



LAND TRANSPORTATION OFFICE

**CITIZEN'S CHARTER
2023**

ICT CENTER



LAND TRANSPORTATION OFFICE

CITIZEN'S CHARTER 2023



CITIZEN'S CHARTER

LTO CITIZEN'S CHARTER

I. 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.

II. Vision

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

III. Mission

Rationalize the land transportation services and facilities to effectively implement the various land transportation laws, rules and regulations. It is the responsibility of those involved in the public service to be more vigilant in their part in the over-all development scheme of the national leadership. Hence, promotion of safety and comfort in land travel is a continuing commitment of the LTO.

IV. 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.



LIST OF SERVICES

1. LICENSING

- **External**

1. Student-Driver's Permit	1
2. New Driver's License (Non-Professional)	7
3. Conductor's License	14
4. Plain or Advance Renewal of Driver's/Conductor's License and Renewal of Driver's License of Filipinos Living/Working Abroad	21
5. Miscellaneous License Transactions	24
6. Renewal of Driver's / Conductor's License with Examination [Expired for more than two (2) years] and/or with ten (10) or more but less than forty (40) demerit points	36
7. Change Classification from Non-Professional Driver's License Code to Professional Driver's License Code with Same Driver's License Code	38
8. Additional Driver's License Code/s	40
9. Conversion of Foreign Driver's License to Philippine Driver's License Including Renewal of Expired Philippine Driver's License Including Renewal of Expired Philippine Driver's License with a Valid Foreign Driver's License	48
10. Change Classification from Professional Driver's License Code to Non-Professional Driver's License Code, Change Clutch Type, Dropping of Driver's License Code/s and/or Updating of Driving Condition/s	57
11. Enhancement of Driver's License	61
12. License Certification and Transaction History	65
❖ License Schedule of Fees and Charges	68
❖ Driver's License Code and Its Equivalent Restriction Codes	73
❖ Checklist of Miscellaneous Transactions	76

2. OTHER LICENSING-RELATED TRANSACTIONS

- **External**

1. Request for System Updates (RSU) for Double License	79
2. Request for System Update (RSU) for License and Customer Details/Misrepresentation of Age/Identity	83
3. Accreditation of Medical Clinics – New	87
4. Accreditation of Medical Clinics – Renewal	92
5. Registration of Physicians – New	96
6. Registration of Physicians – Renewal	99
7. Accreditation of Driving School– New	101
8. Accreditation of Driving School – Renewal	107
9. Accreditation of Driving School's Instructor – New	112
10. Accreditation of Driving School's Instructor – Renewal	120

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

- **External**

1. Accreditation of Manufacturers, Assemblers, Importers, Rebuilders and/or Dealers (MAIRDs) – New	125
2. Accreditation of Manufacturers, Assemblers, Importers, Rebuilders and/or Dealers (MAIRDs) – Renewal	128
❖ MAIRDOEs Accreditation Fees	130
❖ Penalties	131
3. Enrollment and Stock Reporting of Other Entities	132
❖ List of Fees for Other Entities	135
4. Stock Reporting of Manufacturers, Assemblers and/or Importers	136



4. REGISTRATION

• External	
1. Sales Reporting and Registration of Motor Vehicles	139
❖ Registration Schedule of Fees	149
2. Vehicle Encoding/Linking	152
3. Renewal of Motor Vehicle (MV) Registration	154
❖ Vehicle Category, Type, Definition and Its Corresponding Motor Vehicle User's Charge (MVUC)	160
4. Miscellaneous Transactions	165
5. Registration Schedule of Miscellaneous Fees and Charges	178
6. Motor Vehicle Inspection	180
7. Motor Vehicle Inspection Schedule of Fees and Charges	185
8. Storage of Motor Vehicle	189
9. Request for Motor Vehicle Verification	191
10. Re-Stamping of Engine/Chassis Number	194
11. Request for Confirmation of Motor Vehicle Registration	197
12. Issuance of Motor Vehicle Conduction Sticker Series	199
13. Verification of Conduction Sticker	201

5. LAW ENFORCEMENT AND TRAFFIC ADJUDICATION SERVICE (LETAS)

• External and Internal	
1. Deputation Training Seminar – New and Refresher	203
• External	
1. Settlement of Apprehension Cases	206
2. LETAS Fines and Penalties	215
3. Encoding of Alarm on Driver's License and Motor Vehicles in Relation to Orders Issued by Competent Courts or Quasi-Judicial Bodies	228
4. Filing of Complaint and Lifting of Alarm	236
5. Lifting of Alarm (TAS)	248
6. Certification of No Pending Apprehension and Alarm	251
7. Driver's Reorientation Course (DRC)	254
• Internal	
1. Encoding of Apprehension Cases	257

6. HUMAN RESOURCE AND DEVELOPMENT

• External and Internal	
1. Recruitment, Selection and Placement of Personnel (New Entrants from SG 1-9 1 st Level Positions, SG 10-19 and SG 22-24 2 nd Level positions for Regional and Central Office)	262
2. Recruitment, Selection and Placement of Personnel (Promotions for 1 st Level Positions SG 1-9, 2 nd Level Positions SG 10-19 and SG 22-24 for Regional Office and SG 24 for Central Office)	266
3. Recruitment of Contract of Service and Job Order Workers	271
• Internal	
1. Application for Leave of Absence (ALA)	279
2. Grant of Study Leave	282
3. Grant Scholarship Program	284
4. Learning and Development	286
5. Rewards and Recognition	291
6. Performance Management	293
7. Grant of Employees Welfare and Benefits	299
8. Application for GSIS Separation/Retirement	301
9. Terminal Leave Benefits (TLB) Computation	303



7. FINANCE

- **External and Internal**

1. Payment Procedure for Government Expenditures (Simple) 305
2. Payment Procedure for Government Expenditures (Complex) 329
3. Payment Procedure for Government Expenditures (Highly Technical) 354
4. Payment of Services Rendered Under Contract of Service and Job Order Workers 375

8. MANAGEMENT DIVISION

- **Internal**

1. Management and Operations Audit 379

9. MANAGEMENT INFORMATION DIVISION

- **External and Internal**

1. Request for Data Take-On 391

- **External**

1. Handling of Request for System Update (RSU) at the Central Office 394
2. Handling of Request for System Update (RSU) at the Regional Office 400

- **Internal**

1. Handling of Driver's/Conductor's License Hit List Report 403
2. Handling of Request for User System Update (RUSU) for LTO-IT, Do-It-Yourself (DIY) and Payment Assessment Tool (PAT) Users 406
3. User Account Enrollment for the Driver's Licensing System (Automated Fingerprint Identification System (AFIS) for Driver's License 408

10. ADMINISTRATIVE DIVISION

- **External**

1. Procurement of Goods, Infrastructure and Consulting Services 410

- **Internal**

1. Disposal of Obsolete Records 417
2. Requisition of Plates and Stickers 422
3. Requisition and Distribution of Driver's License and Accountable & Non-Accountable Forms 424
4. Procurement of Goods, Infrastructure and Consulting Services 426

11. OTHERS

- **External and Internal**

1. Manufacture of Motor Vehicle and Motorcycle License Plates 434

12. PACD

- **External**

1. Filing and Handling of Complaints and Feedbacks 436
2. Complaints/Queries Received by the Central Public Assistance Office 439
3. Reporting of Incidents, Concerns and/or Complaints through Phone Call, CitiSend Mobile Application or E-mail 443



LICENSING

External Services



1. STUDENT-DRIVER'S PERMIT

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

Office or Division:	1. Licensing Centers / Licensing Extension Offices 2. District Offices / Extension Offices 3. DLROs / E-Patrol 4. For foreign applicants residing at NCR: License Section, Central Office 5. For foreign applicants residing outside NCR: Licensing Centers, District / Extension Offices authorized by the Regional Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	QUALIFICATIONS: 1.1. Must be a Filipino citizen [sixteen (16) years old and above]; or 1.2. Foreign citizen at least eighteen (18) years old and must have been in the Philippines for at least one (1) month, with proof of stay for at least six (6) months 2. Must be physically and mentally fit to drive 3. Must be able to read and write in Filipino or English 4. Must not have unsettled traffic violation 5. Must have completed Theoretical Driving Course	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.1. FOR NEW STUDENT-DRIVER'S PERMIT		
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol	
2. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Presentation of the original and submission of one (1) photocopy of any of the following: a. PSA/NSO Certificate of Birth b. Philippine Identification Card c. Passport d. Local Civil Registry (for areas where there is no PSA) e. PSA Certificate of Marriage	Philippine Statistics Authority (PSA) - formerly NSO Office of the Local Civil Registry Department of Foreign Affairs
4. For applicants below 18 years old, one (1) parent's consent or a person having custody/care or supervision over the minor applicant authorizing the applicant to secure a student permit, with presentation of one (1) original and submission of one (1) photocopy of any valid government issued ID of the parent/guardian with photo and signature	Parents or Guardian For ID: Any issuing government agency
5. Presentation of the original and submission of one (1) copy of any issued ID with photo and signature of the applicant	Any issuing government agency, school, company
6. In addition, for foreign nationals, presentation of the original and submission of one (1) photocopy of passport with entry date of at least one (1) month and visa duration of six (6) months from date of application, and if born in the Philippines, presentation of the original and submission of one (1) photocopy of birth certificate duly authenticated by Philippine Statistics Authority (PSA).	For passport and Visa: Country of Origin, Bureau of Immigration and Deportation (BID) For birth certificate: Philippine Statistics Authority (PSA)
7. Taxpayer's Identification Number (TIN), if employed	Bureau of Internal Revenue (BIR)
8. Presentation of original and submission of one (1) photocopy of Electronically transmitted Certificate of Completion of the 15-hours Theoretical Driving Course	LTO Accredited Driving School, LTO Driver Education Centers (DECs), LTO Accredited TESDA Training Center
9. LTO Client ID	LTO Public Portal



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.2. FOR RENEWAL OF STUDENT-DRIVER'S PERMIT	
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Presentation of the Student Driver's Permit	Applicant
3. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)

Note:

- a. Government issued ID's - Philippine Identification (PhilID) Card, Philippine passport, Social Security System (SSS) Card, UMID Card, PhilHealth ID, TIN Card, Postal ID, Voter's ID, Barangay ID, Professional Regulation Commission (PRC) ID, Senior Citizen ID, OFW ID, Overseas Workers Welfare Administration (OWWA) ID, National Council of Disabled Affairs (NCDA) ID, Solo Parent ID, Voter's Certification, Government Services and Insurance System (GSIS) e-Card, Seaman's Book, Government Owned and/or Controlled Corporations (GOCC) ID, Home Development Mutual Fund (HDMF) ID, Department of Social Welfare and Development (DSWD) Certification, Integrated Bar of the Philippines (IBP) ID

Validity:

1. The Student Permit shall be valid for one (1) year from the date of its issuance. After one (1) year, it cannot be used for purposes of the practical driving course. However, it can be used to apply for Non-Professional Driver's License if the practical driving course has been completed within the one (1) year validity period.
2. After two (2) years from the date of issuance of Student Permit, the holder shall be required to acquire a new student permit bearing the same Student Permit number and undergo the required apprenticeship period reckoned from the date of issuance of the new Student Permit. All records of training courses shall be retained.
3. Student Permit may be renewed on or before the expiry date if the holder is not ready to apply for the Non-Professional Drivers License. Except for settlement of penalties due to traffic violations, only the basic fee shall be collected for the renewal of Student Permit after the expiry date.
(Pursuant to MC 2020-2194 dated 29 June 2020, all holders of SP that have expired and was issued prior to 03 August 2020 shall be required to complete the TDC.)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
APPLICATION FOR NEW/RENEWAL OF STUDENT PERMIT									
1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for Student-Driver's Permit 1.3. Selects appointment location/agency, date and time 1.4. Selects payment mode 1.5. Receives application confirmation and proceeds to the selected payment channel 1.6. Pays the application fee and receives the Official Receipt via email	1.1. Gets queue number 1.2. Waits for number/name to be called	1. None	1.1 Issues APL form (if necessary), queue number, and checklist of requirements 1.2. Calls out number/name of applicant	Application Fee - P 100.00	None	None	None	None	<i>Client Service Assistant (CSA)</i>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
<p>2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents</p> <p>2.2. Gets queue number</p>	<p>2. Proceeds to the Client Service Officer (CSO) window and submits accomplished APL form and all the requirements</p>	<p>2.1. Verifies transaction details and submitted documents</p> <p>2.2. Issues queue number to the applicant</p>	<p>2.1. Calls out the applicant and receives and evaluates the completeness and authenticity of requirements</p> <p>2.2. Encodes the data of the applicant</p> <p>2.3. Uploads the documentary requirements</p> <p>2.4. Advises the applicant to wait for name to be called</p>	None	None	15 minutes	30 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
<p>3. Proceeds to the Client Service Officer (CSO) window for biometric capturing</p>	<p>3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment</p> <p>3.2. Receives OR</p>	<p>3. Captures the fingerprints, photo and signature, then issues queue number to the applicant</p>	<p>3.1. Calls out the applicant, receives payment and issues Official Receipts</p> <p>3.2. Advises applicant to wait for name to be called for biometric capturing</p>	None	<p>Application Fee -P 100.00</p> <p>Student-Driver's Permit Fee - P 150.00</p>	10 minutes	50 minutes	Client Service Officer (CSO)	Cashier
<p>4.1. Proceeds to the cashier for the payment of the student-driver's permit fee</p> <p>4.2. Receives OR</p>	<p>4. Waits for name to be called for biometric capturing</p>	<p>4. Receives payment and issues Official Receipts</p>	<p>4.1. Calls out the applicant and captures the fingerprints, photo and signature</p> <p>4.2. Prints the Student-Driver's permit.</p>	<p>Student-Driver's Permit Fee - P 150.00</p>	None	10 minutes	15 minutes	Cashier	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
5.1. Waits for name to be called by the releasing officer 5.2. Signs in the logsheet and claims the printed Student-Driver's permit.	5. Waits for name to be called by the releasing officer, signs in the logsheet and claims the printed Student-Driver's permit.	5.1. Prints the Student-Driver's permit. 5.2. Calls out the applicant and issues the Student-Driver's permit.	5. Calls out the applicant and issues the Student-Driver's permit.	None	None	5 minutes	15 minutes	<i>Releasing Officer</i>	<i>Releasing Officer</i>
TOTAL:				New Student-Driver's Permit - P250.00 Renewal of Student-Driver's Permit - P150.00		40 minutes	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 with

c. For settlement of penalties due to traffic violations, only the basic fee shall be collected for the renewal of SP after the expiry date.



2. NEW DRIVER'S LICENSE (NON-PROFESSIONAL)

A privilege granted by the LTO to a qualified person to operate motor vehicles under DL Codes A, A1, B, B1, B2.

Office or Division:	1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	QUALIFICATIONS: 1. Must be at least seventeen (17) years old. For foreigners, at least eighteen (18) years old. 2. Must be able to read and write in Filipino and/or English 3. Must be a holder of Student-Driver's Permit for at least one (1) month from issuance 4. Must have attended and passed the Practical Driving Course (PDC) from LTO Driver's Education Center (DEC) / LTO accredited Driving School / LTO accredited TESDA Training Center 5. Must be physically and mentally fit to operate a motor vehicle 6. Must not have unsettled traffic violation 7. Must have passed the Automated Theoretical Examination and Practical Driving Test	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application for Permits and Licenses (APL) Form		Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate		Medical clinics accredited by Land Transportation Office (LTO)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Presentation of original and submission of one (1) photocopy of Practical Driving Course (PDC) Certificate. Electronically transmitted Practical Driving Course (PDC) Certificate	LTO accredited licensed driver, LTO Driver's Education Center (DEC) or LTO accredited Driving School / LTO accredited TESDA Training Center
4. Valid Student-Driver's Permit (Refer to validity of SP)	Applicant
5. Parental or guardian's consent (with valid government I.D. with photo and signature) if applicant is seventeen (17) years old.	Applicant
6. Tax Identification Number (TIN), if employed	Bureau of Internal Revenue (BIR)

Note:

Government issued ID's - Philippine Identification (PhilID) Card, Philippine passport, Social Security System (SSS) Card, UMID Card, PhilHealth ID, TIN Card, Postal ID, Voter's ID, Barangay ID, Professional Regulation Commission (PRC) ID, Senior Citizen ID, OFW ID, Overseas Workers Welfare Administration (OWWA) ID, National Council of Disabled Affairs (NCDA) ID, Solo Parent ID, Voter's Certification, Government Services and Insurance System (GSIS) e-Card, Seaman's Book, Government Owned and/or Controlled Corporations (GOCC) ID, Home Development Mutual Fund (HDMF) ID, Department of Social Welfare and Development (DSWD) Certification, Integrated Bar of the Philippines (IBP) ID

Validity:

A New Driver's License shall be valid for five (5) years reckoned from the date of birth of the licensee, unless sooner revoked or suspended. A DL holder who has not committed any violation/s during the five (5) years period preceding its expiration shall be entitled to a renewal of such license valid for ten (10) years.



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for Driver's License 1.3. Selects appointment location/agency, date and time 1.4. Selects payment mode 1.5. Receives application confirmation and proceeds to the selected payment channel 1.6. Pays the application fee and receives the Official Receipt via email	1.1. Gets queue number 1.2. Waits for number/name to be called	1. None	1.1. Issues APL form (if necessary), queue number, and checklist of requirements 1.2. Calls out number/name of applicant	Application Fee - P 100.00	None	None	None	None	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
<p>2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents</p> <p>2.2. Gets queue number</p>	<p>2.1. Proceeds to the Client Service Officer (CSO) window and submits accomplished APL form and all the requirements</p> <p>2.2. Applies for Driver's License</p>	<p>2.1. Verifies transaction details and submitted documents</p> <p>2.2. Issues queue number to the applicant</p>	<p>2.1. Receives and evaluates completeness and authenticity of requirements</p> <p>2.2. Uploads documentary requirements and/or updates the applicant's details, if necessary</p> <p>2.3. Prints the clients application and advises applicant to proceed to the waiting area and wait for his/her name to be called out</p> <p>2.4. Forwards the application to the cashier</p>	None	None	10 minutes	55 minutes	<i>Client Service Officer (CSO)</i>	<i>Client Service Officer (CSO)</i>
3. None	<p>3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of application fee</p> <p>3.2. Receives OR</p>	3. None	<p>3.1. Calls out the applicant, receives payment and issues Official Receipts</p> <p>3.2. Advises applicant to wait for name to be called for biometric capturing</p>	None	Application Fee - P 100.00	None	25 minutes	<i>None</i>	<i>Cashier</i>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Calls out applicant and captures the fingerprints, photo and signature, then issues queue number to the applicant for the examination	4. Calls out applicant and captures the fingerprints, photo and signature, then issues queue number to the applicant for the examination	None	None	20 minutes	20 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
5.1. Proceeds to Examination area for theoretical exam 5.2. Waits for the queue in examination area and review for the exam 5.3. Takes the exam	5.1. Proceeds to the Examination area for theoretical exam 5.2. Waits for the queue in examination area and review for the exam 5.3. Takes the exam	5.1. Verifies the applicant's details 5.2. Calls out and orients the applicant of the examination proper 5.3. Monitors the examination, generates and issues examination results to the applicant	5.1. Verifies the applicant's details 5.2. Calls out and orients the applicant of the examination proper 5.3. Monitors the examination, generates and issues examination results to the applicant	None	None	1 hour, 40 minutes	1 hour, 40 minutes	Examination Administrator	Examination Administrator
A. IF FAILED THE THEORETICAL EXAM									
A.6. Receives the examination result and may re-apply the following regular working day or any day at his/her convenience provided that the SP has not expired two (2) years from the date of issuance	A.6. Receives the examination result and may re-apply the following regular working day or any day at his/her convenience provided that the SP has not expired two (2) years from the date of issuance	A.6. Advises the applicant to re-apply the following regular working day or any day at his/her convenience provided that the SP has not expired two (2) years from the date of issuance	A.6. Advises the applicant to re-apply the following regular working day or any day at his/her convenience provided that the SP has not expired two (2) years from the date of issuance	None	None	None	None	Examination Administrator	Examination Administrator
TOTAL:				P 100.00	P 100.00	2 hours, 10 minutes	3 hours, 20 minutes		



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
B. IF PASSED THE THEORETICAL EXAM									
B.6.1. Proceeds to the actual driving test 6.2. Takes the actual driving test	B.6.1. Proceeds to actual driving test 6.2. Takes the actual driving test	B.6.1. Orients the applicant and conducts the practical examination 6.2. Evaluates the driving ability of the applicant 6.3. Accomplishes the Road Test Score Sheet 6.4. Informs the applicant of the result 6.5. Encodes the result of practical exam	B.6.1. Orients the applicant and conducts the practical examination 6.2. Evaluates the driving ability of the applicant 6.3. Accomplishes the Road Test Score Sheet 6.4. Informs the applicant of the result 6.5. Encodes the result of practical exam	None	None	1 hour, 20 minutes	1 hour, 20 minutes	<i>Driving Skills Rater (Practical Exam)</i>	<i>Driving Skills Rater (Practical Exam)</i>
A. IF FAILED THE PRACTICAL EXAM									
A.7. Receives the examination result and re-take of practical exam after 7 calendar days from the date of last practical examination until SP has not expired two (2) years from the date of issuance provided the application fee of P 100.00 is paid	A.7. Receives the examination result and re-take of practical exam after 7 calendar days from the date of last practical examination until SP has not expired two (2) years from the date of issuance provided the application fee of P	A.7. Advises the applicant to re-take practical exam after 7 calendar days from the date of last practical examination until SP has not expired two (2) years from the date of issuance provided the application fee of P 100.00 is paid	A.7. Advises the applicant to re-take practical exam after 7 calendar days from the date of last practical examination until SP has not expired two (2) years from the date of issuance provided the application fee of P 100.00 is paid	None	None	5 minutes	5 minutes	<i>Driving Skills Rater (Practical Exam)</i>	<i>Driving Skills Rater (Practical Exam)</i>
TOTAL:				P 100.00	P 100.00	3 hours, 35 minutes	4 hours, 45 minutes		



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
B. IF PASSED THE PRACTICAL EXAM									
B.7.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 7.2. Receives Official Receipt	B.7.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 7.2. Receives Official Receipt	B.7.1. Calls out name of the applicant and collects payment 7.2. Issues Official Receipts	B.7.1. Calls out name of the applicant and collects payment 7.2. Issues Official Receipts	Driver's License Fee - P 585.00	Driver's License Fee - P 585.00	25 minutes	25 minutes	Cashier	Cashier
8.1. Returns to the Client Service Officer (CSO) window and presents the OR 8.2. Signs in the logsheet and claims the DL card	8.1. Returns to the Client Service Officer (CSO) window and presents the OR 8.2. Signs in the logsheet and claims the DL card	8.1. Prints and issues the DL card 8.2. Verifies client via fingerprint scan	8.1. Prints and issues the DL card 8.2. Verifies client via fingerprint scan	None	None	25 minutes	25 minutes	Releasing Officer	Releasing Officer
TOTAL:				P 685.00 + (Refer to the License Schedule of fees and charges)		4 hours, 25 minutes	5 hours, 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 I

c. Foreigners applying for conversion of Foreign Driver's License to Philippine Driver's License shall receive their Driver's License via registered mail thru the Philippine Postal Service. (Memorandum dated 27 February 2019)

*Due to adverse conditions brought by the COVID-19 pandemic, applicant may opt to have his/her driver's license delivered by chosen courier at his/her expense.



3. CONDUCTOR'S LICENSE

An authority issued to a qualified person to work or perform the duties and responsibilities of a conductor.

Office or Division:	1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	QUALIFICATIONS: 1. Must be at least eighteen (18) years old 2. Must be physically and mentally fit to work and no contagious disease 3. Must be able to read and write in Filipino and/or English 4. Must have passed the theoretical examination - New CL and those not renewed for more than two (2) years from the expiry date 5. Must not have unsettled traffic violation 6. Must have completed the Conductor's Theoretical Course (CTC) from LTO Driver's Education Center (DEC)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENT		
Duly accomplished Application for Permits and Licenses (APL) Form		Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.1. NEW APPLICATION	
1. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)
2. Presentation of the original and submission of one (1) photocopy of any of the following: a. PSA Certificate of Birth b. Philippine Identification Card c. Passport d. PSA Certificate of Marriage for married women	Philippine Statistics Authority (PSA) - formerly NSO Office of the Local Civil Registry Department of Foreign Affairs
3. Taxpayer's Identification Number (TIN)	Bureau of Internal Revenue (BIR)
4. Presentation of original and submission of one (1) photocopy of Conductor's Theoretical Course (CTC) Certificate	LTO Driver's Education Center (DEC)
3.2. CHANGE OF CIVIL STATUS	
PSA Authenticated Marriage Contract	Philippine Statistics Authority (PSA)
3.3. CHANGE OF ADDRESS	
Barangay Clearance stating the complete address and/or proof of billing statement	Barangay / Applicant
3.4. CHANGE OF OTHER PERSONAL DETAILS	
Presentation of the original and submission of one (1) photocopy of any of the following: a. PSA Certificate of Birth b. Philippine Identification Card c. Passport	Philippine Statistics Authority (PSA) Office of the Local Civil Registry Department of Foreign Affairs



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.5. LOST / REPLACEMENT	
Affidavit of Loss / Mutilated CL	Notary Public

Note:

In areas where there is no PSA (formerly NSO) branch, presentation of the original and submission of one (1) photocopy of birth certificate validated by the Office of the Local Civil Registry with attached Official Receipt. **(For ease of doing business, NSO may be accepted)**

Validity:

A new Conductor's License (CL) shall be valid for five (5) years reckoned from the date of birth of the licensee, unless sooner revoked or suspended. A holder of CL who has not committed any violation/s during the five (5) year period preceding its expiration shall be entitled to renewal of such license valid for ten (10) years.



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for Conductor's License 1.3. Selects appointment location/agency, date and time 1.4. Selects payment mode 1.5. Receives application confirmation and proceeds to the selected payment channel 1.6. Pays the application fee and receives the Official Receipt via email	1.1. Gets queue number 1.2. Waits number/name to be called	1. None	1.1. Issues APL form (if necessary), queue number, and checklist of requirements 1.2. Calls out number/name of applicant	Application Fee - P 100.00	None	None	None	None	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
<p>2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents</p> <p>2.2. Gets queue number</p>	<p>2.1. Proceeds to the Client Service Officer (CSO) window and submits the required documents</p> <p>2.2. Applies for Conductor's License</p> <p>2.3. Waits for name to be called out</p>	<p>2. Verifies transaction details and submitted documents, then issues queue number to the applicant and proceed to the waiting area and wait for name to be called out for biometric capturing</p>	<p>2.1. Receives and evaluates completeness and authenticity of requirements</p> <p>2.2. Uploads documentary requirements and/or updates the applicant details, if necessary</p> <p>2.3. Prints the client's application and advises applicant to proceed to the waiting area and wait for name to be called out</p> <p>2.4. Forwards the application to the cashier</p>	None	None	10 minutes	55 minutes	<i>Client Service Officer (CSO)</i>	<i>Client Service Officer (CSO)</i>
3. None	<p>3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of application fee</p> <p>3.2. Receives OR</p>	3. None	<p>3.1. Calls out name of the applicant and collects payment</p> <p>3.2. Issues Official Receipt and advises applicant to wait for name to be called by the Client Service Officer (CSO)</p>	None	Application Fee - P 100.00	None	25 minutes	<i>None</i>	<i>Cashier</i>
4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Calls out applicant and captures the fingerprints, photo and signature, then issues queue number to the applicant for the examination proper	4. Calls out applicant and captures the fingerprints, photo and signature, then issues queue number to the applicant for the examination proper	None	None	20 minutes	20 minutes	<i>Client Service Officer (CSO)</i>	<i>Client Service Officer (CSO)</i>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
5.1. Proceeds to the Examination area for theoretical exam 5.2. Waits for the queue in examination area and review for the exam 5.3. Takes the exam	5.1. Proceeds to the Examination area for theoretical exam 5.2. Waits for the queue in examination area and review for the exam 5.3. Takes the exam	5.1. Verifies the applicant's details 5.2. Calls out the name of the applicant and orients him/her of the examination proper 5.3. Monitors the examination, generates and issues examination results to the applicant	5.1. Verifies the applicant's details 5.2. Calls out the name of the applicant and orients him/her of the examination proper 5.3. Monitors the examination, generates and issues examination results to the applicant	None	None	1 hour, 40 minutes	1 hour, 40 minutes	Examination Administrator	Examination Administrator
A. IF FAILED THE THEORETICAL EXAM									
A.6. Receives the examination result and may re-apply on the next regular working day or any day at his/her convenience	A.6. Receives the examination result and may re-apply on the next regular working day or any day at his/her convenience	A.6. Advises the applicant to re-apply the following regular working day or any day at his/her convenience	A.6. Advises the applicant to re-apply the following regular working day or any day at his/her convenience	None	None	None	None	Examination Administrator	Examination Administrator
TOTAL:				P 100.00	P 100.00	2 hours, 10 minutes	3 hours, 20 minutes		
B. IF PASSED THE THEORETICAL EXAM									
B.6.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the CL fee 6.2. Receives Official Receipt	B.6.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the CL fee 6.2. Receives Official Receipt	B.6.1. Calls out name of the applicant and collects payment 6.2. Issues Official Receipts	B.6.1. Calls out name of the applicant and collects payment 6.2. Issues Official Receipts	Conductor's License Fee 585.00	Conductor's License Fee P 585.00	25 minutes	25 minutes	Cashier	Cashier



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
7.1. Returns to the Client Service Officer (CSO) window and presents the OR 7.2. Signs in the logsheet and claims the CL card	7.1. Returns to the Client Service Officer (CSO) window and presents the OR 7.2. Signs in the logsheet and claims the CL card	7.1. Prints and issues the CL card 7.2. Verifies client via fingerprint scan	7.1. Prints and issues the CL card 7.2. Verifies client via fingerprint scan	None	None	25 minutes	25 minutes	Releasing Officer	Releasing Officer
TOTAL:				P 685.00 + (Refer to the License Schedule of fees and charges)		3 hours	4 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.



4. PLAIN OR ADVANCE RENEWAL OF DRIVER'S/CONDUCTOR'S LICENSE AND RENEWAL OF DRIVER'S LICENSE OF FILIPINOS LIVING/WORKING ABROAD

The process of extending the privilege given to holders of Driver's and Conductor's License without theoretical examination.

Office or Division:	<ol style="list-style-type: none"> 1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices 3. E- Patrols and DLROs (except absentee renewal) 4. Central Office - License Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>QUALIFICATIONS:</p> <ol style="list-style-type: none"> 1. Must be a holder of Driver's License or Conductor's License not expired for more than two (2) years including advance renewal for those who intend to leave the country within one (1) year before expiry date 2. Must be physically and mentally fit to operate a motor vehicle 3. Must not have unsettled traffic violation 4. Must have completed the Comprehensive Driver's Education (CDE) prior to initial renewal of the five (5) years DL 5. For DL holders with accumulated five (5) to nine (9) demerit points must have completed the Driver's Reorientation Course and its examination 6. For DL holders with ten (10) or more but less than forty (40) demerit points, must have passed both the Driver's Reorientation Course and its examination, and the automated Theoretical Examination



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.1. PLAIN/ADVANCE RENEWAL	
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)
3. Electronically Transmitted Certificate of Completion of Comprehensive Driver's Education (CDE) for the initial renewal of DL with five (5) years validity <i>(The CDE shall no longer be required for the renewal of all driver's license holders that were issued with Student-driver's Permit on or after 03 August 2020, and those who have renewed to their current driver's license on or after 28 October 2021)</i>	LTO Public Portal - E-Learning, LTO District Office (DO), Extension Office (EO), Driver's License Renewal Office (DLRO), or DEC
4. Presentation of original Driver's or Conductor's License	Applicant
5. Submission of Certificate of Completion of Driver's Reorientation Course for applicants with five (5) to nine (9) and ten (10) or more but less than forty (40) demerit points	LTO Driver's Education Center (DEC)
6. Plane ticket (for advance renewal only)	Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.2. RENEWAL OF DRIVER'S LICENSE OF FILIPINOS LIVING/WORKING ABROAD	
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Presentation of one (1) photocopy of passport (first page, visa page and departure from the Philippines and latest arrival overseas)	Applicant
3. Presentation of original Letter of Authority of authorized representative	Applicant
<p>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:</p> <ul style="list-style-type: none"> a. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate b. Presentation of original and submission of one (1) photocopy of passport (first and arrival pages) c. Presentation of original Official Receipt (OR) which serves as temporary DL d. Electronically Transmitted Certificate of Comprehensive Driver's Education (CDE) for the initial renewal of DL with five (5) years validity e. Certificate of Completion of Driver's Reorientation Course for applicants with five (5) to nine (9) and ten (10) or more but less than forty (40) demerit points 	<p>Medical clinics accredited by Land Transportation Office (LTO)</p> <p>Applicant</p> <p>Applicant</p> <p>LTO Public Portal LTO Driver's Education Center (DEC)</p> <p>LTO Driver's Education Center (DEC)</p>



5. MISCELLANEOUS LICENSE TRANSACTIONS

Other Driver's License Transactions specifically re-activation of Driver's License, updating of Conductor's or Driver's License holder's details and application for duplicate Student Permit, Conductor's License and Driver's License.

Office or Division:	<ol style="list-style-type: none"> 1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices 3. E- Patrols and DLROs 4. Central Office - License Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>QUALIFICATIONS:</p> <ol style="list-style-type: none"> 1. Must be a holder of Driver's License or Conductor's License not expired for more than two (2) years 2. Must be a holder of Driver's License or Conductor's License who intends to leave the country and license is due for renewal within one (1) year
	<p>FOR REACTIVATION OF STORED DRIVER'S LICENSE</p> <p>Holder of a Stored Driver's License</p>
	<p>FOR STORAGE OF DRIVER'S LICENSE</p> <ol style="list-style-type: none"> 1. Must be a holder of valid driver's license 2. Must not have unsettled traffic violation



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.1. WITH REVISION OF RECORDS	
General Requirements:	
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Presentation of original Driver's / Conductor's License	Applicant
Additional Requirements:	
5.1.1. <u>Change name</u>	
<p>1. Request for revision with any of the following, whichever is applicable:</p> <p>a. Presentation of original copy and submission of one (1) photocopy of the Court Order authorizing the change of name</p> <p>b. If widow, presentation of original and submission of one (1) photocopy of death certificate of the deceased husband</p> <p>c. Authenticated Birth certificate or Philippine Identification Card and/or marriage contract, with annotation if applicable . In areas where there is no PSA branch, presentation of the original and submission of one (1) photocopy of birth certificate and marriage contract validated by the Office of the Local Civil Registry with attached Official Receipt.</p>	Court / Philippine Statistics Authority (PSA) / Office of the Local Civil Registry



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.1.2. <u>Correction of Name / Birthdate</u>	
3. Presentation of the original and submission of one (1) photocopy of any of the following: a. PSA Certificate of Birth b. Philippine Identification Card c. Passport	Philippine Statistics Authority (PSA) - formerly NSO Department of Foreign Affairs
5.1.3. <u>Change Civil Status</u>	
1. Presentation of the original and submission of one (1) photocopy of Marriage Contract. If marriage contract is not in English or Filipino, submit official English translation. In areas where there is no PSA branch, presentation of the original and submission of one (1) photocopy of birth certificate and marriage contract validated by the Office of the Local Civil Registry with attached Official Receipt or Philippine Identification Card	Philippine Statistics Authority (PSA) / The local embassy of the issuing country / Office of the Local Civil Registry
2. If annulled, presentation of original and submission of one (1) photocopy court order or marriage contract with annotation	Court, Philippine Statistics Authority (PSA)
3. Certificate of No Marriage (CENOMAR), if applicable	Philippine Statistics Authority (PSA)
4. If married abroad, presentation of original and submission of one (1) photocopy of passport showing married name or copy of the "report of marriage" submitted at the Philippine Consular Office where the marriage took place	Applicant
5.1.4. <u>Change in Citizenship</u>	
1. Presentation of original and submission of one (1) photocopy of Passport (first page, visa page and departure from the Philippines and latest arrival overseas)	Bureau of Immigration and Deportation (BID)
2. Certificate of Re-acquisition of Citizenship, Identification Certificate or Oath of Allegiance	Embassy, Consular Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Foreign passport	Issuing country/government
5.1.5. Change Address	
1. Submission of one (1) photocopy of Barangay Certification of Residency /Clearance or Proof of Billing	Barangay/Meralco/Maynilad/PLDT/others
5.2. APPLICATION FOR DUPLICATE DRIVER'S LICENSE / STUDENT DRIVER'S PERMIT	
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Presentation of original Affidavit of Loss or Mutilated SP/DL	Applicant
3. Submission of one (1) photocopy and presentation of original valid ID with photo and signature	Any issuing Government Agency, company, school
5.3. STORAGE OF DRIVER'S/CONDUCTOR'S LICENSE	
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Submission of original Driver's / Conductor's License	Applicant

Note:

a. Government issued ID's - Philippine Identification (PhilID) Card, Philippine passport, Social Security System (SSS) Card, UMID Card, PhilHealth ID, TIN Card, Postal ID, Voter's ID, Barangay ID, Professional Regulation Commission (PRC) ID, Senior Citizen ID, OFW ID, Overseas Workers Welfare Administration (OWWA) ID, National Council of Disabled Affairs (NCDA) ID, Solo Parent ID, Voter's Certification, Government Services and Insurance System (GSIS) e-Card, Seaman's Book, Government Owned and/or Controlled Corporations (GOCC) ID, Home Development Mutual Fund (HDMF) ID, Department of Social Welfare and Development (DSWD) Certification, Integrated Bar of the Philippines (IBP) ID



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
4.1. PLAIN RENEWAL (No Changes or Revisions on DL/CL Details) 4.2. ADVANCE RENEWAL (No Changes or Revisions on DL/CL Details) 5.2. DUPLICATE OF LICENSE WITHOUT REVISION OF RECORDS									
1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for Renewal of License 1.3. Selects appointment location/agency, date and time 1.4. Selects payment mode 1.5. Receives application confirmation and proceeds to the selected payment channel 1.6. Pays the necessary fee and receives the Official Receipt via email	1.1. Gets queue number 1.2. Waits for number/name to be called	1. None	1.1. Issues APL form (if necessary), queue number, and checklist of requirements 1.2. Calls out number/name of applicant	Refer to License Schedule of Fees and Charges	None	None	None	None	<i>Client Service Officer (CSO)</i>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
<p>2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents</p> <p>2.2. Gets queue number</p>	<p>2.1. Proceeds to the Client Service Officer (CSO) window and submits the required documents</p> <p>2.2. None</p> <p>2.3. Applies for Renewal</p> <p>2.4. Waits for name to be called out</p>	<p>2.1. Verifies transaction details and submitted documents</p> <p>2.2. Issues queue number to the applicant</p>	<p>2.1. Receives and evaluates completeness and authenticity of requirements</p> <p>2.2. Uploads documentary requirements and/or updates the applicant details, if necessary</p> <p>2.3. Prints the client's application and advises applicant to proceed to the waiting area and wait for name to be called out</p> <p>2.4. Forwards the application to the cashier</p>	None	None	10 minutes	55 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
3. None	<p>3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for the payment</p> <p>3.2. Receives OR</p>	3. None	<p>3.1. Calls out name of the applicant and collects payment</p> <p>3.2. Issues Official Receipt and advises applicant to wait for his/her name to be called by the Client Service Officer (CSO)</p>	None	P 585.00	None	25 minutes	None	Cashier
4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Captures the fingerprints, photo and signature	4. Captures the fingerprints, photo and signature	None	None	10 minutes	20 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
5.1. Returns to the Client Service Officer (CSO) window and presents the OR 5.2. Signs in the logsheet and claims the DL card	5.1. Returns to the Client Service Officer (CSO) window and presents the OR 5.2. Signs in the logsheet and claims the printed DL card	5.1. Prints and issues the DL card 5.2. Verifies client via fingerprint scan	5.1. Prints and issues the DL card 5.2. Verifies client via fingerprint scan	None	None	10 minutes	25 minutes	Releasing Officer	Releasing Officer
TOTAL:				P 585.00		30 minutes	1 hour, 40 minutes		
4.2. RENEWAL OF DRIVER'S LICENSE FOR OFW AND FILIPINOS LIVING ABROAD									
None	1.1. Presents requirements 1.2. Gets queue number	None	1. Assigns queue number to the applicant's authorized representative	None	None	None	None	None	Client Service Officer (CSO)
None	2. Authorized representative submits all requirements	None	2.1. Receives and evaluates completeness and authenticity of requirements 2.2. Encodes applicant details	None	None	None	30 minutes	None	Client Service Officer (CSO)
None	3. None	None	3. Reviews and approves transaction. The approving officer should reflect on the remarks field that the transaction is an absentee renewal	None	None	None	35 minutes	None	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
None	4.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for the payment 4.2. Receives OR	None	4.1. Calls out name of the applicant and collects payment 4.2. Issues Official Receipt and advises applicant to wait for his/her name to be called by the Client Service Officer (CSO)	None	Refer to License Schedule of fees and Charges	None	1 hour	None	Cashier
None	5. Receives OR which serves as temporary driver's license	None	5. Stamps a marginal note to the OR as temporary DL. Releases the OR	None	None	None	15 minutes	None	Releasing Officer
END OF TRANSACTION		TOTAL:		None	Refer to License Schedule of fees and Charges	None	2 hours, 20 minutes		
None	6. Within 30 days upon return to the Philippines, Licensee must submit all requirements for renewal including electronically transmitted medical certificate from an LTO accredited clinic	None	6. Receives and evaluates the completeness and authenticity of requirements	None	None	None	30 minutes	None	Client Service Officer (CSO)
None	7. Licensee waits for his/her name to be called for photo taking and biometric capturing	None	7.1. Captures biometric, photo and signature 7.2. Prints DL Card	None	None	None	30 minutes	None	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
None	8.1. Receives the DL Card 8.2. Signs in the log sheet	None	8.1. Issues DL Card 8.2. Requires the applicant to sign in the log sheet	None	None	None	15 minutes	None	Releasing Officer
END OF TRANSACTION		TOTAL:		None	Refer to License Schedule of Fees and Charges	None	1 hour, 15 minutes		

5.1. RENEWAL OF LICENSE, LOST LICENSE DUE FOR RENEWAL AND/OR REVISION OF RECORDS (LC/DO/EO with MIXED TRANSACTIONS)
5.2. DUPLICATE OF LICENSE WITH/WITHOUT REVISION OF RECORDS (LC/DO/EO with MIXED TRANSACTIONS)

1.1 Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for Renewal with Revision of Records or Duplicate of License 1.3. Selects appointment location/agency, date and time 1.4. Selects payment mode 1.5. Receives application confirmation and proceeds to the selected payment channel 1.6. Pays the necessary fee and receives the Official Receipt via email	1.1. Presents requirements 1.2. Gets queue number	1. None	1.1. Assigns queue number to the applicant 1.2. Issues APL form for transaction with revision of records	Refer to License Schedule of fees and Charges	None	None	None	None	Client Service Officer (CSO)
---	--	---------	---	---	------	------	------	------	------------------------------



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents 2.2. Gets queue number	2.1. Submits the requirements with the attached queue number 2.2. Confirms the encoded revision by the Client Service Officer (CSO)	2.1. Verifies transaction details and submitted documents 2.2. Issues queue number to the applicant	2.1. Receives and evaluates the completeness and authenticity of requirements 2.2. Retrieves applicant's information in the system and generates transaction ID 2.3. Encodes the data for revision	None	None	10 minutes	30 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
3. None	3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for the payment 3.2. Receives OR	3. None	3.1. Calls out name of the applicant and collects payment 3.2. Issues Official Receipt and advises applicant to wait for his/her name to be called by the Client Service Officer (CSO)	None	Refer to License Schedule of fees and Charges	None	1 hour	None	Cashier
4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Captures the fingerprints, photo and signature	4. Captures the fingerprints, photo and signature	None	None	15 minutes	15 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
5.1. Returns to the Client Service Officer (CSO) window and presents the OR 5.2. Signs in the logsheet and claims the DL card	5.1. Returns to the Client Service Officer (CSO) window and presents the OR 5.2. Signs in the logsheet and claims the DL card	5.1. Prints and issues the DL card 5.2. Verifies client via fingerprint scan	5.1. Prints and issues the DL card 5.2. Verifies client via fingerprint scan	None	None	15 minutes	15 minutes	Releasing Officer	Releasing Officer
TOTAL:				Refer to the License Schedule of fees and charges		40 minutes	2 hours		



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
5.3. STORAGE OF DRIVER'S LICENSE									
None	1. Proceeds to the Client Service Officer (CSO) window and submits the required documents	None	1.1. Receives and evaluates completeness and authenticity of the requirements 1.2. Uploads documentary requirements and/or updates the applicant's details, if necessary 1.3. Prints the client's application and advises applicant to proceed to the waiting area and wait for his/her name to be called out 1.4. Forwards the application to the cashier	None	None	None	10 minutes	None	Client Service Officer (CSO)
None	2.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for the payment 2.2. Receives OR	None	2.1. Calls out name of the applicant and collects payment 2.2. Issues Official Receipt and advises applicant to wait for his/her name to be called by the Client Service Officer (CSO)	None	P 50.00	None	20 minutes	None	Cashier
END OF TRANSACTION		TOTAL:		None	Refer to License Schedule of fees and Charges	None	30 minutes		



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN

For Reactivation of Driver's License, proceed to the plain renewal procedure.

- 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 stop
 - c. Storage of Driver's License prior to its expiry date shall mean no collection of penalties upon reactivation.



6. RENEWAL OF DRIVER'S / CONDUCTOR'S LICENSE WITH EXAMINATION [EXPIRED FOR MORE THAN TWO (2) YEARS] AND/OR WITH TEN (10) OR MORE BUT LESS THAN FORTY (40) DEMERIT POINTS

The process of granting the privilege given to holders of more than two (2) years expired Driver's / Conductor's License.

Office or Division:	<ol style="list-style-type: none"> 1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>QUALIFICATIONS:</p> <p>FOR DRIVER'S LICENSE</p> <ol style="list-style-type: none"> 1. Must be physically and mentally fit to operate a motor vehicle 2. Must not have unsettled traffic violation 3. Must have passed the Automated Theoretical Examination and Practical Driving Test 4. Must have completed the Comprehensive Driver's Education (CDE) prior to initial renewal of the five (5) years DL 5. For DL holders with accumulated five (5) to nine (9) demerit points, must have completed the Driver's Reorientation Course 6. For DL holders with ten (10) or more but less than forty (40) demerit points, must have passed both the Driver's Reorientation Course and its examination, and the automated Theoretical Examination
Who may avail:	<p>FOR CONDUCTOR'S LICENSE</p> <ol style="list-style-type: none"> 1. Must be physically and mentally fit to work as conductor 2. Must not have unsettled traffic violation 3. Must have passed the Automated Theoretical Examination 4. For CL holders with accumulated five (5) to nine (9) demerit points, must have completed the Conductor's Re-orientation Course 5. For CL holders with ten (10) or more but less than forty (40) demerit points, must have completed the Conductor's Re-orientation Course and passed the Theoretical Examination



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)
3. Presentation of original Driver's/Conductor's License (expired for more than two (2) years)	Applicant



7. CHANGE CLASSIFICATION FROM NON-PROFESSIONAL DRIVER'S LICENSE CODE TO PROFESSIONAL DRIVER'S LICENSE CODE WITH SAME DRIVER'S LICENSE CODE

The process of upgrading the privilege granted to drive a certain type of vehicle from purely private use to getting authority to operate a vehicle, of similar category, for compensation. This also enables a driver to operate a public utility vehicle of same category.

Office or Division:	<ol style="list-style-type: none"> 1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	<p>QUALIFICATIONS:</p> <ol style="list-style-type: none"> 1. Must be at least eighteen (18) years old. 2. Must be able to read and write in Filipino and/or English 3. Must be physically and mentally fit to operate a motor vehicle 4.1. Must not have unsettled traffic violation 4.2. For applicants with the following demerit points, the period of prohibition for change classification shall apply from the date of settlement of fines and penalties: <ul style="list-style-type: none"> 1 - 2 demerit points - 3 months 3 - 4 demerit points - 6 months 5 or more demerit points - 1 year 5.1. For valid NPDL, must have passed the Automated Theoretical Examination 5.2. For expired NPDL, must have passed the Automated Theoretical Examination and Practical Driving Test 6.1. For RC 1 / DL Codes A and A1, must be a holder of a valid NPDL for at least six (6) months from the date of issuance 6.2. For RC 2 or 4 / DL Codes B, B1 and B2, must be a holder of a valid NPDL for at least one (1) year from the date of issuance



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)
3. Presentation of original valid / expired NPDL	Applicant
4. Taxpayer's Identification Number (TIN)	Bureau of Internal Revenue (BIR)



8. ADDITIONAL DRIVER'S LICENSE CODE/S

The process of including other type of vehicles which the holder of a driver's license may operate.

Office or Division:	<ol style="list-style-type: none"> 1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	<p>QUALIFICATIONS:</p> <ol style="list-style-type: none"> 1. Must be at least eighteen (18) years old 2. Must be able to read and write in Filipino and/or English 3. Must be physically and mentally fit to operate a motor vehicle 4.1. Must not have unsettled traffic violation 4.2. For applicants with the following demerit points, the period of prohibition for additional DL codes shall apply from the date of settlement of fines and penalties: <ul style="list-style-type: none"> 1 - 2 demerit points - 3 months 3 - 4 demerit points - 6 months 5 or more demerit points - 1 year 5. Must have passed the Automated Theoretical Examination and Practical Driving Test 6.1. For RC 1 / DL Codes A or A1, must be a holder of DL 6.2. For RC 2 or 4 / DL Codes B, B1 or B2, must be a holder of DL 6.3. For RC 3 or 5 / DL Codes C, must be a holder of PDL Code B2 (RC 2) for at least four (4) years 6.4. For RC 3 or 5 / DL Codes D, must be a holder of PDL Code B1 (RC 2) for at least four (4) years 6.5. For RC 6 or 7 / DL Codes BE, must be a holder of B, B1, or B2 (RC 2) for at least three (3) years 6.6. For RC 8 / DL Codes CE, must be holder of C or D (RC 3) for at least six (6) months



Who may Avail:	For Special Purpose Vehicles Must be a holder of a professional driver's license corresponding to the type of DL Code he/she operates and must comply with the required training every renewal of DL	
	Vehicle Type	Certificate of Training from Training Institutions
	Ambulance	TESDA or Accredited TESDA Training Centers
	Firetruck	National Fire Training Institute
	Armored Car	Armored Services Association of the Philippines or other related association
	School Service	Land Transportation Office (LTO) or Land Transportation Franchising and Regulatory Board (LTFRB)
	Carrier of Hazardous Cargo	TESDA or Accredited TESDA Training Centers
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application for Permits and Licenses (APL) Form		Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate		Medical clinics accredited by Land Transportation Office (LTO)
3. Presentation of original NPDL/PDL		Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4.1. For DL Code A or A1, if holder of A / A1, no PDC required</p> <p>4.2. For DL Code B, B1 or B2, if holder of B, B1 / B2, no PDC required</p> <p>4.3. For DL Code C, must have equivalent training from LTO accredited TESDA Training Center for Driving (Straight Truck/Passenger Bus) NC III or PDC from Driving School prior to application</p> <p>4.4. For DL Code D, must have equivalent training from LTO accredited TESDA Training Center for Driving (Straight Truck/Passenger Bus) NC III or PDC from Driving School prior to application</p> <p>4.5. For DL Code BE, must have equivalent training from LTO accredited TESDA Training Center or PDC from Driving School prior to application or holder of CE (RC 8)</p> <p>4.6. For DL Code CE, must have equivalent training from LTO accredited TESDA Training Center for Driving (Articulated) NC III or PDC from Driving School prior to application</p>	<p>LTO Driver's Education Center (DEC) LTO Accredited Driving Schools LTO Accredited TESDA Training Center</p>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for the Renewal of expired Driver's License or Conductors License 1.2. Selects appointment location/agency, date and time 1.3. Selects payment mode 1.4. Receives application confirmation and proceeds to the selected payment channel 1.5. Pays the application fee and receives the Official Receipt via email	1.1. Gets queue number 1.2. Waits for number/name to be called	1. None	1.1 Issues APL form (if necessary), queue number, and checklist of requirements 1.2. Calls out number/name of applicant	P 100.00	None	None	None	None	Client Service Officer (CSO)
2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents 2.2. Gets queue number	2.1. Proceeds to the Client Service Officer (CSO) window and submits accomplished APL form and all the requirements 2.2. None 2.3. Applies for Driver's License 2.4. Waits for name to be called out	2. Verifies transaction details and submitted documents, then issues queue number to the applicant	2.1. Receives and evaluates completeness and authenticity of requirements 2.2. Uploads documentary requirements and/or updates the applicant's details, if necessary 2.3. Prints the clients application and advises applicant to proceed to the waiting area and wait for his/her name to be called out 2.4. Forwards the application to the cashier	None	None	10 minutes	55 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)

RENEWAL OF DL/CL WITH EXAMINATION (EXPIRED FOR MORE THAN 2 YEARS) AND/OR WITH 10 OR MORE BUT LESS THAN 40 DEMERIT POINTS
 CHANGE CLASSIFICATION FROM NPDL TO PDL CODE WITH SAME DL CODE
 ADDITIONAL DRIVER'S LICENSE CODE/S



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
3. None	3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of application fee 3.2. Receives OR	3. None	3.1. Calls-out the applicant, receives payment and issues Official Receipts 3.2. Advises applicant to wait for name to be called for biometric capturing	None	P 100.00	None	25 minutes	None	Cashier
4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Proceeds to the Evaluator window for biometric capturing	4. Captures the fingerprints, photo and signature, then issues queue number to the applicant	4. Calls out applicant and captures the fingerprints, photo and signature, then issues queue number to the applicant for the examination	None	None	20 minutes	20 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
5.1. Proceeds to Examination area for theoretical exam 5.2. Waits for the queue in examination area 5.3. Takes the exam	5.1. Proceeds to the Examination area for theoretical exam 5.2. Waits for the queue in examination area and review for the exam 5.3. Takes the exam	5.1. Verifies the applicant's details 5.2. Calls out and orients the applicant of the examination proper 5.3. Monitors the examination, generates and issues examination results to the applicant	5.1. Verifies the applicant's details 5.2. Calls out the name of the applicant and orients him/her of the examination proper 5.3. Monitors the examination, generates and issues examination results to the applicant	None	None	1 hour, 40 minutes	1 hour, 40 minutes	Examination Administrator	Examination Administrator
A. IF FAILED THE THEORETICAL EXAM									
A.6. Receives the examination result and may re-apply the following regular working day or any day at his/her convenience	A.6. Receives the examination result and may re-apply the following regular working day or any day at his/her convenience	A.6. Advises the applicant to re-apply the following regular working day or any day at his/her convenience	A.6. Advises the applicant to re-apply the following regular working day or any day at his/her convenience	None	None	None	None	Examination Administrator	Examination Administrator
TOTAL:				P 100.00	P 100.00	2 hours, 10 minutes	3 hours, 20 minutes		



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
B. IF PASSED THE THEORETICAL EXAM									
RENEWAL WITH EXAMINATION AND/OR ADDITIONAL DL CODES									
B.6.1. Proceeds to actual driving test except for change classification of valid NPDL 6.2. Takes the actual driving test	B.6.1. Proceeds to actual driving test 6.2. Takes the actual driving test	B.6.1. Orients the applicant and conducts the practical examination 6.2. Evaluates the driving ability of the applicant 6.3. Accomplishes the Road Test Score Sheet 6.4. Informs the applicant of the result 6.5. Encodes the result of practical exam	B.6.1. Orients the applicant and conducts the practical examination 6.2. Evaluates the driving ability of the applicant 6.3. Accomplishes the Road Test Score Sheet 6.4. Informs the applicant of the result 6.5. Encodes the result of practical exam	None	None	1 hour, 20 minutes	1 hour, 20 minutes	<i>Driving Skills Rater (Practical Exam)</i>	<i>Driving Skills Rater (Practical Exam)</i>
CHANGE CLASSIFICATION WITH VALID NPDL FOR SAME DL CODES									
None	C.6. Proceeds to the Driving Skills Rater for validation of existing DL codes	None	C.6. Validates and encodes existing DL codes	None	None	None	20 minutes	None	<i>Driving Skills Rater (Practical Exam)</i>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
CHANGE CLASSIFICATION WITH DELINQUENT LICENSE, RENEWAL WITH EXAMINATION AND/OR ADDITIONAL DL CODES									
A. IF FAILED THE PRACTICAL EXAM									
A.7. Receives the examination result and re-take of practical exam after 7 calendar days from the date of last practical examination provided the application fee of P 100.00 is paid	A.7. Receives the examination result and re-take of practical exam after 7 calendar days from the date of last practical examination provided the application fee of P 100.00 is paid	A.7. Advises the applicant to re-take practical exam after 7 calendar days from the date of last practical examination provided the application fee of P 100.00 is paid.	A.7. Advises the applicant to re-take practical exam after 7 calendar days from the date of last practical examination provided the application fee of P 100.00 is paid.	None	None	5 minutes	5 minutes	<i>Driving Skills Rater (Practical Exam)</i>	<i>Driving Skills Rater (Practical Exam)</i>
TOTAL:				P 100.00	P 100.00	3 hours, 35 minutes	4 hours, 45 minutes		
B. IF PASSED THE PRACTICAL EXAM									
B.7.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 7.2. Receives OR	B.7.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 7.2. Receives OR	B.7.1. Calls out name of the applicant and collects payment 7.2. Issues Official Receipts	B.7.1. Calls out name of the applicant and collects payment 7.2. Issues Official Receipts	P 585.00	P 585.00	25 minutes	25 minutes	<i>Cashier</i>	<i>Cashier</i>
8.1. Returns to the Client Service Officer (CSO) window and presents the OR 8.2. Signs in the logsheet and claims the DL card	8.1. Returns to the Client Service Officer (CSO) window and presents the OR 8.2. Signs in the logsheet and claims the printed DL card	8.1. Prints and issues the DL card 8.2. Verifies client via fingerprint scan	8.1. Prints and issues the DL card 8.2. Verifies client via fingerprint scan	None	None	25 minutes	25 minutes	<i>Releasing Officer</i>	<i>Releasing Officer</i>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
TOTAL:				P 685.00 + (Refer to the License Schedule of fees and charges)		Change Classification with Delinquent License, Renewal with Examination and/or Additional DL Codes - 4 hours, 25 minutes	5 hours, 35 minutes		
						Change Classification with Same DL Code - 3 hours, 25 minutes	5 hours, 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.



9. CONVERSION OF FOREIGN DRIVER'S LICENSE TO PHILIPPINE DRIVER'S LICENSE INCLUDING RENEWAL OF EXPIRED PHILIPPINE DRIVER'S LICENSE WITH A VALID FOREIGN DRIVER'S LICENSE

A process of adopting a foreign driver's license into a Philippine Driver's License.

Office or Division:	1. Licensing Centers / Licensing Extension Offices
	2. Authorized District Offices / Extension Offices
	3. Central Office - License Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>QUALIFICATIONS:</p> <ol style="list-style-type: none"> 1. Must be physically and mentally fit to operate a motor vehicle 2. Must be able to read and write in English, Filipino and/or any major dialect 3. Must be a holder of a valid foreign driver's license, in case of expired foreign Driver's License, the applicant must have passed the Theoretical Examination and Practical Driving Test 4. Must not have unsettled traffic violation 5. Must have passed the practical examination for applicants (Foreigners and Filipinos) from countries operating right hand drive vehicles 6. Must have a valid visa for at least 120 days upon the date of arrival



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)
3. Presentation of original and submission of one (1) photocopy of valid foreign Driver's License. If the foreign Driver's License is not in English language, original official English translation	For valid foreign DL: Applicant For English translation of foreign DL: Local embassy of the issuing country
4. Presentation of original and submission of one (1) photocopy of valid passport showing the first page, visa page and latest date of entry in the Philippines.	For passport and visa: Country of Origin, Bureau of Immigration and Deportation (BID)
5. Presentation of Foreign Driver's License	Applicant
6. TIN, if employed	Bureau Internal Revenue

Note:

- a. Heavy or Articulated Vehicles for Foreigners – Foreigners shall only be allowed to operate DL Code BE, C, CE or D upon submission of DOLE Alien Employment Permit (AEP) and stating therein that the applicant is required or authorized to operate such and must comply with the experience and training requirements stated in the Supplemental IRR of R.A. No. 10930 Table 6.
- b. For renewal of invalid or expired Philippine DL with valid FDL and additional DL Code, the applicant should pass the theoretical and practical examination (not required if vehicle category in the Philippine DL is found in the FDL).
- c. The DL category in the FDL should serve as PDC for the equivalent Philippine DL Code being applied for.
- d. If the issuing country practices left hand traffic, the applicant must undergo practical driving test.



