



# CITIZEN'S CHARTER

GAWAIN AT ANSANGANG PAMBAYAN



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## VISION

*By 2030, DPWH is an effective and efficient government agency, improving the life of every Filipino through quality infrastructure.*

## MISSION

*To provide and manage quality infrastructure facilities and services responsive to the needs of the Filipino people in the pursuit of national development objectives.*

## MANDATE

*The Department of Public Works and Highways (DPWH) is mandated to undertake the planning design, construction, and maintenance of national roads and bridges, and major flood control systems.*

## FUNCTIONS

*The Department of Public Works and Highways functions as the engineering and construction arm of the Government tasked to continuously develop its technology for the purpose of ensuring the safety of all infrastructure facilities and securing for all public works and highways the highest efficiency and quality in construction.*

*DPWH is currently responsible for the planning, design, construction and maintenance of infrastructure, especially the national highways, flood control and water resources development system, and other public works in accordance with national development objectives.*

## **PANUNUMPA NG KAWANI NG DPWH (SERVICE PLEDGE)**

*Ako ay isang kawani ng Kagawaran ng mga Pagawain at  
Lansangang Pambayan  
na binigyan ng pagkakataon upang maglingkod sa taong bayan.  
Dahil dito ako'y nanunumpa  
na gagamitin ko ang aking lakas at talino  
para sa kabutihan ng serbisyo.  
Ako'y magiging tapat sa aking tungkulin, mahusay sa  
pakikitungo sa tao at masunurin sa mga umiiral na batas at  
alituntunin.  
Ako'y magsisikap na ang aking kilos at gawa ay tungo sa  
ikabubuti ng Kagawaran at ikauunlad ng sambayanan.  
Sa harap ninyong lahat at sa ngalan ng dakilang lumikha, ako'y  
nanunumpa.*

# GOALS, OUTCOMES AND MAJOR FINAL OUTPUTS (MFOs)

## Societal Goal

- *Sustained economic growth through poverty reduction*

## Sectoral Goals

- *Access to markets and production areas, and physical infrastructure facilities integration of the country*
- *Safe environment through infrastructure facilities*

## Organizational Outcomes

- *Safe, fast, economical, and reliable inter-regional and inter-urban mobility of people, goods and services*
- *Lives and properties protected against major floods.*
- *Living condition of population enhanced through other infrastructure*

## Major Final Outputs

- *National roads maintenance services*
- *National roads construction services*
- *Major flood control maintenance and construction services*
- *Other basic infrastructure construction and maintenance services*



## DPWH CORE VALUES

- . **PUBLIC SERVICE** - *DPWH officials and employees shall deliver the kind of facilities and services that are responsive to the needs of the Filipino people.*
- . **INTEGRITY** - *Maximize the effectiveness of the public's resources, practice simple living and have the moral courage to make tough decisions and to do what is right for the nation. They shall do the right things the right way.*
- . **EXCELLENCE** - *Deliver the highest quality result beyond what is expected and required of them – on time, just-in-time and all the time.*
- . **PROFESSIONALISM** - *Act competently, ethically, diligently and with accountability and dignity in their areas of expertise. They shall be given challenging assignments and training, and promotions shall be based on merit.*
- . **TEAMWORK** - *Working together in an environment of trust, fairness, respect, cooperation and communication, DPWH officials and employees shall focus their efforts in the attainment of the vision, mission, and goals of the Department.*

*SERVING THE PUBLIC THROUGH  
QUALITY INFRASTRUCTURE!*



## Department of Public Works and Highways

### List of Frontline Services

TYPE OF FRONTLINE SERVICE	PROCESSING TIME (UNDER NORMAL CIRCUMSTANCES PER TRANSACTION)	OFFICE LOCATION/PERSON RESPONSIBLE
<b>I. INFRASTRUCTURE RIGHT-OF-WAY TRANSACTIONS</b>		
<b>A. Infrastructure Right-of-Way Project Management Office (IROW-PMO)</b>		
Acquisition of Infrastructure Right-of-Way		
1. Through Donation	9 Days	IROW-PMO Director, Engineer, Team Leader, Manggahan, Rosario, Pasig
2. Through Purchase/Negotiation Based on BIR Zonal Value for Lots and Replacement Cost for Improvements	28 - 30 Days	IROW-PMO Director, Engineer, Team Leader, Manggahan, Rosario, Pasig
3. Through Purchase/Negotiation Based on BIR Zonal value for Lots Only	24 Days	IROW-PMO Director, Engineer, Team Leader, Manggahan, Rosario, Pasig
4. By Purchase/Negotiation through Appraisal Committee Lots and Improvements	35 - 38 Days	IROW-PMO Director, Engineer, Team Leader, Manggahan, Rosario, Pasig
5. By Purchase/Negotiation through Appraisal Committee Lot Only	29 Days	IROW-PMO Director, Engineer, Team Leader, Manggahan, Rosario, Pasig
6. Through Expropriation (Lots and Improvements)	29 - 41 Days	IROW-PMO Director, Engineer, Team Leader, Manggahan, Rosario, Pasig
Removal and Relocation of Informal Settlers	100 - 160 Days	IROW-PMO Director, Engineer, Team Leader, Manggahan, Rosario, Pasig
<b>B. Regional Office</b>		
Acquisition of Infrastructure Right-of-Way		
1. Through Donation	9 Days	Director, Right-of-Way Head, Engineer, Team Leader, Regional Office
2. Through Purchase/Negotiation based on BIR Zonal value for Lots and Replace	28 – 30 Days	Director, Right-of-Way Head, Engineer, Team Leader, Regional Office

3. Through Purchase/Negotiation Based on BIR Zonal value for Lots Only	24 Days	Director, Right-of-Way Head, Engineer, Team Leader, Regional Office
4. By Purchase/Negotiation through Appraisal Committee Lots and Improvements	35 -38 Days	Director, Right-of-Way Head, Engineer, Team Leader, Regional Office
5. By Purchase/Negotiation through Appraisal Committee Lot Only	29 Days	Director, Right-of-Way Head, Engineer, Team Leader, Regional Office
6. Through Expropriation (Lots and Improvements)	29 – 41 Days	Director, Right-of-Way Head, Engineer, Team Leader, Regional Office
Removal and Relocation of Informal Settlers	100 – 160 Days	Director, Right-of-Way Head, Engineer, Team Leader, Regional Office
<b>C. District Engineering Office</b>		
<b>Acquisition of Infrastructure Right-of-Way</b>		
1. Through Donation	9 Days	District Engineering Office
2. Through Purchase/Negotiation Based on BIR Zonal value for Lots and Replacement Cost for Improvements	28 – 30 Days	District Engineering Office
3. Through Purchase/Negotiation based on BIR Zonal value for Lots Only	24 Days	District Engineering Office
4. By Purchase/Negotiation through Appraisal Committee Lots and Improvements	35 – 38 Days	District Engineering Office
5. By Purchase/Negotiation through Appraisal Committee Lot Only	29 Days	District Engineering Office
6. Through Expropriation (Lots and Improvements)	29 – 41 Days	District Engineering Office
Removal and Relocation of Informal Settlers	100 – 160 Days	District Engineering Office
<b>II. NATIONAL BUILDING CODE DEVELOPMENT OFFICE TRANSACTIONS</b>		
1. Appeal on Demolition Order of the Local Building Official relative to the enforcement of the Provisions of the NBC and its IRR	159 Days	NBCDO, 3F ICC Bldg., Central Office, Bonifacio Drive, Port Area, Manila
2. Appeal on the Orders of the Local Building Official relative to the enforcement of the provisions of the NBC and its IRR (i.e. setback, pen space/parking requirements, height limitation)	92 Days	NBCDO, 3F ICC Bldg., Central Office, Bonifacio Drive, Port Area, Manila

3. Query/interpretation relative to the enforcement of the provisions of the NBC and its IRR; Complaint on the violations of the provisions of the NBC and its IRR	78 Days	NBCDO, 3F ICC Bldg., Central Office, Bonifacio Drive, Port Area, Manila
<b>III. REGIONAL OFFICE TRANSACTIONS</b>		
1. Application for Issuance of Excavation Permit	7 Days	Regional Office
2. Application for Highway Permit for Extraordinary Types of Freight Trucks and other Vehicles, Regional Office	5 Days & 3 Hours	Regional Office
3. Application for Issuance of Utility Attachment Permit on Bridges, Regional Office	7 Days, 3 Hours & 30 Minutes	Regional Office
<b>IV. DISTRICT ENGINEERING OFFICE TRANSACTIONS</b>		
1. Application for Issuance of Excavation Permit on National Roads, District Engineering Office	7 Days	District Office
2. Application for Issuance of DPWH Clearance for Billboards, Utility Poles, District Engineering Office	6 Days & 3 Hours	District Office

<b>V. OTHER TRANSACTIONS</b>		
<p><b>1. Handling of Complaints / Feedback and Redress Mechanism</b></p> <p><b>Send Complaint on Feedback Thru:</b></p> <ul style="list-style-type: none"> <li>a) Short Messaging System (SMS) (TEXT 2920)</li> <li>b) Walk-in Public Assistance Desk of the Public Information Division</li> <li>c) E-mail</li> <li>d) Online Complaints Desk at the DPWH Website</li> <li>e) Letter Correspondence / Faxed Message</li> <li>f) Phone-in Hotline 536-3477 / 304-3370</li> <li>g) DPWH 24/7 Hotline 165-02</li> </ul> <p>Concerned office (Region, Bureau, Service or Project Management Office) Officer of the Day refers the Memorandum QRD received to the office who has area of jurisdiction over said concern for proper evaluation, investigation, comment and/or action to be taken (e.g. District Office or Contractor of Project) especially those requiring URGENT/IMMEDIATE ACTION;</p> <p>Those requiring ACTION but not as urgent – the action on complaints may take time as these may necessitate tracking of certain documents or status of requested claims or documents or conduct of research and evaluation</p>	<p><b>Within the Hour Upon Request</b></p>       <p><b>3 – 6 Working Days upon receipt of complaints/feedback message by concerned office</b></p>    <p><b>3 – 9 Working Days upon receipt of complaints/feedback message by concerned office</b></p>	<p><b>Chief, Information Officer, Public Information Division, Central Office, Bonifacio Drive, Port Area, Manila</b></p>       <p><b>Executive Committee, Region, Bureau, Service or Project Management Office concerned</b></p>    <p><b>Executive Committee, Region, Bureau, Service or Project Management Office concerned</b></p>

***SERVING THE PUBLIC THROUGH  
QUALITY INFRASTRUCTURE!***



Name of Agency : Department of Public Works and Highways  
Infrastructure Right-of-Way and Resettlement  
Project Management Office (IROWR-PMO)

Frontline Service : Acquisition of Infrastructure Right-of-Way through Donation  
(First Option to Acquire ROW per RA 8974)

Clients : Affected Property Owners

Requirements : Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M.

Fees : None

Total/Maximum Duration of Process : 69 - 114 Days

How to Avail of the Service : Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Project Director, PMO	Project Management Office (PMO)	1 day
2	Affected Property Owner submit Title, Tax Declaration and Tax Clearance to ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds (RD) and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ROWA Team Leader	PMO	1 day
3		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office.</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
4		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ROWA Team Leader	PMO	1 day
5	Owner agrees to donate affected property	Execute the Deed of Donation, if the owner agrees to donate	Right-of-Way (ROW) Head/ ROW Engineer/ROWA Team Leader	PMO	1 day
6	Owner Signs the Deed of Donation	Prepare and process Disbursement Vouchers for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	PMO	PMO	3 days
7		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.</i>	<i>Department of Budget and Management</i>	<i>DBM</i>	30 days
8	Facilitate the notary of Deed of Donation	Secure notarized Deed of Donation	Right-of-Way (ROW) Head/ ROW Engineer/ROWA Team Leader	PMO	1 day



No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
9	<p>Proceed to the Bureau of Internal Revenue (BIR) to pay the Donor's Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. Original &amp; Certified True copy of Title</p> <p>b. Original &amp; Certified True copy of Tax Declaration</p> <p>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Office of the City/Municipal Assessor</p> <p>d. Notarized Deed of Donation</p>		Officer of the Day	Bureau of Internal Revenue (BIR)	1 day
10	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
11	<p>Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the BIR</p> <p>b. Tax Clearance</p> <p>c. CAR</p>		Treasurer's Office	Treasurer's Office	1 day
12	<p>Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>All documents presented at the Treasurer's Office</p>		Civil Registrar	Registry of Deeds	1 day
13	Secure the TCT in the name of RP/ TCT with the annotation of the donation	Issue TCT in the name of RP / the TCT with the annotation of the donation	Civil Registrar	Registry of Deeds	15 - 60 days
14	Submit to IROWR-PMO the TCT in the name of RP/the TCT with the annotation of donation	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of the donation	PMO	PMO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>				<b>BY DPWH</b>	<b>9 DAYS</b>
				<b>BY OTHER AGENCIES</b>	<b>60 - 105 DAYS</b>
				<b>TOTAL</b>	<b>69 - 114 DAYS</b>

**NOTE :**

If the owner disagrees to donate the property, the mode of acquisition shall be through "purchase/negotiation"

Name of Agency	: Department of Public Works and Highways Infrastructure Right-of-Way and Resettlement Project Management Office (IROWR-PMO)
Frontline Service	: Acquisition of Infrastructure Right-of-Way through Purchase/Negotiation based on BIR Zonal Value for Lots and Replacement Cost for improvements (Second Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 148 - 197 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Project Management Office (PMO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	PMO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request for the submission of the documentary requirements (TCT, TD and Tax Clearance).	Project Director, PMO	PMO	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
5		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
7		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses to donate the property	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
9		Execute the Deed of Absolute Sale (DOAS) and Agreement to Demolish and Remove Improvement (ADRI) between the owner and DPWH if the owner agrees with the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence	PMO	PMO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10	Affected Owner signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP and for the 70% initial payment for the improvements	PMO	PMO	1 day
11		<p>Recommend approval of the DOAS</p> <p>- Approval of the DOAS by the proper authorities/officials depending on the IROW cost:</p> <p>a. up to P3M - District Engineer</p> <p>b. up to P5M - Regional/ PMO Director</p> <p>c. up to P10M - Assistant Secretary</p> <p>d. up to P15M - Undersecretary</p> <p>e. any amount - Secretary</p> <p>As an exception to the above limits of authority, IROWR-PMO Director is authorized to: 1) approve vouchers for bank deposits of properties for expropriation up to P15 M and approval of DOAS up to P 10M; 2) approve vouchers and other related documents for payment of ROW acquisitions up to P50M for the Tarlac-La Union-Pangasinan Toll Expressway Project; and 3) approval of ADRI regardless of the amount</p>	Approving Authority	PMO	10 days
12		Conduct joint inspection by the IROWR-PMO and the representatives from the Commission of Audit	PMO/COA	PMO/COA	1 day
13	Affected Owner facilitate the notary of the ADRI	Secure notarized ADRI	Right-of-Way (ROW) Head/ ROW Engineer/ROWA Team Leader	PMO	1 day
14		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot and the 70% initial payment for the improvements</i>	DBM	DBM	30 days
15	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the 70% initial payment for the improvements	Cashier, Cash Division	Main Office or PMO	1 day
16	Affected Owner vacate the improvements	Conduct demolition of affected improvement/structure	PMO	PMO	1 - 3 days
17	Affected Owner submit pictures of the on-going demolition of his structures and pictures of cleared area	Prepare and process vouchers for payment of affected lot and the remaining 30% for the improvement in favor of the owner	PMO	PMO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
18		<i>Release of the 30% final payment by DBM for the improvements</i>	<i>DBM</i>	<i>DBM</i>	<i>30 days</i>
19	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the 30% final payment for the improvements	Cashier, Cash Division	Main Office or PMO	1 day
20	Affected Owner receives check for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	PMO	1 day
21	Affected Owner facilitates the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
22	<p><i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and the Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. Original &amp; Certified True copy of Title</i></p> <p><i>b. Original &amp; Certified True copy of Tax Declaration</i></p> <p><i>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</i></p> <p><i>d. Notarized Deed of Sale</i></p>		<i>Officer of the Day</i>	<i>BIR</i>	<i>1 day</i>
23	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		<i>BIR</i>	<i>BIR</i>	<i>10 days</i>
24	<p><i>Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. All documents presented at the BIR</i></p> <p><i>b. Tax Clearance</i></p> <p><i>c. CAR</i></p>		<i>Treasurer's Office</i>	<i>Treasurer's Office</i>	<i>1 day</i>
25	<p><i>Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. All documents presented at the Treasurer's Office</i></p>		<i>Civil Registrar</i>	<i>Registry of Deeds</i>	<i>1 day</i>
26	Secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	<i>Issue copy of the TCT in the name of RP/ the TCT with the annotation of sale</i>	<i>Civil Registrar</i>	<i>Registry of Deeds</i>	<i>15 - 60 days</i>
27	Affected Owner submits copy of the TCT in the name of RP/ the TCT with the annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale	PMO	PMO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
28		Prepare and process vouchers for payment of affected lot	PMO	PMO	1 day
29		<i>Release of the corresponding cash allocations by DBM for payment of lot</i>	DBM	DBM	30 days
30	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the amount equivalent to 100% of BIR zonal value less capital gains tax	Cashier, Cash Division	Main Office or PMO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>				BY DPWH	28 - 30 DAYS
				BY OTHER AGENCIES	120-165 DAYS
				TOTAL	148-197 DAYS

**NOTE :**

- 1 If the owner disagrees the offer to acquire the property through "purchase/negotiation" based on the BIR zonal value for the affected lot and the computed replacement cost for the improvement, the IO shall request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements.
- 2 Assuming that the land covered by the TCT is to be acquired "totally" or that the Court orders for only "annotation" in the title. However, in case of "partially" affected, in order to facilitate the transfer of TCT in the name of RP (only then can IROWR-PMO can process final payment to owners) the owner has to facilitate the segregation of the property or preparation of subdivision plan to be submitted to Land Registration Authority for approval as required by the Registry of Deeds .

Name of Agency	: Department of Public Works and Highways Infrastructure Right-of-Way and Resettlement Project Management Office (IROWR-PMO)
Frontline Service	: Acquisition of Infrastructure Right-of-Way through Purchase/Negotiation based on BIR zonal value for Lots ONLY (Second Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 114 - 159 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare physical survey and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Project Management Office (PMO)	1 day
2		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Project Director, PMO	PMO	1 day
3	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
4		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
5		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
6		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR), if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
7		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
8		Execute the Deed of Absolute Sale (DOAS) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	PMO	PMO	1 day
9	Affected Owner Signs the Deed of Sale (DOAS)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	PMO	PMO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		<p>Recommend for the approval of the DOAS.</p> <p>- Approval of the DOAS by the proper authorities/officials depending on the IROW cost</p> <p>a. up to P3M - District Engineer</p> <p>b. up to P5M - Regional/ PMO Director</p> <p>c. up to P10M - Assistant Secretary</p> <p>d. up to P15M - Undersecretary</p> <p>e. any amount - Secretary</p> <p>As an exception to the above limits of authority, IROWR-PMO Director is authorized to: 1) approve vouchers for bank deposits of properties for expropriation up to P15 M and approval of DOAS up to P 10M; 2) approve vouchers and other related documents for payment of ROW acquisitions up to P50M for the Tarlac-La Union-Pangasinan Toll Expressway Project.</p>	Approving Authority	PMO	10 days
11		Conduct a joint inspection by the IROWR-PMO and the representatives from the Commission of Audit.	PMO/COA	PMO/COA	1 day
12		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.</i>	DBM	DBM	30 days
13	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or PMO	1 day
14	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
15	<p><i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p>a. <i>Original &amp; Certified True copy of Title</i></p> <p>b. <i>Original &amp; Certified True copy of Tax Declaration</i></p> <p>c. <i>Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</i></p> <p>d. <i>Notarized Deed of Sale</i></p>		Officer of the Day	BIR	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
16	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
17	Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency) - Copies of documents to be presented: a. All documents presented at the BIR b. Tax Clearance c. CAR		Treasurer's Office	Treasurer's Office	1 day
18	Proceed to the Registry of Deeds pay the Registration Fee. (Shouldered by the Implementing Agency) - Copies of documents to be presented: All documents presented at the Treasurer's Office		Civil Registrar	Registry of Deeds	1 day
19	Secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue TCT in the name of RP/ TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
20	Affected Owner submits copy of the TCT in the name of RP/annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale	PMO	PMO	1 day
21		Prepare and process vouchers for payment of affected lot .	PMO	PMO	1 day
22		Release of the corresponding cash allocations by DBM for payment of lot/improvement.	DBM	PMO/COA	30 days
23	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the amount equivalent to 100% of BIR zonal value less capital gains tax.	Cashier, Cash Division	Main Office or PMO	1 day
END OF TRANSACTION					
DURATION OF ACTIVITY				BY DPWH	24 DAYS
				BY OTHER AGENCIES	90-135 DAYS
				TOTAL	114-159 DAYS

NOTES :

- 1 If the owner disagrees the offer to acquire the property through "purchase/negotiation" based on the BIR zonal value for the affected lot and the computed replacement cost for the improvement, the IO shall request the respective appraisal committee of the concerned LGUs to appraise the affected land.
- 2 The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.



