It is our duty to implement...

R. A. 9485

(Anti Red-Tape Act of 2007)
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========================================================================
VISION

A frontline government agency showcasing fast and efficient public service for a progressive land transport sector.

MISSION

Rationalize the land transportation services and facilities and to effectively implement the various transport laws, rules and regulations. It is the responsibility of those involved in the public service to be more vigilant in their part in the overall development scheme of the national leadership. Hence, promotion of safety and comfort in inland travel is a continuing commitment of the LTO.
The Anti-Red Tape Act

10 Things to Know About the Anti-Red Tape Act of 2007 (R.A. No. 9485)

1. The law applies to all government offices including local government units and government-owned and controlled corporations that provide frontlineservices. Agencies performing judicial, quasi-judicial, and legislative functions are excluded from the coverage of the Act but their frontlineservices are deemed included.

2. The law limits the number of signatures of official employees directly supervising the evaluation, approval or disapproval of the frontlineservice (request, application or transaction) to a maximum of five (5) signatures.

3. The law requires all government offices to draw up a Citizen’s Charter which identifies the frontlineservices offered, step-by-step procedures, the employee responsible for each step, the amount of fees, the documents to be presented by the client and the procedure for filing complaints in relation to requests and applications.

4. The Citizen’s Charter must be posted as information billboards at the main entrance or most conspicuous place and in published materials.

5. The law defines “fixer” as any individual whether or not officially involved in the operation of a government office or has access to people working therein and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any advantage or consideration.

6. All application/request for frontlineservices shall be acted upon not longer than five (5) working days for simple and ten (10) working days for complex transaction.

7. Denial of request for access to governmentservices shall be fully explained in writing, stating the name of the person making the denial and the grounds for denial.

8. Public assistance desk should be set up in all offices and shall be attended to even during break-time. Allofficers and employees transacting with the public should wear an ID or nameplate or other means of identification.

9. If a government agency fails to act on an application/request for renewal of a license, permit or authority subject to renewal within the prescribed period, said permit shall automatically be extended until a decision is rendered on an application for renewal. No automatic extension however shall apply to an expired permit or license or permits/licenses which cover activities that pose danger to public health, public safety, public morals or public policy.

10. CSC shall conduct a survey of government agencies to check on the existence and effectiveness of the Citizen’s Charter. CSC shall publicize the results in an annual report cards survey and furnish the government agency concerned the result assessment, evaluation, and/or observations.

Frontlineservice refers to the process or transaction between clients and government officers involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal, or extension of the enumerated applications and/or requests.
FOREWORD

“It isthe duty of government to make it difficult for people to do wrong, easy to do right” (Gladstone).

Transparency therefore is one of the few weapons of citizenry that protect itself from the power of the evil and the corrupt. This indeed is complementary to what the Anti-Red Tape Act of 2007 wants to achieve.

It has been almost eight years since the initial publication of the LTO Citizen’s Charter, and through the years, revisions were introduced. The series of revisions and amendments in the office's score functions in the immediate past year, have called upon Executive Director Giovanni C. Gonzales, Chairperson of the LTO Committee of Anti-Red Tape Act to spearhead the revising and updating of the office’s Citizen’s Charter. With the cooperation of the Committee members and the unrelenting support of the ARTA Monitoring Team and its members both in the Central Office and the Regional Offices, the 2016 revision to the Citizen’s Charter were realized.

The revisions of the LTO Citizen’s Charter continue to promote transparency in the office with regard to the manner of transacting with the public, it maintains to simplify frontlines service procedures, improving the standards observed in every transaction made known to the clients. Through the Citizen’s Charter, incidents of graft and corruption will be drastically reduced. It is not totally eradicated with an end result of improving the efficiency of work in all our offices nationwide.

Putting into practice the groundwork of R.A. 9485, it was evident that accountability and integrity of every employee of LTO are strengthened and reinforced, a good emblem that its implementation and developments is prioritized by this office.

LTO clients being well-informed about what the office is doing, quality of openness exists and this lead to client’s satisfaction.

ATTY. ROBERTO P. CABRERA III
Assistant Secretary
In accordance with the provisions of Republic Act No. 9485, otherwise known as "An Act to Improve Efficiency in the Delivery of Government Services to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption and Providing Penalties Thereof", or the Anti-Red Tape Act (ARTA) of 2007, this office under the leadership of former LTO Assistant Secretary Arturo Lomibao, implemented the LTO Citizen’s Charter on June 1, 2009.

This charter was the result of series of orientation seminars, dialogue and validation of data at the Region and District Offices. The objective was to improve the quality of LTO frontline service delivery. The task force and Technical Working Group (TWG) was created to provide support in the crafting of the Citizen’s Charter.

From September 29, 2008 to May 1, 2009, the Task Force and TWG focused on the gathering of data/documents reconciliation, printing and validation of data gathered and crafting of the Service Standard and advocating these standards to the public. On June 1, 2009 the LTO Citizen’s Charter was finally adapted.

July 2009 TO CY 2012

The Task Force and the TWG monitored the posting of Citizen's Charter in all Regional/District Offices in compliance to Sec. 6 of R.A. 9485 and the Adoption of working schedule to serve clients, the use of official identification cards (ID), installation of "Public Assistance and Complaints Desk (PACD)" and the Anti-Fixing measures.

The TWG and the Monitoring Team initiated its continuous evaluation of the LTO frontline service delivery and introduced some improvement or revision to the Citizen’s Charter.

June 28, 2013 to October 8, 2013

Former LTO Assistant Secretary Virginia Torres approved the initial revision of the Citizen’s Charter for fourteen LTO Transactions.

December 2, 2013

Atty. Alfonso V. Tan, Jr., former LTO Assistant Secretary, issued a Certificate of Compliance to the Civil Service Commission for complying Sec. 6 of the Anti-Red Tape Act (ARTA) of 2007.
December 27, 2013

Designation of LTO Central Office Focal Persons, Ms. Marie-Jean Victorio and Ms. Evangeline Bautista in monitoring compliance of posting Citizen’s Charter Charts and the provisions of ARTA 9485.

The Civil Service Commission (CSC) in its mandate in implementing Rules and regulations (IRR) of R.A. 9485 administered the Report Card Survey (RCS) which started last January 2012 to all frontline agencies. The LTO was among the identified agencies subject to the Report Card Survey (RCS). This was initiated to obtain feedback on how provisions in the agency’s Citizen’s Charter are being followed.

Challenged by positive actions and feedbacks from the public of which LTO got several “Excellent” ARTA Ratings on the CSC Report Card Survey, the ARTA Technical Working Group continuously identified systems, processes and procedures for the enhancement of the LTO Citizen’s Charter and attained optimum client satisfaction. Thus, initial revisions were introduced as shown in the chronology of actions:

December 2, 2014

The Citizen’s Charter was enhanced.

February 5, 2015

In order to effectively monitor, review, evaluate and check the compliance to the status of the implementation of the Anti-Red Tape Act (ARTA) the TWG and Monitoring Team of the Central Office were reconstituted through Office Order No. AVT-2015-40.

EXECUTIVE COMMITTEE

1. Chairman- Executive Director Giovanni C. Gonzalez
2. Vice Chairman- Ms. Maribel T. Salazar

SUB-COMMITTEES

A. Monitoring Committee—Ms. Marie-Jean D. Victorio, Team Leader
B. Citizen’s Charter Committee
C. Public Assistance & Complaint Committee - Ms. Annabella A. Cruz, Team Leader
D. Anti-Fixer Committee—Director Roque S. Verzosa, Jr. Team Leader
E. Facilities Improvement Committee—Engr. Norberto D. Espino III, Team Leader
March 6, 2015

Central Office issued a memorandum to all Regional Directors to submit the name of a representative who will act as Focal Person and member of Central Office Monitoring Team.

April 6, 2015

Chairman of the LTO Central Office Monitoring Team conducted an orientation seminar to members of the ARTA Committee / Monitoring Team.

May 15, 2015

Central Office Monitoring Team conducted a briefing/orientation to all Regional Office Team members on the procedures on monitoring of all Regional and District Offices.

June 1 to 6 and 22 to 27, 2015

Monitored Regions 1, 2, 3, 4A, 4B, 5, CAR and NCR

July 12 to 17, 2015

Monitored Regions 6, 7, 8, 9, 10, 11, 12 & CARAGA

August 25, 2015

Submission of Monitoring Report by ARTA Monitoring Team.

December 15, 2015

A proposed revised Citizen’s Charter was given to all Regional Directors for comments. January 7, 2016

A memorandum was sent to the Regional Directors to submit their comments on the Revised Citizen’s Charter on or before February 10, 2016
February 10 to 12, 2016

A three (3) day workshop was conducted on the proposed 2nd revision of the Citizen’s Charter relative to comments and proposals from the Regional/District Offices at Brentwood Suits, Quezon City by the LTO ARTA Monitoring Team together with the following representatives from the Central and Regional Offices:

**Central Office**

1. Executive Director - Giovanni C. Gonzalez – Chairman
2. Ms. Maribel T. Salazar – Vice Chairman
3. Ms. Marie-Jean D. Victoria – Team Leader, Monitoring Committee
4. Ms. Evangeline R. Bautista - Asst. Team Leader, Monitoring Committee
5. Ms. Baby Anabel V. Endaya - Member
6. Ms. Marcelina C. Hugo - Member
7. Ms. Jovita C. Morales - Member
8. Ms. Evelyn A. Santos - Member
9. Ms. Bernadette A. Familaran - Member
10. Ms. Marivic Hazel M. Capulong - Member
11. Mr. Ronaldo M. Arcus - Member
13. Ms. Judith B. Campus - OIC, License Section
14. Mr. Danilo J. Encela - Member, Citizen’s Charter Committee
15. Ms. Annabella A. Cruz - Team Leader, Public Assistance & Complaint Committee
16. Ms. Esvimin E. Garcia - Head Secretariat
17. Ms. Luanne B. Lotho - Member
18. Ms. Carol S. Manahan - Member
19. Ms. Maricris C. Tandoc - Member

**Regional Office**

Representatives:

1. Mr. Charlie Apolinario A. Del Rosario - Region I
2. Ms. Emelita Malana - Region II
3. Ms. Alicia M. Salunga - Region III
4. Mr. Christopher A. Batoon - Region IV-A
5. Mr. Aldous Don M. Ruiz - Region IV-B
6. Mr. Floro R. Cambal - Region V
7. Mr. Jose A. Degullado, Jr. - Region VI
8. OIC-ARD Alita C. Pulga - Region VII
9. Ms. Maribel E. Bandolon - Region VIII
10. Mr. Abdelshan N. Amillassan - Region IX
11. Engr. Virgie Bacas - Region X
12. Ms. Marilou P. Narca - Region XI
13. Ms. Helen P. Refamonte - Region XII
15. Atty. Jose Eduardo L. Natividad - CAR
16. ARDNordy L. Plaza - CAR
17. Mr. Redel L. Adlaon - CARAGA

Special Participation: Ms. Menelia C. Mortel, OIC

Operations Division, C.O. February 15 to 19, 2016

Finalization of output of Settlement of Apprehension Cases, Driver’s License, Accreditation of MAIRDOEs, MAIRDOEs Reporting, Motor Vehicle Registration, Driver’s License and Public Assistance and Complaints Processes by the Monitoring Team.

February 23 and 24, 2016

Final review/presentation of the 2016 Revised LTO Citizen’s Charter at the MID, Central Office by the Team Leader and Asst. Team Leader of the Monitoring Team to Executive Director Giovanni C. Gonzalez, Ms. Maribel T. Salazar and to the following process owners from the Central Office and Regional Offices, per Travel Order No. RPC-2016-24 and Notice of Meeting dated February 01, 2016 and February 18, 2016, respectively, to wit:

1. Atty. Mercy Jane B. Paras-Leynes, OIC-Director, Traffic Adjudication Service
2. Mr. Danilo J. Encela - Operations Division, Central Office
3. Ms. Judith B. Campos - OIC, License Section
4. Ms. Annabella A. Cruz - Team Leader, PACC
5. Mr. Joselito Luarca - NCR
6. Mr. Charlie Apolinario A. Del Rosario - Region I
7. Ms. Aida Santiago - Region III
8. Ms. Clarisa Sulit - Region IV-A
9. Ms. Maribel E. Bandolon - Region VIII

Special Participation: Ms. Cirila C. Lasin - Region IV-A
February 29, 2016

Memorandum to all Regional Directors, Assistant Regional Directors, Service Chiefs, Division Chiefs and all Personnel Concerned

Re: GUIDELINES TO IMPLEMENT THE 2016 REVISED LTO CITIZEN’S CHARTER

This Office acknowledges with utmost gratitude the invaluable cooperation, support, contribution and the untiring efforts of all those who made the 2nd Revision of the Citizen’s Charter.
MEMORANDUM

TO : All Regional Directors, Assistant Regional Directors, Service Chiefs, Division Chiefs, Head of District/Extension Offices, Licensing Centers and DLROs/E-Patrols and other Personnel Concerned

DATE : 29 February 2016

SUBJECT : GUIDELINES IN THE IMPLEMENTATION OF THE 2016 REVISED LTO CITIZEN'S CHARTER

Pursuant to the provisions of RA 9485 known as the "Anti-Red Tape Act of 2007" and para. 2, Section 1 of CSC Memorandum Circular No. 9 dated 09 May 2014 requiring the Office or Agency to review the Citizen's Charter whenever necessary, enclosed herewith is the 2016 Revised LTO Citizen's Charter for strict implementation.

All unnecessary posters/tarpaulins which are inconsistent with the Revised Citizen's Charter shall be removed. The LTO Citizen's Charter shall only be the reference/guide for the transacting public.

In addition, a signagewith the phrase "PLEASE READ THE CITIZEN'S CHARTER" shall be posted above the tarpaulin of each transaction, to ensure that all clients are made aware of its existence, since this is one of the common findings of the 3rd Party Evaluators or CSC during the Report Card Survey.

For strict compliance.

ATTY. ROBERTO P. CABRERA III
Assistant Secretary
Objective:

Declaration of intent to implement R.A. 9485 known as “Anti-Red Tape Act (ARTA) of 2007” aimed to eliminate Red Tape, improve office frontline service delivery by redefining the activities of the applicant/clients as well as of all personnel involved in all frontline transactions and providing simplified service procedures and strict adherence to standards therefore.

Scope:

All office frontline transactions involving, Sales Reporting and Initial Registration of Motor Vehicles, Inspection of Motor Vehicles, Licensing of Drivers and Conductors and Settlement of Apprehensions including but not limited to their allied or related transactions.

Strategy:

A Citizen’s Charter, which spells out the step-by-step procedure for a particular service, the maximum processing time and the personnel involved in each step, is formally adapted and released for the public to access frontline service.

Feedback Mechanism:

A Public Assistance and Complaints Desk is at all times made available to afford the client or customer to express adequately his complaint, comment and suggestion that can be used by this office to conduct periodic monitoring and review of the Citizen’s Charter towards enhancement of LTO’s services.
CITIZEN’S CHARTER
GENERAL GUIDELINES

GENERAL GUIDELINES:

I. This particular Citizen’s Charter serves as a General Guide to all LTO Offices nationwide on matters of the following:
   1. Criteria and Qualifications demanded
   2. The Required Documents demanded in each transaction
   3. The Basic procedural steps which include the following:
      a. LTO Activity
      b. The LTO Workstep (assigned personnel on a particular role - LTO Responsible Officer) involved in the transaction
   4. The Schedule of Fees and Penalties

II. This particular Citizen’s Charter as a General Guide is sought to be customized within the context of the Central Office, the different Regional Offices, District Offices and Extension Offices as well as within the Offices with Mixed Transactions specifically on matters of the following:
   1. The particular person(s) in a specific procedural step
   2. The time allotted in every step of the transaction

III. The Rational behind the crafting of a Citizen’s Charter customized in the different LTO Offices is necessitated by the different situations experienced in the LTO Offices and they are taken into consideration in the crafting of this Citizen’s Charter, to wit:
   1. The situation of Offices with Mixed Transactions wherein, with few personnel involved, all frontlineservices are being catered.
   2. The situation of Offices with personnel involved in multi-tasking responsibilities.
   3. The situation of Offices with voluminous transactions within a day.
   4. The situation of Offices experiencing technical error.
SPECIFIC GUIDELINES:

1. On the Summary of Transaction per Applicable Frontline Service

   It includes the basic transactions of this office. Other services that are rarely availed of are being prepared to supplement this Charter.

2. On the Gathering of Information and Documents

   It is a specific activity and responsibility of the applicant/client prior to the procedural steps of each transaction in this Charter. The applicant/client is highly encouraged to complete the documentary requirements first before accessing the service. Herewith is a guide to applicants/clients to access information.

GATHERING OF INFORMATION AND DOCUMENTS

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<th>STEPS</th>
<th>APPLICANT/CLIENT</th>
<th>LTOA ACTIVITY</th>
<th>DURATION OF ACTIVITIES (IN MINUTES)</th>
<th>PERSONAL CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>A. Through LTO Offices Inquiries on the Criteria, Qualifications &amp; Required Documents</td>
<td>Provides information on the Criteria, Qualifications &amp; the Required Documents</td>
<td>Mondays to Fridays (working days) 8:00 am to 5:00 pm</td>
<td>Customer Service Representative</td>
<td>Fees Varies with type of LTO transaction</td>
<td>ADL MVIR</td>
</tr>
<tr>
<td></td>
<td>B. Through Website <a href="http://www.lto.gov.ph">www.lto.gov.ph</a></td>
<td>Ensures all necessary information is updated</td>
<td>24 hours 7 days</td>
<td>LTO–IT</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. On the Procedural Table:

   A. Steps Column

      It reflects the sequential work steps in accessing a particular transaction, from submission of the required documents up to the safekeeping of documents.

   B. Applicants/Client Column

      It reflects the step-by-step action of the applicant/client within the office while accessing a particular service. When needed, it includes some steps done in other offices other than the LTO office.
C. LTO Activity Column

It reflects the step-by-step action of the LTO employee in a workstep. Issuance of Queue Numbers and accomplishment of the Routing Slips, which will be discussed below, are included in this column.

D. Duration of Activity (in Minutes) Column

The time reflected on each step refers to the period under normal conditions, when an LTO Responsible Officer began to act/process the transaction up to the moment the transaction is finished and thereby forwarded to the next responsible Officer or to the client himself/herself.

E. LTO Responsible Officer/Person-In-Charge Column

It reflects the role of an LTO employee in a particular step. The Charter must reflect the specific person(s) responsible in that work step.

F. Fees Column

The Charter must reflect the latest DOTC approved Fees, Fines and Penalties.

G. Forms Column

Existing Forms will be used until such time that new forms are implemented.

4. On the Queue Number

Issuance of Queue Number to the client is inherent in this Charter to ensure the numerical sequence/order in the processing of the transaction.
I. PUBLIC ASSISTANCE AND COMPLAINTS

1. Walk-In- Complaints
2. Complaints from Suggestion Box
3. Complaints through Text/E-mail
4. Complaints through Contact Center NgBayan (CCB)/Ombudsman

II. ENFORCEMENT

Settlement of Apprehension Cases

1. Admitted
2. Contested

III. LICENSING

1. Application for Student Permit
   a. For Filipinos and Foreigners
   b. Holder of Dormant license [expired licenses for more than ten (10) years]

2. Application for
   New License, Renewal of Dormant License, Change Classification and Additional Restriction Codes

   A. Non-Professional Driver's License
   B. Non-Professional Driver's License, Filipino with valid Foreign License
   C. Non-Professional Driver's License, Filipino with expired Foreign License
   D. Non-Professional Driver's License, Foreigner with valid Foreign License
   E. Non-Professional Driver's License, Foreigner with expired Foreign License
   F. Non-Professional Driver's License- Dormant
   G. Professional Driver's License
   H. Professional Driver's License, Filipino with valid/expired Foreign License
   I. Professional Driver's License, Foreigner with valid/expired Foreign License
   J. Professional Driver's License- Dormant
   K. Conductor's License
   L. Conductor's License-Dormant
   M. Change Classification from Non-Professional Driver's License to Professional Driver's License
N. Change Classification from Professional Driver’s License to Non-Professional Driver’s License
O. Additional Restriction Codes

3. Application for Renewal of License and Revision of Records
   a) Non-Professional Driver's License, Professional Driver's License and Conductor's License not expired for more than two (2) years
   b) Revision of Records

4. Application for Duplicate License

5. License Certification for DFA Authentication/Local Purposes (License Section-Central Office)

IV. ACCREDITATION OF MANUFACTURERS, ASSEMBLERS, IMPORTERS, REBUILDERS, DEALERS AND CERTIFICATION OF OTHER ENTITIES (MAIRDOEs)

V. MANUFACTURERS, ASSEMBLERS, IMPORTERS, REBUILDERS, DEALERS AND OTHER ENTITIES (MAIRDOEs) REPORTING
   Stock Reporting

VI. MOTOR VEHICLE INSPECTION (MVI)
   1. Motor Vehicle Inspection at MVIC
   2. Motor Vehicle Inspection at District Offices

V. REGISTRATION
   A. Application for Sales Reporting and Initial Registration of MVs

   BRAND NEW
   1. Locally Assembled/Manufactured Completely Built Units (CBUs)
   2. Imported Completely Built Units (CBUs)
OTHERS:

1. Brand New Local/Imported Trailer
2. Tax Exempt
3. Imported Second Hand Used Exempted from EO 156/877
4. Imported Second Hand through the No Dollar Importation
5. Imported Acquired through Donation
6. Locally Manufactured/Assembled Electric Vehicles (New Chassis/Body and with New Imported Electric Motor)
7. Brand New Motorcycle with Side Car (TC)
8. Rebuilt with Local Chassis/Body and with Used Imported Engine
9. Rebuilt with Engines and/or Chassis that are parts of previously registered Motor Vehicles
10. Rebuilt Truck/Bus with New or Used Imported Engine and/or Chassis
11. Rebuilt Truck/Bus with New or Used Imported Engine and/or Chassis combined with previously registered component
12. Rebuilt Truck/Bus with Engine and Chassis purchased locally or from previously registered red vehicles or combination thereof
13. Imported Motor Vehicles acquired through public bidding
14. Underbond Motor Vehicles
15. Motor Vehicles under Written Commitment

B. Application for Renewal of MV Registration and Storage Reactivation

C. Application for Transfer of Ownership

1. Transfer of Ownership of Underbond MVs
2. Transfer of Ownership of MVs acquired through a Sheriff’s Certificate of Sale issued under an Extra-Judicial Foreclosure Sale
3. Transfer of Ownership of MVs acquired through a Sheriff’s Certificate of Sale under Judicial Foreclosure Sale
4. Transfer of Ownership of MVs acquired through an Extra-Judicial Foreclosure Sale Conducted before a Notary Public
5. Transfer of Ownership of MVs acquired through Sheriff’s Certificate of Sale Pursuant to a Money Judgment which has become final and executory
6. Transfer of Ownership of MVs covered by CB No. 1168 purchased from "BALIKBAYANS"