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
VALID FOREIGN DRIVER'S LICENSE AND RENEWAL OF EXPIRED PHILIPPINE DRIVER'S LICENSE WITH A VALID FOREIGN DRIVER'S LICENSE									
1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for Conversion of Valid Foreign Driver's License or Renewal of Expired Philippine Driver's License with Valid Foreign Driver's License 1.3. Selects appointment location/agency, date and time 1.4. Selects payment mode 1.5. Receives application confirmation and proceeds to the selected payment channel	1.1. Gets queue number 1.2. Waits for number/name to be called	1. None	1.1. Issues APL form (if necessary), queue number, and checklist of requirements 1.2. Calls out number/name of applicant	P 100.00	None	None	None	None	Client Service Officer (CSO)
2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents 2.2. Gets queue number	2.1. Proceeds to the Client Service Officer (CSO) window and submits accomplished APL form and all the requirements 2.2. None 2.3. Applies for Conversion of Foreign Driver's License 2.4. Waits for name to be called out	2. Verifies transaction details and submitted documents, then issues queue number to the applicant	2.1. Receives and evaluates completeness and authenticity of requirements 2.2. Uploads documentary requirements and/or updates the applicant's details, if necessary 2.3. Prints the clients application and advises applicant to proceed to the waiting area and wait for his/her name to be called out 2.4. Forwards the application to the cashier	None	None	10 minutes	55 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
3. None	3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of application fee 3.2. Receives OR	3. None	3.1. Calls-out the applicant, receives payment and issues Official Receipts 3.2. Advises applicant to wait for name to be called for biometric capturing	None	P 100.00	None	25 minutes	None	Cashier
4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Proceeds to the Evaluator window for biometric capturing	4. Captures the fingerprints, photo and signature, then issues queue number to the applicant	4. Calls out applicant and captures the fingerprints, photo and signature, then issues queue number to the applicant for the examination	None	None	20 minutes	20 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
5.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 5.2. Receives OR	5.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 5.2. Receives OR	5.1. Calls out name of the applicant and collects payment 5.2. Issues Official Receipts	5.1. Calls out name of the applicant and collects payment 5.2. Issues Official Receipts	P 685.00	P 685.00	25 minutes	25 minutes	Cashier	Cashier
6.1. Returns to the Client Service Officer (CSO) window and presents the OR 6.2. Signs in the logsheet and claims the DL card	6.1. Returns to the Evaluator window and presents the OR 6.2. Signs in the logsheet and claims the printed DL card	6.1. Prints and issues the DL card 6.2. Verifies client via fingerprint scan	6.1. Prints and issues the DL card 6.2. Verifies client via fingerprint scan	None	None	25 minutes	25 minutes	Releasing Officer	Releasing Officer
TOTAL:				P 785.00 + (Refer to the License Schedule of fees and charges)		1 hour, 20 minutes	2 hours, 30 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.

c. Foreigners applying for conversion of Foreign Driver's License to Philippine Driver's License shall receive their Driver's License via registered mail thru the Philippine Postal Service. (Memorandum dated 27 February 2019)

*Due to adverse conditions brought by the COVID-19 pandemic, applicant may opt to have his/her driver's license delivered by chosen courier at his/her expense.



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
EXPIRED FOREIGN DRIVER'S LICENSE AND/OR FROM COUNTRIES OPERATING RIGHT HAND DRIVE VEHICLES									
1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for Conversion Expired Foreign Driver's License and/or from Countries Operating Right Hand Drive Vehicles 1.3. Selects appointment location/agency, date and time 1.4. Selects payment mode 1.5. Receives application confirmation and proceeds to the selected payment channel 1.6. Pays the application fee and receives the Official Receipt via email	1.1. Gets queue number 1.2. Waits for number/name to be called	1. None	1.1. Issues APL form (if necessary), queue number, and checklist of requirements 1.2. Calls out number/name of applicant	P 100.00	None	None	None	None	<i>Client Service Officer (CSO)</i>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
<p>2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents</p> <p>2.2. Gets queue number</p>	<p>2.1. Proceeds to the Client Service Officer (CSO) window and submits accomplished APL form and all the requirements</p> <p>2.2. None</p> <p>2.3. Applies for Conversion of Foreign Driver's License</p> <p>2.4. Waits for name to be called out</p>	<p>2. Verifies transaction details and submitted documents, then issues queue number to the applicant</p>	<p>2.1. Receives and evaluates completeness and authenticity of requirements</p> <p>2.2. Uploads documentary requirements and/or updates the applicant's details, if necessary</p> <p>2.3. Prints the clients application and advises applicant to proceed to the waiting area and wait for his/her name to be called out</p> <p>2.4. Forwards the application to the cashier</p>	None	None	10 minutes	55 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
3. None	<p>3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of application fee</p> <p>3.2. Receives OR</p>	3. None	<p>3.1. Calls-out the applicant, receives payment and issues Official Receipts</p> <p>3.2. Advises applicant to wait for name to be called for biometric capturing</p>	None	P 100.00	None	25 minutes	None	Cashier
4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Proceeds to the Evaluator window for biometric capturing	4. Captures the fingerprints, photo and signature, then issues queue number to the applicant	4. Calls out applicant and captures the fingerprints, photo and signature, then issues queue number to the applicant for the examination	None	None	20 minutes	20 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
For valid Foreign Driver's License from countries operating right hand drive vehicles proceed to Step B.6.1.									



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
5.1. Proceeds to Examination area for theoretical exam 5.2. Waits for the queue in examination area 5.3. Takes the exam	5.1. Proceeds to the Examination area for theoretical exam 5.2. Waits for the queue in examination area and review for the exam 5.3. Takes the exam	5.1. Verifies the applicant's details 5.2. Calls out and orients the applicant of the examination proper 5.3. Monitors the examination, generates and issues examination results to the applicant	5.1. Verifies the applicant's details 5.2. Calls out the name of the applicant and orients him/her of the examination proper 5.3. Monitors the examination, generates and issues examination results to the applicant	None	None	1 hour, 40 minutes	1 hour, 40 minutes	Examination Administrator	Examination Administrator
A. IF FAILED THE THEORETICAL EXAM									
A.6. Receives the examination result and may re-apply the following regular working day or any day at their convenience.	A.6. Receives the examination result and may re-apply the following regular working day or any day at his/her convenience.	A.6. Advises the applicant to re-apply the following regular working day or any day at their convenience.	A.6. Advises the applicant to re-apply the following regular working day or any day at his/her convenience.	None	None	None	None	Examination Administrator	Examination Administrator
TOTAL:				P 100.00	P 100.00	2 hours, 10 minutes	3 hours, 20 minutes		



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
B. IF PASSED THE THEORETICAL EXAM									
B.6.1. Proceeds to the actual driving test 6.2. Takes the actual driving test	B.6.1. Proceeds to actual driving test 6.2. Takes the actual driving test	B.6.1. Orients the applicant and conducts the practical examination 6.2. Evaluates the driving ability of the applicant 6.3. Accomplishes the Road Test Score Sheet 6.4. Informs the applicant of the result 6.5. Encodes the result of practical exam	B.6.1. Orients the applicant and conducts the practical examination 6.2. Evaluates the driving ability of the applicant 6.3. Accomplishes the Road Test Score Sheet 6.4. Informs the applicant of the result 6.5. Encodes the result of practical exam	None	None	1 hour, 20 minutes	1 hour, 20 minutes	Driving Skills Rater (Practical Exam)	Driving Skills Rater (Practical Exam)
A. IF FAILED THE PRACTICAL EXAM									
A.7. Receives the examination result and re-take of practical exam after 7 calendar days from the date of last practical examination.	A.7. Receives the examination result and re-take of practical exam after 7 calendar days from the date of last practical examination.	A.7. Advises the applicant to re-take practical exam after 7 calendar days from the date of last practical examination.	A.7. Advises the applicant to re-take practical exam after 7 calendar days from the date of last practical examination.	None	None	5 minutes	5 minutes	Driving Skills Rater (Practical Exam)	Driving Skills Rater (Practical Exam)
TOTAL:				P 100.00	P 100.00	3 hours, 35 minutes	4 hours, 45 minutes		



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
B. IF PASSED THE PRACTICAL EXAM									
B.7.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 7.2. Receives OR	B.7.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 7.2. Receives OR	B.7.1. Calls out name of the applicant and collects payment 7.2. Issues Official Receipts	B.7.1. Calls out name of the applicant and collects payment 7.2. Issues Official Receipts	P 585.00	P 585.00	25 minutes	25 minutes	Cashier	Cashier
8.1. Returns to the Client Service Officer (CSO) window and presents the OR 8.2. Signs in the logsheet and claims the DL card	8.1. Returns to the Evaluator window and presents the OR 8.2. Signs in the logsheet and claims the printed DL card	8.1. Prints and issues the DL card 8.2. Verifies client via fingerprint scan	8.1. Prints and issues the DL card 8.2. Verifies client via fingerprint scan	None	None	25 minutes	25 minutes	Releasing Officer	Releasing Officer
TOTAL:				P 685.00 + (Refer to the License Schedule of fees and charges)		4 hours, 20 minutes	5 hours, 30 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.

c. Foreigners applying for conversion of Foreign Driver's License to Philippine Driver's License shall receive their Driver's License via registered mail thru the Philippine Postal Service. (Memorandum dated 27 February 2019)

*Due to adverse conditions brought by the COVID-19 pandemic, applicant may opt to have his/her driver's license delivered by chosen courier at his/her expense.



10. CHANGE CLASSIFICATION FROM PROFESSIONAL DRIVER'S LICENSE CODE TO NON-PROFESSIONAL DRIVER'S LICENSE CODE, CHANGE CLUTCH TYPE, DROPPING OF DL CODE/S AND/OR UPDATING OF DRIVING CONDITION/S

The process of changing classification when the Driver' License holder shall only be operating a vehicle for private use.

Office or Division:	1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	Must be a holder of Philippine Driver's License	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CHANGE CLASSIFICATION FROM PROFESSIONAL DRIVER'S LICENSE CODE TO NON-PROFESSIONAL DRIVER'S LICENSE CODE AND CHANGE CLUTCH TYPE		
1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol	
2. If applicable, electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)	
3. Presentation of original Driver's License	Applicant	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DROPPING OF DL CODE/S AND/OR UPDATING OF DRIVING CONDITION/S	
1. Presentation of original Driver's License	Applicant
2. Notarized affidavit or written request	Applicant
3. If applicable, electronically transmitted medical certificate from LTO accredited medical clinic. Submission of one (1) photocopy and presentation of original medical certificate	Medical clinics accredited by Land Transportation Office (LTO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
<p>1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page</p> <p>1.2. Applies for Change Classification</p> <p>1.3. Selects appointment location/agency, date and time</p> <p>1.4. Selects payment mode</p> <p>1.5. Receives application confirmation and proceeds to the selected payment channel</p> <p>1.6. Pays the application fee and receives the Official Receipt via email</p>	<p>1.1. Gets queue number</p> <p>1.2. Waits for number/name to be called</p>	<p>1. None</p>	<p>1.1. Issues APL form (if necessary), queue number, and checklist of requirements</p> <p>1.2. Calls out number/name of applicant</p>	<p>P 100.00</p>	<p>None</p>	<p>None</p>	<p>None</p>	<p>None</p>	<p>Client Service Officer (CSO)</p>
<p>2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents</p> <p>2.2. Gets queue number</p>	<p>2.1. Proceeds to the Client Service Officer (CSO) window and submits accomplished APL form and all the requirements</p> <p>2.2. None</p> <p>2.3. Applies for Change Classification</p> <p>2.4. Waits for name to be called out</p>	<p>2. Verifies transaction details and submitted documents, then issues queue number to the applicant</p>	<p>2.1. Receives and evaluates completeness and authenticity of requirements</p> <p>2.2. Uploads documentary requirements and/or updates the applicant's details, if necessary</p> <p>2.3. Prints the clients application confirmation and advises applicant to proceed to the waiting area and wait for his/her name to be called out</p> <p>2.4. Forwards the application to the cashier</p>	<p>None</p>	<p>None</p>	<p>10 minutes</p>	<p>55 minutes</p>	<p>Client Service Officer (CSO)</p>	<p>Client Service Officer (CSO)</p>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
3. Proceeds to the Client Service Officer (CSO) window for biometric capturing	3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 3.2. Receives OR	3. Captures the fingerprints, photo and signature, then issues queue number to the applicant	3.1. Calls out name of the applicant and collects payment 3.2. Issues Official Receipts	None	P 785.00 - if due for renewal P 425.00 - if not due for renewal	20 minutes	25 minutes	Client Service Officer (CSO)	Cashier
4.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL 4.2. Receives OR	4. Proceeds to the Evaluator window for biometric capturing	4.1. Calls out name of the applicant and collects payment 4.2. Issues Official Receipts	4. Calls out applicant and captures the fingerprints, photo and signature	P 685.00 - if due for renewal P 325.00 - if not due for renewal	P 685.00	25 minutes	20 minutes	Cashier	Client Service Officer (CSO)
5.1. Returns to the Client Service Officer (CSO) window and presents the OR 5.2. Signs in the logsheet and claims the DL card	5.1. Returns to the Evaluator window and presents the OR 5.2. Signs in the logsheet and claims the printed DL card	5.1. Prints and issues the DL card 5.2. Verifies client via fingerprint/facial scan	5.1. Prints and issues the DL card 5.2. Verifies client via fingerprint or facial scan	None	None	25 minutes	25 minutes	Releasing Officer	Releasing Officer
TOTAL:				P 785.00 - if due for renewal P 425.00 - if not due for renewal		1 hour, 20 minutes	2 hours, 5 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.



11. ENHANCEMENT OF DRIVER'S LICENSE

The process of updating a Driver's License with the old format, using Restriction Codes, to the new layout in LTMS. Transitioning the Restriction Codes to its equivalent DL Codes.

Office or Division:	1. Licensing Centers / Licensing Extension Offices 2. Authorized District Offices / Extension Offices	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	Must be a holder of a valid Philippine Driver's License	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application for Permits and Licenses (APL) Form		Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA) of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Presentation of original Driver's License		Applicant



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
1.1. Logs-in to the LTO public portal and fills-out the required fields in the profile page 1.2. Applies for Enhancement of Driver's License 1.3. Selects appointment location/agency, date and time 1.4. Selects payment mode 1.5. Receives application confirmation and proceeds to the selected payment channel	1.1. Gets queue number 1.2. Waits for number/name to be called	1. None	1.1. Issues APL form (if necessary), queue number, and checklist of requirements 1.2. Calls out number/name of applicant	P 225.00	None	None	None	None	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
<p>2.1. Shows up to the Client Service Officer (CSO) of the preferred location/agency and presents paid transaction with the required documents</p> <p>2.2. Gets queue number</p>	<p>2.1. Proceeds to the Client Service Officer (CSO) window and submits accomplished APL form and all the requirements</p> <p>2.2. None</p> <p>2.3. Applies for Enhancement of Driver's License</p> <p>2.4. Waits for name to be called out</p>	<p>2. Verifies transaction details and submitted documents, then issues queue number to the applicant</p>	<p>2.1. Receives and evaluates completeness and authenticity of requirements</p> <p>2.2. Uploads documentary requirements and/or updates the applicant's details, if necessary</p> <p>2.3. Prints the clients application confirmation and advises applicant to proceed to the waiting area and wait for his/her name to be called out</p> <p>2.4. Forwards the application to the cashier</p>	None	None	10 minutes	55 minutes	<i>Client Service Officer (CSO)</i>	<i>Client Service Officer (CSO)</i>
3. None	<p>3.1. Proceeds to the waiting area and waits for the name to be called out by the cashier for payment of the DL</p> <p>3.2. Receives OR</p>	3. None	<p>3.1. Calls out name of the applicant and collects payment</p> <p>3.2. Issues Official Receipts</p>	None	P 225.00	None	25 minutes	None	<i>Cashier</i>



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
4. Proceeds to the Client Service Officer (CSO) window for biometric capturing	4. Proceeds to the Evaluator window for biometric capturing	4. Captures the fingerprints, photo and signature, then issues queue number to the applicant	4. Calls out applicant and captures the fingerprints, photo and signature	None	None	25 minutes	20 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)
5.1. Returns to the Client Service Officer (CSO) window and presents the OR 5.2. Signs in the logsheet and claims the DL card	5.1. Returns to the Evaluator window and presents the OR 5.2. Signs in the logsheet and claims the printed DL card	5.1. Prints and issues the DL card and calls out the name of the applicant 5.2. Verifies client via fingerprint or face scan	5.1. Prints and issues the DL card 5.2. Verifies client via fingerprint or face scan	None	None	25 minutes	25 minutes	Releasing Officer	Releasing Officer
TOTAL:				P 225.00		1 hour	2 hours, 5 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.



12. LICENSE CERTIFICATION AND TRANSACTION HISTORY

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 Offices / Extension Offices and License Section, Central Office For DFA Authentication: License Section, Central Office and Regional Offices	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Driver's License holders, Law Enforcement Agencies, Courts, Private and other government entities (with consent of the driver's license holder)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
12.1. For DFA Authentication		
1. One (1) photocopy of the Driver's License and/or Official Receipt (OR)	Applicant	
2. In case of lost Driver's License, original affidavit of loss. If the Driver's License holder is out of the country, one (1) photocopy of valid passport showing the first page, visa page and latest date of arrival and departure	Applicant	
3. If representative, authorization letter with one (1) photocopy of any valid government/company issued ID with photo and signature of the applicant and representative	For Authorization letter: Driver's License holder For IDs of Representative and Driver's License holder: Any issuing government agency/company	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
12.2. For Local Employment and other purposes	
1. Original letter request	Requesting Officer
2. Presentation of original and submission of one (1) photocopy of any valid government issued ID with photo and signature of the requesting officer	Any issuing government agency
3. If representative, original authorization letter with one (1) photocopy of any valid government/company issued ID with photo and signature of the applicant and representative	For Authorization letter: Driver's License holder For IDs of Representative and Driver's License holder: Any issuing government agency/company
12.3. Request for License Transaction History	
1. Presentation of original and submission of one (1) photocopy of valid Driver's License	Applicant
2. Original letter request	Requesting Officer
3. If representative, authorization letter with one (1) photocopy of any valid government/company issued ID with photo and signature of the applicant and representative	For Authorization letter: Driver's License holder For IDs of Representative and Driver's License holder: Any issuing government agency/company

Note:

- a. Acceptable Government issued ID's - Philippine Identification (PhilID) Card, Philippine passport, Social Security System (SSS) Card, UMID Card, PhilHealth ID, TIN Card, Postal ID, Voter's ID, Professional Regulation Commission (PRC) ID, Senior Citizen ID, OFW ID, Overseas Workers Welfare Administration (OWWA) ID, National Council of Disabled Affairs (NCDA) ID, Solo Parent ID, Government Services and Insurance System (GSIS) e-Card, Seaman's Book, Government Owned and/or Controlled Corporations (GOCC) ID, Home Development Mutual Fund (HDMF) ID, Department of Social Welfare and Development (DSWD) Certification, Integrated Bar of the Philippines (IBP) ID



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures 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. None	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)	Certification Fee P 100.00	20 minutes	Cashier
5. None	5. Issues claim stub to applicant	None	10 minutes	Releasing Clerk
6. None	6. Types and prints details of Driver's License (DL) to standard certification form	None	30 minutes	Certification Officer
7. None	7. Signs DL Certification	None	30 minutes	Approving Officer
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	Certification Officer
	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.
 - c. For certifications with voluminous transaction (six [6] or more) coming from government agencies, insurance companies and driving schools, the processing time is five (5) working days.



LICENSE SCHEDULE OF FEES AND CHARGES

NEW DRIVER'S LICENSE

FEES	NEW LICENSE
Application	P 100.00
License	P 585.00
TOTAL	P 685.00

RENEWAL OF DRIVER'S LICENSE AND CONDUCTOR'S LICENSE

	RENEWAL	ONE (1) DAY TO ONE (1) YEAR EXPIRED	MORE THAN ONE (1) YEAR TO TWO (2) YEARS EXPIRED	MORE THAN TWO (2) YEARS
License Fee	P 585.00	P 585.00	P 585.00	P 585.00
Penalty	-	P 75.00	P150.00	P 225.00
Application Fee	-	-	-	P 100.00
TOTAL	P 585.00	P 660.00	P 735.00	P 910.00



RENEWAL OF DRIVER'S LICENSE (DL) OF FILIPINOS LIVING/WORKING ABROAD

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

ADDITIONAL RESTRICTION CODES

FEES	VALID NPDL / PDL	DUE FOR RENEWAL
Replacement	P 225.00	-
Renewal	-	P 585.00
Additional DL Code	P 100.00	P 100.00
Application	P 100.00	P 100.00
TOTAL	P 425.00	P 785.00



CHANGE DRIVER'S LICENSE CODE CLASSIFICATION

FEES	VALID NPDL CODE TO PDL CODE	VALID PDL CODE TO NPDL CODE	EXPIRED NPDL CODE TO PDL CODE / PDL CODE TO NPDL CODE
Application	P 100.00	-	P 100.00
Replacement	P 225.00	P 225.00	-
Renewal	-	-	P 585.00
Change Classification	P 100.00	P 100.00	P 100.00
TOTAL	P 425.00	P 325.00	P 785.00 + penalty

Note:

A. If due for renewal license fee = P 585.00

B. Penalty

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

b. 1 year and 1 day to 2 years = P 150.00

c. 2 years and 1 day to 10 years = P 225.00 + P 100.00

C. Additional DL Code = P 100.00



DUPLICATE VALID DRIVER'S LICENSE OR/WITH REVISION OF RECORDS AND STUDENT DRIVER'S PERMIT

FEES	DUPLICATE DL	WITH REVISION OF RECORDS	STUDENT PERMIT
Replacement	P 225.00	P 225.00	P 150.00
Certification	P 100.00	P 100.00	P 100.00
Clearance	P 30.00	P 30.00	P 30.00
With Revision of Records	-	P 100.00	-
TOTAL	P 355.00	P 455.00	P 280.00

REVISION OF RECORDS (VALID DRIVER'S LICENSE)






FEES	REVISION OF RECORDS
Replacement	P 225.00
Revision	P 100.00
TOTAL	P 325.00











CONVERSION OF FOREIGN DRIVER'S LICENSE TO PHILIPPINE DRIVER'S LICENSE INCLUDING RENEWAL OF EXPIRED PHILIPPINE DRIVER'S LICENSE WITH A VALID FOREIGN LICENSE

FEES	CONVERSION OF FOREIGN DL TO PHILIPPINE DL	RENEWAL OF EXPIRED PHILIPPINE DRIVER'S LICENSE WITH A VALID FOREIGN LICENSE		
		WITHOUT REVISION OF RECORDS	WITH REVISION OF RECORDS	WITH ADDITIONAL DL CODE
License	P 585.00	P 585.00	P 585.00	P 585.00
Application	P 100.00	P 100.00	P 100.00	P 100.00
Conversion	P 100.00	-	-	-
Revision of Records	-	-	P 100.00	-
Additional DL Code	-	-	-	P 100.00
TOTAL	P 785.00	P 685.00	P 785.00	P 785.00

DRIVER'S LICENSE CODE AND ITS EQUIVALENT RESTRICTION CODES

RC	DL CODE	VC	DESCRIPTION	SAMPLE IMAGE
1	A	L1	A two-wheeled vehicle with a maximum design speed not exceeding 50 kph	 
		L2	A three-wheeled vehicle with a maximum design speed not exceeding 50 kph	
		L3	A two-wheeled vehicle with a maximum design speed exceeding 50 kph	
	A1	L4	A vehicle with three wheels asymmetrically arranged in relation to the longitudinal median plane with a maximum design speed exceeding 50 kph (motorcycle with sidecar)	
		L5	A vehicle with three wheels symmetrically arranged in relation to the longitudinal median plane with a maximum design speed exceeding 50 kph	
		L6	A vehicle with four wheels whose unladen mass is not more than 350kg, not including the mass of the batteries in case of electric vehicles, whose maximum design speed is not more than 45 kph	

RC	DL CODE	VC	DESCRIPTION	SAMPLE IMAGE
		L7	A vehicle with four wheels, other than that classified for the category L6, whose unladen mass is not more than 400kg (550kg for vehicles intended for carrying goods), not including the mass of batteries in the case of electric vehicles, whose maximum design speed is not more than 45 kph	
2/4	B	M1	Vehicles used for the carriage of passengers and comprising not more than 8 seats in addition to the driver's seat, and having a gross vehicle weight not exceeding 5000kg	
	B1	M2	Vehicles used for the carriage of passengers, comprising more than 8 seats in addition to the driver's seat, and having a gross vehicle weight not exceeding 5000kg	
	B2	N1	Vehicles used for the carriage of goods and having a maximum gross vehicle weight not exceeding 3500kg	

RC	DL CODE	VC	DESCRIPTION	SAMPLE IMAGE
3/5	C	N2	Vehicles used for the carriage of goods and having a maximum gross vehicle weight exceeding 3500kg but not exceeding 12000kg	
		N3	Vehicles used for the carriage of goods and having a maximum gross vehicle weight exceeding 12000kg	
	D	M3	Vehicles used for the carriage of passengers, comprising more than 8 seats in addition to the driver's seat and having a maximum gross vehicle weight exceeding 5000kg	
6	BE	O1	Trailers with a maximum gross vehicle weight not exceeding 750kg	
7		O2	Trailers with a maximum gross vehicle weight exceeding 750kg but not exceeding 3500kg	
8	CE	O3	Trailers with a maximum gross vehicle weight exceeding 3500kg but not exceeding 10000kg	
		O4	Trailers with a maximum gross vehicle weight exceeding 10000kg	

Non-Professional - A, A1, B, B1, B2

Professional - A, A1, B, B1, B2, BE, C, CE, D



CHECKLIST OF MISCELLANEOUS TRANSACTIONS

Item	Qualifications	Requirements	NPDL or PDL		From NPDL to PDL Change of DL Classification			NPDL or PDL				
			Renewal of Invalid Phil. DL with valid FDL	Additional DL Code	A, A1	B, B1, B2	BE, C, CE, D	FDL Conversion	Lost / Replacement	Dropping of DL Code	Change of Driving Conditions	Revision of Records
Section >>>			9.4.5.	9.5.2.	9.5.1.			9.5.3.	9.5.4.	9.5.5.		9.5.6.
1	Physically and mentally fit to operate a motor vehicle	Certificate from Accredited Medical Clinic	✓	✓	✓	✓	✓	✓			✓	
2	Able to read and write in Filipino, English or any major dialect		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Holder of a Valid Foreign Driver's License	Valid FDL	✓	✓				✓				
4	Holder of Valid DL or DL not renewed after two (2) years from the expiry date	Driver's License	✓	✓	✓	✓	✓			✓	✓	✓
		If Lost/Mutilated - Affidavit of Loss/Mutilated DL							✓			
5	No unsettled traffic violation		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6	Passed the theoretical and practical examination (not required if vehicle category in the Philippine DL is found in the FDL)		✓	✓								



Item	Qualifications	Requirements	NPDL or PDL		From NPDL to PDL Change of DL Classification			NPDL or PDL				
			Renewal of Invalid Phil. DL with valid FDL	Additional DL Code	A, A1	B, B1, B2	BE, C, CE, D	FDL Conversion	Lost / Replacement	Dropping of DL Code	Change of Driving Conditions	Revision of Records
7	Passed the practical examination for applicants (foreigners and Filipinos) from countries operating right hand drive vehicle		✓					✓				
8	Foreign nationals must have a valid visa for at least 120 days upon the date of arrival. For PDL applicants must have valid working visa for at least 120 days	Valid Visa						✓				
9	In case of invalid foreign DL, the applicant must have passed the theoretical examination and practical driving test							✓				
10	For Professional DL BE, C, CE and D, applicant must be eligible with the Minimum Experience/Training Requirements as enumerated in Table 6 of Supplemental IRR	NPDL / PDL for BE PDL for C, CE, D		✓								✓



Item	Qualifications	Requirements	NPDL or PDL		From NPDL to PDL Change of DL Classification			NPDL or PDL					
			Renewal of Invalid Phil. DL with valid FDL	Additional DL Code	A, A1	B, B1, B2	BE, C, CE, D	FDL Conversion	Lost / Replacement	Dropping of DL Code	Change of Driving Conditions	Revision of Records	
11	Completed practical driving course from a qualified and authorized driving instructor for DL Code being applied for			✓				✓					
12	Passed the theoretical examination			✓	✓	✓	✓						
13	Passed the practical driving test for DL Code being applied for			✓				✓					
14	For professional DL, operating Special-purpose Vehicle (SPV), must have passed the Special Training Course	Training Certificate of Completion (Refer to Table 8)		✓	✓	✓	✓						
15		Duly Accomplished APL Form	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
16		TIN (if employed)			✓	✓	✓	✓					

Note: For dropping of DL Classification, other than APL, provided that such DL is valid, no other qualifications or documentary requirements are required.



OTHER LICENSING-RELATED TRANSACTIONS

External Services



1. 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 License Section, Central Office	
Classification:	14.1. Complex 14.2. Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government	
Who may avail:	Holder of Driver's / Conductor's License	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Duly accomplished Application for Permits and Licenses (APL) Form	Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
	2. Presentation of original and submission of one (1) photocopy of latest Driver's/Conductor's License	Applicant
	3. Previous Driver's/Conductor's License. If lost, submit Affidavit of loss	Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1. DOUBLE LICENSE- SAME NAME, BIRTHDAY AND CUSTOMER DETAILS BUT WITH TWO DIFFERENT LICENSE NUMBERS				
1. None	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. None	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. None	4. Prepares Request for System Update (RSU) for deactivation/cancellation of the latest License Number issued	None	10 minutes	<i>Evaluator</i>
5. None	5. Evaluates and Implements RSU	None	3 days	<i>License Section CO</i>
<i>*After updating from the License Section Central Office, any regular license transaction may follow.</i>				
	TOTAL:	P 2,500.00	3 days, 30 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2. DOUBLE LICENSE - ONE AND THE SAME LICENSEE BUT WITH TWO DIFFERENT CUSTOMER DETAILS AND LICENSE NUMBERS				
1. None	1. Evaluates the License records to establish the correct identity of the Licensee 1.2. If it is ascertained 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. None	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>
3. None	3. Reviews the endorsement letter and attached requirements 3.1. Endorses to the IID, Central Office (CO) for investigation	None	1 hour	<i>Chief License Section CO</i>
TOTAL:		None	2 hours	
<i>cont. Refer to the procedure of Filing of Complaint and Lifting of Alarm under LETAS Transactions</i>				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Receives Resolution from IID and prepares RSU to be forwarded to the IT Service provider for implementation, if needed	None	4 hours	<i>License Section CO</i>
TOTAL:		None	4 hours + Processing Time in Filing of Complaint and Lifting of Alarm	

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



2. 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 License Section, Central Office	
Classification:	For Misrepresentation of Age and Updating of Customer Details - Complex For Misrepresentation of Identity - Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Holder of Driver's / Conductor's License	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application for Permits and Licenses (APL) Form		Land Transportation Office (LTO) Official Website (www.lto.gov.ph) and Client Service Assistant (CSA)/PACD of License Section - Central Office, Licensing Centers / Licensing Extension Offices, District Offices / Extension Offices, DLROs and E-Patrol
2. Presentation of original and submission of one (1) photocopy of valid Driver's/ Conductor's License		Applicant
3. Original Letter of Appeal for misrepresentation of age; letter of complaint for misrepresentation of identity		Applicant
4. Presentation of original and submission of one (1) photocopy of Birth Certificate duly authenticated by Philippine Statistics Authority (PSA) or Philippine Identification Card, any legal document as proof of correction the applicant is availing.		Philippine Statistic Authority (PSA)/ Office of the Local Civil Registry

Note:

a. In areas where there is no PSA (formerly NSO) branch, presentation of the original and submission of one (1) photocopy of birth certificate validated by the Office of the Local Civil Registry with attached Official Receipt. **(For ease of doing business, NSO may be accepted)**



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 fine for underage P5,100.00 or B. Suspension of 1 year. Once the suspension has been served, the licensee has to reapply for a new student-driver's permit	None	15 minutes	<i>Evaluator</i>
3.1. FOR MISREPRESENTATION OF AGE (OPTION A)				
2. None	2. Prepares Pay Order Slip (POS)	None	5 minutes	<i>Evaluator</i>
3. None	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	Penalty - P5,000.00 Revision of Records - P100.00	10 minutes	<i>Cashier</i>
5. None	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>
6. None	6.1. Reviews and approves RSU 6.2. Updates License Number	None	3 days	<i>License Section, Central Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>*After updating from the License Section Central Office, any regular license transaction may follow.</i>				
	TOTAL:	Php 5,100.00	3 days, 45 minutes	
3.2. FOR MISREPRESENTATION OF AGE (OPTION B)				
2. None	2. Prepares RSU for deactivation of the DL	None	10 minutes	<i>Evaluator</i>
3. None	3. Evaluates RSU	None	5 minutes	<i>Evaluator / Implementor</i>
4. None	4. Approves RSU	None	5 minutes	<i>Approving Officer</i>
5. None	5. Implements RSU 5.1. Furnishes DO/LC/EO/ DCU and Licensee of the notice of deactivation	None	2 hours	<i>Evaluator / Implementor</i>
<i>*Once the suspension has been served, Licensee has to reapply for a new student-driver's permit</i>				
	TOTAL:	None	2 hours, 35 minutes	
3.3. FOR UPDATING OF CUSTOMER DETAILS SUCH AS HEIGHT, WEIGHT, GENDER, NATIONALITY, MISPELLED ADDRESSES /NAME, LICENSE DETAILS: NUMBER, RESTRICTION CODE, TYPE				
1. None	1. Evaluates RSU	None	5 minutes	<i>Evaluator / Implementor</i>
<i>Refer to the procedure of Filing of Complaint and Lifting of Alarm under LETAS Transactions</i>				
2. None	2. Approves RSU	None	5 minutes	<i>Approving Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. None	3. Implements RSU 3.1. Files RSU and attachments for record purposes	None	1 hour	<i>Evaluator / Implementor</i>
	TOTAL:	None	1 hour, 10 minutes + Processing Time in Filing of Complaint and Lifting of Alarm	

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



3. 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:	1. 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 2. 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	Medical Clinic, Land Transportation Office Central 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	
4. Organizational Chart showing its personnel and their functions	Private Medical Clinic/ Government Health Facility, LGU	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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. One (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. One (1) photocopy of Bureau of Internal Revenue Certificate of Registration	Bureau of Internal Revenue (BIR)
3. One (1) photocopy of Audited Financial Statement for the last two (2) years or a Pre-operating Financial Statement whichever is applicable, showing that the owner-applicant shall be in such financial condition as to reasonably expect the clinic to operate for at least one (1) year	Certified Public Accountant (CPA)
4. One (1) photocopy of 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 any 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</u> <u>Fund</u> P10.00	10 minutes	Cashier Operations Division
3. None <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 same.	None	2 days	Assessment and Compliance Monitoring Team (ACMT) Members
4. None	4. Forwards assessment and inspection report to the Regional Director for endorsement of the application to Central Office 4.1. Prepares transmittal letter.	None	1 day	ACMT Chairperson / Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None	5. Endorses application and signs the transmittal letter to the Central Office for issuance of Certificate of Accreditation (CoA) 5.1. Transmits the application to the Central Office thru the Medical Unit either electronically or thru courier	None	2 days	<i>Regional Director/ ACMT Secretariat</i>
6. None	6. Review and recommends approval of the application for accreditation. 6.1. Prepares the Certificate of Accreditation. 6.2. Forwards to the Executive Director for countersigning of the Certificate. 6.3. Advises the Regional Office on the issuance of provisional authority	None	1 day	<i>Medical Unit, Central Office</i>
7. Receives the Provisional Authority.	7. Issues Provisional Authority to the applicant.	None	1 day	<i>Regional ACMT Secretariat/ Regional Director</i>
8. None	8. Countersigns the Certificate of Accreditation	None	1 day	<i>Executive Director</i>
9. None	9. Approves and signs the Certificate of Accreditation	None	1 day	<i>Assistant Secretary</i>
10. None	10. Forwards the Certificate of Accreditation to the Regional Office for release to the applicant	None	3 days	<i>Medical Unit Central Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Receives the Certificate of Accreditation	11. Releases the Certificate of Accreditation	None	5 minutes	ACMT Secretariat Regional Office
	TOTAL:	P5,010.00	12 days, 45 minutes	

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

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

c. 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.



4. 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), Regional Offices	
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. Duly accomplished application form under oath and signed by the Owner of the medical clinic or Head of Agency of Government health facility	Medical Clinic, Land Transportation Office (LTO) Regional Office / District Office	
2. One (1) photocopy of the previous Certificate of Accreditation (CoA)	Land Transportation Office (LTO)	
3. Original copy of updated Organizational chart showing its personnel and their functions, if necessary	Private Medical Clinic/ Government Health Facility, LGU	
4. 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	
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 Bureau of Internal Revenue (BIR) tax payment	Bureau of Internal Revenue (BIR)	
3. One (1) photocopy of valid Certificate of Registration with National Privacy Commission (NPC) or proof of 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>	<p>None</p>	<p>30 minutes</p>	<p><i>ACMT Secretariat Regional Office</i></p>
<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 <u>Legal Research Fund</u> P10.00 <u>Penalty Fee</u> P1,000.00 (if renewal is applied after expiration of accreditation)</p>	<p>10 minutes</p>	<p><i>Cashier Operations Division</i></p>
<p>3. None</p> <p><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></p>	<p>3. Evaluates the application and conducts ocular inspection .</p> <p>3.1. Informs the applicant of the deficiency or non-conformity, if there is any, through formal writing.</p> <p>If none, proceed to 3.2.</p> <p>3.2. Submits the assessment and inspection report to the Chairperson of the ACMT for approval of renewal of accreditation.</p>	<p>None</p>	<p>2 days</p>	<p><i>Assessment and Compliance Monitoring Team (ACMT) Members</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Recommends the approval for the renewal of accreditation. 4.1. Prepares the Certificate of Accreditation	None	1 day	<i>ACMT Chairperson</i> <i>ACMT Secretariat</i>
5. None	5. Initials the Certificate of Renewal of Accreditation	None	1 day	<i>ACMT Chairperson</i>
6. None	6. Approves Certificate of Accreditation	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</i> <i>Regional Office</i>
	TOTAL:	P3,010.00 or P4,010.00 if with penalty	5 days, 45 minutes	

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

b. 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.

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



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 of physician; or
- Suspension not exceeding six (6) months or revocation of the accreditation of clinic or registration of 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.



5. 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. Duly accomplished application form, endorsed by the owner of the clinic or head of the government health facility / agency or the authorized representative	Medical Clinic, 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. Original copy of the Certificate of Membership and good standing from the Philippine Medical Association (PMA) or its component society	Philippine Medical Association (PMA) or its component society	
5. Presentation of Original and submission of one (1) photocopy of the valid Professional Regulation Commission license card	Professional Regulation Commission (PRC)	
6. Presentation of Original and submission of one (1) photocopy of valid government issued identification card (other than PRC) with photo and signature	Any issuing government agencies	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Presentation of Original and submission of 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. Presentation of Original and submission of 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. 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 veracity and truth of the information contained in the application. 2.1. Approves and signs the application.	None	30 minutes	ACMT Members/ Chairperson
3. Undergoes digital photograph and biometric fingerprint scan. 3.1. Secures the POS	3. Registers the physician-applicant. 3.1. Takes the digital photograph and biometric finger print of the physician-applicant. 3.2. Issues Payment Order Slip (POS)	None	30 minutes	ACMT Members/ ACMT Secretariat
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. None	5. Prepares Certificate of Registration	None	10 minutes	ACMT Secretariat
6. None	6. Countersigns and endorses the Certificate to the Regional Director	None	10 minutes	ACMT Chairperson
7. None	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	1 day, 1 hour, 45 minutes	

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



6. 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. Duly accomplished application form, endorsed by the owner of the clinic or head of the government health facility/agency or the authorized representative	Medical Clinic, 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. Presentation of Original and submission of one (1) photocopy of the valid Professional Regulation Commission license card, <i>if necessary</i>	Professional Regulation Commission (PRC)	
4. One (1) photocopy of current Professional Tax Receipt (PTR) (<i>Original copy to be presented</i>)	Local Government Unit (LGU)	
* <i>To be required for government physicians who are engaged in private practice.</i>		



CLIENT STEPS	AGENCY ACTION	FEEES 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. None	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. None	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
5. None	5. Countersigns and endorses the Certificate to the Regional Director	None	10 minutes	ACMT Chairperson
6. None	6. Signs Certificate of Registration (renewal)	None	1 day	Regional Director
7. Receives Certificate of Registration	7. Releases Certificate of Registration	None	5 minutes	ACMT Secretariat
	TOTAL:	P1,000.00	1 day, 1 hour, 25 minutes	

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

REGISTRATION OF PHYSICIANS - RENEWAL



7. ACCREDITATION OF DRIVING SCHOOL - NEW

An authority granted by the LTO to a private educational institution to engage in the conduct of lectures on Theoretical and Practical Driving Courses.

Office or Division:	Regional Accreditation Committee (RACs) - Regional Offices	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business;	
Who may avail:	Any person or group of persons, natural or juridical, who intends to establish and operate a driving school	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application Form (Annex G of MC No. JMT-2023-2390)		Land Transportation Office (LTO) Central Office / Regional Offices, LTO Official Website (www.lto.gov.ph)
2. Certified True Copy of the Certificate of Business Name Registration		Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC) / Cooperative Development Authority (CDA)
3. If applicable, Articles of Incorporation / Partnership / Cooperative and Board Resolution issued by the Board Secretary, specifying the name of authorized representatives who must be an officer of the partnership / corporation / cooperative		Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC) / Cooperative Development Authority (CDA)
4. Valid Business Permit		Concerned Local Government Unit (LGU)
5. BIR Certificate of Registration and Taxpayer's Identification Number (TIN)		Bureau of Internal Revenue (BIR)
6. Pre-operating Financial Statement showing that the owner-applicant shall be in such financial condition as to reasonably expect it to operate for at least one (1) year		Applicant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Bank Certificate or Credit Line in the name of the proprietor of the driving school in case of sole proprietorship, or in the name of partnership or corporation, whichever is applicable 7.1 Three Million Pesos (P3,000,000) for the main office 7.2 One Million Five Hundred Thousand Pesos (P1,500,000) for every additional driving school	Issuing Bank
8. Applications of at least one (1) theoretical driving course instructor and one (1) practical driving course instructor with their documentary requirements	Applicant
9. Location plan and a sketch of maneuvering site	Applicant
10. Official Receipt (OR) and Certificate of Registration (CR) of the vehicles	Applicant

NOTE:

- a. The applicant for accreditation as driving school shall file an application with the Office of the Regional Director through the Regional Accreditation Committee (RAC) having jurisdiction over the location of the driving school.
- b. Applications with incomplete requirements shall not be accepted.
- c. Certificate of Accreditation shall be valid for one (1) year reckoned from the date of payment of accreditation fee.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application and the documentary requirements 1.1. Receives POS	1. Receives application and evaluates the completeness of the requirements 1.1. Issues Payment Order Slip (POS) for the payment of application fee	None	Within 20 Working Days (Nos. 1-9)	<i>RAC Secretariat</i>
2. Pays the application fee 2.1. Receives Official Receipt (OR)	2. Collects payment and issues Official Receipt (OR)	Application Fee - P 1,000.00 LRF - P 10.00		<i>Cashier</i>
3. Submit a copy of the Application Fee OR 3.1. Receives Rejection Letter	3. Receives the copy of OR 3.1. Evaluates the submitted requirements as to its compliance with the existing Guidelines 3.1.1. If found non-compliant with the existing accreditation Guidelines, issues a Rejection Letter 3.1.2. Forward the original application documents including the results of evaluation to the CODIAC 3.2. Forwards the application to the Inspection Team	None		<i>RAC Secretariat</i>
4. None	4. Receives the application 4.1. Conducts an inspection 4.2. Prepares Inspection Report 4.3. Submit the application and Inspection Report to the RAC Secretariat	None		<i>RAC Inspector Team</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None 5.1. Comply with the deficiency within ten (10) days upon receipt of notice 5.2. Receives Rejection Letter 5.3. Receives POS	5. Receives the application and the Inspection Report 5.1. Evaluate the Inspection Report 5.2. Informs the applicant of the deficiency, if any, thru a letter 5.3. If found non-compliant based on the result of inspection, issues a Rejection Letter 5.3.1 Forward the original application documents including the results of evaluation and inspection report to the CODIAC 5.4. Issues a Pay Order Slip (POS) for payment of accreditation fee	None		<i>RAC Secretariat</i>
6. Pays the accreditation fee 6.1. Receives OR	6. Collects payment and issues OR	<u>Accreditation Fee</u> P 5,000.00 <u>LRF</u> - P 10.00		<i>Cashier</i>
7. Submit a copy of OR to the RAC Secretariat	7. Receives OR 7.1. Prepare Endorsement Letter 7.2. Forward the Endorsement Letter to the Office of the Regional Director for approval	None		<i>RAC Secretariat</i>
8. None	8. Receives Endorsement Letter 8.1 Signs the Endorsement Letter 8.2 Forward the same to the RAC Secretariat	None		<i>Office of the Regional Director</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. None	9. Receives signed Endorsement Letter 9.1 Endorse the application together with the Inspection Report and accreditation payment receipt to the CODIAC	None		<i>RAC Secretariat</i>
10. None	10. Receives the application 10.1. Evaluate the application as to its completeness and compliance with the existing accreditation Guidelines 10.1.1. If found non-compliant based on the result of inspection, issues a Rejection Letter 10.2. Prepare a Resolution and Certificate of Accreditation 10.3 Forward the Resolution for approval and Certificate of Accreditation to the Office of the Executive Director for countersigning	None	Within 20 Working Days (Nos. 10-14)	<i>CODIAC Secretariat</i>
11. None	11. Signs the Resolution and countersigns the Certificate of Accreditation 11.1. Forward the Resolution and Certificate of Accreditation to the Office of the Assistant Secretary	None		<i>Office of the Executive Director</i>
12. None	12. Approves the Certificate of Accreditation 12.1. Forward the approved Certificate of Accreditation to the CODIAC Secretariat	None		<i>Office of the Assistant Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. None	13. Receives the approved Certificate of Accreditation 13.1. Register the details of the Driving School to the Land Transportation Management System (LTMS) 13.2. Forward the Certificate of Accreditation to the RAC	None		<i>CODIAC Secretariat</i>
14. None 14.1. Receives the approved Certificate of Accreditation	14. Receives the approved Certificate of Accreditation 14.1. Release the certificate to the applicant	None		<i>RAC Secretariat</i>
TOTAL:		P6,020.00	Within 40 Working Days	

Note:

- a. Accreditation of Driving School is under multi-stage processing. Each process may be done within the day or in another day, depending on the availability or compliance of the applicant.
- b. Processing time includes waiting time and starts upon the submission of complete requirements, and excludes the time for shipping of the certificates and other documents from Regional Office to Central Office and vice versa.
- c. In the event of findings of deficiency or nonconformity in the submitted requirements as well as recorded findings after the conduct of inspection, the applicant shall immediately be notified in writing and shall be given a non-extendible period of ten (10) working days from receipt of the notice to comply with the findings.
- d. The Assistant Secretary, within fifteen (15) working days upon receipt in his office, shall approve or disapprove the applications for accreditation as endorsed by the CODIAC. If the Assistant Secretary failed to do so, the said application shall be deemed approved provided that all required documents have been submitted and all required fees and charges have been paid (Sec. 10 of R.A. No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018).



8. ACCREDITATION OF DRIVING SCHOOL - RENEWAL

An authority granted by the LTO to a private educational institution to engage in the conduct of lectures on Theoretical and Practical Driving Courses.

Office or Division:	Regional Accreditation Committee (RACs) - Regional Offices	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business;	
Who may avail:	Driving schools that have already been established and operating, and which have previously been issued a certificate to operate	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application Form (Annex H of MC No. JMT-2023-2390)		Land Transportation Office (LTO) Central Office / Regional Offices, LTO Official Website (www.lto.gov.ph)
2. Audited financial statement for the previous year		Certified Public Accountant
3. Valid Business Permit		Concerned Local Government Unit (LGU)
4. BIR Certificate of Registration		Bureau of Internal Revenue (BIR)
5. List of accredited instructors with their driver's license number and other pertinent qualifications (Section 12 of MC No. JMT-2023-2390)		Applicant
6. Official Receipt (OR) and Certificate of Registration (CR) of the vehicles		Applicant

NOTE:

- a. The applicant for accreditation as driving school shall file an application with the Office of the Regional Director through the Regional Accreditation Committee (RAC) having jurisdiction over the location of the driving school.
- b. A period of thirty (30) working days is given to the applicant to file for renewal of accreditation. The last day of filing shall be twenty (20) working days prior to the expiration of the certificate of accreditation. A late renewal fee amounting to Five Thousand Pesos (P5,000.00) shall be charged upon failure to file a complete renewal application within the prescribed thirty (30)-day period.
- c. Applications with incomplete requirements shall not be accepted.
- d. Certificate of Renewal of Accreditation shall be valid for one (1) year reckoned from the date of payment of accreditation fee. Based on the performance assessment during its last accreditation period and upon recommendation of the RAC and the CODIAC, a driving institution with good standing and no record of violation and suspension shall be entitled to a renewal of accreditation valid for two (2) years.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application and the documentary requirements 1.1. Receives POS	1. Receives application and evaluates the completeness of the requirements 1.1. Issues Payment Order Slip (POS) for the payment of application fee	None	Within 20 Working Days (Nos. 1-9)	RAC Secretariat
2. Pays the application fee 2.1. Receives Official Receipt (OR)	2. Collects payment and issues Official Receipt (OR)	Application Fee - P 1,000.00 LRF - P 10.00		Cashier
3. Submit a copy of the Application Fee OR 3.1. Receives Rejection Letter	3. Receives the copy of OR 3.1. Evaluates the submitted requirements as to its compliance with the existing Guidelines 3.1.1. If found non-compliant with the existing accreditation Guidelines, issues a Rejection Letter 3.1.2. Forward the original application documents including the results of evaluation to the CODIAC 3.2. Forwards the application to the Inspection Team	None		RAC Secretariat
4. None	4. Receives the application 4.1. Conducts an inspection 4.2. Prepares Inspection Report 4.3. Submit the application and Inspection Report to the RAC Secretariat	None		RAC Inspector Team



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None 5.1. Comply with the deficiency within seven (7) days upon receipt of notice 5.2. Receives Rejection Letter 5.3. Receives POS	5. Receives the application and the Inspection Report 5.1. Evaluate the Inspection Report 5.2. Informs the applicant of the deficiency, if any, thru a letter 5.3. If found non-compliant based on the result of inspection, issues a Rejection Letter 5.3.1 Forward the original application documents including the results of evaluation and inspection report to the CODIAC 5.4. Issues a Pay Order Slip (POS) for payment of accreditation fee	None		<i>RAC Secretariat</i>
6. Pays the renewal accreditation fee 6.1. Receives OR	6. Collects payment and issues OR	<u>Accreditation Fee</u> P 3,000.00 <u>Late Renewal Fee</u> - P 5,000.00 <u>LRF</u> - P 10.00		<i>Cashier</i>
7. Submit a copy of OR to the RAC Secretariat	7. Receives OR 7.1 Prepare Endorsement Letter 7.2 Forward the Endorsement Letter to the Office of the Regional Director for approval	None		<i>RAC Secretariat</i>
8. None	8. Receives Endorsement Letter 8.1 Signs the Endorsement Letter 8.2 Forward the same to the RAC Secretariat	None		<i>Office of the Regional Director</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. None	9. Receives signed Endorsement Letter 9.1 Endorse the application together with the Inspection Report and accreditation payment receipt to the CODIAC	None		<i>RAC Secretariat</i>
10. None	10. Receives the application 10.1 Evaluate the application as to its completeness and compliance with the existing accreditation Guidelines 10.1.1. If found non-compliant based on the result of inspection, issues a Rejection Letter 10.2. Prepare a Resolution and Certificate of Accreditation 10.3. Forward the Resolution for approval and Certificate of Accreditation to the Office of the Executive Director for countersigning	None	Within 20 Working Days (Nos. 10-14)	<i>CODIAC Secretariat</i>
11. None	11. Signs the Resolution and countersigns the Certificate of Accreditation 11.1 Forward the Resolution and Certificate of Accreditation to the Office of the Assistant Secretary	None		<i>Office of the Executive Director</i>
12. None	12. Approves the Certificate of Accreditation 12.1 Forward the approved Certificate of Accreditation to the CODIAC Secretariat	None		<i>Office of the Assistant Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. None	13. Receives the approved Certificate of Accreditation 13.1 Renew the driving school's accreditation to the LTM 13.2 Forward the Certificate of Accreditation to the RAC	None		<i>CODIAC Secretariat</i>
14. None 14.1. Receives the approved renewal Certificate of Accreditation	14. Receives the approved renewal Certificate of Accreditation 14.1. Release the certificate to the applicant	None		<i>RAC Secretariat</i>
TOTAL:		P 4,020.00 or P 6,020.00 if late renewal	Within 40 Working Days	

Note:

- a. Accreditation of Driving School is under multi-stage processing. Each process may be done within the day or in another day, depending on the availability or compliance of the applicant.
- b. Processing time includes waiting time and starts upon the submission of complete requirements, and excludes the time for shipping of the certificates and other documents from Regional Office to Central Office and vice versa.
- c. In the event of findings of deficiency or nonconformity in the submitted requirements as well as recorded findings after the conduct of inspection, the applicant shall immediately be notified in writing and shall be given a non-extendible period of seven (7) working days from receipt of the notice to comply with the findings.
- d. The Assistant Secretary, within fifteen (15) working days upon receipt in his office, shall approve or disapprove the applications for accreditation as endorsed by the CODIAC. If the Assistant Secretary failed to do so, the said application shall be deemed approved provided that all required documents have been submitted and all required fees and charges have been paid (Sec. 10 of R.A. No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018).



9. ACCREDITATION OF DRIVING SCHOOL INSTRUCTOR - NEW

An authority granted by the LTO to an employee of the driving school to practice as a Theoretical or Practical Driving Course Instructor.

Office or Division:	Regional Accreditation Committee (RACs) - Regional Offices
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
Who may avail:	<p>An employee of an applicant/accredited driving school with the following qualifications:</p> <ol style="list-style-type: none"> 1. Must be at least twenty-three (23) years old; 2. Must be a graduate of any four-year course; 3. Must be a holder of a TESDA National TVET Trainer's Certificate (NTTC) in Driving NC II or an Automotive Vocational Training Course. If an applicant is a graduate of an Automotive Vocational Training Course, he/she must likewise be a holder of Automotive Vocational Training Certificate and whichever of the following is applicable: <ol style="list-style-type: none"> 3.1 Valid NC I in Automotive Servicing (for the Theoretical Driving Course Instructor); and 3.2 Valid NC II in Automotive Servicing – Engine Repair (for the Practical Driving Course Instructor); 4. Must have undergone a Trainer's Training from TESDA / Method of Teaching or any equivalent private trainer's training; 5. Must be a holder of a valid professional driver's license allowed to operate a motor vehicle with manual transmission. The DL Code must also correspond to the vehicle category being offered by his/her driving school. The applicant must have held a driver's license for the last five (5) years, regardless of when his/her professional driver's license was acquired; 6. Must not have any traffic violations for the past twelve (12) months prior to application as an instructor; 7. Must not have a history of suspension or revocation of driver's license for any cause; 8. Must take and pass the neuropsychiatric test from a government-accredited entity; 9. Must have undergone a mandatory drug test performed by a DOH-accredited drug testing center, and results must show that he/she is free from the use of dangerous drugs; 10. Must have passed a written examination given by the LTO; 11. Must have completed the LTO Trainer's Training for the conduct of TDC;



	<p>Additional Qualifications for PDC Instructors:</p> <p>12. PDC Instructor for motorcycle/tricycle must be a holder of valid TESDA Motorcycle/Small Engine Servicing NC II;</p> <p>13. PDC Instructor for light vehicles must be a holder of valid NC II in Automotive Servicing;</p> <p>14. PDC Instructor for heavy vehicles must be a holder of valid TESDA National TVET Trainer Certificate (NTTC) in Driving NC II, NC III in Driving and NC III in Automotive Servicing;</p> <p>15. Must not have been convicted by final judgment of a crime involving moral turpitude, or of a crime punishable by prison correctional under the Revised Penal Code;</p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Duly accomplished Application Form (Annex K of MC No. JMT-2023-2390)	Land Transportation Office (LTO) Central Office / Regional Offices, LTO Official Website (www.lto.gov.ph)	
2. Certified true copy of Diploma	Applicant	
3. Certified true copy of whichever of the following: 3.a. Valid TESDA National TVET Trainer's Certificate (NTTC) in Driving NC II; or 3.b. Automotive Vocational Training Certificate and whichever of the following: 3.b.1 For TDC Instructor - Valid NC I in Automotive Servicing 3.b.2 For PDC Instructor - Valid NC II in Automotive Servicing – Engine Repair	Technical Education and Skills Development Authority (TESDA)	
4. Trainer's Training Certificate (TESDA Trainer's Methodology I / Method of Teaching / any equivalent private trainer's training)	TESDA / Issuing Institution	
5. Copy of valid professional driver's license	Applicant / LTO	
6. Original Certificate of neuropsychiatric test result	Any government-accredited entity	
7. Original copy of the valid drug test result	DOH-accredited Drug Testing Center	
8. Valid National Bureau of Investigation (NBI) Clearance	National Bureau of Investigation (NBI)	
9. Valid Certificate of No Apprehension	LTO	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. Certificate of Driver's License History	LTO
11. Qualifying Examination Certificate	LTO - RAC
12. LTO Trainer's Training Certificate of Completion	LTO - RAC
Additional Requirements for PDC Instructor	
13. Certified true copy of whichever of the following: 13.a. For Motorcycle PDC Instructor – Valid TESDA Motorcycle/Small Engine Servicing NC II; or 13.b. For Light PDC Instructor – Valid NC II in Automotive Servicing – Engine Repair; or 13.c. For Heavy Vehicle PDC Instructor: 13.c.1. Valid NC III in Driving; and 13.c.2. Valid NC III in Automotive Servicing; and 13.c.3. Valid TESDA National TVET Trainer's Certificate (NTTC) in Driving NC II	TESDA

NOTE:

- a. The applicant for accreditation as driving school shall file an application with the Office of the Regional Director through the Regional Accreditation Committee (RAC) having jurisdiction over the location of the driving school.
- b. Applications with incomplete requirements shall not be accepted.
- c. There shall be at least one (1) theoretical driving course instructor and one (1) practical driving course instructor registered per driving school branch.
- d. Certificate of Accreditation shall be valid for one (1) year reckoned from the date of payment of accreditation fee.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application and the documentary requirements 1.1. Receives POS	1. Receives application and evaluates the completeness of the requirements 1.1. Issues Payment Order Slip (POS) for the payment of application fee	None	Within 15 Working Days	RAC Secretariat
2. Pays the application fee 2.1 Receives Official Receipt (OR)	2. Collects payment and issues Official Receipt (OR)	Application Fee - P 500.00 LRF - P 10.00		Cashier
3. Submit a copy of the Application Fee OR 3.1. Receives Rejection Letter	3. Receives the copy of OR 3.1. Evaluates the submitted requirements as to its compliance with the existing Guidelines 3.1.1. If found non-compliant with the existing accreditation Guidelines, issues a Rejection Letter 3.1.2. Forward the original application documents including the results of evaluation to the CODIAC 3.2. Issues Payment Order Slip (POS) for the payment of Instructor's examination fee	None		RAC Secretariat
4. Pays the examination fee 4.1. Receives Official Receipt (OR)	4. Collects payment and issues Official Receipt (OR)	Examination Fee - P 200.00 LRF - P 10.00		Cashier
5. Submit a copy of the Examination Fee OR	5. Receives the copy of OR 5.1. Forward the application to the Regional Proctor	None		RAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Takes the examination	<p>6. Receives the Instructor's application and Examination Fee OR</p> <p>6.1. Administer the Instructor's Examination</p> <p>6.2. Checks the exam paper</p> <p>6.2.1. If FAILED, advises the applicant to request from the RAC Secretariat another POS for the retake of examination on the next schedule</p> <p><i>Note: The Instructor-applicant shall be allowed to have a maximum of three (3) exam retakes. After the fourth examination, the applicant shall no longer be allowed to apply as an Instructor nationwide.</i></p> <p>6.2.2. If PASSED, issues a Instructor's Qualifying Examination Certificate and upload the exam result and score to the LTO LTMS Proctor Facility</p> <p>6.3. Submit the application and the Instructor's Qualifying Examination Certificate to the RAC Secretariat</p>	None	Within 5 Working Days	Regional Proctor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Attends the Trainer's Training for the conduct of Theoretical Driving Course	7. Receives the application 7.1. Conducts the Trainer's Training 7.2. Prepares Trainer's Training Certificate of Completion	None	Within 5 Working Days	RAC / DEC
7.1. Receives POS	7.3. Issues the signed Trainer's Training Certificate of Completion and attached the same to the application 7.4. Issues POS to the applicant for the payment of accreditation fee			
8. Pays the accreditation fee 8.1 Receives OR	8. Collects payment and issues OR	Accreditation Fee - P 1,000.00 LRF - P 10.00	Within 3 Working Days	Cashier
9. Submit a copy of OR to the RAC Secretariat	9. Receives OR 9.1 Prepare Endorsement Letter 9.2 Forward the Endorsement Letter to the Office of the Regional Director for approval	None		RAC Secretariat
10. None	10. Receives Endorsement Letter 10.1. Signs the Endorsement Letter 10.2. Forward the same to the RAC Secretariat	None		Office of the Regional Director
11. None	11. Receives signed Endorsement Letter 11.1. Endorse the application together with the Inspection Report and accreditation payment receipt to the CODIAC	None		RAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. None	12. Receives the application 12.1. Evaluate the application as to its completeness and compliance with the existing accreditation Guidelines 12.1.1. In the even of finding deficiency or non-conformity, issues a Rejection Letter stating therein the grounds for disapproval 12.2. Prepare a Resolution and Certificate of Accreditation 12.3. Forward the Resolution for approval and Certificate of Accreditation to the Office of the Executive Director for countersigning	None	Within 20 Working Days	CODIAC Secretariat
13. None	13. Signs the Resolution and countersigns the Certificate of Accreditation 13.1. Forward the Resolution and Certificate of Accreditation to the Office of the Assistant Secretary	None		Office of the Executive Director
14. None	14. Approves the Certificate of Accreditation 14.1. Forward the approved Certificate of Accreditation to the CODIAC Secretariat	None		Office of the Assistant Secretary
15. None	15. Receives the approved Certificate of Accreditation 15.1 Register the Instructor's details to the Land Transportation Management System (LTMS) 15.2 Forward the Certificate of Accreditation to the RAC	None		CODIAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
16. None 16.1. Receives the approved Certificate of Accreditation	16. Receives the approved Certificate of Accreditation 16.1. Capture the biometrics of the Instructor 16.2. Release the certificate to the applicant	None		<i>RAC Secretariat</i>
TOTAL:		P 1,730.00	Within 48 Working Days	

Note:

- a. Accreditation of Driving School is under multi-stage processing. Each process may be done within the day or in another day, depending on the availability or compliance of the applicant.
- b. Processing time includes waiting time and starts upon the submission of complete requirements, and excludes the time for shipping of the certificates and other documents from Regional Office to Central Office and vice versa.
- c. Applications with incomplete requirements shall not be accepted.
- d. Instructors who failed the first examination shall be allowed to take the examination to a maximum of three (3) times following the schedule set by the RAC. After the fourth (4th) failed examination, the applicant shall be disqualified to apply as an instructor nationwide.
- e. The Assistant Secretary, within fifteen (15) working days upon receipt in his office, shall approve or disapprove the applications for accreditation as endorsed by the CODIAC. If the Assistant Secretary failed to do so, the said application shall be deemed approved provided that all required documents have been submitted and all required fees and charges have been paid (Sec. 10 of R.A. No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018).



