



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

November 27, 2020

**Atty. JEREMIAH B. BELGICA, REB, EnP**

Director General  
Anti-Red Tape Authority  
Office of the President  
GF, HPGV Building  
395 Senator Gil Puyat Avenua  
Makati City, Philippines 1200

Dear Director Belgica:

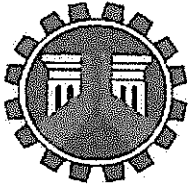
Pursuant to the ARTA's Memorandum Circular No. 2020-04 with subject "Guidelines for Compliance to Administrative Order No. 23, s. 2020 entitled 'Eliminating Overregulation to Promote Efficiency of Government Processes', submitted herewith is the Department of Public Works and Highways' Citizens Charter.

For your information and reference, Sir.

Very truly yours,

**ARDELIZA R. MEDENILLA, MNSA, CESO I**  
Undersecretary for Support Services  
Chairperson, DPWH Anti-Red Tape Team (DART)

17.1.1 SAB/AVS



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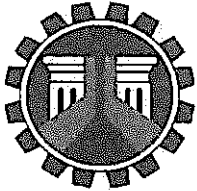
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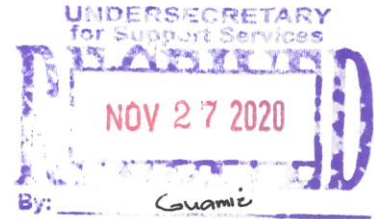
17.1.1 SAB/AVS

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Republic of the Philippines  
Department of Public Works and Highways  
CENTRAL OFFICE  
Manila

November 26, 2020



**MEMORANDUM**

**F O R : UNDERSECRETARY ARDELIZA R. MEDENILLA, MNSA, CESO I**  
Support Services  
Chairperson, DPWH Anti-Red Tape Team

**SUBJECT : SUBMISSION OF DPWH CITIZEN'S CHARTER**

In compliance with ARTA's Memorandum Circular No. 2020-04 with subject "Guidelines for Compliance to Administrative Order No. 23, s. 2020 entitled 'Eliminating Overregulation to Promote Efficiency of Government Processes', attached herewith is the updated DPWH Citizens Charter

For your approval Ma'am.

  
**ANDRO V. SANTIAGO**  
OIC - Director Stakeholders Relations Service  
Member, DPWH Anti-Red Tape Team

17.1 ASM/RZR  






**DEPARTMENT OF PUBLIC WORKS AND  
HIGHWAYS**

**CITIZEN'S CHARTER**



## **I. Mandate:**

The Department of Public Works and Highways (DPWH) is one of the three departments of the government undertaking major infrastructure projects. The DPWH is mandated to undertake (a) the planning of infrastructure, such as national roads and bridges, flood control, water resources projects and other public works, and (b) the design, construction, and maintenance of national roads and bridges, and major flood control systems.

## **II. Vision:**

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

## **III. 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.

## **IV. DPWH Quality Policy:**

We commit to provide quality, safe, and environment-friendly public infrastructure facilities that will improve the life of every Filipino.

We commit to comply with all requirements and to continually improve effectiveness and efficiency in serving the public.

We endeavor to implement the RIGHT PROJECTS at the RIGHT COST determined through transparent and competitive bidding; with the RIGHT QUALITY, according to international standards; delivered RIGHT ON TIME through close monitoring of project implementation; and carried out by the RIGHT PEOPLE who are competent and committed to uphold the values of public service, integrity, professionalism, excellence, and teamwork.



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**CENTRAL OFFICE**

**BUREAU OF RESEARCH AND  
STANDARDS (BRS)**





## INITIAL ACCREDITATION OF DPWH MATERIALS ENGINEERS

To provide a visual guide and easy reference on the procedures adopted and involved in the processing of pertinent documents regarding the accreditation of DPWH Materials Engineers pursuant to Department Order No. 12, Series of 2013.

<b>Office or Division:</b>	Technical Working Group (TWG) - Accreditation Unit		
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)		
<b>Type of Transaction:</b>	G2C – Government to Citizens		
<b>Who may avail:</b>	Registered and licensed civil engineers of DPWH with permanent plantilla item/position. (Other government engineers, GOCCs and Job Order personnel of DPWH are strictly NOT ALLOWED)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Application Form (1 original copy) with letter request addressed to the Director IV, Bureau of Research and Standards (BRS), EDSA, Diliman, Quezon City and transmittal from the DPWH Implementing Office concerned		a. Downloadable online ( <a href="http://www.dpwh.gov.ph">www.dpwh.gov.ph</a> ) b. Any DPWH Regional Office (QAHD)  To be accomplished and provided by the applicant	
2. 2” x 2” ID Photos (2 pcs)		To be provided by the applicant	
3. Valid PRC License (1 certified true copy)		Professional Regulations Commission (PRC) Photocopy certified by authorized personnel of the DPWH Office where the applicant is employed	
4. Appointment Paper (1 certified true copy)		DPWH Office where the applicant is presently employed	
5. Training Certificates (certified true copies)		To be provided by the applicant	
6. Project Designation Orders (PDOs) (certified copies)		DPWH Office where the applicant is presently or was previously employed.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. APPLICATION FOR WRITTEN EXAMINATION</b>				
1. Client submits the application Form and the Requirements to the Chief of Quality Assurance and Hydrology Division (QAHD) of the DPWH Regional Office which has jurisdiction over the applicant	Receive and evaluate the submitted documents from the sixteen (16) DPWH Regional Offices	None	1 day	<i>DPWH Regional Office/Division Chief, Quality Assurance and Hydrology Division</i>
	Endorse the evaluated applicants document to BRS	None	1 day	<i>Chief, Quality Assurance and Hydrology Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days</b>	
<b>B. REVIEW &amp; EVALUATION PROPER</b>				
	Review/encode and final evaluation of submitted documents	None	5 days	<i>BRS TWG Staff</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 days</b>	
<b>C. ENCODING PROPER</b>				
2. Client receives the Notice of Examination Schedule from the DPWH Regional Office where the application was filed	Issuance of Memorandum to DPWH Materials Engineers informing the venue and room assignments of the applicants/examinees	None	3 days	<i>BRS TWG Staff/BRS Director/DPWH Regional Office/Chief, QAHD</i>
<b>TOTAL:</b>			<b>3 days</b>	





<b>D. EXAMINATION PROPER (WRITTEN EXAM)</b>				
3. Client takes the written examination	Conduct of Written Examination	None	2 hours (1 day)	<i>BRS, DPWH/NCR Proctors and Supervisors</i>
	Checking and Re-Checking of Test Questionnaires and Encoding of Examinations	None	4 days	<i>BRS Non-technical Personnel/TWG staff</i>
<b>TOTAL:</b>			<b>5 days</b>	
<b>E. RESULT DISSEMINATION</b>				
4. Client receives notification whether they passed/failed the written examination	Prepare/sign Report of Rating of the examinees	None	2 days	<i>TWG staff/BRS Director/DPWH Regional Office/Chief, QAHD</i>
5. Client receives notification re: conduct of practical examination	Issuance of memorandum re: conduct and schedule of Practical Examination	None	2 days	<i>TWG staff</i>
<b>TOTAL:</b>			<b>4 days</b>	
<b>F. EXAMINATION PROPER (PRACTICAL EXAM)</b>				
6. Client takes Practical Examination	Conduct of Practical Examination	None	2 days	<i>BRS Panel of Examiners and Evaluators created under Office Order No. 01, Series of 2019</i>
<b>TOTAL:</b>			<b>2 days</b>	





<b>G. EVALUATION PROPER</b>				
7. Client submits documents for evaluation	Evaluation of submitted documents	None	1 day	TWG Staff/Accreditation Committee
<b>TOTAL:</b>			<b>1 day</b>	
<b>H. PREPARATION AND APPROVAL OF DEPARTMENT ORDER</b>				
	Prepare proposed Department Order to those who qualified as Materials Engineer	None	2 days	TWG staff/BRS Director
	Approval and signature of accreditation documents	None	5 days	Secretary (Department Order); Undersecretary and Assistant Secretary for Technical Services (Accreditation Certificate)
<b>TOTAL:</b>			<b>7 days</b>	
<b>I. ISSUANCE OF ACCREDITATION CERTIFICATE AND IDENTIFICATION CARD</b>				
8. Client receives Certificate of Accreditation and IDs	Issue Accreditation Certificates and IDs	None	2 days	TWG staff
	Updating Database PCMA	None	1 day (10 minutes)	TWG staff
<b>TOTAL:</b>			<b>3 days</b>	

Initial Accreditation of DPWH Materials Engineers is qualified for multi-stage processing



## UPGRADING OF ACCREDITATION OF DPWH MATERIALS ENGINEERS

To provide a visual guide and easy reference on the procedures adopted and involved in the processing of pertinent documents regarding the upgrading of classification rank of DPWH Materials Engineers pursuant to Department Order No. 12, Series of 2013.

