



LAND TRANSPORTATION OFFICE

Citizen's Charter 2019
3rd Edition



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MESSAGE



Warmest greetings from the Land Transportation Office.

It is with pleasure that we, in the LTO, present to you the LTO Citizen's Charter.

This Document manifests our commitment to be a responsive government organization, that provides relevant, modern, technology-based, sustainable and inclusive land transportation services. We do this to ensure safety along the country's roads, and to empower you, the citizens, through our mandated tasks, to lead quality lives and thus, contribute in nation-building.

The Citizen's Charter defines the mandate of the Agency, the procedures, timelines and offices in-charge of the various transaction.

It serves as a guide for both LTO employees and the public.

For the employees, it standardizes operational procedures, to make employee actions directed, and thus more efficient and effective.

More importantly, it functions as a tool to inform the public of LTO's basic services and transaction details.

It is our hope that you will find this Manual useful and informative.


EDGAR C. GALVANTE
Assistant Secretary

MESSAGE



The Land Transportation Office (LTO), under the Administration of President Rodrigo Roa Duterte, has been undergoing transformation.

Systems and procedures, policies and activities are continuously being assessed for responsiveness and relevance to the clients' needs. Those found to be sound and efficient are kept. Outdated, ineffective, and non-responsive endeavours are being removed. Replaced, and/or improved to uplift the quality of services.

The passage into law of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act reaffirms LTO's commitment in providing services with integrity, transparency, effectiveness, and expeditious delivery.

This commitment is embodied in the 2019 Citizen's Charter.

We, at the LTO, hope that you, our stakeholders, will find this document useful and informative.

ATTY. ROMEO G. VERA CRUZ
Executive Director
Chairman, ARTA (EODB-EGSD) Committee



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2019 CITIZEN'S CHARTER

Mandate

The Land Transportation Office (LTO), a sectoral agency of the Department of Transportation (DOTr) by virtue of Executive Order (E.O.) No. 125 and 125A dated 13 April 1987 and E.O. No. 226 dated 25 July 1987, is tasked to register motor vehicles, issue driver's/conductor's licenses and permits, enforce transportation laws, rules and regulations and adjudicate apprehension cases.

Vision

A frontline agency showcasing fast and efficient public service for a progressive land transport sector.

Mission

Rationalize the land transport services and facilities to effectively implement the various land transportation laws, rules and regulations.

Service Pledge

We commit to:

- Register roadworthy and emission compliant motor vehicles
- Issue driver's/conductor's licenses and permits to qualified applicants
- Put order on the road through proper enforcement of land transportation laws, rules and regulations
- Attend to all clients who are within LTO office premises prior to the end of official working hours and during noon breaks
- Serve the public with utmost courtesy and respect
- Do the above for our country and for the Glory of God.



12 THINGS TO KNOW ABOUT EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018

- 1. Prescribed Processing Time** – All government agencies, national or local, Government Owned and Controlled Corporations (GOCCs), government instrumentalities located in the Philippines or abroad shall comply with prescribed processing time as follows:
 - 3 working days – Simple Transactions
 - 7 working days – Complex Transactions
 - 20 working days – Highly Technical Transactions
- 2. Streamlined Procedures for the Issuance of Local Business Licenses, Clearances, Permits, or Authorizations**
 - Unified Business Application Form
 - Establishment of Business One Stop Shop (BOSS)
 - Automation of Business Permits and Licenses (LGUs)
 - Barangay clearances and permits are now issued at the city or municipality
- 3. Streamlined Procedures for Securing Fire Clearances and Certificates**
 - Bureau of Fire Protection officials and employees are not allowed to sell, offer or recommend specific brands of fire extinguishers and other fire safety equipment.
 - Issuance of fire safety evaluation clearance (FSEC), Fire Safety Inspection Clearance, and Certification of Fire Incident (CFI) are now streamlined.
 - BFP shall now be co-located in the Business One Stop Shop (BOSS) or area designated by the city/municipality.
- 4. Automatic Approval** – In case an agency fails to approve or disapprove an original application within the prescribed processing time, the said application shall be deemed approved.
- 5. Citizen's Charter** – All government agencies shall set up current and updated Citizen's Charter to indicate in detail the:
 - Checklist of requirements for each type of application or request
 - Person/s responsible for each step
 - Maximum time to complete the process
 - Procedure for filing complaints
 - Amount of fees (*if necessary*)
 - Procedure to obtain a particular service
- 6. Zero Contact Policy** – No contact in any manner with any requesting party concerning an application or request except during submission of documents.



7. **Central Business Portal** – DICT to establish central business portal to receive and capture application data on business-related transactions, and provide links to online registration of national government agencies.
8. **Philippine Business Databank (PBD)** – PBD shall provide NGAs/LGUs access to data and information to verify the validity, existence of business entities. Applicants need not submit the same documentary requirements previously submitted.
9. **Interconnectivity Infrastructure Development** – Processing and approval of licenses, clearances, permits, or authorizations for the installation and operation of telecommunication, broadcast towers, facilities, equipment and service shall be expedited.
10. **Creation of the Anti – Red Tape Authority** – Under the Office of the President (OP), the Anti – Red Tape Authority (ARTA) shall among others:
 - a. Implement and oversee national policy on anti-red tape and ease of doing business and implement reforms to improve competitiveness ranking
 - b. Monitor compliance of agencies and issue notices to erring and non-complying government employees and officials.
 - c. Initiate investigation, *motu proprio*, or upon receipt of a complaint, or file cases for violations.
 - d. Review proposed major regulations of government agencies, using submitted regulatory impact assessments.
11. **Creation of EODB / Anti – Red Tape Advisory Council** – The Ease of Doing Business/Anti – Red Tape Advisory Council shall be a 7-person policy and advisory body, composed of DTI Secretary (Chair), ARTA Director General (Vice-Chair), DOF, DICT, and DILG Secretaries, and two representatives from the private sector, as members.
12. **Penalties** – 2 STRIKE policy for government officials and employees found in violation of EODB/EGSDA.
 - **First Offense** – Administrative liability with six (6) months suspension. Except for fixing or collusion with fixers where the Revised Penal Code shall apply.
 - **Second Offense** – Administrative and criminal liability
 - dismissal from the service
 - perpetual disqualification from holding public office
 - forfeiture of retirement benefits
 - imprisonment of one (1) year to six (6) years
 - fine of not less than P 500,000.00 but not more than P 2,000,000.00

Any person who commits any act such as but not limited to bribery, extortion or malicious solicitation of favor shall be criminally liable and shall be punished under the Revised Penal Code and other special laws.



FOREWORD

One of the thrusts of President Rodrigo Roa Duterte upon his assumption as the Head of the State is to curb graft and corruption in the bureaucracy and ensure easier and convenient delivery of public service to clients/citizens in all government agencies.

In response to the President's pronouncement, the Land Transportation Office has always adhered to the provisions of Republic Act No. 9485 or the Anti-Red Tape Act of 2007 particularly the availability of an updated Citizen's Charter.

As a matter of fact, the LTO Anti-Red Tape Act (ARTA) Committee headed by Executive Director Romeo G. Vera Cruz was reconstituted and started to review, update and streamline the processes of the frontline services of the office way back in January 2018.

In time with the passage of Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB EGSD) mandating all offices and agencies which provide government services, to implement reengineered systems and streamlined processes not only for the frontline services but to include all non-business transactions, the LTO has already amended the exiting Citizen's Charter with the reduction of processing time of some of its frontline services in July 2018.

From there onwards, a series of workshops and consultations with stakeholders and frontline employees were conducted to make the Citizen's Charter broader in scope and more responsive to the requirements of the law. With the coordination of the Citizen's Charter and ARTA Monitoring Sub-committees together with the support of the Regional Focal Persons as well as the frontline users, the 3rd edition of the LTO Citizen's Charter was completed.

The 2019 LTO Citizen's Charter 3rd Edition is more simplified with lesser requirements. Along with this is the availability of comprehensive and uniform checklists of requirements for each type of request and/or application, lesser signatories and processing time. Hence, it is expected that complaints on corruption will further be reduced if not totally eradicated with an end result of improving efficiency of work in all LTO Offices nationwide.

A well-informed client will be shielded from any attempt to of corruption, because "if corruption is a disease, transparency is a central part of its treatment (Kofi Annan)."



CITIZEN'S CHARTER

CHRONOLOGY OF ACTIONS FOR THE LTO CITIZEN'S CHARTER

3RD EDITION AND ACKNOWLEDGEMENT

Republic Act 9485 otherwise known as "Anti-Red Tape Act of 2007" was amended with the signing of Republic Act No. 11032 or An Act of Promoting Ease of Doing Business and Efficient Delivery of Government Services (EODB-EDGS) on May 28, 2018. Even before the approval of RA 11032, Assistant Secretary Edgar C. Galvante has already ordered for the re-engineering and streamlining of all LTO processes to further improve our services to the public.

In line with that commitment, a workshop was conducted to update/revise the LTO Citizen's Charter and to standardize the procedures in the field offices. The activity was held on June 5 to 7, 2018 at Hive Hotel and Convention Place with no less than Asst. Secretary Galvante delivering his message to the participants. It was also on the first day that CSC Director Maria Luisa Salonga-Agamata attended the event as our Resource Speaker. She was very glad that the event coincided with the newly approved law, RA 11032. She discussed the new law to the LTO ARTA Vice Chairman, Team Leaders and members of the sub-committees as well as to the Regional ARTA Focal Persons of the previous LTO ARTA (RA. 9485) Committees.

Pursuant to the implementation of RA No. 11032 or the "Ease of Doing Business and Efficient Service Delivery Act of 2018", the Assistant Secretary reconstituted the on July 02, 2018 the LTO Anti-Red Tape Committee composed of the following:

EXECUTIVE COMMITTEE

Chairman: Executive Director Romeo G. Vera Cruz
Vice Chairman: Maribel T. Salazar
Members: Atty. Esteban M. Baltazar, Jr.
Dir. Francis Ray A. Almora
Atty. Mercy Jane Paras-Leynes
Irenea D. Nueva
Rector C. Antiga
Marie-Jean D. Victorio

SUB-COMMITTEE

A. Monitoring Committee

Team Leader: Marie-Jean D. Victorio
Asst. Team Leader: Baby Anabel V. Endaya
Members: Marcelina C. Hugo
Evelyn Santos
Bernadette A. Familiaran
Marivic Hazel M. Capulong
Ronaldo M. Arcus



Brian Albarillo
Maria Corazon Czarina P. Mahusay

B. Citizen's Charter Committee

Team Leader: Danilo J. Encela
Asst. Team Leader: Emerita O. Soliven
Members: Evangeline S. Salonga
Marriette G. Canlas
Arabelle O. Petilla
Jennifer A. Chagas
Notre Dame Sheper Charity L. Roque

C., Public Assistance and Complaint Committee

Team Leader: Annabella A. Cruz
Asst. Team Leader: Jean Marie Arbis
Members: Jessie A. Saligbon
Eden Mrie B. Anonat
Eileen M Ramos
Ismael L. Luoang

D. Anti-Fixer Committee

Team Leader: Dir. Francis Ray A. Almora
Asst. Team Leader: Col. Rizaldy C. Salimbangon
Members: Roberto Valera
Rogelio Salom
Eliza V. Caguete

E. Facilities Improvement

Team Leader: Nelson Lucas
Asst. Team Leader: Dr. Louie Miranda
Members: Norlito De Castro Ibarra, Jr.
Nilo Ricardo V. Rostata

F. Secretariat

Head Secretariat: Esvimin E. Garcia
Members: Maricris C. Tandoc
Richelle Joyce F. Perucho
Nivette Amber M. Pastorite

G. Regional Focal Persons

Region I: Rosemarie P. Pocsidio
Region II: Emelita Malana
Region III: Paul Tecson
Region IV-A: Christopher A. Batoon
Ma. Victoria Margarita Arellano
Region IV-B: Jocelyn D. Rillo



Region V	Jolima D.J. Daquiera
Region VI	Emmie Marie G. Delos Santos
Region VII	ARD Alita C. Pulga
Region VIII	Maribel E. Bandolon
Region IX	Abdelshan N. Amilassan
Region X	Laila O. Dungog
Region XI	Dianalyn S. Vergara
Region XII	Atty. Maritess Q. Doria
CAR	Rosario Uyaman
CARAGA	Engr. Ramil P. Leones
NCR	Angelina R. Fadriquela

On September 25, 2018, the DTI Competitiveness and Ease of Doing Business Group headed by Asst. Secretary Mary Jean T. Pacheco conducted EODB-EDGS IRR Consultation. This was attended by Ms. Maribel T. Salazar, Vice-Chairman of the ARTA Committee, Ms. Marie-Jean D. Victorio, Team Leader of the Monitoring Committee and Mr. Danilo J. Encela, Team Leader of the Citizen's Charter Committee.

On January 10, 2019, a Memorandum was issued to all Services and Divisions of the Central Office to submit to the Management Division their processes which were not part of the previous Citizen's Charter. There was a set deadline which was January 16, 2019 and the processes shall include non-frontline or back end processes that supports frontline transactions.

On February 26 to March 1, 2019, a Write Shop was conducted in Baguio City by both the Monitoring and Citizen's Charter Committees. Invited as resource persons were officers from the different Regional Offices. They were tasked to review the back-end processes submitted by the different Services and Divisions of the Central Office as well as to think of some ways to streamline the frontline processes. Checklists of requirements for frontline services were reviewed and updated. The following are the participants for this activity:

1. Danilo J. Encela	Team Leader, Citizen's Charter Sub-Com CO
2. Emerita O. Soliven	Asst. Team Leader, CO
3. Arabelle O. Petilla	Member
4. Irene F Mortel	Member
5. Evangeline S. Salonga	Member
6. Ismael L. Luoang	Member
7. Jennifer A. Chagas	Member
8. Marie-Jean D. Victorio	Team Leader, Monitoring Sub-Com, CO
9. Baby Anabel V. Endaya	Asst. Team Leader
10. Marcelina C. Hugo	Member
11. Evelyn A. Santos	Member
12. Anabella A. Cruz	Team Leader- Public Assistance & Complaint Com.
13. Melu Jean C. Galvan	Resource Person CAR



14. Lalaine Ae Sobremonte	Resource Person CAR
15. Amado Gomez	Resource Person R-I
16. Rosemarie P. Pocsidio	Focal Person R-I
17. Clafel M. Mendiola	Resource Person R-II
18. Clarisa Sulit	Resource Person R-IVA
19. Ma. Victoria Margarita Arellano	Focal Person R-IVA
20. Atty. Maritess Q. Doria	Focal Person R-XII
21. Maureen Lause	Resource Person R-VIII
22. Notre Dame Sheper Charity Roque	Technical Secretariat -CO

On May 6, 2019, a Pre-working session on the Citizen's Charter was conducted by the Anti-Red Tape Authority (ARTA) at Dusit Thani Hotel, Makati which was attended by Ms. Marie-Jean Victorio. All the issues and concerns encountered in the implementation of RA 9485 were discussed as well as how surveys were conducted differently by the evaluators/enumerators.

The EODB Technical Working Group continued to review and discuss the processes that can be streamlined, consistent with the directive of the President in his SONA last July 22, 2019.

Upon receipt of the Joint Memorandum Circular No. 2019-001 dated July 17, 2019 together with the Citizen's Charter Template, the TWG held regular meetings to discuss the policy and the new template. The TWG wanted to further review, enhance and streamline the frontline and non-frontline processes.

In order to introduce and adapt the new template required by the ARTA, a Write shop on the finalization of the 3rd edition of the LTO Citizen's Charter was conducted from September 10 to 13, 2019 at Lima Hotel, Malvar, Batangas and attended by the following:

1. Marie-Jean D. Victorio	Team Leader, Monitoring Team-CO
2. Danilo J. Encela	Team Leader, Citizen's Charter Team-CO
3. Arabelle O. Petilla	Member
4. Anabella A. Cruz	Member
5. Irene F. Mortel	Member
6. Evangeline S. Salonga	Member
7. Jennifer A. Chagas	Member
8. Roberto S. Se	Resource Person CO
9. Shiela D. Rodriguez	Resource Person CO
10. Lolita D. Gapuz	Resource Person CO
11. Rosemarie P. Pocsidio	Resource Person R-I
12. Clarisa Sulit	Resource Person R-IVA
13. Atty. Maritess Q. Doria	Resource Person R-IVA
14. Ma. Victoria Margarita Arellano	Resource Person R-IVA
15. Maribel E. Bandolon	Resource Person R-IVA



16. Notre Dame Sheper
Charity Roque

Technical Secretariat -CO

17. Richelle Joyce F. Perucho

Technical Secretariat -CO

18. Cirila C. Lasim

Resource Person R-IVA

19. Teodora D. Aguirre

Resource Person R-IVA

On September 19, 2019, we invited ARTA Officials namely: Atty. Leonardo Tapia, Engr. Aiza Samzon and Mr. Marco Montenegro for a meeting. They presented the salient points of the law and discussed/clarified some gray areas of the IRR and Memorandum Circular No. 2019-002.

On October 24, 2019, ARTA conducted the "Training in Capacitating Government Instrumentalities on the Citizen's Charter" at Sequioa Hotel. The event was attended by Ms. Marie-Jean D. Victorio, Ms. Arabelle O. Petilla and Ms. Jennifer A. Chagas. The ARTA Speakers oriented the participants on how to fill-out the Service Specification Template. They reminded that the processing time should include the waiting time and that all shall follow and classify their transactions to Simple, Complex and Highly Technical. ARTA reiterated that the Citizen's Charter is not only a document that will be communicated in simple terms to the clients but, it will also serve as basis for establishing liability to all erring government employees involved in unnecessary red tape and corruption.

On October 28 to 31, 2019, a Workshop on the Final Review on the Updated Citizen's Charter Handbook was conducted at Summit Ridge Tagaytay Hotel, Tagaytay City. Same was attended by the Citizen's Charter TWG and representatives/users of all the different LTO processes from the Regional Offices, District/Extension Offices and Licensing Centers. Their comments, issues and concerns were consolidated and presented to LTO Executive Director, Atty. Romeo G. Vera Cruz and the Chief of the Operations Division – Central Office, Atty. Mercy Jane B. Paras-Leynes. Below were the attendees:

1. Marie-Jean D. Victorio
2. Danilo J. Encela
3. Emerita O. Soliven
4. Arabelle O. Petilla
5. Engr. Roberto S. Se
6. Atty. Zoj Daphne Usita-Angustia
7. Maria Agnes Bañares
8. Shiela D. Rodriguez
9. Lolita D. Gapuz
10. Victoria B. Yap
11. Notre Dame Sheper Charity L. Roque
12. Richelle Joyce F. Perucho
13. Atty. Denmark M. Rillera
14. Rosemarie P. Pocsidio
15. Cathrayn Alañon
16. Florentino D. dela Cruz

Central Office
Central Office
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Central Office
Central Office
Central Office
Central Office
Central Office
Central Office
Central Office
Central Office
Central Office
Region I, San Fernando, L.U.
Region I, San Fernando, L.U.
Region I, San Fernando, L.U.
Region II, Tuguegarao, Cagayan



17. Atty. Sushen Jimbel Mariz M. Sison

18. Maria Rosario E. Zapanta

19. Clarisa A. Sulit

20. Atty. April R. Casabuena

21. Engr. Teodora D. Aguirre

22. Mr. Jorge Antonio P. Calayo

23. Merwyn C. Quitain

24. Grace R. Rojas

25. Atty. Allan D. Sacramento

26. Jose A. Degullado, Jr.

27. Atty. Vicente L. Gador Jr.

28. Erwin C. Patalinjug

29. Narcisa Felicitas M. Tabarnero

30. Grace M. Carsido

31. Allan Macabangkit

32. Alizar B. Manini

33. Engr. Virgie Concejo Bacas

34. Eleanor Calderon

35. Melencio I. Diaz, Jr.

36. Elizabeth Illustre

37. Atty. Maritess Q. Doria

38. Atty. Shahani M. Racman

39. Engr. Ma. Christina D. Dacua

40. Brendo A. Failoga

41. Engr. Eugene P. Rula

42. Wilma C. Ramirez

43. Adele P. Fabic

44. Hanzley H. Lim

45. Ella D. Bautista

46. Rechelle A. Versoza

Region III, San Fernando,
Pampanga

Region III, San Fernando,
Pampanga

Region IVA, Lipa City

Region IVA, Lipa City

Region IVA, Lipa City

Region IVB, MIMAROPA

Region IVB, MIMAROPA

Region V, Legazpi City

Region VI, Iloilo City

Region VI, Iloilo City

Region VII, Cebu City

Region VII, Cebu City

Region VIII, Tacloban City

Region VIII, Tacloban City

Region IX, Zamboanga City

Region IX, Zamboanga City

Region X, Cagayan De Oro City

Region XII, Davao City

Region XI, Davao City

Region XI, Davao City

Region XII, Koronadal City

Region XII, Koronadal City

CAR, Baguio City

CAR, Baguio City

CARAGA, Butuan City

NCR East

NCR East

NCR West

NCR West

NCR West

Special acknowledgement to the personnel of Region IV-A for their invaluable work as the Secretariat in the Write and Workshop held last September 10 to 13 and Oct, 28 to 31, 2019.

November 5 to 18, 2019

Finalization/consolidation of outputs in the Tagaytay Workshop on the different frontline and back-end processes which were not included in the previous two (2) versions of the LTO Citizen's Charter pursuant to R.A. No. 9485 and classification of processes in the Central, Regional and Field Offices.



November 22, 2019

Approval of Memorandum Circular No. _____ addressed to All Regional Directors, Asst. Regional Directors, Service and Division Chiefs, Chiefs of District, Extension Offices, Licensing Centers and Driver's Licensing Renewal Center, E-Patrol all other Personnel Concerned

Re: IMPLEMENTATION OF THE LTO CITIZEN'S CHARTER, 3RD EDITION PURSUANT TO RA. NO. 2018, OTHERWISE KNOWN AS THE "EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT DELIVERY OF SERVICES.

The Office acknowledges with utmost gratitude the invaluable cooperation, support, insights, and the untiring efforts of all those who helped us in the preparation of the 3rd Edition of the LTO Citizen's Charter.

TO GOD BE THE GLORY!

Seminar/Workshop on
2018 Updates of R. A. 9485

and
Standardization of
Monitoring Procedures

June 5 to 7, 2018
HIVE Hotel and Convention Place
1011 St. Francis St. Marikina
City, Metro Manila 1601



CITIZEN'S CHARTER

GENERAL INTRODUCTION

Objective:

The Ease of Doing Business and Efficient Government Delivery of Service (EODB-EGDS) according to Sec. 2 intended to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at the efficient turnaround of the delivery of government services and the prevention of graft and corruption in government.

Scope:

The EODB-EGDS covers not just frontline services referred to as Business transactions, but also all non-frontline services (non-business transactions or back-end support services). It also applies to all government offices and agencies including LGUs and GOCCs whether located in the Philippines or abroad.

Strategy

The Citizen's Charter describes the step-by-step procedure for availing a particular service, the person responsible for each step, the documents needed to be submitted and the fees to be paid, if any.

The Citizen's Charter of each agency has a dual purpose – it shall be the basis for establishing accountability and recognizing good performance to grant rewards and incentives.

Feedback and Complaint Mechanism

A Public Assistance and Complaints Desk is at all times made available for the client or customer to express adequately his comment, complaint, suggestion and appreciation that can be used by the office for periodic monitoring and review of the Citizen's Charter with the end in view of improving and enhancing the LTO services.

For inquiries you may refer to the LTO's official website: www.lto.gov.ph., and for the directory of LTO offices nationwide, found in pages xxiii - lviii.



CITIZEN'S CHARTER GENERAL GUIDELINES

- I. This particular Citizen's Charter serves as General Guide to all LTO Offices Nationwide of the following:
 1. Service Name with the description of the service.
 2. Office or Division in charge
 3. Classification
 4. Type of Transaction
 5. Who may avail
 6. Checklist of Requirement
 7. Where to Secure
 8. Client Steps
 9. Agency Action
 10. Fees to be Paid
 11. Processing Time
 12. Person Responsible
 13. Total Fees Paid and Processing Time
 14. The Schedule of Fees
- II. This particular Citizen's Charter as a General Guide is ought to be customized within the context of the LTO frontline and non-frontline services in the Central Office, Regional Offices, District, Extension Offices, Licensing Centers, Driver's Licensing Renewal Center (DLRO) and e-Patrols.
- III. The rationale behind the crafting of a Citizen's Charter modified in different LTO Offices is compelled by different circumstances experienced by the employees thereat, to wit:
 1. Offices with mixed processes (with new and renewal registration, new and renewal driver's license, LETAS transactions) having more than 800 to more than 1,000 transactions a day but with limited number of personnel.
 2. Offices with only licensing transactions but with limited personnel who do multi-tasking functions and half of which are Job Order who do not have accountability and no employee employer relationship.



CITIZEN'S CHARTER

SPECIFIC GUIDELINES

SPECIFIC GUIDELINES

1. Summary of Transactions applicable per Frontline Service - It includes the transactions that are being catered by a certain LTO Office.
2. Gathering of Information and Requirements – It is a specific activity and responsibility of the clients to see to it that they check the processes and the requirements of the services that they will comply before availing of the LTO services.
 - a. **Service Name** - shall contain all pertinent information needed by the citizens to avail of a specific government service.
 - b. **Description of the Service** – tells the citizens the purpose of the service as well as other pertinent information about the service.
 - c. **Office or Division** - the name of the service office where to process his/her transaction.
 - d. **Classification** - there are three (3) classifications of services, Simple, Complex and Highly Technical transactions.
 - e. **Types of Transaction** – there are three (3) types of transactions:
 - + **G2B** – for services whose clients is the business entity
 - + **G2C**- for services whose clients is the transacting public
 - + **G2G**- for services whose clients is another government agency, government employee or official;
 - f. **Who May Avail** – contain the definitive and complete lists of citizens who may benefit from a particular government service.
 - g. **Complete Lists of Requirements** – shows the list of all requirements needed to process the government service. This shall include the physical requirement per se, the number of unit/s, item/s, or copy/ies needed of the requirement, the type of copy needed for the documentary requirements, and the place, government office, and/or unit where to secure each requirement.
 - h. **Where to secure** – the place, office and/or unit where to secure each requirement.
 - i. **Client Steps** – shall contain the step by step instructions in availing the requested government service. This shall contain concise and direct-to-the-point information on what the citizens should do to complete the government service.



LIST OF SERVICES

I. PACD

- **External**

1. Filing and Handling of Complaints and Feedbacks
 - 1.1. Walk-in
 - 1.2. Suggestion Box
2. Complaints Received by the Digital Media – Public Assistance Office

II. LICENSING

- **External**

1. Student Permit
2. New Driver's/Conductors License, Conversion of Valid/Expired Foreign Driver's License to Non-Professional or Professional Driver's License, Renewal of Non-Expired/Expired Driver's License, Renewal of Driver's License for More than Two (2) Years but Less than Ten (10) Years, Change Classification from NPDL to PDL, Additional Restriction Codes and All Transactions that Require Examination
 - 1.1. Non-Professional Driver's License
 - 1.2. Professional Driver's License
 - 1.3. Conductor's License
 - 1.4. Conversion of Expired Foreign License to NPDL
 - 1.5. Conversion of Valid/Expired Foreign DL to PDL
 - 1.6. Renewal of Expired Driver's/Conductor's License (More than Two (2) Years but Less than Ten (10) Years
 - 1.7. Change Classification
 - 1.7.1. NPDL to PDL
 - 1.7.2. Expired PDL to NPDL
 - 1.8. Additional Restriction Codes
3. Renewal of Driver's/Conductor's License, Conversion of Foreign Driver's License (Valid Foreign Driver's License (DL) to Non-Professional Driver's License (NPDL)/With Philippine Driver's Continuity), Change Classification (Valid Professional Driver's License (PDL) to Non-Professional Driver's License (NPDL))
 - 3.1. Renewal of Driver's License
 - 3.2. Renewal of Driver's License of Filipino Living Abroad
 - 3.3. Conversion of Foreign License (Valid Foreign License to Non-Professional Driver's License/Continuity of Philippine Driver's License)
 - 3.4. With Revision of Records
 - 3.4.1. Change Name
 - 3.4.2. Correction of Name/Birth date
 - 3.4.3. Change Civil Status
 - 3.4.4. Change Citizenship
 - 3.5. Application for Duplicate Driver's/Conductor's License/Student Permit
4. License Certification (DFA and Local)
5. Certification of License Transaction History
6. Request for System Updates (RSU) for Double License



- 6.1. Double License-Same Name, Birthday and Customer Details but with Two (2) Different License Numbers
- 6.2. Double License-One and the Same Licensee but with Two (2) Different Customer Details and License Numbers
7. Request for System Update (RSU) for License and Customer Details/Misrepresentation of Age/Identity
8. Accreditation of Medical Clinics – New
9. Accreditation of Medical Clinics – Renewal
10. Registration of Physicians – New
11. Registration of Physicians – Renewal
12. Accreditation of Driving School/DEP Training Center – New
13. Accreditation of Driving School/DEP Training Center – Renewal
14. Accreditation of Driving School's Instructor – New
15. Accreditation of Driving School's Instructor – Renewal
16. Examination for Driving School Instructors
17. Driving Enhancement Program

III. MANUFACTURERS, ASSEMBLERS, IMPORTERS, REBUILDERS, DEALERS AND OTHER ENTITIES (MAIRDOEs)

- **External**

1. Accreditation of Manufacturers, Assemblers, Importers, Rebuilders and/or Dealers (MAIRDs) – New
2. Accreditation of Manufacturers, Assemblers, Importers, Rebuilders and/or Dealers (MAIRDs) – Renewal and/or with Change Address within the Region
3. Accreditation of Manufacturers, Assemblers, Importers, Rebuilders and/or Dealers (MAIRDs) – Renewal with Miscellaneous Transaction
4. Enrollment and Stock Reporting of Other Entities
5. Stock Reporting of Manufacturers, Importers and Rebuilders that are Not Under Do-It-Yourself (DIY)
6. Sales Reporting of Manufacturers, Importers and Rebuilders that are Not Under Do-It-Yourself (DIY)

IV. MOTOR VEHICLE INSPECTION (MVI)

- **External**

1. Motor Vehicle Inspection (MVI)
 - a. For Renewal of Motor Vehicles Registration
 - b. All Applicable Miscellaneous Registration Transactions
 - c. Apprehended Motor Vehicles Requiring Inspection

V. REGISTRATION

- **External**

1. Initial Registration of Motor Vehicle (MV)
 - 1.1. Brand New Locally Assembled/Manufactured Completely Built Units (CBU)/Imported CBUs/Brand New Local/Imported Trailer
 - 1.1.1. Brand New Motorcycle with Sidecar (TC)
 - 1.1.2. Tax Exempt
 - 1.1.3. Used-Imported



- 1.1.3.1. Exempted from EO 156/877-A
 - 1.1.3.2. Through the No Dollar Importation
 - 1.1.4. Rebuilt Trucks and Buses
 - 1.1.4.1. With New or Used Imported Engine and/or Chassis
 - 1.1.4.2. With New or Used Imported Engine and/or Chassis Combined with a Previously Registered Component of Not More than Five (5) Years from the Date of the Initial Registration
 - 1.1.4.3. With Engine Chassis Purchased Locally or From Previously Registered Vehicles of Not More than Five (5) Years from the Date of Initial Registration or Combination Thereof
 - 1.1.5. Imported Motor Vehicles Acquired Through Public Bidding
- 2. Renewal of Motor Vehicle (MV) Registration
 - 2.1. Tax Exempt
 - 2.2. Other Exempt Vehicle (OEV) Under Special Economic Zones
 - 2.3. For Hire
 - 2.4. Stolen and Recovered MVs
 - 2.5. Reactivation of Storage MVs
- 3. Storage of Motor Vehicles
- 4. Miscellaneous Transactions
 - 4.1. Transfer of Ownership
 - 4.1.1. Under Bond MV
 - 4.1.2. MVs Acquired Through Sheriff's Certificate of Sale Issued Under and Extra-Judicial Foreclosure Sale
 - 4.1.3. MVs Acquired Through a Sheriff's Certificate of Sale Through a Judicial Foreclosure Sale
 - 4.1.4. MVs Acquired Through an Extra-Judicial Foreclosure Sale Conducted Before a Notary Public
 - 4.1.5. MVs Acquired Through Sheriff's Certificate of Sale Pursuant to a Money Judgement which has Become Final and Executory
 - 4.1.6. Private MVs/MCs
 - 4.1.7. MVs Acquired Through Public Bidding Conducted by Government Office/Entity
 - 4.1.8. MVs Acquired at Public Auction Before a Notary Public by Virtue of Mechanics Lien
 - 4.1.9. MVs Acquired Through Extra-Judicial Settlement of Estate of Deceased Person
 - 4.1.10. MVs Acquired Through Judicial Settlement of Estate of Deceased Person
 - 4.2. Annotation and Cancellation of Mortgage
 - 4.2.1. Annotation of Mortgage and Other Liens or Encumbrances
 - 4.2.2. Cancellation of Mortgage and Other Liens and Encumbrances
 - 4.2.3. Cancellation of Mortgage when the Financing Company (Mortgagee) No Longer Exists and the Release of Mortgage Contract is Missing



- 4.2.4. Cancellation of Mortgage when the Original CRE is Missing
- 4.3. Change Classification
 - 4.3.1. Private to For Hire
 - 4.3.2. For Hire to Private
 - 4.3.3. Private to Government
 - 4.3.4. Private to Exempt
 - 4.3.5. Exempt to Private
 - 4.3.6. Exempt to Exempt
- 4.4. Application for Change Body/Body Design/Engine/Color
 - 4.4.1. Change Body/Body Design
 - 4.4.2. Change Color
 - 4.4.3. Change Engine
- 4.5. Duplicate CR/CRE
- 4.6. Lost or Replacement of Plates /Tags/Sticker/RFID Sticker
- 5. Request for Motor Vehicle Verification

VI. LAW ENFORCEMENT AND TRAFFIC ADJUDICATION SERVICE (LETAS)

- **External**

1. Settlement of Admitted Procedure
 - 1.1. Admitted Cases Settled Within 15 Days from the Date of Apprehension, Without Accessory Penalty
 - 1.2. Admitted Cases Settled Within 15 Days from the Date of Apprehension, With Accessory Penalty
2. Adjudication of Contested Apprehension
 - 2.1. Contested Cases (Traffic Adjudication Service (TAS) and Regional Offices)
 - 2.2. Contested Cases (District Offices)
 - 2.3. Motion for Reconsideration (TAS) and Regional Office
 - 2.4. Appeal on Decided Cases
3. Encoding of Alarm on Driver's License and Motor Vehicles in Relation to Orders Issued by Competent Courts or Quasi-Judicial Bodies
4. Filing of Complaint and Lifting of Alarm
 - 4.1. Double Issuance of Driver's License
 - 4.2. Double Issuance of License Plate
 - 4.3. Fake Driver's License
 - 4.4. Filing of Complaint
 - 4.5. Illegal Transfer of Ownership
 - 4.6. Lifting of Alarm (IID)
5. Lifting of Alarm (TAS)
6. Certification of No Pending Apprehension and Alarm
 - 6.1. For Employment Abroad
 - 6.2. For Local Employment and Lost Plate
 - 6.3. Other Requirements (for Representative)

- **Internal**

1. Encoding of Apprehension Cases



- **External and Internal**
 1. Deputation Training Seminar – New and Refresher
 2. Deputation of LTO Organic and Non-Organic Personnel – New
 3. Deputation of LTO Organic and Non-Organic Personnel - Renewal

VII. MANAGEMENT INFORMATION DIVISION

- **External**
 1. Handling of Request for System Update (RSU) at the Central Office
 2. Handling of Request for System Update (RSU) at the Regional Office
- **Internal**
 1. Handling of Driver's/Conductor's License Hit List Report
 2. Handling of Request for User System Update (RUSU) for LTO-IT, Do-It-Yourself (DIY) and Payment Assessment Tool (PAT) Users
 3. User Account Enrollment for the Driver's Licensing System (Automated Fingerprint Identification System (AFIS) for Driver's License
- **External and Internal**
 1. Request for Data Take-On

VIII. HUMAN RESOURCE AND DEVELOPMENT

- **Internal**
 1. Application for Leave of Absence (ALA)
 2. Grant of Study Leave
 3. Grant Scholarship Program
 4. Learning and Development
 5. Rewards and Recognition
 6. Performance and Management
 7. Grant of Employees Welfare and Benefits
- **External and Internal**
 1. Recruitment, Selection and Placement of Personnel (New Entrants from SG 1-9 1st Level Positions, SG 10-19 and SG 22-24 2nd Level Positions for Regional and Central Office)
 2. Recruitment, Selection and Placement of Personnel (Promotions for 1st Level Positions SG 1-9, 2nd Level Positions SG 10-19 and SG 22-24 for Regional Office and SG 24 for Central Office)

IX. FINANCE

- **External and Internal**
 1. Payment Procedure for Government Expenditures (Simple)
 - 1.1. Cash Advances
 - 1.1.1. Granting of Cash Advances
 - 1.1.1.1. Petty Cash Fund
 - 1.1.1.2. Travelling Allowances
 - Local Travel
 - Foreign Travel



- 1.1.2. Liquidation of Cash Advances
 - 1.1.2.1. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses
 - 1.1.2.2. Travelling Expenses
 - Local Travel
 - Foreign Travel
- 1.2. Salaries and Wages
 - 1.2.1. For Regular and Casual Employees (Payroll)
 - 1.2.2. For Regular and Casual Employees (Individual Claims)
 - 1.2.2.1. First Salary
 - 1.2.2.2. If Deleted from the Payroll
 - 1.2.3. Salary of Casual/Contractual Personnel
 - 1.2.4. Salary Differentials Due to Promotion/Step Increment
 - 1.2.5. Last Salary
 - 1.2.6. Salary Due to Heirs of Deceased Employee
 - 1.2.7. Maternity Leave
- 1.3. General Claims Through the Automated Teller Machine (ATM)
- 1.4. Allowances, Honoraria and Other Forms of Compensation
 - 1.4.1. Personnel Economic Relief Allowance (PERA)
 - 1.4.2. Representation and Transportation Allowance
 - 1.4.3. Clothing/Uniform Allowance
 - 1.4.4. Productivity Incentive Allowance
 - 1.4.5. Special Counsel Allowance
 - 1.4.6. Honoraria
 - 1.4.6.1. Government Personnel Involved in Government Procurement
 - 1.4.6.2. Teaching Personnel (Department of Educations, TESDA, SUCs and Other Educational Institutions)
 - 1.4.7. Lecturer/Coordinator
 - 1.4.8. Longevity Pay
 - 1.4.9. Year-End Bonus and Cash Gift
 - 1.4.10. Retirement Benefits
 - 1.4.11. Terminal Leave Benefits
- 1.5. Other Expenditures
 - 1.5.1. Communication
 - 1.5.2. Extraordinary and Miscellaneous Expenses
 - 1.5.3. Fuel, Oil and Lubricants
 - 1.5.4. Advertisement
 - 1.5.5. Insurance, Premiums, Taxes, Duties and Licenses
- 2. Payment Procedure for Government Expenditures (Complex)
 - 2.1. Cash Advances
 - 2.1.1. Granting of Cash Advances
 - 2.1.1.1. Payroll Fund of Salaries, Wages, Allowances, Honoraria and Other Similar Expenses
 - 2.1.1.2. Field/Activity Current Operating Expenses
 - 2.1.2. Liquidation of Cash Advances



- 2.1.2.1. Petty Cash Fund (PCF) Replenishment
 - 2.1.2.2. Field/Activity Current Operating Expenses
 - 2.2. Fund Transfers
 - 2.2.1. Transfer of Funds to Implementing Agencies
 - 2.2.1.1. Transfer
 - 2.2.1.2. Implementation and Liquidation by Implementing Agency
 - 2.2.1.3. Liquidation by Source Agency
 - 2.2.2. From Trust Fund to the General Fund for Unspent Balance/Excess Amount
 - 2.3. Allowances, Honoraria and Other Forms of Compensation
 - 2.3.1. Subsistence, Laundry and Quarters Allowance
 - 2.3.2. Hazard Duty Pay
 - 2.3.3. Overtime Pay
 - 2.3.4. Monetization
 - 2.3.5. Loyalty Cash Award/Incentive Award
 - 2.3.6. Collective Negotiation Agreement (CNA) Incentive
 - 2.4. Other Expenditure
 - 2.5. Procurement
 - 2.5.1. Procurement Through Alternative Modes
 - 2.5.1.1. Infrastructure/MOOE Project (Amount is Below P50,000.00 Only)
 - 2.5.1.2. Repair and Maintenance of Motor Vehicles/Equipment
 - 2.5.1.3. Supplies and Materials and Semi-Expendable Equipment
 - 2.5.2. Procurement Through ADA or Direct Payment
 - 2.5.3. Cultural and Athletic Activities
 - 2.5.4. Trainings and Seminars
 - 2.5.4.1. For RD's Conference Accommodation/In-House Training or Conference
 - 2.5.4.2. For Accredited Organizations
 - 2.5.5. Consulting Services
- 3. Payment Procedure for Government Expenditures (Highly Technical)
 - 3.1. Allowances, Honoraria and Other Forms of Compensation
 - 3.1.1. Honoraria
 - 3.1.1.1. Special Projects
 - 3.1.1.2. Science and Technological Activities
 - 3.2. Other Expenditures
 - 3.3. Procurement
 - 3.3.1. Procurement Through Public Bidding
 - 3.3.1.1. Infrastructure Contract
 - 3.3.1.2. Consulting Service
 - 3.3.1.3. Goods and Services
 - Freight Charges
 - Security and Janitorial Services
 - Agency Procurement Request and Purchase Order/Job Order



X. OTHERS

- **Internal**

1. Requisition of Plates and Stickers
2. Requisition and Distribution of Driver's License and Accountable & Non-Accountable Forms

- **External and Internal**

1. Manufacture of Motor Vehicle and Motorcycle License Plates
2. Procurement of Goods, Infrastructure and Consulting Services
 - 2.1. Procurement of Goods
 - 2.2. Procurement of Infrastructure Projects
 - 2.3. Procurement of Consulting Services



I. PACD

External Services



FILING AND HANDLING OF COMPLAINTS AND FEEDBACKS

Feedback and complaint mechanisms help build a culture of transparency and accountability, and improve program quality. It may be formal or informal, written or verbal, signed or anonymous

Office or Division:	All LTO Offices	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Walk-in Complaint and Suggestion Box		
1. Complaints feedback form		Public Assistance and Complaint Desk (PACD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. WALK-IN COMPLAINTS				
1. Proceeds to the PACD	1. Takes appropriate action and advise to see the Head of Office	None	5 minutes	<i>PACD/CSR</i>
2. Proceeds to the Head of Office	2. Receives verbal or written complaints and analyzes if it can be resolved within the level of his/her authority 2.1. Informs the client of the action taken.	None	30 minutes	<i>Head of Office/DO/RO/ Designated Personnel</i>
3. Receives/Acknowledges action taken. Follows the instructions as advised by the Head of Office	3. If complaints was not resolved, endorses/forwards the complaint to the Regional Director/ PAC Committee/ Executive Director, if not within the level of authority		2 hours	<i>RO/PAC Com/ED</i>
	TOTAL:	None	2 hours & 35 mins.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. SUGGESTION BOX				
1. Fills-out properly & signs Complaints/ Feedback Form provided near the suggestion box at the PACD & drops the same	1. Retrieves/classifies and summarizes complaints 1.1 Takes appropriate action 1.2 Informs/Notifies the client of the actions taken through letter, text or social media accounts 1.3. If not within the level of authority, endorses Summary of Complaints/Feedback to the Regional Office	None	1 day	Head of Office or Designated Personnel
2. No Activity	2. Analyzes Summary of Complaints/Feedback 2.1 Takes appropriate action on the complaints 2.2 Informs/Notifies the client of the actions taken through letter, copy furnished the Head of Office 2.3 If not within the level of his/her authority, endorses complaints to the Central Office	None	1 day	RD/ARD or Designated Personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No Activity	3. Analyzes Complaints/Feedback 3.1 Takes appropriate action 3.2 Informs/Notifies the client of the actions taken through letter, copy furnished the RD/Head of Office	None	4 hours, 45 minutes	ED/ASSEC
	TOTAL		2 days, 4 hours & 45 minutes	



COMPLAINT RECEIVED BY THE DIGITAL MEDIA - PUBLIC ASSISTANCE OFFICE

Acts on clients' concerns, i.e. complaints, requests for information, comments, suggestions, commendations, etc., lodged through digital media portals i.e. Malacanang Hotline 8888, CSC Contact Center ng Bayan, Ombudsman, Presidential Complaint Center, LTO Facebook page comments section and Facebook Messenger, e-FOI, DOTr-Communications Office etc.

Office or Division:	Digital Media-Public Assistance Office	
Classification:	Simple to Complex transaction depending on the nature of the concern	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter detailing the concern		Client
2. Photos, videos, and any data relevant to support the concern		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Within Central Office				
1. Lodges complaint at a digital media portal, i.e. 8888 Malacanang Hotline, ARTA, Contact Center ng Bayan (CSC-CCB), LTO Facebook page/messenger, eFOI	1. Case resolver acknowledges receipt of the concern. Responds directly to the client. Verifies and clarifies information.	None	1 day	Case Resolver
	1.1 Case resolver assigns Ticket Reference No., then encodes the complaint in the daily inventory of cases		1 day	
	1.2 Requests for case closure from the appropriate portal.		3 days	
	TOTAL	None	5 days	
B. Endorsed to Concerned Office/s				
1. Lodges complaint at a digital media portal, i.e. 8888 Malacanang Hotline, ARTA, Contact Center ng Bayan (CSC-CCB), LTO Facebook page/messenger, eFOI	1. Acknowledges receipt of the concern. Responds directly to the client. Verifies and clarifies information.	None	1 day	Case Resolver
	1.1 Assigns Ticket Reference No., then encodes the complaint in the daily inventory of cases		1 day	
	1.2 Refers the complaint to the concerned Regional Office (RO) or appropriate office if and when necessary		1 day	
	1.3 Follows-up action taken by RO		3 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Receives and acknowledges response to the case of the concerned RO, then responds appropriately to the client and/or the endorsing portal 1.5 Requests for case closure from the appropriate portal, when necessary, and if warranted		3 days	
			3 days	
	TOTAL	None	12 days	



II. LICENSING

External Services



STUDENT PERMIT

Authority issued to a person who desires to learn to operate motor vehicles

Office or Division:	1. License Section, Central Office 2. Licensing Centers, DLROs, LTO District / Extension Offices, E-Patrol	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	1. Filipino and foreign citizens whose age is 16 yrs. old and above 2. Holder of expired driver's license of 10 years or more	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application for Driver's License (ADL)		Customer Service Representative (CSR) of License Section, Central Office, Licensing Centers, DLROs, District /Extension Offices, E-Patrol, LTO website
2. Original and photocopy of birth certificate and marriage contract (for married women) duly authenticated by the National Statistics Office (NSO) /Philippine Statistics Authority (PSA)		PSA
3. For minors, original copy of duly notarized parent's consent or affidavit of a person having custody/care or supervision over the minor applicant authorizing the applicant to secure a student permit with original and photocopy of one (1) valid government issued ID of the parent/affiant with photo and signature		For notarized parent's consent or affidavit: Notary Public For ID: Any issuing government agency
4. Original and one copy of any issued ID with photo and signature of the applicant		Any issuing government agency, school



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Electronically transmitted medical certificate in LTO prescribed form issued by LTO accredited clinic. (Present hard copy)	Medical clinics accredited by LTO
6. In addition, for foreigner, original and one photocopy of passport with entry date of at least one (1) month and visa duration of at least one (1) year from date of application, or if born in the Philippines, original and photocopy of birth certificate duly authenticated by NSO / PSA	For passport and Visa: Country of Origin, Bureau of Immigration and Deportation For birth certificate: PSA
7. Taxpayer's Identification Number (TIN), if employed	BIR
Note: For holder of an expired driver's license of 10 years or more, only ADL and electronically transmitted medical certificate in LTO prescribed form issued by LTO accredited clinic. (Present hard copy)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Application for Driver's License (ADL) form and accomplishes the same.	1. Issues checklist of requirements and ADL form to the applicant 1.1 Assigns queue number to applicant	None	None	<i>Customer Service Representative (CSR)</i>
2. Submits accomplished ADL and all the requirements with the attached queue number 2.1 Recites the Driver's Road Safety Pledge	2. Receives and evaluates completeness and authenticity of requirements 2.1 Instructs applicant to recite the Driver's Road Safety Pledge 2.2 Encodes the data of the applicant to create transaction ID number	None	20 minutes	<i>Evaluator</i>
3. Waits queue number/name to be called for photo and signature capture	3. Captures photo and signature of the applicant	None	10 minutes	<i>Photo/Signature clerk</i>
4. No activity	4. Reviews and approves application	None	10 minutes	<i>Approving Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceeds to the Cashier for payment of fees	5. Accepts payment and issues OR	<u>Student Permit</u> -P150.00 (SP) <u>Application Fee</u> -P100.00(AP) <u>IT Fee</u> -P67.63 TOTAL: P317.63	20 minutes	<i>Cashier</i>
6. Receives Student Permit and OR 6.1 Fills out logsheet	6. Prints Student Permit 6.1 Requires applicant to sign the logsheet	None	10 minutes	<i>Releasing Clerk</i>
	TOTAL	P317.63	1 Hour, 10 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800, the processing time shall be 2 hours, 20 minutes.

c. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



NEW DRIVER'S/CONDUCTOR'S LICENSE, CONVERSION OF VALID/EXPIRED FOREIGN DRIVER'S LICENSE TO NON-PROFESSIONAL OR PROFESSIONAL DRIVER'S LICENSE, RENEWAL OF NON EXPIRED/EXPIRED DRIVER'S LICENSE, RENEWAL OF DRIVER'S LICENSE FOR MORE THAN TWO (2) YEARS BUT LESS THAN TEN (10) YEARS, CHANGE CLASSIFICATION FROM NPDL TO PDL, ADDITIONAL RESTRICTION CODES AND ALL TRANSACTIONS THAT REQUIRE EXAMINATION

An authority issued to a person to operate the appropriate type of motor vehicle and to work as conductor

Office or Division:	1. LTO Licensing Centers 2. Authorized LTO District/Extension Offices
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may Avail:	General Qualifications 1. Must be physically and mentally fit to operate a motor vehicle / to work as conductor 2. Must be able to read and write Filipino and English 3. Must have passed the written and/or practical examination - For new Driver's License (DL), conversion of foreign DL to Philippine DL (expired foreign DL to NPDL, valid/expired foreign DL to PDL), change classification from NPDL TO PDL, renewal of expired DL (more than two (2) years but less than ten (10) years) - For new and renewal of expired conductor's license (more than two (2) years but less than ten(10) years) : must have passed the written examination

NEW LICENSE, CONVERSION OF FOREIGN LICENSE, RENEWAL OF EXPIRED LICENSE (TWO (2) BUT NOT MORE THAN TEN (10) YEARS), CHANGE CLASSIFICATION AND ADDITIONAL RESTRICTION CODES (TRANSACTIONS THAT REQUIRE EXAMINATION)



Who may Avail:	<ul style="list-style-type: none"> - For additional restriction code 1 (RC1) : must have passed the practical examination. - For change classification from expired PDL to NPDL: must passed the practical driving examination <p>4. In addition, for foreigner, the applicant must have been in the Philippines for at least one (1) month and will stay in the country for at least six (6) months from date of application</p>
	<p>Additional Qualifications</p> <p>A. NPDL / CONVERSION OF EXPIRED FOREIGN LICENSE TO NPDL</p> <ol style="list-style-type: none"> 1. Must be at least seventeen (17) years old 2. Must be a holder of a valid Student-Driver's Permit (issued at least thirty (30) days prior to application) / expired foreign driver's license / expired non-professional driver's license (more than two (2) years but less than ten (10) years)) <p>B. PDL / CONVERSION OF VALID / EXPIRED FOREIGN DRIVER'S LICENSE TO PDL</p> <ol style="list-style-type: none"> 1. Must be at least (18) years old 2. For Restriction Code 1, 2, 4 and 6, must be a holder of a valid Student-Driver's Permit issued at least six (6) months prior to application / valid or expired foreign driver's license / valid or expired NPDL or PDL 3. Must NOT have been cited for two (2) or more counts of reckless driving during the period of validity of his/her existing license <p>C. NEW CONDUCTOR'S LICENSE</p> <p>Must be at least eighteen (18) years old</p>



Who may Avail:	D. CHANGE CLASSIFICATION (NPDL TO PDL) Must be a holder of a valid NPDL issued at least one (1) year prior to the application	
	E. ADDITIONAL RESTRICTION CODE 1. For any of RC 1,2, 4 and 6 must be a holder of valid NPDL / PDL 2. For RC 3, 5, 7 and 8, must be a PDL holder with RC 1,2, 4 and 6 for a period of at least six (6) months prior to the application	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements:		
1. Duly accomplished original Application Form for Driver's License (ADL)		Customer Service Representative (CSR) of License Section, Central Office, Licensing Centers, DLROs, District Offices, LTO Website
2. Electronically transmitted medical certificate in LTO prescribed form (present hard copy)		Medical clinics accredited by LTO
Additional Requirements:		
<u>NON-PROFESSIONAL DRIVER'S LICENSE (NPDL)</u>		
1. Original valid Student-Driver's Permit		Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. In addition, for foreigner, original and one photocopy of passport with entry date of at least one (1) month and visa duration of at least six (6) months from date of application, or if born in the Philippines, original and one photocopy of birth certificate duly authenticated by National Statistics Office (NSO) / Philippine Statistics Authority (PSA)	For passport and Visa: Country of Origin, Bureau of Immigration and Deportation For birth certificate: PSA
<u>PROFESSIONAL DRIVER'S LICENSE (PDL)</u>	
1. Original valid Student-Driver's Permit	Applicant
2. Original valid National Bureau of Investigation (NBI) or Philippine National Police (PNP) Clearance	NBI , PNP
3. Taxpayer's Identification Number (TIN)	Bureau of Internal Revenue (BIR)
4. In addition, for foreigner, original and one photocopy of passport and working visa with duration of at least one (1) year from the date of application, or if born in the Philippines, original and one photocopy of birth certificate duly authenticated by NSO / PSA	For passport and Visa: Country of Origin, Bureau of Immigration and Deportation For birth certificate: PSA
<u>CONDUCTOR'S LICENSE</u>	
1. Original and one photocopy of birth certificate and marriage contract (for married women) duly authenticated by National Statistics Office (NSO) / Philippine Statistics Authority (PSA)	PSA
2. One valid National Bureau Investigation (NBI) / Philippine National Police (NBI) Clearance	NBI, PNP
3. Taxpayer's Identification Number (TIN)	BIR

NEW LICENSE, CONVERSION OF FOREIGN LICENSE, RENEWAL OF EXPIRED LICENSE (TWO (2) BUT NOT MORE THAN TEN (10) YEARS), CHANGE CLASSIFICATION AND ADDITIONAL RESTRICTION CODES (TRANSACTIONS THAT REQUIRE EXAMINATION)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>CONVERSION OF EXPIRED FOREIGN LICENSE TO NPDL</u>	
1. Original and one photocopy of expired foreign DL. If the foreign Driver's License is not in English language, original and one photocopy of official English translation	For foreign DL: Applicant For official English translation: Local embassy of the issuing country
2. Original and one photocopy of valid passport showing the first page, visa page and latest date of entry in the Philippines	Applicant
3. In addition, for foreigner, original and one photocopy of passport with entry date of at least one (1) month and visa duration of at least six (6) months from date of application, or if born in the Philippines, original and one photocopy of birth certificate duly authenticated by National Statistics Office (NSO) / Philippine Statistics Authority (PSA)	For passport and Visa: Country of Origin, Bureau of Immigration and Deportation For birth certificate: PSA
<u>CONVERSION OF VALID/EXPIRED FOREIGN DL TO PDL</u>	
1. Original and one photocopy of foreign DL. If the foreign Driver's License is not in English language, original and one photocopy of official English translation	For foreign DL: Applicant For official English translation: Local embassy of the issuing country
2. Original and one photocopy of valid passport showing the latest date of entry in the Philippines. In addition for foreigner, must have been in the Philippines for at least one (1) month with proof that he/she will stay in the country for at least six (6) months from date of application	Country of Origin, Bureau of Immigration and Deportation
<u>RENEWAL OF EXPIRED DRIVER'S/CONDUCTOR'S LICENSE (MORE THAN TWO (2) YEARS BUT LESS THAN TEN (10) YEARS)</u>	
Presentation of original expired Driver's/Conductor's License	Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>CHANGE CLASSIFICATION</u>	
A. NPDL TO PDL	
1. Presentation of original valid / expired NPDL	Applicant
2. Original valid NBI / PNP Clearance	NBI, PNP
3. Taxpayer's Identification Number (TIN)	BIR
B. EXPIRED PDL TO NPDL	
1. Presentation of original expired PDL	Applicant
<u>ADDITIONAL RESTRICTION CODES</u>	
1. Presentation of original valid / delinquent NPDL/PDL	Applicant
2. Original valid NBI / PNP Clearance for PDL only	NBI, PNP
3. In addition for RC 8, Original and one photocopy of TESDA Certification (NC III) that applicant have undergone trade test with passing rate	TESDA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Application for Driver's License (ADL) form and accomplishes the same 1.1 Gets queue number	1. Issues checklist of requirements and ADL form to the applicant 1.1 Assigns queue number to applicant	None	None	CSR
2. Submits accomplished ADL and all the requirements with the attached queue number	2. Receives and evaluates the completeness and authenticity of requirements 2.1 Encodes the data of the applicant to generate transaction ID	None	25 minutes	Evaluator
3. Proceeds to the Cashier for payment of fees	3. Accepts payment and issues Official Receipt (OR)	<u>Examination Fee</u> -100.00 <u>Computer Fee</u> -67.63 TOTAL P167.63	15 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		For Change Classification expired PDL to NPDL / Additional Restriction Code (RC 1): Examination Fee - P100.00		
<i>Note: For Additional Restriction Code (RC1) and Change Classification expired PDL to NPDL, proceed to step 5</i>				
4. Takes written examination	4. Facilitates and monitors the conduct of written examination 4.1 Feeds the answer sheet to the Optical Meter Reader (OMR) and provides the generated result of the written exam	None	1 hour	<i>Examiner (Written Exam)</i>
IF FAILED				
	4.2 Issues computer generated rejection letter to the applicant (End of Transaction)	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 Receives the computer generated letter (End of Transaction) May come back for the retake at least after a month				
IF PASSED				
<i>Note: For Conductor's License and Change Classification of Valid NPDL to PDL of the same restriction code, proceed to Step 6</i>				
	4.2 Advises the applicant to take practical exam			
5. Proceeds to actual driving test 5.1 Takes the actual driving test	5. Orients and facilitates the applicant for the practical examination 5.1 Evaluates the driving ability of the applicant 5.2 Accomplishes the Road Test Score Sheet 5.3 Informs the applicant of the result	None	1 Hour, 20 minutes	<i>Driving Skills Rater (Practical Exam)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IF FAILED				
	5.4 Advises the applicant to re-apply for at least 31 days from the date of the last examination (End of Transaction)			
IF PASSED				
6. No activity	6. Reviews and approves application	None	15 minutes	<i>Approving Officer</i>
7. Proceeds to the cashier for payment of fees	7. Accepts payment and issues OR	Refer to the schedule of fees	20 minutes	<i>Cashier</i>
8. Proceeds to the encoding / biometric window and accomplishes form for encoding of complete details in the new LTO-IT system	8. Checks and prints screenshot of the DL details of the applicant from the existing LTO IT system 8.1 Encodes applicant's details.	None	25 minutes	<i>Encoder/ Photo /Signature Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8.2 Captures photo, fingerprints and signature of the applicant 8.3 Prints the DL card			
9. Receives OR and the DL Card 9.1 Signs in the log sheet	9. Issues DL Card and OR 9.1 Requires applicant to sign in the log sheet	None	10 minutes	<i>Releasing Officer</i>
	TOTAL	P 167.63 + Refer to the License Schedule of fees and charges below	4 hours, 10 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Note : For Conductor's License and Change Classification of Valid NPDL to PDL of the same restriction code</i>	P100.00 + Refer to the License Schedule of fees and charges below	2 hours, 50 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800, the processing time shall be 1 day.

c. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



LICENSE SCHEDULE OF FEES AND CHARGES

NEW LICENSE , CONVERSION OF FOREIGN LICENSE [EXPIRED FOREIGN LICENSE TO NON-PROFESSIONAL LICENSE (NPDL), VALID / EXPIRED FOREIGN LICENSE TO PROFESSIONAL DRIVER'S LICENSE (PDL)] RENEWAL OF EXPIRED LICENSE (TWO (2) BUT NOT MORE THAN TEN (10) YEARS)

	NEW LICENSE	RENEWAL OF EXPIRED LICENSE (TWO (2) BUT NOT MORE THAN TEN (10) YEARS)	CONVERSION OF FOREIGN LICENSE (EXPIRED FOREIGN LICENSE TO NPDL , EXPIRED / VALID FOREIGN LICENSE TO PDL)
License Fee	P 585.00	P 585.00	P 585.00
Computer Fee	P 67.63	P 67.63	P 67.63
Penalty		P 225.00	
Conversion Fee			P 100.00
TOTAL	P 652.63	P887.63	P 752.63



CHANGE CLASSIFICATION

	VALID NON-PROFESSIONAL DRIVER'S LICENSE (NPDL) TO PROFESSIONAL DRIVER'S LICENSE (PDL)	FOR EXPIRED NPDL TO PDL / PDL to NPDL (PRACTICAL DRIVING EXAM ONLY)
Replacement Fee	P 225.00	
Renewal Fee		P585.00
Computer Fee	P 67.63	P 67.63
Change Classification	P100.00	P100.00
TOTAL	P 392.63	P752.63 + penalty

Note:

A. if due for renewal license fee = P 652.63

B. penalty

a. if expired 1 day to 1 year = P 75.00

b. 1 year and 1 day to 2 years = P 150.0

c. 2 years and 1 day to 10 years = P 225.00

C. Additional Restriction Code (ARC) = P 100.00 per RC

ADDITIONAL RESTRICTIONS



	VALID NPDL / PDL	DUE TO RENEWAL
Replacement Fee	P 225.00	
Renewal Fee		P585.00
Computer Fee	P 67.63	P 67.63
Additional Restriction Fee	P 100.00 / RC	P 100.00 / RC
TOTAL	P 292.63 + P 100.00 / RC	P 652.63 + P 100.00 / RC



RENEWAL OF DRIVER'S/CONDUCTOR'S LICENSE, CONVERSION OF FOREIGN DRIVER'S LICENSE (VALID FOREIGN DRIVER'S LICENSE(DL) TO NON-PROFESSIONAL DRIVER'S LICENSE (NPDL) / WITH PHILIPPINE DRIVER'S CONTINUITY), CHANGE CLASSIFICATION (VALID PROFESSIONAL DRIVER'S LICENSE (PDL) TO NON-PROFESSIONAL DRIVER'S LICENSE (NDPL))

A process of periodic revalidation of Non-Professional Driver's License , Professional Driver's License and Conductor's License not expired for more than two (2) years

Office or Division:	1. LTO Licensing Centers, Authorized District /Extension Offices and Central Office License Section 2. E- Patrols and DLROs (plain renewal only) 3. LTO Licensing Centers and authorized District /Extension Offices with ONLINE Appointment System (Plain Renewal ONLY)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	1. Holder of NPDL, PDL and Conductor's License not expired for more than two (2) years 2. Holder of NPDL, PDL and CL who intends to leave the country and license is due for renewal within one (1) year	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>RENEWAL OF DRIVER'S LICENSE</u>		
1. Presentation of original PDL / NPDL /Conductor's License		Applicant
2. Electronically transmitted medical certificate in LTO prescribed form (present hard copy)		Medical clinics accredited by LTO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>RENEWAL OF DRIVER'S LICENSE OF FILIPINO LIVING ABROAD</u>	
1. One (1) photocopy of passport (first page, visa page and departure in the Philippines and latest arrival overseas)	Applicant
2. Original Letter of Authority to authorized representative	Applicant
3. One (1) photocopy of DL	Applicant
4. The licensee shall present himself/herself within 30 days upon arrival to the same office where the renewal was made for photo-taking and submit the following:	
a. Original DL	Applicant
b. Electronically transmitted medical certificate in LTO prescribed form (present original)	Medical clinics accredited by LTO
c. One (1) photocopy of passport (first and arrival pages)	Applicant
d. Original manual Official Receipt (OR) which serves as temporary DL	Applicant
<u>CONVERSION OF FOREIGN LICENSE (VALID FOREIGN LICENSE TO NON-PROFESSIONAL DRIVER'S LICENSE / CONTINUITY OF PHILIPPINE DRIVER'S LICENSE)</u>	
1. Duly accomplished Application for Driver's License (ADL) form	Customer Service Representative (CSR) of License Section, Central Office, Licensing Centers, DLROs, District Offices, LTO Website



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. In addition, for foreigner, original and one (1) photocopy of passport with entry date of at least one (1) month and visa duration of at least six (6) months from date of application, or if born in the Philippines, original and one (1) photocopy of birth certificate duly authenticated by NSO/PSA	For passport and visa: Country of Origin, Bureau of Immigration and Deportation For birth certificate: PSA
3. Electronically transmitted medical certificate in LTO prescribed form (present original)	Medical clinics accredited by LTO
4. Original and one (1) photocopy of valid foreign DL. If the foreign Driver's License is not in English language, original and one (1) photocopy of official English translation	For valid foreign DL: Applicant For English translation of foreign DL: Local embassy of the issuing country
5. Expired NPDL / PDL if applicable	Applicant
<u>WITH REVISION OF RECORDS</u>	
General Requirements:	
1. Duly accomplished ADL form	CSR of License Section, Central Office, Licensing Centers, DLROs, District Offices, LTO Website
2. Original and one (1) photocopy of Driver's / Conductor's License	Applicant
Additional Requirements: A. Change name Any of the following which ever is applicable:	
1. Original Court Order authorizing the change of name	Court



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. If widow, original and one (1) photocopy of death certificate of the deceased husband	PSA
3. Authenticated Birth certificate and marriage contract with annotation	PSA
B. Correction of Name / Birth date	
1. Original with one (1) photocopy of authenticated Birth Certificate	PSA
C. Change Civil Status	
1. Original and one (1) photocopy of Marriage Contract . If marriage contract is not in English or Filipino, submit official English translation	PSA , the local embassy of the issuing country
2. If annulled, court orders or marriage contract with annotation	Court , PSA
3. Certificate of No Marriage (CENOMAR), if applicable	PSA
D. Change in Citizenship	
1. Passport / i-Card	Bureau of Immigration and Deportation
2. Certificate of Re-acquisition of Citizenship, Identification Certificate or Oath of Allegiance	Embassy, Consular Office
<u>APPLICATION FOR DUPLICATE DRIVER'S/CONDUCTORS LICENSE / STUDENT PERMIT</u>	
1. Duly accomplished ADL form	CSR of License Section, Central Office, Licensing Centers, DLROs, District Offices, LTO Website
2. Original Affidavit of Loss / Mutilated ID	Applicant
3. Original and one (1) copy of any valid government issued ID with photo and signature of the applicant	Any issuing Government Agency



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. RENEWAL OF LICENSE (E-PATROL / DLRO / CO – License Section / DO)				
1. Presents requirements 1.1 Gets queue number	1. Assigns queue number to the applicant	None	None	CSR
2. Waits for his/her queue number to be called and submits requirements 2.1 Confirms details from the system	2. Receives and evaluates the completeness and authenticity of requirements 2.1 Retrieves applicant's information in the system and generates transaction ID	None	15 minutes	Evaluator
3. Proceeds to the cashier for payment of fees	3. Accepts payment and issues Official Receipt (OR)	Refer to License Schedule of fees and Charges	15 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceeds to the encoding / biometric window and accomplishes form for encoding of complete details in the new LTO-IT system	4. Prints a screenshot of the Driver's License (DL) details of the applicant from the LTO IT system 4.1 Accepts the form accomplished by the applicant 4.2 Encodes the DL and applicant details 4.3 Captures photo, fingerprints and signature of the applicant 4.4 Prints the DL card	None	15 minutes	<i>Encoder/ Photo /Signature Officer</i>
5. Receives OR and DL Card 5.1 Signs in the log sheet	5. Prints and issues the License Card and OR 5.1 Requires applicant to sign in the log sheet	None	15 minutes	<i>Releasing Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Refer to License Schedule of fees and Charges	1 Hour	
B. RENEWAL OF LICENSE AND REVISION OF RECORDS (LC/DO/EO with MIXED TRANSACTIONS)				
1. Presents requirements 1.1 Gets queue number	1. Assigns queue number to the applicant 1.1 Issues ADL form for transaction with revision of records	None	None	CSR
2. Submits the requirements with the attached queue number 2.1 Confirms details from the system	2. Receives and evaluates the completeness and authenticity of requirements 2.1 Retrieves applicant's information in the system and generates transaction ID 2.2 Encodes the data for revision	None	20 minutes	Evaluator



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No activity	3. Reviews and approves application	None	15 minutes	<i>Approving Officer</i>
4. Proceeds to the cashier for payment of fees	4. Accepts payment and prints OR	Refer to License Schedule of fees and Charges	20 minutes	<i>Cashier</i>
5. Proceeds to the encoding / biometric window and accomplishes form for encoding of complete details in the LTO-IT system	5. Prints a screenshot of the DL details of the applicant from the LTO IT system 5.1 Accepts the form accomplished by the applicant 5.2 Encodes the DL and applicant details 5.3 Captures photo, fingerprints and signature of the applicant 5.4 Prints the DL card	None	25 minutes	<i>Encoder/ Photo /Signature Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives Official Receipt (OR) and DL Card 6.1 Signs in the log sheet	6. Prints and issues the DL Card and OR 6.1 Requires applicant to sign in the log sheet	None	10 minutes	<i>Releasing Officer</i>
	TOTAL	Refer to License Schedule of fees and Charges	1 Hour, 30 minutes	
C. RENEWAL OF DRIVER'S LICENSE FOR FILIPINOS LIVING ABROAD				
1. Presents requirements 1.1 Obtains queue number	1. Assigns queue number to the applicant's authorized representative	None	None	<i>CSR</i>
2. Authorized representative submits all documentary requirements	2. Receives and evaluates completeness and authenticity of documentary requirements 2.1 Encodes applicant details	None	20 minutes	<i>Evaluator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No activity	3. Reviews and approves transaction. The approving officer should reflect on the remarks field that the transaction is an absentee renewal.	None	15 minutes	<i>Approving Officer</i>
4. Proceeds to the cashier for payment of fees	4. Accepts payment and issues OR	Refer to License Schedule of fees and Charges	15 minutes	<i>Cashier</i>
5. Receives OR which serves as temporary driver's license	5. Stamps a marginal note to the OR as temporary DL. Releases the OR.	None	5 minutes	<i>Releasing Officer</i>
6. Within 30 days upon return to the Philippines, Licensee must submit all requirements for renewal including Online Medical Certificate from an LTO accredited clinic	6. Receives and evaluates the completeness and authenticity of documentary requirements	None	15 minutes	<i>Evaluator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Licensee waits for his/her name for phototaking and capturing biometric	7. Captures biometric, photo and signature 7.1. Prints DL Card	None	15 minutes	<i>Encoder</i>
8. Receives the DL Card and OR 8.1 Signs in the log sheet	8. Issues DL Card and Official Receipt (OR) 8.1 Requires the applicant to sign in the log sheet	None	5 minutes	<i>Releasing Officer</i>
	TOTAL	Refer to License Schedule of fees and Charges	1 Hour, 30 minutes	

- Note:** a. Processing time includes waiting time and starts upon the submission of complete requirements.
- b. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800 a day, the processing time shall be 2 hours.
- c. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



LICENSE SCHEDULE OF FEES AND CHARGES

RENEWAL OF DRIVER'S LICENSE (NON-PROFESSIONAL (NDPL) / PROFESSIONAL DRIVER'S (PDL) AND CONDUCTOR'S)

	RENEWAL	ONE(1) DAY TO ONE (1) YEAR EXPIRED	MORE THAN ONE (1) YEAR TO TWO (2) YEARS EXPIRED
License Fee	P 585.00	P 585.00	P 585.00
Computer Fee	P 67.63	P 67.63	P 67.63
Penalty		P 75.00	P150.00
Conversion Fee			
TOTAL	652.63	727.63	802.63

RENEWAL OF DRIVER'S LICENSE (DL) OF OVERSEAS FILIPINO WORKERS (OFW)

	RENEWAL	ONE(1) DAY TO ONE (1) YEAR EXPIRED	MORE THAN ONE (1) YEAR TO TWO (2) YEARS EXPIRED
License Fee	P 585.00	P 585.00	P 585.00
Penalty		P 75.00	P 150.00
Conversion Fee			
TOTAL	P 585.00	P 660.00	P 735.00



CHANGE CLASSIFICATION (VALID PROFESSIONAL DRIVER'S LICENSE TO NON-PROFESSIONAL DRIVER'S LICENSE)

	VALID PDL TO NPDL
Application Fee	P100.00
Replacement Fee	P 225.00
Computer Fee	P 67.63
Change Classification	P100.00
TOTAL	P 492.63

DUPLICATE VALID DRIVER'S LICENSE / STUDENT PERMIT

	DUPLICATE DL	WITH REVISION OF RECORDS	STUDENT PERMIT
Replacement Fee	P 225.00	P 225.00	
Certification Fee	P 100.00	P 100.00	P 100.00
Clearance Fee	P 30.00	P 30.00	
Duplicate Fee	P 50.00	P 50.00	P 50.00



REVISION OF RECORDS (VALID DRIVER'S LICENSE)

	REVISION OF RECORDS
Replacement Fee	P 225.00
Revision Fee	P 100.00
Computer Fee	P 67.63
TOTAL	P 472.63

CONVERSION OF FOREIGN DRIVER'S LICENSE

	VALID FOREIGN DL TO NPDL	CONTINUITY OF PHILIPPINE DRIVER'S LICENSE	
		WITHOUT REVISION OF RECORDS	WITH REVISION OF RECORDS
License Fee	P 585.00	P 585.00	P 585.00
Application Fee	P 100.00	P 100.00	P 100.00
Conversion Fee	P 100.00	P 100.00	P 100.00
Revision of Records Fee			P 100.00
Computer Fee	P 67.63	P 67.63	P 67.63
Total	P 852.63	P 852.63	P 952.63



LICENSE CERTIFICATION

Driver's License Certification requested for DFA Authentication and for other purposes locally or abroad

Office or Division:	For Local Purposes: LTO Licensing Centers, District/Extension Offices and Central Office License Section For DFA Authentication: Central Office License Section	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business, G2C – Government to Client, G2G - Government to Government	
Who may avail:	Driver's License holders, law enforcement agencies, courts, insurance companies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For DFA Authentication		
1. One (1) photocopy of the Driver's License (DL) and/or Official Receipt (OR)		Applicant
2. In case of lost DL, original affidavit of loss. If the DL holder is abroad, one copy of valid passport showing the first page, visa page and latest date of arrival and departure		Applicant
3. Original authorization letter with one copy of any valid government issued ID with photo and signature of the applicant. Original copy of any valid government issued ID with photo and signature of the representative (in the absence of the DL holder).		For Authorization letter: Driver's License holder For ID: Any issuing government agency
B. For Local Employment and other purposes		
1. Original letter request		Requesting Officer



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original and one (1) photocopy of any valid government issued ID with photo and signature of the requesting officer	Any issuing government agency
3. One (1) photocopy of the DL if applying for local employment and other purposes	Applicant
C. Request for License Transaction History	
1. Original and one (1) photocopy of valid DL	Applicant
2. Original letter request	Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form for the application of license certification and accomplishes the same	1. Issues Request Form	None	None	CSR
2. Submits requirements	2. Receives requirements	None	5 minutes	Receiving Clerk
3. No activity	3. Verifies license from the database and prepares Pay Order Slip (POS)	None	20 minutes	Verifier
4. Proceeds to the cashier for payment of fees	4. Accepts payment and issues Official Receipt (OR)	<u>Certification Fee</u> - P 100.00	20 minutes	Cashier
5. No activity	5. Issues claim stub to applicant	None	10 minutes	Releasing Clerk
6. No activity	6. Types and prints details of Driver's License (DL) to standard certification form	None	30 minutes	Certification Officer
7. No activity	7. Signs DL Certification	None	30 minutes	Approving Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Presents claim stub and OR 8.1. Receives DL Certification and OR, and signs in the duplicate copy of the DL Certification	8. Releases DL Certification 8.1 Requires the applicant to sign in the duplicate copy of the DL Certification	None	5 minutes	<i>Certification Officer</i>
	TOTAL	P 100.00	2 hours	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



CERTIFICATION OF LICENSE TRANSACTION HISTORY

Driver's License Certification of history of transactions requested for local purposes or abroad

Office or Division:	Central Office License Section	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business, G2C – Government to Client, G2G - Government to Government	
Who may avail:	Driver's License Holders, Government Agencies, Courts, Insurance Companies and Private Sector	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original and one (1) photocopy Driver's License		Applicant
2. Original letter request		Applicant
3. Original authorization letter with one (1) copy of any valid government issued ID with photo and signature of the applicant. Original and one (1) copy of any valid government issued ID with photo and signature of the representative (in the absence of the license holder).		For Authorization letter: Driver's License holder For ID: Any issuing Government Agency (GA)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives and evaluates requirements, interviews applicant	None	30 minutes	<i>Receiving Clerk</i>
2. No activity	2. Verifies license from the database, retrieves the history, prints screenshot/s and prepares Pay Order Slip (POS)	None	1 hour, 30 minutes	<i>Verifier</i>
3. Proceeds to the cashier for payment of fees	3. Accepts payment and issues Official Receipt (OR)	<u>Certification Fee</u> - P 100.00 per Transaction	30 minutes	<i>Cashier</i>
4. No activity	4. Issues claim stub to applicant	None	5 minutes	<i>Certification Officer</i>
5. No activity	5. Types the details of each Driver's License (DL) per transaction and prints the Certification 5.1 Types covering letter	None	2 hours	<i>Certification Officer</i>
6. No activity	6. Signs Certification	None	20 minutes	<i>Approving Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Presents Claim Stub 7.1. Receives DL Certification and OR, and signs in the duplicate copy of the DL Certification	7. Issues DL Certification 7.1 Requires the applicant to sign in the duplicate copy of the DL Certification 7.2 Releases DL Certification	None	5 minutes	<i>Releasing Clerk</i>
	TOTAL	P 100.00 / transaction	5 hours	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. The Certification depends on the number of transaction history from the time the driver acquired his first DL and all other succeeding transactions thereon. Example: One driver's license holder can have as much as 10 transaction histories.

c. One letter request may contain two or more Certifications.

d. For those request for certification with voluminous transaction coming from government agencies, insurance companies and driving schools, the processing and waiting time is seven (7) working days.

e. Documents received to process certification at 1 PM can be claimed the next working day specifying the time on the stub.



REQUEST FOR SYSTEM UPDATES (RSU) FOR DOUBLE LICENSE

Handling of cases of walk-in clients with double licenses where he/she has the same details but has two different license numbers or has two different customer details and license numbers.

Office or Division:	Licensing Centers, Authorized LTO District /Extension Offices and Central Office License Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Holder of Driver's/Conductors License	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Duly accomplished Application for Driver's License (ADL)		CSR
2. Original valid Driver's License		Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. DOUBLE LICENSE- SAME NAME, BIRTHDAY AND CUSTOMER DETAILS BUT WITH TWO DIFFERENT LICENSE NUMBERS				
1. No activity	1. Validates the license records of the client 1.1 Advises the client of the existence of the two different license numbers under his name and inform of the penalty 1.2 Prepares manual Official Receipt (OR) / Pay Order Slip (POS) for payment of P2,500.00	None	7 minutes	<i>Evaluator</i>
2. No activity	2. Signs manual OR / POS	None	3 minutes	<i>Approving Officer</i>
3. Proceeds to cashier for payment of fees	3. Accepts payment and issues manual OR	P 2,500.00	10 minutes	<i>Cashier</i>
4. No activity	4. Prepares Request for System Update (RSU) for deactivation of the latest License Number issued	None	7 minutes	<i>Evaluator</i>
5. No activity	5. Evaluates and Implements RSU	None	3 days	License Section CO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>*After updating of the License Section CO, any regular license transaction may follow.</i>				
	TOTAL	P 2,500.00	3 days, 30 minutes	
B. DOUBLE LICENSE - ONE AND THE SAME LICENSEE BUT WITH TWO DIFFERENT CUSTOMER DETAILS AND LICENSE NUMBERS				
1. No activity	1. Evaluates the License records to establish the correct identity of the Licensee 1.2 If it is determined that the different customer details and license numbers belong to one person only, LTO confiscates the DL card and OR.	None	30 minutes	<i>Evaluator</i>
2. No activity	2. Prepares endorsement letter to Intelligence and Investigation Division (IID) and requests tagging of alarm to Data Control Unit (DCU)	None	30 minutes	<i>Approving Officer License Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No activity	3. Reviews the endorsement letter and attached requirements 3.1 Endorses to the IID, Central Office (CO) for investigation	None	3 days	Chief License Section CO
<i>INVESTIGATION PROCESS</i>				
	4. Receives Resolution from IID and prepares RSU to be forwarded to IT Service provider for implementation if needed		4 hours	
	TOTAL	None	3 days, 5 hours	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.



REQUEST FOR SYSTEM UPDATE (RSU) FOR LICENSE AND CUSTOMER DETAILS / MISREPRESENTATION OF AGE / IDENTITY

A process of revising/updating the customer details in the system

Office or Division:	Authorized Licensing Centers, District /Extension Offices and Central Office License Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Holder of Driver's/Conductors License	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Duly accomplished original Application for Driver's License (ADL) form		Customer Service Representative (CSR)
2. Original and one photocopy of valid Driver's/Conductor's License		Applicant
3. Original Letter of Appeal (for misrepresentation of age) / complaint (for misrepresentation of identity)		Applicant
4. Original and one photocopy of Birth Certificate duly authenticated by National Statistics Office (NSO) / Philippine Statistics Authority (PSA), any legal documents as proof of correction the applicant is availing		Philippine Statistic Authority (PSA)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents and/or submits the requirements	1. Receives and evaluates the completeness and authenticity of the requirements. For misrepresentation of age: 1.1 Informs the applicant of the options and penalties the applicant may avail of: A. Payment of P5,100.00 B. Suspension of 1 year	None	15 minutes	<i>Evaluator</i>
FOR MISREPRESENTATION OF AGE (OPTION A)				
2. No activity	2. Prepares Pay Order Slip (POS)	None	5 minutes	<i>Evaluator</i>
3. No activity	3. Signs Official Receipt (OR) / POS	None	5 minutes	<i>Approving Officer / Evaluator</i>
4. Proceeds to the Cashier for payment of penalty	4. Accepts payment and issues OR	Php 5,000.00	10 minutes	<i>Cashier</i>
5. No activity	5. Prepares Request for System Update (RSU) for updating of License Number and date of birth and other correction of customer details	None	10 minutes	<i>Evaluator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No activity	6. Reviews and approves RSU	None	5 minutes	Approving Officer
7. No activity	7. Updates License Number and date of birth	None	2 hours	License Section, Central Office
<i>*After updating of the License Section CO, any regular transaction may follow</i>				
	TOTAL	Php 5,000.00	2 hours, 50 minutes	
FOR MISREPRESENTATION OF AGE (OPTION B)				
2. No activity	2. Prepares RSU for deactivation of the DL	None	10 minutes	Evaluator
3. No activity	3. Evaluates RSU	None	5 minutes	Evaluator / Implementor
4. No activity	4. Approves RSU	None	5 minutes	Approving Officer
5. No activity	5. Implements RSU 5.1 Furnishes DO/LC/EO and Licensee of the notice of deactivation	None	2 hours	Evaluator / Implementor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>*After compliance of 1 year suspension, Licensee may apply for Student Driver's Permit</i>				
	TOTAL	None	2 hours, 35 minutes	
FOR UPDATING FOR CUSTOMER DETAILS (CUSTOMER DETAILS: HEIGHT, WEIGHT, GENDER, NATIONALITY, MISPELLED ADDRESSES /NAME, LICENSE DETAILS: (NUMBER, RESTRICTION CODE, TYPE))				
2. No activity	2. Evaluates RSU	None	5 minutes	<i>Evaluator / Implementor</i>
<i>Investigation Process (for misrepresentation of identity)</i>				
	3. Approves RSU	None	5 minutes	<i>Approving Officer</i>
	4. Implements RSU 4.1 Files RSU and attachments for record purposes	None	1 hour	<i>Evaluator / Implementor</i>
	TOTAL	None	1 hour, 25 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.



ACCREDITATION OF MEDICAL CLINICS - NEW

An authority granted to the Medical Clinics relative to the issuance of Medical Certificates to Student-driver's Permit and Driver's/Conductor's License Applicants

Office or Division:	Assessment and Compliance Monitoring Team (ACMT), LTO Regional Office / Medical Unit, Central Office	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2G - Government to Government	
Who may avail:	<ul style="list-style-type: none"> Private Medical Clinics or Health Facilities owned by any Filipino citizen who is at least twenty-five (25) years old; a domestic partnership or association; or a corporation organized under Philippine laws with at least sixty percent (60)% Filipino ownership who/which is not otherwise disqualified by any existing law or regulation Government Clinics or Health Facilities 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS FOR PRIVATE AND GOVERNMENT CLINICS OR HEALTH FACILITIES: (To be submitted in two (2) sets - 1 original and 1 photocopy)		
1. Duly accomplished application form under oath and signed by the Owner of the medical clinic or Head of Agency of government health facility		Land Transportation Office (Regional Office/District Office)
2. Health Facility Geographic Form (location map) and layout of the clinic, including dimensions		Private Medical Clinic/ Government Health Facility (LGU)
3. Photographs of the exterior and interior of the medical clinic		Private Medical Clinic/ Government Health Facility (LGU)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Organizational Chart showing its personnel and their functions	Private Medical Clinic/ Government Health Facility (LGU)
5. List of all equipment, including manuals, reference materials required for its calibration	Private Medical Clinic/ Government Health Facility (LGU)
ADDITIONAL REQUIREMENTS:	
For Private Medical Clinics:	
1. Certified true copy of valid Mayor's Business Permit indicating the type of ownership (Sole Proprietorship/Corporation or Partnership/ Cooperative)	Local/City Government Unit (LGU)
2. Bureau of Internal Revenue Certificate of Registration (photocopy)	Bureau of Internal Revenue (BIR)
3. Audited Financial Statement for the last two (2) years (photocopy) or a Pre-operating Financial Statement whichever is applicable, showing that the owner-applicant shall be in such financial condition as to reasonably expect it to operate for at least one (1) year	Certified Public Accountant
4. Certificate of Registration of personal information processing system as proof of registration with the National Privacy Commission in accordance with Republic Act No. 10173 or the Data Privacy Act (Photocopy) or Proof of Application pending release of Certificate of Registration	National Privacy Commission (NPC)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished form together with the requirements. 1.1 Receives the POS. * Government health facilities and clinics are exempted from the payment of the application fee.	1. Receives application and checks completeness of the requirements 1.1 Issues the Payment Order Slip (POS)	None	30 minutes	ACMT Secretariat Regional Office
2. Proceeds to the Cashier for payment of non-refundable application fee and other required fees. 2.1 Receives the OR.	2. Accepts payment and issues the manual Official Receipt (OR). 2.1 Furnishes the ACMT Secretariat with the File Copy of the OR.	<u>Application Fee</u> - P5,000.00 <u>Legal Research Fund</u> - P10.00	10 minutes	Cashier Operations Division
3. No activity <i>Note: In the event of findings of deficiency or non-conformity, the applicant complies within 30 days as per MC No.2018-2157</i>	3. Evaluates the application and conducts ocular inspection . 3.1 Informs the applicant of the deficiency or nonconformity, if there is any, through formal writing. 3.2 Submits the assessment and inspection report to the Chairperson of the ACMT for review and confirmation of the	None	2 days	Assessment and Compliance Monitoring Team (ACMT) Members



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No activity	<p>4. Forwards assessment and inspection report to the Regional Director for endorsement of the application to Central Office</p> <p>4.1 Prepares transmittal letter.</p>	None	1 day	<i>ACMT Chairperson / Secretariat</i>
5. No activity	<p>5. Endorses application and signs the transmittal letter to the Central Office for issuance of Certificate of Accreditation (CoA)</p> <p>5.1 Transmits the application to the Central Office thru the Medical Unit either electronically or thru courier</p>	None	2 days	<i>Regional Director/ ACMT Secretariat</i>
6. No activity	<p>6. Revise and recommends approval of the application for accreditation.</p> <p>6.1 Prepares the Certificate of Accreditation.</p> <p>6.2 Forwards to the Executive Director for countersigning of the Certificate.</p> <p>6.3 Advises the Regional Office on the issuance of provisional authority</p>	None	1 day	<i>Medical Unit Central Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receives the Provisional Authority.	7. Issues Provisional Authority to the applicant.	None	1 day	<i>Regional ACMT Secretariat/ Regional Director</i>
8. No activity	8. Countersigns the Certificate of Accreditation	None	1 day	<i>Executive Director</i>
9. No activity	9. Approves and signs the Certificate of Accreditation	None	1 day	<i>Assistant Secretary</i>
10. No activity	10. Forwards the Certificate of Accreditation to the Regional Office for release to the applicant	None	3 days	<i>Medical Unit Central Office</i>
11. Receives the Certificate of Accreditation	11. Releases the Certificate of Accreditation	None	5 minutes	<i>ACMT Secretariat Regional Office</i>
	TOTAL	P5,010.00	12 days, 45 minutes	

Note: Accreditation of Medical Clinics is under multi-stage processing.

Processing time starts upon the submission of complete requirements under normal situations.

In case of committing any of the prohibited acts under Sec. 26 of LTO MC No. 2018-2157, corresponding administrative penalties and sanctions as well as preventive suspension defined under Sections 28 and 29 of the same circular are listed on the next pages.



ACCREDITATION OF MEDICAL CLINICS - RENEWAL

A yearly authority granted to the Medical Clinics relative to the issuance of Medical Certificates to Student-driver's Permit and Driver's/Conductor's License Applicants after the initial accreditation

Office or Division:	Assessment and Compliance Monitoring Team (ACMT), LTO Regional Office	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business G2G - Government to Government	
Who may avail:	All Previously Accredited Private and Government Clinics or Health Facilities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS FOR PRIVATE AND GOVERNMENT CLINICS OR HEALTH FACILITIES:		
1. One (1) copy of duly accomplished application form under oath and signed by the Owner of the medical clinic or Head of Agency of Government health facility		Land Transportation Office (Regional Office/District Office)
2. One (1) Photocopy of the previous Certificate of Accreditation (CoA)		Land Transportation Office (LTO)
3. One (1) original copy of updated Organizational chart showing its personnel and their functions, if necessary		Private Medical Clinic/ Government Health Facility (LGU)
4. One (1) copy of duly accomplished Health Facility Geographic Form (location map) and layout of the clinic, including dimensions (in case of transfer of location)		Private Medical Clinic/ Government Health Facility (LGU)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ADDITIONAL REQUIREMENTS: For Private Medical Clinics:	
1. One (1) Certified true copy of valid Mayor's Business Permit / Proof of application for renewal of permit	Local/City Government Unit (LGU)
2. One (1) photocopy of latest BIR tax payment	Bureau of Internal Revenue (BIR)
3. One (1) photocopy of valid Certificate of Registration with NPC or proof application duly received by NPC	National Privacy Commission (NPC)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits the duly accomplished form together with the requirements within ninety (90) days.</p> <p>* Government health facilities and clinics are exempted from the payment of the application fee.</p>	<p>1. Receives application and checks completeness of the requirements</p> <p><i>*If the application is submitted after the expiration of the accreditation, the CoA is temporarily suspended.</i></p> <p>1.1 Issues the Payment Order Slip (POS)</p>	None	30 minutes	ACMT Secretariat Regional Office
<p>2. Proceeds to the Cashier for payment of renewal fee and other required fees based on the POS.</p> <p>2.1 Receive the OR.</p>	<p>2. Accepts payment.</p> <p>2.1 Issues the manual Official Receipt (OR)</p> <p>2.2 Furnishes the ACMT Secretariat with the File Copy of the OR.</p>	<p><u>Renewal Fee</u> - P3,000.00</p> <p><u>Legal Research Fund</u> - P10.00</p> <p>* <u>Penalty Fee</u> - P1,000.00 (if renewal is applied after expiration of accreditation)</p>	10 minutes	Cashier Operations Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No activity <i>Note: In the event of findings of deficiency or non-conformity, the clinic shall be suspended from operation until compliance to the findings.</i>	3. Evaluates the application and conducts ocular inspection . 3.1 Informs the applicant of the deficiency or nonconformity, if there is any, through formal writing. 3.2 Submits the assessment and inspection report to the Chairperson of the ACMT for approval of renewal of accreditation.	None	2 days	Assessment and Compliance Monitoring Team (ACMT) Members
4. No activity	4. Recommends the renewal of accreditation. 4.1 Prepares the Certificate of Accreditation (Renewal)	None	1 day	ACMT Chairperson ACMT Secretariat
5. No activity	5. Initials the Certificate of Renewal of Accreditation	None	1 day	ACMT Chairperson



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No activity	6. Approves Certificate of Accreditation (Renewal)	None	1 day	<i>Regional Director</i>
7. Receives the Certificate of Accreditation	7. Releases the Certificate of Accreditation	None	5 minutes	<i>ACMT Secretariat Regional Office</i>
	TOTAL	P3,010.00 or P4,010.00 if with penalty	5 days, 45 minutes	

Note: Accreditation of Medical Clinics is under multi-stage processing.

Renewal of Certificate of Accreditation shall be filed to the LTO Regional Office having jurisdiction of the area where the medical clinic is located within ninety (90) days before its expiration.

Processing time starts upon the submission of complete requirements under normal situations.



PROHIBITED ACTS (Sec. 26)

- Violation of condition/s of accreditation and/or registration
- Misrepresentation for purposes of securing an accreditation or registration or renewal thereof, such as giving a material false statement in the application or submitting falsified documents
- Obstructing or attempting to obstruct inspection or visits by the authorized representatives of LTO
- Engaging in activities outside the scope of the accreditation such as but not limited to selling of insurance policy, notarization of documents and photocopying services within the premises of the medical clinic
- Tampering of medical examination result by deliberately entering any false information about the applicant's health or physical condition
- Direct or indirect solicitation of clients
- Any act similar or analogous to the foregoing

PREVENTIVE SUSPENSION (Sec. 29)

If upon inspection or monitoring visits, the medical clinic is found to be violating the standards or existing rules and regulations or committed prohibited acts, the following shall be performed:

- The LTO Regional Director may immediately impose preventive suspension for not more than sixty (60) days pending the outcome of the investigation.
- A medical clinic shall cease its operation and shall not accept any client for medical examination during the period of preventive suspension.
- The medical clinic shall be automatically denied access to the LTO IT System.

ADMINISTRATIVE PENALTIES AND SANCTIONS (Sec. 28)

After due notice and hearing, the following may be imposed upon the discretion of the LTO Regional Director for any violation committed under MC No. 2018-2157 and other related issuances:

- Suspension not exceeding six (6) months; or
- Revocation of the accreditation of clinic or registration physician; or
- Suspension not exceeding six (6) months or revocation of the accreditation of clinic or registration physician, or both upon the discretion of the LTO Regional Director

A medical clinic which engages in the medical clinic business or makes it appear that it is authorized to perform medical examination on applicants without proper accreditation and/or registration shall be penalized with perpetual disqualification from accreditation and/or registration.



REGISTRATION OF PHYSICIANS - NEW

An authority granted to the Physicians relative to the issuance of Medical Certificates to Student-driver's Permit and Driver's/Conductor's License Applicants

Office or Division:	LTO Regional Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business, G2G - Government to Government	
Who may avail:	All Qualified Private and Government Physicians	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS FOR PRIVATE AND GOVERNMENT PHYSICIANS:		
1. One (1) copy of duly accomplished application form, endorsed by the owner of the clinic or head of the government health faculty/agency or the authorized representative		Land Transportation Office (Regional Office/District Office)
2. Two (2) pieces of 2x2 photo with name tag (taken within the last three months prior to the date of application for registration)		Physician
3. One (1) Certified true copy of Certificate of Registration duly issued by the Board of Medical Examiners or proof of application pending the release of Certificate		Professional Regulation Commission (PRC)
4. One (1) Original copy of the Certificate of Membership and good standing from the Philippine Medical Association or its component society		Philippine Medical Association (PMA) or its component society



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. One (1) Photocopy of the valid Professional Regulation Commission license card <i>(Original to be presented)</i>	Professional Regulation Commission (PRC)
6. One (1) Photocopy of valid government issued identification card (other than PRC) with photo and signature <i>(Original to be presented)</i>	Any issuing government agencies
7. One (1) photocopy of Taxpayer's Identification Number (TIN) card or any document indicating the TIN <i>(Original to be presented)</i>	Bureau of Internal Revenue (BIR) / Other issuing government agencies (for the document)
ADDITIONAL REQUIREMENTS:	
For Private Physicians:	
1. One (1) Photocopy of current Professional Tax Receipt (PTR) <i>(Original copy to be presented)</i>	Local Government Unit (LGU)
For Government Physicians:	
1. One (1) Certified true copy of approved appointment or Certificate of Employment issued by the agency	Government Health Facility (LGU)
2. One (1) original copy of the Authority to Engage in the Private Practice of Profession approved by the Head of Agency where he/she is employed <i>(for government physicians who desire to engage in private practice)</i>	Government Health Facility (LGU)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished form together with the requirements where the medical clinic is accredited.	1. Receives application and checks completeness of the requirements. 1.1 Verifies the professional license through the PRC website.	None	10 minutes	ACMT Secretariat Regional Office
2. Undergoes interview	2. Evaluates the application and Interviews the physician-applicant to ascertain and verify the correctness and truth of the information contained in the application. 2.1 Approves the application.	None	30 minutes	ACMT Members/ Chairperson
3.1 Undergoes digital photograph and biometric fingerprint scan. 3.2. Secures the POS	3. Registers the physician-applicant. 3.1 Takes the digital photograph and biometric finger scan of the physician-applicant. 3.2 Issues Payment Order Slip (POS)	None	30 minutes	ACMT Members/ ACMT Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceeds to Cashier for payment of one-time registration and other required fees based on the POS. 4.1 Receives Official Receipt (OR)	4. Accepts payment 4.1 Issues Manual Official Receipt (OR) 4.2 Furnishes the ACMT Secretariat with the File Copy of the OR.	<u>Registration Fee</u> - P3,000.00	10 minutes	Cashier Operations Division
5. No activity	5. Prepares Certificate of Registration	None	10 minutes	ACMT Secretariat
6. No activity	6. Countersigns and endorses the Certificate to the Regional Director	None	10 minutes	ACMT Chairperson
7. No activity	7. Signs Certificate of Registration	None	1 day	Regional Director
8. Receives Certificate of Registration	8. Releases Certificate of Registration	None	5 minutes	ACMT Secretariat
	TOTAL	P3,000.00	2 days, 45 minutes	

Note: Processing time starts upon the submission of complete requirements under normal situations.



REGISTRATION OF PHYSICIANS - RENEWAL

An authority granted to the Physicians to continue access to the medical IT facility relative to the issuance of Medical Certificates to Student-driver's Permit and Driver's/Conductor's License Applicants

Office or Division:	LTO Regional Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business, G2G - Government to Government	
Who may avail:	All Qualified Private and Government Physicians	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS FOR PRIVATE AND GOVERNMENT PHYSICIANS:		
1.	One (1) copy of duly accomplished application form, endorsed by the owner of the clinic or head of the government health facility/agency or the authorized representative	Land Transportation Office (Regional Office/District Office)
2.	Two (2) pieces of 2x2 photo with name tag (taken within the last three months prior to the date of application for registration)	Physician
3.	One (1) Photocopy of the valid Professional Regulation Commission license card <i>(Original to be presented), if necessary</i>	Professional Regulation Commission (PRC)
4.	One (1) Photocopy of current Professional Tax Receipt (PTR) <i>(Original copy to be presented)</i> <i>* To be required for government physicians who are engaged in private practice.</i>	Local Government Unit (LGU)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished form together with the requirements where the physician is registered/enrolled.	1. Receives application and checks the completeness of the requirements. 1.1 Verifies the professional license through the PRC website.	None	10 minutes	ACMT Secretariat Regional Office
2. No activity	2. Evaluates the application and its attachments to ascertain and verify the correctness and truth of the information contained in the application. 2.1 Approves the application.	None	20 minutes	ACMT Members/ Chairperson
3. Receives the POS 3.1. No activity	3. Issues Payment Order Slip (POS) 3.1 Prepares Certificate of Registration (Renewal) 3.2 Forwards to the Chairperson, ACMT for his/her initial.	None	30 minutes	ACMT Secretariat
4. Proceeds to Cashier for payment of the annual fee 4.1 Receives Official Receipt (OR)	4. Accepts payment 4.1 Issues manual Official Receipt (OR)	<u>Annual Fee</u> - P1,000.00	10 minutes	Cashier Operations Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. No activity	5. Countersigns and endorses the Certificate to the Regional Director	None	10 minutes	<i>ACMT Chairperson</i>
6. No activity	6. Signs Certificate of Registration (renewal)	None	1 day	<i>Regional Director</i>
7. Receives Certificate of Registration	7. Releases Certificate of Registration	None	5 minutes	<i>ACMT Secretariat</i>
	TOTAL	P1,000.00	1 day, 1 hour, 25 minutes	

Note: Processing time starts upon the submission of complete requirements under normal situations.



ACCREDITATION OF DRIVING SCHOOL / DEP TRAINING CENTER - NEW

Authority granted by LTO to operate as a driving school to engage in the business of handling complete course of instruction to student-drivers to operate motor vehicles or as a DEP training center to conduct Driving Enhancement Program.

Office or Division:	Traffic Safety Division (TSD) Central Office and Regional Offices	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
Who may avail:	<ul style="list-style-type: none"> • New Driving Schools (educational institution, main school or its branches) owned by any person or group of persons, natural or juridical, established , organized and licensed to engage in the business of handling complete course of instruction to student-drivers to operate motor vehicles. • Existing Driving Schools that have already been established and operating and which have previously been issued a certificate to operate or provisional permit • Training / Learning Center established to conduct re-orientation program for drivers during renewal of their licenses and intervention program 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS FOR NEW AND EXISTING DRIVING SCHOOL/TRAINING CENTER: (To be submitted in two (2) sets - 1 original and 1 photocopy)		
1. Duly accomplished Application Form		Land Transportation Office (RO/CO), LTO Website
2. Certified true copy of valid Business Permit (original to be presented)		Concerned Local Government Unit (LGU)
3. List of accredited instructors with their driver's license number and other pertinent qualifications		Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Location plan and sketch of maneuvering site (with lease agreement if NOT owned)	Applicant
5. Pictures of Driving School/Training Center (Interior and Exterior)	Applicant
6. List of motor vehicles registered under the name of the Driving School/Center exclusively used for practical driving lesson	Applicant
7. List of Equipment (AVR, CCTV, Computers, GPS, Dashcam (front and rear camera)	Applicant
8. List of reading and training materials	Applicant
9. Course syllabus	Applicant
ADDITIONAL REQUIREMENTS:	
For New Driving School Applicant	
1. Sworn statement with documentary evidence of the adequacy of funds for annual operating expenses	Applicant
2. Bank Certificate or Credit Line in the amount of Php3,000,000 in the name of the owner of driving school-applicant	Issuing Bank
For Existing Accredited Driving School	
1. Audited Financial Statement	Certified Public Accountant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and requirements .	1. Receives application and evaluates the completeness of the requirements.	None	1 hour	Secretariat, Regional Committee on Accreditation of Driving Schools / Receiving Clerk, TSD
2. No activity <i>Note: In the event of findings of deficiency or non-conformity, the applicant shall be required to comply within five (5) days upon receipt of notice.</i>	2. Evaluates the application and inspects the establishment. Prepares Inspection Report . 2.1 Informs the applicant of the deficiency or nonconformity, if there is any, through formal writing. 2.2 Submits the Inspection Report with the requirements to the Regional Committee on Accreditation of Driving Schools/Traffic Safety Division (TSD), Central Office.	None	2 days	Inspector/s (Regional Committee on Accreditation of Driving Schools / TSD Personnel)
3. No activity	3. Reviews the application together with the Inspection Report .	None	1 day	Chairperson, Regional Committee on Accreditation of Driving Schools / Chief, Traffic Safety Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.1 In the case of application received at the Regional Level, forwards the Inspection Report together with the application after review to the Regional Director for endorsement to the Chief, Traffic Safety Division (CO).</p> <p>3.2 Prepares endorsement of the application to the Assistant Secretary through TSD, Central Office/ Central Office Committee on Accreditation of Driving Schools</p>	None	1 Hour	<i>Secretariat, Regional Committee on Accreditation</i>
4. No activity	<p>4. Endorses the application to the Traffic Safety Division and signs the transmittal letter.</p> <p>4.1 Transmits the application to the Central Office thru the Operations Division either electronically or thru courier</p> <p><i>* In the case of application directly submitted to the CO, skip these steps.</i></p>	None	1 day	<i>Regional Director / Secretariat, Regional Committee on Accreditation</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. No Activity	5. Validates the correctness of the information contained in the application and recommends approval for accreditation	None	1 day	<i>Chairperson, CO Committee on Accreditation</i>
6. No Activity	<p>6. Prepares the Certificate of Accreditation, assigns and uploads accreditation number.</p> <p>6.1 Forwards the Certificate of Accreditation to Office of the Executive Director for countersigning.</p> <p>6.2 Informs the applicant thru the Regional Office for the payment of the accreditation fee, issuance of provisional authority and the uploaded accreditation number.</p>	None	1 day	<i>TSD Personnel</i>
7. Receives POS	7. Issues Payment Order Slip (POS) and prepares Provisional Authority.	None	30 minutes	<i>Secretariat, Regional Committee</i>
8. Proceeds to Regional Office for the payment of accreditation fees. Receives OR.	8. Collects payment of accreditation fee and issues manual Official Receipt (OR). Furnishes the Secretariat with the File Copy of the OR.	<u>Accreditation Fee</u> - P1,000.00	30 minutes	<i>Cashier, CO / RO Operations Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Receives the Provisional Authority.	9. Approves and signs the Provisional Authority.	None	1 day	<i>Regional Director</i>
10. No activity	10. Issues Provisional Authority to the applicant. 10.1 Forwards photocopy of OR to Central Office	None	30 minutes	<i>Secretariat, Regional Committee on Accreditation of Driving School</i>
11. No activity	11. Countersigns the Certificate of Accreditation	None	1 day	<i>Executive Director</i>
12. No activity	12. Approves and signs the Certificate of Accreditation	None	1 day	<i>Assistant Secretary</i>
13. No activity	13. Forwards the Certificate of Accreditation to the Regional Office	None	2 days	<i>TSD Personnel</i>
14. Receives the Certificate of Accreditation	14. Releases the Certificate of Accreditation	None	5 minutes	<i>Secretariat, Regional Committee on Accreditation of Driving Schools</i>
	TOTAL	P5,000.00	11 Days, 3 Hours, 35 Minutes	

Note: a. Accreditation of Driving Schools/Training Centers is under multi-stage processing.

b. Processing time starts upon the submission of complete requirements under normal situations.

c. In case of committing any of the prohibited acts, corresponding administrative penalties and sanctions are listed on the next page.



ACCREDITATION OF DRIVING SCHOOL / DEP TRAINING CENTER - RENEWAL

Annual authority granted by LTO to operate as a driving school to engage in the business of handling complete course of instruction to student-drivers to operate motor vehicles or as a DEP training center to conduct Driving Enhancement Program.

Office or Division:	Traffic Safety Division (TSD) Central Office and Regional Offices	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Owners of Accredited Driving Schools / DEP Training Centers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished Renewal Application form		Land Transportation Office (RO/CO), LTO Website
2. Audited Financial Statement for the previous year		Accredited (Certified Public Accountant)
3. Certified true copy of valid Business Permit / any proof of Application for Renewal of Business Permit		Concerned Local Government Unit (LGU)
3. List of accredited instructors with their driver's license number and other pertinent qualifications		Applicant
5. Previous original Certificate of Accreditation or certified true copy of original (in case of loss)		Applicant/LTO Issuing Office
6. Inspection report		Concerned LTO Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and requirements 1.1 Receive the POS.	1. Receives application and checks completeness of the requirements 1.1 Issues the Payment Order Slip (POS) <i>*If the driving school failed to submit the duly accomplished form and pay the proper fee on or before the expiration of its accreditation, the authority of the driving school to operate shall be automatically cancelled.</i>	None	1 day	<i>Secretariat, Regional Committee on Accreditation of Driving Schools / Receiving Clerk, TSD</i>
2. Proceeds to the Cashier for payment of renewal fee based on the POS. 2.1 Receive the OR.	2. Accepts payment and issues manual Official Receipt (OR). 2.1 Furnishes the ACMT Secretariat with the File Copy of the OR.	<u>Renewal Fee</u> - P3,000.00 or * <u>Late Renewal Fee</u> - P5,000.00	10 minutes	<i>Cashier, Operations Division (RO/CO)</i>
3. No activity Note: In the event of findings of deficiency or non-conformity, the applicant shall be suspended from operation until compliance to the findings.	3. Evaluates the application and conducts ocular inspection . 3.1 Informs the applicant of the deficiency or nonconformity, if there is any, through formal writing. 3.2 Submits the Inspection Report to the Chairperson, Regional Committee on Accreditation of Driving Schools for approval of renewal of accreditation.	None	2 days	<i>Inspectors/ Members, Regional/CO Committee on Accreditation of Driving Schools</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No activity	4. Reviews the report and recommends the renewal of accreditation to the Regional Director/ Assistant Secretary 4.1 Prepares the Certificate of Accreditation (Renewal)	None	1 day	Chairperson, Regional /CO Committee on Accreditation of Driving Schools/ Secretariat
5. No activity	5.Countersigns the Certificate of Accreditation	None	1 day	Chairperson, Regional /CO Committee on Accreditation of Driving Schools
6. No activity	6. Approves and signs the Certificate of Accreditation	None	1 day	Regional Director / Assistant Secretary
7. Receives Certificate of Accreditation	7. Releases the certificate of accreditation	None	15 minutes	Releasing Clerk
	TOTAL	Php3,000.00 or Php5,000.00 (if late renewal)	6 days, 25 minutes	

Notes:

Accreditation of Medical Clinics is under multi-stage processing.

Processing time starts upon the submission of complete requirements under normal situations.

Application for Renewal of Accreditation shall be filed to the LTO Regional Office having jurisdiction of the area where the driving school is located within sixty (60) days prior to expiration of certificate.



PROHIBITIONS FOR DRIVING SCHOOLS/TRAINING CENTERS

Prohibited Acts	Penalty
a. Employing instructor not enrolled with LTO 2.1 Receives the OR.	<i>P20,000.00 for the first offense P30,000.00 for the second offense plus suspension/ revocation of driving school accreditation</i>
b. Operating without LTO accreditation	<i>Blacklisting</i>
c. Use of unregistered motor vehicles	<i>P10,000.00</i>
d. Failure to provide Filipino Driver's Manual to student-drivers	<i>P10,000.00</i>
e. Irregular use of accreditation	<i>P30,000.00 plus one (1) year suspension</i>
f. Failure to display signage on motor vehicle	<i>P30,000.00</i>

After due notice and hearing, the LTO Regional Director may suspend the permit to establish and operate a driving school, or its certificate of accreditation for the following:

Instances	Period of Suspension for any instances
1. The school is not properly equipped and managed; 2. The school fails to completely carry out its duly approved course syllabus; 3. The instructors do not maintain professional standards in the performance of their duties and responsibilities 4. Fraud and /or misrepresentation have been committed in the making and filing of the application and in its operation;	<i>Six (6) months on the first offense One (1) year on the second offense Permanent revocation of accreditation on the third offense</i>



Instances	Period of Suspension for any instances
<p>5. The school is engaged in any unlawful or irregular transactions other than its main purpose; or</p> <p>6. The school was found to have failed to comply with the requirements and conditions prescribed in the Memorandum Circular/policy.</p>	



ACCREDITATION OF DRIVING SCHOOL'S INSTRUCTOR - NEW

Authority granted by LTO to practice as a driving school instructor

Office or Division:	Traffic Safety Division (TSD) Central Office and Regional Offices	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Applicant-Driving Instructor/Lecturer with the following qualifications: <ul style="list-style-type: none"> • Must have passed the written examination for driving school instructors • Must take and pass the neuropsychiatric test from a government accredited entity; and • Must not have been convicted by final judgement of a crime involving moral turpitude, or of a crime punishable by <i>prision coreccional</i> under the Revised Penal Code 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) copy of duly accomplished Application Form		LTO Website
2. One (1) Photocopy of valid Professional Driver's License for the vehicle category to be lectured for at least five (5) years (original to be presented)		Applicant
3. One (1) Certified true copy of Diploma and appropriate certificates of training such as TESDA National TVET Trainer's Certificate (NTTC) and Nation Certificate (NC) II in Driving and Automotive Servicing		Applicant (School / TESDA)
4. One (1) original Certificate of Neuropsychiatric Test Result		Government Accredited Entity
5. One (1) original copy of a valid certification that the applicant has undergone a mandatory drug test, and that he/she is free from the use of dangerous drugs		DOH Accredited Drug Testing Center
6. One (1) Original Copy of valid National Bureau of Investigation or Police Clearance; and		NBI/PNP
7. One (1) Original Certificate of No Apprehension for the past twelve (12) months		LTO CO/Regional Offices
8. Original copy of result of the written examination		LTO CO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished application form and requirements 1.1 Receives POS	1. Receives application and evaluates completeness of the requirements 1.1 Issues Payment Order Slip (POS) for Application/ Examination Fee	None	1 Hour	Secretariat, Regional Committee on Accreditation of Driving School/ Evaluator, Traffic Safety Division
2. Proceeds to the Cashier for payment of application/ examination fee 2.1 Receives the OR.	2. Accepts payment and issue manual Official Receipt (OR) 2.1 Furnishes the Secretariat with the File Copy of the OR.	Application Fee - P200.00	30 minutes	Cashier, Operations Division (RO/CO)
3. No activity	3. Forwards the application with the requirements to Central Office * This applies to application received at the Regional Office.	None	30 minutes	Secretariat, Regional Committee on Accreditation of Driving School
4. No activity	4. Reviews the application and validates authenticity of the requirements upon receipt thereof. 4.1 Recommends approval of application and issuance of certificate of accreditation .	None	1 day	Chief, Traffic Safety Division
5. No activity	5. Informs the applicant thru the Regional Office for the payment of accreditation fee and issuance of Provisional Authority via email.	None	30 minutes	TSD Staff
6. Receives POS	6. Issues Payment Order Slip (POS) and prepares Provisional Authority.	None	30 minutes	Secretariat, Regional Committee on Accreditation



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Proceeds to Regional Office for the payment of accreditation fees. Receives OR.	7. Collects payment of accreditation fee and issues manual Official Receipt (OR).	Accreditation Fee - P1,000.00	30 minutes	Cashier, CO / RO Operations Division
8. Receives the Provisional Authority.	8. Approves and signs the Provisional Authority.	None	1 day	Regional Director
	8.1 Issues Provisional Authority to the applicant. 8.2 Forwards photocopy of OR to Central Office	None	30 minutes	Secretariat, Regional Committee on Accreditation of Driving School
9. No activity	9. Countersigns and endorses the Certificate of Accreditation to the Assistant Secretary for approval.	None	1 day	Chairperson, CO Accreditation Committee/ Executive Director
10. No activity	10. Approves and signs the Certificate of Accreditation	None	1 day	Assistant Secretary
11. No activity	11. Forwards the Certificate of Accreditation to the Regional Office	None	1 day	Releasing Clerk TSD
12. Receives Certificate of Accreditation	12. Releases Certificate of Accreditation	None	15 minutes	Releasing Clerk/ Secretariat Regional Committee on Accreditation
	TOTAL	P1,200.00	5 days, 4 Hours, 15 minutes	

Note:

- Accreditation of Driving School Instructors is under multi-stage processing.
- Processing time starts upon the submission of complete requirements under normal situations.
- In case of committing any of the prohibited acts, corresponding administrative penalties and sanctions are listed on the next page.



