

Republic of the Philippines DEPARTMENT OF PUBLIC WORKS AND HIGHWAY

OFFICE OF THE SECRETARY

Manila

0 6 JUN 2016

DEPARTMENT ORDER

Series of 2016

SUBJECT: Revised Standard **Formats Guidelines for Policy Issuances and**

Correspondences

The Standard Format and Guidelines for Policy Issuances and Correspondences have undergone some revisions in order to demonstrate compliance with the DPWH Quality Management Systems' standards on written communication.

The Department's means of interaction with internal and external stakeholders is through written communication. The Department issues policies and procedures, assignment of personnel and other directives through Department Orders, Special Orders, Department Memorandum Circulars, and Memorandum while externally, it communicates through business letters.

The Originating Office shall prepare the policy issuance or correspondence according to the Standard Formats and Guidelines for Policy Issuances and Correspondences for the signature of the appropriate approving official. The Head of the Originating Office shall ensure the completeness of supporting documents prior to the review of the Policies and Procedures Task Force.

The Policies and Procedures Task Force shall initially review the policy issuance and correspondence to ensure conformity of style and format, and compliance to the Policies and Procedures Guidelines prior to the review of the Management Committee (Mancom) and the signature of the Secretary or any member of the Executive Committee.

This Order shall supersede Department Order No. 77, series of 2014 and shall take effect immediately.

RØGELIO'L. SINGSON

Secretary

Department of Public Works and Highways Office of the Secretary

WIN6P01400

Encl: Revised Standard Formats and Guidelines for Policy Issuances and Correspondences

4.5 MCS/NSP

REVISED STANDARD FORMATS AND GUIDELINES FOR POLICY ISSUANCES AND CORRESPONDENCES

Table of Contents

5.2

1.0	Purpose				
2.0	Scope				
3.0	3.1 3.2 3.3 3.4 3.5 3.6 3.7 3.8 3.9 3.10 3.11 3.12	General Preparation Guidance Use of Letterhead Stationery Identifying Document Origin Use of Abbreviations and Acronyms Text and Paragraph Spacing Identifying Second and Latter Pages Pagination Date Line Subject Line Signature Block Enclosures Typeface Page Layout			
4.0	Specifical 4.1 4.2 4.3	c Guidelines Preparing Policy Issuances (Department Order, Special Order) Preparing Memoranda (Department Memorandum Circular, Memorandum) Preparing Letters			
5.0	Annex 5.1	Annex A, Heading Format of Policy Issuance			

Annex A, Heading Format of Policy Issuance Annex B, Sample Documents

1.0 Purpose

The Standard Formats and Guidelines for Policy Issuances and Correspondences provides a standard structure in formatting written communications for executive signature, ensuring consistency throughout the Department. Policy issuances, memoranda, and letters shall be prepared with the prescribed format and style in order to reduce the inconsistencies in review and approval process, keep the document organized, and make the reader focus on the content instead of the appearance.

Although it is important that the information is clear, coherent and targeted to meet the needs of the audience, a well-constructed and formatted document is equally critical in shaping the reader's impression of the organization. The uniformity of style and format of all policy issuances and correspondences strengthen the Department's image of consistency and unity, and convey a sense of professionalism and confidence to the internal and external stakeholders.

2.0 Scope

This document provides style and format in the preparation of policy issuances and correspondences that shall be acted upon in the Department. It includes established and authorized documents for use within the DPWH, such as:

- 2.1 Policy Issuances
 - 2.1.1 **Department Order (DO)**
 - 2.1.2 **Special Order (SO)**
 - 2.1.3 **Department Memorandum Circular (DMC)**
- 2.2 Correspondences
 - 2.2.1 **Memorandum**
 - 2.2.2 **Letter**

3.0 General Guidelines

- 3.1 **General Preparation Guidance**. All policy issuances and correspondences must be clear, concise and logically composed. They must be arranged in a manner that helps the user locate information quickly.
- 3.2 **Use of Letterhead Stationery**. All official documents shall use the approved letterhead stationery on the first page. Preprinted or computer-generated letterhead is acceptable.
- 3.3 **Identifying Document Origin**. Any policy issuance, memorandum and letter prepared/acted upon in the Department shall contain the office code and author of the document to identify its origin.
- 3.4 **Use of Abbreviations and Acronyms**. Acronyms shall be spelled-out in parentheses the first time it is used. Use established or well-known abbreviations and acronyms if the recipient is familiar with their meaning.

