TDRO ID		Transportation Dev’t and Regulatory Office		
Client Steps	Agency Action	Fees to be Paid	Process ing Time	Person Responsi ble
Presents the unit and the requirements for inspection and validation	1.1 Inspector checks the unit, validity and legality of the franchise and OR/CR 1.2 Checks the group code, receptacle, back plate 1.3 Assesses the fees and prepares payment slip 1.4 Issues the inspection slip and order of payment indicating the date of payment and issuance of Mayor’s Permit 1.5 Advises the client to pay the appropriate fees on the scheduled pay period (January of the succeeding year)	None	30 minutes	Transporta tion Regulation Officer II - TDRO Traffic Aide I (TDRO) Administra tive Aide I - TDRO
	Total:	None	30 minutes	

2. Inspection of Public Utility Jeepney for Application of Mayor’s Permit

Inspection of Public Utility Jeepney with Franchise is conducted annually from October to December by the TDRO for the issuance of Mayor’s Permit to operators.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Public Utility Jeepney Operators

Checklist of Requirements		Where to Secure		
Unit (PUJ)		Operator / Owner		
Certificate of Public Convenience (CPC)		LTFRB / Operator / Owner		
Photocopy of LTFRB Decision		LTFRB / Operator / Owner		
Photocopy of OR and Certificate of Registration		Land Transportation Office / Operator / Owner		
TDRO ID		TDRO / Operator / Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the unit and the requirements for inspection and validation	1.1 Inspector checks the unit, validity and legality of the CPC, LTFRB Decision and OR/CR 1.2 Checks the Plate no., Body No., Panel Route, No Smoking Sticker, Receptacle and Seat Belt as specified in the BCTO 1.3 Assesses the fees and prepares payment slip 1.4 Issues the inspection slip and order of payment indicating the date of payment and issuance of Mayor’s Permit 1.5 Advises the client to pay the appropriate fees on the scheduled pay period (January of the succeeding year)	None	30 minutes	Transportation Regulation Officer II (TDRO) Administrative Aide IV (TDRO) Traffic Aide I (TDRO)
Total:		None	30 minutes	



3. Issuance of Mayor’s Permit (MP) for Motorized Tricycle (MTC)

The Mayor’s Permit is being issued annually from January to December by the City Mayor to operators of MTC before he could operate within the City of Batangas.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Operators of Motorized Tricycle (MTC)			
Checklist of Requirements		Where to Secure		
Inspection Slip		TDRO / Operator / Owner		
Official Receipt		City Treasurer’s Office		
Community Tax Certificate (Cedula) for the current year		City Treasurer’s Office		
TDRO ID		TDRO / Operator / Owner / Driver		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the Inspection Slip, official receipt from the City Treasurer’s Office, Community Tax Certificate (CTC) of the current year, TDRO ID and waits for the release of the Mayor’s Permit	1.1 Checks the validity of the TDRO ID, inspection slip and Official Receipt 1.2 Updates data in the masterlist 1.3 Records the complete data in a logbook 1.4 Prepares the Mayor’s Permit, validates the old TDRO ID, and attaches the Mayor’s Permit Sticker 1.5 Officer-in-charge affixes signature at the Mayor’s Permit 1.6 Releases the Mayor’s Permit, Sticker and	Mayor’s Permit P 300.00 Sticker 500.00 TDRO ID 50.00 ID Validation 20.00 No Smoking 50.00 Sticker Surcharge (50%) 250.00 Note: Additional fees (Surcharge) shall be added to the total fee if payment is made after January 31)	1 hour	Transportation Regulation Officer II - TDRO Traffic Aide I - TDRO



	validated TDRO ID			
	Total:	Dependent on the assessed fees during inspection	1 hour	

4. Issuance of Mayor’s Permit (MP) for Public Utility Jeepney (PUJ)

The Mayor’s Permit is being issued annually from January to December by the City Mayor thru TDRO to operators of PUJs with approved franchise from LTFRB before he could operate within the City of Batangas.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Operators of Public Utility Buses (PUBs)			
Checklist of Requirements		Where to Secure		
Certificate of Public Convenience		TDRO / Operator / Owner		
Official Receipt		City Treasurer’s Office		
Community Tax Certificate (Cedula) for the current year		City Treasurer’s Office		
TDRO ID		TDRO / Operator / Owner / Driver		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