ACCREDITATION OF DRIVING SCHOOL'S INSTRUCTOR -RENEWAL

Authority granted by LTO to practice as a driving school instructor

Office or Division:	Traffic Safety Division (TSD) Central Office and Regional Offices	
Classification:	Complex	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Previously accredited Driving School Instructors who have attended a retooling program.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) copy of duly accomplished Application Form		LTO CO/RO/LTO Website
2. One(1) Photocopy of valid Professional Driver's License for the vehicle category to be lectured for at least five (5) years (original to be presented)		Applicant
3. One(1) photocopy of Employee's ID (original to be presented)		Driving School/Training Center
4. One (1) Original Certificate of No Apprehension for the past twelve (12) months		LTO CO/Regional Offices
5. Previous Accreditation Certificate (Original) or Certified photocopy of Accreditation Certificate in case of loss		Applicant/LTO Issuing office
6. One (1) Photocopy of Certificate of Attendance to a retooling program (Original to be presented)		LTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished application form and requirements	1. Receives application and evaluates completeness of the requirements.	None	30 minutes	Secretariat, Regional Committee on Accreditation of Driving School/ Evaluator, TSD
2. No activity	2. Reviews the application and validates authenticity of the requirements upon receipt thereof 2.1 Recommends approval of application and issuance of certificate of accreditation .	None	1 day	Regional Committee on Accreditation / Chief, Traffic Safety Division
3. No activity	3. Advises the applicant to pay the accreditation fee thru email 3.1 Issues Payment Order Slip (POS) for renewal of accreditation	None	30 minutes	Secretariat, Regional Committee on Accreditation of Driving School/ Evaluator, TSD
4. Proceeds to Cashier for the payment of renewal accreditation fee 4.1 Receives the OR.	4. Accepts payment and issue manual Official Receipt (OR) 4.1 Furnishes the Secretariat with the File Copy of the OR.	Accreditation Fee - P500.00	30 minutes	Cashier, Operations Division (RO/CO)
5. No activity	5. Prepares the Certificate of Accreditation and routes to the signatories.	None	30 minutes	Secretariat, Regional Committee on Accreditation/ Evaluator, TSD



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No activity	6. Approves the recommendation and countersigns the Certificate of Accreditation	None	1 day	Chairperson, Regional Committee on Accreditation / Chief, TSD
7. No activity	7. Approves and signs the Certificate of Accreditation	None	1 day	Regional Director
8. Receives Certificate of Accreditation	8. Releases Certificate of Accreditation	None	15 minutes	Secretariat, Regional Committee on Accreditation of Driving School
	TOTAL	P500.00	3 Days, 2 Hours, 15 Minutes	

Note: Processing time starts upon the submission of requirements under normal situations.



PROHIBITIONS FOR DRIVING SCHOOL INSTRUCTORS

Prohibitted Acts	Fine
1. Failure to display Identificatin Card	<i>P500.00</i>
2. Providing false or invalid information in the course of lecture	<i>P5,000.00</i>
3. Practicing profession outside the authorized/ accredited area	<i>P5,000.00</i>
4. Failure to wear driving school standard uniform	<i>P5,000.00</i>

PREVENTIVE SUSPENSION

If upon inspection or monitoring visits, the driving school or driving instructor is found to be violating the standards or existing rules and regulations or committed prohibited acts stipulated in the Memorandum Circular, the concerned LTO Director may immediately impose preventive suspension to the said driving school instructor for not more than sixty (60) days pending the outcome of the investigation.



EXAMINATION FOR DRIVING SCHOOL INSTRUCTORS

An application where theoretical examination is to be undertaken prior to accreditation as driving school instructor.

Office or Division:	Traffic Safety Division (TSD) Central Office and Regional Offices	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client	
Who may avail:	<p>Applicant-Driving Instructor/Lecturer with the following qualifications:</p> <ul style="list-style-type: none"> Must be at least twenty-five (25) years of age Must be a holder of a relevant four-year degree course or of automobile vocational training course Must not have any traffic violations past twelve (12) months (as per draft MC) Must not have a history of suspension or revocation of driver's license for any cause Must take and pass the neuropsychiatric test from a government accredited entity Must not have been convicted by final judgement of a crime involving moral turpitude, or of a crime punishable by <i>prision coreccional</i> under the Revised Penal Code; and Must have passed a written examination given by LTO. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) copy of duly accomplished Application Form		LTO Website
2. One(1) Photocopy of valid Professional Driver's License for the vehicle category to be lectured for at least five (5) years (original to be presented)		Applicant
3. One (1) Original Certificate of No Apprehension for twelve (12) months		LTO CO/Regional Offices



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished application form and requirements 1.1 Receives POS	1. Receives application and evaluates completeness of the requirements 1.1 Issues Payment Order Slip (POS) for Application/ Examination Fee	None	1 Hour	<i>Secretariat, Regional Committee on Accreditation of Driving School/ TSD CO</i>
2. Proceeds to the Cashier for payment of application/ examination fee 2.1 Receives the OR.	2. Accepts payment and issue manual Official Receipt (OR) 2.1 Furnishes the Secretariat with the File Copy of the OR.	<u>Application Fee</u> - P200.00	10 minutes	<i>Cashier, Operations Division (RO/CO)</i>
3. No activity	3. Forwards the application with the requirements to Central Office <i>* This applies to application received at the Regional Office.</i>	None	30 minutes	<i>Secretariat, Regional Committee on Accreditation of Driving School</i>
4. No activity	4. Receives the application and schedules the written examination. 4.1 Issues notification to the applicant thru email	None	1 day	<i>TSD / Central Office Committee on Accreditation</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Takes the Driving Instructor's Written Examination	5. Conducts the Driving Instructor's Written Examination	None	1 day	TSD CO
6. No activity <i>Note: If failed, the applicant can take another written examination until he/she passed.</i>	6. Checks the written examination 6.1 Prepares and issues examination result, if Passed (with Certificate). If Failed (Letter of Rejection). 6.2 Forwards the result to the Central Office Committee on Accreditation of Driving Schools.	None	10 days	TSD CO
	TOTAL	P200.00	12 days, 1 Hour, 40 minutes	

Note:

- Examination for Driving School Instructor is under multi-stage processing.
- Processing time starts upon the submission of complete requirements.



DRIVING ENHANCEMENT PROGRAM

Driving Enhancement Program is conducted to educate existing drivers of the basic features of effective driving that every driver or motorist should understand and practice during operation of a motor vehicle.

Office or Division:	Traffic Safety Division
	Regional Offices
Classification:	Simple
Type of Transaction:	G2B- Government to Business, G2C - Government to Client, G2G - Government to Government
Who may avail:	Government offices / Agencies, Private entities / associations / organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter request	Government office/s or corporation/s, association/s
2. Driver's license or company ID	Government office/s or corporation/s, association/s
3. Picture (Passport size)	Government office/s or corporation/s, association/s



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attends seminar / workshop 1.1 Takes examination	1. Seminar / Workshop proper 1.1. Conducts the Seminar 1.2. Gives examination	None	1 day	Training Assistant/ Person-in-charge
2. No activity	2. Checks examination, prepares results and certificates	None	1 day	<i>Training Assistant/ Person-in-charge</i>
3. No activity	3. Signs examination result and Certificate of Completion	None	1 day	<i>Training Head</i>
4. Receives written exam result and Certificate of Completion	4. Releases written exam result and Certificate of Completion	None	5 minutes	<i>Training Assistant/ Person-in-charge</i>
	TOTAL	None	3 days, 5 minutes	



III. MANUFACTURERS, ASSEMBLERS, IMPORTERS, REBUILDERS, DEALERS AND OTHER ENTITIES (MAIRDOEs)

External Services



ACCREDITATION OF MANUFACTURERS, ASSEMBLERS, IMPORTERS, REBUILDERS AND/OR DEALERS (MAIRDs) - NEW

An authority granted to MAIRDs to transact business with LTO

Office or Division:	Operations Division, LTO Central Office and Regional Office	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Manufacturers, Assemblers, Importers, Rebuilders, and/or Dealers of Motor Vehicles and/or components (Any natural person who is at least 18 years of age or any juridical person who is not disqualified by any existing law or regulation to engage in the manufacturing, assembly, importation, sale and rebuilding, dealership of motor vehicles and/or components)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS: (Two (2) sets - 1 original and 1 photocopy)		
1. Duly accomplished application form under oath		CSR of Operations Division for Regional Offices/Operations Central Office /LTO Website
2. Certified true copy of Mayor's Permit/s specifying the classification of business or Business Permit applying for: a. Plant, if applying for manufacturer, assembler and rebuilder b. Warehouse, if applying for importer c. Display Center, if applying for Dealer		Concerned Municipal or City Government Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Affidavit of Undertaking under oath by sole proprietor or highest ranking company official that all stocks to be reported are compliant with all Philippine laws, rules and regulations relating to manufacture, assembly, importation, registration and use in the Philippines.	Applicant
4. Certification that the applicant has undergone the Orientation on Accreditation	Land Transportation Office (CO/RO)
ADDITIONAL REQUIREMENT/S IF APPLYING AS:	
Assembler - Certified true copy of Certificate of Membership	Department of Trade and Industry (DTI) Board of Investment (BOI)
Rebuilder - Certified true copy of Certificate of Accreditation as Rebuilding Center	Department of Trade and Industry (DTI) - Fair Trade and Enforcement Bureau (FTEB)
Dealer - Photocopy of sales invoice approved by BIR	BIR



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and requirements 1.1 Receives POS	1. Receives application and evaluates the completeness of the requirements 1.1 Issues Payment Order Slip (POS)	None	15 minutes	MAIRDs Secretariat, Regional Office/ Central Office
2. Proceeds to the cashier for payment of fees. 2.1 Receives the OR.	2. Accepts payment and issue manual Official Receipt (OR) 2.1 Furnishes the MAIRDs Secretariat with the File Copy of the OR.	<u>Application Fee</u> - P 500.00 <u>Legal Research Fee</u> - P 10.00	10 minutes	Cashier, Operations Division (RO/CO)
3. No activity <i>Note: In the event of findings of deficiency or non-conformity, the applicant shall be required to comply within five (5) days upon receipt of notice.</i>	3. Inspects the establishment and prepares Inspection Report 3.1 Informs the applicant of the deficiency or nonconformity, if there is any, through formal writing. 3.2 Submits the Inspection Report with the requirements to the Regional MAIRDs Accreditation Committee/CO Operations Division.	None	2 days	Inspector/s (Regional Accreditation Committee Members/ Staff, CO Operations Division)
4. No activity	4. Reviews the recommendation in the Inspection Report and forwards the application to the Regional Director for endorsement to Central Office (in the case of applicant from the Region) or to the Chief, Operations Division (CO). 4.1 Prepares endorsement of the application to the Assistant Secretary through Operations Division, Central Office	None	2 days	Regional Accreditation Committee, Chairperson / Chief, Operations Division / MAIRDs Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 Receives POS	4.2 Advises the applicant to pay the accreditation fee and other charges. Issues POS.			
5. Proceeds to the cashier for payment of fees. 5.1 Receives the OR.	5. Collects payment and issues manual Official Receipt (OR) 5.1 Furnishes the MAIRDS Secretariat with the File Copy of the OR.	<u>Accreditation Fee</u> - P3,000.00 per classification	10 minutes	Cashier, Operations Division (RO/CO)
6. No activity	6. Endorses the application to the Assistant Secretary thru the Operations Division, Central Office 6.1 Transmits the application to the Central Office thru the Operations Division either electronically or thru courier <i>* In the case of application directly submitted to the CO, skip these steps.</i>	None	1 day	Regional Director / MAIRDS Secretariat
7. No activity	7. Reviews and recommends approval of the application for accreditation 7.1 Prepares the Certificate of Accreditation 7.2 Assigns accreditation number for uploading and issuance of provisional authority at the Regional Level. 7.3 Uploads the accreditation number. 7.4 Advises the Regional Office on the issuance of provisional authority and the uploaded accreditation number.	None	2 days	Chief, Operations Division (CO) / Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Receives the Provisional Authority.	8. Issues Provisional Authority to the applicant.	None	1 day	MAIRDS Secretariat/ Regional Director
9. No activity	9. Countersigns the Certificate of Accreditation	None	1 day	Executive Director
10. No activity	10. Approves and signs the Certificate of Accreditation	None	1 day	Assistant Secretary
11. No activity	11. Forwards the Certificate of Accreditation to the Regional Office except LTO NCR	None	2 days	Releasing Clerk
12. Receives the Certificate of Accreditation	12. Releases the Certificate of Accreditation	None	5 minutes	MAIRDS Secretariat
	TOTAL	P 3,510.00	12 Days, 35 Minutes	

Note: Accreditation of MAIRDS is under multi-stage processing.

Processing time includes waiting time and starts upon the submission of complete requirements.



ACCREDITATION OF MANUFACTURERS, ASSEMBLERS, IMPORTERS, REBUILDERS, DEALERS (MAIRDs) - RENEWAL AND/OR WITH CHANGE ADDRESS WITHIN THE REGION

Annual authority granted to MAIRDs to transact business with the LTO

Office or Division:	Operations Division, Regional Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Business	
Who may avail:	Accredited Manufacturers, Assemblers, Importers, Rebuilders, and/or Dealers of Motor Vehicles and/or components	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original duly accomplished application form under oath		CSR of Operations Division, Regional Office
2. One Certified true copy of Valid Mayor's Permit/s or Proof of Application for renewal of Permit with Official Receipt		Concerned municipal or City government office
3. Original duly notarized Affidavit attesting to its continuing compliance with all the requirements for accreditation, stock and sales reporting, unless there are changes thereto in which case the applicant shall submit the applicable documents.		Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and requirements 1.1 Receives POS and receiving copy	1. Receives application and evaluates the completeness of the requirements 1.1 Issues Payment Order Slip (POS)	None	15 minutes	MAIRDS Secretariat, Regional Office
2. Proceeds to the cashier for payment of fees and receives manual OR 2.1 Receives the OR.	2. Accepts payment and issue manual Official Receipt (OR) 2.1 Furnishes the MAIRDS Secretariat with the File Copy of the OR.	<u>Application Fee</u> -P 500.00 <u>Accreditation Fee</u> - P 1,000.00 per classification <u>Change Address</u> P 500.00 <u>Legal Research Fee</u> - P 10.00	10 minutes	Cashier, Operations Division
3. No activity	3. Inspects the establishment, prepares report, recommends the approval if with change address and transmits the same to the Operations Division, MAIRDS Secretariat		1 day	Inspector Operations Division
4. No activity	4. Prepares Certificate of Accreditation	None	15 minutes	MAIRDS Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. No activity	5. Initials the Certificate of Accreditation and forwards the same to the Office of the Assistant Regional Director	None	15 minutes	Chief, Operations Division
6. No activity	6. Countersigns the Certificate of Accreditation and forwards the same to the Office of the Regional Director	None	1 hour	Assistant Regional Director
7. No activity	7. Signs the Certificate of Accreditation	None	1 day	Regional Director
8. No Activity	8 . Uploads the customer's details in the system	None	15 Minutes	Person-in-Charge
9. Receives Certificate of Accreditation	9. Releases Certificate of Accreditation to the Applicant	None	5 minutes	MAIDRS Secretariat
	TOTAL	P1,510.00 (1,000.00 per classification) if with change address 2,110.00	2 Days, 2 hours, 15 Minutes (if no change address 1 day, 2 hours, 15 minutes)	

Note:

- Penalty for expired accreditation per classification shall be collected.
- Processing time includes waiting time and starts upon the submission of complete requirements.



ACCREDITATION OF MANUFACTURERS, ASSEMBLERS, IMPORTERS, REBUILDERS, DEALERS (MAIRDs) - RENEWAL WITH MISCELLANEOUS TRANSACTION

Annual authority granted to MAIRDs to transact business with the LTO.

Office or Division:	Operations Division, Regional Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Business	
Who may avail:	Accredited Manufacturers, Assemblers, Importers, Rebuilders, and/or Dealers of Motor Vehicles and/or components	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original duly accomplished application form under oath		CSR of Operations Division, Regional Office
2. One Certified true copy of Valid Mayor's Permit/s or Proof of Application for renewal of Permit with Official Receipt		Concerned municipal or City government office
3. Original duly notarized Affidavit attesting to its continuing compliance with all the requirements for accreditation, stock and sales reporting, unless there are changes thereto in which case the applicant shall submit the applicable documents.		Applicant
ADDITIONAL REQUIREMENT IN CASE OF MISCELLANEOUS TRANSACTION:		
1. Original letter request for Change Address of the business		Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and requirements 1.1 Receives POS and receiving copy	1. Receives application and evaluates the completeness of the requirements 1.1 Issues Payment Order Slip	None	15 minutes	MAIRDS Secretariat, Regional Office
2. Proceeds to the cashier for payment of fees and receives manual OR 2.1 Receives the OR.	2. Accepts payment from applicant and issues manual OR 2.1 Furnishes the MAIRDS Secretariat with the File Copy of the OR.	<u>Application Fee</u> -P 500.00 <u>Change Address</u> -P500.00 <u>Legal Research Fee</u> - P 10.00 <u>Accreditation Fee</u> - P 1,000.00 per classification	10 minutes	Cashier, Operations Division
3. No Activity	3. Inspects the establishment, prepares report, recommends the approval of renewal with change address and transmits the same to the Operations Division, MAIRDS Secretariat	None	1 day	Inspector/s (RO Accreditation Committee Members/Staff, Operations Division)
4. No activity	4. Reviews the Inspection Report and endorses the application to the Regional Director for the issuance of Certificate of Accreditation. 4.1 Prepares Certificate of Accreditation	None	1 day	Chief, Operations Division / MAIRDS Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. No Activity	5. Countersigns the Certificate of Accreditation and forwards the same to the Regional Director for approval.	None	1 day	<i>Chairperson, Regional Accreditation Committee</i>
6. No activity	6. Signs the Certificate of Accreditation	None	1 day	<i>Regional Director</i>
7. No Activity	7 . Uploads the customer's details in the system	None	15 Minutes	<i>Person-in-Charge</i>
8. Receives Certificate of Accreditation	8. Releases Certificate of Accreditation to the Applicant	None	5 minutes	<i>MAIDRS Secretariat</i>
	TOTAL	P2,010.00 / classification	4 Days, 45 Minutes	

Note:

- Penalty for expired accreditation per classification shall be collected.
- Processing time starts upon the submission of complete requirements under normal situations.

PENALTIES (Sec. 9 of AO No. AVT-2014-023)

9.1 After due notice and hearing, LTO shall impose, when warranted, any of the following applicable administrative penalties:

- | | | |
|----------------|---|--|
| First Offense | - | Php 100,000.00 |
| Second Offense | - | Php 500,000.00 and suspension of not more than six (6) months |
| Third Offense | - | Cancellation of Certificate of Accreditation and blacklisting and cancellation of the Certificate of Stocks Reported (CSR), sales report and registration, if warranted. |

9.2 Whenever the Assistant Secretary finds a justifiable ground, that:

- 9.2.1 Commission of fraud and misrepresentation in the filing of the application and its operations, including stock and sales reporting.
- 9.2.2 Failure to comply with the standard requirements herein provided in this Order and other laws and their implementing rules and regulations
- 9.2.3 Submission of fraudulent, fake or falsified stock/sales periodic reports as required by law, rules and regulations.
- 9.2.4 Tampering of medical examination result by deliberately entering any false information about the applicant's health or physical condition

In items 9.2.1 and 9.2.3 hereof, the LTO reserves the right to institute criminal actions against the concerned persons or entities.



MAIRDOEs ACCREDITATION FEES

TYPE	APPLICATION FEE LEGAL	LEGAL RESEARCH FEE	ACCREDITATION FEE Or OTHER FEES:	TOTAL
Change Address	P 500.00	P 10.00	P 500.00	P 1,010.00
Certified Copy Of Certificate of Accreditation	P 500.00	P 10.00	P 500.00	P 1,010.01
Other Certification	P 500.00	P 10.00	P100.00	P 610.02
Expired Accreditation / Classification	P 1,000.00	P 10.00	P1, 000.00	P2,010.00



ENROLLMENT AND STOCK REPORTING OF OTHER ENTITIES

This governs the enrollment of Other Entities into the LTO IT System in order to process Stock Reporting

Office or Division:	A. Operations Division, LTO Central Office / Operations Division, Regional Offices depending upon the address of the client B. For Diplomats - Operations Division, LTO Central Office only	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business , G2C - Government to Client, G2G – Government to Government	
Who may avail:	Diplomats, Tax-Exempt, Returning Resident under the No Dollar Importation, Government Agencies Individual Person/Entity (for personal use), Auctioneers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One duly accomplished application form under oath		Customer Service Representative (CSR) of Operations Division, Central and Regional Offices except LTO NCR
2. One photocopy of Certificate of Payment (Owner's copy to be presented)		BOC
3. Original Stencils of Engine and Chassis No.		Motor vehicle owner
4. Authorization letter with the ID of the authorizing official and of the representative		For Authorization letter: Authorizing official/ client For ID: Any issuing Government Agency



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits supporting documents	1. Receives and evaluates the completeness and authenticity of the requirements, validates the electronic Certificate of Payment (CP) and issues Payment Order Slip (POS) for enrollment	None	15 minutes	<i>Receiving Clerk/ Evaluator</i>
2. Proceeds to the Cashier for payment of fees and other charges	2. Accepts payment and issues manual Official Receipt (OR)	<u>For Diplomat</u> -P110.00 (P100 enrollment fee, P10 LRF) <u>For Individual</u> -P1,010.00 (P1000 enrollment fee, P10 LRF)	10 minutes	<i>Cashier</i>
3. No activity	3. Enrolls/Uploads owner's information and MV details in the system	None	30 minutes	<i>Evaluator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No activity	4. Reviews and approves the transaction 4.1 Issues POS for Certificate of Stock Reported (CSR)	None	30 minutes	<i>Approving Officer</i>
5. Proceeds to the Cashier for payment of fees 5.1 Receives OR	5. Accepts payment and issues OR	P 209.06 (P30 Certification , P10 LRF, P169.06 Computer Fee)	10 minutes	<i>Cashier</i>
6. Submits OR 6.1 Receives OR and CSR	6. Receives OR, Prints and Releases CSR	None	15 minutes	<i>Releasing Clerk/ Evaluator</i>
	TOTAL	<u>For Diplomat</u> - P319.06 <u>For Individual</u> - P1,219.06	1 Hour, 50 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



STOCK REPORTING OF MANUFACTURERS, IMPORTERS AND REBUILDERS THAT ARE NOT UNDER DO-IT-YOURSELF (DIY)

Certification pertaining to reporting of stocks of motor vehicle and/or its components by accredited Manufacturers, Importers and Rebuilders

Office or Division:	Operations Division, LTO Central Office Operations Division, Regional Offices	
Classification:	\	
Type of Transaction:	G2B – Government to Business, G2C - Government to Client	
Who may avail:	Accredited Manufacturers, Importers and Rebuilders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>STOCK REPORTING:</u>		
A. Imported Motor Vehicle and/or Components		
1. Original Certificate of Payment (CP) /Certification		Bureau Of Customs (BOC)
2. Clear and legible stencils of engine and/or chassis numbers		Motor vehicle owner/ Importer
3. One hard and soft copy of the stock report		Accredited Importer/Rebuilder
4. Original Authorization letter with original and one copy of any valid government issued ID with photo and signature of the ID of the authorizing official and of the representative		For authorization letter: Authorizing official For ID: Any issuing government agency
B. Additional Requirements for locally manufactured chassis		
Original Sales Invoices of materials used in the manufacture of the chassis		Supplier of the materials used



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form, submits the required documents and receives claim stub	1. Receives application and evaluates the completeness and authenticity of all the required documents, and issue claim stub 1.1 Uploads stocks into the LTO IT, scan stencils of engine / chassis, validates scanned images of engine and chassis numbers vis-a-vis documents submitted	None None	5 minutes 30 minutes	<i>Receiving Clerk/ Evaluator</i>
2. No activity 2.1 Receives POS	2. Reviews and approves transaction, prints Pay Order Slip (POS) and issues the same	None	15 minutes	<i>Approving Officer</i>
3. Proceeds to the Cashier for payment of fees 3.1 Receives OR	3. Accepts payment and issues Official Receipt (OR)	<u>Application Fee</u> - 40.00 <u>IT fee</u> - 169.06 TOTAL P209.06	5 minutes	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submits OR 4. Receives CSR and OR	4. Receives OR, prints Certificate of Stock Reported (CSR) and releases CSR and OR	None	5 minutes	Evaluator/ Releasing Officer
	TOTAL	P209.06	1 hour / unit	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.
b. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



SALES REPORTING OF MANUFACTURERS / IMPORTERS / REBUILDERS / DEALERS THAT ARE NOT UNDER DO-IT-YOURSELF (DIY) PROCESSING

Pertaining to reporting of sales of motor vehicle and/or its components by accredited manufacturers, importers, rebuilders and dealers

Office or Division:	Operations Division, LTO Central Office Concerned Operations Division, Regional Offices	
Classification:	Simple Transactions	
Type of Transaction:	G2B – Government to Business, G2C - Government to Client, G2G - Government to Government	
Who may avail:	Accredited manufacturers / importers / rebuilders / dealers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>SALES REPORTING</u>		
General Requirements:		
1. Original Sales Invoice /one photocopy of Commercial Invoice / Certificate of Title from the country of origin	Manufacturer, Importer, Rebuilder, Dealer	
2. Original Certificate of Stock Reported	Manufacturer, Importer, Rebuilder, Dealer	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the requirements	1. Receives application and evaluates the completeness and authenticity of all the required documents 1.1 Encodes and uploads data into the LTO IT System	None	10 minutes	<i>Evaluator</i>
2. No activity	2. Approves transaction	None	20 minutes	<i>Approving Officer</i>
3. No activity	3. Releases transaction	None	5 minutes	<i>Releasing Officer</i>
	TOTAL	None	35 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



IV. MOTOR VEHICLE INSPECTION (MVI)

External Services



MOTOR VEHICLE INSPECTION

Test conducted to ensure the road worthiness of motor vehicles

Office or Division:	Motor Vehicle Inspection Centers, authorized LTO District Offices (DO) / Extension Offices (EO)	
Classification:	Simple	
Type of Transaction:	Government-to-Client (G2C)	
Who may avail:	Motor Vehicle Owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Renewal of Motor Vehicles Registration		
1. Original and/or one photocopy of Official Receipt (OR) / Certificate of Registration (CR)		Motor Vehicle (MV) owner
2. Original and/or one photocopy of Certificate of Public Convenience (CPC) or Order for dropping and substitution (Change Classification) (If For Hire)		Land Transportation Franchising Regulatory Board (LTFRB)
All applicable miscellaneous registration transactions		
1. Original and/or one photocopy OR / CR		MV owner
2. Original Deed of Sale (Transfer of Ownership)		MV owner
3. Original Philippine National Police - Highway Patrol Group (PNP-HPG) clearance (for transfer of ownership and change engine, chassis, color and body configuration) and corresponding affidavit		PNP-HPG MV Clearance Division
Apprehended motor vehicles requiring inspection		
1. Original and/or one photocopy of OR / CR		MV owner
2. Original Driver's copy of Temporary Operators Permit (TOP)		MV owner / apprehended driver



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. In Motor Vehicle Inspection Center (MVIC)				
1. Submits requirements	1. Receives application and evaluates the completeness and authenticity of the requirements, stamps "received" the receiving copy of the application and issues Payment Order Slip (POS)	None	5 minutes	<i>Receiving Clerk</i>
2. Proceeds to the Cashier for payment of fees 2.1 Receives O.R	2. Accepts payment from applicant and issues Official Receipt (OR)	Refer to Motor Vehicle Inspection Fees and Charges	5 minutes	<i>Cashier</i>
3. No activity	3. Inspects motor vehicle /conducts emission tests and fills out the inspection report	None	30 minutes	<i>Inspector</i>
4. No activity	4. Approves inspection report	None	10 minutes	<i>Approving Officer</i>
5. Receives inspection report and requirements	5. Issues inspection report/returns requirements to the applicant 5.1 If failed, advises the applicant to correct the defect/s and return for re-inspection	None	10 minutes	<i>Releasing Clerk</i>
	TOTAL	Refer to Motor Vehicle Inspection Fees and Charges below	1 hour	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. In District Offices				
1. Submits required documents	1. Receives required documents 1.1. Conducts ocular inspection 1.2 Fills-out inspection report 1.3 If failed, advises the applicant to correct the defect/s and return for re-inspection	None	20 minutes	<i>Inspector</i>
	TOTAL	None	20 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800, the processing time shall be 2 hours (MVIC), 40 minutes (DOs)

c. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



MOTOR VEHICLE INSPECTION SCHEDULE OF FEES AND CHARGES

SCHEDULE OF FEES

MOTOR VEHICLE TYPE	SMOKE EMISSION TEST	MOTOR VEHICLE INSPECTION		
		Manual	MVIC	MVIC-Re inspection
Motor vehicle with GVW equal to or less than 4,500 kgs.	P 90.00	P 50.00	P 300.00	P 150.00
Motor vehicle with GVW more than 4500 kg.	P 115.00	P 75.00	P300.00	P150.00
MC/TC	P 40.00	P 50.00	P 150.00	P 75.00
Motor vehicles with miscellaneous transactions			P600.00	

1. A penalty of fifty pesos (P 50.00) shall be collected for every vehicle that fails to meet the hereunder schedule for testing.



SCHEDULE OF MOTOR VEHICLE SMOKE EMISSION TEST

LAST DIGIT OF PLATE NO.	MIDDLE DIGIT OF PLATE NO.	WEEKLY INSPECTION
1 - January	1, 2, 3	1st Week
2 - February		
3 - March		
4 - April	4,5,6	2nd Week
5 - May		
6 - June		
7 - July	7,8	3rd Week
8 - August		
9 - September	9,0	4th Week
0 - October		

2. Re-inspection fee is collected when a motor vehicle fails the first inspection. Re-inspection of the vehicle shall cover only the item where it previously failed.

3. Should a motor vehicle fail any or both smoke emission tests and motor vehicle inspection, applicable fee or fees shall be collected accordingly during re-inspection.



V. REGISTRATION

External Services



INITIAL REGISTRATION OF MOTOR VEHICLE

One of the core mandates of the LTO pursuant to Republic Act No. 4136 and other special laws is to register roadworthy and emission compliant motor vehicles

Office or Division:	A. Operations Division, Central Office B. New Registration Units of the Regional Offices (RO) and authorized LTO District Offices (DOs) / Extension Offices (EOs) C. For exempt Motor Vehicles (MVs) , Under bond , MVs under written commitment : Diliman District Office	
Classification:	Simple transaction	
Type of Transaction:	G2B - Government to Business, G2C – Government to Client, G2G - Government to Government	
Who may avail:	Accredited importers / dealers, Motor vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Brand New Locally Assembled / Manufactured Completely Built Units (CBU) / Imported CBUs / Brand new local imported trailer		
General Requirements		
1. Original Sales invoice		Accredited Manufacturer / Assembler / Importer / Rebuilder / Dealer (MAIRD)
2. Original LTO Copy or electronically transmitted appropriate insurance Certificate of Cover (COC)		Accredited insurance companies by the Insurance Commission



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original Philippine National Police -Highway Patrol Group (PNP-HPG) Motor Vehicle (MV) Clearance Certificate and Special Bank Receipt (SBR)	PNP-HPG MV Clearance Division
4. Original Certificate of Stock Reported (CSR)	Accredited MAIRD
5. Payment Reference Number if payment is made through e-PAT	LANDBANK Link.BizPortal
Additional Requirements	
A. Brand new motorcycle with sidecar (TC)	
Original Affidavit of Attachment for sidecar executed by the owner and mechanic stating among other the date of completion	Owner, mechanic
B. Tax Exempt	
1. Original Certificate of Payment (CP)	Bureau of Customs (BOC)
2. Original duly accomplished Motor Vehicle Inspection Report (MVIR) if imported second hand	LTO DO / EO, Motor Vehicle Inspection Center (MVIC)
3. Original Certificate of Compliance to Emission Standards (CCES) if imported second hand	LTO RO
C. Used-Imported	
a. exempted from EO 156/877-A	



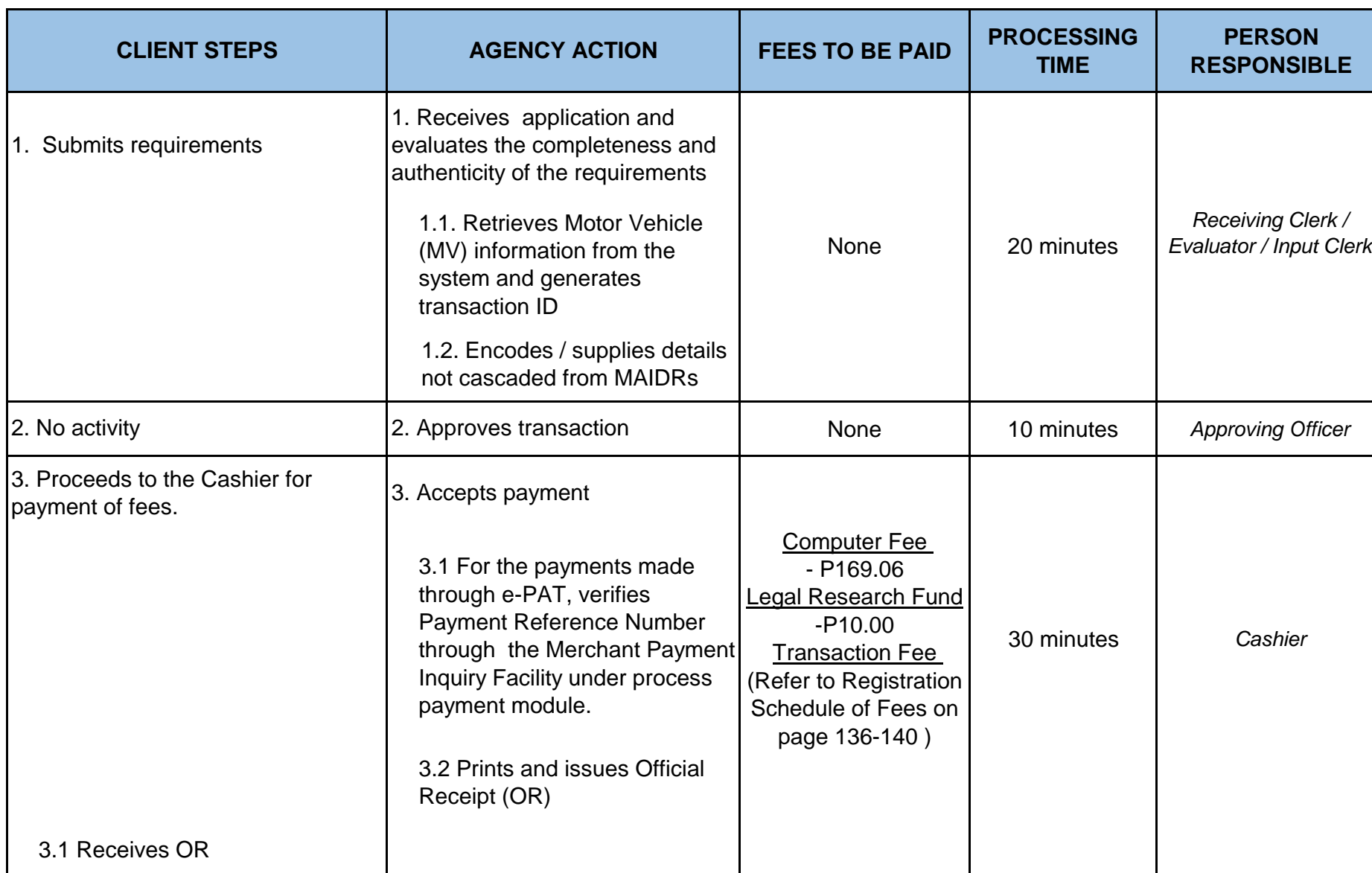
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One copy of Commercial invoice / Certificate of Title	Country of Origin
2. Original duly accomplished MVIR	LTO DO / EO , MVIC
3. Original CCES (result of emission test)	LTO RO
b. through the no dollar importation	
1. One copy of Commercial invoice of MV or Certificate of Title issued by the country of origin	Country of origin
2. Original / certified true copy of Authority under the No Dollar Importation. If no authority, Seizure Proceedings and Notice of Award	Department of Trade and Industry -Fair Trade Enforcement Bureau (DTI - FTEB)
3. Original Affidavit of first and last importation	BOC
4. Original duly accomplished MVIR	LTO DO / EO, MVIC
5. Original CCES (result of emission test)	LTO RO
D. Rebuilt trucks and buses	
a. With new or used imported engine and/or chassis	
1. Original or one photocopy of Commercial / Sales Invoice from country of origin	Country of origin



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original Affidavit of Rebuilt executed by the owner and/or mechanic, with TESDA NC II (mechanic), stating among others the date of completion	Accredited rebuilder
3. Original CSR of rebuilt truck / bus	Operations Division of Central Office, Regional Office
4. One Certified true copy of DTI – FTEB Endorsement	DTI - FTEB
b. With new or used imported engine and/or chassis combined with a previously registered component of not more than 5 years from the date of the initial registration	
1. Original Sales Invoice of body	Accredited rebuilder
2. One Certified true copy of DTI – FTEB Endorsement	DTI - FTEB
3. Original CR if chassis, one photocopy of CR if engine	Registered MV owner
4. Original Affidavit of Rebuilt executed by the owner and/or mechanic, with TESDA NC II (mechanic), stating among others the date of completion	Accredited rebuilder
5. Original CSR for engine and chassis	Operations Division of Central Office, Regional Office
6. Original duly accomplished MVIR	LTO DO / EO, MVIC
7. Original CCES (result of emission test)	LTO RO
c. With engine and chassis purchased locally or from previously registered vehicles of not more than five (5) years from the date of initial registration or combination thereof.	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Sales Invoice of engine and chassis	Accredited dealer
2. Original Sales Invoice of body	Accredited rebuilder
3. One photocopy of CR (for previously registered engine)	Registered MV owner
4. Certified true copy of endorsement	DTI-FTEB
5. Original Affidavit of Rebuilt executed by the owner and/or mechanic with TESDA NC II stating among others the date of completion	Accredited rebuilder
6. Original CSR for engine and chassis	Operations Division of Central Office, Regional Office
7. Original duly accomplished MVIR	LTO DO / EO, MVIC
8. Original CCES (result of emission test)	LTO RO
E. Imported motor vehicles acquired through public bidding	
1. Certified true copy of OR evidencing payment of acquisition cost	BOC
2. Certified true copy of the Notice of Award	BOC





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No activity	4. Prints Certificate of Registration (CR)	None	5 minutes	Supply Officer
5. No activity	5. Reviews transaction and signs CR	None	5 minutes	Chief of Office
6. Presents OR 6.1 Receives OR, CR, sticker and plates	6. Tags as released plates and sticker 6.1 Issues plates, RFID, OR and CR	None	10 minutes	Releasing Officer/Supply Officer
	TOTAL	P179.06 + Transaction fee (Refer to Registration Schedule of Fees on page 136-140)	1 hour, 20 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements

b. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800, the processing time shall be 2 hours, 40 minutes

c. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped



RENEWAL OF MOTOR VEHICLE (MV) REGISTRATION

Pursuant to Republic Act No. 4136 and other special laws, one of the core mandates of the LTO is to register roadworthy and emission compliant motor vehicles for the current year depending on the plate ending

Office or Division:	A. LTO District Offices (DOs) / Extension offices (EOs) / E-Patrols B. For Tax Exempt : Diliman District Office C. For Other Exempt Vehicles (OEVs) under Special Economic Zone : Nearest LTO DO/ EO D. For “For-Hire” MVs in NCR : Public Utility Vehicle Registration Center (PUVRC) and Public Utility Vehicle Registration Extension Center (PUVREC)	
Classification:	Simple Transaction	
Type of Transaction:	G2B - Government to Business , G2C – Government to Client, G2G - Government to Government	
Who may avail:	Motor vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements:		
1. Original / one (1) photocopy of Certificate of Registration (CR)		Registered MV owner
2. Original LTO Copy or electronically transmitted appropriate insurance Certificate of Cover (COC)		Accredited insurance companies by the Insurance Commission
3. Original duly accomplished Motor Vehicle Inspection Report (MVIR)		LTO DO / EO/PMVIC



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Original Certificate of Emission Compliance (CEC)	Private Emission Testing Center (PETC) / Private Motor Vehicle Inspection Center (PMVIC)
Additional Requirements:	
A. Tax Exempt	
1. Original Endorsement with control number	Department of Foreign Affairs (DFA) Protocol's Office
B. Other Exempt Vehicle (OEV) under Special Economic Zones	
1. Original Certification that the MV is still classified as Other Exempt Vehicle (OEV)	Concerned special economic zones
C. For Hire	
1. Electronically transmitted franchise confirmation (For MVs) / Provisional Authority (PA) or Petition for extension of validity duly received by LTFRB with OR <i>*Note: Renewal shall not be processed if the franchise will expire in the next 6 months.</i>	Land Transportation Franchising and Regulatory Board (LTFRB)
2. Original valid Motorized Tricycle Operator's Permit with Official Receipt (MTOP) (For Tricycles)	Concerned municipal or city government office
D. Stolen and Recovered MVs	
1. Original copy of the Lifting of General Alarm	Philippine National Police (PNP), other law enforcement agencies



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original Report of Recovery	PNP, other law enforcement agencies
3. One copy of Alarm Sheet	PNP, other law enforcement agencies
4. Original PNP Crime Laboratory (macro etching report) or National Bureau of Investigation (NBI) report, fully identifying the motor vehicle and stating therein the tampering done on the engine or chassis, if any	PNP, NBI
5. Original Certificate of re-stamping in case of tampered engine / chassis	Original registering LTO District Office
E. Reactivation of Storage MVs	
1. Original LTO Copy or electronically transmitted appropriate insurance COC	Accredited insurance companies by the Insurance Commission
3. Original duly accomplished MVIR	LTO DO /EO, MVIC
4. Original CEC	Private Emission Testing Center (PETC) / MVIC
5. Original RRPL	Registered MV owner
6. If for hire, electronic confirmation valid franchise or PA or extension of validity or MTOP with valid OR	LTFRB /Concerned municipal or city government office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives and evaluates the completeness and authenticity of the requirements 1.1. Retrieves Motor Vehicle (MV) information and requirements cascaded from the system and generates transaction ID	None	10 minutes	<i>Receiving Clerk/Evaluator</i>
2. No activity	2. Approves transaction	None	5 minutes	<i>Approving Officer</i>
3. Proceeds to the Cashier for payment of fees 3.1 Receives OR	3. Accepts payment and issues Official Receipt (OR)	<u>Computer Fee</u> - P169.06 <u>Legal Research Fund</u> -P10.00 <u>Transaction Fee</u> (Refer to Registration Schedule of Fees on page 136-140)	20 minutes	<i>Cashier</i>
4. Presents OR 4.1 Receives sticker	4. Releases stickers and tags in the system	None	10 minutes	<i>Releasing Officer/Supply Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	P179.06 + Transaction fee (Please refer to Registration Schedule of Fees on page 136-140)	45 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800, the processing time shall be 1 hour, 30 minutes.

c. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



STORAGE OF MOTOR VEHICLE

Refers to the transaction where the Motor Vehicle (MV) / Motorcycle (MC) plates, Certificate of Registration (CR) and Official Receipt(OR) are surrendered to the LTO and the vehicle shall not be operated for a period of time until reactivated.

Office or Division	LTO District / Extension Offices that processed the storage transaction	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Motor vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original OR and CR. If CR is unavailable, apply for duplicate		Applicant
2. MV / MC plates		Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements 1.1 Receives queue number	1. Receives requirements 1.2 Issues queue number 1.3 Retrieves Motor Vehicle (MV) information from the system and generates transaction ID		25 minutes	Receiving Clerk/ Evaluator
2. No activity	2. Reviews and approves the transaction		15 minutes	Approving Officer
3. Proceeds to the cashier for payment of fees	3. Accepts payment and issues Official Receipt (OR)	SF P45.00 CF 169.06 LRF 10.00 Total P224.06	30 minutes	Cashier
4. Presents OR	4. Issues Receipt of Returned Plate and Licenses (RRPL)		5 minutes	Supply Officer
	TOTAL	P224.06	1 hour, 15 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800, the processing time shall be 2 hours, 30 minutes.

c. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



REGISTRATION SCHEDULE OF FEES

PRIVATE& GOVERNMENT CARS-Based on Gross Vehicle Weight (GVW) and Year Model

VEHICLE CATEGORY	TRANSACTION FEE
PASSENGER CARS	
A. Light Vehicles up to 1,600 kgs.	
a. Year 2001 Onwards	P 1,600.00
b. Year 1995 to 2000	P 2,000.00
c. Year 1994 & Below	P 1, 400.00
B. Medium Vehicles 1,600 to 2,300 kgs.	
a. Year 2001 Onwards	P 3,600.00
b. Year 1997 to 2000	P 6,000.00
c. Year 1995 & 1996	P 4,800.00
d. 1994 and below	P 2,400.00
C. Heavy Vehicles 2,301 kgs. & Up	
a. Year 2001 Onwards	P 8,000.00
b. Year 1995 to 2000	P 12,000.00
c. Year 1994 & Below	P 5,600.00



VEHICLE CATEGORY	TRANSACTION FEE
D. Motor Cycles	
a. Without Sidecar	P240.00
b. With Sidecar (including three-wheeled vehicle -cargo type)	P 300.00
UTILITY VEHICLES AND SUV MODELS 1990 & EARLIER	
A. GVW up to 2,700 kgs.	P 2,000.00
B. GVW over 2,700 kgs. Example: Actual GVW= 2,800 kgs.	$P2,000.00 + [(Actual\ GVW - 2,700\ kgs.) \times 0.40]$ $P 2,000.00 + [(2,800\ kgs - 2,700\ kgs.) \times 0.40] = P 2,040.00$
SPORTS UTILITY VEHICLE (SUV)	
A. GVW up to 2,700 kgs.	P2, 300.00
B. GVW over 2,700 kgs. Example: Actual GVW = 2,800.00 kgs.	$P2,300.00 + [(Actual\ GVW - 2,700\ kgs.) \times 0.46]$ $P2,300.00 + [(2,800\ kgs - 2,700\ kgs) \times 0.46] = P 2,346.00$
TRUCKS/BUSES	
A. GVW up to 2700 kgs. = 1,800.00	P1,800.00
B. GVW over 2,700 kgs. Example: Actual GVW = 4,600 kgs.	$P1,800.00 + [Actual\ GVW - 2,700\ kgs.) \times .24]$ $P1,800.00 + [(4,600\ kgs. - 2,700\ kgs) \times 0.24] = P 2,256.00$



VEHICLE CATEGORY	TRANSACTION FEE
TRAILERS Example: Actual GVW =10,000 kgs.	Actual GVW x 0.24 10,000 kgs. X .24= 2,400.00 `
Weekly Surcharge for (1) MC/TC - 100.00 50% penalty shall be collected for delinquent registration <u>FOR HIRE- Based on Gross Vehicle Weight (GVW)</u>	
PASSENGER CARS A. Light Vehicles up to 1,600 kgs.	P900.00
B. Medium Vehicles 1,601 to 2,300 kgs.	P1,800.00
Note: All For Hire Passenger Cars are Ageless	
UTILITY VEHICLES (UV) GVW up to 4,500 kgs. Example: Actual GVW = 4,300	Actual GVW x 0.30 P4,300.00 x 0.30 =P1,290.00



VEHICLE CATEGORY	TRANSACTION FEE
SPORTS UTILITY VEHICLE (SUV)	
a. GVW up to 2,700 kgs.	P 2,300.00
b. GVW in excess of 2,700 kgs. Example: Actual GVW = 2,800 kgs.	$P\ 2,300.00 + [(Actual\ GVW - 2,700\ kgs) \times 0.46]$ $P\ 2,300.00 + [(2,800\ kgs - 2,700\ kg) \times 0.46] = P\ 2,346.00$
MOTORCYCLES/MOPEDS/TRICYCLES	
A. Without Sidecar	P 240.00
B. With Sidecar (including three-wheeled vehicle-passenger type)	P 300.00
TRUCKS	
A. GVW up to 2,700 kgs	P1,800.00
B. GVW over 2,700 kgs.	$P\ 1,800.00 + [(Actual\ GVW - 2,700\ kgs) \times 0.30]$
Example: Actual GVW = 4,600 kgs.	$P1,800 + [(4,600\ kgs - 2,700\ kgs) \times 0.30] = P\ 2,256.00$



VEHICLE CATEGORY	TRANSACTION FEE
TRUCKBUSES GVW over 4,500 kg. Example: Actual GVW = 5,000 kgs.	 Actual GVW x 0.30 P 5,000.00 x 0.30 = P 1,500.00
TRAILERS Example: Actual GVW = 10,000.00 kgs	 Actual GVW x 0.24 10,000 kgs. X .24 = 2,400.00

Note: a. Cross over is defined as having an engine of a light car and a body of a Utility Vehicle or a Sports Utility Vehicle.

1. If GVW is below 1600 kgs, collect MVUC for car light
2. if above 1600 kgs collect MVUC for UV
3. Three-wheeled vehicles includes Bajaj, Piaggio, E-trike, Motorella. If the GVW is 1000kgs and below, collect P300.00



MISCELLANEOUS TRANSACTIONS (TRANSFER OF OWNERSHIP, ANNOTATION AND CANCELLATION OF MORTGAGE, CHANGE CLASSIFICATION AND APPLICATION FOR CHANGE BODY/BODY DESIGN/ENGINE/ COLOR)

These are motor vehicle transactions, other than new or renewal of registration, which may or may not require change of Certificate of Registration (CR)

Office or Division:	LTO District Offices (DO) / Extension Offices (EO) For change classification (Private to Exempt, Exempt to Private and Exempt to Exempt) : Diliman District Office only	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Motor vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>TRANSFER OF OWNERSHIP</u>		
General Requirements		
1. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance certificate, macro-etching report and Special Bank Receipt (SBR)		PNP-HPG MV Clearance Division
2. Duly accomplished original Motor Vehicle Inspection Report (MVIR)		LTO DO / EO, MVIC



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original LTO copy or electronically transmitted appropriate insurance Certificate of Cover (COC) / Endorsement of insurance	Accredited insurance companies by the Insurance Commission
4. Original Certificate of Emission Compliance (CEC) if with renewal	Private Emission Testing Center (PETC)
5. Original and one photocopy of any valid government issued ID with photo and signature of vendor and vendee or signatories	Any issuing government agency
Additional Requirements	
A. Under bond MV	
1. Original copy of the electronically transmitted Certificate of Payment (CP)	BOC
2. Original Deed of Sale. If registered under the name of partnership/sole proprietorship or Corporation /Organization, original Board Resolution and Secretary's Certificate indicating authority of signatory to sell or dispose the motor vehicle.	Registered MV owner
B. MVs acquired through a Sheriff's Certificate of Sale issued under an Extra-Judicial Foreclosure Sale	
1. Original Sheriff's Certificate of Sale	Appropriate court
2. Original Cancellation of the Chattel Mortgage on the basis of the sheriff's return	Registry of Deeds
3. Original Official Receipt (OR) for the cancellation of chattel mortgage	Registry of Deeds



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Original Certificate of Registration - Encumbered (CRE) (In the absence thereof, a certification from the sheriff that the original copy was not turned over at the time of sale)	Registered MV owner, financing institution, issuing LTO DO / EO
C. MVs acquired through a Sheriff's Certificate of Sale through a Judicial Foreclosure Sale	
1. One Certified copy of the Court Decision	Appropriate court
2. Original Certification that the judgment/decision has become final and executory	Appropriate court
3. Original Sheriff's Certificate of Sale	Appropriate court
4. Original Cancellation of the chattel mortgage on the basis of the sheriff's return	Registry of Deeds
5. Original OR for the cancellation of chattel mortgage	Registry of Deeds
6. Original CRE (In the absence thereof, a certification that the original copy was not turned over at the time of sale)	Registered MV owner, financing institution, court, issuing LTO DO / EO
D. MVs acquired through an Extra-Judicial Foreclosure Sale conducted before a notary public	
1. Original CRE (In the absence thereof, a certification from the sheriff that the original copy was not turned over at the time of sale)	Financing institution, issuing LTO DO / EO
2. Original Certificate of Sale	Notary public



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original Cancellation of mortgage	Registry of Deeds
4. Original OR of cancellation of the chattel mortgage	Registry of Deeds
E. MVs acquired through Sheriff's Certificate of Sale Pursuant to a Money Judgment which has become final and executory	
1. One duplicate copy of the decision rendered by the court under its own seal	Appropriate court
2. Original Certificate that the judgment/decision has become final and executory	Appropriate court
3. One duplicate copy of the Writ of Execution under the seal of the court	Appropriate court
4. Original copy of the Sheriff's Certificate of Sale	Appropriate court
5. Original CR (In the absence thereof, a certification from the sheriff that the original copy was not turned over at the time of sale)	Registered MV owner, financing institution, issuing LTO DO / EO
F. Private MVs/MCs	
1. Original CR	Registered MV owner, issuing LTO DO / EO
2. Original Deed of Sale/ Transfer/ Conveyance	Registered MV owner



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
G. MVs acquired through public bidding conducted by government office/entity	
1. Original Notice of Award	Concerned government office
2. Original OR of payment of the auctioned property	Concerned government office
3. Original CR (in the absence thereof, a certification that there was no original CR and OR at the time of the bidding)	Registered MV Owner, concerned government office, issuing LTO DO / EO
4. Original Certificate of Sale	Concerned government office
H. MVs acquired at public auction before a notary public by virtue of a mechanic's lien	
1. Original Demand letter addressed to the MV owner who failed to pay the labor and materials in the repair of the motor vehicle as provided in the contract	Mechanic
2. Original and one copy of contract entered into by the mechanic and the MV owner	Mechanic, registered MV owner
3. Original proof of Notice of Sale at public auction in at least two (2) public conspicuous places	Newspaper
4. Original Certificate of Sale	Notary public
5. Original Affidavit who conducted the public bidding as proof of compliance to the above requirements	Notary public
6. Original CR (in the absence thereof, a certification that conducted the public bidding that the original copy was not turned over at the time of sale)	Registered MV owner, notary public



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. MVs acquired through Extra-Judicial Settlement of Estate of Deceased Person	
1. Original CR	Registered MV owner, Issuing LTO DO/EO
2. Original Deed of Extra Judicial Settlement of Estate in case the deceased is survived by two (2) or more heirs or Affidavit of Sole Adjudication in case the deceased is survived by only one (1) heir	Surviving heir/s (Spouse / Children) of the MV registered owner
3. Original proof of Publication with affidavit of publication of the Deed in any newspaper of general circulation three (3) times for three (3) consecutive weeks	Newspaper Publisher
4. One copy of Death Certificate, Marriage Contract, and/or Birth Certificate and any valid government issued ID with photo and signature of the surviving heir/s as the case maybe	Philippine Statistic Authority (PSA) Any issuing Government Agency
J. MVs acquired through Judicial Settlement of Estate of Deceased Person	
1. Original CR	Registered MV owner
2. One certified true copy of Court Decision	Appropriate court



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>ANNOTATION AND CANCELLATION OF MORTGAGE</u>	
A. Annotation of Mortgage and other Liens or Encumbrances	
1. Original CR	Registered MV owner, issuing LTO DO / EO
2. One copy of duly annotated chattel mortgage contract with OR	Registry of Deeds
B. Cancellation of Mortgage or other Liens and Encumbrances	
1. Original CRE	Registered MV owner, financial institution, issuing LTO DO / EO
2. Original duly registered Release of Chattel Mortgage Contract / Certificate of Full Payment with OR	Registry of Deeds, financial Institution
3. Original OR of recording fee	Registry of Deeds
C. Cancellation of Mortgage when the financing company (mortgagee) no longer exists and the release Mortgage Contract is missing	
1. Original CRE	Registered MV owner, financial institution, issuing LTO DO / EO
2. Original Affidavit of Undertaking stating among others the following: a. that the account has been fully paid; b. that the release of mortgage contract was lost and could no longer be found despite diligent efforts; c. that the affiant is willing to be held liable in case the lien still exists d. that the CRE is not confiscated by any law enforcement agency	Registered MV owner



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original Certification stating that the financing company is no longer in existence	Securities and Exchanges Commission (SEC) / Department Trade and Industry (DTI)
4. Original Surety Bond based on the fair market value of the motor vehicle valid for one (1) year	Accredited insurance companies by the Insurance Commission
5. Original Affidavit of Publication	Newspaper of general circulation
D. Cancellation of mortgage when the original CRE is missing	
1. Original Affidavit stating among others the following: a. that the account has been fully paid; b. that the CRE was lost and could no longer be found despite diligent efforts; c. that the affiant is willing to be held liable in case the lien still exists d. that the CRE is not confiscated by any law enforcement agency	Registered MV owner
2. Original duly registered Release of Chattel Mortgage Contract/ Certificate of Full Payment with OR	Financing institution, Register of Deeds
3. Duly accomplished original MVIR	LTO DO / EO, MVIC



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>CHANGE CLASSIFICATION</u>	
General Requirements	
1. Original CR / certification that the original CRE is with the financing company and that they interpose no objection on the application for change classification (Private to For Hire)	Registered MV owner, financing institution, issuing LTO DO / EO
2. Original LTO Copy or electronically transmitted appropriate insurance COC	Accredited insurance companies by the Insurance Commission
3. Duly accomplished original MVIR	LTO DO / EO, MVIC
4. Original CEC if with renewal	PETC
Additional Requirements	
A. Private to For Hire	
1. One copy of Decision or valid MTOP	LTFRB For Valid MTOP : Concerned municipal / city government office
2. Electronic confirmation of LTFRB franchise	LTFRB
B. For Hire to Private	
1. Original Dropping Order with OR	LTFRB, Concerned municipal / city government office
2. Original Receipt of Return Plate and Licenses (RRPL)	LTFRB



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
C. Private to Government	
1. Original Deed of Sale/Deed of Donation and Acceptance.	Registered MV owner
2. Original PNP-HPG Motor Vehicle Clearance Certificate, Macro-etching report and SBR (with transfer of ownership)	PNP-HPG MV Clearance Division
3. Original and one copy of any valid government issued ID with photo and signature of the vendor and vendee	Any issuing Government Agency
D. Private to Exempt	
1. Endorsement certifying that the individual or diplomatic corps are tax exempt	Department of Foreign Affairs (DFA) Protocol Office
2. Original Deed of Sale / Deed of Donation and Acceptance.	Registered MV owner
3. Original PNP-HPG Motor Vehicle Clearance Certificate, Macro-etching report and SBR	PNP-HPG MV Clearance Division
4. Original RRPL	Concerned LTO DO
E. Exempt to Private	
1. Original Endorsement for cancellation of exemption with control number (verify exact terms of the endorsement)	DFA Protocol Office
2. Original Certificate of Payment	Bureau of Customs (BOC)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original RRPL	Plate Section
4. Original PNP-HPG Motor Vehicle Clearance Certificate, Macro-etching report and SBR	PNP-HPG MV Clearance Division
F. Exempt to Exempt	
1. Original Endorsement for cancellation of exemption with control number (verify exact terms of the endorsement)	DFA Protocol Office
2. Original RRPL	Plate Section
3. Original PNP-HPG Motor Vehicle Clearance Certificate, Macro-etching report and SBR	PNP-HPG MV Clearance Division
<u>APPLICATION FOR CHANGE BODY/BODY DESIGN/ENGINE/ COLOR</u>	
General Requirements	
1. Original CR / CRE with conformity of the financing company interposing no objection as to the change of body/body design / engine/ color	Registered MV owner, financing institution, issuing LTO DO / EO
2. Original PNP-HPG Motor Vehicle Clearance Certificate, Macro-etching report and Special Bank Receipt	PNP-HPG MV Clearance Division
3. Original LTO Copy or electronically transmitted appropriate insurance COC / Endorsement of insurance	Insurance companies accredited by the Insurance Commission
4. Duly accomplished original MVIR	LTO DO / EO, MVIC
Additional Requirements	
A. Change Body / Body Design	
1. LTFRB electronic confirmation (For Hire)	LTFRB



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original Joint Affidavit of Change Body/Body Design indicating source of body	Owner, body builder and painter
B. Change Color	
Original Joint Affidavit of Change Color of owner and painter	Registered owner, painter
C. Change Engine	
1. If For-Hire, LTFRB electronic confirmation	LTFRB
2. Original and one photocopy of Certificate of Stock Reported (CSR) and Sales Invoice	Dealer, Regional Office and Central Office
3. Original Deed of Sale/Deed of Donation of engine if sourced from previously registered motor vehicles acquired from different persons or entities	Vendor, Donor
4. Original Joint Affidavit of Change Engine by owner and mechanic	Registered MV owner, Body builder
<u>DUPLICATE CR / CRE</u>	
1. Original Affidavit of Lost CR, if encumbered should be with conformity of the financing company	Registered MV owner, Financing institution
2. Duly accomplished MVIR	LTO DO / EO, MVIC
LOST OR REPLACEMENT PLATES/TAGS/STICKER/RFID STICKER	
1. Original Affidavit of loss or mutilated plate/ sticker/ RFID sticker	Applicant
2. Original and one copy of any valid government issued ID with photo and signature	Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives and evaluates the completeness and authenticity of the requirements 1.1 Assigns queue number to applicant	None	10 minutes	<i>Receiving Clerk/Evaluator</i>
2. No activity	2. Retrieves Motor Vehicle (MV) records 2.1 Requests for electronic confirmation if Certificate of Registration (CR) is issued from other District Office (DO) <i>* Confirmation shall not be required for Change Body and Change Color for all motor vehicles. Also, Change Classification for MCs and for 4 wheels or more for Government to Private/ Private to Government. Instead of electronic confirmation, process verification request in the IT System.</i>	None	2 hours	<i>Records Officer</i>
3. No activity	3. Retrieves MV Information from the system and generates transaction ID	None	10 minutes	<i>Evaluator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No activity	4. Encodes and uploads data into the LTO IT System	None	5 minutes	<i>Input Clerk</i>
5. No activity	5. Reviews and approves the transaction	None	15 minutes	<i>Approving Officer</i>
6. Proceeds to the Cashier for payment of fees 6.1 Receives OR	6. Accepts payment and issues Official Receipt (OR)	<u>Computer Fee</u> - P169.06 <u>Legal Research Fund</u> -P10.00 <u>Transaction Fee</u> (Please refer to Registration Schedule of Miscellaneous Fees And Charges)	20 minutes	<i>Cashier</i>
7. No activity	7. Prints CR / Certificate of Registration (CRE)	None	10 minutes	<i>Supply Officer</i>
8. No activity	8. Signs CR/CRE	None	5 minutes	<i>Chief of Office</i>
9. Presents OR 9.1 Receives CR /CRE and signs in the CR log book	9. Dockets and issues CR/CRE	None	10 minutes	<i>Releasing Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	P 179.00 + Transaction Fee (Please refer to Registration Schedule of Miscellaneous Fees And Charges)	2 hours, 15 minutes	

Note: Processing time starts upon the submission of complete requirements and does not include exceptions such as system offline, power interruption, and similar circumstances.

