

**CITIZEN CHARTER**  
**Traffic and Parking Management Office (TPMO)**  
**REDEMPTION OF CONFISCATED DRIVER'S LICENSE**

**Description of Service**

An apprehended driver/traffic violator can redeem a confiscated driver's license upon payment of appropriate fine/s corresponding to violation/s under Appendix VI Schedule of Fines and Penalties, Ordinance No. 23, Series of 2016 Revised Traffic and Parking Management Code of Pasig City.

<b>Office or Division:</b>	<b>Traffic and Parking Management Office (TPMO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may to avail:</b>	<b>Apprehended motorists/drivers/traffic violators</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Unified/Uniform Ordinance Violation Receipt (UOVR)	2 <sup>nd</sup> floor TBAR Building of BFP compound, F. Manalo Street Santo Tomas Pasig City TPMO OVR Section

No.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>Present the white copy of UOVR at Window 1.</b> <i>(Ipakita ang puting kopya ng UOVR tiket sa bintana 1)</i>	<ul style="list-style-type: none"> <li>➤ <b>Verify the UOVR copy presented by the Client.</b> <i>(Susuriin ang UOVR na kopya na pinapakita ng tutubos)</i></li> </ul>	No fees to be collected	<b>Minimum of sixteen (16) up to thirty (30) minutes.</b> <i>(labim-anim na minuto hanggang tatlung minuto)</i>	<b>Blue copy of UOVR Segregator</b> <i>(Taga salansan ng bughaw na kopya ng UOVR)</i> <ul style="list-style-type: none"> <li>➤ T/E Marian Quirejero</li> <li>➤ T/E Eden Cadiong</li> <li>➤ T/E Rosemarie Francisco</li> </ul>
1.1	<ul style="list-style-type: none"> <li>➤ <b>Scenario 1</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>If UOVR is not yet encoded or submitted, then coordinate w/ the Apprehending Officer.</b> <i>(Kung ang UOVR tiket ay hindi pa na-encode, makipag ugnayan ang taga salansan sa tagapag patupad ng batas trapiko.</i></li> </ul>			<b>Blue copy of UOVR Segregator</b> <i>(Taga salansan ng bughaw na kopya ng UOVR)</i> <ul style="list-style-type: none"> <li>➤ T/E Marian Quirejero</li> <li>➤ T/E Eden Cadiong</li> <li>➤ T/E Rosemarie Francisco</li> </ul>
1.2		<ul style="list-style-type: none"> <li>➤ <b>Encode the complete details indicated in the UOVR ticket and Driver's License or any document confiscated by the apprehending officer.</b> <i>(Itala sa loob E-OVR system ng computer ang mga detalye nasasaad sa lisensya o kaya naman sa dokumentong nakumpiska ng taga pagpatupad ng batas trapiko)</i></li> </ul>		<b>3 to 5 minutes</b> <i>(3 hanggang 5 minuto)</i>	<b>UOVR Encoder</b> <i>(Tagapag tala ng mga detalye ng UOVR tiket)</i> <ul style="list-style-type: none"> <li>➤ T/E Aldjenry Catubay</li> <li>➤ T/E Arjie Fumar</li> <li>➤ T/E Rayan Ricafrente</li> <li>➤ T/E Marissa Delos Santos</li> <li>➤ T/E Ermina Calagos</li> </ul>