<b>Office or Division:</b>	TWG-Accreditation Unit			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Registered and licensed Civil Engineers of DPWH who are already accredited as DPWH Materials Engineer I (ME I)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form (1 original copy) with letter request addressed to the Director IV, Bureau of Research and Standards (BRS), EDSA, Diliman, Quezon City and transmittal from the DPWH Implementing Office concerned		a. Downloadable online ( <a href="http://www.dpwh.gov.ph">www.dpwh.gov.ph</a> ) b. Any DPWH Regional Office (QAHD)  To be accomplished and provided by the applicant		
2. 2" x 2" ID Photos (2 pcs)		To be provided by the applicant		
3. Training Certificates (certified true copy per training)		To be provided by the applicant		
4. Project Designation Orders (PDOs) (certified copies)		DPWH Office where the applicant is presently or was previously employed.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. EVALUATION PROPER</b>				
1. Client submits the Application Form and the Requirements to the BRS	Receive and evaluate the submitted documents	None	1 day (5 minutes)	<i>TWG Staff</i>
	Evaluate the submitted documents	None	1 day	<i>TWG Staff</i>
<b>TOTAL:</b>			<b>2 days</b>	





<b>B. ENCODING PROPER</b>				
	Encode the Evaluation Worksheets	None	1 day	TWG Staff
<b>TOTAL:</b>			<b>1 day</b>	
<b>C. PREPARATION AND APPROVAL OF DEPARTMENT ORDER</b>				
	Prepare/Issue Department Order to those who qualified for upgrading	None	1 day	TWG Staff
	Approval and signature of accreditation documents	None	5 days	Secretary (Department Order); Undersecretary and Assistant Secretary for Technical Services (Accreditation Certificate)
<b>TOTAL:</b>			<b>6 days</b>	
<b>D. ISSUANCE OF ACCREDITATION CERTIFICATE AND ID</b>				
2. Client Receives Certificate of Accreditation and IDs	Issue Accreditation Certificates and IDs	None	1 day	TWG Staff
	Updating Database PCMA	None	1 day (10 minutes)	TWG Staff Office/Chief, QAHD
<b>TOTAL:</b>			<b>2 days</b>	

Upgrading of Accreditation of DPWH Materials Engineers is qualified for multi-stage processing



## INITIAL ACCREDITATION OF CONTRACTORS'/CONSULTANTS' MATERIALS ENGINEERS

To provide a visual guide and easy reference on the procedures involved in the processing of pertinent documents regarding the accreditation of Contractors' and Consultants' Materials Engineers pursuant to Department Order No. 98, Series of 2016.

<b>Office or Division:</b>	Technical Working Group (TWG) - Accreditation Unit	
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Registered and licensed Civil Engineers employed by private construction companies/firms	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form (1 copy) with 2" x 2" ID Photo (2 pcs)		a. Downloadable online ( <a href="http://www.dpwh.gov.ph">www.dpwh.gov.ph</a> ) b. Any DPWH Regional Office (QAHD)  To be accomplished and provided by the applicant
2. Valid PRC License ( 1 photocopy)		Professional Regulations Commission (PRC)
3. Affidavit not connected with any government agency and not working abroad (1 original copy)		Any Notary Public
4. Certificate of Employment (1 original copy) <b>OR</b> DTI Certificate, if the applicant is the owner of the company (1 photocopy) <b>OR</b> PCAB License, if the applicant is the owner of the company (1 photocopy)		a. From the company where the applicant is presently employed. b. Department of Trade and Industry (DTI) c. Philippine Contractors Accreditation Board (PCAB)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. APPLICATION FOR WRITTEN EXAMINATION</b>				
1. Client submits the Application Form and the Requirements to the Chief of Quality Assurance and Hydrology Division (QAHD) of any DPWH Regional Office	Receive and evaluate the submitted documents from the sixteen (16) DPWH Regional Offices	None	1 day	DPWH Regional Office [Chief, Quality Assurance and Hydrology Division (QAHD)]
	Endorse the evaluated documents of applicants to BRS	None	1 day	Chief, QAHD
<b>TOTAL:</b>			<b>2 days</b>	
<b>B. REVIEW &amp; EVALUATION PROPER</b>				
	Review/Encode and final evaluation of submitted documents	None	7 days	BRS TWG Staff
<b>TOTAL:</b>			<b>7 days</b>	
<b>C. ENCODING PROPER</b>				
	Receive the Notice of Examination Schedule from the DPWH Regional Office where the application was filed	None	4 days	BRS TWG Staff/BRS Director/DPWH Regional Office (Chief, QAHD)
<b>TOTAL:</b>			<b>4 days</b>	





<b>D. EXAMINATION PROPER</b>				
2. Client takes the Written Examination	Conduct of Written Examination	None	1 day (2 hours)	<i>BRS, DPWH-NCR/Regional Office Nos. VII and XI Proctors and Supervisors</i>
	Checking and Re-Checking of Test Questionnaires and Encoding of Examinations	None	5 days	<i>BRS Non-technical personnel/TWG staff</i>
<b>TOTAL:</b>			<b>6 days</b>	
<b>E. RESULT DISSEMINATION</b>				
3. Client receives Notification whether they passed/failed the examination	Prepare/sign Report of Rating informing the examinees	None	3 days	<i>TWG staff/BRS Director/DPWH Regional Office/Chief, QAHD</i>
<b>TOTAL:</b>			<b>3 days</b>	
<b>F. PREPARATION AND APPROVAL OF DEPARTMENT ORDER</b>				
	Prepare proposed Department Order to those who successfully passed the examination	None	2 days	<i>TWG Staff/BRS Director</i>
	Approval and signature of accreditation documents	None	5 days	<i>Secretary (Department Order) Undersecretary and Assistant Secretary for Technical Services (Accreditation Certificate)</i>
<b>TOTAL:</b>			<b>7 days</b>	



#### G. ISSUANCE OF ACCREDITATION CERTIFICATES AND IDENTIFICATION CARD

	Issue Accreditation Certificates and IDs	None	2 days	<i>TWG staff</i>
	Updating Database PCMA	None	1 day (10 minutes)	<i>TWG staff</i>
<b>TOTAL:</b>			<b>3 days</b>	

Initial Accreditation of Contractors'/Consultants' Materials Engineers is qualified for multi-stage processing



## RENEWAL OF ACCREDITATION OF CONTRACTORS' / CONSULTANTS' MATERIALS ENGINEER

To provide a visual guide and easy reference on the procedures involved in the processing of pertinent documents regarding the renewal of certificate of accreditation of Contractors' and Consultants' Materials Engineers pursuant to Department Order No. 98, Series of 2016.

<b>Office or Division:</b>	Technical Working Group (TWG) - Accreditation Unit		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizens		
<b>Who may avail:</b>	Registered and licensed Civil Engineers employed by private construction companies/firms who are already accredited as Contractors'/Consultants' Materials Engineers (either ME I or ME II)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Application Form with 2” x 2” ID Photos (2 pcs) (1 original copy) with letter request addressed to the Director IV, Bureau of Research and Standards (BRS), EDSA, Diliman, Quezon City		a. Downloadable online ( <a href="http://www.dpwh.gov.ph">www.dpwh.gov.ph</a> ) b. Any DPWH Regional Office (QAHD)  To be accomplished and provided by the applicant	
2. Valid PRC License (1 photocopy)		Professional Regulations Commission (PRC)	
3. ME I Accreditation ID (1 photocopy)		To be provided by the applicant	
4. ME I Accreditation Certificate (1 original)		To be provided by the applicant	
5. Affidavit not connected with any government agency and not working abroad (1 original copy)		Any Notary Public	
6. Certificate of Employment (1 original copy) <b>OR</b> DTI Certificate, if the applicant is the owner of the company (1 photocopy) <b>OR</b> PCAB License, if the applicant is the owner of the company (1 photocopy)		a. From the company where the applicant is presently employed b. Department of Trade and Industry (DTI) c. Philippine Contractors Accreditation Board (PCAB)	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the Application Form and the Requirements personally to the BRS	Receive the submitted documents	None	1 day	<i>TWG Staff</i>
	Evaluate the submitted documents	None	1 day	<i>TWG Staff</i>
	Prepare the renewed Accreditation Certificate	None	1 day	<i>TWG Staff</i>
	Endorse the renewed Accreditation Certificate for approval of the Undersecretary and Assistant Secretary for Technical Services	None	1 day	<i>TWG Staff/BRS Director</i>
	Approval and signature of the renewed Accreditation Certificates	None	3 days	<i>Undersecretary and Assistant Secretary for Technical Services</i>
2. Client receives new accreditation certificate and ID	Issue Accreditation Certificates	None	1 day (5 min)	<i>TWG Staff</i>
	Updating Database PCMA	None	1 day (10 min)	<i>TWG Staff</i>
<b>TOTAL:</b>			<b>7 days</b>	



## UPGRADING OF ACCREDITATION OF CONTRACTORS'/CONSULTANTS' MATERIALS ENGINEERS

To provide a visual guide and easy reference on the procedures involved in the processing of pertinent documents regarding the upgrading of classification rank of Contractors' and Consultants' Materials Engineers pursuant to Department Order No. 98, Series of 2016.