- b. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800, the processing time shall be 4 hours, 30 minutes.
- c. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



REGISTRATION SCHEDULE OF MISCELLANEOUS FEES AND CHARGES

TRANSACTION	FEES
Transfer of Ownership	P 50.00
Late Application (Deed of sale exceeds Thirty (30) Days)	P 150.00
Duplicate Certificate of Registration (CR)	P 30.00
Duplicate Official Receipt (OR)	P 30.00
Duplicate Plate	
a. Motor Vehicle	P 450.00
b. Trailer	P 225.00
c. Motorcycle	P 120.00
d. Clearance fee, applicable to all type/ verification/ document request	P 30.00
Cost of Stickers	
a. Motor Vehicle	P 50.00
b. Trailer / Motorcycle	P 12.50
c. Clearance fee, applicable to all type	P 30.00



TRANSACTION	FEES
Replacement of:	
a. Validation Stickers	P 200.00
b. Plate Year Tags	P 100.00
Annotation/Cancellation of Mortgage	P 100.00
Change Motor/Chassis/Color	P 30.00
Revision of Gross weight	P 30.00
Change in Body Design	P 100.00
Change Classification	P 30.00
Storage of Plates	P 45.00
Top Box/ Saddle Bag/ Top Load	P 100.00
Top Load for Truck Bus	P 150.00
Note: A. For Change Venue - P100.00 only (No Legal Research Fee and Computer Fee to be paid)	

*Exclusive of computer fee and LRF for MV registration



REQUEST FOR MOTOR VEHICLE VERIFICATION

Request of motor vehicle information for investigation and other legal purposes

Office or Division:	District and Extension Offices/E-Patrol; Management Information Division - Records Section	
Classification:	Simple/ Highly Technical	
Type of Transaction:	G2G- Government to Government; G2B - Government to Business; G2C – Government to Client	
Who may avail:	Law enforcement and other government agencies, private entities, bank, foreign embassies, and financial institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request from Government Agency		
1. Original letter request		Requesting Party
2. Authorization letter and one photocopy of company - issued ID with photo and signature if requesting party is not available		Requesting Party
Request from private entities, bank, foreign embassies, and financial institutions		
1. Original letter request		Requesting Party
2. Original supporting legal documents (Police Report, Court Order, Subpoena, Proceeding Filed or consent from the MV owner)		PNP, Ombudsman, Court
3. Company Identification Card / Original and one copy of any valid government issued ID with photo and signature of the requesting party and the MV owner		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives the requirements	None	5 minutes	<i>Receiving Clerk</i>
2. No activity	2. Verifies motor vehicle information from LTO-IT database and prints screenshot	None	10 minutes/MV	<i>Records Officer</i>
	a. Prepares Reply Letter and Verification Result (even with no record)	None	10 minutes/MV	
	b. Request of Certified True Copies of Registration Documents will be endorsed to the concerned LTO field office for their appropriate action	None	15 Days for the Certified True Copies of Registration Documents	
3. Receives verification result	3. Releases the verification result 3.1. Releases the Certified true copy of registration documents, as requested	None	5 minutes	<i>Releasing Officer</i>
	TOTAL	<u>Government Agency:</u> None <u>Private Individual/Entity:</u> P209.06	<u>For outright verification:</u> 30 Minutes per Motor Vehicle <u>For Certified True Copies of Registration Documents:</u> 15 Days	



Note: a. MC No. AVT-2013-1805

b. DPA - as far as Private individual is concerned (must be the registered owner only)

c. Processing time includes waiting time and starts upon the submission of complete requirements.

d. For District Offices handling mixed transactions (New, Renewal and Miscellaneous Registration and Licensing Transactions with Adjudication Facilities) exceeding 800, the processing time for outright shall be 1 hour per motor vehicle.

e. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



VI. LAW ENFORCEMENT AND TRAFFIC ADJUDICATION SERVICE (LETAS)

External Services



SETTLEMENT OF ADMITTED APPREHENSION

Inherent with its mandate to enforce traffic rules and regulations, the LTO is vested with quasi-judicial functions to adjudicate contested and admitted apprehensions including cases under appeal/motion for reconsideration

Office or Division:	Traffic Adjudication Service (Central Office)	
	Regional Offices-Operations Division	
	District/Extension Offices with LETAS functions	
Classification:	Simple transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Apprehended drivers / operators / conductors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirement		
Pink copy of the Temporary Operator's Permit (TOP) or Affidavit of Loss, in case of lost TOP		Apprehended driver / registered owner/ operator / conductors; Notary Public
Resolution/Decision		TAS/Regional Office/Authorized District/Extension Office
Additional Requirements		
<u>IF CONFISCATED DRIVER'S LICENSE/LICENSE PLATE</u>		
1. One (1) Photocopy of OR/CR (if applicable)		Operator/registered owner
2. One (1) original copy of Seminar Certificate (prior to Joint Administrative Order [JAO] 2014-01 when applicable)		Traffic Safety Division, Central Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. One (1) original copy of Franchise verification (for franchise related violation)	LTFRB
4. One (1) original copy of Emission test result with MVIR (for smoke belching violation)	PETC, MVIS
5. One (1) original copy of MVIS Inspection Report with Official Receipt (for violations requiring inspection such as unauthorized/defective accessories, unauthorized modification and the like)	LTO DO/EO, MVIC
<u>IF MV IS IMPOUNDED</u>	
1. One (1) original copy of Impounding Receipt of Motor Vehicle (IRMV) with stencils of motor and chassis numbers or Affidavit of Loss, in case of loss	Apprehending officer, MVIC
2. One (1) Photocopy of OR/CR (if applicable)	Operator/registered owner
3. One (1) original copy of Franchise verification (for franchise related violation)	LTFRB
4. One (1) original copy of Emission test result with MVIR (for anti- smoke belching violation)	PETC
5. MVIS Inspection Report with Official Receipt (for violations requiring inspection such as unauthorized/defective accessories, unauthorized modification and the like)	LTO DO/EO, MVIC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. ADMITTED CASES SETTLED WITHIN 15 DAYS FROM THE DATE OF APPREHENSION WITHOUT ACCESSORY PENALTY				
1. Submits TOP/IRMV (or Affidavit of Loss - in case of loss TOP/IRMV) and other required documents 1.1 Receives queue number	1. Receives, checks and docket the required documents 1.1 Issues queue number 1.2 Assigns TOP/IRMV to Evaluator	None	10 minutes	<i>Receiving Clerk</i>
2. No activity	2. Retrieves and evaluates apprehension details and generates transaction ID	None	15 minutes	<i>Evaluator</i>
3. Proceeds to the Cashier for payment of fines. 3.1 Receives OR	3. Accepts payment and issues OR	<u>Legal Research Fee</u> - P 10.00 <u>Computer Fee</u> - P 67.63 <u>Fines</u> - Refer to schedule of fees on page 176-217	20 minutes	<i>Cashier</i>
4. Proceeds to Releasing Unit and presents OR and other documents to claim confiscated item/s	4. Releases confiscated item/s	None	5 minutes	<i>Releasing Clerk / MV Custodian</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	P 77.63 + Fines (Refer to Fines for Apprehension on page 176-217)	50 minutes	
B. ADMITTED CASES SETTLED WITHIN 15 DAYS FROM THE DATE OF APPREHENSION WITH ACCESSORY PENALTY / SETTLED BEYOND 15 DAYS FROM THE DATE OF APPREHENSION				
1.Submits TOP/IRMV (or Affidavit of Loss - in case of loss TOP/IRMV) and other required documents 1.1 Receives queue number	1. Receives, checks and docket the required documents 1.1 Issues queue number 1.2 Assigns TOP/IRMV to Evaluator	None	10 minutes	<i>Receiving Clerk</i>
2. No activity	2. Retrieves and evaluates apprehension details and generates transaction ID	None	10 minutes	<i>Evaluator</i>
3. No activity	3. Prepares the Resolution	None	15 minutes	<i>Hearing Officer</i>
4. No activity	4. Approves the Resolution and Notice of Suspension	None	5 minutes	<i>TAS Director / Operations Division Chief/Head of Office</i>
5. Waits for the number/name to be called for the release of resolution/judgment	5. Releases the Resolution / Judgement and Notice of Suspension	None	5 minutes	<i>Releasing Clerk</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Proceeds to the Cashier for payment of fines. 6.1 Receives OR	6. Accepts payment and issues OR	<u>Legal Research Fee</u> - P 10.00 <u>Computer Fee</u> - P 67.63 <u>Fines</u> - Refer to schedule of fees on page 176-217	10 minutes	Cashier
7. Proceeds to Releasing Unit and presents OR and other documents to claim confiscated item/s	7. Releases confiscated item/s	None	10 minutes	Releasing Clerk / MV Custodian
	TOTAL	P 77.63 + Fines (Refer to Fines for Apprehension on page 176-217)	65 minutes	

Note: Suspension period varies depending on the violations committed.

Processing time starts upon the submission of complete documentary requirements under normal situations.



ADJUDICATION OF CONTESTED APPREHENSION

Inherent with its mandate to enforce traffic rules and regulations, the LTO is vested with quasi-judicial functions to adjudicate contested and admitted apprehensions including cases under appeal/motion for reconsideration

Office or Division:	Traffic Adjudication Service (Central Office) Regional Offices-Operations Division	
Classification:	Highly Technical transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Apprehended drivers / registered owner/ operators / conductors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirement Pink copy of the Temporary Operator's Permit (TOP) or Affidavit of Loss, in case of lost TOP		Apprehended driver / operator / conductors; Notary Public
Additional Requirements		
<u>IF CONFISCATED DRIVER'S LICENSE/LICENSE PLATE</u>		
1. Photocopy of OR/CR (if applicable)		Operator
2. Franchise verification (for franchise related violation)		LTFRB
3. Certificate of Emission Compliance (for smoke belching violation)		PETC
4. MVIS Inspection Report with Official Receipt (for violations requiring inspection such as unauthorized/defective accessories, unauthorized modification and the like)		LTO DO/EO, MVIC
<u>IF MV IS IMPOUNDED</u>		
1. Impounding Receipt of Motor Vehicle (IRMV) with stencils of motor and chassis numbers		Apprehending officer, MVIC



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Photocopy of OR/CR (if applicable)	Operator
3. Franchise verification (for franchise related violation)	LTFRB
4. Certificate of Emission Compliance (for anti- smoke belching violation)	PETC
5. MVIS Inspection Report with Official Receipt (for violations requiring inspection such as unauthorized/defective accessories, unauthorized modification and the like)	LTO DO/EO, MVICC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CONTESTED CASES (TRAFFIC ADJUDICATION SERVICES (TAS) AND REGIONAL OFFICES				
1.Submits written contest and presents TOP/IRMV within 5 days from the date of apprehension	1. Receives, checks and docket the required documents	None	5 minutes	<i>Receiving Clerk</i>
2. No activity	2. Assigns the case to Hearing Officer	None	1 day	<i>Evaluator/ Approving Officer</i>
3. Submits affidavits,pleadings and other pertinent documents	3. Issues Summons/Notice of Hearing when necessary	None	1 day	<i>Hearing Officer</i>
ADJUDICATION PROCESS (quasi-judicial function exempted from the computation of the total processing time)				
4. No activitiy	4. Prepares Resolution/Decision once the case is submitted for resolution	None	7 days	<i>Hearing Officer</i>
5. No activitiy	5. Review and approves Resolution/judgment	None	5 days	<i>TAS Director / Regional Director</i>
6. Proceeds to Cashier for payment of fines and receives Official Receipt (OR) - For AFFIRMED Cases	6. Accepts payment and issues Official Receipt (OR)	<u>Legal Research Fee</u> - P 10.00 <u>Computer Fee</u> - P 67.63 <u>Fines</u> - Refer to schedule of fees on pages 176-217	10 minutes	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7.Proceeds to Releasing Unit - For AFFIRMED and DISMISSED cases 7.1 Receives confiscated items/ impounded MV	7. Releases confiscated items/ impounded MV	None	2 hours	<i>Releasing Clerk / MV Custodian</i>
	TOTAL	P 77.63 + Fines (Refer to Fines for Apprehension on page 176-217)	14 days, 2 hours, 15 minutes	
B. CONTESTED CASES (DISTRICT OFFICE)				
1.Submits written contest and presents TOP/IRMV within 5 days from the date of apprehension	1. Receives, checks and docket the required documents	None	5 minutes	<i>Receiving Clerk</i>
2. No activity	2. Forwards written contest and supporting documents to the Regional Office	None	25 minutes	<i>Evaluator/ Hearing Officer/ Approving Officer</i>
3. No activity	3. Assigns the case to Hearing Officer	None	1 day	<i>Evaluator/ Approving Officer</i>
4. Submits affidavits,pleadings and other pertinent documents	4. Issues Summons/Notice of Hearing when necessary 4.1 Conducts clarificatory hearing , if necessary	None	6 days	<i>Hearing Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. No activity	5. Prepares Resolution/Decision once the case is submitted for resolution	None	7 days	Hearing Officer
6. No activity	6. Review and approves Resolution/judgment to determine proper imposition of fines and/or penalties	None	5 days	TAS Director / Regional Director
7. No activity	7. Furnish the District Office and the client with the copy of the Resolution	None	10 minutes	Releasing Clerk
8. Proceeds to District Office upon receipt of the Resolution	8. Evaluates the apprehension case based on the resolution. 8.1 If affirmed advise the client to proceed to cashier 8.2 If dismissed advise the client to proceed to releasing	None	10 minutes	Evaluator/ Hearing Officer/ Approving Officer
9. Proceeds to the cashier for payment of fines - For AFFIRMED cases 9.1 Receives Official Receipt	9. Accepts payment and issues OR	<u>Legal Research Fee</u> - P 10.00 <u>Computer Fee</u> - P 67.63 <u>Fines</u> - Refer to schedule of fees on page 176-217	30 minutes	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10.Proceeds to Releasing Unit - For AFFIRMED and DISMISSED cases 10.1 Receives confiscated item/s impounded MV, if applicable	10. Releases confiscated items/ impounded MV 10.1 Releases the confiscated item/s impounded MV, if applicable	None	2 hours	<i>Releasing Clerk / MV Custodian</i>
	TOTAL	P 77.63 + Fines (Refer to Fines for Apprehension on page 176-217)	19 days, 3 hours, 10 minutes	

Note: a. Processing time includes waiting time and starts upon submission of complete requirements.

b. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Motion for Reconsideration (Traffic Adjudication Service (TAS) and Regional Office)				
1. Apprehended driver's/operator submit Motion for Reconsideration within 5 days upon receipt of TAS Resolution	1. Receives Motion for Reconsideration and other documents	None	5 minutes	<i>Receiving Clerk</i>
2. No activity	2. Assign the case to Hearing Officer	None	5 minutes	<i>Regional Director/ TAS Director</i>
RESOLUTION OF MOTION FOR RECONSIDERATION (quasi-judicial function exempted from the computation of the total processing time)				
2. No activity	2. Furnishes the parties of the Resolution/Judgment	None	3 days	<i>Records officer</i>
3. Proceeds to the Cashier for payment of fines, if affirmed.	3. Accepts payment and issues Official Receipt	<u>Legal Research Fee</u> - P 10.00 <u>Computer Fee</u> - P 67.63 <u>Fines</u> - Refer to schedule of fees on page 176-217	5 minutes	<i>Cashier</i>
4. Proceeds to Releasing Unit, if AFFIRMED and DISMISSED.	4. Releases confiscated items/ impounded MV		10 minutes	<i>Releasing Clerk / MV Custodian</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	If motion is denied and applicant decided to settle fines: P 77.63 + Fines (Refer to Fines for Apprehension on page 176-217)	3 days, 25 minutes	

Note: a. Processing time includes waiting time and starts upon submission of complete requirements.

b. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPEAL ON DECIDED CASE				
1. Files appeal from the denial of Protest or of the Motion for Reconsideration within 10 days from receipt to the LTO Assistant Secretary	1. Receives, checks and docket the required documents	None	10 minutes	<i>Receiving Clerk</i>
RESOLUTION OF APPEAL (quasi-judicial function exempted from the computation of the total processing time)				
2. No activity	2. Furnishes the parties of the Resolution/Judgment	None	3 days	<i>GSS of the Central Office</i>
3. Proceeds to evaluator, hearing and approving officers for processing.	3. Implements the Decision	None	1 day	<i>Approving ,Hearing officers and Evaluator</i>
4. Proceeds to the Cashier for payment of fines - For AFFIRMED cases 4.1 Receives OR	4..Accepts payment and issues Official Receipt	<u>Legal Research Fee</u> - P 10.00 <u>Computer Fee</u> - P 67.63 <u>Fines</u> - Refer to schedule of fees on page 176-217	10 minutes	<i>Cashier</i>
5. Proceeds to Releasing Unit - For AFFIRMED and DISMISSED cases	5. Releases confiscated items/ impounded MV	None	2 hours	<i>Releasing Clerk / MV Custodian</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.1 Receives confiscated items/ impounded MV				
	TOTAL:	P 77.63 + Fines (Refer to Fines for Apprehension on page 176-217)	4 days, 2 hours, 20 minutes	

Note: a. Processing time includes waiting time and starts upon submission of complete requirements.

b. If the client arrives at the office when the transaction cannot be completed within the day, he/she will be advised to return on the next working day and be prioritized at the step where he/she stopped.



FINES AND PENALTIES

I. In Connection with Licensing

RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
19	1a	Driving without valid driver's license / conductor's permit 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense <i>Includes the following:</i>	3,000.00 NONE NONE NONE	NONE NONE NONE	 3,000.00 3,000.00 3,000.00	 5,000.00 10,000.00 15,000.00	- Disqualification from granting of driver's license and driving a MV for a period of one (1) year. - Disqualification from granting of driver's license and driving a MV for a period of one (1) year. - Impoundment of unit for thirty (30) days - Cancellation of CPC
19	1a	- Driving with delinquent or expired license	3,000.00	NONE	3,000.00	NONE	NONE
19	1a	- Driving with suspended or revoked or improper license	3,000.00	NONE	3,000.00	NONE	- Disqualification from granting of driver's license and driving a MV for a period of one (1) year.
	1a	- Inappropriate driver's license restriction code	3,000.00	NONE	3,000.00	NONE	- Disqualification from granting of driver's license and driving a MV for a period of one (1) year.
	1a	- Inappropriate driver's license classification	3,000.00	NONE	3,000.00	NONE	- Disqualification from granting of driver's license and driving a MV for a period of one (1) year.
31	1a	- Possession and use of fake/spurious driver's license	3,000.00	NONE	3,000.00	NONE	- Disqualification from granting of driver's license and driving a MV for a period of one (1) year.
	1a	- Tourist driving a MV with a valid foreign driver's license beyond the 90-day max. allowable period	3,000.00	NONE	3,000.00	NONE	- Disqualification from granting of driver's license and driving a MV for a period of one (1) year.
30	1a	- Student driver driving without being accompanied by a duly license driver.	3,000.00	NONE	3,000.00	NONE	- Disqualification from granting of driver's license and driving a MV for a period of one (1) year.



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
27	1b	Driving a MV used in the commission of a crime upon conviction by a regular court of competent jurisdiction	10,000.00	NONE	10,000.00	NONE	<ul style="list-style-type: none">- Confiscation and revocation of driver's license upon conviction and disqualification from granting of driver's license and driving a MV.- Impoundment of MV until ordered to be released by a regular court of competent jurisdiction.
27	1c	Commission of a crime in the course of Apprehension upon conviction by a regular court of competent jurisdiction	10,000.00	NONE	10,000.00	NONE	<ul style="list-style-type: none">- Confiscation and revocation of driver's license upon conviction and disqualification from granting of driver's license and driving a MV.- Impoundment of MV until ordered to be released by a regular court of competent jurisdiction.
53	1d	Driving while under the influence of alcohol and/or prohibited drugs	10,000.00	NONE	10,000.00	NONE	For Non-Professional DL <i>First Conviction</i> – confiscation and suspension of driver's license for twelve (12) months. <i>Second Conviction</i> – revocation of driver's license For Professional DL <i>First Conviction</i> – confiscation and perpetual revocation.
48	1e	Reckless Driving 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	2,000.00 3,000.00 10,000.00	NONE NONE NONE	2,000.00 3,000.00 10,000.00	NONE NONE NONE	<p>This includes <u>driving an unregistered vehicle</u> under JAO Section II-a.</p> <ul style="list-style-type: none">- Suspension of driver's license for three (3) months- Suspension of driver's license for six (6) months and revocation on the succeeding offense.



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	1f	Submission of fake documents in driver's license application (new/renewal)	3,000.00	NONE	3,000.00	NONE	- Driver's license shall be put on alarm, revocation and disqualification of granting license and driving for a period of one (1) year.
R.A 8750 (Sec.12-1a)	1g1	Failure to wear the prescribed seatbelt device and/or failure to require the front seat passenger to wear seatbelt 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	1,000.00 2,000.00 5,000.00	NONE NONE NONE	1,000.00 2,000.00 5,000.00	NONE NONE NONE	This includes <u>allowing a 6 years old and below to be seated in front passenger seat.</u> - Suspension of driver's license for one (1) week for the third and each succeeding offense.
R.A 8750	1g2	Failure to post appropriate seatbelt signage (for PUV)	NONE	NONE	3,000.00		- For PUV's both the operator and the driver are liable to pay the said fine for every violation.
R.A 10054	1h	Failure to wear the standard protective MC helmet or failure to require the back rider to wear standard protective MC helmet (R.A 10054) 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense 4 th Offense and succeeding offenses	1,500.00 3,000.00 5,000.00 10,000.00	NONE NONE NONE NONE	NONE NONE NONE NONE	NONE NONE NONE NONE	NONE NONE NONE NONE



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
19 15A	1i	Failure to carry Driver's License, Certificate of Registration or Official Receipt (OR/CR) while driving.	1,000.00	NONE	1,000.00	NONE	NONE
	1j1	All other violations of traffic rules and regulations: Illegal Parking	1,000.00	NONE	1,000.00	NONE	NONE
	1j2	Disregarding Traffic Signs	1,000.00	NONE	1,000.00	NONE	NONE
	1j3	Allowing passengers on top or cover of a motor vehicle except in a truck helper	1,000.00	NONE	1,000.00	NONE	NONE
	1j4	Failure to provide canvass cover to cargos or freight of trucks requiring the same	1,000.00	NONE	1,000.00	NONE	NONE
	1j5	Permitting passenger to ride on running board, stepboard or mudguard of MV	1,000.00	NONE	1,000.00	NONE	NONE
34c	1j6	Failure to dim headlights when approaching another vehicle	1,000.00	NONE	1,000.00	NONE	NONE
	1j7	Driving in a place not intended for traffic or into place not allowed for parking	1,000.00	NONE	1,000.00	NONE	NONE
51	1j8	Hitching or permitting a person or a bicycle, motorcycle, tricycle or skate roller to hitch to a MV	1,000.00	NONE	1,000.00	NONE	NONE



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	1j9	Driving against traffic rules	1,000.00	NONE	1,000.00	NONE	NONE
	1j10	Illegal turn	1,000.00	NONE	1,000.00	NONE	NONE
	1j11	Illegal overtaking	1,000.00	NONE	1,000.00	NONE	NONE
	1j12	Overtaking at unsafe distance	1,000.00	NONE	1,000.00	NONE	NONE
	1j13	Cutting an overtaken vehicle	1,000.00	NONE	1,000.00	NONE	NONE
	1j14	Failure to give way to an overtaking vehicle	1,000.00	NONE	1,000.00	NONE	NONE
	1j15	Increasing speed when being overtaken	1,000.00	NONE	1,000.00	NONE	NONE
	1j16	Overtaking when left side is not visible or clear	1,000.00	NONE	1,000.00	NONE	NONE
	1j17	Overtaking upon a crest of a grade	1,000.00	NONE	1,000.00	NONE	NONE
	1j18	Overtaking upon a curve	1,000.00	NONE	1,000.00	NONE	NONE
	1j19	Overtaking at any railway grade crossing	1,000.00	NONE	1,000.00	NONE	NONE
	1j20	Overtaking at an intersection	1,000.00	NONE	1,000.00	NONE	NONE
	1j21	Overtaking on “men working” or “caution” signs	1,000.00	NONE	1,000.00	NONE	NONE



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	1j22	Overtaking at no overtaking zone	1,000.00	NONE	1,000.00	NONE	NONE
	1j23	Failure to yield the right of way – failure of the vehicle on the left to yield the right of way	1,000.00	NONE	1,000.00	NONE	NONE
	1j24	Failure to yield the right of way – failure of a vehicle approaching but not having entered an intersection to yield the right of way	1,000.00	NONE	1,000.00	NONE	NONE
	1j25	Failure to yield the right of way – failure of the driver of any vehicle upon highway within a business or residential district to yield the right of way	1,000.00	NONE	1,000.00	NONE	NONE
	1j26	Failure to stop before traversing a “through highway” or railroad crossing	1,000.00	NONE	1,000.00	NONE	NONE
	1j27	Failure to yield the right of way – failure of a vehicle entering a highway from a private road or driver upon a highway to yield the right of way	1,000.00	NONE	1,000.00	NONE	NONE
	1j28	Failure to yield the right of way to ambulance, police or fire department vehicles	1,000.00	NONE	1,000.00	NONE	NONE
	1j29	Failure to yield the right of way at a “through highway” or a “stop intersection”	1,000.00	NONE	1,000.00	NONE	NONE



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	1j30	Failure to give a proper signal	1,000.00	NONE	1,000.00	NONE	NONE
	1j31	Illegal turn – failure of the driver of MV intending to run to the right at an intersection	1,000.00	NONE	1,000.00	NONE	NONE
	1j32	Illegal turn – failure of the driver of a vehicle intending to turn to the left	1,000.00	NONE	1,000.00	NONE	NONE
	1j33	Failure to stop motor and notch handbrake of MV when unattended	1,000.00	NONE	1,000.00	NONE	NONE
	1j34	Unsafe towing	1,000.00	NONE	1,000.00	NONE	NONE
	1j35	Obstruction	1,000.00	NONE	1,000.00	NONE	NONE
	1j36	MC carrying more passengers other than the back rider or cargo other than the saddle bags and luggage carriers	1,000.00	NONE	NONE	NONE	NONE
	1j37	Refusal to render service to the public or convey passenger to destination * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-2 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	1j38	Overcharging/Undercharging of fare * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-3 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j39	No franchise/CPC or evidence of franchise presented* 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-5 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j40	Fraud and falsities of fake and spurious CPC, OR/CR, plates, stickers and tags *	NONE	NONE	1,000.00	JAO 4-6 NONE	- Revocation /Cancellation of the franchise/CPC
34	1j41	Operating the unit/s with defective parts and accessories * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-9 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j42	Failure to provide fare discount* 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-10 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	1j43	Fast, tampered, defective taximeter or operating without or with an old seal taximeter * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-13 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j44	Tampered, broken, joined, reconnected, fake or altered sealing wire * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-14 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j45	No sign board * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-18 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j46	Pick and drop of passengers outside terminal * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-19 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	1j47	Carrying of illegal and/or prohibited cargoes * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-20 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j48	Failure to provide fire extinguisher and required STOP and GO signage * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-21 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j49	Trip Cutting * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-22 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC
	1j50	Failure to display fare matrix * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	JAO 4-23 5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC



RA 4136	DO 2008- 39	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
				PRIVATE		FOR-HIRE		
				DRIVER	MV OWNER	DRIVER	OPERATOR	
		1j51	Breach of franchise conditions*				JAO 4-25	
			1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
			2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
			3 rd Offense and sub-sequent Offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC
			Others:					
			Driver wearing slippers/no uniform	1,000.00	NONE	1,000.00	NONE	



FINES AND PENALTIES

II. In Connection with Motor Vehicle Registration/Renewal/Operation

RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
15a 15d 16 21	2a	Unregistered MV	10,000.00	NONE	10,000.00	NONE	<ul style="list-style-type: none">- Impoundment of MV, in case of non-registration and the violation has exceeded one (1) month, and shall be released upon valid registration and payment of fine.- Impoundment of MV for one (1) year, in case undocumented engines, undocumented engines shall be confiscated.
	2b	Unauthorized MV Modification	5,000.00	NONE	5,000.00	NONE	<ul style="list-style-type: none">- Impoundment of motor vehicles upon inspection, correction of defect and payment of fine.
	2c	Operating a right-hand drive MV	50,000.00	NONE	50,000.00	NONE	<ul style="list-style-type: none">- Impoundment of motor vehicles until defect is corrected and deemed road worthy upon inspection and payment of fine.
	2d	MV operating with defective/improper/unauthorized accessories, devices, equipment and parts	5,000.00	NONE	NONE	NONE	<ul style="list-style-type: none">- Impoundment of motor vehicles until accessory device, equipment or part is properly installed, corrected or removed as the case may and payment of fine.- Confiscation of unauthorized plate, accessory and/or device.
18	2e	Failure to attach or improper attachment/tampering of MV license plates and/or third plate sticker.	5,000.00	NONE	5,000.00	NONE	<ul style="list-style-type: none">- Removal and confiscation of unauthorized plate, accessory and/or device in favor of government.



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
RA 8749	2f	Smoke Belching 1 st Offense 2 nd Offense 3 rd Offense and Sub-sequent offense	2,000.00 4,000.00 6,000.00	NONE NONE NONE	2,000.00 4,000.00 6,000.00	NONE NONE NONE	NONE NONE - Suspension of MV Registration for one (1) year.
	2g	Fraud in MV Registration/Renewal	3,000.00	NONE	3,000.00	NONE	- Impoundment and barred of MV from registration period for one (1) year.
	2h	All other violations in connection with MV Registration / Renewal / Operation	2,000.00	NONE	2,000.00	NONE	NONE
		• Driver wearing slippers	2,000.00	NONE	2,000.00	NONE	NONE
RA 10913		Distracted Driving 1 st Offense 2 nd Offense 3 rd Offense Sub-sequent offense	5,000.00 10,000.00 15,000.00 20,000.00	NONE NONE NONE NONE	5,000.00 10,000.00 15,000.00 20,000.00	NONE NONE NONE NONE	NONE NONE - Suspension of driver's license for three (3) months - Revocation of driver's license.
RA 10666		MC Driving with child 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	3,000.00 5,000.00 10,000.00	NONE NONE NONE	NONE NONE NONE	NONE NONE NONE	NONE NONE - Suspension of driver's license for one (1) month and revocation of driver's license for the succeeding offense.



FINES AND PENALTIES

III. In Connection with Dimensions, Specifications, Weight and Load Limits

RA 4136	DO 2008- 39	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
				PRIVATE		FOR-HIRE		
				DRIVER	MV OWNER	DRIVER	OPERATOR	
		3a	Load extending beyond projected width without permit	1,000.00	NONE	1,000.00	NONE	- Fines shall be imposed upon the driver of the MV for operating a MV with any part of the load extending beyond the projected width of the vehicle without special permit.
		3b	Axle Overloading	NONE	NONE	NONE	NONE	- An amount equivalent to 25% of MVUC at the time of infringement on owner/operator or driver of trucks and trailers for loading beyond their registered gross weight, vehicle weight. - The penalty shall be waived for loads exceeding the registered GVW by a tolerance of less than 5% - No MV shall be allowed to proceed on the roadway if either a dual-wheel axle load shall exceed of the maximum allowable gross weight.
		3c	Operating a passenger bus / truck with cargo exceeding 160kg	NONE	NONE	1,000.00	NONE	- Fine shall be imposed upon the driver and conductor of the motor vehicle



FINES AND PENALTIES

IV. In Connection with Franchise

RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	4-1	Colorum Violation 1 st Offense:					<ul style="list-style-type: none">- Impoundment for three (3) months <u>Status of CPC</u> <ul style="list-style-type: none">- Revocation of the ENTIRE CPC where the apprehended vehicle belongs (except when apprehended vehicle is with private/green plate)- Blacklisting of the apprehended vehicle and all other authorized units included in the CPC from being used as a PUV- Revocation of the registration of the apprehended vehicle and all other authorized units included in the franchise.
		Bus	NONE	NONE	NONE	1,000,000.00	
		Trucks	NONE	NONE	NONE	200,000.00	
		Jeepney	NONE	NONE	NONE	50,000.00	
		Vans	NONE	NONE	NONE	200,000.00	
		Sedan	NONE	NONE	NONE	120,000.00	
		TC	NONE	NONE	NONE	6,000.00	
	2 nd Offense	NONE	NONE	NONE	NONE	<ul style="list-style-type: none">- Revocation of <u>ALL</u> CPCs (entire fleet) of the operator.- Disqualification of the operator.- Blacklisting of <u>ALL</u> authorized units (entire fleet) of the operator from being used as PUV- Revocation of the registration of <u>ALL</u> authorized units (entire fleet) of the operator.	



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	4-2	Refusal to render service to the public or convey passenger to destination *			1J37		
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
		3 rd Offense and sub-sequent offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized
	4-3	Overcharging/undercharging of fare			1J38		
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
		3 rd Offense and sub-sequent offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized
	4-4	Failure to provide proper body markings					
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,00.00	- Impoundment of unit for thirty (30) days
		3 rd Offense and sub-sequent offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized
	4-5	No franchise/Certificate of Public Convenience or evidence franchise presented during apprehension or carried inside the motor vehicle			1J39		
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
		3 rd Offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	4-6	Fraud and falsifies such as presentation of fake and spurious CPC, OR/CR, plates, stickers and tags 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	1J40 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-7	Employing reckless, insolent, discourteous or arrogant driver 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	NONE NONE NONE	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-8	Allowing unauthorized driver to drive PUV or allowing driver to drive PUV without bringing his/her driver's license 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	NONE NONE NONE	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-9	Operating the unit/s with defective parts and accessories * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	NONE NONE NONE	NONE NONE NONE	1J41 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	4-10	Failure to provide fare discount 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	 NONE NONE NONE	 NONE NONE NONE	1J42 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	 NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-11	Failure to provide the Board with complete, correct, and updated operator’s information and other forms of misrepresentation 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	 NONE NONE NONE	 NONE NONE NONE	 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	 NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-12	Failure to display “No smoking” signage and/or allowing personnel or passenger to smoke inside the vehicle. 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	 NONE NONE NONE	 NONE NONE NONE	 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	 NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	4-13	Fast, tampered, defective taximeter or operating without or with an old seal taximeter (TX only) * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	1J43 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-14	Tampered, broken, joined, reconnected, fake or altered sealing wire (TX only) * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	1J44 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-15	Violation of color scheme or design/ Adoption or new color design without authority from the Board (PUB and TX only) 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-16	Unregistered or unauthorized trade/business name (PUB and TX only) 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	4-17	No panel route (PUJ, PUB, UV) 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-18	No sign board * (PUJ, PUB, UV) 1 st Offense 2 nd Offense 3 ^{rdn} Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	1J45 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-19	Pick and drop of passengers outside terminal *(PUJ, PUB, UV) 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	1J46 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized
	4-20	Carrying of illegal and/or prohibited cargoes * 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent offense	NONE NONE NONE	NONE NONE NONE	1J47 1,000.00 1,000.00 1,000.00	5,000.00 10,000.00 15,000.00	NONE - Impoundment of unit for thirty (30) days - Cancellation of CPC where the unit is authorized



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	4-21	Failure to provide fire extinguisher and required STOP and GO signage *			1J48		
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
		3 rd Offense and sub-sequent offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized
	4-22	Trip Cutting (PUJ,PUB, UV)			1J49		
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
		3 rd Offense and sub-sequent offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized
	4-23	Failure to display fare matrix (PUJ, PUB, UV)*			1J50		
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
		3 rd Offense and sub-sequent offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized
	4-24	Failure to display the International Symbol of Accessibility inside the units and/or failure to designate seats specifically for the use of Persons with Disability or Failure or refusal to transport PWDs (PUJ, PUB, TTS, UV)					
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
		3 rd Offense and sub-sequent offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized



RA 4136	JAO	VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS
			PRIVATE		FOR-HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
	4-25	Breach of franchise conditions *			1J51		
		1 st Offense	NONE	NONE	1,000.00	5,000.00	NONE
		2 nd Offense	NONE	NONE	1,000.00	10,000.00	- Impoundment of unit for thirty (30) days
		3 rd Offense and sub-sequent offense	NONE	NONE	1,000.00	15,000.00	- Cancellation of CPC where the unit is authorized

A Temporary Operator's Permit (TOP) shall authorize a driver to operate a motor vehicle for a period of seventy-two (72) hours only. Further, all apprehensions are deemed admitted unless contested by filing a written contest within five (5) days from date of apprehension. However, failure of the driver to pay the corresponding penalty within fifteen (15) days from the date of apprehension shall cause the automatic suspension of his driver's license for a period of thirty (30) days from the date of apprehension in addition to the fines and penalties prescribed hereunder. The LTO shall resolve a contested case within five (5) days from receipt of said written contest.

NOTE:

Fines and penalties of all violations prior to implementation of Joint Administrative Order No.2014 (JAO) dated 02 June 2014 shall be based on Department Order No. 2008-39 dated 26 August 2008.

RA 10913		• Distracted Driving					
		1 st Offense	5,000.00	NONE	5,000.00	NONE	NONE
		2 nd Offense	10,000.00	NONE	10,000.00	NONE	NONE
		3 rd Offense	15,000.00	NONE	15,000.00	NONE	- Suspension of driver's license for three (3) months
		Sub-sequent offense	20,000.00	NONE	20,000.00	NONE	- Revocation of driver's license.
RA 10666		MC Driving with child					-
RA 10666		1 st Offense	3,000.00	NONE	NONE	NONE	NONE
		2 nd Offense	5,000.00	NONE	NONE	NONE	NONE
		3 rd Offense and sub-sequent Offense	10,000.00	NONE	NONE	NONE	- Suspension of driver's license for one (1) month and revocation of driver's license for the succeeding offense.



FINES AND PENALTIES

A. Violations in Connection with Licensing

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
19	A-1	Driving without license	1,500.00	NONE	NONE
19	A-2	Driving with delinquent or expired license	400.00	NONE	NONE
19	A-3	Driving with suspended or revoked or improper license	1,000.00	NONE	NONE
	A-4	Failure to carry driver's license	200.00	NONE	NONE
	A-5	Failure to sign driver's license	200.00	NONE	NONE
31	A-6	Driving under the influence of liquor			
		1 st Offense	5,000.00	NONE	- Suspension of driver's license for two (2) months
		2 nd Offense	5,000.00	NONE	- Suspension of driver's license for three (3) months
		3 rd Offense	6,000.00	NONE	- Suspension of driver's license for six (6) months
		Sub-sequent Offense	7,000.00	NONE	- Automatic revocation of driver's license
	A-7	Driving under the influence of drugs	10,000.00	NONE	- Automatic revocation of driver's license



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
19	A-8	Allowing an unlicensed/improperly licensed person to drive motor vehicle	1,000.00	NONE	- Suspension of plates, registration and driver's license for two (2) months
31	A-9	Possession and use of fake/spurious driver's license	2,000.00	NONE	- Suspension of driver's license for one (1) year if has been issued an authentic license. - Disqualification in securing driver's license for two (2) year if has not been issued an authentic license.
	A-10	Conviction of the driver of a crime using a motor vehicle	3,000.00	NONE	NONE
30	A-11	Student driver driving without being accompanied by a duly license driver.	500.00	NONE	NONE
	A-12	Unlicensed conductor of a motor vehicle for hire	500.00	NONE	NONE
	A-13	Operating/driving a motor vehicle which is unregistered/improperly registered or with invalid registration	2,000.00	NONE	- Impoundment of motor vehicle or confiscation of plates shall not be released until properly registered
		- If committed by the driver without the knowledge and consent of the owner/operator - If the driver is also the owner/possessor of the subject motor vehicle	4,000.00	NONE	- Impoundment of motor vehicle or confiscation of plates shall not be released until properly registered
	A-14	Operating a motor vehicle with unregistered substitute or replacement engine, engine block or chassis	5,000.00	NONE	- Impoundment of subject MV until such parts are properly registered.



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	A-15	Failure to carry certificate of registration or official receipt of registration	150.00	NONE	NONE
	A-16	Operating/allowing the operation of MV with a suspended/revoked Certificate/Official Receipt of registration	1,000.00	NONE	<ul style="list-style-type: none"> - Impoundment of subject MV and its plate held during suspension. - Original suspension, the said MV and plates shall further be suspended for two (2) years.
	A-17	Tourist operating or allowing the use of non Philippine registered motor vehicle beyond the 90 day period of his sojourn in the country	5,000.00	NONE	<ul style="list-style-type: none"> - MV shall not be allowed to operate by the confiscation of its plates, OR & CR until properly registered. - In addition, if the driver is a holder of local drivers license, the same shall be suspended for one (1) year.

B. Violations in Connection with Number Plates

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	B-18	MV number plates not firmly attached	200.00	NONE	NONE
	B-19	Obscure plates	200.00	NONE	NONE
	B-20	License plates different from body number on Public Utility Motor Vehicle	500.00	NONE	NONE
	B-21	Improper display of a motor vehicle permanent plate	500.00	NONE	NONE



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	B-22	Display/Use of an expired commemorative plates or stickers	2,000.00	NONE	NONE
	B-23	Tampered/marked plates or stickers	2,000.00	NONE	NONE
	B-24	Illegal transfer or used of MV regularly issued MV plates, tags or stickers except security plates on authorized motor vehicle	NONE	10,000.00	<ul style="list-style-type: none"> - Owners/Operators are conclusively presumed to have committed the illegal transfer - Driver's of MV involved in illegal transfer of plates and stickers shall suffer the suspension of their DL for three (3) months - If the MV is illegally transferred plates or stickers is used in the commission of a crime, its owner shall suffer the penalty of Php 12,000.00 fine and suspension of plates and registration certificate and Official Receipt for two (2) years.

C. Violations Relative to Equipment's, Parts, Accessories, Devices and Markings of Motor Vehicles

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	C-25	Operating MV with metallic tires in any public highways	5,000.00	NONE	NONE
	C-26	Defective brake	500.00	NONE	NONE
	C-27	Improper/Defective Horn or signaling device	300.00	NONE	NONE
	C-28	Use or installation of unnecessary lights in front and rear of a motor vehicle	300.00	NONE	NONE



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	C-29	Operating motor vehicle without head, tail, plate and/or brake lights	300.00	NONE	NONE
	C-30	Without muffler	150.00	NONE	NONE
	C-31	Without wiper	150.00	NONE	NONE
	C-32	Dirty or unsightly or unsanitary MV	300.00	NONE	NONE
	C-33	Dilapidated or defective MV	1,000.00	NONE	- To hold release of plates until defect is corrected
	C-34	Failure to paint or improper painting of authorized route or PUJ, Filcabs, Shuttle Services, trucks for hire, taxis and similar for hire motor vehicles operating with fixed routes	500.00	NONE	- To hold plates until defected is corrected
	C-35	Non-painting of business or trade name	500.00	NONE	- To hold plates until defected is corrected
	C-36	Use of unauthorized or improvised plates	300.00	NONE	NONE
	C-37	Without or defective hand brakes	200.00	NONE	- To hold plates pending correction of defect
	C-38	Without or defective speedometer	200.00	NONE	- To hold plates pending correction of defect
	C-39	Without or defective windshield wiper	200.00	NONE	- To hold plates pending correction of defect
	C-40	Without rear view mirror	200.00	NONE	- To hold plates pending correction of defect
	C-41	Without interior light	200.00	NONE	- To hold plates pending correction of defect



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	C-42	Without name or business name and address of operator inscribed on both sides of MV for hire	500.00	NONE	- To hold plates or OR/CR until defected is corrected
	C-43	Unauthorized use of bell, siren or exhaust whistle	15,000.00	NONE	- Forfeiture of the said gadgets in favor of the government
	C-44	Without functional spare tire	300.00	NONE	NONE
	C-45	Without red flag or red lights on projecting end of load extending more than a meter beyond the bed or body, and in the evening red lights visible at least 50 meters away	500.00	NONE	NONE
	C-46	Failure to paint plate number on a motor vehicle for hire	NONE	500.00	- To be imposed upon the owner/operator
	C-47	Failure to carry EWD	150.00	NONE	NONE
	C-48	Failure to install EWD 4 meters from the front and rear of the stalled motor vehicle	500.00	500.00	- To be imposed upon the owner/driver
	C-49	Without Capacity markings	NONE	375.00	- To be imposed upon the owner
	C-50	Unauthorized installation jalousies, painted windshield or colored windshield	600.00	600.00	- To be imposed upon the owner/driver
	C-51	Installation of dim/colored lights, strobe lights, dancing lights or similar lights	NONE	600.00	- To be imposed upon the owner/operator of motor vehicle



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	C-52	Use or installation of heavily tinted colored/painted windshield or window glass	NONE	600.00	- To be imposed upon the owner/operator sunvisor or light tinted are allowed
	C-53	Without permanent tail gate with inscription "Not for Hire" sign in a private jeepney/jitney	NONE	500.00	- To be imposed upon the owner
	C-54	Use/Installation of glaring/stainless object upon at the front and/or rear of a motor vehicle	500.00	500.00	- To be imposed upon the owner/driver



D. Weights and Load Limits

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	D-55	Load extending beyond the projected width without permit	500.00	NONE	- To be imposed upon the driver
	D-56	Axle Overloading	NONE	NONE	<ul style="list-style-type: none"> - An amount equivalent to 25% of MVUC at the time of infringement on owner/operator or driver of trucks and trailers for loading beyond their registered gross weight, vehicle weight. - The penalty shall be waived for loads exceeding the registered GVW by a tolerance of less than 5% - No MV shall be allowed to proceed on the roadway if either a dual-wheel axle load shall exceed of the maximum allowable gross weight.
	D-57	Operating a passenger bus / truck with cargo exceeding 160kg	300.00	300.00	- To be imposed upon <u>either</u> the driver/operator/conductor
	D-58	Allowing more passengers and/or freight or cargo in excess of carrying capacity of MV	300.00	300.00	- To be imposed upon <u>either</u> the driver/operator/conductor
	D-59	Baggage or freight carried on top of truck exceeds 20kgs. Per sq. meter and not distributed in such a manner as not to endanger the passenger or stability of the truck.	NONE	400.00	NONE



E. Prohibited or illegal Operation of Motor Vehicles

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	E-60	Out of line			
		1 st Offense	250.00	6,000.00	For Operators/Owners: - Additional P 1,500 per day reckoned from the day of apprehension until the case was settled and suspension of registration and/or impoundment of MV for three (3) months For Drivers: - Suspension of DL for three (3) months
		2 nd Offense	500.00	6,000.00	For Operators/Owners: - Additional P 2,000 per day reckoned from the day of apprehension until the case was settled and suspension of registration and/or impoundment of MV for six (6) months For Drivers: - Suspension of DL for six (6) months
		3 rd Offense	750.00	6,000.00	For Operators/Owners: - Additional P 2,500 per day reckoned from the day of apprehension until the case was settled revocation of registration and forever banned from applying for a franchise and/or revocation of franchise if franchise holder For Drivers: - Suspension of DL for one (1) year



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	E-61	Colorum Operation			
		1 st Offense	250.00	6,000.00	For Operators/Owners: - Additional P 1,500 per day reckoned from the day of apprehension until the case was settled and suspension of registration and/or impoundment of MV for three (3) months For Drivers: - Suspension of DL for three (3) months
		2 nd Offense	500.00	6,000.00	For Operators/Owners: - Additional P 2,000 per day reckoned from the day of apprehension until the case was settled and suspension of registration and/or impoundment of MV for six (6) months For Drivers: - Suspension of DL for six (6) months
		3 rd Offense	750.00	6,000.00	For Operators/Owners: - Additional P 2,500 per day reckoned from the day of apprehension until the case was settled revocation of registration and forever banned from applying for a franchise and/or revocation of franchise if franchise holder For Drivers: - Suspension of DL for one (1) year
	E-62	Operating a motor vehicle with expired franchise (CPC)	500.00	1,000.00	- P 1,000.00 Operator/owner/possessor of MV per day from the date of expiry to date of the CPC. - The plate, OR/CR of the subject MV shall be suspended for six (6) months from the date of apprehension in addition to the fines.



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	E-63	Operating or using a for hire motor vehicle different from its types of service mentioned in the CPC			- For hire MVs used by the members of the family of the operator, during emergency cases is allowed
		1 st Offense	1,000.00	3,000.00	
		2 nd Offense	2,000.00	4,000.00	- Suspension of plates, OR/CR for six (6) months
		3 rd Offense and sub-sequent Offense	3,000.00	5,000.00	- Suspension of DL, plates, OR/CR for one (1) year



F. Breach of Conditions of Franchise and Related Violations

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	F-64	Employing insolent, discourteous drivers and conductors	NONE	400.00	- To be imposed against the owner/operator/possessor of MV
	F-65	Discourtesy of drivers and/or conductors towards the passengers	500.00	NONE	- Suspension of conductor's/drivers license for two (2) months
	F-66	Unreasonable refusal to convey passengers	1,500.00	1,500.00	- To be imposed against the <u>driver and/or the operator</u> in addition to suspension of the license of the driver for two (2) months. - If the operator has knowledge or consent to the infraction committed, the plate, OR/CR shall likewise be suspended for two (2) months.
	F-67	Non issuance of fare ticket	NONE	375.00 / 1,000.00	- To be imposed against the operator and the conductor , respectively.
	F-68	Unauthorized use of commercial or trade name	NONE	500.00	- To be imposed against the operator
	F-69	Undue preference or unjust/unreasonable discrimination against passenger	600.00	NONE	- To be imposed <u>against the driver</u> and suspension of driver's license for two (2) months. - If the owner/operator has consent thereto plate, OR/CR of the subject MV shall be suspended for two (2) months.



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	F-70	Overcharging/Undercharging of fare	750.00	750.00	<ul style="list-style-type: none"> - For the <u>driver or the conductor</u> as the case maybe and suspension of drivers or conductor's license. - The operator shall also be liable for equal fine if found to have participated thereto and the plate, OR/CR for the same period stated above. - For each subsequent violation the license of the driver or conductor and/or the plate, OR/CR of the subject MV shall be suspended for three (3) months.
	F-71	Breach of Condition in the CPC except when already penalized under any provisions of this circular	NONE	500.00	NONE

G. Fraud and Falsities

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	G-72	Use of fake plates/stickers/pursuant documents	2,000.00 to 4,000.00	2,000.00 to 4,000.00	- To be imposed upon the owner and/or driver of the subject MV
	G-73	Misrepresenting a copy of a document pertinent to a motor vehicle before the Traffic Adjudication Service	1,500.00	1,500.00	- To be imposed upon the driver or owner



H. Traffic Violations

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	H-74	Parking	200.00	NONE	NONE
	H-75	Reckless Driving 1 st Offense 2 nd Offense 3 rd Offense Sub-sequent Offense	1,000.00 1,500.00 2,000.00 5,000.00	NONE NONE NONE NONE	- Suspension of DL for two (2) months. - Suspension of DL for six (6) months. - Revocation of DL
	H-75.a	Disregarding Traffic Signs	1,000.00	NONE	NONE
	H-75.b	Allowing passengers on top or cover of a motor vehicle except in a truck helper	1,000.00	NONE	NONE
	H-75.c	Failure to provide canvass cover to cargos or freight of trucks requiring the same	1,000.00	NONE	NONE
	H-75.d	Permitting passenger to ride on running board, stepboard or mudguard of MV	1,000.00	NONE	NONE
	H-75.e	Failure to dim headlights when approaching another vehicle	1,000.00	NONE	NONE
	H-75.f	Driving for hire motor vehicle in slippers	1,000.00	NONE	NONE
	H-75.g	Driving in a place not intended for traffic or into place not allowed for parking	1,000.00	NONE	NONE
	H-75.h	Hitching or permitting a person or a bicycle, motorcycle, tricycle or skate roller to hitch to a MV	1,000.00	NONE	NONE



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	H-75.i	Driving against traffic rules	1,000.00	NONE	NONE
	H-75.j	Illegal turn	1,000.00	NONE	NONE
	H-75.k	Illegal overtaking	1,000.00	NONE	NONE
	H-75.l	Overtaking at unsafe distance	1,000.00	NONE	NONE
	H-75.m	Cutting an overtaken vehicle	1,000.00	NONE	NONE
	H-75.n	Failure to give way to an overtaking vehicle	1,000.00	NONE	NONE
	H-75.o	Increasing speed when being overtaken	1,000.00	NONE	NONE
	H-75.p	Overtaking when left side is not visible or clear	1,000.00	NONE	NONE
	H-75.q	Overtaking upon a crest of a grade	1,000.00	NONE	NONE
	H-75.r	Overtaking upon a curve	1,000.00	NONE	NONE
	H-75.s	Overtaking at any railway grade crossing	1,000.00	NONE	NONE
	H-75.t	Overtaking at an intersection	1,000.00	NONE	NONE
	H-75.u	Overtaking on “men working” or “caution” signs	1,000.00	NONE	NONE
	H-75.v	Overtaking at no overtaking zone	1,000.00	NONE	NONE



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	H-75.w	Failure to yield the right of way – failure of the vehicle on the left to yield the right of way	1,000.00	NONE	NONE
	H-75.x	Failure to yield the right of way – failure of a vehicle approaching but not having entered an intersection to yield the right of way	1,000.00	NONE	NONE
	H-75.y	Failure to yield the right of way – failure of the driver of any vehicle upon highway within a business or residential district to yield the right of way	1,000.00	NONE	NONE
	H-75.z	Failure to stop before traversing a “through highway” or railroad crossing	1,000.00	NONE	NONE
	H75.a.a	Failure to yield the right of way – failure of a vehicle entering a highway from a private road or driver upon a highway to yield the right of way	1,000.00	NONE	NONE
	H75.a.b	Failure to yield the right of way to ambulance, police or fire department vehicles	1,000.00	NONE	NONE
	H75.a.c	Failure to yield the right of way at a “through highway” or a “stop intersection”	1,000.00	NONE	NONE
	H75.a.d	Failure to give a proper signal	1,000.00	NONE	NONE
	H75.a.e	Illegal turn – failure of the driver of MV intending to run to the right at an intersection	1,000.00	NONE	NONE



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	H75.a.f	Illegal turn – failure of the driver of a vehicle intending to turn to the left	1,000.00	NONE	NONE
	H75.a.g	Failure to stop motor and notch handbrake of MV when unattended	1,000.00	NONE	NONE
	H75.a.h	Unsafe towing	1,000.00	NONE	NONE
	H-76	Obstruction	200.00	NONE	NONE



I. Violations Involving Taxi Units except those already provided in this circular

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	I-77	Fast, tampered, defective or non operational, tampered, broken, fake or altered meter seal 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	 3,000.00 4,000.00 6,000.00	 NONE NONE NONE	<ul style="list-style-type: none"> - For the said infraction, the said operator of the subject MV shall be summoned. Upon determination, the plates, OR/CR of the subject MV shall be suspended for the said duration of the said duration of the suspension suffered by the driver in addition to the fine equivalent to the amount paid by the driver. - Suspension of DL for three (3) months - Suspension of DL for four (4) months - Suspension of DL for six (6) months and revocation of DL and franchise will be recommended for cancellation.
	I-78	Tampered, broken, joint, reconnected, fake or altered sealing wire 1 st Offense 2 nd Offense 3 rd Offense Sub-sequent Offense	1,500.00	1,500.00	<ul style="list-style-type: none"> - To be imposed upon the driver or owner whoever maybe responsible. - Suspension of license of the driver or the plate, OR/CR of the MV for one (1) month. - Suspension of license of the driver or the plate, OR/CR of the MV for two (2) months. - Suspension of license of the driver or the plate, OR/CR of the MV for three (3) months - Revocation of DL and franchise will be recommended for cancellation.
	I-79	Violation of color scheme, adaptation of MV color or design without authority	NONE	500.00	<ul style="list-style-type: none"> - To be impose upon the owner.
	I-80	Old meter seal/or loose triplex seal	500.00	500.00	<ul style="list-style-type: none"> - To be imposed upon the owner and/or driver



RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	I-81	Flagged up meter and/or operating on contractual basis	500.00	NONE	- To be imposed against the driver . Suspension of forty five (45) days.
	I-82	No taximeter	1,200.00	2,400.00	NONE
	I-83	Failure to paint the word aircon	NONE	750.00	- To be imposed against the owner/operator only
	I-84	Unauthorized installation of aircon	750.00	750.00	- To be imposed against the owner/operator/driver
	I-85	No Identification Card	150.00	NONE	NONE
	I-86	No taximeter	200.00	NONE	NONE
	I-87	Failure to provide top light indicating availability	200.00	200.00	- To be imposed upon the driver and/or owner
	I-88	Failure to print owner/operator's name, address and/or capacity markings, type of service on taxi units	500.00	500.00	- To be imposed upon the owner/operator or driver



J. Other Non-Traffic Violations

RA 4136	DO 2008- 39	VIOLATIONS	FINES		ACCESSORY PENALTY / OTHER REQUIREMENTS
			DRIVER	MV OWNER / OPERATOR	
	J-89	Unauthorized installation of aircon on buses	NONE	750.00	NONE
	J-90	Non painting of the word aircon for buses	NONE	750.00	NONE
	J-91	Operating non-aircon MV with defective aircon	NONE	500.00	NONE
	J-92	Smoke Belching defined under RA 8479 1 st Offense 2 nd Offense 3 rd Offense and sub-sequent Offense	 1,000.00 3,000.00 5,000.00	 NONE NONE NONE	 - Pass the smoke emission test - Pass the smoke emission test - Pass the smoke emission test and suspension of plates, OR/CR registration of MV for one (1) year
	J-93	Operating a right hand drive motor vehicle	50,000.00	NONE	NONE
	J-94	Failure to install seatbelt as defined under RA 8750	1,000.00	NONE	NONE
	J-95	Failure to wear/unbuckled seatbelt	250.00	NONE	NONE
	J-96	Allowing child six (6) years old and below on passenger seat	250.00	NONE	NONE
	J-97	Display of sign board (PUB & PUJ only) without front panel route	NONE	500.00	NONE



ENCODING OF ALARM ON DRIVER'S LICENSE AND MOTOR VEHICLES IN RELATION TO ORDERS ISSUED BY COMPETENT COURTS OR QUASI-JUDICIAL BODIES

To tag driver's license and/or Motor Vehicles for alarm as ordered by court of quasi judicial bodies to the LTO-IT System.

