

Regional Office (RO) External Services



Handling of Feedback and Inquiries

Supervises the Department's customer relations management program (Public Assistance and Complaints Desk); customer feedback mechanism and recommends to Management areas for improvement based on analytics.

Office or Division:	Regional / District Engineering Office – Public Affairs and Information Office (PAIO)					
Classification:	Simple to Highly Technica	Simple to Highly Technical				
Type of Transactions:		2C - Government-to-Citizens 2G - Government-to-Government				
Who may avail:	General Public					
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE		
Contact details, m supporting documen	ailing address, and/or ts if needed	From the	Client/Citizen			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
For Simple Transactions: 1. Course feedback, inquiries/request or commendation throughany of the following modes: a. Visit DPWH Public Assistance and Complaints Desk and fill unwalk—in form located at the Front Desk of all DPWH Offices.	Action Officer receive, evaluate and encode details of feedback including contact details of client at the Stakeholders Affairs Division Database and	None	30 minutes	Designated Information Officer		



b. Send an email to (insert email add of RO / DEO) c. Post at DPWH official social media accounts: Department of Public Works and Highways, Philippines Facebook Page (RO Facebook)				
	1.2 Verify / coordinate to concerned office	None	1 day and 7 hours	
	1.3 Follow-up response / action taken of concerned office	None	30 minutes	Designated Information Officer
	1.4 Receive and provide information / action taken of concerned office on the client's inquiry / concern.	None	1 day	Omooi
END OF TRANSACTION	TOTAL:	None	3 working days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Complex Transactions: 1. Course feedback/ inquiries/request or commendation throughany of the following modes: a. Visit DPWH Public Assistance and Complaints Desk and fill up Walk—in form located at the Front Desk of all DPWH Offices. b. Send an email to (insert email add of RO / DEO) c. Post at DPWH official social media accounts: Department of Public Works and Highways, Philippines Facebook Page (RO Facebook)	1.1 Concerned Action Officer receive, evaluate and encode details of feedback including contact details of client at the Stakeholders Affairs Division Database and request additional information when necessary	None	30 minutes	Designated Information Officer
	1.2 Evaluate, verify/ coordinate and generate Request for Action (RFA) Memorandum address to concerned office	None	4 hours	Designated Information Officer



	1.3 Disseminate and send an advance copy of RFA Memorandum via email to concerned office	None	3 hours	
	1.4 Follow-up response / action taken of concerned office	None	30 minutes	
2. Action taken of concerned office	2.1 Validate and preparation of reply / action taken of the concerned office and provide advance copy through email to concerned action officer	None	5 days	Offices in Regional Office and District Engineering Offices
	2.2 Receive and provide information / action taken of concerned office on the client's complaint/concern.	None	1 day	Designated Information Officer
END OF TRANSACTION	TOTAL:	None	7 working days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Highly Technical Transactions: 1. Course feedback/ inquiries/request or commendation throughany of the following modes: a. Visit DPWH Public Assistance and Complaints Desk and fill up Walk–in form located at the Front Desk of all DPWH Offices. b. Send an email to(insert email add of RO / DEO) c. Post at DPWH official social media accounts: Department of Public Works and Highways, Philippines Facebook Page (RO Facebook)	1.1 Concerned Action Officer receive, evaluate and encode details of feedback including contact details of client at the Stakeholders Affairs Division Database and request additional information when necessary	None	30 minutes	Designated Information Officer
	1.2 Evaluate, verify/ coordinate and generate Request for Action (RFA) Memorandum address to concerned office	None	4 hours	Designated Information Officer



END OF	action taken of concerned office on the client's complaint/concern.	None	1 day 20 working	Designated Information Officer
	officer 2.2 Receive and provide information /			
2. Action taken of concerned office	2.1 Validate and preparation of reply / action taken of the concerned office and provide advance copy through email to concerned action	None	18 days	Offices in Regional Office and District Engineering Offices
	1.4 Follow-up response / action taken of concerned office	None	30 minutes	
	1.3 Disseminate and send an advance copy of RFA Memorandum via email to concerned office	None	3 hours	

NOTE: Request for extension of time which the concerned DPWH office may seek action, depending on the request and justification and maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA11032***



Application for Issuance of Excavation Permit for Utility Companies Along National Roads

This Excavation Permit is issued to clients whose excavation or digging works are (a) within the DPWH Road-Right-Of-Way; (b) on carriageway or have a total restoration cost of above Php 500,000.00, and (c) compliant with the provisions of DPWH Department Order (D.O.) No. 26, s. 2011, D.O. 124, s. 2014, and D.O. No. 83, s. 2018, and other applicable issuances.

This frontline service involves multi-stage processing. The total "Processing Time" below is the ideal assessment and process duration for an application whose documents are complete and in accordance with the "Checklist of Requirements," and the Applicant's prompt response to DPWH notices/calls.

Office or Division:	Maintenance Division (RO)			
Classification:	Highly Technical			
Type of Transactions:	G2B - Government-to-Bu G2G - Government-to-Go			
Who may avail:	Utility Companies and oth	ner Government Agencies		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
1. Application Form (1	original)	DEO - Maintenance Section		
2. Authority of Signing Official of the Applicant - issued by the President/Manager of the Company or through a Board Resolution, whichever is applicable, and includes complete business or agency address, email address, and contact number. (1 original, notarized)		To be provided by the Applicant		
3. Endorsement from the concerned District Engineering Office (DEO) to the Regional Director (1 original, duly signed by the concerned District Engineer)		DEO - Maintenance Section		
4. Inspection Report - prepared by the DEO representative/s (1 original, duly signed by the DEO representative/s)		DEO - Maintenance Section		



5. Bar/Gantt Chart or PERT-CPM Chart - showing the duration of excavation and restoration activities, in A4 size bond paper. (1 original duly signed by the contractor's Project Manager/Engineer and the official/s or authorized representative of the utility company or agency) 6. Program of Works - with corresponding detailed estimates for the costs of excavation and restoration works, in A4 size bond paper. (1 original duly signed by the contractor's Project Manager/Engineer and the official/s or authorized representative of the utility company or agency)	To be provided by the Applicant To be provided by the Applicant
7. Typical Road Section - typical road section of the utility project on existing pavement (carriageway), curb and gutter, and concrete sidewalk indicating all dimensions such as length, width, depth, and among others deemed necessary information relative hereof, in A3 size bond paper. (1 original, duly signed by the contractor's Project Manager/Engineer and the official/s or authorized representative of the utility company or agency)	To be provided by the Applicant
8. Proposed Plan/Drawing - proposed plan/drawing of the utility project on existing pavement (carriageway), curb and gutter, and concrete sidewalk, as well as the restoration work for the affected road pavement, concrete curb and gutter, and sidewalk throughout the project limit, in A3 size bond paper. (1 original duly signed by the contractor's Project Manager/Engineer and the official/s or authorized representative of the utility company or agency)	To be provided by the Applicant
9. Terms and Conditions - (1 original, duly signed by the official/s or authorized representative of the utility company or agency)	DEO - Maintenance Section
10. Official Receipt for Supervision Fee - Supervision Fee shall be paid by the Applicant after the conduct of a joint inspection with the RO's and DEO's representative/s. (1 original, signed by the DEO's Cashier)	DEO - Cashier



