

TRAFFIC AND PARKING MANAGEMENT OFFICE

COMPLAINTS AND ACTION DESK

The TPMO response to various complaints regarding traffic concerns, road clearing and public utility jeepney

Office or Division:	Tricycle Regulatory Board			
Classification:	Simple			
Type of Transaction:	Complaints and Action			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk - in Thru TPMO HOTLINE (via Call or Text) Thru TPMO FB Page		Tricycle Regulatory Board		
2. Letter of complaint/s and any proof of evidence (Non-compulsory)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint	Received complaint/s		2 minutes	TPMO Ratio Operators TPMO Supervisors TPMO Admin Officer
2. Action Taken	Immediately alert the TPMO to hold the vehicle unit for verification regarding his / her violation. Response on traffic congestions / build up areas. Ocular inspection on areas.		3 minutes	TPMO Operators
	Make initial investigation and report to the higher authority		15 minutes	TPMO Supervisors TPMO Admin Officer

END OF TRANSACTION: Transaction time: 20 minutes