Presents the Inspection Slip, official receipt from the City Treasurer’s Office, Community Tax Certificate (CTC) of the current year, TDRO ID and waits for the release of the Mayor’s Permit & new/ validated TDRO ID	1.1 Checks inspection slip and Official Receipt 1.2 Updates data in the masterlist 1.3 Records the complete data in a logbook 1.4 Prepares the Mayor’s Permit, validates the old TDRO ID, and attaches the Mayor’s Permit and Sticker 1.5 Officer-in-charge affixes signature at the Mayor’s Permit 1.6 Releases the Mayor’s Permit, Sticker and validated TDRO ID	Mayor’s Permit P500.00 Sticker 500.00 TDRO ID 50.00 ID Validation 20.00 No Smoking 50.00 Sticker Surcharge (50%) 250.00 Penalty (25%) 125.00 Note: Additional fees (Surcharge & Penalty) shall be added to the total fee if payment is made after January 31)	1 hour	Transportation Regulation Officer II - TDRO Administrative Aide IV (TDRO)
	Total:	Dependent on the assessed fees during inspection	1 hour	

5. Issuance of Mayor’s Permit (MP) for Public Utility BUS (PUB)

The Mayor’s Permit is being issued annually by the City Mayor thru TDRO to operators/drivers of PUBs before he could operate within the City of Batangas.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office	
Classification:	Complex	
Types of Transaction:	Government to Client	
Who may avail:	General Public	
Checklist of Requirements		Where to Secure
Certificate of Public Convenience		Land Transportation Franchising and Regulatory Board (LTFRB)
Photocopy of OR and Certificate of Registration		Operator / Owner
Official Receipt		City Treasurer’s Office



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the Certificate of Public Convenience (CPC) and photocopy of OR and Certificate of Registration	1.1 Checks the validity of OR/CR issued by LTO 1.2 Checks the Motor No., Chassis No., Franchise No., Plate No. per Bus, per company indicated at the Certificate of Public Convenience (CPC) issued by LTFRB 1.3 Prepares order of payment 1.4 Issues the order of payment	None	3 days	Supervising Transportation Regulation Officer - TDRO Senior Transportation Regulation Officer - TDRO
Proceeds to City Treasurer’s Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	Mayor’s Permit P1000.00 Sticker 500.00 Surcharge (50%) 500.00 Penalty (25%) 250.00 Note: Additional fees (Surcharge & Penalty) shall be added to the total fee if payment is made after January 31) *Computation is per unit	10 minutes	Revenue Collection Clerk - City Treasurer’s Office
Returns to Transportation Development and Regulatory Office (TDRO) and presents the official receipt from CTO	Receives and Verifies the Official receipt, prepares the mayor’s permit for signature of the City Mayor and advises the client to return after 5 working days	None	2 days	Supervising Transportation Regulation Officer - TDRO



Receives the Mayor’s permit	1.1 Releases the Mayor’s Permit 1.2 Advises the client that sticker will be affixed to the Public Utility Bus (PUB) at the Grand Terminal	None	10 minutes	City Government Assistant Department Head I - TDRO
None	Affixes the Mayor's Permit stickers per unit (PUB) at Grand Terminal	None	5 minutes / bus	Traffic Aide I -TDRO
Total:		Dependent on the assessed fees based of no. of buses applied for Mayor’s Permit	5 days and 25 minutes	

6. Renewal of Motorized Tricycle Operator’s Permit

Motorized Tricycle Operators Permit is the franchise issued to qualified operators who have complied with the requirements to operate a tricycle for hire over areas or zones specified therein.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office
Classification:	Simple



