

**[ LTO Department Order No. 2015-014, February 18, 2015 ]**

**REVISED GUIDELINES ON THE ESTABLISHMENT OF DRIVER'S LICENSE RENEWAL OFFICES (DLRO'S) AND THE OPERATIONS THEREOF**

*Adopted: 18 February 2015*

*Date Filed: 06 July 2015*

In the interest of public service and in order to further streamline the processing of transactions, the following rules and regulations governing the establishment of Driver's License Renewal Offices (DLRO's) and its operations are hereby prescribed and promulgated for the compliance, information and guidance of all concerned, in accordance with the provisions of Republic Act No. 4136, otherwise known as the Land Transportation and Traffic Code, and as amended by Batas Pambansa Blg. 398.

**1. SCOPE**

- 1.1 This Order revises all rules and regulations governing the establishment of Driver's License Renewal Centers (DLRCs), including its operations.
- 1.2 These guidelines define the structure and procedures designed to ensure the efficient and effective implementation of the driver's license renewal process and the laws, rules and regulations implementing the same.

**2. DEFINITION OF TERMS**

- 2.1 Driver – shall mean any licensed operator of a motor vehicle.
- 2.2 Non-Professional Driver's License (NPDL) – is an authority embodied in a form prescribed by the LTO to a person to operate a private motor vehicle.
- 2.3 Professional Driver's License (PDL) – is an authority embodied in a form prescribed by the LTO to a person to operate a private or public utility vehicle. Nothing in this definition shall be construed to prohibit the holder of a professional driver's license from operating a private vehicle without compensation.
- 2.4 Conductor's License – is an authority embodied in a form prescribed by the LTO to a person to assist the driver of a public utility vehicle to collect fares and/or to ensure the safety of the passengers and/or cargoes while the said vehicle is in operation.
- 2.5 Accredited Physician – refers to any practicing doctor of medicine duly licensed to practice medicine in the Philippines, who examines applicants for driver's and conductors' licenses and issue medical certificates as proof thereof.
- 2.6 Medical Certificate – is a statement from a physician that attests to the

result of a medical examination done on an applicant.

2.7 Drivers with Partial Disability – refers to drivers given certain limitations as a result of a partial physical impairment.

2.8 Driver's License Renewal Office (DLRO) – is an LTO renewal office that caters to the plain renewal of driver's and conductor's licenses without alarm or change in information.

### **3. ESTABLISHMENT OF DLROs**

All DLROs must be established in commercial centers with the following criteria to be complied with:

- a. The lease contract/agreement shall be between the LTO and the commercial center;
- b. The agreement shall be for the free use of space for a period of five (5) years together with one (1) 42 inch LED TV and the Computer System necessary for the operation of LTO;
- c. The floor area or the office space subject of the agreement must be a segregated area of at least 25 sq. meters for the exclusive use of the LTO, exclusive of the waiting area, which shall be provided for by the commercial center also free of charge;
- d. The location/area must have available and sufficient data communications link served by at least one (1) telecommunications company; and
- e. There must be ample supply of electricity in the area to meet the required LTO system requirements in terms of electrical and cabling provisions of service providers.

The application by the commercial centers shall be evaluated by the LTO Central Office/Committee on Transfer and Creation of LTO Offices and recommended for approval to the Assistant Secretary, who shall, in turn, recommend the same to the Secretary of Transportation & Communications for approval. Upon approval, the signing officials in the Memorandum of Agreement (MOA) shall be the Assistant Secretary and the Regional Director. Attached herewith is the MOA to be utilized for this purpose.

### **4. PERSONNEL REQUIREMENTS**

Each DLRO shall be operated by at least four (4) personnel from its nearest LTO District Office to a DLRO, at least two (2) of which must be organic.

Responsibilities:

- a. One (1) personnel shall be assigned as an Evaluator, who is tasked to receive submitted documents. The Evaluator shall also encode the expiration date of the renewed driver's license.
- b. One (1) personnel shall be the Cashier, who is tasked to collect fees, print Official Receipt (OR) of payment and release the license card and the OR to the applicant.