7. Transfer of Ownership of Private MVs/MCs

8. Transfer of Ownership of For Hire MVs/MCs

9. Transfer of Ownership of MVs acquired through public bidding conducted by government office/entity.

10. Transfer of Ownership of MVs acquired at public auction before a Notary Public by virtue of a Mechanic's Lien

11. Transfer of Ownership of MVs acquired through Extra-Judicial Settlement of Estate of Deceased Person


I. Application for Annotation and Cancellation of Mortgage

   a. Annotation of Mortgage and other Liens or Encumbrances
   b. Annotation of MVs with Restraint and Levy
   c.Cancellation of Mortgage or other Liens and Encumbrances
   d. Cancellation of Mortgage when the Financing Company (mortgagee) no longer exists and the release Mortgage Contract is missing
   e. Cancellation of mortgage when the original CRE is missing

II. Application for Change Classification

   1. Private to For Hire
   2. Private to For Hire with Encumbrance
   3. For Hire to Private
   4. For Hire to Private with Encumbrance
   5. Private to Government
   6. Government to Private
   7. Private to Exempt
   8. Exempt to Private
   9. Exempt to Exempt
III. Application for Change Body/Body Design/Engine/Color

IV. Request for Duplicate Certificate of Registration (CR)/Certificate of Registration Encumbered (CRE)

V. Request for Motor Vehicle Verification and Permit To Travel
   1. Request for Motor Vehicle Verification
   2. Permit To Travel (for stored or impounded MV)

VI. Request for Duplicate/Replacement Plates, Tags & Stickers

VII. Application for Storage of Motor Vehicle

VIII. Application for Re-stamping of Engine/Chassis Number or Assignment/Stamping of Locally Fabricated Chassis Numbers
CHAPTER I
PUBLIC ASSISTANCE & COMPLAINTS
I. SCOPE

1. Walk-in Complaints/Feedbacks
2. Complaints from Suggestion Box
3. Complaints thru Text/e-Mail
4. Complaints thru Contact Center ng Bayan (CCB)/Ombudsman

II. AVAILABILITY OF SERVICES

At all LTO Offices

III. QUALIFICATION/REQUIREMENTS

A. Qualification

Any Concerned Person

B. Requirements

1. Walk-in Complaint
   - Properly filled-out complaint form

2. Suggestion Box
   - Properly filled-out complaint form, dropped from suggestion box

3. Complaints thru Text/e-Mail
   - Short detail/explanation on nature of complaint/feedback (include attachments if necessary)

4. Complaints thru Contact Center ng Bayan (CCB)/Ombudsman
   - Proper Identification of the complainant and the person complaint of (must be acted upon within five (5) days upon receipt thereof)
## IV: Procedure

### Walk-In Complaints:

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>ProceedstothePACD</td>
<td>Takes appropriate action or advise the client to proceed to the Head of Office</td>
<td>5</td>
<td>PACD/CSR</td>
<td>Logsheet for Walk-In Complaints/Complaint and Feedback Form</td>
<td></td>
</tr>
</tbody>
</table>
| II   | ProceedstotheHeadofOfficeand files the complaint | • Receives and analyzes verbal or written complaints if it can be resolved within the level of authority  
• If complaint was not resolved, endorses/forwards the complaint to the Regional Director/PACCommittee/Executive Director if not within the level of authority  
• Informs/Notifies client of the action taken | 30 480 (8 hrs.) | Head of Office/DO/RO/Designated Personnel  
RO/PACCom/ED  
ED/RD Designated Personnel | Complaints/Feedback Form  
Endorsement letter, copy furnished to client |
| III  | No activity | • Endorses/forwards complaint to ED/RD if not within the level of authority  
• Takes appropriate action on the complaint s. | 10 240 | Head of Office  
ED/RD | Endorsement letter and Complaint/Feedback Form |
| IV   | Follows the instructions as advised by the Head | Informs client of the action taken through letter | 480 | ED/RD Designated Personnel | Letter |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE** 1,245 mins.  
(21 hrs. or 2½ working days)
### IV. PROCEDURE
**COMPLAINTS FROM SUGGESTION BOX**

<table>
<thead>
<tr>
<th>STEP</th>
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<th>PERSON IN-CHARGE</th>
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<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Secures, fills-up properly &amp; signs Complaints/Feedback form provided near the suggestion box at the PACD &amp; drops the same</td>
<td>Retrieves/classifies and summarizes complaints</td>
<td>480</td>
<td>Head of Office or Designated Personnel</td>
<td>Summary of Complaints/Feedback Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Follows the instructions as advised</td>
<td>Analyzes complaints/takes appropriate action</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Informs/Notifies the client of the action taken though letter</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If not within the level of authority, endorses Summary of Complaints/Feedback to the Regional Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>II</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Follows the instructions as advised</td>
<td>Analyzes Summary of Complaints/Feedback</td>
<td>480</td>
<td>RD/ARD or Designated Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Takes appropriate action on the complaints</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Informs/Notifies the client of the action taken though letter, copy furnish the Head of Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If not within the level of authority, endorses complaints to the Central Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>III</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Follows the instructions as advised by the Head of Office</td>
<td>Analyzes Complaints/Feedback</td>
<td>285</td>
<td>ED/ASSEC</td>
<td>Letter/Memo</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Takes appropriate action</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Informs/Notifies the client of the action taken though letter, copy furnish the RD/Head of Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL DURATION OF SERVICE:** 1,245 mins. (21 hrs or 2½ working days)

Rev3-02/2016
## IV. PROCEDURE
### COMPLAINTS THROUGH TEXT/E-MAIL

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Sends text / e-Mail complaint</td>
<td>• Acknowledges receipt and records/logs the complaint&lt;br&gt;• Verifies/Identifies the existence/identity of the texter/complainant&lt;br&gt;• Analyzes complaints and takes appropriate action&lt;br&gt;• Informs/Notifies the client of the action/statement through text/e-Mail&lt;br&gt;• If not within the level of authority, endorses/forwards complaints to ARD/RD/ED</td>
<td>480</td>
<td>Head of Office/PACC Committee/Designated Personnel</td>
<td>Log-sheets for Complaints/Feedbacks through Text/e-Mail</td>
<td>Endorsement Letter and TEXT/e-Mail Message</td>
</tr>
<tr>
<td>II</td>
<td>No Activity</td>
<td>• Analyzes complaints/feedbacks&lt;br&gt;• Takes appropriate action</td>
<td>ARD/RD/ED or Designated Personnel</td>
<td>Complaints/Feedbacks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>Follows the instructions as advised</td>
<td>Informs/Notifies the client of the action/statement through letter</td>
<td>480</td>
<td>ED/RD or Designated Person</td>
<td>Letter</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

TOTAL DURATION OF SERVICE: 960 mins (16 hrs or 2 working days)

Rev3-02/2016
V. PROCEDURE  
COMPLAINTS THROUGH CONTACT CENTER NG BAYAN (CCB) / OMBUDSMAN

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONIN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Endorses Text/e-Mail</td>
<td>• Acknowledges receipt on-line, records/logs/analyzes complaints</td>
<td>960</td>
<td>PAC Committee/ ED/RD/Concerned Personnel</td>
<td>Endorsement letter and TEXT/e-Mail/CC</td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>No Activity</td>
<td>• Prepares / signs endorsement/memo to concerned personnel</td>
<td>960</td>
<td>ED/RD</td>
<td></td>
<td>Endorsement Memo</td>
</tr>
<tr>
<td>III</td>
<td>No Activity</td>
<td>• Takes appropriate action, copy/furnish CSC/CCB/Ombudsman and other offices</td>
<td>960</td>
<td>PAC Committee/ ED/RD/Concerned Personnel</td>
<td>Letter</td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION

TOTAL DURATION OF SERVICE

960 mins
(16hrs or 2 workingdays)

Rev3-02/2016
CHAPTER II
SETTLEMENT OF APPREHENSION CASES
I. SCOPE

All transactions relative to the settlement of apprehension cases

A. ADMITTED

1. Settled within 15 days from the date of apprehension
   a. without accessory penalty
   b. with accessory penalty
2. Settled beyond 15 days from the date of apprehension

B. CONTESTED

II. AVAILABILITY OF SERVICE AT THE FOLLOWING OFFICES

- Central Office, Traffic Adjudication Service
- Regional Offices, Operations Division
- Authorized District/Extension Offices

III. REQUIRED DOCUMENTS

A. IF CONFISCATED ITEM/S

1. DRIVER'S LICENSE
   a. Pink copy of the Temporary Operator's Permit (TOP)
   b. Traffic Adjudication Service (TAS) Resolution/Decision
   c. Official Receipt of payment of fines
   d. Seminar Certificate ([prior to Joint Administrative Order [JAO] 2014-01 when applicable])

2. PLATE/ Prior to JAO-2014-01
   a. Pink copy of the Temporary Operators Permit (TOP)
   b. Photocopy of OR/CR
   c. LTFRB Franchise verification (when applicable)
   d. Certificate of Emission Compliance (CEC when applicable)
   e. MVIS Inspection Report with Official Receipt (when applicable)
   f. Traffic Adjudication Service (TAS) Resolution/Decision
   g. Official Receipt of payment of fines

B. IF MVIS IMPounded

   a. Pink copy of Temporary Operators Permit (TOP)
   b. Impounding Receipt of Motor Vehicle (IRMV) with stencil of motor and chassis numbers
   c. Photocopy of OR/CR
   d. LTFRB Franchise verification (when applicable)
   e. MVIS Inspection Report (when applicable)
   f. Certificate of Emission Compliance (smoke belching violation)
   g. Traffic Adjudication Service (TAS) Resolution/Decision
   h. Official Receipt of payment of fines
# CITIZEN’S CHARTER
## SETTLEMENT OF APPREHENSION CASES

### IV. PROCEDURE

**ADMITTED CASES SETTLED WITHIN 15 DAYS FROM THE DATE OF APPREHENSION, WITHOUT ACCESSORY PENALTY**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>LTO ACTIVITY</th>
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<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | • Submits TOP/IRMV (or Affidavit of Loss with Police blotter - incase of loss TOP/IRMV) and other required documents  
      • Receives queue number | • Receives, checks and docketsthere required documents  
      • Issues queue number  
      • Assigns TOP/IRMV to Evaluator | 5 | Receiving Clerk | | |
| II   | No activity | • Retrieves apprehension details and generate transaction ID  
      • Evaluates encoded violations and prints resolution | 10 | Evaluator | Resolution/ Judgment | |
| III  | Waits for the number/name to be called for the release of resolution/judgment | Issues / releases resolution/judgment | 5 | Releasing Clerk | Resolution/ Judgment | |
| IV   | • Proceeds to the Cashier for payment of fines  
      • Receives Official Receipt | Accept payment and issues Official Receipt | 30 | Cashier | Refer to Schedule of Fines & Penalty | Official Receipt |
| V    | • Presents OR and other documents required to claim confiscated item/s  
      • Receives confiscated item/s | Releases confiscated item/s | 10 | Releasing Clerk | | |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE**
- Violations under JAO 2014-01: 60 mins
- Violations prior to JAO 2014-01: 110 mins

Note: 1) Apprehension cases before JAO 2014-01 shall include the following steps:
   a) The Head of Office approves the resolution/judgment (Step III/5 minutes).
   b) The Applicant/Client undergoes Seminar (Step IV/45 minutes).

2) Counting of the processing time starts upon submission of completed documents to the evaluator under normal situation.

Rev3-02/2016
<table>
<thead>
<tr>
<th>STEP</th>
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<th>PERSONI N-CHARGE</th>
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<th>FORMS</th>
</tr>
</thead>
</table>
| I    |                 | - Submits TOP/IRMV and other required documents  
- Receives queue number | - Receives, checks and docketsthetherequired documents  
- Issues queue number  
- Assigns TOP/IRMV to Evaluator | 5 | ReceivingClerk | |
| II   |                 | Noactivity   | - Retrieves apprehension information and generate transaction ID  
- Evaluates encoded violations  
- Indicates accessory penalty  
- Approves and generates resolution and Notice of Suspension | 25 | Evaluator/Hearing Officer/Approving Officer | Resolution/ Judgment and Notice of Suspension |
| III  |                 | - Waits for the number / name to be called for the release of resolution / judgment  
- Receives resolution / judgment and Notice of Suspension | - Issues / releases resolution / judgment and Notice of Suspension | 5 | ReleasingClerk | Resolution/ Judgment and Notice of Suspension |
| IV   |                 | - Proceeds to the Cashier for payment of fines  
- Receives Official Receipts | - Accepts payment and issues Official Receipts | 30 | Cashier | Refer to Schedule of Fines & Penalty | Official Receipt |
| V    |                 | - Presents OR and other documents required to claim confiscated item / s  
- Receives confiscated item / s | - Releases confiscated item / s | 10 | ReleasingClerk | Logsheet or Released Item / s |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE:**
- Violations under JAO2014-01: 75 mins
- Violations prior to JAO2014-01: 120 mins

Note: 1) The Applicant/Client undergoes Seminar (45 minutes) for apprehension cases before JAO2014-01 (Step IV).  
2) Counting of the processing time starts upon submission of completed documents to the evaluator under normal situation.

Rev3-02/2016
### IV. Procedure

#### Contested Cases Under JAO-2014-01 at The District Office

<table>
<thead>
<tr>
<th>STEP</th>
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<th>PERSON IN CHARGE</th>
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<th>FORMS</th>
</tr>
</thead>
</table>
| I    | Submits written contest and presents to P/IRMV within 5 days from the date of apprehension | • Receives, checks, and docket the required documents  
• Advises the client to wait for Notice of Hearing from the LTO Regional Office | 5 | Receiving Clerk | | Written contest, TOP/IRMV and other documents |
| II   | No activity | Forwards written contest and supporting documents to the Regional Office | 1440 | Approving Officer | | Endorsement, Written contest, TOP/IRMV and other documents |
| III  | | | | | | |
| IV   | No activity | Forwards Resolution/Judgment to District Office, copy furnish the Client | 1440 | Releasing Clerk | Resolution/Judgment |
| V    | No activity | Notifies Client | 30 | Approving Officer | Resolution/Judgment |
| VI   | • For FINED cases, proceed to the Cashier for payment of fees  
• Receives Official Receipt | Accepts payment and issues Official Receipt | 30 | Cashier | Depend on the resolution/judgment | Official Receipt, Resolution/Judgment |
### CITIZEN’S CHARTER

**SETTLEMENT OF APPREHENSION CASES**

<table>
<thead>
<tr>
<th>STEP</th>
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</tr>
</thead>
<tbody>
<tr>
<td>VII</td>
<td>Proceedsto ReleasingUnit</td>
<td>Releases confiscated items/impounded MV</td>
<td>120</td>
<td>Releasing Clerk/MV Custodian</td>
<td>Official Receipt, Resolution/Judgment and other documents</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

TOTAL DURATION OF SERVICE 3065 mins (51 hours & 5 mins.) [exclusive of Step III]

*Section 3 of R.A. 9485*

Note: 1) For franchise-related violations, the records are transmitted to the LTFRB within 24 hours from payment of fine (admitted cases), or from resolution (contested cases).
2) Counting of the processing time starts upon submission of complete documents to the evaluator under normal situation. Rev 2-02/2016
CITIZEN’S CHARTER
SETTLEMENT OF APPREHENSION CASES

IV. PROCEDURE
CONTESTED CASES UNDER JAO-2014-01 AT THE REGIONAL OFFICE

<table>
<thead>
<tr>
<th>STEP</th>
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<tbody>
<tr>
<td>I</td>
<td>Submits written contest and presents TOP/IRMV within 5 days from the date of apprehension</td>
<td>Receives, checks and docketsthe required documents</td>
<td>5</td>
<td>Receiving Clerk</td>
<td></td>
<td>Written contest, TOP/IR MV and other documents</td>
</tr>
<tr>
<td>II</td>
<td>*ADJUDICATION PROCESS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>No activity</td>
<td>Forwards Resolution/Judgment to District</td>
<td>1440 (1 day)</td>
<td>Releasing Clerk</td>
<td>Resolution/ Judgment</td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td>No activity</td>
<td>• Notifies Client</td>
<td>30</td>
<td>Approving Officer</td>
<td>Resolution/ Judgment</td>
<td></td>
</tr>
<tr>
<td>V</td>
<td>• Proceedsto the Cashier for payment of fines - For FINED cases</td>
<td>Accepts payment and issues Official Receipt</td>
<td>30</td>
<td>Cashier</td>
<td>Depending on the resolution/ judgment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Receives official receipt</td>
<td></td>
<td></td>
<td></td>
<td>Official Receipt and Resolution / Judgment</td>
<td></td>
</tr>
<tr>
<td>VI</td>
<td>• Proceedsto ReleasingUnit- For FINED and DISMISSED cases</td>
<td>Releases confiscated items/impounded MV</td>
<td>120</td>
<td>Releasing Clerk/MV Custodian</td>
<td>Official Receipt, Resolution / Judgment and other documents</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Receives confiscated items/impounded MV</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION

TOTAL DURATION OF SERVICE 1625 mins.

*Section 3 of R.A. 9485

NOTE: 1) For franchise-related violations, the records are transmitted to the LTFRB within 24 hours from payment of fine (admitted cases), or from resolution (contested cases).
2) Counting of the processing time starts upon submission of completed documents to the evaluator under normal situation.

Rev2- 02/2016
## IV. PROCEDURE

### CONTESTED CASES UNDER JAO-2014-01 AT THE TRAFFIC ADJUDICATION SERVICE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENT</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Submits written contest and presents TO P/IRMV within 5 days from the date of apprehension</td>
<td>Receives, checks and docketsthere quired documents</td>
<td>5</td>
<td>Receiving Clerk</td>
<td>Written contest, TOP/IR MV and other do cuments</td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>No activity</td>
<td>AssignsthecasetoHearingOfficeranddis suesNoticeofHearingwhennecessary</td>
<td>5</td>
<td>Director</td>
<td>Written contest, TOP/IR MV and other do cuments, No tice of Heari ng</td>
<td></td>
</tr>
</tbody>
</table>

### III *ADJUDICATION PROCESS*

| IV   | No activity | Notifies the parties of the Resolution/Judgment | 10 | Clerk | Resolution/Judgment |
| V    | Proceedsto the Cashier for payment of fines - For FINED cases | Accepts payment and issues Official Receipt | 5 | Cashier | Depending on the resolution/judgment | Official Receipt and Resolution/Judgment |
| VI   | Proceedsto Releasing Unit - For FINED and DISMISSED cases | Releases confiscated items/impounded MV | 120 | Releasing Clerk/MVCustodian | Official Receipt, Resolution/Judgment and other document |

### ENDOF TRANSACTION

**TOTAL DURATION OF SERVICE:** 145 mins

*Section 3 of R.A. 9485*

**NOTE:** 1) For franchise-related violations, the records are transmitted to the LTFRB within 24 hours from payment of fine (admitted cases), or from resolution (contested cases).

2) Counting of the processing time starts upon submission of completed documents to the evaluator under normal situation.

Rev2-02/2016
### IV. PROCEDURE
**APPEAL OF CONTESTED CASES UNDER JAO-2014-01**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENT</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Files appeal from denial of Protest or Motion for Reconsideration within 10 days from receipt to the LTO Assistant Secretary</td>
<td>Receives, checks and docketst the required documents</td>
<td>5</td>
<td>Receiving Clerk</td>
<td>Appeal and other documents</td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>No activity</td>
<td>Resolves the appeal</td>
<td>7200 (5 days)</td>
<td>Assistant Secretary</td>
<td>Resolution / Judgment</td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>Receives Resolution / Judgment</td>
<td>Issues Resolution / Judgment to parties</td>
<td>5</td>
<td>Clerk</td>
<td>Resolution / Judgment</td>
<td></td>
</tr>
</tbody>
</table>
| IV   | • Proceedsto the Cashier for payment of fines - For FINED cases  
• Receives official receipt | Accepts payment and issues Official Receipt | 30 | Cashier | Official Receipt and Resolution / Judgment | |
| V    | • Proceedsto the Releasing Unit - For FINED and DISMISSED cases  
• Receives confiscated items / impounded MV | Releases confiscated items / impounded MV | 120 | Releasing Clerk / MVCustodian | Official Receipt, Resolution / Judgment and other documents | |

**TOTAL DURATION OF SERVICE:** 7360 mins

**NOTE:**
1) The decision / resolution of the LTO Assistant Secretary is appealable to the Secretary of the DOTC within a period of 10 days from its receipt.
2) Counting of the processing time starts upon submission of completed documents to the evaluator under normal situation.

Rev2-02/2016
I. SCOPE

- StudentPermittransactions(FilipinoandForeigner)
- Holder ofdormantlicense(expiredlicensesfor morethanten[10]years)

II. AVAILABILITY OF SERVICEAT THE FOLLOWING OFFICES:

- Central Office–LicenseSection
- Licensing Centers
- AuthorizedDistrict/Extension Offices

III. QUALIFICATIONS AND REQUIRED DOCUMENTS

A. Qualifications

1. Must be at least seventeenseventeen (17) years old
2. Must be physically and mentally fit to operate a motor vehicle
3. Must be able to read and write Filipino, English or the applicable local dialect
4. In addition, for foreigner, the applicant must be eighteen (18) years old and must have been in the Philippines for at least one (1) month and will stay in the country for at least one (1) year from date of application

B. Required Documents

1. Duly accomplished Application for Driver's License (ADL)
2. Original and photocopy of birth certificate and marriage contract (for married women) duly authenticated by the National Statistics Office (NSO)
3. Original copy of parental/guardian's consent with original and photocopy of one (1) valid government-issued ID with signature, if below eighteen (18) years of age
4. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician
5. In addition, for foreigner, original and photocopy of passport with entry date of at least one (1) month and visa duration of at least one (1) year from date of application, or if born in the Philippines, original and photocopy of birth certificate duly authenticated by NSO
## IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENT</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | • Requests Application for Driver's License (ADL) form and accomplishes the same  
• Obtains queue number | • Issues ADL form and checklist of requirements to the applicant with complete documentary requirements  
• Assigns queue number to applicant | | PACD / CSR | | ADL |
| II   | • Submits accomplished ADL and all the documentary requirements with the assigned queue number  
• Recites the Driver’s Road Safety Pledge | • Receives and evaluates completeness and authenticity of documentary requirements  
• Instructs applicant to recite the Driver’s Road Safety Pledge  
• Encodes the data of the applicant to create transaction ID number | 7 | Evaluator | | |
| III  | Waits queue number / name to be called for capturing photo and signature | Captures photo and signature of the applicant | 10 | Photo/ Signature Clerk | | |
# CITIZEN’S CHARTER
## APPLICATION FOR STUDENTPERMIT

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENT</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>IV</td>
<td>No activity</td>
<td>Reviews and Approves application</td>
<td>8</td>
<td>Approving Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V</td>
<td>Proceeds to the Cashier for payment of fees</td>
<td>Accepts payments and prints Official Receipt (OR)</td>
<td>20</td>
<td>Cashier</td>
<td>Application Fee P 100.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Student Permit Fee 150.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Computer Fee 67.63</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TOTAL P 317.63</td>
<td></td>
</tr>
<tr>
<td>VI</td>
<td>Receives SP Card and OR</td>
<td>Prints and issues Student Permit Card and OR</td>
<td>15</td>
<td>Releasing Clerk</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fills-out log sheet</td>
<td>Requires applicant to fill-out the log sheet</td>
<td></td>
<td></td>
<td>OR/ SP Card/ Log sheet</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE**

60mins.