Office or Division:	Law Enforcement Service (LES) - Data Control Unit		
	District and Extension Offices with LETAS functions		
	Regional Offices-Operations Division		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business, G2C - Government to Client , G2G – Government to Government		
Who may avail:	Government agencies, private individuals and entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter request		Requesting agency /individuals and entities	
2. One (1) Original or One (1) Certified true copy of the Court Order or Order issued by quasi-judicial bodies		Court / quasi-judicial bodies	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter request and supporting documents	1. Receives/Dockets the documents	None	5 minutes	<i>Receiving Clerk</i>
2. No activity	2. Evaluates the documents as to their completeness and authenticity	None	20 minutes	<i>Operations Division Chief/ Head of Office/IID</i>
3. No activity	3. Encodes the alarm	None	10 minutes	<i>Encoder DCU, LES</i>
	TOTAL	None	35 minutes	



FILING OF COMPLAINT AND LIFTING OF ALARM

Transactions at the Intelligence and Investigation Division (IID) to determine the liability of drivers and/or Motor vehicle owners / operators including initial processes before lifting of alarm

- Double issuance of Driver's License
- Double issuance of License Plate
- Fake Driver's License
- Filing of Complaint
- Illegal Transfer of Ownership
- Lifting of Alarm (IID)

Office or Division:	Intelligence and Investigation Division - Law Enforcement Service (Central Office)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Concerned Drivers/Operators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DOUBLE ISSUANCE OF DRIVER'S LICENSE (DL)		
1. Notarized affidavit or written explanation as an answer to the Show Cause Order issued by the IID.		Concerned Driver
DOUBLE ISSUANCE OF LICENSE PLATE		
1. One (1) Certified True Copy of Official Receipt (OR) and Certificate of Registration (CR) of the subject MV		Concerned MV owner
2. Original written complaint or request for investigation from concerned parties (Handwritten or Computerized)		Concerned MV owner



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FAKE DRIVER'S LICENSE	
1. Notarized affidavit or written explanation on how the respondent secured his fake driver's license.	Concerned driver
CLIENT'S FILING OF COMPLAINT	
1. Original Police Report	Concerned drivers / MV owner
2. Original Letter of Complaint	Concerned drivers / MV owner
INVESTIGATION ON THE ILLEGAL TRANSFER OF OWNERSHIP OF MV	
1. Original Letter of Complaint/s	Concerned MV owner
2. Original and two (2) photocopies of OR and CR	Concerned MV owner
3. Notarized Deed of Sale	Concerned MV owner
4. Original and one (1) copy of any valid government issued ID with photo and signature of previous owner if not registered under new and current owner	Any issuing Government Agency (GA)
FOR LIFTING OF ALARM	
1. Original Certificate of Lifting of Alarm	PNP
2. Original and two (2) photocopies of Official Receipt (OR) and Certificate of Registration (CR)	Concerned MV owner
3. Original Authorization letter (if not the registered owner)	Concerned MV owner



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Double License				
1. Submits requirements	1. Receives requirements	None	5 minutes	<i>Admin Assistant/ Records Officer</i>
2. No activity	2. Assigns case to investigator	None	5 minutes	<i>Chief IID</i>
3. No activity	3. Prepares and sends show cause order	None	15 minutes	<i>Investigator</i>
4. Appearance of the parties involved and submits position paper	4. Receives and evaluates submitted position paper 4.1 Prepares Resolution	None	2 days	<i>Investigator</i>
5. No activity	5. Affirms the Resolution	None	1 day	<i>Chief IID</i>
6. No activity	6. Reviews and signs the Resolution	None	1 day	<i>Director Law Enforcement Service</i>
7. No activity	7. Affixes initials on the Resolution	None	1 day	<i>Executive Director</i>
8. No activity	8. Approves Resolution	None	1 day	<i>Assistant Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. No activity	9. Receives approved resolution from the Office of the Assistant Secretary, retains a copy and forwards the Resolution	None	1 day	<i>Investigator</i> IID
10. No activity	10. Receives Resolution and furnishes the same to the concerned party	None	1 day	General Services Section (GSS)
11. Receives and presents Resolution to the Traffic Adjudication Service(TAS)	11. Issues Pay Order Slip (POS)	None	5 minutes	<i>Evaluator</i> TAS
12. Proceeds to Cashier for payment of fines.	12.Receives payment and issues Official Receipt (OR)	P 20,000.00	5 minutes	<i>Cashier</i>
13. Proceeds to IID and submits copy of Official Receipt (OR)	13. Files Official Receipt (OR) and furnishes a copy to License Section	None	15 minutes	<i>Receiving clerk</i> IID
	TOTAL	P 20,000.00	8 days, 50 minutes	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. The total processing time does not include the time after the resolution has been sent up to the time the respondent has returned to pay the corresponding fine/s.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Double Plate				
1. Files complaint relative to the double issuance of plate	1. Receives documents	None	5 minutes	<i>Admin Assistant/ Records Officer</i>
2. No activity	2. Assigns case to investigator	None	5 minutes	<i>Chief IID</i>
3. No activity	3. Evaluates the case 3.1 Requests for Allocation of Plate from the Plate Unit, Central Office 3.2 Prepares Subpoena Duces Tecum to the issuing agency	None	1 day	<i>Investigator</i>
4. No activity	4. Approves Subpoena Duces Tecum	None	1 day	<i>Chief IID</i>
5. No activity	5. Forwards signed Subpoena Duces Tecum to the concerned issuing agency thru General Service Section (GSS)	None	20 minutes	<i>Admin Assistant/ Records Officer</i>
6. No activity	6. Receives Subpoena Duces Tecum 6.1 Retrieves records of the plate	None	2 days	<i>Chief Concerned District Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Prepares and forwards reply to the Subpoena Duces Tecum and attaches necessary documents			
7. No activity	7. Receives and evaluates the documents to determine the owner of first issued license plate 7.1 Prepares Resolution	None	2 days	<i>Investigator IID</i>
8. No activity	8. Affirms the Resolution	None	1 day	<i>Chief IID</i>
9. No activity	9. Reviews and signs the Resolution	None	2 days	<i>Director LES</i>
10. No activity	10. Affixes initials on the Resolution	None	1 day	<i>Executive Director</i>
11. No activity	11. Approves Resolution	None	1 day	<i>Assistant Secretary</i>
12. No activity	12. Receives signed Resolution and prepares Request for Sytem Update (RSU)	None	30 minutes	<i>Admin Assistant IID</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. No activity	13. Receives signed Resolution and implements RSU	None	3 days	<i>Records Section, MID</i>
	TOTAL	None	14 days, 1 hour	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. The total processing time does not include times incurred in the sending of the Subpoena Duces Tecum from Central Office to concerned DO / EO and vice-versa.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fake Driver's License				
1. No activity	1. Endorses fake Driver's License (DL) to IID	None	5 minutes	Custodial Section, LES
2. No activity	2. Receives documents	None	5 minutes	<i>Admin Assistant/ Records Officer IID</i>
3. No activity	3. Assigns the case to investigator	None	5 minutes	<i>Chief IID</i>
4. No activity	4. Evaluates the case 4.1 Prepares and issues Subpoena Duces Tecum to the involved parties	None	2 days	<i>Investigator</i>
5. Appearance of the party involved and submission of affidavit	5. Evaluates submitted affidavit 5.1 Prepares Resolution of the case	None	2 days	<i>Investigator</i>
6. No activity	6. Affirms the Resolution	None	1 day	<i>Chief IID</i>
7. No activity	7. Reviews and signs the Resolution	None	1 day	<i>Director LES</i>
8. No activity	8. Affixes initials on the Resolution	None	1day	Executive Director



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. No activity	9. Approves Resolution	None	1 day	Assistant Secretary
10. No activity	10. Furnishes a copy of Resolution to the involved parties	None	1 day	General Service Section (GSS)
	TOTAL	None	9 days, 15 mins	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. The total processing time does not include the time after the Subpoena Duces Tecum has been sent up to the time the



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing of Complaint				
1. Files complaint/s against drivers, owners and/or operators of the motor vehicle violating the RA 4136 and other related laws	1. Receives documents	None	5 minutes	<i>Admin Assistant/ Records Officer</i>
2. No activity	2. Assigns the case to investigator	None	5 minutes	<i>Chief IID</i>
3. No activity	3. Evaluates the case 3.1 Prepares and issues Subpoena Duces Tecum to the involved parties	None	2 days	<i>Investigator</i>
4. Appearance of the parties involved for hearing	4. Conducts hearing relative to the complaint 4.3 Prepares Resolution of the case	None	2 days	<i>Investigator</i>
5. No activity	5. Affirms the Resolution	None	1 day	<i>Chief IID</i>
6. No activity	6. Reviews and signs the Resolution	None	1day	<i>Director LES</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. No activity	7. Affixes initials on the Resolution	None	1 day	<i>Executive Director</i>
8. No activity	8. Approves Resolution	None	1 day	<i>Assistant Secretary</i>
9. No activity	9. Furnishes a copy of Resolution to the concerned parties	None	1 day	<i>General Services</i>
	TOTAL	None	9 days, 10 mins	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. The total processing time does not include the time after the Subpoena Duces Tecum has been sent up to the time the respondent has appeared for hearing.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COMPLAINT ON THE ILLEGAL TRANSFER OF MOTOR VEHICLE OWNERSHIP				
1. Files complaint on the illegal transfer of ownership with supporting requirements	1. Receives complaint and attaches requirements	None	5 minutes	<i>Admin Assistant/ Records Officer</i>
2. No activity	2. Assigns the case to the investigator	None	5 minutes	<i>Chief IID</i>
3. No activity	3. Evaluates documents and prepares request for audit trail	None	30 minutes	<i>Investigator</i>
4. No activity	4. Approves the request for audit trail	None	1day	<i>Executive Director</i>
5. No activity	5. Dockets and forwards the audit trail to STRADCOM	None	30 minutes	<i>Stradcom</i>
6. No activity	6. Receives and evaluates audit trail report from STRADCOM 6.1 Prepares Subpoena Duces Tecum to the agency where the transfer of ownership was transacted	None	2 days	<i>Investigator IID</i>
7. No activity	7. Approves Subpoena Duces Tecum	None	30 minutes	<i>Chief IID</i>
8. No activity	8. Forwards Subpoena Duces Tecum to the concerned DO / EO	None	1day	<i>General Services Section</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. No activity	9. Receives Subpoena Duces Tecum 9.1 Retrieves records of the motor vehicle 9.2 Prepares and forwards reply to the Subpoena Duces Tecum and attaches necessary documents	None	2 days	Chief Concerned District Office
10. No activity	10. Receives and evaluates the documents 10.1 Prepares Resolution	None	2 days	Investigator
11. No activity	11. Affirms the Resolution	None	1 day	Chief IID
12. No activity	12. Reviews and signs the Resolution	None	1day	Director LES
13. No activity	13. Affixes initials on the Resolution	None	1day	Executive Director
14. No activity	14. Approves Resolution	None	1day	Assistant Secretary



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. No activity	15. Receives approved resolution from the Office of the Assistant Secretary, retains a copy and forwards the Resolution to GSS for dissemination to concerned party 15.1 Prepares Request for System Update (RSU)	None	1 day	<i>Investigator</i> IID
16. No activity	16. Receives signed Resolution and implements RSU	None	1 day	STRADCOM
	TOTAL	None	14 days, 1 hour, 40 mins	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.

b. Not included in the processing time is the time when the Audit Trail Report is being generated by STRADCOM and when the same report is forwarded to IID.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LIFTING OF ALARM (IID)				
1. Request for Lifting of Alarm and submits requirements	1. Receives requirements	None	5 minutes	<i>Admin Assistant/ Records Officer</i>
2. No activity	2. Evaluates requirements	None	15 minutes	<i>Admin Assistant</i>
3. No activity	3. Recommends lifting of alarm	None	30 minutes	<i>Chief IID</i>
4. No Activity	4. Forwards Recommendation to Traffic Adjudication Service Note: Please see Procedure on Lifting of Alarm (TAS)	None	30 minutes	Traffic Adjudication Service
	TOTAL	None	1 hour, 20 minutes	



LIFTING OF ALARMS (TAS)

Procedure at Traffic Adjudication Service (TAS) for the settlement of any applicable fines and penalties arising from complaint/s and for the eventual lifting of alarm in connection with Driver's License and Motor Vehicle

Office or Division:	Traffic Adjudication Service (Central Office)	
Classification:	Simple transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Drivers/Operator	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original letter request addressed to the Director of Traffic Adjudication Service		Driver/Operator
2. Any valid Government issued ID/Deed of Sale, if not the registered owner		Operator
3. Original Special Power of Attorney, if representative		Driver/Operator
A. PNP-HPG Report involves in vehicular accident		
1. Original letter request to lift alarm from the investigator		PNP
2. Original Affidavit of Desistance		Notary Public
B. PNP-HPG watch list alarm to Stolen/carnapped motor vehicles		
1. Original PNP-HPG Letter of Indorsement		PNP-HPG
2. Original OR/CR of the motor vehicle or certified true copy of the same from issuing agency		District Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original PNP-HPG Recovery and Disposition Report	PNP-HPG
4. Original PNP-HPG Lifting of alarm	PNP-HPG
5. Original PNP Crime Laboratory Marco -Etching Report	PNP-HPG
6. Original PNP-HPG MV Clearance	PNP-HPG
7. Original duly accomplished LTO MV Inspection Report	MVIC
C. Department of Health (DOH) Alarm	
1. Original Confirmatory Test	DOH
2. Original Medical clinic letter of Indorsement	Medical Clinic LTO Central Office
D. LTFRB Complaint	
1. Original Resolution to lift alarm	LTFRB
E. Complaint/s at Internal Investigation Division (IID)	
1. Original Resolution to lift alarm	IID



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LIFTING OF ALARMS (TAS)				
1. Submits requirements	1. Receives letter request from respondent/operator	None	5 minutes	<i>Secretary of the Director</i>
2. No activity	2. Evaluates the requirements	None	3 days	<i>Director, TAS</i>
3. Proceeds to cashier for payment of Administrative fines in cases involving vehicular accident	3. Accepts payment and issue Official Receipt	Administrative Fee: P2,000.00 <u>LRF: P10.00</u> TOTAL: P 2,010.00	5 minutes	<i>Cashier</i>
4. No activity	4. Approves and Lift alarm	None	1 hour	<i>Director</i>
	TOTAL	P 2,010.00	3 days, 1 hour, 10 mins	



CERTIFICATION OF NO PENDING APPREHENSION AND ALARM

Certification requested by driver's license holders or operators to ensure that the former has no pending record of apprehension/alarm.

Office or Division:	Data Control Unit, Law Enforcement Service	
	(For Local Employment) Regional offices , Operations Division, District and Extension Offices, E-Patrol	
Classification:	Simple transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Apprehended drivers/operators/ conductors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR EMPLOYMENT ABROAD		
1. One photocopy of Driver's License		Driver's license holder
2. Formal letter request		Driver's license holder
B. FOR LOCAL EMPLOYMENT AND LOST PLATE		
1. Formal Letter Request		MV owner
2. Duly notarized Affidavit of Loss		Notary Public
3. One photocopy of OR/CR		MV owner
4. Original and one copy of any valid government issued ID with photo and signature of the applicant		Any issuing Government Agency (GA)
5. Original Police report		PNP
C. OTHER REQUIREMENTS (FOR REPRESENTATIVE)		
1. Special Power of Attorney (for individual)		MV owner
2. Secretary's Certificate (for Corporation and other entities)		
3. Original and one copy of any valid government issued ID with photo and signature of the applicant and representative		Any issuing Government Agency (GA)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter request and requirements	1. Receives evaluates the completeness of the requirements	None	5 minutes	<i>Receiving Clerk</i>
2. Receives Pay Order Slip	2. Issues Pay Order Slip	None	5 minutes	<i>Designated Personnel</i>
3. Proceeds to the cashier for payment of fees 3.1 Receives OR	3. Accepts payment and issues OR	<u>Certification Fee -</u> P30.00 <u>Computer Fee -</u> P67.63 Total: P97.63	20 minutes	<i>Cashier</i>
4. Presents OR	4. Receives OR	None	10 minutes	<i>Receiving Clerk</i>
5. Receives Certificate of No pending apprehension and alarm	5. Signs Certificate of No pending apprehension and alarm	None	5 minutes	<i>Regional Director/Officer-in-Charge</i>
	TOTAL	P 97.63	45 minutes	



VI. LAW ENFORCEMENT AND TRAFFIC ADJUDICATION SERVICE (LETAS)

Internal Services



ENCODING OF APPREHENSION CASES

Encoding and uploading of apprehensions cases in the LTO-IT System

Office or Division:	Law Enforcement Service (LES) -Data Control Unit District/Extension Offices and E-Patrol with LETAS functions Regional Offices-Operations Division	
Classification:	Simple transaction	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Apprehending Officers (Law enforcers, deputized agents)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original (white) copy of the Temporary Operator's Permit (TOP)		Apprehending officer
2. Original copy of the Impounding Receipt for Motor Vehicle (IRMV) for impounded MV		Apprehending officer
3. Daily Apprehension Report (DAR)		Apprehending officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the TOP, IRMV, DAR	1. Receives transmittal with documents and confiscated items from deputized agents / enforcers	None	15 minutes	<i>Receiving Clerk</i>
2. No activity	2. Checks and encodes violations based on TOP details and confiscated items (30 TOPs/Batch)	None	1 hour, 30 minutes	<i>Encoder</i>
	2.1 If plate number is conduction sticker, get conduction sticker verification	None	30 minutes	<i>Encoder</i>
3. No activity	3. Prints batch report	None	5 minutes	<i>Encoder</i>
4. No activity	4. Submits Batch Report, DAR, TOP and confiscated items to Custodial Section for storing	None	5 minutes	<i>Encoder</i>
	TOTAL	None	2 hours , 25 minutes	



VI. LAW ENFORCEMENT AND TRAFFIC ADJUDICATION SERVICE (LETAS)

External and Internal Services



DEPUTATION TRAINING SEMINAR - NEW AND REFRESHER

Prior to field deployment, all LTO enforcers and Deputized Agents need to undergo and pass the Deputation training to ensure that they are knowledgeable of the provisions of the laws they will be implementing, as well as the stringent procedures in apprehending violators.

The refresher is intended to re-orient LTO Enforcers and Deputized Agents of their enforcement duties and responsibilities and serves as venue to be updated on new laws, rules and regulations including developments in their field.

Office or Division:	Traffic Safety Division	
	Regional Offices	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	LTO Enforcers, Offices of Deputized Agents (Management of Toll Roads, Airport Police, Coast Guards, PNP-HPG, MMDA, DENR and DPWH) LGU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Original letter request and list of personnel to undergo training and refresher course		Government Agencies
One photocopy of Travel Order/ Office Order		LTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and list of recommended deputized personnel to undergo training (new and refresher)	1. Receives and records the request 1.1 Forwards to TSD/Regional Offices for approval	None	10 mins	<i>Receiving Clerk</i>
2. No activity	2. Recommends approval for training 2.1 If disapproved notifies the requesting party through writing	None	15 minutes	<i>Training and Advocacy Section/ RD</i>
3. No activity	3. Prepares materials for the training 3.1 Prepares project profile/ Program of Instruction 3.1.1. Schedule of training 3.1.2. Venue 3.1.3. Request for funding 3.1.4. Assigns and prepares invitation to learning service providers NOTE: Subject to the availability of venue and learning service providers	None	3 days	<i>Training Assistant/ Person-in-charge</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Attends seminar / workshop 4.1. Attends and participates in the workshop and actual operation 4.2. Takes the written examination	4. Seminar / Workshop proper 4.1 Conducts lecture 4.2 Gives examination	None	For New: 3 days for R.A. 10586 and R.A. 4136 and other special laws 2 days for R.A. 8749 and R.A. 8794 For Refresher: 2 days for R.A. 10586 and R.A. 4136 and other special laws 1 day for R.A. 8749 and R.A. 8794	<i>Training Assistant / Person-in-charge</i>
5. No activity	5. Checks examinations, prepares report and certificates of training completion	None	3 days	<i>Training Assistant / Person-in-charge</i>
6. No activity	6. Affixes initials on the report and certificates of training completion	None	1 day	<i>TSD Chief/ Training Head</i>
7. No activity	7. Approves the report and certificates of training completion	None	1 day	<i>LES Director/Regional Director</i>
8. No activity	8. Forwards the signed report and certificates of training completion for release	None	20 minutes	<i>Person-in-Charge</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Receives written exam result and Certificate of Training Completion including Deputation paraphernalia	9. Releases written exam result and certificate of training completion including Deputation Paraphernalia	None	1 day	<i>Training Assistant / Person-in-charge</i>
	TOTAL	None	<u>For New:</u> 14 Days, 45 minutes for R.A. 10586 and R.A. 4136 and other special laws <u>For Refresher:</u> 12 days, 45 minutes for R.A. 10586 and R.A. 4136 and for R.A 8749 and R.A 8794	

Note: a. Processing time includes waiting time and starts upon the submission of complete requirements.



DEPUTATION OF LTO ORGANIC AND NON-ORGANIC PERSONNEL - NEW

Deputation is an authority given to LTO organic and non-organic personnel to enforce/implement the provisions of RA 4136 and other related laws to violators.

Office or Division:	Law Enforcement Service, Central Office/ Operations Division, Regional Office thru Regional Deputation and Evaluation Committee (RDEC)	
Classification:	Simple	
Type of Transaction:	G2G Government to Government	
Who may avail:	<p>The following government personnel who are occupying regular positions and whose work are directly and actually related to traffic law enforcement:</p> <ul style="list-style-type: none"> • Uniformed Officers of the AFP/PNP/HPG • Officers of the DPWH/DENR • LTO employees, LGU and other government employees assigned to traffic enforcement related functions. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) copy of duly accomplished Application Form		Law Enforcement Service, Central Office/ Operations Division, Regional Office/ LTO website
2. One (1) original copy of Endorsement Letter		Head of Agency
3. One (1) Certified true copy of Appointment/Certificate of Employment		HRD, LTO/Other Government Agencies for Non-LTO Personnel
4. One (1) original copy of Certificate of No Pending Case signed by the Head of Office		LTO/Other Government Agencies for Non-LTO Personnel



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Two (2) "2x2" photos with name tag (taken within the last three (3) months prior to date of application)	Applicant
6. One (1) Certified true copy of the Certificate of Completion to the Deputation Training/Seminar	Traffic Safety Division, Central Office/ Operations Division, Regional Office
7. One (1) Certified true copy of the neuropsychiatric test result	Neuropsychiatric Clinic



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished Application form with the requirements	1. Receives and evaluates the application with the requirements.	None	15 minutes	<i>Receiving Clerk / Evaluator Office of the LES Director / RDEC, Regional Office</i>
2. No activity	2. Recommends approval of the application to the Asst. Secretary or the Regional Director	None	15 minutes	<i>LES Director / RDEC Chairperson</i>
3. No activity	3. Prepares Deputation ID	None	10 minutes	<i>Designated Personnel/ RDEC Secretariat</i>
4. No activity	4. Countersigns the Deputation ID	None	10 minutes	<i>LES Director / RDEC Chairperson</i>
5.No activity	5. Forwards the Deputation ID to the Assistant Secretary for Approval	None	15 minutes	<i>Releasing Clerk, LES/ RDEC Secretariat</i>
6. No activity	6. Approves the Deputation ID	None	1 day	<i>Assistant Secretary/ Regional Director</i>
7. No activity	7. Returns approved Deputation ID to the LES / RDEC	None	15 minutes	<i>Releasing Clerk, OASEC / Regional Director</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8.Receives the Deputation ID and TOP	8. Releases the Deputation ID 8.1 Issues TOP	None	20 minutes	<i>Releasing Clerk, LES/ Operations Division</i>
9. Undergoes final briefing on the Apprehension Process	9. Conducts final briefing on the important aspects of apprehension process.	None	20 minutes	<i>Designated LES / Operations Division Personnel</i>
	TOTAL	None	1 day, 2 hours	



DEPUTATION OF LTO ORGANIC AND NON-ORGANIC PERSONNEL - RENEWAL

A yearly authority given to LTO organic and non-organic personnel to enforce/implement the provisions of RA 4136 and other related laws to violators.

Office or Division:	Law Enforcement Service, Central Office/ Operations Division, Regional Office thru Regional Deputation and Evaluation Committee (RDEC)	
Classification:	Simple	
Type of Transaction:	G2G Government to Government	
Who may avail:	<p>The following government personnel who are occupying regular positions and whose work are directly and actually related to traffic law enforcement:</p> <ul style="list-style-type: none"> • Uniformed Officers of the AFP/PNP/HPG • Officers of the DPWH/DENR • LTO employees, LGU and other government employees assigned to traffic enforcement related functions. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) copy of duly accomplished Application Form		Law Enforcement Service, Central Office/ Operations Division, Regional Office/ LTO website
2. One (1) original copy of Endorsement Letter		Head of Agency
3. One (1) Certified true copy of Appointment/Certificate of Employment, if promoted		HRD, LTO/Other Government Agencies for Non-LTO Personnel
4. One (1) original copy of Clearance from any accountabilities and/or administrative liabilities		Previous Deputation Unit



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Two (2) "2x2" photos with name tag (taken within the last three (3) months prior to date of application)	Applicant
6. One (1) Certified true copy of the Certificate of Completion to the Refresher Deputation Training/Seminar	Traffic Safety Division, Central Office/ Operations Division, Regional Office
7. One (1) Certified true copy of the neuro-psychiatric test result	Neuro-psychiatric Clinic



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished Application form with the requirements	1. Receives and evaluates application with the requirements.	None	15 minutes	<i>Receiving Clerk / Evaluator Office of the LES Director / RDEC, Regional Office</i>
2. No activity	2. Recommends approval of the application to the Asst. Secretary or the Regional Director	None	15 minutes	<i>LES Director / RDEC Chairperson</i>
3. No activity	3. Prepares Deputation ID	None	10 minutes	<i>Designated Personnel/ RDEC Secretariat</i>
4. No activity	4. Countersigns the Deputation ID	None	10 minutes	<i>LES Director / RDEC Chairperson</i>
5.No activity	5. Forwards the Deputation ID to the Assistant Secretary or the Regional Director for approval	None	15 minutes	<i>Releasing Clerk, Operations Division</i>
6. No activity	6. Approves the Deputation ID	None	1 day	<i>Assistant Secretary/ Regional Director</i>
7. No activity	7. Forwards approved Deputation ID to the LES / Operations Division	None	15 minutes	<i>Releasing Clerk, OASEC / Regional Director</i>
8.Receives the Deputation ID and TOP	8. Releases the Deputation ID 8.1 Issues TOP	None	20 minutes	<i>Releasing Clerk, LES/ Operations Division</i>
	Total		1 day, 1 hour, 40 minutes	



VII. MANAGEMENT AND INFORMATION DIVISION

External Services



HANDLING OF REQUEST FOR SYSTEM UPDATE (RSU) AT THE CENTRAL OFFICE

To address errors committed during transactions which are system limitations of the existing system. The RSU could be for the following: a) Motor Vehicle Registration System (MVRS), b) Driver's Licensing System (DLS), c) Law Enforcement and Adjudication System (LETAS), d) and Manufacturer, Assembler, Importer and Dealer Reporting System (MAIDRS).

Office or Division:	Records Section, Management Information Division (RS) Computer Section, Management Information Division (CS) Technical, Evaluation and Planning Section, Operations Division (TEPS) License Section, Operations Division (LS)	
Classification:	Complex transaction	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Motor Vehicle Owners, Driver's License holder, Concerned LTO personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS		
1. Duly accomplished Request for System Update (RSU) Form ver. 3.1		LTO District Office (DO) / Extension Office (EO) Law Enforcement Service (LES)
2. Screen Shots of Errors (for MVRS, DLS, MAIDS & LETAS)		LTO DO / EO LES
ADDITIONAL REQUIREMENTS		
a. For revision of Customer's Details (CS)		
1. Photocopy of valid ID, SEC Certificate of Registration (MV is under the name of corporation)		Owner, Securities and Exchange Commission (SEC) or Dept. of Trade and Industry (DTI)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Authenticated marriage certificate if change in name due to marriage / annulment	National Statistics Office (NSO) / Philippine Statistics Authority (PSA)
b. For correction of engine/chassis number (RS)	
1. Duly accomplished Motor Vehicle Inspection Report (MVIR) with stencils of the engine /chassis number	LTO DO / EO
2. OR indicating change engine/chassis transaction (if manually transacted)	Motor vehicle owner, LTO DO / EO
3. Certified True Copy of OR/CR	Motor vehicle owner, LTO DO / EO
4. PNP-TMG Clearance	PNP-HPG
5. Sales Invoice, when necessary	Initial registering LTO DO / EO
c. For correction of plate/file number (RS)	
1. Justification from the Chief that there was an error committed during encoding	LTO DO / EO
2. Certified True Copy of OR/CR	Motor vehicle owner, LTO DO / EO
3. MV Registry Book, if necessary	Initial registering LTO DO / EO
d. For correction of year model (TEPS)	
1. Duly accomplished Motor Vehicle Inspection Report (MVIR) with stencils of the engine /chassis number	LTO DO / EO
2. Certificate of Payment (CP) if applicable	LTO DO / EO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Sales Invoice if applicable	LTO DO / EO
4. Photocopy of OR and CR	MV owner, LTO DO / EO
e. For double file number (TEPS)	
1. Plate Monitoring Report/Certified copy of the MV Registry Book	LTO DO / EO
2. Justification from the Chief that there was an error committed during manual encoding	LTO DO / EO
3. Photocopy of OR and CR	MV owner, LTO DO / EO
f. For file number with Alphanumeric	
1. CR of OR/CR, if necessary	MV owner, LTO DO / EO
2. Plate monitoring report	LTO DO / EO
g. Update Insurance/Update COC Status	
1. Photocopy of latest COC	MV owner
h. Misrepresentation of the Licensee (LS)	
1. Application for Driver's License (ADL)	Public Assistance and Complaint Desk (PACD), Customer Service Representative (CSR) of License Section, Licensing Centers, District/Extension Office, DLRO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Photocopy of valid/expired Driver's License	Driver's License holder
3. Letter of Appeal	Driver's License holder
4. Birth Certificate or any legal document proving the correctness of the information	PSA , court
i. Double License (LS)	
1. ADL	Public Assistance and Complaint Desk (PACD), Customer Service Representative (CSR) of License Section, Licensing Centers, District/Extension Office, DLRO
2. Previous Driver's License	Driver's License holder
j. Deletion of Buyer's Information (TEPS)	
1. Sales Invoice	LTO DO / EO, MAIDR
2. Letter Request	MAIDR
k. Reactivation of MAIRD	
1. Sales Invoice	Buyer of Motor vehicle / components
2. Letter Request	Buyer of Motor vehicle / components
l. Cancellation of Motor Vehicle Record	
1. Letter request	MV owner, LTO DO / EO
2. Certified True Copy of OR/CR	MV owner, LTO DO / EO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Sales Invoice	Initial registering LTO DO / EO
4. CSR	Initial registering LTO DO / EO
5. Certification from the dealer	Dealer
RSUs that do not require additional documentary requirements	
1 Rollback transaction	
2 Remove transaction ID of pending apprehension	
3 Delete apprehension record due to double encoding	
4 Revert status of apprehension from dismissed to pending	
RSUs that are being implemented by the IT Provider after approval by the Records Section	
1 Correction of Gross Vehicle Weight	
2 Update plate number from TEMP to Special Plate or from Regular Plate to TEMP	
3 Update classification	
4 Duplicate motor vehicle record	
5 Reprinting of CR	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registrant/Apprehended Driver/License holder/MAIDR submits letter request stating the reason for the correction	1. Prepares corresponding RSU and attaches letter from registrant/ concerned LTO personnel/license holder/ MAIDR or attaches additional supporting document, if needed.	None	2 hours	<i>Evaluator/Clerk</i> Field office, Law Enforcement Service (LES)
2. No activity	2. Submits RSU and attachments to Customer Care thru file transfer, courier or email.	None	2 hours	<i>Evaluator/Clerk</i> Field office, LES
3. No activity	3. Validates the RSU received from the district/extension office, Licensing Centers, DLRO, LES prior to the issuance of a Service Request Number (SR No.), prepares transmittal to LTO.	None	1 hour 30 minutes	LTO IT Provider
4. No activity	4. Receives RSU and attachments from CCare.	None	30 minutes	<i>Evaluator/Clerk</i> Management Information Division (MID) / Operations Division
5. No Activity	5. Evaluates and approves RSU	None	4 hours	Chief/ Evaluator MID/OPS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No Activity	6. Implements the correction using the Customer Admin / RSU/ MAIDRS Maintenance Facility. For MVRS & LETAS - MID to implement, For DLS - License Section For MAIDS - TEPS to implement	None	2 hours	<i>Evaluator</i> MID/ Operations Division
7. No Activity	7. Informs the registrant that the RSU is already implemented.	None	1 hour after verifying in the system that the RSU is implemented	DO/EO personnel
	TOTAL	None	1 day, 5 hours	



HANDLING OF REQUEST FOR SYSTEM UPDATE (RSU) AT THE REGIONAL OFFICE

Transaction at the District Office/Extension Office/E-Patrol

Office or Division:	District Office/Extension Office/E-patrol/Regional Office/MID	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client G2G - Government to Government G2B - Government to Business	
Who may avail:	Concerned District Office/Extension Office/E-patrol/Regional Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CLOSE TRANSACTION Screenshot of pending transaction Certification from the concerned District Office that there is no available sticker/plate Transaction ID Number		LTO DO / EO
CORRECTION OF PLATE CLASSIFICATION Certified true copy of OR and CR Screenshot		MV owner, LTO DO / EO LTO DO / EO
INSERT ENCUMBRANCE Certified true copy of OR and CR Chattel Mortgage Screenshot of error		MV owner, LTO DO / EO MV Owner LTO DO / EO
DELETE ENCUMBRANCE Certified true copy of OR and CR Proof of release of mortgage Screenshot of error		MV owner, LTO DO / EO MV Owner LTO DO / EO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CORRECTION OF GROSS VEHICLE WEIGHT Certified true copy of OR and CR Screenshot	MV owner, LTO DO / EO LTO DO / EO
CORRECTION OF THE FOLLOWING: MV Type, Make, Series, Body Type, Classification, Color, Fuel No. of Cylinder, Piston Displacement, Seating Capacity, Storage Date, MV Status, Aircon Refrigerant, Front Tire Size, Rare Tire Size, Last District Office, Leased to, Net Weight, Shipping Weight, Net Capacity, BIN, First Registration Date, First Registration OR, First Registration Amount, Last Registration Date and Next Registration date One (1) Certified copy of CR & OR Original MVIR CSR or Sales Invoice, if applicable	MV owner, LTO DO / EO MV Owner Initial registering LTO DO / EO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1. Receives and evaluates the requirement/s. 1.1. Prepares and transmits the Request for System Update (RSU) with the requirement/s thru email or file transfer	None	1 hour	<i>Receiving Clerk/ Evaluator/ Head of the Requesting DO</i>
2. No activity 2.1. The client and the requesting D.O. complies with the requirement, if there is any.	2. Stamps received and checks the RSU as well as completeness of the requirement/s. 2.1. If the requirements are not complete, inform the requesting agency of the deficiency.	None	15 minutes	<i>Receiving Clerk, Office of the Regional Director</i>
3. No activity	3. Evaluates and approves the RSU	None	4 hours	<i>Regional Director</i>
4. No Activity	4. Implements the RSU through MAIRDS, MVRS or Customer RSU Facility 4.1. Advises the requesting D.O. on the implemented RSU.	None	2 hours	<i>Regional Director/Designated Staff, ORD</i>
5. No Activity	5. Informs the client of the implemented RSU.	None	15 minutes	<i>Receiving Clerk/Evaluator of the Requesting DO</i>
	TOTAL	None	7 hours, 30 minutes	



VII. MANAGEMENT AND INFORMATION DIVISION

Internal Services



HANDLING OF DRIVER'S/CONDUCTOR'S LICENSE HIT LIST REPORT

This pertains to the application of a licensee that were found to be having double licenses and the encoding errors made by our personnel on the details of the applicant particularly on the license number and wrong biometric capture on the fingerprints, photo and signature that were detected by the AFIS.

Office or Division:	Computer Section, Management Information Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	All license holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Request for User Update-Dermalog (RSU-D) form		Available thru viber by AFIS Users
2. Letter of Request for Deletion from the Chief of Office.		Concerned DO/EO/LC/DLRO
3. One (1) photocopy of Official Receipt (OR), if cards are not yet printed		Concerned DO/EO/LC/DLRO



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Handling of double entry (with same customer details and license number) based on the Adjudication Hit List Report				
1. No activity	1. Monitors Driver's License adjudication using the Adjudication Register Facility	None	1 hour	MID Staff
2. No activity	2. Rejects Adjudication Hit List Report with same Customer Details and license number using the above-mentioned facility	None	30 minutes	MID Staff
	TOTAL	None	1 hour 30 minutes	
B. Handling of erroneous encoding of license number or biometric capture of fingerprints, signature and photo based on the Adjudication Hit List Report (RSU-D)				
1. No activity	1. Monitors Driver's License adjudication using the Adjudication Register Facility	None	30 minutes	MID Staff
2. No activity	2. Rejects Adjudication Hit List Report with different Customer Details and license number using the above-mentioned facility	None	30 minutes	MID Staff
3. No activity	3. Forwards the above-mentioned list for verification	None	30 minutes	MID Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No activity	4. Verifies list through LTO-IT System to confirm the real owner of the subject license number	None	1 hour	MID Staff
5. No activity	5. Informs site through Viber/Facebook/E-mail to prepare RSUD due to error/s	None	30 minutes	MID IT Support Staff
6. No activity	6. Receives filled-out RSUD and attachments through Viber/Facebook/courier/personal delivery to MID	None	Two (2) hours (Requests received on weekends/holidays shall be acted upon on the first working day of the week.)	MID Staff
7. No activity	7. Checks completeness and prints RSUD and attachments	None	10 minutes	MID IT Support Staff
8. No activity	8. Fills-out summary form of RSUD (Request for Deletion)	None	20 minutes	MID IT Support Staff
9. No activity	9. Verifies RSUD using DL number through LTO-IT System	None	1 hour	MID Staff
10. No activity	10. Implements RSUD through a facility, 'Request for System Update by Dermalog'	None	30 minutes	MID IT Support Staff / Adjudicator



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. No activity	11. Transmits RSUD and attachments for recording and consolidation	None	15 minutes	<i>MID IT Support Staff / Adjudicator</i>
12. No activity	12. Encodes RSUD details and files RSUD and attachments	None	15minutes	<i>MID Staff</i>
	TOTAL	None	7 hours, 30 minutes	



HANDLING OF REQUEST FOR USER SYSTEM UPDATE (RUSU) FOR LTO-IT, DO-IT-YOURSELF (DIY) AND PAYMENT ASSESSMENT TOOL (PAT) USERS

This refers to the handling of RUSUs for new users, addition of roles, change role, change password, change site, delete role and deactivate user.

Office or Division:	Computer Section, Management Information Division	
Classification:	Simple transaction	
Type of Transaction:	G2B - Government to Business G2C - Government to Client	
Who may avail:	Users of LTO-IT System, DIY and PAT	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For New Users		
1. Service Request Details		IT Provider
2. Duly accomplished Request for User Update (RUSU) form from the user (For Organic, Contractual, LGU, Job Order and Other non-organic employee approved by the Regional Director)		User whether regular employee, Contractual, Job Order or Manufacturers, Assemblers, Importers, Dealers (MAIDs) representatives
3. A document from the Chief of the Administrative Division as proof of employment and assignment (LTO-IT Users) Authority of MAID's Representative, Office ID card of Representative and Authorized MAID Official and Secretary's Certificate (DIY) - List of PAT Users for Approval/Office ID Cards (PAT)		Administrative Division MAID MAID



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Addition of Roles/Change Role/Change Password/Change Site/Delete Role/Deactivate User	
1. Service Request Details	IT Provider
2. Duly accomplished Request for User Update (RUSU) form from the user and approved by the Regional Director	User whether regular employee, Contractual, Job Order or Dealer's representatives
3. Reason/s for the type of update requested stated in the 'Remarks' portion of the RUSU form	Requestor
4. Photocopy of Office ID of User with Signature (DIY only)	MAID



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Prepares RUSU and the applicable attachments (LTO-IT, Do-It-Yourself [DIY] and Payment Assessment Tool [PAT] Users) for the type of update requested (New users, Addition roles, Change Role, Change password, Change Site, Delete Role and Deactivate User)	None	30 minutes	RO Representative/ Evaluator/Site Support
2. No activity	2. Forwards RUSU and attachments to Customer Care for recording via email	None	30 minutes	RO Representative/ Evaluator/Site Support
3. No activity	3. Validates RUSU and attachments	None	30 minutes	Customer Care Representative
4. No activity	4. Assigns Service Request (SR) number and Prepares Service Request details (SRD) to LTO	None	30 minutes	Customer Care Representative
5. No activity	5. Transmits RUSU along with SRD to MID for approval	None	30 minutes	Customer Care Representative
6. No activity	6. Receives, validates and approves RUSU.	None	1 hour	MID Staff
7. No activity	7. Implements approved RUSU	None	1 hour	Customer Care Representative/ System Admin
	TOTAL		4 hours, 30 minutes	



USER ACCOUNT ENROLLMENT FOR THE DRIVER'S LICENSING SYSTEM (AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM (AFIS) FOR DRIVER'S LICENSE

All system users for the printing of the 5-year driver's license cards should be enrolled in the AFIS System to be able to have access to the system.

Office or Division:	Computer Section, Management Information Division	
Classification:	Simple transactions	
Type of Transaction:	Government to Government	
Who may avail:	Those who will be assigned to encode customer's details and print driver's license cards.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application Form for User Account approved by immediate supervisor		District/Extension Office, Licensing Center, DLRO
2. Photocopy of LTO ID		Regular employee/Contractual/Job Order
3. Copy of Contract of Service for contractual/Job Order		Human Resource Section of the Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Prepares and submits application form and applicable attachments through Viber/ courier/ Personal delivery	None	30 minutes	<i>Regular employee/ Contractual/Job Order</i>
2. No activity	2. Checks requesting agency if it has existing agency code. Else, appends district office name in the system (while waiting for the assigned code) or advises said site to transmit Office Order for the assignment of Code	None	2 hours	<i>MID IT Support</i>
3. No activity	3. Creates Dermalog User Account	None	10 minutes	<i>Administrative Aide VI/ Administrative Assistant V/MID IT Support</i>
4. No activity	4. Informs User on his username and default password through SMS	None	10 minutes	<i>Administrative Aide VI/ Administrative Assistant V/ MID IT Support</i>
5. No activity	5. Acknowledges text message through SMS	None	10 minutes	<i>AFIS LTO User</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No activity	6. Prints and files documents for reference	None	10 minutes	<i>Administrative Aide VI/ MID IT Support</i>
	TOTAL		3 hours, 10 minutes	



VII. MANAGEMENT AND INFORMATION DIVISION

External and Internal Services



REQUEST FOR DATA TAKE-ON

Updating of Motor Vehicle details which was transacted manually.

Office or Division:	Records Section-Management Information Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Motor Vehicles (MV) owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
1. Duly accomplished original Data Take-On (DTO) Form		Originating / Transacting District Office (DO)
2. One Certified True Copy (CTC) of Initial Certificate of Registration (CR) and latest Official Receipt (OR)		Originating / Transacting District Office DO
3. In case of no CTC of initial CR, Certified True Copy of Registry File Book or Plate Monitoring Report is required		Originating DO
4. Duly accomplished original Motor Vehicle Inspection Report (MVIR) (latest) and Official Receipt (OR)		Motor Vehicle Inspection Center (MVIC)
5. Sales Invoice		Originating DO
6. Certificate of Stock Report (CSR) or Confirmation Certificate		Originating DO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. PNP-HPG Clearance	PNP-HPG
8. One (1) photocopy of any valid government issued ID with photo and signature of the owner	MV owner
9. Reply to Confirmation (If requesting District Office is not the Originating DO)	Originating DO
Additional Requirements	
A. Transfer of Ownership	
Deed of Sale	Originating / Transacting DO
B. Change Engine/Chassis and Rebuilt	
1. Sales Invoice for Engine/Chassis, Deed of Sale for Rebuilt	Originating/Transacting DO
2. Affidavit of Change Engine/Chassis Number or Rebuilt	Originating / Transacting DO
3. PNP-HPG Clearance for Change Engine/Chassis Number or Rebuilt	PNP-HPG
4. Sales Invoice of Newly Acquired Engine and Chassis Number	Originating DO
5. CSR for Engine/Chassis/Confirmation Certificate for Engine/Chassis	Originating DO
<u>AUCTIONED MOTOR VEHICLES</u>	
1. Certificate of Sale	Central / Regional Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Duly accomplished original DTO Form	Originating / Transacting DO
3. Duly accomplished original MVIR (latest) and OR	MVIC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Prepares request for DTO and attaches requirements	None	1 day	Receiving Officer
2. No Activity	2. District Office forwards request to MID-Records thru Email or Courier	None	<u>Email</u> : 30 minutes <u>Courier</u> : 3 Days Site Support	Site Support
3. No Activity	3. MID-Records Section receives from courier or e-mail and prints DTO request	None	30 Minutes	Receiving Officer
4. No Activity	4. MID-Records Section evaluates the submitted documents	None	1 hour	Evaluator
5. No Activity	5 a . MID-Records encodes the MV details in the system. b. For request with incomplete requirements, MID-Records Site Support notifies the concerned District Office of the lacking requirements.	None	30 minutes 1 Hour	Records Officer Site Support



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No Activity	6. District Office informs MV owner on the implemented DTO request	None	10 Minutes	Records Officer
	TOTAL	None	<u>Thru Email: 1 day, 3 Hours, and 40 Minutes</u> <u>Thru Courier: 4 days, 3 hours, 10 minutes</u>	



VIII. HUMAN RESOURCE AND DEVELOPMENT

Internal Services



Application for Leave of Absence (ALA)

Leave of absence is generally defined as a privilege granted to officials and employees not to report for work with or without pay as may be provided by law and prescribed in Rule XVI of the omnibus rules implementing book V of EO 292

Office or Division:	All LTO Offices	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employees who intends to apply for Vacation Leave of Absence	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application for Vacation Leave		
1. Application for Leave (CSC Form No. 6 Revised 1991)		Administrative Division/ CSC Website
2. District Office Clearance (in excess 1 month leave)		District Office
3. Regional Office Clearance (in excess 1 month leave)		Regional Office
Application for Sick Leave		
1. Application for Leave (CSC Form No. 6 Revised 1991)		Administrative Division/ CSC Website
2. Medical Certificate (5 successive sick leave)		Attending Physician



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Maternity Leave	
1. Application for Leave (CSC Form No. 6 Revised 1991)	Administrative Division/ CSC Website
2. Medical Certificate (Physically fit to assume the duties of her position)	Attending Physician
Application for Special Privilege Leave, Forced Leave, Paternity Leave	
1. Application for Leave (CSC Form No. 6 Revised 1991)	Administrative Division/ CSC Website
Application for Rehabilitation Leave for job-related injuries	
1. Application for Leave (CSC Form No. 6 Revised 1991)	Administrative Division/ CSC Website
2. Medical Certificate	Attending Physician
3. Evidence (showing that the wounds or injuries were incurred in the performance of duty)	



APPLICANT/CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application for Leave of Absence (ALA)				
1. Submits requirements	1. Receives and evaluates the Application for Leave of Absence and its supporting documents, if any.	None	3 minutes	<i>Assigned employee/ Administrative Division</i>
2. No activity	2. Check the balances of the available leave credits on Leave Card	None	3 minutes	<i>Administrative Division</i>
3. No activity	3. Process the Application for Leave of Absence	None	5 minutes	<i>Administrative Division</i>
4. No activity	4. Approved the Application for Leave of Absence	None	1 day	<i>Administrative Division/ OARD/ ORD</i>
5. No activity	5. Record the Approved Application for Leave of Absence to the Leave Card	None	5 minutes	<i>Administrative Division</i>
6. No activity	6. Release the Approved Application for Leave of Absence	None	4 minutes	<i>Assigned employee/ Administrative Division</i>
	6. Release the Approved Application for Leave of Absence	None	1 day, 20 minutes	

Note:

Processing time starts upon the submission of complete requirements.

All application for Vacation Leave of absence for one (1) full day or more shall be submitted on the prescribed form for action by the head of agency five (5) days in advance, whenever possible, of the effectivity date of such leave.

An application for leave of absence for thirty (30) days or more shall be accompanied by a district clearance and regional clearance.

All application for sick leave of absence for one full day or more shall be made on the prescribed form and shall be filed immediately upon employee's return from such leave. Application for sick leave in excess of five (5) successive days shall be accompanied by a medical certificate



GRANT OF STUDY LEAVE

There is a need to provide continuing learning and development opportunities to develop, enhance or improve competencies required by the current or future position/job of the agency's workforce.

Office or Division:	Administrative Division/Human Resource Management Office	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	LTO Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Letter Request		Applicant
2. Approved Leave Application (CSC Form No. 6)		Human Resource Management Office
3. Regional Office/Central Office Clearance		Human Resource Management Office/Human Resource Development
4. Contract of Agreement		Human Resource Management Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Letter request by an employee to go on Study Leave	None	4 hours	Office of the Regional Director /Assistant
2. No activity	2. Notation/action of the RD/OIC	None	4 hours	Regional Director
3. No activity	3. Initial evaluation	None	4 hours	Administrative Division-Personnel Section
4. No activity	4. Preparation of the List of Requirements for the Grant of Study Leave	None	1 day	ADMIN-Personnel Section and DCs/OIC-DCs
5. No activity	5.Submission of pertinent documents by the employee concerned	None	1 day	Employee Concerned
6. No activity	6. RD's Approval in the Granting of Study Leave	None	4 hours	Regional Director
7. No activity	7. Signs Contract of Agreement	None	1 day	Regional Director / Assistant Secretary
	TOTAL	None	4 days	



GRANT SCHOLARSHIP PROGRAM

Learning and development interventions shall be essential in the continuing upgrading of competencies to the maintenance of a corps of professional workforce in the agency.

Office or Division:	Administrative Division/Human Resource Management Office	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Qualified LTO officials/employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Scholarship Invitation		Gov't agencies (local and foreign), Business, Private
2. Approved Office Order for the Grant of Scholarship Program to the qualified employee		Human Resource Management Office
3. Affidavit of Undertaking stating the Grantee's Obligations		Human Resource Management Office
4. Certificate of Completion		Human Resource Management Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Scholarship Invitations	None	4 hours	<i>Office of the Regional Director</i>
2. No activity	2. Notation/action of the RD/OIC	None	4 hours	<i>Regional Director/Assec</i>
3. No activity	3. Initial evaluation	None	4 hours	<i>Administrative Division-Personnel Section</i>
4. No activity	4. Preparation of the List of employees who are eligible for Scholarship Program	None	1 day	<i>ADMIN-Personnel Section and DCs/OIC-DCs</i>
5. No activity	5.PDC Meeting	None	1 day	<i>Personnel Development Committee (PDC)</i>
6. No activity	6. RD's Approval in the Granting of Study Leave	None	4 hours	<i>Regional Director</i>
7. No activity	7. Signs Contract of Agreement	None	1 day	<i>Regional Director / Assistant Secretary</i>
	TOTAL	None	4 days	

LEARNING AND DEVELOPMENT

The Personnel Development Committee recognizes and determines the individual's training needs to continually adapt to the changing environment and remain competitive in order to improve/render effective and efficient public service performance. It is providing employees with opportunities to upgrade their competencies so they will be capable to deliver high quality results that rebound to optimum citizen's satisfaction. The HRMO ensures that all employees have access to learning opportunities for their development. There shall be equal employment opportunity for men and women at all levels of positions in the agency.

Office or Division:	Land Transportation Office - Central Office Office of the Regional Director Administrative Division, Finance Division HRM Office	
Classification:	Highly Technical	
Type of Transaction:	G2G- Government to Government (Local and Foreign)	
Who may avail:	All LTO personnel concerned	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Invitations received by Office of the Assistant Secretary / Regional Directors		Government agencies (local and foreign), Business , Private
2. Annual Training Plan		Human Resource Development Section
3. Individual Development Plan (IDP)		Human Resource Development Section
4. Individual Performance Commitment and Review (IPCR) / Division / District Performance Commitment and Review (DPCR)		Applicant/ Human Resource Development Section
5. List of nominees for training		Human Resource Development Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Receives invitations for Learning and Development Program	None	1 day	Receiving Clerk Office of the Regional Director / Assistant Secretary
2. No activity	2. Put notation / action in the routing slip	None		Regional Director (RD) / Assistant Secretary
3. No activity	3. Evaluates and prepares the list of the employees who signified interest to the coursed based on the Individual Development Plan (IDP), and Individual Performance Commitment and Review (IPCR)	None	5 days	Administrative Division - Human Resources Management (HRM) Section
	3.1 if no one signified interest, request nomination from the division	None		
4. No activity	4. Receives request nomination and Submits nominees to the Admin-HRM Section	None	1 day	District Chiefs
5. No activity	5. Convenes to decide who among the nominees will be endorsed to RD	None	1 day	Personnel Development Committee (PDC)
6. No activity	6. Selects / approves official nominee	None	1 day	RD / Assistant Secretary
	TOTAL	None	9 Days	



REWARDS AND RECOGNITION

LTO shall establish the process on program on awards and incentives for Service Excellence (PRAISE) which shall adhere in the principle of equal opportunity in providing awards and incentives to qualified employees regardless of sex, gender civil status, disability, religion, ethnicity or political affiliation and serves as mechanism in the grant of incentives and awards based on performance, innovative ideas and exemplary behavior.