- 3.5 **Text and Paragraph Spacing**. Paragraphs are single spaced with a double space to separate different paragraphs. Use full block format for paragraphs with no indention even for bullets and number list. Do not hyphenate a word between paragraphs. All text should be justified or aligned to the left and right margins.
- 3.6 **Identifying Second and Latter Pages**. Starting on the 2nd page, the subject matter shall be written at the header section and aligned to the right. Only the first letter is capitalized, except prepositions.
- 3.7 **Pagination**. The pagination shall follow the format: Page 2 of 4, and so on. The page numbering shall start on the 2nd page. Do not put number on a single-page or the first page of a multi-page document. The page number shall be placed at the header section below the subject matter and aligned to the right.
- 3.8 **Date Line**. The date shall follow the format: month day year. The date line shall be placed two (2) line spaces below the letterhead or two (2) inches from the top of the page, and two (2) line spaces above the next header segment. For Date Stamps, the same line spacing should be observed.
- 3.9 **Subject Line**. The subject shall be brief and concise and very specific to the topic or purpose of the document.
 - 3.9.1. The subject matter is written two (2) spaces after the colon and shall be in bold. Only the first letter of words should be capitalized. If the entry is longer than one (1) line, align the succeeding line under the first word of the subject.
 - 3.9.2. When replying to a memorandum or a letter, repeat the subject of the incoming document in the subject line, unless a change is essential for clarity.
- 3.10 **Signature Block**. A signature block must have at least two (2) lines of text preceding the signature in a multi-page document. Do not begin a paragraph at the bottom of a page unless there is enough space for at least two (2) lines of text on that page and at least two (2) lines of text are carried over to the next page. However, if the last paragraph has only one (1) line, it may be placed on the continuing page with the signature block.
 - 3.10.1 Black or blue ink shall be used to sign the document.
 - 3.10.2 An initial is required if the one responsible for the memorandum is an employee/personnel who ranks lower than the signatory.
- 3.11 **Enclosures**. Enclosures shall be used for lengthy descriptions/explanations that cannot be avoided. Keep the issuance, memorandum or letter short, down to one page whenever possible. An enclosure may include guidelines, manuals, publications, graphs, tables, images, figures, etc.
 - 3.11.1 Number and attach all enclosures in the same order they are mentioned in the body of the document.
 - 3.11.2 Identify each enclosure at the left margin on the same line as the signature block.

3.12 **Typeface** (Font Style, Size and Color)

- 3.12.1 Font Style. Tahoma font style shall be used all throughout the document.
- 3.12.2 *Font Size*. 11-point shall be used for the entire document except for the End Notations, and the Header and Footer entries which shall use 9-point size.
- 3.12.3 Font Color. Black text shall be used all throughout the main document.
- 3.12.4 *Typeface*. Use boldface text for headings and main topics, underline or italic type for emphasis on a specific or important fact. Do not use for the entire document.

3.13 **Page Layout** (Size, Margins, and Header and Footer)

- 3.13.1 *Paper Size*. The paper size will be the 8.27 x 11.69 inches or A4 size. Use letterhead stationery on the first page and plain white for succeeding pages.
- 3.13.2 *Margins*. The margins shall be 1-inch on top, bottom, right and left sides for each page.
- 3.13.3 *Header and Footer*. Use 0.5 inch for the header and footer.

4.0 Specific Guidelines

4.1 **Preparing Policy Issuances** (Department Order, Special Order)

A Policy Issuance shall consist of the following parts: (1) Date Line / Date Stamp, (2) Heading (Issuance and Subject Line), (3) Body of Issuance, (4) Closing (Signature Block and Notation/s).

