

## TRAFFIC AND PARKING MANAGEMENT OFFICE

### 4. COMPLAINTS AND ACTION DESK

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

<b>Office or Division:</b>	Tricycle Regulatory Board			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Complaints and Action			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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**