Office or Division:	LTO Central Office Office of the Regional Director Administrative Division, Finance Division HRMPSB	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	LTO Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. List of awards to be conferred		HR, Central Office and Regional Office
2. Criteria for the specific award		LTO, Central Office (PRAISE COMMITTEE)
3. List of qualified nominees		Central Offices and Regional Offices



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Receives list of nominees from the divisions/district offices 1.1. Identifies nominees to the certain awards and submit the list of nominees to Administrative Division	None	4 days	<i>Division Chiefs/District Chiefs</i>
2. No activity	2. Nominees are pre-evaluated based on HR records 2.1 Prepares supporting documents 2.2 Schedules PRAISE Committee Meeting	None	5 days	<i>Administrative Division / Human Resources Management Section</i>
3. No activity	3. Evaluates qualified nominees based on the PRAISE criteria 3.1 Validates if qualified/not qualified based on HR records 3.2 Listing of Qualified Nominees 3.3 Submits PRAISE Resolution / Recommendation	None	1 day	<i>PRAISE Committee</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No activity	4. Finalizes the list of qualified nominees 4.1 Finalizes the PRAISE Resolutions for signature of the members	None	2 days	Human Resources Management Section / Planning Unit / Secretariat
5. No activity	5. Prepares the Certificate of Recognition and program of activities for signature 5.1 Schedule the awarding ceremony	None	2 days	PRAISE Committee / Human Resources Management Section / Planning Unit
6. No activity	6. Approves the final list of qualified nominees, signs the Certificate of Recognition and program of activities	None	1 day	Regional Director / Assistant Secretary
7. No activity	7. Awards Plaque of Appreciation, Certificate of Recognition, Tokens, Cash Awards or Rewards	None	1 day	Regional Director / Assistant Secretary
	TOTAL		15 days	



PERFORMANCE AND MANAGEMENT

This is one of the four core areas in Prime-HRM which serves as a guide for the performance management team to assess the office effectiveness and employee's competency based on performance targets. A mechanism that ensures that each employee contributes to the attainment or helps achieve the objectives set by the organization. There shall be equal employment opportunity for men and women at all levels of positions in the agency.

Office or Division:	Office of the Regional Director Administrative Division, Finance Division Performance Management Team, HRM Office	
Classification:	Highly Technical (Pursuant to Prime HRM) CSC	
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G- Government to Government	
Who may avail:	LTO Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Annual Performance Targets from MID, LTO Central Office (CO)		MID, LTO, Central Office
2. Copy of the Annual Performance Targets from LTO CO to RO		Central Office
3. List of Performance Targets of all District Offices (DO), Extension Offices (EO), Licensing Center (LC), New Registration Unit(NRU) and all divisions of CO and RO		Regional Office
4. Approved performance targets by the Performance Management Team (PMT) and Assistant Secretary / Regional Director		Regional Office, Central Office
5. Approved Office Performance Commitment Review (OPCR), Division/District Performance Commitment Review (DPCR) and Individual Performance Commitment Review (IPCR) with rating for the semester		ASSEC/Director



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Receipt, Preparation and Submission of Performance Targets				
1. No activity	1.Receives Annual Performance Targets from Management Information Division (MID), LTO Central Office 1.1 Cascades Annual Performance Targets with Major Final Output (MFO) down to the District Offices	None	1 day	Office of the Regional Director (ORD)
2. No activity	2. Receives Annual Performance Targets with MFO 2.1 Cascades Computation and Distribution of the Annual Performance Targets, 1st and 2nd Semesters, and quarterly targets of the current year to all LTO District, Extension Office, Licensing Center, New Registration and Operations Division	None	7 days	Assigned Personnel
3. No activity	3. Assigns / Distributes Performance Targets to concerned personnel 3.1 Discusses on how to achieve the targets 3.2 Coaches and mentors process	None	7 days	Head of District /Extension, Licensing Center, New Registration, Operations Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Submits Performance Targets for the semester to the Human Resources Management (HRM) Section within the 15th day of January and July of the given year 3.4 Submits Division / District Performance Commitment and Review (DPCR) to the Planning Officer for discussion with the PMT			
	4. Approves Performance Targets by PMT and RD	None	5 days	ORD / Planning Officer /PMT
	SUB-TOTAL		20 days	
B. Preparation and Submission of Accomplished Individual Performance Commitment and Review (IPCR), Division / District Performance Commitment and Review (DPCR) and OPCR				
1. No activity	1. Monitors Performance Targets on a monthly basis during STRO Conference using the monthly Performance Target Evaluation prepared by the Planning Officer	None	1 day	Office of the Regional Director (ORD) / Planning Officer
2. No activity	2. Prepares Regional Performance Evaluation for the semester	None	5 days	Planning Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No activity	3. Prepares and submits DPCR and IPCR for the given semester to HRM Section	None	5 days	All concerned offices / divisions
4. No activity	4. Collates submitted DPCR and IPCR and submits copy of DPCR to the planning officer	None	3 days	HRM Section
5. No activity	5. Discusses result and reviews/reconciles the data for the given semester 5.1 Approves/Disapproves DPCR	None	1 day	PMT and Planning Officer
6. No activity	6. Approves DPCR / IPCR evaluated by PMT	None	1 day	Office of Regional Director
7. No activity	7. Prepares SPMS Monitoring Summary of Rating	None	1 day	HRM Section
8. No activity	8. Prepares OPCR once a year for submission to LTO Central Office	None	2 days	Planning Section
	SUB-TOTAL		19 days	
	TOTAL		35 days	



GRANT OF EMPLOYEES WELFARE AND BENEFITS

The government as employer grants welfare and benefits to employees who serve the public with utmost courtesy, efficiency and effectiveness.

Office or Division:	Administrative Division	
Classification:	Highly Technical	
Type of Transaction:	G2G- Government to Government	
Who may avail:	LTO Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for Leave		Applicant
2. Letter of Intent to Retire		Applicant
3. Office Clearance		Admin/HR Section
4. Ombudsman Clearance		Ombudsman



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
EMPLOYEES WELFARE AND BENEFITS				
1. Personnel concerned submits all documentary requirements to the HR Section	1. Receives and evaluates the submitted documentary requirements for the preparation of payroll or disbursement voucher	None	3 days	ADMIN-HR Section
2. No activity	2. Determines available leave credits, if applicable	None	5 days	ADMIN-HR Section
3. Submits letter of intent to Retire, Fill-up the application for Retirement, Signs the Clearance	3. Receives letter of intent to retire 3.1 Issue application for retirement for GSIS and Ombudsman Clearance 3.2 Process clearance from money and property accountabilities	None	1 day	ADMIN-HR Section
4. No activity	4. Prepares transmittal letter to GSIS for signature of the Assec or Regional Director	None	1 day	GSIS Liaison Officer
5. Submits GSIS Clearance and signed application for terminal leave benefits	5. Submit to GSIS the application for retirement 5.1 Receives and process application for terminal leave benefits	None	2 days	HR Unit
6. No activity	6. Submits documents to Budget Section for request for funding allocation 6.1 Prepares disbursement voucher for terminal leave upon receipt of the Notice of Cash Allocation	None	1 day	ADMIN-HR Section
	TOTAL	None	13 days	



VIII. HUMAN RESOURCE AND DEVELOPMENT

External and Internal Services



RECRUITMENT, SELECTION AND PLACEMENT OF PERSONNEL (NEW ENTRANTS from SG 1-9 1ST LEVEL POSITIONS, SG 10-19 and SG 22-24 2ND LEVEL POSITIONS for REGIONAL and CENTRAL OFFICE.)

Land Transportation Office Vacant Positions shall be published and selection of candidates shall be guided based on Dot merit selection and promotion plan. The selection of applicants for employment at LTO shall be open to all qualified men and women with equal employment opportunity provided that they meet the minimum qualification standards.

Office or Division:	Office of the Executive Director Office of the Regional Director Administrative Division Finance Division Operations Division HRMPSB (C.O. and R.O.)	
Classification:	Highly Technical in accordance to CSC ORAOHRA	
Type of Transaction:	G2C - Government to Client G2G - Government to Government	
Who may avail:	LTO Employee/ Applicant	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Refer to Omnibus Rules on Appointment and other Human Resource Action (ORA-OHRA CSC MC NO.14 s. 2018)		Civil Service Commission Website
NEW ENTRANTS		
A. 1st Level Positions (SG 1-9)		
1. Application Letter indicating the Position Title, Plantilla Item Number and Place of Assignment		Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Latest and duly accomplished Personal Data Sheet (CS Form No. 212, Revised 2017) with recent passport-sized picture	Civil Service Commission Website
3. Original copy of Authenticated Certificate of Eligibility/ Report of Rating/ Valid License issued by LTO, PRC, Supreme Court, MARINA)	CSC R.O or C.O / LTO/ PRC/ SC/ Marina
4. Certified True Copies of Transcript of Records and Diploma	School (College/University)
5. Valid Medical Certificate (CSC Form No. 211 Revised 2018) with Drug Test Result	CSC Website/ HRD Section
6. Valid Police and NBI Clearances	PNP and NBI
7. Certificate of Live Birth and Marriage issued by Philippine Statistics Authority	PSA
8. Certificate of Previous Employment	Applicant
9. Certificate of Trainings and Seminars Attended	Applicant
B. 2nd Level Positions (SG 10-21)	
1. Application Letter indicating the Position Title, Plantilla Item Number and Place of Assignment	Applicant
2. Latest and duly accomplished Personal Data Sheet and Work Experience Sheet (CS Form No. 212, Revised 2017) with recent passport-sized picture	Civil Service Commission Website



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original copy of Authenticated Certificate of Eligibility/ Report of Rating/ Valid License issued by LTO, PRC, Supreme Court, MARINA)	CSC R.O or C.O / LTO/ PRC/ SC/ Marina
4. Performance Rating in the last rating period	Applicant
5. Certified True Copies of Transcript of Records and Diploma	Applicant
6. Valid Medical Certificate (CSC Form No. 211 Revised 2018) with Drug Test Result	CSC Website/ HRD Section
7. Valid Police and NBI Clearances	PNP and NBI
8. Certificate of Live Birth and Marriage issued by Philippine Statistics Authority	PSA
9. Certificate of Previous Employment	Applicant
10. Certificate of Trainings and Seminars Attended	Applicant
11. Certificate of Awards/Commendations Received	Applicant
C. District Chiefs/Division Chiefs (SG 22-24)	
1. Application Letter indicating the Position Title, Plantilla Item Number and Place of Assignment	Applicant
2. Latest and duly accomplished Personal Data Sheet and Work Experience Sheet (CS Form No. 212, Revised 2017) with recent passport-sized picture	Civil Service Commission Website



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original copy of Authenticated Certificate of Eligibility/ Report of Rating/ Valid License issued by LTO, PRC, Supreme Court, MARINA)	CSC R.O or C.O / LTO/ PRC/ SC/ Marina
4. Performance Rating in the last rating period	Applicant
5. Certified True Copies of Transcript of Records and Diploma	Applicant
6. Valid Medical Certificate (CSC Form No. 211 Revised 2018) with Drug Test Result	CSC Website/ HRD Section
7. Valid Police and NBI Clearances	PNP and NBI
8. Certificate of Live Birth and Marriage issued by Philippine Statistics Authority	PSA
9. Certificate of Previous Employment	Applicant
10. Certificate of Trainings and Seminars Attended	Applicant
11. Certificate of Awards/Commendations Received	Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RECRUITMENT				
1. No activity	1. Announcement/ Publication/Posting of Vacancies including qualified interested differently-abled persons and indigenous people	None	10 days	ADMIN-HRMO
2. Submit application letter to HR	2. Receives Application letters at the Office of the Executive Director/HRD Section at the Central Office or Office of the Regional Director	None	1 day	OED/HRD/ORD
3. No activity	3. Prepares shortlisting of applicants to take the Entrance Examinations and sends letters to the applicants who did not qualify to take the entrance examinations	None	5 days	ADMIN-HRMO
4. Take the entrance examination	4. Conducts LTO Entrance Examination/ checking of the exam results/listing of passers/non-passers Sends letter to the applicants who failed the Entrance Examination	None	2 days	ADMIN-HRMO
	SUB-TOTAL	None	18 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SELECTION				
1. No activity	1. Initial selection/profiling of qualified applicants for the conduct of HRMPSB panel interview	None	5 days	ADMIN-HRMO
2. Report for interview	2. Conduct of HRMPSB panel interview to qualified candidates	None	2 days	HRMPSB
3. No activity	3. Consolidation of screening/evaluation results	None	2 days	ADMIN-HRMO
4. No activity	4. Conduct of HRMPSB meetings/deliberations of qualified candidates	None	1 day	HRMPSB
5. No activity	5. Conduct of background check of qualified candidates	None	3 days	HRMPSB/HR
6. No activity	6. Finalization of HRMPSB Deliberation results	None	2 days	ADMIN-HRMO
	SUB-TOTAL	None	15 days	
PLACEMENT				
1. No activity	1. Preparation/sending communication/letters to all candidates Notify candidates who were not appointed.	None	2 days	ADMIN-HRMO
2. No activity	2. Preparation of Appointment Papers Notify candidates who are to be appointed the effectivity of their appointments, schedule of oath taking and orientation	None	2 days	ADMIN-HRMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No activity	3. Preparation of Report on Appointments Issued (RAI) for submission to CSC Field Office/Posting at the Bulletin Board	None	3 days	ADMIN-HRMO
4. No activity	4. Submission of Appointment Papers and its supporting documents to CSC Field Office	None	2 days	ADMIN-HRMO
5. Report for Oath Taking	5. Introduction of the newly-hired employee/s to all staff/respective division/unit and conduct of oath taking	None	1 DAY	ADMIN-HRMO
6. Attends orientation seminar	6. Conduct orientation to the newly-hired employees	None	1 DAY	ADMIN-HRMO.FDs
	SUB-TOTAL	None	11 days	
	TOTAL	None	44 days	
7. Participates On-Boarding Program	7. On-Boarding Program for newly-hired employee/s (Continuous provision of HR interventions, Coaching and Performance Monitoring and Recognition)	None		
8. Filing of Motion for Reconsideration or appeal, if applicable	8. In case of disapproved/invalidated appointments by the CSC, the applicant may file a motion for reconsideration or appeal within 15 days upon receipt of the letter/decision disapproving/invalidating the appointment	None		



RECRUITMENT, SELECTION AND PLACEMENT OF PERSONNEL (PROMOTION for 1st LEVEL Positions SG 1-9, 2nd LEVEL POSITIONS SG 10-19 AND SG 22 TO 24 for REGIONAL OFFICE and SG 24 for CENTRAL OFFICE)

This is a human resource action which ensures a transparent and fair hiring process that can resist candidate candidate on the basis of merit and minimum qualification standards for a particular supervisor position. A contender should undergo an in-depth selection process to demonstrate his/her leadership and skills. There shall be equal employment opportunity for men and women at all levels of positions in the agency.

Office or Division:	Office of the Executive Director Office of the Regional Director Administrative Division Finance Division Operations Division HRMPSB (C.O. and R.O.)	
Classification:	Highly Technical in accordance to CSC ORAOHRA	
Type of Transaction:	G2C - Government to Client G2G - Government to Government	
Who may avail:	LTO Employee/ Applicant	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. 1st Level Positions (SG 1-9)		
1. Application Letter indicating the Position Title, Plantilla Item Number and Place of Assignment		Applicant
2. Latest and duly accomplished Personal Data Sheet and Work Experience Sheet (CS Form No. 212, Revised 2017) with recent passport-sized picture		Civil Service Commission Website



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original copy of Authenticated Certificate of Eligibility/ Report of Rating/ Valid License issued by LTO, PRC, Supreme Court, MARINA)	CSC R.O or C.O / LTO/ PRC/ SC/ Marina
4. Very Satisfactory (VS) Performance Rating in the last two rating periods	
5. Certificate of Trainings and Seminars Attended	
6. Certificate of Awards/Commendations Received	
B. 2nd Level Positions (SG 10-21)	
1. Application Letter indicating the Position Title, Plantilla Item Number and Place of Assignment	Applicant
2. Latest and duly accomplished Personal Data Sheet and Work Experience Sheet (CS Form No. 212, Revised 2017) with recent passport-sized picture	Civil Service Commission Website
3. Original copy of Authenticated Certificate of Eligibility/ Report of Rating/ Valid License issued by LTO, PRC, Supreme Court, MARINA)	CSC R.O or C.O / LTO/ PRC/ SC/ Marina
4. Very Satisfactory (VS) Performance Rating in the last two rating periods	Applicant and HR
5. Certificate of Trainings and Seminars Attended	Applicant
6. Certificate of Awards/Commendations Received	Applicant
C. District Office Chiefs and Division Chiefs (SG 22-24)	
1. Application Letter indicating the Position Title, Plantilla Item Number and Place of Assignment	Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Latest and duly accomplished Personal Data Sheet and Work Experience Sheet (CS Form No. 212, Revised 2017) with recent passport-sized picture	Applicant
3. Original copy of Authenticated Certificate of Eligibility/ Report of Rating/ Valid License issued by LTO, PRC, Supreme Court, MARINA)	CSC R.O or C.O / LTO/ PRC/ SC/ Marina
4. Original copy of Authenticated Diploma of Masteral Degree/Juris Doctor	Applicant
5. Ombudsman Clearance for No Pending Case	Ombudsman
6. Very Satisfactory (VS) Performance Rating in the last two rating periods	Applicant and HR
7. Certificate of Trainings and Seminars Attended	Applicant
8. Certificate of Awards/Commendations Received	Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RECRUITMENT				
1. No activity	1. Announcement/Publication/ Posting of Vacancies including qualified interested differently-abled persons and indigenous people	None	10 days	ADMIN-HRMO
2. Submit application letter to HR	2. Receives Application letters at the Office of the Executive Director/HRD Section at the Central Office or Office of the Regional Director	None	1 day	OED/HRD/ORD
	SUB-TOTAL	None	11 days	
SELECTION				
1. No activity	1. Initial selection/profiling of qualified applicants for the conduct of HRMPSB panel interview	None	5 days	ADMIN-HRMO
2. No activity	2. Consolidation of screening/evaluation results	None	2 days	ADMIN-HRMO
3. No activity	3. Conduct of HRMPSB meetings/ deliberations of qualified candidates	None	1 day	HRMPSB
4. No activity	4. Conduct of background check of qualified candidates	None	3 days	HRMPSB/HR
5. No activity	5. Finalization of HRMPSB Deliberation results. Transmit the documents of the qualified contenders to CO-HRMPSB (for R.O.) and DOTr HRMPSB (for C.O)	None	2 days	ADMIN-HRMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	SUB-TOTAL	None	13 days	
	TOTAL	None	24 days	
SELECTION PROMOTION (CENTRAL OFFICE)				
1. No activity	1. Profiling of qualified contenders	None	5 days	ADMIN-HRMO
2. No activity	2. Consolidation of screening/ evaluation results	None	2 days	ADMIN-HRMO
3. No activity	3. Conducts of HRMPSB meetings/ deliberations of qualified candidates	None	1 day	HRMPSB
4. No activity	4. Finalization of HRMPSB Deliberation results	None	2 days	ADMIN-HRMO
5. No activity	5. Preparation and Approval of minutes of deliberation	None	3 days	HRMPSB and Secretariat
6. No activity	6. Transmit the documents of the qualified contenders to DOTr HRMPSB	None		ADMIN-HRMO
	SUB-TOTAL	None	13 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AFTER DELIBERATION OF DOTr-HRMPSB (CENTRAL OFFICE ONLY)				
1. No activity	1. Receives the minutes of deliberation from DOTr and for signature for CPO-HRMPSB	None	2 days	ADMIN-HRMO
2. No activity	2. Preparation of Appointment Papers Notify candidates who are to be appointed, the effectivity of their appointment, schedule of oath taking and orientation	None	5 days	ADMIN-HRMO
3. No activity	3. Preparation of appointment Issued (RAI) for submission to CSC Field Office/ Posting at the Bulletin Board	None	5 days	ADMIN-HRMO
4. No activity	4. Submission of Appointment Papers and its supporting documents to CSC Field Office	None	1 day	ORD/FDs/ADMIN-HRMO
5. Filing of motion	5. In case of disapproved/invalidated appointments by the CSC, the applicant may file a motion for consideration or appeal within 15 days upon receipt of the letter/decision disapproving/invalidating the appointment	None		ADMIN-HRMO
	SUB-TOTAL	None	13 days	
	TOTAL	None	24 days (R.O.)	
	TOTAL	None	37 days (C.O.)	



IX. FINANCE

External and Internal Services



PAYMENT PROCEDURE FOR GOVERNMENT EXPENDITURES

Prescribing the Procedure and Documentary Requirements for Common Government Transactions per COA Circular No. 2012-001 dated June 14, 2012 and Revised Implementing Rules and Regulations of Republic Act No. 9184

Office or Division:	Administrative Division, Finance Division, Office of the Regional Director, Office of the Assistant Regional Director, Office of the Executive Director and Office of the Assistant Secretary	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business G2C- Government to Client G2G- Government to Government	
Who may avail:	Employees, Suppliers, Contractors and Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.0. Cash Advances		
1.1. Granting of Cash Advances		
General Requirements for all cash advances except for travels		
1. Two (2) copies (original and duplicate) Disbursement Voucher	Download from COA website	
2. One (1) Certified true copy of Obligation Request Slip	Budget Section	
3. One (1) Certified true copy of Authority of the accountable officer	Cash Collecting Officer	
4. Original copy of Certification of no unliquidated cash advance	Accounting Section	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. One (1) Certified true copy of Approved application for bond and/or fidelity bond	Cash Collecting Officer / HRD Section (BTR)
Additional Requirements	
1.1.1. Petty Cash Fund	
1. Original copy of Approved estimates of Petty Cash for a month	Cash Collecting Officer
1.2 certified true copy of Authority to Hold Cash Advance	Head of Office
1.1.2 Traveling Allowances	
1.1.2.1. Local Travel	
1. Two (2) copies (original and duplicate) Disbursement Voucher	Download from COA website
2. One (1) Certified true copy of Obligation Request Slip	Budget
3. Original copy of duly approved Office/Travel Order	HRD Section
4. One (1) Certified true copy of duly approved Itinerary of Travel	Claimant
5. Original/Certified true copy of Letter of invitation, if applicable	Head of Office
6. Original copy of Certification from the accountant of no unliquidated cash advance from Central Office and RO, if from Region	Accounting Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1.2.2. Foreign Travel	
1. Two (2) copies (original and duplicate) Disbursement Voucher	Download from COA website
2. One (1) Certified true copy of Obligation Request Slip	Budget
3. One (1) Certified true copy of Travel Authority from the Department	Claimant
4. Original copy of duly approved Itinerary of Travel	Claimant
5. Original/Certified true copy of Letter of invitation of host/sponsoring country/agency/organization	Head of Office
6. One (1) Certified true copy of recommendation of the Head of Agency	Head of Office
7. For plane fare, Original copy of quotations of three travel agencies or its equivalent	Claimant
8. Original/Certified true copy of Flight itinerary issued by the airline/ticketing office/travel agency	Claimant
9. One (1) Certified true copy of United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed	Claimant
10. One (1) Certified true copy of Current Exchange Rate	Claimant / Accounting Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Where applicable, 1 certified true copy of authority from the Office of the President (OP) to claim representation expenses	HRD Section
1.2. Liquidation of Cash Advances	
1.2.1. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses	
1. One (1) Original copy of Report of Disbursements certified correct by the accountable officer	Accountable Officer
2. Original copy of Approved payrolls/vouchers duly acknowledged/signed by the payee/s	Claimant / Accountable Officer
3. Original copy of Approved daily time records (DTRs) or Certificate of Service	Claimant
4. One (1) Certified true copy of Approved application for leave	Claimant / HRD Section
5. In case of payment of personnel under the "job order" status, Original copy of duly verified/accepted accomplishment report	Claimant
6. Official Receipt (OR) in case of refund for unclaimed salaries	Claimant
7. Authority from the claimant and identification documents, if claimed by person other than the payee	Claimant
8. Such other pertinent supporting documents as are required by the nature of expense	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.2.2. Traveling Expenses	
1.2.2.1 Local Travel	
1. Original copy of Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee	Claimant
2. Original and One certified true copy of toll receipt and vehicle trip ticket (in case LTO vehicle was used)	Claimant
3. Original copy of Certificate of Appearance/attendance	Claimant
4. One (1) Certified true copy of previously approved itinerary of travel	Claimant
5. Original copy of revised or supplemental Office Order or any proof supporting the change of schedule	Claimant
6. Original copy of Revised Itinerary of Travel, if the previous approved itinerary was not followed	Claimant
7. Original copy of Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day (certification or affidavit of loss shall not be considered as appropriate replacement for the required hotel/lodging bills and receipts)	Head of Office
8. Original copy of Liquidation report	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Original copy of Official Receipt/Reimbursement Expense Receipts (for taxi)	Claimant
10. One (1) Certified true copy of Official Receipt, in case of refund	Claimant / Treasury Section
11. One (1) Original copy of Appendix B (Certificate of travel Completed)	Claimant
12. One (1) Original copy of Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city or municipality covered by the Metro Manila Area, or the city or municipality where their permanent official station is located in the case of those outside the Metro Manila Area, if the travel allowances being claimed include the hotel room/lodging rate	Claimant
1.2.2.2. Foreign Travel	
1. One (1) Original copy of paper/electronic plane, boat or bus tickets, boarding pass, terminal fee	Claimant
2. One (1) Original/certified true copy of Certificate of appearance/attendance for training/seminar/participation	Claimant
3. Bills/receipts for non-commutable representation expenses approved by the President	Claimant
4. For reimbursement of actual travel expenses in excess of the prescribed rate:	
a. One (1) Original/Certified true copy of approval by the President	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. One (1) Original/certified true copy of Certification from the Head of Agency that it is absolute and necessary	Head of Office
c. Original copies of hotel room bills with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts)	Claimant
5. Original copy of Revised Itinerary of Travel, if applicable	Claimant
6. Original copy/certified true copy of Travel report duly received by DOTR	Claimant
7. One (1) Certified true copy of Official Receipt, in case of refund	Treasury Section
8. Original copy of Appendix B (Certificate of travel Completed)	Claimant
9. Original copy of Liquidation report	Claimant
2.0 Salaries and Wages	
General Requirements	
1. Two (2) copies (original and duplicate) Disbursement Voucher	Download from COA website
2. One (1) Certified true copy of Obligation Request Slip	Budget Section
Additional Requirements	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.1 For Regular and Casual Employees (Payroll)	
1. Two (2) Original copies of Payroll (System Generated)	HRD Section
2. Two (2) Original copies Breakdown of Deductions (System Generated)	HRD Section
C. Two (2) Original copies of List of employees not included in the payroll	HRD Section
2.2 For Regular and Casual Employees (Individual Claims)	
A. First Salary	
1. One (1) Certified true copy Clearance from money, property and legal accountabilities from the previous office	HRD Section
2. One (1) Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office	HRD Section
3. One (1) Certified true copy of Oath of Office	HRD Section
4. One (1) Certified true copy of Certificate of Assumption	HRD Section
5. One (1) Certified true copy of Statement of Assets, Liabilities and Net Worth	Claimant
6. Original/certified true copy of Approved DTR	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. One (1) Certified true copy of Bureau of Internal Revenue (BIR) withholding certificates	Claimant
8. One (1) Certified true copy of Payroll Information on New Employee (PINE) (for agencies with computerized payroll systems)	Claimant
9. Original copy of Authority from the claimant and identification documents, if claimed by person other than the payee	Claimant
Additional Requirements for transferees (from one government office to another)	
a. One (1) certified true copy of Clearance from money, property and legal accountabilities from the previous office	Claimant
b. One (1) Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office	Claimant
c. One (1) Certified true copy of BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)	Claimant
d. One (1) Certified true copy of Certificate of Available Leave Credits	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
e. One (1) Certified true copy of Service Record	HRD Section
B. If deleted from the payroll	
1. Original/Certified true copy of Approved DTR	HRD Section
2. Original/Certified true copy of Notice of Assumption	HRD Section
3. Original/Certified true copy of Approved application leave, clearances and medical certificate, if on sick leave for five days or more	HRD Section
2.3. Salary of Casual/Contractual Personnel	
A. For First Claim	
1. For accredited agencies by the CSC (for first claim), 1 Certified true copy of pertinent contract/appointment and copy of ROPA of such marked received by CSC	HRD Section
2. For other agencies (for first claim) 1 Certified true copy of pertinent contract/appointment marked received by CSC	HRD Section
3. One (1) Certified true copy of Certification by the Personnel Officer that the activities/services cannot be provided by regular or permanent personnel of the agency (for first claim)	HRD Section
4. Original copy of Bundy Registration	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. One (1) Certified true copy of Personal Data Sheet	Claimant
6. One (1) certified true copy of Bank Account Information (Land Bank)	Claimant
7. One (1) Certified true copy of Contract of Service (every renewal)/Approved authority for 1st month of the quarter	HRD Section
8. One (1) Certified true copy of Certificate of Funds Availability	Accounting Section
9. Original copy of Payroll	HRD Section
10. One (1) Original copy of Accomplishment report	Claimant
11. One (1) Original copy of Approved DTR	HRD Section
12. Original/certified true copy of Authority for Additional Service Rendered (in case of additional service on weekdays and holidays)	Head of Office
13. Original copy of Access Log/Guard's Log Book/Certification (in case of incomplete time record)	Claimant
14. Original/certified true copy of Travel order / certificate of appearance, if applicable	Head of Office / Claimant
15. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review /in technical evaluation/payment(e.g. justification, market study, etc.)	Depending on the requirement/s



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.4. Salary Differentials due to Promotion/Step Increment	
1. One (1) Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment	HRD Section
2. One (1) Original/Certified true copy of Certificate of Assumption	Claimant
3. One (1) Original Approved DTR or certification that the employee has not incurred leave without pay	Claimant/HRD Section
2.5. Last Salary	
1. Clearance from money, property and legal accountabilities	HRD Section
2. Approved DTR	HRD Section
2.6. Salary due to heirs of deceased employee	
1. Same requirements as those for last salary	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Additional requirements:	HRD Section
a. Original/Certified true copy of Death Certificate authenticated by NSO	Claimant
b. Original/Certified true copy of Marriage Contract authenticated by NSO, if applicable	Claimant
c. Original/Certified true copy of Birth Certificates of surviving legal heirs authenticated by NSO	Claimant
d. Original/Certified true copy of Designation of next-of-kin	Claimant
e. Original/Certified true copy of Waiver of right of children 18 years old and above	Claimant
2.7. Maternity Leave	
1. One (1) Certified true copy of approved application for leave	HRD Section
2. One (1) Certified true copy of Maternity leave clearance	HRD Section
3. One (1) Medical certificate for maternity leave	Attending Physician
4. Additional Requirements for unused maternity leave (upon assumption before the expiration of the 105-day maternity leave)	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Original copy of Medical certificate that the employee is physically fit to work	HRD Section
b. Original copy of Certificate of assumption	HRD Section
c. Original copy of Approved DTR	HRD Section
3.0 General Claims through the Automated Teller Machine (ATM)	
1. Two (2) Original copy of Salary Payroll	HRD Section
2. Two (2) Original copy of Payroll Register (Hard and soft copy)	HRD Section
3. Two (2) Original copy of Letter to the bank credit employees' account of their salaries or other claims	HRD Section
4. Two (2) Original Validated deposit slip	Treasury Section
4.0 Allowances, Honoraria, and Other Forms of Compensation	
4.1 Personnel Economic Relief allowance (PERA)	
1. Same requirements as those for payment of salaries	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.2 Representation and Transportation Allowance	
For Individual claims	
1. One (1) certified true copy of Office Order/Appointment (1st Payment)	HRD Section
2. One (1) certified true copy of Certificate of Assumption (1st Payment)	HRD Section
3. Original copy of Certification that the employee did not use or is not assigned any government vehicle	HRD Section
4. Original copy of Certificate of service rendered or approved DTR	HRD Section
For General claims	
1. Two (2) Original copies of RATA Payroll	HRD Section
2. Two (2) Original copies of Payroll Register (Hard and soft copy)	HRD Section
3. Two (2) Original copies of Letter to the bank credit employees' account of their salaries or other claims	HRD Section
4. Two (2) original copies of Validated deposit slip	Treasury Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.3. Clothing/Uniform Allowance	
For Individual claims	
1. One (1) Certified true copy of approved appointment of new employees	HRD Section
2. One (1) Certificate of Assumption of new employees	HRD Section
3. One (1) Certificate of non-payment from previous agency, for transferees	Previous employer
For General claims	
1. Two (2) original copies of Clothing/uniform Allowance Payroll	HRD Section
2. Two (2) original copies of Payroll Register (Hard and soft copy)	HRD Section
3. Two (2) original copies of Letter to the bank credit employees' account of their salaries or other claims	HRD Section
4. Two (2) Original copies of Validated deposit slip	Treasury Section
4.4 Productivity Incentive Allowance	
For Individual claims	
1. Certification that the performance ratings for two semesters given to the personnel of the concerned division/office is at least satisfactory	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Certification from Legal Office that the employee has no administrative charge	HRD Section
For General claims	
1. Two (2) original copies of PIB Payroll	HRD Section
2. Two (2) original copies of List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within the year for which PIB is paid, regardless of duration	HRD Section
3. Two (2) original copies of List of personnel dismissed within the year	HRD Section
4. Two (2) original copies of List of personnel on Absent Without Official Leave (AWOL)	HRD Section
5. Two (2) original copies of Certification that the performance ratings for two semesters given to the personnel of the concerned division/office is at least satisfactory	HRD Section
6. Two (2) original copies of Payroll Register (Hard and soft copy)	HRD Section
7. Two (2) original copies of Letter to the bank credit employees' account of their salaries or other claims	HRD Section
8. Two (2) original copies of Validated deposit slip	Treasury Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.5. Special Counsel Allowance	
1 .One (1) Certified true Copy of Office Order/Designation/ Letter of the OSG deputizing the claimant to appear in court as special counsel	OSG
2. One (1) Certified true Copy of Certificate of Appearance issued by the Office of the Clerk of Court	Clerk of Court
3. One (1) Certified true Copy of Certification that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented	Claimant
4. Certified true Copy of Certification issued by the concerned lawyer and the agency Accountant that the amount being claimed is still within the limitation under the GAA of Php 4, 000 per month.	Claimant / Chief Accountant
4.6 Honoria	
4.6.1 Government Personnel involved in Government Procurement	
1. One (1) Certified true Copy of Office Order creating and designating the BAC composition and authorizing the members to collect honoraria	BAC Secretariat
2. One (1) Certified true Copy of Minutes of BAC meeting	BAC Secretariat
3. One (1) Certified true Copy of Notice of award to the winning bidder of procurement activity being claimed	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. One (1) Certified true Copy of Certification that the procurement involves competitive bidding	BAC Secretariat
5. One (1) Certified true Copy of Attendance sheet listing names of the attendees to the BAC meeting	BAC Secretariat
4.6.2. Teaching Personnel (Department of Education, TESDA, SUCs and other educational institutions)	
1. One (1) Certified true Copy of Certification from Registrar/Dean of College that the load is in excess of the regular load or outside the regular office hours	HRD Section
2. One (1) Certified true Copy of Schedule of classes indicating the designated teaching personnel	HRD Section
3. One (1) Certified true Copy of Certificate of actual conduct of classes/ Accomplishment report	HRD Section
4. One (1) Certified true Copy of Approved DTR/Service Report	HRD Section
4.7 Lecturer/Coordinator	
1. One (1) Certified true Copy of Office Order	Project Coordinator
2. One (1) Certified true Copy of Coordinator's report on lecturer's schedule	Project Coordinator
3. One (1) Certified true Copy of Course Syllabus/Program of Lectures	Project Coordinator



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. One (1) Certified true Copy of Duly approved DTR in case of claims by the coordinator and facilitators	Project Coordinator
4.8 Longevity Pay	
1. Service record	HRD Section
2. Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay	HRD Section
4.9 Year-end Bonus and Cash Gift	
For Individual claims	
1. One (1) Certified True Copy of Clearance from money, property and legal accountabilities	HRD Section
2. Original Certification from Head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2003-2 dated May 9, 2003	HRD Section
For General claims	
1. Two (2) original copies of YEB and CG Payroll	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Two (2) original copies of Payroll Register (Hard and soft copy)	HRD Section
3. Two (2) original copies of Letter to the bank credit employees' account of their YB and CG claims	HRD Section
4. Two (2) original copies of Deposit slip	Treasury Section
4.10 Retirement Benefits	
1. One (1) Certified true Copy of Updated Service record indicating the number of days on leave without pay/certification issued by the Human resource Office that the retiree did not incur any leave of absence without pay	HRD Section
2. One (1) Certified true Copy of Retirement Application	Claimant
3. One (1) Certified true Copy of Office clearance from money/property accountability and administrative/criminal liability	HRD Section
4. One (1) Certified true Copy of Statement of assets and liabilities	Claimant
5. One (1) Certified true Copy of Retirement Gratuity Computation	HRD Section
6. One (1) Certified true Copy of Affidavit of undertaking for authority to deduct accountabilities	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. One (1) Certified true Copy of Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	Claimant
Additional Requirement in case of RESIGNATION	
1. One (1) Certified true Copy of Employee's letter of resignation duly accepted by the agency head, in case of resignation	Claimant
Additional Requirement in case of DEATH of Claimant	
1. One (1) Certified true Copy of Death Certificate authenticated by NSO	Claimant
2. One (1) Certified true Copy of Marriage Contract authenticated by NSO	Claimant
3. One (1) Certified true Copy of Birth Certificates of all surviving legal heirs authenticated by NSO	Claimant
4. One (1) Certified true Copy of Designation of next-of-kin	Claimant
5. One (1) Certified true Copy of Waiver of rights of children 18 years old and above	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. One (1) Certified true Copy of Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage	Claimant
4.11. Terminal Leave Benefits	
1. One (1) Certified true Copy of Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment	HRD Section
2. One (1) Certified true Copy of Certified photocopy of employees leave card as at last date of service duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management Office	HRD Section
3. One (1) Certified true Copy of Approved leave application	HRD Section
4. One (1) Certified true Copy of Complete Service record	HRD Section
5. One (1) Certified true Copy of SALN	Claimant
6. One (1) Certified true Copy of. Certified photocopy of appointment/NOSA showing the highest salary received if the salary under last appointment is not the highest	HRD Section
7. One (1) Certified true Copy of Computation of terminal leave benefits duly signed/certified by the Accountant	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. One (1) Certified true Copy of Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU	Claimant
9. One (1) Certified true Copy of Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	Claimant
10. One (1) Certified true Copy of In case of resignation, employee's letter of resignation duly accepted by the Head of Agency	Claimant
Additional Requirement in case of DEATH of Claimant	
1. One (1) Certified true Copy of Death Certificate authenticated by NSO	Claimant
2. One (1) Certified true Copy of Marriage Contract authenticated by NSO	Claimant
3. One (1) Certified true Copy of Birth Certificates of all surviving legal heirs authenticated by NSO	Claimant
4. One (1) Certified true Copy of Designation of next-of-kin	Claimant
5. One (1) Certified true Copy of Waiver of rights of children 18 years old and above	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.0. Other Expenditures	
General Requirements	
1. Two (2) copies (original and duplicate) of Disbursement Voucher	Download from COA website
2. Two (2) copies (original and duplicate) of Obligation Request	Budget
3. Original copies of Billing Request/Invoices/Statement of Account	Supplier / Property / Claimant
4. Photocopied Index of Payment	Treasury Section
5. Other documents peculiar to the transaction and/or to the mode of procurement and considered necessary in the auditorial review /in technical evaluation/payment(e.g. justification, market study, etc.)	Depending on the requirement/s
Additional Requirements	
5.1. Communication	
1. Original copies of Receipts	Supplier / Property / Claimant
2. One (1) Original Copy of Summary of billings received and computation of tax	Administrative Division



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.2. Extraordinary and Miscellaneous Expenses	
1. One (1) Original Copy of Certification in line with the position	Claimant
5.3. Fuel, Oil and Lubricants	
1. One (1) Certified true Copy of Contract/Memorandum of Agreement	Administrative Division
2. One (1) Certified true Copy of Status of Gas Allocation	Administrative Division
3. One (1) Certified true Copy of Fleet Card Online Information	Administrative Division
5.4. Advertisement	
1. Original Copy of Advertisement	Administrative Division
2. Original Copy of Request letter regarding advertisement	Administrative Division
3. One (1) Certified true Copy of Text of advertisement	Administrative Division
4. One (1) Certified true Copy of Advertisement Contract	Administrative Division
5.5. Insurance Premiums, Taxes, Duties and Licenses	
1. Original copy of Insurance Policy	Administrative Division
2. Original copy of Certification of Insured vehicle from GSS	Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SIMPLE TRANSACTIONS				
Administrative Division				
1. Submits Billing Statement	1. Receives billing	None	5 minutes	<i>Receiving Clerk concerned</i>
2. No Activity	2. Evaluates the completeness of all the required documents	None	49 minutes	<i>Property/ Records Custodian Unit</i>
3. No Activity	3. Prepares voucher, Obligation Request Slip (ORS) and attach complete supporting documents	None	2 hours, 14 minutes	<i>Designated Staff/Section Chief of End User concerned</i>
4. No Activity	4. Signs and Certify the Disbursement Voucher (DV) under box A	None	1 hour, 22 minutes	<i>Concerned Division Head</i>
5. No Activity	5. Submits DV, ORS and supporting documents to Budget Section	None	30 minutes	<i>Designated Staff</i>
I. Budget Section				
1. No Activity	1. Receives the ORS, duly signed by the head of requesting office/Admin Chief, including the copies of DV/Payroll/Contract/PO and other supporting documents.	None	5 minutes	<i>Budget Designated Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. No Activity	2. Verifies the completeness of documents. Verifies the availability of allotment. If allotment is available assigns ORS number based on control logbook maintained for the purpose and records the amount.	None	1 hour 20 minutes	<i>Budget Designated Staff</i>
3. No Activity	3. Review the ORS and SDs. If in order, signs the Section B of the ORS.	None	30 minutes	<i>Budget Chief</i>
4. No Activity	4. Records in the logbook and forwards to the Accounting Section;	None	5 minutes	<i>Accounting Designated Staff</i>
II. Accounting Section				
1. No Activity	1.Receives copies of DV, SDs and ORS.	None	5 minutes	<i>Accounting Designated Staff</i>
2. No Activity	2. Check and review the completeness of SDs. Assigns DV number and records in the logbook the DV number and date, creditors/payee, particulars and amount; Forwards DV, SDS and ORS to the designated processing staff. Forwards DV, SDs and ORS to head of Accounting Unit/Authorized Officer for review	None	2 hours, 17 minutes	<i>Accounting Designated Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No Activity	3 Reviews DV for completeness and propriety of SD (Pre-audit procedures)	None	1 hour, 26 minutes	<i>Accounting Designated Staff</i>
4. No Activity	<p>4. Receives DVs, SDs and ORS.</p> <p>4.1 Retrieve RANCA/RANTA from file and determines availability of NCA. If NCA is sufficient, records DV number, date, and amount and indicate the NCA balance; Checks the “Cash Available” portion in Box C of the DV.</p> <p>4.2 Reviews DVs and SDs. Signs Box C of DV. Submit to Chief Finance for notation</p>	None	40 minutes	<i>Chief Accountant</i>
5. No Activity	5. Sign by Chief, Financial Division (CO)	None	43 minutes	<i>Chief Finance</i>
6. No Activity	6. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO. Authorized Representative for approval of DV;	None	5 minutes	<i>Accounting Designated Staff</i>
7. No Activity	7. Receives copies of DV, SDs and ORS and records in the logbook date of receipt and forwards to the ED/RD's Office for review and approval.	None	5 minutes	<i>ED/RD's staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. No Activity	8. Review DV and SDs and signs Box C "Approved for Payment" portion (ED/RD)	None	6 hours, 46 minutes	ED/RD
9. No Activity	9. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/ Treasury Unit	None	5 minutes	ED/RD's staff
III. Treasury Section				
Payment is made Through Check				
1. No Activity	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	Cashier/ Designated Staff
2. No Activity	2. Checks completeness of the signatories of the DV. Prepares Check	None	44 minutes	Cashier/ Designated Staff
3. No Activity	3. Prepares certificate of tax withheld.	None	29 minutes	Designated Staff
4. No Activity	4. Reviews the amount of the check against DV and SDs. Signs the Check and tax certificates.	None	10 minutes	Cashier/Head of the Treasury Unit
5. No Activity	5. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO / Authorized countersigning officer	None	5 minutes	Cashier's Designated Staff
6. No Activity	6. Receives copies of check issued and records in the logbook the date of receipt.	None	5 minutes	Assec/ EDs/RD Receiving/ Releasing Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. No Activity	7. Countersigns/signs checks	None	10 minutes	<i>Assec/ EDs/RD Receiving/ Releasing Staff</i>
8. No Activity	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	<i>Assec/ EDs/RD Receiving/ Releasing Staff</i>
9. No Activity	9. Receives check, and other documents and check the completeness of signatures in the check	None	5 minutes	<i>Cashier's Designated Staff</i>
10. No Activity	10. Prepares Advice of Checks Issued and Cancelled in accordance with the existing rules and regulations and forwards to GSB	None	2 hours, 20 minutes	<i>Cashier</i>
Client receives check and tax withheld certificate and issue corresponding official receipt/invoice	11. Releases the check and copy of DV to the payee. Attaches OR/invoice issued by payee. Requires payee to sign on Box D of DV and Check Registry/logbook.	None	30 minutes	<i>Cashier</i>
	TOTAL		3 Days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
III. Treasury Section				
Payment is made LDDAP-ADA				
1. No Activity	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	Cashier/ Designated Staff
2. No Activity	2. Checks completeness of the signatories of the DV. Prepares 5 copies of LDDAP-ADA for approved DVs, SLIAE and FINDES	None	44 minutes	Cashier/ Designated Staff
3. No Activity	3. Prepares certificate of tax withheld.	None	29 minutes	Designated Staff
4. No Activity	4. Reviews the amount of the LDDAP against DV and SDs. Signs the LDDAP, SLIIE, FINDES and tax certificates and forwards to Accounting	None	10 minutes	Cashier/Head of the Treasury Unit
5. No Activity	5. Reviews and signs in Box 1 "Certified Correct" portion of the LDDAP-ADA and forwards to Cashier	None	5 minutes	Chief Accounting Division/ Unit
6. No Activity	6. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO / Authorized countersigning officer	None	5 minutes	Cashier's Designated Staff
7. No Activity	7. Signs LDDAP	None	10 minutes	ASSEC (P1M and above)/ ED (below P1M) - RDs (any amount)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. No Activity	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	<i>ASSEC/ED's Staff</i>
9. No Activity	9. Receives copies of SLIAE and LDDAP-ADA and all SDs. Records in the logbook.	None	5 minutes	<i>Cashier's Designated Staff</i>
10. No Activity	10. Releases copies of SLIAE and LDDAP-ADA immediately to MDS- GSB which shall pay creditors/payee listed in the LDDAP-ADA not later than 48 hours but not earlier than 24 hours upon receipt;	None	1 hour, 10 minutes	<i>Cashier's Designated Staff</i>
11. Receives tax withheld certificate and issue corresponding official receipt/invoice	11. Furnishes creditors/payee of LDDAP-ADA or inform them of the LDDAP-ADA number. Obtain and receives copy of LDDAP –ADA to be attached to the voucher;	None	1 hour, 10 minutes	<i>Cashier's Designated Staff</i>
12. No Activity	12. Monitors return and completeness of submission of the duly validated LDDAP-ADA from MDS-GSB and receipt of OR/Invoice;	None	30 minutes	<i>Cashier's Designated Staff</i>
	TOTAL	None	3 Days	



PAYMENT PROCEDURE FOR GOVERNMENT EXPENDITURES

Prescribing the Procedure and Documentary Requirements for Common Government Transactions per COA Circular No. 2012-001 dated June 14, 2012 and Revised Implementing Rules and Regulations of Republic Act No. 9184

Office or Division:	Administrative Division, Finance Division, Office of the Regional Director, Office of the Assistant Regional Director, Office of the Executive Director and Office of the Assistant Secretary	
Classification:	Complex	
Type of Transaction:	G2B- Government to Business G2C- Government to Client G2G- Government to Government	
Who may avail:	Employees, Suppliers, Contractors and Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.0. Cash Advances		
1.1. Granting of Cash Advances		
General Requirements for all cash advances except for travels		
1. Two (2) copies (original and duplicate) Disbursement Voucher	Download from COA website	
2. One (1) certified true copy of Obligation Request Slip		



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. One (1) certified true copy of Authority of the accountable officer	Cash Collecting Officer
4. Original copy of Certification of no unliquidated cash advance	Accounting Section
5. One (1) certified true copy of Approved application for bond and/or fidelity bond	Cash Collecting Officer / HRD Section (BTR)
Additional Requirements	
1.1.1. Payroll Fund of Salaries, Wages, Allowances, Honoraria and Other Similar Expenses	
1. One (1) Certified True Copy of Approved contracts (for initial payment)	HRD Section / Claimant
2. Two (2) Original copies of Approved payroll or list of payees indicating their net payments	HRD Section
3. One (1) Certified True Copy of Approval/authority (presidential directive or legislative enactment) or legal basis to pay any allowance/salaries/wages/fringe benefits	HRD Section
4. Original copy of Daily Time Record (DTR) approved by the supervisor	HRD Section / Claimant
1.1.2. Field/Activity Current Operating Expenses	
1. Approved budget for COE of the agency field office or agency activity in the field	Cash Collecting Officer



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.2. Liquidation of Cash Advances	
1.2.1. Petty Cash Fund (PCF) Replenishment	
1. Original copy of Summary of Petty Cash Vouchers	Cash Collecting Officer
2. Original copy of Petty Cash Vouchers duly accomplished and signed	Cash Collecting Officer
3. Original copy of Report of Disbursements/Petty Cash Fund Record	Cash Collecting Officer
4. Original copy of Petty Cash Replenishment Report	Cash Collecting Officer
5. One (1) Original copy of Purchase Request	Cash Collecting Officer / End-user
6. Original copy of Certificate of Emergency	Administrative Division
7. Original copy of Certificate of Price Reasonableness	Administrative Division
8. Original copy of Bills, receipts, sales invoices (duly inspected)	Cash Collecting Officer / End-user
9. Original copy of Certificate of inspection and acceptance	Inspection Team
10. Original copies of Quotations from at least three suppliers for purchases involving P1,000.00 and above, except for purchases made while on official travel	Suppliers/End-User/Cash Collecting Officer



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Two (2) copies (original and duplicate) Summary/Abstract of Canvass/Quotation	Administrative Division
12. Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses	Depending on the requirement/s
1.2.1.1. For Replenishment Purposes	
A. Supplies and Materials	
a. Supplies and Materials	
1. One (1) Certified True Copy of Inventory Custodian Slip	Administrative Division
2. One (1) Certified True Copy of Photo of actual items purchased (tarpaulin, tshirt, plaque)	Administrative Division / End-user
3. One (1) Certified True Copy of Distribution List (duly received by authorized employee)	Administrative Division / Claimant
b. Repairs and Maintenance	
1. Original Copy of Job Order/Service Form	Administrative Division
2. Original Copy of Request for Spot Inspection (Resident Auditor and Agency's Inspection team)	Administrative Division
3. Original Copy of Pre-repair Inspection Report	Inspection Team



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Original Copy of Post-repair Inspection Report	Inspection Team
5. One (1) Certified True Copy of Certificate of Acceptance (for Outside Contractor)	Administrative Division
6. One (1) Certified True Copy of Warranty Certificate	Supplier
7. Original Copy of Authority to Repair (for Outside Contractor)	Administrative Division
8. One (1) Certified True Copy of DTI Accreditation (if not Exclusive Repairer)	Supplier
9. Original copy Report of Waste Material	Administrative Division
10. One (1) Certified True Copy of Equipment History/Ledger	Administrative Division
11. Original copy of Certificate of Cause of Damage (Due to wear and tear)	Administrative Division
c. Purchase of Food	
1. One (1) Certified True Copy of Notice of Meeting (if applicable)	Claimant
2. One (1) Certified True Copy of Attendance Sheet with certification from approving Office Head/Division Head as to the veracity	Claimant
3. Original copy of Funding	Budget Section
d. Fuel and Toll Fees	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of Vehicle Trip Ticket	Administrative Division
2. Two (2) Original copies of Official Receipts/Toll receipt	Claimant
1.2.2. Field/Activity Current Operating Expenses	
1. Same requirements as those for salaries, petty operating expenses, other personal services, and maintenance and other operating expenses depending on the nature of expenses incurred	
2.0. Fund Transfers	
2.1. Transfer of Funds to Implementing Agencies	
2.1.1. Transfer	
1. Two (2) copies (original and duplicate) Disbursement Voucher	Download from COA website
2. One (1) certified true copy of Obligation Request Slip	Budget Section
3. One (1) Certified True Copy of MOA/Trust Agreement	Source Agency
4. One (1) Certified True Copy of Approved Program of Work (for infrastructure project)	Implementing Agency
5. Original Copy of Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for other projects)	Implementing Agency



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. For GOCCs, Board Resolution ratifying the MOA in case of transfers not incorporated in the Corporate Operating Budget and/or beyond the signing authority of the Agency Head	Not Applicable
7. For local government units (LGUs), as clarified under COA Memorandum No. 2010-014 dated April 22, 2010, authorization by local Sanggunian for the Local Chief Executive to enter into contract in case of the following:	Not Applicable
7.1. In the case of a re-enacted budget:	Not Applicable
<ul style="list-style-type: none"> • For new contracts entered into by the local chief executive for contractual obligations included in the previous year's annual and supplemental budget 	Not Applicable
7.2. In the case of the regularly enacted budget:	Not Applicable
<ul style="list-style-type: none"> • For projects described in generic terms, such as infrastructure projects, inter-municipal waterworks, drainage and sewerage, flood control, irrigation system projects, reclamation projects, or roads and bridges 	Not Applicable
<ul style="list-style-type: none"> • For purchase of goods and services which are neither specified nor encompassed within the regular personal services and maintenance operating expenses 	Not Applicable
8. One (1) Certified True Copy of Certification by the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated, post audited and accounted for in the books	Source Agency



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. One (1) Certified True Copy of the OR issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post-audit activities)	Implementing Agency
2.1.2. Implementation and Liquidation by Implementing Agency	
1. Necessary supporting documents depending on the nature of transactions	Implementing Agency
2. One (1) Certified True Copy of MOA/Trust Agreement	Implementing Agency
3. One (1) Certified True Copy of OR upon receipt of funds transferred	Implementing Agency
4. One (1) Certified True Copy of OR issued by the Source Agency evidencing refund of unexpended/unutilized balance of fund transfer	Source Agency
2.1.3. Liquidation by Source Agency	
1. Original copy of Report of Checks Issued and Report of Disbursements certified correct by the Accountant, approved by the Head of the IA, and duly audited by the Auditor of the IA	Implementing Agency
2. One (1) Certified True Copy of Credit Notice issued by the Auditor of the IA	Auditor of Implementing Agency
3. One (1) Certified True Copy of OR issued for the refund of unexpended/unutilized balance of fund transferred	Source Agency



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.2. From Trust Fund to the General Fund for Unspent Balance/Excess Amount	
1. Original copy of Report of Receipt, Disbursement and Fund Balance certified by Accountant	Implementing Agency
2. One (1) Certified True Copy of Contract, which may be a MOA, Trust Agreement or Memorandum of Understanding governing the utilization of funds and disposition of any balance thereof after completion of the purpose of the funds transferred	Source Agency
3. Original copy of Letter of IA to Source Agency to transfer the unexpended balance to the General Fund duly approved by the Source Agency, if the disposition thereof has not been provided in the MOA, Trust Agreement or Memorandum of Understanding	Implementing Agency
3.0. Allowances, Honoraria and Other Forms of Compensation	
3.1. Subsistence, Laundry and Quarters Allowance	
1. Two (2) copies (original and duplicate) of Payroll of personnel entitled to claim subsistence, laundry and quarters allowance	HRD Section
2. Original copy of Approved DTR	HRD Section
3. Original copy of Authority to collect (For initial claim)	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.2. Hazard Duty Pay	
1. One (1) Certified True copy of Certification by the Secretary of DOST/DOH/DND/Director of PHIVolcS that the place of assignment/travel is a strife-torn/embattled/disease-infested/distresses or isolated areas/stations, or areas declared under state of calamity or emergency or with volcanic activity/eruption	DOST/DOH/DND/PHIVolcS
2. Original copy of Duly accomplished time record of employees or travel report	Claimant
3. One (1) Certified True Copy of special order from the agency/department head covering the assignment to hazardous/difficult areas	HRD Section
4. Original copy of Approved DTR/Service report	HRD Section
3.3. Overtime Pay	
1. Original copy of Overtime authority stating the necessity and urgency of the work to be done, and duration of overtime work	Head of Office
2. Original copy of Overtime work program	Concerned Office
3. Original copy of Quantified overtime accomplishment duly signed by the employee and supervisor	Claimant
4. Original copy of Certificate of service or duly approved DTR	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.4. Monetization	
1. Original copy of Approved leave application (ten days) with leave credit balance certified by Human Resource Office	HRD Section
2. Original copy of Request for leave covering more than ten days duly approved by the head of the agency	Claimant
For monetization of 50% or more:	
3. Original copy of Clinical Abstract/medical procedures to be undertaken in case of health, medical hospital needs	Attending Physician
4. Original copy Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc.	Barangay Official
3.5. Loyalty Cash Award/Incentive	
For Individual claims	
1. Original copy of Service Record	HRD Section
2. Original copy of Certificate of non-payment from previous office (for transferees)	Previous employer
3. Original copy of Certification from HRO that the claimant has not incurred more than 50 days authorized vacation leave without pay within 10-year period or aggregate of more than 25 days authorized vacation leave without pay within the 5-year period, as the case may be.	HRD Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For General claims	
1. Two (2) Copies (Original and duplicate) of Loyalty Cash Award/Incentive Payroll	HRD Section
2. Two (2) Copies of Payroll Register (Hard and soft copy)	HRD Section
3. Original copy of Letter to the bank credit employees' account of their YB and CG claims	HRD Section
4. Original copy of Deposit slip	HRD Section
3.6. Collective Negotiation Agreement (CNA) Incentive	
1. One (1) Certified True Copy of Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive	LTO Employees' Union
2. Original copy of Comparative statement of DBM approved level of operating expenses and actual operating expenses	Budget Section
3. One (1) Certified True Copy of Proof of remittance to the National Treasury of its 50% dividends share or percentage approved by the Department of Finance on the annual earnings for income generating GOCCs/GFIs	Budget Section
4. One (1) Certified True Copy of CAN	LTO Employees' Union



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Original copy of Certificate issued by the Head of Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement	Administrative Division
6. Original copy of Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year	Administrative Division
4.0. Other Expenditures	
General Requirements	
1. Two (2) copies (original and duplicate) of Disbursement Voucher	Download from COA website
2. Two (2) copies (Original and duplicate) of Obligation Request	Budget
3. Original copies of Billing Request/Invoices/Statement of Account	Supplier / Admin / Concerned Division
4. One (1) Photocopied Index of Payment	Treasury Section
5. Other documents peculiar to the transaction and/or to the mode of procurement and considered necessary in the auditorial review /in technical evaluation/payment (e.g. justification, market study, etc.)	Depending on the requirement/s



