

POSTING OF SIGNAGES ON THE START OF PROCESSING TIME OF DRIVER LICENSE APPLICATION

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One of the observations during the 3rd party audit conducted last October 27 to November 27, 2008 is as follows:

“Review and reconsider how applicants should be perceived when the processing time of their applications officially starts – when they receive a number from the guard and wait for the CSR to call them to begin the pre-evaluation, or only when the CSR accepts the application documents for processing.”

There are some offices wherein their personnel are doing multi-tasking due to lack of sufficient number of personnel. In these cases, the CSR performs both issuance of checklist of requirements and evaluation of submitted documents, while in some offices, the evaluator performs the evaluation of documents.

For uniformity, the processing time shall start upon acceptance of the CSR/Evaluator of the complete and authentic application documents from the applicant which shall be evidenced by the CSR/Evaluator’s issuance of the routing slip.

In order to avoid misperceptions on the actual time consumed in the processing of application, all heads of offices are instructed to post a signage at a conspicuous place in their respective district office or DLRC showing the following:

“PROCESSING OF DRIVER LICENSE APPLICATION STARTS UPON SUBMISSION OF THE COMPLETE AND AUTHENTIC APPLICATION DOCUMENTS TO THE (CSR or Evaluator)”

Submission of the complete and authentic application documents can either be at the CSR (if the evaluation is being done by the CSR for offices with personnel doing multi-tasking) or to the Evaluator.

For immediate implementation.

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