Types of Transaction:	Government to Client			
Who may avail:	Operators of Motorized Tricycle (MTC), Bonafide Resident of Batangas City			
Checklist of Requirements		Where to Secure		
Unit (Tricycle)		Operator / Owner		
MTOP Application Form		Transportation Development and Regulatory Office (TDRO)		
Original copy of Motorized Tricycle Operators Permit (MTOP) /Franchise		Transportation Development and Regulatory Office (TDRO) / Operator / Owner		
O. R. and Certificate of Registration (Photocopy)		Land Transportation Office (LTO) /Operator / Owner		
Original Barangay Clearance (Operator)		Designated Barangay Hall		
Insurance Policy of motor vehicle (Photocopy)		Operator / Owner		
Voter’s ID or VRR		Commission on Elections (Comelec)		
Certificate of Road Worthiness		City Engineer’s Office (CEO)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Requests for MTOP Application form	1.1 Asks for the Original copy of the Motorized Tricycle Operator's Permit (MTOP) and checks the validity 1.2 Inspects the unit (tricycle) 1.3 Assesses the fees to be paid 1.4 Issues the requirements to be accomplished together with the corresponding fee 1.5 Advises the applicant to fill out the application	Filling Fee P350.00 Legal Research 50.00 Fund Inspection and 150.00 Certificate of Road Worthiness Administrative Fee 50.00 Penalty 300.00 Note: Penalty shall be added to the total MTOP renewal fee if paid after prescribed validity of franchise.	30 minutes	Traffic Aide I -TDRO



	form and have it notarized, pay the appropriate fees at the City Treasurer’s Office and proceed to City Engineer’s Office for inspection of unit			
Fills out the application form and have it notarized	Client accomplishes form	<i>Fees dependent on amount charged by private law firm</i>	1 day	Private law firm
Proceeds to City Treasurer's Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	Php 600.00 (Without Penalty) Php 900.00 (With Penalty)	10 minutes	Revenue Collection Clerk - City Treasurer's Office
Proceeds to City Engineer’s Office, presents the unit for inspection and secures Certificate of road worthiness	City Engineer’s Office conducts inspection	None	3 hours	City Engineer’s Office Staff
Returns to TDRO and submits the accomplished application form and complete requirements.	1.1 Receives and verifies all requirements 1.2 Advises the applicant to return after 2 days for the release of the MTOP	None	10 minutes	Traffic Aide I -TDRO
None	1.1 Prepares the Motorized Tricycle Operator’s Permit (MTOP) 1.2 Submits the document to the Tricycle	None	1 day	Traffic Aide I - TDRO

	Franchising and Regulatory Committee (TFRC) Chairman for signature 1.3 Updates the MTC Masterlist			
Returns after 2 days and receives the Motorized Tricycle Operator's Permit (MTOP)	Releases the copy of the approved MTOP	None	5 minutes	Traffic Aide I-TDRO
Total:		Php 600.00 (Without Penalty) Php 900.00 (With Penalty)	2 days, 3 hours and 55 minutes	

7. Application for Motorized Tricycle Operator's Permit (MTOP) - Change Motor

Motorized Tricycle Operators Permit – Change Motor is being processed by the TDRO issued to qualified operators who have complied with the requirements to operate a tricycle for hire over areas or zones specified therein.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office		
Classification:	Complex		
Types of Transaction:	Government to Client		
Who may avail:	Operators of Motorized Tricycle (MTC), Bonafide Resident of Batangas City		
Checklist of Requirements		Where to Secure	
Change of Motor Application Form		Transportation Development and Regulatory Office (TDRO)	
Original copy of Motorized Tricycle Operators Permit (MTOP) /Franchise		Transportation Development and Regulatory Office (TDRO)	



O. R. and Certificate of Registration of Old and New Motor (Photocopy)	Land Transportation Office (LTO)			
Insurance Policy of motor vehicle (Photocopy)	Operator / Owner			
Certificate of Road Worthiness (New Unit)	City Engineer's Office			
Certificate of Road unworthiness (Old Unit)	City Engineer's Office			
Original Barangay Clearance (Operator)	Designated Barangay Hall			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Requests for application for change motor and List of requirements	1.1 Asks for the Original copy of the Motorized Tricycle Operator's Permit (MTOP) and checks the validity 1.2 Issues the Dropping Form for Change Motor 1.3 Advises the applicant to fill out the Dropping form and have it notarized, upon accomplishment, return and submit to TDRO with a copy of OR & Certificate of Registration of the Old and New Motor	None	30 minutes	Traffic Aide I - TDRO Administrative Aide IV - TDRO
Returns to TDRO with accomplished Dropping form for change motor and OR/CR of old and new motor	1.1 Prepares Dropping order for change motor 1.2 Dropping order for Signature by the TFRC Committee 1.3 Releases one (1) copy of dropping order and advises the applicant to proceed to LTO and submit the dropping order.	None	1 day	Traffic Aide I - TDRO



