

REQUEST FOR VERIFICATION OF MOTOR VEHICLE RECORDS FROM GOVERNMENT OFFICES INCLUDING THE POLICE AND MILITARY

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The On-Line Verification Facility of the MVRS is already available in the district/ extension offices nationwide, henceforth, all requests for verification of motor vehicle records from various government offices, including those coming from the police and military shall be handled in this regard, at the district/extension offices with a fee of P209.06 per verification. The guidelines in the Verification of Motor Vehicles pursuant to MC No. 87-038 dated 06 November 1987 shall strictly be observed.

Also, the Public Assistance and Complaints Center (PACC) shall no longer process any verification of motor vehicle records, instead, it shall be limited to the following functions:

- Attend to the queries or complaints from the public regarding their transactions with the LTO.
- Receive and indorse to concerned Division/Service in the Central Office any complaints, suggestions and reports from the public either thru text or phone.

The workstation being used for verification purposes shall be turned over to the Chief, Diliman District Office who shall assign a personnel to handle such transaction.

The Public Assistance and Complaints Center (PACC) shall be under the Administrative Division and as such, the Chief, Administrative Division shall assign personnel to man the PACC.

The personnel who are presently assigned at the PACC shall return to their respective plantilla positions.

This Order supersedes Memoranda dated December 09 and 14, 2009 and Office Order No. VPT-2010-165 dated 24 August 2010.

For guidance and strict compliance.

Adopted: 07 December 2010

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Assistant Secretary

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