(1hour)

**Note:**
1) Routing Slip to be accomplished by person-in-charge before and after each activity
2) Counting of processing time starts upon submission of completed documents under normal situation
I. SCOPE:

New license, renewal of dormant license [delinquent for two (2) but less than ten (10) years], conversion, change classification and additional restriction codes are classified as follows:

a. Non-Professional Driver's License
b. Non-Professional Driver's License, Filipino with valid Foreign License
c. Non-Professional Driver's License, Filipino with expired Foreign License
d. Non-Professional Driver's License, Foreigner with valid Foreign License
e. Non-Professional Driver's License, Foreigner with expired Foreign License
f. Non-Professional Driver's License - Dormant
g. Professional Driver's License
h. Professional Driver's License, Filipino with valid/expired Foreign License
i. Professional Driver's License, Foreigner with valid/expired Foreign License
j. Professional Driver's License - Dormant
k. Conductor's License
l. Conductor's License - Dormant
m. Change Classification from Non-Professional Driver's License to Professional Driver's License
n. Change Classification from Professional Driver's License to Non-Professional Driver's License
o. Additional Restriction Codes

II. AVAILABILITY OF SERVICES AT THE FOLLOWING OFFICES

1. Licensing Centers
2. Authorized District/Extension Offices

III. QUALIFICATIONS & REQUIRED DOCUMENTS

A. NON-PROFESSIONAL DRIVER'S LICENSE

a. Qualifications

1. Must be at least eighteen (18) years old
2. Must be physically and mentally fit to operate a motor vehicle
3. Must be able to read and write Filipino, English or the applicable local dialect
4. Must be a holder of a valid Student Permit issued at least thirty (30) days prior to application
5. In addition, for foreigner, must have been in the Philippines for at least one (1) month and will stay in the country for at least one (1) year from date of application
b. Required Documents

1. Duly accomplished Application for Driver’s License (ADL)
2. Valid Student Permit
3. Medical Certificate in LTO prescribed form issued by any licensed practicing physician
4. In addition, for foreigner, original and photocopy of passport and visa with duration of at least one (1) year from the date of application, or if born in the Philippines, original and photocopy of birth certificate duly authenticated by PSA

B. NON-PROFESSIONAL DRIVER’S LICENSE, FILIPINO WITH VALID FOREIGN LICENSE

Required Documents

1. Duly accomplished Application for Driver’s License (ADL)
2. Original and photocopy of foreign license. If the foreign Driver’s License is not in English language, original and photocopy of official English translation from the local Embassy of the issuing country
3. Original and photocopy of valid passport showing the latest date of entry in the Philippines
4. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician

C. NON-PROFESSIONAL DRIVER’S LICENSE, FILIPINO WITH EXPIRED FOREIGN LICENSE

a. Qualifications

1. Must be physically and mentally fit to operate a motor vehicle
2. Must have passed the written and practical examination

b. Required Documents

1. Duly accomplished Application for Driver’s License (ADL)
2. Original and photocopy of foreign license. If the foreign Driver’s License is not in English language, original and photocopy of official English translation from the local Embassy of the issuing country
3. Original and photocopy of valid passport showing the latest date of entry in the Philippines
4. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician
D. NON-PROFESSIONAL DRIVER’S LICENSE, FOREIGNER WITH VALID FOREIGN LICENSE

Required Documents

1. Duly accomplished Application for Driver’s License (ADL)
2. Original and Photocopy of foreign license. If the foreign Driver’s License is not in English language, original and photocopy of official English translation from the local Embassy of the issuing country
3. Original and photo copy of valid passport showing the latest date of entry in the Philippines
4. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician

E. NON-PROFESSIONAL DRIVER’S LICENSE, FOREIGNER WITH EXPIRED FOREIGN LICENSE

a. Qualifications

1. Must be physically and mentally fit to operate a motor vehicle
2. Must have passed the written and practical examination

b. Required Documents

1. Duly accomplished Application for Driver's License (ADL)
2. Original and photocopy of foreign license. If the foreign Driver’s License is not in English language, original and photocopy of official English translation from the local embassy of the issuing country
3. Original and photo copy of valid passport showing the latest date of entry in the Philippines
4. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician

F. NON-PROFESSIONAL DRIVER’S LICENSE - DORMANT

a. Qualifications

1. Must be physically and mentally fit to operate a motor vehicle
2. Must have passed the written and practical examination

Note: Should include conversion of License
b. Required Documents

1. Duly accomplished Application for Driver's License (ADL)
2. Original and photocopy of the Dormant Driver's License
3. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician

G. NEW PROFESSIONAL DRIVER'S LICENSE

a. Qualifications

1. Must be at least (18) years old
2. Must be physically and mentally fit to operate a motor vehicle
3. Must be able to read and write Filipino, English or the applicable local dialect
4. For Restriction Code 1, 2, 4 and 6, must be a holder of a valid Student Permit issued at least six (6) months prior to application
5. For Restriction Code 3, 5, 7 and 8, must be a holder of valid NPDL issued at least one (1) year prior to the application or PDL holder with RC 1, 2, 4 and 6 for a period of at least six (6) months prior to application
6. Must NOT have been cited for two (2) or more counts of reckless driving during the period of validity of his/her existing license
7. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician
8. Must have passed the written and practical examinations
9. In addition, for foreigner, the applicant must have been in the Philippines for at least one (1) month and will stay in the country for at least one (1) year from date of application and is allowed to work herein

b. Required Documents

1. Duly accomplished Application for Driver’s License (ADL)
2. Valid Student Permit for Restriction Code 1, 2, 4 and 6
3. Valid Non-Professional Driver’s License or valid Professional Driver’s License for RC 3, 5, 7 and 8
4. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician
5. NBI or PNP Clearance
6. Taxpayer’s Identification Number (TIN)
7. In addition, for foreigner, original and photocopy of passport and working visa with duration of at least one (1) year from the date of application, or if born in the Philippines, original and photocopy of birth certificate duly authenticated by PSA
PROFESSIONAL DRIVER’S LICENSE, FILIPINO WITH VALID/EXPIRED FOREIGN LICENSE

a. Qualifications
1. Must be physically and mentally fit to operate a motor vehicle
2. Must have passed the written and practical examinations

b. Required Documents
1. Duly accomplished Application form for Driver’s License (ADL)
2. Original and photocopy of foreign license. If the foreign Driver’s License is not in English language, original and photocopy of official English translation from the local embassy of the issuing country
3. Original and photo copy of valid passport showing the latest date of entry in the Philippines
4. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician
5. NBI or PNP Clearance
6. Taxpayer’s Identification Number (TIN)

I. PROFESSIONAL DRIVER’S LICENSE, FOREIGNER WITH VALID/EXPIRED FOREIGN LICENSE

a. Qualifications
1. Must be physically and mentally fit to operate a motor vehicle
2. Must have passed the written and practical examinations
3. The applicant must have been in the Philippines for at least one (1) month with proof that he/she will stay in the country for at least one (1) year from date of application

b. Required Documents
1. Duly accomplished Application form for Driver’s License (ADL)
2. Original and photocopy of foreign license. If the foreign Driver’s License is not in English language, original and photocopy of official English translation from the local embassy of the issuing country
3. Original and photo copy of valid passport showing the latest date of entry in the Philippines and working visa with duration of at least one (1) year from the date of application
4. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician
5. NBI or PNP Clearance
6. Taxpayer’s Identification Number (TIN)
J. PROFESSIONAL DRIVER’S LICENSE – DORMANT

a. Qualifications

1. Must be physically and mentally fit to operate a motor vehicle
2. Must have passed the written and practical examinations

b. Required Documents

1. Duly accomplished Application for Driver's License (ADL)
2. Original and photocopy of Dormant Driver's License
3. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician
4. NBI or PNP Clearance

K. NEW CONDUCTOR’S LICENSE

a. Qualifications

1. Must be at least eighteen (18) years old
2. Must be physically and mentally fit to work as a conductor
3. Must be able to read and write in Filipino, English or the applicable local dialect.

b. Required Documents

1. Duly accomplished Application for Driver’s License (ADL)
2. Original and photocopy of birth certificate and marriage contract (for married women) duly authenticated by PSA
3. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician
4. NBI or PNP Clearance
5. Taxpayer’s Identification Number (TIN)

L. CONDUCTOR’S LICENSE – DORMANT

a. Qualifications

1. Must be physically and mentally fit to work as a conductor
2. Must have passed the written examination
b. Required Documents

1. Duly accomplished Application for Driver's License (ADL)
2. Original and photocopy of Conductor's License
3. Medical Certificate in LTO prescribed form, issued by any licensed practicing physician

M. CHANGE CLASSIFICATION FROM NON-PROFESSIONAL DRIVER’S LICENSE TO PROFESSIONAL DRIVER’S LICENSE

a. Qualifications

1. Must be physically and mentally fit to operate a motor vehicle
2. Must have passed the written and practical examinations

b. Required Documents

1. Duly accomplished Application for Driver’s License (ADL)
2. Non-Professional Driver’s License for at least five (5) months from date of application
3. NBI / PNP Clearance
4. Medical Certificate in LTO prescribed form issued by any licensed practicing physician
5. Taxpayer’s Identification Number (TIN)

N. CHANGE CLASSIFICATION FROM PROFESSIONAL DRIVER’S LICENSE TO NON-PROFESSIONAL DRIVER’S LICENSE

Required Documents

1. Duly accomplished Application for Driver's License (ADL)
2. Professional Driver’s License for at least five (5) months from date of application
3. Medical Certificate in LTO prescribed form issued by any licensed practicing physician

- If Professional Driver’s License is dormant, the applicant must undergo a written and practical examination
O. ADDITIONAL RESTRICTION CODES

a. Qualifications

1. For RC 1, the applicant must undergo practical examination only
2. For RC 2 to 8, must have passed the written and practical examinations

b. Required Documents

1. Duly accomplished Application for Driver’s License (ADL)
2. Valid / delinquent NPDL/PDL
3. Medical Certificate in LTO prescribed form issued by any licensed practicing physician
4. NBI or PNP Clearance for PDL only
## I. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in)</th>
<th>PERSONNEL CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Requests Application for Driver’s License (ADL) form and accomplishes the same</td>
<td>• Issues ADL form to the applicant with complete documentary requirements • Assigns queue number to applicant</td>
<td></td>
<td>PACD/ CSR</td>
<td></td>
<td>ADL</td>
</tr>
<tr>
<td></td>
<td>• Obtains queue number</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>II</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Submits accomplished ADL and all the documentary requirements with the attached queue number</td>
<td>• Receives and evaluates the completeness and authenticity of documentary requirements • Access the data of the applicant to generate transaction ID</td>
<td>7</td>
<td>Evaluator</td>
<td></td>
<td>Routing Slip, ADL</td>
</tr>
<tr>
<td>III</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Waits for his/her queue number/name to be called for picture taking and for capturing signature</td>
<td>• Captures photo and signature of the applicant</td>
<td>10</td>
<td>Photo/Sig nature Clerk</td>
<td></td>
<td>Routing Slip, ADL</td>
</tr>
<tr>
<td>IV</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Proceeds to the cashier for payment of fees</td>
<td>• Accepts payment and prints Official Receipt (OR)</td>
<td>15</td>
<td>Cashier</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

|                     |                  |                  |                  | Appl.Fee | 100.0 |
|                     |                  |                  |                  | ComputerFee | 67.63 |

TOTAL P167.63
### CITIZEN’S CHARTER

**APPLICATION FOR NEW LICENSE, RENEWAL OF DORMANT LICENSE, CHANGE OF CLASSIFICATION AND ADDITIONAL RESTRICTION CODES**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONAL CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>V</td>
<td>Attends driver’s education program (video presentation/reviewer) and takes written examination.</td>
<td>Facilitates, monitors and evaluates the written examination. Provides result of the written exam (computer generated answer sheet). Advises the applicant to take practical exam. Issues computer generated rejection letter to the applicant.</td>
<td>60</td>
<td>Examiner (Written Exam)</td>
<td></td>
<td>Exam Result</td>
</tr>
</tbody>
</table>

- If passed:
  - Undergoes practical driving examination after the orientation.

- If failed:
  - Receives the computer generated letter.
## CITIZEN’S CHARTER

APPLICATION FOR NEW LICENSE, RENEWAL OF DORMANT LICENSE, CHANGE OF CLASSIFICATION AND ADDITIONAL RESTRICTION CODES

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| VI   | Takes practical driving examination after the orientation (except for Conductor’s License and Change Classification from Professional Driver’s License to Non-Professional Driver’s License) | • Orients the applicant for the practical driving examination  
• Conducts practical driving examination  
• Accomplishes the Road Test Score Sheet  
• Informs the applicant of the result | 80 | DriverSkills Rater (Practical Exam) | | Roa dTest Scor eShe et |
|     | If passed, Proceed to the Cashier for payment of fees | • Advises the applicant to come back for another application | | | | |
|     | If failed,  
• Receives computer generated letter | |  | | | |
<p>| VII  | No activity | Reviews and Approves application | 8 | Approving Officer | | Routing Slip |</p>
<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIII</td>
<td>Proceeds to the cashier for payment of fees</td>
<td>Accepts payment and prints OR</td>
<td>15</td>
<td>Cashier</td>
<td>License Fee 585.00 Comp. Fee 67.63</td>
<td>TOTAL P 652.63 (for new)</td>
</tr>
</tbody>
</table>
| IX   | Proceeds to the encoding/biometric window | • Print a screenshot of the DL details of the applicant from the LTO IT system  
• Encodes the DL Details  
• Captures the photo, fingerprints and signature of the applicant  
• Prints the DL card | 15 | Photo Signature Clerk | | |
| X    | Receives OR and the Driver’s License Card  
• Signs in the log sheet | • Issues Driver’s License Card and OR  
• Requires applicant to sign in the log sheet | 15 | Releasing Clerk | | License Card, OR, Log Sheet |

**END OF TRANSACTIONS**

TOTAL DURATION OF SERVICE 225 mins. (3 hrs and 45 mins)

Note: 1) Routing Slips to be accomplished by person-in-charge before and after each activity
2) Counting of processing time starts upon submission of the complete documents under normal situation
3) For Conductor’s License all steps except step VI

Rev2-06/2018
I. SCOPE

- Non-Professional Driver's License, Professional Driver's License and Conductor's License not expired for more than two (2) years
- Revision of Records

II. AVAILABILITY OF SERVICES AT THE FOLLOWING OFFICES

- Authorized Licensing Centers, District /Extension Offices and Central Office License Section
- E-Patrols and DLROs (plain renewal)

III. REQUIRED DOCUMENTS

Renewal of Driver's /Conductor's License

1. PDL/NPDL/Conductor's License
2. Medical Certificate in LTO prescribed form issued by any licensed practicing physician

With Revision of Records

1. Change name

- Duly accomplished Application for Driver’s License (ADL)
- Current Driver’s / Conductor’s License
- Court Order authorizing the change of name
- If Muslim, a certification from the Office of the Muslim Affairs (OMA), Affidavit of two (2) disinterested persons.

2. Correction of Name / Birth Date

- Duly accomplished Application for Driver’s License (ADL)
- Current Driver’s / conductor’s License
- Original with photocopy of Birth Certificate (PSA/NSO)

3. Change Address

- Duly accomplished Application for Driver’s License (ADL)
- Current Driver’s / Conductor’s License
4. Change Civil Status
   - Duly accomplished Application for Driver’s License (ADL)
   - Current Driver’s / Conductor’s License
   - Original with photocopy of Marriage Contract (PSA/NSO). If marriage contract is not in English or Filipino, submits official English translation from the embassy of the issuing country
   - If annulled, court order

5. Change in Citizenship
   - Duly accomplished Application for Driver’s License
   - Current License Card
   - Passport / Immigration Card Issued by BID
## I. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | • Requests ADL Form and submits required documents  
      • Obtains queue number  
      | • Assigns queue number to the applicant  
      | | | PACD/CSR | | ADL |
| II   | • Waits for his/her queue number to be called and submits required documents  
      • Confirms details from the system  
      | • Receives and evaluates the completeness and authenticity of documentary requirements  
      • Retrieves applicant’s data in the system and generates transaction ID  
      | 5 | Evaluator | | Routing Slip |
| III  | Waits for name to be called for capturing of photo and signature  
      | • Captures photo and signature  
      | 5 | Photo/Sig nature Clerk | | Routing slip |
# CITIZEN’S CHARTER

APPLICATION FOR RENEWAL OF LICENSE
(E-PATROL/DLRO/CO–License Section)

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>IV</td>
<td>Proceeds to the cashier for payment of fees</td>
<td>Accepts payment and prints OR</td>
<td>5</td>
<td>Cashier</td>
<td>License fee 585.00, Comp fee 67.63</td>
<td>TOTAL P652.63</td>
</tr>
</tbody>
</table>
| V    | Proceeds to the encoding/biometric window | • Print a screenshot of the DL details of the applicant from the LTO IT system  
• Encodes the DL Details  
• Captures the photo, fingerprints and signature of the applicant  
• Prints the DL card | 15 | Photo signature Clerk | | Routing Slip |
| VI   | • Receives Official Receipt (OR) and DL Card  
• Signs in the log sheet | • Prints and issues the License Card and OR  
• Requires applicant to sign in the log sheet | 5 | Releasing Clerk | | Driver’s License Card, Log Sheet |

END OF TRANSACTIONS

TOTAL DURATION OF SERVICE: 35 mins

Note: 1) Routing Slips to be accomplished by person-in-charge before and after each activity.  
2) Counting of processing time starts upon submission of the complete documents under normal situation

Rev3-06/2018
## IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTOACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONAL CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Requests ADL Form and submits required documents</td>
<td>Ensures that required documents are complete</td>
<td></td>
<td>PACD/CSR</td>
<td></td>
<td>ADL</td>
</tr>
<tr>
<td></td>
<td>• Obtains queue number</td>
<td>Assigns queue number to the applicant</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>Submits the documentary requirements with the attached queue number</td>
<td>Receives and evaluates documentary requirements completeness and authenticity</td>
<td>7</td>
<td>Evaluator</td>
<td></td>
<td>Routing Slip, ADL</td>
</tr>
<tr>
<td></td>
<td>• Confirms details from the system</td>
<td>Access applicant’s data in the system and generates transaction ID</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>Waits name to be called for picture taking and for capturing signature</td>
<td>Captures photo and signature of the applicant</td>
<td>10</td>
<td>Photo/Sig nature Clerk</td>
<td></td>
<td>Routing Slip, ADL</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td>No activity</td>
<td>Reviews and Approves application</td>
<td>8</td>
<td>Approving Officer</td>
<td></td>
<td>Routing Slip, ADL</td>
</tr>
</tbody>
</table>
## CITIZEN’S CHARTER

**APPLICATION FOR RENEWAL OF LICENSE AND REVISION OF RECORDS (DO/EO with MIXED TRANSACTIONS)**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON-IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| V    | Proceeds to the cashier for payment of fees | • Accepts payment and prints Official Receipt  
• Advises applicant to wait for name/queue number to be called at the encoding/biometric window | 20 | Cashier | License Fee 585.00  
Comp. Fee 67.63  
**TOTAL** P652.63 | Official Receipt |
| VI   | Proceeds to the encoding/biometric window | • Print a screenshot of the DL details of the applicant from the LTO IT system  
• Encodes the DL Details  
• Captures the photo, fingerprints and signature of the applicant  
• Prints the DL card | 15 | Photo Signature Clerk | | |
| VII  | • Receives the DL Card and OR  
• Signs in the log sheet | • Issues DL Card and Official Receipt (OR)  
• Requires applicant to sign in the log sheet | 15 | Releasing Clerk | | |

### END OF TRANSACTIONS

**TOTAL DURATION OF SERVICE:** 75 mins. (1 hour & 15 mins.)

*Note:*
1. Routing Slips to be accomplished by person-in-charge before and after each activity.
2. Counting of processing time starts upon submission of the complete documents under normal situation.
I. SCOPE:
All valid SP, NPDL, PDL and CL

II. AVAILABILITY OF SERVICE AT THE FOLLOWING OFFICES
Authorized District/Extension Offices, Licensing Centers and Central Office License Section

III. REQUIRED DOCUMENTS

- Duly accomplished Application for Driver’s License (ADL)
- Affidavit of Loss
- Valid Identification Card
- Valid Mutilated License
## IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>LTOACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONAL CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | Requests Application for Driver’s License (ADL) form and accomplishes the same |  - Issues ADL form to applicant with complete documentary requirements  
  - Assigns queue number to applicant |  | PACD/CSR |  | ADL, Checklist |
|      | Obtains queue number |  |  |  |  |  |
| II   | Submits accomplished ADL and all the documentary requirements with the attached queue number |  - Receives and evaluates the completeness and authenticity of documentary requirements  
  - Access the applicants date to create transaction ID | 7 | Evaluator |  | ADL’ checklist |
<p>| III  | Waits for name to be called for picture taking and for capturing of signature | Captures photo and signature of the applicant if necessary | 10 |  | Photo/Si gnatureC lerk |</p>
<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON-IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>IV</td>
<td>No Activity</td>
<td>Reviews and Approves application</td>
<td>8</td>
<td>Approving Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V</td>
<td>Proceeds to the cashier for payment of fees</td>
<td>Accepts payment and prints OR</td>
<td>20</td>
<td>Cashier</td>
<td>Refer to schedule of fees</td>
<td>Official Receipt (OR)</td>
</tr>
</tbody>
</table>
| VI   | Proceeds to the encoding/biometric window | • Print a screenshot of the DL details of the applicant from the LTO IT system  
• Encodes the DL Details  
• Captures the photo, fingerprints and signature of the applicant  
• Prints the DL card | 15                               | Photo Signature Clerk            |                 |               |
| VII  | Receives the DL Card and OR  
Signs in the log sheet | • Issues DL Card and Official Receipt (OR)  
• Requires the applicant to sign in the log sheet | 5                                | Releasing Clerk                  | License Card Log Sheet |

**END OF TRANSACTIONS**

**TOTAL DURATION OF SERVICE:** 65 mins (1 hour & 5 mins.)

**Note:**
1) Routing Slips to be accomplished by person-in-charge before and after each activity
2) Counting of processing time starts upon submission of the complete documents under normal situation
I. SCOPE

License Certification for local and abroad

II. AVAILABILITY OF SERVICE

License Section, Central Office

III. REQUIRED DOCUMENTS

- Duly Accomplished Request Form
- Original and photocopy of the Driver's License
- Authorization letter with valid ID of both the applicant and representative (in the absence of the license holder)
## IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON-IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Request application for license certification and accomplishes the same</td>
<td>Issues Request Form</td>
<td></td>
<td>PACD/CSR</td>
<td></td>
<td>Request For mof License Certification</td>
</tr>
<tr>
<td>II</td>
<td>Submits documentary</td>
<td>Receives documents</td>
<td>3</td>
<td>Receiving Clerk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>No Activity</td>
<td>Verifies license from the database</td>
<td>7</td>
<td>Verifier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td>No Activity</td>
<td>Prepares Payment Order Slip (POS)</td>
<td>5</td>
<td>Verifier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V</td>
<td>Waits for name to be called for payment of necessary fees</td>
<td>Accepts payment and prints</td>
<td>10</td>
<td>Cashier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VI</td>
<td>Receives Claim Stub and OR for local purposes (5 days) for DFA authentication (10 days)</td>
<td>Issues claim stub and OR</td>
<td>5</td>
<td>Releasing Clerk</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## CITIZEN’S CHARTER

**LICENSECERTIFICATIONFOR DFA AUTHENTICATION/LO CAL PURPOSES (LICENSESECTION-CENTRAL OFFICE)**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTOACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONIN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>VII</td>
<td>No activity</td>
<td>• PrintsCertification</td>
<td>5</td>
<td>Records Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VIII</td>
<td>No Activity</td>
<td>SignsCertification</td>
<td>3</td>
<td>Approving Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IX</td>
<td>No Activity</td>
<td>Prepares and forwards master list of DLCertification to DFA through authorized courier</td>
<td>3</td>
<td>Releasing Clerk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>• Presents ClaimStub and OR • Receives DL Certification and OR • Signs the request slip (for local certification only)</td>
<td>• Issues Driver’s License Certification. • Require the applicant to sign in the request slip</td>
<td>5</td>
<td>Releasing Clerk</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTIONS**

TOTAL DURATION OF SERVICE: 43 mins.