<b>Office or Division:</b>	Technical Working Group (TWG) - Accreditation Unit			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Registered and licensed Civil Engineers employed by private companies/firms who are already accredited as Contractors'/Consultants' Materials Engineer I (ME I)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form with 2" x 2" ID Photos (2 pcs) (1 original copy) with letter request to take the practical examination addressed to the Director IV, Bureau of Research and Standards (BRS), EDSA, Diliman, Quezon City		a. Downloadable online ( <a href="http://www.dpwh.gov.ph">www.dpwh.gov.ph</a> ) b. Any DPWH Regional Office (QAQHD)  To be accomplished and provided by the applicant		
2. Valid PRC License (1 photocopy)		Professional Regulations Commission (PRC)		
3. ME I Accreditation ID (1 photocopy)		To be provided by the applicant		
4. ME I Accreditation Certificate (1 original)		To be provided by the applicant		
5. Affidavit not connected with any government agency and not working abroad (1 original copy)		Any Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. APPLICATION FOR PRACTICAL EXAMINATION				
1. Client submits the Application Form and the Requirements to the BRS	Receive and evaluate the submitted documents	None	1 day	TWG Staff



2. Client is informed on the schedule of the Practical Exam	Inform the applicant in writing through Notice of Practical Examination	None		TWG Staff
<b>TOTAL:</b>			<b>1 day</b>	
<b>B. PRACTICAL EXAMINATION PROPER &amp; PUBLICATION OF RESULTS</b>				
3. Client takes the Practical Examination	Administer the Practical Examination	None	2 days	<i>BRS Panel of Examiners and Evaluators created under Office Order No. 01, Series of 2019</i>
	Evaluate the result of the Practical Examination	None	2 days	<i>BRS Panel of Examiners</i>
	Encode the Evaluation Worksheets	None	1 day	<i>BRS Panel of Examiners</i>
	Inform in writing the examinees on the result of the practical examination (Pass or Fail)	None	1 day	<i>TWG Staff/BRS Director</i>
<b>TOTAL:</b>			<b>6 days</b>	
<b>C. PREPARATION AND APPROVAL OF DEPARTMENT ORDER</b>				
	Prepare/Issue Department Order to those who qualified for upgrading	None	1 day	<i>TWG Staff</i>





	Approval and signature of accreditation documents	None	5 days	Secretary (Department Order); Undersecretary and Assistant Secretary for Technical Services (Accreditation Certificate)
<b>TOTAL:</b>			<b>6 days</b>	
<b>D. ISSUANCE OF ACCREDITATION CERTIFICATES AND IDENTIFICATION CARDS</b>				
4. Client receives Certificate of Accreditation and IDs	Issue Accreditation Certificates and IDs	None	1 day	TWG Staff
	Updating Database PCMA	None	1 day (10 minutes)	TWG Staff
<b>TOTAL:</b>			<b>2 days</b>	

Upgrading of Accreditation of Contractors'/Consultants' Materials Engineers is qualified for multi-stage processing



## ACCREDITATION OF PRIVATE ASPHALT AND PORTLAND CEMENT CONCRETE BATCHING PLANTS

The Accreditation of Private Asphalt and Portland Cement Concrete Batching Plants is issued to batching plants authorizing/accrediting them to supply Asphalt and Portland Concrete Cement for Government infrastructure projects.

<b>Office or Division:</b>	Bureau of Research and Standards / Materials Testing Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- DPWH Implementing Offices</li> <li>- Private Entities</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application/Request Letter (1 original)		To be accomplished by the representative of the requesting laboratory		
2. Accomplished Form for Accreditation (BRS Form No. 2) (1 original)		DPWH-BRS-MTD		
3. Mayor's Permit/Business Permit/Municipal License (1 photocopy)		Office of the Mayor		
4. DTI/SEC Registration (1 photocopy)		DTI, SEC		
5. Quality Manual (1 photocopy)		To be accomplished by the representative of the requesting laboratory		
6. Calibration Report (1 photocopy)		To be accomplished by the representative of the requesting laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files application with Supporting Documents	Upon receipt of the request/application from the Director's	Small (Below 50 Tons/	2 days	<i>Materials Testing Division/ Concerned</i>



intended for this purpose	Office	Hr) Php 3,000.00		Section Chief
	1.1 Evaluates the completeness of the submitted documents and categorize the plant capacity	Medium (50 to Below 100 Tons/Hr ) Php 4,000.00		
	1.2 Issue order of payment	Large (100 and Above Tons/Hr ) Php 6,000.00  (Accreditation Fees based from D.O. No. 253, Series of 2003)		
2. Client submits Original Official Receipt of Accreditation Fee and Arrange Schedule of Inspection/Assessment	1.2 Schedules the date of the inspection and informs the applicants 2.2 Secures travel tickets (for Visayas and Mindanao)	None	4 days	Materials Testing Division/ Division Chief/ Concerned Accreditors
3. Client assists accreditors in Inspection	3.1 Conducts Inspection/ Assessment	None	3 days	Materials Testing Division/ Concerned Accreditors
	3.2 Exit Dialogue			



	with Concerned Applicants			
4. Client waits for the evaluation	For applicants compliant with the requirements  • Drafted/Finalized Inspection Reports for Approval and Certification	None	10 days	<i>Bureau Director/ Asst. Bureau Director</i>
5. Client receives the Certificate	• Issuance/Release of Certificate	None	1 day	<i>Materials Testing Division/ Concerned Section Chief</i>
<b>TOTAL:</b>			<b>20 Working Days</b>	





## ACCREDITATION OF GOVERNMENT AND PRIVATE TESTING LABORATORY

The Accreditation of Government and Private Testing Laboratory is issued to testing laboratories authorizing/accrediting them to perform the required tests for Government infrastructure projects.

<b>Office or Division:</b>	Bureau of Research and Standards / Materials Testing Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Private testing laboratories</li> <li>- Laboratories of Provincial Engineering Offices</li> <li>- Universities/Colleges</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application/Request Letter (1 original, 1 photocopy)		To be accomplished by the representative of the requesting laboratory		
2. Accomplished Form for Accreditation (BRS Form No. 1) (1 original)		DPWH official website ( <a href="http://www.dpwh.gov.ph">www.dpwh.gov.ph</a> )		
3. Mayor's Permit/Business Permit/Municipal License (1 photocopy)		Office of the Mayor		
4. DTI/SEC Registration (1 photocopy)		DTI, SEC		
5. Quality Manual (1 photocopy)		To be accomplished by the representative of the requesting laboratory		
6. Calibration Report (1 photocopy)		To be accomplished by the representative of the requesting laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant files application with Supporting Documents	Upon receipt of the request/applicatio	PHP 1,000.00	2 days	Materials Testing Division / Concerned Section Chief





intended for this purpose	<p>n from the Director's Office</p> <p>1.1 Evaluates the completeness of the submitted documents</p> <p>1.2 Issue order of payment</p>	(Accreditation Fee based from D.O. No. 22, Series of 2018)		
2. Client submits original Official Receipt of Accreditation Fee and arrange Schedule of Inspection/ Assessment	<p>1.3 Schedules the date of the inspection and informs the applicants</p> <p>1.4 Secures travel tickets (for Visayas and Mindanao)</p>	None	4 days	<i>Materials Testing Division/ Division Chief/ Concerned Accreditors</i>
3. Client participates in Inspection and Dialogue	<p>1.5 Conducts Inspection/ Assessment</p> <p>1.6 Exit dialogue with concerned applicants</p>	None	3 days	<i>Materials Testing Division/ Concerned Accreditors</i>
3. Client waits for the Evaluation	<p>For applicants compliant with the requirements</p> <ul style="list-style-type: none"> <li>Draft/finalize Inspection Reports for approval and certification</li> </ul>	None	10 days	<i>Bureau Director/ Assistant Bureau Director</i>
3. Client receives the Certificate	Issuance/release of Certificate	None	1 day	<i>Materials Testing Division / Concerned Section Chief</i>
<b>TOTAL:</b>			<b>20 Working Days</b>	



## TESTING OF VARIOUS CONSTRUCTION MATERIALS

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

<b>Office or Division:</b>	Bureau of Research and Standards / Materials Testing Division			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- DPWH Implementing Offices</li> <li>- Private Entities</li> <li>- Other Government Offices</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application/ Request Letter (1 original)		To be provided by the client		
2. Filled-out Sample Card Form (1 original)		DPWH-BRS-MTD		
3. Sufficient Sample (Minimum Sample requirements)		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Request Letter, Sample Card and Sample of Materials	1.1 Evaluates the submitted request letter, sample card and sample  1.2 Issue order of payment	See attached Schedule of Fees and Charges for Laboratory Testing of Construction Material	2 days	Materials Testing Division/ Concerned Section Chief
2. Client submits Original Official Receipt of Testing Fee	1.2 Receives samples upon presentation of O.R.  1.3 Approves sample card for testing / assigned lab no.		See attached Schedule of Testing of Materials	Materials Testing Division/ Division Chief/ Section Chief/ Concerned Analyst