10. ACCREDITATION OF DRIVING SCHOOL INSTRUCTOR - RENEWAL

An authority granted by the LTO to an employee of the driving school to practice as a Theoretical or Practical Driving Course Instructor.

Office or Division:	Regional Accreditation Committee (RACs) - Regional Offices	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
Who may avail:	An accredited instructor due for renewal of accreditation as theoretical and/or practical driving course instructor.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application Form (Annex L of MC No. JMT-2023-2390)	Land Transportation Office (LTO) Central Office / Regional Offices, LTO Official Website (www.lto.gov.ph)	
2. Copy of valid professional driver's license	Applicant / LTO	
3. Copy of the company ID	Applicant	
4. Valid National Bureau of Investigation (NBI) Clearance	National Bureau of Investigation (NBI)	
5. Valid Certificate of No Apprehension	LTO	
6. Previous Certificate of Accreditation	Applicant	

NOTE:

- a. The applicant for accreditation as driving school shall file an application with the Office of the Regional Director through the Regional Accreditation Committee (RAC) having jurisdiction over the location of the driving school.
- b. A period of thirty (30) working days is given to the applicant to file for renewal of accreditation as a driving school instructor. The last day of filing shall be twenty (20) working days prior to the expiration of the certificate of accreditation.
- c. Renewal application of a suspended instructor shall not be accepted by the RAC unless the said period of suspension has been fully served.
- d. Applications with incomplete requirements shall not be accepted.
- e. Certificate of Accreditation shall be valid for one (1) year reckoned from the date of payment of accreditation fee. Based on the performance assessment during its last accreditation period and upon the recommendation of the RAC and the CODIAC, an instructor with good standing and no record of violation and suspension shall be entitled to a renewal of accreditation valid for two (2) years.
- f. Prior to the renewal of accreditation, the driving instructor shall be required to attend a retooling program.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application and the documentary requirements 1.1. Receives POS	1. Receives application and evaluates the completeness of the requirements 1.1. Issues Payment Order Slip (POS) for the payment of application fee	None	Within 20 Working Days (Nos. 1-9)	RAC Secretariat
2. Pays the application fee 2.1. Receives Official Receipt (OR)	2. Collects payment and issues Official Receipt (OR)	Application Fee - P 500.00 LRF - P 10.00		Cashier
3. Submit a copy of the Application Fee OR 3.1. Receives Rejection Letter	3. Receives the copy of OR 3.1. Evaluates the submitted requirements as to its compliance with the existing Guidelines 3.1.1. If found non-compliant with the existing accreditation Guidelines, issues a Rejection Letter 3.1.2. Forward the original application documents including the results of evaluation to the CODIAC 3.2. Issues Payment Order Slip (POS) for the payment of Retooling Program	None		RAC Secretariat
4. Pays the Retooling Program fee 4.1. Receives Official Receipt (OR)	4. Collects payment and issues Official Receipt (OR)	Examination Fee - P 200.00 LRF - P 10.00		Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit a copy of the Retooling Program Fee 5.1. Attends Retooling Program 5.2 Receives POS	5. Receives the copy of OR 5.1. Conducts the Retooling Program 5.2. Prepares Retooling Program Certificate of Completion 5.3. Issues the signed Retooling Program Certificate of Completion and attached the same to the application 5.4. Issues POS to the applicant for the payment of renewal accreditation fee	None		RAC Secretariat
6. Pays the renewal accreditation fee 6.1. Receives OR	6. Collects payment and issues OR	Accreditation Fee - P 500.00 Late Renewal Fee - P 1,000.00 LRF - P 10.00		Cashier
7. Submit a copy of OR to the RAC Secretariat	7. Receives OR 7.1. Prepare Endorsement Letter 7.2. Forward the Endorsement Letter to the Office of the Regional Director for approval	None		RAC Secretariat
8. None	8. Receives Endorsement Letter 8.1. Signs the Endorsement Letter 8.2. Forward the same to the RAC Secretariat	None		Office of the Regional Director
9. None	9. Receives signed Endorsement Letter 9.1. Endorse the application together with the Inspection Report and accreditation payment receipt to the CODIAC	None		RAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. None	10. Receives the application 10.1. Evaluate the application as to its completeness and compliance with the existing accreditation Guidelines 10.1.1. In the even of finding deficiency or non-conformity, issues a Rejection Letter stating therein the grounds for disapproval 10.2. Prepare a Resolution and renewal Certificate of Accreditation 10.3. Forward the Resolution for approval and renewal Certificate of Accreditation to the Office of the Executive Director for countersigning	None	Within 20 Working Days (nos. 10-14)	CODIAC Secretariat
11. None	11. Signs the Resolution and countersigns the renewal Certificate of Accreditation 11.1. Forward the Resolution and renewal Certificate of Accreditation to the Office of the Assistant Secretary	None		Office of the Executive Director
12. None	12. Approves the renewal Certificate of Accreditation 12.1. Forward the approved renewal Certificate of Accreditation to the CODIAC Secretariat	None		Office of the Assistant Secretary



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. None	13. Receives the approved renewal Certificate of Accreditation 13.1. Renew the accreditation of the Instructor to the LTMS 13.2. Forward the renewal Certificate of Accreditation to the RAC	None		<i>CODIAC Secretariat</i>
14. None 14.1. Receives the approved Certificate of Accreditation	14. Receives the approved renewal Certificate of Accreditation 14.1. Release the certificate to the applicant	None		<i>RAC Secretariat</i>
TOTAL:		P1,220.00 or P 1,720.00 for late renewal	Within 40 Working Days	

Note:

- a. Accreditation of Driving School is under multi-stage processing. Each process may be done within the day or in another day, depending on the availability or compliance of the applicant.
- b. Processing time includes waiting time and starts upon the submission of complete requirements, and excludes the time for shipping of the certificates and other documents from Regional Office to Central Office and vice versa.
- c. Applications with incomplete requirements shall not be accepted.
- d. The Assistant Secretary, within fifteen (15) working days upon receipt in his office, shall approve or disapprove the applications for accreditation as endorsed by the CODIAC. If the Assistant Secretary failed to do so, the said application shall be deemed approved provided that all required documents have been submitted and all required fees and charges have been paid (Sec. 10 of R.A. No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018).



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

External Services



1. 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:	Complex	
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:		
1. One (1) certified true copy of Mayor's Permit/s specifying the classification of business or Business Permit applying for:		Concerned Municipal or City Government Office
a. Plant, if applying as manufacturer or assembler		
b. Warehouse, if applying as importer		
c. Display Center, if applying as Dealer		
d. Rebuilding Center, if applying as Rebuilder		
2. Affidavit of Undertaking 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Certification that the applicant has undergone the Orientation on Accreditation	Land Transportation Office Central Office / Regional Office
4. Inspection Report of the establishment	Regional Office
5. Photos of the establishment	Applicant
6. LTO Client/Business ID	Land Transportation Management System (LTMS)
ADDITIONAL REQUIREMENT/S IF APPLYING AS:	
Importer - One (1) Certified True Copy of Certificate of Registration	Bureau of Customs (BOC)
Assembler - One (1) Certified True Copy of Certificate of Membership	Department of Trade and Industry (DTI) Board of Investment (BOI)
Rebuilder - One (1) Certified True Copy of Certificate of Accreditation as Rebuilding Center	Department of Trade and Industry (DTI) - Fair Trade and Enforcement Bureau (FTEB)
Dealer - One (1) photocopy of Sales Invoice approved by BIR	Bureau of Internal Revenue (BIR)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents documentary requirements except Certificate of Orientation and Inspection Report to the concerned Regional Office - Operations Division	1. Receives documentary requirements and schedules orientation and site inspection	None	1 hour	<i>MAIRDs Secretariat, Operations Division, Regional Office</i>
2. Undergoes orientation (owner / authorized representative / manager) and presents the actual establishment	2.1. Conducts orientation regarding rules and regulations on accreditation and conducts inspection 2.2. If non-compliant, advises applicant of the findings	None	3 days	<i>RO/CO Operations Division Designated personnel</i>
3. Creates Portal account, uploads the documentary requirements including the Certificate of Orientation and Inspection Report and pays application fee online	3. Evaluates the application	<u>Application Fee</u> P 510.00 + Convenience Fee	1 hour	<i>Regional Office Accreditation Committee/ Operations Division, Central Office</i>
4. None	4. Approves the application and forwards to the Central Office thru LTMS	None	1 hour	<i>Approving Officer of the Regional Accreditation Committee/Operations Division Central Office</i>
5. None	5. Evaluates and approves the forwarded application	None	1 hour	<i>Approving Officer, Operations Division Central Office</i>
6. Pays accreditation fee online	6. None	P 3,000.00 per classification + P 10.00 (LRF) + Convenience Fee	None	<i>None</i>
7. Prints the accreditation certificate	7. None	None	None	<i>Evaluator, Operations Division Central Office</i>
TOTAL:		P 3,520.00 + Convenience Fee	3 days, 4 hours	

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



2. ACCREDITATION OF MANUFACTURERS, ASSEMBLERS, IMPORTERS, REBUILDERS, DEALERS (MAIRDs) - RENEWAL

Annual authority granted to MAIRDs to transact business with the LTO

Office or Division:	Operations Division, Regional Office	
Classification:	Simple	
Type of Transaction:	G2B – 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. One (1) 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
2. 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
3. One (1) photocopy of previous Certificate of Accreditation		Applicant
4. LTO Client/Business ID		Land Transportation Management System (LTMS)
Additional Requirements		
1. For Importers, one (1) Certified True Copy of Certificate of Registration		Bureau of Customs (BOC)
2. For Dealers, one (1) copy of previous or current year monthly report on plate distribution to the owner including signature and date received <i>The total report must show that 100% of the plates issued to the dealer have been released to the owners.</i>		Dealer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates/logs-in to the LTMS Portal account and submits scanned application and requirements to the concerned Regional Office - Operations Division and pays the application fee	1. Retrieves application and evaluates the completeness of the requirements	P 510.00 + Convenience Fee	1 hour	<i>MAIRDs Secretariat, Operations Division, Regional Office</i>
2. None	2.1. If compliant, endorses application to the approving officer 2.2. If non-compliant, advises applicant of the findings	None	1 hour	<i>Regional Office Accreditation Committee</i>
3. None	3. Evaluates and approves the application	None	1 hour	<i>Approving Officer</i>
4. Pays the accreditation fee online	4. None	P 1,000.00 per classification + P 10.00 (LRF) + penalty (if applicable) + Convenience Fee	None	<i>None</i>
5. Prints the Certificate of Accreditation	5. None	None	None	<i>None</i>
TOTAL:		P 1,520.00 + Convenience Fee	3 hours	

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



MAIRDOEs ACCREDITATION FEES

TYPE	APPLICATION FEE	ACCREDITATION FEE	LEGAL RESEARCH FEE	TOTAL
Accreditation - New	P 500.00 + 10.00	P 3,000 per classification	P 10.00	P 3,520.00
Accreditation - Renewal	P 500.00 + 10.00	P 1,000.00 per classification	P 10.00	P 1,520.00
Expired Accreditation	-	P 1,000.00 per classification + P 1,000 per year (penalty)	P 10.00	P 1,010.00 + penalty
Change Address	P 500.00	-	P 10.00	P 510.00
Certified Copy of Certificate of Accreditation	P 500.00	-	P 10.00	P 510.00
Any other certification	-	-	-	P 100.00
Accreditation/Certification Fee for Other Entities	-	P 1,000.00	P 10.00	P 1,010.00



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

9.1. Whenever the Assistant Secretary finds a justifiable ground, that:

9.1.1. Commission of fraud and misrepresentation in the filing of the application and its operations, including stock and sales reporting.

9.1.2. Failure to comply with the standard requirements herein provided in this Order and other laws and their implementing rules and regulations

9.1.3. Submission of fraudulent, fake or falsified stock/sales periodic reports as required by law, rules and regulations.

In items 9.1.1. and 9.1.3. hereof, the LTO reserves the right to institute criminal actions against the concerned persons or entities.

9.2. 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.



3. 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:	Operations Division, Central Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen 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)	
	GENERAL REQUIREMENTS	WHERE TO SECURE
	1. One (1) photocopy of Certificate of Payment	Bureau Of Customs (BOC)
	2. 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, company
	3. Client or Business ID of the owner and authorized representative	Land Transportation Management System (LTMS)
	Additional Requirement for Brand New	
	1. Certificate of Conformity (COC) if brand new (Certificate of Non-Coverage for Emission Standards (CNCES) for pure electric vehicles)	Department of Environment and Natural Resources (DENR)

Note:

a. Acceptable Government issued ID's - Philippine Identification (PhilID) Card, Philippine passport, Social Security System (SSS) Card, UMID Card, PhilHealth ID, TIN Card, Postal ID, Voter's ID, Professional Regulation Commission (PRC) ID, Senior Citizen ID, OFW ID, Overseas Workers Welfare Administration (OWWA) ID, National Council of Disabled Affairs (NCDA) ID, Solo Parent ID, Voter's Certification, Government Services and Insurance System (GSIS) e-Card, Seaman's Book, Government Owned and/or Controlled Corporations (GOCC) ID, Home Development Mutual Fund (HDMF) ID, Department of Social Welfare and Development (DSWD) Certification, Integrated Bar of the Philippines (IBP) ID



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates account as Other Entity using Public Portal	1. None	None	None	None
2. Uploads Certificate of Payment (CP) and valid ID issued by the Government (owner and/or authorized representative)	2. Evaluates and approves the uploaded documents	None	30 minutes	Approving Officer
3. Process payment online	3. None	For Diplomat/Government P110.00 (P100.00 enrollment fee, P10.00 LRF) For Individual P1,010.00 (P1,000.00 enrollment fee, P10.00 LRF) + Convenience Fee	None	None
4. None	4. Approves the application	None	30 minutes	Approving Officer
5. Logs-in to MAIRDOE Portal 5.1. Search for Certificate of Payment (CP) number 5.2. Open Stock Report Module 5.3. Import data from CP 5.4. Verifies the correctness and completeness of data 5.5. Notify LTO to encode the corresponding Certificate of Conformity (COC) (for brand new vehicles)	5. None	None	None	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	6. Enters/Validates the DENR COC number (for brand new vehicles)	None	1 hour	<i>Approving Officer</i>
7. Process payment online	7. None	P30.00 CSR P10.00 LRF	None	<i>None</i>
8. Generates/Prints CSR and OR	8. None	None	None	<i>None</i>
	TOTAL:	<u>ENROLLMENT FEE</u> For Diplomat P110.00 <u>For Individual</u> P1,010.00 <u>CSR FEE</u> P30.00 + P10.00 per unit + Convenience Fee	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.



LIST OF FEES FOR OTHER ENTITIES

TYPE	ACCREDITATION FEE	LEGAL RESEARCH FEE	TOTAL
Returning Resident or Immigrant	₱1,000.00	₱10.00	₱1,010.00
Individual Person authorized to import for personal use	₱1,000.00	₱10.00	₱1,010.00
Individual Entity authorized to import for company use	₱1,000.00	₱10.00	₱1,010.00
Motor Vehicles under Public Auction	₱1,000.00	₱10.00	₱1,010.00
Tax Exempt			
Embassies, Consulates, Legation	₱100.00	₱10.00	₱110.00
Government Agencies	₱100.00	₱10.00	₱110.00
International Organization	₱100.00	₱10.00	₱110.00



4. STOCK REPORTING OF MANUFACTURERS, ASSEMBLERS AND/OR IMPORTERS

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

Office or Division:	Client's LTMS Portal	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C - Government to Citizen	
Who may avail:	Accredited Manufacturers, Assemblers and/or Importers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
4.1. Imported Motor Vehicle (Completely Built Unit (CBU), Completely Knocked Down (CKD))		
1. One (1) photocopy of Certificate of Payment (CP) (Owner's copy to be presented)	Bureau Of Customs (BOC)	
2. Certificate of Conformity (COC) if brand new (Certificate of Non-Coverage for Emission Standards (CNCES) for pure electric vehicles)	Department of Environment and Natural Resources (DENR)	
Additional Requirements for Old System		
1. One (1) clear and legible stencils of engine and/or chassis numbers	Motor vehicle owner/ Importer	
2. One (1) hard and soft copy of the stock report	Accredited Importer/Rebuilder	
3. Original Authorization letter with original and one (1) photocopy of any 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, company	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LTMS				
1.1. Logs-in to MAIRDOE Portal 1.2. Search for Certificate of Payment (CP) number 1.3. Open Stock Report Module 1.4. Import data from CP individually or by batch using the template 1.5. Verifies the correctness and completeness of data 1.6. Enters/Validates the DENR COC number (not applicable for used imported vehicle)	1. None	None	None	None
2. Process payment online	2. None	P30.00 CSR P10.00 LRF	None	None
3. Generates/Prints CSR and OR	3. None	None	None	None
	TOTAL	P40.00 per unit + Convenience fee per transaction	None	

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.

c. For those who requested and were approved to process stock reporting in the old system shall follow the requirements and procedures of the same



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OLD SYSTEM				
1. Submits application form	1. Receives application and evaluates the completeness and authenticity of all the required documents, and issue claim stub	None	5 minutes	<i>Receiving Clerk/ Evaluator</i>
1.1. Receives 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	30 minutes	
2. None	2. Reviews and approves transaction, prints Pay Order Slip (POS) and issues the same	None	15 minutes	<i>Approving Officer</i>
2.1. Receives POS				
3. Proceeds to the Cashier for payment of fees	3. Accepts payment and issues Official Receipt (OR)	<u>Application Fee</u> P 40.00 <u>IT fee</u> P 169.06 TOTAL P209.06	5 minutes	<i>Cashier</i>
3.1. Receives OR				
4. Submits OR	4. Receives OR, prints Certificate of Stock Reported (CSR) and releases CSR and OR	None	5 minutes	<i>Evaluator/ Releasing Officer</i>
4. Receives CSR and OR				
	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.



REGISTRATION

External Services



1. SALES REPORTING AND INITIAL REGISTRATION OF MOTOR VEHICLES

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. All New Registration Units (NRU) and Authorized District Offices (DOs) / Extension Offices (EOs) B. For Diplomat Motor Vehicles (MVs): Diliman District Office Only C. For Used Imported from Subic Freeport: LTO SBMA Extension Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C – Government to Citizen G2G - Government to Government	
Who may avail:	Accredited dealers, MV Owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
1. Certificate of Stock Report (CSR) (for old IT system, hard copy) (for LTMS, CSR number)		Accredited Manufacturer/Assembler/Importer/Rebuilder/Other Entities
2. Proof of electronically transmitted appropriate insurance Certificate of Cover (Third Party Liability)		Accredited insurance companies by the Insurance Commission / GSIS
3. Original copy of Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle (MV) Clearance Certificate and Special Bank Receipt (SBR) (for old IT system, hard copy) (for LTMS, uploaded copy)		PNP-HPG MV Clearance Division
4. LTO Client/Business ID		Land Transportation Management System (LTMS)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirements	
<u>1.1.1. Brand New Locally Assembled / Manufactured Completely Built Units (CBU) / Imported CBUs / Brand new locally imported trailer</u>	
Original Sales Invoice (for old IT system, hard copy) (for LTMS, uploaded copy)	Accredited Dealer
<u>1.1.2. Brand new motorcycle with sidecar (TC)</u>	
Original Affidavit of Attachment for sidecar executed by the owner stating among other the date of completion	Owner
<u>1.1.3. Tax Exempt</u>	
1. Original duly accomplished Motor Vehicle Inspection Report (MVIR) with Certificate of Emission Compliance (CEC), if used imported	Land Transportation Office District Office / Extension Office, Motor Vehicle Inspection Center (MVIC)
2. Certified true copy of Release Certificate, if used imported	Department of Trade and Industry - Fair Trade Enforcement Bureau (DTI - FTEB)
3. DFA Endorsement (For Diplomatic Vehicles only)	DFA Protocol Office
4. DOF Indorsement (Mabuhay Lane)	Department of Finance
<u>1.1.4. Used-Imported</u>	
<u>1.1.4.1. Exempted from EO 156/877-A</u>	
1. One (1) photocopy of Commercial invoice / Certificate of Title with English translation authenticated by the Embassy	Country of Origin
2. Original duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office District Office / Extension Office, Motor Vehicle Inspection Center (MVIC)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1.4.2. Through the no dollar importation	
1. One (1) photocopy of Commercial Invoice of Motor Vehicle 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	Bureau of Customs (BOC)
4. Original duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office District Office / Extension Office, Motor Vehicle Inspection Center (MVIC)
5. Certified true copy of Release Certificate	Department of Trade and Industry - Fair Trade Enforcement Bureau (DTI - FTEB)
1.1.5. Rebuilt trucks and buses	
1.1.5.1. With new or used imported engine and/or chassis	
1. One (1) photocopy of Commercial / Sales Invoice from country of origin	Country of origin
2. Original Affidavit of Rebuilt executed by the accredited rebuilder, stating among others the date of completion	Accredited rebuilder
3. Original Certificate of Stock Reported (CSR) of rebuilt truck / bus	Operations Division of Central Office, Regional Office
4. One (1) Certified true copy of DTI – FTEB Endorsement	Department of Trade and Industry -Fair Trade Enforcement Bureau (DTI - FTEB)
5. Original duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office District Office / Extension Office, Motor Vehicle Inspection Center (MVIC)
1.1.6. Imported motor vehicles acquired through public bidding	
1. Certificate of Payment (CP)	Bureau of Customs (BOC)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. One (1) Certified true copy of Official Receipt evidencing payment of acquisition cost	Bureau of Customs (BOC)
3. One (1) Certified true copy of the Notice of Award	Bureau of Customs (BOC)
4. If used, original duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office District Office / Extension Office, Motor Vehicle Inspection Center (MVIC)
<u>1.1.7. Unregistered Conveyances Confiscated Pursuant to Section 77-A of Presidential Decree No. 705, as Amended</u>	
1. Duplicate Copy or Certified True Copy of the Final Order or Decision, Certificate of Finality of Order or Decision and Writ of Execution attesting to the confiscation or forfeiture of the subject conveyance	Department of Environment and Natural Resources (DENR)
2. Original duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office District Office / Extension Office, Motor Vehicle Inspection Center (MVIC)
3. Proof of publication of the approved application for registration for three consecutive weeks in any newspaper of general circulation	Department of Environment and Natural Resources (DENR)
4. Original Certificate of Emission Compliance (CEC)	Private Emission Testing Center (PETC)
<u>1.1.8. Unregistered Vehicles Seized and Forfeited in Favor to the Bureau of Customs (BOC)</u>	
1. Certificate of Payment (CP)	Bureau of Customs (BOC)
2. Seizure/Forfeiture Order	Bureau of Customs (BOC)
3. Original duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office District Office / Extension Office, Motor Vehicle Inspection Center (MVIC)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LTMS				
1. Logs-in to MAIRDOE Portal and open Sales Invoice Report module	1. None	None	None	None
2. Uploads Original Sales Invoice and encodes Invoice details	2. None	None	None	None
3. Enters Certificate of Stock Report (CSR) Number and Engine or Chassis Number	3. None	None	None	None
4. Enters Buyer details (Client ID/Business ID)	4. None	None	None	None
5. Opens Sales Reporting and Initial Registration Module	5. None	None	None	None
6. Enters CSR Number	6. None	None	None	None
7. Uploads documentary requirements	7. Approves documentary requirements	None	30 minutes	Approving Officer
8. Processes payment online	8. None	MVUC (Refer to Registration Schedule of Fees) + P10.00 LRF + Cost of Plate + Science Tax for Private MC and MTC + Transfer Fee + Penalty (If applicable) + Convenience Fee	None	None
9. None	9. Prints Certificate of Registration (CR) and Releasing of Plates and RFID Sticker	None	1 hour	Releasing Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	MVUC (Refer to Registration Schedule of Fees) + P10.00 LRF + Cost of Plate + Science Tax for Private MC and MTC + Transfer Fee + Penalty (If applicable) + Convenience Fee	1 hour, 30 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
 - c. CSRs processed in the old system shall be transacted following the procedures in the old system.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Old System				
1. Submits requirements	1. Receives requirements and evaluates the completeness and authenticity of the requirements 1.1. Retrieves Motor Vehicle (MV) information from the system and generates transaction ID 1.2. Encodes / supplies details not cascaded from MAIDRs	None	30 minutes	<i>Receiving Clerk / Evaluator / Input Clerk</i>
2. None	2. Approves transaction	None	30 minutes	<i>Approving Officer</i>
3. Proceeds to the Cashier for payment of fees. 3.1 Receives OR	3. Accepts payment 3.1. For the payments made through e-PAT, verifies Payment Reference Number through the Merchant Payment Inquiry Facility under process payment module. 3.2. Prints 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)	1 hour	<i>Cashier</i>
4. None	4. Prints Certificate of Registration (CR)	None	15 minutes	<i>Supply Officer</i>
5. None	5. Reviews transaction and signs CR	None	30 minutes	<i>Chief of Office</i>
6. Presents OR 6.1 Receives OR, CR, sticker, plates and RFID sticker	6. Tags as released plates and sticker 6.1. Issues OR, CR, sticker, plates and RFID sticker	None	30 minutes	<i>Releasing Officer/Supply Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	P179.06 + Transaction fee (Refer to Registration Schedule of Fees on page 153-157)	3 hours, 15 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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Other Entities				
1. Logs-in to MAIRDOE Portal 1.1. Open Sales Reporting and Initial Registration Module	1. None	None	None	None
2. Enters Certificate of Stock Report (CSR) Number	2. None	None	None	None
3. Uploads documentary requirements	3. Evaluates and approves documentary requirements	None	30 minutes	Evaluator
4. None	4. Approves initial registration application and creates CSV	None	15 minutes	Chief or Designated Approving Officer
5. Processes payment online	5. None	MVUC (Refer to Registration Schedule of Fees) + P10.00 LRF + Cost of Plate + Science Tax for Private MC and MTC + Transfer Fee + Penalty (If applicable) + Convenience Fee	None	None
6. None	6. Prints Certificate of Registration (CR) and Releasing of Plates and RFID Sticker	None	1 hour	Releasing Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	MVUC (Refer to Registration Schedule of Fees) + P10.00 LRF + Cost of Plate + Science Tax (for Private MC and MTC) + Transfer Fee + Penalty (If applicable) + Convenience Fee	1 hour, 45 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



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 (Regardless of Year Model)	P1,600.00
b. Year 1995 to 2000	P2,000.00
c. Year 1994 & Below	P1,400.00
B. Medium Vehicles 1,600 to 2,300 kgs.	
a. Year 2001 Onwards	P3,600.00
b. Year 1997 to 2000	P6,000.00
c. Year 1995 & 1996	P4,800.00
d. 1994 and below	P2,400.00
C. Heavy Vehicles 2,301 kgs. & Up	
a. Year 2001 Onwards	P8,000.00
b. Year 1995 to 2000	P12,000.00
c. Year 1994 & Below	P5,600.00
D. Motor Cycles	
a. Without Sidecar	P240.00
b. With Sidecar (including three-wheeled vehicle -cargo type)	P300.00
UTILITY VEHICLES AND SUV MODELS 1990 & EARLIER	
A. GVW up to 2,700 kgs.	P2,000.00
B. GVW over 2,700 kgs.	$P2,000.00 + [(GVW^b - 2,700 \text{ kgs.}) \times 0.40]$
Example: Actual GVW= 2,820 kgs.	$P2,000.00 + [(2,900 \text{ kgs} - 2,700 \text{ kgs.}) \times 0.40] = P2,080.00$



VEHICLE CATEGORY	TRANSACTION FEE
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 kgs.	$P2,300.00 + [(GVW^b - 2,700 \text{ kgs.}) \times 0.46]$ $P2,300.00 + [(2,800 \text{ kgs} - 2,700 \text{ kgs}) \times 0.46] = P2,346.00$
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.	$P1,800.00 + [GVW^b - 2,700 \text{ kgs.}) \times 0.24]$ $P1,800.00 + [(4,600 \text{ kgs.} - 2,700 \text{ kgs}) \times 0.24] = P2,256.00$
TRAILERS Example: Actual GVW =10,000 kgs. Weekly Surcharge for (1) MC/TC - 100.00 50% penalty shall be collected for delinquent registration	$GVW^b \times 0.24$ $10,000 \text{ kgs.} \times 0.24 = P2,400.00$
<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 = 4,350	$GVW^b \times 0.30$ $P4,400.00 \times 0.30 = P1,320.00$



VEHICLE CATEGORY	TRANSACTION FEE
SPORTS UTILITY VEHICLE (SUV)	
a. GVW up to 2,700 kgs.	P2,300.00
b. GVW in excess of 2,700 kgs. Example: Actual GVW = 2,800 kgs.	$P2,300.00 + [(GVW^b - 2,700 \text{ kgs}) \times 0.46]$ $P2,300.00 + [(2,800 \text{ kgs} - 2,700 \text{ kg}) \times 0.46] = P2,346.00$
MOTORCYCLES/MOPEDS/TRICYCLES	
A. Without Sidecar	P240.00
B. With Sidecar	P300.00
TRUCKS	
A. GVW up to 2,700 kgs	P1,800.00
B. GVW over 2,700 kgs. Example: Actual GVW = 4,600 kgs.	$P1,800.00 + [(GVW^b - 2,700 \text{ kgs}) \times 0.30]$ $P1,800 + [(4,600 \text{ kgs} - 2,700 \text{ kgs}) \times 0.30] = P2,256.00$
TRUCKBUSES	
GVW over 4,500 kg. Example: Actual GVW = 5,000 kgs.	$GVW^b \times 0.30$ $P5,000.00 \times 0.30 = P1,500.00$
TRAILERS	
Example: Actual GVW = 10,000.00 kgs	$GVW^b \times 0.24$ $10,000 \text{ kgs.} \times 0.24 = P2,400.00$

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.

b. Any uneven weight of less than 100 kilograms, shall be taken and considered as equivalent to 100 kilograms for purposes of computing the collectible MVUC. (Section 5c of MC No. BGC-MC-01328-A dated 01 February 2001)



2. VEHICLE ENCODING/LINKING

The process wherein the portal account of a client is linked to the record of his/her motor vehicle.

Office or Division:	A. Registration Section, Central Office (Government, Diplomatic, Vehicles owned by Government Employees/OFW, or Other Vehicles as may be deemed necessary) B. LTO District Offices (DOs) / Extension Offices (EOs) / E-Patrols C. For Tax Exempt (Diplomatic): Authorized District Offices nearest to the Regional Office D. For Tax Exempt (Exempt Private or Government) and for Stolen and Recovered Vehicles: Authorized District Offices E. For Other Exempt Vehicles (OEVs): LTO DO / EO nearest to the Special Economic Zone F. 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 Citizen G2G - Government to Government	
Who may avail:	Motor vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements:		
1. One (1) clear photocopy of latest OR/CR (for initial renewal in MVIRS only) <i>not applicable for online renewal</i>		Registered Motor Vehicle owner



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL (External/Public Portal)	WALK-IN	PORTAL (Internal Portal)	WALK-IN (Internal Portal)	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
1. Create Client ID 2. Log-in to Public Portal 3. Click the Vehicle Icon 4. Accept LTMS Terms of Use 5. Select Motor Vehicle 6. Encode the Chassis No., Engine No. and MV File No. 7. Select "Encode Data" in Application Type and "Encode MV Data" in Application 8. Scan and upload requirements 9. Click Finish 10. Click Proceed to Choose Office 11. Select an Office at which the client wants to pick-up the documents 12. Click Proceed to Payment 13. Click Finish Transaction 14. Accept LTMS disclaimer 15. Save the application confirmation 16. Wait for the approval and email generated by the system	1. Submits copy of OR and CR	1. Log-in to the Internal Portal 2. Click MVIRS Icon 3. Click Transactions Overview Icon 4. Encode the Transaction Code provided by the client 5. Validate and approve the uploaded requirements 6. Capture and verify biometrics 7. Proceed to Vehicle Details 8. Select "Yes" in Show Legacy Data 9. Click Create 10. Proceed to Registration Record 11. Encode Issue Date and Validity Period 12. Click Create 13. Check Application Status if it is Done 14. A system generated email will be sent to the Client's Personal Email	1.1. Encode owner's details to create Client ID 1.2. Search Legacy Data using either Plate No., Engine No., Chassis No., or MV File No. 1.3. Scan and upload OR/CR 1.4. Link Client ID to MV record from Legacy Database and generate transaction ID	None	None	40 minutes	40 minutes	None	Client Service Officer (CSO)
2. None	2. None	2. None	2. Review and approve uploaded documents, supply missing information from legacy database and create LTMS MV record.	None	None	20 minutes	20 minutes	Approving Officer	Approving Officer
TOTAL:				None	None	1 hour	1 hour		

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.

c. The evaluator may require presentation of the original OR/CR if he finds a discrepancy in the previous payment in the system.



3. 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. Registration Section, Central Office (Government, Diplomatic, Vehicles owned by Government Employees/OFW, or Other Vehicles as may be deemed necessary) B. LTO District Offices (DOs) / Extension Offices (EOs) / E-Patrols / Vehicle Renewal Extension Facility (VREF) C. For Tax Exempt (Diplomatic): Authorized District Offices nearest to the Regional Office D. For Tax Exempt (Exempt Private or Government) and for Stolen and Recovered Vehicles: Authorized District Offices E. For Other Exempt Vehicles (OEVs): LTO DO / EO nearest to the Special Economic Zone F. For "For-Hire" MVs in NCR: Public Utility Vehicle Registration Center (PUVRC) and Public Utility Vehicle Registration Extension Center (PUVREC) G. For Online Renewal: LTMS Portal H. For Reactivation of Stored Vehicle: LTO Office where storage was transacted	
Classification:	Simple Transaction	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Motor vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements:		
1. One (1) clear photocopy of latest OR/CR (for initial renewal in MVIRS only) <i>not applicable for online renewal</i>		Registered Motor Vehicle owner
2. Proof of electronically transmitted appropriate insurance Certificate of Cover (COC) or one (1) original COC issued by GSIS, if interconnectivity is not yet available (for government vehicles)		Accredited insurance companies by the Insurance Commission or Government Service Insurance System (GSIS)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.1. Electronically transmitted Motor Vehicle Inspection System Report (MVISR) or 3.2. Motor Vehicle Inspection Report (MVIR) <i>not applicable for online renewal</i> 3.2.1. Electronically transmitted Certificate of Emission Compliance (CEC) for MVs/MCs not inspected at PMVICs (except for Electric Vehicles) <i>not applicable for online renewal</i>	Public Motor Vehicle Inspection Center (PMVIC) Land Transportation Office District Office / Extension Office Private Emission Testing Center (PETC)
Additional Requirements:	
3.1. Diplomat	
Endorsement with control number	Department of Foreign Affairs (DFA) Protocol's Office
3.2. Other Exempt Vehicle (OEV) under Special Economic Zones	
Certification that the Motor Vehicle is still classified as Other Exempt Vehicle (OEV)	Concerned special economic zones
3.3. For Hire	
1. Electronically transmitted franchise confirmation or one (1) original copy of franchise confirmation, if interconnectivity is not yet available (For Motor Vehicles)	Land Transportation Franchising and Regulatory Board (LTFRB)
2. One (1) Original or Certified Copy of the valid Motorized Tricycle Operator's Permit with Official Receipt (MTO) (For Tricycles only)	Concerned municipal or city government office
3.4. Stolen and Recovered	
1. Presentation of original and submission of one (1) photocopy of the Lifting of General Alarm	Philippine National Police (PNP), other law enforcement agencies
2. Presentation of original and submission of one (1) photocopy of the Report of Recovery	Philippine National Police (PNP), other law enforcement agencies
3. Presentation of original and submission of one (1) photocopy of the of Alarm Sheet	Philippine National Police (PNP), other law enforcement agencies



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Philippine National Police (PNP), National Bureau of Investigation (NBI)
5. Original Certificate of re-stamping in case of tampered engine / chassis	Original registering LTO District Office
3.5. Reactivation of Storage	
1. Original Receipt of Return Plate and Licenses (RRPL)	Registered Motor Vehicle owner
2. If for hire, electronic confirmation of valid franchise or Motorized Tricycle Operator's Permit (MTO) with valid Official Receipt (OR)	Land Transportation Franchising Regulatory Board (LTFRB) / Concerned Local Government Unit (LGU)
3.6. Online Renewal	
1. With previous LTMS renewal transaction	LTMS Portal



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL (External/Public Portal)	WALK-IN	PORTAL (Internal Portal)	WALK-IN (Internal Portal)	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
RENEWAL OF MOTOR VEHICLES									
<i>Note: - FOR LINKING (refer to Linking Process)</i>									
A. FOR INDIVIDUAL									
1.1. Log-in to Public Portal 1.2. Click the Vehicle Icon 1.3. Accept LTMS Terms of Use 1.4. Select Motor Vehicle 1.5. Select Application Type 1.6. Validate requirements (scan and upload franchise for for-hire and GSIS insurance for government) 1.7. Click proceed to payment 1.8. Select payment channel 1.9. Click proceed to summary 1.10. Click Submit button 1.11. Accepts LTMS disclaimer 1.12. Save the application confirmation 1.13. Pays the necessary fees 1.14. Receives OR via email	1. Submits Client ID number	1. None	1. Receives Client ID number and process the following: 1.1. Select Motor Vehicle 1.2. Select Application Type 1.3. Validate requirements (scan and upload franchise for for-hire and GSIS insurance for government) 1.4. Review fees 1.5. Click Submit button 1.6. Print Application Confirmation 1.7. Approve uploaded requirements (GSIS insurance - for government, franchise - for hire) 1.8. Advise the client to proceed to the cashier	Refer to Registration Schedule of Fees	None	None (Processed outside the LTO Office)	15 minutes	None	Client Service Officer (CSO) and Approving Officer (for For Hire and Government)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL (External/Public Portal)	WALK-IN	PORTAL (Internal Portal)	WALK-IN (Internal Portal)	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
B. FOR ORGANIZATION/COMPANY									
1.1. Log-in to Public Portal 1.2. Click the Vehicle Icon 1.3. Accept LTMS Terms of Use 1.4. Select Motor Vehicle 1.5. Select Application Type 1.6. Validate requirements 1.7. Click Finish 1.8. Click Proceed to Choose Office 1.9. Select an Office at which the client wants to pick-up the documents 1.10. Click proceed to payment 1.11. Select payment channel 1.12. Click proceed to summary 1.13. Click Finish Transaction 1.14. Accept LTMS disclaimer 1.15. Save the application confirmation 1.16. Wait for the Approval and email generated by the system	1. Submits Client ID number	1.1. Log-in to Internal Portal 1.2. Click RCS Icon 1.3. Click RCS Cash Icon 1.4. Encode Client's Transaction Code 1.5. Acknowledge Client's Payment 1.6. Print Official Receipt 1.7. Click MVIRS Icon 1.8. Click Transactions Overview Icon 1.9. Encode the Transaction Code provided by the client 1.10. Validate and approve the uploaded requirements 1.11. Proceed to Registration Record 1.12. Click Create 1.13. Proceed to Releasing Items 1.14. Issue Official Receipt	1. Receives Client ID number and process the following: 1.1. Select Motor Vehicle 1.2. Select Application Type 1.1. Validate requirements 1.4. Review fees 1.5. Click Submit button 1.6. Print Application Confirmation 1.7. Advise the client to proceed to the cashier	Refer to Registration Schedule of Fees	None	15 minutes	15 minutes	Client Service Officer (CSO)	Client Service Officer (CSO)



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL (External/Public Portal)	WALK-IN	PORTAL (Internal Portal)	WALK-IN (Internal Portal)	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
4. None	4. Pays the necessary fee	4. None	4.1. Select payment method 4.2. Receives payment 4.1. Issues Official Receipt (OR)	None	Refer to Registration Schedule of Fees	None	10 minutes	None	Cashier
TOTAL:				Refer to Registration Schedule of Fees	Refer to Registration Schedule of Fees	FOR INDIVIDUAL: None FOR ORGANIZATION/COMPANY: 15 minutes	15 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.
 c. The evaluator may require presentation of the original OR/CR if he finds a discrepancy in the previous payment in the system.



VEHICLE CATEGORY, TYPE, DEFINITION AND ITS CORRESPONDING MOTOR VEHICLE USER'S CHARGE (MVUC)

VEHICLE CATEGORY	VEHICLE TYPE	DEFINITION	MVUC FEE	
			PRIVATE AND GOVERNMENT	FOR HIRE
L1	Mopeds	2-Wheeled vehicle, engine cylinder capacity not exceeding 50cm ³ Speed not exceeding 50 km/h	P240.00	-
L2	Mopeds	3-Wheeled vehicle, engine cylinder capacity not exceeding 50cm ³ Speed not exceeding 50 km/h	P240.00	-
L3	Motorcycle w/o Sidecar	2-Wheeled vehicle, engine cylinder capacity exceeding 50cm ³ Speed exceeding 50 km/h	P240.00	-
L4	Motorcycle w/ Sidecar	3-Wheeled asymmetrically, engine cylinder capacity exceeding 50cm ³ Speed exceeding 50 km/h	P300.00	P300.00
L5	Three Wheeled Vehicle	3-Wheeled symmetrically, engine cylinder capacity exceeding 50cm ³ Speed exceeding 50 km/h	P1,600.00	P900.00
L6	Quadricycle	4-Wheeled, engine cylinder capacity not exceeding 50cm ³ Speed not exceeding 45 km/h Unladen mass is not more than 350kgs	P1,600.00	-
L7	Quadricycle	4-Wheeled, other than classified for Category L6, unladen mass not more than 400kgs (550kgs for vehicles intended for carrying goods)	P1,600.00	-

VEHICLE CATEGORY	VEHICLE TYPE	DEFINITION	MVUC FEE	
			PRIVATE AND GOVERNMENT	FOR HIRE
M1	Passenger Car, Utility Vehicle, or Sports Utility Vehicle	Vehicles used for the carriage of passengers and comprising not more than 8 seats in addition to the driver's seat	<p>Passenger Car</p> <p>A. Light Vehicles up to 1,600kgs</p> <p>a. Year 2001 onwards - P1600.00</p> <p>b. Year 1995 to 2000 - P2,000.00</p> <p>c. Year 1994 & Below - P1,400.00</p> <p>B. Medium Vehicles 1,600 to 2,300kgs</p> <p>a. Year 2001 Onwards - P3,600.00</p> <p>b. Year 1997 to 2000 - P6,000.00</p> <p>c. Year 1995 & 1996 - P4,800.00</p> <p>d. 1994 and Below - P2,400.00</p> <p>C. Heavy Vehicles 2,301kgs and Up</p> <p>a. Year 2001 Onwards - P8,000</p> <p>b. Year 1995 to 2000 - P12,000</p> <p>c. Year 1994 & Below - P5,600</p>	<p>Passenger Car</p> <p>A. Up to 1,600kgs - P900.00</p> <p>B. 1,601 to 2,300kgs - P1,800.00</p>
			<p>UV and SUV Models 1990 and Earlier</p> <p>A. GVW up to 2,700kgs - P2,000.00</p> <p>B. GVW over 2,700kgs - $P2,000.00 + [(GVW^b - 2,700kgs) \times 0.40]$ <i>Example: GVW = 2,820kgs</i> $P2,000.00 + [(2,900 - 2,700) \times 0.40]$ $= P2,080.00$</p>	<p>UV</p> <p>GVW up to 4,500kgs - $GVW^b \times 0.30$ <i>Example: $4,300 \times 0.30 = P1,290.00$</i></p>
			<p>SUV</p> <p>A. GVW up to 2,700kgs - P2,300.00</p> <p>B. GVW over 2,700kgs - $P2,300.00 + [(GVW^b - 2,700kgs) \times 0.46]$ <i>Example: GVW = 2,800kgs</i> $P2,300.00 + [(2,800 - 2,700) \times 0.46]$ $= P2,346.00$</p>	<p>SUV</p> <p>A. GVW up to 2,700kgs - P2,300.00</p> <p>B. GVW over 2,700kgs - $P2,300.00 + [(GVW^b - 2,700kgs) \times 0.46]$ <i>Example: GVW = 2,800kgs</i> $P2,300.00 + [(2,800 - 2,700) \times 0.46]$ $= P2,346.00$</p>

VEHICLE CATEGORY	VEHICLE TYPE	DEFINITION	MVUC FEE	
			PRIVATE AND GOVERNMENT	FOR HIRE
M2	Utility Vehicle	Vehicles used for the carriage of passengers and comprising more than 8 seats in addition to the driver's seat. Maximum mass not exceeding 5 tonnes	As UV A. GVW up to 2,700kgs - P2,000.00 B. GVW 2,700 to 4,500kgs - $P2,000 + [(GVW^b - 2,700kgs) \times 0.40]$ <i>Example: GVW = 2,820kgs</i> $P2,000.00 + [(2,900 - 2,700) \times 0.40]$ $= P2,080.00$	As UV GVW up to 4,500kgs - $GVW^b \times 0.30$ <i>Example: GVW = 4,350</i> $4,400 \times 0.30 = P1,320.00$
			As Bus GVW 4,501 to 5,000kgs - $P1,800.00 + [(GVW^b - 2,700kgs) \times 0.24]$ <i>Example: GVW = 5,000kgs</i> $P1,800.00 + [(5,000 - 2,700) \times 0.24]$ $= P2,352.00$	As Bus GVW 4,501 to 5000kgs - $GVW^b \times 0.30$ <i>Example: GVW = 5,000kgs</i> $5,000kgs \times 0.30 = P1,500.00$
M3	Bus	Vehicles used for the carriage of passengers and comprising more than 8 seats in addition to the driver's seat. Maximum mass exceeding 5 tonnes	A. GVW up to 2,700kgs - P1,800.00 B. GVW over 2,700kgs - $P1,800.00 + [(GVW^b - 2,700kgs) \times 0.24]$ <i>Example: GVW = 4,600kgs</i> $P1,800.00 + [(4,600 - 2,700) \times 0.24]$ $= P2,256.00$	$GVW^b \times 0.30$ <i>Example: GVW = 6,000kgs</i> $6,000kgs \times 0.30 = P1,800.00$
N1	Utility Vehicle or Truck (Vehicle type depends on body configuration)	Vehicles used for the carriage of goods and having a maximum mass not exceeding 3.5 tonnes	A. GVW up to 2,700kgs - P2,000.00 B. GVW over 2,700kgs - $P2,000.00 + [(GVW^b - 2,700kgs) \times 0.40]$ <i>Example: GVW = 3,500kgs</i> $P2,000.00 + [(3,500 - 2,700) \times 0.24]$ $= P2,192.00$	GVW up to 4,500kgs - $GVW^b \times 0.30$ <i>Example: 3,500 x 0.30 = P1,050.00</i>

VEHICLE CATEGORY	VEHICLE TYPE	DEFINITION	MVUC FEE	
			PRIVATE AND GOVERNMENT	FOR HIRE
N2	Utility Vehicle or Truck (Vehicle type depends on body configuration)	Vehicles used for the carriage of goods and having a maximum mass exceeding 3.5 tonnes but not exceeding 12 tonnes	UV A. GVW up to 2,700kgs - P2,000.00 B. GVW over 2,700kgs - $P2,000.00 + [(GVW^b - 2,700kgs) \times 0.40]$ <i>Example: GVW = 4,500kgs</i> $P2,000.00 + [(4,500 - 2,700) \times 0.24]$ $= P2,192.00$	UV GVW up to 4,500kgs - $GVW^b \times 0.30$ <i>Example: 4,500 x 0.30 = P1,350.00</i>
			Truck $P1,800.00 + [(GVW^b - 2,700kgs) \times 0.24]$ <i>Example: GVW = 5,000kgs</i> $P1,800.00 + [(5,000 - 2,700) \times 0.24]$ $= P2,352.00$	Truck $P1,800.00 + [(GVW^b - 2,700kgs) \times 0.24]$ <i>Example: GVW = 5,000kgs</i> $P1,800.00 + [(5,000 - 2,700) \times 0.24]$ $= P2,352.00$
N3	Trucks	Vehicles used for the carriage of goods and having a maximum mass exceeding 12 tonnes	GVW over 4,500kgs - $P1,800.00 + [(GVW^b - 2,700kgs) \times 0.24]$ <i>Example: GVW = 15,000kgs</i> $P1,800.00 + [(15,000 - 2,700) \times 0.24]$ $= P4,752.00$	A. GVW up to 2,700kgs - P1,800.00 B. GVW over 2,700kgs - $P1,800.00 + [(GVW^b - 2,700kgs) \times 0.24]$
O1	Trailers	Trailers with a maximum mass not exceeding 0.75 tonnes	$GVW^b \times 0.24$ <i>Example: 750kgs x 0.24 = P180.00</i>	$GVW^b \times 0.24$ <i>Example: 750kgs x 0.24 = P180.00</i>
O2	Trailers	Trailers with a maximum mass exceeding 0.75 tonnes, but not exceeding 3.5 tonnes	$GVW^b \times 0.24$	$GVW^b \times 0.24$
O3	Trailers	Trailers with a maximum mass exceeding 3.5 tonnes, but not exceeding 10 tonnes	$GVW^b \times 0.24$	$GVW^b \times 0.24$
O4	Trailers	Trailers with a maximum mass exceeding 10 tonnes	$GVW^b \times 0.24$	$GVW^b \times 0.24$



VEHICLE CATEGORY	VEHICLE TYPE	DEFINITION	MVUC FEE	
			PRIVATE AND GOVERNMENT	FOR HIRE
Special Purpose Vehicle				
Motor Caravan	UV, Bus, Truck	A special purpose M1 category vehicle constructed to include accommodation space which contains at least seats and table, sleeping accommodation which may be converted from the seats, cooking facilities and storage facilities. This equipment shall be rigidly fixed to the living compartment; however, the table may be designed to be easily removable	SAME COMPUTATION WITH THE CORRESPONDING VEHICLE TYPE ABOVE	
Armored Vehicle	UV	Vehicle intended for the protection of conveyed passengers and/or goods and complying with armour plating anti-bullet requirements		
Ambulance	UV	Motor Vehicle of category M intended for the transport of sick or injured people and having special equipment for such purpose		
Hearse	Passenger Car	Motor vehicle intended for the transport of deceased people and having special equipment for such purpose		

Note:

- a. Any uneven weight of less than 100 kilograms, shall be taken and considered as equivalent to 100 kilograms for purposes of computing the collectible MVUC. (Section 5c of MC No. BGC-MC-01328-A dated 01 February 2001)
- b. For Electric Vehicles - 30% discount for MVUC
- c. For Hybrid Vehicles - 15% discount for MVUC
- d. For Vintage Vehicles (New and Renewal), New Registration (New MV and MC) - 3 years MVUC and applicable portion



4. MISCELLANEOUS TRANSACTIONS

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) Change classification of Private to Diplomatic and Diplomatic to Diplomatic (eg. Consular Corps to Private/Diplomatic and vice versa) can be transacted only at Diliman District Office Cancellation of mortgage can be transacted at any LTO District Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G - Government to Government	
Who may avail:	Motor vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
4.1. TRANSFER OF OWNERSHIP		
General Requirements		
1. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance certificate	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division	
2. Duly accomplished Motor Vehicle Inspection Report	Land Transportation Office District Office/Extension Office	
3. Proof of electronically transmitted appropriate insurance Certificate of Cover (Third Party Liability)	Accredited insurance companies	
4. One (1) photocopy of any valid government issued ID with photo and signature of vendor and vendee	Any issuing government agency	
5. Client or Business ID of the new owner	Land Transportation Management System (LTMS)s	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirements	
<u>4.1.1. Under bond Motor Vehicle</u>	
1. Electronically transmitted Certificate of Payment (CP)	Bureau of Customs (BOC)
2.1. Original Deed of Sale. 2.2. Original Board Resolution and Secretary's Certificate indicating authority of signatory to sell or dispose the motor vehicle (If registered under the name of partnership/sole proprietorship or Corporation/ Organization)	Registered Motor Vehicle owner
<u>4.1.2. Motor Vehicles acquired through a Sheriff's Certificate of Sale issued under an Extra-Judicial Foreclosure Sale</u>	
1. Original Sheriff's Certificate of Sale	Appropriate court
2. 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 Motor Vehicle owner, financing institution, issuing Land Transportation Office (LTO) District Office / Extension Office
<u>4.1.3. Motor Vehicles acquired through a Sheriff's Certificate of Sale through a Judicial Foreclosure Sale</u>	
1. Original Sheriff's Certificate of Sale	Appropriate court
2. Original Certificate of Registration - Encumbered (CRE) (In the absence thereof, a certification that the original copy was not turned over at the time of sale)	Registered Motor Vehicle owner, financing institution, court, issuing Land Transportation Office (LTO) District Office / Extension Office
<u>4.1.4. Motor Vehicles acquired through an Extra-Judicial Foreclosure Sale conducted before a notary public</u>	
1. 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)	Financing institution, issuing Land Transportation Office (LTO) District Office / Extension Office
2. Original Certificate of Sale	Notary public



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>4.1.5. Motor Vehicles acquired through Sheriff's Certificate of Sale Pursuant to a Money Judgment which has become final and executory</u>	
1. Original copy of the Sheriff's Certificate of Sale	Appropriate court
2. Original Certificate of Registration (CR) (In the absence thereof, a certification from the sheriff that the original copy was not turned over at the time of sale)	Registered Motor Vehicle owner, financing institution, issuing Land Transportation Office (LTO) District Office / Extension Office
<u>4.1.6. Private Motor Vehicles / Motor Cycles</u>	
1. Original Certificate of Registration (CR)	Registered Motor Vehicle owner, issuing Land Transportation Office (LTO) District Office / Extension Office
2. Original Deed of Sale / Transfer / Conveyance	Registered Motor Vehicle owner
<u>4.1.7. For Hire Motor Cycles with Side Car / For Hire Motor Vehicles</u>	
1. Original Certificate of Registration (CR) or Certificate of Registration - Encumbered (CRE)	Registered Motorcycle owner
2. Original Deed of Sale/ Transfer/ Conveyance with assumption of mortgage with bank's conformity, in case of Certificate of Registration - Encumbered (CRE)	Registered Motorcycle owner
3. Original MTOP for Tricycle	Concerned municipal / city government office
4. Original franchise / franchise confirmation for For Hire Motor Vehicles	Land Transportation Franchising Regulatory Board (LTFRB)
<u>4.1.8. Motor Vehicles acquired through public bidding conducted by government office/entity</u>	
1. Original Certificate of Sale/Notice of Award	Concerned government office
2. Inventory and Inspection Report	Other government agencies
3. Official Receipt of payment	Other government agencies
3. Original Certificate of Registration (CR)	Registered Motor Vehicle owner



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>4.1.9. Motor Vehicles acquired at public auction before a notary public by virtue of a mechanic's lien</u>	
1. Original Certificate of Sale	Notary public
2. Original Affidavit who conducted the public bidding as proof of compliance to the above requirements	Notary public
3. Original Certificate of Registration (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 Motor Vehicle owner, notary public
<u>4.1.10. Motor Vehicles acquired through Extra-Judicial Settlement of Estate of Deceased Person</u>	
1. Original Certificate of Registration (CR)	Registered Motor Vehicle owner, Issuing Land Transportation Office (LTO) District Office / Extension Office
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 of the Motor Vehicle registered owner
3. Affidavit of publication of the Deed in any newspaper of general circulation for three (3) consecutive weeks with clippings	Newspaper Publisher
4. One (1) photocopy of Death Certificate, Birth Certificate and/or Marriage Certificate	Philippine Statistics Authority (PSA) / National Statistics Office (NSO)
<u>4.1.11. Motor Vehicles acquired through Judicial Settlement of Estate of Deceased Person</u>	
1. Original Certificate of Registration (CR) or affidavit of loss	Surviving heir/s of the Motor Vehicle registered owner
2. One (1) Certified true copy of Court Decision	Appropriate court
4. One (1) photocopy of Death Certificate, Birth Certificate and/or Marriage Certificate	Philippine Statistics Authority (PSA) / National Statistics Office (NSO)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.2. REVISION OF RECORDS	
General Requirements	
4.2.1. <u>Change Name</u>	
Presentation of the original and submission of one (1) photocopy of: a. PSA Certificate and Government Issued ID - for individuals b. SEC - for corporation c. DTI - for sole proprietorship or partnership d. CDA - for cooperatives	Registered Motor Vehicle owner
4.2.2. <u>Change Address</u>	
1. Submission of one (1) photocopy of Barangay Certification of Residency / Clearance or Proof of Billing	Registered Motor Vehicle owner
4.3. ANNOTATION AND CANCELLATION OF MORTGAGE	
4.3.1. <u>Annotation of Mortgage and other Liens or Encumbrances</u>	
1. Original Certificate of Registration (CR)	Registered Motor Vehicle owner, issuing Land Transportation Office (LTO) District Office / Extension Office
2. One (1) copy of duly annotated chattel mortgage contract with Official Receipt (OR) duly stamped and signed	Registry of Deeds
4.3.2. <u>Cancellation of Mortgage or other Liens and Encumbrances</u>	
1. Original Certificate of Registration - Encumbered (CRE) * In the absence of original CRE , original copy of Affidavit of Loss	Registered Motor Vehicle owner, financial institution, issuing Land Transportation Office (LTO) District Office / Extension Office
2. Certified copy of cancellation or release of Chattel Mortgage duly stamped and signed by the Registry of Deeds	Financial Institution
3. Original Official Receipt (OR) of recording fee	Registry of Deeds



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.3.3. Cancellation of Mortgage when the financing company (mortgagee) no longer exists and the release Mortgage Contract is missing	
1. Original Certificate of Registration - Encumbered (CRE) * In the absence of original CRE , original copy of Affidavit of Loss	Registered Motor Vehicle owner, financial institution, issuing Land Transportation Office (LTO) District Office / Extension Office
2. One (1) Original Affidavit of Undertaking	Registered Motor Vehicle owner
3. Original Certification stating that the financing company is no longer in existence	Securities and Exchange Commission (SEC) / Bangko Sentral ng Pilipinas (BSP)
4. Original Surety Bond based on the fair market value of the motor vehicle valid for one (1) year	Accredited insurance companies
5. Original Affidavit of Publication	Newspaper of general circulation
4.4. CHANGE CLASSIFICATION	
General Requirements	
1. Original Certificate of Registration (CR) / certification that the original Certificate of Registration - Encumbered (CRE) is with the financing company and that it interposes no objection on the application for change classification (Private to For Hire)	Registered Motor Vehicle owner, financing institution, issuing Land Transportation Office (LTO) District Office / Extension Office
2. Proof of electronically transmitted appropriate insurance Certificate of Cover (Third Party Liability)	Accredited insurance companies
3. Duly accomplished approved Motor Vehicle Inspection Report	Concerned Land Transportation Office (LTO) District Office / Motor Vehicle Inspection Center (MVIC) / Private Emission Testing Center (PETC)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirements	
4.4.1. <u>Private to For Hire</u>	
1.1. One (1) copy of Decision or valid Motorized Tricycle Operator's Permit (MTOP) or	Concerned municipal / city government office
1.2. Confirmation of LTFRB franchise	Land Transportation Franchising Regulatory Board (LTFRB)
4.4.2. <u>For Hire to Private</u>	
1. Original Dropping Order with Official Receipt (OR)	Land Transportation Franchising Regulatory Board (LTFRB), Concerned municipal / city government office
2. Original Receipt of Return Plate and Licenses (RRPL) or Certification that no Yellow Plate was issued	Land Transportation Franchising Regulatory Board (LTFRB)
4.4.3. <u>Private to Government</u>	
1. Original Deed of Sale/Deed of Donation and Acceptance/Seizure Order or Forfeiture Order	Registered Motor Vehicle owner
2. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Certificate	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division
3. Original and one (1) photocopy of any issued ID with photo and signature of the vendor and vendee	Any issuing government agency, company
4. Surrender Private Plate	Applicant
5. Certificate of Payment (if applicable)	Bureau of Customs (BOC)
4.4.3.1. <u>Private to Government (DENR Confiscated and Forfeited Motor Vehicles)</u>	
1. In the absence of OR/CR, certification from the DENR that the original copy was not turned over at the time of confiscation	Department of Environment and Natural Resources (DENR)
2. Cancellation of the Chattel Mortgage and Official Receipt of payment from the Register of Deeds, if the conveyance is subject of such	Registry of Deeds



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance certificate	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division
4. Proof of publication of the approved application for registration for three consecutive weeks in any newspaper of general circulation	Department of Environment and Natural Resources (DENR)
5. Duplicate Copy or Certified True Copy of the Final Order or Decision/ Certificate of Finality of Order or Decision and Writ of Execution attesting to the confiscation or forfeiture of the subject conveyance	Department of Environment and Natural Resources (DENR)
4.4.4. <u>Private to Diplomatic</u>	
1. Endorsement Letter	Department of Foreign Affairs (DFA) Protocol Office
2. Original Deed of Sale / Deed of Donation and Acceptance.	Registered Motor Vehicle owner
3. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Certificate	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division
4. Original Receipt of Return Plate and Licenses (RRPL)	Concerned Land Transportation Office (LTO) District Office
4.4.5. <u>Diplomatic to Private</u>	
1. Endorsement Letter	Department of Foreign Affairs (DFA) Protocol Office
2. Certificate of Payment (if applicable)	Bureau of Customs (BOC) / Bureau of Internal Revenue (BIR)
3. Original Receipt of Return Plate and Licenses (RRPL)	Plate Section
4. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Certificate	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division
4.4.6. <u>Diplomatic to Diplomatic</u>	
1. Endorsement Letter	Department of Foreign Affairs (DFA) Protocol Office
2. Original Receipt of Return Plate and Licenses (RRPL)	Plate Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Certificate	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division
4. Certificate of Payment (if applicable)	Bureau of Customs (BOC) / Bureau of Internal Revenue
4.4.7. Government to Private	
1. Original Certificate of Registration (CR)	Concerned government office
2. Original Notice of Award	Concerned government office
3. Inventory and Inspection Report	Concerned government office
4. Official Receipt of Bid Payment	Concerned government office
5. Surrender Red Plate	Concerned government office
6. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Certificate	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division
7. If Exempt: a. Certificate of Payment b. Mabuhay Lane indorsement	Bureau of Customs (BOC) Department of Finance
4.4.8. Other Exempt (Economic Zone) to Private	
1. Original Receipt of Return Plate and Licenses (RRPL)	Plate Section
2. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Certificate	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division
3. Certificate of Payment (if applicable)	Bureau of Customs (BOC) / Bureau of Internal Revenue
4.4.9. Exempt Private to Private	
1. Department of Finance Mabuhay Lane indorsement	Department of Finance
2. Certificate of Payment (if applicable)	Bureau of Customs (BOC) / Bureau of Internal Revenue



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.5. CHANGE BODY/BODY DESIGN/ENGINE/COLOR	
General Requirements	
1. Original Certificate of Registration (CR) / Certificate of Registration - Encumbered (CRE)	Registered Motor Vehicle owner, financing institution
2. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Certificate (except for Motorcycle with sidecar)	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division
3. Proof of electronically transmitted appropriate insurance Certificate of Cover (Third Party Liability)	Accredited insurance companies
4. Duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office (LTO) District Office / Extension Office, Motor Vehicle Inspection Center
Additional Requirements	
4.5.1. <u>Change Body / Body Design</u>	
1. If For-Hire, LTFRB confirmation	Land Transportation Franchising Regulatory Board (LTFRB)
2. Original Affidavit of Change Body/Body Design indicating source of body	Registered owner
3. Sales Invoice / Certificate of Registration (CR) of the source of body	Registered owner
4.5.2. <u>Change Color</u>	
1. Original Affidavit of Change Color	Registered owner
4.5.3. <u>Change Engine</u>	
1. If For-Hire, LTFRB confirmation	Land Transportation Franchising Regulatory Board (LTFRB)
2. Original and one (1) photocopy of Certificate of Stock Reported (CSR) and Sales Invoice / Certificate of Registration (CR) of the source of engine	Dealer, Previously registered owner



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Registered Motor Vehicle owner and Mechanic
4.5.4. Change Chassis (Private only)	
1. Original and one (1) photocopy of Certificate of Stock Reported (CSR) and Sales Invoice or OR/CR of the source MV	Dealer, Regional Office and Central Office
2. Original Affidavit of Change Chassis	Registered Motor Vehicle owner
4.6. DUPLICATE CERTIFICATE OF REGISTRATION / CERTIFICATE OF REGISTRATION - ENCUMBERED	
1. Original Affidavit of Lost Certificate of Registration (CR) (If encumbered, to be executed by the financing institution)	Registered Motor Vehicle owner, Financing institution
2. Duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office (LTO) District Office / Extension Office, Motor Vehicle Inspection Center
4.7. LOST OR REPLACEMENT PLATE/RFID STICKER	
1. Original Affidavit of loss or mutilated plate/RFID sticker	Registered Motor Vehicle owner
2. Original and one (1) photocopy of any valid government issued ID with photo and signature	Registered Motor Vehicle owner
3. Duly accomplished Motor Vehicle Inspection Report (MVIR)	Land Transportation Office (LTO) District Office / Extension Office, Motor Vehicle Inspection Center

Note:

a. Government issued ID's - Philippine Identification (PhilID) Card, Philippine passport, Social Security System (SSS) Card, UMID Card, PhilHealth ID, TIN Card, Postal ID, Voter's ID, Barangay ID, Professional Regulation Commission (PRC) ID, Senior Citizen ID, OFW ID, Overseas Workers Welfare Administration (OWWA) ID, National Council of Disabled Affairs (NCDA) ID, Solo Parent ID, Voter's Certification, Government Services and Insurance System (GSIS) e-Card, Seaman's Book, Government Owned and/or Controlled Corporations (GOCC) ID, Home Development Mutual Fund (HDMF) ID, Department of Social Welfare and Development (DSWD) Certification, Integrated Bar of the Philippines (IBP) ID



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	None	15 minutes	<i>Receiving Clerk / Evaluator</i>
	1.1. Assigns queue number to applicant 1.2. Requests for electronic confirmation from the concerned District Offices, if applicable	None	30 minutes	<i>Records Officer</i>
2. None	2.1. Log in to the LTMS Portal 2.2. Selects application 2.3. For transfer of ownership, input Client ID or Business ID of the owner and other details 2.4. Uploads documentary requirements 2.5. Generates transaction ID	None	30 minutes	<i>Evaluator</i>
3. Proceeds to the Cashier for payment of fees 3.1. Receives OR	3. Accepts payment and issues Official Receipt (OR)	<u>Legal Research Fund</u> P10.00 + <u>Transaction Fee</u> (Please refer to Registration Schedule of Miscellaneous Fees and Charges)	1 hour	<i>Cashier</i>
4. None	4. Reviews and approves the transaction	None	30 minutes	<i>Approving Officer</i>
5. None	5. Prints Certificate of Registration (CR) /Certificate of Registration-Encumbered (CRE)	None	30 minutes	<i>Supply Officer</i>
6. None	6. Signs CR/CRE	None	30 minutes	<i>Chief of Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Presents OR 7.1. Receives CR /CRE and signs in the CR log book	7. Dockets and issues CR/CRE	None	15 minutes	<i>Releasing Officer</i>
		<u>Legal Research Fund</u> P10.00 + Transaction Fee (Please refer to Registration Schedule of Miscellaneous Fees and Charges)	4 hours	

Note:

- a. For transactions requiring issuance of new CR previously issued in a different district/extension office, other than the transacting district office, electronic confirmation of the old/previous CR is required. (This applies to both manual and computerized CR's)
- b. For verifiable CR issued within the region, no confirmation is required except when there are discrepancies in the MV details or serial number of the CR presented from that in the database. However for **manual CR's issued within the region** electronic confirmation is still required. Confirmation request should be responded within 1 day.
- c. The evaluator may require presentation of the original OR if he finds a discrepancy in the previous payment in the system, compared to OR presented.
- d. Processing time includes waiting time and starts upon the submission of complete requirements and does not include exceptions such as system offline, power interruption, and similar circumstances.
- 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.



