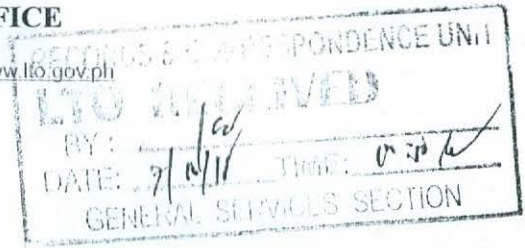




REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF TRANSPORTATION  
LAND TRANSPORTATION OFFICE

East Avenue, Quezon City  
E-mail Address: [ltoinbox@lto.gov.ph](mailto:ltoinbox@lto.gov.ph) • Website: [www.lto.gov.ph](http://www.lto.gov.ph)



**MEMORANDUM**

**TO :** All LTO Officials and Employees  
Central and Regional Offices

**DATE :** 02 July 2018

**SUBJECT :** AMENDMENT TO CITIZEN'S CHARTER

Pursuant to RA 11032, also known as "Ease of Doing Business and Efficient Delivery of Government Services," and per directive of DOTr to reduce the processing time by 50% on office transactions with transaction time going beyond the 3-day limit, the transactions for MAIRDOEs Accreditation and MAIRDOEs Reporting are hereby amended as follows, to wit:

Transaction	Duration of Activity
1. Application for Renewal of MAIRDs Accreditation – Regional Office	From 15 days to 7 days
2. Application for Certification of Other Entities – Central Office	From 10 days to 3 days
3. Application for Stock Reporting – Central Office	From 3 days to 2 days
4. Application for Sales Reporting (DIY) – Regional Office	From 3 days to 1 day
<b>Note:</b> Processing of transaction shall start from the submission of the complete documentary requirements	

In cases of license transactions wherein the data of clients are required by the new supplier for the printing of license cards, the processing time is increased by fifteen (15) minutes.

All LTO Offices are hereby enjoined to conform to the foregoing as reflected in the attached amended/modified Citizen's Charter for abovementioned transactions.

For strict and immediate compliance.

*[Signature]*  
**EDGAR C. GALVANTE**  
Assistant Secretary