11. **Performance Bond** - together with certificates of authenticity from the Insurance Company and Insurance Commission, and Performance Bond Receipt. The bond should be callable on demand, equivalent to 100% of the full restoration/reconstruction cost of the affected area, taking into consideration the type and class of surface or pavement structure. It shall be posted/provided by the Applicant when the Program of Works has been already approved by the DEO. (1 original, duly notarized)

To be provided by the Applicant

the DEO. (1 origina	i, duly notarized)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished application form together with the necessary documents to the Administrative Section	District Engineering Office: 1. Endorse the application to the Maintenance Section.			Records Officer Administrative Section of the concerned DEO
	2. Check the completeness of the attached documents.			Engineer II Maintenance Section
	2.1 Provide the Applicant with the checklist of requirements if the attached documents are incomplete and return the submitted application together with the attachments to the Applicant for re-submission.	None	4 Days	-do-
	2.2 Forward the submitted application to the District Engineer if the attached			-do-



	ocuments are omplete.		
M S e s	Delegate to the Maintenance Section the task of valuating the ubmitted pplication.		District Engineer
p e	. Assign technical ersonnel to valuate the pplication.		Section Chief Maintenance Section of the concerned DEO
s a a c D D	Levaluate the ubmitted pplication and ttachments as to ompliance with 0.0. 26, s. 2011, 0.0. 124, s. 2014, 0.0. 83, s. 2018, and other applicable ssuances.		Engineer II Maintenance Section of the concerned DEO
A re d is ir	a.1 Inform the applicant to esubmit specific ocuments if there is a non-compliance in the submitted application.		-do-
th M D A S Ir	.2 Coordinate with ne Regional Office - Maintenance Division and the applicant for the chedule of Joint aspection if the ocuments are ompliant.		-do-



0.0.1.1.1.1	0.0.1.4.1.4			F
2. Conduct Joint Inspection with the Maintenance Section Technical Personnel and/or the Maintenance Division Representative/s at the proposed site.	6. Conduct Joint Inspection with the Applicant and the Regional Office - Maintenance Division's Representative/s (taking into consideration the distance from RO) to determine the actual location and extent of the proposed work. 6.1 Inform the Applicant regarding the necessary revisions in their submitted documents especially Program of Works (POW) if there are deviations in the extent of work as identified during the Joint Inspection, and prepare a report therefor, including recommendations and calculation of the "Supervision Fee" based on the necessary revisions. 6.2 Prepare a joint inspection report	None	2 Days	Engineer II Maintenance Section of the concerned DEO
	Fee" based on the necessary revisions.			
	inspection report, including the calculation of "Supervision Fee" based on the submitted POW, as well as			-do-
	recommending to proceed to Client			



	Step Nos. 3 & 4, if no deviations are identified. 7. Submit the prepared joint inspection report to the Chief, Maintenance Section, and provide the Applicant with a copy thereof.			-do-
	8. Check the prepared joint inspection report.			Section Chief Maintenance Section of the concerned DEO
	8.1. Return the prepared joint inspection report to the assigned technical personnel, if there is a concern.			-do-
	8.2 Concur with the recommendation to proceed to Client Step Nos. 3 & 4, if there is no concern, and provide the Finance Section with a copy of the "Supervision Fee" calculation.			-do-
3. Pay the non- refundable amount for "Supervision Fee" to the Cashier	9. Receive the payment and provide an official receipt.	a. If the restoration cost is below Php 50,000.00 SF = Restoration Cost x 3%	10 Minutes	Cashier Administrative Section of the concerned DEO
		b. If the restoration		



		cost is equal to or greater than Php 50,000.00 SF = Restoration Cost x 1.50%		
4. Post a surety in the form of a Performance Bond to the Maintenance Section	10. Receive the Performance Bond. 11. Coordinate with the Procurement Unit regarding the authenticity of the posted Performance Bond.			Engineer II Maintenance Section of the concerned DEO -do-
	11. Prepare a memorandum of endorsement for the application.			-do-
	12. Check the prepared memorandum of endorsement as to correctness.	None	5 Days	Section Chief Maintenance Section of the concerned DEO
	13. Sign the prepared memorandum of endorsement.			District Engineer
	14. Forward the signed memorandum of endorsement, including the application and attachments, to the Administrative Section, and furnish			Clerical Staff Office of the District Engineer



the Maintenance		
Section a copy of		
the memo.		
15. Submit the		
signed		Clerical Staff
memorandum,		Administrative
including the		Section of the
application and attachments, to the		concerned
Regional Office		DEO
regional Office		
Regional Office:		
16. Receive the		Records
signed		Officer
memorandum of endorsement		Administrative
including the		Division of the
application and		concerned RO
attachments.		
17. Forward the		
signed		
memorandum of		
endorsement,		-do-
including the		do
application and		
attachments, to the		
Regional Director.		
18. Delegate to the		
Maintenance		Regional
Division the task of		Director
reviewing the		21100101
endorsed		
application.		
19. Assign technical		Division Chief
personnel to review		Maintenance
the endorsed		Division of the
application.		concerned RO



20. Review the evaluated		Engineer II or III
application as to		Maintenance
compliance with		Division of the
D.O. 26, s. 2011,		concerned RO
D.O. 124, s. 2014,		
D.O. 83, s. 2018,		
and other applicable		
issuances.		
20.1 Coordinate with		
the concerned DEO		
if there is any non-		-do-
compliance or		
concern in the		
evaluated		
application.		
20.2 Prepare the		
draft Excavation		-do-
Permit if all the		
documents are		
compliant.		
21. Check the draft		Division Chief
Excavation Permit		Maintenance
as to correctness.		Division of the
		concerned RO
21.1 Return the draft		
Excavation Permit		
and attachments to		-do-
the assigned		
technical personnel		
if there is a concern		
21.2 Endorse the		
draft Excavation		-do-
Permit to the		
Regional Director for		
approval.		