1.3		<ul style="list-style-type: none"> <li>➤ <b>Proceed to step 2</b> (Pumunta na sa pangalawang hakbang)</li> </ul>			
2	<ul style="list-style-type: none"> <li>➤ <b>Scenario 2</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>If the UOVR ticket is already encoded in the E-OVR system, proceed to the next processing</b> (Kung ang UOVR tiket ay nakatala na sa loob ng E-OVR system, pumunta na sa susunod na proseso)</li> <li>➤ <b>If the violator has no other pending violation proceed the assessment function.</b> (Kung ang driber na lumabag sa batas ng trapiko ay walang ibang naitalang huli maari na syang makwentahan ng kanyang huli)</li> <li>➤ <b>Accomplish Order of Payment</b> (Magbibigyan ng "Order of Payment" ang tutubos para maipakita sa kahera para sa kaukulang pagbabayad)</li> </ul>		<p><b>2 to 3 minutes depending on the volume of drivers redeeming</b> (2 hanggang 3 minuto depende sa dami ng drayber na tumutubos)</p>	<p><b>UOVR Assessment Officer</b> (Tagatasa ng kaukulang halaga ng nasa UOVR ticket)</p> <ul style="list-style-type: none"> <li>➤ T/E Elvin Ablen</li> <li>➤ T/E Liezyl Labutap</li> </ul>
3		<ul style="list-style-type: none"> <li>➤ <b>Approve Order of Payment</b> (Ang namumuno sa OVR Seksyon ay ang awtorisadong pumirma ng "Order of Payment".)</li> </ul>		<p><b>5 minutes</b> (5 minuto)</p>	<p><b>OVR Supervisor</b></p> <ul style="list-style-type: none"> <li>➤ T/O Crispin Magnaye</li> </ul>
4	<p><b>Receive Order of Payment to be paid to TPMO Cashier located at TBAR ground floor.</b> (Matatanggap ang pirmadong "Order of Payment" at dalhin sa Kahera ng TPMO para sa kaukulang bayad na makikita sa ibaba ng TBAR.)</p>	<ul style="list-style-type: none"> <li>➤ <b>Released the approved order of payment</b> (Ibigay sa tutubos ang napirmahan na "Order of Payment")</li> </ul>		<p><b>2 to 3 minutes depending on the volume of drivers redeeming</b> (2 hanggang 3 minuto depende sa dami ng drayber na tumutubos)</p>	<p><b>Blue copy of UOVR Segregator</b> (Taga salansan ng bughaw na kopya ng UOVR)</p> <ul style="list-style-type: none"> <li>➤ T/E Marian Quirejero</li> <li>➤ T/E Eden Cadiong</li> <li>➤ T/E Rosemarie Francisco</li> </ul>
5	<p><b>Received original copy of Official Receipt after payment</b> (Makakatanggap ng orihinal na resibo mula sa pinagbayaran na halaga ng multa)</p>	<ul style="list-style-type: none"> <li>➤ <b>Issue Official Receipt (OR)</b> (Matapos mabayaran ang kaukulang halaga ng multa, magbibigay sila ng resibo mula sa halagang binayarang halaga)</li> </ul>	<p><b>Penalties and surcharge from the violation</b></p>		<p><b>TPMO Cashier</b> (Kahera ng TPMO)</p> <ul style="list-style-type: none"> <li>➤ Treasury Personnel</li> </ul>
6	<p><b>Present Official Receipt to claim Driver's License or any documents confiscated by the Apprehending Officers (WINDOW 3)</b> (Ipakita sa bintana 3 ang resibo na pinagbayaran upang matubos nya ang lisensya or dokumento na kinuha ng tagapag-patupad ng batas trapiko)</p>	<ul style="list-style-type: none"> <li>➤ <b>Check the OR copy and valid ID.</b> (Suriin ang ID ng taong tutubos)</li> <li>➤ <b>If the valid ID presented is not from the apprehended party, then an authorization letter must be needed.</b> (Kung ang tutubos ang hindi kanya ang lisensya nararapat mag bigay ng kasulatan mula sa tunay na may ari ng lisensyang</li> </ul>		<p><b>2 to 3 minutes depending on the volume of drivers redeeming</b> (2 hanggang 3 minuto depende sa dami ng drayber na tumutubos)</p>	<p><b>Releasing Officers</b> (Tagapag bigay ng nakumpiskang lisensya mula sa nagpatupad ng batas trapiko)</p> <ul style="list-style-type: none"> <li>➤ T/E Erliza Guradillo</li> <li>➤ T/E Danilo Zeta</li> <li>➤ T/E Kenedeeh Cauilan</li> </ul>