Name of Agency	: Department of Public Works and Highways Infrastructure Right-of-Way and Resettlement Project Management Office (IROWR-PMO)
Frontline Service	: Acquisition of Infrastructure Right-of-Way by Purchase/Negotiation thru Appraisal Committee Lots and Improvements (Second Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 200 - 248 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Project Management Office (PMO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	PMO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Project Director, PMO	PMO	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
5		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
7		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
9		Request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	Project Director, PMO	PMO	3 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		Compute the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the IO.	Appraisal Committee	LGU	15 days
11		Proceed to step 14 if the valuation based on the Resolution of appraisal committee is accepted by IROWR-PMO.	Project Director, PMO	PMO	no prescribed time
12		<i>Engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land along with its improvements if the valuation based on the Resolution of appraisal committee is rejected by IROWR-PMO.</i>	ILA	ILA	30 days
13		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	PMO	PMO	1 day
14		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	PMO	PMO	1 day
15		Execute the Deed of Absolute Sale (DOAS) and Agreement to Demolish and Remove Improvement (ADRI) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	PMO	PMO	1 day
16	Affected Owner Signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP and for the 70% initial payment for the improvements.	PMO	PMO	1 day
17		<p>Recommend for the approval of the DOAS.</p> <ul style="list-style-type: none"> <li>- Approval of the DOAS by the proper authorities/officials depending on the IROW cost</li> <li>a. up to P3M - District Engineer</li> <li>b. up to P5M - Regional/ PMO Director</li> <li>c. up to P10M - Assistant Secretary</li> <li>d. up to P15M - Undersecretary</li> <li>e. any amount - Secretary</li> </ul> <p>As an exception to the above limits of authority, IROWR-PMO Director is authorized to: 1) approve vouchers for bank deposits of properties for expropriation up to P15 M and approval of DOAS up to P 10M; 2) approve vouchers and other related documents for payment of ROW acquisitions up to P50M for the Tarlac-La Union-Pangasinan Toll Expressway Project; and 3) approval of ADRI regardless of the amount.</p>	Approving Authority	PMO	10 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
18		Conduct a joint inspection by the IROWR-PMO and the representatives from the Commission of Audit	PMO/COA	PMO / COA	1 day
19	Affected Owner facilitate the notary of the ADRI	Secure notarized ADRI	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
20		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot and the 70% initial payment for the improvements..</i>	DBM	DBM	30 days
21	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the 70% initial payment for the improvements.	Cashier, Cash Division	Main Office or PMO	1 day
22	Affected Owner vacates the improvements	Conduct demolition of affected improvement/structure.	PMO	PMO	1 - 3 days
23	Affected Owner submits pictures of the on-going demolition of his structures and pictures of cleared area	Prepare and process vouchers for payment of affected lot and the remaining 30% for the improvement in favor of the owner.	PMO	PMO	1 day
24		<i>Release of the 30% final payment by DBM for the improvements.</i>	DBM	DBM	30 days
25	Affected Owner proceeds to Cash Division of Main Office or to Cash Division of IROWR-PMO ( if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the 30% final payment for the improvements.	Cashier, Cash Division	Main Office or PMO	1 day
26	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or PMO	1 day
27	Affected Owner facilitates the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
28	<p><i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. Original &amp; Certified True copy of Title</i></p> <p><i>b. Original &amp; Certified True copy of Tax Declaration</i></p> <p><i>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</i></p> <p><i>d. Notarized Deed of Sale</i></p>		Officer of the Day	BIR	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
29	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
30	Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)  - Copies of documents to be presented: a. All documents presented at the BIR b. Tax Clearance c. CAR		Treasurer's Office	Treasurer's Office	1 day
31	Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency)  - Copies of documents to be presented: All documents presented at the Treasurer's Office		Civil Registrar	Registry of Deeds	1 day
32	Affected Owner secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue TCT in the name of RP/ TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
33	Affected Owner submits copy of the TCT in the name of RP/annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	PMO	PMO	1 day
34		Prepare and process vouchers for payment of affected lot .	PMO	PMO	1 day
35		Release of the corresponding cash allocations by DBM for payment of lot.	DBM	DBM	30 days
36	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the amount based on the appraisal less capital gains tax.	Cashier, Cash Division	PMO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>				<b>BY DPWH</b>	<b>35-38 DAYS</b>
				<b>BY OTHER AGENCIES</b>	<b>165-210 DAYS</b>
				<b>TOTAL</b>	<b>200-248 DAYS</b>

**NOTES:**

- 1 If the owner disagrees the offer to acquire the property by "purchase/negotiation" thru Appraisal Committee, expropriation proceeding shall be initiated.
- 2 The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.

Name of Agency : Department of Public Works and Highways  
Infrastructure Right-of-Way and Resettlement Project Management Office (IROWR-PMO)

Frontline Service : Acquisition of Infrastructure Right-of-Way by Purchase/Negotiation thru  
Appraisal Committee Lot Only (Third Option to Acquire ROW per RA 8974)

Clients : Affected Property Owners

Requirements : Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5: P.M.

Fees : None

Total/Maximum Duration of Process : 164 - 209 Days

How to Avail of the Service : Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare masterlist and physical survey.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Project Management Office (PMO)	1 day
2		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Project Director, PMO	PMO	1 day
3	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
4		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office.</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
5		Request owner to donate the property affected by the project.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
6		Secure a certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR), if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
7		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
8		Request the respective appraisal committee of the concerned LGUs to appraise the affected land if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	Project Director, PMO	PMO	3 days
9		<i>Computes the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the IROWR-PMO.</i>	<i>Appraisal Committee</i>	<i>LGU</i>	15 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		If the valuation based on the Resolution of appraisal committee is accepted by IROWR-PMO, proceed to step 13.	Project Director, PMO	PMO	no prescribed time
11		If the valuation based on the Resolution of appraisal committee is rejected by IROWR-PMO, it shall engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land.	ILA	PMO	30 days
12		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	PMO	PMO	1 day
13		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	PMO	PMO	1 day
14		Execute the Deed of Absolute Sale (DOAS) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	PMO	PMO	1 day
15	Affected Owner Signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	PMO	PMO	1 day
16		<p>Recommend for the approval of the DOAS.</p> <ul style="list-style-type: none"> <li>- Approval of the DOAS by the proper authorities/officials depending on the IROW cost <ul style="list-style-type: none"> <li>a. up to P3M - District Engineer</li> <li>b. up to P5M - Regional/PMO Director</li> <li>c. up to P10M - Assistant Secretary</li> <li>d. up to P15M - Undersecretary</li> <li>e. any amount - Secretary</li> </ul> </li> </ul> <p>As an exception to the above limits of authority, IROWR-PMO Director is authorized to: 1) approve vouchers for bank deposits of properties for expropriation up to P15 M and approval of DOAS up to P 10M; 2) approve vouchers and other related documents for payment of ROW acquisitions up to P50M for the Tarlac-La Union-Pangasinan Toll Expressway Project.</p>	Approving Authority	PMO	10 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
17		Conduct a joint inspection by the IROWR-PMO and the representatives from the Commission of Audit.	PMO/COA	PMO/COA	1 day
18		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.</i>	DBM	DBM	30 days
19	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes.	Cashier, Cash Division	Main Office or PMO	1 day
20	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
21	<p><i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. Original &amp; Certified True copy of Title</i></p> <p><i>b. Original &amp; Certified True copy of Tax Declaration</i></p> <p><i>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</i></p> <p><i>d. Notarized Deed of Sale</i></p>		Officer of the Day	BIR	1 day
22	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
23	<p><i>Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. All documents presented at the BIR</i></p> <p><i>b. Tax Clearance</i></p> <p><i>c. CAR</i></p>		Treasurer's Office	Treasurer's Office	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
24	Proceed to the Registry of Deeds pay the Registration Fee. (Shouldered by the Implementing Agency)  - Copies of documents to be presented:  All documents presented at the Treasurer's Office		Civil Registrar	Registry of Deeds	1 day
25	Secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue copy of the TCT in the name of RP/ the TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
26	Affected Owner submits copy of the TCT in the name of RP/annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	PMO	PMO	1 day
27		Prepare and process vouchers for payment of affected lot .	PMO	PMO	1 day
28		Request the DBM for the release of the corresponding cash allocations for payment of lot/improvement.	DBM	DBM	30 days
29	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the amount based on the appraisal less capital gains tax.	Cashier, Cash Division	Main Office or PMO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>				<b>BY DPWH</b>	<b>29 DAYS</b>
				<b>BY OTHER AGENCIES</b>	<b>135-180 DAYS</b>
				<b>TOTAL</b>	<b>164-209 DAYS</b>

**NOTES:**

- NOTE :** If the owner disagrees the offer to acquire the property by "purchase/negotiation" thru Appraisal Committee, expropriation proceeding shall be initiated.
- The above procedure is based on the assumption that the land covered by the TCT is to be acquired **TOTALLY** and/or that the Court orders for only **ANNOTATION** in the title. However, in case of **PARTIALLY** affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.



Name of Agency : Department of Public Works and Highways  
Infrastructure Right-of-Way and Resettlement Project Management Office (IROWR-PMO)

Frontline Service : Acquisition of Infrastructure Right-of-Way through Expropriation  
(Lots & Improvements) (Last Option to Acquire ROW per RA 8974)

Clients : Affected Property Owners

Requirements : Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M.

Fees : None

Total/Maximum Duration of Process : 416 - 733 Days

How to Avail of the Service : Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Project Management Office (PMO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	PMO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Project Director, PMO	PMO	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
5		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
7		Secure a certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
9		Request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	Project Director, PMO	PMO	3 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		<i>Compute the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the IROWR-PMO.</i>	Appraisal Committee	LGU	15 days
11		Proceed to step 13 if the valuation based on the Resolution of appraisal committee is accepted by IROWR-PMO.	Project Director, PMO	PMO	no prescribed time
12		<i>Engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land along with its improvements if the valuation based on the Resolution of appraisal committee is rejected by IROWR-PMO.</i>	ILA	ILA	30 days
13		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	PMO	PMO	1 day
14		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	PMO	PMO	1 day
15		Initiate filing of expropriation if the owner rejects the second offer.	PMO	PMO	no prescribed time
16		<i>File complaint to the proper court</i>	OSG	<i>Makati City</i>	15 days
17		Prepare and process vouchers for deposit of the provisional cost of lot (100% BIR zonal) and improvement (Replacement Cost)	PMO	PMO	3 days
18		<i>Release cash allocation by DBM for the court deposit.</i>	DBM	DBM	30 days
19		Conduct Joint site inspection by the IROWR-PMO and the representatives from the Commission of Audit	PMO/ COA	PMO	1 day
20		Make deposit to govt depository bank to an account of DPWH indicating civil case number.	PMO	PMO	2 days
21		Request the bank to issue Certificate of deposit.	PMO	PMO	2 days
22		<i>File an urgent ex-parte motion for Writ of Possession with the concerned Regional Trial Court (RTC).</i>	OSG	<i>Makati City</i>	7 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
23		<i>Issue Writ of Possession (WOP) to plaintiff ordering the sheriff to place the plaintiff in possession of the property involved.</i>	RTC	Assigned Courts	10 days
24	<i>Affected owner files motion for the withdrawal of the provisional deposit.</i>	<i>Issue Order to withdraw deposit</i>	RTC	Assigned Courts	7 days
25		Prepare letter to the bank stating that DPWH/OSG interpose no objection to the order of the RTC and enclosing the Certification of the identity of the owner/authorized person to withdraw the amount (signatories of the letter and certification are the Directors of IROW-PMO and CFMS).	PMO	PMO	2 days
26		Verify and review by legal staff of the depository bank	Bank		3 days
27	<i>Affected Owner proceed to the bank to receive the check upon presenting proper identification</i>	<i>Release of the bank deposit</i>	Bank		1 day
28	Affected Owner vacate the improvements	Conduct demolition of affected improvement/structure.	PMO	PMO	1-3 days
29		<i>Appointment of the Court of not more than 3 competent persons as commissioners to ascertain and report to the Court the just compensation for the properties sought to be taken.</i>	RTC	Assigned Courts	10 days
30		<i>Submission of Resolution of the Board of Commissioners containing their recommendation to RTC</i>	Board of Commissioners		30 days
31	Affected Owner may file motion for objection to the Commissioner's Report (if any)	Submit comment to Court through OSG	PMO	PMO	1 day
32		<i>File the comment to Court</i>	OSG	OSG	10 days
33		Facilitate the request for the allocation of funds (to be included in the yearly request for GAA) to pay the property owner the difference between the amount already paid and the just compensation as determined by the Court when the decision of the Court becomes final and executory.	PMO	PMO / Central Office	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
34		Approve request for funding allocation through budget hearing. Release of the approved budget (GAA) is every first quarter of the year.	Congress	Diliman, Quezon City	90 - 360 days
35		Seek clearance for the release of fund of its corresponding SARO.	PMO	PMO / Central Office	1 day
36		Release fund of its corresponding SARO by DBM.	DBM	DBM	30 days
37	Affected Owner signs the Deed of Sale (DOAS)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	PMO	PMO	1 day
38		<p>Recommend for the approval of the DOAS.</p> <p>- Approval of the DOAS by the proper authorities/officials depending on the IROW cost</p> <p>a. up to P3M - District Engineer</p> <p>b. up to P5M - Regional/ PMO Director</p> <p>c. up to P10M - Assistant Secretary</p> <p>d. up to P15M - Undersecretary</p> <p>e. any amount - Secretary</p> <p>As an exception to the above limits of authority, IROWR-PMO Director is authorized to: 1) approve vouchers for bank deposits of properties for expropriation up to P15 M and approval of DOAS up to P 10M; 2) approve vouchers and other related documents for payment of ROW acquisitions up to P50M for the Tarlac-La Union-Pangasinan Toll Expressway Project.</p>	Approving Authority	PMO	10 days
39		Release the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.	DBM	DBM	30 days
40	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or PMO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
41	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
42	<p>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. Original &amp; Certified True copy of Title</p> <p>b. Original &amp; Certified True copy of Tax Declaration</p> <p>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</p> <p>d. Notarized Deed of Sale</p>		Officer of the Day	BIR	1 day
43	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
44	<p>Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the BIR</p> <p>b. Tax Clearance</p> <p>c. CAR</p>		Treasurer's Office	Treasurer's Office	1 day
45	<p>Proceed to the Registry of Deeds pay the Registration Fee. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>All documents presented at the Treasurer's Office</p>		Civil Registrar	Registry of Deeds	1 day
46	Affected Owner secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue TCT in the name of RP/ TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
47	Affected Owner submit to PMO copy of the TCT in the name of RP/ the TCT with the annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	PMO	PMO	1 day
48		Prepare and process vouchers for payment of affected lot .	PMO	PMO	1 day
49		Release the corresponding cash allocations by DBM for payment of lot/improvement.	DBM	DBM	30 days
50	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the amount based on the just compensation as approved by the Court less capital gains tax.	Cashier, Cash Division	Main Office or PMO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>				<b>BY DPWH</b>	<b>29-41 DAYS</b>
				<b>BY OTHER AGENCIES</b>	<b>377-692 DAYS</b>
				<b>TOTAL</b>	<b>416-733 DAYS</b>

**NOTE:** The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.

Name of Agency : Department of Public Works and Highways  
Infrastructure Right-of-Way and Resettlement Project Management Office (IROWR-PMO)

Frontline Service : Removal and Relocation of Informal Settlers

Clients : Affected Informal Settlers

Requirements : Family Picture; Marriage Contract/Affidavit of Cohabitation; IDs; Cedula (for informal settlers)

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M.