Proceeds to LTO and submits dropping order to drop the Old Motor	Process c/o Land Transportation Office (LTO)	None	1 day	Land Transportation Office
Returns to TDRO with the Old Motor's OR/CR changed to Private	<p>1.1 Receives and verifies the OR/CR</p> <p>1.2 Asks for the Original copy of the Motorized Tricycle Operator's Permit (MTO) and checks the validity</p> <p>1.2 Inspects the unit (tricycle)</p> <p>1.3 Assesses the fees to be paid</p> <p>1.4 Issues the requirements to be accomplished together with the corresponding fee</p> <p>1.5 Advises the applicant to fill out the application form and have it notarized, pay the appropriate fees at the City Treasurer's Office and proceed to City Engineer's Office for inspection of unit</p>	<p>Filling Fee P350.00</p> <p>Legal Research 50.00</p> <p>Fund Inspection and 150.00</p> <p>Certificate of Road Worthiness</p> <p>Administrative Fee 50.00</p>	30 minutes	Traffic Aide I - TDRO
Proceeds to City Treasurer's Office and pays the appropriate fees	City Treasurer's Office collects appropriate fees	P600.00	10 minutes	Revenue Collection Clerk - City Treasurer's Office



Proceeds to City Engineer's Office, presents the unit for inspection and secures Certificate of road worthiness	City Engineer's Office conducts inspection	None	3 hours	City Engineer's Office
Returns to TDRO and submits the accomplished application form and complete requirements	1.1 Receives and verifies all requirements 1.2 Advises the applicant to return after 2 days for the release of the MTOP	None	10 minutes	Traffic Aide I - TDRO
None	1.1 Prepares the Motorized Tricycle Operator's Permit (MTOP) 1.2 Submits the document to the Tricycle Franchising and Regulatory Committee (TFRC) Chairman for signature	None	1 day	Traffic Aide I - TDRO
Returns after 2 days and receives the Motorized Tricycle Operator's Permit (MTOP)	1.1 Releases one (1) copy of the approved MTOP 1.2 Advises the applicant to return to LTO to apply the new motor as for hire	None	5 minutes	Traffic Aide I - TDRO
Proceeds to LTO and applies the new motor as for hire	Process c/o Land Transportation Office (LTO)	None	2 days	Land Transportation Office

Returns to TDRO and presents the new motor's registration as "for hire"	Receives and verifies the new motor's registration	None	5 minutes	Traffic Aide I - TDRO
Receives the MTOP	1.1 Releases 3 original MTOP to applicant 1.2 Inspects the unit for issuance of stickers	None	5 minutes	Traffic Aide I - TDRO TDRO Staff
Total:		Php 600.00	6 days, 3 hours & 35 minutes	

8. Application for Motorized Tricycle Operator's Permit (MTOP) – Transfer of Ownership

Motorized Tricycle Operators Permit is the franchise document or license to operate issued to a natural person allowing him to operate a tricycle for hire over areas or zones specified therein.

Office or Division:	City Mayor's Office - Transportation Development and Regulatory Office
Classification:	Complex
Types of Transaction:	Government to Client
Who may avail:	Operators of Motorized Tricycle (MTC), Bonafide Resident of Batangas City
Checklist of Requirements	Where to Secure
Transfer of Ownership Application Form	Transportation Development and Regulatory Office (TDRO)
Original copy of Motorized Tricycle Operators Permit (MTOP) /Franchise	Transportation Development and Regulatory Office (TDRO)
O. R. and Certificate of Registration of Old and New Motor (Photocopy)	Land Transportation Office (LTO)
Insurance Policy of motor vehicle (Photocopy)	Operator / Owner
Certificate of Road Worthiness (New Unit)	City Engineer's Office
Certificate of Road unworthiness (Old Unit)	City Engineer's Office
Original Barangay Clearance (Operator)	Designated Barangay Hall
Birth Certificate	Civil Registrar's Office



