

CITIZEN'S CHARTER

Name of Service	Securing Renewal of Tricycle Supervision / Renewal of Franchise / Change of Ownership / Change of Unit/Dropping / Special Permits
Office	Tricycle Operation and Regulatory Office (TORO)
Brief Description of the Service	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.
Classification of Service	Simple
Type of Transaction	G2B - Government to Business
Who may avail of the service	Tricycle Operators
CHECK LIST OF REQUIREMENTS, FEES AND CHARGES	
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
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 9. Professional Driver's License – photocopy 10. TODA Certificate 11. Inspection Form 12. Others may be required by TORO
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
	13. Photocopy of old owner's ID with three (3) specimen signature
	14. Others may be required by TORO
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
	7. Professional Driver's License – photocopy
	8. TODA Certificate
	9. Inspection Form
	10. Others may be required by TORO
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
Special Permits (PTO) P2,200.00	1. 1x1 ID Picture
	2. Permit from Pasig City (certified true copy)
Delivery, Family, School Service For non-Pasig Residents P1,550.00	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
	8. Professional Driver's License – photocopy
	9. TODA Certificate
	10. Inspection Form
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
	6. Professional Driver's License – photocopy
	7. TODA Certificate
	8. Inspection Form

How to Avail the Service

Client Step	LGU Action	Office/Person/s Responsible	Location of Office	Duration of Activity
1. Secure application form and inspection form	Provide application form and inspection form	Processing Clerk	Window 1,2 & 3	1 min
2. Fill up application form and inspection form, and complete the requirements				
3. Undergo physical inspection of tricycle unit	Conduct physical inspection of the tricycle unit	TORO Inspector	TORO Compound	3 mins.
4. Submit required documents	Check and evaluate the required documents	Processing Clerk	Window 1,2 & 3	2 mins.
	Check previous payment	Computer Encoder verifier	TORO Office	3 mins.
	Prepare and sign the Tax Order of Payment (TOP)	Computer Encoder 2		2 mins.
	* Prepare application for petition/petition of franchise (for renewal of franchise/dropping/ change of unit / change of ownership	Computer Encoder 2		5 minutes
	Verified completeness of documents prior to signature of OIC	Document Verifier	TORO Office	1 min.
	Sign the approved TOP for recommending approval	Officer in-charge		1 min.
5. Get Tax Order of Payment and Petition of Franchise	Release the Tax Order of Payment / Petition	Releasing Clerk	Window 4	1 min.
6. Sign & notarize the Petition				
7. Pay fees	Accept payment and TOP, issue Official Receipt	Treasury Cashier	Window 4	3 min.
8. Proceed to Window 4	Releasing of notarized petition of endorsement and renewed franchise	Releasing Clerk	Window 4	1 minutes
9. Photocopy OR Present original OR and submit photocopy	Check original OR from photocopied OR	Releasing Clerk	Window 4	1 mins.
	Prepare the order franchise and endorsement	Computer Encoder 3	Toro Office	3 mins.
	Approve the order and endorsement	Officer in-charge	Toro Office	1 min
10. Go to window 6 for the release of order of franchise and endorsement	Release of order of franchise and endorsement	Releasing Clerk - franchise	Window 6	3 minutes
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	Releasing clerk	Window 6	1 min.
	Submit the transmittal form from TORO to LTO Office	Liaison Officer	LTO	1 hr.
Total/Maximum Duration of Process				26 minutes