REGISTRATION SCHEDULE OF MISCELLANEOUS FEES AND CHARGES

TRANSACTION	FEES
Transfer of Ownership	P 50.00
Late Application (Deed of sale exceeds One (1) month)	P 150.00
Duplicate Certificate of Registration (CR)	P 30.00
Duplicate Official Receipt (OR)	P 30.00
Duplicate Plate (Production Fee)	P 150.00
a. Motor Vehicle	P 450.00
b. Trailer	P 225.00
c. Motorcycle	P 120.00
d. Clearance fee, applicable to all types/ verification/ document request	P 30.00
Duplicate/Replacement RFID Stickers (MV/MC)	P 180.00
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
a. Motor Vehicle Plate	P 450.00
b. Motorcycle Plate	P 120.00
c. Trailer Plate	P 225.00
d. Clearance fee, applicable to all type	P 30.00



TRANSACTION	FEES
Storage of Plates	P 45.00
Top Box / Saddle Bag / Top Load	P 100.00
Top Load for Truck Bus	P 150.00

Note: Exclusive of computer fee and Legal Research Fee for Motor Vehicle registration



5. 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:	G2C - Government to Citizen	
Who may avail:	Motor Vehicle Owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
5.1. For Renewal of Motor Vehicle Registration		
1. Original or one (1) clear photocopy of Official Receipt (OR) / Certificate of Registration (CR)	Motor Vehicle owner	
2. Original or one (1) clear photocopy of Certificate of Public Convenience (CPC) or Order for dropping and substitution (Change Classification) (If For Hire)	Land Transportation Franchising Regulatory Board (LTFRB)	
5.2. All applicable miscellaneous registration transactions		
1. Original or one (1) clear photocopy of OR / CR	Motor Vehicle owner	
2. Original Deed of Sale (Transfer of Ownership)	Motor Vehicle 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	Philippine National Police - Highway Patrol Group (PNP-HPG) Motor Vehicle Clearance Division	
5.3. Apprehended motor vehicles requiring inspection		
1. Original or one (1) clear photocopy of Official Receipt (OR) / Certificate of Registration (CR)	Motor Vehicle owner	
2. Original Driver's copy of Temporary Operators Permit (TOP)	Motor Vehicle owner / apprehended driver	



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN	PORTAL	WALK-IN
LTMS									
A. Motor Vehicle Inspection Center (MVIC)									
None	1. Submits requirements	None	1. Receives requirements and evaluates the completeness and authenticity of the requirements, stamps "received" the receiving copy of the application and issues Payment Order Slip (POS)	None	None	None	5 minutes	None	Receiving Clerk
	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		Cashier
	3. Present the Motor Vehicle for Inspection		3. Inspects motor vehicle /conducts emission tests and fills out the inspection report		None		30 minutes		Inspector
	4. None		4. Approves inspection report		None		10 minutes		Approving Officer
	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		Releasing Clerk
TOTAL:				Refer to Motor Vehicle Inspection Fees and Charges			1 hour		



CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE	
B. District Offices									
	1. Submits required documents 1.1. Presents Motor Vehicle	1. Log in to the MVIRS Inspection 2. Click Create Inspection 3. Search for Plate Number or Engine and Chassis Number 4. Click Create Inspection Record 5. Capture fingerprint 6. Click Accept 7. Click Next 8. Click Verify 9. Click Set Inspection Details 10. Click Edit Inspection Record 11. Capture fingerprint 12. Click Accept 13. Click Next 14. Click Verify 15. Input Inspection Results 16. Click Finish Inspection 17. Click Ok 18. Inspection Application Status is now set as "Done" 19. Click Reports 20. Print the MVIR	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	None	15 minutes	5 minutes MV - 40 minutes MC - 15 minutes 15 minutes	Inspector	Inspector
TOTAL:				None			MV - 60 minutes MC - 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.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Old System				
A. Motor Vehicle Inspection Center (MVIC)				
1. Submits requirements	1. Receives requirements 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. Present the Motor Vehicle for Inspection	3. Inspects motor vehicle /conducts emission tests and fills out the inspection report	None	30 minutes	<i>Inspector</i>
4. None	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	1 hour	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. District Offices				
1. Submits required documents 1.1. Presents Motor Vehicle	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. 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

MOTOR VEHICLE TYPE	SMOKE EMISSION TEST	MOTOR VEHICLE INSPECTION FEE	TOTAL
Motor Vehicle with Gross Vehicle Weight (GVW) equal to or less than 4,500kgs	P 40.00	P 50.00	P 90.00
Motor Vehicle with Gross Vehicle Weight (GVW) more than 4,500kgs	P 40.00	P 75.00	P 115.00
Tricycles/For Hire	P 40.00	P 50.00	P 90.00
For Dropping Vehicle with Gross Vehicle Weight (GVW) equal to or less than 4,500kgs			P 80.00
For Dropping Vehicle with Gross Vehicle Weight (GVW) more than 4,500kgs			P 105.00
Motor Vehicles with Miscellaneous Transactions			
with Gross Vehicle Weight (GVW) equal to or less than 4,500kgs			P 50.00
with Gross Vehicle Weight (GVW) more than 4,500kgs			P 75.00

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



INSPECTION FEE FOR RENEWAL

(Weekly Penalty for Smoke Emission Test of For Hire, Government and Diplomatic Vehicles - P50.00)

TYPE OF VEHICLE	FEE
PUJ	P 90.00
Taxi / TNVS	P 90.00
Garage Service	P 90.00
Government Vehicle	P 90.00
Diplomatic Vehicle	P 90.00
UV Express	P 90.00
Vehicle for Hire	P 90.00
Rent-A-Car	P 90.00
Tricycles for Hire	P 90.00
School Service (Below 4,500kgs GVW)	P 90.00
Re-Stamping Purposes	P 90.00
School Bus (Above 4,500kgs GVW)	P 115.00
TH / Trucks	P 115.00
Buses	P 115.00
Trailers	P 50.00
Stolen Recovered Vehicle / Carnapped	
For Hire	P 50.00
Private	P 50.00
Private Vehicles (Below 4,500kgs GVW)	P 50.00
Private Vehicles (Above 4,500kgs GVW)	P 75.00



APPREHENSIONS	FEE
Apprehended for Hire Vehicle (Below 4,500kgs GVW) Set	P 90.00
Apprehended for Hire Vehicle (Above 4,500kgs GVW) Set	P 115.00
Apprehended Vehicle (Correction of Defects)	
Below 4,500kgs	P 50.00
Above 4,500kgs	P 75.00

OTHER MISCELLANEOUS FEES	Below 4,500kgs GVW	Above 4,500kgs GVW
Dropping Purpose	P 80.00	P 105.00
Transfer of Ownership	P 50.00	P 75.00
Duplicate of R/C R/Plate	P 50.00	P 75.00
Annotation / Cancellation of Mortgage	P 50.00	P 75.00
Change Engine / Color / Route	P 50.00	P 75.00
Change Chassis / Rebuilt	P 90.00	P 115.00
Change Body Design	P 50.00	P 75.00
Substitution (For LTFRB Use)	P 90.00	P 115.00
Change Denomination / Classification (CD/CC)	P 90.00	P 115.00
Set (Re-Test if Failed)	P 40.00	
Set (Voluntary Test)	P 40.00	
Revision of Gross Vehicle Weight (GVW)		
Vehicle Below 4,500kgs GVW	P 50.00	
Vehicle Above 4,500kgs GVW	P 75.00	



SCHEDULE OF MOTOR VEHICLE INSPECTION

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		

1. 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.
2. 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.



6. 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	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Motor vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Certificate of Registration (CR). In the absence of CR, submit affidavit of loss		Applicant
2. Motor Vehicle / Motorcycle plate. In case of lost plate, submit affidavit of loss. For non-availability of plate, submit Certification.		Applicant For Certification: Land Transportation Office (LTO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: - FOR LINKING (refer to Linking Process)				
1. Submits requirements 1.1. Receives queue number	1. Receives requirements 1.1. Issues queue number 1.2. Retrieves Motor Vehicle information from the system and generates transaction ID	None	45 minutes	<i>Receiving Clerk/ Evaluator</i>
2. Proceeds to the cashier for payment of fees 2.1. Receives OR	2. Accepts payment and issues Official Receipt (OR)	<u>SF</u> P45.00 <u>LRF</u> 10.00 Total P55.00 + surcharge (if applicable)	1 hour	<i>Cashier</i>
3. Presents OR	3. Issues Receipt of Returned Plate and Licenses (RRPL)	None	15 minutes	<i>Supply Officer</i>
	TOTAL:	P55.00	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.



7. REQUEST FOR MOTOR VEHICLE VERIFICATION

Request of motor vehicle information for investigation and other legal purposes

Office or Division:	Management Information Division - Records Section	
Classification:	Simple / Highly Technical	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Law enforcement and other government agencies, private entities, bank, foreign embassies, and financial institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
7.1. Request from Government Agency		
1. Original letter request	Requesting Party	
2. Authorization letter and one (1) photocopy of company issued ID with photo and signature if requesting party is not available	Requesting Party	
3. For government Original supporting legal documents (Police Report, Court Order, Subpoena, Proceeding Filed or consent from the Motor Vehicle owner)	Philippine National Police (PNP), Ombudsman, Court, Bureau of Internal Revenue (BIR), Anti-Money Laundering Agency (AMLA), and other Government Agencies exercising investigative, enforcement and quasi-judicial functions	
7.2. Request from private entities, bank, foreign embassies, and financial institutions		
1. Waiver from the motor vehicle owner together with the letter request	Authorized Requesting Party	
2. Company Identification Card / Original and one (1) copy of any issued ID with photo and signature of the requesting party and the Motor Vehicle owner	Authorized Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives the requirements	None	10 minutes	<i>Receiving Clerk</i>
2. None	2. Verifies motor vehicle information from LTO-IT database and prints screenshot 2.1. Prepares Reply Letter and Verification Result (even with no record) 2.2. Request of Certified True Copies of Registration Documents will be endorsed to the concerned LTO field office for their appropriate action	None None None	30 minutes/MV 10 minutes/MV 15 Days for the Certified True Copies of Registration Documents	<i>Records Officer</i>
3. Pays the verification fee	3. Accepts payment	Government Agency: None Private Individual/Entity: P40.00	1 hour	<i>Cashier</i>
4. Receives verification result	4. Releases the verification result 4.1. Releases the Certified true copy of registration documents, as requested	None	10 minutes	<i>Releasing Officer</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	<u>Government Agency:</u> None <u>Private Individual/Entity:</u> P40.00	<u>Outright verification:</u> <u>For Individual/Entity:</u> 1 hour, 50 minutes per Motor Vehicle <u>For Government:</u> 50 minutes <u>Certified True Copies of Registration Documents:</u> <u>For Individual/Entity:</u> 15 days, 2 hours <u>For Government:</u> 15 days, 1 hour	

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. 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.



8. RE-STAMPING OF ENGINE/CHASSIS NUMBER

Re-stamping is done on motor vehicles with defaced engine/chassis number.

Office or Division:	Regional Offices, Operations Division and District Offices	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Motor Vehicle Owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Certificate of Registration (CR)		Motor vehicle owner
2. Affidavit of Owner stating the reason/s or need for re-stamping		Motor vehicle owner



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application for re-stamping	1. Receives application for re-stamping 1.1. Endorses to the District Office (DO) concerned 1.2. Confirmation of CR if the issuing District Office is from other Region	None	20 minutes	<i>Receiving Clerk</i>
2. None	2. If the issuing DO is within the region, retrieves records 2.1. Inspect motor vehicle 2.2. Endorses back to the regional office	None	2 hours	<i>Records Officer/ MV Inspector</i>
3. None	3. Prepares endorsement to PNP for laboratory examination	None	20 minutes	<i>Regional Director (RD) / Assistant Regional Director (ARD)/ Chief, Operations Division</i>
4. None 4.1 Receives endorsement and proceeds to PNP for Laboratory Examination of the MV	4. Issues endorsement and instruct applicant to proceed to PNP for Laboratory Examination of the MV	None	5 minutes	<i>Operations Division</i>
End of Transaction	TOTAL:		2 hours, 45 minutes	
5. Submits PNP Laboratory Report and other documents to Transacting DO	5. Receives and evaluates PNP/TMG Crime Laboratory Report and other documents 5.1. Prepares endorsement to the Regional Office for approval of the re-stamping	None	20 minutes	<i>Evaluator</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	6. Approves Endorsement	None	5 minutes	<i>Operations Division</i>
7. None	7. Recommends approval for re-stamping of engine/chassis number	None	5 minutes	<i>Chief , Operations Division</i>
8. None	8. Approves re-stamping	None	10 minutes	<i>Regional Director (RD) / Assistant Regional Director (ARD)</i>
9. Proceeds to the LTO accredited manufacturer/ rebuilder to effect re-stamping	9. None	None	None	<i>LTO accredited manufacturer/ rebuilder</i>
10. Submits the stencils of the re-stamped engine/chassis and pay for the re-stamping fee	10. Issues certificate of re-stamping with official receipt	Refer to Motor Vehicle Inspection Fees	20 minutes	<i>Cashier/ Operations Division</i>
	TOTAL:	Refer to Motor Vehicle Inspection Fees	1 hour	

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



9. REQUEST FOR CONFIRMATION OF MOTOR VEHICLE REGISTRATION

Procedure for miscellaneous transaction where the subject motor vehicle is initially registered at a New Registration Unit (NRU) /District Office (DO)/ Extension Office (EO) located in a different Region to that of the transacting DO/EO.

Office or Division:	New Registration Unit, District Office, Extension Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Records Officer of the transacting NRU/DO/EO	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for Confirmation Form		LTO
2. Other applicable documents depending on the type of miscellaneous motor vehicle transaction		LTO



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Prepares a request for confirmation 1.2. Requests for electronic confirmation of the originating DO/EO that maintains the original document	1.1. Receives and acknowledges request 1.2. Checks physical MV files to confirm the MV information	None	1 day	<i>Records Officer of the Originating NRU/ DO / EO</i>
2. Acknowledges receipt of the confirmation	2. Replies to the request for confirmation. It shall be sent electronically (email, viber, messenger)	None		<i>Records Officer of the Originating NRU/ DO / EO</i>
TOTAL:		None	1 day	

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



10. ISSUANCE OF MOTOR VEHICLE CONDUCTION STICKER SERIES

Application for the issuance of Motor Vehicle Conduction Sticker Series

Office or Division:	Operations Division, LTO Central Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
Who may avail:	Manufacturer, Importer, Assembler	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Estimate of annual production including the current inventory of unsold motor vehicles as of 31 December of the immediately preceding year and estimate of annual importation	Manufacturer / Importer / Assembler
	2. Certificate of Payment	Bureau of Customs (BOC)
	3. List of dealers and sub-dealers with their complete address and the name of the chief operating officer	Manufacturer / Importer / Assembler
	4. SEC Certificate of Registration for Corporation or DTI Certification of Registration for Sole Proprietorship	Securities and Exchange Commission (SEC) / Department of Trade and Industry (DTI)
	5. Latest Income Tax Return	Manufacturer / Importer / Assembler
	6. Application Form under oath	Manufacturer / Importer / Assembler



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits documentary requirements	1.1. Receives documentary requirements and evaluates the completeness and authenticity of the requirements 1.2. Assigns CS series and prepares letter of approval	None	1 hour	<i>Evaluator, Operations Division</i>
2. None	2. Affixes initial in the Letter of Approval and forwards the same to the Office of the Executive Director	None	1 day	<i>Chief, Operations Division</i>
3. None	3. Approves Letter of Approval and forwards the same to the Office of the Operations Division	None	2 days	<i>Executive Director</i>
4. Receives POS	4. Issues Payment Order Slip (POS)	None	15 minutes	<i>Evaluator, Operations Division</i>
5. Proceeds to the cashier for payment of fees and receives Official Receipt (OR)	4. Receives payment and issues OR	Application Fee - P500.00 LRF - P10.00	15 minutes	<i>Cashier</i>
5. Receives Letter of Approval	5. Release Letter of Approval	None	5 minutes	<i>Evaluator, Operations Division</i>
TOTAL:		P510.00	3 days, 1 hour, 35 minutes	

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



11. VERIFICATION OF CONDUCTION STICKER

To provide authenticated information of motor vehicles using the conduction sticker

Office or Division:	Operations Division - LTO Central Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Client	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Letter Request/Order	Philippine National Police / Courts / Other authorized government agencies
	2. Copy of Identification Card of the client	Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements to the Office of the Chief, Operations Division	1. Receives and evaluate the submitted requirements	None	5 minutes	<i>Designated personnel from Operations Division</i>
2. None	2. Forwards evaluated documents to designated personnel from TES - Operations Division	None	5 minutes	<i>Designated personnel from Operations Division</i>
3. None	3. Verifies Conduction Sticker number in the system	None	30 minutes	<i>Evaluator/TES - Operations Division</i>
4. Receives the document	4. Prints and provide verified information to the client	None	10 minutes	<i>Evaluator/TES - Operations Division</i>
TOTAL:		None	50 minutes	

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



LAW ENFORCEMENT AND TRAFFIC ADJUDICATION SERVICE (LETAS)

External and Internal Services



1. 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 (TSD) - Central Office	
	Regional Offices	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2G - Government to Government	
Who may avail:	1. LTO Law Enforcement Officers (LEOs) 2. Offices of Deputized Agents: Management of Toll Roads, Airport Police, Coast Guards, Philippine National Police - Highway Patrol Group (PNP-HPG), Metropolitan Manila Development Authority (MMDA), Department of Environment and Natural Resources (DENR), and Department of Public Works and Highways (DPWH) 3. Local Government Units (LGUs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.1. LTO Law Enforcement Officers		
One (1) photocopy of Travel Order and/or Office Order		Land Transportation Office (LTO)
1.2. Other Deputized Agents and Local Government Units (LGUs)		
One (1) Original and one (1) photocopy of letter request addressed to the Assistant Secretary thru the Executive Director and list of personnel to undergo training and refresher course (1 month before the expiration of the deputation order)		Government Agencies / Private Entities



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Receives and records the request 1.2. Forwards to TSD/Regional Offices for appropriate action	None	10 minutes	Receiving Clerk (OASEC/ORD)
2. None	2. Determines the availability of schedule for the conduct of re-tooling/refresher	None	7 working days	Training and Advocacy Section/ RO
3. None	3.1. Prepares materials for the training (Project Profile, Program of Instruction, and Request for funding) - Schedule of training - Venue 3.2. Assigns topic and prepares invitation to learning service providers	None	3 working days (Subject to the availability of venue and learning service providers)	Training Assistant/ Person-in-charge
4. Attends in the workshop and actual operation, and takes the written examination on the last day of the re-tooling/refresher course	4. Conducts lecture and gives examination		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	Training Assistant / Person-in-charge



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None	5. Checks examinations, prepares report and certificates of training completion	None	1 day	<i>Training Assistant / Person-in-charge</i>
	5.1. If passed, affixes initials on the report and certificates of training completion 5.2. If failed, advises to conduct another examination until passed			<i>TSD Chief/ Training Head</i>
6. None	6. Approves the report and certificates of training completion	None	1 day	<i>LES Director/ Regional Director</i>
7. Receives written exam result and Certificate of Training Completion including Deputation paraphernalia	7.1. Forwards the signed report and certificates of training completion for release 7.2. Releases written exam result and certificate of training completion including Deputation Paraphernalia	None	20 minutes	<i>Training Assistant / Person-in-charge</i>
	TOTAL:	None	<p style="text-align: center;"><u>For New:</u> 17 Days, 30 minutes for R.A. 10586 and R.A. 4136 and other special laws</p> <p style="text-align: center;"><u>For Refresher:</u> 15 days, 30 minutes for R.A. 10586 and R.A. 4136 and for R.A 8749 and R.A 8794</p>	

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



LAW ENFORCEMENT AND TRAFFIC ADJUDICATION SERVICE (LETAS)

External Services



1. SETTLEMENT OF APPREHENSION CASES

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:	Cashier (Central Office) Regional Offices - Operations Division District/Extension Offices with LETAS functions	
Classification:	Simple Admitted and Auto-Contested - Simple Contested - Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Apprehended drivers / operators / conductors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirement		
1. Pink copy of the Temporary Operator's Permit (TOP)/e-TOP receipt; In case of loss of TOP/e-TOP, Affidavit of Loss		Apprehended driver / registered owner / operator / conductors
Additional Requirement/s		
1. In the absence of the traffic violator: - Authorization Letter or Special Power of Attorney; and - One (1) photocopy of any government issued ID of the absent traffic violator		Apprehended driver / registered owner / operator / conductors



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2. If auto-contested:</p> <ul style="list-style-type: none"> - One (1) copy of the Certificate of Registration and latest Official Receipt of the apprehended motor vehicle; - One (1) copy of the Driver's License (for Driver's License related violations); - One (1) copy of Certificate of Public Convenience (CPC)/Special Authority and franchise verification from LTFRB (for franchise related violation); - One (1) copy of Smoke Emission Test Result (for smoke belching violation); and/or - One (1) copy of Motor Vehicle Inspection Report (MVIR) (for violations requiring inspection). 	<p>Land Transportation Office (LTO) / Land Transportation Franchising and Regulatory Board (LTFRB)</p>
<p>3. If contested:</p> <ul style="list-style-type: none"> - one (1) original copy of the Affidavit of Protest/Contest and pieces of evidence 	<p>Notary Public</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SIMPLE ADMITTED APPREHENSION CASES				
1.1. Bring the necessary requirement/s 1.2. Proceed and queue to the cashier for the payment of fines	1. Receive payment and issues official receipt (OR)	Refer to the Schedule of Fines and Penalties <u>Legal Research Fee</u> P 10.00	20 minutes	<i>Cashier</i>
2. If the license is suspended, the client shall return to the agency after the lifting of suspension	2. None	None	None	<i>None</i>
3. Proceed to Releasing Unit and present OR and other documents to claim confiscated item/s	3. Release confiscated item/s	None	10 minutes	<i>Releasing Clerk</i>
	TOTAL:	Refer to the Schedule of Fines and Penalties Legal Research Fee P 10.00	30 minutes	

Note: a. Suspension period commences from the date of payment of fines, and varies depending on the violations committed.

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AUTO-CONTESTED APPREHENSION CASES				
1. Bring the necessary requirement/s	1. Receive the submitted requirements and queue	None	10 minutes	<i>Receiving Clerk</i>
2. Proceed to the Hearing Officer	2. Assign the case to the Hearing Officer	None	5 minutes	<i>Person-in-Charge</i>
3. None	3. Impose fines and penalties thru a Resolution	None	10 minutes	<i>Hearing Officer</i>
4. None	4. Approve/Disapprove the Resolution	None	10 minutes (approved) 20 minutes (disapproved)	<i>Approving Officer</i>
5. None	5. Print the Resolution	None	3 minutes	<i>Person-in-Charge</i>
6. Proceed and queue to the cashier for the payment of fines	6. Receive payment and issue official receipt (OR)	Refer to the Schedule of Fines and Penalties <u>Legal Research Fee</u> P 10.00	20 minutes	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. If the license is suspended, the client shall return to the agency after the lifting of suspension	7. None	None	None	None
8. Proceed to Releasing Unit and present OR and other documents to claim confiscated item/s	8. Release confiscated item/s	None	10 minutes	Releasing Clerk
	TOTAL:	Refer to the Schedule of Fines and Penalties Legal Research Fee P 10.00	1 hour, 8 minutes (approved) 1 hour, 18 minutes (disapproved)	

Note: a. Suspension period commences from the date of payment of fines, and varies depending on the violations committed.

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CONTESTED APPREHENSION CASES				
1. Submits necessary requirement/s	1. Receives, checks and docket the required documents	None	5 minutes	<i>Receiving Clerk</i>
2. None	2. Request and re-encoding of the case type (from admitted to contested)	None	30 minutes	<i>Data Encoder</i>
3. None	3. Assigns the case to Hearing Officer	None	5 minutes	<i>Person-in-Charge</i>
4. Submits affidavits, pleadings and other pertinent documents	4. Issues Summons/Notice of Hearing when necessary 4.1. Forwards the Summons/ Notice of Hearing to GSS for mailing or Send the Summons/ Notice of Hearing to the client's email address (1 minute) 4.2. Apprehending Officer is given 5 days from receipt of summon to appear or submit Position Paper	None	1 day	<i>Hearing Officer</i>
				<i>Person-in-Charge</i>
				<i>Receiving Clerk</i>
5. None	5. Receives Position paper of the apprehending officer	None	5 minutes	<i>Releasing Clerk</i>
6. Attends Hearing	6. Conducts Hearing if necessary	None	3 hours	<i>Hearing Officer</i>
7. None	7. Prepares Resolution/Decision once the case is submitted for resolution	None	10 days	<i>Hearing Officer</i>
8. None	8. Reviews and approves resolution/judgement	None	10 days	<i>TAS Director / Regional Director</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Proceeds to the Cashier for payment	9. Accepts payment	Refer to the Schedule of Fines and Penalties <u>Legal Research Fee</u> P 10.00	10 minutes	Cashier
10. Proceeds to Releasing Unit 10.1. Receives confiscated item/ Motor Vehicle	10. Releases confiscated items / impounded Motor Vehicle	None	2 hours	Releasing Clerk/ MV Custodian
	TOTAL:	Refer to the Schedule of Fines and Penalties <u>Legal Research Fee</u> P 10.00	21 days, 5 hours, 55 minutes (If summary hearing) 21 days, 2 hours, 55 minutes (If summary procedure)	

Note: a. Suspension period commences from the date of payment of fines, and varies depending on the violations committed.

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



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MOTION FOR RECONSIDERATION				
1. Apprehended driver/operator to submit Motion for Reconsideration within 5 days upon receipt of TAS Resolution	1. Receives Motion for Reconsideration and other documents	None	5 minutes	Receiving Clerk
2. None	2. Assign the case to Hearing Officer	None	5 minutes	Regional Director/ TAS Director
3. None	3. Prepares Order / Resolution of Motion for Reconsideration	None	7 days	Hearing Officer
4. None	4. Furnishes the parties of the Resolution/Judgment	None	3 days	Records officer
5. Proceeds to the Cashier for payment of fines, if affirmed.	5. Accepts payment and issues Official Receipt	Legal Research Fee - P 10.00 Computer Fee - P 67.63 (for old apprehension cases) Fines - Refer to Fines and Penalties	5 minutes	Cashier
6. Proceeds to Releasing Unit, if AFFIRMED and DISMISSED.	6. Releases confiscated items/ impounded MV		10 minutes	Releasing Clerk / MV Custodian
	TOTAL:	If motion is denied and applicant decided to settle fines: P 77.63 + Fines (Refer to Fines and Penalties)	10 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 CASES				
1. Files appeal from the denial of Protest or of the Motion for Reconsideration within 10 days from receipt to the Assistant Secretary	1. Receives, checks and docketed the required documents	None	10 minutes	<i>Receiving Clerk</i>
2. None	2. Prepares Order / Resolution of Appeal	None	7 days	<i>Hearing Officer</i>
3. None	3. Furnishes the parties of the Resolution/Judgment	None	3 days	<i>GSS of the Central Office</i>
4. Proceeds to evaluator, hearing and approving officers for processing.	4. Implements the Decision	None	1 day	<i>Approving, Hearing Officers and Evaluator</i>
5. Proceeds to the Cashier for payment of fines - For AFFIRMED cases 5.1. Receives OR	5. 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 Fines and Penalties	10 minutes	<i>Cashier</i>
6. Proceeds to Releasing Unit - For AFFIRMED and DISMISSED cases	6. Releases confiscated items/ impounded MV	None	2 hours	<i>Releasing Clerk / MV Custodian</i>
6.1. Receives confiscated items/ impounded MV				
	TOTAL:	P 77.63 + Fines (Refer to Fines and Penalties)	11 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.



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
1a		Driving without valid driver's license/ conductor's permit This includes driving with an expired, revoked, suspended, inappropriate driver's license restriction code, inappropriate driver's license classification, fake driver's license, tourist driving a motor vehicle with a valid foreign driver's license beyond the 90-day maximum allowable period and a student driver driving without being accompanied by a duly licensed driver.	3,000.00	NONE	3,000.00	NONE	Disqualification from granting of driver's license and driving a Motor Vehicle for a period of one (1) year.
	4-8	Allowing an unauthorized driver to drive PUV or allowing a driver to drive PUV without bringing his/her driver's license <hr/> 1st Offense <hr/> 2nd Offense <hr/> 3rd and subsequent Offenses	NONE	NONE	3,000.00	5,000.00 10,000.00 15,000.00	Disqualification from granting of driver's license and driving a Motor Vehicle for a period of one (1) year <hr/> Impoundment of unit for thirty (30) days <hr/> Cancellation of CPC
1b		Driving a Motor Vehicle used in the commission of a crime upon conviction by a regular court of competent jurisdiction	10,000.00	NONE	10,000.00	NONE	- Confiscation and revocation of driver's license upon conviction and disqualification from granting of driver's license and driving a Motor Vehicle - Impoundment of Motor Vehicle until ordered to be released by a regular court of competent jurisdiction
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	- Confiscation and revocation of driver's license upon conviction and disqualification from granting of driver's license for a period of 5 years - Impoundment of Motor Vehicle until ordered to be released by a regular court of competent jurisdiction.
1d		Driving while under the influence of alcohol and/or prohibited drugs	Refer to Sec. 12 (a,b,c), RA No. 10586		Refer to Sec. 12 (a,b,c), RA No. 10586		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



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
1e		Reckless Driving					
		1st Offense	2,000.00	NONE	2,000.00	NONE	
		2nd Offense	3,000.00		3,000.00		- Suspension of driver's license for three (3) months
		3rd Offense	10,000.00		10,000.00		- Suspension of driver's license for six (6) months
4th and Subsequent Offenses	10,000.00	10,000.00	- Revocation				
	4-7	Employing reckless, insolent, discourteous or arrogant driver					
		1st Offense	NONE	NONE	NONE	5,000.00	
		2nd Offense				10,000.00	- Impoundment of Unit for thirty (30) days
		3rd Offense				15,000.00	- Cancellation of CPC where the unit is authorized
1f R.A no. 10930 Sec. 4b		Submission of fake documents in driver's license application (new/renewal)					- Driver's license shall be put on alarm, revocation and disqualification of granting license and driving for a period of one (1) year.
		a. Commission of the violation prior to R.A 10930	3,000.00	NONE	3,000.00	NONE	- Driver's license shall be revoked and the applicant shall be prohibited from applying for a period of two (2) years.
		b. Commission of the violation upon the effectivity of Republic Act 10930 on July 20, 2019	20,000.00		20,000.00		- The repetition of such offense shall warrant the perpetual disqualification from being granted driver's license in addition to the fine.
1g1 R.A 8750 (Sec.12-1a)		Failure to wear the prescribed seatbelt device and/or failure to require the front seat passenger to wear seatbelt					This includes allowing a 6 years old and below to be seated in front passenger seat
		1st Offense	1,000.00	NONE	1,000.00	NONE	
		2nd Offense	2,000.00		2,000.00		
		3rd Offense and subsequent Offense	5,000.00		5,000.00		Suspension of driver's license for one (1) week from the payment of fine for the third and each succeeding offense.
1g2 R.A 8750		Failure to require his/her passenger/s to wear the prescribed seatbelt/ post appropriate seatbelt signage (for PUV)	NONE	NONE	3,000.00	3,000.00	For PUV's both the operator and the driver are liable to pay the said fine for every violation.



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS	
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE			
			DRIVER	MV OWNER	DRIVER	OPERATOR		
1h R.A 10054		Failure to wear the standard protective Motorcycle helmet or failure to require the back rider to wear standard protective Motorcycle helmet (R.A 10054)		NONE	NONE	NONE	NONE	
		1st Offense	1,500.00					
		2nd Offense	3,000.00					
		3rd Offense	5,000.00					
		Subsequent Offense	10,000.00					
R.A 10054		Wearing substandard helmet or without ICC sticker (R.A 10054 Sec. 7c)		NONE	NONE	NONE	NONE	
		1st Offense	3,000.00					
		2nd Offense	5,000.00					
1i		- Failure to carry Driver's License - Failure to carry Certificate of Registration or Official Receipt (OR/CR) while driving.		1,000.00		1,000.00	NONE	
		All other violations of traffic rules and regulations:						
1j1		Illegal Parking a. In an intersection b. Within 5 meters of the intersection c. 4 meters from the driveway entrance d. Within 4 meters from a fire hydrant e. In front of a private driveway f. On the roadway side of any unmoving or parked MV at the curb or edge of the highway g. At any place where signs of prohibitions have been installed	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, step-board or mudguard of Motor Vehicle while in motion	1,000.00	NONE	1,000.00	NONE	NONE
		1j6	Failure to dim headlights when approaching another vehicle	1,000.00	NONE	1,000.00	NONE	NONE



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
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
1j8		Hitching or permitting a person or a bicycle, motorcycle, tricycle or skate roller to hitch to a Motor Vehicle	1,000.00	NONE	1,000.00	NONE	NONE
1j9		Driving against traffic - failure to pass to the right when meeting persons or vehicles coming towards him	1,000.00	NONE	1,000.00	NONE	NONE
1j10		Illegal turn - failure to conduct the motor vehicle to the right of the intersection of the highway when turning to the left in going from one highway to another	1,000.00	NONE	1,000.00	NONE	NONE
1j11		Illegal overtaking - failure to pass to the left when overtaking persons or vehicles going to the same direction except when there are two or more lanes for the movement of traffic in one direction	1,000.00	NONE	1,000.00	NONE	NONE
1j12		Overtaking at unsafe distance - failure to pass at a safe distance to the left of another motor vehicle when overtaking that vehicle	1,000.00	NONE	1,000.00	NONE	NONE
1j13		Cutting an overtaken vehicle - driving to the right side of the highway after overtaking before his motor vehicle is safely clear of such overtaken vehicle	1,000.00	NONE	1,000.00	NONE	NONE
1j14		Failure to give way to an overtaking vehicle - failure to give way to another vehicle approaching from the rear that wishes to overtake his vehicle when the former has given suitable and audible signal	1,000.00	NONE	1,000.00	NONE	NONE
1j15		Increasing speed when being overtaken - increasing the speed of the motor vehicle before the overtaking vehicle has completely passed	1,000.00	NONE	1,000.00	NONE	NONE
1j16		Overtaking when left side is not visible or clear of oncoming traffic - driving to the left side of the center line of a highway in overtaking or passing another vehicle proceeding in the same direction where the left side is not clearly visible and is not free of oncoming traffic for a sufficient distance to pass in safely	1,000.00	NONE	1,000.00	NONE	NONE



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
1j17		Overtaking upon crest of a grade - a overtaking or passing another vehicle proceeding in the same direction when approaching the crest of a grade	1,000.00	NONE	1,000.00	NONE	NONE
1j18		Overtaking upon a curve - overtaking or passing another vehicle proceeding in the same direction upon a curve in a highway where the driver's view along the highway is obstructed within a distance of 500 feet ahead	1,000.00	NONE	1,000.00	NONE	NONE
1j19		Overtaking at any railway grade crossing - overtaking or passing another vehicle proceeding in the same direction at any railway grade crossing	1,000.00	NONE	1,000.00	NONE	NONE
1j20		Overtaking at an intersection - overtaking or passing another vehicle in the same direction at any intersection of highways except on a highway having two or more lanes for movement of traffic in one direction where the driver of a vehicle may overtake another vehicle on the right	1,000.00	NONE	1,000.00	NONE	NONE
1j21		Overtaking on "men working" or "caution" signs - overtaking or passing or attempting to overtake or pass another vehicle proceeding in the same direction between warning or caution signs indicating that men are working on a highway	1,000.00	NONE	1,000.00	NONE	NONE
1j22		Overtaking at no overtaking zone - overtaking or passing or attempting to overtake or pass another vehicle proceeding in the same direction in any "no passing or 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 to the vehicle on the right when these vehicles approach or enter Intersection at an approximately the same time	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 to a vehicle within such intersection or turning therein to the left across the line of travel of the first mentioned vehicle when such vehicle has given a plainly visible signal of intention to turn	1,000.00	NONE	1,000.00	NONE	NONE



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
1j25		Failure to yield the right of way - failure of the driver of any vehicle upon a highway within a business or residential district to yield the right of way to a pedestrian crossing such highway within a crosswalk except at Intersection where the movement of traffic is regulated by a peace officer or by traffic signal	1,000.00	NONE	1,000.00	NONE	NONE
1j26		Failure to stop before traversing a "through highway" or railroad crossing - failure of the driver of a vehicle upon a highway to bring to a full stop such vehicle before traversing any "through highway or railroad crossing	1,000.00	NONE	1,000.00	NONE	NONE
1j27		Failure to yield 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 to all vehicles approaching on such highway	1,000.00	NONE	1,000.00	NONE	NONE
1j28		Failure to yield right of way to ambulance, police or fire department vehicles - failure of a driver upon a highway to yield the right of way to police or fire department vehicles and ambulances when such vehicles are operated on official business and the drivers thereof sound audible signal or their approach	1,000.00	NONE	1,000.00	NONE	NONE
1j29		Failure to yield right of way at a "through highway" or a "stop intersection" - failure of a vehicle entering a "through highway" or a "stop intersection" to yield right of way to all vehicles approaching in either direction on such "through highway"	1,000.00	NONE	1,000.00	NONE	NONE
1j30		Failure to give proper signal - failure to give the appropriate signal before starting, stopping or turning from a direct line	1,000.00	NONE	1,000.00	NONE	NONE
1j31		Illegal turn - failure of the driver of a motor vehicle intending to run to the right at an intersection to approach such intersection in the lane for traffic nearest to be right-hand side of the highway and, in turning, to keep as close as possible to the right-hand curve or edge of the highway	1,000.00	NONE	1,000.00	NONE	NONE



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
1j32		Illegal turn - failure of the driver of a vehicle intending to turn to the left, to approach such intersection in the lane for traffic to the right of and nearest to the center line of the highway, and in, turning to pass to the left of the center of the intersection except upon highway laned for traffic and upon one-way highway	1,000.00	NONE	1,000.00	NONE	NONE
1j33		Failure to stop motor and notch handbrake of motor vehicle when unattended - failure to turn off the ignition switch and stop the motor and notch effectively the handbrake when parking a motor vehicle unattended on any highway	1,000.00	NONE	1,000.00	NONE	NONE
1j34		Unsafe towing	1,000.00	NONE	1,000.00	NONE	NONE
1j35		Obstruction - obstructing the free passage of other vehicles on the highway while discharging or taking passengers or loading and unloading freight, or driving a motor vehicle in such a manner as to obstruct or impede the passage of any vehicle	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	4-2	Refusal to render service to the public or convey passenger to destination	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense			15,000.00	Cancellation of CPC	
1j38	4-3	Overcharging/Undercharging of fare	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense			15,000.00	Cancellation of CPC	
1j39	4-5	No franchise/CPC or evidence of franchise presented	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense			15,000.00	Cancellation of CPC	



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
1j40	4-6	Fraud and falsities of fake and spurious CPC, OR/CR, plates, stickers and tags	NONE	NONE	1,000.00	Please refer to the appropriate fine	Revocation/Cancellation of the franchise/CPC (Note: Without prejudice to the imposition of the applicable fine for the specific violation(s) committed)
1j41	4-9	Operating the unit/s with defective parts and accessories	Please refer to 2d		1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense				15,000.00	Cancellation of CPC
1j42	4-10	Failure to provide fare discount	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense				15,000.00	Cancellation of CPC
1j43	4-13	Fast, tampered, defective taximeter or operating without or with an old seal taximeter	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense				15,000.00	Cancellation of CPC
1j44	4-14	Tampered, broken, joined, reconnected, fake or altered sealing wire	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense				15,000.00	Cancellation of CPC
1j45	4-18	No sign board	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense				15,000.00	Cancellation of CPC
1j46	4-19	Pick and drop of passengers outside terminal	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense				15,000.00	Cancellation of CPC
1j47	4-20	Carrying of illegal and/or prohibited cargoes	NONE	NONE	1,000.00		
		1st Offense				5,000.00	
		2nd Offense				10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense				15,000.00	Cancellation of CPC



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS	
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE			
			DRIVER	MV OWNER	DRIVER	OPERATOR		
1j48	4-21	Failure to provide fire extinguisher and required STOP and GO signage	NONE	NONE	1,000.00		Impoundment of unit for thirty (30) days Cancellation of CPC	
		1st Offense				5,000.00		
		2nd Offense				10,000.00		
		3rd Offense and subsequent Offense				15,000.00		
1j49	4-22	Trip Cutting	NONE	NONE	1,000.00		Impoundment of unit for thirty (30) days Cancellation of CPC	
		1st Offense				5,000.00		
		2nd Offense				10,000.00		
		3rd Offense and subsequent Offense				15,000.00		
1j50	4-23	Failure to display fare matrix	NONE	NONE	1,000.00		Impoundment of unit for thirty (30) days Cancellation of CPC	
		1st Offense				5,000.00		
		2nd Offense				10,000.00		
		3rd Offense and subsequent Offense				15,000.00		
1j51	4-25	Breach of franchise conditions under LTFRB MC No. 2011-004 (Revised Terms and Conditions of CPC not otherwise herein provided)	NONE	NONE	1,000.00		Impoundment of unit for thirty (30) days Cancellation of CPC	
		1st Offense				5,000.00		
		2nd Offense				10,000.00		
		3rd Offense and subsequent Offense				15,000.00		
RA 10913		Violations of the Provisions of the Anti-Distracted Driving Act		NONE			Suspension of driver's license for three (3) months Revocation of driver's license.	
		1st Offense				5,000.00		5,000.00
		2nd Offense				10,000.00		10,000.00
		3rd Offense				15,000.00		15,000.00
		Subsequent offense				20,000.00		20,000.00
RA 10666		Violations of the Provisions of the Children's Safety on Motorcycles Act		NONE	NONE		Suspension of driver's license for one (1) month and revocation of driver's license for the succeeding offense.	
		1st Offense				3,000.00		
		2nd Offense				5,000.00		
		3rd Offense and subsequent Offense				10,000.00		



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE		
			DRIVER	MV OWNER	DRIVER	OPERATOR	
1e	2a	Unregistered Motor Vehicle (to include reckless driving)	2,000.00	10,000.00	2,000.00	10,000.00	- Impoundment of Motor Vehicle, 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 Motor Vehicle for one (1) year, in case undocumented engines, undocumented engines shall be confiscated.
	2b	Unauthorized Motor Vehicle Modification	NONE	5,000.00	NONE	5,000.00	Impoundment of motor vehicle upon inspection, correction of defect and payment of fine.
	2c	Operating a right-hand drive Motor Vehicle	NONE	50,000.00	NONE	50,000.00	Impoundment of motor vehicle until defect is corrected and deemed road worthy upon inspection and payment of fine.
1j41	2d	Motor Vehicle operating with defective/ improper/unauthorized accessories, devices, equipment and parts	NONE	5,000.00	1,000.00	Please refer to 4-9	- Impoundment of motor vehicle 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.
	2e	Failure to attach or improper attachment/tampering of Motor Vehicle license plates and/or third plate sticker.	NONE	5,000.00	NONE	5,000.00	Removal and confiscation of unauthorized plate, accessory and/or device in favor of government.
RA 8749	2f	Smoke Belching 1st Offense 2nd Offense 3rd Offense and subsequent Offense	NONE	2,000.00 4,000.00 6,000.00	NONE	2,000.00 4,000.00 6,000.00	Suspension of MV Registration for one (1) year.
	2g	Fraud in MV Registration/Renewal	NONE	3,000.00	NONE	3,000.00	Impoundment and barred of MV from registration period for one (1) year.
	2h	All other violations in connection with Motor Vehicle Registration / Renewal / Operation	NONE	2,000.00	NONE	2,000.00	NONE
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 Motor Vehicle for operating a Motor Vehicle with any part of the load extending beyond the projected width of the vehicle without special permit.



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS	
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE			
			DRIVER	MV OWNER	DRIVER	OPERATOR		
3b		Axle Overloading	NONE	An amount equivalent to 25% of MVUC	NONE	An amount equivalent to 25% of MVUC	<ul style="list-style-type: none"> - An amount equivalent to 25% of Motor Vehicle User's Charge 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 Gross Vehicle Weight by a tolerance of less than 5% - No Motor Vehicle 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	
	4-1	Colorum Violation; MV operating a) without proper authority from LTRFB; b) outside its approved route; c) differently from its authorized route; d) with expired CPC and without application for extension of validity						
		1 st Offense:						
		Bus		1,000,000.00		1,000,000.00		- Impoundment for three (3) months
		Trucks		200,000.00		200,000.00		Status of CPC - Revocation of the ENTIRE CPC where the apprehended vehicle belongs (except when apprehended vehicle is with private/green plate)
		Jeepney		50,000.00	NONE	50,000.00		- Blacklisting of the apprehended vehicle and all other authorized units included in the CPC from being used as a PUV
		Vans		200,000.00		200,000.00		- Revocation of the registration of the apprehended vehicle and all other authorized units included in the franchise
		Sedan		120,000.00		120,000.00		
		MC/TC		6,000.00		6,000.00		
		2 nd Offense	NONE		NONE		<ul style="list-style-type: none"> - Revocation of ALL CPCs (entire fleet) of the operator - Disqualification of the operator - Blacklisting of ALL authorized units (entire fleet) of the operator from being used as PUV - Revocation of the registration of ALL authorized units (entire fleet) of the operator 	



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS	
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE			
			DRIVER	MV OWNER	DRIVER	OPERATOR		
	4-4	Failure to provide proper body markings	NONE	NONE	NONE			
		1st Offense					5,000.00	
		2nd Offense					10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense					15,000.00	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	NONE	NONE	NONE			
		1st Offense					5,000.00	
		2nd Offense					10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense					15,000.00	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	NONE	NONE	1,000.00			
		1st Offense					5,000.00	
		2nd Offense					10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense					15,000.00	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	NONE	NONE	1,000.00			
		1st Offense					5,000.00	
		2nd Offense					10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense					15,000.00	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)	NONE	NONE	1,000.00			
		1st Offense					5,000.00	
		2nd Offense					10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense					15,000.00	Cancellation of CPC where the unit is authorized
	4-16	Unregistered or unauthorized trade/business name (PUB and TX only)	NONE	NONE	1,000.00			
		1st Offense					5,000.00	
		2nd Offense					10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense					15,000.00	Cancellation of CPC where the unit is authorized



DOTC JAO NO. 2014-01		VIOLATIONS	FINES				ACCESSORY PENALTY / OTHER REQUIREMENTS / REMARKS	
DRIVER	MV OWNER/ OPERATOR		PRIVATE		FOR HIRE			
			DRIVER	MV OWNER	DRIVER	OPERATOR		
	4-17	No panel route (PUJ, PUB, UV)	NONE	NONE	1,000.00			
		1st Offense					5,000.00	
		2nd Offense					10,000.00	Impoundment of unit for thirty (30) days
		3rd Offense and subsequent Offense					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)	NONE	NONE	1,000.00			
		1st Offense					50,000.00	
		2nd Offense					75,000.00	Impoundment of unit for at least forty-five (45) days. An impounding fee of 500.00 per day.
		3rd Offense and subsequent Offense					100,000.00	Cancellation of CPC where the unit is authorized
		Impounding Fee		100.00				
		Storage Fee		15.00/day				

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 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 Land Transportation Office (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.



3. 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:	Office of the Assistant Secretary, Office of the Director, Law Enforcement Service (LES), Data Control Unit (DCU), Intelligence and Investigation Division (IID)	
	Regional Offices - Operations Division	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government	
Who may avail:	Government agencies, private individuals and entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Requests from other government agencies		
1. Letter request	Requesting agency / individuals and entities	
2. Original or One (1) Certified true copy of the Court Order/Notice of Levy/Notice of Encumbrance/Notice of Assets Preservation Order or Provisional and/or Other Notices from courts of competent jurisdiction/quasi-judicial bodies	Court / quasi-judicial bodies	
3. Indorsement letter to Data Control Unit	IID	
For carnapped		
1. Letter indorsement	PNP-HPG	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Certified True Copy of the Complaint sheet	PNP-HPG
3. Certified True Copy of the OR/CR	LTO Field Office concerned
4. Photocopy of valid ID of the registered owner	Requesting individual
5. In case represented, authorization letter and valid ID of the representative	Requesting individual
6. If not the registered owner, copy of the deed of sale/deed of conveyance of the motor vehicle and valid ID of the new owner	Requesting individual
For hit and run	
1. Letter indorsement	PNP case investigator
2. Police report	PNP case investigator
3. Proof of service of notices unserved	PNP case investigator



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Without Discrepancies (Requests from other government agencies)				
1. Submits documentary requirements to the Office of the Assistant Secretary	1. Receives/Dockets the documents and forwards the same to the IID	None	15 minutes	<i>Receiving Clerk (OASEC)</i>
2. None	2. Receives and evaluates the documents as to their completeness and authenticity	None	5 minutes (per MV/DL)	<i>IID</i>
3. None	3. Recommendation for tagging of alarm in the LTMS to the DCU thru the Office of the LES Director	None	15 minutes (per MV/DL)	<i>IID</i>
4. None	4. Approves/Disapprove the request for tagging of alarm	None	5 minutes (per MV/DL)	<i>Office of the LES Director</i>
5. None	5. If approved, forward to DCU for tagging of alarm	None	5 minutes (per MV/DL)	<i>Office of the LES Director</i>
6. None	6. Encodes the alarm	None	5 minutes (per MV/DL)	<i>DCU</i>
	TOTAL	None	50 minutes	

Note: Processing time starts upon the submission of complete requirements excluding waiting time.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
With Discrepancies (Requests from other government agencies)				
1. Submits documentary requirements to the Office of the Assistant Secretary	1. Receives/Dockets the documents and forwards the same to the IID	None	15 minutes	<i>Receiving Clerk (OASEC)</i>
2. None	2. Receives and evaluates the documents as to their completeness and authenticity	None	10 minutes (per MV/DL)	<i>IID</i>
3. None	3. In case of discrepancy in the records requested for tagging of alarm, drafts letter reply/letter inquiry/letter of clarification to the requestor	None	2 days	<i>IID</i>
TOTAL		None	2 days, 25 minutes	

Note: Processing time starts upon the submission of complete requirements excluding waiting time.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Without Discrepancies (Carnapped)				
1. Submits documentary requirements to the Office of the Assistant Secretary	1. Receives/Dockets the documents and forwards the same to the IID	None	15 minutes	Receiving Clerk (OASEC)
2. None	2. Receives and evaluates the documents as to their completeness and authenticity	None	3 days (per MV)	IID
3. None	3. Recommendation for tagging of alarm in the LTMS to the DCU thru the Office of the LES Director	None	15 minutes (per MV)	IID
4. None	4. Approves/Disapprove the request for tagging of alarm	None	5 minutes (per MV)	Office of the LES Director
5. None	5. If approved, forward to DCU for tagging of alarm	None	5 minutes (per MV)	Office of the LES Director
6. None	6. Encodes the alarm	None	5 minutes (per MV)	DCU
	TOTAL	None	3 days, 45 minutes	

Note: Processing time starts upon the submission of complete requirements excluding waiting time.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
With Discrepancies (Carnapped)				
1. Submits documentary requirements to the Office of the Assistant Secretary	1. Receives/Dockets the documents and forwards the same to the IID	None	15 minutes	Receiving Clerk (OASEC)
2. None	2. Receives and evaluates the documents as to their completeness and authenticity	None	3 days (per MV)	IID
3. None	3. In case of discrepancy in the records requested for tagging of alarm, drafts letter reply/letter inquiry/letter of clarification to the requestor	None	1 day	IID
	TOTAL	None	4 days, 15 minutes	

Note: Processing time starts upon the submission of complete requirements excluding waiting time.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Without Discrepancies (Hit and Run incidents)				
1. Submits documentary requirements to the Office of the Assistant Secretary	1. Receives/Dockets the documents and forwards the same to the IID	None	15 minutes	<i>Receiving Clerk (OASEC)</i>
2. None	2. Receives and evaluates the documents as to their completeness and authenticity	None	1 day (per MV/DL)	<i>IID</i>
3. None	3. Recommendation for tagging of alarm in the LTMS to the DCU thru the Office of the LES Director	None	15 minutes (per MV/DL)	<i>IID</i>
4. None	4. Approves/Disapprove the request for tagging of alarm	None	5 minutes (per MV/DL)	<i>Office of the LES Director</i>
5. None	5. If approved, forward to DCU for tagging of alarm	None	5 minutes (per MV/DL)	<i>Office of the LES Director</i>
6. None	6. Encodes the alarm	None	5 minutes (per MV/DL)	<i>DCU</i>
	TOTAL	None	1 day, 45 minutes	

Note: Processing time starts upon the submission of complete requirements excluding waiting time.