Voter’s ID or VRR		Commission on Elections (Comelec)		
Deed of Sale		Operator / Owner		
Waiver of rights		Operator / Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Requests for application form for transfer of ownership and List of requirements	1.1 Asks for the Original copy of the Motorized Tricycle Operator's Permit (MTOP) and checks the validity 1.2 Issues Petition for Dropping form to be signed by the old owner 1.3 Issues MTOP Application form to be signed by the new owner	Filling Fee P350.00 Legal Research 50.00 Fund Inspection and 150.00 Certificate of Road Worthiness Administrative Fee 50.00	30 minutes	Traffic Aide I - TDRO
Fill out and have the application form notarized.	Advises the applicant to fill out the application forms and have it notarized, pay the appropriate fees at the City Treasurer’s Office and proceed to City Engineer’s Office for inspection of unit	None	1 day	Private law firm
Proceeds to City Treasurer's Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	P600.00	10 minutes	Revenue Collection Clerk - City Treasurer’s Office



Proceeds to City Engineer’s Office, presents the unit for inspection and secures Certificate of road worthiness	City Engineer’s Office conducts inspection	None	3 hours	City Engineer’s Office
Returns to TDRO after one (1) day	Releases one (1) copy of MTOP & Order and advises client to submit the documents to LTO to transfer OR/CR of the unit to the new owner	None	10 minutes	Traffic Aide I - TDRO
Proceeds to LTO and processes the transfer of ownership	Process c/o Land Transportation Office (LTO)	None	3 days	Land Transportation Office
Returns to TDRO and submits the OR/CR transferred to new owner	1.1 Receives and verifies all requirements 1.2 Releases three (3) original copy of MTOP	None	10 minutes	Senior Transportation Regulation Officer - TDRO Traffic Aide I - TDRO
None	1.3 Prepares the Motorized Tricycle Operator’s Permit (MTOP) 1.4 Submits the document to the Tricycle Franchising and Regulatory Committee (TFRC) Chairman for signature	None	1 day	Traffic Aide I - TDRO



Returns after 2 days and receives the Motorized Tricycle Operator's Permit (MTO)	Releases the copy of the approved MTO	None	5 minutes	Traffic Aide I - TDRO
Total:		Php 600.00	5 days, 4 hours & 5 minutes	

9. Request for route maps for applicants of Burial, Motorcade, Procession, Parade, Fun run and other related activities

Office or Division:	City Mayor's Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
For Motorcade / Parade / Fun Run: Letter of Request addressed to the City Mayor		Provided by the client		
For Procession: Schedule (Date and Time)		Provided by the client		
For Burial / Funeral Cortege: Schedule (Date and Time) of burial		Provided by the client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
(For Motorcade / Parade / Fun Run) Follows up the request letter/ endorsement letter (For Procession) Proceeds to TDRO and provides the Date and Time of Procession	1.1 Checks the approved letter of request from the City Mayor's Office 1.2 Checks the availability of the desired date and time 1.3 Issues order of payment 1.4 Advises the client to proceed to City Treasurer's Office (CTO) for payment	None	5 minutes	Senior Transportation Regulation Officer - TDRO Transportation Regulation Officer II - TDRO



(For Burial / Funeral Cortege) Proceeds to TDRO and provides the Date and Time of Burial	1.5 Releases the Permit slip with the requested route map and payment			Transportation Regulation Officer I - TDRO Administrative Aide IV Traffic Aide I
Proceeds to City Treasurer's Office and pays the appropriate fees	City Treasurer's Office collects appropriate fees	P500.00	10 minutes	Revenue Collection Clerk - City Treasurer's Office
Returns to Transportation Development and Regulatory Office (TDRO) and presents the official receipt from CTO	1.1 Receives and verifies all the official receipt 1.2 Prepares the Route Map requested 1.3 Records the details of permit requested in the logbook	None	5 minutes	Senior Transportation Regulation Officer - TDRO Traffic Aide I - TDRO
Receives the permit slip and route map	Releases the Permit slip and route map.	None	1 minute	Administrative Aide IV Traffic Aide I
Total:		P500.00	21 minutes	



10. Request for information regarding transport and traffic management such as traffic surveys and other transport related data