Fees : None

Total/Maximum Duration of Process : 280 - 340 days

How to Avail of the Service : Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
I.	<b>PRE-RELOCATION PHASE</b>				
1		Identify Resettlement Sites in Coordination with the National Housing Authority (NHA)	PMO/NHA	PMO / Quezon City(NHA)	30 days
2		Pre-Census Activities with NHA	PMO/NHA	PMO/ Quezon City(NHA)	15 days
3	Affected Informal Settlers provide information (personal circumstances) to the IO	Prepare census, tagging, mapping and household listing, actual census, census data evaluation/processing, and masterlist.	PMO	PMO	1 day
4	Affected Informal Settlers receive the 30-Days Notice	Issue 30-Days notice; Display Posters (Notice/Poster must state reason for demolition; Actual Date of demolition not earlier than 30 days and not later than 90 days).	PMO	PMO	3 days
5	Affected Informal Settlers attend consultation meetings	Conduct consultation meetings with the NHA, LGUs, Brgy. Chairman, affected families, agencies and NGO's. Schedule of next meeting set, including 2 feedback meets within 20 days of notice and 1 final meet before actual demolition.	PMO/NHA/LGUs	PMO / Quezon City(NHA) / LGUs	3 days (1 day for 3 consecutive weeks)
6		Conduct Inter-Agency Meeting/ Coordination. The following requirements shall be ensured; Resettlement Site, Relocation/Demolition Team; other logistical requirements; Police Security; Balik-Probinsya; Medical Assistance during demolition and Relocation Documentation.	PMO/NHA/LGUs	PMO / Quezon City(NHA) / LGUs	within 30 days upon issuance of Notice
7	Affected Informal Settlers submit Family Pictures, Marriage Contract/Affidavit of Cohabitation; IDs and Community Tax Certificate (cedula)	Gathering of Relocation Documents (Family Pictures, Marriage Contract; Affidavit of Cohabitation; IDs; Cedula)	PMO	PMO	within the 30 days upon issuance of Notice
8	Voluntary Relocation and Resettlement	Assist in the Voluntary Relocation and Resettlement	PMO	PMO	7 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
II. RELOCATION PHASE					
1		Dismantle Structures/Movement of Families DPWH Task Force shall ensure: a. Identification for all staff and crew involved in the operation. b. Proper uniform for members of PNP c. Electricity is shut off d. Dismantling executed carefully for maximum recovery of materials e. No looting by participants and violators administratively/ criminally charged f. Record names/numbers of families affected.	PMO / NHA/ LGUs / Presidential Commission for the Urban Poor (PCUP), Commission on Human Rights (CHR), Department of Social Welfare & Development (DSWD)/ Philippine National Police (PNP)	PMO / Quezon City(NHA), PCUP, CHR, DSWD / LGUs	5 days
2	Affected Informal Settlers secure Entry Pass from the IROWR-PMO	Issue Entry Pass to the informal settlers	PMO	PMO	1 day
3	Load belongings and family members to the transportation vehicle provided by the IROWR-PMO	Load and Transport informal settlers. Transportation vehicle shall have necessary signboards displayed and shall proceed in the area before actual dismantling; before departure, documents shall be checked, safety and comfort of families shall be ensured, last trip not later than 3 pm.	PMO	PMO	1 day
4		Resettlement project team/ representative of resettlement community shall: (a) Welcome and receive the relocated families; and (b) Provide medical services if necessary.	PMO	PMO	
5		Process documents and lot assignments. DPWH Task Force present in the relocation site shall (a) Review/process entry passes and other documents; (b) Assign lots to families; and (c) Assist families in accomplishing forms.	PMO	PMO	
6	Affected Informal Settlers transfer to their assigned lot.	Assist the informal settler to transfer to their assigned lot. DPWH Task Force shall provide manpower assistance to help families unload materials and belongings and transfer to their assigned lot.	PMO	PMO	
III. POST-RELOCATION PHASE					
1	Affected Informal Settlers participate in the training and livelihood program	a. Organized community based structures strengthened b. Adequate social services in health, nutrition, education, responsible parenthood, environmental sanitation, etc. shall be provided c. Manpower training and livelihood program given	PMO NAPC/ Local Gov't Unit/ DSWD	PMO Quezon City (NAPC) /  LGU	180 days
END OF TRANSACTION					
DURATION OF ACTIVITY			BY DPWH		100-160 DAYS
			BY OTHER AGENCIES		180 DAYS
			TOTAL		280-340 DAYS

***SERVING THE PUBLIC THROUGH  
QUALITY INFRASTRUCTURE!***





Name of Agency	: Department of Public Works and Highways Regional Offices (ROs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way through Donation (First Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 69 - 114 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Regional Director	Regional Office (RO)	1 day
2	Affected Property Owner submit Title, Tax Declaration and Tax Clearance to ROW Head/ Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds (RD) and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
3		Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office	Registry of Deeds/ Assessor's Office	Registry of Deeds/ Assessor's Office	2 days
4		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
5	Owner agrees to donate affected property	Execute the Deed of Donation, if the owner agrees to donate	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
6	Owner Signs the Deed of Donation	Prepare and process Disbursement Vouchers for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	RO	RO	3 days
7		Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.	Department of Budget and Management	DBM	30 days
8	Facilitate the notary of Deed of Donation	Secure notarized Deed of Donation	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
9	<p>Proceed to the Bureau of Internal Revenue (BIR) to pay the Donor's Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. Original &amp; Certified True copy of Title</p> <p>b. Original &amp; Certified True copy of Tax Declaration</p> <p>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Office of the City/Municipal Assessor</p> <p>d. Notarized Deed of Donation</p>		Officer of the Day	Bureau of Internal Revenue (BIR)	1 day
10	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
11	<p>Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the BIR</p> <p>b. Tax Clearance</p> <p>c. CAR</p>		Treasurer's Office	Treasurer's Office	1 day
12	<p>Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>All documents presented at the Treasurer's Office</p>		Civil Registrar	Registry of Deeds	1 day
13	Secure the TCT in the name of RP/ TCT with the annotation of the donation.	Issue TCT in the name of RP / the TCT with the annotation of the donation	Civil Registrar	Registry of Deeds	15 - 60 days
14	Submit to RO the TCT in the name of RP/the TCT with the annotation of donation	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of the donation.	RO	RO	1 day
END OF TRANSACTION					
DURATION OF ACTIVITY			BY DPWH		9 DAYS
			BY OTHER AGENCIES		60 - 105 DAYS
			TOTAL		69 - 114 DAYS

NOTE : If the owner disagrees to donate the property, the mode of acquisition shall be through "purchase/negotiation"

Name of Agency	: Department of Public Works and Highways Regional Offices (ROs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way through Purchase/Negotiation based on BIR Zonal Value for Lots and Replacement Cost for improvements (Second Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 148 - 197 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Regional Office (RO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	RO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request for the submission of the documentary requirements (TCT, TD and Tax Clearance).	Regional Director	RO	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
5		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
7		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses to donate the property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
9		Execute the Deed of Absolute Sale (DOAS) and Agreement to Demolish and Remove Improvement (ADRI) between the owner and DPWH if the owner agrees with the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	RO	RO	1 day
10	Affected Owner signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP and for the 70% initial payment for the improvements.	RO	RO	1 day
11		Recommend approval of the DOAS. - Approval of the DOAS by the proper authorities/officials depending on the IROW cost: a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M - Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	RO	10 days
12		Conduct joint inspection by the RO and the representatives from the Commission of Audit	RO/COA	RO/COA	1 day
13	Affected Owner facilitate the notary of the ADRI	Secure notarized ADRI	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
14		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot and the 70% initial payment for the improvements..</i>	DBM	DBM	30 days
15	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the payment thru check	Pay owner the 70% initial payment for the improvements.	Cashier, Cash Division	Main Office or RO	1 day
16	Affected Owner vacate the improvements	Conduct demolition of affected improvement/structure.	RO	RO	1 - 3 days
17	Affected Owner submit pictures of the on-going demolition of his structures and pictures of cleared area	Prepare and process vouchers for payment of affected lot and the remaining 30% for the improvement in favor of the owner.	RO	RO	1 day
18		<i>Release of the 30% final payment by DBM for the improvements..</i>	DBM	DBM	30 days
19	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the payment thru check	Pay owner the 30% final payment for the improvements.	Cashier, Cash Division	Main Office or RO	1 day
20	Affected Owner receives check for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or RO	1 day
21	Affected Owner facilitates the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
22	<p>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and the Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. Original &amp; Certified True copy of Title</p> <p>b. Original &amp; Certified True copy of Tax Declaration</p> <p>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</p> <p>d. Notarized Deed of Sale</p>		Officer of the Day	BIR	1 day
23	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
24	<p>Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the BIR</p> <p>b. Tax Clearance</p> <p>c. CAR</p>		Treasurer's Office	Treasurer's Office	1 day
25	<p>Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the Treasurer's Office</p>		Civil Registrar	Registry of Deeds	1 day
26	Secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue copy of the TCT in the name of RP/ the TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
27	Affected Owner submits copy of the TCT in the name of RP/ the TCT with the annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	RO	RO	1 day
28		Prepare and process vouchers for payment of affected lot .	RO	RO	1 day
29		Release of the corresponding cash allocations by DBM for payment of lot.	DBM	DBM	30 days
30	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the payment thru check	Pay owner the amount equivalent to 100% of BIR zonal value less capital gains tax.	Cashier, Cash Division	Main Office or RO	1 day
END OF TRANSACTION					
DURATION OF ACTIVITY			BY DPWH		28 - 30 DAYS
			BY OTHER AGENCIES		120-165 DAYS
			TOTAL		148-197 DAYS

**NOTE :**

- 1 If the owner disagrees the offer to acquire the property through "purchase/negotiation" based on the BIR zonal value for the affected lot and the computed replacement cost for the improvement, the IO shall request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements.
- 2 Assuming that the land covered by the TCT is to be acquired "totally" or that the Court orders for only "annotation" in the title. However, in case of "partially" affected, in order to facilitate the transfer of TCT in the name of RP (only then can IROWR-PMO can process final payment to owners) the owner has to facilitate the segregation of the property or preparation of subdivision plan to be submitted to Land Registration Authority for approval as required by the Registry of Deeds .

Name of Agency	: Department of Public Works and Highways Regional Offices (ROs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way through Purchase/Negotiation based on BIR zonal value for Lots ONLY (Second Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 114 - 159 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare physical survey and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Regional Office (RO)	1 day
2		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Regional Director	RO	1 day
3	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
4		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
5		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
6		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR), if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
7		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
8		Execute the Deed of Absolute Sale (DOAS) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	RO	RO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
9	Affected Owner Signs the Deed of Sale (DOAS)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	RO	RO	1 day
10		Recommend for the approval of the DOAS. - Approval of the DOAS by the proper authorities/officials depending on the IROW cost a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M - Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	RO	10 days
11		Conduct a joint inspection by the RO and the representatives from the Commission of Audit	RO/COA	RO/COA	1 day
12		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.</i>	DBM	DBM	30 days
13	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or RO	1 day
14	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
15	<i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i>  - Copies of documents to be presented: a. Original & Certified True copy of Title b. Original & Certified True copy of Tax Declaration c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office d. Notarized Deed of Sale		Officer of the Day	BIR	1 day
16	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
17	<i>Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency)</i>  - Copies of documents to be presented: a. All documents presented at the BIR b. Tax Clearance c. CAR		Treasurer's Office	Treasurer's Office	1 day
18	<i>Proceed to the Registry of Deeds pay the Registration Fee. (Shouldered by the Implementing Agency)</i>  - Copies of documents to be presented: All documents presented at the Treasurer's Office		Civil Registrar	Registry of Deeds	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
19	Secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue TCT in the name of RP/ TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
20	Affected Owner submits copy of the TCT in the name of RP/annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale	RO	RO	1 day
21		Prepare and process vouchers for payment of affected lot .	RO	RO	1 day
22		Release of the corresponding cash allocations by DBM for payment of lot/improvement.	DBM	PMO/COA	30 days
23	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the payment thru check	Pay owner the amount equivalent to 100% of BIR zonal value less capital gains tax.	Cashier, Cash Division	Main Office or RO	1 day
END OF TRANSACTION					
DURATION OF ACTIVITY			BY DPWH		24 DAYS
			BY OTHER AGENCIES		90-135 DAYS
			TOTAL		114-159 DAYS

NOTES :

- 1 If the owner disagrees the offer to acquire the property through "purchase/negotiation" based on the BIR zonal value for the affected lot and the computed replacement cost for the
- 2 The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.



Name of Agency	: Department of Public Works and Highways Regional Offices (ROs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way by Purchase/Negotiation thru Appraisal Committee Lots and Improvements (Second Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 200 - 248 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Regional Office (RO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	RO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Regional Director	RO	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/ Engineer/ Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
5		Issue Certified True Copies of Title by RO and certified true copy of Tax Declaration by the Assessor's Office	Registry of Deeds/ Assessor's Office	Registry of Deeds/ Assessor's Office	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
7		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
9		Request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	Regional Director	RO	3 days
10		Compute the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the RO.	Appraisal Committee	LGU	15 days
11		Proceed to step 14 if the valuation based on the Resolution of appraisal committee is accepted by RO.	Regional Director	RO	no prescribed time
12		<i>Engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land along with its improvements if the valuation based on the Resolution of appraisal committee is rejected by RO.</i>	ILA	ILA	30 days
13		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	RO	DEO	1 day
14		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	RO	RO	1 day
15		Execute the Deed of Absolute Sale (DOAS) and Agreement to Demolish and Remove Improvement (ADRI) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	RO	RO	1 day
16	Affected Owner Signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP and for the 70% initial payment for the improvements.	RO	RO	1 day
17		Recommend for the approval of the DOAS - Approval of the DOAS by the proper a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M - Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	RO	10 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
18		Conduct a joint inspection by the IROWR-PMO and the representatives from the Commission of Audit	PMO/COA	PMO / COA	1 day
19	Affected Owner facilitate the notary of the ADRI	Secure notarized ADRI	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
20		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot and the 70% initial payment for the improvements..</i>	DBM	DBM	30 days
21	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the 70% initial payment for the improvements.	Cashier, Cash Division	Main Office or PMO	1 day
22	Affected Owner vacates the improvements	Conduct demolition of affected improvement/structure.	PMO	PMO	1 - 3 days
23	Affected Owner submits pictures of the on-going demolition of his structures and pictures of cleared area	Prepare and process vouchers for payment of affected lot and the remaining 30% for the improvement in favor of the owner.	PMO	PMO	1 day
24		<i>Release of the 30% final payment by DBM for the improvements.</i>	DBM	DBM	30 days
25	Affected Owner proceeds to Cash Division of Main Office or to Cash Division of IROWR-PMO ( if fund for payment is transferred to IROWR-PMO) to receive the payment thru check	Pay owner the 30% final payment for the improvements.	Cashier, Cash Division	Main Office or PMO	1 day
26	Affected Owner proceed to Cash Division of Main Office or to Cash Division of IROWR-PMO (if fund for payment is transferred to IROWR-PMO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or PMO	1 day
27	Affected Owner facilitates the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	PMO	1 day
28	<p><i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. Original &amp; Certified True copy of Title</i></p> <p><i>b. Original &amp; Certified True copy of Tax Declaration</i></p> <p><i>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</i></p> <p><i>d. Notarized Deed of Sale</i></p>		Officer of the Day	BIR	1 day
29	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
30	<p><i>Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. All documents presented at the BIR</i>  <i>b. Tax Clearance</i>  <i>c. CAR</i></p>		<i>Treasurer's Office</i>	<i>Treasurer's Office</i>	<i>1 day</i>
31	<p><i>Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>All documents presented at the Treasurer's Office</i></p>		<i>Civil Registrar</i>	<i>Registry of Deeds</i>	<i>1 day</i>
32	<i>Affected Owner secure from the RO copy of the TCT in the name of RP/ the TCT with the annotation of sale</i>	<i>Issue TCT in the name of RP/ TCT with the annotation of sale</i>	<i>Civil Registrar</i>	<i>Registry of Deeds</i>	<i>15 - 60 days</i>
33	<i>Affected Owner submits copy of the TCT in the name of RP/ annotation of sale</i>	<i>Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.</i>	<i>RO</i>	<i>RO</i>	<i>1 day</i>
34		<i>Prepare and process vouchers for payment of affected lot .</i>	<i>RO</i>	<i>RO</i>	<i>1 day</i>
35		<i>Release of the corresponding cash allocations by DBM for payment of lot.</i>	<i>DBM</i>	<i>DBM</i>	<i>30 days</i>
36	<i>Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the payment thru check</i>	<i>Pay owner the amount based on the appraisal less capital gains tax.</i>	<i>Cashier, Cash Division</i>	<i>RO</i>	<i>1 day</i>
<b>BND OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>			<b>BY DPWH</b>		<b>35-38 DAYS</b>
			<b>BY OTHER AGENCIES</b>		<b>165-210 DAYS</b>
			<b>TOTAL</b>		<b>200-248 DAYS</b>

**NOTES:**

- 1 If the owner disagrees the offer to acquire the property by "purchase/negotiation" thru Appraisal Committee, expropriation proceeding shall be initiated.
- 2 The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.

Name of Agency	: Department of Public Works and Highways Regional Offices (ROs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way by Purchase/Negotiation thru Appraisal Committee Lot Only (Third Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5: P.M.
Fees	: None
Total/Maximum Duration of Process	: 164 - 209 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare masterlist and physical survey.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Regional Office	1 day
2		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Regional Director	RO	1 day
3	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
4		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office.</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
5		Request owner to donate the property affected by the project.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
6		Secure a certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR), if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
7		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
8		Request the respective appraisal committee of the concerned LGUs to appraise the affected land if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	Regional Director	RO	3 days
9		<i>Computes the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the RO.</i>	Appraisal Committee	LGU	15 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		If the valuation based on the Resolution of appraisal committee is accepted by RO, proceed to step 13.	Regional Director	RO	no prescribed time
11		If the valuation based on the Resolution of appraisal committee is rejected by RO, it shall engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land.	ILA	RO	30 days
12		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	RO	RO	1 day
13		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	RO	RO	1 day
14		Execute the Deed of Absolute Sale (DOAS) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	RO	RO	1 day
15	Affected Owner Signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	RO	RO	1 day
16		Recommend for the approval of the DOAS. - Approval of the DOAS by the proper authorities/officials depending on the IROW cost  a. up to P3M - District Engineer b. up to P5M - Regional/ PMO c. up to P10M - Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	RO	10 days
17		Conduct a joint inspection by the RO and the representatives from the Commission of Audit.	RO/COA	RO/COA	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
18		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.</i>	DBM	DBM	30 days
19	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes.	Cashier, Cash Division	Main Office or RO	1 day
20	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
21	<p><i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. Original &amp; Certified True copy of Title</i></p> <p><i>b. Original &amp; Certified True copy of Tax Declaration</i></p> <p><i>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</i></p> <p><i>d. Notarized Deed of Sale</i></p>		Officer of the Day	BIR	1 day
22	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
23	<p><i>Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. All documents presented at the BIR</i></p> <p><i>b. Tax Clearance</i></p> <p><i>c. CAR</i></p>		Treasurer's Office	Treasurer's Office	1 day
24	<p><i>Proceed to the Registry of Deeds pay the Registration Fee. (Shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>All documents presented at the Treasurer's Office</i></p>		Civil Registrar	Registry of Deeds	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
25	Secure from the RO copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue copy of the TCT in the name of RP/ the TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
26	Affected Owner submits copy of the TCT in the name of RP/annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	RO	RO	1 day
27		Prepare and process vouchers for payment of affected lot .	RO	RO	1 day
28		Request the DBM for the release of the corresponding cash allocations for payment of lot/improvement.	DBM	DBM	30 days
29	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the payment thru check	Pay owner the amount based on the appraisal less capital gains tax.	Cashier, Cash Division	Main Office or RO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>			<b>BY DPWH</b>		<b>29 DAYS</b>
			<b>BY OTHER AGENCIES</b>		<b>135-180 DAYS</b>
			<b>TOTAL</b>		<b>164-209 DAYS</b>

**NOTES:**

- 1 If the owner disagrees the offer to acquire the property by "purchase/negotiation" thru Appraisal Committee, expropriation proceeding shall be initiated.
- 2 The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.



