

Tricycle Operation and Regulatory Office (TORO)
CITIZEN CHARTER

AVAILABLE SERVICES

Securing Renewal of Tricycle Supervision / Renewal of Franchise / Change of Ownership / Change of Unit/Dropping / Special Permits

Franchise owners are required to secure yearly a renewal of tricycle supervision for each tricycle unit owned. They are also required to renew their franchise certification every three (3) years. The owner or his authorized representative must make a personal appearance at the TORO to facilitate the transaction.

Office or Division:	Tricycle Operation and Regulatory Office (TORO)
Classification:	Simple
Type of Transaction:	Renewal ng Prangkisa
Who may avail:	Operator ng traysikel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Yearly Supervision P 200.00	<ol style="list-style-type: none"> 1. Application Form 2. Franchise (certified true copy) 3. LTO Original Receipt / Certificate of Registration (OR/CR) – photocopy 4. Barangay Clearance - original (residency) 5. Professional Driver's License – photocopy 6. TODA Certificate 7. Inspection Form 8. Others may be required by TORO
2. Renewal of Franchise (every 3 years) P450.00	<ol style="list-style-type: none"> 1. 1x1 ID Picture 2. Franchise (certified true copy) 3. Garage Certificate / Sketch 4. LTO Original Receipt / Certificate of Registration (OR/CR) – photocopy 5. Voter's Registration Record / Comelec ID 6. Barangay Clearance - original (residency) 7. Cedula / Community Tax Certificate 8. Professional Driver's License – photocopy 9. TODA Certificate 10. Inspection Form 11. Others may be required by TORO
3. Change of Ownership P320.00	<ol style="list-style-type: none"> 1. 1x1 ID Picture 2. Franchise (certified true copy) 3. Garage Certificate / Sketch 4. LTO Original Receipt / Certificate of Registration (OR/CR) – photocopy 5. Voter's Registration Record / Comelec ID 6. Barangay Clearance - original (residency) 7. Cedula / Community Tax Certificate 8. Professional Driver's License – photocopy 9. TODA Certificate 10. Inspection Form 11. Deed of Sale (photocopy) 12. Affidavit of Undertaking

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	13. Photocopy of old owner's ID with three (3) specimen signature 14. Others may be required by TORO
4. Dropping with Change of Unit P70.00	1. 1x1 ID Picture 2. Franchise (certified true copy) 3. LTO Original Receipt / Certificate of Registration (OR/CR) – old unit 4. LTO Original Receipt / Certificate of Registration (OR/CR) – new unit 5. Voter's Registration Record / Comelec ID 6. Barangay Clearance - original (residency) 7. Cedula / Community Tax Certificate 8. Professional Driver's License – photocopy 9. TODA Certificate 10. Inspection Form 11. Others may be required by TORO
5. Change of Unit (junked motor) P170.00	1. 1x1 ID Picture 2. Franchise (certified true copy) 3. Surrender the LTO Original Receipt / Certificate of Registration (OR/CR) – old unit and original LTO yellow plate at TORO 4. LTO Original Receipt / Certificate of Registration (OR/CR) – new unit 5. Voter's Registration Record / Comelec ID 6. Barangay Clearance - original (residency) 7. Cedula / Community Tax Certificate 8. Professional Driver's License – photocopy 9. TODA Certificate 10. Inspection Form 11. Others may be required by TORO
6. Special Permits (PTO) P2,200.00 <ul style="list-style-type: none"> • Delivery, Family, School Service For non-Pasig Residents P1,550.00 	1. 1x1 ID Picture 2. Permit from Pasig City (certified true copy) 3. Franchise from other City/municipality (photocopy) 4. LTO Original Receipt / Certificate of Registration (OR/CR) – photocopy 5. Barangay Clearance - original (residency) 6. Cedula / Community Tax Certificate 7. Professional Driver's License – photocopy 8. TODA Certificate 9. Inspection Form
7. PCT/PORP Pasig City Tricycle/Pedicab Operators Regulatory Permit P700.00	1. 1x1 ID Picture 2. Permit from Pasig City (certified true copy) 3. LTO Original Receipt / Certificate of Registration (OR/CR) – photocopy 4. Voter's Registration Record / Comelec ID 5. Barangay Clearance - original (residency) 6. Cedula / Community Tax Certificate 7. Professional Driver's License – photocopy 8. TODA Certificate 9. Inspection Form