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.0. Procurement	
5.1. Procurement through Alternative Modes	
General Requirements	
1. Two (2) copies (original and duplicate) of Disbursement Voucher	Download from COA website
2. Two (2) Copies (original and duplicate) of Obligation Request	Budget
3. Certified true Copy of Certificate of Availability of Funds (amount is P1,000,000 and above)	Administrative Division
4. One (1) Certified true copy of Purchase Request	Administrative Division
5. One (1) Certified true copy of Contract or Purchase Order (goods) or Job Order (services)	Administrative Division
6. Original copy of Certificate of Price Reasonableness	Administrative Division
7. Original copy of PhilGEPS posting of Request for Quotation and Award (amount is above P50,000)	Administrative Division
8. Original copies of Billing Request/Invoices/Statement of Account	Administrative Division
9. One (1) Certified true copy of BAC Resolution (amount is P100,000 and above)	Administrative Division



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. Certified True Copy of VAT Certificate	Administrative Division
11. Original copy of 3 Quotations (amount is P1,000 and above)	Administrative Division
12. Two (2) copies (original and duplicate) of Abstract of Bids/Quotation	Administrative Division
13. Certified True Copy Approved Annual Procurement (APP)	Administrative Division
14. Original copy of Running balance of APP	Administrative Division
15. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review /in technical evaluation/payment (e.g. justification, market study, etc.)	
Additional Requirements	
5.1.1. Infrastructure/MOOE Project (amount is below P50,000 only)	
1. Original copy of Accomplishment Report	Administrative Division
2. Original copy of Statement of Time Elapse	Administrative Division



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original copy of Request for Spot Inspection (Resident Auditor and Agency's Inspection team)	Administrative Division
4. Original copy of Pre-repair Inspection Report	Inspection Team
5. Original copy of Post-repair Inspection Report	Inspection Team
6. Original copy of Certificate of Acceptance	Administrative Division/End-User
7. Original copy of Warranty Certificate	Administrative Division
8. Original copy of Pictures/Photos of Work Accomplished	Administrative Division
9. Original copy of Authority to repair	Administrative Division
10. One (1) Certified true copy of Bid Prices in the Bill of Quantities	Administrative Division
11. One (1) Original copy of Detailed Estimates	Administrative Division
12. Original copy of Abstract of Bids	Administrative Division
13. Original copy of Program of Work	Administrative Division
14. Original copy of Detailed Estimate	Administrative Division
15. Original copy of Scope of Work and Specification	Administrative Division
16. Original copy of Plans (Blue Print)	Administrative Division



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
17. Original copy of Certificate of Exclusive Distributorship (if applicable)	Supplier / Contractor
5.1.2. Repair and Maintenance of Motor Vehicles/Equipment	
1. Original copy of Request for Spot Inspection (Resident Auditor and Agency's Inspection team)	Administrative Division
2. Original copy of Pre-repair Inspection Report	Inspection Team
3. Original copy of Post-repair Inspection Report	Inspection Team
4. Original copy of Certificate of Acceptance	Administrative Division
5. Original copy of Warranty Certificate	Administrative Division
6. Original copy of Authority to repair	Administrative Division
7. One (1) Certified True Copy DTI Accreditation if not exclusive repairer	Administrative Division
8. Original copy of Report of Waste Materials	Administrative Division
9. Original copy of Certificate of Cause of Damage (Due to Wear and Tear)	Administrative Division
5.1.3. Supplies and Materials and Semi-Expendable Equipment	
1. Original copies of Invoices/Delivery Receipt	Supplier / Contractor
2. Original copy of Inspection and Acceptance Report	Inspection Team



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original copy of Request for Spot Inspection (Resident Auditor and Agency's Inspection team)	Administrative Division
4. Original copy of Brochure for Equipment	Administrative Division
5. Original copy of Stock Position Sheet	Administrative Division
6. Original copy of Distribution list / Certified True copy of ICS (if applicable)	Administrative Division
5.2. Procurement through ADA or direct payment	
1. Same documents required under goods, infrastructure or consulting services depending on the mode of procurement adopted and the nature of expenses	Same as for goods, infra or consulting service
2. Original copy of Letter request from the Head of the Agency to the Bank to pay/credit the account of the supplier	Head of Office
3. Original copy of Confirmation from the bank that the account of the supplier has already been credited (for post audit purposes)	Bank
5.3. Cultural and Athletic Activities	
1. Original copy of Budget estimates approved by the Head of Agency	Requesting Office
2. Same requirements under procurement depending on the nature of expense and the mode of procurement adopted	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.4. Trainings and Seminars	
General Requirements	
1. Two (2) Copies (original and duplicate) of Disbursement Voucher	Download from COA website
2. Two (2) Copies (original and duplicate) of Obligation Request and Status	Budget
3. Original copy of Travel Order	HRD Section
4. One (1) Certified True Copy of Annual Training Program (ATP)	HRD Section
5. Original copy of Running balance of ATP	HRD Section
6. One (1) Certified True Copy of Certificate of Appearance	Claimant
7. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review /in technical evaluation/payment(e.g. justification, market study, etc.)	Depending on the requirement/s
Additional Requirements	
5.4.1. For RD's Conference Accommodation/In-House Training or Conference	
1. Original copy of Contract	Project Coordinator/Secretariat
2. Original copy of 3 Quotations	Project Coordinator/Secretariat
3. Original copy of Abstract of Quotation or Canvass (signed by the one in-charge)	Project Coordinator/Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Original copy of Statement of Account	Project Coordinator/Secretariat
5. One (1) Certified True Copy of Rooming list	Project Coordinator/Secretariat
6. One (1) Certified True Copy of Program of Activities	Project Coordinator/Secretariat
7. One (1) Certified True Copy of Project Profile/Training Outline	Project Coordinator/Secretariat
8. Original copy of Approved Budget/Funding requirements	Project Coordinator/Secretariat
9. One (1) Certified True Copy of Attendance sheets	Project Coordinator/Secretariat
10. One (1) Certified True Copy of VAT certification	Project Coordinator/Secretariat
11. Original copy of Justification for choosing the venue, if applicable	Project Coordinator/Secretariat
5.4.2. For Accredited Organizations	
1. One (1) Certified True/Email Copy Invitation from accredited organizations	Accredited organization
5.5. Consulting Services	
1. Original copy of Irrevocable Standby Letter of credit for advance payment	Claimant
2. One (1) Certified true copy of appropriate approved documents indicating the expected outputs/deliverables	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. One (1) Certified true copy of the approved Manning Schedule indicating names and positions of the consultants and staff and the extent of their participation in the project.	Claimant
4. One (1) Certified true copy of curriculum vitae of the consultants and staff	Claimant
5. Original copy of letter request from the consultant	Claimant
6. One (1) Certified true copy of approved consultancy progress/final reports, and/or output required under the contract	Claimant
7. Original copy of progress/final billing	Claimant
8. One (1) Certified true copy of contract of infrastructure projects subject of Project Management Consultancy Services	Claimant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COMPLEX TRANSACTIONS				
Administrative Division				
1. Submits Billing Statement	1. Receives billing	None	5 minutes	Receiving Clerk concerned
2. No Activity	2. Evaluates the completeness of all the required documents	None	1 hour, 45 minutes	Property/ Records Custodian Unit
3. No Activity	3. Prepares voucher, Obligation Request Slip (ORS) and attach complete supporting documents	None	4 hours, 57 minutes	Designated Staff/Section Chief of End User concerned
4. No Activity	4. Signs and Certify the Disbursement Voucher (DV) under box A	None	2 hours, 44 minutes	Concerned Division Head
5. No Activity	5. Submits DV, ORS and supporting documents to Budget Section	None	30 minutes	Designated Staff
I. Budget Section				
1. No Activity	1. Receives the ORS, duly signed by the head of requesting office/Admin Chief, including the copies of DV/Payroll/Contract/PO and other supporting documents.	None	5 minutes	Budget Designated Staff
2. No Activity	2. Verifies the completeness of documents. Verifies the availability of allotment. If allotment is available assigns ORS number based on control logbook maintained for the purpose and records the amount.	None	4 hours, 50 minutes	Budget Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No Activity	3. Review the ORS and SDs. If in order, signs the Section B of the ORS.	None	1 hour, 40 minutes	Budget Chief
4. No Activity	4. Records in the logbook and forwards to the Accounting Section;	None	5 minutes	Accounting Designated Staff
II. Accounting Section				
1. No Activity	1.Receives copies of DV, SDs and ORS.	None	5 minutes	Accounting Designated Staff
2. No Activity	2. Check and review the completeness of SDs. Assigns DV number and records in the logbook the DV number and date, creditors/payee, particulars and amount; Forwards DV, SDS and ORS to the designated processing staff. Forwards DV, SDs and ORS to head of Accounting Unit/Authorized Officer for review	None	5 hours, 44 minutes	Accounting Designated Staff
3. No Activity	3 Reviews DV for completeness and propriety of SD (Pre-audit procedures)	None	3 hours, 20 minutes	Accounting Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No Activity	<p>4. Receives DVs, SDs and ORS.</p> <p>4.1 Retrieve RANCA/RANTA from file and determines availability of NCA. If NCA is sufficient, records DV number, date, and amount and indicate the NCA balance; Checks the “Cash Available” portion in Box C of the DV.</p> <p>4.2 Reviews DVs and SDs. Signs Box C of DV. Submit to Chief Finance for notation</p>	None	2 hours	Chief Accountant
5. No Activity	5. Sign by Chief, Financial Division (CO)	None	1 hour, 40 minutes	Chief Finance
6. No Activity	6. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO. Authorized Representative for approval of DV;	None	5 minutes	Accounting Designated Staff
7. No Activity	7. Receives copies of DV, SDs and ORS and records in the logbook date of receipt and forwards to the ED/RD's Office for review and approval.	None	5 minutes	ED/RD's staff
8. No Activity	8. Review DV and SDs and signs Box C “Approved for Payment” portion (ED/RD)	None	7 hours, 55 minutes	ED/RD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. No Activity	9. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/ Treasury Unit	None	5 minutes	ED/RD's staff
10. No Activity	10. Receives copies of DV, SDs and ORS and records in the logbook date of receipt and forwards to the RD/Approving Officer for review and approval.	None	5 minutes	ASSEC/RD's Staff
11. No Activity	11. Review DV and SDs and signs Box C "Approved for Payment" portion (ASSEC/ ED-CO/RD)	None	7 hours, 55 minutes	ASSEC/RD
12. No Activity	12. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/ Treasury Unit	None	5 minutes	ASSEC/RD's Staff

III. Treasury Section

Payment is made Through Check

1. No Activity	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	Cashier/ Designated Staff
2. No Activity	2. Checks completeness of the signatories of the DV. Prepares Check	None	1 hour, 50 minutes	Cashier/ Designated Staff
3. No Activity	3. Prepares certificate of tax withheld.	None	50 minutes	Designated Staff
4. No Activity	4. Reviews the amount of the check against DV and SDs. Signs the Check and tax certificates.	None	50 minutes	Cashier/Head of the Treasury Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. No Activity	5. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO / Authorized countersigning officer	None	5 minutes	Cashier's Designated Staff
6. No Activity	6. Receives copies of check issued and records in the logbook the date of receipt.	None	5 minutes	Assec/ EDs/RD Receiving/
7. No Activity	7. Countersigns/signs checks	None	10 minutes	Releasing Staff
8. No Activity	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	ASSEC/ED/RD
9. No Activity	9. Receives check, and other documents and check the completeness of signatures in the check	None	5 minutes	ASSEC/ED/RD's Staff
10. No Activity	10. Prepares Advice of Checks Issued and Cancelled in accordance with the existing rules and regulations and forwards to GSB	None	4 hours 40 minutes	Cashier
11. Client receives check and tax withheld certificate and issue corresponding official receipt/invoice	11. Releases the check and copy of DV to the payee. Attaches OR/invoice issued by payee. Requires payee to sign on Box D of DV and Check Registry/logbook.	None	1 hour 30 minutes	Cashier
	TOTAL		7 Days	
III. Treasury Section				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment is made Through LDDAP - ADA				
1. No Activity	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	Cashier/ Designated Staff
2. No Activity	2. Checks completeness of the signatories of the DV. Prepares 5 copies of LDDAP-ADA for approved DVs, SLIAE and FINDES	None	1 hour, 50 minutes	Cashier/ Designated Staff
3. No Activity	3. Prepares certificate of tax withheld.	None	50 minutes	Designated Staff
4. No Activity	4. Reviews the amount of the LDDAP against DV and SDs. Signs the LDDAP, SLIIE, FINDES and tax certificates and forwards to Accounting	None	50 minutes	Cashier/Head of the Treasury Unit
5. No Activity	5. Reviews and signs in Box 1 "Certified Correct" portion of the LDDAP-ADA and forwards to Cashier	None	5 minutes	Chief Accounting Division/ Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No Activity	6. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO / Authorized countersigning officer	None	5 minutes	Cashier's Designated Staff
7. No Activity	7. Signs LDDAP	None	10 minutes	ASSEC (P1M and above)/ ED (below P1M) - RDs (any
8. No Activity	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	ASSEC/ED's Staff
9. No Activity	9. Receives copies of SLIAE and LDDAP-ADA and all SDs. Records in the logbook.	None	5 minutes	<i>Cashier's Designated Staff</i>
10. No Activity	10. Releases copies of SLIAE and LDDAP-ADA immediately to MDS- GSB which shall pay creditors/payee listed in the LDDAP-ADA not later than 48 hours but not earlier than 24 hours upon receipt;	None	2 hour, 20 minutes	<i>Cashier's Designated Staff</i>
11. Receives tax withheld certificate and issue corresponding official receipt/invoice	11. Furnishes creditors/payee of LDDAP-ADA or inform them of the LDDAP-ADA number. Obtain and receives copy of LDDAP –ADA to be attached to the voucher;	None	2 hour, 20 minutes	<i>Cashier's Designated Staff</i>
12. No Activity	12. Monitors return and completeness of submission of the duly validated LDDAP-ADA from MDS-GSB and receipt of OR/Invoice	None	1 hour, 30 minutes	<i>Cashier's Designated Staff</i>
	TOTAL	None	7 days	



PAYMENT PROCEDURE FOR GOVERNMENT EXPENDITURES

Prescribing the Procedure and Documentary Requirements for Common Government Transactions per COA Circular No. 2012-001 dated June 14, 2012 and Revised Implementing Rules and Regulations of Republic Act No. 9184

Office or Division:	Administrative Division, Finance Division, Office of the Regional Director, Office of the Assistant Regional Director, Office of the Executive Director and Office of the Assistant Secretary	
Classification:	Highly Technical	
Type of Transaction:	G2B- Government to Business G2C- Government to Client G2G- Government to Government	
Who may avail:	Employees, Suppliers, Contractors and Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
1. Two (2) Copies (Original and duplicate) Disbursement Voucher		Download from COA website
2. One (1) Certified true copy of Obligation Request Slip		Budget Section
Additional Requirements		
1.0. Allowances, Honoraria and Other Forms of Compensation		
1.1. Honoraria		
1.1.1. Special Projects		



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Certified true Copy of Performance evaluation plan formulated by project management used as basis for rating the performance of members	HRD Section / Project Committee
2. One (1) Certified true Copy of Office Order designating members of the special project	HRD Section / Project Committee
3. One (1) Certified true Copy of Terms of Reference	HRD Section / Project Committee
4. One (1) Certified true Copy of Certificate of completion of project deliverables	HRD Section / Project Committee
5. One (1) Certified true Copy of Special Project plan	HRD Section / Project Committee
6. One (1) Certified true Copy of Authority to collect honoraria	HRD Section / Project Committee
7. One (1) Certified true Copy of Certificate of acceptance by the agency head of the deliverables per project component	HRD Section / Project Committee
1.1.2. Science and Technological Activities	
1. One (1) Certified true Copy of Office Order	HRD Section / Project Committee
2. One (1) Certified true Copy of Plan/Program of Activities	HRD Section / Project Committee
3. One (1) Certified true Copy of Accomplishment Report/Certificate of completion of programmed activities	HRD Section / Project Committee
4. One (1) Certified true Copy of Authority to collect honoraria	HRD Section / Project Committee
5. One (1) Certified true Copy of Certificate of acceptance by the agency head of the deliverables/project output	HRD Section / Project Committee
2.0. Other Expenditures	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1. Two (2) Copies (Original and duplicate) of Disbursement Voucher	Download from COA website
2. Two (2) Copies (Original and duplicate) of Obligation Request	Budget
3. Original copies of Billing Request/Invoices/Statement of Account	Supplier / Property / Concerned Division
4. Photocopied Index of Payment	Treasury Section
5. Other documents peculiar to the transaction and/or to the mode of procurement and considered necessary in the auditorial review /in technical evaluation/payment (e.g. justification, market study, etc.)	Depending on the requirement/s
3.0. Procurement	
3.1. Procurement through Public Bidding	
General Requirements	
1. Two (2) Copies (Original and duplicate) of Disbursement Voucher	Download from COA website
2. Two (2) Copies (Original and duplicate) of Certificate of Availability of Funds (CAF)	Accounting Section
3. Two (2) Copies (Original and duplicate) of Obligation Request and Status	Budget Section
4. Original copies of Billing/Invoice/Statement of Account	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Original copy of Certificate of Price Reasonableness	BAC Secretariat
6. One (1) Certified True Copy of VAT Certificate	BAC Secretariat
7. One (1) Certified true Copy of Approved Budget for the Contract	BAC Secretariat
8. One (1) Certified true Copy of Detailed Computation of Approved Budget for the Contract	BAC Secretariat
9. One (1) Certified true Copy of Letter of Intent	BAC Secretariat
10. One (1) Certified true Copy of Eligibility Documents and Eligibility Data Sheet	BAC Secretariat
11. One (1) Certified true Copy of Eligibility Requirements	BAC Secretariat
12. One (1) Certified true Copy of Results of Eligibility Check/Screening	BAC Secretariat
13. One (1) Certified true Copy of Bidding Documents	BAC Secretariat
14. One (1) Certified true Copy of Statement of All on-going Government and Private Contracts	BAC Secretariat
15. One (1) Certified true Copy of Statement of Single Largest Completed Contract	BAC Secretariat
16. One (1) Certified true Copy of Joint Venture Agreement, if applicable	BAC Secretariat
17. One (1) Certified true Copy of Bid form	BAC Secretariat
18. One (1) Certified true Copy of Bid security in the prescribed form, amount and validity period	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
19. One (1) Certified true Copy of Agenda and/or Supplemental Bid Bulletins, if any	BAC Secretariat
20. One (1) Certified true Copy of Bidders Technical and Financial Proposals	BAC Secretariat
21. One (1) Certified true Copy of Minutes of Pre-Procurement, Pre-Bid and Bid Opening	BAC Secretariat
22. One (1) Certified true Copy of Abstract of Bids	BAC Secretariat
23. One (1) Certified true Copy of Post Qualification Report of Technical Working Group	BAC Secretariat
24. One (1) Certified true Copy of BAC Resolution declaring winning bidder	BAC Secretariat
25. One (1) Certified true Copy of Notice of Post-Qualification	BAC Secretariat
26. One (1) Certified true Copy of BAC Resolution recommending approval	BAC Secretariat
27. One (1) Certified true Copy of Notice of Award	BAC Secretariat
28. One (1) Certified true Copy of Notice of Proceed	BAC Secretariat
29. One (1) Certified true Copy of Purchase Request	BAC Secretariat
30. One (1) Certified true Copy of Contract Agreement including its integral part (Schedule of Requirements, Technical Specifications, General Conditions of Contract, Special Conditions of Contract Supplemental Bid Bulletins, Performance Security and Entity's Notice of Award)	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
31. One (1) Certified true Copy of Proof of Indorsement of Contract to COA	BAC Secretariat
32. One (1) Certified true Copy of Secretary Certificate of Board Resolution (if the supplier is Corporation)	BAC Secretariat
33. One (1) Certified true Copy of Authority of Signatory (If the supplier is Sole proprietorship and Partnership)	BAC Secretariat
34. One (1) Certified true Copy of Omnibus Sworn Statement	BAC Secretariat
35. One (1) Certified true Copy of Performance Security	BAC Secretariat
36. One (1) Certified true Copy of Irrevocable Standby Letter of Credit, if applicable	BAC Secretariat
37. One (1) Certified true Copy of Bank Guarantee/Retention Fee	BAC Secretariat
38. One (1) Certified true Copy of Invitation to observers	BAC Secretariat
39. One (1) Certified true Copy of Approved Annual Procurement Plan	BAC Secretariat
40. One (1) Certified true Copy of Project Procurement Management Plan	BAC Secretariat
41. One (1) Certified true Copy of Invitation to Bid as posted in PhilGEPS and LTO website	BAC Secretariat
42. One (1) Certified true Copy of Certification by Head of the BAC Secretariat that invitation to bid was posted at any conspicuous place for seven (7) calendar days	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
43. One (1) Certified true Copy of Tax Clearance, Latest Income and Business Tax, and Certificate of PhilGEPS registration and proof that these were submitted within three (3) calendar days from receipt of the Notice of Lowest Calculated Bid or Highest Rated Bid	BAC Secretariat
44. One (1) Certified true Copy of Notice of Lowest Calculated Bid of Highest Rated Bid	BAC Secretariat
45. One (1) Certified true Copy of Proof that all minutes were made available to all participants within three (3) calendar days after the pre-bid conference	BAC Secretariat
46. One (1) Certified true Copy of Proof that Supplemental/Bid Bulletins were posted in PhilGEPS, LTO website and conspicuous place	BAC Secretariat
47. One (1) Certified true Copy of Certification that bid securities were not returned before the perfection of contract	BAC Secretariat
48. One (1) Certified true Copy of Proof that NOA and NTP were posted in PhilGEPS and LTO website within three (3) and fifteen (15) calendar days, respectively from its issuance	BAC Secretariat
49. One (1) Certified true Copy of Motion for reconsideration and related answer thereon	BAC Secretariat
50. One (1) Certified true Copy of Certification of compliance to all existing laws, rules, and regulation	BAC Secretariat
51. One (1) Certified true Copy of Warranty Certificate and security	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
52. One (1) Certified true Copy of Authority from Department of Budget and Management (DBM)/Office of the President (OP), for Motor Vehicle	BAC Secretariat
53. One (1) Certified true Copy of Approved Information System Strategic Plan (ISSP), (for IT System/Hardware/software)	BAC Secretariat
54. One (1) Certified true Copy of Authority from National Telecommunication Commission (NTC) for communication equipment requiring license	BAC Secretariat
55. One (1) Certified true Copy of Endorsement to COA of the contracts and other required documents	BAC Secretariat
56. One (1) Certified true Copy of For advance payment, Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee (Advance Payment no longer allowed per Department Memorandum dated 10 July 2018)	BAC Secretariat
57. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review /in technical evaluation/payment (e.g. justification, market study, etc.)	BAC Secretariat
Additional Requirements	
3.1.1. Infrastructure Contract	
1. One (1) Certified true Copy of Accomplishment Report	BAC Secretariat
2. One (1) Certified true Copy of Statement of Time Elapse	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. One (1) Certified true Copy of Request for Spot Inspection (COA and Inspection Team)	BAC Secretariat
4. One (1) Certified true Copy of Pre-Repair Inspection	Inspection Team
5. One (1) Certified true Copy of Post-Repair Inspection	Inspection Team
6. One (1) Certified true Copy of Certificate of Acceptance	End-user
7. One (1) Certified true Copy of Affidavit that all bills for materials and labor had been paid	BAC Secretariat
8. One (1) Certified true Copy of Pictures/Photos of worked accomplished / Original brochure for Equipment	BAC Secretariat
9. One (1) Certified true Copy of Authority to Repair/Approved Request for Repair	BAC Secretariat
10. One (1) Certified true Copy of Construction schedule	BAC Secretariat
11. One (1) Certified true Copy of S-curve	BAC Secretariat
12. One (1) Certified true Copy of Manpower schedule	BAC Secretariat
13. One (1) Certified true Copy of Construction methods	BAC Secretariat
14. One (1) Certified true Copy of Organizational Chart	BAC Secretariat
15. One (1) Certified true Copy of List of contractor's personnel to be assigned to the project	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
16. One (1) Certified true Copy of List of contractor's equipment units, which are owned, leased, and/or under purchase agreements, supported by certification of availability of equipment from the equipment lessor/vendor for the duration of the project	BAC Secretariat
17. One (1) Certified true Copy of Equipment utilization schedule	BAC Secretariat
18. One (1) Certified true Copy of Construction safety and health program of the contractor	BAC Secretariat
19. One (1) Certified true Copy of Program of Work and Detailed Estimates	BAC Secretariat
20. One (1) Certified true Copy of Quantities and costs and a PERT/CPM network of activities	BAC Secretariat
21. One (1) Certified true Copy of Affidavit of obligation by the contractor on payment of labor, materials and supplies used were paid	BAC Secretariat
3.1.1.1. If with Additional Work	
1. One (1) Certified true Copy of approved change order (CO)/Extra Work Order (EWO)	Property
2. One (1) Certified true Copy of the approved Original plans indicating the affected portion(s) of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded	Property



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. One (1) Certified true Copy of the agency's report establishing the necessity/justification(s)for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed; (b) the date of inspection conducted and the results of such inspection; (c) a detailed estimate of the unit cost of such items of work for new unit costs including those expressed in volume/area/lump-sum/lot	Property
4. One (1) Certified true Copy of Copy of the approved/revised PERT/CPM Network Diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations for the additional/deductive time for the subject Change Order/Extra Work Order	Property
5. One (1) Certified true Copy of Copy of the approved detailed breakdown of contract cost for the variation order	Property
6. One (1) Certified true Copy of Copy of the COA Technical Evaluation Report for the Original contract	Property
7. One (1) Certified true Copy of If the Variation Order to be reviewed is not the first variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation order	GBM / GSS
8. One (1) Certified true Copy of Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the Original contract cost	GBM / GSS



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. One (1) Certified true Copy of Supplemental Contract/Variation Order and Original Contract	GBM / GSS
10. Original copy of Post-Repair Inspection Report	Inspection Team
11. Original copy of Certificate of Acceptance for Additional Work	Contractor
12. One (1) Certified true Copy of Revised Plans	GBM / GSS
3.1.2. Consulting Service	
1. Original copy of List of key personnel to be assigned to the contract to be bid, with their complete qualifications and experience data	Contractor
2. Original copy of Organizational Chart for the contract to bid	Contractor
3. Original copy of Approach, work plan, and schedule	Contractor
3.1.3. Goods and Services	
1. Original copies of Delivery Receipt	Property
2. Original copy of Request for Inspection (Resident Auditor and Inspection Team)	Property
3. One (1) Certified True Copy of Distribution list / Original copy of PAR (if applicable)	Property
4. Original Brochure for Equipment	Property



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. One (1) Certified true Copy of Production/Delivery Schedule/Schedule of Requirements	Property
6. Original copy of Stock Position Sheet, if applicable	Property
7. Original copy of Inspection and Acceptance Report and IAR in accordance to COA template	Inspection Committee
8. Original copy of Results of Test Analysis, if applicable	Property
9. For imported items:	
9.1 Consular Invoice/Pro-forma Invoice	Property
9.2 Packing List	Property
9.3 Waybill	Property
9.4 Tax Receipts from Bureau of Customs	Property
3.1.3.1 Freight Charges	
1. One (1) Certified True Copy of Notice of Award	Property
2. One (1) Certified true copy of Notice to Proceed	Property
3. Original copies of Bill of Lading duly inspected and received by the Regional Office Director	Property
4. Original copies of Waybill	Property



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Original copy of Running balance	Property
3.1.3.2 Security and Janitorial Services	
1. One (1) Certified True Copy of Contract Agreement including its integral part (Schedule of Requirements, Technical Specifications, General Conditions of Contract, Special Conditions of Contract Supplemental Bid Bulletins, Performance Security and Entity's Notice of Award)	BAC Secretariat
2. One (1) Certified True Copy of Special Conditions of Contract	BAC Secretariat
3. One (1) Certified true Copy of Notice of Award	BAC Secretariat
4. One (1) Certified true Copy of Notice to Proceed	BAC Secretariat
5. Original copy of Certificate of Price Reasonableness	BAC Secretariat
6. One (1) Certified true Copy of VAT Certificate	BAC Secretariat
7. One (1) Certified true Copy of Notice to Proceed	BAC Secretariat
8. One (1) Certified true Copy of Performance Bond	BAC Secretariat
9. One (1) Certified true Copy of Post-Qualification Evaluation Report	BAC Secretariat
10. One (1) Certified true Copy of Abstract of Bids/Quotation	BAC Secretariat
11. One (1) Certified true Copy of Quotations	BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
12. One (1) Certified true Copy of DOLE rate	Property
13. One (1) Certified true Copy of Approved Budget for the Contract	BAC Secretariat
14. Appropriate approved documents for:	
14.1. Number of personnel involved	BAC Secretariat
14.2. Schedule and scope of work	BAC Secretariat
14.3. Place of assignment or station	BAC Secretariat
15. One (1) Certified true Copy of Scaled floor plans and other areas covered by service contract	BAC Secretariat
16. One (1) Certified true Copy of Detailed breakdown of cost (direct and indirect costs)	BAC Secretariat
17. One (1) Certified true Copy of Bid Price	BAC Secretariat
18. One (1) Certified true Copy of Bid Security	BAC Secretariat
19. One (1) Certified true Copy of Total number of employees the contractor has in the locality	BAC Secretariat
20. One (1) Certified true Copy of Capitalization amount of the business enterprise	BAC Secretariat
21. One (1) Certified true Copy of Certificate of Service Rendered	GSS / Admin
22. One (1) Certified true Copy of Daily Time Record	Contractor



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
23. One (1) Certified true Copy of Summary of personnel names with corresponding number of hours rendered verified by OIC, GSS and duly signed by Supervisor	GSS
24. One (1) Certified true Copy of Running Balance (Billings)	Property
25. One (1) Certified true Copy of APP	Property
26. One (1) Certified true Copy of Supplies issued and noted by OIC, GSS (for janitors)	GSS
27. For Extension of Contract:	
27.1. BAC Resolution	Property
27.2. Previous contract	Property
27.3. Previous NTP	Property
28. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review /in technical evaluation/payment(e.g. justification, market study, etc.)	
3.1.3.3. Agency Procurement Request and Purchase Order/Job Order	
1.Obligation Request	
2. Certificate of Price Reasonableness	Budget
3. BAC Resolution (amount is ₱100,000 and above)	Property
4. Purchase Order / Job Order	Property



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Abstract of Bids/Quotation	Property
6. Quotations	Property
7. Original Brochure for Equipment	Property
8.APP	Property



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
HIGHLY TECHNICAL TRANSACTIONS				
Administrative Division				
1. Submits Billing Statement	1. Receives billing	None	5 minutes	<i>Receiving Clerk concerned</i>
2. No Activity	2. Evaluates the completeness of all the required documents	None	1 day, 5 hours, 55 minutes	<i>Property/ Records Custodian Unit</i>
3. No Activity	3. Prepares voucher, Obligation Request Slip (ORS) and attach complete supporting documents	None	2 days, 5 hours, 20 minutes	<i>Designated Staff/Section Chief of End User concerned</i>
4. No Activity	4. Signs and Certify the Disbursement Voucher (DV) under box A	None	4 hours, 10 minutes	<i>Concerned Division Head</i>
5. No Activity	5. Submits DV, ORS and supporting documents to Budget Section	None	30 minutes	<i>Designated Staff</i>
I. Budget Section				
1. No Activity	1. Receives the ORS, duly signed by the head of requesting office/Admin Chief, including the copies of DV/Payroll/Contract/PO and other supporting documents.	None	5 minutes	<i>Budget Designated Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. No Activity	2. Verifies the completeness of documents. Verifies the availability of allotment. If allotment is available assigns ORS number based on control logbook maintained for the purpose and records the amount.	None	4 hours, 50 minutes	<i>Budget Designated Staff</i>
3. No Activity	3. Review the ORS and SDs. If in order, signs the Section B of the ORS.	None	1 hour, 40 minutes	<i>Budget Chief</i>
4. No Activity	4. Records in the logbook and forwards to the Accounting Section;	None	5 minutes	<i>Accounting Designated Staff</i>
II. Accounting Section				
1. No Activity	1.Receives copies of DV, SDs and ORS.	None	5 minutes	<i>Accounting Designated Staff</i>
2. No Activity	2. Check and review the completeness of SDs. Assigns DV number and records in the logbook the DV number and date, creditors/payee, particulars and amount; Forwards DV, SDS and ORS to the designated processing staff. Forwards DV, SDs and ORS to head of Accounting Unit/Authorized Officer for review	None	3 days, 5 hours, 27 minutes	<i>Accounting Designated Staff</i>
3. No Activity	3 Reviews DV for completeness and propriety of SD (Pre-audit procedures)	None	2 days, 3 hours, 3 minutes	<i>Accounting Designated Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. No Activity	<p>4. Receives DVs, SDs and ORS.</p> <p>4.1 Retrieve RANCA/RANTA from file and determines availability of NCA. If NCA is sufficient, records DV number, date, and amount and indicate the NCA balance; Checks the “Cash Available” portion in Box C of the DV.</p>	None	1 day, 7 hours	Chief Accountant
	4.2 Reviews DVs and SDs. Signs Box C of DV. Submit to Chief Finance for notation			
5. No Activity	5. Sign by Chief, Financial Division (CO)	None	5 hours, 25 minutes	Chief Finance
6. No Activity	6. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO. Authorized Representative for approval of DV;	None	5 minutes	Accounting Designated Staff
7. No Activity	7. Receives copies of DV, SDs and ORS and records in the logbook date of receipt and forwards to the ED/RD's Office for review and approval.	None	5 minutes	ED/RD's staff
8. No Activity	8. Review DV and SDs and signs Box C “Approved for Payment” portion (ED/RD)	None	2 days, 5 minutes	ED/RD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. No Activity	9. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/ Treasury Unit	None	5 minutes	ED/RD's staff
10. No Activity	10. Receives copies of DV, SDs and ORS and records in the logbook date of receipt and forwards to the RD/Approving Officer for review and approval.	None	5 minutes	ASSEC/RD's Staff
11. No Activity	11. Review DV and SDs and signs Box C "Approved for Payment" portion (ASSEC/ ED-CO/RD)	None	2 days, 5 minutes	ASSEC/RD
12. No Activity	12. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/ Treasury Unit	None	5 minutes	ASSEC/RD's Staff
III. Treasury Section				
Payment is made Through Check				
1. No Activity	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	Cashier/ Designated Staff
2. No Activity	2. Checks completeness of the signatories of the DV. Prepares Check	None	1 hour, 50 minutes	Cashier/ Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No Activity	3. Prepares certificate of tax withheld.	None	1 hour, 6 minutes	<i>Designated Staff</i>
4. No Activity	4. Reviews the amount of the check against DV and SDs. Signs the Check and tax certificates.	None	50 minutes	<i>Cashier/Head of the Treasury Unit</i>
5. No Activity	5. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO / Authorized countersigning officer	None	5 minutes	<i>Cashier's Designated Staff</i>
6. No Activity	6. Receives copies of check issued and records in the logbook the date of receipt.	None	5 minutes	<i>Assec/ EDs/RD Receiving/</i>
7. No Activity	7. Countersigns/signs checks	None	10 minutes	<i>Releasing Staff</i>
8. No Activity	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	<i>ASSEC/ED/RD</i>
9. No Activity	9. Receives check, and other documents and check the completeness of signatures in the check	None	5 minutes	<i>ASSEC/ED/RD's Staff</i>
10. No Activity	10. Prepares Advice of Checks Issued and Cancelled in accordance with the existing rules and regulations and forwards to GSB	None	5 hours, 30 minutes	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Client receives check and tax withheld certificate and issue corresponding official receipt/invoice	11. Releases the check and copy of DV to the payee. Attaches OR/invoice issued by payee. Requires payee to sign on Box D of DV and Check Registry/logbook.	None	1 hour, 40 minutes	Cashier
	TOTAL	None	7 Days	
III. Treasury Section				
Payment is made Through LDDAP-ADA				
1. No Activity	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	Cashier/ Designated Staff
2. No Activity	2. Checks completeness of the signatories of the DV. Prepares 5 copies of LDDAP-ADA for approved DVs, SLIAE and FINDES	None	1 hour, 50 minutes	Cashier/ Designated Staff
3. No Activity	3. Prepares certificate of tax withheld.	None	1 hour, 6 minutes	Designated Staff
4. No Activity	4. Reviews the amount of the LDDAP against DV and SDs. Signs the LDDAP, SLIIE, FINDES and tax certificates and forwards to Accounting	None	50 minutes	Cashier/Head of the Treasury Unit
5. No Activity	5. Reviews and signs in Box 1 "Certified Correct" portion of the LDDAP-ADA and forwards to Cashier	None	5 minutes	Cashier's Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. No Activity	6. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO / Authorized countersigning officer	None	5 minutes	<i>Assec/ EDs/RD Receiving/</i>
7. No Activity	7. Signs LDDAP	None	10 minutes	<i>Releasing Staff</i>
8. No Activity	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	<i>ASSEC/ED/RD</i>
9. No Activity	9. Receives copies of SLIAE and LDDAP-ADA and all SDs. Records in the logbook.	None	5 minutes	<i>Cashier's Designated Staff</i>
10. No Activity	10. Releases copies of SLIAE and LDDAP-ADA immediately to MDS- GSB which shall pay creditors/payee listed in the LDDAP-ADA not later than 48 hours but not earlier than 24 hours upon receipt;	None	2 hours, 45 minutes	<i>Cashier's Designated Staff</i>
11. Receives tax withheld certificate and issue corresponding official receipt/invoice	11. Furnishes creditors/payee of LDDAP-ADA or inform them of the LDDAP-ADA number. Obtain and receives copy of LDDAP –ADA to be attached to the voucher;	None	2 hours, 45 minutes	<i>Cashier's Designated Staff</i>
12. No Activity	12. Monitors return and completeness of submission of the duly validated LDDAP-ADA from MDS-GSB and receipt of OR/Invoice;	None	1 hour, 40 minutes	<i>Cashier's Designated Staff</i>
	TOTAL	None	20 days	



X. OTHERS

Internal Services



REQUISITION OF PLATES AND STICKERS

Request made by Regional Offices / Field Offices for plates and stickers for the registration of Motor Vehicle (MV)

Office or Division:	Property Section - Plate Unit	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Regional Offices / District Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Requisition and Issuance Slip (RIS)		Regional Office / District Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Requisition and Issuance Slip (RIS) of Plates and Stickers.	1. Receives RIS	None	5 minutes	Supply Officer / Clerk
2. No activity	2. Prepares Production Order of Plates. 2.1 Prepares Allocation and Distribution 2.2 Prepares RIS and Bill of Lading	None	1 day	Supply Officer / Clerk
	3. Prepares distribution list and 3.1 Issues/ships (Plates and Stickers) to various Regional Offices	None	1 day	CENTRAL OFFICE WAREHOUSE
	TOTAL	None	2 days, 5 minutes	



REQUISITION AND DISTRIBUTION OF DRIVER'S LICENSE AND ACCOUNTABLE & NON- ACCOUNTABLE FORMS

Requisition and distribution process of the Driver's License, Accountable & Non-Accountable Forms

Office or Division	Supply Unit, Property Section	
Classification	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Regional Offices, District/Extension Offices, Licensing Centers, Driver's License Renewal Offices, E-Patrol, New Registration Unit (Field Offices)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Requisition Issuance Slip (RIS)		Downloaded from IMS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. DISTRIBUTION/ISSUANCE OF DRIVER'S LICENSE (DL) CARDS				
1. DO / EO / LC submits request for DL cards (2 weeks in advance request)	1. Receives and approves the request. 1.1 Allocates and issues DL card serial numbers	None	1 hour	Supply Officer
2. No activity	2. Forwards the allocated serial numbers for activation of Management Information Division (MID)	None	30 minutes	Supply Officer
3. No activity	3. Activates DL cards then prepares activation report.	None	30 minutes	Information Technology Officer
4. No activity	4. Prepares documents and DL cards for shipment to field office.	None	1 hour	Supply Officer
		TOTAL	3 hours	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. DISTRIBUTION/ISSUANCE OF ACCOUNTABLE AND NON-ACCOUNTABLE FORMS				
1. Submits IRS (2 weeks in advance request)	1. Receives and approves the request. 1.1 Allocates and issues of accountable and non-accountable serial numbers	None	1 hour	<i>Supply Officer</i>
2. No activity	2. Prepares necessary documents and accountable and non-accountable forms for shipment to field office	None	1 hour	<i>Supply Officer</i>
3. Receives accountable and non-accountable forms	3. Ships / Releases accountable and non-accountable forms issued to field office	None	1 day	
4. Notifies the CO-SU through IMS that the accountable and non-accountable forms have been received	4. No activity	None	5 minutes	
	TOTAL	None	1 day, 2 hours, 5 minutes	



X. OTHERS

External and Internal Services



MANUFACTURE OF MOTOR VEHICLE AND MOTORCYCLE LICENSE PLATES

The LTO has a facility called the Plate Making Plant where license plates of motor vehicles and motor cycles are manufactured.

Office or Division:	Plate Making Plant, Central Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Client, G2B - Government to Business	
Who may avail:	Motor Vehicle owners , dealers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Production Order		Plate Unit, LTO Central Office
2. Delivery Receipt		Plate Making Plant, LTO Central Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Plate Making Plant receives Production Order from Plate Unit thru Email and/or Hard Copy of PO with approval of Administrative Chief and the Executive Director	None	10 mins.	<i>Production Supervisor</i>
2. No activity	2. Production Supervisor will break Production Order into batches (upto 25 pairs per Batch) using Order Management Software (OMS) then sends batch data to individual Hydraulic Press computer to start manufacturing of plates. Production Supervisor also provides each Hydraulic Press Operator (Embosser) a printed copy of the Batch Number to be produced. Embosser will insert the finished plates in a box together with the Batch Number copy.	None	1 day	<i>Production Supervisor, Hydraulic Press Operator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. No activity	3. After the embossing process, the batch will be forwarded to the Hot Foil Stamping area. Each Hot Foil Stamping Operator (Foil) will insert individual plates to the machines to add color to the plates. The Foiler will check the quality of embossing and foiling of each individual plates and will also check the sequence of plates based on the Batch Number copy.	None	1 day	<i>Hot Foil Stamping Machine Operator</i>
4. No activity	4. QA personnel will then check the quantity and quality of finished License plates.	None	1 day	<i>Quality Assurance Personnel/ Inspection Staff</i>
5. No activity	5. Delivery to Plate Unit	None	1 hour	<i>Plate Unit Bodega Staff</i>
	TOTAL		3 days, 1 hour, 10 minutes	



PROCUREMENT OF GOODS, INFRASTRUCTURE AND CONSULTING SERVICES

Standardization and Regulation of the procurement activities of goods, infrastructure projects, and consulting services of the Government and other purposes.

Office or Division:	Bids and Awards Committee (BAC) / Supply & Property Section of Central and Regional Office	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government G2B - Government to Business G2C - Government to Client	
Who may avail:	BAC Members, prospect bidders/contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Advertisement		
1. Invitation to Bid/PhilGEPS-ITB		BAC Secretariat/PhilGEPS Website
2. Bidding Documents		BAC Secretariat
Conduct of Pre-Bidding Conference		
1. Bidding Documents		BAC Secretariat
Deadline of Submission and Receipt of Bids/Bid Opening		
1. Bid Proposal/Bid Evaluation Report		Prospect Bidder/s
2. Eligibility Requirements/Bid Proposal/Checklist		TWG
Bid Evaluation		
1. Abstract of Bids as Read/Abstract of Bids as Calculated		TWG/BAC Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Post-Qualification of the Lowest Calculated Bid and (LCB)	TWG/BAC Secretariat
3. Bid Evaluation Report	TWG
Approval of BAC Resolution; Issuance of NOA to the Lowest Calculated Responsive Bid (LCRB)	
1. BAC Resolution Declaring LCRB and Recommending Approval	BAC/BAC Secretariat
2. BAC Resolution Declaring Winning Bidder	BAC/BAC Secretariat
3. Notice of Award (NOA)	HOPE/BAC Secretariat
Contract preparation and signing	
1. Contract	HOPE/BAC Secretariat
2. Approval of Contract by Higher authority	HOPE
Issuance of the NTP	
1. Notice to Proceed (NTP)	HOPE/BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PROCUREMENT OF GOODS				
1. Checks PhilGEPS website	1. Advertises/Posts Invitation to Bid / Request for Expression of Interest at PhilGEPS	None	52 calendar days (include 7-day period for Advertisement up to the Date of Bid Submission/Bid Opening)	BAC Secretariat
1.1 Purchases Bidding Documents (BD)	1.1 Issues Bidding Documents 1.2 Receives payment for BD	Refer to IRR of R.A. 9184		
2. Attends Pre-Bid Conference	2. Conducts Pre-Bidding Conference	None		
3. Submits Bids	3. Receives Bids	None	1 day *	BAC / BAC Secretariat / TWG
3.1 Attends Bid Opening	3.1 Conducts Bid Opening			
4. No activity	4. Conducts bid evaluation	None	7 days	TWG
5. Submits all post qualification requirements within 5 calendar days from receipt of notice as bidder with LCB	5. Conducts post-qualification of the Lowest Calculated Bid (LCB)	None	45 days	TWG
6. Receives Notice of Award (NOA) and submit required documents	6. Approves BAC Resolution; Issues NOA to the Lowest Calculated Responsive Bid (LCRB)	None	15 days	BAC/HOPE/BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Signs the Contract	7. Prepares contract 7.1 Approves and signs the contract	None	10 days	BAC Secretariat/BAC Chairman / HOPE
8. Receives the Notice to Proceed (NTP)	8. Issues the Notice to Proceed	None	7 days	BAC Secretariat/ HOPE
	TOTAL:	Amount equivalent to the LCRB	136 calendar days	

Notes:

- *In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed. •*
There is a failure of bidding if:
 - a. No bids are received;*
 - b. No bid qualifies as the Lowest Calculated Responsive Bid; or*
 - c. Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.*
- *Agency action nos. 2 and 3 are already included in the 52-day period as indicated under agency action no. 1. Thus, the corresponding processing times for the mentioned agency action actions are not included in the total processing time for the entire procurement process.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PROCUREMENT OF INFRASTRUCTURE PROJECTS				
1. Checks PhilGEPS website	1. Advertises/Posts Invitation to Bid / Request for Expression of Interest at PhilGEPS	None	65 calendar days (include 7-day period for Advertisement up to the Date of Bid Submission/Bid Opening)	BAC Secretariat
1.1 Purchases Bidding Documents (BD)	1.1 Issues Bidding Documents 1.2 Receives payment for BD	Refer to IRR of R.A. 9184		
2. Attends Pre-Bid Conference	2. Conducts Pre-Bidding Conference	None		
3. Submits Bids	3. Receives Bids	None	1 day *	BAC / BAC Secretariat / TWG
3.1 Attends Bid Opening	3.1 Conducts Bid Opening			
4. No activity	4. Conducts bid evaluation	None	7 days	TWG
5. Submits all post qualification requirements within 5 calendar days from receipt of notice as bidder with LCB	5. Conducts post-qualification of the Lowest Calculated Bid (LCB)	None	45 days	TWG
6. Receives Notice of Award (NOA) and submit required documents	6. Approves BAC Resolution; Issues NOA to the Lowest Calculated Responsive Bid (LCRB)	None	15 days	BAC/HOPE/BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Signs the Contract	7. Prepares contract 7.1 Approves and signs the contract	None	10 days	BAC Secretariat/BAC Chairman / HOPE
8. Receives the Notice to Proceed (NTP)	8. Issues the Notice to Proceed	None	7 days	BAC Secretariat/ HOPE
	TOTAL:	Amount equivalent to the LCRB	156 calendar days	

Notes:

- *In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed. •*
There is a failure of bidding if:
 - a. No bids are received;*
 - b. No bid qualifies as the Lowest Calculated Responsive Bid; or*
 - c. Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.*
- *Agency action nos. 2 and 3 are already included in the 65-day period as indicated under agency action no. 1. Thus, the corresponding processing times for the mentioned agency action actions are not included in the total processing time for the entire procurement process.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PROCUREMENT OF CONSULTING SERVICES				
1. Checks PhilGEPS website 1.1 Purchases Bidding Documents (BD)	1. Advertises/Posts Invitation to Bid / Request for Expression of Interest at PhilGEPS 1.1 Issues Bidding Documents 1.2 Receives payment for BD	None Refer to IRR of R.A. 9184	82 calendar days (include 7-day period for Advertisement, eligibility check and shortlisting up to the Date of Bid Submission/Bid Opening)	BAC Secretariat
2. No activity	2. Conducts eligibility check and shortlisting		20 days *	BAC/TWG
3. Attends Pre-Bid Conference	3. Conducts Pre-Bidding Conference	None	1 day *	BAC/BAC Secretariat/TWG
4. Submits Bids 4.1 Attends Bid Opening	4. Receives Bids 4.1 Conducts Bid Opening	None	1 day *	BAC / BAC Secretariat / TWG
5. No activity	5. Conducts bid evaluation and ranking of bids	None	21 days	TWG
6. No activity	6. Approves ranking of bids	None	2 days	HOPE
7. No activity	7. Notifies the bidder for Negotiation	None	3 days	BAC/BAC Secretariat/TWG
8. Participates in the discussion	8. Conducts negotiation	None	10 days	BAC/BAC Secretariat/TWG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Submits all post qualification requirements within 5 calendar days from receipt of notice as the bidder with the Highest Rated Bid (HRB)	9. Conducts post-qualification of the HRB	None	30 days	TWG
10. Receives Notice of Award (NOA) and submits required documents	10. Approves BAC Resolution and issues NOA to the Highest Rated Responsive Bid (HRRB)		15 days	BAC/HOPE/BAC Secretariat
11. Signs the Contract	11. Prepares contract 11.1 Approves and signs the contract	None	10 days	BAC Secretariat/BAC Chairman / HOPE
8. Receives the Notice to Proceed (NTP)	8. Issues the Notice to Proceed	None	7 days	BAC Secretariat/ HOPE
	TOTAL:	Amount equivalent to the HRRB	180 calendar days	

Notes:

- *In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed. •*
There is a failure of bidding if:
 - a. No bids are received;*
 - b. No bid qualifies as the Lowest Calculated Responsive Bid; or*
 - c. Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.*
- *Agency action nos. 2 to 4 are already included in the 82-day period as indicated under agency action no. 1. Thus, the corresponding processing times for the mentioned agency action actions are not included in the total processing time for the entire procurement process.*



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM FOR WALK-IN CLIENTS	
How to send a feedback	<p>Clients feedback/complaint shall be dropped at the designated drop box at PACD Office Central Office, Regional, District and Extension Offices</p> <p>Contact Info: (02) 8926-96-20 or lto.cdmpao@gmail.com or on facebook at lto.cdmpao</p>
How feedback is processed	<p>Everyday, designated employees open the drop box and compiles and records all feedbacks submitted</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt.</p> <p>The answer of the office is then relayed to the client.</p> <p>For inquiries and follow-ups, client may contact telephone number: (02) 8926-96-20</p>
How to file a complaint	<p>Fill-out the client Complaint Form and drop it at PACD Office Central Office, Regional, District and Extension Offices</p> <p>Complaints can also be filed via telephone, thru 8888, CCB, hotline, other digital media. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of the person being complained - Incident - Evidence <p>For inquiries and follow-ups, client may contact telephone number: (02) 8926-96-20</p>
How complaint are processed	<p>The designated employees opens the complaints drop box everyday and evaluates each complaint.</p> <p>Upon evaluation, the designated employees shall start the investigation and forward the complaint to the relevant office for appropriate action.</p> <p>The designated employees will prepare a report after the investigation and shall submit it to the Public Assistance Committee, Head of Office for appropriate action.</p> <p>The designated employees will give the feedback to the client.</p> <p>For inquiries and follow-ups, client may contact telephone number: (02) 8926-96-20</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PACC: 8888</p> <p>CCB : 0908-881-6565 (SMS)</p> <p>LTO : ltomailbox@lto.gov.ph lto.cdmpao@gmail.com</p>



LIST OF OFFICES

Office/ Agency/ Field Office	Office Address	Contact Information	Email Address
CENTRAL OFFICE			
Office of the Assistant Secretary	East Avenue, Diliman Quezon City	8921-9072/ 8921-9071	ecg.ltoasec@gmail.com
Office of the Executive Director	East Avenue, Diliman Quezon City	8926-9882 /8921-9077	oedlto2016@gmail.com
Plate Making Plant	East Avenue, Diliman Quezon City	8928-9754	none
Law Enforcement Service	East Avenue, Diliman Quezon City	8927-6789	ltolawenforcementservice@gmail.com
Field Enforcement Division	East Avenue, Diliman Quezon City	8927-1851	none
Clearance and Custodial Section	East Avenue, Diliman Quezon City	8921-9070	none
Data Control Unit	East Avenue, Diliman Quezon City	8921-3927	none
Intelligence and Investigation Division	East Avenue, Diliman Quezon City	8921-4897	none
Traffic Safety Division	East Avenue, Diliman Quezon City	8921-9058	tsd.ltocentral@gmail.com
Road Safety Training Center	East Avenue, Diliman Quezon City	8925-6042	tsd.ltocentral@gmail.com
Traffic Adjudication Service	East Avenue, Diliman Quezon City	8927-7458/ 8921-9056	lto.tas87@gmail.com
Administrative Division	East Avenue, Diliman Quezon City	8928-4315	lto_hrdsection@ymail.com
Human Resource Development Section	East Avenue, Diliman Quezon City	8926-9620	lto_hrdsection@ymail.com
General Services Section	East Avenue, Diliman Quezon City	8928-4958	none



CENTRAL OFFICE			
GSS Records Unit	East Avenue, Diliman Quezon City	8926-1063	none
Ground and Building Maintenance Unit and Motor Transport Unit	East Avenue, Diliman Quezon City	8926-2306	norlitoi021@gmail.com
Medical Unit	East Avenue, Diliman Quezon City	8928-7132	none
Property Section	East Avenue, Diliman Quezon City	8929-5714	none
Equipment Unit	East Avenue, Diliman Quezon City	8921-9057	none
Supply Unit	East Avenue, Diliman Quezon City	8929-2015	none
Plate Unit	East Avenue, Diliman Quezon City	8926-5024	ltoplateunit@gmail.com
Financial Division	East Avenue, Diliman Quezon City	8927-7613	ltoshoaccounting@yahoo.com
Accounting Section	East Avenue, Diliman Quezon City	8921-9068	ltoshoaccounting@yahoo.com
Budget Section	East Avenue, Diliman Quezon City	8929-2779	ltobudgetsection@yahoo.com
Treasury Section	East Avenue, Diliman Quezon City	8921-4601	none
Management Division	East Avenue, Diliman Quezon City	8927-1494/ 8926-2650	ltomanagementdivision@gmail.com
Operations Division	East Avenue, Diliman Quezon City	8928-7306	none
Technical Evaluation and Planning Section	East Avenue, Diliman Quezon City	8921-9069	lto_cooperations@yahoo.com.ph
License Section	East Avenue, Diliman Quezon City	8926-7081/ 8921-5370	none



CENTRAL OFFICE			
Registration Section	East Avenue, Diliman Quezon City	8927-1420/ 8922-0149	none
Management Information Division	East Avenue, Diliman Quezon City	8920-5869	arabelleorduna@yahoo.com
Statistics Section	East Avenue, Diliman Quezon City	8928-7255	none
Records Section	East Avenue, Diliman Quezon City	8928-9711	jrmalabanan@lto.gov.ph
Computer Section	East Avenue, Diliman Quezon City	8928-5346	arabelleorduna@yahoo.com
REGION 1			
Office of the Regional Director	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6074108	teg3grg@gmail.com teg3@yahoo.com
Office of the Assistant Director	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6073430	kathleendeannasalayog@yahoo.com
Administrative Division	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6071826	evagbunag@yahoo.com.ph
Human Resource Section	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6071826	editamazon@yahoo.com.ph
Property and Supply Section	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6071826	mems_924@yahoo.com.ph
Finance and Management Division	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6073027	lornafinance@gmail.com
Operations Division	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6070465	kathleendeannasalayog@yahoo.com
Records Section	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6073249	cmestrella@lto.gov.ph



REGION 1			
Legal Unit	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6074108	denmark_rillera@yahoo.com
Planning & Statistics Unit	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6074108	rcppocsidio@gmail.com
New Registration Unit	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6074108	teg3grg@gmail.com teg3@yahoo.com
Bayambang Kiosk	CSF Compound, Quezon Blvd., Poblacion, Bayambang, Pangasinan	(075) 6361199	atpeteros@lto.gov.ph
Agoo District Office	San Agustin Sur, Agoo, La Union	(072) 6870701	ccalanon@lto.gov.ph
Alaminos District Office	Tanaytay, Alaminos City, Pangasinan	(075) 6332559	felix.sotelo28@gmail.com
Burgos Extension Office	Poblacion Burgos, Ilocos Norte	(0918) 2251733	mdaguite@lto.gov.ph
Batac Extension Office	Quiling Sur, Batac City, Ilocos Norte	(077) 6000470	jrsabas@lto.gov.ph
Candon Distric Office	San Nicolas, Candon City, Ilocos Sur	(077) 6040102	aagomez@lto.gov.ph
Dagupan District Office	AB Fernandez, West Ave., Dagupan City, Pangasinan	(075) 5402071	gzmartinez@lto.gov.ph
Laoag District Office	P. Gomez St., Laoag City, Ilocos Norte	(077) 6771146	haarde@lto.gov.ph
Lingayen District Office	Capitol Compound, Lingayen, Pangasinan	(075) 6325566	mcdumo@lto.gov.ph
Naguilaian Extension Office	Cabaritan Sur, Naguilian, La Union	(072) 6091340	slbaagen@lto.gov.ph



REGION 1			
San Carlos District Office	Rizal Ave., San Carlos City, Pangasinan	(075) 6327431	oltscpp@yahoo.com
San Fernando Licensing Center	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6070365	romeldawaton@yahoo.com
San Fernando District Office	Aguila Road, Sevilla, City of San Fernando, La Union	(072) 6871150	elsamonte@lto.gov.ph
Rosales Extension Office	Carmay East, Rosales, Pangasinan	(075) 6328197	mfdelossantos@lto.gov.ph
DLRO CB Mall Urdaneta	Nancayasan, Urdaneta City, Pangasinan	(075) 5235692	cadeleon@lto.gov.ph
Urdaneta District Office	Alexander St. Urdaneta City Pangasinan	(075) 5297537	jopacis@lto.gov.ph
Vigan District Office	Poblacion East, San Ildefonso, Ilocos Sur	(077) 6741030	ebrefuerzo@lto.gov.ph
REGION 2			
Office of the Regional Director	Main Avenue, San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-0160	ltoregionaloffice2@gmail.com
Administrative Division	Main Avenue, San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-5439	ltor2personnel@gmail.com
Financial & Management Division	Main Avenue, San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-9365	ltofinancer2@yahoo.com
Operations Division	Main Avenue, San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-9370	Ltor2operationsdivision@gmail.com
Aparri District Office	Mlnanga, Aparri, Cagayan	0917-508-4540	ltoaparri@gmail.com
Aritao Extension Office	Poblacion, Aritao, Nueva Vizcaya	0917-772-2004	aritaoeo@gmail.com
Basco District Office	Kaybalogan, Basco, Batanes	0917-421-8710	none
Bayombong District Office	Capitol Compound, Bayombong, Nueva Vizcaya	0917-824-3747	ljoeybattad80@gmail.com