	22. Approve the Excavation Permit			Regional Director
	22. Forward the approved Excavation Permit and attachments to the Administrative Division and copy furnish the Maintenance Division			Clerical Staff Office of the Regional Director
	25. Return the approved Excavation Permit and attachments to the concerned DEO			Clerical Staff Administrative Division of the concerned RO
	District Engineering Office:			
	26. Receive the approved Excavation Permit including attachments.			Records Officer Administrative Section of the concerned DEO
5. Receive the Excavation Permit from the Administrative Section.	27. Forward the approved Excavation Permit, including attachments, to the Maintenance Section.	None	1 Day	-do-
	28. Notify the Applicant for the issuance of the Excavation Permit			Engineer II Maintenance Section of the DEO



	29. Release the Excavation Permit			Records Officer Administrative Section of the concerned DEO
END OF TRANSACTION	TOTAL:	a. If the restoration cost is below Php 50,000.00 SF = Restoration Cost x 3% b. If the restoration cost is equal to or greater than Php 50,000.00 SF = Restoration Cost x 1.50%	12 Days, 10 Minutes	

Application for Issuance of Excavation Permit for Utility Company is qualified for multi-stage processing



Application for Highway Permit for Extraordinary Types of Freight Truck & Other Vehicle

This DPWH Special Permit is issued to clients that will traverse national roads and bridges with extraordinary type of vehicle, loaded with inseparable/or special cargoes, which exceeds the maximum allowable gross vehicle weight (GVW) and/or with configuration different from those illustrated in the revised Implementing Rules and Regulations (IRR) of Republic Act 8794 dated April 5, 2013. The provision in the revised IRR of RA 8794 particularly Section 7.2 - Highway Travel Permit and all Requirements for Application for Special Permit to Travel - is reiterated in the DPWH Memorandum dated February 20, 2014 with the subject: "Anti-Truck Overloading," attention to all DPWH Regional Maintenance Engineers.

The total "Processing Time" below is the ideal assessment and process duration for an application whose documents are complete and in accordance with the "Checklist of Requirements," and the Applicant's prompt response to DPWH notices/calls.

Office or Division:	Maintenance Division and Planning and Design Division (RO)			
Classification:	Highly Technical			
Type of Transactions:	G2C - Government-to-Cit G2B - Government-to-Bu			
Who may avail:	General Public and Truck	Companies		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
	Request - addressed to al Office (RO) (2 original)	To be provided by the Applicant		
2. Vehicle Registration Certificate (2 copies)		To be provided by the Applicant		
3. Official Receipt of (2 copies)	Vehicle Registration	To be provided by the Applicant		
of the vehicle c. Number of whee d. Load per axle (e	the vehicle levation with dimensions	To be provided by the Applicant		



5. Road Map - showing specific route to be taken including road/s and bridge/s (2 copies, signed by the owner/operator)	To be provided by the Applicant
6. Engineering Plan and Design Computations for shoring and/or reinforcement of bridge - this shall be submitted if the capacity of the existing derated bridge (with a posted load limit of less than 20 tons) is insufficient to carry the vehicle including its freights/cargoes. The Applicant shall evaluate first the capacity of all the existing derated bridges to be crossed by their vehicle. (2 copies, duly signed by a Structural Bridge Engineer)	To be provided by the Applicant
7. Authority of Signing Official of the Applicant - if the Applicant is a representative of the company, it should be issued by the President/Manager of the Company or through a Board Resolution, whichever is applicable, and includes complete business or agency address, email address, and contact number. (2 original, duly notarized)	To be provided by the Applicant

(2 Original, duly not	anzea			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Endorse the application to the Maintenance Section.			Records Officer Administrative Division
1. Submit the application letter with attached documents to the Administrative Section.	2. Check the completeness of the attached documents. 2.1 Provide the Applicant with the checklist of requirements if the attached documents are incomplete, and return the submitted application together with the attachments	None	5 Days	Engineer II or III Maintenance Division -do-



to the Applicant for		
re-submission.		
2.2 Forward the submitted application to the District Engineer if the attached documents are complete.		-do-
3. Delegate to the (a) Maintenance Division the task of initial evaluation of the submitted application as well as to the (b) Planning and Design Division the task of technical evaluation of the application.		Regional Director
4. Provide the Maintenance Division (MD) and Planning and Design Division (PDD) each copy of the attachments		Clerical Staff Office of the Regional Director
5. Assign technical personnel for the initial evaluation of the application.		<i>Division Chief</i> Maintenance Division
6. Conduct initial evaluation of the submitted application and attachments as to compliance with		Engineer II or III Maintenance Division



the (a) revised IRR		
of RA 8794 and (b)		
all requirements for		
the application of		
Special Permit to		
travel reiterated in		
the DPWH		
Memorandum		
dated February 20,		
2014 (Anti-Truck		
Overloading).		
6.1 Inform the Applicant to resubmit certain documents if there is any noncompliance in the submitted application.		-do-
6.2 Coordinate with the PDD regarding the submitted application, if these documents are compliant.		-do-
7. Evaluate the structural capacity of all derated bridges and road sections included in the specific route concerning the technical data of the vehicle.		Engineer II or III Planning and Design Division
8. Provide recommendations based on the result of the evaluation.		-do-



8.1 Prepare a letter addressed to the Applicant regarding the rejection/denial of the application, if the structural capacity of all derated bridges and road sections included in the specific route are insufficient to carry the vehicle including its freights/cargoes.		Engineer II or III Maintenance Division
the Applicant and the concerned DEO for the schedule of Joint Inspection, if the structural capacity of all derated bridges (with or without provision of shoring and/or reinforcement) and road sections included in the specific route are sufficient to carry the vehicle including its freights/cargoes.		-do-