Name of Agency : Department of Public Works and Highways  
Regional Offices (ROs)  
Frontline Service : Acquisition of Infrastructure Right-of-Way through Expropriation (Lots & Improvements) (Last Option to Acquire ROW per RA 8974)  
Clients : Affected Property Owners  
Requirements : Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance  
Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M.  
Fees : None  
Total/Maximum Duration of Process : 416 - 733 Days  
How to Avail of the Service : Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	Regional Office (RO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	RO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	Regional Director	RO	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/ Engineer/ Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
5		Issue Certified True Copies of Title by RO and certified true copy of Tax Declaration by the Assessor's Office	Registry of Deeds/ Assessor's Office	Registry of Deeds/ Assessor's Office	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
7		Secure a certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
9		Request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	Project Director, PMO	RO	3 days
10		Compute the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the RO.	Appraisal Committee	LGU	15 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
11		Proceed to step 13 if the valuation based on the Resolution of appraisal committee is accepted by RO.	Regional Director	RO	no prescribed time
12		<i>Engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land along with its improvements if the valuation based on the Resolution of appraisal committee is rejected by RO.</i>	ILA	ILA	30 days
13		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	RO	RO	1 day
14		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	RO	RO	1 day
15		Initiate filing of expropriation if the owner rejects the second offer.	RO	RO	no prescribed time
16		<i>File complaint to the proper court</i>	OSG	<i>Makati City</i>	15 days
17		Prepare and process vouchers for deposit of the provisional cost of lot (100% BIR zonal) and improvement (Replacement Cost)	RO	RO	3 days
18		<i>Release cash allocation by DBM for the court deposit.</i>	<i>DBM</i>	<i>DBM</i>	30 days
19		Conduct joint site inspection by the DEO and the representatives from the Commission of Audit	DEO/ COA	DEO	1 day
20		Make deposit to gov't depository bank to an account of DPWH indicating civil case number.	RO	RO	2 days
21		Request the bank to issue Certificate of deposit.	RO	RO	2 days
22		<i>File an urgent ex-parte motion for Writ of Possession with the concerned Regional Trial Court (RTC).</i>	OSG	<i>Makati City</i>	7 days
23		<i>Issue Writ of Possession (WOP) to plaintiff ordering the sheriff to place the plaintiff in possession of the property involved.</i>	<i>RTC</i>	<i>Assigned Courts</i>	10 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
24	Affected owner files motion for the withdrawal of the provisional deposit.	Issue Order to withdraw deposit	RTC	Assigned Courts	7 days
25		Prepare letter to the bank stating that DPWH/OSG interpose no objection to the order of the RTC and enclosing the Certification of the identity of the owner/authorized person to withdraw the amount (signatories of the letter and certification are the Directors of RO and CRMS).	RO	RO	2 days
26		Verify and review by legal staff of the depository bank	Bank		3 days
27	Affected Owner proceed to the bank to receive the check upon presenting proper identification	Release of the bank deposit	Bank		1 day
28	Affected Owner vacate the improvements	Conduct demolition of affected improvement/structure.	RO	RO	1-3 days
29		Appointment of the Court of not more than 3 competent persons as commissioners to ascertain and report to the Court the just compensation for the properties sought to be taken.	RTC	Assigned Courts	10 days
30		Submission of Resolution of the Board of Commissioners containing their recommendation to RTC	Board of Commissioners		30 days
31	Affected Owner may file motion for objection to the Commissioner's Report (if any)	Submit comment to Court through OSG	RO	RO	1 day
32		File the comment to Court	OSG	OSG	10 days
33		Facilitate the request for the allocation of funds (to be included in the yearly request for GAA) to pay the property owner the difference between the amount already paid and the just compensation as determined by the Court when the decision of the Court becomes final and executory.	RO	PMO / Central Office	1 day
34		Approve request for funding allocation through budget hearing. Release of the approved budget (GAA) is every first quarter of the year.	Congress	Diliman, Quezon City	90 - 360 days
35		Seek clearance for the release of fund of its corresponding SARO.	RO	RO / Central Office	1 day
36		Release fund of its corresponding SARO by DBM.	DBM	DBM	30 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
37	Affected Owner signs the Deed of Sale (DOAS)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	RO	RO	1 day
38		Recommend for the approval of the DOAS. - Approval of the DOAS by the proper authorities/officials depending on the IROW cost a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M -Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	RO	10 days
39		Release the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.	DBM	DBM	30 days
40	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or RO	1 day
41	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	RO	1 day
42	Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)  - Copies of documents to be presented: a. Original & Certified True copy of Title b. Original & Certified True copy of Tax Declaration c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office d. Notarized Deed of Sale		Officer of the Day	BIR	1 day
43	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
44	Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency)  - Copies of documents to be presented: a. All documents presented at the BIR b. Tax Clearance c. CAR		Treasurer's Office	Treasurer's Office	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
45	Proceed to the Registry of Deeds pay the Registration Fee. (Shouldered by the Implementing Agency)  - Copies of documents to be presented:  All documents presented at the Treasurer's Office		Civil Registrar	Registry of Deeds	1 day
46	Affected Owner secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue TCT in the name of RP/ TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
47	Affected Owner submit to RO copy of the TCT in the name of RP/ the TCT with the annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	RO	RO	1 day
48		Prepare and process vouchers for payment of affected lot .	RO	RO	1 day
49		Release the corresponding cash allocations by DBM for payment of lot/improvement.	DBM	DBM	30 days
50	Affected Owner proceed to Cash Division of Main Office or to Cash Division of RO (if fund for payment is transferred to RO) to receive the payment thru check	Pay owner the amount based on the just compensation as approved by the Court less capital gains tax.	Cashier, Cash Division	Main Office or RO	1 day
END OF TRANSACTION					
DURATION OF ACTIVITY			BY DPWH		29-41 DAYS
			BY OTHER AGENCIES		377-692 DAYS
			TOTAL		416-733 DAYS

**NOTE:**

The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.

Name of Agency	: Department of Public Works and Highways Regional Offices (ROs)
Frontline Service	: Removal and Relocation of Informal Settlers
Clients	: Affected Informal Settlers
Requirements	: Family Picture; Marriage Contract/Affidavit of Cohabitation; IDs; Cedula (for informal settlers)
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 280 - 340 days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
I.	<b>PRE-RELOCATION PHASE</b>				
1		Identify Resettlement Sites in Coordination with the National Housing Authority (NHA)	RO/NHA	RO / Quezon City(NHA)	30 days
2		Pre-Census Activities with NHA	RO/NHA	RO / Quezon City(NHA)	15 days
3	Affected Informal Settlers provide information (personal circumstances) to the IO	Prepare census, tagging, mapping and household listing, actual census, census data evaluation/processing, and masterlist.	RO	RO	1 day
4	Affected Informal Settlers receive the 30-Days Notice	Issue 30-Days notice; Display Posters (Notice/Poster must state reason for demolition; Actual Date of demolition not earlier than 30 days and not later than 90 days).	RO	RO	3 days
5	Affected Informal Settlers attend consultation meetings	Conduct consultation meetings with the NHA, LGUs, Brgy. Chairman, affected families, agencies and NGO's. Schedule of next meeting set, including 2 feedback meets within 20 days of notice and 1 final meet before actual demolition.	RO/NHA/LGUs	RO / Quezon City(NHA) / LGUs	3 days (1 day for 3 consecutive weeks)
6		Conduct Inter-Agency Meeting/Coordination. The following requirements shall be ensured; Resettlement Site, Relocation/Demolition Team; other logistical requirements; Police Security; Balik-Probinsya; Medical Assistance during demolition and Relocation Documentation.	RO/NHA/LGUs	RO / Quezon City(NHA) / LGUs	within 30 days upon issuance of Notice
7	Affected Informal Settlers submit Family Pictures, Marriage Contract/Affidavit of Cohabitation; IDs and Community Tax Certificate (cedula)	Gathering of Relocation Documents (Family Pictures, Marriage Contract; Affidavit of Cohabitation; IDs; Cedula)	RO	RO	within the 30 days upon issuance of Notice
8	Voluntary Relocation and Resettlement	Assist in the Voluntary Relocation and Resettlement	RO	RO	7 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
II. RELOCATION PHASE					
1		Dismantle Structures/Movement of Families DPWH Task Force shall ensure: a. Identification for all staff & crew involved in the operation. b. Proper uniform for members of PNP c. Electricity is shut off d. Dismantling executed carefully for maximum recovery of materials e. No looting by participants and violators administratively/ criminally charged f. Record names/numbers of families affected.	RO / NHA/ LGUs / Presidential Commission for the Urban Poor (PCUP), Commission on Human Rights (CHR), Department of Social Welfare & Development (DSWD)/ Philippine National Police (PNP)	RO / Quezon City(NHA), PCUP, CHR, DSWD / LGUs	5 days
2	Affected Informal Settlers secure Entry Pass from the DEO	Issue Entry Pass to the informal settlers	RO	RO	1 day
3	Load belongings and family members to the transportation vehicle provided by the DEO	Load and Transport informal settlers. Transportation vehicle shall have necessary signboards displayed and shall proceed in the area before actual dismantling; before departure, documents shall be checked, safety and comfort of families shall be ensured, last trip not later than 3 pm.	RO	RO	1 day
4		Resettlement project team/ representative of resettlement community shall: (a) Welcome and receive the relocated families; and (b) Provide medical services if necessary.	RO	RO	
5		Process documents and lot assignments. DPWH Task Force present in the relocation site shall (a) Review/process entry passes and other documents; (b) Assign lots to families; and (c) Assist families in accomplishing forms.	RO	RO	
6	Affected Informal Settlers transfer to their assigned lot.	Assist the informal settler to transfer to their assigned lot. DPWH Task Force shall provide manpower assistance to help families unload materials and belongings and transfer to their assigned lot.	DEO	DEO	
III. POST-RELOCATION PHASE					
1	Affected Informal Settlers participate in the training and livelihood program	a. Organized community based structures strengthened b. Adequate social services in health, nutrition, education, responsible parenthood, environmental sanitation, etc. shall be provided c. Manpower training and livelihood program given	RO  NAPC/ Local Gov't Unit/ DSWD	RO  Quezon City (NAPC) /  LGU	180 days
END OF TRANSACTION					
DURATION OF ACTIVITY			BY DPWH		100-160 DAYS
			BY OTHER AGENCIES		180 DAYS
			TOTAL		280-340 DAYS

***SERVING THE PUBLIC THROUGH  
QUALITY INFRASTRUCTURE!***





Name of Agency	: Department of Public Works and Highways District Engineering Offices (DEOs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way through Donation (First Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 69 - 114 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	District Engineer, DE	District Engineering Office (DEO)	1 day
2	Affected Property Owner submit Title, Tax Declaration and Tax Clearance to ROW Head/ Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds (RD) and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
3		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
4		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
5	Owner agrees to donate affected property	Execute the Deed of Donation, if the owner agrees to donate	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
6	Owner Signs the Deed of Donation	Prepare and process Disbursement Vouchers for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	DEO	DEO	3 days
7		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot .</i>	<i>Department of Budget and Management</i>	<i>DBM</i>	30 days
8	Facilitate the notary of Deed of Donation	Secure notarized Deed of Donation	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
9	<p>Proceed to the Bureau of Internal Revenue (BIR) to pay the Donor's Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. Original &amp; Certified True copy of Title</p> <p>b. Original &amp; Certified True copy of Tax Declaration</p> <p>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Office of the City/Municipal Assessor</p> <p>d. Notarized Deed of Donation</p>		Officer of the Day	Bureau of Internal Revenue (BIR)	1 day
10	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
11	<p>Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the BIR</p> <p>b. Tax Clearance</p> <p>c. CAR</p>		Treasurer's Office	Treasurer's Office	1 day
12	<p>Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>All documents presented at the Treasurer's Office</p>		Civil Registrar	Registry of Deeds	1 day
13	Secure the TCT in the name of RP/ TCT with the annotation of the donation.	Issue TCT in the name of RP / the TCT with the annotation of the donation	Civil Registrar	Registry of Deeds	15 - 60 days
14	Submit to DEO the TCT in the name of RP/the TCT with the annotation of donation	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of the donation.	DEO	DEO	1 day
END OF TRANSACTION					
DURATION OF ACTIVITY			BY DPWH		9 DAYS
			BY OTHER AGENCIES		60 - 105 DAYS
			TOTAL		69 - 114 DAYS

NOTE : If the owner disagrees to donate the property, the mode of acquisition shall be through "purchase/negotiation"

Name of Agency	: Department of Public Works and Highways District Engineering Offices (DEOs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way through Purchase/Negotiation based on BIR Zonal Value for Lots and Replacement Cost for improvements (Second Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 148 - 197 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	District Engineering Office (DEO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	DEO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request for the submission of the documentary requirements (TCT, TD and Tax Clearance).	District Engineer, DE	District Engineering Office (DEO)	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
5		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
7		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses to donate the property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
9		Execute the Deed of Absolute Sale (DOAS) and Agreement to Demolish and Remove Improvement (ADRI) between the owner and DPWH if the owner agrees with the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	DEO	DEO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10	Affected Owner signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP and for the 70% initial payment for the improvements.	DEO	DEO	1 day
11		Recommend approval of the DOAS. - Approval of the DOAS by the proper authorities/officials depending on the IROW cost: a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M - Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	DEO	10 days
12		Conduct joint inspection by the DEO and the representatives from the Commission of Audit	DEO/COA	DEO/COA	1 day
13	Affected Owner facilitate the notary of the ADRI	Secure notarized ADRI	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
14		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot and the 70% initial payment for the improvements..</i>	DBM	DBM	30 days
15	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the 70% initial payment for the improvements.	Cashier, Cash Division	Main Office or DEO	1 day
16	Affected Owner vacate the improvements	Conduct demolition of affected improvement/structure.	DEO	DEO	1 - 3 days
17	Affected Owner submit pictures of the on-going demolition of his structures and pictures of cleared area	Prepare and process vouchers for payment of affected lot and the remaining 30% for the improvement in favor of the owner.	DEO	DEO	1 day
18		<i>Release of the 30% final payment by DBM for the improvements..</i>	DBM	DBM	30 days
19	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the 30% final payment for the improvements.	Cashier, Cash Division	Main Office or DEO	1 day
20	Affected Owner receives check for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or DEO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
21	Affected Owner facilitates the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
22	<p>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and the Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. Original &amp; Certified True copy of Title</p> <p>b. Original &amp; Certified True copy of Tax Declaration</p> <p>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</p> <p>d. Notarized Deed of Sale</p>		Officer of the Day	BIR	1 day
23	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
24	<p>Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the BIR</p> <p>b. Tax Clearance</p> <p>c. CAR</p>		Treasurer's Office	Treasurer's Office	1 day
25	<p>Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the Treasurer's Office</p>		Civil Registrar	Registry of Deeds	1 day
26	Secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue copy of the TCT in the name of RP/ the TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
27	Affected Owner submits copy of the TCT in the name of RP/ the TCT with the annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	DEO	DEO	1 day
28		Prepare and process vouchers for payment of affected lot .	DEO	DEO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
29		<i>Release of the corresponding cash allocations by DBM for payment of lot.</i>	<i>DBM</i>	<i>DBM</i>	<i>30 days</i>
30	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the amount equivalent to 100% of BIR zonal value less capital gains tax.	Cashier, Cash Division	Main Office or DEO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>				<b>BY DPWH</b>	<b>28 - 30 DAYS</b>
				<b>BY OTHER AGENCIES</b>	<b>120-165 DAYS</b>
				<b>TOTAL</b>	<b>148-197 DAYS</b>

NOTE :

- 1 If the owner disagrees the offer to acquire the property through "purchase/negotiation" based on the BIR zonal value for the affected lot and the computed replacement cost for the improvement, the IO shall request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements.
- 2 Assuming that the land covered by the TCT is to be acquired "totally" or that the Court orders for only "annotation" in the title. However, in case of "partially" affected, in order to facilitate the transfer of TCT in the name of RP (only then can IROWR-PMO can process final payment to owners) the owner has to facilitate the segregation of the property or preparation of subdivision plan to be submitted to Land Registration Authority for approval as required by the Registry of Deeds .

Name of Agency : Department of Public Works and Highways  
District Engineering Offices (DEOs)

Frontline Service : Acquisition of Infrastructure Right-of-Way through Purchase/Negotiation based on BIR zonal value for Lots ONLY (Second Option to Acquire ROW per RA 8974)

Clients : Affected Property Owners

Requirements : Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M.

Fees : None

Total/Maximum Duration of Process : 114 - 159 Days

How to Avail of the Service : Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare physical survey and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	District Engineering Office (DEO)	1 day
2		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	District Engineer, DEO	DEO	1 day
3	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
4		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	Registry of Deeds/ Assessor's Office	Registry of Deeds/ Assessor's Office	2 days
5		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
6		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR), if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
7		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
8		Execute the Deed of Absolute Sale (DOAS) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	DEO	DEO	1 day
9	Affected Owner Signs the Deed of Sale (DOAS)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	DEO	DEO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		Recommend for the approval of the DOAS. - Approval of the DOAS by the proper authorities/officials depending on the IROW cost a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M -Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	DEO	10 days
11		Conduct a joint inspection by the DEO and the representatives from the Commission of Audit	DEO/COA	DEO/COA	1 day
12		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.</i>	DBM	DBM	30 days
13	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or DEO	1 day
14	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
15	<i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i>  - Copies of documents to be presented: a. <i>Original &amp; Certified True copy of Title</i> b. <i>Original &amp; Certified True copy of Tax Declaration</i> c. <i>Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</i> d. <i>Notarized Deed of Sale</i>		Officer of the Day	BIR	1 day
16	<i>Secure Certificate Authorizing Registration (CAR) to be issued by the BIR</i>		BIR	BIR	10 days
17	<i>Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency)</i>  - Copies of documents to be presented: a. <i>All documents presented at the BIR</i> b. <i>Tax Clearance</i> c. <i>CAR</i>		Treasurer's Office	Treasurer's Office	1 day



No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
18	<i>Proceed to the Registry of Deeds - Copies of documents to be presented: All documents presented at the Treasurer's Office</i>		<i>Civil Registrar</i>	<i>Registry of Deeds</i>	<i>1 day</i>
19	<i>Secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale</i>	<i>Issue TCT in the name of RP/ TCT with the annotation of sale</i>	<i>Civil Registrar</i>	<i>Registry of Deeds</i>	<i>15 - 60 days</i>
20	Affected Owner submits copy of the TCT in the name of RP/annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale	DEO	DEO	1 day
21		Prepare and process vouchers for payment of affected lot .	DEO	DEO	1 day
22		<i>Release of the corresponding cash allocations by DBM for payment of lot/improvement.</i>	<i>DBM</i>	<i>PMO/COA</i>	<i>30 days</i>
23	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the amount equivalent to 100% of BIR zonal value less capital gains tax.	Cashier, Cash Division	Main Office or DEO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>				<b>BY DPWH</b>	<b>24 DAYS</b>
				<b>BY OTHER AGENCIES</b>	<b>90-135 DAYS</b>
				<b>TOTAL</b>	<b>114-159 DAYS</b>

**NOTES :**

- 1 If the owner disagrees the offer to acquire the property through "purchase/negotiation" based on the BIR zonal value for the affected lot and the computed replacement cost for the improvement, the IO shall request the respective appraisal committee of the concerned LGUs to appraise the affected land.
- 2 The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.

Name of Agency	: Department of Public Works and Highways District Engineering Offices (DEOs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way by Purchase/ Negotiation thru Appraisal Committee Lots and Improvements (Second Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 200 - 248 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	District Engineering Office (DEO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	DEO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	District Engineer, DE	DEO	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
5		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
7		Secure certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
9		Request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	District Engineer, DE	DEO	3 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		Compute the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the DEO.	Appraisal Committee	LGU	15 days
11		Proceed to step 14 if the valuation based on the Resolution of appraisal committee is accepted by DEO.	District Engineer, DE	DEO	no prescribed time
12		<i>Engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land along with its improvements if the valuation based on the Resolution of appraisal committee is rejected by DEO.</i>	ILA	ILA	30 days
13		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	DEO	DEO	1 day
14		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	DEO	DEO	1 day
15		Execute the Deed of Absolute Sale (DOAS) and Agreement to Demolish and Remove Improvement (ADRI) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	DEO	DEO	1 day
16	Affected Owner Signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP and for the 70% initial payment for the improvements.	DEO	DEO	1 day
17		Recommend for the approval of the DOAS. - Approval of the DOAS by the proper authorities/officials depending on the IROW cost a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M - Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	DEO	10 days
18		Conduct a joint inspection by the DEO and the representatives from the Commission of Audit	DEO/COA	DEO/COA	1 day
19	Affected Owner facilitate the notary of the ADRI	Secure notarized ADRI	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
20		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot and the 70% initial payment for the improvements..</i>	DBM	DBM	30 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
21	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the 70% initial payment for the improvements.	Cashier, Cash Division	Main Office or DEO	1 day
22	Affected Owner vacates the improvements	Conduct demolition of affected improvement/structure.	DEO	DEO	1 - 3 days
23	Affected Owner submits pictures of the on-going demolition of his structures and pictures of cleared area	Prepare and process vouchers for payment of affected lot and the remaining 30% for the improvement in favor of the owner.	DEO	DEO	1 day
24		<i>Release of the 30% final payment by DBM for the improvements..</i>	<i>DBM</i>	<i>DBM</i>	30 days
25	Affected Owner proceeds to Cash Division of Main Office or to Cash Division of DEO ( if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the 30% final payment for the improvements.	Cashier, Cash Division	Main Office or DEO	1 day
26	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or DEO	1 day
27	Affected Owner facilitates the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
28	<p><i>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. Original &amp; Certified True copy of Title</i></p> <p><i>b. Original &amp; Certified True copy of Tax Declaration</i></p> <p><i>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</i></p> <p><i>d. Notarized Deed of Sale</i></p>		<i>Officer of the Day</i>	<i>BIR</i>	1 day
29	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		<i>BIR</i>	<i>BIR</i>	10 days
30	<p><i>Proceed to the Treasurer's Office and pay the Transfer Tax. (Shouldered by the Implementing Agency)</i></p> <p><i>- Copies of documents to be presented:</i></p> <p><i>a. All documents presented at the BIR</i></p> <p><i>b. Tax Clearance</i></p> <p><i>c. CAR</i></p>		<i>Treasurer's Office</i>	<i>Treasurer's Office</i>	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
31	Proceed to the Registry of Deeds and pay the Registration Fee. (Shouldered by the Implementing Agency) - Copies of documents to be presented: All documents presented at the Treasurer's Office		Civil Registry	Registry of Deeds	1 day
32	Affected Owner secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue TCT in the name of RP/ TCT with the annotation of sale	Civil Registry	Registry of Deeds	15 - 60 days
33	Affected Owner submits copy of the TCT in the name of RP/annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	DEO	DEO	1 day
34		Prepare and process vouchers for payment of affected lot .	DEO	DEO	1 day
35		Release of the corresponding cash allocations by DBM for payment of lot.	DBM	DBM	30 days
36	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the amount based on the appraisal less capital gains tax.	Cashier, Cash Division	DEO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>			<b>BY DPWH</b>		<b>35-38 DAYS</b>
			<b>BY OTHER AGENCIES</b>		<b>165-210 DAYS</b>
			<b>TOTAL</b>		<b>200-248 DAYS</b>

**NOTES:**

- 1 If the owner disagrees the offer to acquire the property by "purchase/negotiation" thru Appraisal Committee, expropriation proceeding shall be initiated.
- 2 The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.

