

Tricycle Operation and Regulatory Office (TORO)
CITIZEN CHARTER

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:	G2B – Government to Business
Who may avail:	Tricycle Operators

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

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure application form and inspection form	Provide application form and inspection form	Depends on the transaction	1 min	Processing Clerk 1. Julie Anne Sanga 2. Danica Marie Rondo 3. Maria Lisandra Belo
2.	Fill up application form and inspection form, and complete the requirements				Processing
3.	Undergo physical inspection of tricycle unit	Conduct physical inspection of the tricycle unit	No Payment	3 mins.	TORO Inspector 1. Marking Emperador 2. Richard Fulgencio
4.	Submit required documents	Check and evaluate the required documents		2 mins.	Processing Clerk 1. Julie Anne Sanga 2. Danica Marie Rondo 3. Maria Lisandra Belo
		Check previous payment		3 mins.	Dante Ysidoro Computer Encoder verifier
		Prepare and sign the Tax Order of Payment (TOP)	Depends on the transaction	2 mins.	Ralph Cañares Computer Encoder 2
		* Prepare application for petition/petition of franchise (for renewal of franchise/dropping/ change of unit / change of ownership)		5 minutes	Ralph Cañares Computer Encoder 2
		Verified completeness of documents prior to signature of OIC		1 min.	Crisalyn Reyes Document Verifier
		Sign the approved TOP for recommending approval		1 min.	Rodel Salvador Officer in-charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.	Get Tax Order of Payment and Petition of Franchise	Release the Tax Order of Payment / Petition		1 min.	Eduardo Fleras Releasing Clerk
6.	Sign & notarize the Petition				
7.	Pay fees	Accept payment and TOP, issue Official Receipt		3 min.	Amerpina Dacanay Treasury Cashier
8.	Proceed to Window 4	Releasing of notarized petition of endorsement and renewed franchise		1 minute	Releasing Clerk
9.	Photocopy OR Present original OR and submit photocopy	Check original OR from photocopied OR		1 minute	Releasing Clerk
		Prepare the order franchise and endorsement		3 mins.	Garry William Legaspi Computer Encoder 3
		Approve the order and endorsement		1 minute	Rodel Salvador Officer in-charge
10.	Go to window 6 for the release of order of franchise and endorsement	Release of order of franchise and endorsement		3 minutes	Delma Abalahon Releasing Clerk - franchise
11.	Photocopy the order of franchise and endorsement				
12.	Present the photocopied endorsement and order of franchise to window 6	Get one copy of endorsement and order of franchise for filing, release the renewed franchise and endorsement		1 minute	Delma Abalahon Releasing clerk
		Submit the transmittal form from TORO to LTO Office		1 hr.	Joselito Cruz Liaison Officer

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				32 minutes	
TOTAL:					

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

Redeeming an Apprehended Driver's License or Impounded Tricycle

A confiscated license or impounded tricycle may be redeemed upon payment of appropriate penalty charges as prescribed by City Ordinance No. 24 Series of 2016.

Office or Division:	Tricycle Operation and Regulatory Office (TORO)
Classification:	Simple
Type of Transaction:	Redemption of confiscated driver's license and impounded unit
Who may avail:	Tricycle Operators/Drivers

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="text-align: center;">-</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE													
	<table border="1"> <tr> <td data-bbox="935 256 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="935 351 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="935 446 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="935 874 1511 1198"> <tr> <td data-bbox="935 874 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="935 969 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="935 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="935 1260 1511 1622"> <tr> <td data-bbox="935 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="935 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="935 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="935 1759 1511 2158"> <tr> <td data-bbox="935 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="935 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="935 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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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE												
	<p>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 -</p> <table border="1" data-bbox="935 458 1511 779"> <tr> <td data-bbox="935 458 1101 550">1st Offense</td> <td data-bbox="1101 458 1511 550">Fine of One Hundred Pesos (P200.00)</td> </tr> <tr> <td data-bbox="935 550 1101 642">2nd Offense</td> <td data-bbox="1101 550 1511 642">Fine of One Hundred Pesos (P400.00)</td> </tr> <tr> <td data-bbox="935 642 1101 779">3rd Offense</td> <td data-bbox="1101 642 1511 779">Fine of One Hundred Pesos (P500.00) and impounding of the unit.</td> </tr> </table> <p>L. For tricycle/pedicab unit designated or classified as “for service only”, violation of the color coding scheme –</p> <table border="1" data-bbox="935 949 1511 1270"> <tr> <td data-bbox="935 949 1101 1041">1st Offense</td> <td data-bbox="1101 949 1511 1041">Fine of One Hundred Pesos (P100.00)</td> </tr> <tr> <td data-bbox="935 1041 1101 1133">2nd Offense</td> <td data-bbox="1101 1041 1511 1133">Fine of One Hundred Pesos (P100.00)</td> </tr> <tr> <td data-bbox="935 1133 1101 1270">3rd Offense</td> <td data-bbox="1101 1133 1511 1270">Fine of One Hundred Pesos (P100.00) and impounding of the unit.</td> </tr> </table>	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.	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.
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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	
		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.
	<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>	
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	Present OVR or MVIR ticket	Verify how many offenses	None yet	30 secs	Bernard San Agustin Computer Encoder 1
		Check license in the cabinet file		2 mins	Elsa Garcia Redemption Officer
		Print & sign the Tax order of Payment		1 min	Bernard San Agustin Computer Encoder 2
		Sign the TOP for recommending approval		1 min.	Rodel Salvador TORO-Officer in-charge
		Approve the TOP		1 min	Rodel Salvador Officer in-charge
2.	Receive TOP	Issue Tax Order of Payment		1 min	Elsa Garcia Redemption Officer
3.	Pay fee	Accept TOP and payment Issue Official Receipt (OR)		3 min.	Amerpina Dacanay Treasury Cashier
4.	Photocopy the OR				
5.	Submit photocopy and present original OR	Check the original & photocopied OR		1 min.	Elsa Garcia Redemption Officer
6.	Redeem driver's license	Release the confiscated license		1 min.	Elsa Garcia Redemption Officer
	*6. (If impounded) Present the photocopied OR to the impounding officer	Accept the photocopied OR & verify if payment is correct, valid ID of driver/operator		2 mins	Impounding Officer 1. Renato Giron 2. Ronald Hernandez

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					3. Alma Dillote
	*7. Redeem impounded tricycle	Release the impounded tricycle		6 mins	Impounding Officer 1. Renato Giron 2. Ronald Hernandez 3. Alma Dillote
Total/Maximum Duration of Process				19 minutes and 30 seconds, if impounded unit 1hour.	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
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