



MANILA TRAFFIC AND PARKING BUREAU

CITIZEN'S CHARTER

2019st EDITION)



I. Mandate:

- Enforce all laws, ordinances, rules and regulations on traffic and parking, and cause the apprehension of violators thereof, including the collection of prescribed fines;
- Determine and recommend the traffic flow of thoroughfares and streets, the designation of pay and no-pay parking, the loading and unloading areas, no-parking areas and the installation of billboards and signs for the purpose;
- Operate and maintain all designated pay and no-pay parking areas including the collection of approved parking fees;
- Cause the towing of illegally-parked and stalled vehicles and the collection of towage and impounding fees therefor;
- Regulate and control the operation of all Tri-Wheel vehicles in the city and provide for a responsive and accountable service;
- Coordinate with all concerned agencies and offices involved in traffic and parking management in the performance of its functions.
- Perform other related tasks or those which may be assigned to it by the Mayor.

II. Vision:

To make the Manila Traffic and Parking a credible and unprejudiced Traffic Enforcement Unit which ensures public safety and enhances community participation, guided by the principle “Public Office is a Public Trust, Traffic Enforcer is a Public Servant who must at all times be accountable to the people, capable of providing sustainable traffic environment.

III. Mission:

Ensure the efficiency and effective delivery of basic services and facilities through direction and control of traffic situation and designation of pay and no-pay parking areas on all streets and bridges within the City of Manila.



IV. Service Pledge:

We, the officers and employees of the Manila Traffic and Parking Bureau (MTPB), in pursuit of high quality standards of service, do hereby pledge to commit ourselves to:

Maintain excellence and competence in performing our mandate to enforce all traffic laws, ordinances and rules and regulations on traffic and parking in the City of Manila;

Take the lead and serve the public by putting God First and Duty above self.

Provide productive, efficient and responsive service to the public.

Be model public servants that will serve as an example for others to emulate.



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MANILA TRAFFIC AND PARKING BUREAU

**OVR/LICENSE REDEMPTION
TRAFFIC ADJUDICATION
TRAFFIC/PARKING ASSISTANCE
OVERNIGHT PARKING PERMIT
TRICYCLE PERMIT TO OPERATE
CENTRAL IMPOUNDING AREA**



OVR / LICENSE REDEPMTION

Release of confiscated driver's licenses due to traffic violation committed by motorists, in accordance with city ordinances, rules and regulations, upon payment of prescribed fines and penalties.

Office or Division:	TRAFFIC OPERATIONS DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Motorist / Driver			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OVR Ticket or AFFIDAVIT OF LOSS in case of lost OVR Ticket		Manila Traffic and Parking Bureau, Manila City Hall		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OVR Ticket for verification at SOA Window	1. Issue SOA	APPENDIX VI Schedule of Fines & Penalties (Ord.8092)	30 minutes to 1 hour per transaction (depending on the volume of clients)	Traffic Aide III
1.1 Pay the corresponding fines / penalties at the Cashier	1.1 Receive payment and issue O.R.			Cashier-City Treasurers Office
1.2 Present O.R. to the Releasing Window	1.2 Release of Driver's License			Administrative Aide I
TOTAL			1 hour	



TRAFFIC ADJUDICATION

Act on all complaints / contests on apprehension / citation.

Office or Division:		TRAFFIC OPERATIONS DIVISION		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Motorist / Driver		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form		Traffic Adjudication Section, MTPB, Manila City Hall		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Complaint Form and attach photocopy of OVR Ticket	1. Schedule of Hearing	None	Filing: 10-15 minutes Schedule: after 1week	Traffic Aide III
2. Hearing	2. Adjudicate	None	Hearing: 10-20 minutes	Attorney IV
3. Pay the penalty if applicable	3. Editing / Releasing	APPENDIX VI Schedule of Fines & Penalties (Ord.8092)	20-30 minutes	Administrative Aide I
TOTAL			1 hour and 15 minutes	



TRAFFIC / PARKING ASSISTANCE

Act on all requests and complaints received relevant to traffic and/or parking, including assistance during special activities and the like, towing/clamping operation and any other action thereafter

Office or Division:	TRAFFIC OPERATIONS DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request and/or complaint or Fill-up a request/complaint form		Front desk, MTPB, Manila City Hall		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the request/complaint letter or fill-up an complaint from at the Frontdesk	1. Receive the request/complaints 1.1 Endorse request/complaint received to Officer/Person in charge 1.2 Submit report of action taken and feedback to requesting party	None	Filing: 10-15 minutes 1-2 days	Administrative Aide Officer-In-Charge /Director
TOTAL		None	2 days and 15 minutes	



OVERNIGHT PARKING PERMIT

Overnight parking permit to vehicle owner to use street, sidewalk or public place or in front of their houses and places of business as a private garage of parking space.