- 4.1.1 **Date Line / Date Stamp**. Do not put date on documents the Secretary will sign. The date will be stamped once the signature has been affixed.
- 4.1.2 **Heading**. The heading block shall start two (2) line spaces after the date line. A detailed guide in formatting the heading is enclosed as Annex A, Heading Format of Policy Issuance.
 - a. The issuance name and number, and the word 'SUBJECT' shall be in bold and all capital letters. The subject title shall be in bold letters and shall be distributed evenly between the assigned spaces; the first letter of the words therein is in capital letters, except prepositions.
 - b. There should be two (2) line spaces between the issuance name and the next two (2) lines. The four (4) lines of text shall be enclosed by a closing parenthesis.
 - c. The current year shall be affixed following the word 'Series of'.

4.1.3 **Body**. A brief background shall be included to provide an explanation that will facilitate a better understanding of the purpose of the policy issuance.

End the issuance with this sentence: This Order shall supersede (*name the superseded issuance or list them if there are more than one superseded issuances*) and shall take effect immediately.

- 4.1.4 **Closing**. The elements of the closing shall include the signature block and notations list.
 - a. *Signature Block*. The signature block shall include the name of the person who have authority to sign for/or the head of an office, the position or designation, and office that send the document.
 - The signature block shall start three (3) line spaces below the last sentence of the body of document.
 - The name and title/s of the signatory shall be in bold and capital letters (except 'h' in Ph. D.) The title, if there is any, shall be written after the name.
 - The position or designation shall be written below the signatory with only the first letter in capital.
 - b. End Notations. The end notations shall be written two (2) spaces after the colon. It follows the signature block by two (2) lines spaces and every notation shall be separated by a single line space. If the end notations have more than one item, list them horizontally instead of vertically to maximize space and to avoid using another page.

The end notations shall include, as necessary, and be arranged as follows:

 Encl: Meaning enclosure. Type the name/description and date of the enclosed document, as necessary, e.g.

Encl: Memorandum from the Secretary dated November 4, 2015

 cc: Meaning copy furnished. Type here the title and name, followed by office of person/s to be given a copy of the document. If recipients of a copy (cc:) are external to the DPWH, their address shall be included. The name of recipient/s of a copy shall be in capital letters but not bold, e.g.

cc: Undersecretary RAUL C. ASIS, Technical Services

 Document Origin: Type here the office code, and the initials of the author and the person who instructed to prepare the document. <u>Example</u>: A policy issuance prepared by the Director of Financial Management Service (FMS) upon the instruction of the Undersecretary for Support Services should be coded as follows:

X.X MAP/ARM

Where X.X is the office code of the FMS, MAP is the initial of the Director of FMS, and ARM is the initial of the Undersecretary for Support Services.

4.2 **Preparing Memoranda** (Department Memorandum Circular and Memorandum)

The Memorandum shall consist of the following parts: (1) Date Line / Date Stamp, (2) Heading (Memorandum Line, Addressee Line and Name, and Subject Line, (3) Body of Memo, (4) Closing (Signature Block and Notation/s).

- 4.2.1 **Date Line / Date Stamp**. Do not put date on documents the Secretary will sign. The date will be stamped once the signature has been affixed.
- 4.2.2 **Heading**. The heading shall include the memorandum line, address line and name, and subject line. It shall start two (2) line spaces after the date line. A detailed guide in formatting the heading of Department Memorandum Circular is enclosed as Annex A, Heading Format of Policy Issuance.
 - a. *Memorandum Line*. The word 'MEMORANDUM' shall be in bold and all capital letters.
 - b. Addressee Line. Addressee line shall be in bold and all capital letters. It follows the Memorandum Line by one (1) line space. Below are variations to use in the Addressee line:
 - **FOR** shall be used for a memorandum to be sent to an official in rank higher than or equal to the signatory.
 - **TO** shall be used for a memorandum to be sent to an official/employee/s in rank lower than the signatory.
 - FOR/TO shall be used for a memorandum to be sent to officials and employees with different ranks (higher and lower ranks).
 Do not add ALL after FOR/TO.
 - **THRU** shall be used for a memorandum to be sent to officials and employees to let them be aware.
 - **ATTENTION** shall be used to direct the letter to a particular person in an organization.
 - c. Addressee Name. Addressee name shall be written two (2) spaces after the colon and shall be in bold and all capital letters. The title/position of the addressee shall also be in bold font but follows several rules:

