



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

897. 12 DPWH  
11-23-2010

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**SPECIAL ORDER )**

No. **257** )  
Series of 2010 **11-23-10** )

**SUBJECT :** Creation of an Ad Hoc Committee and a Technical Working Group (TWG) solely dedicated to receive the numerous complaints and/or results of investigation, inspection, and/or audit received by the DPWH

In the exigency of the service and to strengthen the investigative arm of the Department, it is hereby created an Ad Hoc Committee to be called the **COMPLAINT VALIDATION AND INVESTIGATION COMMITTEE or "CVIC"** that would be solely dedicated to receive the numerous complaints including reports on the results of investigation, inspection, and/or audit that are sent either direct to the Office of the DPWH Secretary or thru the Public Information Division or thru other government entities/Offices (House of Representatives, PMS, OP, NEDA, COA, etc) as well as thru the various Offices within the Department.

The **CVIC** shall act as a one-stop "clearing house" to categorize the received complaints/reports and provide corresponding actions consistent with the nature of the complaint/report.

**COMPOSITION OF THE CVIC :**

Chairman : **Undersecretary** for Support Services **JAIME A. PACANAN**  
Vice-Chair: **Assistant Secretary** for Technical Services **BONIFACIO O. SEGUIT**  
**Assistant Secretary for Support Services**

Members:

**OIC-Director JOEL I. JACOB**, Legal Service  
**Director WALTER OCAMPO**, Bureau of Construction (BOC)  
**Director ANGELITO M. TWAÑO**, Bureau of Maintenance (BOM)  
**Director ANTONIO V. MOLANO, Jr.**, Bureau of Research & Standards  
**Director BURT B. FAVORITO**, AMMS  
**Director ARISTEO O. REYES**, CFMS  
**Director FAUSTINO N. STA. MARIA**, Internal Audit Service (IAS)  
**Director ARDELIZA MEDENILLA**, Head, Central Procurement Office (CPO)  
**Ms. ELIZABETH PILLORIN**, Head, Public Information Division, AMMS

**COMPOSITION OF THE TECHNICAL WORKING GROUP (TWG)**

Group Leader : Attorney Juan Talion, Jr., Legal Service  
Asst. Group Leader: Engr. Divinia F. Riding, Office of U/Sec Pacanan  
Members : Engr. Evelyn D. Yap, Office of U/Sec Jaime A. Pacanan  
Engr. Rosita A. Tinawin, Office of U/Sec Jaime A. Pacanan  
Atty. Cheryl Antonio, Office of A/Sec Bonifacio Seguit  
Engr. Melrose Pailma, Bureau of Construction  
Engr. Lilian Manse, Bureau of Maintenance  
Engr. Philip Ramos, Bureau of Research & Standards  
Mr. Onofre Llanes, AMMS  
Ms. Malou Alfanta, CFMS  
Ms. Bernadette Uy, Internal Audit Service  
Ms. Luz M. dela Rosa, Central Procurement Office  
Mr. Andro V. Santiago, Public Information Division



**OBJECTIVES/PURPOSE OF THE AD HOC COMMITTEE**

- 1.1 To create a Committee that would be solely dedicated to receive the numerous complaints and/or results of investigation/inspection/audit sent either direct to the Office of the DPWH Secretary or thru the Public Information Division or thru other government entities/Offices (House of Representatives, PMS, OP, NEDA, COA, etc) including the various Offices within the Department;
- 1.2 To act as a one-stop "clearing house" to categorize the received complaints/reports and provide corresponding actions consistent with the nature of the complaint/reports;
- 1.3 To establish a clear-cut, step-by-step procedure/s to more effectively and promptly act on the received complaints/reports; and
- 1.4 To strengthen the investigative arm of the Department.

**PROCESS FLOW OF ACTION/S ON RECEIVED COMPLAINTS and REPORTS OF INSPECTION, INVESTIGATION, and/or AUDIT :**

- 1) ALL complaints including results of investigation/audit received by the Department shall be forwarded for appropriate action of the Ad Hoc Committee;
- 2) Received complaints shall be thoroughly reviewed and evaluated by the Committee which would subsequently categorize such complaint/s according to the nature/classification of same, that is, whether such complaint/s is purely technical in nature, requiring therefore a comprehensive technical investigation; or the complaint/s involve administrative/financial matters which would entail a methodical and exhaustive audit of financial records; or whether there will be an apparent criminal liability of the personnel complained about and/or the complaint/s is entirely personal in nature.  
Meanwhile, results of investigation/inspection/audit conducted previously by other Offices of the Department shall likewise be extensively reviewed/evaluated by the Committee to ascertain if the recommendations made therein are consistent with the findings of the Team which prepared the report;
- 3) Appropriate instruction/s consistent with the nature of the complaint/report of investigation/audit shall be issued by the Committee to the TWG;
- 4) Depending on the nature of the complaint and/or results of investigation/inspection/audit, the Head of the TWG shall convene only those Members whose specific expertise is required to provide competent advise to the issue at hand. Thus, if the complaint centered on defects and/or deficiencies noted on completed or on-going projects, the TWG Head, on the advice and recommendation of the representative from the BRS or other representatives called to provide advice, may suggest the fielding of a QAU Team to ascertain quality and compliance/non-compliance to approved plans and specifications. Hence, it is the TWG's task to ensure that such Investigative/Audit Team shall be comprised of Department personnel with the capability, skill and competence to evaluate and/or conduct inspection/evaluation to sufficiently respond to the issue/s contained in the complaint/s;
- 5) The TWG shall likewise ensure that it had made itself clear to the Team assigned to do the evaluation/field inspection that submittal of its report should be strictly within the time frame set forth by the Committee. A coordination meeting prior to the Team's inspection/evaluation/audit should be conducted by the TWG in order that

the purpose and the objective of the undertaking has been acknowledged and made known by the Team;

- 6) The time frame within which the report containing the Team's collective findings/observations and recommendation must be submitted to the TWG not later than seven (7) working days from the date of the Team's arrival;
- 7) The TWG is expected to promptly review the Team's report, request further clarification on issues it (TWG) deemed hazy and ambiguous, and shall provide a summary on the salient points it believed the Committee should look into (attaching therein the Team's original report);
- 8) The Committee shall convene to review the TWG's recommendation and based thereto and the respective Team's report shall recommend the imposition of penalties/sanctions if warranted, against erring Officials subject of the investigation/audit/inspection.

This review is to ensure that the penalties/sanctions has basis in law (*i.e., based on existing jurisprudence, civil service laws, revised Penal Code, etc*) and in fact (*i.e., penalties/sanctions are appropriate to the findings and recommendations of the TWG/Team*).

Further, this is to avoid any future litigations that may be filed by those "erring officials" who believed that the penalties/sanctions imposed upon them are unfair and arbitrary.

This Order shall take effect immediately and all other Memoranda, Memorandum Circulars, Department Orders, Special Orders, Office Orders, and issuances inconsistent herewith are therefore considered revoked.

For compliance.

  
**ROGELIO L. SINGSON**  
Secretary



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