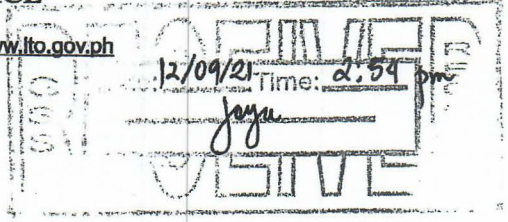


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REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
LAND TRANSPORTATION OFFICE

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



MEMORANDUM:

TO : All Regional Directors
All Assistant Regional Directors
All Regional Operations Division Chiefs
All Employees Concerned

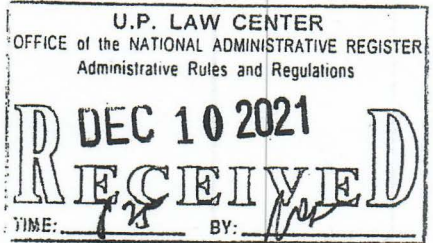
DATE : 01 December 2021

SUBJECT : GUIDELINES IN THE THE CORRECTION OF VALIDITY OF DRIVER'S LICENSE OF THOSE EXPIRED DRIVER'S LICENSES AS OF 01 DECEMBER 2021

In connection with the error in validity of DL of those expired driver's licenses as of 01 December 2021, but which were extended up to January 2022 for the purpose of non-collection of penalty due to the national health emergency, and in the meantime that we are awaiting resolution of the issue, the following guidelines shall be implemented.

If such error in validity was discovered:

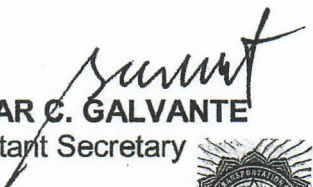
1. Before printing of DL, do not proceed to print, instead coordinate with MID to have the expiry date corrected.
2. After printing of DL but before release, do not release and report it as spoilage. Advise client to come back on the following day or at the soonest possible convenient time of the client.
3. After release to client, inform the client through the given contact details (email address, home address and landline/cellphone numbers) that the DL card is being recalled and shall be replaced at no cost. The recalled card shall be treated as spoilage.



All Chiefs of Offices with licensing functions included in the 10YVDL roll out will prepare lists of the following:

- a. All DL cards that were erroneously printed but not released; and,
- b. Those that were erroneously printed and released. In this latter case, prepare a status when DL card was returned/surrendered by the client and when it was replaced at no cost.

These reports shall be submitted to Admin, MID and Ops for monitoring and reference.


EDGAR C. GALVANTE
Assistant Secretary



CERTIFIED TRUE COPY
(NOT VALID W/ ERASURES OR ALTERATIONS)
Rowena C. Aguilera 12-10-21
ROWENA C. AGUILERA
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ALTO

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TIME: *6:26* BY: *PT*