	2.3 Conducts Laboratory Testing	s (D.O. No. 69, Series of 2015)		
3. Client waits for the Test Report	3.1 Drafts Test Report  3.2 Evaluates/Reviews and Checks Test Report  3.3 Finalizes Test Report 3.4 Signs Test Report		2 days	<i>Materials Testing Division/ Division Chief/ Section Chief/ Concerned Analyst/ Bureau Director/ Asst. Bureau Director</i>
4. Client receives the Test Report	Issuance/Release of Test Report		1 day	<i>Materials Testing Division/ Concerned Section Chief</i>
<b>TOTAL:</b>			<b>35 Working Days</b>	

Testing of Various Construction Materials is qualified for multi-stage processing



# **CENTRAL OFFICE**

## **HUMAN RESOURCE AND ADMINISTRATIVE SERVICE (HRAS)**





## APPLYING (FOR APPOINTMENT) TO VACANT POSITION

Submission of Applications for Vacant Positions in the Department.

<b>Office or Division:</b>	Human Resource and Administrative Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government-to-Citizen			
<b>Who may avail:</b>	Walk-In Applicants			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Covering Letter (indicating Item Number of Position)		To be provided by the applicant		
2. Fully Accomplished Personal Data Sheet (PDS)		PDS (CS Form No. 212 rev. 2017) 1. Can be downloaded from <a href="http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/872-mc-no-11,-s-2017-personal-data-sheet-cs-form-no-212,-revised-2017.html">http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/872-mc-no-11,-s-2017-personal-data-sheet-cs-form-no-212,-revised-2017.html</a> 2. Obtain upon request from the Records Management Section and/or Employee and Staffing Section of the Human Resource Management Division (HRMD)		
3. Scholastic Records		To be provided by the applicant		
4. Certificates of Training		To be provided by the applicant		
5. Certificates of Eligibility (for positions requiring eligibility)		To be provided by the applicant		
6. Performance Appraisal Report for a rating period (if employed)		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application including documentary requirements	1. Receive and check the completeness of the requirements  Forward application to	None	30 minutes	Administrative Assistant (Receiving Unit)



	ESS Section			
	2. Reviews/evaluate the applicant's educational attainment and qualification	None	30 minutes	Administrative Assistant/ Administrative Officer (Processor concerned)
	3. Prepare/draft letter referring the application, including supporting documents to the office concerned	None	30 minutes	Administrative Assistant/ Administrative Officer (Processor concerned)
	4. Sign referral letter	None	1 hour	Chief, HRMD
	5. Release/forward the referral letter including application and supporting documents to office concerned, copy furnished the applicant	None	30 minutes	Administrative Assistant (Releasing unit)
<b>TOTAL:</b>			<b>3 Hours</b>	



## RETRIEVAL OF DOCUMENTS

Retrieval of Documents requested from the Human Resource and Administrative Service.

<b>Office or Division:</b>	Human Resource and Administrative Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government-to-Citizen G2B - Government-to-Businesses G2G - Government-to-Government			
<b>Who may avail:</b>	Current Employees, Former Employees, other Government Agencies, other private agencies and individuals			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished request form		Records Management Division (RMD)		
2. Letter Request		To be provided by the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits accomplished request form/Letter Request <ul style="list-style-type: none"> <li>○ Internal Clients:               <ul style="list-style-type: none"> <li>▪ Fill up and submit request form approved by respective Division Chief.</li> </ul> </li> <li>○ External Client               <ul style="list-style-type: none"> <li>▪ Submit a letter identifying the documents requested and the purpose of the request</li> </ul> </li> </ul>	1. Receive accomplished request forms/ Letter Request for documents	None	30 minutes	<i>Administrative Assistant (Receiving Unit)</i>





through mail, personal or via electronic mail. Otherwise, fill up and submit request form together with a valid ID.				
	2. Evaluate the request forms/letter requests: <ul style="list-style-type: none"> <li>○ Personal documents of requesting parties forming part of the 201 files</li> <li>○ DPWH Issuances and other Official Documents</li> </ul>	None	1 hour	Chief Administrative Officer
	3. Retrieve documents for personal documents requested  Prepare reply to letter-request for documents	None	1 day for current files  3 days for non-current files	Administrative Assistant/ Officer of concerned Division/Section
2. Client receives reply to the request	4. For requests for documents falling under the coverage of the DPWH	None	1 day	Chief Administrative Officer





	Freedom of Information Manual, prepare referral to the FOI Receiving Officer. *Actions regarding the requests will be governed by the DPWH FOI Manual.			
<b>TOTAL:</b>			<b>4 days 1 hour and 30 minutes</b>	



# **CENTRAL OFFICE PROCUREMENT SERVICE (PRS)**



## REGISTRATION OF NEW CONTRACTORS IN THE CIVIL WORKS APPLICATION

Administers the registration of new contractors in the Civil Works Application in order to determine their eligibility to bid for the project they intend to participate.

<b>Office or Division:</b>	Procurement Service – Civil Works Division		
<b>Classification:</b>	Complex		
<b>Type of Transactions:</b>	G2B - Government-to-Businesses		
<b>Who may avail:</b>	Contractors in the Philippines who have interest to participate in the infrastructure projects of the agency.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Two government issued IDs		To be provided by the contractors	
2. Duly Filled-up Registration Form		To be provided by the contractors	
3. PCAB License		Philippine Contractors Association Board	
4. Mayor’s Permit		Local Government Unit	
5. Tax Clearance		Bureau of Internal Revenue	
6. SEC Registration		Securities and Exchange Commission	
7. DTI/CDA Certificate		Department of Trade and Industry/ Cooperatives	
8. PhilGEPS Certificate		PhilGEPS	
9. Audited Financial Statement		To be provided by the contractors	
10. Annual Income Tax Return		To be provided by the contractors	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes Registration Form at the Procurement Service, DPWH Head Office and provide the documentary requirements	Conduct evaluation and validation of submitted requirements.	None	2-4 working days	<i>CWD Evaluators</i>
2. Client receives the approval / issuance of Contractor Registration Certificate (CRC)	Issuance of Contractor Registration Certificate		1 working day	<i>CWD Action Officer</i>
<b>TOTAL</b>			<b>3-5 working days</b>	



## ONLINE UPDATING OF CONTRACTOR'S INFORMATION

Administers the updating of Contractor's Information in order to determine their eligibility to bid for the project they intend to participate.

<b>Office or Division:</b>	Procurement Service – Civil Works Division			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2B - Government-to-Businesses			
<b>Who may avail:</b>	DPWH Registered Contractors in the Philippines who have interest to participate in the infrastructure projects of the agency.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolled in the Civil Works Application		Procurement Service Office		
2. Document for updating		To be provided by the contractors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the Contractor Profile Application in the DPWH Website to update and upload the documents (Legal, Financial and Technical).	Evaluate the updates and the documents uploaded.	None	1-3 working days	<i>CWD Evaluators</i>
<b>TOTAL</b>			<b>1-3 working days</b>	



## UPDATING OF CONTRACTOR'S INFORMATION (COMPLETED AND ON-GOING NON-DPWH PROJECTS)

Administers the updating of Contractor's Information in order to determine their eligibility to bid for the project they intend to participate.

