



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
LAND TRANSPORTATION OFFICE

East Avenue, Quezon City

E-mail Address: ltombx@lto.gov.ph • Website: www.lto.gov.ph



MEMORANDUM CIRCULAR NO. 2019-2175

TO : All Regional Directors, Asst. Regional Directors, Service Directors and Division Chiefs, Heads of District and Extension Offices, Licensing Centers, Driver's Licensing Renewal Offices, E-Patrols and All Other Personnel Concerned

DATE : 22 November 2019

SUBJECT : **IMPLEMENTATION OF THE 2019 LTO CITIZEN'S CHARTER, 3rd Edition**

In furtherance of the Land Transportation Office's (LTO) continuous desire to make it easier for its clients to transact their businesses with the office, as well as to eliminate or lessen complaints from the public pursuant to Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", you are hereby directed to strictly implement the **2019 LTO Citizen's Charter, 3rd Edition** effective immediately upon receipt hereof.

Each Regional Office is directed to create an Anti-Red Tape Unit (ARTU) to handle all matters relating to the implementation of the LTO Citizen's Charter and other related provisions of R.A. 11032 particularly the following;

1. To provide a handbook to each District/Extension Offices, Licensing Centers, DLROs and E-Patrols, containing only the processes being handled or services delivered, aside from the 2019 LTO Citizen's Charter Manual.
2. To provide checklists of requirements for all types of transactions in each office to easily determine completeness of the requirements for more expeditious processing of applications/transactions or requests. The application for any transaction with complete requirements must be duly acknowledged by the Receiving Officer or employee concerned. On the other hand, the Receiving Officer or employee concerned shall immediately inform the applicant or requesting party of any deficiency in the requirements, and the same shall also be acknowledged by the latter. The client or applicant shall likewise be advised to complete the requirements and come back at his/her most convenient time. Furthermore, the client must be notified of the reason for the rejection of his/her application or request.

3. To maintain the feedback and complaint mechanisms thru the use of Suggestion Box is to ensure that the clients/citizens availing our services are heard and to enable the agency to continuously improve its services. The office shall always make available writing materials and the forms to the clients. In the process, the Head of Office must open the Suggestion Box every Friday, to collate and summarize the feedbacks for submission to the Regional Administrative Division. The same shall be forwarded to the Central Office PACD for analysis, evaluation and recommendation to the Assistant Secretary.

Relative to the implementation of the revised Citizen's Charter, the Zero-Contact Policy shall be strictly observed wherein except during the preliminary assessment of requests and evaluation of the sufficiency of the submitted requirements, no LTO officer or employee shall have any contact, in any manner, unless strictly necessary with the requesting party concerning an application or request.

No LTO official or employee shall:

- a. Reject application or request with complete requirements without valid reason or due cause;
- b. Require extra or additional requirements and impose fees or costs not reflected in the Citizen's Charter;
- c. Fail to inform the applicant or requesting party thru written notice on the disapproval of an application or request;
- d. Fail to act within the prescribed processing time on application or request without due cause;
- e. Fail to attend to applicants or requesting parties who are within the premises of the office before the end of official working hours and during lunch break;
- f. Fail to issue official receipts; and
- g. Be involved in fixing and/or collusion with fixers in exchange for money or other benefits.

Accordingly, the commission of any of the above-mentioned acts shall warrant the imposition of the corresponding penalties and liabilities pursuant to Sec. 22 of R.A. 11032.

All orders, memoranda, memorandum circulars and other policies in conflict with the provisions of the 2019 LTO Citizen's Charter, 3rd Edition are deemed revoked and superseded.

For strict compliance.


EDGAR C. GALVANTE
Assistant Secretary

