



**MTMB OFFICE**  
**Administrative Division**



## 1. Issuance of Traffic Clearance for Trucks passing through Alabang Viaduct

The Traffic Clearance are issued to business truck owners to affirm that their truck can pass through Alabang Viaduct in accordance to City Ordinance 11-022

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business			
<b>Who may Avail:</b>	Truck Company Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Traffic clearance request form Updated photocopy OR/CR		MTMB Office		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Traffic clearance request form with attached updated photocopy of OR/CR in the counter	1. Accept the said requirements for checking and preparation of Order of payment	6 wheels=P 150.00 per quarter 8 wheels and above = P 250.00 per quarter	1 minute	Melanie Espeleta
	2. Payment of required fees/ Issuance of Official receipt		1 minute	Raquel Dol
	3. Preparation of Traffic Clearance		1 minute	Jasmin Racsá
	4. Recording and Releasing		1 minute	Cecila Abella
		<b>TOTAL</b>	<b>3 minutes</b>	



## 2. Issuance of Traffic Clearance for the purpose of securing Business Permit such as Junkshop, Vulcanizing, Auto & Motor repair shop, Transport Group ((Accreditation/Renewal and the likes (as per City Ordinance No. 09-89)

The Traffic Clearance for the purpose of securing business permit are issued to business owners to affirm that their business is in accordance to the City Ordinance 09-089

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business			
<b>Who may Avail:</b>	Business Establishment Company Transport Group			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Traffic clearance request form ESC Clearance Brgy. Clearance Sketch/Location of business		BPLO Office ESC Office Barangay Hall (where the business is located)		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Traffic clearance request form with checklist of requirements	1 .Verification of the completeness of requirements		1 minute	Michael Legaspi
	2. Schedule inspection of the establishment/terminal etc./ Preparation of Report		1 minute	Michael Legaspi
	3. Preparation of Traffic Clearance and Order of Payment		2 minutes	Daisy Lasang
	4. Payment/Issuance of OR		1 minute	Raquel Dol
	5. Recording and Releasing		1 minute	Cecilia Abella
		TOTAL	6 minute	



### 3. Redemption of Confiscated Driver's License, Car plate and other related Document

The Redemption of confiscated driver's license, car plate and other related document states that the client already pay his/her fine and penalty in accordance to the Metro Manila Harmonized Fine & Penalties City Ordinance No. 15-135

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ordinance Violation Receipt updated photocopy of OR/CR valid Government ID				
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Ordinance Violation Receipt (OVR) -in case of loss: Affidavit of Loss -if involved in an accident PNP Certification	1. Receive OVR/Assessment of Violation/fine/penalties and Issuance of Order of Payment		1 minute	Melanie Espeleta
	2. Payment and Issuance of Official Receipt	Based on the Metro Manila Harmonized Fine & Penalties City ordinance No. 15-135	1 minute	
	3. Retrieval of driver's license/car plate or other related documents		2 minutes	Luzviminda Talaman
	4. Recording and releasing		1 minute	Cecilia Abella
		<b>TOTAL</b>	<b>5 minute</b>	



#### 4. Motorcycle Escort Assistant (Motorcade, Funeral and Other Special Occasions)

Motorcycle Unit is given a tasking for guiding traffic or conveying cars.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Escort Assistance				
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request	1. Receive Letter of Request		1 minute	Mark Anthony Casilag
	2. Evaluation / Verification of the information / Scheduling & Preparation of tasking to Motorcycle Unit		2 minutes	Cristoper Rabino
		<b>TOTAL</b>	3 minutes	



# **MTMB OFFICE**

## **Engineering Division**



**5. Issuance of Traffic Clearance for Private Transport Groups to move equipment and/or load with excessive weight, width or height (In consonance with the City Ordinance No. 04-022, Sec. 22, Sec. 92 – Muntinlupa Traffic Code and as per City Ordinance No. 09-89)**

The Traffic Clearance for Private Transport Groups to move equipment and/or load with excessive weight, width or height are issued to Private Transport Groups to affirm that their business is in accordance to the City Ordinance 09-089.