Note: 1) Routing Slips to be accomplished by person-in-charge before and after each activity.

2) Counting of processing time starts upon submission of the complete documents under normal situation

Rev2-02/2016
CHAPTER IV
ACCREDITATION OF MAIRDOEs
CITIZEN’S CHARTER

ACCREDITATION OF
MANUFACTURERS, ASSEMBLERS, IMPORTERS,
REBUILDERS AND DEALERS

I. SCOPE

1. Accreditation of Manufacturers, Assemblers, Importers, Rebuilders, Dealers (MAIRDs)
2. Enrollment of Other Entities

II. AVAILABILITY OF SERVICE AT THE FOLLOWING OFFICES:

- Operations Division, Regional to Central (New application)
- Operations Division, Regional Office (Renewal application)

III. QUALIFICATIONS/REQUIRED DOCUMENTS

QUALIFICATION

Any natural person who is at least 18 years of age or any juridical person who is not disqualified by any existing law or regulation to engage in the manufacture, assembly, importation, sale and rebuilding of motor vehicle

A. ACCREDITATION

REQUIRED DOCUMENTS

1. New Applications

- Duly accomplished application form under oath
- Certified true copy/ies of the following:

  a. For Sole Proprietorships, Certificate of Business Name Registration (DTI)
  b. For Corporations/Partnerships

- Securities and Exchange Commission Certificate of Registration
- Articles of Incorporation/Partnership and By-Laws, and
- Board Resolution issued by the Corporate Secretary, specifying the name of authorized representative whomust be an officer of the corporation/partnership
c. For Cooperatives
   - Cooperative Development Authority Certificate of Registration
   - Articles of Cooperation and By-Laws, Board Resolution issued by the Corporate Secretary, specifying the name of authorized representative who must be an officer of the cooperative
   - Certified true copy of Mayor’s Permit/s specifying the classification of business or Business Permit applying for
     - Plant, if applying for manufacturer, assembler and rebuilders
     - Warehouse, if applying for importer
     - Display Center, if applying for dealer
   - BIR Certificate of Registration
   - SSS Certificate of Membership of Corporation/Partnership/Single Proprietorship

   - Statement of Assets and Liabilities or Financial Statement duly certified by a Certified Public Accountant (If corporation, consolidated FS is applicable to all branches)
   - Location Map/s of establishment/s
   - Picture/s of establishment/s
   - Contract/s of Lease, if the establishment/s is not owned by the applicant
   - Affidavit of Undertaking by Sole Proprietor or highest ranking company official in the Philippines that all stocks to be reported and sold are compliant with all Philippine laws, rules and regulations relating to manufacture, assembly, importation, sale, registration and/or use in the Philippines

Additional requirement/s if applying for

   - Assemblers - Certified true copy of DTI Board of Investment (BOI) Certificate of Membership
   - Rebuilders - Certified true copy of DTI Certificate of Accreditation of rebuilding Center
2. Renewal Application

- Duly accomplished application form, under oath
- Original LTO Certificate of Accreditation
- Latest Certified true copy of Mayor’s Permit/s
- Duly notarized affidavit attesting to its continuing compliance with all the requirements
I. SCOPE

Enrollment of Other Entities (i.e Exempt MVs, Returning Residents, Auctioned MVs, Individual Entity)

II. AVAILABILITY OF SERVICE AT THE FOLLOWING OFFICES:

Operations Division-Technical Evaluation & Planning Section, Central Office

III. QUALIFICATIONS/REQUIRED DOCUMENTS

QUALIFICATION

Any natural person who is at least 18 years of age or any juridical person who is not disqualified by any existing law or regulation to engage in the importation of motor vehicle.

REQUIRED DOCUMENTS:

- Duly accomplished application form under oath
- Commercial Invoice of the vehicle from the country of origin/Certificate of Title
- Certificate of Payment (BOC)
- Packing List
- Import Entry Declaration
- Bill of Lading
- Certified true copy of the Release Certificate issued to BOC by the DTI-FTEB for returning resident under the no-dollar importation program
- Affidavit of Undertaking by the applicant that all stocks to be reported and sold are compliant with all Philippine laws, rules and regulations relating to the importation, registration and use in the Philippines

Additional requirement/s for vehicles under public auction by BOC

- BOC official receipt evidencing payment of acquisition
- BOC Decision/Order
- Notice of Award
## II. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONNEL CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Submit application and documentary requirements</td>
<td>Receives and evaluates the completeness of the documentary requirements; Stamps “received” the receiving copy of the application; Issues Payment Order Slip</td>
<td>4,800</td>
<td>Receiving Clerk/Evaluator</td>
<td>POS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Receives POS and receiving copy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>Proceeds to the cashier for payment of fees</td>
<td>Accepts payment; Issues MR</td>
<td></td>
<td>Cashier</td>
<td>Refer to Schedule of Fees and Charges</td>
<td>Misc. Receipt (MR)</td>
</tr>
<tr>
<td>III</td>
<td>Submits MR</td>
<td>Receives MR and files with other documentary requirements</td>
<td></td>
<td>Evaluator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td>No Activity</td>
<td>Inspects the establishment and recommends approval to the Regional Director</td>
<td></td>
<td>MAIRDOEs Inspector/s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>V</td>
<td>No Activity</td>
<td>Endorses the application to the Assistant Secretary through Operations Division, Central Office</td>
<td></td>
<td>Regional Director</td>
<td>Endorsement</td>
<td></td>
</tr>
</tbody>
</table>
### CITIZEN’S CHARTER

**APPLICATION FOR MAIRDs ACCREDITATION – NEW/RENEWAL (REGIONAL OFFICE TO CENTRAL OFFICE)**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONIN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| VI   | No Activity       | Evaluates application  
Prepares findings and recommendation  
and certificate of accreditation | 4,800 | Evaluator, C.O. | | |
| VII  | No Activity       | Reviews and signs the findings and recommendation | Chief, OD | | | |
| VIII | No Activity       | Recommends and signs the findings and recommendation | Executive Director | | | |
| IX   | No Activity       | Approves and signs the findings and recommendation and Certificate of Accreditation | Assistant Secretary | | | |
| X    | Receives Certificate of Accreditation | Releases Certificate of Accreditation | Releasing Officer | | | Certificate of Accreditation |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE**

- For NEW: 9,600 min (20 days)
- For RENEWAL: 7,200 min (15 days)

**Note:**
1. For NCR, payment of Accreditation Fee is done at the Central Office prior to the release of the Certificate of Accreditation.
2. For those applications endorsed by the Regional Office, Certificate of Accreditation will be released therein.
3. For Renewal Applications, no inspection is required.

Rev1-02/2016
### IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | Submits documentary requirements | • Receives and evaluates the completeness and authenticity of the documentary requirements  
• Stamps "received" the receiving copy of the application  
• Prepares findings, recommendations | 1920 (480) | Receiving Clerk/Evaluator | | |
<p>| II   | No Activity       | • Reviews and signs findings and recommendation | 960 (0) | Chief, Operations Division | | |
| III  | No Activity       | Recommends and signs findings and recommendation | 960 (0) | Executive Director | | |
| IV   | No Activity       | Approves and signs findings, recommendations | 960 (0) | Assistant Secretary | | |</p>
<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>V</td>
<td>Receives POS</td>
<td>Issues Payment Order Slip (POS)</td>
<td>480</td>
<td>Evaluator</td>
<td>POS</td>
<td></td>
</tr>
</tbody>
</table>
| VI   | Proceeds to the Cashier for payment of fees | Accepts payment  
Issues MR | | Cashier | Referto Schedule of Fees and Charges  
Miscellaneous Receipt(MR) |
|      | Receives MR     | Issues MR    | | | |
| VII  | Receives Certification | Releases Certification | | Evaluator/Releasing Clerk | Certification |

**END OF TRANSACTION**

TOTAL DURATION OF TRANSACTIONS

4,800 min  
(10 days)
CHAPTER V
MAIRDONES
REPORTING
I. SCOPE

All reports pertaining to Motor Vehicle and/or its components by accredited MAIRDs and enrolled other entities

II. AVAILABILITY OF SERVICES AT THE FOLLOWING OFFICES:

- Operations Division-Registration Section, Central Office
- Operations Division/DIY (Do-it-Yourself), Central Office
- Operations Division, Regional Offices

III. REQUIRED DOCUMENTS

A. Stock Reporting

1. Imported Motor Vehicle and/or Components
   - Certificate of Payment from Bureau of Customs (BOC)/Certification
   - Stencils of engine or chassis numbers
   - Hard and Soft copy of the report
   - Valid ID with authorization as representative

2. Locally Fabricated Chassis
   - Sales Invoices of materials used in the fabrication of the chassis
   - Hard and Soft copy of the report
   - Stencils of engine or chassis numbers

B. Sales Reporting

- Sales Invoice
IV. PROCEDURE
DIY- CBUBrandNew

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Uploads stocks into the LTO system</td>
<td>No Activity</td>
<td>480</td>
<td>Authorized Representatives of MAI</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| II   | • Proceeds to the Cashier for payment of fees  
      • Receives OR | • Accepts payment  
      • Issues OR | 480 | Cashier | App. Fee 40.00  
      IT fee 169.06  
      TOTAL P209.06 | OR |       |
| III  | Prints CSR | No Activity | | Authorized Representatives of accredited MAI | CSR |       |
| IV   | Submits documentary requirements to the Operations Division | Receives documentary requirements | | Receiving Clerk | | |

END OF TRANSACTION

TOTAL DURATION OF SERVICE: 480 min  
(1 Day)
## IV. PROCEDURE

### A. StockReport- UsedMV/Component

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | Fills out application form and submits the required documents | Receives all the required documents  
Receives claim stub |  | Receiving Clerk | | |
|      | Receives claim stub |                |                                  |                  |      |       |
| II   | No Activity         | Receives and evaluates the completeness and authenticity of documentary requirements  
Uploads stocks into the LTO IT System | 480 to 960 | Evaluator | | |
| III  | No Activity         | Scans stencils of engine / chassis | | Scanning Clerk | | |
| IV   | No Activity         | Validates scanned images of engine and chassis numbers vis-a-vis documents submitted | | Evaluator | | |
| V    | Receives POS        | Reviews and approves transaction  
Prints Pay Order Slip (POS) and issues the same | | Approving Officer | CSR | |
## CITIZEN’S CHARTER
### STOCKREPORTFORMANUFACTURERS, IMPORTERS AND REBUILDERS

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| VI   | • Proceeds to the Cashier for payment of fees  
      • Receives OR | • Accepts payment  
      • Issues OR | | Cashier | App. Fee 40.00  
IT fee 169.06  
TOTAL  P209.06 | | Official Receipt |
| VII  | • Submits OR  
      • Receives CSR and OR | • Receives OR  
      • Prints Certificate of Stock Reported (CSR)  
      • Releases CSR and OR | | Evaluator | | CSR/OR |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE:** 480 mins to 960 mins.  
(1 to 2 days)
CHAPTER VI

MOTOR VEHICLE INSPECTION (MVI)
I. SCOPE

1. Initial registration of Rebuilt and Used MVs
2. Renewal registration of Motor Vehicles
3. All applicable miscellaneous registration transactions
4. Apprehended MVs requiring correction of MV defects and accessories
5. Apprehended MVs for violation of RA 8749 or Anti-Smoke Belching

II. AVAILABILITY OF SERVICE AT THE FOLLOWING OFFICES

- Motor Vehicle Inspection Centers (MVIC)
- All authorized District/Extension Offices

III. REQUIRED DOCUMENTS

1. For initial registration of rebuilt and used MVs
   - Sales Invoice of engine/chassis/body
   - Certificate of Stock Reported (CSR)
   - OR/CR of engine or chassis from previously registered MVs
   - Deed of Sale of engine/chassis
   - Affidavit of Rebuilt

2. Renewal registration of Motor Vehicles
   - Official Receipt / Certificate of Registration (OR/CR)
   - Certificate of Public Convenience (CPC) or Order for dropping and substitution (Change classification)

3. All applicable miscellaneous registration transactions
   - Official Receipt/ Certificate of Registration (OR/CR)
   - Deed of Sale (Transfer of Ownership)
   - Original PNP/HPG clearance (for change ownership/engine/chassis/color and body configuration)

4. Apprehended Motor Vehicles for violation requiring inspections such as correction of MV with defective parts and accessories and violation of RA 8749 (Anti-Smoke Belching)
   - Temporary Operators Permit (TOP)
   - Official Receipt/ Certificate of Registration (OR/CR)
### IV. PROCEDURE

#### A. IN MVIC

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONNEL</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | Submits required documents. | • Receives documents  
• Dockets transaction and assigns | 20 | Receiving Clerk |  | OR |
| II   | Proceeds to the Cashier for payment of fees | • Accepts Payment  
• Issues Official Receipt | 10 | Cashier | Refer to Schedule of Fees and Charges | OR |
| III  | Presents Vehicle for inspection | • Inspects motor Vehicle/conducts emission test  
• Fills-out inspection report | 30 | Inspector | MVIR | |
| IV   | No Activity | Approves inspection report | 10 | Approving Officers | MVIR | OR |
| V    | Receives inspection report and documentary requirements | Issues inspection report and returns documentary requirements | 5 | Releasing Clerk | MVIR | OR |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE:** 75 mins.

Rev1-02/2016
## IV. PROCEDURE
### B. IN DISTRICT OFFICES

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Receives required documents</td>
<td></td>
<td>Inspector</td>
<td></td>
<td>MVIR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conducts ocular inspection</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Receives Inspection Report with the documents</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fills out inspection report</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>20</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE:** 20mins.

R1-02/2016
CHAPTER VII
REGISTRATION
I. SCOPE

Application for Sales Reporting and Initial Registration of Motor Vehicles

A. BRAND NEW

1. Locally Assembled/Manufactured Completely Built Units (CBUs)
2. Imported Completely Built Units (CBUs)

B. OTHERS:

1. Brand New Local/Imported Trailer
2. Tax Exempt
3. Imported Second Hand Used Exempted from EO 156/877
4. Imported Second Hand through the No Dollar Importation
5. Imported Acquired through Donation
6. Locally Manufactured/Assembled Electric Vehicles (New Chassis/Body and with New Imported Electric Motor)
7. Brand New Motorcycle with Side Car (TC)
8. Rebuilt with Local Chassis/Body and with Used Imported Engine
9. Rebuilt with Engines and/or Chassis that are parts of previously registered Motor Vehicles
10. Rebuilt Truck/Bus with New or Used Imported Engine and/or Chassis
11. Rebuilt Truck/Bus with New or Used Imported Engine and/or Chassis combined with previously registered component
12. Rebuilt Truck/Bus with Engine and Chassis purchased locally or from previously registered vehicles or combination thereof
13. Imported Motor Vehicles acquired through public bidding
14. Under bond Motor Vehicles
15. Motor Vehicles under Written Commitment

II. AVAILABILITY OF SERVICES AT THE FOLLOWING OFFICES

A. Imported Motor Vehicles (except those imported by BOI accredited entities)

New Registration Units of the Regional Offices

B. Exempt MVs / under bond / MVs underwritten commitment

Diliman District Office
III. REQUIRED DOCUMENTS:

A. BRAND NEW

1. LOCALLY ASSEMBLED/MANUFACTURED COMPLETELY BUILT UNITS (CBUs)

- Original Sales Invoice
- Appropriate Insurance Certificate of Cover (COC)
- Original Certificate of Stock Reported (CSR)
- Original PNP-HPG Motor Vehicle Clearance Certificate

2. IMPORTED CBUs

- Original Sales Invoice or Commercial Invoice issued by the country of origin
- Appropriate Insurance Certificate of Cover (COC)
- Original Certificate of Stock Reported (CSR)
- Original PNP-HPG Motor Vehicle Clearance Certificate

B. OTHERS

1. BRAND NEW LOCAL/IMPORTED TRAILER

- Original Sales Invoice or Commercial Invoice issued by the Country of Origin
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate

2. TAX EXEMPT

- Commercial Invoice of Motor Vehicle or Certificate of Title issued by the Country of Origin
- BOC Certificate of Payment
- Certified true copy of Tax Exemption Certificate
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP/HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR) if imported secondhand
- Certificate of Compliance to Emission Standards (CCES) if imported secondhand
3. IMPORTED SECOND HAND (USED) EXEMPTED FROM EO156/877-A

- Original Sales Invoice and/or Commercial Invoice of Motor Vehicle/Certificate of Title issued by the Country of Origin
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)

4. IMPORTED SECOND HAND THROUGH THE NO DOLLAR IMPORTATION

- Commercial Invoice of Motor Vehicle or Certificate of Title issued by the Country of Origin
- Certified true copy of Authority under the No Dollar Importation issued by DTI/BIS. If no authority from BIS, Seizure Proceedings and Notice of Award
- Original Affidavit of first and last importation
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)

5. IMPORTED ACQUIRED THROUGH DONATION

- Commercial Invoice of Motor Vehicle or Certificate of Title issued by the Country of Origin
- Original Deed of Donation duly signed by donor and donee
- Original Secretary’s Certificate/Board Resolution when donor is a corporation
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)
6. **LOCALLY MANUFACTURED/ASSEMBLE ELECTRIC VEHICLES (NEW CHASSIS/BODY AND WITH NEW IMPORTED ELECTRIC MOTOR)**

- Original Sales Invoice
- Original Certificate of Stock Reported (CSR) for Electric Motor and Chassis
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate

7. **BRAND NEW MOTORCYCLE WITH SIDE CAR (TC)**

- Original Sales Invoice
- Original Affidavit of Attachment for Sidecar executed by the owner and mechanic stating among other things the date of completion
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate

8. **REBUILT WITH LOCAL CHASSIS/BODY AND WITH USED IMPORTED ENGINE**

- Original Sales Invoice of Engine, Chassis & Body
- Original Affidavit of Rebuilt executed by the owner and/or mechanic with TESDA NCII stating among other things the date of completion
- Original Certificate of Stock Reported (CSR) for Engine and Chassis
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)
9. REBUILT WITH ENGINE AND/OR CHASSIS THAT ARE PARTS OF PREVIOUSLY REGISTERED MOTOR VEHICLES

- Original Sales Invoice of Body
- Original Certificate of Registration and latest Official Receipt of MVUC and other fees of the engine or chassis
- Original Affidavit of Rebuilt executed by the owner and mechanic with TESDA NCII stating among other things the date of completion
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Appropriate Insurance Certificate of Cover (COC)
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)

10. REBUILT TRUCK/BUS WITH NEW OR USED IMPORTED ENGINE AND/OR CHASSIS

- Commercial Invoice or Original Sales Invoice from Country of Origin
- Original Sales Invoice of Body
- Certified true copy of DTI-BIS Endorsement
- Original Affidavit of Rebuilt executed by the owner and/or mechanic with TESDA NCII stating among other things the date of completion
- Original Certificate of Stock Reported (CSR) for Engine and Chassis
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)

11. REBUILT TRUCK/BUS WITH NEW OR USED IMPORTED ENGINE AND/OR CHASSIS COMBINED WITH A PREVIOUSLY REGISTERED COMPONENT

- Original Sales Invoice of Body
- Certified true copy of DTI-BIS Endorsement
- Original Certificate of Registration and latest Official Receipt of MVUC and other fees (for previously registered engine and/or chassis)
- Original Affidavit of Rebuilt executed by the Owner and Mechanic with TESDA NCII II stating among other things the date of completion
- Original Certificate of Stock Reported (CSR) for Engine and Chassis
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)
12. **REBUILT TRUCK/BUS WITH ENGINE AND CHASSIS PURCHASED LOCALLY OR FROM PREVIOUSLY REGISTERED VEHICLES OR COMBINATION THEREOF**