Schedule of Availability of Service: Monday to Friday, 8:00 am to 5:00 pm

Location: BFP Compound, F. Manalo St., Sto. Tomas, Pasig City

Head of Office/Designation: Mark Gil M. Delos Santos - OIC

Contact Information: 8642-3367

CITIZEN'S CHARTER

Name of Service	Redeeming an Apprehended Driver's License or Impounded Tricycle						
Office	Tricycle Operation and Regulatory Office (TORO)						
Brief Description of the Service	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						
Classification of Service	Simple						
Type of Transaction	G2C - Government to Citizens						
Who may avail of the service	Tricycle Operators/Drivers						
CHECK LIST OF REQUIREMENTS							
	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 style="text-align: center;">Section 50. Penalties for Violation Any violation committed as hereunder enumerated, shall be subject to the following fines and penalties:</p> <p style="text-align: center;">A. Violation of the uniform requirement for drivers – a fine of Seventy-Five Pesos (P75.00) for each violation.</p> <p style="text-align: center;">B. Violation of color coding scheme – a fine of One Hundred Fifty Pesos (P150.00) for each violation.</p> <p style="text-align: center;">C. Violation of Volume reduction scheme - a fine of One Hundred Fifty Pesos (P150.00) for each violation.</p> <p style="text-align: center;">D. Violation of tricycle fare prescribed by competent authorities – a fine of Three Hundred Pesos (P300.00) for each violation.</p> <p style="text-align: center;">E. Violation of the rules on terminals -</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>1st Offense</td> <td>Fine of One Hundred Fifty Pesos (P150.00)</td> </tr> <tr> <td>2nd Offense</td> <td>Fine of Two Hundred Fifty Pesos (P250.00)</td> </tr> <tr> <td>3rd Offense</td> <td>Fine of Five Hundred Pesos (P500.00) and impounding of the unit.</td> </tr> </table> <p style="text-align: center;">F. Refusal to Convey Passengers to destination within the authorized route - a fine of Three Hundred Pesos (P300.00) for each violation.</p>	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.
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.						

G. Operating outside authorized route -

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.

H. Operating Out of Line

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.

I. Operating without franchise or with an expired franchise (Colorum).

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

J. Driving without driver's license - a fine of Five Hundred Pesos (P500.00) and impoundment of the unit.

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. 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.

N. 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.

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

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

Q. 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.

R. 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. –

1 st Offense	Fine of Three Thousand Pesos (P3000.00) on the TODA as represented by the President. If the 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.

S. 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.

T. 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.

In case of multiple violations in one apprehension, at least two (2) 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.

Section 52. Operator also penalized. In case of violation of the following by the driver.

- a. Operating without franchise or with an expired franchise (Colorum).

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

How to Avail the Service

Client Step	LGU Action	Office/Person/s Responsible	Location of Office	Duration of Activity
1. Present OVR or MVIR ticket	Verify how many offenses	Computer Encoder 1	Window 7	30 secs
	Check license in the cabinet file	Redemption Officer	Toro Office	2 mins
	Print & sign the Tax order of Payment	Computer Encoder 2	Toro Office	1 min
	Sign the TOP for recommending approval	TORO-Chief of Operation	Toro Office	1 min.
	Approve the TOP	Officer in-charge	Toro Office	1 min
2. Receive TOP	Issue Tax Order of Payment	Redemption Officer	Window 7	1 mins
3. Pay fee	Accept TOP and payment Issue Official Receipt (OR)	Treasury Cashier	Window 4	3 min.
4. Photocopy the OR				
5. Submit photocopy and present original OR	Check the original & photocopied OR	Redemption Officer	Window 7	1 min.
6. Redeem driver's license	Release the confiscated license			
*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	Impounding Officer	Impounding area - Pinagbuhatan	2 mins
*7. Redeem impounded tricycle	Release the impounded tricycle	Impounding Officer	Impounding area - Pinagbuhatan	6 mins
Total/Maximum Duration of Process				18 minutes and 30 seconds, if impounded unit 1hour.

Schedule of Availability of Service: Monday to Friday, 8:00 am to 5:00 pm
 Location: BFP Compound, F. Manalo St., Sto. Tomas, Pasig City
 Head of Office/Designation: Mark Gil M. Delos Santos - OIC
 Contact Information: 8642-3367

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients are encouraged to accomplish feedback/complaints through the following offices:</p> <ul style="list-style-type: none"> • TOROffice for walk-in complaints • Pasig City Command and Control Center (C3) • Ugnayan sa Pasig (USAP) • Public Information Office (PIO)
How feedback is processed	<p>Feedback is gathered from the aforementioned offices and conduct investigation for proper actions and reply to be done. Provide feedback to the client on the actions taken</p>
How to file a complaint	<p>Accomplish complaint form and drop at designated drop boxes or hand it over to designated focal person (Walk in complaints) for immediate action. Provide feedback to the client on the actions taken.</p>
How complaints are processed	<p>Complaint (verbal or written) gathered from concerned offices forwarded to TORO who shall act for the complaint. Provide feedback to the client on the actions taken</p>
Contact Information	<p>TEXT or send your feedback to: Pasig C3 - 8643-0000 T.O.R.O. - 8642-3367 EMAIL -</p>