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
With Discrepancies (Hit and Run incidents)				
1. Submits documentary requirements to the Office of the Assistant Secretary	1. Receives/Dockets the documents and forwards the same to the IID	None	15 minutes	<i>Receiving Clerk (OASEC)</i>
2. None	2. Receives and evaluates the documents as to their completeness and authenticity	None	1 day (per MV/DL)	<i>IID</i>
3. None	3. In case of discrepancy in the records requested for tagging of alarm, drafts letter reply/letter inquiry/letter of clarification to the requestor	None	1 day	<i>IID</i>
	TOTAL	None	2 days, 15 minutes	

Note: Processing time starts upon the submission of complete requirements excluding waiting time.



4. 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
- 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 Citizen	
Who may avail:	Concerned Drivers/Operators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
4.1. DOUBLE ISSUANCE OF DRIVER'S LICENSE (DL)		
1. Affidavit or written explanation as an answer to the Show Cause Order issued by the IID		Concerned Driver
4.2. DOUBLE ISSUANCE OF LICENSE PLATE		
1. One (1) Certified true copy of Official Receipt (OR) and Certificate of Registration (CR) of the subject Motor Vehicle		Concerned Motor Vehicle owner
2. Original written complaint or request for investigation from concerned parties (Handwritten or Computerized)		Concerned Motor Vehicle owner



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.3. FAKE DRIVER'S LICENSE	
1. Affidavit or written explanation on how the respondent secured his fake driver's license.	Concerned driver
4.4. CLIENT'S FILING OF COMPLAINT	
1. Original Police Report	Concerned drivers / Motor Vehicle owner
2. Original Letter of Complaint	Concerned drivers / Motor Vehicle owner
4.5. INVESTIGATION ON THE ILLEGAL TRANSFER OF OWNERSHIP OF MOTOR VEHICLE	
1. Original Letter of Complaint/s	Concerned Motor Vehicle owner
2. Presentation of the original and submission of two (2) photocopies of Official Receipt (OR) and Certificate of Registration (CR)	Concerned Motor Vehicle owner
3. Notarized Deed of Sale	Concerned Motor Vehicle owner
4. Presentation of the original and submission of one (1) photocopy 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)
4.6. LIFTING OF ALARM (IID)	
1. Original Certificate of Lifting of Alarm	Philippine National Police (PNP)
2. Presentation of the original and submission of one (1) photocopy of Official Receipt (OR) and Certificate of Registration (CR)	Concerned Motor Vehicle owner
3. Original Authorization letter (if not the registered owner)	Concerned Motor Vehicle owner



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1. Double Issuance of Driver's License				
1. Submits requirements	1. Receives requirements	None	5 minutes	<i>Admin Assistant/ Records Officer</i>
2. None	2. Assigns case to investigator	None	5 minutes	<i>Chief IID</i>
3. None	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. None	5. Affirms the Resolution	None	1 day	<i>Chief IID</i>
6. None	6. Reviews and signs the Resolution	None	1 day	<i>Director Law Enforcement Service</i>
7. None	7. Affixes initials on the Resolution	None	1 day	<i>Executive Director</i>
8. None	8. Approves Resolution	None	1 day	<i>Assistant Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. None	9. Receives approved resolution from the Office of the Assistant Secretary, retains a copy and forwards the Resolution	None	1 day	<i>Investigator IID</i>
10. None	10. Receives Resolution and furnishes the same to the concerned party	None	1 day	<i>General Services Section (GSS)</i>
11. Receives and presents Resolution to the Traffic Adjudication Service (TAS)	11. Issues Pay Order Slip (POS)	None	5 minutes	<i>Evaluator TAS</i>
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 IID</i>
	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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2. Double Issuance of License Plate				
1. Files complaint relative to the double issuance of plate	1. Receives documents	None	5 minutes	<i>Admin Assistant/ Records Officer</i>
2. None	2. Assigns case to investigator	None	5 minutes	<i>Chief IID</i>
3. None	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. None	4. Approves Subpoena Duces Tecum	None	1 day	<i>Chief IID</i>
5. None	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. None	6. Receives Subpoena Duces Tecum 6.1. Retrieves records of the plate 6.2. Prepares and forwards reply to the Subpoena Duces Tecum and attaches necessary documents	None	2 days	<i>Chief Concerned District Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. None	7. Receives and evaluates the documents to determine the owner of first issued license plate 7.1. Prepares Resolution	None	2 days	Investigator IID
8. None	8. Affirms the Resolution	None	1 day	Chief IID
9. None	9. Reviews and signs the Resolution	None	2 days	Director LES
10. None	10. Affixes initials on the Resolution	None	1 day	Executive Director
11. None	11. Approves Resolution	None	1 day	Assistant Secretary
12. None	12. Receives signed Resolution and prepares Request for Sytem Update (RSU)	None	30 minutes	Admin Assistant IID
13. None	13. Receives signed Resolution and implements RSU	None	3 days	Records Section, MID
	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
4.3. Fake Driver's License				
1. None	1. Endorses fake Driver's License (DL) to IID	None	5 minutes	<i>Custodial Section, LES</i>
2. None	2. Receives documents	None	5 minutes	<i>Admin Assistant/ Records Officer, IID</i>
3. None	3. Assigns the case to investigator	None	5 minutes	<i>Chief, IID</i>
4. None	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. None	6. Affirms the Resolution	None	1 day	<i>Chief IID</i>
7. None	7. Reviews and signs the Resolution	None	1 day	<i>Director LES</i>
8. None	8. Affixes initials on the Resolution	None	1day	<i>Executive Director</i>
9. None	9. Approves Resolution	None	1 day	<i>Assistant Secretary</i>
10. None	10. Furnishes a copy of Resolution to the involved parties	None	1 day	<i>General Service Section (GSS)</i>
	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 respondent has returned to submit his/her affidavit.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.4. Client's 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. None	2. Assigns the case to investigator	None	5 minutes	<i>Chief IID</i>
3. None	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 4.1. Prepares Resolution of the case	None	2 days	<i>Investigator</i>
5. None	5. Affirms the Resolution	None	1 day	<i>Chief IID</i>
6. None	6. Reviews and signs the Resolution	None	1 day	<i>Director LES</i>
7. None	7. Affixes initials on the Resolution	None	1 day	<i>Executive Director</i>
8. None	8. Approves Resolution	None	1 day	<i>Assistant Secretary</i>
9. None	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
4.5. Investigation on the Illegal Transfer of Ownership of Motor Vehicle				
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. None	2. Assigns the case to the investigator	None	5 minutes	<i>Chief IID</i>
3. None	3. Evaluates documents and prepares request for audit trail	None	30 minutes	<i>Investigator</i>
4. None	4. Approves the request for audit trail	None	1day	<i>Executive Director</i>
5. None	5. Dockets and forwards the audit trail to STRADCOM	None	30 minutes	<i>Stradcom</i>
6. None	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. None	7. Approves Subpoena Duces Tecum	None	30 minutes	<i>Chief IID</i>
8. None	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. None	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. None	10. Receives and evaluates the documents 10.1. Prepares Resolution	None	2 days	Investigator
11. None	11. Affirms the Resolution	None	1 day	Chief IID
12. None	12. Reviews and signs the Resolution	None	1day	Director LES
13. None	13. Affixes initials on the Resolution	None	1day	Executive Director
14. None	14. Approves Resolution	None	1day	Assistant Secretary



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. None	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 IID</i>
16. None	16. Receives signed Resolution with RSU and forwards to STRADCOM for implementation.	None	3 days	<i>MID</i>
17. Recieves information of the implementation of the RSU	17. Receives information from STRADCOM of the implementation of the RSU 17.1. Informs the owner of the implemented RSU	None	1 day	<i>MID</i>
	TOTAL:	None	17 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
4.6.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. None	2. Evaluates requirements	None	15 minutes	<i>Admin Assistant</i>
3. None	3. Recommends lifting of alarm	None	30 minutes	<i>Chief IID</i>
4. None	4. Forwards Recommendation to Traffic Adjudication Service Note: Please see Procedure on Lifting of Alarm (TAS)	None	30 minutes	<i>IID</i>
	TOTAL:	None	1 hour, 20 minutes	

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



5. 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 Citizen	
Who may avail:	Drivers/Operator	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS:		
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	
5.1. PNP-HPG Report involves in vehicular accident		
1. Original letter request to lift alarm from the investigator	Philippine National Police (PNP)	
2. Original Affidavit of Desistance	Notary Public	
5.2. PNP-HPG watch list alarm to Stolen/carnapped motor vehicles		
1. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Letter of Indorsement	Philippine National Police - Highway Patrol Group (PNP-HPG)	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original Official Receipt (OR) /Certificate of Registration (CR) of the motor vehicle or certified true copy of the same from issuing agency	District Office
3. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Recovery and Disposition Report	Philippine National Police - Highway Patrol Group (PNP-HPG)
4. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Lifting of alarm	Philippine National Police - Highway Patrol Group (PNP-HPG)
5. Original Philippine National Police - Highway Patrol Group (PNP-HPG) Crime Laboratory Marco -Etching Report	Philippine National Police - Highway Patrol Group (PNP-HPG)
6. Original Philippine National Police - Highway Patrol Group (PNP-HPG) MV Clearance	Philippine National Police - Highway Patrol Group (PNP-HPG)
7. Original duly accomplished Land Transportation Office (LTO) Motor Vehicle Inspection Report	Motor Vehicle Inspection Center (MVIC)
5.3. Department of Health (DOH) Alarm	
1. Original Confirmatory Test	Department of Health (DOH)
2. Original Medical clinic letter of Indorsement	Medical Clinic LTO Central Office
5.4. Complaint/s at Land Transportation Franchising Regulatory Board (LTFRB)	
1. Original Resolution to lift alarm	Land Transportation Franchising Regulatory Board (LTFRB)
5.5. Complaint/s at Internal Investigation Division (IID)	
1. Original Resolution to lift alarm	Intelligence and Investigation Division (IID)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LIFTING OF ALARMS (TAS)				
1. Submits requirements	1. Receives letter request from respondent/operator	None	5 minutes	Secretary of the Director
2. None	2. Evaluates the requirements	None	3 days	Director, TAS
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:</u> P10.00 TOTAL: P 2,010.00	5 minutes	Cashier
4. None	4. Approves and Lift alarm	None	1 hour	Director
	TOTAL:	P 2,010.00	3 days, 1 hour, 10 mins	

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



6. CERTIFICATION OF NO PENDING APPREHENSION AND ALARM

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

Office or Division:	Custodial and Releasing Section, Law Enforcement Service For Local Employment - Regional offices, Operations Division, District and Extension Offices, E-Patrol	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Apprehended drivers/operators/conductors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
6.1. FOR LOCAL AND ABROAD EMPLOYMENT		
1. One (1) photocopy of Driver's License	Driver's license holder	
2. One (1) letter request indicating the country and purpose	Driver's license holder	
6.2. FOR LOST PLATE		
1. One (1) Letter Request	Motor Vehicle owner	
2. Affidavit of Loss Plate	Motor Vehicle owner	
3. One (1) photocopy of Official Receipt (OR) /Certificate of Registration (CR)	Motor Vehicle owner	
4. Presentation of the original and submission of one (1) photocopy of any issued ID with photo and signature of the applicant	Any issuing government agency and company	
5. Original Copy of Police report	Philippine National Police (PNP)	
6.3. OTHER REQUIREMENTS (FOR REPRESENTATIVE)		
1. Special Power of Attorney (for individual)	Motor Vehicle owner	
2. Secretary's Certificate (for corporation and other entities)	Any issuing government agency and company	
3. Presentation of original and submission of one (1) photocopy of any issued ID with photo and signature of the applicant and representative	Any issuing government agency and company	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR LOCAL AND ABROAD EMPLOYMENT				
1.1. Create an account in the LTO Public Portal 1.2. Log-in to the created account 1.3. Click the Documents 1.4. Click the No Apprehension and Alarm 1.5. Apply for Certificate for Driver's License 1.6. Fill-up the form 1.7. Create Certificate	1. None	None	None	None
2. Pays the necessary fee thru the selected payment channel and receives the Official Receipt via email	2. None	P 100.00	None	None
3. Print the downloaded Certificate and Official Receipt	3. None	None	None	None
	TOTAL:	P 100.00	None	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR LOST PLATE				
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	

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



7. DRIVER'S REORIENTATION COURSE (DRC)

A course designed in compliance with Section 14 of the Implementing Rules and Regulations (IRR) of Republic Act No. 10930 as a requirement for the renewal of a driver's license with at least five (5) demerit points during the accumulation period; and with Section 15 as a requirement for every ten (10) accumulated demerit points or whenever the same violation is committed for at least three (3) times during the validity of the driver's license.

Office or Division:	Drivers Education Centers (DECs) of LTO Regional Offices Traffic Safety Division (TSD) of LTO Central Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Traffic violator	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Official Receipt (OR) as proof for the payment of fine/s		Applicant
2. Temporary Operator's Permit (TOP) (Pink copy)/e-TOP; In case of loss TOP/e-TOP, affidavit of loss		Applicant
3. Document printout or screenshot from the system showing the violation and the corresponding number of demerit points		Data Control Unit (DCU) - LTO Central Office
4. Apprehension details		Releasing Unit - LTO Central Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to TSD/DEC and submit requirements	1. Evaluates the submitted requirements and advise the client to register to the Client's Attendance Sheet and fill out the Driver's Reorientation Course (DRC) Form	None	3 minutes	<i>TSD/DEC Officer of the day</i>
2. Register to the Client's Attendance Sheet and fill out the Driver's Reorientation Course (DRC) Form	2. Attends to the client	None	5 minutes	<i>TSD/DEC Officer of the day</i>
3. Attends the Driver's Reorientation Course	3. Audio and visual presentation	None	2 hours	<i>TSD/DEC Proctor</i>
4. Takes examination	4. Conducts examination	None	30 minutes	<i>TSD/DEC Proctor</i>
5. None	5. Checks examination	None	5 minutes	<i>TSD/DEC Proctor</i>
6. None	6.1. If passed, proctor shall take the client's picture and prepare DRC Certificate of Completion 6.2. If failed, proctor advises the applicant to retake on the following regular working day or any day at his/her convenience	None	15 minutes	<i>TSD/DEC Proctor</i>
7. None	7. Countersign the DRC Certificate of Completion	None	3 minutes	<i>TSD/DEC Team Leader</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. None	8. Approves the DRC Certificate of Completion	None	3 minutes	<i>TSD/DEC Head</i>
9. None	9. Upload the DRC Certificate of Completion to the LETAS-Seminar Penalties to settle the seminar requirement	None	5 minutes	<i>TSD/DEC Officer of the day</i>
10. Received DRC Certificate of Completion	10. Release the approved DRC Certificate of Completion to the client	None	3 minutes	<i>TSD/DEC Officer of the day</i>
	TOTAL:		3 hours, 50 minutes	

Note: Failure of the driver to complete the said intervention program within thirty (30) days from the date of the last apprehension shall cause the suspension of the driver's license upon prior notice until the required attendance to the course is complied with. (*Section 15, par. 2 of IRR of R.A. No. 10930*)



LAW ENFORCEMENT AND TRAFFIC ADJUDICATION SERVICE (LETAS)

Internal Services



1. ENCODING OF APPREHENSION CASES

Encoding and uploading of apprehensions cases in the LTMS

Office or Division:	Law Enforcement Service (LES) - Data Control Unit District/Extension Offices Regional Offices - Operations Division	
Classification:	Simple	
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) or e-TOP receipt		Apprehending officer
2. Original copy of the Impounding Receipt for Motor Vehicle (IRMV) for impounded Motor Vehicle		Apprehending officer
3. Daily Apprehension Report (DAR)		Apprehending officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Simple (No discrepancies in TOP)				
1. Submits the TOP, IRMV, DAR	1. Receives transmittal with documents and confiscated items from deputized agents / enforcers	None	10 minutes (per TOP)	<i>Receiving Clerk</i>
2. None	2. Checks and encodes violations based on TOP details and confiscated items	None		<i>Encoder</i>
3. None	3. Submits DAR, TOP and confiscated items to Custodial Section	None	5 minutes	<i>Encoder</i>
	TOTAL:	None	15 minutes	

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Simple (With discrepancies in TOP)				
1. Submits the TOP, IRMV, DAR	1. Receives transmittal with documents and confiscated items from deputized agents / enforcers	None	10 minutes (per TOP)	<i>Receiving Clerk</i>
2. None	2. Checks and encodes violations based on TOP details and confiscated items 2.1. Discrepancies on license number, plate number, chassis, engine, make and type 2.2. Incomplete/unreadable details in TOP 2.3. Validates MV details (transition issues)	None	1 hour	<i>Encoder</i>
4. None	4. Submit DAR, TOP and confiscated items to Custodial Section	None	15 minutes	<i>Encoder</i>
TOTAL:		None	1 hour , 25 minutes	

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online (E-TOP)				
1. Submits the e-TOP, DAR, and confiscated items	1. Receives submitted documents and verifies transaction number	None	5 minutes (per e-TOP)	<i>Receiving Clerk</i>
2. None	2. Forwards submitted documents to Custodial Section	None	5 minutes	<i>Encoder</i>
	TOTAL:	None	10 minutes	

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Offline (E-TOP)				
1. Submits the e-TOP, DAR, and confiscated items	1. Receives submitted documents and verifies case number to LTMS	None	5 minutes (per e-TOP)	<i>Receiving Clerk</i>
2. None	2. Checks and encodes violations based on e-TOP details and confiscated items 2.1. Discrepancies on license number, plate number, chassis, engine, make and type 2.2. Incomplete/unreadable details in TOP 2.3. Validates MV details (transition issues)	None	1 hour	<i>Encoder</i>
3. None	3. Forwards submitted documents to Custodial Section	None	5 minutes	<i>Encoder</i>
	TOTAL:	None	1 hour, 10 minutes	

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



HUMAN RESOURCE AND DEVELOPMENT

External and Internal Services



1. RECRUITMENT, SELECTION AND PLACEMENT OF PERSONNEL (NEW ENTRANTS)

Land Transportation Office Vacant Position's shall be published and selection of candidates shall be guided based on DOTr 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:	All LTO Offices	
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
<i>Refer to Omnibus Rules on Appointment and other Human Resource Action (ORA-OHRA CSC MC NO.14 s. 2018) at Civil Service Commission Website</i>		
General Requirements:		
1. One (1) Application Letter indicating the Position Title, Plantilla Item Number and Place of Assignment	Applicant	
2. One (1) latest and duly accomplished Personal Data Sheet (CSC Form No. 212, Revised 2017) with recent passport-sized picture and Work Experience Sheet, if applicable	Civil Service Commission Website	
3. Original copy of Authenticated Certificate of Eligibility/ Report of Rating/ Valid License issued by LTO, PRC, Supreme Court, Maritime Industry Authority (MARINA)	Civil Service Commission Regional Office or Central Office Land Transportation Office Professional Regulation Commission Supreme Court Maritime Industry Authority	
4. One (1) Certified True Copy of Transcript of Records and Diploma	School (College/University)	
5. One (1) valid Medical Certificate (CSC Form No. 211 Revised 2018)	Civil Service Commission Website HRD Section	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. One (1) valid NBI Clearance	National Bureau of Investigation
7. One (1) Certificate of Live Birth and Marriage issued by Philippine Statistics Authority	Philippine Statistics Authority
8. Certificate of Previous Employment, if there is any	Applicant
9. Certificate of Trainings and Seminars Attended, if there is any	Applicant
10. One (1) copy of Performance Rating of at least Very Satisfactory (VS) in the last rating period, if applicable	Applicant
11. Certificate of Awards/Commendations Received, if there is any	Applicant
Additional Requirements	
For District Chiefs/ Division Chiefs (SG 22-24) : One (1) Original valid Ombudsman Clearance of No Pending Case	Ombudsman
For SG 24 : One (1) Certified True Copy of Transcript of Records and Diploma of Master's Degree/Juris Doctor	School (University)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New Entrants and Promotion for SG 1 to 21				
RECRUITMENT				
1. None	1. Announcement/Publication/ Posting of Vacancies including qualified interested differently-abled persons and indigenous people	None	10 days	ADMIN-HRMO
2. Submits each application letter	2. Receives application letters	None	1 day	OED/HRD/ORD
3. None	3. Prepares evaluation of applicants' credentials vis-à-vis qualification standards approved by the CSC.	None	5 days	ADMIN-HRMO
	SUB-TOTAL:	None	16 days	
SELECTION				
1. None	1. Initial selection/profiling of qualified applicants for the qualifying examination and conduct of HRMPSB panel interview	None	5 days	ADMIN-HRMO
2. None	2. Conduct of qualifying examination	None	2 days	ADMIN-HRMO
3. Reports for interview	3. Conduct of end-user interview (for first level positions) and HRMPSB panel interview (for second level positions) to qualified candidates	None	3 days	HRMPSB
4. None	4. Conduct of background investigation of qualified candidates	None	3 days	HRMPSB/HR
5. None	5. Finalization of HRMPSB Deliberation results	None	2 days	ADMIN-HRMO
6. None	6. Conduct of HRMPSB meetings/ deliberations of qualified candidates	None	1 day	HRMPSB
	SUB-TOTAL:	None	16 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PLACEMENT				
1. None	1. Preparation/sending communication/letters to all candidates 1.1 Notifies candidates who were not appointed	None	3 days	ADMIN-HRMO
2. None	2. Prepares Appointment Papers for signature of PSB Chairperson and head of agency	None	3 days	PSB Chairperson and HRMO
	2.1. Signs the appointment paper			Appointing Authority
3. None	3. Notifies candidates who are to be appointed, the effectivity of their appointments, schedule of oath taking and orientation	None	1 day	ADMIN-HRMO
4. Reports for Oath Taking	4. Introduction of the newly-hired employee/s to all staff/respective division/unit and conduct of oath taking	None	1 day	ADMIN-HRMO
5. None	5. Preparation of Appointment Transmittal and Action Form (ATAF) for submission to CSC Field Office/Posting at the Bulletin Board	None	3 days	ADMIN-HRMO
6. None	6. Submission of appointment papers and its supporting documents to CSC Field Office	None	2 days	ADMIN-HRMO
7. Attends orientation seminar	7. Conducts orientation to the newly-hired employees	None	1 day	ADMIN-HRMO.FDs
	SUB-TOTAL:	None	14 days	
	TOTAL:	None	46 days	
8. Participates On-Boarding Program	8. On-Boarding Program for newly-hired employee/s (Continuous provision of HR interventions, Coaching and Performance Monitoring and Recognition)	None	None	Civil Service Commission (CSC)
9. Filing of Motion for Reconsideration or appeal, if applicable	9. 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	None	Civil Service Commission (CSC)



2. RECRUITMENT, SELECTION AND PLACEMENT OF PERSONNEL (PROMOTION)

This is a human resource action which ensures a transparent and fair hiring process that can assess 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
Common Requirements:		
1. One (1) Application Letter indicating the Position Title, Plantilla Item Number and Place of Assignment		Applicant
2. One (1) latest and duly accomplished Personal Data Sheet with 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, Maritime Industry Authority (MARINA)	Civil Service Commission Regional Office or Central Office Land Transportation Office Professional Regulation Commission Supreme Court Maritime Industry Authority
4. One (1) copy of Performance Rating of at least Very Satisfactory(VS) in the last rating period	Applicant
5. Certificate of Trainings and Seminars Attended, if there is any	Applicant
6. Certificate of Awards/Commendations Received, if there is any	Applicant
Additional Requirements For District Chiefs/ Division Chiefs (SG 22-24) : Original valid Ombudsman Clearance	Ombudsman
For SG 24 : One (1) Certified True Copy of Transcript of Records and Diploma of Master's Degree/Juris Doctor	School University



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. New Entrants and Promotion for SG 22 to 24				
RECRUITMENT				
1. None	1. Announcement/ Publication/ Posting of Vacancies including qualified interested differently-abled persons	None	10 days	ADMIN-HRMO
2. Submit application letter	2. Receives Application letters	None	1 day	OED/HRD/ORD
3. None	3. Prepares shortlisting of applicants to take the Pre-qualifying / Promotional Examination 3.1 Sends letters to the applicants who did not qualify to take the Pre-qualifying / Promotional Examination	None	5 days	ADMIN-HRMO
4. Takes the entrance examination	4. Conducts LTO Pre-qualifying / Promotional Examination. Checking of the exam results/listing of passers/non-passers 4.1 Sends letters to the applicants who failed the Pre-qualifying / Promotional Examination	None	2 days	ADMIN-HRMO
	SUB-TOTAL	None	18 days	
SELECTION				
1. None	1. Initial selection/profiling of qualified applicants for the conduct of HRMPSB panel interview	None	5 days	ADMIN-HRMO
2. Reports for interview	2. Conduct of HRMPSB panel interview to qualified candidates	None	2 days	HRMPSB



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Conduct of HRMPSB meetings/ deliberations of qualified candidates	None	1 day	HRMPSB
5. None	5. Conduct of background investigation of qualified candidates	None	3 days	HRMPSB/HR
6. None	6. Finalization of HRMPSB Deliberation results	None	2 days	ADMIN-HRMO
	SUB-TOTAL	None	13 days	
SELECTION PROMOTION FOR SALARY GRADE 22-24 (CENTRAL OFFICE)				
1. None	1. Profiling of qualified contenders	None	5 days	ADMIN-HRMO
2. None	2. Consolidation of screening/ evaluation results	None	2 days	ADMIN-HRMO
3. None	3. Conducts of HRMPSB meetings/ deliberations of qualified candidates	None	1 day	HRMPSB
4. None	4. Finalization of HRMPSB Deliberation results	None	2 days	ADMIN-HRMO
5. None	5. Preparation and Approval of minutes of deliberation	None	3 days	HRMPSB and Secretariat
6. None	6. Transmits the documents of the qualified contenders to DOTr HRMPSB	None	2 days	ADMIN-HRMO
	SUB-TOTAL	None	15 days	
AFTER DELIBERATION OF DOTr-HRMPSB (CENTRAL OFFICE ONLY)				
1. None	1. Receives the minutes of deliberation from DOTr and for signature for CO-HRMPSB	None	2 days	ADMIN-HRMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. None	2. Preparation of Appointment Papers. Notifies candidates who are to be appointed, the effectivity of their appointment, schedule of oath taking and orientation	None	5 days	ADMIN-HRMO
3. Oath Taking	3. Conducts oath taking	None	1 day	ADMIN-HRMO
4. None	4. Preparation of Appointment Transmittal and Action form for submission to CSC Field Office	None	5 days	ADMIN-HRMO
5. None	5. Submission of Appointment Papers and its supporting documents to CSC Field Office	None	1 day	ORD/FDs/ADMIN-HRMO
6. Filing of motion	6. 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	14 days	
	TOTAL:	None	31 days (R.O.)	
	TOTAL:	None	47 days (C.O.)	



2. RECRUITMENT OF CONTRACT OF SERVICE AND JOB ORDER WORKERS

In recognition of the need to augment the Land Transportation Office's manpower by the way of outsourcing personnel services and in the exigency of the service, there is a need for a set of established guidelines on hiring Job Order (JO) and Contract of Service (COS) personnel in consonance with the guidelines of the DOTr and in accordance with Department of Budget and Management (DBM), Civil Service Commission (CSC), and Commission on Audit (COA) rules and regulations, and other applicable laws.

Office or Division:	All LTO Offices	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government	
Who may avail:	Applicants Contract of Service / Job Order Worker	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) latest and duly accomplished Personal Data Sheet (CSC Form No. 212, Revised 2017) with recent passport-sized picture and Work Experience Sheet, if applicable		Civil Service Commission Website
2. One (1) authenticated copy of school credentials (Transcript of Records and Diploma)		School (College/University)
3. One (1) Authenticated copy of CS Eligibility / PRC License Rating, if applicable		Civil Service Commission Regional Office or Central Office Professional Regulation Commission
4. Previous employment and training certificates		Applicant
5. National Bureau of Investigation / Police Clearance		National Bureau of Investigation Philippine National Police



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. SSS Number, PhilHealth Number and Tax Identification Number (TIN)	Social Security System PhilHealth Bureau of Internal Revenue
7. Medical Examination Result with Medical Certificate	Applicant
Additional Requirements for Tax Exemption	
1. 3 copies of duly accomplished Application for Registration (BIR Form No. 1901)	Bureau of Internal Revenue
2. Proof of Payment of Registration Fee (BIR Form No. 0605)	Bureau of Internal Revenue
3. Any valid government issued identification (i.e. PSA-issued birth certificate, community tax certificate/cedula, passport, any government issued ID with name, address and birthdate)	Any issuing government agency
4. One (1) photocopy of Contract of Service	Applicant
5. Tax Identification Number	Bureau of Internal Revenue



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
HIRING OF CONTRACT OF SERVICE (COS) / JOB ORDER (JO) WORKERS				
1. Submits to the HRD Section the request for the hiring of COS/JO	1. Receives the request for the hiring of COS/JO and endorsed the Personal Data Sheet and Test Results of the pool of applicants for review	None	2 days	<i>HRD Section</i>
2. None	2. Notifies the Service/Division Chief and applicant/s of the schedule of written examination and interview with the Service/Division Chief	None	1 day	<i>HRD Section</i>
3. Submits to the HRD Section the request for hiring of COS/JO together with the recommended comparable position (equivalent plantilla position), tasks / assignments to be performed and the applicant's credentials	3. Receives the request for hiring of COS/JO together with the recommended comparable position (equivalent plantilla position), tasks / assignments to be performed and the applicant's credentials	None	1 day	<i>Service / Division Chief and HRD Section</i>
4. None	4.1 Evaluates the credentials and supporting documents submitted by the applicant/s and determine the salary / wages based on comparable position to be assumed	None	1 day	<i>HRD Section</i>
5. None	5.1 Prepares briefing memo for hiring of COS/JO 5.2 Drafts memorandum for hiring of COS/JO	None	5 mins	<i>HRD Section</i>
6. None	6. Approves/Signs and duly notes the memorandum 6.2. If disapproved, a Letter of Regret is transmitted to the Service/Division Chief and the applicant/s	None	2 days	<i>Chief, Financial Division and Assistant Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. None	7. Prepares Contract of Service and Obligation Request and Status (ORS) of the qualified applicant/s <i>*Note: Preparation of Contract of Service shall be strictly done by the HRD Section only</i>	None	1 day	<i>HRD Section</i>
8. None	8. Approves the Contract of Service and ORS	None	4 days	<i>Admin. Division/ Financial Division/ Executive Director/ Assistant Secretary</i>
9. None	9. Notifies the hired COS/JO worker of the signed / approved Contract of Service	None	4 hours	<i>HRD Section</i>
10. Reports/Assumes to duty and submits documentary requirements for first salary	10. Receives documentary requirements for first salary	None	4 hours	<i>HRD Section</i>
11. None	11. Furnishes the Financial Division and COA with Certified True Copy of the notarized Contract of Service of COS/JO worker	None	4 hours	<i>HRD Section</i>
	TOTAL:	None	12 days, 12 hours, 5 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RENEWAL OF CONTRACT OF SERVICE (COS) / JOB ORDER (JO) WORKERS				
1. Submits to the HRD Section the recommendation for the renewal of the Contract of Service of COS/JO workers and performance evaluation of the COS/JO worker	1. Receives the recommendation for the renewal of the Contract of Service of COS/JO workers and performance evaluation of the COS/JO worker	None	5 minutes	<i>Service / Division Chief and HRD Section</i>
2. None	2.1 Prepares briefing memo for renewal of COS/JO 2.2 Drafts memorandum for the renewal of COS/JO	None	2 days	<i>HRD Section</i>
3. None	3. Approves/Signs and duly notes the memorandum	None		<i>Chief, Financial Division and Assistant Secretary</i>
4. None	4.1. If approved, prepares the Contract of Service and ORS of the COS/JO worker 4.2. If disapproved, a Notice of Termination / Cessation of Contract of Service is issued to the COS/JO worker	None	2 days	<i>HRD Section</i>
5. None	5. Approves the Contract of Service and ORS <i>*Note: Preparation of Contract of Service shall be strictly done by the HRD Section only</i>	None	8 days	<i>Admin. Division/ Financial Division/ Executive Director/ Assistant Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	6. Notifies the renewed COS/JO worker of the signed/approved Contract of Service	None	4 hours	HRD Section
7. None	7. Notifies the renewed COS/JO worker of the signed / approved Contract of Service	None	4 hours	HRD Section
8. Reports/Assumes to duty and submits Certification of Assumption to Duty	8. Receives the Certification of Assumption to Duty	None	4 hours	HRD Section
9. None	9. Furnishes the Financial Division and COA with Certified True Copy of the notarized Contract of Service of COS/JO worker <i>*Note: The hired COS/JO worker shall defray the notarial fees for his/her approved Contract of Service</i>	None	4 hours	HRD Section
	TOTAL:	None	14 days, 5 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUEST FOR INCREASE ON CONTRACT OF SERVICE (COS) / JOB ORDER (JO) WORKERS RATE				
1. Submits to the HRD Section the recommendation for the renewal of the Contract of Service of COS/JO workers and request for increase of COS/JO rate as well as the justification for the request	1. Receives the recommendation for the renewal of the Contract of Service of COS/JO workers and request for increase of COS/JO rate as well as the justification for the request	None	5 minutes	<i>Service / Division Chief and HRD Section</i>
2. None	2. Evaluates the request and shall determine the new salary/wages to be given based on comparable position to be assumed	None	1 day	<i>HRD Section</i>
3. None	3. Drafts memorandum for the renewal and increase of COS/JO rate	None	2 days	<i>HRD Section</i>
4. None	4. Approves/Signs and duly notes the memorandum	None		<i>Chief, Financial Division and Assistant Secretary</i>
5. None	5. Notifies the Service/Division Chief of the approval and/or disapproval of the request 5.1. If approved, prepares the Contract of Service and ORS of the COS/JO worker reflecting the adjusted or new rate	None	2 days	<i>HRD Section</i>
6. None	6. Approves the Contract of Service and ORS <i>*Note: Preparation of Contract of Service shall be strictly done by the HRD Section only</i>	None	4 days	<i>Admin. Division/ Financial Division/ Executive Director/ Assistant Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. None	7. Notifies the renewed COS/JO worker of the signed / approved Contract of Service	None	4 hours	<i>HRD Section</i>
8. Reports/Assumes to duty and submits Certification of Assumption to Duty	8. Receives the Certification of Assumption to Duty	None	4 hours	<i>HRD Section</i>
9. None	9. Furnishes the Financial Division and COA with Certified True Copy of the notarized Contract of Service of COS/JO worker <i>*Note: The hired COS/JO worker shall defray the notarial fees for his/her approved Contract of Service</i>	None	4 hours	<i>HRD Section</i>
	TOTAL:	None	10 days, 4 hours, 5 minutes	



HUMAN RESOURCE AND DEVELOPMENT

Internal Services



1. 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
1.1. Application for Vacation Leave		
1. Application for Leave (CSC Form No. 6 Revised 1991)	Administrative Division / Civil Service Commission Website	
2. District Office Clearance (in excess 1 month leave)	District Office	
3. Regional Office Clearance (in excess 1 month leave)	Regional Office	
1.2. Application for Sick Leave		
1. Application for Leave (CSC Form No. 6 Revised 1991)	Administrative Division / Civil Service Commission Website	
2. Medical Certificate (5 successive sick leave)	Attending Physician	



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



APPLICANT/CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. None	2. Check the balances of the available leave credits on Leave Card	None	3 minutes	<i>Administrative Division</i>
3. None	3. Process the Application for Leave of Absence	None	5 minutes	<i>Administrative Division</i>
4. None	4. Approved the Application for Leave of Absence	None	1 day	<i>Administrative Division/ OARD/ ORD</i>
5. None	5. Record the Approved Application for Leave of Absence to the Leave Card	None	5 minutes	<i>Administrative Division</i>
6. None	6. Release the Approved Application for Leave of Absence	None	4 minutes	<i>Assigned employee/ Administrative Division</i>
	TOTAL:	None	1 day, 20 minutes	

Note:

- a. Processing time starts upon the submission of complete requirements.
- b. 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.
- c. An application for leave of absence for thirty (30) days or more shall be accompanied by a district clearance and regional clearance.
- d. 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



2. 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 Development Section
	3. Regional Office/Central Office Clearance	Human Resource Development Section
	4. Contract of Agreement	Human Resource Development Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Letter request by an employee to go on Study Leave	None	4 hours	<i>Office of the Regional Director /Assistant</i>
2. None	2. Notation/action of the RD/OIC	None	4 hours	<i>Regional Director</i>
3. None	3. Initial evaluation	None	4 hours	<i>Administrative Division-Personnel Section</i>
4. None	4. Preparation of the List of Requirements for the Grant of Study Leave	None	1 day	<i>ADMIN-Personnel Section and DCs/OIC-DCs</i>
5. None	5.Submission of pertinent documents by the employee concerned	None	1 day	<i>Employee Concerned</i>
6. None	6. RD's Approval in the Granting of Study Leave	None	4 hours	<i>Regional Director</i>
7. None	7. Signs Contract of Agreement	None	1 day	<i>Regional Director / Assistant Secretary</i>
	TOTAL:	None	4 days	



3. GRANT SCHOLARSHIP PROGRAM

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

Office or Division:	Administrative Division/Human Resource Development Section	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Qualified LTO officials/employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Scholarship Offer		Government Agencies (local and foreign), Business, Private
2. Accomplished Travel Order Request Form (for Foreign Studies)		Human Resource Development Section
3. Justification / Recommendation Letter with signature of the Regional / Division Chief (for Central Office)		Applicant
4. Personal Data Sheet		Applicant / Human Resource Development Section
5. List of Training and Scholarship programs attended in the last two (2) years, signed by the HRD Chief		Human Resource Development Section
6. Re-Entry Action Plan		Applicant
7. Memorandum of Agreement or equivalent documents (if government will defray the cost other than pre-departure expenses)		Human Resource Development Section
8. Approved Scholarship Service Contract for the Grant of Scholarship		Human Resource Development Section
9. Affidavit of Undertaking stating the Grantee's Service Obligations		Human Resource Development Section
10. Certificate of Completion		Human Resource Development Section
11. Other requirements as may be prescribed by the Development Partner		Applicant / Human Resource Development Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Scholarship Offer	None	4 hours	<i>Office of the Assistant Secretary / Office of the Regional Director / Human Resource Development Section</i>
2. None	2. Notation/action of the RD/OIC	None	1 day	<i>Regional Director/Assec</i>
3. None	3. Endorsement of Scholarship Offer thru Memorandum to Division Chief / District Head (if necessary) indicating the deadline of submission	None	3 days	<i>Learning and Development Interventions Unit / Human Resource Development Section</i>
4. None	4. Submission of Applications	None	3 days	<i>Administrative Division - Human Resource Development Section</i>
5. None	5. Initial Evaluation of request 5.1. Review of the documents submitted and determination of their completeness 5.2. Preparation of Memorandum for approving authority with the corresponding recommendation	None	3 days	<i>Learning and Development Interventions Unit / Human Resource Development Section</i>
6. None	6. Evaluation of request 6.1. Review of the documents submitted and determination of completeness 6.2. Endorsement, if warranted, to the approving authority, together with the supporting documents	None	3 days	<i>Human Resource Development Committee (HRDC)</i>
7. None	7. Approval of request	None	1 day	<i>Assistant Secretary</i>
8. None	8. Submission to the Human Resource Development Division (HRDD) (if applicable)	None	1 day	<i>Administrative Division - Human Resource Development Section / General Services Section</i>
9. None	9. Signs Contract of Agreement / Scholarship Service Contract (SCC)	None	1 day	<i>Applicant and Assistant Secretary</i>
	TOTAL:	None	16 days and 4 hours	



4. LEARNING AND DEVELOPMENT

The Learning and Development Interventions Unit 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 opportunity principle (EOP) 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
4.1. Local Interventions		
1. Invitations received by Office of the Assistant Secretary / Regional Directors	Government agencies, Business, Private	
2. Confirmation Letter / Conforme	Government agencies, Business, Private	
3. Project Profile	Host / Requesting Office	
4. Annual Training Interventions Plan	Human Resource Development Section	
5. Running Balance	Human Resource Development Section	
6. Profiling of Participants	Host / Requesting Office	
7. Approved Office Order / Travel Order	Human Resource Development Section	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.2. Foreign Interventions	
1. Invitations received by Office of the Assistant Secretary / Regional Directors	Government agencies, Business, Private
2. Confirmation Letter / Conforme	Government agencies, Business , Private
3. Recommendation of Nominee/s	Office of the Regional Director / Office of the Executive Director / Office of the Assistant Secretary
4. Travel Order Request Form	Human Resource Development Section
5. Clearance (for Interventions more than thirty (30) days)	Human Resource Development Section
6. Profiling of Participants	Applicant / Human Resource Development Section
8. Certificate of Undertaking and compliance to submission of Post Travel Reports	Applicant
9. Certificate of No Unliquidated Cash Advance	Financial Division
10. Certificate of Estimated Expenses	Budget Section
11. Approved Foreign Travel Order	Human Resource Development Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1. Local Interventions				
1. None	1. Receives invitation for Learning and Development Interventions Program	None	1 day	<i>Receiving Clerk Office of the Regional Director / Assistant Secretary</i>
2. None	2. Puts notation / action in the routing slip	None		<i>Regional Director (RD) / Assistant Secretary</i>
3. None	3. Evaluates if the training program is necessary and relevant to the function of the Office and likewise, refers to the Financial Division (Central Office) and Finance and Management Division (Regional Offices), for the availability of funds	None	3 days	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Officer</i>
4. None	4. Disseminates thru memorandum to Division Chief / District Chief (if necessary) for recommendation indicating the deadline for submission	None	2 days	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Office</i>
5. None	5. Received request nomination and submits nominees to the Admin-HRD Section	None	1 day	<i>Division Chiefs / District Chiefs</i>
6. None	6. Evaluates recommendee and submits comparative assessment matrix to Human Resource Development Committee (HRDC). Determines the recency of the recommendee/s training	None	2 days	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Officer</i>
7. None	7. Deliberates, nominates and draft resolution on the candidates based on the training guidelines	None	3 days	<i>HRDC</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. None	8. Submits recommendation to the Assistant Secretary or Regional Director for approval, duly noted by the Central and Regional Administrative Officers	None	1 day	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Office</i>
9. None	9. Informs the chosen candidates on the participation to the training program for the compliance of documents needed	None	1 day	<i>Learning and Development Interv</i>
10. None	10. Facilitates the participation of chosen candidates by coordinating with the sponsoring agency. Prepares the necessary Office Order or Travel Order	None	3 days	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Officer</i>
11. None	11. HRMO, HRDS and L&D facilitator implement the L&D Interventions based on the approved L&D Plan / Project Profile	None	actual duration of t	<i>Learning and Development Interventions Unit</i>
12. None	12. Received proof of attendance / Completion of training attended and furnishes copy thereof to personnel's 201 files	None	10 days	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Officer</i>
TOTAL:		None	26 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2. Foreign Interventions				
1. None	1. Receives invitation for Learning and Development Interventions Program	None	1 day	<i>Receiving Clerk Office of the Regional Director / Assistant Secretary</i>
2. None	2. Puts notation / action in the routing slip	None		<i>Regional Director (RD) / Assistant Secretary</i>
3. None	3. Evaluates if the training program is necessary and relevant to the function of the Office and likewise, refers to the Financial Division (Central Office) and Finance and Management Division (Regional Offices), for the availability of funds	None	3 days	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Officer</i>
4. None	4. Disseminates thru memorandum to Division Chief / District Chief (if necessary) for recommendation indicating the deadline for submission	None	2 days	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Office</i>
5. None	5. Received request nomination and submits nominees to the Admin-HRD Section	None	1 day	<i>Division Chiefs / District Chiefs</i>
6. None	6. Processing of required documents	None	10 days	<i>Administrative Division - Human Resource Development (HRD) Section / Regional Administrative Officer</i>
7. None	7. Approval of Nominees	None	1 day	<i>Assistant Secretary</i>
8. None	8. Submission to ICD, DOTr (if applicable or numbering, recording, proper dissemination and othe appropriate action	None	3 day	<i>Administrative Division - Human Resource Development (HRD) Section / General Services Section</i>
TOTAL:		None	18 days	



5. 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		Human Resource Development Section , Central Office and Regional Office
2. Criteria for the specific award		Land Transportation Office, Central Office (Praise Committee)
3. List of qualified nominees		Central Office and Regional Offices



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	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. None	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. None	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>
4. None	4. Finalizes the list of qualified nominees 4.1. Finalizes the PRAISE Resolutions for signature of the members	None	2 days	<i>Human Resources Management Section / Planning Unit / Secretariat</i>
5. None	5. Prepares the Certificate of Recognition and program of activities for signature 5.1. Schedule the awarding ceremony	None	2 days	<i>PRAISE Committee / Human Resources Management Section / Planning Unit</i>
6. None	6. Approves the final list of qualified nominees, signs the Certificate of Recognition and program of activities	None	1 day	<i>Regional Director / Assistant Secretary</i>
7. None	7. Awards Plaque of Appreciation, Certificate of Recognition, Tokens, Cash Awards or Rewards	None	1 day	<i>Regional Director / Assistant Secretary</i>
	TOTAL:		15 days	



6. PERFORMANCE MANAGEMENT

This is one of the four core areas in PRIME-HRM which institutionalizes the LTO-Strategic Performance Management System (LTO-SPMS). The LTO-SPMS is focused on linking individual performance vis-à-vis the LTO's mandate, vision, mission, and strategic opportunities. It is envisioned as a technology composed of strategies, methods, and tools for ensuring fulfillment of the functions of the offices and its personnel as well as for assessing the accomplishments. It is also a mechanism that ensures that each employee contributes to the attainment of or helps achieve the objectives set by the organization and, on the other hand, the organization, achieves the objectives that it has set itself to achieve in its strategic plan.

The LTO-SPMS also adheres to the implementation of the Equal Opportunity Principle (EOP) in the LTO that no discrimination on account of age, gender, civil status, disability, religion, ethnicity, social status, economic standing, paternity and filiation, political affiliation or pregnancy shall be taken into consideration to the disadvantage of the employee.

Office or Division:	LTO Central and Regional Offices including District Offices, Extension Offices, Driver's License Renewal Offices, Licensing Extension Offices, and Licensing Centers	
Classification:	Highly Technical (Pursuant to PRIME-HRM of the CSC)	
Type of Transaction:	G2G- Government to Government	
Who may avail:	LTO Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Annual Performance Targets		Performance Management Team, LTO Central Office
2. Table of Success Indicators		HRD Section, LTO Central/Regional Offices
3. Performance Monitoring and Coaching Form		Performance Management Unit, HRD Section, LTO Central Office
4. Monthly Accomplishment Reports		Individual Employees
5. Monthly Management Information System (MIS) Reports		LTO Central/Regional Offices
6. OPCR Form with initial ratings		Performance Management Team, LTO Central Office
7. DPCR Form with initial ratings		Division/District Chiefs
8. IPCR Form with initial ratings		Individual Employees
9. Individual Development Plan		Performance Management Unit, HRD Section, LTO Central Office
10. Summary List of Individual Ratings		Performance Management Unit, HRD Section, LTO Central Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.1. Performance Planning and Commitment				
Central Office				
1. None	1. Conducts strategic planning both for purposes of planning, programming and budgeting including the preparation of annual work, financial plan, and the annual OPCR Form	None	2 days	<i>Planning Staff, Financial Division and Performance Management Unit, HRD Section, LTO Central Office</i>
2. None	2. Prepares OPCR Targets	None	9 days	<i>Planning Staff, Financial Division and Performance Management Unit, HRD Section, LTO Central Office</i>
3. None	3. Reviews OPCR Targets	None	1 day	<i>Performance Management Team, LTO Central Office</i>
4. None	4. Approves OPCR Targets	None	1 day	<i>Secretary, Department of Transportation (DOTr)</i>
5. None	5. Cascades approved OPCR Targets	None	1 day	<i>Performance Management Unit, HRD Section, LTO Central Office</i>
Service and Regional Offices				
6. None	6. Prepares OPCR Targets	None	9 days	<i>Service/Regional Directors</i>
7. None	7. Reviews OPCR Targets	None	1 day	<i>Performance Management Team, LTO Central/Regional Office</i>
8. None	8. Approves OPCR Targets	None	1 day	<i>Assistant Secretary</i>
9. None	9. Cascades OPCR Targets	None	1 day	<i>Performance Management Unit, HRD Section, LTO Central or equivalent office in Regional</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Division/District Offices				
10. None	10. Prepares DPCR Targets	None	9 days	<i>Division/District Chiefs</i>
11. None	11. Reviews DPCR Targets	None	1 day	<i>Performance Management Team, LTO Central/Regional Office</i>
12. None	12. Approves DPCR Targets	None	1 day	<i>Assistant Secretary/Regional Director</i>
13. None	13. Cascades DPCR Targets	None	1 day	<i>Performance Management Unit, HRD Section, LTO Central or equivalent office in Regional</i>
Individual				
14. None	14. Prepares IPCR Targets	None	9 days	<i>Individual Employees</i>
15. None	15. Reviews IPCR Targets	None	1 day	<i>Immediate Supervisors</i>
16. None	16. Approves IPCR Targets	None	1 day	<i>Division/District Chiefs</i>
	SUB-TOTAL		49 days	
6.2. Performance Monitoring and Coaching				
1. None	1. Submits accomplishment reports weekly	None	1 day	<i>Individual Employees</i>
2. None	2. Submits duly accomplished Performance Monitoring and Coaching Form quarterly	None	1 day	<i>Immediate Supervisors</i>
	SUB-TOTAL		2 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.3. Performance Review and Evaluation				
Central Office				
1. None	1. Submits MIS Reports monthly	None	1 day	<i>LTO Central/Regional Office</i>
2. None	2. Conducts Agency Performance Review Conference	None	2 days	<i>Planning Staff, Financial Division and Performance Management Unit, HRD Section, LTO Central Office</i>
3. None	3. Prepares OPCR with accomplishment and initial ratings	None	9 days	<i>Planning Staff, Financial Division and Performance Management Unit, HRD Section, LTO Central Office</i>
4. None	4. Calibrates submitted OPCR with accomplishment and initial ratings	None	1 day	<i>Performance Management Team, LTO Central Office</i>
5. None	5. Approves OPCR with accomplishment and final ratings	None	1 day	<i>Secretary, Department of Transportation (DOTr)</i>
Service and Regional Offices				
6. None	6. Prepares OPCR with accomplishment and initial ratings	None	9 days	<i>Service/Regional Directors</i>
7. None	7. Reviews submitted OPCR with accomplishment and initial ratings	None	1 day	<i>Planning Staff and Financial Division, LTO Central Office or equivalent offices in Regional</i>
8. None	8. Calibrates submitted OPCR with accomplishment and initial ratings	None	1 day	<i>Performance Management Team, LTO Central/Regional Office</i>
9. None	9. Approves OPCR with accomplishment and final ratings	None	1 day	<i>Assistant Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Division/District Offices				
10. None	10. Prepares DPCR with accomplishment and initial ratings	None	9 days	<i>Division/District Chiefs</i>
11. None	11. Reviews submitted DPCR with accomplishment and initial ratings	None	1 day	<i>Planning Staff and Financial Division, LTO Central Office or equivalent offices in Regional</i>
12. None	12. Calibrates submitted DPCR with accomplishment and initial ratings	None	1 day	<i>Performance Management Team, LTO Central/Regional Office</i>
13. None	13. Approves DPCR with accomplishment and final ratings	None	1 day	<i>Assistant Secretary/Regional Director</i>
Individual				
14. None	14. Prepares IPCR with accomplishment and initial ratings	None	9 days	<i>Individual Employees</i>
15. None	15. Reviews and discusses IPCR with accomplishment and initial ratings and submits Individual Development Plan based on the assessment/discussion	None	1 day	<i>Immediate Supervisors</i>
16. None	16. Approves IPCR with accomplishment and final ratings as well as the duly accomplished IDP	None	1 day	<i>Division/District Chiefs</i>
17. None	17. Prepares Summary List of Individual Ratings	None	2 days	<i>Performance Management Unit, HRD Section, LTO Central Office or equivalent offices in Regional</i>
	SUB-TOTAL		51 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6.4. Performance Rewarding and Development Planning				
1. None	1. Forwards submitted IDP to Learning and Development Interventions Unit, HRD Section, LTO Central Office or equivalent office in Regional	None	1 day	<i>Performance Management Unit, HRD Section, LTO Central Office or equivalent offices in Regional</i>
2. None	2. Identifies potential PRAISE Awards Nominees	None	1 day	<i>Performance Management Team, LTO Central/Regional Office</i>
3. None	3. Determines Top Performers (Central/Regional/Individual)	None	1 day	<i>PRAISE Committee</i>
	SUB-TOTAL		3 days	
	GRAND TOTAL		105 days	



7. 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	Administrative Division / Human Resource Development Section
	4. Ombudsman Clearance	Ombudsman



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. None	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. None	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. None	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	



8. APPLICATION FOR GSIS SEPARATION/RETIREMENT

LTO strictly follows the GSIS, CSC, COA and OMBUDSMAN policies, rules and regulations to expedite the processing of employees' benefits.

Office or Division:	Rewards and Recognition (R&R) Unit/Human Resource Development (HRD) Section/Administrative Division	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government or Official/Employee	
Who may avail:	All LTO Employees who have been separated/retired from the service.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Letter of Intent to Retire	Applicant/Retiree
	2. Office Clearance	R&R Unit, HRDS Section
	3. Ombudsman Clearance	Office of the Ombudsman
	4. Accomplished Application for Retirement	Ombudsman
	5. Service Record	R&R Unit, HRDS Section/GSIS
	6. Certification of Leave Without Pay	R&R Unit, HRDS Section
	7. Certification of Leave Without Pay	R&R Unit, HRDS Section
	8. Affidavit of Undertaking	R&R Unit, HRDS Section
	9. Affidavit of No Pending Case	Intelligence and Investigation Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits Letter of Intent to Retire	1.1 Receives and provides necessary forms to be filled up and signed by applicant	None	2 days	<i>R&R Unit, HRD Section</i>
	1.2 Prepare other documents	None	3 days	<i>R&R Unit, HRD Section</i>
	1.3 Submits documents for signature of Authorized Official/GSIS Signatories	None	2 days	<i>HRD Section/Admin Div/Office of the Director/Assistant Secretary</i>
	1.4 Submits signed forms and other documents to GSIS	None	30 minutes	<i>Liaison Officer</i>
TOTAL		None	7 days and 30 minutes	



9. TERMINAL LEAVE BENEFITS (TLB) COMPUTATION

LTO strictly strictly observes the CSC policies, rules and regulations to expedite the processing of employee benefits.