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Letter of Request addressed to the City Mayor		Provided by the client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Proceeds to TDRO and follows up the approved letter of request	1.1 Checks the approved letter of request from the City Mayor’s Office 1.2 If approved, Officer checks the availability of the information or data requested 1.3 Prepares the information or data requested 1.4 Records the details of permit requested in the logbook	None	20 minutes	Senior Transportation Regulation Officer - TDRO Transportation Regulation Officer II - TDRO Transportation Regulation Officer I - TDRO
Logs at the log book and receives the data requested	Releases the documents	None	10 minutes	Transportation Regulation Officer I - TDRO
Total:		None	30 minutes	

11. Releasing of confiscated license due to traffic violation & cancellation of records

TDRO is implementing traffic rules and regulations. Violation of such rules corresponds to certain penalties. Driver’s license is confiscated and Traffic Citation Ticket (TCT) is issued which shall be valid for 72 hours.

Office or Division:	City Mayor's Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	All Traffic Violators			
Checklist of Requirements		Where to Secure		
Driver's copy of Traffic Citation Ticket (TCT)		Issued by the Traffic Enforcer upon apprehension		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents Traffic Citation Ticket (TCT) at TDRO Office	1.1 Verifies TCT and checks record of the Driver 1.2 Informs the driver of the penalty to be settled and issues order of payment 1.3 Advises to pay at the City Treasurer's Office and return to TDRO for cancellation of record	<i>*fees depend on traffic violation/s</i>	10 minutes	Transportation Regulation Officer II - TDRO Traffic Aide II - TDRO Administrative Aide IV - TDRO
Proceeds to Treasurer's Office for payment of fees	City Treasurer's Office collects appropriate fees	<i>*fees depend on traffic violation/s</i>	10 minutes	Revenue Collection Clerk - City Treasurer's Office
Returns to TDRO, presents the TCT and Official receipt as proof of payment and waits for the release of Driver's License & cancellation of record	1.1 Receives and verifies the Traffic Citation Ticket (TCT) and Official Receipt 1.2 Records the OR No. and cancels the record of the driver in the database 1.3 Releases the Driver's License together with the Official Receipt	None	10 minutes	Transportation Regulation Officer II - TDRO Traffic Aide II - TDRO Administrative Aide IV - TDRO
Total:		Dependent on traffic violation/s committed	30 minutes	

12. Releasing of impounded vehicle



TDRO is implementing traffic rules and regulations. Violation of such rules corresponds to certain penalties. Vehicles of apprehended violator's who failed to present/ does not have a valid driver's license / driven by an unlicensed driver shall be impounded at the TDRO impounding area.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	All Traffic Violators			
Checklist of Requirements		Where to Secure		
Impounding Slip		Issued by apprehending traffic enforcer to the violator		
Valid Non-Professional / Professional Driver's License		Land Transportation Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents Impounding slip and valid Driver's License at TDRO Office	1.1 Verifies the impounding slip and driver's license presented 1.2 Informs the driver of the penalty to be settled and issues order of payment 1.3 Advises to pay at the City Treasurer's Office and return to TDRO for cancellation of record	<i>*fees depend on traffic violation/s</i>	10 minutes	Traffic Aide II - TDRO
Proceeds to Treasurer’s Office for payment of fees	City Treasurer’s Office collects appropriate fees	<i>*fees depend on traffic violation/s</i>	10 minutes	Revenue Collection Clerk - City Treasurer’s Office
Returns to TDRO, presents the TCT and Official receipt as proof of payment and waits for the release of	1.1 Receives and verifies the Traffic Citation Ticket (TCT) and Official Receipt 1.2 Records the OR No. and cancels the record of the driver in the database 1.3 Releases the Driver’s License together with the Official Receipt	None	10 minutes	Traffic Aide II - TDRO



Driver's License & cancellation of record				
Proceeds to Grand Terminal (TDRO Office) and presents the impounding slip and official receipt as proof of payment and waits for the release of the vehicle	Verifies the OR, checks record of impounded vehicle and advises the TDRO personnel at impounding area to release the impounded vehicle	None	1 hour	Traffic Aide I – TDRO Administrative Aide I - TDRO
Total:		Dependent on traffic violation/s committed	1 hour & 30 minutes	



