



*Republic of the Philippines*  
**CITY GOVERNMENT OF TACLOBAN**  
**TRAFFIC OPERATION MANAGEMENT ENFORCEMENT AND CONTROL OFFICE**  
*Tacloban City, Leyte*

## CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Payment for the penalty of traffic violation	1. Present the Citation Ticket to the Receiving Clerk 2. Receiving Clerk shall issue an endorsement for the City Treasurer to be able to make the payment 3. The customer shall proceed to the City Treasurer then return to the TOMEKO Receiving Clerk to present the Official receipt	1 min 1 min 2 min	Noli Depalco/ William Homers CTO Casher	Citation Ticket/ MTCC Subpoena	P500 per violation
Securing temporary Pass Slip for Provincial PUVs entering downtown area	1. Present photocopy of the vehicle Certificate of Registration, Official Receipt and driver's license to the receiving clerk 2. Receiving Clerk shall issue a temporary pass slip indicating the location and allowable time	1 min 1 min	Noli Depalco/ William Homers	Vehicle OR/CR and Driver's License	Free
Inquiry/Dispute on Traffic Violation	1. Present the citation ticket/any document or evidence in connection with the inquiry or dispute to the Receiving Clerk 2. Receiving Clerk shall direct the concern to the Legal Section Chief or to the Admin Officer	2-3 min	William Homers/ Rene Moshe Amano	Citation Ticket	Free
Inspection of Public Utility Motor vehicle for renewal of business permits	1. Fill up the Motor vehicle inspection form 2. Present the unit to the TOMEKO inspection Team	3-5 min	Paul Joannes Ladesla / Sotero Macapanas Jr.	Inspection Form and Motor vehicle unit	Free
Issuance of TOMEKO Clearance	1. Fill up the TOMEKO Clearance Application Form and submit to the Legal Section 2. Legal Section shall check the data base for any violation of the Driver and the vehicle	2 min 3-5 min	William Homeres, Jay Fritz Cerillo, Weneclito Odal	1. Vehicle OR/CR 2. Community Tax Certificate	P65

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
	3. If there is or there are violations of the Driver or the Vehicle, Customer shall pay the equivalent penalty at the Treasurer's Office the return back to the receiving clerk 4. If there is no violation or the violation has already been settled, the Legal Section shall issue the TOMEKO Clearance	5 min  3 min		3. Photocopy of Previous Business Permit 4. MV Inspection certificate 5. Court Clearance of the Driver 6. Police Clearance of the Driver	
Releasing of Impounded Vehicles and other materials	1. Present the Citation Ticket, updated OR/CR and Driver's License to the Receiving Clerk or Legal Section 2. Receiving Clerk shall issue an endorsement for the City Treasurer to be able to make the payment 3. The customer shall proceed to the City Treasurer then return to the TOMEKO Receiving Clerk to present the Official receipt 4. Receiving Clerk shall provide the customer the Release Form for the impounded unit 5. Customer shall proceed to the TOMEKO Impounding Area to claim the unit	1 min  1 min  2 min  1 min  5min	Noli Depalco/ William Homers   Cristilito Cabus	1. Citation Ticket, 2. updated OR/CR and Driver's License	1. P 500 per violation 2. P500 impounding fee
Request for Escorting/ Marshalling	1. Customer shall send a letter request addressed to the City Mayor 2. CMO Receiving shall forward the said letter request to the TOMEKO Office 3. DTAS Operator shall recommend and shall make the endorsement depending on the availability of the resources the in accordance with the existing laws concerned 4. Chief TOMEK shall sign the endorsement and shall forward to the CMO/Licensing for payment and issuance of permit	5 min  1 min	Randy Bayona	Letter Request	

Prepared by:

**RENE MOSHE A. AMANO**  
 Administrative Officer I

Noted:

**EMMANUEL N. NAVAL, LLB, MAED**  
 Chief TOMEKO