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GUIDELINES IN THE HANDLING OF REQUESTS FOR SYSTEM UPDATE ON THE FIVE-YEAR VALIDITY DRIVER'S LICENSE CARDS

MEMORANDUM CIRCULAR NO. 2017-2123, January 04, 2018

Read online (full-text search, related cases, audio case brief): https://batas.org/library/79c245bbd92d/

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The printing of the 5-year validity Driver's License Cards at the field offices nationwide has been ongoing for months. Several concerns and issues on the errors committed by our field personnel have been observed. To address these issues and concerns, the following guidelines are formulated for the uniform handling and implementation.

There are only two (2) instances where a transaction falls under adjudication and requires deletion of the driver's license record from the AFIS database. These are the following:

1. Error in the encoding of the license number; and
2. Error in the biometrics capture of the fingerprints, signature or photo.

For these two errors, the site shall submit a request for deletion of the driver's license record to the Management Information Division. Attached is the prescribed form for this and should be supported with the following:

> - For printed cards - Letter of Request from the Chief, clear photocopies of the printed driver's license card (back to back) and Official Receipt. The Card Serial Number (CSN) shall be readable.
>
> The sites shall make sure that erroneous cards issued to clients shall first be surrendered to them prior to submission of request for deletion to the MID. This is to ensure that erroneous cards are deactivated, accounted and included in the list of spoilages to be reported to the Property Section of the Central Office.
>
> - For cards not yet printed or ready for printing status - Letter of Request from the Chief and clear photocopy of the Official Receipt. The date and the OR Number should be readable.
>
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Requests shall be sent through: email address dermalogtech@yahoo.com; viber account no. 0935-5210345; facebook page MID Tech Support - Dermalog; courier or personal delivery for sites that are within the compound of the Central Office.

All requests for deletion under the Dermalog system received by the MID- Computer Section during weekdays shall be acted upon within 48 hours. Requests received on Saturdays, Sundays and holidays shall be acted upon on the first working day of the week however, applicants shall be advised to come back on the second day or after 48 hours after it was received by MID.

Cases that fall under adjudication and where errors are not on the license number and biometrics shall be acted upon immediately by the MID.

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Failure or non-compliance to this Memorandum Circular shall be dealt with accordingly.

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