<b>Office or Division:</b>	Traffic Engineering Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business			
<b>Who may Avail:</b>	Company Transport Groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Chief, MTMB Photocopy of OR/CR Business Permit				
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request, Photocopy of OR/CR and Business Permit	1. Verification of the completeness of requirements		1 minute	Jean Raymund Barbosa / Lawrence Vincent Saved a
	2. Preparation of Traffic Clearance		2 minutes	Jean Raymund Barbosa/Lawrence Vincent Savedia
	3. Preparation of Order of Payment		1 minute	Melanie Espeleta
	4. Payment/Issuance of OR		1 minute	Raquel Dol
	5. Recording and Releasing		1 minute	Jean Raymund Barbosa/Lawrence Vincent Savedia
		<b>TOTAL</b>	<b>6 minutes</b>	



## 6. Issuance of Traffic Clearance for Water Service Connection (as per City Ordinance No. 09-89)

The Traffic Clearance for Water Service Connection to Companies and Contractors to affirm that their business is in accordance to the City Ordinance 09-089.

<b>Office or Division:</b>	Traffic Engineering Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business			
<b>Who may Avail:</b>	Company Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Chief, MTMB ESC Clearance Barangay Clearance Community Tax Certificate Application from Maynilad Water Services, Inc.		ESC Office Barangay Hall (where the business is located) City Treasurer's Office Maynilad Water Services, Inc.		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request, with the checklist of requirements	1. Verification of the completeness of requirements		2 minute	Jean Raymund Barbosa / Lawrence Vincent Savedia
	2. Setting inspection schedule of the site location		5 minutes	Jean Raymund Barbosa / Lawrence Vincent Savedia
	3. Inspection of Site Location		1 hour	Jonathan Santos
	4. Preparation of Traffic Clearance		1 minute	Jean Raymund Barbosa / Lawrence Vincent Savedia
	5. Preparation of Order of Payment		1 minute	Melanie Espeleta
	6. Payment/Issuance of OR		1 minute	Raquel Dol
	7. Recording and Releasing		1 minute	Jean Raymund Barbosa / Lawrence Vincent Savedia
		<b>TOTAL</b>	<b>1 hour and 11 minutes</b>	





## 7. Issuance of Traffic Clearance for Installation and Excavation Projects (as per City Ordinance No. 09-89)

The Traffic Clearance for Installation and Excavation Projects to Companies and Contractors to affirm that their business is in accordance to the City Ordinance 09-089.

<b>Office or Division:</b>	Traffic Engineering Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business			
<b>Who may Avail:</b>	Company Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request addressed to the Chief, MTMB ESC Clearance Barangay Clearance Business Permit Sketch/Location Plan Traffic Impact Assessment Plan* Provision of Flagmen/Signal Men* Certification from City Engineering Office* (later) DPWH Clearance*  *additional requirements for Excavation Projects in National Road / Maharlika Road only		ESC Office Barangay Hall (where the business is located)          Office of the City Engineer		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request, with the checklist of requirements	1. Verification of the completeness of requirements		2 minute	Jean Raymund Barbosa/Lawrence Vincent SAVEDIA
	2. Setting inspection schedule of the site location		5 minutes	Jean Raymund Barbosa/Lawrence Vincent SAVEDIA
	3. Inspection of Site Location		1 hour	Jonathan Santos

	4. Preparation of Traffic Clearance		1 minute	Jean Raymund Barbosa/Lawrence Vincent Savedia
	5. Preparation of Order of Payment		1 minute	Melanie Espeleta
	6. Payment/Issuance of OR		1 minute	Raquel Dol
	7. Recording and Releasing		1 minute	Jean Raymund Barbosa/Lawrence Vincent Savedia
		TOTAL	1 hour and 11 minutes	



# **MTMB OFFICE**

## **Traffic Regulatory Unit**



## 8. Issuance of Muntinlupa Tricycle Operator's Permit and Franchise

The Muntinlupa Tricycle Operator's Permit are issued to Muntinlupa Tricycle Operators in accordance to City Ordinance 96-66.