<b>Office or Division:</b>	Procurement Service – Civil Works Division			
<b>Classification:</b>	Complex			
<b>Type of Transactions:</b>	G2B - Government-to-Businesses			
<b>Who may avail:</b>	DPWH Registered Contractors in the Philippines who have interest to participate in the infrastructure projects of the agency.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transmittal Letter		To be provided by the contractors		
2. Affidavit and Certified True Copy of completed and on-going projects (non-DPWH projects).		To be provided by the contractors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits transmittal letter, affidavit and certified true copies of documents for updating.	Evaluate and update the documents submitted.	None	1-5 working days	CWD Evaluators
<b>TOTAL</b>			<b>1-5 working days</b>	





## PURCHASE BID DOCUMENTS (GOODS AND SERVICES PROJECTS)

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

<b>Office or Division:</b>	Procurement Service-Goods and Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2B - Government-to-Businesses			
<b>Who may avail:</b>	General Public/Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Company ID or authorization letter		To be provided by the bidder/consultant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents the required documents for issuance of approved request of Order of Payment.	Receive, verify and issue approved request of Order of Payment	None	5 minutes	<i>Goods and Services Division Action Officer</i>
2. Client presents Order of Payment to the Accounting and Cash Division. After payment, present the Official Receipt to PrS and receive Bidding Documents.	FS-Accounting Division to issue approved Order of Payment	Fee depends on project's ABC		<i>Accounting Division Action Officer</i>
	HRAS-Cash Division to issue Official Receipt			<i>Cashier Division Action Officer</i>
	PrS-Goods and Services Division to issue Bid Documents		10 minutes	<i>Goods and Services Division Action Officer</i>
<b>TOTAL:</b>			<b>15 minutes</b>	



## PURCHASE BID DOCUMENTS (CIVIL WORKS PROJECTS)

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

<b>Office or Division:</b>	Procurement Service-Civil Works Division			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2B - Government-to-Businesses			
<b>Who may avail:</b>	General Public/Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Company ID or authorization letter		To be provided by the bidder/consultant		
2. Letter of Intent for Foreign Assisted Projects		To be provided by the bidder/contractor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents the required documents for issuance of approved request of Order of Payment.	Receive, verify and issue approved request of Order of Payment	None	2.5 minutes	<i>Civil Works Division Action Officer</i>
2. Client presents Order of Payment to the Accounting and Cash Division. After payment, present the Official Receipt to PrS-Civil Works Division and receive Bidding Documents.	FS-Accounting Division to issue approved Order of Payment	Fee depends on project's ABC		<i>Accounting Division Action Officer</i>
	HRAS-Cash Division to issue Official Receipt			<i>Cashier Division Action Officer</i>
	PrS-Civil Works Division to issue Bid Documents		5 minutes	<i>Civil Works Division Action Officer</i>
<b>TOTAL:</b>			<b>7.5 minutes</b>	





## PURCHASE BID DOCUMENTS (CONSULTING SERVICES PROJECTS)

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

<b>Office or Division:</b>	Procurement Service-Consulting Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transactions:</b>	G2B - Government-to-Businesses			
<b>Who may avail:</b>	Shortlisted Bidders (Consultant)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Company ID or authorization letter		To be provided by the bidder/consultant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents the required document for issuance of approved request of Order of Payment.	Receive, verify and issue approved request of Order of Payment	None	7 minutes	<i>Consulting Services Division Action Officer</i>
2. Client presents Order of Payment to the Accounting and Cash Division. After payment, present the Official Receipt to PrS- and receive Bidding Documents	FS-Accounting Division to issue approved Order of Payment	Fee depends on project's ABC		<i>Accounting Division Action Officer</i>
	HRAS-Cash Division to issue Official Receipt			<i>Cashier Division Action Officer</i>
	PrS- Consulting Services Division to issue Bid Documents		8 minutes	<i>Consulting Services Division Action Officer</i>
<b>TOTAL:</b>			<b>15 minutes</b>	





# **CENTRAL OFFICE**

## **STAKEHOLDERS RELATIONS SERVICE (SRS)**



## ACCREDITATION OF EXTERNAL STAKEHOLDERS AND OTHER RELEVANT INTERESTED PARTIES (RIPS)

Manages the social marketing and social mobilization programs of the Department to strengthen relationship with external stakeholders, specifically, non-government organizations and civil society organizations in order for them to take an active part in governance, thus, improving the image of the Department

<b>Office or Division:</b>	Stakeholders Relations Service - Stakeholders Affairs Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transactions:</b>	G2C - Government-to-Citizens		
<b>Who may avail:</b>	RIPs in the Philippines who have interest in the field of good governance, infrastructure development and other related activities may designate representatives to act as partners and/or observers in all stages of project development cycle (identification, preparation, budgeting, procurement, implementation, operations, and post evaluation) and in other areas of mutual interest.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Properly accomplished Accreditation Application form		DPWH Website / Stakeholders Relations Service Office	
2. Copy of Securities and Exchange Commission registration (Duly Authenticated)		Securities and Exchange Commission (SEC)	
3. Copy of charter or constitution and by-laws and any other document that may explain the organization's purpose, aims, and initiatives (Duly Authenticated)		To be provided by the CSO Applicant	
4. Proof of interest in good governance, infrastructure development and other related tools. (e.g. reports, press releases, news clippings, newsletters, periodicals)		To be provided by the CSO Applicant	
5. If applicant is a network, or similar member entity: a. description of the membership system, indicating the total number of members. b. type of their geographical distribution.		To be provided by the CSO Applicant	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes CSO Accreditation Form provided by the Stakeholders Relations Service, DPWH Head Office.	Conduct preliminary interview and evaluate submitted requirements	None	1 day	CSO Action Officer
2. Client submits documentary requirements needed for accreditation				
3. Client waits for the approval / dissent on the application for accreditation for 7-15 days	Review and validation of the completeness of the documents submitted		2 days	
	Prepare evaluation report and memo for the Secretary recommending approval of the accreditation of the CSO applicant		10 days	CSO Action Officer / CSO Section Chief
	Approval of the evaluation report and memo for the accreditation of the CSO applicant		2 days	CSO Action Officer
<b>TOTAL</b>			<b>7-15 working days</b>	





## HANDLING OF FEEDBACK

Supervises the Department's customer relations management program (Citizens Feedback Management Center); customer feedback mechanism and recommends to Management areas for improvement based on analytics.

<b>Office or Division:</b>	Stakeholders Relations Service - Stakeholders Affairs Division (SRS-SAD)			
<b>Classification:</b>	Dependent on degree of complaint			
<b>Type of Transactions:</b>	G2C - Government-to-Citizens G2G - Government-to-Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Contact details, mailing address and/or supporting documents, if needed		To be provided by the Customer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client courses feedback/ inquiries / request or commendation through any of the following modes: a. Visit DPWH Public Assistance and Complaints Desk and fill up Walk – in form located at the Front Desk of all DPWH Offices. b. Send an email to <a href="mailto:dpwh_feedback@yahoo.com">dpwh_feedback@yahoo.com</a>	Stakeholders Affairs Division (SAD) will encode details of feedback including contact details of client at the Stakeholders Affairs Division – Stakeholders Relations Service	None	5 minutes	<i>Action Officer</i>
	Provide reply to simple feedback.			



c. Call the DPWH 24/7 165-02 Call Center Hotline or SRS Hotline d. Post at DPWH official social media accounts: Department of Public Works and Highways, Philippines Facebook Page and @DPWHph on Twitter.				
2. Client waits for action within 1 -10 working days for complex transactions subject to the request for extension of time w/c the concerned DPWH office may seek action	Preparation and signing of Request for Action (RFA) Memorandum and endorsement to concerned DPWH offices	None	10 minutes	Action Officer
	Evaluation of feedback, investigation, preparation of reply of the concerned office and transmittal to Stakeholders Relations Service.		10 minutes	
	Simple Transaction		3 minutes	Concerned Regional / Service /
	Complex Transaction		7 days	



				<i>Bureau Director</i>
	Highly Technical Application		20 days	
	Provide feedback to Customer		10 minutes	<i>Action Officer</i>
<b>TOTAL:</b>			<b>3 – 20 days</b>	



## FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	<p>Feedback can lodge through the Following:</p> <p>Call Center DPWH Hotline 16502</p> <p>E-mail - <a href="mailto:citizens_feedback@dpwh.gov.ph">citizens_feedback@dpwh.gov.ph</a></p> <p>Letter Referral – Presidential Complaint Center</p> <p>Facebook - facebook.com/dpwh</p> <p>Presidential Complaint Center 8888 Hotline</p> <p>Twitter - twitter.com/DPWHph</p>
How feedback is processed?	<p>Customer are requested to fill up Customer Feedback Form to Pursuant to Department Order 169 series 2016.</p> <ol style="list-style-type: none"> <li>1. The Action Officer evaluates and consolidate each feedback forms.</li> <li>2. For simple inquiries, the Action Officer immediately provides response.</li> <li>3. Action Officer prepares Qualitative and Quantitative analytical Report on consolidated feedback.</li> <li>4. The Action Officer will generate Request for Action Memorandum relative to negative received feedback and send to head of the concern office for appropriate action.</li> <li>5. Action Officer obtains response to the RFA indicating action taken on the negative feedback</li> </ol>
How to file a complaint?	<p>Fill-up Public Assistance and Complaint Desk Form or submit letter thru various feedback platforms stating contact details and detailed concerns of customer</p>
How complaints are processed?	<ol style="list-style-type: none"> <li>1. The Action Officer evaluates each complaint.</li> <li>2. For simple inquiries, the Action Officer immediately provides the request information.</li> <li>3. Action Officer identify the complaint by its type whether complex and technical. The Action Officer call the concern office to verify the complaints of the customer.</li> <li>4. The Action Officer will generate Request for Action Memorandum and send to head of the concern office for appropriate action.</li> <li>5. The Action Officer will give update to the client.</li> </ol>
	<p><a href="mailto:citizens_feedback@dpwh.gov.ph">citizens_feedback@dpwh.gov.ph</a></p> <p>DPWH Hotline 16502</p>