13. Issuance of Mayor’s Permit and Sticker to Delivery Vehicles

The Mayor’s Permit is being issued annually from January to December by the City Mayor thru TDRO to School Service Vehicles with approved franchise from LTFRB before he could operate within the City of Batangas. Delivery Sticker is issued on or before January 31 of each year.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Owner / Operator of Delivery Vehicle			
Checklist of Requirements		Where to Secure		
Approved Franchise		LTFRB / Operator / Owner		
Photocopy of OR and Certificate of Registration		Land Transportation Office / Operator / Owner		
Business Permit		Business Permits and Licensing Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the Approved Franchise from LTFRB, Photocopy of OR/CR of the vehicle & Business Permit from BPLO	1.1 Checks the validity of the Franchise, OR/CR and Business Permit 1.2 Prepares Order of Payment 1.3 Advises to pay at the City Treasurer's Office and return to TDRO for issuance of sticker	None	15 minutes	Senior Transportation Regulation Officer - TDRO
Proceeds to City Treasurer’s Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	Mayor’s Permit P1000.00 Sticker 550.00 Surcharge (50%) 500.00 Penalty (25%) 250.00 Note: Additional fees (Surcharge & Penalty) shall be added to the total fee if payment is made after January 31) *Computation is per unit	10 minutes	Revenue Collection Clerk - City Treasurer’s Office



Returns to Transportation Development and Regulatory Office (TDRO) and presents the official receipt from CTO	Receives and Verifies the Official receipt, prepares the stickers and release the sticker to the client	None	15 minutes	Supervising Transportation Regulation Officer - TDRO
Total:		Dependent on the assessed fees based of no. of units applied for Mayor's Permit	40 minutes	

14. Issuance of Mayor's Permit and Sticker to School Service Vehicles and Shuttle Buses

The Mayor's Permit is being issued annually from January to December by the City Mayor thru TDRO to School Service Vehicles with approved franchise from LTFRB before he could operate within the City of Batangas. Delivery Sticker is issued on or before January 31 of each year.

Office or Division:	City Mayor's Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Owner / Operator of School Service Vehicle and Shuttle Buses			
Checklist of Requirements		Where to Secure		
Approved Franchise		LTFRB / Operator / Owner		
Photocopy of OR and Certificate of Registration		Land Transportation Office / Operator / Owner		
Business Permit		Business Permits and Licensing Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the Approved Franchise from LTFRB, Photocopy of OR/CR of the vehicle & Business Permit from BPLO	1.1 Checks the validity of the Franchise, OR/CR and Business Permit 1.2 Prepares Order of Payment 1.3 Advises to pay at the City Treasurer's Office and return to TDRO for issuance of sticker	None	15 minutes	Senior Transportation Regulation Officer - TDRO



Proceeds to City Treasurer’s Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	Mayor’s Permit P500.00 Sticker 500.00 Surcharge (50%) 250.00 Penalty (25%) 125.00 Note: Additional fees (Surcharge & Penalty) shall be added to the total fee if payment is made after January 31) *Computation is per unit	10 minutes	Revenue Collection Clerk - City Treasurer’s Office
Returns to Transportation Development and Regulatory Office (TDRO) and presents the official receipt from CTO	Receives and Verifies the Official receipt, prepares the stickers and release the sticker to the client	None	15 minutes	Supervising Transportation Regulation Officer - TDRO
Total:		Dependent on the assessed fees based of no. of units applied for Mayor’s Permit	40 minutes	

VI. Feedback and Complaints

The Feedback System of the TDRO

The transactions processed and services rendered will be sustained and further improved by soliciting feedback from clients.

Implementing the feedback system of the TDRO will entangle the following elements:

- 1) Soliciting the feedbacks of clients (whether satisfied or dissatisfied of the service rendered) thru “dropping” of chips to corresponding boxes.
- 2) To supplement the above-stated mechanism, the TDRO is providing landline number and email address to serve as complaint hotline. Clients will be advised to contact Dimpy Matienzo at (043) 723-4112 and tdrobatangascity@yahoo.com for any concerns.
- 3) Processing the information gathered from clients and submitting the findings to the City Mayor as attested by the chief of TDRO.
- 4) Implementation of process enhancements upon the recommendation of the TDRO Head, subject to the approval of the City Mayor