Name of Agency	: Department of Public Works and Highways District Engineering Offices (DEOs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way by Purchase/ Negotiation thru Appraisal Committee Lot Only (Third Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5: P.M.
Fees	: None
Total/Maximum Duration of Process	: 164 - 209 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare masterlist and physical survey.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	District Engineering Office (DEO)	1 day
2		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	District Engineer, DE	DEO	1 day
3	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
4		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office.</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
5		Request owner to donate the property affected by the project.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
6		Secure a certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR), if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
7		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
8		Request the respective appraisal committee of the concerned LGUs to appraise the affected land if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	District Engineer, DE	DEO	3 days
9		<i>Computes the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the DEO.</i>	<i>Appraisal Committee</i>	<i>LGU</i>	15 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		If the valuation based on the Resolution of appraisal committee is accepted by DEO, proceed to step 13.	District Engineer, DE	DEO	no prescribed time
11		If the valuation based on the Resolution of appraisal committee is rejected by DEO, it shall engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land.	ILA	DEO	30 days
12		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	DEO	DEO	1 day
13		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	DEO	DEO	1 day
14		Execute the Deed of Absolute Sale (DOAS) between the owner and DPWH if owner accepts the offer. Request the owner to issue Permit to Enter (PTE) so that the project may commence.	DEO	DEO	1 day
15	Affected Owner Signs the Deed of Sale (DOAS) and Agreement to Demolish and Remove Improvements (ADRI)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	DEO	DEO	1 day
16		Recommend for the approval of the DOAS. - Approval of the DOAS by the proper authorities/officials depending on the IROW cost a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M -Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	DEO	10 days
17		Conduct a joint inspection by the DEO and the representatives from the Commission of Audit.	DEO/COA	DEO/COA	1 day
18		<i>Release of the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.</i>	<i>DBM</i>	<i>DBM</i>	<i>30 days</i>
19	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes.	Cashier, Cash Division	Main Office or DEO	1 day
20	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
21	<p>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. Original &amp; Certified True copy of Title</p> <p>b. Original &amp; Certified True copy of Tax Declaration</p> <p>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</p> <p>d. Notarized Deed of Sale</p>		Officer of the Day	BIR	1 day
22	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
23	<p>Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the BIR</p> <p>b. Tax Clearance</p> <p>c. CAR</p>		Treasurer's Office	Treasurer's Office	1 day
24	<p>Proceed to the Registry of Deeds pay the Registration Fee. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>All documents presented at the Treasurer's Office</p>		Civil Registry	Registry of Deeds	1 day
25	Secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue copy of the TCT in the name of RP/ the TCT with the annotation of sale	Civil Registry	Registry of Deeds	15 - 60 days
26	Affected Owner submits copy of the TCT in the name of RP/annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	DEO	DEO	1 day



No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
27		Prepare and process vouchers for payment of affected lot .	DEO	DEO	1 day
28		<i>Request the DBM for the release of the corresponding cash allocations for payment of lot/improvement.</i>	DBM	DBM	30 days
29	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the amount based on the appraisal less capital gains tax.	Cashier, Cash Division	Main Office or DEO	1 day
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>			<b>BY DPWH</b>		<b>29 DAYS</b>
			<b>BY OTHER AGENCIES</b>		<b>135-180 DAYS</b>
			<b>TOTAL</b>		<b>164-209 DAYS</b>

**NOTES:**

- 1 NOTE : If the owner disagrees the offer to acquire the property by "purchase/negotiation" thru Appraisal Committee, expropriation proceeding shall be initiated.
- 2 The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.

Name of Agency	: Department of Public Works and Highways District Engineering Offices (DEOs)
Frontline Service	: Acquisition of Infrastructure Right-of-Way through Expropriation (Lots & Improvements) (Last Option to Acquire ROW per RA 8974)
Clients	: Affected Property Owners
Requirements	: Copy of Transfer Certificate of Title; Tax Declaration; Tax Clearance
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 416 - 733 Days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1		Prepare census, tagging, mapping and masterlist.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	District Engineering Office (DEO)	1 day
2		Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials.	Estimator	DEO	1 day
3		Issue Notice of Taking informing the owner about the need to acquire the property and request submission of the documentary requirements (TCT, TD and Tax Clearance).	District Engineer, DEO	DEO	1 day
4	Affected Owner submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title in the Registry of Deeds and Tax Declaration in the Assessor's Office.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
5		<i>Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	<i>Registry of Deeds/ Assessor's Office</i>	2 days
6		Request owner to donate the property affected by the project	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
7		Secure a certified true copy of the recent prevailing zonal value of lots from the Bureau of Internal Revenue (BIR) if the owner refuses the request to donate his property.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
8		Serve the first offer of compensation based on the 100% of the current BIR zonal value for the affected lots and replacement cost for the improvements.	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
9		Request the respective appraisal committee of the concerned LGUs to appraise the affected land and improvements if the owner refuses to accept the offer based on the zonal valuation and replacement cost.	District Engineer, DEO	DEO	3 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
10		<i>Compute the just compensation for the land and improvements affected based on field survey and research in accordance with RA 8974 and its IRR and submit Resolution to the DEO.</i>	Appraisal Committee	LGU	15 days
11		Proceed to step 13 if the valuation based on the Resolution of appraisal committee is accepted by DEO.	District Engineer, DEO	DEO	no prescribed time
12		<i>Engage the services of an Independent Land Appraiser (ILA) to make its own valuation of land along with its improvements if the valuation based on the Resolution of appraisal committee is rejected by DEO.</i>	ILA	ILA	30 days
13		Compare the appraisal value submitted by the Appraisal committee and the ILA. The lower of the two values shall be the basis of the second offer to be made.	DEO	DEO	1 day
14		Issue an offer in writing to the property owner. The property owner shall be given 15 days within which he shall decide whether to accept the offer as payment to his property or not.	DEO	DEO	1 day
15		Initiate filing of expropriation if the owner rejects the second offer.	DEO	DEO	no prescribed time
16		<i>File complaint to the proper court</i>	OSG	<i>Makati City</i>	15 days
17		Prepare and process vouchers for deposit of the provisional cost of lot (100% BIR zonal) and improvement (Replacement Cost)	DEO	DEO	3 days
18		<i>Release cash allocation by DBM for the court deposit.</i>	DBM	DBM	30 days
19		Conduct Joint site inspection by the DEO and the representatives from the Commission of Audit	DEO/ COA	DEO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
20		Make deposit to govt depository bank to an account of DPWH indicating civil case number.	DEO	DEO	2 days
21		Request the bank to issue Certificate of deposit.	DEO	DEO	2 days
22		<i>File an urgent ex-parte motion for Writ of Possession with the concerned Regional Trial Court (RTC).</i>	OSG	<i>Makati City</i>	7 days
23		<i>Issue Writ of Possession (WOP) to plaintiff ordering the sheriff to place the plaintiff in possession of the property involved.</i>	RTC	<i>Assigned Courts</i>	10 days
24	<i>Affected owner files motion for the withdrawal of the provisional deposit.</i>	<i>Issue Order to withdraw deposit</i>	RTC	<i>Assigned Courts</i>	7 days
25		Prepare letter to the bank stating that DPWH/OSG interpose no objection to the order of the RTC and enclosing the Certification of the identity of the owner/authorized person to withdraw the amount (signatories of the letter and certification are the Directors of DEO and CFMS).	DEO	DEO	2 days
26		<i>Verify and review by legal staff of the depository bank</i>	Bank		3 days
27	<i>Affected Owner proceed to the bank to receive the check upon presenting proper identification</i>	<i>Release of the bank deposit</i>	Bank		1 day
28	Affected Owner vacate the improvements	Conduct demolition of affected improvement/structure.	DEO	DEO	1-3 days
29		<i>Appointment of the Court of not more than 3 competent persons as commissioners to ascertain and report to the Court the just compensation for the properties sought to be taken.</i>	RTC	<i>Assigned Courts</i>	10 days
30		<i>Submission of Resolution of the Board of Commissioners containing their recommendation to RTC</i>	Board of Commissioners		30 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
31	Affected Owner may file motion for objection to the Commissioner's Report (if any)	Submit comment to Court through OSG	DEO	DEO	1 day
32		<i>File the comment to Court</i>	OSG	OSG	10 days
33		Facilitate the request for the allocation of funds (to be included in the yearly request for GAA) to pay the property owner the difference between the amount already paid and the just compensation as determined by the Court when the decision of the Court becomes final and executory.	DEO	PMO / Central Office	1 day
34		<i>Approve request for funding allocation through budget hearing. Release of the approved budget (GAA) is every first quarter of the year.</i>	Congress	Diliman, Quezon City	90 - 360 days
35		Seek clearance for the release of fund of its corresponding SARO.	DEO	DEO / Central Office	1 day
36		<i>Release fund of its corresponding SARO by DBM.</i>	DBM	DBM	30 days
37	Affected Owner signs the Deed of Sale (DOAS)	Prepare and process Disbursement Vouchers for the preparation of checks for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP.	DEO	DEO	1 day
38		Recommend for the approval of the DOAS.  - Approval of the DOAS by the proper authorities/officials depending on the IROW cost a. up to P3M - District Engineer b. up to P5M - Regional/ PMO Director c. up to P10M -Assistant Secretary d. up to P15M - Undersecretary e. any amount - Secretary	Approving Authority	DEO	10 days
39		<i>Release the corresponding cash allocations by DBM for payment of Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot.</i>	DBM	DBM	30 days
40	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the checks for payment of taxes.	Issue Checks for payment of Taxes	Cashier, Cash Division	Main Office or PMO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
41	Affected Owner facilitate the notary of Deed of Sale	Secure notarized Deed of Sale	Right-of-Way (ROW) Head/ ROW Engineer/ ROWA Team Leader	DEO	1 day
42	<p>Proceed to the Bureau of Internal Revenue (BIR) to pay the Capital Gains Tax and Documentary Stamp Tax. (The Documentary Stamp Tax is shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. Original &amp; Certified True copy of Title</p> <p>b. Original &amp; Certified True copy of Tax Declaration</p> <p>c. Certificate of no improvement (if no improvement erected on the said land) issued by the Assessor's Office</p> <p>d. Notarized Deed of Sale</p>		Officer of the Day	BIR	1 day
43	Secure Certificate Authorizing Registration (CAR) to be issued by the BIR		BIR	BIR	10 days
44	<p>Proceed to the Treasurer's Office pay the Transfer Tax. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>a. All documents presented at the BIR</p> <p>b. Tax Clearance</p> <p>c. CAR</p>		Treasurer's Office	Treasurer's Office	1 day
45	<p>Proceed to the Registry of Deeds pay the Registration Fee. (Shouldered by the Implementing Agency)</p> <p>- Copies of documents to be presented:</p> <p>All documents presented at the Treasurer's Office</p>		Civil Registrar	Registry of Deeds	1 day
46	Affected Owner secure from the RD copy of the TCT in the name of RP/ the TCT with the annotation of sale	Issue TCT in the name of RP/ TCT with the annotation of sale	Civil Registrar	Registry of Deeds	15 - 60 days
47	Affected Owner submit to DEO copy of the TCT in the name of RP/ the TCT with the annotation of sale	Provide National Archive copy of TCT in the name of RP/ the TCT with the annotation of sale.	DEO	DEO	1 day

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
48		Prepare and process vouchers for payment of affected lot .	DEO	DEO	1 day
49		<i>Release the corresponding cash allocations by DBM for payment of lot/improvement.</i>	DBM	DBM	30 days
50	Affected Owner proceed to Cash Division of Main Office or to Cash Division of DEO (if fund for payment is transferred to DEO) to receive the payment thru check	Pay owner the amount based on the just compensation as approved by the Court less capital gains tax.	Cashier, Cash Division	Main Office or DEO	1 day
END OF TRANSACTION					
DURATION OF ACTIVITY				BY DPWH	29-41 DAYS
				BY OTHER AGENCIES	377-692 DAYS
				TOTAL	416-733 DAYS

**NOTE:**

The above procedure is based on the assumption that the land covered by the TCT is to be acquired TOTALLY and/or that the Court orders for only ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders for the cancellation of the TCT, the owner should cause for the issuance of the new TCT in the name of RP and the TCT for the remaining property before the IROWR-PMO can facilitate the processing of the final payment.

Name of Agency	: Department of Public Works and Highways District Engineering Offices (DEOs)
Frontline Service	: Removal and Relocation of Informal Settlers
Clients	: Affected Informal Settlers
Requirements	: Family Picture; Marriage Contract/Affidavit of Cohabitation; IDs; Cedula (for informal settlers)
Schedule of Availability of Service	: Monday to Friday 8:00 A.M. - 5:00 P.M.
Fees	: None
Total/Maximum Duration of Process	: 280 - 340 days
How to Avail of the Service	: Submit documentary requirements

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
I.	<b>PRE-RELOCATION PHASE</b>				
1		Identify Resettlement Sites in Coordination with the National Housing Authority (NHA)	DEO/NHA	DEO / Quezon City(NHA)	30 days
2		Pre-Census Activities with NHA	DEO/NHA	DEO / Quezon City(NHA)	15 days
3	Affected Informal Settlers provide information (personal circumstances) to the IO	Prepare census, tagging, mapping and household listing, actual census, census data evaluation/processing, and masterlist.	DEO	DEO	1 day
4	Affected Informal Settlers receive the 30-Days Notice	Issue 30-Days notice; Display Posters (Notice/Poster must state reason for demolition; Actual Date of demolition not earlier than 30 days and not later than 90 days).	DEO	DEO	3 days
5	Affected Informal Settlers attend consultation meetings	Conduct consultation meetings with the NHA, LGUs, Brgy. Chairman, affected families, agencies and NGOs. Schedule of next meeting set, including 2 feedback meets within 20 days of notice and 1 final meet before actual demolition.	DEO/NHA/LGUs	DEO / Quezon City(NHA) / LGUs	3 days (1 day for 3 consecutive weeks)
6		Conduct Inter-Agency Meeting/Coordination. The following requirements shall be ensured; Resettlement Site, Relocation/Demolition Team; other logistical requirements; Police Security; Balik-Probinsya; Medical Assistance during demolition and Relocation Documentation.	DEO/NHA/LGUs	DEO / Quezon City(NHA) / LGUs	within 30 days upon issuance of Notice
7	Affected Informal Settlers submit Family Pictures, Marriage Contract/Affidavit of Cohabitation; IDs and Community Tax Certificate (cedula)	Gathering of Relocation Documents (Family Pictures, Marriage Contract; Affidavit of Cohabitation; IDs; Cedula)	DEO	DEO	within the 30 days upon issuance of Notice
8	Voluntary Relocation and Resettlement	Assist in the Voluntary Relocation and Resettlement	DEO	DEO	7 days



No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
II.	<b>RELOCATION PHASE</b>				
1		<p>Dismantle Structures/Movement of Families</p> <p>DPWH Task Force shall ensure:</p> <p>a. Identification for all staff &amp; crew involved in the operation.</p> <p>b. Proper uniform for members of PNP</p> <p>c. Electricity is shut off</p> <p>d. Dismantling executed carefully for maximum recovery of materials</p> <p>e. No looting by participants and violators administratively/ criminally charged</p> <p>f. Record names/numbers of families affected.</p>	DEO / NHA/ LGUs / Presidential Commission for the Urban Poor (PCUP), Commission on Human Rights (CHR), Department of Social Welfare & Development (DSWD)/ Philippine National Police (PNP)	DEO / Quezon City(NHA), PCUP, CHR, DSWD / LGUs	5 days
2	Affected Informal Settlers secure Entry Pass from the DEO	Issue Entry Pass to the informal settlers	DEO	DEO	1 day
3	Load belongings and family members to the transportation vehicle provided by the DEO	Load and Transport informal settlers. Transportation vehicle shall have necessary signboards displayed and shall proceed in the area before actual dismantling; before departure, documents shall be checked, safety and comfort of families shall be ensured, last trip not later than 3 pm.	DEO	DEO	1 day
4		Resettlement project team/representative of resettlement community shall: (a) Welcome and receive the relocated families; and (b) Provide medical services if necessary.	DEO	DEO	
5		Process documents and lot assignments. DPWH Task Force present in the relocation site shall (a) Review/process entry passes and other documents; (b) Assign lots to families; and (c) Assist families in accomplishing forms.	DEO	DEO	
6	Affected Informal Settlers transfer to their assigned lot.	Assist the informal settler to transfer to their assigned lot. DPWH Task Force shall provide manpower assistance to help families unload materials and belongings and transfer to their assigned lot.	DEO	DEO	

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
III.	POST-RELOCATION PHASE				
1	Affected Informal Settlers participate in the training and livelihood program	a. Organized community based structures strengthened	DEO	DEO	180 days
		b. Adequate social services in health, nutrition, education, responsible parenthood, environmental sanitation, etc. shall be provided	NAPC/ Local Gov't Unit/ DSWD	Quezon City (NAPC) /	
		c. Manpower training and livelihood program given		LGU	
END OF TRANSACTION					
DURATION OF ACTIVITY			BY DPWH		100-160 DAYS
			BY OTHER AGENCIES		180 DAYS
			TOTAL		280-340 DAYS

***SERVING THE PUBLIC THROUGH  
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Name of Agency	: DPWH, National Building Code Development Office (NBCDO)
Frontline Service	: Appeal on Demolition Order of the Local Building Official (LBO) relative to the enforcement of the provisions of the NBC and its Implementing Rules and Regulations (IRR)
Clients	: (General Public) Appellant/Appellee
Requirements	: a) Letter of Appeal b) Decision of the Local Building Official (LBO) c) copies of design plans d) Technical Report of the Office of the Local Building Official (LBO)
Schedule of Availability of Service	: Monday to Friday 8:00 a.m. - 5:00 p.m.
Fees	: None
Total Maximum Duration of Process	: 158 days
How to Avail of the Service	: Write/ submit letter of Appeal to the Office of the Secretary, DPWH and/or to the NBCDO.

