

## SPECIFIC TARGETS FOR QUALITY OBJECTIVES

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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

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