REGION 2			
Cabagan Extension Office	Magassi, Cabagan, Isabela	0927-912-0114	lto2personnel@gmail.com
Cabarroguis District Office	Zamora, Cabarroguis, Quirino	0927-715-3703	ltofinancer2@yahoo.com
Cauayan Extension Office	Central Terminal, Cabaruan, Cauayan, Isabela	0917-589-7562	Lto2operationsdivision@gmail.com
Gattaran Extension Office	Centro, Gattaran, Cagayan	0936-826-3515	lto0226gattaraneo@yahoo.com
Ilagan District Office	Osmeña, Ilagan, Isabela	0916-273-8279	llagan0228@yahoo.com
Roxas District Office	San Antonio, Roxas, Isabela	0906-197-1366	florentinojrdelacruz@yahoo.com.ph
Sanchez Mira Extension Office	Centro 2, Sanchez Mira, Cagayan	0975-247-4659	lto Sanchezmiraeo@yahoo.com
San Isidro District Office	Ramon East, San Isidro, Isabela	0917-200-9900	lto.sanisidro.do@gmail.com
Santiago Extension Office	Sinsayon, Santiago, Isabela	0917-788-1714	lto santiago0242@gmail.com
Tuao Extension Office	Lakambini, Tuao, Cagayan	0926-682-6709	ltotuaoeo0231@yahoo.com
Tuguegarao District Office	Main Avenue, San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-8046	ltotuguegaraodo@gmail.com
Tuguegarao Licensing Center	Main Avenue, San Gabriel Village, Tuguegarao City, Cagayan	(078) 396-9782	lto02.tlc@gmail.com
REGION 3			
Office of the Regional Director	Gov't Center, Maimpis, City of San Fernando, Pampanga	045-455-1764	eddeguzman018@gmail.com
Administrative Division	Gov't Center, Maimpis, City of San Fernando, Pampanga	045-455-1764	rv_basilio0714@yahoo.com
Financial & Management Division	Gov't Center, Maimpis, City of San Fernando, Pampanga	045-455-1766	clafelvendiola@yahoo.com



REGION 3			
Operations Division	Gov't Center, Maimpis, City of San Fernando, Pampanga	045-455-1768	ltoregion3.operationsdivision@gmail.com
New Registration Unit	Gov't Center, Maimpis, City of San Fernando, Pampanga	045-455-1768	R3_omvsp@yahoo.com
Motor Vehicle Inspection Center	Gov't Center, Maimpis, City of San Fernando, Pampanga	0920-950-7218	creddo2411@yahoo.com
Angeles District Office	Mc Arthur Hi-way, Brgy. Sto Domingo, Angeles City	0943-678-0826	0304angeles@gmail.com
Apalit District Office	San Agustin, San Simon, Pampanga	0917-520-5604	mldbayan24@gmail.com
Balanga District Office	Gov't. Center, Ala-Uli Pilar, Bataan	0924-514-8976	0308balanga@gmail.com
Baler District Office	Brgy. Bacong, San Luis, Aurora	0920-904-2595	ltobaler0312@gmail.com
Baloc District Office	Purok III, Baloc, Sto Domingo, Nueva Ecija	0922-876-3213	eabes@lto.gov.ph
Bataan Licensing Center	Gov't. Center, Ala-Uli, Pilar, Bataan	0999-957-2897	cnacpil@lto.gov.ph
Bulacan Licensing Center	McArthur Hi-way, Tabang, Guiguinto, Bulacan	0943-492-7542	bulacanlc03@gmail.com
Cabanatuan District Office	Sanciangco Ext., Brgy. Barrera, Cabanatuan City, Nueva Ecija	0925-885-1224	lsarmiento@lto.gov.ph
Capas Tarlac Extension Office	McArthur Hi-way, Dolores, Capas, Tarlac	0927-531-0794	ongeillen@gmail.com
DLRC-SM Clark Field Pampanga	G/F 168 SM City Clark, M.A. Roxas Hway, Brgy. Malabánias, Angeles City	045-499-0295	ltodlrosmclark@gmail.com
DLRC-SM Marilao	SMMR 140-141 SM City Marilao, Brgy. Ibayo, Marilao, Bulacan	0908-883-3001	mrdauid@lto.gov.ph



REGION 3			
DLRO - Robinson's Starmills	Level 2, Robinsons Starmills, City of San Fernando, Pampanga	045-963-1759	dlro.robinsons.pampang a@gmail.com
DLRO SM Cabanatuan	3/F Government Service Express Center, SM Cabanatuan, Nueva Ecija	0966-730-9453	victorinosantos3231@g mail.com
DLRO SM San Jose Del Monte	Basement 2, SM City San Jose Del Monte, Quirino Highway, San Jose Del Monte City, Bulacan	0919-223-2963	rrrillera@lto.gov.ph
Gapan District Office	Bayanihan, Gapan City, Nueva Ecija	0908-893-6249	0340gapando@gmail.co m
Guagua District Office	Brgy. Quilo, San Matias, Guagua, Pampanga	0929-179-5152	0344ltoguagua@gmail.c om
Iba District Office	Balili, Palanginan, Iba, Zambales	0932-611-3518	emdajose@lto.gov.ph
Mabalacat Extension Office	2nd Flr., Marina Arcade, Dau, Mabalacat, Pampanga	045-892-6313	ltomabeo0336@gmail.c om
Malolos District Office	McArthur Hi-way, Tabang, Guiguinto, Bulacan	0927-603-3523	ltomalolosdo@gmail.co m
Meycauayan District Office	Brgy. Camalig, Meycauayan, Bulacan	0995-175-7970	0356meycdo@gmail.co m
Nueva Ecija Licensing Center	Sanciango Ext., Brgy. Barerra, Cabanatuan City, Nueva Ecija	0925-842-1761	mcrstpngn020@gmail.c om
Olongapo District Office	Gordon Ave., Pag-Asa, Olongapo City	0922-839-1316	ronavarette@lto.gov.ph
Palayan Extension Office	Barrio Caimito, Palayan City	0932-138-8814	sbgonzales@lto.gov.ph
Paniqui District Office	Brgy. Samput, Paniqui, Tarlac	0915-392-8213	jaguada@lto.gov.ph
San Fernando District Office	Govt. Center, Brgy. Maimpis, City of San Fernando, Pampanga	0928-288-9538	0380sanfernando@gma il.com



REGION 3			
San Fernando Licensing Center	Capitol Compound., Sto Nino, City of San Fernando, Pampanga	0921-486-5272	0380sanfernando@gmail.com
San Jose District Office	R. Eugenio St., Brgy. R. Eugenio San Jose City, Nueva Ecija	0927-909-6784	heldiabes@gmail.com
San Rafael District Office	DRT Hi-way, Ulingao, San Rafael, Bulacan	0999-694-5676	0316sanrafael@gmail.com
SBMA Extension Office	308 Canal Rd., Subic Bay Freeport Zone, Olongapo City	0908-892-1833	sdfulache@lto.gov.ph
Sta. Maria District Office	Bagbaguin, Sta Maria, Bulacan	0916-268-4464	mcmagtoto@lto.gov.ph
Tarlac District Office	Macabulos Drive, San Roque, Tarlac City	0928-978-0844	0388tarlacdo@gmail.com
Tarlac Licensing Center	3rd Flr., Metrotown Mall, Sto Cristo, Tarlac City	0905-253-3381	mmbuenaventura@lto.gov.ph
Zambales Licensing Center	Gordon Ave., Pag-Asa, Olongapo City	0916-228-7819	alim@lto.gov.ph
REGION 4A			
Office of the Regional Office	Old City Hall Compound, B. Morada Avenue, Lipa City Batangas	(043) 740-6462	lto4a@gmail.com
Office of the Assistant Regional Office	Old City Hall Compound, B. Morada Avenue, Lipa City Batangas	(043) 740-7757	lto.oard@gmail.com
Finance and Management Division	Old City Hall Compound, B. Morada Avenue, Lipa City Batangas	(043) 756-6731	0400finance@gmail.com



REGION 4A			
Administrative Division	Old City Hall Compound, B. Morada Avenue, Lipa City Batangas	(043) 702-6968	0400personnelregion@gmail.com
Operations Division	Old City Hall Compound, B. Morada Avenue, Lipa City Batangas	(043) 756-1438	0400operations@gmail.com
New Registration Section	Old City Hall Compound, B. Morada Avenue, Lipa City Batangas	(043) 740-7756 0922-248-5766	newreg4a@gmail.com
E-Patrol Service	Old City Hall Compound, B. Morada Avenue, Lipa City Batangas	(043) 702-6968	ltor4a@gmail.com
Batangas District Office	Areza Compound, Brgy. Concepcion, National Highway, Batangas City	(043) 740-9738	0404batangasdo@gmail.com
Batangas Licensing Center	Areza Compound, Brgy. Concepcion, National Highway, Batangas City	(043) 773-9064	0404batangaslc@gmail.com
Biñan Licensing Center	154 Areza Town Center, Brgy. Canlalay, Biñan, Laguna	(049) 834-3837 0917-828-3168	0420binando@gmail.com
Bacoor District Office	2 nd Floor, RFC Mall, Tanzang Luma, Imus, Cavite	(046) 471-1604	0412.ltobacoor@gmail.com
DLRO Imus	3 rd Floor Robinsons Mall, Tanzang Luma, Imus, Cavite	(046) 416-6053	0438.ltoimus@gmail.com
Dasmariñas Extension Office	CC Compound, Brgy. Sabang, Dasmariñas, Cavite	(046) 489-7988 (046) 431-4695	0414dasmarinasdo@gmail.com



REGION 4A			
DLRO Dasmariñas	3 rd Floor Robinons Place, Dasmariñas, Cavite	0905-154-9957	dlrodasma0415@gmail.com
Biñan District Office	Areza Town Center, Brgy. Canlalay, Biñan, Laguna	(049) 834-3837 0917-828-3168	0420binando@gmail.com
DLRC Robinson's Sta. Rosa	3rd Floor, Robinson's Market, Sta. Rosa, Laguna	(049) 834-3837	Dlrostarosa0421@gmail.com
Calamba District Office	Brgy. Uno, Crossing, Calamba City	(049) 502-2228	0422calambado@gmail.com
DLRC Robinson's Place Cainta	Ortigas Avenue Extension, Brgy. Sto. Domingo, Cainta Rizal	(02) 661-9344	0423dlrccainta@gmail.com
Kawit District Office	Brgy. Putol, Kawit, Cavite	(046) 416-6401	0428cavitedo@gmail.com
DLRC General Trias	3 rd Floor Robinsons Place, Brgy. Tejero, General Trias, Cavite	(046) 416-6401	0428cavitedo@gmail.com
Cavite Licensing Center	Brgy. Putol, Kawit, Cavite	(046) 450-0436	0432cavitelc@gmail.com
Gumaca District Office	Brgy. Villa Nava, Gumaca, Quezon	(042) 317-6418	0436gumacado@gmail.com
Imus District Office	Aguinaldo Highway, Palico, Imus, Cavite	(046) 471-1604	0438.ltoimus@gmail.com
Laguna Licensing Center	Highway, Brgy., San Nicolas, San Pablo City	(049) 539-5851	0440lagunalic@gmail.com
Balayan Extension Office	Brgy. Calzada (Ermita), Balayan, Batangas	(043) 211-6777	0444balayaneo@gmail.com
DLRO Pagsanjan	CLA Mall, Brgy. Biñan, Pagsanjan, Laguna	-	0441dlropagsanjan@gmail.com
DLRO Lipa City	2nd Floor Robinson's Place Lipa, Mataas na Lupa, Lipa City	(043) 404-8959	0448lipado@gmail.com
Lipa City District Office	Tanco Drive, Maraouy, Lipa City	(043) 404-8959	0448lipado@gmail.com



REGION 4A			
Lucena City District Office	Lucena Grand Central Terminal, Diversion Road, Ilayang Dupay, Lucena City	(042) 730-541	0452lucenado@gmail.com
Naic Extension Office	Timalang Concepcion Naic, Cavite	(046) 443-2137	0457naiceo@gmail.com
Quezon Licensing Center	Lucena Grand Central Terminal, Diversion Road, Ilayang Dupay, Lucena City	(042) 710-6017	0464quezonlc@gmail.com
San Pablo District Office	Alaminos Compound, Brgy. San Benito, Alaminos, Laguna	(049) 546-6318	0472sanpablodo@gmail.com
Sta. Cruz District Office	Brgy. Sta. Clara Sur, Pila, Laguna	(049) 250-1712	0476pilado@gmail.com
Tagaytay Extension Office	Areza Compound, Mahogany Market, Kaybagal South, Tagaytay City, Cavite	(046) 402-3276 (046) 423-0341	0480tagaytayeo1@gmail.com
Tagkawayan Extension Office	Brgy. Munting Parang, Quirino Highway, Tagkawayan Quezon	(042) 717-7380	ltotagkawayan0482@gmail.com
Binangonan Extension Office	Manila East Rd., Brgy. Pag-asa, Binangonan Rizal	(02) 636-4581	officialltobinangonan0484@gmail.com
Cainta Extension Office	Softball Field, Taktak Road, Brgy. Dela Paz, Antipolo City, Rizal	(02) 636-0861	0488caintaeo1@gmail.com
Taal Extension Office	Taal Sports Complex, Brgy. Tierra Alta, Taal, Batangas	(043) 740-4039	0492taaleo@gmail.com
Alaminos MVIC	Alaminos Compound, Brgy. San Benito, Alaminos, Laguna	(049) 546-6415	ltor4a@gmail.com
REGION 4B			
Office of the Regional Director	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-2420 0917-717-0012	larry1977168@yahoo.com



REGION 4B			
Office of the Assistant Regional Director	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-2420 0905-565-0994	yusophlamping21@gmail.com
Administrative Division	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-2420 (043) 288-7143 0927-418-8203	medinagana@yahoo.com
Finance and Management Division	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-2420 0949-885-6709	ivy_alban09@yahoo.com
Operations Division	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-2420/ 0917-119-5002	jpcalayo@lto.gov.ph
New Registration Unit	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-2420 0917-119-5005	amruiz@lto.gov.ph
Calapan District Office	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-5402 0917-119-5007	mcquittain@lto.gov.ph
Pinamalayan Extension Office	Brgy. Papandayan, Pinamalayan, Oriental Mindoro	0917-119-5003	jaabes@lto.gov.ph
San Jose District Office	Municipal Compound, San Jose, Occidental Mindoro	0917-119-5006	adoliva@lto.gov.ph
Sablayan Extension Office	Sitio Tuburan, Brgy. Poblacion, Sablayan, Occidental Mindoro	0920-788-9419	nmsantiago@lto.gov.ph
Boac District Office	Brgy. Bangbangalon, Boac, Marinduque	(042) 311-1526 0915-755-2968	alyccasamarita06@gmail.com



REGION 4B			
Romblon District Office	J.P. Rizal St., Brgy. Tabing Dagat, Odiongan, Romblon	(043) 567-5199 0977-850-8588	emaseron@lto.gov.ph
Palawan District Office	Valencia St., Puerto Princesa City, Palawan	(048) 434-0562 0926-694-7393	abdelacruz@lto.gov.ph delacruzantonio@yahoo.com
REGION 5			
Office of the Regional Director	Regional Government Center, Legazpi City, 4500 Albay	(052) 742-0872	ord.lto.r05@gmail.com
Office of the Assistant Regional Director	Regional Government Center, Legazpi City, 4500 Albay	(052) 742-0872	oard.lto5@gmail.com
Administrative Division	Regional Government Center, Legazpi City, 4500 Albay	(052) 742-0871	Jem2811@gmail.com
Finance and Management Division	Regional Government Center, Legazpi City, 4500 Albay	(052) 482-0220	lto_rov@yahoo.com
Operations Division	Regional Government Center, Legazpi City, 4500 Albay	(052) 742-0873	lto5.operationsdivision@yahoo.com
Virac District Office	San Isidro, Village Virac, Catanduanes	740-3550/ (0925) 8838530	yrregvanz@yahoo.com
Masbate District Office	Capitol Site, Airport Road, Masbate City	578-1330/ (0910) 7799580/ (0936) 9533791	butalidmaricar@gmail.com
Sorsogon District Office	Capitol, Compound, Sorsogon City	421-54-08/ (0919) 8556870	noel_barbacena@yahoo.com



REGION 5			
Legazpi District Office	Embarcadero de Legazpi, Leg.Blvrd., Legazpi City	(0916) 7330237	gracerojaslto2014@gmail.com
Tabaco District Office	Brgy. San Lorenzo, Tabaco City	(016) 671-4807/ 487-6719	doodz_peñaflor@yahoo.com
Ligao District Office	Sta.Cruz,Ligao City, 4504 Albay	(052) 485-1078	dadaymendoza1967@yahoo.com
Iriga District Office	San isidro, Iriga City	(054) 871-5218/ 456-1780	conie_penaflor@yahoo.com
Naga District Office	Feliz Plazo St., Sabang, Naga City	(0908) 8130503/ 881-6072	nero.claro@yahoo.com
Ragay District Office	Banga, Ragay, Camarines Sur	(0936) 966631/ 881-2837	fmabulo.lto5@gmail.com
Daet District Office	Pamorongan, Daet, Camarines Sur	(054) 731-0585	llabannenita@gmail.com
Partido District Office	Fuentebella Highway, Tigaon, Camarines Sur	(054) 881-3049	logronioarlete@gmail.com
Irosin District Office	Poblacion Irosin Sorsogon	(0917) 799 0231	litobuenafe@yahoo.com
Pamplona Extension Office	Del Rosario, Pamplona, Camarines Sur	(054) 811-0205	vsmarilles@lto.gov.ph
E-PATROL	Talisay, Camarines Norte	(0966) 1300013	wbv_london18@yahoo.com
REGION 6			
Office of the Regional Director	Tabuc Suba, Jaro, Iloilo City	(0927) 6637330	ltoregionvi@yahoo.com.ph
Office of the Assistant Regional Director	Tabuc Suba, Jaro, Iloilo City	(0918) 9422018	ayapaula_icloud.com



REGION 6			
Administrative Division	Tabuc Suba, Jaro, Iloilo City	(0917) 7220262	nanette deocampo2@yahoo.co m
Finance and Management Division	Tabuc Suba, Jaro, Iloilo City	(0927) 5241622	cristinate@yahoo.com
Operations Division	Tabuc Suba, Jaro, Iloilo City	(0917) 1124403	ad_sacramento@yahoo.com
New Registration Unit	Tabuc Suba, Jaro, Iloilo City	(0917) 7256993	joannenayagabriel@gm ail.com
Bacolod City District Office	Cottage Road, Bacolod City	(0920) 5779765	nats.nov@gmail.com
Bacolod Driver's Renewal Office	Robinson's Place, Bacolod City	(0999) 3436405	jadanoy@yahoo.com.ph
Barotac Viejo District Office	Municipal Compound, Barotac Viejo, Iloilo	(0917) 6256333	ltobarotacviejodo@gmai l.com
Himamaylan District Office	Negros South Road, Himamaylan, Negros Occ.	(0917) 7222833	reubentamos16@gmail .com
Cadiz District Office	National Road, Cadiz City, Negros Occ.	(0918) 9858133	-
Calinog District Office	Municipal Compound, Calinog, Iloilo	(0999) 3628295	salapantenonita@gmail. com
Guimaras Extension Office	Provincial Compound, San Miguel, Guimaras	(0917) 7222332	sonytrespeses@gmail.c om
Guimbal Extension Office	Racsos Guimbal, Iloilo	(0917) 7256855	ma.bertnadettebatilaran @yahoo.com
Iloilo City District Office	Tabuc Suba, Jaro, Iloilo City	(0925) 7879847	jundegs_18@yahoo.co m
Iloilo Licensing Center	Tabuc Suba, Jaro, Iloilo City	(0906) 2955944	-



REGION 6			
Iloilo Driver's License Renewal Office	Robinsons Place, Iloilo City	(0939) 1038719	-
Kalibo District Office	Bgy. Tigayon, Kalibo, Aklan	(0921) 6819107	mlvelez113@yahoo.com
Pontevedra Extension Office	Pontevedra, Negros Occ.	(0917) 6245535	bennyguillergan1205@gmail.com
Negros Occidental Licensing Center	Cottage Road, Bacolod City	(0920) 4201970	sguara123@gmail.com
Roxas City District Office	Bgy. Tiza, Roxas City	(0949) 9326967	elsacastaños58@gmail.com
San Carlos City District Office	Cebu Avenue, San Carlos City, Neg. Occ.	(0975) 6257606	gerardferil@gmail.com
Antique District Office	DPWH Compound, San Jose, Antique	(0906) 3847906	antiqueoffice6@gmail.com
Sigma Extension Office	Municipal Compound, Sigma, Capiz	(0929) 5687247	jonelbtupas@gmail.com
Pilar Extension Office	Bgy. San Blas, Pilar, Capiz	(0925) 7034824	-
REGION 7			
Office of the Regional Director	2 nd Floor, MVIC Bldg., M. Logarta St. Subangdaku, Mandaue City	(032) 256-2745/ (0918) 8073502	ltor7actioncenter@gmail.com
Office of the Assistant Regional Director	N. Bacalso Ave., Cebu City	-	
Legal Section	N. Bacalso Ave., Cebu City	(0998) 5916353	vlgadorjr@yahoo.com
Administrative Division	MVIC Bldg., M. Logarta St. Subangdaku, Mandaue City	(032) 266-1304/ (0939) 9901457	ltovii@yahoo.com.ph



REGION 7			
Personnel Section	MVIC Bldg., M. Logarta St. Subangdaku, Mandaue City	(032) 263-0595/ (0998) 5916350	ltoviipersonnelsection@gmail.com/ ltoviipersonnelsection@yahoo.com
Property Section	N. Bacalso Ave., Cebu City	(032) 254-7506/ (0928) 5240062	regionaloffice7.0700@gmail.com
Financial Division	N. Bacalso Ave., Cebu City	(0998) 5916367	landtransport7@yahoo.com
Operations Division	N. Bacalso Ave., Cebu City	(032) 254-3122/ (0928) 5240058	ltor7_operationsdivision@yahoo.com
Motor Vehicle Inspection Center	MVIC Bldg., M. Logarta St. Subangdaku, Mandaue City	(0908) 7640553	mariviccausin01@yahoo.com
New Registration Unit	MVIC Bldg., M. Logarta St. Subangdaku, Mandaue City	(032) 256-2745/ (0998) 5916352	ltovii@yahoo.com.ph/ ltor7actioncenter@gmail.com
Bais City District Office	Bais City, Negros Oriental	(035) 402-9406/ (0998) 5916358	coo.baisr7@gmail.com
Bayawan City District Office	National Highway, Bayawan City, Negros Oriental	(035) 430-0415/ (0917) 2092121	r7bayawaneo0706@gmail.com/ lanis.gingco11@gmail.com
Carcar City District Office	Valladolid, Carcar City, Cebu	(032) 239-4933/ (0905) 4640130	rgetaruelas@lto.gov.ph
Cebu City District Office	N. Bacalso Ave., Cebu City	(032) 256-3767/ (0918) 8073504	jtmaloloyon@yahoo.com
DLRO-Robinsons Mall, Fuente Cebu	Robinsons Mall, Fuente Osmeña, Cebu City	(0933) 3085738	jeanencarnacion@icloud.com



REGION 7			
Cebu City Mega Licensing Center	SM Seaside City Cebu, South Road Properties, Cebu City	(0916) 6623397	jbpaclibar@lto.gov.ph
DLRO-SM City Cebu	SM City, North Reclamation Area, Cebu City	(032) 232-3022/ (0916) 2659264	sodlrasm@gmail.com
Danao City District Office	Taytay, Danao City, Cebu	(0917) 6241541	danaoofficelto7@gmail.com
Dumaguete City District Office	Dumaguete City, Negros Oriental	(035) 422-0442/ (0998) 5916361	r7dumaguetedo0728@gmail.com
DLRO-Robinsons Dumaguete	Dumaguete City, Negros Oriental	(035) 532-0039/ (0998) 5916359	adaagnes0@gmail.com
Garcia Hernandez District Office	Garcia Hernandez, Bohol	(0998) 5916367	-
Mandaue City District Office	J Center Mall, 165 A.S Fortuna St., Bakilid, Mandaue City, Cebu	(0928) 9306759/ (0917) 9088018	melvavasquez20@gmail.com
Mandaue City Licensing Center	J Center Mall, 165 A.S Fortuna St., Bakilid, Mandaue City, Cebu	(0998) 5916354	calzada_lea@yahoo.com/ cecile.lto7@gmail.com
Medellin Extension Office	New Medellin Public Market, Medellin, Cebu	(032) 436-2037/ (0998) 5916356	cindyduterte@gmail.com
Siquijor District Office	Caipilan, Siquijor, Siquijor	(035) 480-3100/ (0998) 5916362	r7siquijordo0744@gmail.com
Tagbilaran City District Office	Dampas Road, Tagbilaran City, Bohol	(038) 501-7781/ (0933) 4351778	dionsonjubilee@gmail.com
DLRO- Island City Mall Bohol	Island City Mall, Tagbilaran City, Bohol	(0998) 5916364	samuelalabatsr@gmail.com
Talisay City Extension Office	Talisay City Central Square, Lawaan II, Talisay City, Cebu	(0998) 5916355	ltotalisay0751@gmail.com



REGION 7			
Toledo City District Office	Poloyapoy St., Toledo City, Cebu	(0933) 3085738	r7toledo0752@gmail.com
Talibon Extension Office	Poblacion, Talibon, Bohol	(038) 515-5847/ (0929) 4570888	r7taliboneo0753@gmail.com
Lapu-Lapu City District Office	Poblacion, Talibon, Bohol	(0998) 5916349	ikintanar@lto.gov.ph
Lapu-Lapu City Licensing Center	Lapu-Lapu City Hall, Lapu-Lapu City, Cebu	(0998) 5916357	mdgmnosdo@gmail.com
La Libertad District Office	Island Central Mall, Lapu-Lapu City, Cebu	(0907) 8071373	-
REGION 8			
Office of the Regional Director	Old Army Road, Tacloban City, Leyte	(053) 321-6977	talentoemmanuel1021056@gmail.com
Administrative Division	Old Army Road, Tacloban City, Leyte	(053) 321-6108	bandolonmaribel@yahoo.com
Finance and Management Division	Old Army Road, Tacloban City, Leyte	(053) 321-3378	leticiaagawa53@gmail.com
Operations Division	Old Army Road, Tacloban City, Leyte	(053) 523-0755	winarmak66@gmail.com
New Registration Unit	Old Army Road, Tacloban City, Leyte	(053) 321-9222	pistaevelyn@gmail.com
Tacloban District Office	Old Army Road, Tacloban City, Leyte	(053) 523-2079	ara_diaz125@yahoo.com
Tacloban City Licensing Center	Old Army Road, Tacloban City, Leyte	(053) 325-5005	Meriam_polido@yahoo.com
Tacloban Extension Office	Old Army Road, Tacloban City, Leyte	(053) 335-3113	domitillaserrano@yahoo.com
Baybay District Office	Magsaysay Ave., Zone 23, Baybay City	(053) 560-8570	virgiliopolido54@gmail.com



REGION 8			
Borongan District Office	Brgy. Bato, Borongan E., Samar	(055) 209-1595	nmtabarnero@gmail.com
Calbayog District Office	J.D. Avelino St., Calbayog W., Samar	(053) 331-2197	paztarrayo@yahoo.com
Carigara District Office	Government Center, Carigara, Leyte	(055) 500-5419	nice_fem2005@yahoo.com
Catarman District Office	Brgy. Dalakit, Catarman N., Samar	(053) 543-8260	regalogie@gmail.com
Catbalogan District Office	Capitol Ground, Rizal Ave. Extn., Catbalogan W. Samar	(053) 570-8056	vivdmabag@yahoo.com
Maasin District Office	Brgy. Abgao, Maasin City, Southern Leyte	(053) 381-2340	mosarausea@lto.gov.ph
Naval District Office	Brgy. Calumpang, Naval Biliran	(053) 561-2169	grace.carsido@yahoo.com
Ormoc District Office	Brgy. Cogon Aunubing St., Ormoc City	(053) 561-2169	alwingquebec@yahoo.com
Palompon District Office	LTO Heights, Guiwan I, Palompon Leyte	(053) 338-2014	jecesvallar1@yahoo.com
San Juan District Office	Carillo St., San Juan, Southern Leyte	0915-826-4155	ma.victoria_cuizon@yahoo.com
E-Patrol Laoang	Laoang N. Samar	0918-351-9176	raruadap2867@yahoo.com
Sogod Extension Office	Sogod, Southern Leyte	0956-549-6847	carsidoruben_9008@yahoo.com
REGION 9			
Office of the Regional Director	Veterans Avenue, Zambanga City	(062) 992-4110	aminabaton3171@yahoo.com



REGION 9			
Administrative Division	Veterans Avenue, Zamboanga City	(062) 992-5650 (062) 995-7313	abdelshan@yahoo.com
Finance and Management Division	Veterans Avenue, Zamboanga City	(062) 991-9772 (062) 991-7658	abubakarcspes@gmail.com
Operations Division	Veterans Avenue, Zamboanga City	(062) 9911719 (062) 9901540	usmancaroline@yahoo.com
Personnel Section	Veterans Avenue, Zamboanga City	(062) 992-5650	delskie10@yahoo.com
Administrative Officer V/BO	Veterans Avenue, Zamboanga City	(062) 9919772	gcruzat88@gmail.com
Regional Supply Officer	Veterans Avenue, Zamboanga City	(062) 9910611	myjanemp@gmail.com
Procurement Section	Veterans Avenue, Zamboanga City	(062) 9910611	mohdnurdawami@gmail.com
New Registration Unit	Veterans Avenue, Zamboanga City	(062) 983- 0804	acesmcbite@yahoo.com
MAIRD's	Veterans Avenue, Zamboanga City	(062) 992 4110	delskie10@yahoo.com
Zamboanga District Office	Veterans Avenue, Zamboanga City	(062) 9924667	noel.nоче@yahoo.com
Ipil District Office	Ipil Poblacion, Zamboanga Sibugay	(062) 9930289	concepcion.ediza@gmail.com
Dipolog District Office	Upper Turno, Dipolog City	(062) 3332595	lajanurdini@gmail.com
Pagadian District Office	Upper Tiguma, Pagadian City	(062) 2151519 (062) 2152791	macaumbosjohan@gmail.com
Basilan District Office	Strong Boulevard, Isabela City, Basilan	(0905) 8236150	kalbicespes@gmail.com
Jolo District Office	Provincial Capitol Site, Jolo Sulu	(0917) 3197570	-
ZAMBOECOZONE Extension Office	San Ramon, Zamboanga City	(062) 9820981	dlaraeldelync@gmail.com
Buug Extension Office	Buug, Zamboanga Sibugay	(053) 338-2014	nida_llanos@yahoo.com



REGION 9			
Sindangan Extension Office	Zamora St., Sindangan, Zambo. del Norte	(065) 2242385	marmaycespes@gmail.com
Molave Extension Center	Rizal Avenue, Molave Zambo. del Sur	(062) 2251986	pilsheila773@gmail.com
Bongao Extension Office	Tubig-Boh, Bongao Tawi-Tawi	-	ne0jm@yahoo.com
Dipolog Licensing Center	3/f Dipolog Center Mall, Dipolog City	(065) 2121176	ladyeymbanocag@gmail.com
Zamboanga Licensing Center	Veterans Avenue, Zamboanga City	(062) 9901536	dangnurulla@gmail.com
E-Patrol	San Jose Rd, Zamboanga City	(062) 9550096	basherjanodin@gmail.com
DLRC Yubengco Mall	Yubengco Star Mall, Putik Zambo. City	(062) 9556649	rglova113@yahoo.com
DLRO KCC Mall	KCC Mall, Governor Camins, Zambo. City	-	hafsaaspi93@gmail.com
Regional Satellite Office	Park Riverside Balangasan, Pagadian City	(062) 2154231	gampangcespes@gmail.com
REGION 10			
Office of the Regional Director	Zone 7, Bulua, Cagayan de Oro City	(088) 8586391	lto10@yahoo.com.ph
Office of the Assistant Regional Director	Zone 7, Bulua, Cagayan de Oro City	(088) 8802103	lto.ardo@gmail.com / rpoliquit@gmail.com
Administrative Division	Zone 7, Bulua, Cagayan de Oro City	(088) 8802456	ltoadmdiv@gmail.com / arthur.ranque@gmail.com
Financial and Management Division	Zone 7, Bulua, Cagayan de Oro City	(088) 8811780	fmdregion10@gmail.com
Operations Division	Zone 7, Bulua, Cagayan de Oro City	(088) 8801423	lto10operations@gmail.com



REGION 10			
New Registration Unit	Zone 7, Bulua, Cagayan de Oro City	(088) 8806686	newreg_region10@yahoo.com
Cagayan de Oro District Office	Zone 7, Bulua, Cagayan de Oro City	(088) 8806813	1008.cdodo@gmail.com
Cagayan de Oro Licensing Center	Zone 7, Bulua, Cagayan de Oro City	(088) 8816862	Cdolc.lto10@gmail.com
Cagayan de Oro East Extension Office	Brgy. Agusan, Cagayan de Oro City	(088) 8592746	ltoagusan@gmail.com
SM DLRO	3 rd Flr., SM Cagayan de Oro Upper Carmen, Cagayan de Oro City	(088) 8593527	1038dlrosm@gmail.com
Limketkai Mall DLRC	Limketkai Mall, Lapanan, Cagayan de Oro City	(088) 8563006	1007dlrcktkai@gmail.com / pioquintomarilyn@yahoo.com.ph
Maramag Extension Office	Maramag, Bukidnon	-	lto.xmeo@gmail.com
Valencia Extension Office	New Bus Terminal, Lumbo, Valencia City	(088) 8285194	ltovalenciamu@gmail.com
Malaybalay District Office	Brgy. 9, Malaybalay City, Bukidnon	(088) 8134106	1020ltomalaybalay@gmail.com
Camiguin District Office	Mambajao, Camiguin	(088) 3871228	1024.camguin@gmail.com
Gingoog District Office	F. Dugenio St., Clara Rd., Brgy. 26, Gingoog City	(088) 8613221	1016.ltogingoog@gmail.com / marissa.cajardo@yahoo.com
E-Patrol Balingasag	Balingasag, Misamis Oriental	(088) 8820196	rose_lumacang78@yahoo.com
Initao Extension Office	Initao, Misamis Oriental	(063) 2230052 / (063) 2217691	ltoinitao@gmail.com



REGION 10			
Iligan City District Office	Rosario Heights, Iligan City	(063) 2276299	ltoiligan1017@gmail.com
Tubod District Office	Tubod, Lanao del Norte	(088) 5451507	1046tubod@gmail.com
Ozamiz City District Office	Bernad St., Ozamiz City, Misamis Occidental	(088) 3953171	ltoozamiz@gmail.com
Tangub City District Office	Tangub City, Misamis Occidental	(0917) 7717122	lto tangubcitydo7214@gmail.com
Oroquieta City District Office	Oroquieta City, Misamis Occidental	(088) 8820196	1028oro@gmail.com
REGION 11			
Office of the Regional Director	Quimpo Boulevard, Davao City	(082) 226-4141/ Fax (082) 227-7014	gomerdy55@gmail.com
Office of the Assistant Regional Director	Quimpo Boulevard, Davao City	(082) 227-9192/ Fax (082) 227-7014	neilcanedo@yahoo.com
Administrative Division	Quimpo Boulevard, Davao City	(082) 222-3227/ Fax (082) 227-7014	owikbok@yahoo.com.ph / ltorxi@yahoo.com.ph
Finance & Mgt. Division	Quimpo Boulevard, Davao City	(082) 222-5166	jpygan@yahoo.com
Operation Division	Quimpo Boulevard, Davao City	(082) 227-7811/ 285-7158	escalderson@lto.gov.ph
Davao City District Office	Quimpo Boulevard, Davao City	(082) 227-2513	middiaz3@yahoo.com
Metro Davao Licensing Center	Quimpo Boulevard, Davao City	(082) 227-1471	oscardon710@yahoo.com
Comval District Office	Nabunturan, ComVal Province	(0935) 2435505	eorodriguez@lto.gov.ph



REGION 11			
Digos District Office	Aurora 6 th Street, Brgy. San Jose Digos City, Davao Del Sur	(082) 237-3887	edmundbarnacheaarocho@gmail.com
Mati District Office	Government Center, NHA Dahican, Mati City, Davao Oriental	(087) 388-4040	ltomatido@gmail.com
Samal District Office	Brgy. Miranda, Babak District Island Garden City of Samal, Davao Del Norte	(0917) 7210075	elizabeth.ilustre@yahoo.com
Tagum District Office	Provincial Government Center, Brgy.Mankilam, Tagum City, Davao Del Norte	(084) 216-6516/ 400-2555	marietapiccio@yahoo.com
Drivers License Renewal Center – SM City Davao	2nd Level, SM City Davao Quimpo Boulevard, Davao City	(082) 297-5265	cdtorregosa@lto.gov.ph
Drivers License Renewal Office – Toril	Ground Floor, Felcris Supermarket Toril, Crossing Bayabas Davao City	(082) 225-8933	whadami23@yahoo.com
Drivers License Renewal Office –Buhangin	Gaisano Grand City Gate Mall, Buhangin, Davao City	(082) 227-4295	arnellambag@gmail.com
Drivers License Renewal Office – Digos City	Gaisano Mall of Digos, Tres De Mayo, Digos City, Davao Del Sur	(083) 225-8700	lloyd_bucod@yahoo.com
E-Patrol	Central Warehouse Club, Lanang Davao City	(082)228-4101	epatrol9011@gmail.com
Malita District Office	Quezon Street Poblacion, Malita Davao Occidental	(0999) 4083778	accalunsag@yahoo.com
Drivers License Renewal Center – Gaisano Mall of Tagum	Lower Ground Floor, Gaisano Mall of Tagum, Tagum City	(084) 216-7122	eaatog@lto.gov.ph



REGION 12			
Regional Director	Bonifacio St., Koronadal City	(083) 878-0764	landtransportationoffice12@yahoo.com
Asst. Regional Director	Bonifacio St., Koronadal City	(083) 878-0770	landtransportationoffice12@yahoo.com
Admin Division	Bonifacio St., Koronadal City	(083) 878-0770	ltoadivision@yahoo.com
Financial Division	Bonifacio St., Koronadal City	(083) 520-02-00	landtransportationoffice12@yahoo.com
Operations Division	Bonifacio St., Koronadal City	(083) 878-0770	ltoadivision@yahoo.com
New Reg. Unit	#79 G. Del Pilar St. Koronadal	(083) 878-0770	landtransportationoffice12@yahoo.com
MAIRDOEs		(083) 878-0770	ltoadivision@yahoo.com
Cotabato City DO	ARMM Compound, Cotabato City	064-421-8560	ltoadivision@yahoo.com
General Santos City DO	City Hall Compound, General Santos City	553-9414	ltoadivision@yahoo.com
Kidapawan City DO	City Hall Compound, Kidapawan City	(0929) 4005190 / 064-521-0070	ltoadivision@yahoo.com
Koronadal City DO	Bonifacio St., Koronadal City	(0928) 2153851	ltoadivision@yahoo.com
Tacurong City DO	City Hall Compound, Tacurong City	(0947) 9517549 / 064-557-4988	ltoadivision@yahoo.com
Surallah District Office	Purok Maligaya, Surallah, So. Cotabato	(0919) 7909264 / 083-238-3346	ltoadivision@yahoo.com
Marawi City DO	Matampay, Marawi City	(0908) 5127486	ltoadivision@yahoo.com
Maguindanao DO	Municipal Hall Comp., Parang, Maguindanao	(0906) 2445123	none



REGION 12			
Malabang District Office	National Highway, Malabang, Lanao del Sur	TEMPORARILY CLOSED	none
Kabacan Extension Office	National Highway, Kabacan, North Cotabato	(0999) 3240793	ltoadivision@yahoo.com
Midsayap EO	Municipal Hall Comp., Midsayap, North Cotabato	(0927) 3166702	ltoadivision@yahoo.com
Polomolok EO	National Highway, Polomolok, South Cot.	(0917) 7035546	ltoadivision@yahoo.com
Alabel Extension Office	Pres. Quirino St., Pob Alabel, Sar. Province.	(0906) 9569995 083-508-2271	ltoadivision@yahoo.com
Shariff Aguak EO	National Highway, Shariff Aguak, Maguindanao	(0926) 6025610	ltoadivision@yahoo.com
Wao Extension Office	Wao, Lanao del Norte	(0995) 6319811	ltoadivision@yahoo.com
E-Patrol Unit	Maasim, Sarangani prov.	(0921) 7756514	ltoadivision@yahoo.com
Cotabato City Lic. Center	ARMM Compound, Cotabato City	(0908) 8128671 064-390-1499	ltoadivision@yahoo.com
General Santos City LC	City Hall Compound, General Santos City	(0946) 4086299	ltoadivision@yahoo.com
Koronadal Licensing Unit	Bonifacio St., Koronadal City	(0998) 5639500 064-878-38-46	ltoadivision@yahoo.com
Drivers Licence Renewal Center(Koronadal City)	2/F Gaisano Mall, Koronadal City	(0915) 7299816	ltoadivision@yahoo.com
DLRC (Gensan City)	Robinson Place Mall, General Santos City	(0912) 3291084/ 083-878-4667	ltoadivision@yahoo.com



CAR			
Regional Director	2/F Post Office Building, Session Road, Baguio City	0917 317 1120	dotrcarofficial@gmail.com
Administrative and Finance Division	2/F Post Office Building, Session Road, Baguio City	0922 840 9749	dotrcarofficial@gmail.com
Operations Division	2/F Post Office Building, Session Road, Baguio City	0906 037 6766	dotrcarofficial@gmail.com
Legal Services Division	2/F Post Office Building, Session Road, Baguio City	0917 139 5449	dotrcarofficial@gmail.com
HRMO	2/F Post Office Building, Session Road, Baguio City	0921 231 4453	dotrcarofficial@gmail.com
Supply Section	2/F Post Office Building, Session Road, Baguio City	0916 506 7851	dotrcarofficial@gmail.com
Accounting Section	2/F Post Office Building, Session Road, Baguio City	0929 570 4250	dotrcarofficial@gmail.com
Budget Section	2/F Post Office Building, Session Road, Baguio City	0915 511 6583	dotrcarofficial@gmail.com
Cashier Section	2/F Post Office Building, Session Road, Baguio City	0920 603 3501	dotrcarofficial@gmail.com
Law Enforcement Services	2/F Post Office Building, Session Road, Baguio City	0917 809 1922	dotrcarofficial@gmail.com
General Services Section	2/F Post Office Building, Session Road, Baguio City	0921 737 7762	dotrcarofficial@gmail.com
Registration - Baguio City	Pacdal, Baguio City	0917 856 1179	ltobaguiodo@gmail.com
Licensing - Baguio City	Pacdal, Baguio City	0995 388 1798	ltolicensingbaguio@yahoo.com
Bangued	Abra Provincial Capitol, Compound, Bangued, Abra	0916 987 5716	ltobangueddo@gmail.com
Bontoc	Government Center, Caluttit, Bontoc, Mt. Province	0939 617 1753	ltobontocofficial@gmail.com



CAR			
Luna	San Isidro Sur, Luna Apayao	0935 301 3709	ltoapayao63@gmail.com
Lagawe	Nueva Vizcaya - Ifugao - Mountain Province Rd, Lamut, Ifugao	0906 384 8484	ltoagawe@yahoo.com
La Trinidad - Registration	Wangal-Motorpool Rd, La Trinidad, Benguet	0997 516 4590	latrinidad1420@gmail.com
La Trinidad - Licensing		0927 529 3498	
Tabuk	Bulanao, Tabuk, Kalinga-Apayao	0920 638 7013	ltotabuk@gmail.com
CARAGA			
Office of the Acting Regional Director	J. Rosales Ave., Butuan City	(085) 817-1634	dotrcaraga13@gmail.com
Office of the Assistant Regional Director	J. Rosales Ave., Butuan City	(085) 817-1635	dotrcaraga13@gmail.com
Administrative and Finance Division	J. Rosales Ave., Butuan City	(085) 342-2010	dotrcaraga13@gmail.com
Human Resource Section	J. Rosales Ave., Butuan City	(085) 342-2010	dotrcaraga13@gmail.com
Supply and Property Section	J. Rosales Ave., Butuan City	(085) 815-3007	dotrcaraga13@gmail.com
General Service Section	J. Rosales Ave., Butuan City	(085) 342-2010	dotrcaraga13@gmail.com
Accounting Section	J. Rosales Ave., Butuan City	(085) 815-3375	dotrcaraga13@gmail.com
Budget Section	J. Rosales Ave., Butuan City	(085) 815-1305	dotrcaraga13@gmail.com
Cashier	J. Rosales Ave., Butuan City	(085) 815-1305	dotrcaraga13@gmail.com
Legal Division	J. Rosales Ave., Butuan City	(085) 342-2010	dotrcaraga13@gmail.com
Operations Division	J. Rosales Ave., Butuan City	(085) 817-1649	dotrcaraga13@gmail.com
Law Enforcement Service	J. Rosales Ave., Butuan City	(085) 817-1649 (085) 817-3860	dotrcaraga13@gmail.com
Traffic Adjudication Service	J. Rosales Ave., Butuan City	(085) 817-1649	dotrcaraga13@gmail.com
MAIDRS	J. Rosales Ave., Butuan City	(085) 817-2644	dotrcaraga13@gmail.com
Planning Division	J. Rosales Ave., Butuan City	(085) 817-1864	dotrcaraga13@gmail.com
New Registration Unit	J. Rosales Ave., Butuan City	(085) 817-2644	dotrcaraga13@gmail.com



CARAGA			
Bislig District Office	Bislig City, Surigao del Sur	(086) 853-2674	dotrcaraga13@gmail.com
DLRO Robinsons Mall Butuan	3F Robinsons Place, Butuan City	(085)815-6113	dotrcaraga13@gmail.com
Butuan District Office	Cabadbaran City, Agusan del Norte	(085) 815-2178	dotrcaraga13@gmail.com
Cabadbaran District Office	Cabadbaran City, Agusan del Norte	(085) 818-5854	dotrcaraga13@gmail.com
Dapa District Office	KM. 3, Brgy. Osmena, Dapa, Siargao Islands, Surigao del Norte	(0917) 8120487/ (0977) 8254789	dotrcaraga13@gmail.com
Patin-ay District Office	Gov. D.O. Plaza Givernment Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 839-5472	dotrcaraga13@gmail.com
Surigao District Office	Capitol Compound, Capitol Road, Surigao City	(086) 826-0074	dotrcaraga13@gmail.com
Tandag District Office	Tandag City, Surigao del Sur	(086) 211-3322	dotrcaraga13@gmail.com
Trento Extension Office	P-5, Poblacion, Trento, Agusan del Sur	(0939) 3034124	dotrcaraga13@gmail.com
NCR EAST			
Office of the Regional Director	3rd Floor Left Wing Bldg., LTO Main Office, East Avenue, Quezon City	928-7255	none
Office of the Assistant Regional Director/Administrative Section	3rd Floor Left Wing Bldg., LTO Main Office, East Avenue, Quezon City	(0905) 4427073	none
Human Resource Section	3rd Floor Left Wing Bldg., LTO Main Office, East Avenue, Quezon City	(0927) 1270447/ 711-2805 loc. 114	none
Property Section	3rd Floor Left Wing Bldg., LTO Main Office, East Avenue, Quezon City	(0918) 9109525	none
Operations Division/New Registration Unit	LTO Main Cmpd., East Ave., QC		none
Alimall	2nd Floor Government Center, Alimall, Cubao, Quezon City	930-7724	none



NCR EAST			
Ever Gotesco	2nd Floor Ever Gotesco, Commonwealth, Quezon City	(0917) 8394772/ 4427483	none
Fariview Center Mall	3rd Floor FCM Mall, Don Mariano, Marcos Hi-way cor, Regalado St., Brgy. Fairview, Quezon City	(0915) 3858588	none
Robinson Galleria	Lowel Level Robinsons Galleria, Ortigas Ave., Mandaluyong City	632-1703	none
Robinsons Metroeast	Basement, Robinsons Metro East, Marikina	(0918) 3278546	none
Robinsons Place Fairview	3rd Floor Robinsons Fairview, Novaliches, Quezon City	(0918) 6532999/ 3701845	none
SM North Edsa	Lower G/F GSE SM Annex, SM North EDSA, Quezon City	(0926) 4517151	none
Tiendesitas	Tiendesitas En Frontera Verde, Las Tiendas Entrance, Ugong Pasig City	(0998) 9886025/ 727-1930	none
Quezon City Licensing Center	LTO Main Cmpd., East Ave., QC	436-5094	il3608888@gmail.com
		(0909) 0516274	
QCLC Renewal Section	LTO Main Cmpd., East Ave., QC	(0917) 8117001/ 436-5094	none
San Juan Licensing Center	108 N. Domingo St. San Juan City	726-5280	Sjlcl3168888@gmail.com
Taguig Licensing Extension Office	Old Admin. Bldg., FTI Compound, Taguig City		ltotagleo@gmail.com
Valenzuela DLRS	3F Ayos Center, COMELEC Bldg., Old City Hall, 39 CJ Santos St., Malinta, Valenzuela City	529-3321/ 352- 3000/ loc. 157	none
Diliman District Office (Registration)	LTO Main Compound, East Ave., Quezon city	434-6416	i3l28888@gmail.com



NCR EAST			
La Loma District Office (Mixed)	#3 Biak na Bato cor. P. Florentino SMH	711-4444	i320laloma8888@gmail.com
Mandaluyong Extension Office (Mixed)	121 Shaw Blvd., Mandaluyong City	532-2726	Mandaeo@gmail.com
Marikina District Office (Mixed)	LOL Building, JP Rizal St., Brgy. Sto. Nino, Marikina City	948-4435	i3568888@gmail.com
Novaliches District Office (Mixed)	1129 Quirino Highway, Novaliches, Quezon City	983-0723	i3648888@gmail.com
Pasig District Office (Mixed)	Ynares Sports Center Cpd., Pasig City	636-5770	l13728888@gmail.com
Quezon City District Office (Mixed)	Butel Bldg., P. Tuazon QC	431-9017 723-7740	Ltoqcdo8888@gmail.com
Quezon City Extension Office (Mixed)	#151 20 th Avenue corner mirasol street, Brgy. San Roque, Cubao, Quezon City	356-0708	Ltoqceo_1308@gmail.com
San Juan District Office (Mixed)	80 R. Magsaysay Blvd., QC	714-9113	1384sanjuando8888@gmail.com
Taguig Extension Office (Registration)	Old admin. Bldg., FTI Compound, Taguig City	(0995) 6338857	Taguigeo13918888@gmail.com
Valenzuela District Office (Mixed)	Gen.T De leon St., Karuhatan, Valenzuela City	292-7846 443-2938	i3968888@gmail.com
NMVIC	LTO main Compound, East Ave., Quezon City		nmvis@yahoo.com
PUVRC	LTO main Compound, East Ave., Quezon City	921-9014	Puvrc1377@gmail.com



NCR WEST			
Office of the Regional Director	5 th Floor LTO-NCR Bldg. #20 G.Araneta Avenue, Brgy. Sto. Domingo, Q.C.	711-2805 loc. 103	ltoncr@ymail.com
Office of the Assistant Regional Director		711-2805 loc. 105	
Administrative Division	3 rd Floor LTO-NCR Bldg. #20 G.Araneta Avenue, Brgy. Sto. Domingo, Q.C.	711-2805 loc. 114	ncrlto@yahoo.com
HRD Section			
Property Section		711-2805 loc. 113	
Finance & Management Division	4 th Floor LTO-NCR Bldg. #20 G.Araneta Avenue, Brgy. Sto. Domingo, Q.C.	711-2805 loc. 112	ltoncr@ymail.com
Budget		711-2805 loc. 110	
Accounting			
Cash		711-2805 loc. 109	
Operations Division	2 nd Floor LTO-NCR Bldg. #20 G.Araneta Avenue, Brgy. Sto. Domingo, Q.C.	711-2805 loc. 122	ltoncr@ymail.com
New Registration Unit			
Kaloocan District Office	Butel Bldg., Araneta Avenue, Kaloocan City	364-1183	1304caloocan@gmail.com
Kaloocan Licensing Extension Office		361-3884	1306kleo8888@gmail.com
Las Piñas District Office	Francisco Motors Cmpd, Talon 1, Alabang Zapote Rd., Las Piñas City	875-2030/ 0917-6794955	1324ddmpao@gmail.com
Las Piñas Licensing Extension Center	Francisco Motors Cmpd, Talon 1, Alabang Zapote Rd., Las Piñas City	809-6267	1390ddmpao@gmail.com
Makati District Office	Butel Bldg., Pililia St., Makati City	895-8678	makati1328@gmail.com



NCR WEST			
Malabon Extension Office	G/F Malabon City Hall, F. Sevilla Bldg., Malabon City	351-7628	1332ddmpao@gmail.com
Manila East District Office	776 Domingo Santiago St., Sampaloc, Manila	715-5979	ltomanilaeast1340@gmail.com
Manila North District Office	Butel Bldg., Tayuman, Sta. Cruz, Manila	495-1178/ 711-0827	ltomanilanorth1344@gmail.com
Manila South District Office	Annex II Bldg. Phil. Post Ofc. Main Ofc. Cmpd., Liwasang Bonifacio, Ermita Manila	528-4682/ 0907-4729244	ltomsdo8888@gmail.com
Manila West District Office	2160 España St., Manila	741-7182	manilawest1352@gmail.com
Navotas Extension Office	Gen. Gas Plant Bldg., Fishport, Complex North Bay Complex, Navotas City	0918-9255288	navotas1358@gmail.com
Muntinlupa Extension Office	National Rd., Tunasan, Muntinlupa City	862-1091	muntinlupa1366@gmail.com
Parañaque District Office	Olivares Plaza, Brgy. San Dionisio, Parañaque City	833-6379	1367paranaque8888@gmail.com
Pasay District Office	Domestic Road, Pasay City	851-1954/ 0917-3888585	pasay1368@gmail.com
Public Utility Vehicle Renewal Extension Center (PUVREC)		0917-6731630	1378puvrec8888@gmail.com
Pasay City Licensing Center		556-7670	pasaylc1388@gmail.com
South Motor Vehicle Inspection Center		853-8312	ltosmvic@yahoo.com
Manila Licensing Center	Butel Bldg., Tayuman, Sta. Cruz, Manila	731-3833	i139213938888@gmail.com



NCR WEST			
DLRO Alabang Town Center	Ayala Alabang Town Center, Zapota Road, Muntinlupa City	541-0189	lto.dlroalabang@gmail.com
DLRO Ayala MRT	MRT Ayala Station	541-0254	dlroayalamrt1330@gmail.com
DLRO Araneta Square Mall	Araneta Square Mall, Monumento, Kaloocan City	367-3240/ 0925-6110058	1305ddmpao@gmail.com
DLRO Guadalupe	Upper Level Guadalupe Commercial Complex, Makati City	896-6481	1331gulpe8888@gmail.com
DLRO Metropoint Mall	4/F Metropoint Mall EDSA, Pasay Rotonda	810-0262	dlrometropoint1369@gmail.com
DLRO SM Manila	5/F SM Manila, San Marcelino St., Ermita Manila	525-2646/ 0917-2717372	1302dlrosmMla@gmail.com
DLRO Lucky China Town	3/F Citiplace Square Bldg., Annex B Lucky China Town Mall, Binondo Manila	253-3420/ 0915-6437348	1346ddmpao@gmail.com
DLRO Robinsons Manila		242-4937	1309ltorobmanila@gmail.com
DLRO Robinsons Las Piñas	Basement Robinsons Place Las Piñas, Alabang Zapote Rd. Las Piñas City	814-0891/ 0995-4607947	dlrolaspinas1325@gmail.com
DLRO SM Mall of Asia	2 nd Level, Govt. Service Express, North Parking Bldg., SM MOA Pasay City	0932-3784288	dlro.moa@gmail.com



**REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
LAND TRANSPORTATION OFFICE**

East Avenue, Quezon City
E-mail Address: ltombox@lto.gov.ph • Website: www.lto.gov.ph

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act 2007, and for Other Purposes

I, **Edgar C. Galvante**, Filipino, of legal age, Assistant Secretary of the Land Transportation Office, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:


- 1) The Land Transportation Office including its 17 Regional, 168 District and 56 Extension Offices, 36 Licensing Centers, 53 Driver's Licensing Renewal Offices/Centers have established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the Agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through TV monitors, posters, tarpaulins that could easily be understood by the public, *which is still based on the Civil Service format, pursuant to RA No. 9485. The old information billboards in all LTO Offices nationwide will be gradually replaced by the latest Citizen's Charter on or before March 31, 2020.*
- 3) *The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.(Still based on the old Citizen's Charter).*
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

NOV 25 2019

IN WITNESS WHEREOF, I have hereunto set my hand this _____ of November 2019 in Quezon City, Metro Manila, Philippines.




EDGAR C. GALVANTE
Assistant Secretary
Land Transportation Office

SUBSCRIBED AND SWORN to before me this 25th of Nov. 2019 in Quezon City Philippines, with affiant exhibiting to me his DL N07-71013766 issued on Sept. 3, 2018 at Quezon City.

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2019

NOTARY PUBLIC/ADMINISTERING OFFICER


ATTY. ERNESTO C. ANTONIO JR.
NOTARY PUBLIC
UNTIL DECEMBER 31, 2019
IBP LIFETIME NO. 08179
ROLL NO. # 48874
PTR NO. 10302838 / JAN. 3, 2019/CALOOCAN CITY
MCLE # VI-0008966/MAY 25, 2018/PASIG CITY