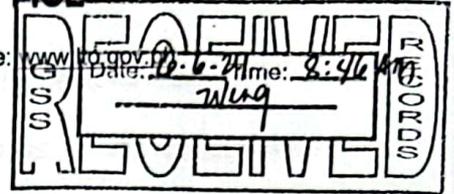




Republic of the Philippines
 Department of Transportation
LAND TRANSPORTATION OFFICE

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MEMORANDUM CIRCULAR NO. VDM-2024-2668

SUBJECT : REVISED GUIDELINES IN THE IMPLEMENTATION OF THE LTO E-PATROL PROJECT

DATE : 05 June 2024

WHEREAS, the LTO issued Memorandum Circular No. 709-2006 dated 24 April 2006 entitled "*Guidelines in the Implementation of the LTO e-Patrol Project*" and said issuance does not expressly provide provision for the LTO Central Office (CO), hence, it only covers the Regional Offices.

WHEREAS, the LTO in its pursuit of bringing services closer to the public and to cater to various requests for outreach activities by the CO, a dedicated Office/Committee was created for such purpose.

WHEREAS, by bringing LTO services to the communities and business establishments, access to these services is made more convenient, and thus eradicate the need for "fixers".

WHEREAS, in order to conduct said activities, an e-Patrol vehicle is necessary, thus, there is a need to amend/supplement Memorandum Circular No. 709-2006.

NOW THEREFORE, in view of the above, the following guidelines are hereby promulgated amending and/or supplementing the guidelines under Memorandum Circular No. 709-2006 and shall read as follows.

I. RATIONALE

"LTO e-PATROL" is a DOTr/LTO project, which aims to bring public service closer to the transacting public. It is a fleet of fully customized vehicles equipped with necessary computer equipment and communications link designed to provide Mobile Services. Further, "LTO e-PATROL" will cater to request from various entities and/or to areas in Luzon, Visayas and Mindanao.

II. OBJECTIVES

"LTO e-PATROL" project has four (4) major objectives as follows:

- "LTO e-PATROL" will facilitate renewal of driver's license, issuance of student permits and renewal of registration of motor vehicles, particularly motorcycles, tricycles and jeepneys, and encoding and settlement of apprehensions.
- "LTO e-PATROL" will strengthen LTO database integrity and ensure completeness of database by capturing transactions that otherwise would have not been included.
- "LTO e-PATROL" will demonstrate to the people the best in public service and will draw them closer to the government.

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- "LTO e-PATROL" will minimize, if not eradicate, the need for "fixers".
- "LTO e-PATROL" will contribute to the revenues of the government, allowing it to fund more social projects.

III. TARGET MARKET

- Underserved areas in the provinces, cities and municipalities
- Local Government Units
- Exhibits and Trade Fairs
- Sites recommended for mobile operations such as Caravan sites
- Motorshows
- Commercial/Residential places where people live or go to.

IV. GENERAL GUIDELINES

4.1 Creation of e-Patrol

4.2 Available LTO Transactions:

"LTO e-PATROL" will provide the following LTO services.

- Issuance of Student Permit
- Renewal of Driver's License
- Renewal of Registration of Motor Vehicles (Plain)
- Correction of information of LTO Records
- Other services as may later on be allowed by the Assistant Secretary.

4.3 Manpower Complement

The respective Regional Office/District Office where the "LTO e-PATROL" will be operating or the Central Office shall provide the manpower complement.

The "LTO e-PATROL" will be manned by the following personnel, to wit;

LTO
2 Evaluators
1 Cashier
1 or 2 MV Inspectors

At least one of the e-Patrol staff is a regular employee.

4.4 Office Code

The respective Regional Office where the "LTO e-PATROL" will conduct its operations shall define the office code to be used. "LTO e-PATROL" shall adopt the given office code as long as it's operating within the region. The office code shall be defined in the system thru the submission of a duly accomplished Request for System Update (RSU) by authorized LTO personnel at least two (2) weeks prior to intended operations. A new office/agency/license code shall be created for the use of the CO e-PATROL.