- Original Sales Invoice of Engine and Chassis
- Original Sales Invoice of Body
- Original Certificate of Registration and Latest Official Receipt of MVUC and other fees (for previously registered engine and/or chassis)
- Certified true copy of DTI-BISE Endorsement
- Original Affidavit of Rebuilt executed by the Owner and/or Mechanic with TESDANC II stating among other things the date of completion
- Original Certificate of Stock Reported (CSR) for Engine and Chassis
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Appropriate Insurance Certificate of Cover (COC)
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)

13. **IMPORTED MOTOR VEHICLES ACQUIRED THROUGH PUBLIC BIDDING**

- Certified true copy of the BOC Official Receipt evidencing payment of acquisition cost
- Certified true copy of Decision on Seizure Proceedings
- Certified true copy of the Notice of Award
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)
14. **UNDER BOND MOTOR VEHICLES**

- Certificate of Title or Commercial Invoice issued by the country of origin
- Duplicate copy of the Certificate of Payment issued by the BOC
- Certified true copy of the Certificate of Release of the motor vehicle by the authority of the Commissioner
- Certified true copy of the Re-export Bond duly approved by the Bureau of Customs to determine the effectiveness date and duration of the motor vehicle stay in the country
- Bill of Lading
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)

15. **MOTOR VEHICLES UNDER WRITTEN COMMITMENT**

- Certificate of Title or Commercial Invoice issued by the country of origin
- Duplicate copy of the Certificate of Payment issued by the BOC
- Certified true copy of the written commitment duly approved by the Bureau of Customs to determine the effectiveness date and duration of the motor vehicle stay in the country
- Endorsement from Department of Foreign Affairs if the motor vehicle is Embassy-owned
- Certified true copy of the Bill of Lading
- Original Certificate of Stock Reported (CSR)
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP-HPG Motor Vehicle Clearance Certificate
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Compliance to Emission Standards (CCES)
## IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | Submit supporting documents  
  Receives stamped transmittal | Receives complete documentary requirements  
  Stamps “received” copy of transmittal |  | Receiving Clerk |  |  |
| II   | No activity | Evaluate the completeness and authenticity of the documentary requirements for Sales Reporting  
  Encodes and uploads data into the LTO IT System  
  Approves transaction | 3,360 | Evaluator for Sales Reporting/Approving Officer |  |  |
| III  | No activity | Evaluate the completeness and authenticity of the documentary requirements for registration  
  Retrieves MV Information from the system and generate transaction ID  
  Encodes/supplies details not cascaded from MAIDRS  
  Approves transaction |  | Evaluator for Registration/Input Clerk |  |  |
| IV   | Proceeds to the Cashier for payment of fees | Accepts payment  
  Issues Official Receipt |  | Cashier | Refer to Schedule of Fees and Charges | Official Receipt |
# CITIZEN’S CHARTER

**APPLICATION FOR SALES REPORTING AND INITIAL REGISTRATION OF MOTORVEHICLE**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENT</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>V</td>
<td>No activity</td>
<td>Print the Certificate of Registration</td>
<td></td>
<td>Supply Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VI</td>
<td>No activity</td>
<td>• Reviews the transaction and signs the Certificate of Registration</td>
<td></td>
<td>Chief of Office</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| VII  |                  | • Presents OR/CR sticker and plates  
      |                  | • Tags as released plates and sticker  
      |                  | • Issues plates, stickers and OR/CR | Releasing Officer/Supply Officer | Plates, Stickers, OR/CR |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE:** 3,360 mins.  
(7 working days)

Note: Counting of the processing time starts upon submission of complete documents to the evaluator under normal situations Rev 1-02/2016
I. SCOPE
Renewal of MV Registration and Storage Reactivation

II. AVAILABILITY OF SERVICES AT THE FOLLOWING OFFICES:

- All district/extension offices nationwide
- For Diplomatic, Tax Exempt, OEV transactions, only Diliman District Office, SBMA and Mabalacat E.O.
- For “For-Hire” MVs in NCR, only at PUVRC and PUVREC can register.
- For Recovered Stolen MVs, only at Diliman District Office for NCR.
- For Reactivation of Stored Motor Vehicles, only at the district office that processed the Storage Transaction

III. REQUIRED DOCUMENTS

1. GENERAL REQUIREMENTS FOR ALL CLASSIFICATIONS

- Original Certificate of Registration (CR) and latest Official Receipt (OR) of payment of MVUC and other fees
- Appropriate Insurance Certificate of Coverage (COC)
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Emission Compliance (CEC)
- Franchise Confirmation for “For Hire” MV
- Valid Motorized (Municipal) Tricycle Operator’s Permit (MTOP) for tricycle hire (TCH) only
Additional Requirements For:

A. Diplomatic/Tax Exempt

Endorsement from the Department of Foreign Affairs (DFA) Protocol's Office with control number

B. Other Exempt Vehicle (OEV) from SBMA & Mabalacat Extension Office

Certificate from SBMA/Mabalacat E.O. that the MV is still classified as Other Exempt Vehicle (OEV)

C. Stolen and Recovered MVs

- Original copy of the Lifting of General Alarm
- Report of Recovery by the PNP or other law enforcement agencies
- Copy of the Alarm Sheet
- PNP Crime Laboratory (macroetching report) or NBI report, fully identifying the Motor Vehicle and stating there in the tampering done on the engine or chassis, if any

D. Reactivation of Storage MVs

- Return Receipt of Plates and Licenses (RRPL)
## IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONAL CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Submit supporting documents</td>
<td>• Receives and evaluates the completeness and authenticity of documents</td>
<td>10</td>
<td>Receiving Clerk/Evaluator</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Issues queue number</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Retrieves MV information from the system and generates a transaction ID</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>No Activity</td>
<td>Approves a transaction</td>
<td>5</td>
<td>Approving Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>Proceeds to the cashier for payment of fees</td>
<td>• Accepts payment</td>
<td>30</td>
<td>Cashier</td>
<td>Refer to the Schedule of Fees and Charges</td>
<td>Comp. Official Receipt</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Issues Official Receipt</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td>Presents OR</td>
<td>• Tags as “released” the sticker in the system</td>
<td>15</td>
<td>Supply Officer/Releasing Clerk</td>
<td></td>
<td>Sticker</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Dockets stickernumber and indicates the same on the OR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Issues sticker and returns OR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Receives OR and sticker</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Signs in the Sticker Logbook</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION

TOTAL DURATION OF SERVICE: 60 mins.

Note: Counting of the processing time starts upon submission of completed documents to the evaluator under normal situation R2-02/2016
I. SCOPE

TRANSFER OF OWNERSHIP

1. Transfer of Ownership of Underbond MV

2. Transfer of Ownership of MVs acquired through a Sheriff’s Certificate of Sale issued under an Extra-Judicial Foreclosure Sale

3. Transfer of Ownership of MVs acquired through a Sheriff’s Certificate of Sale under Judicial Foreclosure Sale

4. Transfer of Ownership of MVs acquired through an Extra-Judicial Foreclosure Sale Conducted before a Notary Public

5. Transfer of Ownership of MVs acquired through Sheriff’s Certificate of Sale Pursuant to a Money Judgment which has become final and executory

6. Transfer of Ownership of MVs covered by CB No. 1168 purchased from “BALIKBAYANS”

7. Transfer of Ownership of Private MVs/MCs

8. Transfer of Ownership of For Hire MVs/MCs

9. Transfer of Ownership of MVs acquired through public bidding conducted by government office/entity

10. Transfer of Ownership of MVs acquired at public auction before a Notary Public by virtue of a Mechanic’s Lien

11. Transfer of Ownership of MVs acquired through Extra-Judicial Settlement of Estate of Deceased Person

II. AVAILABILITY OF SERVICE

At all LTO District Offices

III. REQUIRED DOCUMENTS

1. Transfer of Ownership of Under bond MVs

- Cancellation of Bond from the Bonds Division, Bureau of Customs
- Certificate of Payment from the Bureau of Customs
- Official Receipt of Tax payment
- Deed of Sale
- Latest Official Receipt of MVUC and other fees
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)
- Appropriate Insurance Certificate of Cover (COC)
- Certificate of Emission Compliance (CEC)

2. Transfer of Ownership of MVs acquired through Sheriff’s Certificate of Sale issued under an Extra-Judicial Foreclosure Sale

- Original copy of the Sheriff’s Certificate of Sale
- Original copy of the Sheriff’s Return
- Cancellation of the Chattel Mortgage by the Registry of Deeds on the basis of the Sheriff’s return
- Proof of posting of Notice of Sale at public auction, at least ten (10) days in at least two (2) public places in the locality where the mortgagor’s property is to be sold before the sale
- Proof of written notice to the mortgagor at least ten (10) days before the sale
- Official Receipt for the cancellation of Chattel Mortgage from the Registry of Deeds
3. Transfer of Ownership of MVs acquired through a Sheriff’s Certificate of Sale through a Judicial Foreclosure Sale

- Duplicate copy of the Court Decision
- Certification of the Clerk of Court that the judgment/decision has become final and executory
- Original Sheriff’s Certificate of Sale
- Original copy of the Sheriff’s Return
- Cancellation of the Chattel Mortgage by the Registry of Deeds on the basis of the Sheriff’s Return
- Official Receipt for the cancellation of the Chattel Mortgage from the Registry of Deeds
- Original Certificate of Registration-Encumbered (CRE) and latest Official Receipt of MVUC and other fees. In the absence thereof, a certification from the Sheriff that the original copy was not turned over at the time of sale

4. Transfer of Ownership of MVs acquired through an Extra-Judicial Foreclosure Sale Conducted before the Notary Public

- Original copy of the Certificate of Registration-Encumbered (CRE) and latest Official Receipt of MVUC and other fees. In the absence thereof, a certification from the Notary Public that the original copy was not turned over at the time of the sale
- Original Certificate of Sale
- Original Notary Public’s Return
CITIZEN’S CHARTER
APPLICATION FOR TRANSFER OF OWNERSHIP

- Cancellation of the Chattel Mortgage by the Registry of Deeds on the basis of the Notary Public’s Return
- Proof of posting of Notice of Sale at Public Auction for at least ten (10) days before the sale
- Proof of Written Notice to the mortgagee at least ten (10) days before the sale
- Official Receipt of cancellation of the Chattel Mortgage from the Registry of Deeds
- Public Bidding
  (Article 2112 of the New Civil Code of the Philippines requires a second bidding in case of failure of the first public auction. Where there is a failure of the public auction, the mortgagee may appropriate the MV to himself. In this case, he shall be obligated to give an acquittal for his entire claim)
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)
- Appropriate Insurance Certificate of Cover (COC)

5. Transfer of Ownership of MVs acquired through a Sheriff’s Certificate of Sale pursuant to a Money Judgment which has become final and executory

- Duplicate original copy of the decision rendered by the Court under its own seal
- Certificate by the Clerk of Court that the judgment/decision has become final and executory
- Duplicate original copy of the Writ of Execution under the seal of the Court
- Original copy of the Sheriff’s Certificate of Sale
- Original copy of the Sheriff’s Return
- Original Certificate of Registration-Encumbered (CRE) and the latest Official Receipt of MVUC and other fees. In the absence thereof, a certification from the Sheriff that the original copy was not turned over at the time of sale
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)
- Appropriate Insurance Certificate of Cover (COC)

6. Transfer of Ownership of MVs Covered by CB No. 1168 Purchased from “BALIKBAYANS”

- Original Certificate of Registration (CR)
- Latest Official Receipt (OR) of MVUC and other fees
- Endorsement from the Central Bank pursuant to CB No. 1168
CITIZEN’S CHARTER
APPLICATION FOR TRANSFER OF OWNERSHIP

- Deed of Sale of the Motor Vehicle
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)
- Appropriate Insurance Certificate of Cover (COC)
- Certificate of Emission Compliance (CEC)

Note: Only Diliman District Office is authorized to accept this transaction

7. Transfer of Ownership of Private MVs/MCs

- Original Certificate of Registration (CR) or Certificate of Registration – Encumbered (CRE)
- Original Official Receipt of MVUC and other fees
- Original Deed of Sale/Transfer/Conveyance
- Deed of Sale with assumption of mortgage with bank’s conformity in case of CRE
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)
- Appropriate Insurance Certificate of Cover (COC)
- Two (2) valid government issued IDs of the vendor and vendee

8. Transfer of Ownership of For Hire MVs/MCs

- Original Certificate of Registration (CR) or Certificate of Registration – Encumbered (CRE)
- Original Official Receipt (OR) of MVUC and other fees
- Original Deed of Sale/Transfer/Conveyance with assumption of mortgage with bank’s conformity, in case of CRE
- Original MTOP for TC/Confirmation of Franchise issued by the LTFRB
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)
- Appropriate Insurance Certificate of Cover (COC)
- Two (2) valid government issued IDs of the vendor and vendee
9. Transfer of Ownership of MVs acquired through Public Bidding conducted by Government Office/Entity

- Notice of Award together with General Form 17A (Inventory and Inspection Report duly noted by the COA)
- Certificate of Sale or Deed of Sale
- Official Receipt of payment of the auctioned property
- Original Certificate of Registration and latest OR of MVUC and other fees; in the absence thereof, an certification from the office that there was no original CR and OR at the time of the bidding
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Appropriate Insurance Certificate of Cover (COC)
- Motor Vehicle Inspection Report (MVIR)
- Certification of Emission Compliance (CEC)
- Surrender of old plate if available, in the absence thereof, an certification from the office that the plate is missing.

10. Transfer of ownership of MVs acquired at Public Auction before a Notary Public by Virtue of a Mechanic’s Lien

This refers to motor vehicles acquired by the mechanic as pledge for the motor vehicle owner’s obligations for failure to pay the labor and materials in the repair of the MV, the mechanic or shop owner can appropriate the vehicle by means of this procedure:

- Demand letter of the mechanic addressed to the MV owner who failed to pay labor and materials in the repair of the motor vehicle as provided in the contract
- Copy of the contract entered into by the mechanic and the MV owner
- Proof of Notice of Sale at public auction in at least two (2) public conspicuous places
- At least three (3) written notices to the Motor Vehicle owner of the sale at public auctions entered personally or by registered mail
- Original Certificate of Sale
- Original Notary Public’s Return
- Affidavit of the Notary Public who conducted the public bidding as proof of compliance to the above requirements
- Original Certificate of Registration and the latest Official Receipt of MVUC and other fees. In the absence thereof, an certification from the Notary Public that conducted the public bidding that the original copy was not turned over at the time of the sale
11. Transfer of Ownership of MVs acquired through Extra-Judicial Settlement of Estate of Deceased Person

- Original Certificate of Registration (CR) and latest Official Receipt (OR) of MVUC and other fees
- Deed of Extra Judicial Settlement of Estate if the deceased is survived by two (2) or more heirs or Affidavit of Sole Adjudication in case the deceased is survived by only one (1) heir
- Proof of Publication of the Deed in any newspaper of general circulation three (3) times for three (3) consecutive weeks
- Proof of recording of the Deed in the Registry of Deeds of the locality where the deceased resided
- Death Certificate, Marriage Contract, and/or Birth Certificate as the case may be
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)
- Appropriate Insurance Certificate of Cover (COC)
- Certificate of Emission Compliance (CEC)


- Original Certificate of Registration and latest Official Receipt of MVUC and other fees
- Certified true copy of Court Decision
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-Etching Report
- Motor Vehicle Inspection Report (MVIR)
- Appropriate Insurance Certificate of Cover (COC)
- Certificate of Emission Compliance (CEC)

Note:
1) For Computerized CR issued within the Region, no confirmation is required except when there are discrepancies in the MV details or serial number of the CR presented from that in the database;
2) For Manual CR/CRE, confirmation is still required;
3) For clients transacting for the 1st time with LTO, Tax Identification Number (TIN) is required
I. SCOPE

ANNOTATION/ CANCELLATION OF MORTGAGE

a. Annotation of Mortgage and other Liens or Encumbrances
b. Annotation of MVs with Restraint and Levy
c. Cancellation of Mortgage or other Liens and Encumbrances
d. Cancellation of Mortgage when the Financing Company (mortgagee) no longer exists and there is no Mortgage Contract

e. Cancellation of mortgage when the original CRE is missing

II. AVAILABILITY OF SERVICES

At all District Offices

III. REQUIRED DOCUMENTS

1. Annotation of Mortgage and other Liens or Encumbrances

   • Original Certificate of Registration (CR)
   • Latest Official Receipt of MVUC and other fees
   • Chattel Mortgage Contract duly stamped by the Registry of Deeds
   • Official Receipt of annotation from the Registry of Deeds
   • Motor Vehicle Inspection Report (MVIR)
     (When the annotation of mortgage is transacted after one (1) year from date of original registration)

2. Annotation of MVs with Restraint and Levy

   • Decision/Order of the Court to hold all transaction except renewal registration
   • Notice of Levy
   • Original Certificate of Registration (CR). In the absence thereof, a certification from the Court that the original copy was not turned over at the time of proceedings
   • Latest Official Receipt of MVUC and other fees
   • Motor Vehicle Inspection Report (MVIR) when the annotation of mortgage is transacted after one (1) year from date of original registration

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3. Cancellation of Mortgage or other Liens and Encumbrances.
   - Original Certificate of Registration with Encumbrance (CRE)
   - Latest Official Receipt of MVUC and other fees
   - Release of Chattel Mortgage Contract duly annotated by the Registry of Deeds
   - Official Receipt of recording fee with the Registry of Deeds
   - Motor Vehicle Inspection Report (MVIR)

4. Cancellation of Mortgage when the Financing Company (mortgagee) no longer exists and there is no release Mortgage Contract is missing
   - Original Certificate of Registration Encumbered (CRE)
   - Latest Official Receipt of MVUC and other fees
   - Affidavit of Undertaking executed by the registered owner stating among others:
     - that the account has been fully paid;
     - that the release of mortgage contract was lost and could no longer be found despite diligent efforts; and
     - that the affiant is willing to be held liable in case the lien still exists
   - SEC/DTI Certification stating that the financing company is no longer in existence
   - Surety Bond equivalent to the fair market value of the motor vehicle valid for one (1) year
   - Motor Vehicle Inspection Report (MVIR)
   - Affidavit of Publication in a newspaper of general circulation

5. Cancellation of Mortgage when the original CRE is missing
   - Latest Official Receipt of MVUC and other fees
   - Affidavit of Undertaking executed by the registered owner stating among others:
     - that the account has been fully paid;
     - that the CRE was lost and could no longer be found despite diligent efforts; and
     - that the affiant is willing to be held liable in case the lien still exists
Certification from the financing company that the account has been fully paid and that the original CRE has been released

Motor Vehicle Inspection Report (MVIR)

NOTE:
1) For Computerized CR issued within the Region, no confirmation is required except when there are discrepancies in the MV details or serial number of the CR presented from that in the database;

2) For Manual CR/CRE, confirmation is still required

3) For client transacting for the 1st time with LTO, Tax Identification Number (TIN) is required
I. SCOPE

CHANGECLASSIFICATION

1. Private to For Hire
2. Private to For Hire with Encumbrance
3. For Hire to Private
4. For Hire to Private with Encumbrance
5. Government to Private
6. Private to Exempt
7. Exempt to Private
8. Exempt to Exempt

II. AVAILABILITY OF SERVICE AT THE FOLLOWING OFFICE

1. All district/extension offices nationwide
2. For “For-Hire” MV in NCR, only at PUVRC and PUVREC
3. For OEVs, only at SBMA and Mabalacat E.O.
4. For Tax Exempt Vehicle, only at Diliman District Office

III. REQUIRED DOCUMENTS

1. Private to For Hire
   - Original Certificate of Registration (CR)
   - Latest Official Receipt of MVUC and other fees
   - Copy of Decision with LTFRB electronic confirmation or valid MTOP from local government unit
   - Appropriate Insurance Certificate of Cover (COC)
   - Motor Vehicle Inspection Report (MVIR)

2. Private to For Hire with Encumbrances
   - Original or certified true copy of CRE or certification that the original CRE is with the financing company
   - Conformity from the financing company for the change of classification
   - Latest Official Receipt of MVUC and other fees
   - Copy of Decision with LTFRB electronic confirmation or valid MTOP from local government unit
   - Appropriate insurance Certificate of Cover (COC)
   - Motor Vehicle Inspection Report (MVIR)
3. **For Hire to Private**
   - Original Certificate of Registration (CR)
   - Latest Official Receipt of MVUC and other fees
   - Dropping Order from LTFRB with Official Receipt (OR)
   - Appropriate Insurance Certificate of Cover (COC)
   - Proof of return of plates (RRPL)
   - Motor Vehicle Inspection Report (MVIR)

4. **For Hire to Private with Encumbrances**
   - Original or certified true copy of CRE or certification that the original CRE is with the financing company
   - Latest Official Receipt of MVUC and other fees
   - Dropping Order from LTFRB with Official Receipt (OR)
   - Certificate of Conformity from the financing company for the change of classification
   - Proof of return of plates (RRPL)
   - Appropriate Insurance Certificate of Cover (COC)
   - Motor Vehicle Inspection Report (MVIR)

5. **Private to Government**
   - Original Certificate of Registration (CR)
   - Latest Official Receipt of MVUC and other fees
   - Original Deed of Sale/Deed of Donation and Acceptance
   - Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
   - Motor Vehicle Inspection Report (MVIR)
   - GSIS Insurance Certificate of Cover (COC)
   - Certificate of Emission Compliance (CEC)
   - Two (2) valid government issued IDs of the vendor
6. Government to Private

- Original Certificate of Registration (CR), in the absence thereof, a certification from the official that there was no original CR at the time of bidding/donation
- Latest Official Receipt of MVUC and other fees
- Notice of Award together with General Form 17A (Inventory and Inspection Report) duly noted by COA
- Certificate of Sale/Deed of Sale or Deed of Donation and Acceptance
- Certified true copy of the local government council resolution (in case of LGU-owned)
- Official Receipt of payment of the auctioned/donated property
- Appropriate Insurance Certificate of Cover (COC)
- Orig. PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)
- Certificate of Emission Compliance (CEC)

7. Private to Exempt

- Original Certificate of Registration (CR)
- Latest Official Receipt of MVUC and other fees
- Motor Vehicle Inspection Report (MVIR)
- Endorsement from DFA (Protocol Office) as tax exempt with control number
- Original Deed of Sale/Deed of Donation and Acceptance
- Orig. PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Certificate of Emission Compliance (CEC)
- Appropriate Insurance Certificate of Cover (COC)
- Motor Vehicle Inspection Report (MVIR)
- Two (2) valid government-issued IDs of the vendor