		<p><i>tutubusin)</i></p> <ul style="list-style-type: none"> <li>➤ <b>Stamp the OR copy "TPMO released with date and time"</b> <i>(Markahan ang resibo ng "TPMO released na may oras at araw ng tubos"</i></li> <li>➤ <b>Release driver's license or the documents confiscated in lieu of driver's license.</b> <i>(Matapos masuri ang lahat na pinasang dokumento na pagpapatunay ng tutubos ay maari na pong maibigay ang nakuhang lisensya o ano mang dokumento kapalit ng lisensya kung wala pang lisensya ang nahuling driver.)</i></li> </ul>			<ul style="list-style-type: none"> <li>➤ T/E Noel Santos</li> <li>➤ T/E Johnrish Abragan</li> </ul>
<b>Total hours completed</b>					

**SECURING TRAFFIC CLEARANCE PERMIT ON REQUEST FOR TRAFFIC ASSISTANCE, TRAFFIC RE-ROUTING, USE OF ROAD, OR ROAD CLOSURE FOR CIVIC PARADE, MOTORCADE, FIESTA, RELIGIOUS PROCESSION AND OTHER ACTIVITIES.**

**Description of Services**

The recommendation of the Traffic and Parking Management Office is obtained to facilitate the processing of a permit (approved by the City Mayor through the City Administrator) for parades, processions, and other activities that will require traffic assistance, traffic re-routing, use of road, and/or road closure.

<b>Office or Division:</b>	<b>Traffic and Parking Management Office (TPMO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	<b>Event's Organizers, Business Men, Private Individuals/Groups</b>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>1. Prepare letter Requests of Traffic Clearance to road usage, fun run, etc. within the vicinity of Pasig City.</b>  <i>(Maghanda ng isang sulat ng kahilingan sa paggamit ng kalsada, para sa fun run, konstraksyon ng kalsada at iba pang aktibidad ng barangay o buong Pasig pang relihiyon o iba pang kaganapan at aktibidad sa paligid ng Lungsod Pasig)</i></p>	<p>TBAR Building, BFP compound, F. Manalo Street Santo Tomas Pasig City  <b>Traffic Engineering Division</b></p>

<b>No.</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	<p><b>Submit letter of request address to TPMO OIC</b>  <i>(Magbigay po sa opisina ng TPMO ng sulat kahilingan para sa kaganapan at konstraksyon ng kalsada.)</i></p>	<p>➤ <b>Study and evaluate the request before preparing a recommendation to Head of Engineering Division.</b> <i>(Pag-aaralan ang kahilingan ng indibidwal o grupo ng kaganapan para sa paggamit ng kalsada)</i></p>		<p><b>Within one (1) day upon receipt of the request</b> <i>(Isang araw mula sa pagtanggap ng kahilingan)</i></p>	<p><b>Staff, Traffic Engineering Division</b>  <i>(Taga pag-gawa ng memorandum para sa pirmadong sulat ng kahilingan)</i></p> <p>➤ T/O Luciano Faderon          ➤ T/E Norman Cruz          ➤ T/E Mystica Barroga</p>
2		<p>➤ <b>Review the recommendation by correcting/changing/altering (if any) before signed it and endorse to TPMO Chief</b> <i>(Susuriin ng Taga pamahala ng Traffic Engineering Division bago pirmahan at iendorso sa Hepe ng TPMO Unit)</i></p>			<p><b>TPMO Engineering Head</b>  <i>(Taga Pamahala ng Traffic Engineering Division)</i></p> <p>➤ T/O Lydia Gutana</p>
		<p>➤ <b>Endorse the recommendation letter noted by the TPMO Engineering Head to TPMO Officer in charge office</b></p>			<p><b>Office of the Chief TPMO</b>  <i>(Opisina ng Hepe ng TPMO)</i></p>

