

## CGPP Citizens' Charter

**Table 3. Office of the Sangguniang Panlungsod**

### SERVICE STANDARD

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
<b>I. ISSUANCE OF MOTORIZED TRICYCLE OPERATORS PERMIT</b> <b>1. New Franchise approved by the Sangguniang Panlungsod</b>	1. Pay the filing fee and franchise fee at the City Treasurer's Office	1. Receive and record approved MTOP application from CTRFB 2. Issue list of requirements for issuance of certificate of franchise	1. LTO Official Receipt (original with photocopy) 2. LTO Certificate of Registration (original with photocopy)	150.00 (filing fee)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
	2. Submit the required documents	3. Receive and record required documents 4. Process MTOP approved application and advise the applicant to return on a specific date for the release of certificate	3. Latest 2x2 ID picture, 2 pcs 4. Official Receipt for prescribed fees	350.00 (franchise fee)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
	2. Receive MTOP certificate of franchise	5. Release MTOP certificate of franchise			1 week	Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfano II
					8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
<b>2. Renewal of Franchise</b>	1. Fill-up application form at the Sangguniang Panlungsod and pay the filing fee and franchise fee at the City Treasurer's Office	1. Provide application form	1. Official Receipt for prescribed fees	150.00 (filing fee)	1 minute	Rodelo M. Muñoz/ Romeo DG. Baylon

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
	2. Submit accomplished form and required documents	2. Receive and record accomplished application and required documents	2. LTO Official Receipt (original with photocopy)	350.00 (franchise fee)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
		3. Process MTOP approved application and advise the applicant to return on the specific date for the release of the certificate	3. LTO Certificate of Registration (original with photocopy)		1 week	Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfano II
	3. Receive MTOP certificate of franchise	4. Release MTOP certificate of franchise	4. Validation/ Inspection/ Sticker (original with photocopy) 5. Receipt of payment of supervision fee (orig. w/ photocopy) 6. Latest 2x2 ID picture, 2 pcs. 7. Original certificate of franchise 8. Barangay Clearance (original with photocopy) 9. Tricycle Operators & Drivers Associations (TODA certification) (original with photocopy)		8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
<b>3. Re-Issuance of Franchise</b>	1. Fill-up application form at the Sangguniang Panlungsod and pay the reprinting fee of franchise and certification fee at the City Treasurer's Office	1. Provide application form	1. Official Receipt for prescribed fees	50.00 (reprinting fee)	1 minute	Rodelo M. Muñoz/ Romeo DG. Baylon
	2. Submit accomplished application and required documents	2. Receive and record accomplished application and required documents	2. LTO Official Receipt (original with photocopy)	20.00 (certification fee)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
		3. Process MTOP approved application and advise the applicant to return on the specific date for the release of the certificate	3. LTO Certificate of Registration (original with photocopy)		1 week	Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfano II
	3. Receive MTOP certificate of franchise	4. Release MTOP certificate of franchise	4. Validation/ Inspection/ Sticker (original with photocopy) 5. Receipt of payment of supervision fee (orig. w/ photocopy) 6. Latest 2x2 ID picture, 2 pcs 7. Original certificate of franchise 8. Barangay Clearance (original with photocopy)		8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			9. Tricycle Operators & Drivers Associations (TODA) certification (original with photocopy) 10. Affidavit of Loss			
<b>4. Application for Substitution Motorcycle</b>	1. Fill-up application form at the Sangguniang Panlungsod and pay the reprinting fee of franchise and certification fee at the City Treasurer's Office 2. Submit accomplished application and required documents 3. Receive MTOP certificate of franchise	1. Provide application form 2. Receive and record accomplished application and required documents 3. Process MTOP approved application and advise the applicant to return on the specific date for the release of the certificate 5. Release MTOP certificate of franchise	1. Official Receipt for prescribed fees 2. LTO Official Receipt (original with photocopy) 3. LTO Certificate of Registration (original with photocopy) 4. Validation/ Inspection/ Sticker (original with photocopy) 5. Receipt of payment of supervision fee (orig. w/ photocopy)	50.00 reprinting of franchise  20.00 certification fee	1 minute  10 minutes  1 week  8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon  Rodelo M. Muñoz/ Romeo DG. Baylon Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfano II Rodelo M. Muñoz/ Romeo DG. Baylon

## CGPP Citizens' Charter

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
			6. Latest 2x2 ID picture, 2 pcs. 7. Original certificate of franchise 8. Barangay Clearance (original with photocopy) 9. Tricycle Operators & Drivers Asso.(TODA certification) (original with photocopy)			
<b>5. Application for Transfer of Franchise approved by the Sangguniang Panlungsod</b>		1. Receive and record approved MTOP application from CTFRB	1. LTO Official Receipt (original with photocopy)	2,500.00, transfer fee (sale)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
	1. Pay the prescribed fee at the City Treasurer's Office	2. Issue list of requirements for issuance of certificate of franchise	2. LTO Certificate of Registration (original with photocopy)	100.00, transfer fee (donation)	10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
	2. Submit the required documents	3. Receive and record required documents	3. Latest 2x2 ID picture, 2 pcs		10 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon
		4. Process MTOP approved application and advise the applicant to return on a specific date for the release of certificate	4. Official Receipt for prescribed fees		1 week	Rodelo M. Muñoz/ Romeo DG. Baylon/ Daniel T. Alfamoso II
	2. Receive MTOP certificate of franchise	5. Release MTOP certificate of franchise			8 minutes	Rodelo M. Muñoz/ Romeo DG. Baylon