Office or Division:	Rewards and Recognition (R&R) Unit, Human Resource Development (HRD) Section, Administrative Division	
Classification:	Highly Technical	
Type of Transaction:	G2G- Government to Government or Official/Employee	
Who may avail:	All LTO Employees who were separated from the service.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Office Clearance	R&R Unit, HRD Section, Admin. Division	
2. GSIS Clearance	GSIS	
3. Latest SALN (as of the last day of service)	HRD Section, Admin Division	
4. Accomplished Application for Retirement	R&R Unit, HRD Section, Admin. Division	
5. Service Record	Performance Management Unit, HRDS Section	
6. PSA issued Marriage Certificate	Philippine Statistics Authority	
7. Recomputed Leave Credits	R&R Unit, HRD Section, Admin. Division	
8. Leave Application	R&R Unit, HRD Section, Admin. Division	
9. Letter of Acceptance	R&R Unit, HRD Section, Admin. Division	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits Letter of Intent to Retire with complete attachments	1.1 Checks and receives application for retirement	None	20 minutes	<i>HRMO Officer</i>
	1.2 Recomputes leave from the first to last day of service	None	3 days	<i>Concerned Leave Processor/R&R Unit, HRD Section</i>
	1.3 Submits leave application with leave balances for signature of authorized official	None	2 days	<i>HRD Section/Admin Div/Office of the Director/Assistant Secretary</i>
	1.4 After completion of documents, prepare Disbursement Voucher (DV) for signature of authorized officials	None	30 minutes	<i>Concerned Leave Processor/R&R Unit, HRD Section</i>
2. Submission of recomputed leave for computation of TLB claims	2. Submits TLB claims to Finance Division	None	10 minutes	<i>Concerned Leave Processor/R&R Unit, HRD Section</i>
TOTAL		None	6 days	



FINANCE DIVISION

External and Internal Services



1. PAYMENT PROCEDURE FOR GOVERNMENT EXPENDITURES - SIMPLE

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:	All LTO Offices	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen	
Who may avail:	Employees, Suppliers, Contractors and Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.1. Cash Advances		
1.1.1. <u>Granting of Cash Advances</u>		
General Requirements for all cash advances except for travels		
1. Original and one (1) duplicate copy duly accomplished Disbursement Voucher	Download from Commission on Audit 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	Accountable Officer	
4. Original copy of Certification of No Unliquidated Cash Advance	Accounting Section	
5. Certified true copy of Approved application for bond and/or fidelity bond	Cash Collecting Officer / Human Resource Development Section	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirements	
1.1.1.1. Petty Cash Fund	
1. Original copy of Approved estimates of Petty Cash for a month	Cash Collecting Officer
2. One (1) Certified true copy of Authority to Hold Cash Advance	Human Resource Development Section
1.1.1.2. Traveling Allowances	
1.1.1.2.1. Local Travel	
1. Original and one (1) duplicate copy Disbursement Voucher	Download from Commission on Audit website
2. One (1) Certified true copy of Obligation Request Slip	Budget
3. Original copy of duly approved Office/Travel Order	Human Resource Development Section
4. One (1) Certified true copy of duly approved Itinerary of Travel	Claimant
5. Original or One (1) Certified true copy of Letter of invitation, if applicable	Claimant
6. Original copy of Certification from the accountant of no unliquidated cash advance from Central Office and RO, if from Region	Accounting Section
1.1.1.2.2. Foreign Travel	
1. Original and one (1) duplicate copy Disbursement Voucher	Download from Commission on Audit website
2. One (1) Certified true copy of Obligation Request Slip	Budget



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 or One (1) Certified true copy of Letter of invitation of host/sponsoring country/agency/organization	Claimant
6. One (1) Certified true copy of recommendation of the Head of Agency	Head of Agency
7. For plane fare, Original copy of quotations of three travel agencies or its equivalent	Claimant
8. Original or One (1) 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
11. If applicable, Certified true copy of authority from the Office of the President (OP) to claim representation expenses	Human Resource Development Section
1.1.2. <u>Liquidation of Cash Advances</u>	
1.1.2.1. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses	
1. Original copy of Report of Disbursements certified correct by the accountable officer	Accountable Officer



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original copy of Approved payrolls or disbursement voucher duly acknowledged/signed by the payee/s	Claimant / Accountable Officer
3. Original copy of approved daily time records (DTRs) or Certificate of service rendered	Claimant
4. One (1) Certified true copy of approved application for leave	Claimant / Human Resource Development 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 required by the nature of expense	Claimant
1.1.2.2. Traveling Expenses	
1.1.2.2.1 Local Travel	
1. Original copy of paper/electronic plane, boat or bus tickets, boarding pass, terminal fee	Claimant
2. Original and Certified true copy of toll receipt and vehicle trip ticket (in case LTO vehicle was used)	Claimant
3. Original or Certified true 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
9. Original copy of Official Receipt/Reimbursement Expense Receipts (for taxi)	Claimant
10. Certified true copy of Official Receipt, in case of refund	Claimant / Treasury Section
11. Original copy of Appendix B (Certificate of travel Completed)	Claimant
12. 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
1.1.2.2.2. Foreign Travel	
1. Original copy of paper/electronic plane, boat or bus tickets, boarding pass, terminal fee	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original or one (1) 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. Original or One (1) Certified true copy of approval by the President	Human Resource Development Section
b. Original or one (1) Certified true copy of Certification from the Head of Agency that it is absolute and necessary	Head of Agency
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 or one (1) 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
1.2. Salaries and Wages	
General Requirements	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and one (1) duplicate copy Disbursement Voucher	Download from Commission on Audit website
2. One (1) Certified true copy of Obligation Request Slip	Budget Section
Additional Requirements	
1.2.1. <u>For Regular and Casual Employees (Payroll)</u>	
1. Two (2) Original copies of Payroll (System Generated)	Human Resource Development Section
2. Two (2) Original copies Breakdown of Deductions (System Generated)	Human Resource Development Section
C. Two (2) Original copies of List of employees not included in the payroll	Human Resource Development Section
1.2.2. <u>For Regular and Casual Employees (Individual Claims)</u>	
1.2.2.1. First Salary	
1. One (1) Certified true copy Clearance from money, property and legal accountabilities from the previous office	Human Resource Development 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	Human Resource Development Section
3. One (1) Certified true copy of Oath of Office	Human Resource Development Section
4. One (1) Certified true copy of Certificate of Assumption	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. One (1) Certified true copy of Statement of Assets, Liabilities and Net Worth	Claimant
6. Original/One (1) Certified true copy of Approved DTR	Human Resource Development Section
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	Human Resource Development Section
e. One (1) Certified true copy of Service Record	HRD Section
1.2.2.2. If deleted from the payroll	
1. Original or one (1) Certified true copy of Approved DTR	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original or one (1) Certified true copy of Notice of Assumption	Human Resource Development Section
3. Original or one (1) Certified true copy of Approved application leave, clearances and medical certificate, if on sick leave for five days or more	Human Resource Development Section
1.2.3. <u>Salary of Casual/Contractual Personnel</u>	
1.2.3.1. For First Claim	
1. For accredited agencies by the CSC (for first claim), One (1) Certified true copy of pertinent contract/appointment and copy of ROPA of such marked received by CSC	Human Resource Development Section
2. For other agencies (for first claim) One (1) Certified true copy of pertinent contract/appointment marked received by CSC	Human Resource Development 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)	Human Resource Development Section
4. Original copy of Bundy Registration	Human Resource Development Section
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	Human Resource Development Section
8. One (1) Certified true copy of Certificate of Funds Availability	Accounting Section
9. Original copy of Payroll	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. One (1) Original copy of Accomplishment report	Claimant
11. One (1) Original copy of Approved DTR	Human Resource Development Section
12. Original or one (1) 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 or one (1) 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
1.2.4. <u>Salary Differentials due to Promotion/Step Increment</u>	
1. One (1) Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment	Human Resource Development Section
2. Original or one (1) Certified true copy of Certificate of Assumption	Claimant
3. Original Approved DTR or certification that the employee has not incurred leave without pay	Claimant / Human Resource Development Section
1.2.5. <u>Last Salary</u>	
1. One (1) certified true copy of Clearance from money, property and legal accountabilities	Human Resource Development Section
2. Original or one (1) certified true copy of Approved DTR	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.2.6. <u>Salary due to heirs of deceased employee</u>	
1. Same requirements as those for last salary	Human Resource Development Section
2. Additional requirements:	Human Resource Development Section
a. Original or one (1) certified true copy of Death Certificate authenticated by NSO	Claimant
b. Original or one (1) certified true copy of Marriage Contract authenticated by NSO, if applicable	Claimant
c. Original or one (1) certified true copy of Birth Certificates of surviving legal heirs authenticated by NSO	Claimant
d. Original or one (1) certified true copy of Designation of next-of-kin	Claimant
e. Original or one (1) certified true copy of Waiver of right of children 18 years old and above	Claimant
1.2.7. <u>Maternity Leave</u>	
1. One (1) Certified true copy of approved application for leave	Human Resource Development Section
2. One (1) Certified true copy of Maternity leave clearance	Human Resource Development 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)	Human Resource Development Section
a. Original copy of Medical certificate that the employee is physically fit to work	Human Resource Development Section
b. Original copy of Certificate of assumption	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
c. Original copy of Approved DTR	Human Resource Development Section
1.3. General Claims through the Automated Teller Machine (ATM)	
1. Two (2) Original copies of Salary Payroll	Human Resource Development Section
2. Two (2) Original copies of Payroll Register (Hard and soft copy)	Human Resource Development Section
3. Two (2) Original copies of Letter to the bank credit employees' account of their salaries or other claims	Human Resource Development Section
4. Two (2) Original Validated deposit slip	Treasury Section
1.4. Allowances, Honoraria, and Other Forms of Compensation	
1.4.1. <u>Personnel Economic Relief allowance (PERA)</u>	
1. Same requirements as those for payment of salaries	Human Resource Development Section
1.4.2. <u>Representation and Transportation Allowance</u>	
For Individual claims	
1. One (1) certified true copy of Office Order/Appointment (1st Payment)	Human Resource Development Section
2. One (1) certified true copy of Certificate of Assumption (1st Payment)	Human Resource Development Section
3. Original copy of Certification that the employee did not use or is not assigned any government vehicle	Human Resource Development Section
4. Original copy of Certificate of service rendered or approved DTR	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For General claims	
1. Two (2) Original copies of RATA Payroll	Human Resource Development Section
2. Two (2) Original copies of Payroll Register (Hard and soft copy)	Human Resource Development Section
3. Two (2) Original copies of Letter to the bank credit employees' account of their salaries or other claims	Human Resource Development Section
4. Two (2) original copies of Validated deposit slip	Treasury Section
1.4.3. <u>Clothing/Uniform Allowance</u>	
For Individual claims	
1. One (1) Certified true copy of approved appointment of new employees	Human Resource Development Section
2. One (1) Certificate of Assumption of new employees	Human Resource Development 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	Human Resource Development Section
2. Two (2) original copies of Payroll Register (Hard and soft copy)	Human Resource Development Section
3. Two (2) original copies of Letter to the bank credit employees' account of their salaries or other claims	Human Resource Development Section
4. Two (2) Original copies of Validated deposit slip	Treasury Section
1.4.4. <u>Productivity Incentive Allowance</u>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Human Resource Development Section
2. Certification from Legal Office that the employee has no administrative charge	Human Resource Development Section
For General claims	
1. Two (2) original copies of PIB Payroll	Human Resource Development 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	Human Resource Development Section
3. Two (2) original copies of List of personnel dismissed within the year	Human Resource Development Section
4. Two (2) original copies of List of personnel on Absent Without Official Leave (AWOL)	Human Resource Development 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	Human Resource Development Section
6. Two (2) original copies of Payroll Register (Hard and soft copy)	Human Resource Development Section
7. Two (2) original copies of Letter to the bank credit employees' account of their salaries or other claims	Human Resource Development Section
8. Two (2) original copies of Validated deposit slip	Treasury Section
1.4.5. <u>Special Counsel Allowance</u>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Certified true Copy of Office Order/Designation/ Letter of the OSG deputizing the claimant to appear in court as special counsel	Office of the Solicitor General
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
1.4.6. <u>Honoraria</u>	
1.4.6.1. 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	Bids and Awards Committee Secretariat
2. One (1) Certified true Copy of Minutes of BAC meeting	Bids and Awards Committee Secretariat
3. One (1) Certified true Copy of Notice of award to the winning bidder of procurement activity being claimed	Bids and Awards Committee Secretariat
4. One (1) Certified true Copy of Certification that the procurement involves competitive bidding	Bids and Awards Committee Secretariat
5. One (1) Certified true Copy of Attendance sheet listing names of the attendees to the BAC meeting	Bids and Awards Committee Secretariat
1.4.6.2. 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	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. One (1) Certified true Copy of Schedule of classes indicating the designated teaching personnel	Human Resource Development Section
3. One (1) Certified true Copy of Certificate of actual conduct of classes/ Accomplishment report	Human Resource Development Section
4. One (1) Certified true Copy of Approved DTR/Service Report	Human Resource Development Section
1.4.7. <u>Lecturer/Coordinator</u>	
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
4. One (1) Certified true Copy of Duly approved DTR in case of claims by the coordinator and facilitators	Project Coordinator
1.4.8. <u>Longevity Pay</u>	
1. Service record	Human Resource Development Section
2. Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay	Human Resource Development Section
1.4.9. <u>Year-end Bonus and Cash Gift</u>	
For Individual claims	
1. One (1) Certified True Copy of Clearance from money, property and legal accountabilities	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Human Resource Development Section
For General claims	
1. Two (2) original copies of YEB and CG Payroll	Human Resource Development Section
2. Two (2) original copies of Payroll Register (Hard and soft copy)	Human Resource Development Section
3. Two (2) original copies of Letter to the bank credit employees' account of their YB and CG claims	Human Resource Development Section
4. Two (2) original copies of Deposit slip	Treasury Section
1.4.10. 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	Human Resource Development 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	Human Resource Development Section
4. One (1) Certified true Copy of Statement of assets and liabilities	Claimant
5. One (1) Certified true Copy of Retirement Gratuity Computation	Human Resource Development 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
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
1.4.11. <u>Terminal Leave Benefits</u>	
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	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Human Resource Development Section
3. One (1) Certified true Copy of Approved leave application	Human Resource Development Section
4. One (1) Certified true Copy of Complete Service record	Human Resource Development 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	Human Resource Development Section
7. One (1) Certified true Copy of Computation of terminal leave benefits duly signed/certified by the Accountant	Human Resource Development Section
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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
1.5. Other Expenditures	
General Requirements	
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from Commission on Audit website
2. Original and one (1) duplicate copy 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	
1.5.1. <u>Communication</u>	
1. Original copies of Receipts	Supplier / Property / Claimant
2. One (1) Original Copy of Summary of billings received and computation of tax	Administrative Division
1.5.2. <u>Extraordinary and Miscellaneous Expenses</u>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Certification of authority in line with the rank or position of the official	Claimant
1.5.3. <u>Fuel, Oil and Lubricants</u>	
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
1.5.4. <u>Advertisement</u>	
1. Original Copy of Advertisement	Administrative Division
2. Original Copy of letter request 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
1.5.5. <u>Insurance Premiums, Taxes, Duties and Licenses</u>	
1. One (1) certified true 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				
I. Budget Section				
1. None	1. Receives the ORS, duly signed by the head of requesting office/Admin Chief, including the copies of DV/Payroll/Contract/Purchase Order (PO) and other SD.	None	5 minutes	<i>Budget Designated Staff</i>
2. None	2. Verifies the completeness of documents and 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. None	3. Reviews the ORS and SDs. If in order, signs the Section B of the ORS.	None	30 minutes	<i>Budget Chief</i>
4. None	4. Records in the logbook and forwards to the Accounting Section	None	5 minutes	<i>Accounting Designated Staff</i>
II. Accounting Section				
1. None	1. Receives copies of DV, SDs and ORS.	None	5 minutes	<i>Accounting Designated Staff</i>
2. None	2. Checks and reviews 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. None	3 Reviews DV for completeness and propriety of SD (Pre-audit procedures)	None	1 hour, 26 minutes	<i>Accounting Designated Staff</i>
4. None	4. Receives DVs, SDs and ORS. 4.1. Retrieves Registry of Allotments and Notice of Cash Allocation / Registry of Allotment and Notice of Transfer of Allocation (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. 4.2. Reviews DVs and SDs. Signs Box C of DV. Submit to Chief Finance for notation	None	40 minutes	<i>Chief Accountant</i>
5. None	5. Sign by Chief, Financial Division (CO)	None	43 minutes	<i>Chief Finance</i>
6. None	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. None	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>
8. None	8. Reviews DV and SDs and signs Box C "Approved for Payment" portion	None	6 hours, 46 minutes	<i>Assec/ED/RD</i>
9. None	9. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/Treasury Unit	None	5 minutes	<i>ED/RD's staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
III. Treasury Section				
Payment is made Through Check				
1. None	1. Receives copies of approved DV and all SDs. Records in the logbook.	None	5 minutes	<i>Cashier/ Designated Staff</i>
2. None	2. Checks completeness of the signatories of the DV. Prepares Check	None	44 minutes	<i>Cashier/ Designated Staff</i>
3. None	3. Prepares certificate of tax withheld.	None	29 minutes	<i>Designated Staff</i>
4. None	4. Reviews the amount of the check against DV and SDs. Signs the Check and tax certificates.	None	10 minutes	<i>Cashier/Head of the Treasury Unit</i>



2. PAYMENT PROCEDURE FOR GOVERNMENT EXPENDITURES - COMPLEX

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:	All LTO Offices	
Classification:	Complex	
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government	
Who may avail:	Employees, Suppliers, Contractors and Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2.1. Cash Advances		
2.1.1. <u>Granting of Cash Advances</u>		
General Requirements for all cash advances except for travels		
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from Commission on Audit 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 / Human Resource Development Section (BTR)
Additional Requirements	
2.1.1.1. Payroll Fund of Salaries, Wages, Allowances, Honoraria and Other Similar Expenses	
1. One (1) certified true copy of Approved contracts (for initial payment)	Human Resource Development Section / Claimant
2. Two (2) Original copies of Approved payroll or list of payees indicating their net payments	Human Resource Development 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	Human Resource Development Section
4. Original copy of Daily Time Record (DTR) approved by the supervisor	Human Resource Development Section / Claimant
2.1.1.2. Field/Activity Current Operating Expenses	
1. Approved budget for COE of the agency field office or agency activity in the field	Cash Collecting Officer
2.1.2. Liquidation of Cash Advances	
2.1.2.1. 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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. 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
11. Original copy of 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.1.2.1.1. For Replenishment Purposes	
2.1.2.1.1.1. Supplies and Materials	
2.1.2.1.1.1.1. 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
2.1.2.1.1.1.2. 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
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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
2.1.2.1.1.1.3. 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 its veracity	Claimant
3. Original copy of Funding	Budget Section
2.1.2.1.1.1.4. Fuel and Toll Fees	
1. One (1) certified true copy of Vehicle Trip Ticket	Administrative Division
2. Original copy of Official Receipts/Toll receipt	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.2. Fund Transfers	
2.2.1. <u>Transfer of Funds to Implementing Agencies</u>	
2.2.1.1. Transfer	
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from Commission on Audit 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
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
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
2.2.1.2. Implementation and Liquidation by Implementing Agency	
1. Necessary supporting documents depending on the nature of transactions	Implementing Agency



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
2.2.1.3. 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
2.2.2. <u>From Trust Fund to the General Fund for Unspent Balance/Excess Amount</u>	
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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
2.3. Allowances, Honoraria and Other Forms of Compensation	
2.3.1. <u>Subsistence, Laundry and Quarters Allowance</u>	
1. Original and one (1) duplicate copy of Payroll of personnel entitled to claim subsistence, laundry and quarters allowance	Human Resource Development Section
2. Original copy of Approved DTR	Human Resource Development Section
3. Original copy of Authority to collect (For initial claim)	Human Resource Development Section
2.3.2. <u>Hazard Duty Pay</u>	
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	Department of Science and Technology / Department of Health / Department of National Defense / Philippine Institute of Volcanology and Seismology
2. One (1) certified true copy of duly accomplished time record of employees or travel report	Claimant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. One (1) certified true copy of special order from the agency/department head covering the assignment to hazardous/difficult areas	Human Resource Development Section
4. Original copy of Approved DTR/Service report	Human Resource Development Section
2.3.3. <u>Overtime Pay</u>	
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. One (1) certified true copy of Certificate of Service or duly approved DTR	Human Resource Development Section
2.3.4. <u>Monetization</u>	
1. Original copy of Approved leave application (ten days) with leave credit balance certified by Human Resource Office	Human Resource Development 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:	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
2.3.5. <u>Loyalty Cash Award/Incentive</u>	
For Individual claims	
1. Original copy of Service Record	Human Resource Development 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.	Human Resource Development Section
For General claims	
1. Original and one (1) duplicate copy of Loyalty Cash Award/Incentive Payroll	Human Resource Development Section
2. Two (2) Copies of Payroll Register (Hard and soft copy)	Human Resource Development Section
3. Original copy of Letter to the bank credit employees' account of their YB and CG claims	Human Resource Development Section
4. Original copy of Deposit slip	Human Resource Development Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.3.6. <u>Collective Negotiation Agreement (CNA) Incentive</u>	
1. One (1) certified true copy of Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive	Land Transportation Office (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 C-N-A	Land Transportation Office (LTO) Employees' Union
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
2.4. Other Expenditures	
General Requirements	
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from Commission on Audit website



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Original and one (1) duplicate copy 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
2.5. Procurement	
2.5.1. <u>Procurement through Alternative Modes</u>	
General Requirements	
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from Commission on Audit website
2. Original and one (1) duplicate copy of Obligation Request	Budget Section
3. One (1) 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
10. One (1) certified true copy of VAT Certificate	Administrative Division
11. Original copy of 3 Quotations (amount is P1,000 and above)	Administrative Division
12. Original and one (1) duplicate copy of Abstract of Bids/Quotation	Administrative Division
13. One (1) certified true copy of Approved Annual Procurement (APP)	Administrative Division
14. One (1) certified true 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.)	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirements	
2.5.1.1. 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
3. Original copy of Request for Spot Inspection (Resident Auditor and Agency's Inspection team)	Administrative Division
4. One (1) certified true copy of Pre-repair Inspection Report	Inspection Team
5. One (1) certified true copy of Post-repair Inspection Report	Inspection Team
6. One (1) certified true copy of Certificate of Acceptance	Administrative Division/End-User
7. One (1) certified true copy of Original copy of Warranty Certificate	Administrative Division
8. Original copy of Pictures/Photos of Work Accomplished	Administrative Division
9. One (1) certified true 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) certified true copy of Detailed Estimates	Administrative Division
12. One (1) certified true copy of Abstract of Bids	Administrative Division



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
13. One (1) certified true copy of Program of Work	Administrative Division
14. One (1) certified true copy of Detailed Estimate	Administrative Division
15. One (1) certified true copy of Scope of Work and Specification	Administrative Division
16. One (1) certified true copy of Plans (Blue Print)	Administrative Division
17. Original copy of Certificate of Exclusive Distributorship (if applicable)	Supplier / Contractor
2.5.1.2. Repair and Maintenance of Motor Vehicles/Equipment	
1. One (1) certified true copy of Request for Spot Inspection (Resident Auditor and Agency's Inspection team)	Administrative Division
2. One (1) certified true copy of Pre-repair Inspection Report	Inspection Team
3. One (1) certified true copy of Post-repair Inspection Report	Inspection Team
4. One (1) certified true copy of Certificate of Acceptance	Administrative Division
5. One (1) certified true copy of Warranty Certificate	Administrative Division
6. One (1) certified true 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Original copy of Certificate of Cause of Damage (Due to Wear and Tear)	Administrative Division
2.5.1.3. 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
3. One (1) certified true copy of Request for Spot Inspection (Resident Auditor and Agency's Inspection team)	Administrative Division
4. One (1) certified true copy of Brochure for Equipment	Administrative Division
5. One (1) certified true copy of Stock Position Sheet	Administrative Division
6. One (1) certified true copy of Distribution list / Certified True copy of ICS (if applicable)	Administrative Division
2.5.2. <u>Procurement through ADA or direct payment</u>	
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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.5.3. <u>Cultural and Athletic Activities</u>	
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	
2.5.4. <u>Trainings and Seminars</u>	
General Requirements	
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from Commission on Audit website
2. Original and one (1) duplicate copy of Obligation Request and Status	Budget
3. One (1) certified true copy of Travel Order	Human Resource Development Section
4. One (1) certified true copy of Annual Training Program (ATP)	Human Resource Development Section
5. One (1) certified true copy of Running balance of ATP	Human Resource Development 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



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirements	
2.5.4.1. 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
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
2.5.4.2. For Accredited Organizations	
1. One (1) certified true/Email copy Invitation from accredited organizations	Accredited organization



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.5.5. <u>Consulting Services</u>	
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
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				
I. Budget Section				
1. None	1. Receives the ORS, duly signed by the head of requesting office/Admin Chief, including the copies of DV/Payroll/Contract/Purchase Order (PO) and other supporting documents.	None	5 minutes	<i>Budget Designated Staff</i>
2. None	2. Verifies the completeness of documents and 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. None	3. Reviews the ORS and SDs. If in order, signs the Section B of the ORS.	None	1 hour, 40 minutes	<i>Budget Chief</i>
4. None	4. Records in the logbook and forwards to the Accounting Section	None	5 minutes	<i>Accounting Designated Staff</i>
II. Accounting Section				
1. None	1.Receives copies of DV, SDs and ORS.	None	5 minutes	<i>Accounting Designated Staff</i>
2. None	2. Checks and reviews 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	<i>Accounting Designated Staff</i>
3. None	3 Reviews DV for completeness and propriety of SD (Pre-audit procedures)	None	3 hours, 20 minutes	<i>Accounting Designated Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	<p>4. Receives DVs, SDs and ORS.</p> <p>4.1. Retrieves Registry of Allotments and Notice of Cash Allocation / Registry of Allotment and Notice of Transfer of Allocation (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	<i>Chief Accountant</i>
5. None	5. Sign by Chief, Financial Division (CO)	None	1 hour, 40 minutes	<i>Chief Finance</i>
6. None	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. None	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>
8. None	<p>8. Reviews DV and SDs and signs Box C “Approved for Payment” portion <i>(For CO: If the amount is below P1M, ED approves the DV; if the P1M and above, ED initials on Assec's name)</i></p>	None	7 hours, 55 minutes	<i>ED/RD</i>
9. None	<p>9. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/ Treasury Unit <i>(For CO: If the amount is P1M and above, DV will be forwarded to Assec's Office)</i></p>	None	5 minutes	<i>ED/RD's staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Central Office Only</i>				
10. None	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	<i>ASSEC's Staff</i>
11. None	11. Reviews DV and SDs and signs Box C "Approved for Payment" portion (ASSEC/ED-CO/RD)	None	7 hours, 55 minutes	<i>ASSEC</i>
12. None	12. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/ Treasury Unit	None	5 minutes	<i>ASSEC's Staff</i>
III. Treasury Section				
Payment is made Through Check				
1. None	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	<i>Cashier/ Designated Staff</i>
2. None	2. Checks completeness of the signatories of the DV. Prepares Check	None	1 hour, 50 minutes	<i>Cashier/ Designated Staff</i>
3. None	3. Prepares certificate of tax withheld.	None	50 minutes	<i>Designated Staff</i>
4. None	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. None	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. None	6. Receives copies of check issued and records in the logbook the date of receipt.	None	5 minutes	<i>Assec/ EDs/RD Receiving Staff</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. None	7. Countersigns/signs checks	None	10 minutes	ASSEC (P1M and above)/ ED (below P1M)/ RDs (any amount)
8. None	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	Releasing Staff
9. None	9. Receives check, and other documents and check the completeness of signatures in the check	None	5 minutes	Cashier's Designated Staff
10. None	10. Prepares Advice of Checks Issued and Cancelled (ACIC) in accordance with the existing rules and regulations and forwards to Government Servicing Bank (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				
Payment is made Through LDDAP - ADA				
1. None	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	Cashier/ Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. None	2. Checks completeness of the signatories of the DV. Prepares 5 copies of List of Due and Demandable-Advice to Debit Account (LDDAP-ADA) for approved DVs, Summary of List of Due and Demandable Accounts Payable Advice to Debit Accounts Issued and Invalidated Advice to Debit Account Entries (SLIIAE) and Financial Data Entry System (FINDES)	None	1 hour, 50 minutes	Cashier/ Designated Staff
3. None	3. Prepares certificate of tax withheld.	None	50 minutes	Designated Staff
4. None	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. None	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. None	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. None	7. Signs LDDAP	None	10 minutes	ASSEC (P1M and above)/ ED (below P1M) - RDs (any amount)
8. None	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	ASSEC/ED's Staff
9. None	9. Receives copies of SLIIAE and LDDAP-ADA and all SDs. Records in the logbook	None	5 minutes	Cashier's Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. None	10. Releases copies of SLIAE and LDDAP-ADA immediately to Modified Disbursement System, Government Servicing Banks (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. None	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	



3. PAYMENT PROCEDURE FOR GOVERNMENT EXPENDITURES - HIGHLY TECHNICAL

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:	All LTO Offices	
Classification:	Highly Technical	
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government	
Who may avail:	Employees, Suppliers, Contractors and Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from Commission on Audit website	
2. One (1) certified true copy of Obligation Request Slip	Budget Section	
Additional Requirements		
3.1. Allowances, Honoraria and Other Forms of Compensation		
3.1.1. Honoraria		
3.1.1.1. Special Projects		
1. One (1) certified true copy of Performance evaluation plan formulated by project management used as basis for rating the performance of members	Human Resource Development Section / Project Committee	
2. One (1) certified true copy of Office Order designating members of the special project	Human Resource Development Section / Project Committee	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. One (1) certified true copy of Terms of Reference	Human Resource Development Section / Project Committee
4. One (1) certified true copy of Certificate of completion of project deliverables	Human Resource Development Section / Project Committee
5. One (1) certified true copy of Special Project plan	Human Resource Development Section / Project Committee
6. One (1) certified true copy of Authority to collect honoraria	Human Resource Development Section / Project Committee
7. One (1) certified true copy of Certificate of acceptance by the agency head of the deliverables per project component	Human Resource Development Section / Project Committee
3.1.1.2. Science and Technological Activities	
1. One (1) certified true copy of Office Order	Human Resource Development Section / Project Committee
2. One (1) certified true copy of Plan/Program of Activities	Human Resource Development Section / Project Committee
3. One (1) certified true copy of Accomplishment Report/Certificate of completion of programmed activities	Human Resource Development Section / Project Committee
4. One (1) certified true copy of Authority to collect honoraria	Human Resource Development Section / Project Committee
5. One (1) certified true copy of Certificate of acceptance by the agency head of the deliverables/project output	Human Resource Development Section / Project Committee
3.2. Other Expenditures	
General Requirements	
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from Commission on Audit website
2. Original and one (1) duplicate copy of Obligation Request	Budget Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
3.3. Procurement	
3.3.1. <u>Procurement through Public Bidding</u>	
General Requirements	
1. Original and one (1) duplicate copy of Disbursement Voucher	Download from COA website
2. Original and one (1) duplicate copy of Certificate of Availability of Funds (CAF)	Accounting Section
3. Original and one (1) duplicate copy of Obligation Request and Status	Budget Section
4. Original copies of Billing/Invoice/Statement of Account	Bids and Awards Committee Secretariat
5. One (1) certified true copy of VAT Certificate	Bids and Awards Committee Secretariat
6. One (1) certified true copy of Approved Budget for the Contract	Bids and Awards Committee Secretariat
7. One (1) certified true copy of Detailed Computation of Approved Budget for the Contract	Bids and Awards Committee Secretariat
8. One (1) certified true copy of Letter of Intent	Bids and Awards Committee Secretariat
9. One (1) certified true copy of Eligibility Documents and Eligibility Data Sheet	Bids and Awards Committee Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. One (1) certified true copy of Eligibility Requirements	Bids and Awards Committee Secretariat
11. One (1) certified true copy of Results of Eligibility Check/Screening	Bids and Awards Committee Secretariat
12. One (1) certified true copy of Bidding Documents	Bids and Awards Committee Secretariat
13. One (1) certified true copy of Statement of All on-going Government and Private Contracts	Bids and Awards Committee Secretariat
14. One (1) certified true copy of Statement of Single Largest Completed Contract	Bids and Awards Committee Secretariat
15. One (1) certified true copy of Joint Venture Agreement, if applicable	Bids and Awards Committee Secretariat
16. One (1) certified true copy of Bid form	Bids and Awards Committee Secretariat
17. One (1) certified true copy of Bid security in the prescribed form, amount and validity period	Bids and Awards Committee Secretariat
18. One (1) certified true copy of Agenda and/or Supplemental Bid Bulletins, if any	Bids and Awards Committee Secretariat
19. One (1) certified true copy of Bidders Technical and Financial Proposals	Bids and Awards Committee Secretariat
20. One (1) certified true copy of Minutes of Pre-Procurement, Pre-Bid and Bid Opening	Bids and Awards Committee Secretariat
21. One (1) certified true copy of Abstract of Bids	Bids and Awards Committee Secretariat
22. One (1) certified true copy of Post Qualification Report of Technical Working Group	Bids and Awards Committee Secretariat
23. One (1) certified true copy of BAC Resolution declaring winning bidder	Bids and Awards Committee Secretariat
24. One (1) certified true copy of Notice of Post-Qualification	Bids and Awards Committee Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
25. One (1) certified true copy of BAC Resolution recommending approval	Bids and Awards Committee Secretariat
26. One (1) certified true copy of Notice of Award	Bids and Awards Committee Secretariat
27. One (1) certified true copy of Notice of Proceed	Bids and Awards Committee Secretariat
28. One (1) certified true copy of Purchase Request	Bids and Awards Committee Secretariat
29. 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)	Bids and Awards Committee Secretariat
30. One (1) certified true copy of Proof of Indorsement of Contract to COA	Bids and Awards Committee Secretariat
31. One (1) certified true copy of Secretary Certificate of Board Resolution (if the supplier is Corporation)	Bids and Awards Committee Secretariat
32. One (1) certified true copy of Authority of Signatory (If the supplier is Sole proprietorship and Partnership)	Bids and Awards Committee Secretariat
33. One (1) certified true copy of Omnibus Sworn Statement	Bids and Awards Committee Secretariat
34. One (1) certified true copy of Performance Security	Bids and Awards Committee Secretariat
35. One (1) certified true copy of Irrevocable Standby Letter of Credit, if applicable	Bids and Awards Committee Secretariat
36. One (1) certified true copy of Bank Guarantee/Retention Fee	Bids and Awards Committee Secretariat
37. One (1) certified true copy of Invitation to observers	Bids and Awards Committee Secretariat
38. One (1) certified true copy of Approved Annual Procurement Plan	Bids and Awards Committee Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
39. One (1) certified true copy of Project Procurement Management Plan	Bids and Awards Committee Secretariat
40. One (1) certified true copy of Invitation to Bid as posted in PhilGEPS and LTO website	Bids and Awards Committee Secretariat
41. 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	Bids and Awards Committee Secretariat
42. 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	Bids and Awards Committee Secretariat
43. One (1) certified true copy of Notice of Lowest Calculated Bid of Highest Rated Bid	Bids and Awards Committee Secretariat
44. 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	Bids and Awards Committee Secretariat
45. One (1) certified true copy of Proof that Supplemental/Bid Bulletins were posted in PhilGEPS, LTO website and conspicuous place	Bids and Awards Committee Secretariat
46. One (1) certified true copy of Certification that bid securities were not returned before the perfection of contract	Bids and Awards Committee Secretariat
47. 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	Bids and Awards Committee Secretariat
48. One (1) certified true copy of Motion for reconsideration and related answer thereon	Bids and Awards Committee Secretariat
49. One (1) certified true copy of Certification of compliance to all existing laws, rules, and regulation	Bids and Awards Committee Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
50. One (1) certified true copy of Warranty Certificate and security	Bids and Awards Committee Secretariat
51. One (1) certified true copy of Authority from Department of Budget and Management (DBM)/Office of the President (OP), for Motor Vehicle	Bids and Awards Committee Secretariat
52. One (1) certified true copy of Approved Information System Strategic Plan (ISSP), (for IT System/Hardware/software)	Bids and Awards Committee Secretariat
53. One (1) certified true copy of Authority from National Telecommunication Commission (NTC) for communication equipment requiring license	Bids and Awards Committee Secretariat
54. One (1) certified true copy of Endorsement to COA of the contracts and other required documents	Bids and Awards Committee Secretariat
55. 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)	Bids and Awards Committee Secretariat
56. 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.)	Bids and Awards Committee Secretariat
Additional Requirements	
3.3.1.1. Infrastructure Contract	
1. One (1) certified true copy of Accomplishment Report	Bids and Awards Committee Secretariat
2. One (1) certified true copy of Statement of Time Elapse	Bids and Awards Committee Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. One (1) certified true copy of Request for Spot Inspection (COA and Inspection Team)	Bids and Awards Committee 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	Bids and Awards Committee Secretariat
8. Original copy of pictures/photos of worked accomplished / Original brochure for Equipment	Bids and Awards Committee Secretariat
9. One (1) certified true copy of Authority to Repair/Approved Request for Repair	Bids and Awards Committee Secretariat
10. One (1) certified true copy of Construction schedule	Bids and Awards Committee Secretariat
11. One (1) certified true copy of S-curve	Bids and Awards Committee Secretariat
12. One (1) certified true copy of Manpower schedule	Bids and Awards Committee Secretariat
13. One (1) certified true copy of Construction methods	Bids and Awards Committee Secretariat
14. One (1) certified true copy of Organizational Chart	Bids and Awards Committee Secretariat
15. One (1) certified true copy of List of contractor's personnel to be assigned to the project	Bids and Awards Committee 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	Bids and Awards Committee Secretariat
17. One (1) certified true copy of Equipment Utilization Schedule	Bids and Awards Committee Secretariat
18. One (1) certified true copy of Construction Safety and Health Program of the contractor	Bids and Awards Committee Secretariat
19. One (1) certified true copy of Program of Work and Detailed Estimates	Bids and Awards Committee Secretariat
20. One (1) certified true copy of Quantities and costs and a PERT/CPM network of activities	Bids and Awards Committee Secretariat
21. One (1) certified true copy of Affidavit of obligation by the contractor on payment of labor, materials and supplies used were paid	Bids and Awards Committee Secretariat
3.3.1.1.1. If with Additional Work	
1. One (1) certified true copy of approved change order (CO)/Extra Work Order (EWO)	Property Section
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 Section



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 Section
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 Section
5. One (1) certified true copy of Copy of the approved detailed breakdown of contract cost for the variation order	Property Section
6. One (1) certified true copy of Copy of the COA Technical Evaluation Report for the Original contract	Property Section
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	Ground and Building Maintenance Unit / General Services Section
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	Ground and Building Maintenance Unit / General Services Section
9. One (1) certified true copy of Supplemental Contract/Variation Order and Original Contract	Ground and Building Maintenance Unit / General Services Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. One (1) certified true copy of Post-Repair Inspection Report	Inspection Team
11. One (1) certified true copy of Certificate of Acceptance for Additional Work	Contractor
12. One (1) certified true copy of Revised Plans	Ground and Building Maintenance Unit / General Services Section
3.3.1.2. 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
3.3.1.3. Goods and Services	
1. Original copies of Delivery Receipt	Property Section
2. One (1) certified true copy of Request for Inspection (Resident Auditor and Inspection Team)	Property Section
3. One (1) certified true copy of Distribution list / Original copy of PAR (if applicable)	Property Section
4. Original Brochure for Equipment	Property Section
5. One (1) certified true copy of Production/Delivery Schedule/Schedule of Requirements	Property Section
6. One (1) certified true copy of Stock Position Sheet, if applicable	Property Section
7. Original copy of Inspection and Acceptance Report and IAR in accordance to COA template	Inspection Committee
8. One (1) certified true copy of Results of Test Analysis, if applicable	Property Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. For imported items, one (1) certified true copy of:	
9.1 Consular Invoice/Pro-forma Invoice	Property Section
9.2 Packing List	Property Section
9.3 Waybill	Property Section
9.4 Tax Receipts from Bureau of Customs	Property Section
3.3.1.3.1 Freight Charges	
1. One (1) certified true copy of Notice of Award	Property Section
2. One (1) certified true copy of Notice to Proceed	Property Section
3. Original copies of Bill of Lading duly inspected and received by the Regional Office Director	Property Section
4. Original copies of Waybill	Property Section
5. One (1) certified true copy of Running balance	Property Section
3.3.1.3.2 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)	Bids and Awards Committee Secretariat
2. One (1) certified true copy of Special Conditions of Contract	Bids and Awards Committee Secretariat
3. One (1) certified true copy of Notice of Award	Bids and Awards Committee Secretariat
4. One (1) certified true copy of Notice to Proceed	Bids and Awards Committee Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Original copy of Certificate of Price Reasonableness	Bids and Awards Committee Secretariat
6. One (1) certified true copy of VAT Certificate	Bids and Awards Committee Secretariat
7. One (1) certified true copy of Notice to Proceed	Bids and Awards Committee Secretariat
8. One (1) certified true copy of Performance Bond	Bids and Awards Committee Secretariat
9. One (1) certified true copy of Post-Qualification Evaluation Report	Bids and Awards Committee Secretariat
10. One (1) certified true copy of Abstract of Bids/Quotation	Bids and Awards Committee Secretariat
11. One (1) certified true copy of Quotations	Bids and Awards Committee Secretariat
12. One (1) certified true copy of DOLE rate	Property Section
13. One (1) certified true copy of Approved Budget for the Contract	Bids and Awards Committee Secretariat
14. Appropriate approved documents for:	
14.1. Number of personnel involved	Bids and Awards Committee Secretariat
14.2. Schedule and scope of work	Bids and Awards Committee Secretariat
14.3. Place of assignment or station	Bids and Awards Committee Secretariat
15. One (1) certified true copy of Scaled floor plans and other areas covered by service contract	Bids and Awards Committee Secretariat
16. One (1) certified true copy of Detailed breakdown of cost (direct and indirect costs)	Bids and Awards Committee Secretariat
17. One (1) certified true copy of Bid Price	Bids and Awards Committee Secretariat
18. One (1) certified true copy of Bid Security	Bids and Awards Committee Secretariat



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
19. One (1) certified true copy of total number of employees the contractor has in the locality	Bids and Awards Committee Secretariat
20. One (1) certified true copy of capitalization amount of the business enterprise	Bids and Awards Committee Secretariat
21. Original copy of Certificate of Service Rendered	General Services Section / Administrative Division
22. One (1) certified true copy of Daily Time Record	Contractor
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	General Services Section
24. One (1) certified true copy of Running Balance (Billings)	Property Section
25. One (1) certified true copy of APP	Property Section
26. One (1) certified true copy of Supplies Issued and noted by OIC, GSS (for janitors)	General Services Section
27. For Extension of Contract, one (1) certified true copy of:	
27.1. BAC Resolution	Property Section
27.2. Previous contract	Property Section
27.3. Previous NTP	Property Section
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.)	Depending on the requirement/s
3.3.1.3.3. Agency Procurement Request and Purchase Order/Job Order	
1. One (1) certified true copy of Obligation Request	Budget Section



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. One (1) certified true copy of Certificate of Price Reasonableness	Budget Section
3. One (1) certified true copy of BAC Resolution (amount is ₱100,000 and above)	Property Section
4. Purchase Order / Job Order	Property Section
5. One (1) certified true copy of Abstract of Bids/Quotation	Property Section
6. One (1) certified true copy of Quotations	Property Section
7. Original Brochure for Equipment	Property Section
8. One (1) certified true copy of APP	Property Section



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. None	2. Evaluates the completeness of all the required documents	None	1 day, 5 hours, 55 minutes	<i>Property/ Records Custodian Unit</i>
3. None	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. None	4. Signs and Certify the Disbursement Voucher (DV) under box A	None	4 hours, 10 minutes	<i>Concerned Division Head</i>
5. None	5. Submits DV, ORS and supporting documents (SD) to Budget Section	None	30 minutes	<i>Designated Staff</i>
I. Budget Section				
1. None	1. Receives the ORS, duly signed by the head of requesting office/Admin Chief, including the copies of DV/Payroll/Contract/Purchase Order (PO) and other supporting documents.	None	5 minutes	<i>Budget Designated Staff</i>
2. None	2. Verifies the completeness of documents and 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. None	3. Reviews the ORS and SDs. If in order, signs the Section B of the ORS.	None	1 hour, 40 minutes	<i>Budget Chief</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Records in the logbook and forwards to the Accounting Section;	None	5 minutes	<i>Accounting Designated Staff</i>
II. Accounting Section				
1. None	1.Receives copies of DV, SDs and ORS.	None	5 minutes	<i>Accounting Designated Staff</i>
2. None	2. Checks and reviews 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. None	3 Reviews DV for completeness and propriety of SD (Pre-audit procedures)	None	2 days, 3 hours, 3 minutes	<i>Accounting Designated Staff</i>
4. None	4. Receives DVs, SDs and ORS.	None	1 day, 7 hours	<i>Chief Accountant</i>
	<p>4.1. Retrieves Registry of Allotments and Notice of Cash Allocation / Registry of Allotment and Notice of Transfer of Allocation (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>			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None	5. Sign by Chief, Financial Division (CO)	None	5 hours, 25 minutes	Chief Finance
6. None	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. None	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. None	8. Review DV and SDs and signs Box C "Approved for Payment" portion <i>(For CO: If the amount is below P1M, ED approves the DV; if the P1M and above, ED initials on Assec's name)</i>	None	2 days, 5 minutes	ED/RD
9. None	9. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/Treasury Unit <i>(For CO: If the amount is P1M and above, DV will be forwarded to Assec's Office)</i>	None	5 minutes	ED/RD's staff
For Central Office Only				
10. None	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's Staff
11. None	11. Review DV and SDs and signs Box C "Approved for Payment" portion (ASSEC/ ED-CO/RD)	None	2 days, 5 minutes	ASSEC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. None	12. Records in the logbook the approved DV, all SDs and ORS. Forwards the documents to the Cash/ Treasury Unit	None	5 minutes	ASSEC's Staff
III. Treasury Section				
Payment is made Through Check				
1. None	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	Cashier/ Designated Staff
2. None	2. Checks completeness of the signatories of the DV. Prepares Check	None	1 hour, 50 minutes	Cashier/ Designated Staff
3. None	3. Prepares certificate of tax withheld.	None	1 hour, 6 minutes	Designated Staff
4. None	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
5. None	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. None	6. Receives copies of check issued and records in the logbook the date of receipt.	None	5 minutes	Assec/ EDs/RD Receiving/
7. None	7. Countersigns/signs checks	None	10 minutes	ASSEC (P1M and above)/ ED (below P1M) - RDs (any amount)
8. None	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	Releasing Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. None	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. None	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>
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	<i>Cashier</i>
TOTAL:		None	7 Days	
III. Treasury Section				
Payment is made Through LDDAP-ADA				
1. None	1. Receives copies of Approved DV and all SDs. Records in the logbook.	None	5 minutes	<i>Cashier/ Designated Staff</i>
2. None	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	<i>Cashier/ Designated Staff</i>
3. None	3. Prepares certificate of tax withheld.	None	1 hour, 6 minutes	<i>Designated Staff</i>
4. None	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	<i>Cashier/Head of the Treasury Unit</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None	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
6. None	6. Records in the logbook and forwards to the ASSEC/ ED-CO/RD-RO / Authorized countersigning officer	None	5 minutes	Assec/ EDs/RD Receiving/
7. None	7. Signs LDDAP	None	10 minutes	ASSEC (P1M and above)/ ED (below P1M) - RDs (any amount)
8. None	8. Returns to the cashier/Head of Treasury Unit	None	5 minutes	Releasing Staff
9. None	9. Receives copies of SLIAE and LDDAP-ADA and all SDs. Records in the logbook.	None	5 minutes	Cashier's Designated Staff
10. None	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	Cashier's Designated Staff
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	Cashier's Designated Staff
12. None	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	Cashier's Designated Staff
TOTAL:		None	20 days	



4. PAYMENT OF SERVICES RENDERED UNDER CONTRACT OF SERVICE AND JOB ORDER WORKERS

The process wherein the services rendered under contract of service and job order workers are being paid.

Office or Division:	All LTO Offices	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Contract of Service / Job Order Worker	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Printed copy of Daily Time Record (DTR) with signature of personnel and immediate supervisor		Human Resource Development Section (HRDS)
2. Accomplishment report for the period indicated in the DTR with signature of personnel and immediate supervisor		Job Order Worker
Other Pertinent Attachments for Job Order Workers, if applicable:		
1. One (1) Certified True Copy of Guard/Office's Logbook		Security Guard Respective Office
2. Certification duly signed by the immediate supervisor		Job Order Worker
3. One (1) Certified True Copy of Office Order / Travel Order / Memorandum		Job Order Worker
4. One (1) copy of printed bundy clock		Human Resource Development Section (HRDS)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAYMENT OF SEVICES RENDERED UNDER COS				
1. Submits requirements within five (5) days after the last day of the month	1. Evaluates and receives requirements	None	5 minutes	<i>HRD Section</i>
2. None	2. Prepares payroll voucher and attaches approved ORS	None	4 hours	<i>HRD Section</i>
3. None	3. Signs the payroll voucher	None	4 hours	<i>HRD Section / Administrative Division</i>
4. None	4. Audits and check payroll voucher	None	1 day	<i>Accounting Section</i>
5. None	5. Signs the audited payroll voucher	None	4 hours	<i>Accounting Section/ Financial Division</i>
6. None	6. Prepares List of Due and Demandable Accounts Payable - Advice to Debit (LDDAP)	None	4 hours	<i>Treasury Section</i>
7. None	7. Signs LDDAP and the audited payroll voucher	None	4 hours	<i>Executive Director</i>
8. None	8. Forwards to Landbank the duly signed payroll voucher and LDDAP <i>Note: Twent-four (24) hours before credit to individual accounts.</i>	None	4 hours	<i>Treasury Section</i>
	TOTAL:	None	4 days, 5 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAYMENT OF SEVICES RENDERED UNDER JOB ORDER				
1. Receives and signs the DTR and prepares corresponding attachments (i.e., Accomplishment Report, Guard/Office's Logbook, Certification, Office Order and other pertinent attachments)	1. Prints and distributes Daily Time Record (DTR)	None	1 day, 4 hours	HRD Section
2. Submits DTR with corresponding attachments duly signed by their immediate supervisor (i.e., Accomplishment Report, Guard/Office's Logbook, Certification, Office Order and other pertinent attachments)	2. Receives and evaluates the completeness of DTR and corresponding attachments <i>Note: JO workers with incomplete attachments shall be processed on the following working day. Likewise, there will be an automatic deduction if the DTR has no entry.</i>	None		HRD Section
3. None	3. Computes, prepares payroll voucher and attaches approved ORS <i>Note: The preparation of payroll shall be done in two (2) working days only from the date of printing and distribution of DTRs. Thereafter, late submission of DTRs will be processed on the next payroll cut-off date.</i>	None		HRD Section
4. None	4. Signs payroll voucher	None		HRD Section / Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None	5. Audits and checks computation of payroll including pertinent attachments	None	1 day	<i>Accounting Section</i>
6. None	6. Encodes the audited payroll to FINDES (Landbank Payroll Registry)	None	4 hours	<i>HRD Section</i>
7. None	7. Signs the audited payroll voucher, transmittal letter to Landbank and payroll registry summary	None	4 hours	<i>Accounting Section/ Financial Division</i>
8. None	8. Prepares List of Due and Demandable Accounts Payable - Advice to Debit (LDDAP)	None	4 hours	<i>Treasury Section</i>
9. None	9. Signs LDDAP and audited payroll	None	4 hours	<i>Executive Director</i>
10. None	10. Forwards to Landbank the duly signed payroll voucher, LDDAP, transmittal letter and payroll registry summary <i>Note: Twenty-four (24) hours before credit to individual accounts.</i>	None	4 hours	<i>Treasury Section</i>
TOTAL:		None	5 days	



MANAGEMENT DIVISION

Internal Services



1. MANAGEMENT AND OPERATIONS AUDIT

Management Audit - Evaluation of the effectiveness of internal controls adopted in the operating and support services units/systems to determine whether or not they achieve the control objectives over a period of time or as of specific date, including the determination of the degree of compliance of control or supervision with laws, regulations, managerial policies, accountability measures, ethical standards and contractual obligations covering specific timeframes.

Operations Audit - Evaluation of the outcome, output, process and input to determine whether the operations, programs and projects are effective, efficient, ethical and economical, including compliance with laws, regulations, managerial policies, accountability measures, and contractual obligations.

Office or Division:	Management Audit - Management Division (MD) Operations Audit - Management Division (MD) / Regional Internal Audit Service (RIAS)	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	1. Management Audit - LTO Central and Regional Offices 2. Operations Audit - LTO Field Offices (New Registration Unit, District Office, Extension Office, Licensing Extension Office, Driver's License Renewal Office, E-Patrol)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Annual Audit Program / Regional Annual Audit Program		Management Division (MD)
2. Office/Travel Order relative to the conduct of audit		Management Division (MD) / Human Resource Development Section (HRDS)
3. Audit Plan		Management Division (MD)
4. Audit Checklist/Forms		Management Division (MD)



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AUDIT ENGAGEMENT PLANNING				
1. None	1. Reviews current year's audit program vis-à-vis performance and prepares audit program for ensuing year	None	Within 7 days	MD
2. None	2. Prepares Office/Travel Order for the conduct of Audit and forwards the same to the top management for approval	None		MD / HRDS / Office of the Executive Director (OED) / Office of the Assistant Secretary (OASEC)
3. None	3. Approves Office/Travel Order	None		Executive Director (ED)/ Assistant Secretary (ASEC)
4. None	4. Prepares required documents for the conduct of audit	None		Audit Team
5. None	5. Furnishes the Head of Office/Regional Director with the approved Office/Travel Order/Memorandum upon approval of the engagement letter	None		Audit Team
AUDIT EXECUTION				
MANAGEMENT AUDIT				
1. None	1. Presents the Office/Travel Order/Memorandum to the Head of Office and other personnel concerned	None	As stated in the Audit Plan	Audit Team
2. Attends entrance conference	2. Conducts Pre-Audit conference with the auditees	None		Audit Team
3. Submits Personnel Complement	3. Requests the Head of office to provide a copy of Personnel Complement	None		Audit Team



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Cooperates in the conduct of simultaneous audit	4. Conducts simultaneous audit	None	As stated in the Audit Plan	<i>Audit Team</i>
5. None	5. Prepares Summary Report of Audit Findings and Observations	None		<i>Audit Team</i>
6. None	6.1. Conducts Exit Conference with the Head of Office 6.2. For any deficiencies identified, discuss with the personnel concerned and instruct them to submit/comply required documents on a specified time 6.3. Issues memoranda and Summary Report of Audit Findings & Observations to the Head of Office, thru the personnel concerned, if there is any	None		<i>Audit Team</i>
7. Signs in the Minutes of the Meeting	7. Prepares Minutes of the Exit Conference to be signed by all the attendees	None		<i>Audit Team</i>
8. None	8. Conducts Exit Conference with the Regional Executive Committee (ExeCom) together with the Heads of Offices audited (if available)	None		<i>Audit Team</i>
9. Prepares Minutes of the Exit Conference to be signed by all the attendees	9. Signs in the Minutes of the Meeting	None		<i>Audit Team</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OPERATIONS AUDIT				
1. None	1. Presents the Office/Travel Order to the Head of Office and other personnel concerned	None	As stated in the Audit Plan	<i>Audit Team</i>
2. Attends entrance conference	2. Conducts Pre-Audit conference with the auditees	None		<i>Audit Team</i>
3. Submits Personnel Complement	3. Requests the Head of Office to provide a copy of Personnel Complement	None		<i>Audit Team</i>
	4. Conducts simultaneous audit of the following:	None		<i>Audit Team</i>
4.1. FINANCIAL TRANSACTIONS				
1. Presents all cash and cash items with corresponding ORs issued	1. Requires the Collecting Officer to present all cash and cash items with corresponding ORs issued/Daily Abstract of Collection (DAC) and unused official receipts at his/her custody	None	As stated in the Audit Plan	<i>Designated Auditor</i>
2. Receives all returned cash and cash items. Prepares deposit slip and deposits/remits all cash counted collections. Furnish the auditor with a copy of the deposit slip	2.1. Conducts cash and cash items inventory and reconciles the same against ORs issued/DAC 2.2. Returns all cash and cash items to the Collecting Officer	None		<i>Designated Auditor</i>
3. Signs Cash Count Sheet	3. Prepares/fill-ups the Cash Count Sheet and signs the same	None		<i>Designated Auditor / Collecting Officer / Head of Office</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4.1. Determines the coverage of the audit 4.2. Prepares letter of request for Confirmation of all Deposits made by the Collecting Officer to LBP/ADB or BTr	None	As stated in the Audit Plan	<i>Designated Auditor</i>
5. Presents the following: - Official Receipt/DAC - Cashbook/Cash Receipt Record (CRR) - Deposit Slips and List of Deposited Collections (LDC - Confirmation of Remittances	5. Requires the Accountable Officer to present the following: - Official Receipt/DAC - Cashbook/Cash Receipt Record (CRR) - Deposit Slips and List of Deposited Collections (LDC) - Confirmation of Remittances	None		<i>Designated Auditor</i>
6. None	6. Verifies all entries in the cashbook/CRR from the last certification (COA/MD/RIAS) up to the date of current examination vis-à-vis the OR/DAC and Deposit Slips/Confirmation of Remittances	None		<i>Designated Auditor</i>
7. None	7.1. Reconciles Collections against Remittances 7.2. Prepares Statement of Daily Collections and Remittances	None		<i>Designated Auditor</i>
8. None	8. Certifies Cashbook/CRR as to the audited balance and difference (shortage/overage)	None		<i>Designated Auditor</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2. OPERATIONAL TRANSACTIONS				
a. Registration (New / Rebuilt MVs / Renewal / Miscellaneous)				
1. Presents the MV file monitoring report	1. Requires the Records Officer to present the MV file monitoring report	None	As stated in the Audit Plan	<i>Designated Auditor</i>
2. None	2. Lists down the file numbers of registered MVs records (randomly selected) for review and evaluation	None		<i>Designated Auditor</i>
3. Retrieves and presents the MV registration records on the list of file provided by the auditor	3. Checks if the MV records included in the list are all presented	None		<i>Designated Auditor</i>
4. None	4. Reviews and evaluates the mandatory supporting documents and the accuracy of the fees collected	None		<i>Designated Auditor</i>
5. Receives all returned MV records and memorandum with List of Unpresented Registration Records, Statement of Undercollection/ Overcollection on Registration Transactions and/or List of Registration Transactions with deficiencies, if there is any	5. Returns the MV records evaluated without deficiency to the Records Officer and prepares List of Unpresented Registration Records, Statement of Undercollection/ Overcollection on Registration Transactions and/or List of Registration Transactions with deficiencies, if there is any	None		<i>Designated Auditor</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. Licensing (Student Permit, Driver's License - New, Renewal and Miscellaneous)				
1. Presents the required completed license transaction	1. Requires the Records Officer to present the completed license transactions (on selected date)	None	As stated in the Audit Plan	<i>Designated Auditor</i>
2. None	2. Evaluates the retrieved license records as to its completeness and validity	None		<i>Designated Auditor</i>
3. Receives all returned license records and memorandum with the List of License Transactions with deficiencies, if there is any	3. Returns the License Records evaluated without deficiency to the Records Officer and prepares List of License Transactions with deficiencies, if there is any	None		<i>Designated Auditor</i>
c. Apprehension (Adjudicated / Disposed Apprehension Cases)				
1. Presents the following: - Records of adjudicated/ disposed apprehension cases (at random for a given period) together with the Daily Apprehension Report (DAR) and Daily Report of Adjudicated Cases (DARC) - Confiscated items	1. Requires the Records Officer to present the following: - Records of adjudicated/ disposed apprehension cases (at random for a given period) together with the Daily Apprehension Report (DAR) and Daily Report of Adjudicated Cases (DARC) - Confiscated items	None	As stated in the Audit Plan	<i>Designated Auditor</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. None	2.1. Conducts inventory of confiscated items 2.2. Reviews and evaluates all the presented records	None	As stated in the Audit Plan	<i>Designated Auditor</i>
3. Receives all returned confiscated items and disposed/adjudicated apprehension records and memorandum with List of Undercollection/ Overcollection and List of Adjudicated/Disposed Apprehension Cases with deficiencies, if there is any	3. Returns confiscated items and disposed/adjudicated apprehension records evaluated without deficiency to the Records Officer and prepares List of Undercollection/Overcollection and List of Adjudicated/ Disposed Apprehension Cases with deficiencies, if there is any	None		<i>Designated Auditor</i>
4.3. ACCOUNTABILITY				
1. Presents unissued accountable items (forms, new/duplicate or replacement and storage plates, and/or DL cards)	1. Requires the Accountable Officer to present unissued accountable items (forms, new/duplicate or replacement and storage plates and/or DL cards)	None	As stated in the Audit Plan	<i>Designated Auditor</i>
2. Receives all returned unissued accountable items (forms, new/duplicate or replacement and storage plates, and/or DL cards)	2.1. Conducts inventory of accountable items (forms, new/duplicate or replacement and storage plates, and/or DL cards) 2.2. After the conduct of inventory, returns all the unissued accountable items (forms, new/duplicate or replacement and storage plates, and/or DL cards)	None		<i>Designated Auditor</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Presents the following: - RIS of accountable items (forms, plates and/or DL cards) - Logbooks/Logsheets - Monitoring Reports - any proof of issuances	3. Requires the Accountable Officer to present the following: - RIS of accountable items (forms, plates and/or DL cards) - Logbooks/Logsheets - Monitoring Reports - any proof of issuances	None	As stated in the Audit Plan	<i>Designated Auditor</i>
4. None	4. Reconciles the issuances and inventory as against the RIS, Logbooks/Logsheets, Monitoring Reports, or any proof of issuances presented by the Accountable Officer	None		<i>Designated Auditor</i>
5. None	5. Prepares Statement of Accountability on Plates/Forms/DL cards	None		<i>Designated Auditor</i>
<i>cont. of Audit Execution (after no. 4 - conduct of simultaneous audit)</i>				
5. None	5. Prepares Summary Report of Audit Findings and Observations	None	As stated in the Audit Plan	<i>Audit Team</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	6.1. Conducts Exit Conference with the Head of Office (District/Extension Office, Licensing Extension Office, Licensing Center, Driver's License Renewal Office) 6.2. For any deficiencies identified, discuss with the personnel concerned and instruct them to submit/comply required documents on a specified time 6.3. Issues memoranda and Summary Report of Audit Findings & Observations to the Head of Office, thru the personnel concerned, if there is any	None	As stated in the Audit Plan	<i>Audit Team</i>
7. Signs in the Minutes of the Meeting	7. Prepares Minutes of the Exit Conference to be signed by all the attendees	None		<i>Audit Team</i>
8. None	8. Prepares Consolidated Summary Report of Audit Findings and Observations for all the offices audited	None		<i>Audit Team</i>
9. None	9.1. Conducts Exit Conference with the Regional Executive Committee (ExeCom) together with the Heads of Offices audited 9.2. Furnishes the Regional Director with all the memoranda and Summary Report of Audit Findings & Observations issued to the Heads of Offices audited	None		<i>Audit Team</i>
10. Signs in the Minutes of the Meeting	10. Prepares Minutes of the Exit Conference to be signed by all the attendees	None		<i>Audit Team</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AUDIT REPORTING				
1. None	1.1. Prepares Audit Report/s and Annexes 1.2. Consolidates Audit Findings, if applicable	None	As stated in the Office/Travel Order	<i>Audit Team</i>
2. None	2. Prepares Briefing Memo to the Top Management and Memorandum to the Head of Office and forwards the same to the Top Management for approval	None		<i>Audit Team</i>
3. None	3. Approves Memorandum	None		<i>ED / ASEC.</i>
4. None	4. Forwards approved Memorandum/Consolidated Audit Findings to the Head of the Office	None		<i>Audit Team</i>
AUDIT FOLLOW-UP AND COMPLIANCE				
1. None	1. Monitors the compliance and/or non-compliance to the audit recommendations	None	Within 30 days	<i>Audit Team</i>
If with compliance				
1. Submits compliance/actions taken	1. Validates the compliance/action taken submitted by the auditees	None	Within 3 days	<i>Designated Auditor</i>
2. None	2. Prepares Acknowledgement Letter re: Full/Partial Compliance with the remaining uncomplified audit findings, if any	None		<i>Designated Auditor</i>
3. Receives Acknowledgement Letter	3. Reviews and signs Acknowledgement Letter	None		<i>Head of Office</i>



CLIENT STEPS (AUDITEES)	AGENCY ACTION (AUDITORS)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>If without compliance after 30 days upon receipt of the memorandum</i>				
1. None	1. Reviews and validates the non-compliance of the auditees	None	Within 1 day	<i>Audit Team</i>
2. Submits compliance / actions taken	2. Prepares and issues memorandum re: First Tracer / Follow-up on the Audit Findings	None		<i>Audit Team</i>
3. None	3.1. If without compliance after 60 days, prepares and issues memorandum re: Second Tracer/ Follow-up on the Audit Findings 3.2. If without compliance within 90 days, prepares and issues memorandum re: Endorsement to the Intelligence and Investigation Division (IID) to conduct a preliminary investigation for possible legal/management action of the non-compliance	None	Within 1 day	<i>Audit Team</i>
TOTAL		NONE	Depending on the nature of audit	

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



MANAGEMENT AND INFORMATION DIVISION

External and Internal Services



1. 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 Citizen	
Who may avail:	Motor Vehicle owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GENERAL REQUIREMENTS:		
1. Original copy of duly accomplished original Data Take-On (DTO) Form	Originating / Transacting District Office	
2. One (1) Certified True Copy (CTC) of Initial Certificate of Registration (CR) and latest Official Receipt (OR)	Originating / Transacting District Office	
3. In case of no Certified True Copy of initial Certificate of Registration (CR), one (1) Certified True Copy of Registry File Book or Plate Monitoring Report is required	Originating District Office	
4. Original copy of duly accomplished original Motor Vehicle Inspection Report (MVIR) (latest) and Official Receipt (OR)	Motor Vehicle Inspection Center (MVIC)	
5. One (1) Certified True Copy of Sales Invoice	Originating District Office	
6. One (1) Certified True Copy of Certificate of Stock Report (CSR) or Confirmation Certificate	Originating District Office	
7. One (1) Certified True Copy of Philippine National Police - Highway Patrol Group (PNP-HPG) Clearance	Philippine National Police - Highway Patrol Group (PNP-HPG)	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. One (1) photocopy of any valid government issued ID with photo and signature of the owner	Motor Vehicle owner
9. One (1) Certified True Copy reply to Confirmation (If requesting District Office is not the Originating District Office)	Originating District Office
Additional Requirements	
3.1. Transfer of Ownership	
1. One (1) Certified True Copy of Deed of Sale	Originating / Transacting District Office
3.2. Change Engine/Chassis and Rebuilt	
1. One (1) Certified True Copy of Sales Invoice for Engine/Chassis, Deed of Sale for Rebuilt	Originating / Transacting District Office
2. One (1) Certified True Copy of Affidavit of Change Engine/Chassis Number or Rebuilt	Originating / Transacting District Office
3. One (1) copy of Philippine National Police - Highway Patrol Group (PNP-HPG) Clearance for Change Engine/Chassis Number or Rebuilt	Philippine National Police - Highway Patrol Group (PNP-HPG)
4. One (1) Certified True Copy of Sales Invoice of Newly Acquired Engine and Chassis Number	Originating District Office
5. One (1) Certified True Copy of Certificate of Stock Reported (CSR) for Engine/Chassis/Confirmation Certificate for Engine/Chassis	Originating District Office
3.3. Auctioned Motor Vehicles	
1. One (1) Certified True Copy of Certificate of Sale	Central Office / Regional Office

Note: a. If the requirement is not found in the originating District Office. The Motor Vehicle owner shall have the burden of proof in presenting the requirement.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Prepares request for Data Take On and attaches requirements	None	1 day	Receiving Officer
2. None	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. None	3. MID-Records Section receives from courier or e-mail and prints DTO request	None	30 Minutes	Receiving Officer
4. None	4. MID-Records Section evaluates the submitted documents	None	1 hour	Evaluator
5. None	5. MID-Records encodes the MV details in the system. 5.1. 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
6. None	6. District Office informs MV owner on the implemented DTO request	None	10 Minutes	Records Officer
	TOTAL:	None	<u>Thru Email:</u> 1 day, 3 Hours, and 40 Minutes <u>Thru Courier:</u> 4 days, 3 hours, 10 minutes	

Note: Processing time does not include the waiting time for the submission of complete requirements by the MV owner.



