



Republic of the Philippines  
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS  
**OFFICE OF THE SECRETARY**  
Manila

COS-439  
697. 12 DPWH  
05. 22. 2009

MAY 21 2009

**SPECIAL ORDER ) SUBJECT: CREATION OF THE DPWH CITIZEN'S CHARTER**  
No. 68 ) **TEAM (DPWH CCT)**  
Series of 2009 )

As required under R.A. 9845, otherwise known as the Anti-Red Tape Act (ARTA) of 2007, and Administrative Order No. 241, directing its speedy implementation, the DPWH Citizen's Charter Team (DPWH CCT) is hereby created to be composed of the following:

Chairperson	-	Assistant Secretary Raul C. Asis
Vice Chairperson	-	Director Melvin B. Navarro
Members	-	PM Criste Z. Navida
	-	PM Patrick B. Gatan
	-	Director Burt B. Favorito
	-	Director Aristeo O. Reyes
	-	Director Ardeliza R. Medenilla

The DPWH CCT shall undertake the following functions:

1. Determine which processes or transactions constitute frontline service/s.
2. Reengineer existing transaction systems and procedures, formulate steps in providing service, forms used, requirements, processing time and fees or charges.
3. Set service standards, feedback, complaints and redress mechanisms.
4. Initiate promotions and popularization, training, monitoring and evaluation and perform other activities related to ARTA implementation in the central and field offices.

A Technical Working Group (TWG/Secretariat) to provide assistance to the DPWH CCT is also created with the following composition:

Head	-	Assistant Director Judy F. Sese
Assistant Head	-	Assistant Director Gilberto S. Reyes
Members	-	Assistant Regional Director Huillio B. Belleza
	-	Mr. Serafin R. Recta
	-	Ms. Marichu A. Palafox
	-	Ms. Elizabeth P. Pilorin
	-	Mr. Jesus SJ. Cruz
	-	Mr. Aristarco M. Doroy
	-	Ms. Annabelle S. Delos Reyes

This Order takes effect immediately.

**HERMOGENES E. EBDANE, JR.**  
Secretary



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