8. Exempt to Private or Government

- Original Certificate of Registration (CR)
- Latest Official Receipt of MVUC and other fees
- Endorsement from DFA (Protocol Office) for cancellation of exemption with control number
- BOC Certificate of Payment and OR of tax payment for imported motor vehicle
- BIR Certificate of Payment and OR of tax payment for locally manufactured
- Appropriate Insurance Certificate of Cover (COC)
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Proof of return of diplomatic plate to DFA or Plate Section, Central Office
- Certificate of Emission Compliance (CEC)
- Motor Vehicle Inspection Report (MVIR)
9. Exempt to Exempt (from Chief of Mission [CM] to Diplomatic Corps [DC] to Other Exempt Vehicle [OEV] to Consular Corps [CC] and Vice Versa)

- Original Certificate of Registration (CR)
- Official Receipt of MVUC and other fees
- Endorsement to DFA (Protocol Office) with Control Number
- Certificate of Emission Compliance (CEC)
- Appropriate Insurance Certificate of Cover (COC) / Endorsement of Insurance
- Original PNP/HPG Motor Vehicle Clearance Certificate and Macro-etching Report
- Motor Vehicle Inspection Report (MVIR)

**NOTE:**
1) For Computerized CR issued within the Region, no confirmation is required except when there are discrepancies in the MV details or serial number of the CR presented from that in the database;

2) For Manual CR/CRE, confirmation is still required

3) For clients transacting for the 1st time with LTO, Tax Identification Number (TIN) is required
I. SCOPE

1. ChangeBody/BodyDesign
2. ChangeEngine
3. Change Color

II. AVAILABILITY OF SERVICES

At all LTO District Offices

III. REQUIRED DOCUMENTS

1. ChangeBody/BodyDesign
   - Original Certificate of Registration (CR)
   - Original CRE with conformity of the financing company interposing no objection as to the change of body design
   - If For-Hire, LTFRB electronic confirmation
   - Latest Official Receipt of MVUC and other fees
   - Source of body (invoice of materials)
   - Joint Affidavit of Change Body/Body Design by owner and bodybuilder
   - Original PNP-HPG Motor Vehicle Clearance Certificate for change body design except for motorcycle with sidecar
   - Motor Vehicle Inspection Report (MVIR)
   - Appropriate Insurance Certificate of Cover (COC)

2. ChangeEngine
   - Original Certificate of Registration (CR)
   - Original CRE, with conformity of the financing company interposing no objection as to the change of engine
   - Original Official Receipt (OR) of MVUC and other fees
   - If For-Hire, LTFRB electronic confirmation
   - Source of engine (OR & CR if the engine was acquired from previously registered motor vehicle)
• Sales Invoice of engine with Certificate of Stock Reported (CSR), if the unit is used imported
• Joint Affidavit of Change Engine by owner and mechanic
• Original PNP-HPG Motor Vehicle Clearance Certificate and Macro-etching Report
• Deed of Sale/Deed of Donation of engine if acquired from different persons or entities
• Appropriate Insurance Certificate of Cover (COC)/Endorsement from Insurance Company
• Motor Vehicle Inspection Report (MVIR)

3. Change Color

• Original and photocopy of Certificate of Registration (CR)
• Original Official Receipt (OR) of MVUC and other fees
• Joint Affidavit of Change Color of owner and painter
• Original PNP-HPG Motor Vehicle Clearance Certificate for change color
• Appropriate Insurance Certificate of Cover (COC)
• Motor Vehicle Inspection Report (MVIR)

NOTE: 1) For Computerized CR issued within the Region, no confirmation is required except when there are discrepancies in the MV details or serial number of the CR presented from that in the database;

2) For Manual CR/CRE, confirmation is still required

3) For clients transacting for the 1st time with LTO, Tax Identification Number (TIN) is required
I. SCOPE

a. Duplicate Certificate of Registration (CR)
b. Duplicate Certificate of Registration – Encumbered (CRE)

II. AVAILABILITY OF SERVICE

1. District Office that issued the Certificate of Registration / Certificate of Registration – Encumbered.

2. District Office nearest the Regional Office for Certificate of Registration / Certificate of Registration – Encumbered issued by the New Registration Units

III. REQUIRED DOCUMENTS

1. Duplicate Certificate of Registration (CR)
   - Affidavit of Loss
   - Latest Official Receipt (OR) of MVUC and other fees
   - Motor Vehicle Inspection Report (MVIR)
   - Two (2) valid government-issued IDs of the registrant

2. Duplicate Certificate of Registration – Encumbered (CRE)
   - Affidavit of Loss by the owner with conformity of the financing company
   - If registered under partnership or corporation/organization, board secretary’s certificate stating the authority of the signatory of the affidavit of loss
   - Certification to the effect that the Financing Company does not have in its custody the original copy of the CRE
   - Motor Vehicle Inspection Report (MVIR)
   - Two (2) valid government-issued IDs of the registrant
# CITIZEN’S CHARTER

**APPLICATION FOR TRANSFER OF OWNERSHIP, ANNOTATION AND CANCELLATION OF MORTGAGE, CHANGE CLASSIFICATION, CHANGE BODY/ BODY DESIGN/ ENGINE/ COLOR, DUPLICATE CERTIFICATE OF REGISTRATION/ CERTIFICATE OF**

## IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | • Submits documentary requirements to the evaluator.  
      • Receives queue number | • Receives and evaluates the completeness and authenticity of documentary requirements  
      • Issues queue number  
      • Retrieves MV Information from the system and generates transaction ID  
      • Requests for the retrieval of mother file (if required) | 25 | Receiving Clerk/Evaluator/Input clerk | | MVIR |
| II   | No Activity | Reviews and approves the transaction | 15 | Approving officer | | |
| III  | • Proceeds to the Cashier for payment of fees | • Accepts payment  
      • Issues receipt | 30 | Cashier | RefertoScheduleofFee sandCharg es | OR |
| IV   | No Activity | Prints CR/CRE | 5 | Supply Officer | | |
# CITIZEN’S CHARTER

**APPLICATION FOR TRANSFER OF OWNERSHIP, ANNOTATION AND CANCELLATION OF MORTGAGE, CHANGE CLASSIFICATION, CHANGE BODY/BODY DESIGN/ENGINE/COLOR, DUPLICATE CERTIFICATE OF REGISTRATION/CERTIFICATE OF**

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<th>FEES</th>
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<tbody>
<tr>
<td>V</td>
<td>No Activity</td>
<td>Signs CR/CRE</td>
<td>10</td>
<td>Chief of Office</td>
<td></td>
<td>CR/CRE</td>
</tr>
<tr>
<td>VI</td>
<td>• Presents OR</td>
<td>• Dockets CR/CRE</td>
<td>15</td>
<td>Supply Officer/ Releasing Officer</td>
<td></td>
<td>CR/CRE</td>
</tr>
<tr>
<td></td>
<td>• Receives CR/CRE</td>
<td>• Issues CR/CRE</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>• Signs in the CR Logbook</td>
<td></td>
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</tbody>
</table>

**END OF TRANSACTIONS**

TOTAL DURATION OF SERVICE: 100 mins

Note:
1) For MVs registered within one (1) year, for annotation/cancellation of mortgage transaction, Inspection of MV is no longer required.
2) For change color, no printing of CR is needed, up to Activity III only.
3) Counting of Processing Time starts upon submission of the complete documents to the evaluator under normal situation Rev1-022016
CITIZEN’S CHARTER
Request for Motor Vehicle Verification and Permit to Travel

I. SCOPE

1. Request for Motor Vehicle Verification
2. Permit to Travel (for stored or impounded MV)

II. AVAILABILITY OF SERVICES

At all LTO District Offices

III. REQUIRED DOCUMENTS

1. Request for Motor Vehicle Verification
   - Letter Request
   - ID of the Liaison Officer of the Government Agency/Private Entity
   - Authorization if requestor is other than the owner of the motor vehicle

2. Permit to travel is issued to stored or impounded motor vehicle for purposes of smoke emission test and actual inspection
   - Latest Official Receipt of MVUC and other fees/Certificate of Registration (CR)
   - Receipt of Return Plates and Licenses (RRPL) or Impounding Receipt of Motor Vehicle (IRMV)/Temporary Operator’s Permit (TOP)
   - Appropriate Insurance Certificate of Cover (COC)
# CITIZEN’S CHARTER

## Request for Motor Vehicle Verification and Permit to Travel

### IV. PROCEDURE

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<th>FORMS</th>
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</table>
| I    | • Submits documentary requirements to the evaluator  
      • Receives queue number | • Receives and evaluates the completeness and authenticity of documentary requirements  
      • Issues queue number  
      • Retrieves MV information in the system and generates transaction ID | 25 | Receiving Clerk/Evaluator | 25 |  |
| II   | No Activity | Reviews and Approves the transaction | 15 | Approving Officer | 15 |  |
| III  | • Proceeds to the Cashier for payment of fees  
      | • Accepts payment  
      | • Issues the Official Receipt | 30 | Cashier  
      | Cert. ITFee 169.06  
      | LRF 10.00  
      | P209.06 | Manual or Comp. Official Receipt | 30 |  |
| IV   | Receives Certification or Permit  
      | Prints Certification or Permit and Issues the same | 15 | Supply/Releasing Officer | 15 | Certification or Permit |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE:** 85 mins.

Note: Counting of Processing Time starts upon submission of the completed documents to the evaluator under normal situation Rev1 - 02/2016
I. SCOPE
   a. Duplicate Plates
   b. Replacement Plates
   c. Replacement Tags and Stickers

II. AVAILABILITY OF SERVICES
    At all LTO District Offices

III. REQUIRED DOCUMENTS
    • Original and photocopy of Certificate of Registration (CR)
    • Original and photocopy of Official Receipt of MVUC and other fees
    • For Duplicate Plates - Affidavit of Loss in prescribed form
    • For Replacement Plates - Affidavit of Mutilated Plates
    • For Replacement Stickers - Affidavit of Loss
    • Motor Vehicle Inspection Report (MVIR)
    • Two (2) valid government issued IDs of the registrant
IV. PROCEDURE

<table>
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<th>FORMS</th>
</tr>
</thead>
</table>
| I    | • Submits documentary requirements to the evaluator  
      • Receives queue number  
      • Retrieves MV information from the system and generates transaction ID | • Receives and evaluates the completeness and authenticity of the documentary requirements  
      • Issues queue number  
      • Retrieves MV information from the system and generates transaction ID | 25 | Receiving Clerk/Evaluator |  |  |
| II   | No Activity | Reviews and Approves the transaction | 10 | Approving Officer |  |  |
| III  | - Proceeds to the Cashier for payment of fees | • Accepts payment  
      • Issues Official Receipt to the client | 30 | Cashier | Plate 450.00, CF/IT169.06, LRF 10.00 | Comp. OR |
| IV   | Receives appropriate account item and signs in the logbook | • Prints and dockets the "Authorization to Use Improvised Plates"  
      • Tags as "released" the stickers  
      • Issues the stickers | 35 | Releasing Officer |  | Authorization & Stickers |

END OF TRANSACTION

TOTAL DURATION OF SERVICE: 100 mins

Note: Counting of processing time starts upon submission of the complete documents to the evaluator under normal situation. Rev 1-02/2016
I. SCOPE

Storage of Motor Vehicle

II. AVAILABILITY OF SERVICE

At all LTO district offices

III. REQUIRED DOCUMENTS

- Original Certificate of Registration (CR) or Certificate of Registration-Encumbered (CRE) with photo copies thereof
- Original Official Receipt (OR) of MVUC and other fees
- Affidavit of Loss (In case of lost plate)
## CITIZEN’S CHARTER
### APPLICATIONFORSTORAGE MV

### IV. PROCEDURE

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</table>
| I    |                   | • Submits documentary requirements to the evaluator  
 |       |                   | • Receives queue number            |                  |      |       |
|      |                   | • Receives original OR and CR together with the photocopy of the CR  
 |      |                   | • Compares the original CR with the xerox copy for authenticity and stamped “original presented”  
 |      |                   | • Issues queue number              |                  |      |       |
|      |                   | • Retrieves MV Information from the system | 25 | Receiving Clerk/Evaluator | |
| II   | No Activity       | Reviews and approves the transaction | 15 | Approving Officer | SF 45.00  
 |      |                   |                                      |                  |      | CF169.06 |
|      |                   |                                      |                  |      | LRF10.00 |
|      |                   |                                      |                  |      | P224.06 |
| III  | Proceeds to the Cashier for payment of fees | Accepts payment  
 |      |                   | Issues official receipt | 30 | Cashier | |
| IV   | Presents OR       | Issues RRPL | 5 | Supply Officer | RRPL |
|      | Receives RRPL     | | | | |

### END OF TRANSACTION

TOTAL DURATION OF SERVICE: 75 mins.

Note: 1. **For old platedesign, surrender of plates is still mandatory.**  
2. Counting of processing time starts upon submission of the completed document to the evaluator under normal situation.
I. SCOPE

1. Re-stamping of Engine / Chassis Numbers
2. Stamping of Chassis Identification Number

II. AVAILABILITY OF SERVICES PER APPLICABLE TRANSACTION

1. Re-stamping - All Regional Offices, Operations Division and District Offices
2. Stamping - All Regional Offices, Operations Division

III. REQUIRED DOCUMENT PER APPLICABLE TRANSACTION

1. Re-stamping of Engine/Chassis Numbers

   • Original Certificate of Registration (CR)
   • Current Official Receipt (OR) of MVUC and other fees
   • Affidavit of Owner and Mechanic stating the reason/s or need for re-stamping
   • Duly accomplished Motor Vehicle Inspection Report (MVIR)
   • Findings and recommendation of the district office that issued the latest CR
   • Endorsement of the district office that issued the latest CR to PNP/HPG
   • Laboratory examination of the PC Crime Laboratory (PCCL)
   • PCCL Recommendation and Macro-etching Report
   • Endorsement of PNP to LTO for re-stamping

2. Stamping of Chassis Identification Number

   • Sales Invoices of materials used in the fabrication of Chassis
   • Affidavit of fabrication by the owner and the backyard assembler
   • Official Receipt of payment of Certification fee for assignment of Chassis Identification Number by the Regional Office
## IV. PROCEDURE

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| I    | Submits required documents and presents motor vehicle for inspection | Receives documentary requirements and conducts inspection  
  if the engine/chassis numbers are defaced/void, forwards documents to the Records Officer | 20 | MV Inspector |      |       |
| II   | No Activity | Retrieves Records if the D.O. is the Original Registering D.O.  
  Prepares endorsement to | 30 | Records Officer |      |       |
| III  | No Activity | Approves endorsement to PNP | 10 | District Head |      |       |
| IV   | Receives endorsement | Issues Endorsement | 5 | Records Officer |      | Endorsement |
| V    | Proceeds to PNP for Laboratory Examination of the MV |      | | | | |
| VI   | Submits PNP/PCCL Report and other documents to Transacting D.O. | Receives and evaluates PNP/PCCL Report and other documents  
  Prepares endorsement to the R.O. for approval of the other- | 25 | Evaluator |      | Endorsement |
| VII  | No Activity | Approves Endorsement | 5 | D.O Chief |      |       |
## CITIZEN’S CHARTER
### RE-STAMPING OF ENGINE/CHASSIS NUMBERS

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT/CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSONAL CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIII</td>
<td>Receiving endorsement with documents</td>
<td>Issues the endorsement and returns the documents</td>
<td>5</td>
<td>Releasing Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IX</td>
<td>Submits all documents to the Operations Division of the Regional Office for approval of re-stamping</td>
<td>Receives and evaluates the completeness and authenticity of the documentary requirements</td>
<td>25</td>
<td>Evaluator, Operations Division</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>No activity</td>
<td>Recommends approval for re-stamping of engine/chassis number</td>
<td>5</td>
<td>Chief, Operations Division</td>
<td></td>
<td></td>
</tr>
<tr>
<td>XI</td>
<td>No activity</td>
<td>Approves re-stamping</td>
<td>5</td>
<td>ARD/RD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>XII</td>
<td>Receiving endorsement</td>
<td>Issues endorsement for re-stamping</td>
<td>5</td>
<td>Evaluator, Operations Division</td>
<td></td>
<td></td>
</tr>
<tr>
<td>XIII</td>
<td>Brings MV to any accredited shop for re-stamping</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| XIV  | Submit stencil of the re-stamped engine/chassis | • Receives stencil of engine and chassis  
• Prepares Certification of the re-stamped engine/chassis number | 25 | Evaluator, District Office | | |
## CITIZEN’S CHARTER

**RE-STAMPING OF ENGINE/CHASSIS NUMBERS**

<table>
<thead>
<tr>
<th>STEP</th>
<th>APPLICANT / CLIENTS</th>
<th>LTO ACTIVITY</th>
<th>DURATION OF ACTIVITY (in minutes)</th>
<th>PERSON IN-CHARGE</th>
<th>FEES</th>
<th>FORMS</th>
</tr>
</thead>
</table>
| XV   | Proceeds to the Cashier for payment of fees | • Accepts payment  
• Issues OR | 5 | Cashier | Cert. fee 30.00  
LRF 10.00  
IT fee 169.06  
P209.06 | OR |
| XVI  | Presents OR  
Receives Certification | • Issues Certification | 5 | Supply Officer / Releasing Officer | Certification |

**END OF TRANSACTION**

**TOTAL DURATION OF SERVICE:** 175 mins.

Note: 1) If accepting District Office is not the original registering D.O., the former sends request to the latter to forward certified true copies of the 1st document of the motor vehicle or records request for confirmation.

2) Duration of service indicated is for LTO activity and does not include that of the PNP and the accredited shop. Rev 1-02/2016
CHAPTER VIII

LTO SCHEDULE of MVUC, FEES, CHARGES, FINES and PENALTIES
## Application for New Student Permit

<table>
<thead>
<tr>
<th></th>
<th>Student Permit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>100.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
</tr>
<tr>
<td>Student Permit Fee</td>
<td>150.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>317.63</strong></td>
</tr>
</tbody>
</table>

## Application for New License

<table>
<thead>
<tr>
<th></th>
<th>New (NonPro)</th>
<th>New Pro</th>
<th>New Conductor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td>License Fee</td>
<td>585.00</td>
<td>585.00</td>
<td>585.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>820.26</strong></td>
<td><strong>820.26</strong></td>
<td><strong>820.26</strong></td>
</tr>
</tbody>
</table>

## Application for Renewal of License

<table>
<thead>
<tr>
<th></th>
<th>PRO/Non-Pro/Conductor-license</th>
<th>PRO/Non-Pro</th>
<th>Conductor License</th>
<th>PRO/Non-Pro</th>
<th>Conductor License</th>
<th>O/NON PRO</th>
<th>Conductor License</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>License Fee</strong></td>
<td>585.00</td>
<td>585.00</td>
<td>585.00</td>
<td>585.00</td>
<td>585.00</td>
<td>585.00</td>
<td>585.00</td>
</tr>
<tr>
<td><strong>Penalty</strong></td>
<td></td>
<td>75.00</td>
<td>75.00</td>
<td>150.00</td>
<td>150.00</td>
<td></td>
<td>225.00</td>
</tr>
<tr>
<td><strong>Computer Fee</strong></td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td></td>
<td>67.63</td>
</tr>
<tr>
<td><strong>Application Fee</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>100.00</td>
<td></td>
</tr>
<tr>
<td><strong>Computer Fee</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>67.63</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>652.63</strong></td>
<td><strong>727.63</strong></td>
<td><strong>727.63</strong></td>
<td><strong>802.63</strong></td>
<td><strong>802.63</strong></td>
<td><strong>045.26</strong></td>
<td><strong>1,045.26</strong></td>
</tr>
</tbody>
</table>

Penalty for conductor’s license already corrected per D.O. 2011-01
APPLICATION FOR RENEWAL OF DORMANT LICENSE

<table>
<thead>
<tr>
<th></th>
<th>NonProfessional</th>
<th>Professional</th>
<th>Conductor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td>License Fee</td>
<td>585.00</td>
<td>585.00</td>
<td>585.00</td>
</tr>
<tr>
<td>Penalty</td>
<td>225.00</td>
<td>225.00</td>
<td>225.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>1,045.26</td>
<td>1,045.26</td>
<td>1,045.26</td>
</tr>
</tbody>
</table>

REQUEST FOR LICENSE CHANGE CLASSIFICATION
(NonProfessional–Professional&Professional-NonProfessional)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td>Replacement Fee</td>
<td>225.00</td>
<td>225.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renewal Fee</td>
<td></td>
<td></td>
<td></td>
<td>350.00</td>
<td>350.00</td>
<td>350.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td>Change Classification</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>560.26</td>
<td>560.26</td>
<td>617.63+penalty</td>
<td>685.26+penalty</td>
<td>685.26+penalty</td>
<td>685.26+penalty</td>
</tr>
</tbody>
</table>

**Note:**
- if due for renewal license fee = 585.00
- penalty if expired 1 day to 1 year = 75.00
- 1 year and 1 day to 2 years = 150.00
- 2 years and 1 day to 10 years = 225.00
- if with Additional Restriction Code (ARC) = 100.00/ RC

Penalty for conductor’s License already corrected per D.O. 2011-01
## APPLICATION FOR ADDITIONAL RESTRICTION CODE

<table>
<thead>
<tr>
<th></th>
<th>ValidProfessional</th>
<th>ValidNonProfessional</th>
<th>Dueforrenewal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td>Replacement Fee</td>
<td>225.00</td>
<td>225.00</td>
<td></td>
</tr>
<tr>
<td>Renewal Fee</td>
<td></td>
<td></td>
<td>350.00</td>
</tr>
<tr>
<td>AdditionalRestriction Fee</td>
<td>100.00/RC</td>
<td>100.00/RC</td>
<td>100.00/RC</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>560.26</strong></td>
<td><strong>560.26</strong></td>
<td><strong>685.26</strong></td>
</tr>
</tbody>
</table>

**NOTE:**
- ARC 2 to 8 only (ARC1 = no computer fee)
- ARC 2 or ARC4 only
- ARC 3 or ARC5 only

## APPLICATION FOR DUPLICATE LICENSE (VALID LICENSE)

<table>
<thead>
<tr>
<th>PRO/NON-PRO</th>
<th>CONDUCTORS LICENSE</th>
<th>DUPLICATELICENSEWITHREVISIONOFRECORDS</th>
<th>DUPLICATE TEST UDENTPERMIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement Fee</td>
<td>225.00</td>
<td>225.00</td>
<td>225.00</td>
</tr>
<tr>
<td>Certification Fee</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Clearance Fee</td>
<td>30.00</td>
<td>30.00</td>
<td>30.00</td>
</tr>
<tr>
<td>Duplicate Fee</td>
<td>50.00</td>
<td>50.00</td>
<td>50.00</td>
</tr>
<tr>
<td>Revision of Records</td>
<td></td>
<td></td>
<td>100.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>472.63</strong></td>
<td><strong>472.63</strong></td>
<td><strong>572.63</strong></td>
</tr>
</tbody>
</table>

Penalty for conductor’s License already corrected per D.O.2011-01
### APPLICATION FOR REVISION OF RECORDS (VALID LICENSE)

<table>
<thead>
<tr>
<th></th>
<th>Non Professional</th>
<th>Professional</th>
<th>Conductor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement Fee</td>
<td>225.00</td>
<td>225.00</td>
<td>225.00</td>
</tr>
<tr>
<td>Revision Fee</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Computer Fee</td>
<td>67.63</td>
<td>67.63</td>
<td>67.63</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>392.63</strong></td>
<td><strong>392.63</strong></td>
<td><strong>392.63</strong></td>
</tr>
</tbody>
</table>

### RENEWAL OF LICENSE OF OVERSEAS FILIPINO WORKERS (OFW)

<table>
<thead>
<tr>
<th></th>
<th>Non Professional</th>
<th>Professional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewal Fee</td>
<td>585.00</td>
<td>585.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>585.00</strong></td>
<td><strong>585.00</strong></td>
</tr>
</tbody>
</table>

**Total + penalty if expired**

<table>
<thead>
<tr>
<th>Penalties:</th>
<th>1 day to 1 year</th>
<th>1 year &amp; 1 day to 2 years</th>
<th>2 years &amp; 1 day to 10 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non professional</td>
<td>75.00</td>
<td>150.00</td>
<td>225.00</td>
</tr>
<tr>
<td>Professional</td>
<td>75.00</td>
<td>150.00</td>
<td>225.00</td>
</tr>
</tbody>
</table>

Penalty for conductor’s License already corrected per D.O. 2011-01
APPLICATION FOR CONVERSION (FOREIGN LICENSE TO PHILIPPINE LICENSE)

<table>
<thead>
<tr>
<th></th>
<th>Non Professional (valid foreign license, no examination)</th>
<th>Non Professional (expired foreign license, with written &amp; practical exam)</th>
<th>Professional (valid/expired foreign license, with written &amp; practical exam)</th>
<th>With Philippine Driver’s License</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>License Fee</td>
<td>Application Fee</td>
<td>Conversion Fee</td>
<td>With Revision of Records</td>
</tr>
<tr>
<td></td>
<td>$585.00</td>
<td>$100.00</td>
<td>$100.00</td>
<td>$585.00</td>
</tr>
<tr>
<td></td>
<td>$67.63</td>
<td>$67.63</td>
<td>$67.63</td>
<td>$67.63</td>
</tr>
<tr>
<td></td>
<td>$100.00</td>
<td>$100.00</td>
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<td>$100.00</td>
</tr>
<tr>
<td></td>
<td>$67.63</td>
<td>$67.63</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$67.63</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>$852.63</td>
<td>$920.26</td>
<td>$920.26</td>
<td>$852.63</td>
</tr>
</tbody>
</table>
### Motor Vehicle Type |
| Schedule of Fees |
| Motor Vehicle Inspection |
| Smoke Emission Test |
| Motor vehicle with GVW equal or less than 4,500 kgs. | P 40.00 | P 50.00 |
| Motor vehicle with GVW more than 4500 | P 40.00 | P 75.00 |
| MC/TC | P 40.00 | P 50.00 |

Note:
1. A penalty of fifty pesos (P50.00) shall be collected for every vehicle that fails to meet the schedule for testing.