- The title should be spelled out but only the first letter is in capital form.
- If there is only one addressee, the name of office shall be typed in full below the name but not bold.
- If there are multiple addressees, the abbreviated name of offices for each addressee shall be typed after the name.
- If the addressee/s are positions only, the word 'This Department' shall be written on the next line and not in boldface.
- 4.2.3 **Subject Line**. The word 'SUBJECT' shall be in bold and all in capital letters. It shall be two (2) line spaces between the address line and body of the document.
- 4.2.4 **Body**. The body of the document should be short, clear and must focus on the main point. Some items can be enumerated or use other graphical devices such as bullet list, headings, columns and other methods that make information easy to scan and comprehend.
- 4.2.5 **Closing**. Please refer complete details under Preparing Policy Issuances, Closing section.
- 4.3 **Preparing Letters.** Use the business letter to correspond with agencies, businesses or individuals outside the DPWH.

A Letter shall consists of the following parts: (1) Date Line / Date Stamp, (2) Inside Address, (3) Salutation Line, (4) Subject Line, if necessary, (5) Body of Letter, (6) Closing.

- 4.3.1 **Date Line / Date Stamp**. Do not put date on documents the Secretary will sign. The date will be stamped once the signature has been affixed.
- 4.3.2 **Inside Address**. The inside address shall be placed two (2) line spaces after the date line. The first line in the address line is in bold and all capital letters, except the courtesy title.
 - a. If the letter is directed to an individual, include the following:
 - Addressee's courtesy title (Mr., Mrs., Ms.) and full name
 - Business title (Vice President, Accounting and Finance), if appropriate
 - Business name
 - Street address, and
 - City, zip code on the last line
 - b. If the letter is directed to a business, include the following:
 - Business name
 - Full street address, and
 - City, zip code on the last line
 - c. If the letter is directed to an elected official, include the following:
 - Addressee's courtesy title 'The Honorable'

- Official title (Senator, Congressman/woman, Chairperson) followed by the full name
- The use of "Honorable" should be for elected officials and members of the judiciary only.
- 4.3.3 **Salutation Line**. Capitalize the first letter of the first word of the salutation as well as the first letter of the addressee's courtesy title and surname followed by a colon, e.g. Dear Mr. (or Ms., Mrs., Miss, Congressman/woman, Senator) dela Cruz:
 - a. If addressed to a business in general, but directed to the attention of a particular person or department, use a collective salutation such as "Ladies and Gentlemen" or "Sir / Madam"
- **Subject Line**. The subject line is optional. This however, provides an overview of what the letter is about.
- 4.3.5 **Body**. The body of the letter contains the "meat" or the message the sender would like to convey.
- 4.3.6 **Complimentary Close**. Use "Very truly yours" followed by a comma for the complimentary close of a business letter two (2) line spaces after the last sentence of the last paragraph. *Please refer complete details under Preparing Policy Issuance, Closing section.*

5.0 Annex

- 5.1 Annex A, Heading Format of Policy Issuance
- 5.2 Annex B, Sample Documents

HEADING FORMAT OF POLICY ISSUANCE

(Department Order, Special Order and Department Memorandum Circular)

The heading block of Department Order, Special Order and Department Memorandum Circular contains the issuance name, reference number, year of establishment, and the subject line, as applicable. Example is shown below.

DEPARTMENT ORDER)	SUBJECT:	Revised	Standard	Formats	and
)		Guidelines	for Policy	Issuances	and
)		Correspond	dences		
NO)					
Series of 2016					

The following instructions aim to simplify the steps in preparing the heading block.

- 1. Insert a Table, four (4) columns and five (5) rows. The row height automatically adjust to fit the prescribed font style Tahoma, size 11. Except for Department Memorandum Circulars which would need two (2) columns.
- 2. Set the cell margins (left and right sides) at 0.06".
- 3. Resize the column width, as seen on the table.
- 4. Fill out the cells accordingly.
- 5. On the 4th column, merge rows 1, 2 and 3 or as needed to distribute evenly the subject title. Add rows as needed to fit the subject title.
- 6. Add an underline on the cell containing the word "NO."; 16 for DO, 11 for SO and 13 for DMC.
- 7. Remove the cell border lines.