9. Conduct Joint Inspection with the Applicant, PDD's Representative/s, and DEO's Representative/s to validate the evaluation and orient the Applicant regarding the conditions needed to adhere to once the application is already approved.			Engineers II or III Maintenance Division (MD) and Planning and Design Division (PDD)
10. Prepare inspection report and the Special Permit to Travel.			Engineer II or III Maintenance Division
11. Check and review the application and the prepared inspection report including the draft Special Permit to Travel.	None	4 Days	Division Chief Maintenance Division
11.1 Return the application and the prepared inspection report, including the draft Special Permit to Travel, to the technical personnel, if there is a concern.			-do-
11.2 Endorse the draft Special Permit to Travel for approval of the Regional Director.			-do-
	Inspection with the Applicant, PDD's Representative/s, and DEO's Representative/s to validate the evaluation and orient the Applicant regarding the conditions needed to adhere to once the application is already approved. 10. Prepare inspection report and the Special Permit to Travel. 11. Check and review the application and the prepared inspection report including the draft Special Permit to Travel. 11.1 Return the application and the prepared inspection report, including the draft Special Permit to Travel, to the technical personnel, if there is a concern. 11.2 Endorse the draft Special Permit to Travel for approval of the	Inspection with the Applicant, PDD's Representative/s, and DEO's Representative/s to validate the evaluation and orient the Applicant regarding the conditions needed to adhere to once the application is already approved. 10. Prepare inspection report and the Special Permit to Travel. 11. Check and review the application and the prepared inspection report including the draft Special Permit to Travel. 11.1 Return the application and the prepared inspection report, including the draft Special Permit to Travel, to the technical personnel, if there is a concern. 11.2 Endorse the draft Special Permit to Travel for approval of the	Inspection with the Applicant, PDD's Representative/s, and DEO's Representative/s to validate the evaluation and orient the Applicant regarding the conditions needed to adhere to once the application is already approved. 10. Prepare inspection report and the Special Permit to Travel. 11. Check and review the application and the prepared inspection report including the draft Special Permit to Travel. 11.1 Return the application and the prepared inspection report, including the draft Special Permit to Travel, to the technical personnel, if there is a concern. 11.2 Endorse the draft Special Permit to Travel for approval of the



	12. Approve the draft Special Permit to Travel			Regional Director
	13. Forward the approved Special Permit to Travel to the Administrative Division and copy furnish the Maintenance Division.			Clerical Staff Office of the Regional Director
	14. Furnish the concerned DEO with a copy of the approved Special Permit to Travel.			Clerical Staff Administrative Division
3. Receive the DPWH Special Permit to Travel from the	15. Notify the Applicant for the issuance of the approved Special Permit to Travel.	None	1 Day	Engineer II Maintenance Division
Administrative Section.	16. Release the approved Special Permit to Travel.			Records Officer Administrative Division
END OF TRANSACTION	TOTAL:	None	10 Days	



Application for Issuance of Utility Attachment Permit on Bridge, Utility Poles, etc.

This DPWH Utility Attachment Permit is issued to clients whose proposed installation of public or private utilities would be attached on national bridges, utility poles, etc. The total "Processing Time" below is the ideal assessment and process duration for an application whose documents are complete and in accordance with the "Checklist of Requirements," and the Applicant's prompt response to DPWH notices/calls.

Office or Division:	Maintenance Division and Planning and Design Division (RO)			
Classification:	Highly Technical			
Type of Transactions:	G2B - Government-to-Bus G2G - Government-to-Go			
Who may avail:	Utility Companies and oth	er Government Agencies		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
	Request - addressed to al Office (RO) (2 original)	To be provided by the Applicant		
2. Complete Proposed Plan/Location Sketch and Bar Chart of the utility project for the attachments - it should be in A3 size bond paper (2 original, duly signed and sealed by technical personnel from the company or agency)		To be provided by the Applicant		
Proposed Total Load Distribution Analysis and Specification of the utility to be attached on bridge or non-bridge structures. (2 original, duly signed and sealed by technical personnel from the company/agency)		To be provided by the Applicant		
personnel from the company/agency) 4. Authority of Signing Official of the Applicant - if the Applicant is a representative of the company, it should be issued by the President/Manager of the Company or through a Board Resolution, whichever is applicable, and includes complete business or agency address, email address, and contact number. (2 original, duly notarized)		To be provided by the Applicant		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Endorse the application to the Maintenance Section.			Records Officer Administrative Division
	2. Check the completeness of the attached documents.			Engineer II or III Maintenance Division
Submit the application letter with attached	2.1 Provide the Applicant with the Checklist of Requirements, if the attached documents are incomplete, and return the submitted application together with the attachments to the Applicant for re-submission.			-do-
documents to the Administrative Section.	2.2 Forward the submitted application to the District Engineer, if the attached documents are complete.	None		-do-
	3. Delegate to the (a) Maintenance Division the task of initial evaluation of the submitted application as well as to the (b) Planning and Design Division the task of technical evaluation of the application.			Regional Director



4. Provide the Maintenance Division (MD) and Planning and Design Division (PDD) each copy of the attachments.	Clerical Staff Office of the Regional Director
5. Assign technical personnel for the initial evaluation of the application.	Division Chief Maintenance Division
6. Conduct initial evaluation of the submitted application and attachments as to compliance with the provisions of all applicable issuances.	Engineer II or III Maintenance Division
6.1 Inform the Applicant to resubmit certain documents if there is any non- compliance in the submitted application.	-do-
6.2 Coordinate with the PDD regarding the submitted application, if these documents are compliant.	-do-
7. Evaluate the structural capacity and aesthetic of the bridge or non-bridge structures concerning the load	Engineer II or III Planning and Design Division



distribution of the	
proposed utility line.	
8. Provide recommendations based on the result of the technical	-do-
evaluation.	
8.1 Prepare a letter addressed to the Applicant regarding the rejection/denial of the application, if the structural capacity and aesthetic of the bridge or non-bridge structure would be undermined and affected, respectively, by the proposed utility line.	Engineer II or III Maintenance Division
8.2 Draft the Utility Attachment Permit, if the structural capacity and aesthetic of the bridge would not be undermined and affected, respectively, by the proposed utility line.	-do-
9. Check and review the application and the prepared Utility Attachment Permit.	Division Chief Maintenance Division
9.1 Return the application and the draft Utility Attachment Permit, if there is a concern	-do-



	10. Approve the draft Utility Attachment Permit. 11. Forward the approved Utility Attachment Permit			Regional Director Clerical Staff Office of the
	to the Administrative Division and copy furnish the Maintenance Division.			Regional Director
	12. Furnish the concerned DEO a copy of the approved Utility Attachment Permit.			Clerical Staff Administrative Division
2. Receive the DPWH Utility Attachment Permit from the	13. Notify the Applicant for the issuance of the approved Utility Attachment Permit.	None	1 Day	Engineer II Maintenance Division
Administrative Division	14. Release the approved Utility Attachment Permit.		,	Records Officer Administrative Division
END OF TRANSACTION	TOTAL:	None	5 Days	



Purchase Bid Documents (Civil Works Projects)

Accommodates purchase of complete set of Bidding Documents to interested bidders for them to participate in the bidding of contracts.