### SCHEDULE OF MOTOR VEHICLE SMOKE EMISSION TEST

<table>
<thead>
<tr>
<th>LAST DIGIT OF PLATE NO.</th>
<th>MIDDLE DIGIT OF PLATE NO.</th>
<th>WEEKLY INSPECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - JANUARY</td>
<td>1 23</td>
<td>1&lt;sup&gt;ST&lt;/sup&gt; WEEK</td>
</tr>
<tr>
<td>2 - FEBRUARY</td>
<td>4 56</td>
<td>2&lt;sup&gt;ND&lt;/sup&gt; WEEK</td>
</tr>
<tr>
<td>3 - MARCH</td>
<td>7 8</td>
<td>3&lt;sup&gt;RD&lt;/sup&gt; WEEK</td>
</tr>
<tr>
<td>4 - APRIL</td>
<td>9 0</td>
<td>4&lt;sup&gt;TH&lt;/sup&gt; WEEK</td>
</tr>
<tr>
<td>5 - MAY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 - JUNE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 - JULY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 - AUGUST</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 - SEPTEMBER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 - OCTOBER</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Re-inspection fees are collected when a motor vehicle fails the first inspection. Re-inspection of the vehicles shall cover only the item where it previously failed.

3. Should a motor vehicle fail any or both smoke emission tests and motor vehicle inspection, applicable fees shall be collected accordingly during re-inspection.
## MAIRDOEs ACCREDITATION FEES AND CHARGES

<table>
<thead>
<tr>
<th>TYPE</th>
<th>APPLICATION FEE</th>
<th>LEGAL RESEARCH FEE</th>
<th>ACCREDITATION FEE OR OTHER FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Application</td>
<td>500.00</td>
<td>10.00</td>
<td>3,000.00/classification</td>
</tr>
<tr>
<td>Renewal Application</td>
<td>500.00</td>
<td>10.00</td>
<td>1,000.00/classification</td>
</tr>
<tr>
<td>Expired Accreditation/Classification</td>
<td>1,000.00</td>
<td>10.00</td>
<td>1,000.00/classification</td>
</tr>
<tr>
<td>Change Address</td>
<td>500.00</td>
<td>10.00</td>
<td>500.00</td>
</tr>
<tr>
<td>Certified Copy Of Cert. of Accreditation</td>
<td>500.00</td>
<td>10.00</td>
<td>500.00</td>
</tr>
<tr>
<td>Other Certification</td>
<td></td>
<td>10.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Accreditation/ Certification Fees for Other Entities</td>
<td>10.00</td>
<td></td>
<td>1,000.00</td>
</tr>
</tbody>
</table>

NOTE: Delinquent accreditations shall be collected 100% penalty per classification.
# Citizen's Charter
## Registrations
### Schedule of Fees

**Private & Government Cars** - Based on Gross Vehicle Weight (GVW) and Year Model

<table>
<thead>
<tr>
<th>VEHICLE CATEGORY</th>
<th>COMPUTER FEE</th>
<th>LEGAL RES. SEARCH FUND</th>
<th>TRANSACTION FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passenger Cars</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Light Vehicles up to 1,600kgs.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 2001 Onwards</td>
<td>169.06</td>
<td>10.00</td>
<td>1,600.00</td>
</tr>
<tr>
<td>Year 1995</td>
<td>169.06</td>
<td>10.00</td>
<td>2,000.00</td>
</tr>
<tr>
<td>to 2000 Year 1994 &amp;</td>
<td>169.06</td>
<td>10.00</td>
<td>1,400.00</td>
</tr>
<tr>
<td><strong>Medium Vehicles 1,600 to 2,300kgs.</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 2001 Onwards</td>
<td>169.06</td>
<td>10.00</td>
<td>3,600.00</td>
</tr>
<tr>
<td>Year 1997 to 2001</td>
<td>169.06</td>
<td>10.00</td>
<td>6,000.00</td>
</tr>
<tr>
<td>Year 1995</td>
<td>169.06</td>
<td>10.00</td>
<td>4,800.00</td>
</tr>
<tr>
<td>to 1996 Year 1994 &amp;</td>
<td>169.06</td>
<td>10.00</td>
<td>2,400.00</td>
</tr>
<tr>
<td><strong>Heavy Vehicles 2,301kgs. &amp; Up</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 2001 Onwards</td>
<td>169.06</td>
<td>10.00</td>
<td>8,000.00</td>
</tr>
<tr>
<td>Year 1995 to 2000 Year</td>
<td>169.06</td>
<td>10.00</td>
<td>12,000.00</td>
</tr>
<tr>
<td>1994 and below</td>
<td>169.06</td>
<td>10.00</td>
<td>5,600.00</td>
</tr>
<tr>
<td><strong>Motorcycles</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without Sidecar</td>
<td>169.06</td>
<td>10.00</td>
<td>240.00</td>
</tr>
<tr>
<td>With Sidecar</td>
<td>169.06</td>
<td>10.00</td>
<td>300.00</td>
</tr>
<tr>
<td><strong>Utility Vehicles and SUV Models 1990 &amp; Earlier</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>GVW Upto 2,700kgs.</em></td>
<td>169.06</td>
<td>10.00</td>
<td>2,000.00</td>
</tr>
<tr>
<td>*GVW in excess of 2,700kgs. multiplied by .40</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual GVW = 2,800kgs.</td>
<td>169.06</td>
<td>10.00</td>
<td>2,040.00</td>
</tr>
<tr>
<td><strong>Sports Utility Vehicle (SUV)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>GVW Upto 2,700kgs.</em></td>
<td>169.06</td>
<td>10.00</td>
<td>2,300.00</td>
</tr>
<tr>
<td>*GVW in excess of 2,700kgs. multiplied by .46</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Examples:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual GVW = 2,800.00kgs.</td>
<td>169.06</td>
<td>10.00</td>
<td>2,346.00</td>
</tr>
</tbody>
</table>

**Example:**

\[2,300.00(2,700kgs.) + 46.00(excess 100kgs. \times 0.46)\]
# CITIZEN’S CHARTER

## REGISTRATIONS

## SCHEDULE OF FEES

### VEHICLE CATEGORY

<table>
<thead>
<tr>
<th>VEHICLE CATEGORY</th>
<th>COMPUTER FEE</th>
<th>LEGAL RES. SEARCH FUND</th>
<th>TRANSACTION FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TRUCKS/BUSES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GVW up to 2,700 kgs. = 1,800.00</td>
<td>169.06</td>
<td>10.00</td>
<td>2,256.00</td>
</tr>
<tr>
<td>GVW in excess of 2,700 kgs. multiplied by .24</td>
<td>169.06</td>
<td>10.00</td>
<td>2,256.00</td>
</tr>
<tr>
<td><strong>TRAILERS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GVW multiplied by .24</td>
<td>169.06</td>
<td>10.00</td>
<td>2,400.00</td>
</tr>
</tbody>
</table>

**Weekly Surcharge**
- (1) MC/TC - 100.00
- (2) Other motor vehicles - 200.00

50% penalty shall be collected for delinquent registration.

### FOR HIRE-Based on Gross Vehicle Weight (GVW)

<table>
<thead>
<tr>
<th>VEHICLE CATEGORY</th>
<th>COMPUTER FEE</th>
<th>LEGAL RES. SEARCH FUND</th>
<th>TRANSACTION FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. PASSENGER CARS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Light Vehicles up to 1,600 kgs. Medium Vehicles</td>
<td>169.06</td>
<td>10.00</td>
<td>900.00</td>
</tr>
<tr>
<td>1,601 to 2,300 kgs. Heavy Vehicles</td>
<td>169.06</td>
<td>10.00</td>
<td>1,800.00</td>
</tr>
</tbody>
</table>

**Note:** All For Hire Passenger Cars are Ageless.

<table>
<thead>
<tr>
<th><strong>B.1. UTILITY VEHICLES (UV)</strong></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>UVUPTO 4,500 kgs. multiplied by .30</td>
<td>169.06</td>
<td>10.00</td>
<td>1,290.00</td>
</tr>
</tbody>
</table>
# CITIZEN’S CHARTER
REGISTRATIONS
SCHEDULE OF FEES

<table>
<thead>
<tr>
<th>VEHICLE CATEGORY</th>
<th>COMPUTER FEE</th>
<th>LEGAL RES EARCHFUN D</th>
<th>TRANSACTION FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2. SPORTS UTILITY VEHICLE (SUV)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>GVW UPTO 2,700kgs.</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*GVW in excess of 2,700kgs. multiplied by .46</td>
<td>169.06</td>
<td>10.00</td>
<td>2,300.00</td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual GVW = 2,800kgs.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount to be paid is: 2,300(2,700kgs.) + 46.00(excess 100kgs. X .46) =</td>
<td>169.06</td>
<td>10.00</td>
<td>2,346.00</td>
</tr>
<tr>
<td><strong>MOTORCYCLES/MOPEDS/TRICYCLES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without Sidecar</td>
<td>169.06</td>
<td>10.00</td>
<td>240.00</td>
</tr>
<tr>
<td>With Sidecar</td>
<td>169.06</td>
<td>10.00</td>
<td>300.00</td>
</tr>
<tr>
<td><strong>TRUCKS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GVW up to 2,700kgs. = 1,800</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GVW in excess of 2,700kgs. multiplied by .24</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual GVW = 4,600kgs.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount to be paid is: 1,800.00(2,700kgs.) + 456.00 (4,600 - 2,700kgs. multiplied by .24)</td>
<td>169.06</td>
<td>10.00</td>
<td>2,256.00</td>
</tr>
<tr>
<td><strong>TRUCKBUSES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GVW &gt; 4,500kg. Multiplied by .30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual GVW = 5,000kg.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount to be paid is 5,000 kg multiplied by .30</td>
<td>169.06</td>
<td>10.00</td>
<td>1,500.00</td>
</tr>
<tr>
<td><strong>TRAILERS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GVW multiplied by .24</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Example:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10,000kgs. X .24 = 2,400.00</td>
<td>169.06</td>
<td>10.00</td>
<td>2,400.00</td>
</tr>
<tr>
<td>VEHICLE CATEGORY</td>
<td>COMPUTER FEE</td>
<td>LEGAL RESEARCH FEE</td>
<td>TRANSACTION FEE</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>--------------</td>
<td>--------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Transfer of Ownership</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Late Application (Deed of sale exceeds Thirty (30) Days)</td>
<td>169.06</td>
<td>10.00</td>
<td>50.00</td>
</tr>
<tr>
<td>Duplicate Certificate of Registration (CR)</td>
<td>169.06</td>
<td>10.00</td>
<td>30.00</td>
</tr>
<tr>
<td>Duplicate Official Receipt (OR)</td>
<td>169.06</td>
<td>10.00</td>
<td>30.00</td>
</tr>
<tr>
<td>Duplicate Plate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Motor Vehicle</td>
<td>169.06</td>
<td>10.00</td>
<td>450.00</td>
</tr>
<tr>
<td>• Trailer</td>
<td>169.06</td>
<td>10.00</td>
<td>225.00</td>
</tr>
<tr>
<td>• Motorcycle</td>
<td>169.06</td>
<td>10.00</td>
<td>120.00</td>
</tr>
<tr>
<td>• Clearance fee, applicable to all types</td>
<td>169.06</td>
<td>10.00</td>
<td>30.00</td>
</tr>
<tr>
<td>Cost of Stickers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Motor Vehicle</td>
<td>169.06</td>
<td>10.00</td>
<td>50.00</td>
</tr>
<tr>
<td>• Trailer/Motorcycle</td>
<td>169.06</td>
<td>10.00</td>
<td>20.00</td>
</tr>
<tr>
<td>• Clearance fee, applicable to all types</td>
<td>169.06</td>
<td>10.00</td>
<td>30.00</td>
</tr>
<tr>
<td>Replacement of Validation Stickers</td>
<td>169.06</td>
<td>10.00</td>
<td>200.00</td>
</tr>
<tr>
<td>Replacement of Validation Tags</td>
<td>169.06</td>
<td>10.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Annotation/Cancellation of Mortgage</td>
<td>169.06</td>
<td>10.00</td>
<td>100.00</td>
</tr>
<tr>
<td>Change Motor/Chassis/Color</td>
<td>169.06</td>
<td>10.00</td>
<td>30.00</td>
</tr>
<tr>
<td>Change Grossweight</td>
<td>169.06</td>
<td>10.00</td>
<td>30.00</td>
</tr>
<tr>
<td>Change Classification</td>
<td>169.06</td>
<td>10.00</td>
<td>30.00</td>
</tr>
<tr>
<td>Storage of Plates</td>
<td>169.06</td>
<td>10.00</td>
<td>45.00</td>
</tr>
</tbody>
</table>

Change Venue Fee = 100.00

Corrected fees for replacement sticker
Pursuant to Executive Order No. 125, paragraph 5(o), as amended by Executive Order 125-A and Executive Order No. 292 (otherwise known as “Administrative Code of 1997”), Title XV, Chapter 1, Section 3(14), which states the power of the Department of Transportation and Communications to establish and prescribe the corresponding rules and regulations for the enforcement of laws governing land transportation services, including the penalties for violations thereof, the following revised schedule of fines and penalties for violations of laws governing land transportation services and the procedures for apprehension and adjudication thereof are hereby promulgated and approved for implementation.

I

VIOLATIONS IN CONNECTION WITH LICENSING

a. DRIVING WITHOUT A VALID DRIVER’S LICENSE/CONDUCTOR’S PERMIT

This includes driving with an expired, revoked, suspended, inappropriately driver’s license/registration code, inappropriately driver’s license classification, fake driver’s license, tourist driving a motor vehicle with a valid foreign driver’s license beyond the 90-day maximum allowable period, and a student driver driving without being accompanied by an adultly licensed driver.

In addition, the driver shall be disqualified from being granted a driver’s license and driving a motor vehicle for a period of one (1) year from the payment of the fine.

The motor vehicle driven by the violator shall likewise be impounded unless and until the same can be driven by a person with a valid driver’s license duly authorized by the registered owner of the motor vehicle after payment of appropriate fines and penalties.

b. DRIVING A MOTOR VEHICLE USED IN THE COMMISSION OF A CRIME UPON CONVICTION BY A REGULAR COURT OF COMPETENT JURISDICTION

In addition, the driver’s license shall be confiscated, and upon conviction for the crime, revoked and the driver shall be permanently disqualified from being granted a driver’s license and driving a motor vehicle.

The motor vehicle driven by the violator shall likewise be impounded until ordered to be released by a regular court of competent jurisdiction after payment of appropriate fines and penalties.

Php 3,000.00

Php 10,000.00
c. COMMISSION OF A CRIME IN THE COURSE OF APPREHENSION UPON CONVICTION BY A REGULAR COURT OF COMPETENT JURISDICTION.

- **Php 10,000.00**
  
  In addition, the driver’s licenses shall be confiscated, and revoked upon conviction for the crime. The driver shall be disqualified from being granted a driver’s license for a period of five (5) years counted from the date of payment of appropriate fines and penalties.

  The motor vehicle driven by the violator shall likewise be impounded until ordered to be released by a regular court of competent jurisdiction after payment of appropriate fines and penalties.

d. DRIVING A MOTOR VEHICLE WHILE UNDER THE INFLUENCE OF ALCOHOL, DANGEROUS DRUGS AND OR SIMILAR SUBSTANCE UPON FINAL CONVICTION BY A REGULAR COURT OF COMPETENT JURISDICTION (SECTION 12, R.A. 10586)

- **Php 10,000.00**
  
  In addition to the fines and penalties prescribed by law:

  Thenon-professional driver’s license of the person shall be confiscated and suspended for a period of twelve (12) months for the first conviction and perpetually revoked for the second conviction.

  The suspension above shall commence upon the payment of the appropriate fines and penalties.

  The professional driver’s license of the person shall also be confiscated and perpetually revoked for the first conviction.

  The perpetual revocation of a driver’s license shall disqualify the person from being granted any kind of driver’s license thereafter.

e. RECKLESS DRIVING

- **First offense - Php 3,000.00**
- **Second offense - Php 5,000.00**
- **Subsequent offense - Php 10,000.00**

  In addition, the driver’s license shall be suspended for a period of three (3) months for the second offense and six (6) months for the third offense from payment of fine and revocation of driver’s license on the succeeding offense.

  No person shall operate a motor vehicle on any highway recklessly or without reasonable caution considering the width, traffic, grades, crossings, curvatures, visibility and other conditions of the highway and the condition of the atmosphere and weather, or so to endanger the property of the safety or rights of any person or so as to cause excessive or unreasonable damage to the highway.

  In addition, the driver’s license shall be suspended for a period of five (5) years counted from the date of payment of appropriate fines and penalties.
This includes driving an unregistered vehicle under Section II.a hereof.

Are revoked non-professional drivers shall be disqualified from being granted a driver’s license for a period of two (2) years counted from date of revocation.

Are revoked professional drivers shall be perpetually disqualified from getting any driver’s license.

f. SUBMISSION OF FAKE DOCUMENTS IN RELATION TO THE APPLICATION FOR A RIVER’S LICENSE (NEW/RENEWAL)

In addition, the driver’s license shall be put on alarm, revoked and the driver shall be disqualified from being granted a driver’s license and driving a motor vehicle for a period of one (1) year from the payment of the fine, without prejudice to the filing of appropriate criminal charges.

First offense - Php 3,000.00

g.1. FAILURE TO WEAR THE PRESCRIBED SEATBELT DEVICE

This includes allowing a child 6 years old and below to be seated on the front passenger seat.

In addition, the driver’s license shall be suspended for a period of one (1) week from the payment of the fine, for the third and each succeeding offense.

For Public Utility Vehicles, both the driver and the operator are liable to pay a fine of Php 3,000.00 for every violation.

First offense - Php 1,500.00
Second offense - Php 3,000.00
Third offense - Php 5,000.00
Fourth and succeeding offenses - Php 10,000.00

For Public Utility Vehicles, failure to post appropriate signage instructing front seat passengers to wear seatbelts when inside the vehicle.

h. FAILURE TO WEAR THE STANDARD PROTECTIVE MOTORCYCLE HELMET OR FAILURE TO REQUIRE THE BACKRIDER TO WEAR THE STANDARD PROTECTIVE MOTORCYCLE HELMET, UNDER R.A. 10054

Wearing a helmet with a fake Philippine standard (PS) or Import Commodity Clearance (ICC) stickers shall be tantamount to riding a moving motorcycle without wearing a helmet.
i. FAILURE TO CARRY DRIVER’S LICENSE, CERTIFICATE OF REGISTRATION OR OFFICIAL RECEIPT WHILE DRIVING A MOTOR VEHICLE.

j. ALL OTHER VIOLATIONS OF TRAFFIC RULES AND REGULATIONS.