**CENTRAL OFFICE**

**NATIONAL BUILDING CODE  
DEVELOPMENT OFFICE (NBCDO)**



## APPEAL ON DEMOLITION ORDER OF THE LOCAL BUILDING OFFICIAL (LBO) RELATIVE TO THE ENFORCEMENT OF THE PROVISIONS OF THE NBC AND ITS REVISED IMPLEMENTING RULES AND REGULATIONS (RIRR)

<b>Office or Division:</b>	UPMO-Buildings and Special Projects Management Cluster (UPMO-BSPMC) National Building Code Development Office (NBCDO)			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	(General Public) Appellant/Appellee on Demolition Order issued by the Local Building Official			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice of Appeal and Appeal Memorandum		To be provided by Client/Customer		
2. Decision of the Local Building Official (LBO)		LGU- Office of the Local Building Official		
3. Technical Report of the Office of the Local Building Official (OBO)		LGU- Office of the Local Building Official		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client writes and submits Notice of Appeal and Appeal Memorandum	Receive record and attach routine slip on letter of appeal and forward to Office of the Secretary	None	Subject to the appropriate action of/ duration of activity with the Office-in-Charge	<i>Receiving Clerk (Central Records Division-HRAS)</i>
	Receive and attach Routine Slip on Letter of Appeal; Write Instruction on the Action to be undertaken by NBCDO	None		<i>Clerk (Office of the Secretary)</i>
	Receive, record, attach routine slip and forward to Project Director	None	30 minutes	<i>Clerk, NBCDO</i>



	Conducts initial review of the letter of appeal and assign/give instruction to Legal Staff	None	8 hours	<i>Project Director, BSPMC/Acting Exec. Director, NBCDO</i>
	Legal Staff to check first the completeness of the documents and write/issue Order to LBO concerned to hold in abeyance the Resolution of the BO and submit/elevate the complete records including position paper on subject case, for signature of the Project Director	None	6 hours	<i>Legal Staff Project Director</i>
	Receive, record, attach routine slip and forward to Project Director	None	30 minutes	<i>Clerk, NBCDO</i>
	Review the complete records of the case and assign to Legal Staff/ Technical Staff for re-evaluation of subject appeal	None	4 hours	<i>Project Director, BSPMC/Acting Executive Director, NBCDO</i>
	Review, evaluate appeal and all pertinent documents submitted and refer/recommend site inspection	None	4 hours	<i>NBCDO Legal Staff / Technical Staff / Inspectorate Team DPWH</i>
	Set schedule of Site Inspection and prepare corresponding	None	4 hours	<i>Legal Staff / Technical Staff / Inspectorate Team DPWH</i>



	Notice of Inspection on subject case/appeal			
2. Appellee/ Appellant receives/ acknowledges Notice of Inspection	Issue Notice of Inspection to concerned parties (appellee/appellant)	None	3 days	Technical Staff Inspectorate Team DPWH
3. Appellee/ Appellant joins NBCDO Inspectorate Team in the conduct of ocular Inspection	Conduct of ocular site inspection/verification/evaluation	None	1 day within Metro Manila; 3 days outside Metro Manila	Inspectorate Team DPWH
	Prepare and Submit consolidated Inspection/ Technical report/ comments/ recommendations to Legal Staff	None	Within 7 days after Inspection	Inspectorate Team DPWH
	Prepare Decision/Resolution/ Order of subject case and Aide Memoire to the Secretary	None	20 days	Legal Staff, NBCDO
	Review and affix initial on Decision/Resolution/ Order and Aide Memoire to the Secretary	None	2 days	Project Director, BSPMC/Acting Executive Director, NBCDO
	Forward Decision/Resolution/ Order to Office of Undersecretary for UPMO Operations & Technical Services for initials	None	4 hours	NBCDO Administrative Staff





	Review Decision/Resolution/ Order and affix initial by Legal Consultant	None	Subject to the appropriate action of/ duration of activity with the Office-in-Charge	<i>Legal Consultant (Office of the Secretary)</i>
	Sign / Approve Decision / Resolution / Order to subject case	None		<i>Secretary</i>
	Receive record and 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 Project Director; Retain Original copy of Decision/ Resolution/Order for file/reference	None	1 day	<i>Administrative Staff, NBCDO</i>  <i>Legal Staff, NBCDO</i>  <i>Administrative Staff, NBCDO</i>
	Sign Transmittal letter to concerned parties	None	30 minutes	<i>Project Director, BSPMC/Acting Executive Director, NBCDO</i>
4. Client receives CTC of Decision / Resolution / Order	Record, release Transmittal letters and CTC of Decision / Resolution / Order to Central Records Division for dissemination to all concerned	None	30 minutes	<i>Administrative Staff, NBCDO</i>
<b>TOTAL:</b>			<b>40 days</b>	

Appeal on Demolition Order of the Local Building Official (LBO) relative to the enforcement of the provisions of the NBC and its Revised Implementing Rules and Regulations (RIRR) is qualified for multi-stage processing



**APPEAL ON OTHER DECISIONS OF THE LOCAL BUILDING OFFICIAL (LBO) RELATIVE TO THE ENFORCEMENT OF THE PROVISIONS OF THE NATIONAL BUILDING CODE (NBC) AND ITS REVISED IMPLEMENTING RULES AND REGULATIONS (RIRR) (I.E. REVOCATION/SUSPENSION AND NON-ISSUANCE OF BUILDING PERMIT AND CERTIFICATE OF OCCUPANCY, SETBACK, OPEN SPACE/PARKING REQUIREMENTS, AND HEIGHT LIMITATION)**

<b>Office or Division:</b>	UPMO-Buildings and Special Projects Management Cluster (UPMO-BSPMC) National Building Code Development Office (NBCDO)			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens G2G - Government-to-Government			
<b>Who may avail:</b>	(General Public) Appellant/Appellee on Decisions issued by the Local Building Official			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice of Appeal and Appeal Memorandum		To be provided by the Client/Customer		
2. Decision of Local Building Official (LBO)		LGU- Office of the Local Building Official		
3. Copies of design plans		To be provided by the Client/Customer		
4. Copies of clearance issued by concerned offices, if any		Concerned Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client writes and submits Letter of Appeal to DPWH Central Office	Receive record and attach routine slip on letter of appeal and forward to Office of the Secretary.	None	Subject to the appropriate action of/ duration of activity with the Office-in-Charge	<i>Receiving Clerk (Central records Division-HRAS)</i>
	Receive and attach Routine Slip on Letter of Appeal; Write Instruction on the Action to be undertaken by NBCDO	None		<i>Clerk (Office of the Secretary)</i>
	Receive, record, attach routine slip on letter of appeal and forward to Project Director	None	30 minutes	<i>Clerk, NBCDO</i>



	Conducts initial review of the of appeal and assigns instruction to Legal Staff	None	8 hours	<i>Project Director, BSPMC/Acting Exec. Director, NBCDO</i>
	Legal Staff to check first the completeness of the documents and write/issue Order to LBO concerned to hold in abeyance the Resolution of the BO and submit/elevate the complete records including position paper on subject case, for signature of the Project Director	None	6 hours	<i>Legal Staff Project Director</i>
	Receive, record, attach routine slip and forward to Project Director	None	30 minutes	<i>Clerk, NBCDO</i>
	Review the complete records of the case and assign to Legal/Technical Staff for re-evaluation of subject appeal	None	4 hours	<i>Acting Executive Director, BSPMC/Project Director, NBCDO</i>
	Review, evaluate appeal and all pertinent documents submitted and refer/recommend site inspection	None	4 hours	<i>NBCDO Legal Staff/Technical Staff/Inspectorate Team DPWH</i>
	Set schedule of Site Inspection and prepare corresponding notice of Inspection on subject	None	4 hours	<i>Legal Staff/Technical Staff/Inspectorate Team DPWH</i>





	case/appeal			
2. Appellee/ Appellant/LBO receives/ acknowledges Notice of Inspection	Issue Notice of Inspection to concerned appellant / party	None	3 days	Technical Staff / Inspectorate Team NBCDO
3. Appellant/ Appellee/ LBO joins NBCDO Inspectorate Team in the conduct of ocular inspection	Conduct of ocular site inspection/verificati on/evaluation	None	1day within Metro Manila; 3days outside Metro Manila	Inspectorate Team DPWH
	Prepare and submit consolidated Inspection/ Technical report recommendations to Legal staff	None	Within 7 days after Inspection	Inspectorate Team DPWH
	Prepare Decision/ Resolution/Order of subject case and Aide Memoire to the Secretary	None	20 days	Legal Staff NBCDO
	Review and affix initial on Decision/ Resolution/Order and Aide Memoire to the Secretary	None	2 days	Project Director, BSPMC/ Acting Exec. Director, NBCDO
	Forward Decision/ Resolution/ Order to Office of Undersecretary for UPMO Operations & Technical Services for initials	None	4 hours	Administrative Staff
	Review Decision/ Resolution/Order and affix initial by Legal Consultant	None	Subject to the appropriate action of/ duration of activity with the Office-in- Charge	Legal Consultant (Office of the Secretary)
	Sign / Approve Decision / Resolution / Order to subject case	None		Secretary