Office or Division:	Procurement Unit (RO)				
Classification:	Simple	Simple			
Type of Transactions:	G2B - Government-t	o-Business	1		
Who may avail:	General Public/Cont	ractor			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE	
ID	Sole Proprietorship; /Joint Venture etary's Certificate for hip/Joint	To be provided by the bidder/contractor			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client presents the required documents for the issuance of approved Request of Order of Payment. 1. Receive, verify and issue approved Request of Order of Payment		None	5 minutes	Procurement Unit Action Officer	
2. Client presents the approved Request of Order of Payment to the	2.1 Accounting Unit to issue approved Order of Payment	Fee depends on project ABC		Accounting Unit Action Officer	



Accounting and Cash Unit. After payment, the client	2.2 Cash Unit to issue Official Receipt		Cashier Unit Action Officer
presents the Official Receipt to Procurement Unit and receive the Bidding Documents.	2.3 Procurement Unit to issue Bid Documents	2 minutes	Procurement Unit Action Officer
END OF TRANSACTION	TOTAL:	7 minutes	

Approved Budget for the Contract	Maximum Cost of BiddingDocuments (in Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

Source: Appendix 8, Sec. 5.0 "Updated-2016-Revised-IRR-of-RA-No.-9184-as-15-October-2023"



Purchase Bid Documents (Goods and Services, and Consulting Services Projects)

Accommodates purchase of complete set of Bidding Documents to interested bidders for them to participate in the bidding of contracts.

Office or Division:		Procurement Unit (RO)			
Classification:		Simple			
Type of Transactions:		G2B - Governme	ent-to-Busine	ess	
Who may avail:		General Public/S	Supplier		
CHECKLIST OF	REQ	UIREMENTS	1	WHERE TO SE	CURE
1. Company ID or a issued ID 2. Authorization Let Power of Attorney Proprietorship; or Board/Partnership Resolution with S for Corporation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Partners/Cooperation/Cooperat	ter (i.e / for S o/Join ecreta artner tive)	e. Special cole t Venture ary's Certificate ship/Joint	To be provided by the bidder/consultant		
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the required documents for the issuance of approved Request of Order of Payment.	and i	eceive, verify issue approved uest of Order of nent	None	5 minutes	Procurement Unit Action Officer
2. Client presents the approved Request of Order of Payment to the	to iss	Accounting Unit sue approved er of Payment	Fee depends on		Accounting Unit Action Officer
Accounting and Cash Unit. After payment, the	_	Cash Unit to e Official eipt	project ABC		Cashier Unit Action Officer



client presents the Official Receipt to Procurement Unit and receive the Bidding Documents.	2.3 Procurement Unit to issue Bid Documents	2 minutes	Procurement Unit Action Officer
END OF TRANSACTION	TOTAL:	7 minutes	

Approved Budget for the Contract	Maximum Cost of BiddingDocuments (in Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

Source: Appendix 8, Sec. 5.0 "Updated-2016-Revised-IRR-of-RA-No.-9184-as-15-October-2023"



Testing of Various Construction Materials

Testing of various construction materials in DPWH are available, namely: asphalt, cement and concrete, paints, soils/soil aggregates, and other miscellaneous materials.

Office or Division	1: Quality Assurar	Quality Assurance and Hydrology Division (RO)				
Classification:	Highly Technica	Highly Technical				
Type of Transaction:	G2B – Governn G2G – Governr - DPWH Ir	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government - DPWH Implementing Offices				
Who may avail:		Private EntitiesOther Government Offices				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Application/ Request Letter (1 original)		Applicant/Client				
Filled-out Sample Card Form (1 original)		DPWH-BRS-MTD				
Sufficient Sample (Minimum Sample requirements)		Applicant/Client				
Original Official Receipt (1 original)		DPWH – Cashier Section				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit Request Letter, Sample Card, and Sample of Materials	 Evaluate the submitted request letter, sample card, and sample Issue order of payment 	Please refer to "Schedule of Fees and Charges for Laboratory	2 days	Materials Testing Division/ Concerned Section Chief		
2. Submit Original Official Receipt of Testing Fee	3.1 Receives samples upon presentation of O.R. After, approves sample card for testing	Testing of Construction Materials" (D.O. No. 188, S. 2022)		Materials Testing Division/ Division Chief/ Section Chief/ Concerned Analyst		



	and assigned lab number. Once assigned, laboratory testing may commence.		Please refer to document: "Schedule of Releasing of Test Reports"	
	3.2 Test Report is drafted and will be valuated/ reviewed based on the Test Report. After, test report is finalized and approved via signature.	None	2 days	Materials Testing Division/ Division Chief/ Section Chief/ Concerned Analyst/ Bureau Director/ Asst. Bureau Director
3. Receive the Test Report	4. Issuance/ Release of Test Report	None	1 day	Materials Testing Division/ Concerned Section Chief
END OF TRANSACTION	TOTAL:	-	-	



MATERIALS TESTING DIVISION LABORATORY TESTING FEE

D.O. NO. 188, SERIES OF 2022

SOIL AND SOIL AGGREGATES			
KIND OF TEST		RATE 022	
COURSE AGGREGATE			
 Unit Weight 	PHP	260.00	
2. Grading	7.05	350.00	
Wash Test		210.00	
 Abrasion 	ı	720.00	
Specific Gravity and Absorption	ı	350.00	
6. Soundness	1	600.00	
Clay Lumps		180.00	
	PHP	2,670.00	
FINE AGGREGATE			
Unit Weight	PHP	260.00	
2. Grading		350.00	
3. Wash Test		210.00	
Specific Gravity and Absorption	1	350.00	
5. Soundness	1	600.00	
6. Mortar Strength (7 & 28 days)	350 x 2 =	700.00	
7. Organic Impurities	- 1	420.00	
8. Clay Lumps		180.00	
	PHP	3,070.00	
AGGREGATE BASE / SUBBASE COURSE			
1. Grading	PHP	250.00	
2. Wash Test	PHP	350.00	
3. Abrasion	1	210.00 720.00	
4. PL-LL		500.00	
Compaction	ı	500.00	
Proctor	1	990.00	
Modified	1	1,120.00	
6. CBR		2,010.00	
Proctor	PHP	4,780.00	
Modified	PHP	4,910.00	
INE GRAINED SOIL			
AND GROWINED SOIL			
 Grading 	PHP	350.00	
Wash Test		210.00	
3. PL - LL		500.00	
Specific gravity		280.00	
5. Hydrometer	1	870,00	
Moisture Content		170.00	
	PHP	2,380.00	