This includes the following traffic violations:

1. Parking
   a). In an intersection
   b). Within 5 meters of the intersection,
   c). 4 meters from the driveway entrance within
   d). In front of a private driveway
   e). On the roadway side of any unmovable or parked MV at the curb or edge of the highway.
   f). At any place where signs of prohibitions have been installed

2. Disregarding Traffic Signs

3. Allowing passengers to stand on cover of a motor vehicle except in a truck helper.

4. Failure to provide canvas cover to cargos or freight of eight of trucks requiring the same.

5. Permitting passengertoride on runningboard, stepboard or mudguard of MV while the same in motion.

6. Failure to dim headlights when approaching another motor vehicle.

7. Driving in a place not intended for traffic or into a place not allowed for parking.

8. Hitching or permitting a person or bicycle, motorcycle, tricycle or skater to hitch to a motor vehicle.

- Php1,000.00
9. Driving against traffic—failure to pass to the right when meeting persons or vehicles coming toward him. - Php1,000.00

10. Illegal turn—failure to conduct the motor vehicle to the right of the intersection of the highway when turning to the left from one highway to another - Php1,000.00

11. Illegal overtaking—failure to pass to the left - Php 1,000.00

12. Overtaking at unsafe distance—failure to pass at a safe distance to the left of another motor vehicle when overtaking that vehicle. - Php1,000.00

13. Cutting an overtaken vehicle—driving to the right side of the highway after overtaking before his motor vehicle is safely clear of such overtaken vehicle. - Php1,000.00

14. Failure to give way to an overtaking vehicle—failure to give way to another vehicle approaching from the rear that wishes to overtake his vehicle when the former has given suitable and audible signal. - Php 1,000.00

15. Increasing speed when being overtaken—increasing the speed of the motor vehicle before the overtaking vehicle has completely passed. - Php1,000.00

16. Overtaking when left side is not visible or clear of oncoming traffic—driving to the left side of the centerline of a highway if overtaking or passing another vehicle proceeding in the same direction where the left side is not clearly visible and is not free of oncoming traffic for a sufficient distance to pass safely. - Php1,000.00

17. Overtaking upon a crest of a grade—overtaking or passing another vehicle proceeding in the same direction when approaching the crest of a grade. - Php1,000.00
18. Overtaking upon a curve—overtaking or passing another vehicle proceeding in the same direction upon a curve in a highway where the driver's view along the highway is obstructed within a distance of 500 feet ahead.

- Php 1,000.00

19. Overtaking at any railway grade crossing—overtaking or passing another vehicle proceeding in the same direction at any railway grade crossing.

- Php 1,000.00

20. Overtaking at an intersection—overtaking or passing another vehicle in the same direction at any intersection of highways except on a highway having two or more lanes for movement of traffic in one direction where the driver of a vehicle may overtake another vehicle on the right.

- Php 1,000.00

21. Overtaking on "men working" or "caution" signs—overtaking or attempting to overtake or passing another vehicle proceeding in the same direction between warning or caution signs indicating that men are working on a highway.

- Php 1,000.00

22. Overtaking at no overtaking zone—overtaking or attempting to overtake or passing another vehicle proceeding in the same direction in any "no passing or overtaking" zone.

- Php 1,000.00

23. Failure to yield the right of way—failure of the vehicle on the left to yield the right of way to the vehicle on the right when these vehicles approach or enter an intersection at approximately the same time.

- Php 1,000.00

24. Failure to yield the right of way—failure of a vehicle approaching but not having entered an intersection to yield the right of way to a vehicle within such intersection or turning there into the left across the line of travel of the first mentioned vehicle when such vehicle has given a plainly visible signal of intention to turn.

- Php 1,000.00
25. Failure to yield the right of way—failure of the driver of any vehicle upon a highway within a business or residential district to yield the right of way to a pedestrian crossing such highway except at an intersection where the movement of traffic is regulated by a peace officer or by traffic signal. - Php 1,000.00

26. Failure to stop before traversing a "through highway" or railroad crossing—failure of the driver of any vehicle upon a highway to bring to a full stop such vehicle before traversing a "through highway" or railroad crossing. - Php 1,000.00

27. Failure to yield the right of way—failure of a vehicle entering a highway from a private roadway or a highway to yield the right of way to all vehicles approaching on such highway. - Php 1,000.00

28. Failure to yield the right of way to an ambulance, police or fire department vehicles—failure of the driver of any vehicle upon a highway to yield the right of way to police or fire department vehicles and ambulances when such vehicles are operated on official business and the driver thereof sound audible signal or their approach. - Php 1,000.00

29. Failure to yield the right of way at a "through highway" or a stop intersection—failure of a vehicle entering a "through highway" or a "stop intersection" to yield the right of way to all vehicles approaching in either direction on such "through highway". - Php 1,000.00

30. Failure to give the proper signal—failure to give the appropriate signal before starting, stopping or turning from a direct line. - Php 1,000.00

31. Illegal turn—failure of the driver of a motor vehicle intending to turn to the right at an intersection to approach such intersection in the lane for traffic nearest to the right-hand side of the highway and, in turning, to keep as close as possible to the right-hand curve or edge of the highway. - Php 1,000.00
32. Illegal turn-failure of the driver of a vehicle intending to turn to the left, to approach such intersection in the lane for traffic to the right of and nearest to the centerline of the highway, and in turning to pass to the left of the center of the intersection except upon highway lane for traffic and upon one-way highway. 

- Php1,000.00

33. Failure to stop motor and notch handbrake of motor vehicle when unattended - failure to turn off the ignition switch and stop the motor and not effectively the handbrake when parking a motor vehicle unattended on any highway.

- Php1,000.00

34. Unsafe towing

- Php1,000.00

35. Obstruction - obstructing the free passage of other vehicles on the highway while discharging or taking passengers or loading and unloading freight, or driving a motor vehicle in such a manner as to obstruct or impede the passage of any vehicle.

- Php1,000.00

36. MC carrying more passengers other than the bac/krider or cargo other than the saddlebags and luggage carriers.

- Php1,000.00

37. Refusal to render service to the public or convey passenger to destination.

- Php1,000.00

38. Overcharging/Undercharging of fare.

- Php1,000.00

39. No Franchise/Certificate of Public Convenience or evidence of franchise presented during apprehension or carried inside the motor vehicle.

- Php1,000.00

40. Fraud and falsities such as presentation of fake and spurious CPC, OR/CR, plates, stickers and tags.

- Php1,000.00
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<tbody>
<tr>
<td>41.</td>
<td>Operating the unit/switch parts and accessories.</td>
<td>-</td>
<td>Php 1,000.00</td>
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<tr>
<td>42.</td>
<td>Failure to provide fare discount to those entitled under existing laws and pertinent Memorandum Circulars of the LTFRB.</td>
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<td>Php 1,000.00</td>
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<td>43.</td>
<td>Fast, tampered, defective taximeter or operating without or with an old seal taximeter.</td>
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<td>Php 1,000.00</td>
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<tr>
<td>44.</td>
<td>Tampered, broken, joined, reconnected, fake or altered sealing wire.</td>
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<td>Php 1,000.00</td>
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<td>45.</td>
<td>No signboard.</td>
<td>-</td>
<td>Php 1,000.00</td>
</tr>
<tr>
<td>46.</td>
<td>Pick and Drop of Passengers outside the terminal.</td>
<td>-</td>
<td>Php 1,000.00</td>
</tr>
<tr>
<td>47.</td>
<td>Carrying of illegal or prohibited cargoes.</td>
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<td>48.</td>
<td>Failure to provide fire extinguisher and required “STOP and GO” signage for use of each vehicle.</td>
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<td>Php 1,000.00</td>
</tr>
<tr>
<td>49.</td>
<td>Trip cutting.</td>
<td>-</td>
<td>Php 1,000.00</td>
</tr>
<tr>
<td>50.</td>
<td>Failure to display fare matrix.</td>
<td>-</td>
<td>Php 1,000.00</td>
</tr>
<tr>
<td>51.</td>
<td>Breach of franchise conditions under 2011 Revised Term otherwise herein provided.</td>
<td>-</td>
<td>Php 1,000.00</td>
</tr>
</tbody>
</table>
VIOLATIONS IN CONNECTION WITH MOTOR VEHICLE REGISTRATION/RENEWAL/OPERATION

a. DRIVING AN UNREGISTERED MOTORVEHICLE

This includes driving with an improperly registered motor vehicle or a motor vehicle with expired, revoked, suspended, or invalid registration, unregistered, or fakesubstitute or replace ment engine, engine block or chassis.

In addition, in case of non-registration and the violation has exceeded one (1) month, the motor vehicle shall be impounded and shall be released only upon its valid registration and payment of appropriate fines and penalties. In the case of undocumented engines, the motor vehicle shall be impounded and shall be barred for a period of one (1) year from payment of the fines. The undocumented engines shall likewise be confiscated in favor of the government.

b. UNAUTHORIZED MOTOR VEHICLE MODIFICATION

This includes change in color and other unauthorized modifications of the standard manufacturer’s specification not covered by the preceding sections.

In addition, the motor vehicle shall be impounded and shall be released only upon inspection, correction of defects, and payment of the fine.

 Php5,000.00

c. OPERATING A RIGHT HAND DRIVE MOTORVEHICLE

In addition, the motor vehicle shall be impounded until the defect is corrected and the motor vehicle is deemed roadworthy upon inspection and payment of the fine.

 Php50,000.00
d. **MOTORVEHICLE OPERATING WITHOUT OR WITH DEFECTIVE/IMPROPER/UNAUTHORIZED ACCESSORIES, DEVICES, EQUIPMENT AND PARTS**

This includes bells/horns/sirens/whistles, blinkers, brakes, early warning device (EWD), grill/s, jalousies, brake (foot and hand brakes), brake lights/headlights, interior lights/signallights/taillights, mirrors, muffler s, metallic tires/spare tire, speedometer, windshield, wipers or any other accessory, device, equipment or part that is manifestly prejudicial to road safety.

**Php5,000.00**

In addition, the motor vehicle shall be impounded until the defect is corrected and the motor vehicle is deemed roadworthy upon inspection and payment of the fine. The improper or unauthorized accessory, device, equipment or part shall likewise be confiscated in favor of the government.

e. **FAILURE TO ATTACH OR IMPROPER ATTACHMENT / TAMPERING OF AUTHORIZED MOTORVEHICLE LICENSE PLATES AND/OR THIRD PLATE STICKER**

This includes the attachment of any unauthorized plate/or any accessory or device on and/or around the authorized motor vehicle license plate, or any manner of attachment that impedes in any way the visibility or reflectivity of the authorized motor vehicle license plate and/or the third plate sticker.

**Php5,000.00**

In addition, the authorized motor vehicle license plate/third plate sticker shall be properly attached and any unauthorized plate, accessory and/or device removed and confiscated in favor of the government.

f. **SMOKE BELCHING (Section 46, R.A. 8749)**

Any vehicle suspected of violation of emission standards through visual signs, such as but not limited to, smoke belching, shall be subjected to an emission test.

The motor vehicle shall be impounded until the same has passed the standard emission test and payment of the fine.

In addition, the driver and operator of the apprehended vehicles shall undergo a seminar on pollution control management conducted by the DENR and shall also suffer the following penalties:

First Offense - a fine not to exceed Two Thousand Pesos (Php 2,000.00);

Second Offense - a fine not to exceed Four Thousand Pesos (Php 4,000.00); and
Third Offense—
one (1) years suspension of the Motor Vehicle Registration (MVR) and a fine not more than Six Thousand Pesos (Php 6,000.00)

Succeeding Offense—
suspension of MVR registration for one (1) year.

g. FRAUD IN RELATION TO THE REGISTRATION OF THE MOTOR VEHICLE AND/OR ITS RENEWAL

h. ALL OTHER VIOLATION IN CONNECTION WITH MOTOR VEHICLE REGISTRATION / RENEWAL / OPERATION

In addition, the motor vehicle shall be impounded and shall be barred from registration for a period of one (1) year from the payment of the fine.

Php 3,000.00

Php 2,000.00
III

VIOLATIONS IN CONNECTION
WITH DIMENSIONS, SPECIFICATIONS, WEIGHT AND LOAD LIMITS

a. LOAD EXTENDING BEYOND PROJECTED WIDTH WITHOUT PERMIT

Php 1,000.00

Fines shall be imposed upon the driver of the motor vehicle for operating a motor vehicle with any part of the load extending beyond the projected width of the vehicle without special permit.

b. AXLE OVERLOADING

An amount equivalent to 25% of MVUC at the time of infringement on owner/operator or driver of trucks and trailers for loading beyond their registered gross weight, vehicle weight.

The penalty shall be waived for loads exceeding the registered GVW by a tolerance of less than 5%.

No motor vehicle shall be allowed to proceed on the roadway if either a dual-wheel axle load shall exceed thirteen thousand and five hundred (13,500.00) kilograms (kgs.) or the vehicle load exceeds 150% of the maximum allowable gross weight.

To be computed based on formula.

Php 1,000.00

c. OPERATING A PASSENGER BUS/TRUCK WITH CARGO EXCEEDING 16-KILOGRAMS

Fines shall be imposed upon the driver and conductor of the motor vehicle.
### IV

**VIOLATIONS IN CONNECTION WITH FRANCHISE**

<table>
<thead>
<tr>
<th>TYPE OF VIOLATION</th>
<th>PENALTIES FOR FIRST (1(^{st})) OFFENSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Colorum Violation - A motor vehicle is considered to be operating as “colorum” under any of the following circumstances:</td>
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<tr>
<td>a) A private motor vehicle operating as a PUV but without proper authority from the LTFRB;</td>
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<tr>
<td>b) A PUV operating outside of its approved route or area without a prior permit from the Board or outside the exceptions provided under existing memorandum circulars;</td>
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<tr>
<td>c) A PUV operating differently from its authorized denomination (e.g., those approved as school service but operating as UV express, or those approved as tourist transport but operating as city or provincial bus); and</td>
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<tr>
<td>d) A PUV with suspended or cancelled CPC and the Decision/Order of suspension or cancellation is executory; and</td>
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<tr>
<td>e) A PUV with expired CPC and without pending application for extension of validity timely filed before the Board.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>TYPE OF VEHICLE</th>
<th>FINE</th>
<th>Period (unit)</th>
<th>Status of CPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS</td>
<td>P1 Million</td>
<td>3 months</td>
<td>1. Revocation of the ENTIRE Certificate of Public Convenience (“CPC”) when the apprehended vehicle belongs (except when apprehended vehicle is with private/green plate);</td>
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<td>2. Blacklisting of the apprehended vehicle and all other authorized units included in the CPC from being used as a public utility vehicle; and</td>
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<td></td>
<td>3. Revocation of the registration of the apprehended vehicle and all other authorized units included in the franchise.</td>
</tr>
<tr>
<td>TRUCKS</td>
<td>P200,000</td>
<td>3 months</td>
<td>- same as above</td>
</tr>
<tr>
<td>JEEPNEY</td>
<td>P50,000</td>
<td>3 months</td>
<td>- same as above</td>
</tr>
<tr>
<td>VANS</td>
<td>P200,000</td>
<td>3 months</td>
<td>- same as above</td>
</tr>
<tr>
<td>SEDAN</td>
<td>P120,000</td>
<td>3 months</td>
<td>- same as above</td>
</tr>
<tr>
<td>MC/TC</td>
<td>P6,000</td>
<td>3 months</td>
<td>- same as above</td>
</tr>
</tbody>
</table>

For the commission of 2\(^{nd}\) offense, the penalty shall be:

Revocation of **ALL** CPCs (entire fleet) of the operator;

Disqualification of the operator, and, in case of a corporation, all its stockholders and directors, to operate any kind of public land transportation;
<table>
<thead>
<tr>
<th>TYPE OF VIOLATION</th>
<th>PENALTIES</th>
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<tbody>
<tr>
<td>cont. Colorum Violation</td>
<td>Blacklisting of <strong>all</strong> authorized units (entire fleet) of the operator from being used as public utility vehicle; and Revocation of the registration of <strong>all</strong> authorized units (entire fleet) of the operator.</td>
</tr>
<tr>
<td>Indetermining the frequency of offenses, the LTFRB and its RFRBs will count offenses against the operator, and not against a particular motor vehicle or CPC. Hence, the second apprehension of a vehicle belonging to the same operator, regardless of whether the first and second vehicle apprehended are included in the same or different CPCs, shall be counted as second (2nd) offense.</td>
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</tr>
<tr>
<td>Refusal to render service to the public or convey passengers to destination*</td>
<td>1st Offense – fine of P5,000.00 2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days 3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
</tr>
<tr>
<td>Overcharging/Undercharging of fare*</td>
<td>1st Offense – fine of P5,000.00 2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days 3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
</tr>
<tr>
<td>Failure to provide proper body markings</td>
<td>1st Offense – fine of P5,000.00 2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days 3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
</tr>
<tr>
<td>No franchise/Certificate of Public Convenience or evidence of franchise presented during apprehension or carried inside the motor vehicle*</td>
<td>1st Offense – fine of P5,000.00 2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days 3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
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<td>PENALTIES</td>
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<tr>
<td>6. Fraud and falsities such as presentation of fake and spurious CPC, OR/CR, plates, stickers and tags*</td>
<td>Revocation/Cancellation of the franchise/Certificate of Public Convenience, after due notice of hearing pursuant to LTFRB Memorandum Circular No. 2013-003</td>
</tr>
</tbody>
</table>
| 7. Employing reckless, insolent, discourteous or arrogant drivers               | 1st Offense – fine of P5,000.00  
2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| 8. Allowing unauthorized drivers to drive PUV or allowing a driver without bringing his/her driver’s license | 1st Offense – fine of P5,000.00  
2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| 9. Operating the unit with defective parts and accessories*                     | 1st Offense – fine of P5,000.00  
2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| 10. Failure to provide fare discount to those entitled under existing laws and pertinent Memorandum Circular of the LTFRB* | 1st Offense – fine of P5,000.00  
2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| 11. Fraud and falsities such as presentation of fake and spurious CPC, OR/CR, plates, stickers and tags*      | Revocation/Cancellation of the franchise/Certificate of Public Convenience, after due notice of hearing pursuant to LTFRB Memorandum Circular No. 2013-003                                                                 |
| 12. Failure to provide the Board with complete, correct, and updated operator’s information (such as, but not limited to, address, contact numbers, list of drivers, etc.) and other forms of misrepresentation | 1st Offense – fine of P5,000.00  
2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
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<tr>
<td>13. Fast, tampered, defective taximeter operating without a new seal taximeter (TX only)*</td>
<td>1(^{st}) Offense—fine of P5,000.00</td>
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<td></td>
<td>2(^{nd}) Offense—fine of P10,000.00 and impounding of unit for thirty (30) days</td>
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<tr>
<td></td>
<td>3(^{rd}) and subsequent Offenses—fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
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<tr>
<td>14. Tampered, broken, joined, reconnected, fake or altered sealing wire (TX only)*</td>
<td>1(^{st}) Offense—fine of P5,000.00</td>
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<td></td>
<td>2(^{nd}) Offense—fine of P10,000.00 and impounding of unit for thirty (30) days</td>
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<td>3(^{rd}) and subsequent Offenses—fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
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<tr>
<td>15. Violation of color scheme or design/Adoption of new color without authority from the Board (PUB and TX only)</td>
<td>1(^{st}) Offense—fine of P5,000.00</td>
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<td></td>
<td>2(^{nd}) Offense—fine of P10,000.00 and impounding of unit for thirty (30) days</td>
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<td>3(^{rd}) and subsequent Offenses—fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
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<tr>
<td>16. Unregistered or unauthorized trade/business name (PUB and TX only)</td>
<td>1(^{st}) Offense—fine of P5,000.00</td>
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<td></td>
<td>2(^{nd}) Offense—fine of P10,000.00 and impounding of unit for thirty (30) days</td>
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<td>3(^{rd}) and subsequent Offenses—fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
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<tr>
<td>17. No Panel Route (PUJ, PUB, UV)</td>
<td>1(^{st}) Offense—fine of P5,000.00</td>
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<td>2(^{nd}) Offense—fine of P10,000.00 and impounding of unit for thirty (30) days</td>
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<td>3(^{rd}) and subsequent Offenses—fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
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<tr>
<td>18. No signboard* (PUJ, PUB, UV)</td>
<td>1(^{st}) Offense—fine of P5,000.00</td>
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<td>2(^{nd}) Offense—fine of P10,000.00 and impounding of unit for thirty (30) days</td>
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<td>3(^{rd}) and subsequent Offenses—fine of P15,000.00 and cancellation of CPC where the unit is authorized</td>
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</table>
| **19. Pick and Drop of Passengers outside the terminal** *(PUJ, PUB, UV)* | 1\textsuperscript{st} Offense – fine of P5,000.00  
2\textsuperscript{nd} Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3\textsuperscript{rd} and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| **20. Carrying of illegal and/or prohibited cargo** | 1\textsuperscript{st} Offense – fine of P5,000.00  
2\textsuperscript{nd} Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3\textsuperscript{rd} and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| **21. Failure to provide fire extinguisher and required “STOP and GO” signage for use of each vehicle** *(ST Only)* | 1\textsuperscript{st} Offense – fine of P5,000.00  
2\textsuperscript{nd} Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3\textsuperscript{rd} and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| **22. Trip cutting** *(PUJ, PUB, UV)* | 1\textsuperscript{st} Offense – fine of P5,000.00  
2\textsuperscript{nd} Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3\textsuperscript{rd} and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| **23. Failure to display fare matrix** *(PUJ, PUB, UV)* | 1\textsuperscript{st} Offense – fine of P5,000.00  
2\textsuperscript{nd} Offense – fine of P10,000.00 and impounding of unit for thirty (30) days  
3\textsuperscript{rd} and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized |
| **24. Failure to display the International Symbol of Accessibility inside the units and/or failure to designate seats specifically for the use of Persons with Disabilities or Failure or refusal to transport PWDs** *(PUJ, PUB, TTS, UV)* | 1\textsuperscript{st} Offense – fine of P50,000.00  
2\textsuperscript{nd} Offense – fine of P75,000.00 and impounding of unit for at least forty-five (45) days. An impounding fee of P500 per day shall be imposed.  
3\textsuperscript{rd} and subsequent Offenses – fine of P100,000.00 and cancellation of CPC |
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<tbody>
<tr>
<td>25. Breach of franchise conditions under 2011 Revised Terms and Conditions of CPC not otherwise herein provided.*</td>
<td>1st Offense – fine of P5,000.00</td>
</tr>
<tr>
<td></td>
<td>2nd Offense – fine of P10,000.00 and impounding of unit for thirty (30) days</td>
</tr>
<tr>
<td></td>
<td>3rd and subsequent Offenses – fine of P15,000.00 and cancellation of CPC where the unit is authorized.</td>
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Except in cases of colorum violation, as provided above, the LTFRB, in the application of these fines and penalties, shall count offenses against operators and not against a particular motor vehicle or CPC. Hence, the second offense committed by a different vehicle of the same operator shall be counted as a second (2nd) offense and another offense by a third vehicle of the same operator shall be counted as a third (3rd) offense, provided all apprehended vehicles belong to the same CPC.

Fines and penalties provided for under existing Memorandum Circulars of the LTFRB which are not provided for in this Joint Administrative Orders shall continue to be applied by the Board and Regional Franchising and Regulatory Offices.