MANAGEMENT AND INFORMATION DIVISION

External Services



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

To address errors committed during transactions and to update customer details 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:	Regional Offices (RO) Records Section, Management Information Division (MID-RS) Computer Section, Management Information Division (MID-CS) Technical, Evaluation and Planning Section, Operations Division (TEPS) License Section, Operations Division (LS)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
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	Land Transportation Office (District Office / Extension Office) Law Enforcement Service (LES)	
2. One (1) copy of screenshots of Errors/Customer details that needs to be updated (for MVRS, DLS, MAIDS & LETAS)	Land Transportation Office (District Office / Extension Office) Law Enforcement Service (LES)	
ADDITIONAL REQUIREMENTS		
1.1. For revision of Customer's Details		
1. One (1) photocopy of valid ID, SEC Certificate of Registration (MV is under the name of corporation) or Certification that the trade name to be replaced and new name to be adapted are one and the same / court order (To be implemented at the RO)	Owner, Securities and Exchange Commission (SEC) / Department of Trade and Industry (DTI) / Cooperative Development Authority (CDA)	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. One (1) photocopy of authenticated marriage certificate if change in name due to marriage / annulment (To be implemented at the MID-CS)	Philippine Statistics Authority (PSA)
1.2. For correction of engine/chassis number (MID-RS)	
1. Duly accomplished Motor Vehicle Inspection Report (MVIR) with stencils of the engine /chassis number	Land Transportation Office (District Office / Extension Office)
2. One (1) photocopy of Official Receipt (OR) indicating change engine/chassis transaction (if manually transacted)	Motor vehicle owner, Land Transportation Office (District Office / Extension Office)
3. One (1) Certified True Copy of Official Receipt (OR) /Certificate of Registration (CR)	Motor vehicle owner, Land Transportation Office (District Office / Extension Office)
4. One (1) photocopy of Clearance from Philippine National Police - Highway Patrol Group (PNP-HPG)	Philippine National Police - Highway Patrol Group (PNP-HPG)
5. One (1) copy of Sales Invoice, when necessary	Initial registering Land Transportation Office (District Office / Extension Office)
1.3. For correction of plate/file number (RS)	
1. Justification from the Chief that there was an error committed during encoding	Land Transportation Office (District Office / Extension Office)
2. One (1) Certified True Copy of Official Receipt (OR)/Certificate of Registration (CR)	Motor vehicle owner, Land Transportation Office (District Office / Extension Office)
3. One (1) photocopy of Motor Vehicle (MV) Registry Book, if necessary	Initial registering Land Transportation Office (District Office / Extension Office)
1.4. For correction of year model (TEPS)	
1. Duly accomplished Motor Vehicle Inspection Report (MVIR) with stencils of the engine /chassis number	Land Transportation Office (District Office / Extension Office)
2. Certificate of Payment (CP) if applicable	Land Transportation Office (District Office / Extension Office)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Sales Invoice if applicable	Land Transportation Office (District Office / Extension Office)
4. One (1) photocopy of Official Receipt (OR)/Certificate of Registration (CR)	Motor vehicle owner, Land Transportation Office (District Office / Extension Office)
1.5. For double file number (TEPS)	
1. Plate Monitoring Report/Certified copy of the Motor Vehicle (MV) Registry Book	Land Transportation Office (District Office / Extension Office)
2. Justification from the Chief that there was an error committed during manual encoding	Land Transportation Office (District Office / Extension Office)
3. One (1) photocopy of Official Receipt (OR)/Certificate of Registration (CR)	Motor vehicle owner, Land Transportation Office (District Office / Extension Office)
1.6. For file number with Alphanumeric	
1. One (1) photocopy of Official Receipt (OR)/Certificate of Registration (CR), if necessary	Motor vehicle owner, Land Transportation Office (District Office / Extension Office)
2. Plate monitoring report	Land Transportation Office (District Office / Extension Office)
1.7. Update Insurance/Update COC Status	
1. One (1) Photocopy of latest COC	Motor Vehicle owner
1.8. Age Misrepresentation of the Licensee (LS)	
1. Duly accomplished Application for Driver's License (ADL)	Public Assistance and Complaint Desk (PACD), Customer Service Representative (CSR) of License Section, Licensing Centers, District Office/Extension Office, Driver's License Renewal Office
2. One (1) photocopy of valid/expired Driver's License	Driver's License holder



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Letter of Appeal	Driver's License holder
4. One (1) photocopy of Birth Certificate or any legal document proving the correctness of the information	Philippine Statistics Authority (PSA), court
1.9. Double License (LS)	
1. Duly accomplished Application for Driver's License (ADL)	Public Assistance and Complaint Desk (PACD), Customer Service Representative (CSR) of License Section, Licensing Centers, District Office/Extension Office, Driver's License Renewal Office
2. Previous Driver's License	Driver's License holder
1.10. Deletion of Buyer's Information (TEPS)	
1. Sales Invoice	Land Transportation Office (District Office / Extension Office), Manufacturers, Assemblers, Importers, Rebuilders and/or Dealers (MAIRDs)
2. Letter Request	Manufacturers, Assemblers, Importers, Rebuilders and/or Dealers (MAIRDs)
1.11. Reactivation of MAIRD	
1. Sales Invoice	Buyer of Motor vehicle / components
2. Letter Request	Buyer of Motor vehicle / components
1.12. Cancellation of Motor Vehicle Record	
1. Letter request	Motor Vehicle owner, Land Transportation Office (District Office / Extension Office)
2. Certified True Copy of OR/CR	Motor Vehicle owner, Land Transportation Office (District Office / Extension Office)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Sales Invoice	Initial registering Land Transportation Office (District Office / Extension Office)
4. CSR	Initial registering Land Transportation Office (District Office / Extension Office)
5. Certification from the dealer	Dealer
1.13. RSUs that do not require additional documentary requirements	
1. Rollback transaction	None
2. Remove transaction ID of pending apprehension	None
3. Delete apprehension record due to double encoding	None
4. Revert status of apprehension from dismissed to pending	None
1.14. RSUs that are being implemented by the IT Provider after approval by the Records Section	
1. Correction of Gross Vehicle Weight	None
2. Update plate number from TEMP to Special Plate or from Regular Plate to TEMP	None
3. Update classification	None
4. Duplicate motor vehicle record	None
5. Reprinting of CR	None



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 Field office, Law Enforcement Service (LES)</i>
2. None	2. Submits RSU and attachments to Customer Care thru file transfer, courier or email.	None	2 hours	<i>Evaluator/Clerk Field office, LES</i>
3. None	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	<i>LTO IT Provider</i>
4. None	4. Receives RSU and attachments from CCare.	None	30 minutes	<i>Evaluator/Clerk Management Information Division (MID) / Operations Division</i>
5. None	5. Evaluates and approves RSU	None	4 hours	<i>Chief/ Evaluator MID/OPS</i>
6. None	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 MID/ Operations Division</i>
7. None	7. Informs the registrant that the RSU is already implemented.	None	1 hour after verifying in the system that RSU is implemented	<i>DO/EO personnel</i>
TOTAL:		None	1 day, 5 hours	



2. 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 Citizen 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
2.1. CLOSE TRANSACTION		
1. One (1) screenshot of pending transaction	Land Transportation Office (District Office / Extension Office)	
2. One (1) Certification from the concerned District Office that there is no available sticker/plate	Land Transportation Office (District Office / Extension Office)	
3. Transaction ID Number	Land Transportation Office (District Office / Extension Office)	
2.2. CORRECTION OF PLATE CLASSIFICATION		
1. One (1) Certified true copy of Official Receipt (OR) and Certificate of Registration (CR)	Motor Vehicle owner, Land Transportation Office (District Office / Extension Office)	
2. Justification, if necessary	Land Transportation Office (District Office / Extension Office)	
2.3. INSERT ENCUMBRANCE		
1. One (1) Certified true copy of Official Receipt (OR) and Certificate of Registration (CR)	Motor Vehicle owner, Land Transportation Office (District Office / Extension Office)	
2. Chattel Mortgage	Motor Vehicle Owner	
3. One (1) copy of screenshot of error	Land Transportation Office (District Office / Extension Office)	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.4. DELETE ENCUMBRANCE	
1. One (1) Certified true copy of Official Receipt (OR) and Certificate of Registration (CR)	Motor Vehicle owner, Land Transportation Office (District Office / Extension Office)
2. Proof of release of mortgage	Motor Vehicle Owner
3. One (1) copy of screenshot of error	Land Transportation Office (District Office / Extension Office)
2.5. CORRECTION OF GROSS VEHICLE WEIGHT	
1. One (1) Certified true copy of Official Receipt (OR) and Certificate of Registration (CR)	Motor Vehicle owner, Land Transportation Office (District Office / Extension Office)
2. Receipt for revision of Gross Vehicle Weight	Land Transportation Office (District Office / Extension Office)
2.6. CORRECTION OF THE FOLLOWING: Motor Vehicle Type, Make, Series, Body Type, Classification, Color, Fuel No. of Cylinder, Piston Displacement, Seating Capacity, Storage Date, Motor Vehicle Status, Aircon Refrigerant, Front Tire Size, Rear 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	
1. One (1) Certified copy of Official Receipt (OR) and Certificate of Registration (CR)	Motor Vehicle owner, Land Transportation Office (District Office / Extension Office)
2. Original Motor Vehicle Inspection Report (MVIR)	Motor Vehicle Owner
3. One (1) Certificate of Stock Reported (CSR) or Sales Invoice, if applicable	Initial registering Land Transportation Office (District Office / Extension Office)



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. None 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. None	3. Evaluates and approves the RSU	None	4 hours	<i>Regional Director</i>
4. None	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. None	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	



MANAGEMENT AND INFORMATION DIVISION

Internal Services



1. 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 Automated Fingerprint Identification System (AFIS) and Automated Biometric Identification System (ABIS).

Office or Division:	Computer Section, Management Information Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
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 District Office / Extension Office / Licensing Center / Driver's License Renewal Office
	3. One (1) photocopy of Official Receipt (OR), if cards are not yet printed	Concerned District Office / Extension Office / Licensing Center / Driver's License Renewal Office
	4. Copy of Screenshot of Alarm and Apprehension from LTO-IT System.	Concerned District Office / Extension Office / Licensing Center / Driver's License Renewal Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Handling of double entry (with same customer details and license number) based on the Adjudication Hit List Report				
1. None	1. Monitors Driver's License adjudication using the Adjudication Register Facility	None	25 minutes	<i>Biometric Adjudication Specialist</i>
2. None	2. Rejects Adjudication Hit List Report with same Customer Details and license number using the above-mentioned facility	None	25 minutes	<i>Biometric Adjudication Specialist</i>
TOTAL		None	50 minutes	
1.2. 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. None	1. Monitors Driver's License adjudication using the Adjudication Register Facility	None	25 minutes	<i>Biometric Adjudication Specialist</i>
2. None	2. Rejects Adjudication Hit List Report with different Customer Details and license number using the above-mentioned facility	None	25 minutes	<i>Biometric Adjudication Specialist</i>
3. None	3. Forwards the above-mentioned list for verification	None	25 minutes	<i>Biometric Adjudication Specialist</i>
4. None	4. Verifies list through LTO-IT System and/or LTMS Legacy Data to confirm the real owner of the subject license number	None	30 minutes	<i>Biometric Adjudication Specialist</i>
5. None	5. Informs site through Viber/E-mail to prepare RSUD due to error/s	None	20 minutes	<i>Biometric Adjudication Specialist</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. None	6. Receives filled-out RSUD and attachments through Viber/Email/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)	<i>Biometric Adjudication Specialist</i>
7. None	7. Checks completeness and prints and/or transmits RSUD and attachments	None	10 minutes	<i>Biometric Adjudication Specialist</i>
8. None	8. Fills-out summary form of RSUD (Request for Deletion)	None	10 minutes	<i>Biometric Adjudication Specialist</i>
9. None	9. Verifies RSUD using DL number through LTO-IT System and/or LTMS Legacy Data	None	30 minutes	<i>Biometric Adjudication Specialist</i>
10. None	10. Implements RSUD through a facility, 'Request for System Update by Dermalog'	None	5 minutes	<i>Biometric Adjudication Specialist</i>
11. None	11. Transmits RSUD and attachments for recording and consolidation	None	10 minutes	<i>Biometric Adjudication Specialist</i>
	TOTAL:	None	5 hours, 10 minutes	



2. 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	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Users of LTO-IT System, DIY and PAT	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2.1. 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)	Administrative Division	
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)	Manufacturers, Assemblers, Importers, Dealers (MAIDs)	
2.2. 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. One (1) photocopy of Office ID of User with Signature (DIY only)	Manufacturers, Assemblers, Importers, Dealers (MAIDs)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	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	<i>RO Representative/ Evaluator/Site Support</i>
2. None	2. Forwards RUSU and attachments to Customer Care for recording via email	None	30 minutes	<i>RO Representative/ Evaluator/Site Support</i>
3. None	3. Validates RUSU and attachments	None	30 minutes	<i>Customer Care Representative</i>
4. None	4. Assigns Service Request (SR) number and Prepares Service Request details (SRD) to LTO	None	30 minutes	<i>Customer Care Representative</i>
5. None	5. Transmits RUSU along with SRD to MID for approval	None	30 minutes	<i>Customer Care Representative</i>
6. None	6. Receives, validates and approves RUSU.	None	1 hour	<i>MID Staff</i>
7. None	7. Implements approved RUSU	None	1 hour	<i>Customer Care Representative/ System Admin</i>
	TOTAL:		4 hours, 30 minutes	



3. 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	
Type of Transaction:	G2G - 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 Office / Extension Office / Licensing Center / Driver's Licensing Renewal Office
2. One (1) photocopy of LTO ID		Regular employee / Contractual / Job Order
3. One (1) photocopy of Contract of Service for contractual/Job Order		Human Resource Development Section of the Regional Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	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. None	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. None	3. Creates Dermalog User Account	None	10 minutes	<i>Administrative Aide VI/ Administrative Assistant V/MID IT Support</i>
4. None	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. None	5. Acknowledges text message through SMS	None	10 minutes	<i>AFIS LTO User</i>
6. None	6. Prints and files documents for reference	None	10 minutes	<i>Administrative Aide VI/ MID IT Support</i>
	TOTAL:		3 hours, 10 minutes	



ADMINISTRATIVE DIVISION

External Services



1. 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 Citizen	
Who may avail:	Bids and Awards Committee Members, prospect bidders/contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Advertisement		
1. Invitation to Bid/PhilGEPS-ITB	Bids and Awards Committee Secretariat / Philippine Government Electronic Procurement System (PhilGEPS) Website	
2. Bidding Documents	Bids and Awards Committee Secretariat	
Conduct of Pre-Bidding Conference		
1. Bidding Documents	Bids and Awards Committee 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	Technical Working Group	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bid Evaluation	
1. Abstract of Bids as Read/Abstract of Bids as Calculated	Technical Working Group/Bids and Awards Committee Secretariat
2. Post-Qualification of the Lowest Calculated Bid and (LCB)	Technical Working Group/Bids and Awards Committee Secretariat
3. Bid Evaluation Report	Technical Working Group
Approval of BAC Resolution; Issuance of NOA to the Lowest Calculated Responsive Bid (LCRB)	
1. BAC Resolution Declaring LCRB and Recommending Approval	Bids and Awards Committee / Bids and Awards Committee Secretariat
2. BAC Resolution Declaring Winning Bidder	Bids and Awards Committee / Bids and Awards Committee Secretariat
3. Notice of Award (NOA)	Head of the Procuring Entity (HOPE) / Bids and Awards Committee Secretariat
Contract preparation and signing	
1. Contract	Head of the Procuring Entity (HOPE) / Bids and Awards Committee Secretariat
2. Approval of Contract by Higher authority	Head of the Procuring Entity (HOPE)
Issuance of the NTP	
1. Notice to Proceed (NTP)	Head of the Procuring Entity (HOPE) / Bids and Awards Committee Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. 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)	<i>BAC Secretariat</i>
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	1 day	<i>BAC/BAC Secretariat/TWG</i>
3. Submits Bids	3. Receives Bids	None	1 day	<i>BAC / BAC Secretariat / TWG</i>
3.1. Attends Bid Opening	3.1. Conducts Bid Opening			
4. None	4. Conducts bid evaluation	None	7 days	<i>TWG</i>
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	<i>TWG</i>
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	<i>BAC/HOPE/BAC Secretariat</i>
7. Signs the Contract	7. Prepares contract	None	10 days	<i>BAC Secretariat/BAC Chairman / HOPE</i>
	7.1. Approves and signs the contract			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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:

- a. In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed.
- b. There is a failure of bidding if:
 - No bids are received;
 - No bid qualifies as the Lowest Calculated Responsive Bid; or
 - Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.
- c. 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.

1.2. 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	1 day	BAC / BAC Secretariat / TWG
3. Submits Bids	3. Receives Bids	None	1 day	BAC / BAC Secretariat / TWG
3.1. Attends Bid Opening	3.1. Conducts Bid Opening			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	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
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:

- a. In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed.
- b. There is a failure of bidding if:
 - No bids are received;
 - No bid qualifies as the Lowest Calculated Responsive Bid; or
 - Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.
- c. 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.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3. PROCUREMENT OF CONSULTING SERVICES				
1. Checks PhilGEPS website	1. Advertises/Posts Invitation to Bid / Request for Expression of Interest at PhilGEPS	None	82 calendar days (include 7-day period for Advertisement, eligibility check and shortlisting up to the Date of Bid Submission/Bid Opening)	<i>BAC Secretariat</i>
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. None	2. Conducts eligibility check and shortlisting		20 days *	<i>BAC/TWG</i>
3. Attends Pre-Bid Conference	3. Conducts Pre-Bidding Conference	None	1 day *	<i>BAC/BAC Secretariat/TWG</i>
4. Submits Bids 4.1. Attends Bid Opening	4. Receives Bids 4.1 Conducts Bid Opening	None	1 day *	<i>BAC / BAC Secretariat / TWG</i>
5. None	5. Conducts bid evaluation and ranking of bids	None	21 days	<i>TWG</i>
6. None	6. Approves ranking of bids	None	2 days	<i>HOPE</i>
7. None	7. Notifies the bidder for Negotiation	None	3 days	<i>BAC/BAC Secretariat/TWG</i>
8. Participates in the discussion	8. Conducts negotiation	None	10 days	<i>BAC/BAC Secretariat/TWG</i>
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	<i>TWG</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
12. Receives the Notice to Proceed (NTP)	12. Issues the Notice to Proceed	None	7 days	BAC Secretariat/ HOPE
	TOTAL:	Amount equivalent to the HRRB	180 calendar days	

Notes:

- a. In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed.
- b. There is a failure of bidding if:
 - No bids are received;
 - No bid qualifies as the Lowest Calculated Responsive Bid; or
 - Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.
- c. 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.



ADMINISTRATIVE DIVISION

Internal Services



1. DISPOSAL OF OBSOLETE RECORDS

Records that are obsolete and have reached their retention periods are disposed. Disposal is based on the Records Disposition Schedule (RDS) of the Office and the General Records Disposition Schedule (GRDS) as provided for by the National Archives of the Philippines (NAP).

Office or Division:	LTO Central Office Records Disposal Committee	
Classification:	Highly technical	
Type of Transaction:	G2G - Government to Government G2B - Government to Business	
Who may avail:	All Service/Divisions/Sections/Units of the LTO Central Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for Authority to Dispose of Records (form no. 3)		NAP's website or from the Records Disposal Committee
2. General Records Disposition Schedule (RDS)		General Services Section, Central Office
3. General Records Disposition Schedule		General Services Section, Central Office/NAP's website



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Identifies records from their files that are already obsolete based on the RDS/GRDS 1.1 Accomplishes Form No. 3	None	1 day	<i>Records Officer</i>
2. None	2. Approves the Request	None	2 hours	<i>Division Chief/Service Director</i>
3. None	3. Submits approved request to the Chairman, Records Disposal Committee	None	30 minutes	<i>Records Officer</i>
4. None	4. Receives the request from the concerned office 4.1 Transmits the request to the Vice-Chairman for consolidation	None	15 minutes	<i>Receiving Clerk at the Office of the ED/Chairman of the Committee</i>
5. None	5. Consolidates all the requests received from the Service/Division/Section/Unit 5.1 Checks the retention periods of the records that were indicated in the requests 5.2 If there are things to be clarified, coordinates with the Records Officer of the concerned office 5.3 Prepares Transmittal Letter and the final Request for Authority to Dispose of Records for submission to NAP	None	2 days	<i>Vice-Chairman, Records Disposal Committee</i>
6. None	6. Transmits to the Executive Director/Chairman the documents for his approval and signature.	None	10 minutes	<i>Vice-Chairman, Records Disposal Committee</i>
7. None	7. Receives the documents	None	5 minutes	<i>Receiving Clerk at the Office of the ED/Chairman of the Committee</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. None	8. Approves the Request for Authority to Dispose of Records and signs the Transmittal Letter	None	1 day	<i>Executive Director/Chairman of the Committee</i>
9. None	9. Transmits the approved documents to the General Services Section	None	10 minutes	<i>Clerk at the Office of the ED/Chairman of the Committee</i>
10. None	10. Receives documents	None	5 minutes	<i>Clerk, GSS</i>
	10.1 Transmits the approved request and transmittal letter to NAP.		1 day	<i>Messenger, GSS</i>
			5 days, 3 hours, 15 minutes	
TO WAIT FOR NAP'S APPROVAL				

Note: In the Transmittal Letter, it is stated that if the request is approved by NAP, LTO Central Office will avail the services of NAP's accredited buyer of obsolete records.

DISPOSAL OF RECORDS				
1. None	1. Receives Request for Authority to Dispose of Records from NAP. 1.1 Sends documents to the Records Disposal Committee	None	15 minutes	<i>Receiving Clerk, GSS</i>
2. None	2. Receives documents from GSS 2.1 If request was approved, coordinates with NAP on the availability of their representative during the actual disposal. If not approved, asks NAP on the problem of disapproval. 2.2 Coordinates with COA for their availability during the actual disposal.	None	4 hours	<i>Records Disposal Committee</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. None	3. Prepares Notice of Actual Disposal after schedule has been determined.	None	1 day	<i>Records Disposal Committee</i>
	3.1 Transmits Notice to the Executive Director for his signature			<i>Records Disposal Committee</i>
4. None	4. Receives Notice of Actual Disposal	None	10 minutes	<i>Receiving Clerk, OED</i>
	4.1 The Executive Director/Chairman signs the Notice		2 hours	<i>Executive Director/Chairman of the Committee</i>
	4.2 Transmits signed notice			<i>Receiving Clerk, OED</i>
5. None	5. Receives notice and disseminates copies to concerned members, COA and NAP	None	2 hours	<i>Receiving Clerk, GSS</i>
		TOTAL	2 days, 35 minutes	
WAITS FOR THE ACTUAL DISPOSAL DATE				
ACTUAL DAY				
1. None	<p>1. Starts the disposal once the Committee members, representatives from NAP, COA and the accredited buyer are present</p> <p>1.1 Proceeds to the office where records for disposal are located/stored</p> <p>1.2 Participates in the weighing of the obsolete records by taking down notes.</p> <p>This activity is done with the representatives from NAP and COA. Computation of the amount and the price per kilo of obsolete records is based on the contract between the buyer and NAP.</p> <p>After the activity, the total weight of the records is determined.</p>	None	1 day	<i>Records Disposal Committee Members</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the amount equivalent to the volume of records with the approval of the COA and NAP representatives	2. None	Amount to be paid depends on the result of the disposal		<i>Accredited buyer of NAP</i>
3. None	3. Issues Official Receipt	None		<i>Cashier</i>
4. NAP's representative issues Certificate of Disposal with attached OR	4. None	None		<i>NAP's representative</i>
5. None	5. Receives the Certificate of Disposal duly signed by NAP representative and attested by COA representative	None		<i>Records Disposal Committee Member</i>
	TOTAL:		1 day	

NOTE:

The total number of transaction hours at LTO is only 8 days, 3 hours and 50 minutes, however, the process is still considered as **Highly Technical** due to the approval of the NAP of our Request for Authority to Dispose of Records and the availability of their analyst for the actual disposal.



2. 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
1. Requisition and Issuance Slip (RIS)		Regional Office / District Office
2. General Records Disposition Schedule (RDS)		General Services Section, Central Office
3. General Records Disposition Schedule		General Services Section, Central Office/NAP's website



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	<i>Supply Officer / Clerk</i>
2. None	2. Prepares Production Order of Plates. 2.1 Prepares Allocation and Distribution 2.2 Prepares RIS and Bill of Lading	None	1 day	<i>Supply Officer / Clerk</i>
	3. Prepares distribution list and 3.1 Issues/ships (Plates and Stickers) to various Regional Offices	None	1 day	<i>Central Office Warehouse</i>
	TOTAL:	None	2 days, 5 minutes	



3. 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 Offices / Extension Offices, Licensing Centers, Driver's License Renewal Offices, E-Patrol, New Registration Unit (Field Offices)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Requisition and Issuance Slip (RIS)	Regional Offices, District Offices / Extension Offices, Licensing Centers, Driver's License Renewal Offices, E-Patrol, New Registration Unit (Field Offices)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. 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. None	2. Forwards the allocated serial numbers for activation of Management Information Division (MID)	None	30 minutes	Supply Officer
3. None	3. Activates DL cards then prepares activation report.	None	30 minutes	Information Technology Officer
4. None	4. Prepares documents and DL cards for shipment to field office.	None	1 hour	Supply Officer
	TOTAL:	None	3 hours	
3.2. 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	Supply Officer
2. None	2. Prepares necessary documents and accountable and non-accountable forms for shipment to field office	None	1 hour	Supply Officer
3. Receives accountable and non-accountable forms	3. Ships / Releases accountable and non-accountable forms issued to field office	None	1 day	Supply Officer
4. Notifies the CO-SU through IMS that the accountable and non-accountable forms have been received	4. None	None	5 minutes	
	TOTAL:	None	1 day, 2 hours, 5 minutes	



2. 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 Citizen	
Who may avail:	Bids and Awards Committee Members, prospect bidders/contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Advertisement		
1. Invitation to Bid/PhilGEPS-ITB	Bids and Awards Committee Secretariat / Philippine Government Electronic Procurement System (PhilGEPS) Website	
2. Bidding Documents	Bids and Awards Committee Secretariat	
Conduct of Pre-Bidding Conference		
1. Bidding Documents	Bids and Awards Committee 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	Technical Working Group	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bid Evaluation	
1. Abstract of Bids as Read/Abstract of Bids as Calculated	Technical Working Group/Bids and Awards Committee Secretariat
2. Post-Qualification of the Lowest Calculated Bid and (LCB)	Technical Working Group/Bids and Awards Committee Secretariat
3. Bid Evaluation Report	Technical Working Group
Approval of BAC Resolution; Issuance of NOA to the Lowest Calculated Responsive Bid (LCRB)	
1. BAC Resolution Declaring LCRB and Recommending Approval	Bids and Awards Committee / Bids and Awards Committee Secretariat
2. BAC Resolution Declaring Winning Bidder	Bids and Awards Committee / Bids and Awards Committee Secretariat
3. Notice of Award (NOA)	Head of the Procuring Entity (HOPE) / Bids and Awards Committee Secretariat
Contract preparation and signing	
1. Contract	Head of the Procuring Entity (HOPE) / Bids and Awards Committee Secretariat
2. Approval of Contract by Higher authority	Head of the Procuring Entity (HOPE)
Issuance of the NTP	
1. Notice to Proceed (NTP)	Head of the Procuring Entity (HOPE) / Bids and Awards Committee Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1. PROCUREMENT OF GOODS				
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	52 calendar days (include 7-day period for Advertisement up to the Date of Bid Submission/Bid Opening)	<i>BAC Secretariat</i>
2. Attends Pre-Bid Conference	2. Conducts Pre-Bidding Conference	None	1 day *	<i>BAC/BAC Secretariat/TWG</i>
3. Submits Bids 3.1. Attends Bid Opening	3. Receives Bids 3.1. Conducts Bid Opening	None	1 day *	<i>BAC / BAC Secretariat / TWG</i>
4. None	4. Conducts bid evaluation	None	7 days	<i>TWG</i>
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	<i>TWG</i>
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	<i>BAC/HOPE/BAC Secretariat</i>



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:

- a. In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed.
- b. There is a failure of bidding if:
 - No bids are received;
 - No bid qualifies as the Lowest Calculated Responsive Bid; or
 - Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.
- c. 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.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2. 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)	<i>BAC Secretariat</i>
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	1 day *	BAC/BAC Secretariat/TWG
3. Submits Bids	3. Receives Bids	None	1 day *	<i>BAC / BAC Secretariat / TWG</i>
3.1. Attends Bid Opening	3.1. Conducts Bid Opening			
4. None	4. Conducts bid evaluation	None	7 days	<i>TWG</i>
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	<i>TWG</i>
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	<i>BAC/HOPE/BAC Secretariat</i>



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:

- a. In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed.
- b. There is a failure of bidding if:
 - No bids are received;
 - No bid qualifies as the Lowest Calculated Responsive Bid; or
 - Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.
- c. 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.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.3. PROCUREMENT OF CONSULTING SERVICES				
1. Checks PhilGEPS website	1. Advertises/Posts Invitation to Bid / Request for Expression of Interest at PhilGEPS	None	82 calendar days (include 7-day period for Advertisement, eligibility check and shortlisting up to the Date of Bid Submission/Bid Opening)	<i>BAC Secretariat</i>
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. None	2. Conducts eligibility check and shortlisting		20 days *	<i>BAC/TWG</i>
3. Attends Pre-Bid Conference	3. Conducts Pre-Bidding Conference	None	1 day *	<i>BAC/BAC Secretariat/TWG</i>
4. Submits Bids 4.1. Attends Bid Opening	4. Receives Bids 4.1 Conducts Bid Opening	None	1 day *	<i>BAC / BAC Secretariat / TWG</i>
5. None	5. Conducts bid evaluation and ranking of bids	None	21 days	<i>TWG</i>
6. None	6. Approves ranking of bids	None	2 days	<i>HOPE</i>
7. None	7. Notifies the bidder for Negotiation	None	3 days	<i>BAC/BAC Secretariat/TWG</i>
8. Participates in the discussion	8. Conducts negotiation	None	10 days	<i>BAC/BAC Secretariat/TWG</i>



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
12. Receives the Notice to Proceed (NTP)	12. Issues the Notice to Proceed	None	7 days	BAC Secretariat/ HOPE
	TOTAL:	Amount equivalent to the HRRB	180 calendar days	

Notes:

- a. In cases of two (2) failed biddings, as provided in Sec. 35 of R.A. 9184, Negotiated Procurement shall be allowed.
- b. There is a failure of bidding if:
 - No bids are received;
 - No bid qualifies as the Lowest Calculated Responsive Bid; or
 - Whenever the bidder with the lowest calculated responsive bid refuses, without justifiable cause to accept the award of contract.
- c. 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.



OTHERS

External and Internal Services



1. 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 Citizen G2B - Government to Business	
Who may avail:	Motor Vehicle owners , dealers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Production Order		Plate Unit, Land Transportation Office (LTO) Central Office
2. Delivery Receipt		Plate Making Plant, Land Transportation Office (LTO) Central Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	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 minutes	<i>Production Supervisor</i>
2. None	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 (Embossor) 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>
3. None	3. After the embossing process, the batch will be forwarded to the Hot Foil Stamping area. Each Hot Foil Stamping Operator (Foiler) 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. None	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. None	5. Delivery to Plate Unit	None	1 hour	<i>Plate Unit Bodega Staff</i>
	TOTAL:		3 days, 1 hour, 10 minutes	



PUBLIC ASSISTANCE AND COMPLAINTS

External Services



1. 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 / Complex / Highly Technical (depending on the nature of the concern)	
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government G2B - Government to Business	
Who may avail:	Any natural or juridical persons	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Formal Letter		Client
2. Duly Accomplished Original Copy of Complaint/Feedback Form		Public Assistance and Complaints Desk (PACD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. WALK-IN COMPLAINTS/QUERIES (VERBAL)				
1. Proceeds to the PACD	1. Assists the client and analyzes if it can be resolved within the level of his/her authority and/or endorse to the concerned office	None	5 minutes	PACD/CSR
2. Proceeds to the concerned office	2. Assist and assess verbal complaint/query and takes appropriate action	None	55 minutes	Designated Personnel
TOTAL:		None	1 hour	
Note: If the complaint/queries has not been resolved/satisfied, proceed to step 3.				
3. Submits formal letter	3. Receives and endorses/forwards the same to the Regional Director / PAC Committee / Executive Director for appropriate action	None	30 minutes	Head of Office (DO/RO) or Designated Personnel
4. None	4. Takes appropriate action on the complaint (includes verification, investigation, reporting)	None	3 days - Simple 7 days - Complex 20 days - Highly Technical	RD/PAC Com/ED/ Designated Personnel
5. Receives letter or email and follows the instruction as advised	5. Informs client of action taken thru letter sent thru email/text message or messenger	None	30 minutes	RD/PAC Com/ED/ Designated Personnel
TOTAL:		None	3 days, 2 hours - Simple 7 days, 2 hours - Complex 20 days, 2 hours - Highly Technical	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. DROP BOX				
1. Fills-out legibly and completely & signs the Complaint/Feedback Form provided near the drop box at the PACD	1. Retrieves/classifies and summarizes complaint 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	PACD
2. None	2. Analyzes Summary of Complaints/Feedback 2.1. Takes appropriate action on the complaint 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 PAC	None	3 days - Simple 7 days - Complex 20 days - Highly Technical	Designated Personnel
3. None	3. Analyzes Complaint/Feedback 3.1. Takes appropriate action 3.2. Informs/Notifies the client of the actions taken through letter, copy furnished the Regional Director/Head of Office	None	20 days	ED/ASSEC
	TOTAL:		3 days - Simple 7 days - Complex 20 days - Highly Technical	

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



2. COMPLAINT/QUERIES RECEIVED BY THE CENTRAL PUBLIC ASSISTANCE OFFICE (CPAO)

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

Office or Division:	Central Public Assistance Office (CPAO)	
Classification:	Simple / Complex / Highly Technical (depending on the nature of the concern)	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
Who may avail:	Any person, Juridical Entity, Government Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Copy of letter/email/message detailing the concern		Client
2. Copy of photo/s, video/s, and any data relevant to support the concern		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1. Received by Central Public Assistance Office (CPAO)				
1. Lodges complaint through various digital communication channels [i.e. Isumbong Mo Kay Chief Platform, e-8888 Malacañang Hotline, email, SMS, LTO Facebook Page/Messenger, ARTA, Contact Center ng Bayan (CSC-CCB), e-Freedom of Information (FOI)]	1. Acknowledges receipt of the case/s and responds to all concerns, comments/suggestions, complaints, queries and requests for assistance using the LTO online social media/ public assistance accounts. 1.1 Verifies facts and asks for additional information, if necessary.	None	1 day	Case Resolver
2. None	2. Assigns referral / ticket reference number to all cases received through the social media accounts created by the CDM-PAO. Dockets the complaint in the inventory of cases. 2.1 Refers the case/s through email to the concerned RDM/DDM-PAO Case Resolver. <i>* If not forwarded to RDM/DDM-PAO proceed to Step 4.</i>	None	1 day	Case Resolver
3. None	3. Acknowledges receipt and forwards case/s to the concerned Case Resolver			Public Assistance Officer
4. None	4. Acts on the case/s referred.			RDM/ DDM-PAO Case Resolver
5. None	5. Follows up the actions taken, resolution and status from the transmittal date.	None	3 days	SMT-SMO/ PAT-PAO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Acknowledges receipt of the notice.	6. Notifies the sender/ complainant/ requestor of the action taken thru the concerned digital communication channel, copy furnished the CPAO and the DOTr Communications Office-Digital Media.	None	1 day	<i>RDM/ DDM-PAO Case Resolver</i>
7. None	7. Receives and acknowledges response to the case of the concerned Office, then responds appropriately to the client and/or the endorsing portal. 7.1. Requests for case closure from the appropriate portal.	None	1 day	<i>Public Assistance Officer</i>
	TOTAL:	None	7 days	
2.2. Received by the Regional Office Digital Media Public Assistance Office (RDM-PAO)				
1. Lodges complaint through various digital communication channels (i.e. e-8888 Malacañang Hotline, email, SMS, LTO Facebook Page/ Messenger, ARTA, Contact Center ng Bayan (CSC-CCB), e-Freedom of Information (FOI))	1. Acknowledges receipt of the case/s and responds to all concerns, comments/ suggestions, complaints, queries and requests for assistance using the LTO online social media/ public assistance accounts. 1.1. Verifies facts and asks for additional information, if necessary.	None	1 day	<i>SMT-Social Media Officer (SMO)/ PAT-Public Assistance Officer (PAO)</i>
2. None	2. Assigns referral/ ticket reference number to all cases received through the social media accounts created by the RDM/DDM-PAO. Dockets the complaint in the inventory of cases. 2.1. Refers the case/s through email to the concerned RDM/DDM-PAO Case Resolver.	None	1 day	<i>SMT-SMO/ PAT-PAO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. None	3. Acknowledges receipt and acts on the case referred.	None	3 days	<i>RDM/ DDM-PAO Case Resolver</i>
4. None	4. Follows-up the actions taken by RDM/DDM-PAO Case Resolver.			<i>SMT-SMO/ PAT-PAO</i>
5. None	5. Notifies the sender/ complainant/ requestor of the action taken thru the concerned digital communication channel, copy furnished the CPAO and the DOTr Communications Office-Digital Media.	None	1 day	<i>RDM/ DDM-PAO Case Resolver</i>
6. Acknowledges receipt of the notice.	6. Receives and acknowledges response to the case of the concerned Office, then responds appropriately to the client and/or the endorsing portal	None	1 day	<i>SMT-SMO/ PAT-PAO</i>
7. None	7. Requests for case closure from the appropriate portal.			
	TOTAL:	None	7 days	

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



3. REPORTING OF INCIDENTS, CONCERNS AND/OR COMPLAINTS THROUGH PHONE CALL, CITISEND MOBILE APPLICATION OR EMAIL

Phone call - The hotline of LTO is available 24/7 to help citizens in their queries regarding LTO transactions.

Citiseend Application - Created to promote road safety and enforce LTO laws, rules, and regulations. This empowers the public to report road incidents and to help them with their LTO transactions inquiry.

Email - This empowers the public to report road incidents and to help them with their LTO transactions inquiry.

Office or Division:	Central Command Center (C3)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Public, Road Users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
1. Provision of Name, Address and Contact Number	Client	
2. Provision of Driver's License Number / Plate Number / Engine Number / Chassis Number / MV File Number / Conduction Sticker, if applicable	Client	
3. Details of the incident/concern/complaint	Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Through Phone Call				
1. Dials 1342-586 (LTO)	1. Receives the call 1.1. Asks the client to provide his/her information	None	1 minute	<i>Response and Dispatch Officer (RDO)</i>
2. Provides name, address and location	2. Documents the provided information through encoding in the Citisend application 2.1. Asks the client to provide the details of the incident/concern/ complaint	None	5 minutes	<i>RDO</i>
3. Provides the details of the incident/concern/complaint	3. Evaluates the situation and advises the necessary action needed	None	10 minutes	<i>RDO</i>
TOTAL:		None	16 minutes	

Note:

- a. Processing time includes waiting time and starts upon the submission of complete requirements.
- b. Processing time may vary depending on how difficult the incident reported is.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. If through Citisead Mobile Application : 1.1.1. For new users - Downloads the Citisead Application and registers an account 1.1.2. For Clients already registered - Log-in to the Citisead Application 1.2. If through email - Sends email to c3@lto.gov.ph	1.1. None 1.2. Receives the email	None	Citisead Application - None Email - 1 minute	<i>Response and Dispatch Officer (RDO)</i>
2.1. Reports the incident/concern/complaint 2.2. Chooses the specific incident category 2.3. Provides the complete details of the incident/concern/complaint	2.1. Verifies the report 2.2. Acknowledges the report	None	5 minutes	<i>RDO</i>
3. None	3. Evaluates the situation and decides if the incident needs to be referred to the concerned division/office 3.1. If not, provides response to the client 3.2. If needs to be referred, coordinates with the concerned division/office for any update	None	15 minutes	<i>RDO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Provides an update to the client once available	None	5 minutes	<i>RDO/IID/PNP/Regional Office/Client care</i>
TOTAL:		None	Citisead Application - 25 minutes Email - 26 minutes	

Note:

- a. Processing time includes waiting time and starts upon the submission of complete requirements.
- b. Processing time may vary depending on how difficult the incident reported is.
- c. Update on any reported incident depends on the availability of information from the concerned division/office.



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients' feedbacks shall be dropped/submitted through the following:</p> <ul style="list-style-type: none"> - Fill out the Client Feedback Form and drop it at the designated drop box at Public Assistance and Complaints Desk (PACD) in any LTO Offices - Email at Itoco.feedback@gmail.com - Dial at 1-342-586 - Message through Facebook at Land Transportation Office Official Page
How feedback is processed	<p>Every day, designated employees open the drop box, retrieve emails, and compile and record all feedbacks submitted.</p> <p>Feedbacks requiring answers are forwarded to the concerned office(s), and they are required to answer within three (3) days upon receipt. The answer from the concerned office is then relayed to the client.</p>
How to file complaint	<p>Clients' complaints shall be dropped/submitted through the following:</p> <ul style="list-style-type: none"> - Fill out the Client Feedback Form and drop it at the designated drop box at Public Assistance and Complaints Desk (PACD) in any LTO Offices - Email at Itoco.feedback@gmail.com - Dial at 1-342-586 - Message through Facebook at Land Transportation Office Official Page - Intelligence and Investigation Division (IID)
How complaints are processed	<p>Every day, designated employees open the drop box, retrieve emails, and evaluates all complaints submitted. Upon evaluation, the designated employees shall start the investigation and forward the complaint to the concerned 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 answer from the concerned office is then relayed to the client.</p>
Contact Information of CCB, CCC, ARTA	<p>ARTA : Email: complaints@arta.gov.ph Web: https://arta.gov.ph/ FB: https://facebook.com/artagovph/ 1-ARTA (2782)</p> <p>CCC : 8888 CCB : SMS: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph/ FB: https://facebook.com/civilservicegovph/ Call: 165 65</p>



**LIST OF OFFICES
CENTRAL OFFICE**

OFFICE	ADDRESS	CONTACT NUMBER
Office of the Assistant Secretary	East Avenue, Diliman, Quezon City	8921-9071 8921-9072
Plate Making Plant	East Avenue, Diliman, Quezon City	8928-9754
Strategic Communications Office (LTO-COMMS)	East Avenue, Diliman, Quezon City	-
Planning Staff	East Avenue, Diliman, Quezon City	-
Office of the Executive Director	East Avenue, Diliman, Quezon City	8921-9077 8926-9882
Administrative Division	East Avenue, Diliman, Quezon City	8928-4315
Medical Unit	East Avenue, Diliman, Quezon City	8928-7132
Procurement Unit	East Avenue, Diliman, Quezon City	-
Human Resource Development Section (HRDS)	East Avenue, Diliman, Quezon City	8926-9620
Learning and Development Unit (LDU)	East Avenue, Diliman, Quezon City	8321-3832
Performance Management Unit (PM)	East Avenue, Diliman, Quezon City	-
Rewards and Recognition Unit (RNR)	East Avenue, Diliman, Quezon City	-
Recruitment, Selection and Placement Unit (RSP)	East Avenue, Diliman, Quezon City	-



OFFICE	ADDRESS	CONTACT NUMBER
Public Assistance and Complaints Center (PACC)	East Avenue, Diliman, Quezon City	8928-9440
General Services Section (GSS)	East Avenue, Diliman, Quezon City	8928-4958
LTO Trunkline (PABX/Information)	East Avenue, Diliman, Quezon City	8922-9061 to 66
GSS Records Unit	East Avenue, Diliman, Quezon City	8926-1063
Ground and Building Maintenance Unit (GBM)	East Avenue, Diliman, Quezon City	8926-2306
Motor Transport Unit	East Avenue, Diliman, Quezon City	8926-2306
Property Section	East Avenue, Diliman, Quezon City	8929-5714
Equipment Unit	East Avenue, Diliman, Quezon City	8921-9057
Plate Unit	East Avenue, Diliman, Quezon City	8926-5024
Supply Unit	East Avenue, Diliman, Quezon City	8929-2015
Financial Division	East Avenue, Diliman, Quezon City	8927-7613
Accounting Section	East Avenue, Diliman, Quezon City	8921-9068
Disbursement Unit	East Avenue, Diliman, Quezon City	-
Financial Controller	East Avenue, Diliman, Quezon City	-
Budget Section	East Avenue, Diliman, Quezon City	8929-2779



OFFICE	ADDRESS	CONTACT NUMBER
Treasury Section	East Avenue, Diliman, Quezon City	8921-4601
Collection Unit	East Avenue, Diliman, Quezon City	-
Management Division (MD)	East Avenue, Diliman, Quezon City	8927-1494 8926-2650
Law Enforcement Service (LES)	East Avenue, Diliman, Quezon City	-
Clearance and Custodial Section (CCS)	East Avenue, Diliman, Quezon City	-
Data Control Unit (DCU)	East Avenue, Diliman, Quezon City	-
Field Enforcement Division (FED)	East Avenue, Diliman, Quezon City	-
Intelligence and Investigation Division (IID)	East Avenue, Diliman, Quezon City	-
Traffic Safety Division (TSD)	East Avenue, Diliman, Quezon City	-
Road Safety Research Section	East Avenue, Diliman, Quezon City	-
Road Safety Training and Advocacy Section	East Avenue, Diliman, Quezon City	-
Traffic Adjudication Service (TAS)	East Avenue, Diliman, Quezon City	8927-7458 8921-9056
Management Information Division (MID)	East Avenue, Diliman, Quezon City	8920-5869
Computer Section	East Avenue, Diliman, Quezon City	8928-5346
Records Section	East Avenue, Diliman, Quezon City	8928-9711 8927-1484



OFFICE	ADDRESS	CONTACT NUMBER
Client Care and Technical Support Section (CCTSS)	East Avenue, Diliman, Quezon City	8927-5203
Operations Division	East Avenue, Diliman, Quezon City	8928-7306 8921-9069
License Section	East Avenue, Diliman, Quezon City	8926-7081 8921-5370
Registration Section	East Avenue, Diliman, Quezon City	8927-1420 8922-0149
Central Command Center (C3)	East Avenue, Diliman, Quezon City	1342-586
Technical Evaluation Section (TES)	East Avenue, Diliman, Quezon City	8921-9069



REGIONAL OFFICE NO. 01			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	Aguila Road, City of San Fernando, La Union	(072) 607-4108	ltoregion1@yahoo.com
Administrative Division	Aguila Road, City of San Fernando, La Union	(072) 607-1826	ltoregion1.hrsection@gmail.com
Finance and Management Division	Aguila Road, City of San Fernando, La Union	(075) 607-3027	lornafinance@gmail.com
Operations Division	Aguila Road, City of San Fernando, La Union	(072) 607-0465	ltor1operdiv@gmail.com
New Registration Unit	Aguila Road, City of San Fernando, La Union	(072) 607-3430	ltonrroregion1@yahoo.com
Agoo District Office	San Jose Sur, Agoo La Union	(072) 687-0701	ltor1agoo@gmail.com
Alaminos District Office	Tanaytay, Alaminos City, Pangasinan	(075) 633-2559	ltoalaminos1@gmail.com
Burgos Extension Office	Poblacion, Burgos, Ilocos Norte	(0915) 379-3508	r1ltoburgos@gmail.com
Batac District Office	Quiling Sur, Batac City, Ilocos Norte	(077) 600-5175	ltor1batac@gmail.com
Candon District Office	Bagani Campo, Candon City, Ilocos Sur	(077) 604-3344	ltor1candon@gmail.com
Dagupan District Office (Registration)	AB Fernandez West Avenue, Dagupan City	(075) 649-2841	LTOR1Dagupan0120@gmail.com
Dagupan District Office (Licensing)	AB Fernandez West Avenue, Dagupan City	(075) 649-2841	LTOR1Dagupan0120@gmail.com
DLRO BHF Plaza Dagupan	Mayombo, Dagupan City	(075) 615-8498	ltor1dlrobhfplaza@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Laoag District Office	P. Gomez Street, Laoag City	(077) 600-3828	r1ltolaoag@gmail.com
Lingayen District Office	Capitol Compound, Lingayen, Pangasinan	(075) 649-2332	ltor1lingayen@gmail.com
Naguilian Extension Office	Cabaritan Sur, Naguilian, La Union	(072) 609-1340	ltor1naguilian@gmail.com
San Carlos District Office	Rizal Avenue, San Carlos City, Pangasinan	(075) 615-7042	ltosccpa12@gmail.com
San Fernando La Union Licensing Center	Aguila Road, City of San Fernando, La Union	(072) 607-0635	ltor1sflulicensing@gmail.com
San Fernando District Office	Aguila Road, City of San Fernando, La Union	(072) 619-2997	ltor1sanfdolaunion@gmail.com
Rosales District Office	Carmay East, Rosales, Pangasinan	(075) 649-2093	ltorosales1@gmail.com
Urdaneta District Office (Registration)	Santa Maria Norte, Binalonan, Pangasinan	(075) 649-2329	ltourdaneta1@gmail.com
Urdaneta District Office (Licensing)	Santa Maria Norte, Binalonan, Pangasinan	(075) 649-2329	ltourdaneta1@gmail.com
DLRO CB Mall Urdaneta	Nancayasan, Urdaneta City, Pangasinan	(075) 204-9885	r1ltodlrocbmall@gmail.com
San Ildefonso District Office	Poblacion East, San Ildefonso, Ilocos Sur	(077) 604-3383	ltor1sanildefonso@gmail.com
Bayambang Extension Office	J.P. Rizal Street, Poblacion Sur, Bayambang, Pangasinan	(075) 649-6772	ltor1bayambang@gmail.com



REGIONAL OFFICE NO. 02			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-0160 (0977) 133-4083	ltoregionaloffice2@gmail.com
Office of the Assistant Regional Director	San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-5439 (0917) 501-3891	ltor2personnel@gmail.com
Administrative Division	San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-5439 (0917) 501-3891	ltor2personnel@gmail.com
Finance & Management Division	San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-9365	ltofinancer02@yahoo.com
Operations Division/New Registration Unit	San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-9370 (0965) 805-9011	nruregion02@gmail.com
RIAS Section	San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-5439 (0906) 937-0134	ltoriasregion2@gmail.com
Aparri District Office	Minanga, Aparri, Cagayan	(0917) 824-3747	ltoaparrido@gmail.com
Aritao Extension Office	Poblacion, Aritao, Nueva Vizcaya	(0917) 580-8859 (0916) 273-8279 (0991) 720-0593	aritaoyo@gmail.com
Basco District Office	Kaybaloganan, Basco, Batanes	(0916) 327-4488 (0963) 729-3764	bascode.0212@gmail.com
Bayombong District Office	Capitol Compound, Bayombong, Nueva Vizcaya	(0917) 630-2703 (0995) 469-0721	ltobaydo@gmail.com
Cabagan Extension Office	Magassi, Cabagan, Isabela	(0956) 553-5553 (0997) 563-5157	lto.cabagan.eo@gmail.com
Cabarroguis District Office	Zamora, Cabarroguis, Quirino	(0917) 508-4540 (0917) 114-5007	ltocabarroguisb07@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Cauayan District Office	Cabaruan, Cauayan, Isabela	(0917) 589-7562 (0956) 648-1735	0224ltocauayando@gmail.com
Gattaran Extension Office	Centro Sur, Gattaran, Cagayan	(0917) 421-8710 (0953) 100-0371	lto0226gattaraneo@yahoo.com
Ilagan District Office	Osmeña, Ilagan, Isabela	(0927) 294-4870 (0977) 293-1587	ilagan0228@gmail.com
Roxas District Office	San Antonio, Roxas, Isabela	(0906) 197-1366 (0975) 198-5542	ltoroxasisabela@gmail.com
Sanchez Mira Extension Office	Centro 2, Sanchez Mira, Cagayan	(0919) 344-4567 (0917) 518-6683	ltosanchezmiraeo@gmail.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) 988-5853 (0927) 150-2535	santiagocity0242@gmail.com
Tuao Extension Office	Lakambini, Tuao, Cagayan	(0917) 567-5544 (0905) 231-3697	0231ltotuaoeo@gmail.com
Tuguegarao District Office	San Gabriel Village, Tuguegarao City, Cagayan	(078) 396-9782 (0917) 578-7770	ltotuguegaraodo0244@gmail.com tuguegaraodo0244@gmail.com
Tuguegarao Licensing Center	San Gabriel Village, Tuguegarao City, Cagayan	(078) 844-8046 (078) 846-1630 (0917) 770-2146	lto02.lic@gmail.com



REGIONAL OFFICE NO. 03			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	(045) 455-1764	lto.ord.r3@gmail.com
Office of the Assistant Regional Director/New Registration Unit	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	(045) 455-1766	lto3oard@gmail.com
Administrative Division	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	(045) 455-1764	rvbasilio_0714@yahoo.com
Financial & Management Division	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	(045) 455-1766	sqmagat@yahoo.com.ph
Operations Division	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	(045) 455-1768	attysushensison@gmail.com
Motor Vehicle Inspection Center (MVIC)	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	-	creddo2411@yahoo.com
Personnel Section	Gov't Center, Brgy. Maimpis, City of San Fernando, Pampanga	(045) 455-1764	ltopersonnelr03@gmail.com
Angeles District Office	McArthur Highway, Brgy. Sto. Domingo, Angeles City	-	0304angeles@gmail.com
Angeles Extension Office	3F Marquee Mall, Angeles City, Pampanga	-	aeamarqueemail@gmail.com
Balanga District Office	Gov't. Center, Ala-Uli Pilar, Bataan	(047) 240-5762	sylvia.aguas1125@gmail.com
Baler District Office	Brgy. Bacong, San Luis, Aurora	-	ltobaler0312@gmail.com
Baloc District Office	Purok III, Baloc, Sto. Domingo, Nueva Ecija	-	0320rfc@gmail.com
Bataan Licensing Center	Gov't. Center, Ala-Uli, Pilar, Bataan	-	bataanlicensingcenter@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Bocaue Extension Office	9022 McArthur Highway, Lolomboy, Bocaue, Bulacan	-	ltobocaueeo@gmail.com
Bulacan Licensing Center	McArthur Highway, Tabang, Guiguinto, Bulacan	-	bulacanlc03@gmail.com
Cabanatuan District Office	Sumacab Este, Cabanatuan City, Nueva Ecija	-	0332ddmpao@gmail.com
Capas Extension Office	McArthur Highway, Dolores, Capas, Tarlac	(045) 456-0116	lto0387capaseo@gmail.com
DLRO Balagtas Town Center	2nd Floor Balagtas Town Center, McArthur Highway, Balagtas, Bulacan	(0918) 447-1516	dlrobalagtas@gmail.com
DLRO Robinson's Starmills	Level 2, Robinsons Starmills, City of San Fernando, Pampanga	-	dlro.robinsons.pampanga.r3@gmail.com
DLRO Robinsons Malolos	Level 4, Robinsons Place, Malolos, Bulacan	-	ltoDLRorobmalolos@gmail.com
DLRC SM Clark Pampanga	G/F 168 SM City Clark, M.A. Roxas Hwy, Brgy. Malabantias, Angeles City	-	ltoDLrosMclark@gmail.com
DLRO SM Pulilan	SM Pulilan, Sto. Cristo, Pulilan, Bulacan	-	pollybeltran@gmail.com
DLRO SM San Jose Del Monte	Basement 2, SM City San Jose Del Monte, Quirino Highway, San Jose Del Monte City, Bulacan	-	0383ddmpao@gmail.com
DLRO SM Telabastagan	2nd Floor, Near Cinemas, SM City Telabastagan, City of San Fernando, Pampanga	(045) 963-3369	0355dlrosmtelabastagan@gmail.com
DLRO Vista Mall Bataan	2nd Floor Vista Mall, Cupang, Balanga, Bataan	-	ditchraven@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Gapan District Office	San Roque Gapan City, Nueva Ecija	-	0340gapando@gmail.com
Guagua District Office	Brgy. Quilo, San Matias, Guagua, Pampanga	(045) 901-1045	0344ltoguagua@gmail.com
Iba District Office	Balili, Palanginan, Iba, Zambales	-	ddmpao1@gmail.com
Mabalacat Extension Office	2F Marina Arcade, Dau, Mabalacat, Pampanga	-	0336ddmpao@gmail.com
Mabiga Extension Office	McArthur Highway, Mabiga, Mabalacat City, Pampanga	-	0369mabigao@gmail.com
Malolos District Office	McArthur Highway, Tabang, Guiguinto, Bulacan	(044) 795-5559	ltomalolosdo@gmail.com
Meycauayan District Office	Brgy. Camalig, Meycauayan, Bulacan	-	0356meycdo@gmail.com
Nueva Ecija Licensing Center	Sumacab Este, Cabanatuan City, Nueva Ecija	-	nuevaecijalc123@gmail.com
Olongapo District Offices	Gordon Ave., Pag-Asa, Olongapo City	-	0364ddmpao@gmail.com
Orani District Office	Roman Super Highway, Brgy. Doña, Orani, Bataan	(0950) 542-2695	ltooranidistrictoffice@gmail.com
Palayan Extension Office	Barrio Caimito, Palayan City	-	palayanrecords0368@gmail.com
Paniqui District Office	Brgy. Samput, Paniqui, Tarlac	-	0376ddmpao@gmail.com
San Fernando District Office	Govt. Center, Brgy. Maimpis, City of San Fernando, Pampanga	-	0380sanfernando@gmail.com
San Fernando Licensing Center	Capitol Compound., Sto Nino, City of San Fernando, Pampanga	-	r_edwin29@yahoo.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
San Jose District Office	R. Eugenio St., Brgy. R. Eugenio San Jose City, Nueva Ecija	-	0384ddmpao@gmail.com
San Jose del Monte Extension Office	Linawan, Muzon, San Jose del Monte, Bulacan	-	ltosjdmeo@gmail.com
San Rafael District Office	DRT Highway, Ulingao, San Rafael, Bulacan	(044) 797-3985	0316sanrafaeldorecords@gmail.com
San Simon District Office	San Agustin, San Simon, Pampanga	-	mldbayan24@gmail.com
Sta. Maria District Office	Bagbaguin, Sta Maria, Bulacan	-	0385ddmpao@gmail.com
SBMA Extension Office	308 Canal Road, Subic Bay Freeport Zone, Olongapo City	(047) 252-3728	un_two_knee@yahoo.com
SBMA Extension Office – New Registration Unit	308 Canal Road, Subic Bay Freeport Zone, Olongapo City	-	sbmaeo.maidrs@gmail.com
Tarlac District Office	Macabulos Drive, San Roque, Tarlac City	(045) 628-4877	0388tarlacdo@gmail.com
Tarlac Licensing Center	3F Metrotown Mall, Sto. Cristo, Tarlac City	-	pau_capulong@yahoo.com
Zambales Licensing Center	Gordon Ave., Pag-Asa, Olongapo City	-	norietapaz@gmail.com