Office or Division:	PARKING MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overnight Parking Permit Form Barangay Clearance Photocopy of Vehicle O.R./C.R.		Overnight Parking Permit Section Barangay		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Overnight Parking Permit Form	1. Validate the requirement and verify the records of the applicant	Application Form Php15.00 (City Ord. 7773 Sec.32)	20-30 mins.	Security Guard I
1.1 Submit the same with the Barangay Clearance and photocopy of O.R./C.R.	1.1 Issue a SOA for payment			Traffic Aide III
1.2 Pay the corresponding fees	1.2. Received payment & issue O.R.	*Cars/Jeepney Php300/Qtr *Buses/Trucks Php450/Qtr *Container vans/trailer Php20/day (City Ord. 7773 Sec.32)		Cashier-City Treasurers Office
1.3 Present O.R. of payment tendered	1.3 Release Overnight Parking Permit			Parking Aide III
TOTAL			30 minutes	



TRI-WHEEL PERMIT

Application for “Permit to Operate”

Office or Division:	PARKING MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Operators / Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OR & CR of the vehicle TODA Certification Barangay Clearance Driver's License Picture of the vehicle (front & back) 2x2 Picture of the vehicle owner Cedula (Original)		Manila Traffic and Parking Bureau, Manila City Hall		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the three (3) application forms: -Mayor's Permit Form -Driver's Application Form -Affidavit of Ownership	1. Check the entries in the forms and requirements submitted		30 minutes-1 hour	Administrative Aide VI Parking Aide III
2. Proceed to Assessment Section for Verification	2. Verify the requirements/documents		4-5 minutes	Administrative Aide I
3. Proceed to Computerization Section for encoding of transaction details	3. Encoding of the details prior to issuance of Statement of Account		3 minutes	Administrative Aide IV Executive Assistant III
4. Pay the corresponding Fees	4. Received payment & issue official receipt	Fees – 565.00 Plate – 300.00 Sticker-100.00	1-2 minutes	Cashier-City Treasurer's Office
5. Proceed to Releasing	1.5 Release of Permit		40 minutes–1 hour	Administrative Aide VI Parking Aide III
TOTAL		965.00	2 hours and 10 minutes	



CENTRAL IMPOUNDING AREA

Custody of towed vehicles and accepts payment for the release of tire-clamped vehicles

Office or Division:	TRAFFIC OPERATIONS DIVISION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Motorists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Towed or Clamped vehicles Driver's License		Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Notice of Towed/Clamped Vehicle Driver's License	1. Verify the vehicle from the Impounding Record Book		10-20 minutes	Administrative Aide I
1.1 Pay the corresponding towing/clamping fee	1.1 Received payment & issue official receipt for releasing	Sec.146, Ord.8092 Sec. 3, Ord. 8092		Traffic Aide III
1.2 Present O.R. at the Releasing	1.2 Process the Releasing of Towed/Clamped vehicles			Traffic Aide III
TOTAL			20 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	MTPB Hotline (02)527-9860 MTPB Facebook Page MTPB email address
How feedbacks are processed	Evaluate and validate feedbacks received then submit report of action taken to office/person concerned
How to file a complaint	Submit letter of complaint or fill-up the Complaint/Suggestion at the Front Desk
How complaints are processed	Collect and review info/data received, verify the complaint/requests by communicating with the complainant, act on complaint/request and submit report of action taken
Contact Information of CCB, PCC, ARTA	MTPB: (02)8527-9680 Facebook: Manila Traffic and Parking Bureau-MTPB Email: mtpbmanilacityhall@gmail.com PCC: 8888 CCB: 0908 881-6565 (SMS) ARTA: complaints@arta.gov.ph : 1-ARTA (2782)

VI. List of Offices

Office	Address	Contact Information
Manila Traffic and Parking Bureau	Rm353 3 rd floor Manila City Hall Bldg. Arroceros Street Ermita, Manila	<ul style="list-style-type: none"> • Tel. No. 8527-9860 • Facebook Page: Manila Traffic and Parking Bureau-MTPB • Email Address: mtpbmanilacityhall@gmail.com