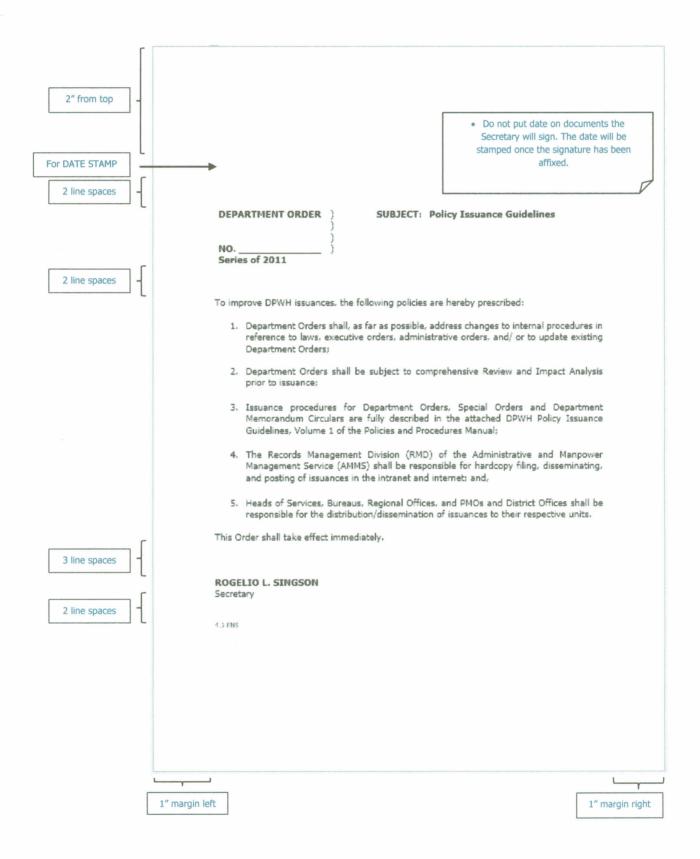
1.8"			
DEPARTMENT ORDER)	SUBJECT:	Revised Standard Formats and
)		Guidelines for Policy Issuances and
)		Correspondences
NO)		
Series of <year></year>			
1.4" .3"		1.7"	3.0"
SPECIAL ORDER)		SUBJECT:	Creation of the Technical Working
			Group (TWG) for the Proposed
			Performance Based Bonus (PBB)
NO.			Criteria

	2.5"	.3
DEPARTMEN	T MEMORANDUM)
)
		1)
CIRCULAR N	O)
Series of <ye< th=""><th>ear></th><th></th></ye<>	ear>	

