



IRIGA CITY CENTRAL TERMINAL

EXTERNAL SERVICES



1. COLLECTION OF MONTHLY RENTALS

All Booking Offices & Stall occupants pay their monthly rentals on or before the 20th day of the month. Penalties / interests is charged when payment is made after due date.

Office or Division:	Office of the City Central Terminal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Booking Offices / Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment / Billing		ICCT Cashier at the Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the reflected amount on the billing statement / order of payment.	1. Accept the payment. 1.1 Issue Official Receipt reflecting the amount paid.	Stalls: 875.00; 1,000.00; 1,250.00 1,700.00 3,350.00 Booking Office: 1,200.00 1,300.00 1,350.00	1 minute	<i>Local Treasury Operation Officer /</i> (Office of the Iriga City Central Terminal)
TOTAL			1 Minute	



2. COLLECTION OF PARKING FEES & ISSUANCE OF CASH TICKETS

All Public Utility Vehicles (PUV) parking at the Iriga City Central Terminal is issued a Cash Ticket corresponding to the terminal parking fees before departure.

Office or Division:	Office of the City Central Terminal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Driver / Conductor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PUV's body / plate no. must be included / listed at the dispatcher's log book / bulletin board.		At the dispatcher's table		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Park the PUV at the designated departure area	1. Check on the list for the order of departure.	None	1 minute	<i>Administrative Aide I / Administrative Aide III</i> (Office of the Iriga City Central Terminal)
2. Pay the required parking fee	2. Accept the payment 2.1 Issue cash tickets corresponding to the required amount. 2.2 Timer starts Bus-15 mins. Jeepney-15 mins. Multicab-2 mins. Filcab- 30 mins. (after 3 passengers)	Bus-30.00 Filcab- 30.00 Jeepney- 15.00 Multicab- 8.00	1 minute (plus maximum of 30 mins.)	<i>Administrative Aide I / Administrative Aide III</i> (Office of the Iriga City Central Terminal)
3. Prepare to leave the Parking Area	3. Dispatch the PUV at the parking area 3.1 Call for the next PUV in line	None		<i>Administrative Aide I / Administrative Aide III</i> (Office of the Iriga City Central Terminal)
TOTAL			2 Minutes	

3. ISSUANCE OF CERTIFICATIONS TO PUVs



Certification is issued to all ICCT registered Public Utility Vehicles (PUV) for their renewal of LTFRB Franchise and other legal purposes.

Office or Division:	Office of the City Central Terminal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Operator / Driver / Conductor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of OR / CR		1. Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Give the log book to the client	None	1 minute	<i>Administrative Aide I</i> (Office of the Iriga City Central Terminal)
2. Submit the required documents for verification	2. Receive the required documents and check for completeness 2.1 Issue order of payment 2.2 Start processing the request	None	2 minutes	<i>Administrative Aide I</i> (Office of the Iriga City Central Terminal)
3. Pay the required fees at the cashier, ICCT Administration Office	3. Accept the payment 3.1 Issue Official Receipt reflecting the amount paid	100.00	1 minute	<i>Local Treasury Operation Officer I</i> (Office of the Iriga City Central Terminal)
4. Wait for the preparation and release of ICCT certification/s	4. Prepare certification/s 4.1 ICCT Chief Executive Officer signs the certification/s 4.2 Release the certification/s	None	6 minutes	<i>Statistician Aide</i> (Office of the Iriga City Central Terminal) <i>Chief Executive Officer</i> (Office of the Iriga City Central Terminal)
TOTAL		P100.00	10 Minutes	

4. ISSUANCE OF CLEARANCE FOR ANNUAL RENEWAL OF BUSINESS PERMIT



Stakeholders, Booking Offices, Stall occupants seek clearances for the annual renewal of Business Permits and other purposes.

Office or Division:	Office of the City Central Terminal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Stakeholders, Booking Offices, Stall Occupants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of the latest payment of rentals and other fees		1. ICCT Cashier at the Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Give the log book to the client	None	1 minute	<i>Administrative Aide I</i> (Office of the Iriga City Central Terminal)
2. Pay the required fees at the cashier, ICCT Administration Office	2. Accept the payment 2.1 Issue Official Receipt reflecting the amount paid	100.00	1 minute	<i>Local Treasury Operation Officer I</i> (Office of the Iriga City Central Terminal)
3. Wait for the preparation and release of ICCT clearance	3. Prepare clearance/s 3.1 ICCT Chief Executive Officer signs the clearance/s 3.2 Release the clearance/s	None	6 minutes	<i>Statistician Aide</i> (Office of the Iriga City Central Terminal) <i>Chief Executive Officer</i> (Office of the Iriga City Central Terminal)
	TOTAL		8 Minutes	

5. ISSUANCE OF IDENTIFICATION CARDS

Dispatchers are required to wear their prescribe IDs while performing their duties within the City Central Terminal premises.