3		<p>(Iendorso ang pinirmahan na rekomendasyon na memorandum para sa kahilingang gamitin ang kalsada sa Hepe ng TPMO)</p> <p>➤ <b>If the recommendation is approved, prepare Special Permit for Traffic Clearance and Order for Payment.</b> (Kung ang rekomendasyon ay aprub sa Hepe ng TPMO, gagawa sila "Special Permit for Traffic Clearance and Order for Payment").</p>			
4	<p><b>Receive the approved order for payment form.</b> (Maari pong matanggap ang napirmahan na "Special permit for traffic clearance and order for payment na kopya para sa kaukulang kabayaran ng permit)</p>	<p>➤ <b>Upon payment for the request of traffic clearance or permit they will issue an Official Receipt (OR) to the payee</b> (Magbabayad ng kaukulang halaga para sa permit or traffic clearance at mag bibigay din ng kaukulang resibo para sa nagbayad)</p>	<p><b>Payment of the permit depends on the type of request.</b> (Ang halaga ng kabayaran ay base sa klase o uri ng kahilingan)</p>	<p><b>Within one (1) day upon approval of the request</b></p>	<p><b>Cashier</b> (Kahera)</p>
5	<p><b>Present the Official Receipt (OR) to the one in charge in releasing the Traffic clearance or permit approve memorandum.</b> (Matapos makabayad babalik na sa nagbigay ng permit at ipakita ang resibo kapalit ng aprub na memorandum para sa kanilang kahilingan)</p>	<p>➤ <b>Receive OR copy</b> (Tatangapin ang kopya ng resibo ng pinagbayaran)</p> <p>➤ <b>Release approved Special Permit for Traffic Clearance</b> (Maari na i-release ang permit o traffic clearance matapos itong bayaran)</p> <p>➤ <b>Photocopy all documents for TPMO Engineering and file copy.</b> (Kailangan mapa-Xerox nila ang lahat ng dokumento bilang kopya ng opisina ng TPMO.)</p>			<p><b>Staff of the Office of the Chief TPMO</b> (Kawani ng opisina ng Hepe ng TPMO)</p>
<p><b>Total hours completed</b></p>			<p><b>Two (2) days processing period after endorsing to the Chief of TPMO for his approval</b> (Dalawang araw na proseso mula sa pag tanggap ng sulat para sa Hepe ng TPMO)</p>		

**CITIZEN CHARTER**

**Traffic and Parking Management Office (TPMO)**

**SUBMITTING RECOMMENDATIONS FOR TRAFFIC SIGNAGES, ROAD MARKINGS, ALTERNATIVE TRAFFIC SCHEMES AND**

**OTHER TRAFFIC-RELATED REQUESTS/SUGGESTIONS**

**Description of Services**

Concern Citizens may call or write to TPMO to recommend/request traffic signages, road markings, schemes to ease traffic, illegal parking, etc. Such recommendations are directly acted upon within 5 days by the TPMO or referred to appropriate offices (e.g., City Engineering, Tricycle Operations and Regulatory Office, etc.).

<b>Office or Division:</b>	<b>Traffic and Parking Management Office (TPMO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens G2G - Government to Government
<b>Who may avail:</b>	<b>Citizens and Private Individual</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>1. Citizen’s request using any form of communication regarding Traffic Signage’s, road marking and other concern like illegal parking.</b> <i>(Humihiling ang mga mamayan ng paggamit ng anumang uri ng komunikasyon patungkol sa mga signage ng Trapiko, pagmamarka sa kalsada at iba pang paalala tulad ng iligal na paradahan.)</i></p>	<p>TBAR Building, BFP compound, F. Manalo Street Santo Tomas Pasig City <b>Traffic Engineering Division and Traffic Action Group</b></p>

