



Republic of the Philippines  
 Department of Transportation  
**LAND TRANSPORTATION FRANCHISING & REGULATORY BOARD**  
 East Avenue, Diliman, Quezon City

**MEMORANDUM CIRCULAR**  
**NUMBER: 2017- 004**

**SUBJECT: APPROVING THE 2017 LTFRB CITIZEN'S CHARTER AND MANDATING ITS PRIMACY OVER INCONSISTENT PROVISIONS OF LTFRB ISSUANCES**

**WHEREAS**, the 2017 LTFRB Citizen's Charter was drafted based on the existing LTFRB Citizen's Charter as required under Republic Act No. 9485 otherwise known as the Ant-Red Tape Act, in consultation with LTFRB employees and stakeholders; and

**WHEREAS**, previous LTFRB Memorandum Circulars, Office Orders, Resolutions and other issuances have provisions contrary to or inconsistent with the provisions and requirements of the 2017 LTFRB Citizen's Charter.

**NOW THEREFORE**, premises considered, said 2017 LTFRB Citizen's Charter is hereby approved.

All Memorandum Circulars, Office Orders, Resolutions and other issuances or provisions thereto contrary to or inconsistent with said 2017 LTFRB Citizen's Charter are hereby declared repealed or modified accordingly.

This Memorandum Circular shall take effect fifteen (15) days following its publication in at least two (2) newspapers of general circulation. Let three (3) copies hereof be filed with the UP Law Center pursuant to Presidential Memorandum Circular No. 11, dated 9 October 1992.

**SO ORDERED.**

Quezon City, Philippines, 10 FEB 2017

*Martin B. Delgra III*  
**ATTY. MARTIN B. DELGRA III**  
 Chairman

*Ronald F. Corpus*  
**ENGR. RONALDO F. CORPUS**  
 Board Member

*Aileen Lourdes A. Lizada*  
**ATTY. AILEEN LOURDES A. LIZADA**  
 Board Member

Attested by:

*Carl Sha Jemimah F. Marbella*  
**ATTY. CARL SHA JEMIMAH F. MARBELLA**  
 Officer-in-Charge  
 Office of the Executive Director

**EFFECTIVITY**  
 DATE: **26 FEB 2017**

U.P. LAW CENTER Office of the Executive Director  
 OFFICE of the NATIONAL ADMINISTRATIVE REGISTER  
 Administrative Rules and Regulations  
**FEB 13 2017**  
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