MAXIMUM LIMIT ON LICENSE REJECTIONS

LTO MEMORANDUM CIRCULAR NO. 91-142, September 09, 1991

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The last six years saw the implementation of the new licensing system where errors committed in the acceptance, preparation and issuance of driving licenses are monitored. These errors are the reasons for the disapproval of license applications and are, thus, contributory factors in the delay of license production.

Seminars and dialogues had been conducted in the attempt to find solutions to these errors. The cooperation of all involved in the licensing function had been repeatedly enjoined to finally arrest this problem. Records, however, will bear us out that despite all these efforts we have not been successful.

It is about time, therefore, to set a limit on the number of errors that could be committed by an employee per given period although it is most desired that there must be a zero-error.

It is hereby directed that all licensing centers/district offices must not commit more than ONE PERCENT OF ERROR (1%) during one Evaluation Quarter (EQ). It shall be left to the Regional Directors to work out a scale of administrative sanction that will be meted to the responsible employees who committed the most number of errors. Those who put in good performance, on the other hand, should be acknowledge in the form or manner also to be decided by the Directors.

The regional performance shall be a factor to be considered in rating the Directors in their Performance Contract with the undersigned.

In order to aid us in pinpointing responsibility, the Table of Rejection Code (TRC) below lists the employees as per function vis a vis the type of errors.

TABLE OF REJECTION CODES
As Per Employee, Type of Errors

Reponsible Employee

Outright Reject

Reject for Compliance

Reject for Replacement

Head of Office or STRO

A B C D E F H

26

Asst. Chief or Evaluator

A B C D E F H

22, 29-41

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63, 70, 72

Chief Driving Skill Driver

25

Driving Skill Rater/Written

23

Driving Skill Rater/Practical

24, 27-28

Typist

60-62, 64 68,
69, 71 73, 74

Computer/Post Evaluator

21

66, 67

Docket Clerk/ Forms Clerk

65

Cameraman

75

The errors are classified as follows:

Outright Reject (OR)

Calls for the cancellation of the application having been accepted in violation of licensing laws, rules and regulations.

Reject for Compliance (RC)

Calls for the submission of lacking or missing requirements or payments.

Reject for Replacement (RR)

Calls for the photoretake of license applicants due to typographical errors, wrong assignment of restriction code or validity, etc.

The updated list of rejection/error codes is hereby attached for your ready reference and dissemination to the concerned field personnel.

In line with this new scheme of individual monitoring it is expected that our licensing employees will be more aware of their responsibility and be more careful in processing license applications.

This Order takes effect on 01 October 1991 while the first EQ shall be the months of October-December 1991.

For your guidance and strict compliance.

Adopted: 9 Sept. 1991

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(Sgd.) MANUEL N. SABALZA
Assistant Secretary

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