NATIONAL ADMINISTRATIVE REGISTER · JANUARY 22, 2007

# MONITORING AND REPORTING TRANSACTION INEFFICIENCIES

*LTO MEMORANDUM, January 22, 2007*

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To institute continual improvement in the way we provide service to the public, factors that impact on transaction processing time should be properly identified documented and reported to top management for evaluation and policy formulation.

Starting February 1, 2007, we shall be implementing a nationwide monitoring process for reporting occurrences of problems that cause delayed transactions. All concerned are directed to strictly follow the guidelines and procedures hereto attached.

You are hereby directed to monitor the implementation of this Memorandum and ensure that all reportorial requirements are complied with. The Project Monitoring Office (PMO) is directed to provide technical assistance to concerned personnel whenever required.

For information and strict compliance.

Adopted: 22 Jan. 2007

(SGD.) REYNALDO I. BERROYA
Assistant Secretary



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