No.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Receive either telephone calls, emails or messages to “Ugnayan sa Pasig” <i>(Makakatanggap ng alinman sa mga tawag sa telepono, email o mensahe mula “Ugnayan sa Pasig”)</i></p>	<p>➤ Answering promptly in a polite manner either by telephone call (86411907) or any social media. Prepare a formal endorsement report to be disseminated to the unit in TPMO. <i>(Pagsagot kaagad at magalang alinman sa pamamagitan ng telepono (86411907) o anumang social media. Paghahanda ng pormal na ulat para sa pag-endorso sa mga unit ng TPMO)</i></p>		<p><b>Within one (1) day upon receiving the calls.</b> <i>(Sa loob ng araw na iyon mula sa pagtanggap ng tawag)</i></p>	<p><b>Traffic Desk Officer</b> <i>(Opisyal ng Traffic desk)</i></p> <ul style="list-style-type: none"> <li>➤ TDO Arlene Pagsaligan</li> <li>➤ TDO Christine Grace Mateo</li> <li>➤ TDO Maila Sta Ana</li> <li>➤ TDO Ma. Archangel Ison</li> <li>➤ TDO Susan Mercado</li> <li>➤ TDO Darwin Daquioag</li> </ul>
	➤ <b>Scenario 1</b>	➤			

**CITIZEN CHARTER**  
**Traffic and Parking Management Office (TPMO)**  
**REDEMPTION OF CONFISCATED UNIT/MOTOR VEHICLES**

**Description of Services**

An apprehended driver/traffic violator can redeem a seized unit/motor vehicle upon payment of corresponding fines under Appendix VI Schedule of Fines and Penalties, Ordinance No. 23, Series of 2016 Revised Traffic and Parking Management Code of Pasig City.

<b>Office or Division:</b>	<b>Traffic and Parking Management Office (TPMO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Apprehended Motorist/Traffic Violator

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1. Motor Vehicle Impounding Receipt (MVIR) attachment of Unified Ordinance Violation Receipt (UOVR).</b> <i>(Motor Vehicle Impounding Receipt (MVIR) kalakip ng Unified Ordinance Violation Receipt (UOVR))</i>	Traffic and Parking Management Office TBAR Building, BFP compound, F. Manalo Street Santo Tomas Pasig City

No.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>Present the white copy of UOVR and MVIR at Impounding Area.</b> <i>(Ipakita ang puting kopya ng UOVR at MVIR sa Impounding Area)</i>	<ul style="list-style-type: none"> <li>➤ Verify the Unit and Vehicle's status at the Log Book and the requirements for impounding such as Clearance, Driver's License, OR/CR (Authorization, if applicable) and Valid I.D.</li> </ul>	No fees to be collected	20-30 minutes	T/O Maribeth Casabar
2	<b>Check the motor vehicle unit status</b> <i>(Beripikahin/suriin ang sasakyan)</i>	- Present the impounded motor vehicle to the owner together with the accessories and tools, if any. <i>(Iprisinta ang motor vehicle sa may-ari at mga accessories at mga remeyenta, kung mayron man).</i>	Assessment	10 minutes	- T/E Maraño, Ariel - T/E Bilbao, Michael - T/E Carlos, Ana Lian - T/E San Marcos, Christopher - T/E Abante, Noimi - T/E Casipe, Freddie - T/E Pasco, Fernando Miguel - T/E Camanso, Mary Joy
3.	<b>Received original copy of Official Receipt after payment.</b> <i>(makakatanggap ng orihinal na resibo ng pinagbayaran).</i>	<b>Issued verified and signed with official stamp by the UOVR Releasing officer.</b> <i>(ibigay ang beripikado na may official seal at pirma na Official Receipt mula sa UOVR Releasing Officer).</i>	Pay the corresponding penalties indicated at Order of Payment, with the surcharge, if any. <i>(bayaran lamang kung magkano ang naka sulat sa Order of Payment).</i>	10-20 minutes	TPMO Cashier
4	<b>Present Official Receipt and xerox copies to claim the motor vehicle and any documents confiscated to the impounding officer.</b> <i>(Ipakita ang Official Receipt at iba pang dokumento sa Impounding officer).</i>	Check the clearance, Valid driver's license, OR/CR IDs and other motor vehicle documents, if necessary. <i>(suriing mabti lahat ng mga dokumento na ipriprisinta ng motorista/traffic violator).</i>	Pay exact amount of penalty/s and surcharge' if any.	10-20 minutes	Releasing officer T/E Amante Reyes