	Receive, record and make available Certified True Copies (CTC) of Decision/ Resolution/Order. Prepare transmittal letters to LBO, appellee and appellant	None	1 day	<i>Administrative Staff, NBCDO</i>  <i>Legal Staff, NBCDO</i>  <i>Administrative Staff, NBCDO</i>
	Sign Transmittal letter to concerned parties	None	30 minutes	<i>Project Director, BSPMC/ Acting Executive Director, NBCDO</i>
4. Client receives CTC of Decision / Resolution / Order	Record, release Transmittal letters and CTC of Decision / Resolution / Order to Central Records Division for dissemination to all concerned	None	30 minutes	<i>Administrative Staff, NBCDO</i>
<b>TOTAL:</b>			<b>40 days</b>	

This process is qualified for multi-stage processing



**QUERY/INTERPRETATION (LEGAL/TECHNICAL) RELATIVE TO THE PROVISIONS OF THE NATIONAL BUILDING CODE (NBC) AND ITS REVISED IMPLEMENTING RULES AND REGULATIONS (RIRR); COMPLAINT ON VIOLATIONS OF THE PROVISIONS OF THE NBC, ITS IRR AND OTHER REFERRAL CODES**

<b>Office or Division:</b>	UPMO-Buildings and Special Projects Management Cluster (UPMO-BSPMC) National Building Code Development Office (NBCDO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens G2G - Government-to-Government			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of query / complaint		To be provided by the Customer/Client		
2. Supporting Documents, stating all facts necessary for the resolution of the issue		To be provided by the Customer/Client		
CLIENT STEPS	AGENCY AGENCY ACTION	FEES TO BE PAID	PROCESSING PROCESSING TIME	PERSON RESPONSIBLE
1. Client Writes and Submits Letter of Inquiry	Receive, record and attach routine slip on letter and forward to Office of the Secretary	None	1 day	Receiving Clerk (Central records Division-HRAS)
	Receive and attach Routine Slip on the Letter of query/complaint; Write Instruction on the Action to be undertaken by NBCDO	None		Clerk (Office of the Secretary)





	Receive, record, attach routine slip on letter of query / complaint and forward to Project Director/Acting Executive Director	None	30 minutes	Clerk (UPMO Bldg. Mgmt. Cluster)
	Assign documents to Legal Staff / Technical Staff	None	4 hours	Project Director, BSPMC/Acting Executive Director, NBCDO
	Receive and evaluate query and documents submitted.  Prepare response to query	None	5 days	NBCDO Legal/ Technical Staff
	Sign / approve reply letter in response to the Query	None	1 day	Project Director, BSPMC/Acting Executive Director, NBCDO
	Upon signature of the Project Director, record, get files and transmit to Central Records Division, HRAS	None	4 hours	Clerk/Utility Worker, NBCDO
2. Client receives the reply	Record, get files and transmit reply to concerned LBO /Letter Sender	None	30 minutes	Releasing Clerk (Records Division HRAS)
<b>TOTAL:</b>			<b>8 days</b>	



# **CENTRAL OFFICE LEGAL SERVICE**



**ACQUISITION OF ROW THROUGH DONATION (LOTS)  
(FIRST OPTION TO ACQUIRE ROW PER RA NO. 10752)**

<b>Office or Division:</b>	Legal Service - Right-Of-Way Acquisition & Enforcement Division (ROWAED)			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Affected property owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
7. Copy of Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT)		To be provided by the applicant		
8. Tax Declaration		To be provided by the applicant		
9. Tax Clearance		To be provided by the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Issue Notice of Taking to inform the owner the need to acquire the property and request submission of the documentary requirements (OCT/TCT, Tax Declaration and Tax Clearance)	NONE	1 day	<i>ROW Task Force (RTF) Head (Director),  Public-Private Partnership Service (PPPS) or  Implementing Office (IO)</i>
2. Submit OCT/TCT, Tax Declaration and Tax Clearance to	Verify the authenticity of the OCT/TCT with the	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>





ROW Head/Engineer /Team Leader	Registry of Deeds (RD) and Tax Declaration with the Assessor's Office			<i>Legal Service (LS)/PPPS or IO</i>
3.	Issue certified true copy of Title by RD and certified true copy of Tax Declaration by Assessor's Office	NONE	2 days	<i>Registry of Deeds/ Assessor's Office</i>
4.	Request owner to donate the affected property	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO</i>
5. Agree to donate affected property	Prepare the Deed of Donation, if the owner agrees to donate	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader RTF Head or IO</i>
6. Sign the Deed of Donation	Sign the Deed of Donation (Head of IO); Prepare and process Disbursement Vouchers for payments of Taxes (Documentary Stamp Tax, Transfer Tax and Registration Fee) for the	NONE	3 days	<i>RTF Head (PPPS) or IO</i>



	transfer of the Title in the name of RP			
7.	Release the corresponding cash allocations by DBM for payment of Documentary Stamp Tax, Transfer Tax, Registration Fee, and Capital Gains Tax for the lot	NONE	30 days	<i>Department of Budget and Management (DBM)</i>
8. Facilitate the notarization of Deed of Donation	Secure notarized Deed of Donation	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>LS/PPPS or IO</i>
9. Pay the Donor's Tax and Documentary Stamp Tax to the Bureau of Internal Revenue (BIR). (The Documentary Stamp Tax is shouldered by the Implementing Agency.)  Copies of documents to be presented: a) Original &		NONE	1 day	<i>Officer of the Day</i>  <i>BIR</i>



certified true copy of Title b) Original & certified true copy of Tax Declaration c) Certificate of No Improvement (if no improvement erected on the land) issued by the Office of the City/Municipal Assessor d) Notarized Deed of Donation				
10. Secure Certificate Authorizing Registration (CAR) from the BIR		NONE	10 days	<i>BIR</i>
11. Pay the Transfer Tax to the Treasurer's Office. (Shouldered by the Implementing Agency)  Copies of documents to be presented: a) All documents presented at the BIR b) Tax Clearance c) CAR		NONE	1 day	<i>Treasurer's Office</i>





12. Pay the Registration Fee to the Registry of Deeds. (Shouldered by the Implementing Agency)		NONE	1 day	Civil Registrar Registry of Deeds
Copies of documents to be presented: All documents presented at the Treasurer's Office				
13. Secure TCT in the name of RP/TCT with the donation annotated	Issue TCT in the name of RP/ TCT with the donation annotated	NONE	60 days	Civil Registrar Registry of Deeds
14. Submit the TCT in the name of RP/TCT with the donation annotated	Provide National Archives copy of TCT in the name of RP/ TCT with the donation annotated	NONE	1 day	RTF Engineer/ Team Leader or IO
<b>TOTAL:</b>			<b>114 days</b>	



**ACQUISITION OF ROW THROUGH PURCHASE/NEGOTIATION BASED ON REPLACEMENT COSTS FOR IMPROVEMENTS (SECOND OPTION TO ACQUIRE ROW PER RA NO. 10752)**

<b>Office or Division:</b>	Legal Service - Right-Of-Way Acquisition & Enforcement Division (ROWAED)			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Affected property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT)		To be provided by the applicant		
2. Tax Declaration		To be provided by the applicant		
3. Tax Clearance		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Conduct census, tagging, and mapping and prepare master list	NONE	2 days	<i>RTF Engineer/ Team Leader</i>  <i>RTF Head or IO</i>
2.	Prepare the replacement cost computation of the affected improvements based on the prevailing costs of materials	NONE	5 days	<i>RTF Engineer</i>  <i>RTF Head or IO</i>



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)	NONE	1 day	<i>RTF Head (Director), PPPS or IO</i>
4. Affected owner submits 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	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>Legal Service (LS)/ PPPS or IO</i>
5.	Issue Certified True Copies of Title by RD and certified true copy of Tax Declaration by the Assessor's Office	NONE	2 days	<i>Registry of Deeds/ Assessor's Office</i>
6.	Serve the estimated/replacement cost for the improvements (structures)	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>RTF Head or IO</i>
7.	Execute the Agreement to Demolish and Remove Improvement	NONE	1 day	<i>RTF Head or IO</i>





	(ADRI) with the owner and the same agrees with the offer  Request the owner to issue Permit to Enter (PTE) so that the project may commence			
8. Sign the ADRI	Prepare and process Disbursement Vouchers for the payment of Capital Gains Tax and for the initial payment of 70% of the value of improvements	NONE	1 day	<i>RTF Personnel (Documentation), Engineer/ Team Leader</i>  <i>RTF Head or IO</i>
9. Facilitate the notarization of the ADRI	Secure notarized ADRI	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>RTF Head or IO</i>
10.	Release the corresponding cash allocations by the DBM for the payment of the Estimated Replacement Cost	NONE	30 days	<i>DBM</i>
11. Receive the payment through check from the Cash Division of	Pay owner the 70% initial payment for the improvements	NONE	1 day	<i>Cashier, Cash Division</i>  <i>Main Office or IO</i>