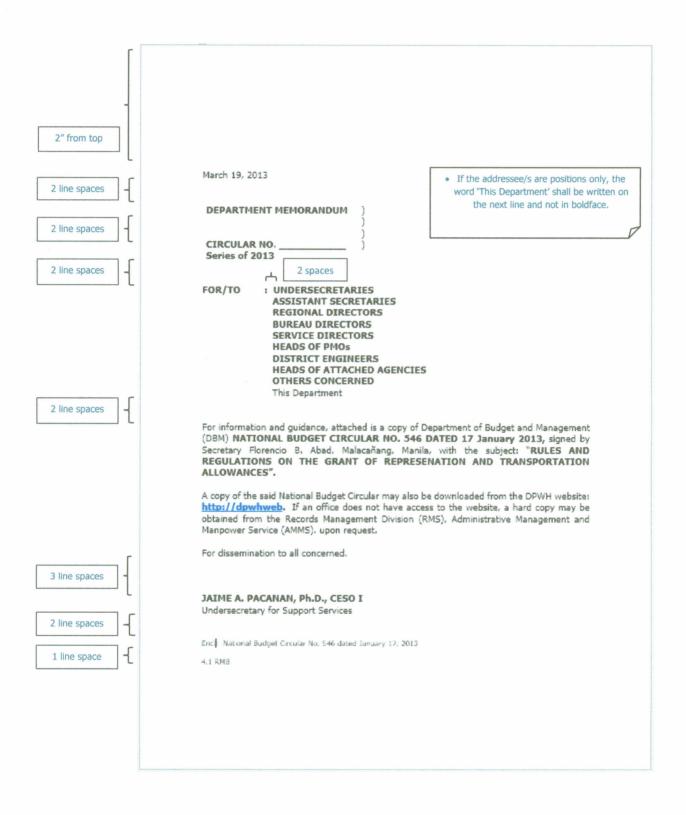
Series of <year>

SAMPLE DOCUMENTS

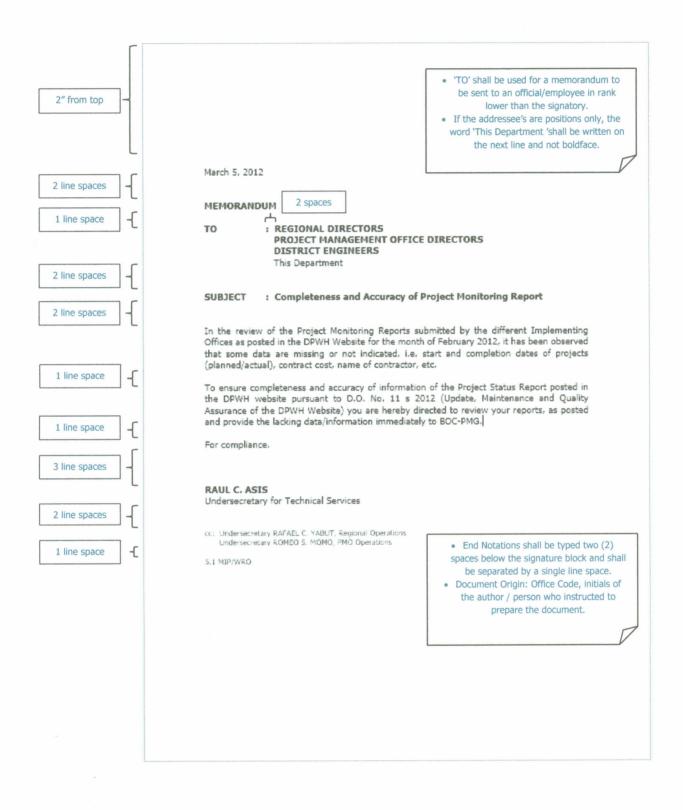
Department Order



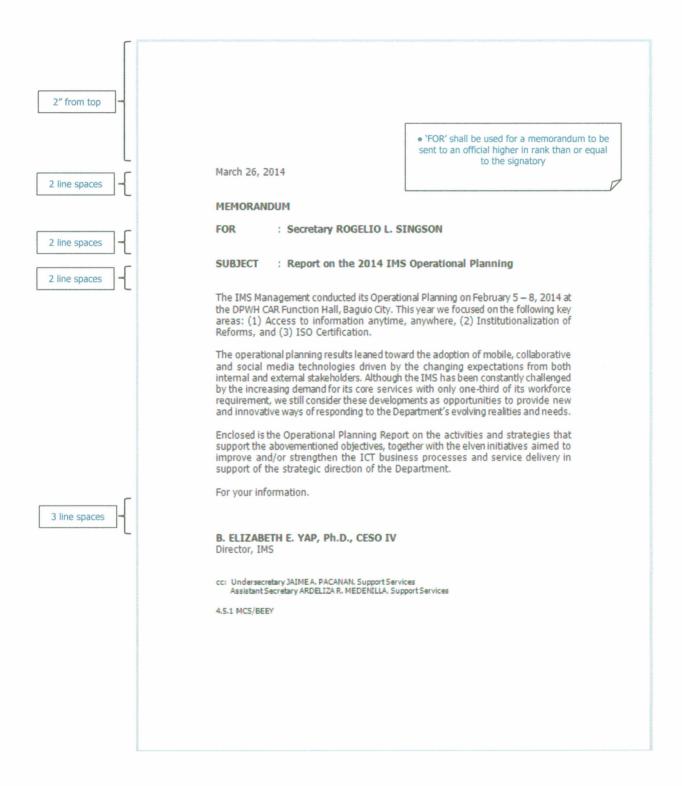
Department Memorandum Circular (DMC)