No.	Client Step	Agency Action	Offical/ Person Responsible	Location of Office	Duration of Activity
1	Write/ Submit letter of appeal	Receive, record and attach routine slip on letter of appeal and forward to Office of the Secretary.	Receiving Clerk Central Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office	30 mins
2		Receive and attach routine slip on letter of appeal.	Clerk Office of the Secretary	2nd Floor Main Bldg., DPWH Central Office	30 mins
3		Write instruction on the action to be undertaken by NBCDO.	Head, Technical Staff Office of the Secretary		1 day
4		Receive, record, attach routine slip and forward to Exec. Director, NBCDO.	Clerk, NBCDO	3rd Floor ICC Bldg., DPWH Central Office	30 mins
5		Instruct Legal Staff to write and issue order to LBO concerned to submit/ elevate pertinent records to NBCDO including position paper on subject case.	Executive Director NBCDO		1day
		Record letter of appeal and give to Legal Staff.	Clerk, NBCDO		30 mins
		Receive and record letter of appeal and give to Legal Staff.	Clerk, Legal Service	3rd Floor Main Building DPWH Central Office	30 mins
		Prepare letter to LBO concerned requesting to submit all pertinent records and Position Paper regarding subject appeal.	Legal Staff		1 day
		Record letter to LBO and forward to NBCDO.	Clerk, Legal Service		30 mins.
		Receive and record letter and forward to Exec. Director, NBCDO for his signature..	Clerk, NBCDO	3rd Floor ICC Bldg., DPWH Central Office	30 mins.
		Sign letter to LBO concerned.	Executive Director NBCDO		1/2 day
6		Record, get files and transmit to Central Records Division.	Clerk, NBCDO		30 mins.
7		Record, get files and transmit/send to LBO concerned.	Receiving Clerk Central Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office	30 mins.
		<b>NOTE: Within 30 days upon receipt, the LBO concerned transmits to NBCDO pertinent documents and position paper on subject appeal.</b>			

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
8		Receive, record, attach routine slip and forward to Exec. Director, NBCDO.	Clerk, NBCDO	3rd Floor ICC Bldg., DPWH Central Office	30 mins
9		Assign all pertinent documents to Legal Staff/ Technical Staff for re-evaluation of subject appeal.	Executive Director NBCDO		1/2 day
10		Review, evaluate appeal and all pertinent documents submitted and refer/ recommend site inspection.	Legal Staff/Technical Staff/ Inspectorate Team NBCDO	4th Floor Bureau of Design South Wing DPWH Central Office	5 days
11		Set schedule of inspection and prepare corresponding Notice of Inspection on subject case/ appeal.			3 days
12	Appellee/Appellant receive/acknowledge Notice of Inspection	Issue Notice of Inspection to concerned parties (appellee/appellant).	Technical Staff/ Inspectorate Team NBCDO		2 days
13	Appellee/Appellant joins NBCDO Inspectorate Team in the conduct of ocular inspection	Conduct of ocular site inspection/ verification/ evaluation.	Inspectorate Team NBCDO	4th Floor Bureau of Design South Wing DPWH Central Office	1 day within Metro Manila; 3 days outside Metro Manila
14		Prepare and submit consolidated/technical report/ comments/ recommendations to Legal Staff.	Inspectorate Team NBCDO		Within 30 days after inspection
15		Prepare Decision/Resolution/ Order of subject case for approval/ signature of DPWH Secretary.	Legal Staff Legal Service	3rd Floor Main Building DPWH Central Office	60 days
16		Forward documents to the Dir., NBCDO for review and initial.	Clerk Legal Staff		30 mins
17		Review and affix initial on Decision/ Resolution/ Order.	Executive Director NBCDO	3rd Floor ICC Building DPWH Central Office	2 days
18		Transmit Decision/Resolution /Order to Office of the Secretary.	Clerk/ Utility Worker		30 mins
19		Receive, record Decision/ Resolution/ Order and forward to Legal Consultant.	Clerk Office of the Secretary	2nd Floor Main Bldg., DPWH Central Office	30 mins
20		Review Decision/Resolution/Order and affix initial by Legal Consultant.	Legal Consultant Office of the Secretary		10 days

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
21		Sign/ Approve Decision/Resolution/ Order of subject case.	Secretary	2nd Floor Main Bldg., DPWH Central Office	5 days
22		Affix seal, record and release Decision/Resolution/ Order to Legal Staff.	Clerk Office of the Secretary		1 day
23		Receive, record make available Certified True Copies (CTC) of Decision/Resolution/Order. Prepare transmittal letters to LBO, appellee and appellant furnishing them CTC of Decision/ Resolution/ Order, for signature of Exec. Director, NBCDO.	Clerk Legal Staff Legal Service	3rd Floor Legal Service, Main Building DPWH Central Office	1 1/2 days
24		Receive, record Transmittal Letters to concerned parties and forwards to the Exec. Director, NBCDO.	Clerk NBCDO	3rd Floor ICC Bldg., DPWH Central Office	30 mins
25		Sign Transmittal letters to concerned parties.	Exec. Director NBCDO		1/2 day
26		Record, get files and return signed Transmittal letters to Legal Staff.	Clerk NBCDO		30 mins
27		Retain original copy of decision/ Resolution Order for file/ reference.	Clerk Legal Service	3rd Floor Legal Service, Main Building DPWH Central Office	30 mins
28		Record, release Transmittal letters and CTC of Decision/Resolution/Order to Central Records Division.			
29		Record, get files and release/ send to concerned parties letters and CTC of Decision/ Resolution/ Order of subject case.	Releasing Clerk Records Division AMMS	Ground Floor Main Bldg. DPWH Central Office	1/2 day
END OF TRANSACTION					
DURATION OF ACTIVITY					129 days
					30 days
					159 days

Name of Agency  
Frontline Service

Clients  
Requirements

Schedule of Availability of Service  
Fees

Total Maximum Duration of Process  
How to Avail of the Service

DPWH, National Building Code Development Office (NBCDO)  
Appeal on the other Orders of the Local Building Official (LBO) relative to the enforcement of the provisions of the National Building Code (NBC) and its Implementing Rules and Regulations (IRR) (i.e. setback, open space/parking requirements, height limitation)  
General Public/ Appellant  
a) Letter of Appeal b) Decision of the Local Building Official (LBO) c) copies of design plans  
d) copies of clearance issued by concerned offices.  
Monday to Friday, 8:00 a.m. - 5:00 p.m.  
None  
92 days  
Write/ submit letter of Appeal to the Office of the Secretary, DPWH and/or to the NBCDO.

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1	Write/ Submit letter of appeal.	Receive, record and attach routine slip on letter of appeal and forward to Office of the Secretary.	Receiving Clerk Central Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office	30 mins.
2		Receive, record and attach routine slip on letter of appeal.	Clerk Office of the Secretary	2nd Floor Main Bldg., DPWH Central Office	30 mins.
3		Write instruction on the action to be undertaken by NBCDO.	Head, Technical Staff Office of the Secretary		1 day
4		Receive, record, attach routine slip on letter of appeal.	Clerk, NBCDO	3rd Floor ICC Bldg., DPWH Central Office	30 mins.
5		Assign documents to Legal Staff/ Technical Staff.	Executive Director NBCDO		1/2 day
6		If it concern legal aspect and technical aspect, receive and record letter of appeal.	Clerk, Legal Service	3rd Floor Main Bldg., DPWH Central Office	30 mins.
7		Evaluate appeal and documents submitted and refer/ recommend site inspection to Inspectorate Team.	Legal Staff, Legal Service		5 days
8		Receive documents, set schedule of inspection and prepare corresponding Notice of Inspection on subject appeal.	Technical Staff/ Inspectorate Team NBCDO	4th Floor Bureau of Design South Wing DPWH Central Office	3 days
9	Appellant receive/ acknowledges Notice of Inspection	Issue Notice of Inspection to concerned appellant/party.	Technical Staff/ Inspectorate Team NBCDO	4th Floor Bureau of Design South Wing DPWH Central Office	2 days
10	Appellant joins NBCDO Inspectorate Team in the conduct of ocular inspection	Conduct of ocular site inspection/ verification/ evaluation.	Inspectorate Team NBCDO		1 day within Metro Manila; 3 days outside Metro Manila
11		Prepare and submit technical report/comments/ recommendations to Legal Staff.	Inspectorate Team NBCDO		Within 30 days after inspection

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office
12		Prepare reply letter of subject appeal for approval/ signature of Exec. Director, NBCDO.	Legal Staff Legal Service	3rd Floor Main Building DPWH Central Office
13		Release, record and forward letter to Exec. Director, NBCDO.	Clerk Legal Staff	
14		Receive, record and forward letter to Exec. Director, NBCDO.	Clerk, NBCDO	3rd Floor ICC Building DPWH Central Office
15		Review, sign reply letter.	Executive Director NBCDO	
16		Record, get files and transmit to Central Records Division, AMMS.	Clerk/ Utility Worker NBCDO	
17		Record, get files and transmit letter to concerned appellant.	Releasing Clerk Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office
18		<b>Note: Should the appeal requires comments/recommendation of the concerned LBO/Board of C (BoC)</b>		
19		Receive, record letter of appeal.	Clerk, Architectural Division Bureau of Design	Fourth Floor, South Wing DPWH Central Office
20		Prepare referral/endorsement to concerned LBO/BoC and forward to NBCDO Executive Director	Technical Staff NBCDO	
21		Receive, record and forward letter to Exec. Director, NBCDO for review and signature.	Clerk, NBCDO	3rd Floor ICC Building DPWH Central Office
22		Review, sign referral/endorsement.	Executive Director NBCDO	
23		Record, get files and transmit to Central Records Division, AMMS.	Clerk NBCDO	
24		Record, get files and transmit letter to concerned LBO/BoC.	Releasing Clerk Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office
		<b>NOTE: Upon receipt, the concerned LBO/BoC prepare comments/recommendations and trans</b>		
25		Receive, record and attach routine slip on letter/comments/ recommendations and forward to NBCDO.	Receiving Clerk Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office
26		Receive, record and forward letter to Exec. Director, NBCDO.	Clerk NBCDO	3rd Floor ICC Building DPWH Central Office
27		Assign documents to Technical Staff.	Executive Director NBCDO	
28		Record and forward documents to Technical Staff.	Clerk NBCDO	



No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
29		Receive, record documents and forward to Technical Staff.	Clerk, Architectural Division Bureau of Design	Fourth Floor Main Bldg. DPWH Central Office	30 mins.
30		Prepare reply letter to appellant and forward to Exec. Director, NBCDO for approval/ signature.	Technical Staff NBCDO		21 days
31		Receive, record and forward letter to Exec. Director, NBCDO for review and signature.	Clerk NBCDO	3rd Floor ICC Building DPWH Central Office	30 mins.
32		Review, sign on letter.	Executive Director NBCDO		2 days
33		Record, get files and transmit to Central Records Division, AMMS.	Clerk/ Utility Worker NBCDO		30 mins.
34		Record, get files and send/release letter to concerned appellant.	Releasing Clerk Records Division	Ground Floor Main Bldg.,	30 mins.
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>					<b>63 days</b>
					<b>29 days</b>
					<b>92 days</b>

Name of Agency	: DPWH, National Building Code Development Office (NBCDO)
Frontline Service	: Query/interpretation relative to the provisions of the National Building Code (NBC) and its Implementing Rules and Regulations (IRR) Complaint on violations of the provisions of the NBC and its IRR.
Clients	: General Public/ Appellant
Requirements	: a) Letter of query/complaint; b) copies of design plans; c) copy of decision/interpretation/assessment of fees of the LBO
Schedule of Availability of Service	: Monday to Friday, 8:00 a.m. - 5:00 p.m.
Fees	: None
Total Maximum Duration of Process	: 78 days
How to Avail of the Service	: Write/ submit letter of Appeal to the Office of the Secretary, DPWH and/or to the NBCDO

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1	Write/ Submit letter	Receive, record and attach routine slip on letter and forward to Office of the Secretary.	Receiving Clerk Central Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office	30 mins
2		Receive, record and attach routine slip on letter of query/complaint.	Clerk Office of the Secretary	2nd Floor Main Bldg., DPWH Central Office	30 mins
3		Write instruction on the action to be undertaken by NBCDO.	Head, Technical Staff Office of the Secretary		1 day
4		Receive, record, attach routine slip on letter of query/complaint.	Clerk, NBCDO	3rd Floor ICC Bldg., DPWH Central Office	30 mins
5		Assign documents to Legal Staff/ Technical Staff.	Executive Director NBCDO		1/2 day
6		If it concerns legal aspect and technical aspect, receive and record letter of query/complaint.	Clerk, Legal Service	3rd Floor Main Bldg., DPWH Central Office	30 mins
7		Evaluate appeal and documents submitted and refer/ recommend site inspection to Inspectorate Team.	Legal Staff, Legal Service		5 days
8		Receive documents, set schedule of inspection and prepare corresponding Notice of Inspection on subject query/complaint.	Technical Staff/ Inspectorate Team NBCDO	4th Floor Bureau of Design South Wing DPWH Central Office	3 days
9	Letter sender/complainant receive/acknowledge Notice of Inspection	Issue Notice of Inspection to concerned party.	Technical Staff/ Inspectorate Team NBCDO		2 days
10	Letter sender/complainant joins NBCDO Inspectorate Team in the conduct of ocular inspection	Conduct of ocular site inspection/ verification/ evaluation.	Inspectorate Team NBCDO		1 day within Metro Manila; 3 days outside Metro Manila

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
20		Receive, record and forward letter to Exec. Director, NBCDO for review and signature.	Clerk, NBCDO	3rd Floor ICC Building DPWH Central Office	30 mins
21		Review, sign referral/endorsement.	Executive Director NBCDO		1/2 day
22		Record, get files and transmit to Central Records Division, AMMS.	Clerk/ Utility Worker NBCDO		30 mins
23		Record, get files and transmit letter to concerned LBO/BoC.	Releasing Clerk Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office	30 mins
		<b>NOTE: Upon receipt, the concerned LBO/BoC prepare comments/recommendations and transmit to NBCDO.</b>			
24		Receive, record and attach routine slip on letter/comments/recommendations and forward to NBCDO.	Receiving Clerk Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office	30 mins
25		Receive, record and forward letter to Exec. Director, NBCDO.	Clerk NBCDO	3rd Floor ICC Building DPWH Central Office	30 mins
26		Assign documents to Technical Staff.	Executive Director NBCDO		30 mins
27		Record and forward documents to Technical Staff.	Clerk NBCDO		30 mins
28		Receive, record documents and forward to Technical Staff.	Clerk, Architectural Division Bureau of Design	Fourth Floor Main Bldg. DPWH Central Office	1/2 day
29		Prepare reply letter to sender/complainant and forward to Exec. Director, NBCDO for approval/signature.	Technical Staff NBCDO		15 days
30		Receive, record and forward letter to Exec. Director, NBCDO for review and signature.	Clerk NBCDO	3rd Floor ICC Building DPWH Central Office	30 mins

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
31		Record, get files and transmit to Central Records Division, AMMS.	Clerk/ Utility Worker NBCDO	3rd Floor ICC Building DPWH Central Office	30 mins
32		Record, get files and transmit letter to concerned letter sender/complainant	Releasing Clerk Records Division AMMS	Ground Floor Main Bldg., DPWH Central Office	30 mins
<b>END OF TRANSACTION</b>					
<b>DURATION OF ACTIVITY</b>					<b>61 days</b>
					<b>17 days</b>
					<b>78 days</b>

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Name of Agency	:	DPWH - Public Information Division (PID)
Frontline Service	:	Handling of Complaints/Feedback and Redress Mechanism
Clients	:	General Public
Requirements	:	Pertinent documents
Schedule of Availability of Service	:	Mondays to Fridays, 7:00 am to 5:00 pm without noon break Saturdays, Sundays and after office hours, 5:00 PM to 7:00 AM of the next working day-24/7 hotline phone-in referrals by Civil Security Division
Fees	:	For Text 2920, P 2.50 per 160 characters equivalent to one (1) text message per send.
Total Maximum Duration of Process	:	Those requiring URGENT / IMMEDIATE ACTION - 3 to 6 working days
	:	Those requiring ACTION but not as urgent - 3 to 9 working days
How to Avail of the Service	:	Text, e-mail, write or fax, call hotline number, or go to PID

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1	<p>Send complaint or feedback through:</p> <p><b>Short Messaging System (SMS) (TEXT 2920)</b></p> <p>1. Go to Write Message [space] &lt;message&gt; [space] &lt;sender's contact details&gt; 3. Send to 2920 Limit your text message to 160 characters per send.</p> <p><b>Walk-in Public Assistance Desk of the Public Information Division (PAD-PID)</b></p> <p>1. Fill up walk-in Quick Response Desk Form 2. Submit accomplished form to the Officer of the Day. 3. Wait for further instructions as to office which has jurisdiction on said and maximum duration of the process.</p> <p><b>Email</b> Send complaint/feedback through email at: pilorin.elizabeth@dpwh.gov.ph</p> <p><b>Online Complaints Desk at the DPWH Website</b></p> <p>1. Log in to <a href="http://www.dpwh.gov.ph">www.dpwh.gov.ph</a> 2. Click the Feedback or Online Complaints Desk Icon 3. Fill up the Feedback or the Online Complaints Desk Form stating the nature of complaint/feedback with exact location of concern and sender's contact details needed for reply (e.g sender's name, address, phone number or e-mail address)</p> <p>(continue to next table)</p>	<p>Gather complaint/feedback from sender, caller or walk-in guest. If deemed necessary, Officer of the Day will have to inquire additional documents (e.g. Claim For Payment of Land Acquisition and Properties Infrastructure Right of Way).</p>	PAD-PID Officer of the Day	PID Room 106 Ground Floor Main Building Bonifacio Drive, Port Area Manila	Within the hour upon receipt

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
2	<p><b>Letter Correspondence/ Faxed Message</b> Send letter or fax to the OIC-Chief, Public Information Division, DPWH Central Office, Bonifacio Drive, Port Area, Manila at fax number : (02)3043278</p> <p>Letter sender must state the nature of complaint/feedback with exact location of concern and sender's contact details needed for reply (e.g. sender's name, address, phone number or email address) and submit additional necessary documents to support request.</p> <p><b>24/7 Hotline Phone-in</b> Call the Central Office trunk line (02)3043000 or at the hotline number (02) 3043370 giving out the nature of complaint/feedback with the exact location of concern and caller's contact details need for reply (e.g. sender's name, address, phone number or e-mail address).</p>	<p>Generate memorandum of Quick Response Desk (QRD) of the Public Assistance Desk - Public Information Division (PAD-PID) by including:</p> <ol style="list-style-type: none"> <li>Date and time of concern</li> <li>or walk-in guest's confidential information unless deemed necessary (e.g. Claim for Payment of Land Acquisition and Properties Infrastructure Right of Way);</li> <li>Received exact complaint /feedback;</li> <li>Referred office which has jurisdiction over area of concern copy furnished Undersecretary or Assistant Secretary who has responsibility on the office referred;</li> <li>Requirement of referred office to coordinate with PID to facilitate proper response to the sender, caller or walk-in guest; and</li> <li>Signature by the OIC-Chief, PID.</li> </ol>	PAD-PID Officer of the Day	PID Room 106 Ground Floor Main Building Bonifacio Drive, Port Area Manila	Within the hour upon receipt
3		Disseminate signed Memorandum QRDs to concerned Offices for action.	PAD-PID	PID	Within the hour upon receipt
4		<p>Concerned office (Region, Bureau, Service or Project Management Office) Officer of Day refers the Memorandum QRD received to the office who has area of jurisdiction over said concern for proper evaluation, investigation, comment and/or action to be taken (e.g. District Office or Contractor of Project) especially those requiring URGENT/IMMEDIATE ACTION;</p> <p>Those requiring <b>ACTION</b> but not as urgent - the action on complaints may take time as these may necessitate tracking of certain documents or status of requested claims or documents or conduct of research and evaluation.</p>	<p>Executive Committee, Region, Bureau, Service or Project Management Office concerned</p> <p>Same as above</p>	<p>Executive Committee, Bureau, Service or Project Management Office (see directory at page 54-55)</p> <p>Same as above</p>	<p>3-6 working upon receipt of complaints/ feedback message by concerned office</p> <p>3-9 working</p>

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
5		Inform client of the action taken of the concerned office through contact details given by client (e.g. email, cellular phone or telephone number).	PAD-PID	PID	Within the hour upon receipt
6		Include all complaint/feedback received and action taken by referred office and dates complied in the daily and monthly report for submission to the Secretary and quarterly report for the Civil Service Commission's Mamamayan Muna Program.	PAD-PID	PID	Within the hour upon receipt
<b>TOTAL</b>		<b>END OF TRANSACTION</b>			<b>3-9 Working Days</b>



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Name of Agency  
Frontline Service  
Clients  
Requirements  
Schedule of Availability of Service  
Fees  
Total Maximum Duration of Process  
How to Avail of the Service

**DPWH Regional Office**  
**Application for Issuance of Excavation Permit**  
**Utility Companies**  
**Complete Plans**  
**Monday-Friday 8:00-5:00**  
**Based on Affected Structures**  
**Seven (7) Days**  
**Submit formal letter of application/request**

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1	Applicant goes to Complaint and Assistant Desk.	Assist/Refer to Regional Central Records	Officer of the Day	Regional Office	5 mins
2	Applicant goes to Regional Central Records and submits letter of application for Excavation Permit together with documentary requirements.	1. Check completeness of the submitted requirements. 2. If complete, receive, record and attach routine slip on the letter of application. Refer to Maintenance Division. 3. For incomplete requirements, give applicant checklist of requirements to facilitate the the processing of application. Letter of application is returned.	Records Clerk Records Section Administrative Division	Regional Office	25 mins.  15 mins.  15 mins.
3	Applicant together with Record Clerk goes to Maintenance Division.	1. Receive, record application and forward to the Division Chief for assignment. 2. Inform applicant to return after five (5) days to pick-up/receive permit at the Regional Central Records. 3. Division Chief assigns application to Evaluator. 4. Assess, evaluate, process application and documentary requirements. 5. Recommend field inspection if data/plans are incomplete	Receiving Clerk  Clerk  Division Chief  Evaluator  Evaluator	Maintenance Division  Maintenance Division  Maintenance Division Maintenance Division Maintenance Division	15 mins.  15 mins.  15 mins. 1 <sup>1/2</sup> day 15 mins.
4	Applicant together with evaluator conduct field inspection	Conduct Field Inspection	Evaluator	Maintenance Division	5 days
5	Applicant goes to Cashier, Cash Section to pay corresponding fee.	Record payment and issue official receipt	Cashier	Cash Section	30 mins.

