

NO TO “QUOTA” OR “CUT-OFF” PRACTICES

Read online (full-text search, related cases, audio case brief): <https://batas.org/library/e0ab2691db1c/>

Adopted: 26 June 2018

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It has come to the attention of the undersigned that there are LTO Offices imposing “quota” or “cut-off” in accepting applications for LTO transactions to the inconvenience of the public.

Republic Act No. 9485 or the Anti-Red Tape Act provides that frontline services offices should ensure that clients who arrive at their premises within official working hours, including noon break, should be attended to and served.

In view hereof, it is hereby directed that acceptance of LTO transactions shall not be limited and all concerned personnel shall still accept applications until 5:00 PM.

Further, in the event that completion of processing the transaction will exceed the normal operations hours, the personnel shall be entitled to overtime pay subject to usual accounting and auditing guidelines.

For strict compliance.

(SGD) EDGAR C. GALVANTE

Assistant Secretary

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