



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
TACLOBAN CITY BUS TRANSPORT TERMINAL
Tacloban City, Leyte

CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Processing for applying stall / ticketing booth rental	<ol style="list-style-type: none"> 1. Visit Admin Office 2. Register at the visitor's logbook 3. Ask for the requirements / application form 4. Endorsement to City Admin / EEMAC for approval 	5 mins. 5 mins. 2 days	RAUL TABAO NELLY COMENDADOR THE MANAGER	<ul style="list-style-type: none"> • Letter of Intent • Residence Certificate • Barangay Clearance • Application Form • Tax Clearance • 2x2 ID Picture 	Application Processed
PASSENGERS / COMPLAINTS / ASSISTANCE	<ol style="list-style-type: none"> 1. Visit Admin Office 2. File a formal complaint, verbal or written. 3. Other concerns 	5 mins. 5 mins.	NELLY COMENDADOR The Manager/ PNP Assistance	<ul style="list-style-type: none"> • Formal written/ Verbal Complaint 	Take appropriate action/ Call the person/s involved
PUJ / PUB / OPERATORS / COMPLAINTS	<ol style="list-style-type: none"> 1. Visit Admin Office 2. File a formal complaint, verbal or written. 3. Other concerns 	2 mins. 2 mins.	NELLY COMENDADOR The Manager/ PNP Assistance	<ul style="list-style-type: none"> • Formal written/ Verbal Complaint 	Take appropriate action / Call the person/s involved
PROCESSING OF PASSES	<ol style="list-style-type: none"> 1. Visit Admin Office 2. Register at the visitor's logbook 3. Present endorsement letter from CSWDO / DSWD / Brgy. Affairs 	2 mins. 2 mins.	NELLY COMENDADOR RAUL TABAO	<ul style="list-style-type: none"> • Endorsement letter from CSWDO / DSWD / Brgy. Affairs 	Passes is processed and scheduled.

Approved by:


EMMANUEL N. NAVAL
 Terminal Manager

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