Office or Division:	Office of the City Central Terminal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	ICCT Dispatchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Respective barangay		
2. Community Tax Certificate		Respective barangay / City Treasurer's Office		
3. 1 pc 1 x 1 picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Give the log book to the client	None	1 minute	<i>Statistician Aide</i> (Office of the Iriga City Central Terminal)
2. Submit the required documents for verification	2. Receive the required documents and check for completeness 2.1 Issue order of payment 2.2 Start processing the request	None	3 minutes	<i>Statistician Aide</i> (Office of the Iriga City Central Terminal)
3. Pay the required fees at the cashier, ICCT Administration Office	3. Accept the payment	100.00	1 minute	<i>Local Treasury Operation Officer I</i> (Office of the Iriga City Central Terminal)
4. Wait for the preparation and release of ID card	4. Prepare ID card 4.1 ICCT Chief Executive Officer signs the ID 4.2 Release the ID card	None	10 minutes	<i>Statistician Aide</i> (Office of the Iriga City Central Terminal) <i>Chief Executive Officer</i> (Office of the Iriga City Central Terminal)
TOTAL			15 Minutes	

6. ISSUANCE OF REGISTRATION STICKERS

Local routes Public Utility Vehicles (PUV) regularly parking at the Iriga City Central Terminal must be ICCT registered. Purposely for the monitoring of LTFRB franchised and legally documented PUVs plying Iriga City.



Office or Division:	Office of the City Central Terminal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Operator / Driver / Conductor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical presence of the PUV unit		1. Operator/driver /conductor		
2. Original & photocopy of OR / CR		2.Land Transportation Office (LTO)		
3. Original & photocopy of the Certificate of Public Conveyance (CPC)		3.Land Transportation Franchising & Regulatory Board (LTFRB) Office		
4. Original copy of Deed of Sale (as need arises)		4.Copy of the buyer/operator		
5. Original copy of Franchise (asneed arises)		5.Land Transportation Franchising & Regulatory Boad (LTFRB) Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Give the log book to the client	None	1 minute	<i>Administrative Aide I (Office of the Iriga City Central Terminal)</i>
2. Submit the required documents for verification	2.Receive the required documents and check for completeness 2.1 Issue order of payment 2.2 Start processing the request	None	5 minutes	<i>Administrative Aide I (Office of the Iriga City Central Terminal)</i>
3. Pay the required fees at the cashier, ICCT Administration Office	3.Accept the payment 3.1 Issue Official Receipt reflecting the amount paid	50.00	1 minute	<i>Local Treasury Operation Officer I (Office of the Iriga City Central Terminal)</i>
4. Wait for the preparation and release of ICCT Registration Sticker	4.Prepare registration sticker/s 4.1 ICCT Chief Executive Officer signs the sticker 4.2 Release the sticker	None	10 minutes	<i>Statistician Aide (Office of the Iriga City Central Terminal) Chief Executive Officer (Office of the Iriga City Central Terminal)</i>
TOTAL			15 Minutes	

7. PROVIDE PARKING SPACE FOR ALL PUV's

Parking of Public Utility Vehicles (PUV) entering the Iriga City Central Terminal is on a first come - first serve basis. A space is provided for them until their scheduled departure.



Office or Division:	Office of the City Central Terminal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Driver / Conductor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical presence of the PUV / unit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PUVs enter the City Central Terminal premises	1. Let the PUVs park at their designated space	None	5 minutes	<i>Administrative Aide I Administrative Aide III (Office of the Iriga City Central Terminal)</i>
2. Approach the dispatching table for enlistment.	2. List the PUV Body / Plate Number at the log book / board for the order of departure	None	1 minute	<i>Administrative Aide I Administrative Aide III (Office of the Iriga City Central Terminal)</i>
TOTAL		None	6 Minutes	