



BORONGAN CITY TRANSPORT TERMINAL OFFICE

I. MANDATE

To implement the provisions of the City Ordinance no.68, series of 2009 and the other city ordinances related to the operation of Land Transport Terminal

II. VISION:

Quality Transport services and system to support the growth of the City Government of Borongan.

III. MISSION:

To provide strategic transport planning regulatory and customer service to ensure safe, efficient and sustainable transport systems which meet community needs and support City Government goals for the economic and social development.

CORE VALUES:

The BCTT is committed to delivering quality public service consistent with the public sector values, principles and standards of conduct.

- ❖ Professionalism
- ❖ Hardworking
- ❖ Integrity
- ❖ Innovation
- ❖ Efficiency
- ❖ Transparency and accountability

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1. VEHICLE CLEARANCE

Office or Division:	Borongan City Transport Terminal			
Classification:	Simple			
Type of Transaction:	Government – to - Citizen			
Who my avail:	Public Utility Vehicle Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the following: 1. CPC (Certificate of Public convenience) 2. Official Registration 3. Certificate of Registration		LTFRB		
4. Old Business Permit		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the Frontline.	Check the completeness of documentary requirements.	none	2minutes	Rosalyn Solidon
	UV data base Verification	none	1 minute	Ryan Jube Arago Rosalyn Solidon
2. Present approved requirements for printing of Vehicle Clearance.	Generate / Print Vehicle Clearance for approval of the BCTT OIC-CGDH.	none	2minutes	Ryan Jube Arago
aim Vehicle Clearance at the frontline.	Issue Vehicle Clearance and log transaction	None	1 minutes	Rica Jean Grande

2. STALL OWNER CERTIFICATION

Office or Division:	Borongan City Transport Terminal			
Classification:	Simple			
Type of Transaction:	Government – to - Citizen			
Who my avail:	Borongan City Transport Terminal Stall owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the following: 1. Contract of Lease 2. O.R. of the latest Rental Payment		BCTT Admin. Section		
		BCTT Finance Section		
3. Old Business Permit		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the Frontline.	Check the completeness of documentary requirements.	none	2minutes	Rosalyn Solidon Rica Jean Grande
2. Present approved requirements for printing of Certification.	Generate / Print Stall owner certification for approval of the BCTT OIC-CGDH.	none	2minutes	Ryan Jube Arago
3. Claim Stall owner Certification at the frontline.	Issue Stall Owner Certification and log transaction	None	1 minutes	Rebecca Nivaliza Shayne Rizza Perla Basilga

3. COLLECTION OF FEES

3.1 Terminal Fees for Public Utility Vehicles

Office or Division:	Borongan City Transport Terminal			
Classification:	Simple			
Type of Transaction:	Government – to - Citizen			
Who my avail:	Public Utility Vehicles Operators/Drivers using the Borongan City Transport Terminal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present vehicle plate number, kind of vehicle and schedule time of departure	Issue Official receipt.	Route within the province of Eastern Samar Multicab - 30.00 Jeepney - 100.00 Vans - 100.00 Bus - 150.00	1 minute	Ernesto Anacio Antonino Gerna Rolando Anabaab Raymundo Anacta Melanio Batinga
		Other destination outside province of Eastern Samar Van - 150.00 Bus - 200.00	1 minute	Ernesto Anacio Antonino Gerna Rolando Anabaab Raymundo Anacta Melanio Batinga
		Bound for Manila and outside region VIII Bus - 750.00	1 minute	Jocel Nable
		Passing Through the Terminal Van - 20.00 Bus - 40.00		Dario Peñaranda Jeroel Aquino
2. Present Official Receipt at the BCTT Checkpoint.	Record Official receipt.	None	30 seconds	Romulo Oculam Benjamin Alde Donald Obina Joey Nivaliza Dennis Ador

1. COLLECTION OF FEES

3.2 Terminal Fees for Motorized Tricycle for hire

Office or Division:	Borongan City Transport Terminal			
Classification:				
Type of Transaction:	Government – to - Citizen			
Who my avail:	Operators/Drivers of Motorized tricycle for hire using the Borongan City Tricycle Terminal.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present vehicle plate number and schedule time of departure.	Issue cash ticket.	Php 3.00	30 seconds	Lucino Celada Rolando Año Tirso Balanay Rey Afable
2. Present Official Receipt at the BCTT Checkpoint.	Check and Inspect issued cash Ticket	None	30 seconds	Alden Amasa Niel Daryl Ramirez Aldin Borata Mark Lester Loreto Lemuel Cabato Norman Busa Joven Sanica

2. COLLECTION OF FEES

3.3 Pay Parking Area

Office or Division:	Borongan City Transport Terminal			
Classification:	Simple			
Type of Transaction:	Government – to - Citizen			
Who my avail:	Operators/Drivers of Trucks, Panels, enclosed vans and Multicab parked and or using the Pay Parking Area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present vehicle plate number and kind of Vehicle	Issue Official Receipt.	Ten Wheelers and up – 75.00 Trucks, enclosed van and panels – 50.00 Vans, Jeepneys and multicab – 20.00 Overnight parking – 150.	30 seconds	Eleazer Viñas Arvin Cepeda

3. COLLECTION OF FEES

3.4 Rentals Fee

Office or Division:	Borongan City Transport Terminal			
Classification:	Simple			
Type of Transaction:	Government – to - Citizen			
Who my avail:	Borongan City Transport Commercial / Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous Official receipt	Issue Official receipt.	400.00/square meter – ground floor comm. Spaces 350.00/square meter – for sari-sari store 350.00/square meter – 2 nd floor	3 minute	Felicitio Balbin Delmar Araba Lita Guimba

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish feedback form available in the frontline Table and drop at the drop box, provided for you.
How feedbacks are processed	Talk to our officer of the day so your concern will immediately be attended by the concern office or employee.
How to file a complaint	Submit a written complain to our officer of the day or the Head of Office.
How complaints are processed	Talk to our officer of the day or to the Head of Office so your concern will immediately be attended by the concern office or employee.
Contact Information of CCB, PCC, ARTA	