



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Republic of the Philippines

Autonomous Region in Muslim Mindanao

**LAND TRANSPORTATION FRANCHISING AND REGULATORY BOARD**

DOTC Bldg., ARMM ORC Compound, Cotabato City

Tel. No. (064) 390-1498



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## CITIZEN'S CHARTER

### **Mandate**

To promulgate, administer, enforce and monitor compliance of policies, laws and regulations of public land transportation services.

### **Vision**

World-class land transportation services contributing to the over-all development of the country, improvement of the socio-economic status of its stakeholders and promotion of the welfare of the general public.

### **Mission**

Ensure that the commuting public has adequate, safe, convenient, environment-friendly and dependable public land transportation services at reasonable rates through the implementation of land-based transportation policies, programs and projects responsive to an investment-led and demand-driven industry.

## Frontline Services

- **Confirmation of Units**
- **Issuance of Fare Matrix**
- **Application for New CPC**
- **Issuance of Special Permits**

### Schedule of the Availability of Services:

Monday to Friday

8:00 AM to 5:00 PM

## **CONFIRMATION OF UNITS**

*Who can avail of the service?*

Holders of valid Certificate of Public Convenience (CPC) who intended to comply with the annual requirements of confirming franchise in line with the annual registration of units with Land Transportation Office (LTO).

Notes:

1. For individual accounts, personal appearance of franchise holder required. However, should it not be possible for petitioner to be physical present, authorized representative is allowed upon presentation of authorization letter and valid identification documents.
2. For corporations/cooperative/others, please see corresponding requirements below:

### **REQUIREMENTS:**

1. Original and copy of valid government issued identification card with photograph of applicant (Driver's License, SSS, GSIS, Postal, Voter's ID or Passport);
2. Original and copy of LTO OR/CR of the previous year with year model indicated;
3. Confirmation certificate or copy of decision;
4. Passenger Accident Insurance Coverage; *and*
5. Compulsory Third Party Liability Insurance

Additional Requirements:

For Cooperatives:

- Board Resolution authorizing representative to petition, follow up, receive order or decision, and sign paper or document to the realization of the aforesaid matters.

For Corporation:

- Board Resolution/Secretary's Certificate of authorized representatives

*How to avail of the service:*

STEP	CONCERNED SECTION	PROCESSING TIME	PERSON-IN-CHARGE
1. Submit Requirements	<i>Receiving and Assessment Section:</i> Check on the completeness of documentary requirements,  Compute for the fees and charges applicable	5 minutes	Ms. Nancy A. Ignacio
2. Payment	<i>Cashier:</i> Receive Assessment Form and Issue Official Receipt	5 minutes	Ms. Nofaisa A. Jamail
3. Wait name to be called	Print Verification and Confirmation	5 minutes	Ms. Jalilah U. Pangcoga
	Encode other details	5 minutes	Ms. Jalilah U. Pangcoga
	Approval	1 day	Atty. Habari L. Balt
	Issuance of Confirmation Certificate/Sticker and segregation of documents for retention or releasing	5 minutes	Ms. Nancy A. Ignacio
	Recording and Releasing	5 minutes	Ms. Nancy A. Ignacio

**FEES:**

Filing Fee	Php 40.00 per unit
Verification	Php 40.00 per unit
Confirmation Certificate and Sticker	Php 75.00 per unit
Confirmation of Units	Php 465.00 per unit

## ISSUANCE OF FARE MATRIX

*Who can avail of the service?*

Holders of valid Certificate of Public Convenience (CPC)

Notes:

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1. Submit Requirements	<i>Receiving and Assessment Section:</i> Check on the completeness of documentary requirements,  Compute for the fees and charges applicable	5 minutes	Ms. Nancy A. Ignacio
2. Payment	<i>Cashier:</i> Receive Assessment Form and Issue Official Receipt	5 minutes	Ms. Nofaisa A. Jamail
3. Wait name to be called	Verification of Units	5 minutes	Ms. Jalilah U. Pangcoga
	Printing of Fare Matrix, Recording and Posting of Hologram	5 minutes	Ms. Jalilah U. Pangcoga
	Approval	1 day	Atty. Habari L. Balt
	Recording and Releasing	5 minutes	Ms. Nancy A. Ignacio

**FEES:**

Increase of Fare Rate

Php 510.00 per operator

Fare Matrix

50.00 per unit

## APPLICATION FOR NEW CPC

### REQUIREMENTS:

1. OR/CR
2. Residence Certificate
3. Birth Certificate(NSO)
4. Vicinity Map/ Sketch of Garage
5. Picture of Garage
6. Picture of Operator and Driver (2x)
7. Driver's License with Biodata
8. Zoning- Barangay Clearance
9. Bank Certificate (Proof of Financial Capacity)
10. Income Tax Return(BIR)
11. Picture of Unit (Front, Back, Side) Left and Right
12. Emission Test
13. Voter's ID or any Valid ID
14. Deeds of Sale with Documentary Stamp
15. Insurance

*How to avail of the service:*

STEP	CONCERNED SECTION	PROCESSING TIME	PERSON-IN-CHARGE
1. Submit Requirements	<i>Receiving and Assessment Section:</i> Check on the completeness of documentary requirements,  Compute for the fees and charges applicable	5 minutes	Ms. Nancy A. Ignacio
2. Payment	<i>Cashier:</i> Receive Assessment Form and Issue Official Receipt	5 minutes	Ms. Nofaisa A. Jamail
3. Wait name to be called	Verification and Approval	1 day	Atty. Habari L. Balt
	Issuance of New CPC	5 minutes	Ms. Nancy A. Ignacio
	Recording and Releasing	5 minutes	Ms. Nancy A. Ignacio

### FEES:

New CPC for the 1 <sup>st</sup> 2 units	Php 510.00
In excess of 2 units	70.00 per unit

## ISSUANCE OF SPECIAL PERMITS

*Who can avail of the service?*

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### REQUIREMENTS:

1. Original and copy of valid government issued identification card with photograph of applicant (Driver's License, SSS, GSIS, Postal, Voter's ID or Passport);
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3. Wait name to be called	Approval	1 day	Atty. Habari L. Balt
	Issuance of Special Permits	5 minutes	Ms. Nancy A. Ignacio
	Recording and Releasing	5 minutes	Ms. Nancy A. Ignacio

### FEES:

Special Permit for out of line

Php 130.00 per unit basis