SOIL AND SOIL AGGREGATES			
KIND OF TEST	NE	W RATE 2022	
COMPOSITE AGGREGATE			
 Grading Wash Test Abrasion PL - LL 	PHP	350.00 210.00 720.00 500.00	
Specific Gravity Stripping	PHP	280.0 600.0 2,660.0	
CRUSHED & AGGREGATE BASE COURSE			
 Grading Wash Test Abrasion PL - LL Fractured Face CBR Compaction Proctor Modified Proctor Modified 	PHP PHP	350.00 210.00 720.00 500.00 210.00 2,010.00 990.00 1,120.00 5,120.00	
1. Grading 2. Wash Test 3. PL - LL 4. Abrasion	PHP	350.00 210.00 500.00 720.00	
	PHP	1,780.00	



KIND OF TEST	NEW RATE 2022	
RCCP (24" & under 610mm)		2022
 Water Absorption Dimension Measurement Reinforcement Measurement Strength 	PHP	270.00 170.00 170.00 900.00 1,510.00
RCCP (27" & 30", 685 & 762mm)		
 Water Absorption Dimension Measurement Reinforcement Measurement Strength 	PHP	270.00 170.00 170.00 1,140.00 1,750.00
RCCP (33, 36" & 42", 900, 910 &1066mm)		
 Water Absorption Dimension Measurement Reinforcement Measurement Strength 	PHP	270.00 170.00 170.00 1,500.00
	PHP	2,110.00
RCCP (48", 54" & 60")		
 Water Absorption Dimension Measurement Reinforcement Measurement Strength 	PHP	270.00 170.00 170.00 2,460.00
	PHP	3,070.00



MISCELLANEOUS MA	ATERIALS		
KIND OF TEST	NEW RATE		NEW RATE 2022
DEFORMED STEEL BAR (Complete Test)			
 Tension (Tensile / Yield) Elongation Deformation Measurement Bending Variation in Mass Phosphorus Content 	PHP	290.00 170.00 180.00 180.00 170.00 500.00	
or magnified contain	PHP	1,490.00	
Physical Test Only			
(Deformed Steel Bar)	PHP	990.00	
PLAIN STEEL BAR (Complete Test)			
 Tension (Tensile / Yield) Bending Elongation Variation in Mass Phosphorus Content 	PHP	290.00 180.00 170.00 170.00 500.00	
Physical Test Only			
(Plain Steel Bar)	PHP	810.00	
STANDARD SPECIMEN (Reduced Section) (Anchor Rod, Spike Plate, Angle Bar)			
 Tension Dimension Elongation 	PHP	720.00 170.00 170.00 1,060.00	
	1	2,000.00	
STEEL GUARDRAIL			
Tension Dimension Zinc Coating	PHP	720.00 170.00 500.00	
	PHP	1,390.00	
TIE WIRE / COLD DRAWN WIRE / HIGH TENSILE WIR	E / WIRE MESH		
 Tension Dimension Zinc Coating Elongation 	РНР	350.00 170.00 500.00 350.00	
sorigation	PHP	1,370.00	
ANCHOR NAIL / BOLT (DEFORMED STEEL BAR)			
Physical Test Only	PHP PHP	990.00 990.00	



MISCELLANEOUS MATERIALS			
KIND OF TEST		V RATE	
WIRE ROPE (%" Nominal Size and under)		.022	
Breaking Strength Dimension	PHP	690.00 170.00	
	PHP	860,00	
WIRE ROPE (Over ½" to 1" Nominal Size)			
Breaking Strength	bup	200.00	
Dimension	PHP	990.00 170.00	
	PHP	1,160.00	
HIGH TENSION BOLT (Ref. Pavement Studs)			
Proof Load (Tension)	PHP	720.00	
	7111	720.00	
G.I. SHEETS			
Zinc Coating	PHP	350.00	
Dimension	1	170.00	
Coating Bend Test		170.00	
	PHP	690.00	
REFLECTIVE SHEETING			
Shrinkage	PHP	360.00	
2. Flexibility	1	360.00	
3. Adhesion	1	360.00	
	PHP	1,080.00	
GALVANIZED PIPES			
1. Zinc Coating	PHP	1,000.00	
Wall Thickness		170.00	
	PHP	1,170.00	
WATER FOR CONCRETING			
1. PH Test	PHP	400.00	
Total Solids	1	400.00	
Compressive Strength	240 x 2 =	480.00	
(With Standard) 7 Days			
Time of Setting (With Standard)	150 x 2 =	300.00	
Autoclave Expansion		1,000.00	
	PHP	2,580.00	



KIND OF TEST	NEW RATE 2022		
ADDITIONAL TEST WHEN REQUESTED			
1. Sulfate	PHP	400.00	
2. Chloride		400.00	
GABION BASKET			
1. Tension	PHP	350.00	
Dimension	PHP	170.00	
Zinc Coating	l	500.00	
	PHP	1,020.00	
		X 2	
	PHP	2,040.00	
CURING COMPOUND	PHP	2,500.00	



PAINTS			
	KIND OF TEST		W RATE 2022
REFLECT	ORIZED TRAFFIC PAINT		
	White : Type I (Pre-Mixed) : Type II (Drop-on) No Beads	PHP	4,830.00 3,880.00
	Yellow : Type I (Pre-Mixed) : Type II (Drop-on) No Beads		5,330.00 4,350.00
	Black : (Non-Reflectorized)		3,350.00
RED LEAT	0 & RED OXIDE PRIMER	PHP	2,600.00
	LATWALL CDRY ENAMEL	the available	Tests depends on test that can be formed
ALUMINU	м	PHP	1,650.00
HYDRATE	D LIME		
 Calcium Oxide (CaO) Magnesium Oxide (MgO) Loss on Ignition (LOI) Grading 	PHP	350.00 350.00 270.00 350.00 1,320.00	
	For Chemical Analysis: Additional PHP 350 per constituent		
THERMOI	PLASTIC PAINT		
2, 3. 4. 5. 6. 7. 8. 9.	Specific Gravity / Density Softening Point Drying Time (No Pick-Up) Appearance of Paint Vehicle Binders Glass Beads Content Glass Beads Grading T102 / Chrome Yellow Impact Resistance Bond Strength Color White	РНР	410.00 510.00 160.00 160.00 2,330.00 810.00 180.00 500.00 650.00 1,000.00 7,710.00
	Yellow (w/o Chemical Analysis)	PHP	7,210.00



