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SUSPENSION OF THE CENTRALIZATION OF REQUESTS FOR SYSTEM UPDATE (RSUS) FOR MOTOR VEHICLES (MVS)

LTO MEMORANDUM CIRCULAR NO. ACL-2010-1277, February 18, 2010

Read online (full-text search, related cases, audio case brief): https://batas.org/library/87cb76af037b/

This refers to Memorandum Circular (MC) No. ACL-2009-1239 dated 27 October 2009 entitled “Disabling of MV Maintenance and Data-Take-On Facilities” issued with the primary purpose to enhance the security and control of the motor vehicle database. Through this MC the Request for System Update (RSU) for Motor Vehicles (MVs) has been centralized at the Management Information Division (MID), Central Office.

The usual feedback mechanism at LTO was applied to analyze the impact of the said MC on the MV process in particular and public service in general, with these findings:

- The processing time reckoned from the commencement of the transactions at the District Office level up to completion of the RSUs and final issuance of the MVs registration documents to the owners takes too long contrary to what was anticipated.

- The long process compromises public interest on the part of the motoring public due to the long waiting time, and, revenue collection is greatly affected.

- The quality of service of LTO as a whole is being adversely affected.

Generally, while the objective to enhance the security and control of the motor vehicle database is very noble, public interest and customer satisfaction shall be paramount.

In the light of the foregoing, and in the interest of public service, the implementation of MC No. ACL-2009-1239 is hereby suspended, EFFECTIVE IMMEDIATELY. The availability of the Maintenance Facility and Data-Take-On for MVs are hereby restored and allowed to reside at the District Offices, in addition to the Central Office. The Management Information Division (MID) is hereby directed to immediately implement this.

In order not to hamper the enhancement of security and control of the motor vehicle database, District Offices are hereby required to submit and transmit to the Central Office MID on a weekly basis, ALL the transactions for Maintenance Facilities and Data-Take-On for MVs that shall take place in their respective offices. In turn, the Central Office MID and Operations Division shall use these data for database enhancement and control and review process.

All District Officers are reminded to enter only valid and verifiable data and shall be held responsible and accountable for all irregularities arising from the transactions effected in their respective offices. Any District Office found non-complying with this Circular or have caused irregularities in the implementation hereof shall have their Maintenance Facilities and Data-Take-On capabilities WITHDRAWN immediately, and all personnel responsible thereof shall be proceeded against accordingly.

All Regional Directors (RDs) shall strictly supervise their District Offices and report non-compliance, violations and irregularities immediately to the Central Office. Further, the RDs are directed to disseminate this Circular at

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the Regional and District levels.

For strict compliance.

Adopted: 18 Feb. 2010

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