#	MGA DAPAT GAWIN NG KLIYENTE	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magdala ng mga dokumento na kailangan (O.R/C.R. ng motorsiklo, papel ng prangkisa).	Magbigay ng application at Inspection forms	Depende sa transaksyon	1 minuto	Taga proceso ng mga dokumento 1. Julie Anne Sanga 2. Danica Marie Rondo 3. Maria Lisandra Belo
2.	Ipakita sa taga proseso ng prangkisa para mabigyan ng gabay sa karagdagang dokumento na kailangan. Isulat ang mga detalye sa mga forms na binigay.				Taga proceso ng mga dokumento 1. Julie Anne Sanga 2. Danica Marie Rondo 3. Maria Lisandra Belo
3.	Ang traysikel ay isailalim sa pisikal na pagsusuri	Suriin ang kulay ayon sa TODA, mga ilaw, usok, motor at chassis.	Walang bayad	3 minuto	TRICYCLE INSPECTOR 1. Marking Emperador 2. Richard Fulgencio
4.	Isumite ang lahat na kailangan na dokumento.	Suriin at ayusin ang mga kaukulang dokumento.		2 minuto	Taga proceso ng mga dokumento 1. Julie Anne Sanga 2. Danica Marie Rondo 3. Maria Lisandra Belo
		tingnan ang huling pinagbayaran		3 minuto	Dante Ysidoro Computer Encoder verifier
		Paghahanda ng listahan ng mga bayarin (Tax Order of Payment) at pirmahan.	Depende sa transaksyon	2 minuto	Ralph Cañares Computer Encoder 2
		Maghanda ng aplikasyon sa Prangkisa Dropping / Change Unit, Change of Ownership		5 minuto	Ralph Cañares Computer Encoder 2
		Pagsusuri ng kompletong dokumento bago pirmahan ng Punong Taga pangasiwa.		1 minuto	Crisalyn Reyes Taga-Suri

#	MGA DAPAT GAWIN NG KLIYENTE	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Pipirmahan ang aprubadong listahan ng mga bayarin.		1 minuto	Rodel Salvador Punong Taga-Pangsiwa
5.	Kumuha ng listahan ng mga bayarin at Petisyon ng Prangkisa.	Ibigay ang listahan ng mga bayarin. at bigyan ng resibo		1 minuto	Eduardo Fleras Taga proceso ng mga dokumento
6.	Pirmahan at Panotaryohan ang Petisyon ng Prangkisa				
7.	Magbayad	Tanggapin ang listahan ng mga bayarin		3 minuto	Amerpina Dacanay Kaheera
8.	Magpunta at magtuloy sa ika-4 na bintana	Ibigay ang notaryadong bagong Prangkisa at endorsement		1 minuto	Eduardo Fleras Taga proceso ng mga dokumento
9.	Ipa-kopya ang Opisyal na Resibo at Ipakita ang orihinal na Opisyal na Resibo at ibigay ang pina-kopya.	Kunin at suriin ang orihinal na kopya ng Opisyal na Resibo na pinagbayaran.		1 minuto	Eduardo Fleras Taga proceso ng mga dokumento
		Ihanda ang panibagong papel ng prangkisa at endorsment		3 minuto	Garry William Legaspi Computer Encoder 3
		Aprubahan ang panibagong papel ng prangkisa at endorsment		1 minuto	Rodel Salvador Punong Taga-Pangsiwa
10.	. Magpunta sa ika-6 na Bintana upang kunin ang panibagong papel ng prangkisa at endorsement .	Ibigay sa kliyente ang panibagong papel ng prangkisa at endorsment.		3 minuto	Delma Abalohon Taga proceso ng mga dokumento
11.	Magpakopya panibagong papel ng prangkisa at endorsement.				
12.	Bumalik sa ika-6 na Bintana at iabot ang mga kopya. (orihinal at xerox)	Kumuha ng kopya para sa file ng TORO at bigyan ang kliyente ng sarili nyang kopya		1 minuto	Delma Abalohon Taga proceso ng mga dokumento

#	MGA DAPAT GAWIN NG KLIYENTE	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Submit the transmittal form from TORO to LTO Office		1 oras	Joselito Cruz Liaison Officer
ORAS NA ITATAGAL NG BAWAT TRANSAKSYON				32 minuto	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedback is processed	
How to file a complaint	
How complaints are processed	
Contact Information	

Tricycle Operation and Regulatory Office (TORO)
CITIZEN CHARTER

Pagtubos ng driver's license/traysikel

Office or Division:	Tricycle Operation and Regulatory Office (TORO)
Classification:	Simple
Type of Transaction:	Pagtubos ng driver's license/ytraysikel
Who may avail:	Traysikel operator at driver