REGIONAL OFFICE NO. 4A			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Office	2nd Floor Building, Old City Hall Compound, Interior, B. Morada Avenue, Lipa City	(043) 403-3147	ltoord@gmail.com lto4a@gmail.com
Office of the Assistant Regional Office	2nd Floor Building, Old City Hall Compound, Interior, B. Morada Avenue, Lipa City	(043) 403-3148	lto.oardr4a@gmail.com
Digital Media – Public Assistance Office	2nd Floor Building, Old City Hall Compound, Interior, B. Morada Avenue, Lipa City	(043) 404-1745	lto4admpao@gmail.com
Administrative Division	2nd Floor Building, Old City Hall Compound, Interior, B. Morada Avenue, Lipa City	(043) 404-8745 (0977) 859-1825	0400personnelregion@gmail.com
Finance Division	2nd Floor Building, Old City Hall Compound, Interior, B. Morada Avenue, Lipa City	(043) 403-2799 (0917) 135-5711	lto4finance@gmail.com
Operations Division	Ground Floor Building, Old City Hall Compound, Interior, B. Morada Avenue, 4217 Lipa City	(043) 756-1438 (0930) 209-2665 (0927) 372-9795	0400operations@gmail.com
Motor Vehicle Inspection Center (MVIC) Alaminos	Alaminos Compound, Brgy. San Benito, Alaminos, Laguna	(0949) 546-6415	0472sanpablodo@gmail.com
New Registration Unit	3rd Floor Building, Old City Hall Compound, Interior, B. Morada Avenue, 4217 Lipa City	(043) 404-9984	newreg4a@gmail.com
Batangas District Office	Areza Compound, Brgy. Concepcion, National Highway, Batangas City	(043) 740-9738 (0998) 213-8993	0404batangasdo@gmail.com
E-Patrol Services	(ON-MOBILE)	(043) 404-8745	lto4admpao@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Batangas Licensing Center	Areza Compound, Brgy. Concepcion, National Highway, Batangas City	(043) 773-9064 (0995) 582-1605 (0998) 213-5700	0408batangaslrc@gmail.com
Cabuyao Licensing Center	154 Areza Town Center, Brgy. Canlalay, Biñan, Laguna	(0922) 214-6466 (0995) 364-3536 (0947) 491-8939	0420ltocabuyaodo@gmail.com
Bacoor District Office	Revila Business Park, Bacoor, Cavite	(046) 471-1604 (0965) 692-3455	0412.ltobacoor@gmail.com
DLRO Imus	3 rd Floor Robinsons Mall, Tanzang Luma, Imus, Cavite	(046) 416-6053 (0997) 987-2002	0438.ltoimus@gmail.com
Dasmariñas District Office	CC Compound, Brgy. Sabang, Dasmariñas, Cavite	(046) 431-4695 (046) 489-7988 (0905) 916-4997	0414dasmarinasdo@gmail.com
DLRO Dasmariñas	3 rd Floor Robinsons Place, Dasmariñas, Cavite	(0915) 513-3224	dlrodasma0415@gmail.com
DLRO SM City Batangas	SM City Batangas Pallocan West, Batangas City	(043) 311-1345 (043) 311-1876	0417dlrobatangas@gmail.com
San Pedro Extension Office	Atienza Compound, National Highway, Brgy. Nueva, San Pedro City	(028) 373-8803 (0977) 859-1022 (0917) 505-5081	0418LTOSanPedro@gmail.com
DLRO San Pedro	179 Manila South Road, San Pedro, 4023 Laguna	(0912) 768-7273	0420ltocabuyaodo@gmail.com
Cabuyao District Office	154 Areza Town Center, Brgy. Canlalay, Biñan, Laguna	(0922) 214-6466 (0995) 364-3536 (0947) 491-8939	0420ltocabuyaodo@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
DLRO Robinson's Sta. Rosa	3rd Floor, Robinson's Market, Sta. Rosa, Laguna	(049) 535-3209 (0961) 782-5795	dlrostarosa0421@gmail.com
Calamba District Office	Brgy. Uno, Crossing Calamba City, Laguna	(0999) 835-0606	0422calambado@gmail.com
Cavite District Office	Brgy. Putol, Kawit, Cavite	(046) 472-7744 (0935) 640-9473	0428cavitedo@gmail.com
DLRO General Trias	3 rd Floor Robinsons Place, Brgy. Tejero, General Trias, Cavite	(046) 416-6401 (0916) 952-6127	0428cavitedo@gmail.com
Carmona District Office	Verdant Square, Governor's Drive, Brgy. Mabuhay, Carmona, Cavite	(046) 433-3492	0430carmondado@gmail.com
Cavite Licensing Center	Brgy. Putol, Kawit, Cavite	(046) 450-0436 (0917) 718-8115	0432cavitelc@gmail.com
Imus District Office	Brgy. Malagasang II-C, Imus, Cavite	(046) 434-6826	0438.ltoimus@gmail.com
Naic Extension Office	A. Soriano Highway, Brgy. Timalang-Balsahan, Naic, Cavite	(046) 443-2137 (0977) 711-5665	0457naiceo@gmail.com
Tagaytay District Office	Areza Compound, Mahogany Market, Kaybagal South, Tagaytay City, Cavite	(046) 423-0341 (0915) 513-3224	0480tagaytaye01@gmail.com
Laguna Licensing Center	Highway, Brgy. San Nicolas, San Pablo City	(049) 539-5851 (0936) 695-8680	0440lagunalic@gmail.com
Pagsanjan Extension Office	ATC, Brgy. Biñan, Pagsanjan, Laguna	(0933) 814-7757 (0906) 416-8303	0441dlropagsanjan@gmail.com
DLRO Southwoods	3 rd Floor Southwoods Mall, Brgy. San Francisco, Biñan, Laguna	(0965) 730-8306	d46ltosouthwoods@gmail.com
San Pablo District Office	Alaminos Compound, Brgy. San Benito, Alaminos, Laguna	(049) 546-6318 (0998) 925-2079	0472sanpablodo@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Santa Cruz District Office	Brgy. Santa Clara Sur, Pila, Laguna	(049) 540-5978	0476pilado@gmail.com
Balayan District Office	Brgy. Calzada (Ermita), Balayan, Batangas	(043) 727-6973 (0927) 795-9627	0444balayaneo@gmail.com
DLRO Lipa City	2nd Floor Robinson's Place Lipa, Mataas na Lupa, Lipa City	(043) 740-9774 (0970) 383-5499	0448lipado@gmail.com
Lipa City District Office	The Olan Place, Brgy. Maraouy, Lipa City, Batangas	(0936) 880-2455	0448lipado@gmail.com
Taal Extension Office	Taal Sports Complex, Brgy. Tierra Alta, Taal, Batangas	(043) 740-4039 (0919) 819-5444	0492taaleo@gmail.com
DLRO Cainta	Ortigas Avenue Extension, Brgy. Sto. Domingo, Cainta Rizal	(02) 661-9344 (0927) 170-9538	0423dlrccainta@gmail.com
Morong District Office	Manila East Road, Sitio Paglabas, San Pedro, Morong, Rizal	(028) 633-9348 (0955) 480-4975	0454morongeo@gmail.com
Taytay Extension Office	168 Velasquez St., Brgy. San Juan, Taytay Rizal	(028) 532-2510	officialtotaytay@gmail.com
Tanay Extension Office	Sampaloc Road, Brgy. Plaza Aldea, Tanay, Rizal	(028) 285-1659 (0961) 520-0741	0478tanayeo@gmail.com
Binangonan Extension Office	Manila East Road, Brgy. Pag-asa, Binangonan, Rizal	(02) 636-4581 (0945) 690-8830	officialtobinangonan0484@gmail.com
Cainta Extension Office	Bazaar City, 9 GMC Compound, Felix Ave., Brgy. Sto. Domingo, Cainta, Rizal	(0977) 139-4384	Itocaintarecordsection@gmail.com
Antipolo District Office	Sitio Angao C, Lawis Extension, Brgy. Dela Paz Antipolo City	(02) 529-4665 (0949) 930-9393	ltoantipolodorecords0488@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
DLRO Montalban Town Center	Rodriguez Highway, Rodriguez, Rizal	(0977) 306-6963	0490ltodlromontalban@gmail.com
DLRO SM City San Mateo	3rd Floor, SM City San Mateo, Gen. Luna St., Ampid 1, San Mateo, Rizal	(0917) 820-4466 (0906) 306-0093	LTODLROSANMATEO@gmail.com
Catanauan Extension Office	Brgy. Canculajao, Catanauan Quezon	(0927) 825-2828	0411ltocatanauaneo@gmail.com
Gumaca District Office	Bgry. Panikihan, Gumaca, Quezon	(042) 317-3138 (0928) 722-2219	0436gumacado@gmail.com
Lucena City District Office	Lucena Grand Central Terminal, Diversion Road, Ilayang Dupay, Lucena City	(042) 373-0541 (0929) 628-1884	0452lucenado@gmail.com
DLRO SM Lucena City	Dalahican Road, Brgy. Ibabang Dupay, Lucena City	(042) 373-6812 (0912) 356-0269	smlucenadlro@gmail.com
Quezon Licensing Center	Lucena Grand Central Terminal, Diversion Road, Ilayang Dupay, Lucena City	(042) 710-6017 (0938) 621-6313	0464quezonlc@gmail.com
Alabat Extension Office	Bonifacio St., Brgy. 4 Poblacion, Alabat Quezon	(0961) 558-5596	alabateo0471@gmail.com
Tagkawayan Extension Office	Brgy. Munting Parang, Quirino Highway, Tagkawayan, Quezon	(042) 717-7380 (0929) 633-5709	ltotagkawayan0482@gmail.com



REGIONAL OFFICE NO. 4B			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	Brgy. San Rafael, Calapan City, Oriental Mindoro	(043) 288-7143 (043) 288-6420	manuelbetaizar@yahoo.com
Administrative Division	Brgy. San Rafael, Calapan City, Oriental Mindoro	(043) 288-7143 (043) 288-6420	ltomimaropa.admdivision@gmail.com
Finance and Management Division	Brgy. San Rafael, Calapan City, Oriental Mindoro	(043) 288-7143	ltomimaropafinance@gmail.com
Operations Division	Brgy. San Rafael, Calapan City, Oriental Mindoro	(043) 288-7143 (043) 288-6420	ltomimaropaoperationsdivision@gmail.com
New Registration Unit	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-7143 (043) 288-6420	ltonru4b@gmail.com
Calapan District Office	Dolce Casa Di Jo Ville, Brgy. Tawiran, Calapan City, Oriental Mindoro	(043) 288-5402	ltocalapan0424@gmail.com
Pinamalayan Extension Office	Brgy. Papandayan, Pinamalayan, Oriental Mindoro	(043) 284-4521	0462ltopinamalayaneo@gmail.com
Roxas Or. Mindoro Extension Office	Dr. Leon Cusi St., Brgy. Paclasan, Roxas, Oriental Mindoro	(043) 289-7169	ltoroxasormdoextensionoffice@gmail.com
San Jose District Office	Municipal Compound, San Jose, Occidental Mindoro	-	ltosanjosedo@gmail.com
Sablayan Extension Office	Sitio Tuburan, Brgy. Poblacion, Sablayan, Occidental Mindoro	(0920) 788-9419	0466ddmpao@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Mamburao District Office	National Road, Brgy. Payompon, Mamburao, Occidental Mindoro	-	ltomamburao@gmail.com
Boac District Office	Brgy. Bangbangan, Boac, Marinduque	(042) 311-1526	ltoboacdo@gmail.com
Romblon District Office	J.P. Rizal St., Brgy. Tabing Dagat, Odiongan, Romblon	(043) 567-5199	ltoromblon@gmail.com
Palawan District Office	Valencia St., Puerto Princesa City, Palawan	(048) 434-0562	ltopalawan0460@gmail.com
Palawan Extension Office	Robinson's Place., Puerto Princesa City, Palawan	(048) 717-0540	ltopalawan0465@gmail.com
Brooke's Point Extension Office	Brgy. Tub-tub, Brooke's Point, Palawan	-	0445ltobrookespoint@gmail.com



REGIONAL OFFICE NO. 05			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	Regional Government Center, Rawis, Legazpi City, Albay	(052) 742-0872 (0929) 499-9577	ord.ltor5@gmail.com
Office of the Assistant Regional Director	Regional Government Center, Rawis, Legazpi City, Albay	(052) 742-0872 (0995) 497-7825	oard.lto5@gmail.com
Administrative Division	Regional Government Center, Rawis, Legazpi City, Albay	(052) 742-0871 (0963) 205-5355	lto.region5.admdiv@gmail.com
Finance Division	Regional Government Center, Rawis, Legazpi City, Albay	(052) 482-0220 (0933) 859-8238	lto5finance@gmail.com
Operations Division	Regional Government Center, Rawis, Legazpi City, Albay	(052) 431-3353 (0917) 302-7471	ltor5operations@gmail.com
New Registration Unit	Regional Government Center, Rawis, Legazpi City, Albay	(052) 431-3353 (0966) 712-4285	ltor5.operationsdivision@yahoo.com
Traffic Adjudication and Appeals Board	Regional Government Center, Rawis, Legazpi City, Albay	(052) 742-0872 (0995) 497-7825	ltobicol.taab@gmail.com
Digital Media and Public Assistance Office	Regional Government Center, Rawis, Legazpi City, Albay	(052) 742-0873 (0915) 091-5725	ltobicoldmpao@gmail.com
E-Patrol	-	(0956) 866-5827 (0917) 177-5108	revupepatrol5@gmail.com
Daet District Office	Purok 4, San Vicente Rd., Brgy. Alawihao, Daet, Camarines Norte	(054) 731-0585 (0907) 660-9225	lto daetrecords@gmail.com
Ragay District Office	Brgy. Banga Caves, Ragay, Camarines Sur	(0948) 053-1165	ltoragaydo@gmail.com ltoragay0534@gmail.com
Pamplona District Office	Brgy. Del Ro sario, Pamplona, Camarines Sur	(0910) 308-5136	ltopamplonado@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Naga District Office	Feliz Plazo St., Sabang, Naga City, Camarines Sur	871-5256 (0947) 761-6023 (0915) 206-3711	ltonagarecords@gmail.com
Pili Extension Office	Zone 4, Brgy. Cadlan, Pili, Camarines Sur	(0981) 160-7124	ltopiliextensionoffice@gmail.com
Partido District Office	Fuentebella Highway, Tigaon, Camarines Sur	881-3029 (0927) 208-6707	ltopartidorecords@gmail.com partido.lto5@gmail.com
Iriga District Office	Brgy. San isidro, Iriga City, Camarines Sur	871-5218 (0951) 599-8239	irigalito370@gmail.com ltoirigar5@gmail.com
Legazpi District Office	Embarcadero de Legazpi, Leg.Blvrd., Legazpi City, Albay	(0946) 500-0653	ltolegazpi0524@gmail.com
Ligao District Office	Brgy. Sta. Cruz, Ligao City, Albay	570-9080 (0906) 447-7053	ltoaligaodistrictoffice@gmail.com
Tabaco District Office	Brgy. Pawa, Tabaco City, Albay	(0916) 671-4807	lto0540tabaco@gmail.com
Sorsogon District Office	Brgy. Cabid-an, Sorsogon City	331-3368 (0916) 733-0237	ltosorsogon@gmail.com
Irosin District Office	Brgy. San Julian, Poblacion, Irosin Sorsogon	(0935) 024-3375	r05ltoirosindo@gmail.com
Virac District Office	San Isidro Village, Virac, Catanduanes	740-5550 (0919) 578-1115	ltovirac0544@gmail.com
Masbate District Office	Capitol Site, Airport Road, Masbate City	578-1330 (0946) 264-1574	masbatelto@gmail.com



REGIONAL OFFICE NO. 06			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	Brgy. Quintin Salas, Jaro, Iloilo City	(033) 326-2482	ltoregionvi@yahoo.com.ph
Office of the Assistant Regional Director	Brgy. Quintin Salas, Jaro, Iloilo City	(033) 315-8012	dpggeduspan@icloud.com
Administrative Division	Brgy. Quintin Salas, Jaro, Iloilo City	(033) 500-4365	nanette_deocampo2@yahoo.com
Finance and Management Division	Brgy. Quintin Salas, Jaro, Iloilo City	(033) 321 7313	cristinate58@yahoo.com
Operations Division	Brgy. Quintin Salas, Jaro, Iloilo City	(033) 337 2427	ad_sacramento@yahoo.com
New Registration Unit	Brgy. Quintin Salas, Jaro, Iloilo City	(0919) 396-2726	fjrhortillas@gmail.com
Bacolod City District Office	Cottage Road, Bacolod City	(0906) 547-8115	nats.nav@gmail.com
Iloilo City District Office	Brgy. Quintin Salas, Jaro, Iloilo City	(0915) 596-6515	degolladojun@gmail.com
Cadiz City District Office	Gustilo Blvd., Cadiz City, Negros Occ.	(0999) 343-6405	jadanoy@yahoo.com.ph
Calinog District Office	Calinog Mun. Comp., Calinog, Iloilo	(0919) 229-0138	ltocalinogdo@gmail.com
Himamaylan District Office	Gatuslao Park, Himamaylan, Negros Occ.	(0919) 811-6118	-
Kalibo District Office	Brgy. Tigayon, Kalibo, Aklan	(0916) 595-1112	mlvelez113@yahoo.com
Roxas City District Office	Brgy. Tiza, Roxas City, Capiz	(0949) 052-1567	casipelourdes@yahoo.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
San Carlos City District Office	San Carlos City, Negros Occidental	(0917) 687-2669	robbieandutan@icloud.com
Antique District Office	Precioso St., DPWH Compound San Jose, Antique	(0926) 461-3025	durojadaisy@gmail.com
Barotac Viejo District Office	Sitio Pal-ac, Poblacion, Barotac Viejo, Iloilo	(0928) 811-5132	ma.bernadettebatilaran@gmail.com
Guimaras District Office	Guimaras Provincial Compound, San Miguel, Jordan, Guimaras	(0917) 722-2332	sonytrespeses@gmail.com
Sipalay District Office	Brgy. 3, Sipalay, Negros Occidental	(0975) 625-7606	gaferil@gmail.com
Guimbal Extension Office	RACSOS Woodland Resort, Guimbal, Iloilo	(0938) 384-2345	ggasapo@gmail.com
Pontevedra Extension Office	Pontevedra Mun. Comp., Pontevedra, Negros Occidental	(0995) 764-7297	-
Sigma Extension Office	Poblacion Norte, Sigma, Capiz	(0929) 568-7247	joneljojutupas@gmail.com
Malay Extension Office	Sitio Bacolod, Malay, Aklan	(0919) 984-0383	felinamacabales@gmail.com
Pilar Extension Office	Brgy. San Blas, Pilar, Capiz	(0921) 319-9542	droffigzueqirolles@yahoo.com.ph
Passi City Extension Office	Brgy. Bacuranan, Passi City, Iloilo	(0949) 052-1567	ltopassicityeo@gmail.com taclas.masonia@gmail.com
Iloilo Licensing Center	Brgy. Quintin Salas, Jaro, Iloilo City	(0917) 308-0858	chaguilas@yahoo.com
Negros Occidental Licensing Center	Cottage Road, Bacolod City, Negros Occ.	(0999) 362-8295	ltonolcbacolod@yahoo.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Iloilo Driver's License Renewal Center	Robinsons Place, Iloilo City	(0968) 734-5741	roa02@gmail.com
DLRO GT Town Center	GT Town Center, Pavia, Iloilo	(0961) 559-2142	josephmendozalto@gmail.com
Festive Walk Mall Megaworld Drivers' License Renewal Center	Festive Mall Megaworld, Mandurriao, Iloilo City	(0917) 152-5756	dlrofestivemalliloilo@gmail.com
EB Magalona District Office	EB Magalona, Negros Occidental	(0917) 722-2833	reubenmiravallestamos@gmail.com reubentamos16@gmail.com



REGIONAL OFFICE NO. 07			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	2nd Floor MVIC Building M. Logarta Avenue, Subangdaku, Mandaue City	(0918) 807-3502	ord.lto7@gmail.com
Office of the Assistant Regional Director	2nd Floor LTO Bldg., Natalio Bacalso Avenue, Cebu City	-	lto7oardgalario@gmail.com
Administrative Division	MVIC Bldg., M. Logarta St., Subangdaku, Mandaue City, Cebu	(0968) 241-5317	ltovii@yahoo.com.ph
Personnel Section	MVIC Bldg., M. Logarta St., Subangdaku, Mandaue City, Cebu	-	ltoviipersonnelsection@gmail.com
Property & Supply Section	MVIC Bldg., M. Logarta St., Subangdaku, Mandaue City, Cebu	(0928) 524-0062	regionaloffice7.0700@gmail.com
Financial and Management Division	N. Bacalso Avenue, Cebu City	(032) 254-7506	landtransport7@yahoo.com
Operations Division	N. Bacalso Avenue, Cebu City	-	operationsdivision0700@gmail.com
Motor Vehicle Inspection Center	M. Logarta St. Brgy Subangdaku, Mandaue City, Cebu	-	ltomvicrvii@gmail.com
Certificate of Stock Report Facility	N. Bacalso Avenue, Cebu City	-	ltocsrf07@gmail.com
New Registration Unit	MVIC Bldg., M. Logarta St., Subangdaku, Mandaue City, Cebu	(0998) 591-6352	lto7nru@outlook.com
Regional Office Licensing Extension (Malasakit)	N Bacalso Avenue, Pahina Central, Cebu City, Cebu	-	r7malasakitlc@gmail.com
MAIRDOEs Section	MVIC Bldg., M. Logarta St., Subangdaku, Mandaue City, Cebu	(0961) 741-3169	lto7mairdoes@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Bais City District Office	Satellite Market, Brgy. Hangyad, Bais City, Negros Oriental	-	coo.baisr7@gmail.com
Bayawan District Office	Barangay Ubos, Bayawan City, Negros Oriental	(0915) 481-2131	0706bayawansupply@gmail.com
Carcar City District Office	Pajo, Valladolid, Carcar City, Cebu	(0908) 934-9918	0712carcarsupply@gmail.com
Toledo City District Office Licensing Extension (Balamban)	Santa Cruz-Sto Nino, Poblacion, Balamban, Cebu	-	lto7balamban@gmail.com
Dalaguete Extension Office	Consolacion, Dalaguete, Cebu	-	lto70714dalaguete@gmail.com
Cebu City District Office	4th Floor Robinson's Galleria Cebu, General Maxilom Avenue, corner Sergio Osmeña Blvd., Cebu City	-	lto7cebucitydo@gmail.com
DLRO Robinsons Mall, Fuente Cebu	Level 3, Robinsons Fuente, Fuente Osmeña Circle, Cebu City	-	lto7robinsonsfuente@gmail.com
Talisay City Extension Office (Licensing)	Lawaan II, Talisay City, Cebu	(0961) 663-1515	0751lto7talisayeosupply@gmail.com
Cebu City Licensing Center	SM Seaside, South Road Properties, Mambaling, Cebu City	(0998) 591-6351	lto7ccmlc@outlook.com
DLRO SM City Cebu	Barangay Mabolo, Cebu City	-	r07smdlro0722@gmail.com
Danao City District Office	Barangay Taytay, Danao City, Cebu	(032) 344-3556	danaoofficelto7@gmail.com
Lapu-Lapu City Licensing Center	3rd Floor Island Central Mall, Ibo, Lapu-Lapu City	(0998) 591-6354	cecile.lto7@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Dumaguete City District Office	Capitol Area, Taclobo, Dumaguete City Negros Oriental	(0998) 591-6359	r7dumaguetedo0728@gmail.com
Jagna District Office – Garcia Hernandez	West Canayaon, Garcia-Hernandez, Bohol	(0961) 230-8389	0730jagnadistrictoffice@gmail.com
Mandaue City District Office	J Center Mall, 165 A.S Fortuna St., Bakilid, Mandaue City, Cebu	(0923) 530-5093	r7mandauacitydo0732@gmail.com
Mandaue City Licensing Center	J Centre Mall, A.S. Fortuna St., Bakilid, Mandaue City, Cebu	(0945) 512-7928	ltomandauelc0736@gmail.com
Medellin District Office	New Medellin Estate Subdivision, Poblacion, Medellin, Cebu	(0998) 593-5934	newmedellindo@gmail.com
Camotes Island Extension Office	Eastern Poblacion, Poro, Camotes, Cebu	-	Ltocamotesporonew@gmail.com
La Libertad District Office	South Poblacion, La Libertad, Negros Oriental	(0905) 464-0130	0741lalibertadmis@gmail.com
Bantayan Island Extension Office	Poblacion, Santa Fe, Bantayan Island Cebu	-	ltor70742@gmail.com
Ronda District Office	Poblacion, Ronda, Cebu	(032) 472-0453	rondadistrictoffice@gmail.com
Siquijor District Office	Caipilan, Siquijor, Siquijor	(0998) 591-6362	r7siquijordo0744@gmail.com
Tagbilaran City District Office	R. Enerio St. Dampas Road, Tagbilaran City, Bohol	(038) 427-1771	tagbilarancitydistrictoffice@gmail.com
Talisay City Extension Office (Registration)	South Central Square, Lawaan III, Talisay City, Cebu	(0927) 039-2196	0751ltotalisayeosupply@gmail.com
Toledo City District Office	Sergio Osmeña Sr. St. Poblacion, Toledo City	(032) 384-2138	r7toledodo0752@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Talibon Extension Office	Cajes del Rosario Bldg. CPG Ave., Poblacion, Talibon, Bohol	-	0753ltotalibonbohol@gmail.com
Lapu-Lapu City District Office	City Hall Drive, Brgy. Pajo, Lapu-Lapu City, Cebu	(0998) 591-6349	0760oic@gmail.com
Tagbilaran City District Office Licensing Extension (Alturas Mall)	4th Floor Alturas Mall, CPG Ave., Poblacion II, Tagbilaran City, Bohol	(038) 427-5221	0761tagbilarancityeo@gmail.com
E Patrol Mobile Service	2nd Floor MVIC Building M. Logarta Avenue, Subangdaku, Mandaue City.	(0998) 591-6360	epatrol07@gmail.com



REGIONAL OFFICE NO. 08			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	Government Center, Candahug, Palo, Leyte	(053) 888-4672	ltoregionaloffice8@gmail.com rvpoliquit@gmail.com
Office of the Assistant Regional Director	Government Center, Candahug, Palo, Leyte	(053) 888-4694	winarmak66@gmail.com
Administrative Division	Government Center, Candahug, Palo, Leyte	(053) 888 - 4653	bandolonmaribel@yahoo.com
Finance and Management Division	Government Center, Candahug, Palo, Leyte	(053) 832 - 1497	-
Operations Division	Government Center, Candahug, Palo, Leyte	(053)888-4951	nmtabarnero@gmail.com
New Registration Unit	Government Center, Candahug, Palo, Leyte	(053)888-4951	nmtabarnero@gmail.com
Tacloban City District Office	Old Army Road, Tacloban City, Leyte	(053) 325-5005	domitillaserrano@yahoo.com
Tacloban City Extension Office	Old Army Road, Tacloban City, Leyte	-	eden_jmq@yahoo.com
Tacloban City Licensing Center	Old Army Road, Tacloban City, Leyte	(053)325-8275	mbrojas517@gmail.com
Baybay District Office	Brgy. Ga-as, Baybay City, Leyte	-	virgiliopolido54@gmail.com
Burauen Extension Office	Municipal Hall, Sto. Niño Poblacion, Burauen, Leyte	-	badionjelmar@gmail.com jabadion@lto.gov.ph
Borongan District Office	Brgy. Bato, Borongan E., Samar	(053) 560-8570	loabella_44@yahoo.com
Calbayog District Office	J.D. Avelino St., Calbayog W., Samar	-	paztarrayo1957@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Carigara District Office	Government Center, Carigara, Leyte	(0961) 240-2727 (0956) 236-2273	rpalianza1975@gmail.com
Catarman District Office	Brgy. Dalakit, Catarman N., Samar	-	pistaevelyn@gmail.com
Catbalogan District Office	Capitol Ground, Rizal Ave. Extn., Catbalogan W. Samar	(055) 530-0282 (055) 543-8260	vivdmabag@yahoo.com
Maasin District Office	Brgy. Abgao, Maasin City, Southern Leyte	(053) 570-8056 (0938) 500-3058	mosaraura@lto.gov.ph
Javier Extension Office	Barangay Picas Norte, Maharlika Hwy, Javier, Leyte	-	alvinbabon71@gmail.com
Naval District Office	Municipal hall, Sto Niño Poblacion , Burauen, Leyte	(0918) 691-6214	ainemracsellabac@gmail.com ccaballes88@yahoo.com
Ormoc District Office	Brgy. Cogon Aunubing St., Ormoc City	(053) 561-2169	ara_diaz125@yahoo.com
Palompon District Office	LTO Heights, Guiwan I, Palompon Leyte	(053) 555-8089	jecesvallar1@yahoo.com
San Juan District Office	Carillo St., San Juan, Southern Leyte	(0975) 373-6596	ma.victoria_cuizon@yahoo.com
Sogod Extension Office	Zone IV, Sogod, Southern Leyte	(053) 577-1952	r841ddmpao@gmail.com
Mercedes Extension Office	Mercedes, Eastern Samar	-	anaciogavino@gmail.com
Guiuan Extension Office	Brgy. 6 Poblacion, Guiuan, Eastern Samar	-	benmoradomingoiii@gmail.com



REGIONAL OFFICE NO. 09			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	Balagasan, Pagadian City	(062) 957-4910	lto_r9@yahoo.com 9rdmpao@gmail.com
Office of the Assistant Regional Director	Balagasan, Pagadian City	(062) 957-4910	
Administrative Division	Balagasan, Pagadian City	(062) 992-5650	abdelshan@yahoo.com
Finance and Management Division	Balagasan, Pagadian City	(062) 955-2709	-
Operations Division	Balagasan, Pagadian City	(062) 975-5802	-
New Registration Unit	ZamboEcozone, San Ramon, Zamboanga City	(062) 983-0804	0901ddmpao@gmail.com
Zamboanga District Office	Veterans Avenue, Zamboanga City	(062) 993-0289	0928ddmpao@gmail.com
Ipil District Office	Ipil Poblacion, Zamboanga Sibugay	(062) 333-2595	0912ddmpao@gmail.com
Dipolog District Office	Lower Turno, Dipolog City	(065) 908-3091	0908ddmpao@gmail.com
Pagadian District Office	Cerilles Bldg. Brgy Tiguma , Pagadian City	(062) 215-2791	0920ddmpao@gmail.com
Basilan District Office	J.S. Alano St, Isabela City, Basilan	(0916) 532-7095	0904ddmpao@gmail.com
ZamboEcozone Extension Office	San Ramon, Zamboanga City	(062) 982-0981	0929ddmpao@gmail.com
Buug Extension Office	Poblacion Buug, Zamboanga Sibugay	(062) 957-1810	0907ddmpao@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Sindangan Extension Office	Disud, Sindangan, Zamboanga del Norte	(0926) 753-7555	0926ddmpao@gmail.com
Molave Extension Center	Rizal Avenue, Molave Zamboanga del Sur	(062) 945-1565	0930ddmpao@gmail.com
Siocon Extension Office	Siocon, Zamboanga del Norte	(0926) 738-9411	-
Dapitan Extension Office	Gloria Dapitan, Dapitan City, Zamboanga del Norte	(0906) 366-3823	-
Tetuan Extension Office	Tetuan Highway, Zamboanga City	(062) 993-8790	-
Dipolog Licensing Center	Lower Turno, Dipolog City	(065) 915-5739	0909ddmpao@gmail.com
Zamboanga Licensing Center	Veterans Avenue, Zamboanga City	(062) 990-1536	0932ddmpao@gmail.com
E-Patrol, San Jose	San Jose Rd., Zamboanga City	(062) 955-0096	9009ddmpao@gmail.com
DLRC Yubengco Mall	Yubengco Star Mall, Putik, Zamboanga City	(062) 957-3713	0927ddmpao@gmail.com
DLRO KCC Mall	KCC Mall, Governor Camins, Zamboanga City	(062) 955-0408	0931ddmpao@gmail.com



REGIONAL OFFICE NO. 10			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 858-6391	ltor10@yahoo.com.ph
Office of the Assistant Regional Director	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-2103	lto.ardo@gmail.com
Administrative Division	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-6391	ltoadmdiv@gmail.com
Human Resource Development Section	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-6391	ltoadmdiv@gmail.com
Procurement Section	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-6763	ltor10proc@gmail.com
Property and Supply Section	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-6763	pnsregion10@gmail.com
Finance and Management Division	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 881-1780	fmdregion10@gmail.com
Accounting Section	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 881-1780	fmdregion10@gmail.com
Management and Audit Section	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 881-1780	fmdregion10@gmail.com
Operations Division	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-1423	operationsdivisionr10@gmail.com
Regional Law Enforcement Section	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-1423	operationsdivisionr10@gmail.com
Traffic Adjudication Section	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(0997) 356-7542	operationsdivisionr10@gmail.com mickeylau9@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
New Registration Unit	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-6686	newreg_region10@yahoo.com
Cagayan de Oro District Office	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 880-6813	1008.cdodo@gmail.com
Cagayan de Oro Licensing Center	MVIS Compound, Zone 7, Bulua, Cagayan De Oro City	(088) 881-6862	cdolc.lto10@gmail.com
Driver's License Renewal Center	Limketkai Mall, Lapasan, Cagayan de Oro City	(088) 856-3006 (0926) 819-0622	limketkai1007@gmail.com
SM City Driver's License Renewal Office	3rd Floor, SM Uptown, Upper Carmen, Cagayan De Oro City	(088) 859-3527	1038dlrosm@gmail.com
2nd District Cagayan De Oro District Office	Zone 2, Agusan, Cagayan De Oro City	(088) 859-2746	ltoagusan@gmail.com
E-Patrol Balingasag	Balingasag, Misamis Oriental	(088) 880-5570	epatrolmobile9010@yahoo.com
Maramag District Office	Purok 5, North Poblacion, Maramag, Bukidnon	(0917) 630-6633	lto.xmeo@gmail.com
Kibawi District Office	Kibawe, Bukidnon	(0975) 302-7196	1014ltoKibawe@gmail.com
Malaybalay District Office	Brgy. 9, Malaybalay City, Bukidnon	(088) 813-4106	1020ltomalaybalay@gmail.com
Valencia District Office	New Bus Terminal, Lumbo, Valencia City, Bukidnon	(088) 828-5194	ltovalenciamu@gmail.com
Tubod District Office	Sagadan Poblacion, Tubod, Lanao Del Norte	(063) 227-6299	1046tubod@gmail.com
Iligan City District Office	Rosario Heights, Iligan City	(063) 223-0052 (063) 221-7691	ltoiligan1017@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Initao Extension Office	Initao, Misamis Oriental	(088) 882-0196	ltoinitao@gmail.com
Camiguin District Office	Mambajao, Camiguin Province	(088) 387-1228	1024.camguin@gmail.com
Oroquieta City District Office	Lower Lamac, Capitol Compound, Oroquieta City, Misamis Occidental	(0917) 771-7122 (088) 520-9051	1028oro@gmail.com
Gingoog District Office	F. Duguenio St., Sta. Clara Road, Brgy. 26, Gingoog City	(088) 861-3221	1016.ltogingoog@gmail.com
Ozamiz City District Office	Near City Hall Drive, Bernard St., Brgy. Aguada, Ozamiz City, Misamis Occidental	(088) 545-1507	ltoozamiz@gmail.com
Tangub City District Office	Beside Agora Market, Brgy. 3, Tangub City, Misamis Occidental	(0916) 664-1061	ltotangubcitydo7214@gmail.com



REGIONAL OFFICE NO. 11			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	LTO MVIS Compound Quimpo Boulevard, Davao City	(082) 226-4141	ltorxi@yahoo.com.ph ltodavao@gmail.com
Office of the Assistant Regional Director	LTO MVIS Compound Quimpo Boulevard, Davao City	(082) 227-9192	ltorxi@yahoo.com.ph ltodavao@gmail.com
Administrative Division	LTO MVIS Compound Quimpo Boulevard, Davao City	(082) 222-3227 (082) 227-7014	ltorxi@yahoo.com.ph ltodavao@gmail.com
Finance and Management Division	LTO MVIS Compound Quimpo Boulevard, Davao City	(082) 222-5166	ltorxi_finance@yahoo.com
Property Section	LTO MVIS Compound Quimpo Boulevard, Davao City	(082) 222-3301 (0943) 443-8944	lto11propertysection@yahoo.com
Operations Division	LTO MVIS Compound Quimpo Boulevard, Davao City	(082) 296-0985 (0926) 920-6848	optnsltoci@gmail.com
Davao City South District Office	LTO MVIS Compound Quimpo Boulevard, Davao City	(082) 227-2513 (0949) 309-4138	r11_dcdo@yahoo.com
Davao City North District Office	LTO MVIS Compound Quimpo Boulevard, Davao City	(082) 227-1471 (0920) 114-4675 (0933) 617-3551	ltomdlc@gmail.com
Digos District Office	Aurora 6th Street, Brgy. San Jose, Digos City, Davao Del Sur	(082) 237-3887 (0916) 492-8979	lto11.digos@gmail.com
Malita District Office	Quezon Street Poblacion, Malita, Davao Occidental	(0967) 359-3924 (0999) 408-3778	ltomalitadistrictoffice@gmail.com
Samal District Office	Brgy. Miranda, Babak District Island Garden City of Samal, Davao Del Norte	(0947) 570-2288	lto11.samal@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Panabo District Office	Bulakanon Timber Woodworking Shop, Centro 2, KM 29, J.P Laurel, Panabo City	(084) 823-4588 (0966) 763-2200 (0998) 945-1663	ltoxipanabo@gmail.com
Tagum District Office	Provincial Government Center, Brgy. Mankilam, Tagum City, Davao Del Norte	(084) 216-6516 (0917) 721-1862	ltotagumdo@gmail.com
Davao De Oro District Office	Poblacion Nabunturan, Davao De Oro	(0916) 492-8979 (0909) 646-8173	ltocomvaldo@gmail.com
Mati District Office	Government Center, NHA Dahican, Mati City, Davao Oriental	(087) 388-4759 (0977) 623-9838	ltomatido@gmail.com
DLRO Toril	Ground Floor, Fecris Supermarket Toril, Crossing Bayabas, Davao City	(082) 225-8933 (0919) 925-0647	LTOTORILRXI@gmail.com
DLRO Buhangin	Gaisano Grand City Gate Mall, Buhangin, Davao City	(0927) 318-3519	ltobuhangin18@gmail.com
DLRO Digos	Gaisano Mall of Digos, Tres De Mayo, Digos City Davao Del Sur	(082) 225-8700 (0927) 012-8020	dlrogmalldigos2018@gmail.com
DLRC Tagum	Lower Ground Floor, Gaisano Mall of Tagum, Tagum City	(084) 216-7122 (0916) 492-8979	lto.dlrc.gaisano.mall.tagum.city@gmail.com
E-Patrol Sulop	Poblacion Sulop, Davao Del Sur	(0919) 420-2116	cezcel@yahoo.com



REGIONAL OFFICE NO. 12			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	Regional Office 12, Purok Yellowbell, Brgy. Sta. Cruz, Koronadal City, South Cotabato	(083) 878-0764	mbgonzaga@yahoo.com
Office of the Assistant Regional Director	Regional Office 12, Purok Yellowbell, Brgy. Sta. Cruz, Koronadal City, South Cotabato	(083) 825-4544	lto12ard@gmail.com
Administrative Division	Regional Office 12, Purok Yellowbell, Brgy. Sta. Cruz, Koronadal City, South Cotabato	(083) 878-0770	ltoadivision@yahoo.com
Finance and Management Division	Regional Office 12, Purok Yellowbell, Brgy. Sta. Cruz, Koronadal City, South Cotabato	(083) 887-7703	Landtransportationoffice12@yahoo.com
Operations Division	Regional Office 12, Purok Yellowbell, Brgy. Sta. Cruz, Koronadal City, South Cotabato	-	lto12operationsdivision@gmail.com
Koronadal City District Office	Jaycee Avenue, Koronadal City, South Cotabato	(083) 520-1533	ltoiskor@gmail.com
General Santos City District Office	City Hall Compound, General Santos City	(083) 553-9414	lto_generalsantoscite@yahoo.com
Marawi City District Office	Matampay, Marawi City, Lanao del Sur	(0908) 512-7486	ltoamarawi@gmail.com
Kidapawan City District Office	Osmeña Drive Kidapawan City	(064) 521-0070	lto kidapawan1220@gmail.com
Tacurong City District Office	Roxas Street, Poblacion Tacurong City	(064) 562 3660	lto tacurong@gmail.com
Sarangani District Office	President Quirino Street, Poblacion, Alabel, Sarangani Province	(083) 508-2271	lto sarangani@gmail.com
Kabacan District Office	National Highway, Kayaga, Poblacion, Kabacan Cotabato	-	1218kabacaneo@gmail.com
Maguindanao District Office	Barangay Capiton, Datu Odin Sinsuat, Maguindanao	(064) 557-4988	lto maguindanao@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Surallah District Office	J.P Laurel St Barangay Libertad (Poblacion) Surallah, South Cotabato	(083) 238-3346	ltosurallah1242@gmail.com
Polomolok Extension Office	Dulay Subdivision, National Highway, Polomolok, South Cotabato	(083) 878-1711	LTOPolomolok1230@gmail.com
Midsayap District Office	Municipal Hall Compound, Midsayap North Cotabato	(064) 521-0749	ltomidsayap1236@gmail.com
Datu Abdullah Sangki Extension Office	Municipal Hall, Datu Abdullah Sangki	-	lto1222shariffaguakeo@gmail.com
Tambler Extension Office	Barangay Tambler, General Santos City	-	ltotambler@gmail.com
Wao Extension Office	Western Wao, Lanao del Sur	-	ltowaoeor12@gmail.com
Koronadal City Licensing Unit	Jaycee Avenue, Koronadal City, South Cotabato	(083) 877-4872	koronadallicensingcenter@gmail.com
General Santos City Licensing Center	City Hall Compound, General Santos City	-	ltolicensing1238@gmail.com
DLRO Gaisano Grand Mall (Koronadal City)	Gaisano Grand Mall, Alunan, Avenue, Koronadal City, South Cotabato	(083) 520-2612	1227dlrokoronadal@gmail.com
DLRO SM City General Santos	3rd Level, SM City GenSan, L. Santiago Street, General Santos City	-	-
DLRO Robinsons Place (General Santos City)	Robinsons Place, J. Catolico St., Lagao, General Santos City	(083) 553-1442	dlrorobinsongensan@gmail.com
E-Patrol Unit - Maasim, Sarangani	Prk. Linao Poblacion Albanha Terminal Maasim, Sarangani Province	-	epatrol.r12@gmail.com



CORDILLERA ADMINISTRATIVE REGION (CAR)			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1662	dotrcarofficial@gmail.com
Office of the Assistant Regional Director	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1662	dotrcarofficial@gmail.com
Administrative Division	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1668	ad.ltocar1400@gmail.com
Finance Division	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1668	commsfin@gmail.com
Legal Division	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1662	dotrcarofficial@gmail.com
Operations Division and New Registration Unit	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1662	commsopdotr@gmail.com
Accounting Section	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1668	dotracctg@gmail.com
Budget Section	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1668	commsbud@gmail.com
Cashier Section	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1668	dotrltocarrtascashier@gmail.com
Supply Section	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1668	dotrltocarsupply@gmail.com
Human Resource Section	2nd Floor Post Office Building, Post Office Loop, Upper Session Road, Baguio City	(074) 423-1668	commshrdotr@gmail.com
Abra District Office	Bangued, Abra	(0929) 960-5662	ltobangueddo@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Apayao District Office	Luna, Apayao	(0935) 301-3709	ltoapayao63@gmail.com
Baguio City District Office & Baguio Licensing Center	LTO Compound, Polo Field, Pacdal, Baguio City	(0977) 875-1234	ltobaguiodo@gmail.com ltolicensingbaguio@gmail.com
Benguet District Office	Wangal, La Trinidad, Benguet	(074) 661-4434	latrinidad1420@gmail.com
Ifugao District Office	Lamut, Ifugao	(0906) 277-1642	ltoIagawedo@gmail.com
Alfonso Lista - Ifugao Extension Office	Santa Maria Poblacion, Alfonso Lista, Ifugao	(0921) 936-8152	alistaifugaoextensionoffice@gmail.com
Kalinga District Office	Tabuk, Kalinga	(0920) 638-7013	ltotabukdo@gmail.com
Bontoc District Office	Bontoc, Mt. Province	(0921) 231-4453	ltobontoc.official@gmail.com
DLRO Porta Vaga	Porta Vaga Mall, Session Road, Baguio City	(074) 309-4373 (074) 309-4645	portavaga.dlro@gmail.com



CARAGA ADMINISTRATIVE REGION			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	J.Rosales Avenue, Butuan City	(085) 817-1634	dotrcaraga13@gmail.com joelconsulta1221@gmail.com
Office of the Assistant Regional Director	J.Rosales Avenue, Butuan City	(085) 817-1635	dotrcaraga13@gmail.com joelconsulta1221@gmail.com
Administrative and Finance Division	J.Rosales Avenue, Butuan City	(085) 817-1634	admnanfindotr13@gmail.com
Human Resource Section	J.Rosales Avenue, Butuan City	(085) 817-1634	admnanfindotr13@gmail.com
Supply and Property Section	J.Rosales Avenue, Butuan City	(085) 815-3007	panzysabella@gmail.com
General Service Section	J.Rosales Avenue, Butuan City	(085) 817-1634	dotrcaraga.gso@gmail.com
Finance Division	J.Rosales Avenue, Butuan City	(085) 815-3374	gasigno@gmail.com
Accounting Section	J.Rosales Avenue, Butuan City	(085) 815-3375	gasigno@gmail.com
Budget Section	J.Rosales Avenue, Butuan City	(085) 815-1305	susanmontalban815@yahoo.com
Cashier	J.Rosales Avenue, Butuan City	(085) 815-1305	chelsweet78@yahoo.com
Legal Division	J.Rosales Avenue, Butuan City	(0917) 519-1180	naa_law@yahoo.com.ph
Operations Division	J.Rosales Avenue, Butuan City	(085) 817-1649	linoespanya@gmail.com
Law Enforcement Service	J.Rosales Avenue, Butuan City	(085) 817-1649 (085) 817-3860	newregcaraga@gmail.com
Traffic Safety Unit	J.Rosales Avenue, Butuan City	(085) 817-1649	gambemarife@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Traffic Adjudication Service	J.Rosales Avenue, Butuan City	(085) 817-1649	galgenbgalila@gmail.com
MAIDRS	J.Rosales Avenue, Butuan City	(085) 817-2644	-
Planning Division	J.Rosales Avenue, Butuan City	(085) 817-1864	dotrcaragapanningdiv@gmail.com
New Registration Unit	J.Rosales Avenue, Butuan City	(085) 817-2644	-
Bislig District Office	Montero Road, Bislig, Surigao del Sur	(086) 853-2674 (0949) 361-7427	-
DLRO Robinsons Mall Butuan	3rd Floor, Robinsons Place Butuan, J.C. Aquino Avenue, Butuan City	(085) 815-6113 (0917) 724-7946	-
Bayugan District Office	Bayugan City, Agusan del Sur	(085) 242-5495	-
Butuan District Office	J.Rosales Avenue, Butuan City	(085) 815-2178	-
Cabadbaran District Office	F. Dagani Street, Cabadbaran City	(085) 818-5854 (0909) 497-5878	-
Dapa District Office	Km. 3, Brgy. Osmeña, Dapa, Siargao Islands Surigao Del Norte	(0949) 361-7427	-
Patin-ay District Office	Patin-ay, Prosperidad, Agusan del Sur	(085) 838-5472	-
Surigao District Office	Provincial Capitol Compound, Surigao City	(086) 827-2001	-
Tandag District Office	Capitol Road., Tandag, Surigao del Sur	(086) 211-3322 (0946) 053-0329	-
Trento Extension Office	P-14, Algon Poblacion, Trento, Agusan del Sur	(0918) 498-6646	-



NATIONAL CAPITAL REGION (NCR) - EAST			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	LTO Main Compound, East Avenue, Quezon City	-	-
Office of the Assistant Regional Director	G/F Old MID Room LTO Main Office, East Avenue, Quezon City	924-6763 922-9061 local 323	-
Administrative Division	G/F Old MID Room LTO Main Office, East Avenue, Quezon City	924-6763 922-9061 local 323	-
Finance and Management Division	G/F Old MID Room LTO Main Office, East Avenue, Quezon City	924-6763 922-9061 local 323	hdf.ltoncreast@gmail.com
Human Resource Section	G/F Old MID Room LTO Main Office, East Avenue, Quezon City	924-6763 922-9061 local 323	ltoncrhrest@gmail.com
Property Section	G/F Old MID Room LTO Main Office, East Avenue, Quezon City	924-6763 922-9061 local 323	-
Operations Division and New Registration Unit	LTO Main Compound, East Avenue, Quezon City	8260-8828 8559-6982	-
E-Patrol Unit	LTO Main Compound, East Avenue, Quezon City	-	-
Diliman District Office	LTO Main Compound, East Avenue, Quezon City	8922-9061 local 324	-
La Loma District Office	#3 Biak na Bato, cor. P. Florentino, Sta. Mesa Heights, Quezon City	711-4444	-



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Marikina District Office	LOL Building, JP Rizal St., Brgy. Sto. Nino, Marikina City	7730-2672	-
Novaliches District Office	1129 Quirino Highway, Novaliches, Quezon City	8983-0723	-
Pasig District Office	Ynares Sports Center Compound, Pasig City	636-5770	-
San Juan District Office	80 R. Magsaysay Boulevard, Quezon City	8714-9113	-
Quezon City District Office	83 Butel Building, P. Tuazon, Quezon City	431-9017 723-7740	-
Valenzuela District Office	Unit 1 & 2 Arca Plaza Building, Maysan Road, Maysan, Valenzuela City	292-7846	-
Mandaluyong Extension Office	121 Shaw Boulevard, Mandaluyong City	532-2726	-
Pateros Extension Office	ARM Building, 92 M. Almeda St., Pateros	2294-0817	-
Quezon City Extension Office	#151 20 th Avenue corner Mirasol Street, Brgy. San Roque, Cubao, Quezon City	8356-0708 3438-5617	-
Taguig Extension Office	Old Admin. Building., FTI Compound, Taguig City	(0966) 425-9507	-
Quezon City Licensing Center	LTO Main Compound, East Avenue, Quezon City	436-5094	-
Quezon City Licensing Center - Renewal Section	LTO Main Compound, East Avenue, Quezon City	436-3092	-



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
San Juan Licensing Center	108 N. Domingo St., San Juan City	8282-1693	Sjlc13168888@gmail.com
Taguig Licensing Extension Office	Old Admin. Building., FTI Compound, Taguig City	(0995) 633-8857	-
Valenzuela Licensing Extension Office	Unit 1 & 3 2/F, Arca Plaza Bldg., Maysan Road, Maysan Valenzuela City	-	-
Public Utility Vehicle Registration Center (PUVRC)	LTO Main Compound, East Avenue, Quezon City	921-9014	-
North Motor Vehicle Inspection Center (NMVIC)	LTO Main Compound, East Avenue, Quezon City	-	-
Alimall	2nd Floor Government Center, Alimall, Cubao, Quezon City	930-7724	-
California Garden Square	Unit R20-21 Cluster Anaheim, California Garden Square, D.M. Guevarra, Brgy. Highway Hills, Mandaluyong City	8800-6425	-
Eastwood	Cybermall, Eastwood, Quezon City	-	-
Ever Gotesco Commonwealth	2nd Floor Ever Gotesco, Commonwealth, Quezon City	442-7483	-
Fishermall	UB Fisher Mall Quezon Avenue corner Roosevelt Avenue, Quezon City	241-6874	-
Robinson Galleria	Lower Level Robinsons Galleria, Ortigas Avenue, Mandaluyong City	632-1703	-
Robinsons Metroeast	Basement, Robinsons Metro East, Marikina	477-0732	-



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Robinsons Novaliches	3rd Floor Robinsons Fairview, Novaliches, Quezon City	370-1845	-
Shaw Mall Center	3rd Level Shaw Center Mall Shaw Blvd. cor. Nueve de Pebrero, Mandaluyong City	(0963) 436-7583	-
SM North EDSA	Lower G/F GSE SM Annex, SM North EDSA, Quezon City	692-7572	-
SM Novaliches	2 nd Floor Wellness Zone, SM Novaliches, Quezon City	7914-0260	-
Tiendesitas	Tiendesitas En Frontera Verde, Las Tiendas Entrance, Ugong, Pasig City	8727-1930	-
UP Town Center	A106 UP Town Center, Katipunan Avenue, Quezon City	8244-2534	-
Venice Grand Canal	C309 3/F Venice Grand Canal Mall, Mckinley Road Pinagsama Taguig City	8732-2210	-



NATIONAL CAPITAL REGION (NCR) - WEST			
OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Office of the Regional Director	LTO-NCR West Building, 5th Floor 20 G. Araneta Ave., Quezon City	8273-1504 (0995) 726-6837 8282-1286 loc. 108	ltoncr@ymail.com 1300rdmpao@gmail.com
Office of the Assistant Regional Director	LTO-NCR West Building, 5th Floor 20 G. Araneta Ave., Quezon City	8273-3628 8282-1286 loc. 104	ltoncr@ymail.com
Administrative Division	LTO-NCR West Building, 3rd Floor 20 G. Araneta Ave., Quezon City	8273-1348	-
Human Resource Development Section	LTO-NCR West Building, 3rd Floor 20 G. Araneta Ave., Quezon City	8273-0615 8282-1286 loc. 114	ltoncrwest2021@gmail.com
Property Section	LTO-NCR West Building, 3rd Floor 20 G. Araneta Ave., Quezon City	8282-2270 8282-1286 loc. 113	-
Receiving Area	LTO-NCR West Building, 3rd Floor 20 G. Araneta Ave., Quezon City	8273-1290 8282-1286 loc. 115	-
Finance and Management Division	LTO-NCR West Building, 4th Floor 20 G. Araneta Ave., Quezon City	8282-1286 loc. 110	financeltoncr@yahoo.com
Accounting Section	LTO-NCR West Building, 4th Floor 20 G. Araneta Ave., Quezon City	8352-7593	-
Budget Section	LTO-NCR West Building, 4th Floor 20 G. Araneta Ave., Quezon City	8711-2804	-



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Cashier Section	LTO-NCR West Building, 4th Floor 20 G. Araneta Ave., Quezon City	8273-3657 8282-1286 loc. 19	-
Operations Division	LTO-NCR West Building, 2nd Floor 20 G. Araneta Ave., Quezon City	8273-3810 8282-1286 loc. 124	ltoncropdwest2019@gmail.com
MAIDRS	LTO-NCR West Building, 2nd Floor 20 G. Araneta Ave., Quezon City	8273-3810 (0905) 895-6522	-
Operations Division - TAS	LTO-NCR West Building, Ground Floor 20 G. Araneta Ave., Quezon City	8561-6266 (0996) 704-6997 8282-1286 loc. 121	tasltoncrwest@yahoo.com
Regional Operations Center	LTO-NCR West Building, 20 G. Araneta Ave., Quezon City	(0966) 213-8610	ltoncrwroc@gmail.com
New Registration Unit	LTO-NCR West Building, 2nd Floor 20 G. Araneta Ave., Quezon City	8282-4614 8282-1286 loc. 122	-
Plates Section	LTO-NCR West Building, 2nd Floor 20 G. Araneta Ave., Quezon City	8282-1286 loc. 119	nrultoncr22@gmail.com
Records Section	LTO-NCR West Building, 2nd Floor 20 G. Araneta Ave., Quezon City	(0905) 214-3314 8282-1286 loc. 120	ltoncr.recordssection@gmail.com
On - Wheels	LTO-NCR West Building, 20 G. Araneta Ave., Quezon City	(0917) 165-8531 (0998) 388-4705	-
Araneta Licensing Center	LTO-NCR West Building, 20 G. Araneta Ave., Quezon City	(0993) 445-7131	-



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
DLRO Alabang Town Center	Space 1141 Entertainment Center, Alabang Town Center, Muntinlupa City	8541-0189	1385ddmpao@gmail.com
DLRO Araneta Square Mall	4th Floor Araneta Square Mall Samson Road, Monumento Caloocan City	8927-0634	ltoaranetasq1305@gmail.com
DLRO Fishermall Malabon	5th Floor Fishermall Dagat-dagatan Avenue Longos, Malabon City	(02) 8706-4070 (02) 8715-9818	-
DLRO Guadalupe	Ground floor, Guadalupe Commercial Complex (GCC) Mall, MRT Guadalupe Level, Guadalupe Nuevo, Makati City	8800-6173 (0905) 360-0040	1331gulpe8888@gmail.com
DLRO Lucky China Town	H2-1 3rd Floor Lucky Chinatown Mall Annex B, Reina Regente Corner Dela Reina St, Binondo Manila	8292-1447 7971-8187	i13468888@gmail.com
DLRO Metropoint Pasay	4th floor Metropoint Mall EDSA Taft Pasay City	(0999) 993-4854	dlrometropoint911@gmail.com
DLRO Paseo Center Makati	3rd floor, Paseo Center, Salcedo Village, Makati City	(0920) 628-3253	concerns.dlropaseo@gmail.com
DLRO Robinsons Las Piñas	Lingkod Pinoy Basement Area Robinson's Place Las Piñas Alabang-Zapote Road Talon 1 Las Piñas City	8564-4315	1325ddmpao@gmail.com
DLRO Robinsons Place Manila	3 rd Level Open Space Parking, Padre Faura Wing, Robinsons Place, Ermita, Manila	8242-4937	1309ltorobmanila@gmail.com
DLRO SM Manila	Government Service Express 5th floor SM Manila, Ermita Manila	(0915) 066-7736	concerns.dlrosmmanila@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
DLRO SM South Mall	SM South Mall Alabang Zapote Rd. Almanza Uno, Las Piñas City	(0920) 476-5707	josephnicolas81@gmail.com
DLRO The Link Makati	LTO DLRO 2nd Floor The Link, San Lorenzo Makati City	(0960) 906-1972	ltdlrothelink1330@gmail.com
DLRO Ayala Circuit Mall	3rd Floor, Ayala Malls Circuit, Circuit Makati, Makati	(0916) 343-1690 (02) 8288-0709	1354ayalacircuitmall@gmail.com
DLRO Zabarte Town Center	Zabarte Town Center, Camarin Caloocan City	8708-8918 8708-9783	1311dmpao@gmail.com
Kaloocan Licensing Extension Office	Butel Building, Brgy. 79 Araneta Avenue, Caloocan City	8361-3884	1306ddmpaonew@gmail.com
Kaloocan District Office	Butel Building, Brgy. 79 Araneta Avenue, Caloocan City	8364-1183	1304ddmpao@gmail.com
Las Piñas District Office	Francisco Motors Compound, Talon 1, Alabang-Zapote Road, Las Piñas City	(0956) 421-2937	laspinasdistrictoffice@gmail.com
Las Piñas Licensing Extension Office	Francisco Motors Compound, Talon 1, Alabang-Zapote Road, Las Piñas City	8556-7670	i3908888@gmail.com
Makati District Office	Butel Building Pililia St. Brgy. Valenzuela, Makati City	(02) 8895-8678 (0923) 174-8221	makati1328@gmail.com 1328ddmpao@gmail.com
Malabon District Office	Ground Floor - Malabon City Hall, F. Sevilla Boulevard, San Agustin Malabon City	(0968) 773-8798	1332ltomalabon@gmail.com
Manila East District Office	776 Domingo Santiago St., Sampaloc, Manila	8715-5979	ltomanilaeast1340@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Manila Licensing Center and Manila Licensing Renewal Section	Temporary Address: 1686 JT Centrale Mall Barangay 311 Fugoso St., Sta. Cruz, Manila	(0916) 643-5202 (0918) 627-6728	1392ddmpao@gmail.com
Manila North District Office	Temporary Address: 1686 JT Centrale Mall Barangay 311 Fugoso St., Sta. Cruz, Manila	(0961) 794-7443	ltomanilnorth1344@gmail.com
Manila South District Office	Annex 2 Building, Philpost Compound, Lawton, Manila	8528-4668 (0960) 603-7330 (0956) 091-1645	ltomsdo@gmail.com 1348ddmpao@gmail.com
Manila West District Office	2154 Beta Bldg Josefina Corner Espana Sampaloc Manila	8253-6185	manilawest1352@gmail.com
Muntinlupa District Office	National Road, Tunasan, Muntinlupa City	8862-1091 (0939) 123-4202 (0969) 518-2409 (0946) 078-5886	muntinlupa1366@gmail.com 1366ddmpao@gmail.com
Navotas Extension Office	General Gas Plant Building, Fishport Complex, Navotas City	8283-3510	navotas1358@gmail.com
Parañaque District Office	Olivarez Plaza, Ninoy Aquino Ave. Brgy. San Dionisio, Parañaque City	(0961) 910-4340	1367ddmpao@gmail.com
Parañaque Licensing Center	2nd Floor PITX 1 Kennedy Road Tambo, Parañaque City	(0916) 735-1880	1345ddmpao@gmail.com
Pasay District Office	LTO Pasay Compound Domestic Road Pasay City	(0960) 446-2679	pasay1368@gmail.com
Pasay City Licensing Center	LTO Pasay Compound Domestic Road Pasay City	(0917) 847-7842	pasaylc1388@gmail.com



OFFICE	ADDRESS	CONTACT NUMBER	EMAIL ADDRESS
Public Utility Vehicle Renewal Extension Center (PUVREC)	LTO Pasay Compound Domestic Road Pasay City	(0968) 367-0452	recordssec1378puvrec@gmail.com
South Motor Vehicle Inspection Center (SMVIC)	LTO Pasay Compound Domestic Road Pasay City	(0917) 895-6868	ltosmVIC@yahoo.com



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

East Avenue, Quezon City

E-mail Address: ltomailbox@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, **ATTY. JOSE ARTURO M. TUGADE**, 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 (LTO) including its 17 Regional Offices (ROs), 18 New Registration Units (NRUs), 189 District Offices (DOs), 72 Extension Offices (EOs), 40 Licensing Centers (LCs), 65 Driver's License Renewal Offices (DLROs), 6 Driver's License Renewal Center (DLRC), and 7 E-Patrols 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 interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 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.

- 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.

IN WITNESS WHEREOF, I have hereunto set my hand this 30th of March 2023 in Quezon City, Metro Manila, Philippines.




ATTY. JOSE ARTURO M. TUGADE
 Assistant Secretary
 Land Transportation Office

SUBSCRIBED AND SWORN to before me this 31th of March 2023 in Quezon City, Philippines, with affiant exhibiting to me his/her Agency ID (LTO 1451) issued on November 15, 2022 at East Avenue, Quezon City.
(date of issuance) (place of issuance)
(government-issued ID)

Doc. No. 3354
 Page No. 66
 Book No. III
 Series of 2023

NOTARY PUBLIC/ADMINISTERING OFFICER


ATTY. CONCEPCION M. VIDARENA
 Notary Public for Quezon City
 Until December 31, 2023
 PTR No. 3716371 / January 3, 2023/Q.C.
 IBP No. 167803/November 25, 2021/Q.C.
 Roll No. 30457 / 05-09-1980
 MCLE VII-0006894 / 09-21-2021
 ADM. MATTER No. NP-005 (2022-2023)
 TIN No. 131-942-754-000