<b>Office or Division:</b>	Tricycle Regulatory Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business			
<b>Who may Avail:</b>	Muntinlupa Tricycle Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Mayor's Tricycle Operators Permit MTOP (Original Copy) Latest TRU Franchise (Original Copy) Latest Inspection Report (Original Copy) Official Receipt of Motor OR (Xerox Copy) Certificate of Registration CR (Xerox Copy) Latest TODA Certification (Original Copy) Insurance (Third Party Liability) Voter's ID/ COMELEC Certificate (Xerox Copy) Latest Barangay Business Permit for Tricycle (Original Copy) Tricycle Unit Homeowners Association Certificate (if the route is inside the village or subdivision) Fare Matrix (Xerox Copy)		TODA Barangay Hall Homeowners Association		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Complete requirement.	1. Accept the said requirements for checking and preparation of Order of payment	P 450.00	2 minutes	Marian G. Padilla

	2. Payment of required fees/ Issuance of Official receipt		1 minute	Rowell John A. Trozado
	3. Assessment		2 minutes	Cesar D. Argana Jr.
	4. Billing		1 minute	Grace L. Oafallas
	5. Releasing		2 minutes	Charina Grimaldo
		TOTAL	8 minutes	



## 9. Redemption of Confiscated Driver's License, motor vehicle plate and other related Document

The Redemption of confiscated driver's license, car plate and other related document states that the client already pay his/her fine and penalty in accordance to Muntinlupa City Ordinance 96-66.

<b>Office or Division:</b>	Tricycle Regulatory Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ordinance Violation Receipt updated photocopy of OR/CR valid Government ID				
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Tricycle Citation Ticket CTC.  -in case of loss: Affidavit of Loss -if involved in an accident PNP Certification	1. Receive CTC/Assessment of Violation/fine/penalties and Issuance of Order of Payment		1 minute	Marian G. Padilla
	2. Payment and Issuance of Official Receipt	Based on Muntinlupa City Ordinance No. 96-66	1 minute	Rowell John A. Trozado
	3. Retrieval of driver's license/car plate or other related documents		2 minutes	Charina Grimaldo
	4. Recording and releasing		1 minute	Charina Grimaldo
		<b>TOTAL</b>	<b>5 minutes</b>	



# **MTMB OFFICE**

## **Education Division**



## 10. Procedure in Filling a Complaints

It is done if a client or a traffic violator has a complaint, concern or issue to a certain traffic enforcer or traffic incident which can be resolve by filling a complaint letter, providing that there is time, place and the personnel involved.

<b>Office or Division:</b>	Education Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask assistance from the information desk	MTMB Investigates/Discuss the violation to the complainant		10 minutes	Frich John Borcena/ Roberto Castro
2. Fill up complaint letter form	Complainant will comply with the prescribed fee or complainant elevates his/her complaint/s to Traffic Adjudication Board		10 mins	Frich John Borcena/ Roberto Castro
		<b>TOTAL</b>	20 minutes	





## 11. Procedure in Traffic Adjudication Board

It is done when a raise concern is not settled in the MTMB Office and needed more legal explanation, the client and the person involved should facing the Traffic adjudication board.

<b>Office or Division:</b>	Education Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	MTMB shall give TAB referral if the said incident needed more legal explanation.		2 mins	Frich John Borcena/ Roberto Castro
	Conducts Hearing Resolve complaint Requires complainant prescribed fee or extinguished violation/s.			Traffic Adjudication Board
	Complainant pays the prescribed fee at MTMB Office or MTMB shall release License based on TAB resolution		3 mins	Raquel Dol
		<b>TOTAL</b>	<b>5 minutes</b>	