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Ordinance Violation Receipt (OVR) or Motor Vehicle Impounding Receipt (MVIR), Official Receipt and Certificate of Registration, Valid ID of apprehended person
Fees and charges	Depending on the Violation Committed as per City Ordinance No. 24 Series of 2016
	<p style="text-align: center;">ARTICLE XV VIOLATION AND PENALTIES</p> <p>Section 50. Penalties for Violation Any violation committed as hereunder enumerated, shall be subject to the following fines and penalties:</p> <p style="margin-left: 40px;">A. Violation of the uniform requirement for drivers – a fine of Seventy-Five Pesos (P75.00) for each violation.</p> <p style="margin-left: 40px;">B. Violation of color coding scheme – a fine of One Hundred Fifty Pesos (P150.00) for each violation.</p> <p style="margin-left: 40px;">C. Violation of Volume reduction scheme - a fine of One Hundred Fifty Pesos (P150.00) for each violation.</p> <p style="margin-left: 40px;">D. Violation of tricycle fare prescribed by competent authorities – a fine of Three Hundred Pesos (P300.00) for each violation.</p> <p style="margin-left: 40px;">E. Violation of the rules on terminals</p> <p style="margin-left: 40px;">-</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE													
	<table border="1"> <tr> <td data-bbox="938 256 1101 351">1st Offense</td> <td data-bbox="1101 256 1511 351">Fine of One Hundred Fifty Pesos (P150.00)</td> </tr> <tr> <td data-bbox="938 351 1101 446">2nd Offense</td> <td data-bbox="1101 351 1511 446">Fine of Two Hundred Fifty Pesos (P250.00)</td> </tr> <tr> <td data-bbox="938 446 1101 580">3rd Offense</td> <td data-bbox="1101 446 1511 580">Fine of Five Hundred Pesos (P500.00) and impounding of the unit.</td> </tr> </table>	1 st Offense	Fine of One Hundred Fifty Pesos (P150.00)	2 nd Offense	Fine of Two Hundred Fifty Pesos (P250.00)	3 rd Offense	Fine of Five Hundred Pesos (P500.00) and impounding of the unit.							
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	<p data-bbox="922 613 1325 775">F. Refusal to Convey Passengers to destination within the authorized route - a fine of Three Hundred Pesos (P300.00) for each violation.</p> <p data-bbox="922 812 1354 849">G. Operating outside authorized route -</p> <table border="1" data-bbox="938 874 1511 1198"> <tr> <td data-bbox="938 874 1101 969">1st Offense</td> <td data-bbox="1101 874 1511 969">Fine of Two Hundred Pesos (P200.00)</td> </tr> <tr> <td data-bbox="938 969 1101 1064">2nd Offense</td> <td data-bbox="1101 969 1511 1064">Fine of Four Hundred Pesos (P400.00)</td> </tr> <tr> <td data-bbox="938 1064 1101 1198">3rd Offense</td> <td data-bbox="1101 1064 1511 1198">Fine of Five Hundred Pesos (P500.00) and impounding of the unit.</td> </tr> </table> <p data-bbox="922 1198 1198 1236">H. Operating Out of Line</p> <table border="1" data-bbox="938 1260 1511 1622"> <tr> <td data-bbox="938 1260 1101 1355">1st Offense</td> <td data-bbox="1101 1260 1511 1355">Fine of Five Hundred Pesos (P500.00).</td> </tr> <tr> <td data-bbox="938 1355 1101 1490">2nd Offense</td> <td data-bbox="1101 1355 1511 1490">Fine of Five Hundred Pesos (P500.00) and impounding of the unit.</td> </tr> <tr> <td data-bbox="938 1490 1101 1622">3rd Offense</td> <td data-bbox="1101 1490 1511 1622">Fine of One Thousand Pesos (P1000.00) and impounding of the unit.</td> </tr> </table>		1 st Offense	Fine of Two Hundred Pesos (P200.00)	2 nd Offense	Fine of Four Hundred Pesos (P400.00)	3 rd Offense	Fine of Five Hundred Pesos (P500.00) and impounding of the unit.	1 st Offense	Fine of Five Hundred Pesos (P500.00).	2 nd Offense	Fine of Five Hundred Pesos (P500.00) and impounding of the unit.	3 rd Offense	Fine of One Thousand Pesos (P1000.00) and impounding of the unit.
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	<p data-bbox="922 1622 1325 1721">I. Operating without franchise or with an expired franchise (Colorum).</p> <table border="1" data-bbox="938 1759 1511 2158"> <tr> <td data-bbox="938 1759 1101 1888">1st Offense</td> <td data-bbox="1101 1759 1511 1888">Fine of two Thousand Pesos (P2,000.00) and impounding of the unit for 3 days.</td> </tr> <tr> <td data-bbox="938 1888 1101 2018">2nd Offense</td> <td data-bbox="1101 1888 1511 2018">Fine of three Thousand Five Hundred Pesos (P3,000.00) and impounding of the unit for 5 days.</td> </tr> <tr> <td data-bbox="938 2018 1101 2158">3rd Offense</td> <td data-bbox="1101 2018 1511 2158">Fine of five Thousand Pesos (P5,000.00) and impounding of the unit for 10 days</td> </tr> </table> <p data-bbox="922 2182 1511 2282">J. Driving without driver's license - a fine of Five Hundred Pesos (P500.00) and impoundment of the unit.</p>		1 st Offense	Fine of two Thousand Pesos (P2,000.00) and impounding of the unit for 3 days.	2 nd Offense	Fine of three Thousand Five Hundred Pesos (P3,000.00) and impounding of the unit for 5 days.	3 rd Offense	Fine of five Thousand Pesos (P5,000.00) and impounding of the unit for 10 days						
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3 rd Offense	Fine of five Thousand Pesos (P5,000.00) and impounding of the unit for 10 days													

