

[LTO MEMORANDUM CIRCULAR NO. ACL-2010-1274, February 18, 2010]

SUSPENSION OF THE CENTRALIZATION OF REQUESTS FOR SYSTEM UPDATE (RSUS) FOR DRIVERS' LICENSES (DLS)

This refers to Memorandum Circular (MC) No. ACL-2009-1235 dated 21 October 2009 entitled "Disabling of DL Maintenance and Data Take-On Facilities" issued with the primary purpose of Database Clean-up. One of the strategies of this MC is the centralization of the Request for System Update (RSU) for Driver's Licenses (DLs) for the reason that it is only the License Section at the Central Office that has direct access to the AMPI database where the clean-up can be implemented.

The usual feedback mechanism at LTO was applied to analyze the impact of the said MC on the DL process in particular and public service in general, with these findings:

- The processing time reckoned from the commencement of the transactions at the District Office level up to the completion of the RSUs and final issuance of the DLs to the driver-applicants takes too long contrary to what was anticipated.
- The long process compromises public interest to the effect that drivers, particularly those who have driving as a source of livelihood, are unable to ply their trade.
- The quality of service of LTO as a whole is being adversely affected.

Generally, while the objective of database cleanup is very noble, public interest and customer satisfaction shall be paramount.

In the light of the foregoing, and in the interest of public service, the implementation of MC No. ACL-2009-1235 is hereby suspended, EFFECTIVE IMMEDIATELY. The availability of the Maintenance Facility and Data-Take-On for DLs are hereby restored and allowed to reside at the District Offices, in addition to the Central Office. The Management Information Division (MID) is hereby directed to immediately implement this.

In order not to hamper the database cleanup, District Offices are hereby required to submit and transmit to the Central Office MID on a weekly basis, ALL the transactions for Maintenance Facilities and Data-Take-On for DLs that shall take place in their respective offices. In turn, the Central Office MID and Licensing Section shall use these data for database clean-up and review process.

All District Offices are reminded to enter only valid and verifiable data and shall be