Use of Memorandum To



Use of Memorandum For



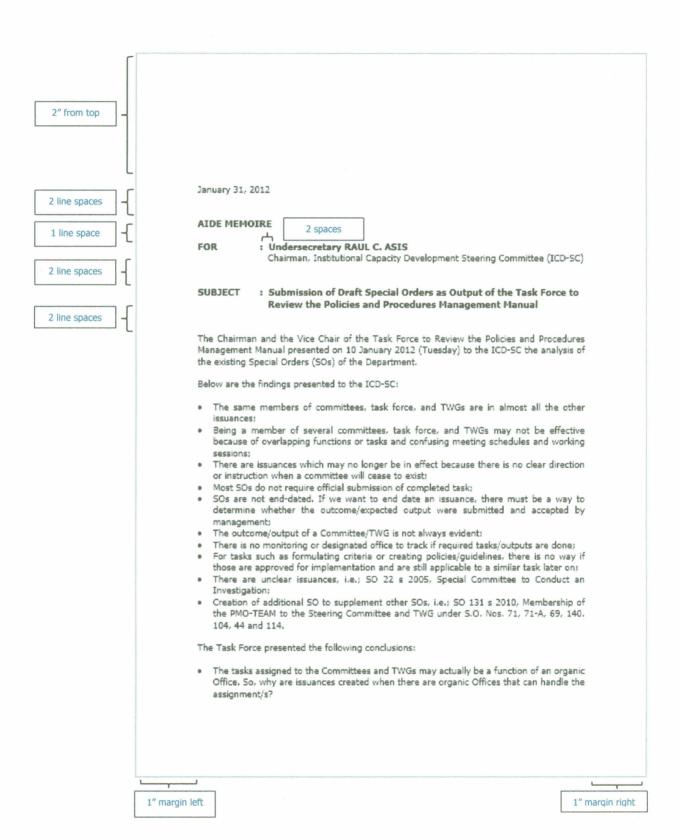
Memorandum Request (with approval and noted parts)



Letter



Multipage document (Aide Memoire)



0.5" from top

- The pagination shall follow the format: Page 2 of 4, and so on. The page numbering shall start at the 2nd page and the page thereafter.
 - Starting on the 2nd page and the page thereafter, the subject matter shall be written at the header section and aligned to the right.
- · Header and Footer entries which shall use 9point size.

present organizational structure perform not only their required regular functions additional related special task/s as well? Management may consider this. es creation of issuances, particularly referring to the last two (2) observations tion of the two (2) sample SOs), did not undergo consultation or review before

rce recommended the following:

e all existing Special Orders from 20 February 2005 (as posted in the nternet) according to subject assignment or function of the Committee in order ate obsolete issuances.

inctions stipulated in the existing SO if an organic office is already mandated to m these. Special assignments can be handled best by the organic Office with the ated functions and which have clear accountability for the outcome. In cases where tasks can be accomplished through coordination across different DPWH offices, a Memorandum could be used to direct other offices to be involved as required/needed by the lead office. This would further promote the DPWH Value of Teamwork.

The Task Force was instructed to prioritize the preparation of the DOs for the following categories:

- 1. Strategic Planning and Performance Governance System
- 2. Integrity Development Committee
- 3. Gender and Development
- 4. Road Right-of-Way
- 5. Social Functions
- 6. Construction/Contract Management
- 7. Civil Society Organization
- 8. Complaints Validation and Investigation Committee

We are submitting the proposed Department Orders for the first four categories.

B. ELIZABETH E. YAP, Ph.D., CESO IV

Director III, MIS

Vice Chair, Task Force to Review the Policies and Procedures Management Manual

Encl: (1) D.O. for Strategic Planning and Performance Governance System (2) D.O. for Integrity Development Committee (3) D.O. for Gender and Development (4) D.O. for Road Right-of-Way

cc: Director FAUSTINO N. STA. MARIA, Jr., IAS

4.6 BEEY

- Number and attach all enclosures in the same order they are mentioned in the body of the document.
- · Identify each enclosure at the left margin on the same line as the signature block.

Indorsement



Notice of Meeting