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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K. Driving a tricycle/pedicab unit designated or classified as “for service only” not registered with TORO, or without and/or expired permit to operate -

1 st Offense	Fine of One Hundred Pesos (P200.00)
2 nd Offense	Fine of One Hundred Pesos (P400.00)
3 rd Offense	Fine of One Hundred Pesos (P500.00) and impounding of the unit.

L. For tricycle/pedicab unit designated or classified as “for service only”, violation of the color coding scheme –

1 st Offense	Fine of One Hundred Pesos (P100.00)
2 nd Offense	Fine of One Hundred Pesos (P100.00)
3 rd Offense	Fine of One Hundred Pesos (P100.00) and impounding of the unit.

M. Driving a tricycle/pedicab unit designated or classified as “for service only” not registered with TORO, or without and/or expired permit to operate -

1 st Offense	Fine of One Hundred Pesos (P200.00)
2 nd Offense	Fine of One Hundred Pesos (P400.00)
3 rd Offense	Fine of One Hundred Pesos (P500.00) and impounding of the unit.

N. For tricycle/pedicab unit designated or classified as “for service only”, violation of the color coding scheme –

1 st Offense	Fine of One Hundred Pesos (P100.00)
2 nd Offense	Fine of One Hundred Pesos (P100.00)
3 rd Offense	Fine of One Hundred Pesos (P100.00) and impounding of the unit.

CHECKLIST OF REQUIREMENTS**WHERE TO SECURE**

O. Violation of the prescribed number of passengers (overloading) -

1 st Offense	Fine of One Hundred Fifty Pesos (P150.00)
2 nd Offense	Fine of Five Hundred Pesos (P500.00)
3 rd Offense	Fine of One Hundred Pesos (P500.00) and impounding of the unit.

P. For driving tricycle/pedicab under the influence of liquor and/or prohibited drugs -

1 st Offense	Fine of Two Thousand Pesos (P2,000.00) + impounding of the unit
2 nd Offense	Fine of Three Thousand Pesos (P3,000.00) + impounding of the unit
3 rd Offense	Fine of Five Thousand Pesos (P5,000.00) and impounding of the unit.

Q. Improvised Motor – a fine of One Thousand Pesos (P1,000) and impounding of the unit.

R. Failure to Display Fare Matrix on the Unit – a fine of One Hundred Fifty Pesos (P150.00)

S. Failure to Bring copy of Franchise, Pasig City Tricycle/Pedicab Operation Regulatory Permit, Special Permit, OR/CR while Operating the Vehicle – Five Hundred Pesos (P500.00) for the first and succeeding violation.

T. Failure of the TODA to ensure that the number and names of its members in the master list submitted to TORO, and duly approved by the City Mayor, will not be increased. And failure to prevent the entry and operation of “colorum” tricycle/pedicab in their TODA.