	PAINTS			
KIND OF TEST			W RATE 2022	
LATEX PA	INTS (FLAT, SEMI-GLOSS, GLOSS)			
3. 4. 5. 6. 7. 8. 9. 10. 11. Chemical R	, , , , , , , , , , , , , , , , , , , ,	PHP	400.00 160.00 400.00 500.00 380.00 900.00	
	Lead Content			
ENAMEL (FLAT, SEMI-GLOSS, GLOSS)	—		
2. 3. 4. 5. 6. 7. 8. 9. 10.	Density / Specific Gravity Total Solids Viscosity (Ku) Fineness of Grind Storage Stability Drying Time Levelling Content Ratio - 24hrs Specular Gloss - 24hrs Adhesive (Tape Test) - 7 days Pencil Hardness - 7 days Optimal Requirement: Durability Requirement	РНР	400.00 400.00 500.00 380.00 900.00 160.00 520.00 600.00 380.00	
13. Chemical Re 14.	Accelerated Weathering (Xenon Arc or QUV) - 200hrs Color Fastness to light (Xenon Arc or QUV) - 200hrs equirements Volatile Organic Compound Lead Content		2,100.00 2,100.00 2,400.00 1,920.00	



CONCRETE AND CONCRETE PRODUCTS			
MOLDED CONCRETE SAMPLES (per specimen)			
Concrete Cylinder (Compression)	PHP	180.00	
Concrete Cubes (Compression)	PHP	180.00	
Concrete Beams (Flexural)	PHP	210.00	
CONCRETE HOLLOW BLOCKS			
 Compression Dimension Moisture Content and Absorption 	PHP	620.00 510.00	
3. Posture content and Absorption	PHP	800.00 1,930.00	
CUTTING OF CONCRETE SAMPLES TO STANDARD SIZE FOR STRENGTH DETERMINATION	PHP	560.00	
CONCRETE CORE			
Compressive Strength Thickness Determination	PHP	180.00 170.00	
	PHP	350.00	



	WIND OF THE	NE)	W RATE
	KIND OF TEST		2022
ASPHALT	CEMENT (VISCOSITY GRADE)		
1	Viscosity (2)	PHP	1,200.00
2.	Penetration (1)	PDP	240.00
3.	Ductility		500.00
4.	· ·		170.00
	Loss on Heating (Thin - Film Oven Test)		270.00
	Spot Test		360.00
	Solubility	-	350.00
8.		i	270.00
0.	riddit i onic	PHP	3,360.00
		77	3,500.00
SPHALT	CEMENT (PENETRATION GRADE) - AASHTO M20		
1.	Penetration (2)	1	480.00
2.	Ductility (2)		1,000.00
3.	Specific Gravity		170.00
4.	Loss on Heating (Thin - Film Oven Test)		270.00
5.	Spot Test		360.00
6.	Solubility		350.00
7.	Flash Point		270.00
		PHP	2,900.00
AST	M D346 (No Spot Test)		2,540.00
	Softening Point		580.00
		PHP	3,120.00
MULSIF	(ED ASPHALT (SS-1, SS-1h, CSS-1, CSS-1h)	-	
4	Missosites (Controll Engl)	l nun	252.00
1, 2,	Viscosity (Saybolt-Furol) Distillation	PHP	350.00
3.	Cement Mixing		660.00 270.00
3. 4.	Sieve Test	1	270.00
	Specific Gravity		170.00
	Storage Stability		270.00
7.	Ash Content	1	350.00
8.	Ductility	1	500.00
9.	Penetration		240.00
٠.	reneuration	PHP	3,080.00
	CRS (Cationic Rapid Set)	PHP	2,810.00
OLYMER	MODIFIED BITUMEN (PMB)		
1.	Penetration	PHP	240.00
2.	Flash Point		270.00
	Softening Point		580.00
	Solubility		350.00
5.			500.00
		100	1,940.00



ASPHALTIC MATERIALS / ASPHALT MIX				
KIND OF TEST			W RATE	
CUTBACK ASPHALT (RC, MC & SC) - Penetration/Viscosity (Residue)				
1.	Specific Gravity	PHP	170.0	
2.		1	800.0	
3.	Viscosity (Kinematic)		350.0	
	Spot Test		360.0	
5.			240.00 / 600.0	
6.	Ductility		500.0	
	Solubility		350.0	
	Flash Point		270.0	
-		PHP 3,040	0.00 / 3,400.00	
REFORM	MED JOINT FILLER			
1.	Compression and Recovery	PHP	500.0	
	Absorption	1	510.0	
	Dimension	1	210.0	
4.			260.0	
٠.	Delisity	PHP	1,480.00	
	Sponge Rubber	РНР	970.00	
NIMUTI	OUS MIX			
1.	Extraction	PHP	470.0	
2.	Grading		350.0	
	Stability (Wet and Dry) / Compressive Strength - IRS		940.0	
	Specific Gravity		260.0	
		PHP	2,020.00	
	Stability (Marshall)/set (3 Specimens)	РНР	470.00	
MINERAL	FILLER			
1.	Plasticity	PHP	380.0	
	Grading		350.0	
	Loss on Ignition		270.0	
		PHP	1,000.00	



	ASPHALTIC MATERIALS	MOPTIME! PILA	
KIND OF TEST		NEW RATE 2022	
HORMA	OINT		
1.	Pour Point Temperature	PHP	350.00
2.	Safe Heating Temperature		350.00
3.	Flow	1	500.00
4.	Penetration (Cone)	ľ	260.00
5.	Softening Point		580.00
		PHP	2,040.00
SPHALT	JOINT FILLER / CONCRETE		
1.	Penetration (Cone)	PHP	260.00
	Flow		500.00
3.	Pour Point	ı	350.00
4.	Safe Heating	l	350.00
		РНР	1,460.00
SPHALT	CORE		
1.	Density	PHP	260.00
	Thickness	1	210.00
	Extraction	1	470.00
4.	Grading		350.00
		PHP	1,290.00



MATERIALS TESTING DIVISION

SCHEDULE OF RELEASING OF TEST REPORTS

(Upon Approval for Testing)