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
6	Applicant submit official receipt of payment to Evaluator.	Prepare Excavation Permit for signature/approval of the Regional Director	Evaluator	Maintenance Division	15 mins
7	Applicant wait for the approval of Permit by Regional Director.	1. Signs approved Excavation Permit 2. Record and release permit and Regional Central Record	Regional Director  Clerk	Office of the Regional Director  Office of the Regional Director	30 mins
8	Applicant goes to Regional Central Record to pick-up approved Excavation Permit.	Record, get files and release of Excavation Permit to applicant.	Record's Clerk	Central Records Section	15 mins
<b>TOTAL</b>		<b>END OF TRANSACTION</b>			<b>7 DAYS</b>

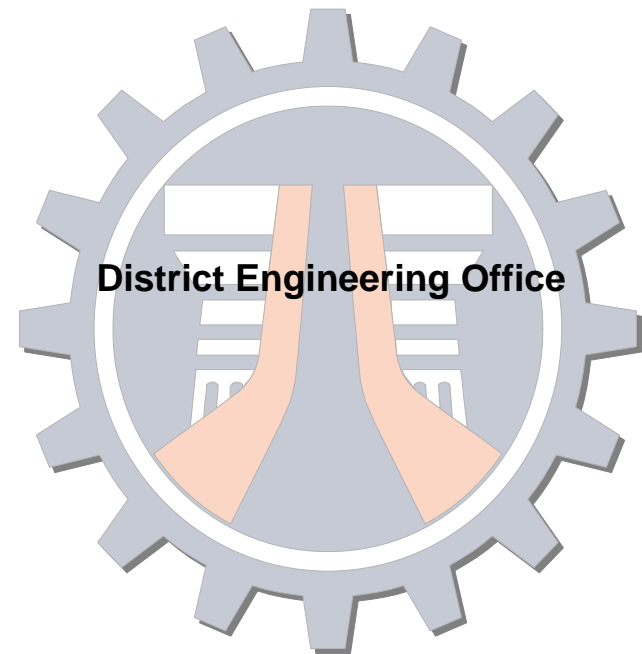
Name of Agency	DPWH Regional Office
Frontline Service	Application for Highway Permit for Extraordinary Types of Freight Truck and other Vehicle
Clients	Transport Companies/Movers/Contractors
Requirements	1) Xerox copies of latest Registration Certificate and Official Receipt of Registration 2 Two copies of technical data of the vehicle either on manufacturer's brochures or diagrams duly signed by the owner/operator 3) Specific route to be taken and the bridge(s) names and present capacity to be crossed by the vehicle duly signed by the owner/operator 4) Two copies of plans and computations for shoring and/or reinforcement of the bridge 5) Xerox copy of the expired permit
Schedule of Availability of Service	Monday-Friday, 8:00 a.m. - 5:00 p.m.
Fees	none
Total Maximum Duration of Process	6 Days
How to Avail of the Service	Submit Letter of Application

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1	Applicant goes to Complaint and Assistance Desk.	Assist/Refer to Regional Central Records	Officer of the Day	Regional Office	5 mins
2	Applicant goes to Regional Central Records and submits letter of application for Special Permit to Travel for Extraordinary Types of Freight Trucks and other Vehicles together with documentary requirements.	1. Check completeness of the submitted requirements. 2. If complete, receive, record and attach routine slip on the letter of application. Refer to Planning and Design Division. (PDD) 3. For incomplete requirements, give applicant checklist of requirements to facilitate the the processing of application. Letter of application is returned.	Records Clerk Records Section Administrative Division	Regional Office	25 mins.  15 mins.  15 mins.
3	Applicant together with Records Clerk goes to PDD.	1. Receive, record application and forward to the Division Chief for assignment. 2. Inform applicant to return after six (6) days to pick-up/receive permit at the Regional Central Records. 3. Division Chief assign application to Evaluator. 4. Assess, evaluate, process application and documentary requirements. 5. Prepare Highway Permit for signature/approval of the Regional Director.	Receiving Clerk/  Clerk  Division Chief  Evaluator  Evaluator	PDD  PDD  PDD  PDD  PDD	15 mins.  15 mins.  15 mins.  5 days  30 mins.
		1. Sign, approve/disapprove Highway Permit 2. Release Special Permit to Central Records	Regional Director  Clerk	Regional Office  Regional Office	15 mins.  15 mins.
4.	Applicant goes to Central Records to pick-up approved/disapproved permit	Record, get files and release approved special permit or or disapproved application.	Record's Clerk	Central Records Section	15 mins.
TOTAL		END OF TRANSACTION			5 DAYS & 3 HRS.

Name of Agency	DPWH Regional Office
Frontline Service	Application for Issuance of Utility Attachment Permit on Bridges
Clients	Utility Companies
Requirements	Complete Plans and Location Sketches
Schedule of Availability of Service	Monday-Friday, 8:00 a.m.-5:00 p.m.
Fees	None
Total Maximum Duration of Process	8 Days
How to Avail of the Service	Submit Letter of Application

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1	Applicant goes to Complaint and Assistance Desk.	Assist/Refer to Regional Central Records	Officer of the Day	Regional Office	5 mins.
2	Applicant goes to Regional Central Records and submits letter of application for issuance of utility attachment permit together with documentary requirements.	1. Check completeness of the submitted requirements. 2. If complete, receive, record and attach routine slip on the letter of application. Refer to Planning and Design Division (PDD) 3. For incomplete requirements, give applicant checklist of requirements to facilitate the the processing of application. Letter of application is returned.	Records Clerk Records Section Administrative Division	Central Record Section	25 mins.  15 mins.  15 mins.
3	Applicant together with records clerk goes to PDD.	1. Receive, record application and forward to the Division Chief for assignment. 2. Inform applicant to return after fifteen (15) days to pick-up/ /receive permit at the Regional Central Records. 3. Division Chief assigns application to Evaluator. 4. Assess, evaluate, process application and documentary requirements. 5. Recommend field inspection if data/plans are incomplete 6. Conduct field/site inspection 7. Prepare permit for signature/ approval of the Regional Director.	Clerk  Clerk  Division Chief	PDD  PDD  PDD  PDD  PDD PDD	15 mins.  15 mins.  15 mins. 4 days  3 Days 1 Day
		1. Sign, approve/disapprove Utility Attachment Permit 2. Release Special Permit to Central Records	RD	DRD	15 mins.  15 mins.
4	Applicant goes to Central Records to pick-up approved/disapproved permit.	1. Record, get files and release Utility Attachment Permit to applicant.	Records Clerk	Central Records Section	15 mins.
<b>TOTAL</b>		<b>END OF TRANSACTION</b>			<b>7 DAYS, 3 HRS. &amp; 30 MINS.</b>

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Name of Agency  
Frontline Service  
Clients  
Requirements  
Schedule of Availability of Service  
Fees  
Total Maximum Duration of Process  
How to Avail of the Service

**DPWH, District Engineering Office**  
**Application for Issuance of Excavation Permit on National Roads**  
**Utility Companies (Water Districts, Telephone Companies, etc...)**  
**Complete Plans, Quantity to be Excavated**  
**Office days**  
**Base on the volume to be excavated**  
**5 days**  
**Submit formal letter of application/request**

No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1	Applicant goes to Complaint and Assistance Desk.	Assist/Refer to District Central Records	Officer of the Day	District Engineering Office	5 mins.
2	Applicant goes to Regional Central Records and submits letter of application for issuance of Excavation Permit on National Roads together with documents required.	1. Check completeness of the submitted requirements. 2. If complete, receive, record and attach routine slip on the letter of application. Refer to Maintenance Division. 3. For incomplete requirements, give applicant a checklist or requirements to facilitate the processing of application. Letter of application is returned.	Records Clerk Records Section Administrative Division	Record Section Administrative Division	25 mins.  15 mins.  15 mins.
3	Applicant together with Records Clerk goes Maintenance Section.	1. Receive, record application and forward to the Section Chief for assignment. 2. Inform applicant to return after five (5) days to pick-up/receive permit at the Records Section. 3. Assigns application to Evaluator.	Clerk Maintenance Section  Clerk Maintenance Section  Section Chief Evaluator	Maintenance Section  Maintenance Section  Maintenance Maintenance Section	15 mins.  15 mins.  15 mins. 1 1/2 days
4	Applicant together with Maintenance Area Engineer conducts field inspection.	4. Assess, evaluate, process application and documentary requirements. 5. Recommend field inspection if data/plans are incomplete 6. Conduct field/site inspection. 7. Prepare permit for signature/ approval of the District Engineer.	Evaluator  Evaluator  Evaluator	Maintenance Section Section Maintenance Section Maintenance Section	15 mins.  5 days  30 mins.
5	Applicant goes to cashier, Cash Section to pay corresponding fee.	1. Receive payment and issue Official Receipt	Cashier, Cash Section	Cashier's Office Finance Division	30 mins.
6	Applicant submits official receipt of payment to Area Engineer.	1. Prepare Excavation Permit for signature/approval of District Engineer	Evaluator	Maintenance Section	15 mins.

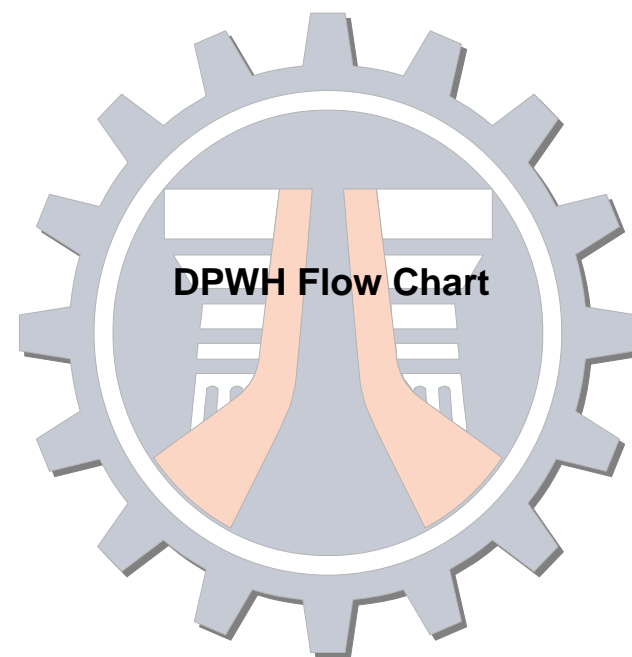
No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
7	Applicant waits for the approved of permit by the Regional Director.	1. Sign Excavation Permit 2. Record and release permit to Record Section	District Engineer	District Engineering Office	30 mins.
8	Applicant goes to Record Section to pick-up approved Excavation Permit.	Record, get files and release Excavation Permit to applicant.	Records Clerk	Records Section	15 mins.
<b>TOTAL</b>		<b>END OF TRANSACTION</b>			<b>7 DAYS</b>



Name of Agency	DPWH, District Engineering Office
Frontline Service	Application for Issuance of DPWH Clearance for Billboard, Utility Poles, etc...
Clients	Advertising Agency, Electric and Telephone Companies, etc. . .
Requirements	Billboards : Plans, Structural Design Analyses, Specs Utility Poles : Complete Plans and Location Sketches
Schedule of Availability of Service	Monday to Friday 8:00 am to 5:00 pm
Fees	None
Total Maximum Duration of Process	Six (6) Days
How to Avail of the Service	Submit formal letter of application/request

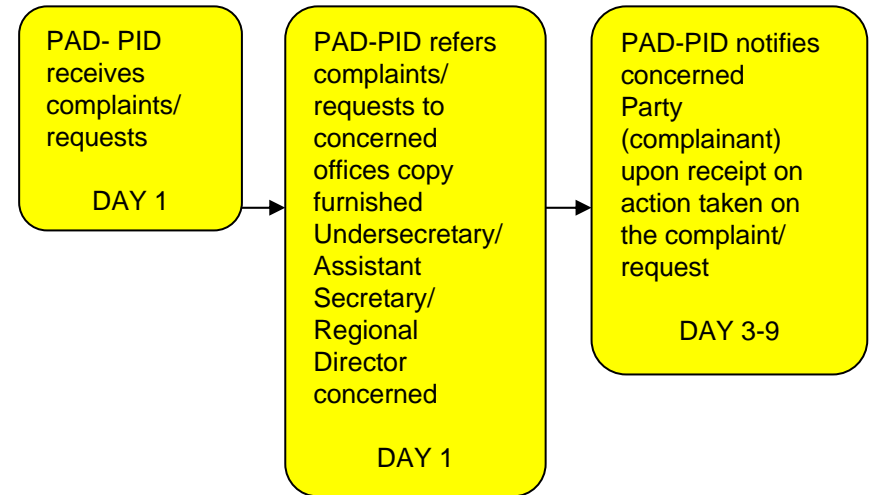
No.	Client Step	Agency Action	Office/ Person Responsible	Location of Office	Duration of Activity
1	Applicant goes to Complaint and Assistance Desk.	Assist/Refer to Distirct Central Records	Officer of the Day	District Engineering Office	5 mins.
2	Applicant goes to Regional Central Records and submits letter of application for issuance of DPWH Clearance for Signs and Signboard Structures (Billboards), or Utility Poles as the case maybe together with documents requirements.	1. Check completeness of the submitted requirements.	Records Clerk Records Section Administrative Division	Record Section Administrative Division	25 mins.
		2. If complete receive, record and attach routine slip on the letter of application. Refer to Maintenance Section.			15 mins.
		3. For incomplete requirements, give applicant checklist of requirements to facilitate the processing of application. Letter of application is returned.			15 mins.
3	Applicant together with Records Clerk goes to Maintenance Section	1. Receive, record application and forward to the Section Chief for assignment.	Clerk Maintenance Section	Maintenance Section	15 mins.
		2. Inform applicant to return after five (5) days to pick-up/receive permit at the Records Section.	Clerk	Maintenance Section	15 mins.
		3. Assigns application to Area Engineer	Area Engineer	Maintenance Section	15 mins.
		4. Conduct of field/site inspection	Area Engineer	Maintenance Section	3 days
		5. Process/evaluate application and documentary requirements	Maintenance Office Engineer		3 days
		6. Prepare clearance for signature of the District Engineer	Maintenance Office Engineer		30 mins.
		1. Sign, approve Clearance 2. Record clearance to Records Section	District Engineer Clerk	Office of the District Engineer	15 mins. 15 mins.
4	Applicant goes to Central Records to pick-up approved/disapproved clearance	1. Record, get files and release to applicant.DPWH Clearance.	Records Clerk	Records Section Administrative Division	15 mins.
TOTAL		END OF TRANSACTION			6 DAYS & 3 HRS.