4.5 Accountable Items

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The respective Regional Office or the Central Office shall provide the accountable items and other forms that may be required for LTO e-PATROL's operation.

4.6 Collection

The Regional Office shall assign the account number for its e-PATROL, while the Central Office e-PATROL account shall be under the Financial Division, Treasury Section, Collection Unit of the Central Office. The collection should be deposited to the accredited banking facility on a daily basis. Online payment may be used as well, in accordance with existing policies, procedures, and requirements on online payments.

4.7 Manner of Operations

- The operation of the e-Patrol is directly under the Regional Director of the region. For the CO e-Patrol, it shall be under the Office of the Assistant Secretary. Operations outside the jurisdiction of the Regional Director shall be approved by the Assistant Secretary.
- The CO e-Patrol shall be dispatched to any region upon request and approval of the Assistant Secretary.
- Prior to its operations, LTO will coordinate with the Local Government Unit (LGU), Private/Public Entities or Homeowner Association (if within NCR) a week before its intended operations.
- Information campaign will be instituted by the LGU partner community or entity to its constituents relative to the schedule, transactions catered and its related fees.
- It will operate from 8:00 AM to 5:00 PM from Monday to Friday and during weekends if the need arises.

4.8 Location

- "LTO e-PATROL" will be situated in high-traffic areas such as town plazas municipal/city halls and similar areas.
- The area should be secured and well-lighted.
- Availability of working telephone line/internet connection with at least 10mbps.
- There should also be a provision for a commercial electric line within the area.

4.9 Role of LGU/Partner

Apart from the information campaign, the LGU or any partner is expected to be responsible in ensuring the security of both the LTO e-PATROL facility as well as the personnel manning it. Provision for accommodation will also be handled by the LGU/partner.

4.10 System to be deployed

LTO e-Patrol shall use whatever system is most convenient during the time of the activity.

4.11 Record Keeping

Due to its limited space capacity, all physical records of transactions processed in the "LTO E-PATROL" will be stored in its respective Regional Office or the Central Office Operations Division after its operation in a certain locality.

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4.12 Process and Workflow

Same procedures and workflow of Driver's Licensing and Motor Vehicle Registration Renewal processes shall be observed.

V. RECOMMENDED VEHICLE DESIGN

The "LTO e-PATROL" is a modular office carried by a fully-equipped vehicle capable in the processing of student permit and motor vehicle registration transactions manned by authorized LTO personnel.

Back, Front and Side-Back Perspective

Minimum signages only indicating it is LTO's mobile office.

The Look and Feel

- The e-Patrol vehicle must pass roadworthiness test and must have the necessary hardware/software for LTO transactions. Moreover, the MID shall ensure that said software and hardware needed for the operation are present and working.
- The mobile office will have provision for secured storage space for LTO's accountable items and files.
- A vault will also be in place to secure the day's collection.
- The vehicle will be fully air-conditioned when stationary or even when traveling.

VI. APPROVAL

The Regional Offices and the LTO Operations Division and Management Information Division (MID) at the Central Office, shall ensure that the proponent has complied with all the requirements as provided herein and shall recommend to the Assistant Secretary the approval of the e-Patrol.

Upon approval by the Assistant Secretary, the Regional Director concerned or the Assistant Secretary, for the LTO Central Office, shall enter into a Memorandum of Agreement (MOA) with the e-Patrol proponent, subject to the terms as may be approved by the Assistant Secretary. Renewals will be transacted as new applications.

Existing e-Patrol previously approved shall not be covered by these procedures, unless renewal will be applied.

All other previous issuances inconsistent herewith are hereby deemed superseded, revoked, or amended accordingly.

For information and guidance.


ATTY. VIGOR D. MENDOZA II
Assistant Secretary



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Engr. IVANICE M. H. R. SALANTICO
CHIEF
GENERAL SERVICES SECTION
(LTO)

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