

SPECIFIC TARGETS FOR QUALITY OBJECTIVES

LTO MEMORANDUM CIRCULAR NO. AHS-2008-984, June 10, 2008

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As prescribed in the Specific Targets for Quality Objectives of the Quality Management System (QMS), the following targets in the processing of license transactions should be observed by all concerned:

TRANSACTION

TARGET PROCESSING TIME

1. New driver's licenses, conductor's licenses and other license transactions requiring examination
within four (4) hours or 240 minutes

2. Plain renewals at DLRCs/License Section
30 minutes

3. Student Permit
30 minutes

4. Renewal of driver's licenses, conductor's licenses and other transactions not requiring examinations:
2 hours or 120 minutes

5. Certification:
within 2 days
Adopted: 10 June 2008
(SGD.) ALBERTO H. SUANSING
Assistant Secretary

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