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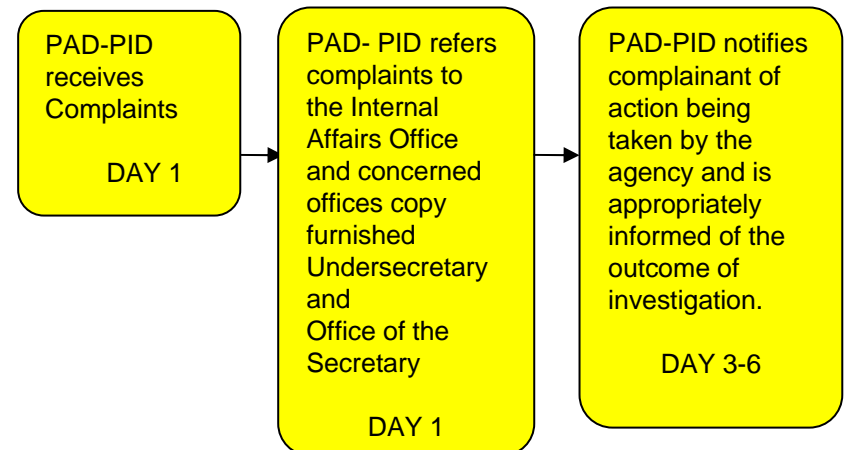


## FLOWCHART ON HANDLING COMPLAINTS & REQUESTS

- FOR INFRASTRUCTURE COMPLAINTS/REQUESTS



- FOR ADMINISTRATIVE COMPLAINTS/REQUESTS

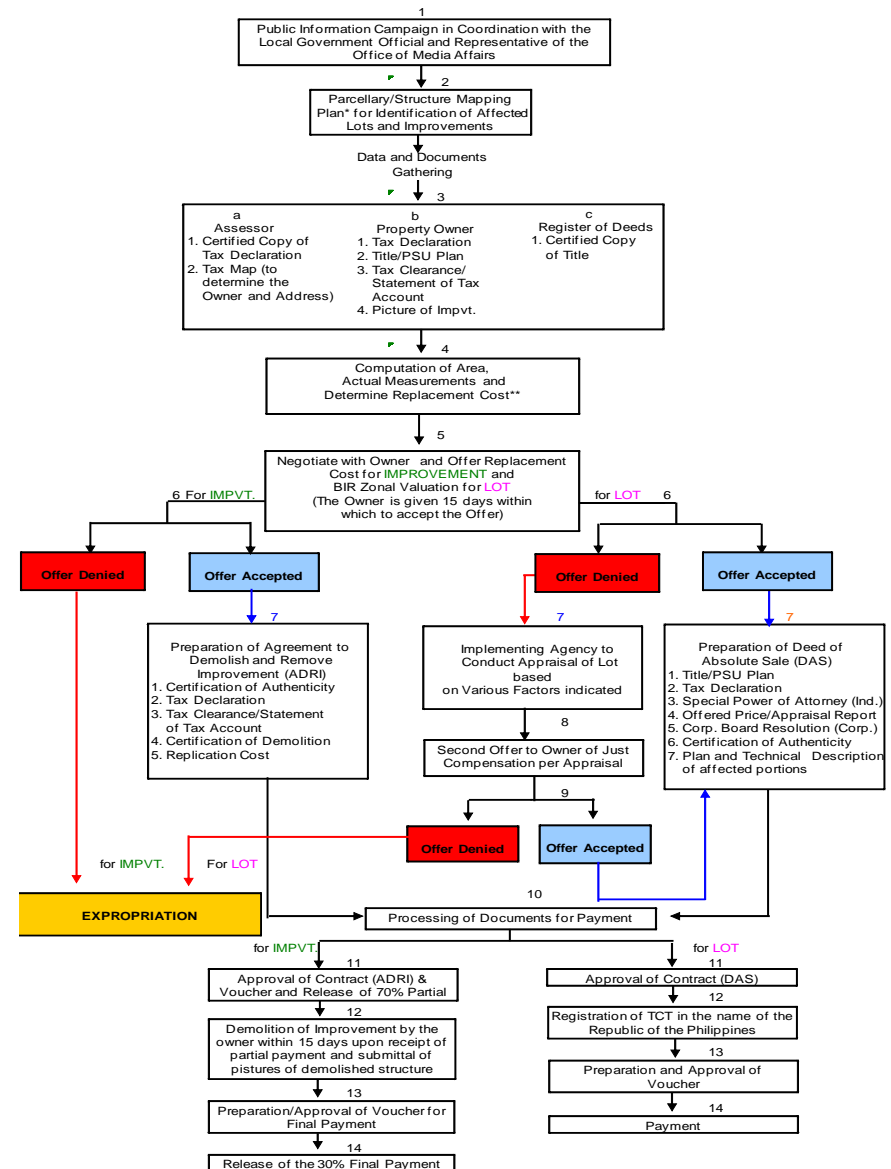


### ABBREVIATIONS:

PID- Public Information Division

PAD- Public Assistance Desk

# DPWH RIGHT-OF-WAY ACQUISITION TASK FORCE WORK FLOW CHART (NEGOTIATION)

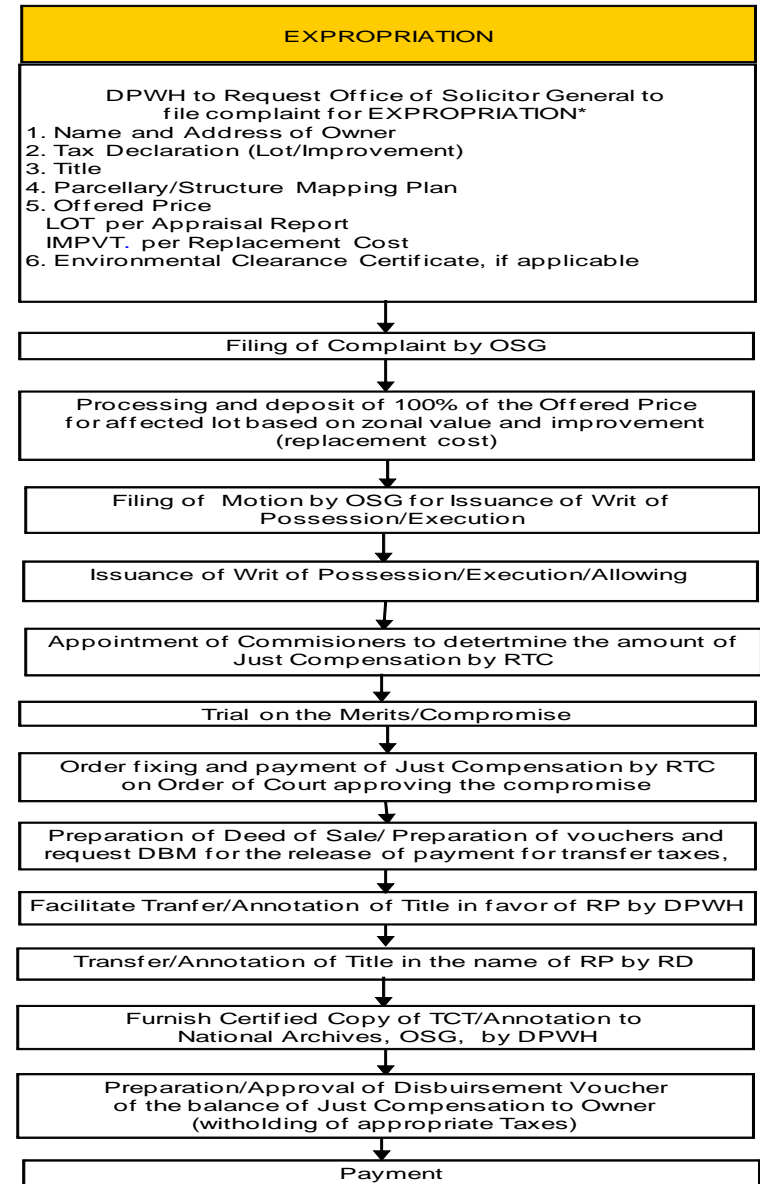


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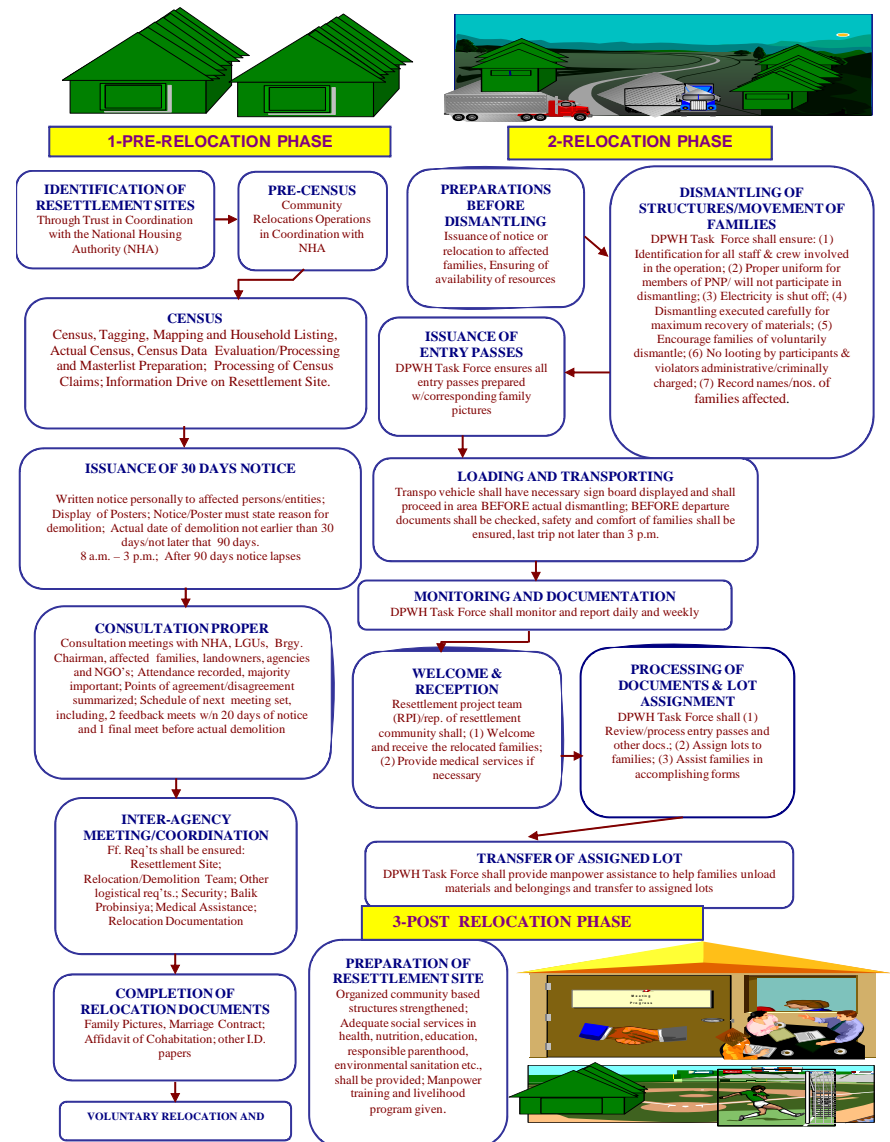
\* - To be prepared by the Consultant, signed by the Geodetic Engineer and duly approved by the Authorities

\*\* - To be prepared by the ROWA-Task Force/Implementing Agency

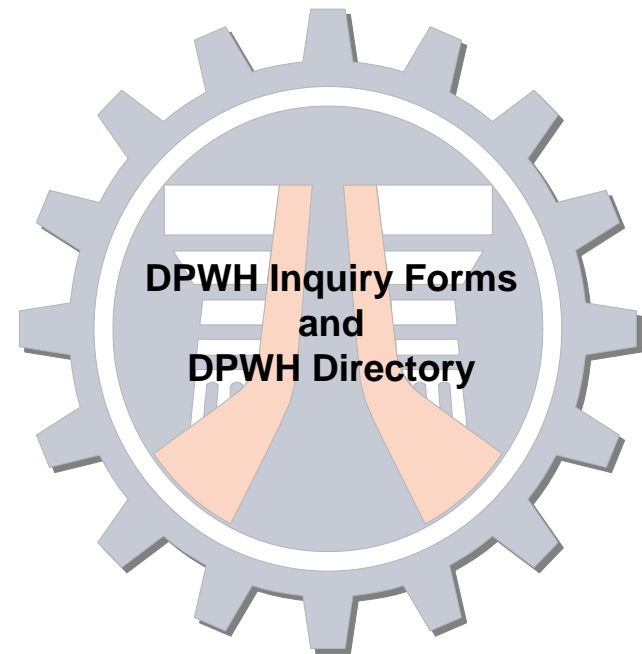
# DPWH-PMO INFRASTRUCTURE RIGHT-OF-WAY & RESETTLEMENT WORK FLOW CHART (EXPROPRIATION)



# DEPARTMENT OF PUBLIC WORKS & HIGHWAYS FLOW CHART ON THE RELOCATION OF SQUATTER FAMILIES



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QUALITY INFRASTRUCTURE!***



**PUBLIC INFORMATION DIVISION  
QUICK RESPONSE DESK  
WALK-IN INQUIRY FORM**

**FOR IMMEDIATE ACTION**

**NAME:** \_\_\_\_\_  
**OFFICE:** \_\_\_\_\_  
**ADDRESS:** \_\_\_\_\_  
**CONTACT TELEPHONE/CELLULAR PHONE NO.:** \_\_\_\_\_

**EMAIL ADDRESS:**

**Information/Concern Requested:** \_\_\_\_\_  
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**SIGNATURE ABOVE PRINTED NAME**

**RECEIVED BY:** \_\_\_\_\_  
**DESIGNATION:** \_\_\_\_\_  
**DATE AND TIME RECEIVED CALL BY PID:** \_\_\_\_\_  
**REFERRED TO:** \_\_\_\_\_  
**DATE REFERRED:** \_\_\_\_\_



**PUBLIC INFORMATION DIVISION  
QUICK RESPONSE DESK  
PHONE-IN INQUIRY FORM**

**FOR IMMEDIATE ACTION**

**NAME:** \_\_\_\_\_  
**OFFICE:** \_\_\_\_\_  
**ADDRESS:** \_\_\_\_\_  
**CONTACT TELEPHONE/CELLULAR PHONE NO.:** \_\_\_\_\_

**EMAIL ADDRESS:**

**Information/Concern Requested:** \_\_\_\_\_  
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**DATE AND TIME RECEIVED CALL BY PID:** \_\_\_\_\_  
**REFERRED TO:** \_\_\_\_\_  
**DATE REFERRED:** \_\_\_\_\_



**DPWH Directory Trunkline (02)304-3000**  
**Office Address: DPWH Central Office**  
**Bonifacio Drive Port Area, Manila**  
**Website Address: [www.dpwh.gov.ph](http://www.dpwh.gov.ph)**

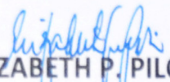
<b>Name/Position:</b>	<b>Email Address:</b>	<b>Contact Number/s:</b>
<b>Rogelio L. Singson</b> Secretary	singson.rogelio@dpwh.gov.ph	+632-304-3300
<b>Rafael C. Yabut</b> Undersecretary	yabut.rafael@dpwh.gov.ph	+632-304-3214
<b>Romeo S. Momo</b> Undersecretary	momo.romeo@dpwh.gov.ph	+632-304-3304
<b>Jaime A. Pacanan</b> Undersecretary	pacanan.jaime@dpwh.gov.ph	+632-304-3231
<b>Raul C. Asis</b> Undersecretary	asis.raul@dpwh.gov.ph	+632-304-3302
<b>Alfredo G. Tolentino</b> Undersecretary	tolentino.alfredo@dpwh.gov.ph	+632-304-3367
<b>Dimas S. Soguilon</b> Assistant Secretary	soguilon.dimas@dpwh.gov.ph	+632-304-3577
<b>Maria Catalina E. Cabral</b> Assistant Secretary	cabral.ma_catalina@dpwh.gov.ph	+632-304-3319
<b>Emil K. Sadain</b> Assistant Secretary	sadain.emil@dpwh.gov.ph	+632-304-3308
<b>Eugenio R. Pipo, Jr.</b> Assistant Secretary	pipo.eugenio@dpwh.gov.ph	+632-304-3469
<b>Ardeliza R. Medenilla</b> Assistant Secretary	medenilla.ardeliza@dpwh.gov.ph	+632-304-3535

<b>Bureaus and Services (Central Office - Manila)</b>		
<b>Gilberto S. Reyes</b> Director, Bureau of Design	reyes.gilberto@dpwh.gov.ph	+632-304-3270
<b>Dante B. Potante</b> OIC-Director, Bureau of Equipment	potante.dante@dpwh.gov.ph	+632-304-3639
<b>Walter R. Ocampo</b> Director, Bureau of Construction	ocampo.walter@dpwh.gov.ph	+632-304-3340
<b>Ernesto S. Gregorio, Jr</b> OIC-Director, Bureau of Maintenance	gregoriojr.ernesto@dpwh.gov.ph	+632-304-3618
<b>Judy F. Sese</b> OIC-Director, Bureau of Research and Standards	sese.judy@dpwh.gov.ph	+632-926-3530 +632-926-3735
<b>B. Elizabeth E. Yap</b> Director, Information Management Service	yap.bess@dpwh.gov.ph	+632-304-3365
<b>Constante A. Llanes, Jr.</b> Director, Planning Service	llanes.constante@dpwh.gov.ph	+632-304-3195
<b>Angela B. Abiqui, DPA</b> Director, Human Resource and Administrative Service	abiqui.angela@dpwh.gov.ph	+632-304-3254
<b>Aristeo O. Reyes</b> Director, Financial and Management Service	reyes.aristeo@dpwh.gov.ph	+632-304-3242
<b>Eduardo F. Olaveria, Jr.</b> OIC-Director, Internal Audit Service	olaveria.eduardo_jr@dpwh.gov.ph	+632-304-3237
<b>Joel I. Jacob</b> OIC-Director, Legal Service	jacob.joel@dpwh.gov.ph	+632-304-3238
<b>Nimfa E. Potante</b> OIC, Director, Procurement Service	potante.nimfa@dpwh.gov.ph	+632-304-3291
<b>Elizabeth P. Pilorin</b> OIC-Director, Stakeholders Relations Service	pilorin.elizabeth@dpwh.gov.ph	+632-304-3280
<b>Gil R. Villanueva</b> OIC-Director, Public-Private Partnership Service	villanueva.gil@dpwh.gov.ph	+632-304-3280

Regional Directors		
<b>Reynaldo G. Tagudando</b> Director, National Capital Region	tagudando.reynaldo@dpwh.gov.ph	+632-304-3700
<b>Edilberto P. Carabbacan</b> Director, Cordillera Administrative Region	carabbacan.edilberto@dpwh.gov.ph	+6374- 444-3149
<b>Melanio C. Briosos</b> OIC-Director, Region I	briosos.melanio@dpwh.gov.ph	+6372-242-9333
<b>Melvin B. Navarro</b> OIC-Director, Region II	navarro.melvin@dpwh.gov.ph	+6378-844-1185
<b>Antonio V. Molano, Jr</b> OIC-Director, Region III	molano.antonio@dpwh.gov.ph	+6345-961-5005
<b>Huillio B. Belleza</b> Director, Region IV-A	belleza.huillio@dpwh.gov.ph.	+632-481-0202
<b>Subair S. Diron</b> Director, Region IV-B	diron.subair@dpwh.gov.ph	+632-425-1977
<b>Danilo E. Dequito</b> Director, Region V	dequito.danilo@dpwh.gov.ph	+6352-821-3005
<b>Edilberto D. Tayao</b> Director, Region VI	tayao.edilberto@dpwh.gov.ph	+6333-329-9001
<b>Ador G. Canlas</b> Director, Region VII	canlas.ador@dpwh.gov.ph	+6332-411-6714
<b>Rolando M. Asis</b> Director, Region VIII	asis.rolando@dpwh.gov.ph	+6353-323-1004
<b>Jorge U. Sebastian, Jr.</b> Director, Region IX	sebastian.jorge@dpwh.gov.ph	+6362-991-0626
<b>Evelyn T. Barroso</b> Director, Region X	barroso.evelyn@dpwh.gov.ph	+6388-853-2002
<b>Mariano R. Alquiza</b> Director, Region XI	alquiza.mariano@dpwh.gov.ph	+6382-226-9302
<b>Reynaldo S. Tamayo</b> OIC-Director, Region XII	tamayo.reynaldo@dpwh.gov.ph	+6383-228-8187
<b>Danilo E. Versola</b> OIC-Director, Region XIII	versola.danilo@dpwh.gov.ph	+6385-815-3502

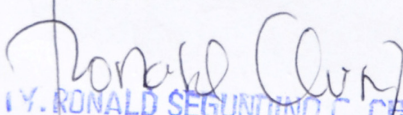


IN WITNESS WHEREOF, I have here unto set my hand on this 4<sup>th</sup> day of December 2013 in the City of Manila, Philippines.

  
**ELIZABETH P. PILORIN**

OIC-Director, Stakeholders Relations Service  
Department of Public Works and Highways

SUBSCRIBED AND SWORN to before me, this **DEC 04 2013** day of December 2013, **Ms. ELIZABETH P. PILORIN**, OIC-Director of the Stakeholders Relations Service of the Department of Public Works and Highways, exhibiting to me her DPWH ID No. 82Z0395 issued on November 12, 2013, at Manila, Philippines.

  
**ATTY. RONALD SEGUNDINO C. CHING**  
**NOTARY PUBLIC-CITY OF MANILA**  
**ADIMIN. NO. 2011-007 UNTIL DEC. 31, 2014**  
**ROLL NO. 54849**  
**NO. 945 BENAVIDEZ ST. BINONDO MANILA**  
**PTR NO. MLA. 1313278 / 11-9-2012 MANILA**  
**IBP NO. MLA. 876336 / 11-15-2012 MANILA**  
**MCLE COMPLIANCE NO. 711-00013600**

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