NATIONAL ADMINISTRATIVE REGISTER · MARCH 14, 2008

REPLACEMENT OF DEFECTIVE/DAMAGED DRIVER’S LICENSE CARDS AT NO COST

LTO MEMORANDUM, March 14, 2008

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Due to numerous complaints received by this Office regarding already issued drivers license cards found to be defective/damaged and do not meet the standards in "quality control", the following guidelines for replacement of driver's license card at no cost are hereby set forth, to wit:

- Still valid driver's license card to be replaced are those cards that were issued defectively due to machine-error, material-related-error and human-related error, i.e. faded, peel- off, broken, typographical-error, printing error and the like;

- Request for replacement of defective/damaged driver's license card that are machine- related and material-related shall be filed at the agency where the drivers license card was issued. In case/s of impracticality to go back to the originating issuing agency, the applicant may be referred to the nearest Licensing Center;

- For purposes of record-verification and retrieval of records, only request for replacement of defective/damaged driver's license card caused by human-error, i.e. typographical- error, shall be filed only with the issuing agency or with the License Section, East Avenue, Quezon City;

- The license holder should surrender the driver's license card to be replaced and present the latest off icial receipt (OR) if available, to confirm his/her record of transaction;

- Verification of the Photo-Image in the IT-system should be a part of the procedure to confirm the photo of the driver applying for replacement;

- The License holder should also submit any valid identification to establish his/her true identity;

- In cases of "record-problems", the license holder shall be referred to License Section for necessary and appropriate action thereon.

For the guidance of all concerned.

Adopted: 14 March 2008

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Assistant Secretary

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