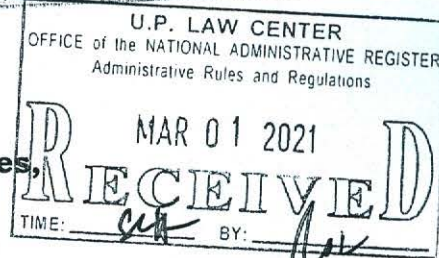




REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF TRANSPORTATION  
LAND TRANSPORTATION OFFICE

East Avenue, Quezon City

E-mail Address: [ltomailbox@lto.gov.ph](mailto:ltomailbox@lto.gov.ph) • Website: [www.lto.gov.ph](http://www.lto.gov.ph)



**MEMORANDUM**

**TO :** All Central Office Officials/Employees,  
All Regional Directors,  
All Assistant Regional Directors,  
All Regional Operations Chiefs,  
All District Offices and Extension Office Heads,  
All Licensing Center Heads,  
All Driver's License Renewal Office Heads,  
All Concerned Employees

**DATE :** 20 January 2021

**SUBJECT :** Reiteration of the Memorandum on No "Quota" or "Cut-Off" Practices and Maximizing Site Support and Fast Communication Methods for Transactions Requiring Confirmation / Verification from Other LTO Offices

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Despite the previous memorandum issued by the undersigned, this Office continues to receive complaints that there are still LTO Offices imposing "quota" or "cut-off" in accepting client transactions. This is a clear violation of Section 9(f) of the Republic Act (RA) No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018".

To avoid undue inconvenience to the transacting public, it is hereby reiterated that all clients who shall arrive at your respective Office premises, within official working hours, shall be served and attended to even during noon break or past the regular working hours.

In the event that the completion of processing transactions exceeds the normal operation hours, the personnel attending to such transactions shall be entitled to overtime pay subject to the usual accounting and audit guidelines.

Further, for transactions requiring verification or confirmation from other LTO Offices, site support is hereby directed. The use of fast communication methods such as phone calls, Messenger, Viber, or other similar means should be maximized to fast track the processing of LTO transactions. Advising clients to visit other LTO Offices or automatic refusal to accept transactions is strictly prohibited.

This shall serve as a stern warning that any official or employee found violating this Order shall be held administratively liable.

For your strict and immediate compliance.

*recd*  
**EDGAR C. GALVANTE**  
Assistant Secretary