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1 st Offense	Fine of Three Thousand Pesos (P3000.00) on the TODA as represented by the President. If the
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;"></td> <td>TODA/President cannot pay the said amount, the franchise of the President shall be suspended for three (3) months.</td> </tr> <tr> <td>2nd Offense</td> <td>Fine of Five Thousand Pesos (P5000.00) on the TODA as represented by the President and suspension of the franchise of all officers of the TODA for a period of six (6) months.</td> </tr> <tr> <td>3rd Offense</td> <td>Fine of Five Thousand Pesos (P5,000.00) and perpetual cancellation of all the officers' franchise issued by TORO.</td> </tr> </table> <p>U. No updated supervision, no supervision stickers, no logo, no body number, no trashcan, obstruction and other similar violations related to tricycle/pedicab including expired registration of tricycle unit at LTO – fine of One Hundred Fifty Pesos (P150.00) for the first and succeeding offenses.</p> <p>V. All impounded units shall be charged ten pesos (P10.00)/ day until redemption of the unit. If the unit is not redeemed after six (6) months from date of impoundment, TORO shall issue three (3) notices to the owner, afterwhich, TORO shall put the units in auction. Proceeds of the sale thereof shall be applied to the outstanding penalties and fines of the unit owner.</p> <p>In case of multiple violations in one apprehension, at <u>least two (2)</u> violations penalty shall be charged on the erring party. Failure of a TORO enforcer to observe this rule shall be cause for disciplinary action on the erring TORO enforcer.</p> <p>Section 52. Operator also penalized. In case of violation of the following by the driver.</p> <p>a. Operating without franchise or with an expired franchise (Colorum).</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 20%;">1st Offense</td> <td>Fine of two Thousand Pesos (P2,000.00) and impounding of the unit for 3 days.</td> </tr> </table>		TODA/President cannot pay the said amount, the franchise of the President shall be suspended for three (3) months.	2 nd Offense	Fine of Five Thousand Pesos (P5000.00) on the TODA as represented by the President and suspension of the franchise of all officers of the TODA for a period of six (6) months.	3 rd Offense	Fine of Five Thousand Pesos (P5,000.00) and perpetual cancellation of all the officers' franchise issued by TORO.	1 st Offense	Fine of two Thousand Pesos (P2,000.00) and impounding of the unit for 3 days.
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1 st Offense	Fine of two Thousand Pesos (P2,000.00) and impounding of the unit for 3 days.								

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
		2 nd Offense	Fine of three Thousand Five Hundred Pesos (P3,000.00) and impounding of the unit for 5 days.
		3 rd Offense	Fine of five Thousand Pesos (P5,000.00) and impounding of the unit for 10 days

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Iprisinta ang OVR(Official Violation Report) o MVIR (Motor Vehicle Inspection Report) ticket.	* Suriin kung ilang beses na nahuli * Hanapin ang lisensya sa file	None yet	30 segundo 2 minuto	Bernard San Agustin Computer Encoder 1 Elsa Garcia Redemption Officer
		*Pirmahan ang naprinta na bayarin (Tax Order of Payment).		1 minuto	Bernard San Agustin Computer Encoder 2
		*Pirmahan at aprubahan ang T. O.P.		2 minuto	Rodel Salvador TORO-Officer in-charge
2.	Tanggapin ang listahan ng bayarin	*Ibigay ang listahan ng mga bayarin		1 minuto	Elsa Garcia Redemption Officer
3.	Magbayad at ipaduplika ang orihinal na resibo	*Tanggapin ang bayad at magbigay ng resibo		3 minuto	Amerpina Dacanay Treasury Cashier
4.	Bumalik sa Window 7 at ibigay ang orihinal na resibo ng pinagbayaran pati na ang xerox ng resibo.	*Suriin at tingnan ang orihinal na resibo			Elsa Garcia Redemption Officer
5.		*Ibigay ang nakumpiska na lisensya		2 minuto	
6.	Tubusin ang Lisensya. *kung nakumpiska ang motor: Ipresinta ang kopya ng resibo sa lagakan ng nakumpiskang motor.	*Tanggapin ang resibo at suriin ang tamang pinagbayaran. Balidong pagka kakilanlan ng drayber / may-ari		2 minuto	Impounding Officer 1. Renato Giron 2. Ronald Hernandez 3. Almar Dillote
*6.	Pagtubos ng nakumpiskang motor	Isauli ang nakumpiskang motor		6 minuto	Impounding Officer 1. Renato Giron 2. Ronald Hernandez 3. Almar Dillote

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				19 minuto at 30 segundo, kung naka impound ang traysikel ay 1 oras	
	Total/Maximum Duration of Process				

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedback is processed	
How to file a complaint	
How complaints are processed	
Contact Information	