MEMORANDUM CIRCULAR NO. ADV-2015-1966

TO : Regional Directors/Assistant Regional Directors
   Concerned District Offices Heads and Users
   All Concerned Employees

DATE : 28 August 2015

SUBJECT : ENHANCED PROCESS FLOW FOR THE RENEWAL OF DRIVER’S LICENSE

In order to streamline the processing of driver's license specifically the renewal transaction in all applicable LTO offices, the following standard procedure is hereby promulgated, to wit:

Applicant shall proceed to the designated window upon securing queue number from the Customer Service Officer.

WINDOW 1- EVALUATION OF PLAIN RENEWAL TRANSACTION

Applicant shall:
- submit his/her driver's license to the Evaluator together with the Medical Certificate, without asking for the official receipt of the same.
- Checks and confirms the details of his license and personal data on the screen and shall be informed of the appropriate fees to be paid.

If the applicant confirms that all data are correct, he shall proceed to Window 3.

If a correction or revision of record is necessary, the applicant shall be advised to fill up an Application for Driver’s License (ADL) which must be made readily available in Window 1, and submit it to Window 2.
WINDOW 2 – EVALUATION OF RENEWAL WITH REVISION OR CORRECTION OF RECORD

Applicant shall:
- Submit his/her driver's license or if driver's license was lost, an affidavit of loss together with the completely filled up ADL and Medical Certificate
- Checks and confirms the details of his/her license and personal data after the evaluator has entered the applicable transactions and will be informed of the appropriate fees to be paid.

WINDOW 3 – PHOTO AND SIGNATURE WORKSTEP

In the case of miscellaneous transactions only, the Approving Officer shall approve the transaction.

WINDOW 4 – CASHIER WORKSTEP

The applicant shall pay the corresponding fees.

WINDOW 5 – RELEASING WORKSTEP

Applicant receives his/her license together with the Official receipt upon writing his/her name and affixing signature on the Logsheet. The expired license card shall also be returned to the applicant.

This standard workflow shall be implemented on all sites catering renewal of driver's license transactions. In the case of plain renewal without revisions, the processing time should be 15 minutes or less. In all other cases, the processing time shall be 25 minutes as set forth in the LTO Citizens Charter.

For strict and immediate compliance.

ATTY. ALEONSO V. TAN, JR.
Assistant Secretary

09 SEP 2015