

[MEMORANDUM, August 16, 2018]

REVISED LTO ONLINE APPOINTMENT SYSTEM IMPLEMENTATION GUIDELINES

Adopted: 06 August 2018

Date Filed: 16 August 2018

In the furtherance of public service, this Office has launched the LTO Online Appointment System. This web-based application enables the transacting public to conveniently schedule an appointment to a particular District Office/Licensing Center to process the following transactions only:

- Motor Vehicle Plain Renewal Registration; and,
- Drivers License Plain Renewal

To ensure its orderly implementation, below are the guidelines to be followed:

I. GENERAL PROVISIONS, TERMS & CONDITIONS

- A. The Online Appointment System can be accessed through www.LTO.net.ph;
- B. It can only be used to secure appointments for MV Renewal and DL Renewal transactions;
- C. It allocates slots on a first come, first served basis.
- D. Limited slots are available per site (initially 5 slots per hour, 8AM-4PM) and there is no guarantee that a slot will always be available for a user's first choice for an appointment schedule;
- E. Users will be required to print their Appointment Slips to be presented to LTO during their transaction;
- F. The user accepts the responsibility of providing and ensuring the completeness and accuracy of the information provided to the system;
- G. The user consents to the collection and use of their personal information for LTO's checking and validation purposes;
- H. The LTO Regional Office shall assign District Offices/Licensing Centers capable of handling transactions scheduled from the Online Appointment System. The identified LTO sites shall consequently designate a Special Lane for the exclusive use of clients with reserved slot from the Online Appointment System, including PWDs, Senior Citizens and pregnant women.
- I. Only the specific Motor Vehicle (MV) or Driver's License (DL) applied with appointment shall be accommodated by the District Office/Licensing Center. Processing of another MV/DL