



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

MEMORANDUM CIRCULAR  
 NUMBER 2012- 016

**SUBJECT : APPROVING THE 2012 REVISED LTFRB CITIZEN'S CHARTER AND MANDATING ITS PRIMACY OVER INCONSISTENT PROVISIONS OF LTFRB ISSUANCES**

WHEREAS, the 2012 Revised LTFRB Citizen's Charter was drafted based on the existing LTFRB Citizen's Charter as required under Republic Act 9485 otherwise known as the Anti-Red Tape Act, and after due consultations 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 2012 Revised LTFRB Citizen's Charter.

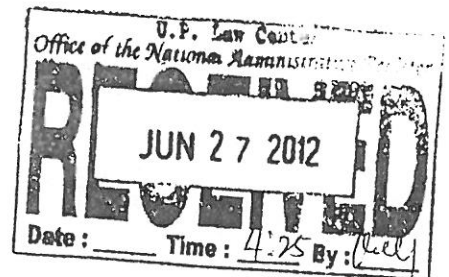
NOW, THEREFORE, under the premises, said 2012 Revised LTFRB Citizen's Charter is hereby approved and declared effective immediately.

All Memorandum Circulars, Office Orders, Resolutions, and other issuances or provisions thereof contrary to or inconsistent with said 2012 Revised LTFRB Citizen's Charter or the amendments thereto are hereby declared repealed or modified accordingly.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, JUN 27 2012



*[Signature]*  
**JAIME D. JACOB**  
 Chairman



*[Signature]*  
**MANUEL M. IWAY**  
 Board Member

ATTESTED BY:

*[Signature]*

**FRANCISCO M. MENDOZA**  
 EXECUTIVE DIRECTOR

*[Signature]*  
**SAMUEL JULIUS B. GARCIA**  
 Board Member

EFFECTIVITY DATE JULY 13, 2012