



Complaints against erring Public Utility Driver

ABOUT THE SERVICE

The Traffic Adjudication Board, created by Ordinance No. 93-049 or the Transport and Traffic Code of the City of Naga, is the venue for complaints against erring trimobile drivers.

Department / Office:		PUBLIC SAFETY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Name and address of the trimobile driver/operator 		<ul style="list-style-type: none"> The name and address of the driver are on the Driver's ID. Information about the operator and the trimobile registration number are painted on the vehicle's body. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant looks for the assigned clerk and presents his / her complaint.	2. Clerk interviews the complainant to verify the name and address of the trimobile driver/operator.	P	10 minutes	RENNE F. GUMBA CGDH I PSO Head EDITA O. BETEVARA Administrative Aide I (Casual)
3. Complainant is asked to sign the same; and is informed of the date and time of hearing or mediation.	4. Clerk prepares the complaint in written form.		3 minutes	ROLANDO S. FRANCIA Administrative Aide I (Casual) EDITA O. BETEVARA Administrative Aide I (Casual)
	5. Clerk issues a copy of the complaint form to COMCEN to disseminate to a traffic enforcer thru radio/phone to apprehend the driver concerned.		2 minutes	ROLANDO S. FRANCIA Administrative Aide I (Casual) EDITA O. BETEVARA Administrative Aide I (Casual)
6. Complainant returns to the PSO on the date and time set for the hearing and investigation.	7. The PSO conducts the hearing and investigation in the presence of the complainant and trimobile		15 - 30 minutes	RENNE F. GUMBA CGDH I PSO Head EDITA O. BETEVARA



	driver / operator. He renders a decision afterwards.			Administrative Aide I (Casual)
TOTAL		P	50 minutes	

PUBLIC SAFETY OFFICE

G/F Roco Library Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

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