ITEM NO.	ITEM NO. MATERIAL / TEST	
I. ASPHALT		DAYS
1	Asphalt Cement	10
2	Cut-Back Asphalt	10
3	Emulsified Asphalt	10
4	Concrete Joint Sealer	7
5	Preformed Expansion Joint Filler	10
6	Polymer Modified Bitumen (PMB)	10
7	Thormajoint Binder	7
8	Asphalt Mix	12
9	Asphalt Core	7
II. CEMENT		
10	Cement	
	7 days	14
1	28 days	30
III. CONCRETE		
11	Concrete Cylinder	7
12	Concrete Beam	7
13	Concrete Core	7
IV. PAINTS		
14	Aluminum Paint	10
15	Latex / Enamel / House Paint	-
16	Red Lead / Red Oxide	12
17	Reflectorized Traffic Paint	12
18 -	Thermoplastic Paint	20
V. SOILS		
19	Soil Classification	8
20	Soil Classification with Compaction	10
21	Soil Classification with Compaction and California Bearing Ratio (CBR)	12



MATERIALS TESTING DIVISION

SCHEDULE OF RELEASING OF TEST REPORTS

(Upon Approval for Testing)

ITEM NO.	MATERIAL / TEST	NO. OF WORKING
VI. SOIL AGGI	REGATES	
22	Fine Aggregates	30
23	Course Aggregates	12
24	Composite Aggregates	10
VII. MISCELLA	NEOUS MATERIALS	
25	Concrete Hollow Blocks	10
26	Curing Compound	12
27	Galvanized Steel Sheets / Pipes / Wires (Weight of Coating)	7
28	Guard Rail (Physical Test)	8
29	High Tensile Wire / Wire Mesh (Physical Test)	8
30	Hydrated Lime	10
31	Pavement Studs	8
32	Reflective Sheeting	8
33	Reinforced Concrete Culvert Pipe (RCCP)	8
34	Steel Bars	
	Physical test	10
	Complete Test (Physical and Chemical Test)	12
35	Water for Concreting	14

Prepared by:

JULIETA C. RABOT Engineer IV Approved by:

OIC - Director, Bareau of Maintenance

Concurrent, Bureau of Research and Standards



Regional Office (RO) Internal Services



Applying (for appointment) to Vacant Position in the Department

Through this frontline service, the Department can regulate the submission of application done by existing employees and citizens who want to be part of the DPWH workforce.

Office or Division:	Administrative Division (RO)
Classification:	Simple
Type of	G2C – Government to Citizen
Transaction:	G2G – Government to Government
Who may avail:	DPWH Employees/Walk-In Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cover Letter (Indicating Item Number of Position)	To be provided by the applicant
2. Fully Accomplished Personal Data Sheet (PDS)	PDS (CS Form No. 212 rev. 2017) 1. Can be downloaded from http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/861-personal-data-sheet-revised-2017.html 2. Obtain upon request from the Human Resource Management Division (CO)/Administrative Division (RO)/Administrative Section (DEO)
3. Scholastic Records	To be provided by the applicant
Certificate of Trainings and Employment	To be provided by the applicant
5. Certificates of Eligibility, if applicable	To be provided by the applicant
Performance Rating for the last applicable rating period from the date of publication of vacancies.	To be provided by the applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application including documentary requirements	Receive application and documentary requirements	None	10 mins	Administrative Assistant/ Officer (Receiving Unit)
	2. Prepare/draft letter referring the application including supporting documents to office concerned.	None	30 minutes	Administrative Assistant/Officer (Processor concerned)
	3. Sign Referral Letter	None	1 hour	Administrative Officer
	4. Release/ forward the referral letter including application and supporting documents to office concerned, copy furnished the applicant	None	20 minutes	Administrative Assistant/ Officer (Releasing Unit)
END OF TRANSACTION	TOTAL:	None	2 Hours	



Issuance of Employee Records (Service Record and Certificate of Employment)

Certificate of Employment indicates information on employment status of a former or current employee of the Department, while service record provides employment history and/or human resource activity and movement of the employee in the Department.

Office or Division:	Administrative Division (RO)			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	DPWH Employees			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Duly accomplished	request form (1 copy)	DPWH –	HRMD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit accomplished Request Form	1.1 Receive and record the signed request form	None	10 minutes	Administrative Assistant/Aide (Receiving Unit)
	1.2 Retrieve and check 201 File of the personnel and prepare Service Record/Certificate of Employment	None	1 hour	Administrative Officer/ Assistant (Processor Concerned)
	1.3 Approve and sign Certificate of Employment/ Service Record	None	30 minutes	Administrative Officer



END OF TRANSACTION	TOTAL:	None	2 Hours	
Employment/ Service Record	Employment/ Service Record			(Releasing Unit)
2. Receive signed Certificate of	2. Record and release signed Certificate of	None	15 minutes	Administrative Assistant/Aide



Issuance of Certified Copy of Current/Non-Current Records

Original Copy, Certified True Copy, and Photocopy of DPWH approved documents that originated from Central Office that are in the custody of the Records Management Division may be issued to requesting clients.

Office or Division:	Administrative Division (RO)				
Classification:	Simple				
Type of Transaction:					
Who may avail:	: All				
CHECKLIST OF	WHERE TO SECURE				
Duly accomplish copy)	ned request slip (1	DPWH-F	RMD		
2. Valid ID (Origina Photocopy)	al ID and 1	Client			
3. For Authorized Representative • Authorization Letter (1 copy) • ID of Authorizing person • ID of Authorized person		Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1.1 Receive and record the signed request form	None	10 minutes	Administrative Assistant/Aide (Receiving Unit)	
1. Fill-up and submit accomplished Request Form	1.2 Review the request including details of the requesting party and its attachment, if any	None	10 minutes	Administrative Officer/Assistant (Processor Concerned)	
	1.3 Approve request and forward to processor concerned	None	10 minutes	Administrative Officer	



	1.4 Search and Retrieve current/non- current record	None	2 hours (current) 2 days (non-current)	Administrative Officer/ Assistant (Processor Concerned)
	1.5 Reproduce required copies and Stamp "Certified True/ Copy/ Photocopy" on all pages of the issuance/s.	None	30 minutes	Administrative Officer/ Assistant (Processor Concerned)
	1.6 Verify and affix signature and indicate the date	None	30 minutes	Administrative Officer
Receive requested document	2. Record and release document to the client	None	10 minutes	Administrative Assistant/Aide (Releasing Unit)
END OF TRANSACTION	TOTAL:	None	3 hours (current) 2 days(non- current)	