Main Office or Cash Division of IO (if fund for payment is transferred to IO)				
12. Vacate the improvements	Demolish affected improvements/s structures	NONE	3 days	LS or IO
13. Submit pictures of the ongoing demolition of structures and pictures of cleared area	Prepare and process vouchers for payment of the remaining 30% for the improvements in favor of the owner	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO
14. Receives check for payment of tax (Capital Gains Tax)	Issue checks for the payment of taxes	NONE	1 day	Cashier, Cash Division of IO
15. Pay the Capital Gains Tax to the BIR		NONE	1 day	Officer of the Day BIR
16. Receive the payment through check from the Cash Division of IO (if fund for payment is transferred to IO)	Pay owner the 30% final payment for the improvements	NONE	1 day	Cashier, Cash Division  Main Office or IO
<b>TOTAL:</b>			<b>53 days</b>	



**ACQUISITION OF ROW BY PURCHASE/NEGOTIATION BASED ON CURRENT MARKET VALUE FOR LOTS ONLY (SECOND OPTION TO ACQUIRE ROW PER RA NO. 10752)**

<b>Office or Division:</b>	Legal Service - Right-Of-Way Acquisition & Enforcement Division (ROWAED)			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Affected property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT)		To be provided by the applicant		
2. Tax Declaration		To be provided by the applicant		
3. Tax Clearance		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Prepare physical survey and master list	NONE	2 days	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO
2.	Issue Notice of Taking to inform the owner the need to acquire the property and request submission of the documentary requirements	NONE	1 day	RTF Head or IO





	(OCT/TCT, Tax Declaration and Tax Clearance)			
3. Submit Title, Tax Declaration and Tax Clearance to the ROW Head/ Engineer/ Team Leader	Verify the authenticity of the Title from the Registry of Deeds and Tax Declaration from the Assessor's Office	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO
4.	Issue certified true copy of Title by RD and certified true copy of Tax Declaration by Assessor's Office	NONE	2 days	Registry of Deeds/ Assessor's Office
5.	Serve the letter offer of compensation based on the CMV of the property	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO
6.	Prepare the Deed of Absolute Sale (DOAS) between the owner and DPWH if owner accepts the offer	NONE	1 day	RTF Head or IO
7. Sign the DOAS	Prepare and process Disbursement Vouchers for the preparation of checks for	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO



	payments of CMV and Taxes (Documentary Stamp Tax, Capital Gains Tax, Transfer Tax and Registration Fee) for the transfer of the Title in the name of RP			
8.	Release of the corresponding cash allocations by DBM for payment of the CMV of the property, Documentary Stamp Tax, Capital Gains Tax, Transfer Tax and Registration Fee for the lot	NONE	30 days	DBM
9. Receive the checks for payment of the 50% of the CMV and taxes from the Cash Division of Main Office or Cash Division of IO	Issue checks for payment of the 50% of the CMV and Taxes	NONE	1 day	Cashier, Cash Division Main Office or IO
10. Facilitate the notarization of Deed of Sale	Secure notarized Deed of Sale	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader



				<i>RTF Head or IO</i>
<p>11. Pay the Capital Gains Tax for the account of the property owner and Documentary Stamp Tax to the BIR.</p> <p>(The Documentary Stamp Tax is shouldered by the Implementing Agency.)</p> <p>Copies of documents to be presented:</p> <ul style="list-style-type: none"> <li>a. Original &amp; certified true copy of Title</li> <li>b. Original &amp; certified true copy of Tax Declaration</li> <li>c. Certificate of No Improvement (if no improvement erected on the land) issued by the Assessor's Office</li> <li>d. Notarized Deed of Sale</li> </ul>		NONE	1 day	<i>Officer of the Day</i> <i>BIR</i>
12. Secure Certificate Authorizing Registration (CAR) from the BIR		NONE	10 days	<i>BIR</i>





13. Pay the Transfer Tax to the Treasurer's Office (Shouldered by the Implementing Agency)		NONE	1 day	<i>Treasurer's Office</i>
<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>				
14. Pay the Registration Fee to the Registry of Deeds (Shouldered by the Implementing Agency)		NONE	1 day	<i>Civil Registrar Registry of Deeds</i>
<p>Copies of documents to be presented: All documents presented at the Treasurer's Office</p>				
15. Secure from the RD copy of the TCT in the name of RP/ TCT with the sale annotated	Issue TCT in the name of RP/ TCT with the sale annotated	NONE	60 days	<i>Civil Registrar Registry of Deeds</i>
16. Submit copy of the TCT in the name of RP/ TCT with the	Provide National Archives copy of TCT in the	NONE	1 day	<i>RTF Head or IO</i>



sale annotated	name of RP/ TCT with the sale annotated			
17.	Prepare and process vouchers for payment of the remaining CMV of the affected lot	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO</i>
18. Receive the payment through check from the Cash Division of Main Office or Cash Division of IO (if fund for payment is transferred to IO)	Pay owner the amount equivalent to 50% final payment of the CMV	NONE	1 day	<i>Cashier, Cash Division Main Office or IO</i>
<b>TOTAL:</b>			<b>117 days</b>	

**NOTES:**

1. If the owner rejects the offer for the Government to acquire the affected property at CMV, the IO shall proceed with expropriation.
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 ordered only the ANNOTATION in the title. However, in case of PARTIALLY affected and/or the Court orders the cancellation of the TCT, the owner should cause the issuance of a new TCT in the name of RP and the TCT for the remainder of the property before the RTF/IO can facilitate the processing of the final payment.



**ACQUISITION OF ROW THROUGH EXPROPRIATION (LOTS & IMPROVEMENTS)  
(LAST OPTION TO ACQUIRE ROW PER RA NO. 10752)**

<b>Office or Division:</b>	Legal Service - Right-Of-Way Acquisition & Enforcement Division (ROWAED)			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Affected property owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Copy of Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT)		To be provided by the applicant		
4. Tax Declaration		To be provided by the applicant		
5. Tax Clearance		To be provided by the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Conduct census, tagging, and mapping and prepare master list	NONE	2 days	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO
2.	Prepare the computation of the Replacement Cost for the affected improvements based on the prevailing costs of materials	NONE	5 days	RTF Engineers/ Team Leader  RTF Head or IO
3.	Issue Notice of Taking to inform the owner the need to acquire the property	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader





	and request submission of the documentary requirements (OCT/TCT, Tax Declaration and Tax Clearance)			<i>RTF Head or IO</i>
4. Submit Title, Tax Declaration and Tax Clearance to the ROW Head/Engineer/Team Leader	Verify the authenticity of the Title from the Registry of Deeds and Tax Declaration from the Assessor's Office	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>RTF Head or IO</i>
5.	Issue certified true copy of Title by RD and certified true copy of Tax Declaration by the Assessor's Office	NONE	2 days	<i>Registry of Deeds/ Assessor's Office</i>
6.	Engage the services of a Government Financial Institution to appraise and determine the CMV of the affected property		4 months	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>RTF Head or IO</i>
7.	Serve the letter offer of compensation based on the CMV for the affected lots and Replacement Cost for the improvements  Issue an offer in writing to the property owner who shall be given 30	NONE	1 day	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>RTF Head or IO</i>





	days within which to decide whether to accept the offer or not			
8.	Initiate filing of expropriation case if the owner rejects the offer	NONE	No prescribed time	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>RTF Head or IO</i>
9.	File complaint with the proper Court  If the owner rejects only the offer for CMV or Replacement Cost, the value of the rejected offer will be the subject of the complaint	NONE	15 days	OSG
10.	Prepare and process vouchers for payment of the provisional cost of lot (100% BIR zonal) and improvement (Replacement Cost), if offer for Replacement Cost is rejected by the owner	NONE	3 days	<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>RTF Head or IO</i>
11.	Release cash allocation by the DBM for deposit with the Court	NONE	30 days	DBM
12.	Prepares MDS check(s) and provide copy of the approved MDS Check(s) to LS	NONE	2 days	<i>Cash Division/Section of Main Office or IO</i>



	or IO for filing purposes			
13.	Provide a certified true copy of the approved MDS check(s) to OSG or its deputized prosecutor/DPWH lawyer Notify the Cash Division/Section of the hearing date for the turnover/deposit of the MDS check(s) to the Court	NONE	2 days	<i>RTF Personnel (Documentation) Engineers/Team Leader</i>  <i>RTF Head or IO</i>
14.	File an urgent <i>ex-parte</i> motion for Writ of Possession with the proper Regional Trial Court (RTC)	NONE	7 days	OSG
15. Receive the check from the Court upon presentation of proper identification	Release MDS check(s) to property owner(s) and request to acknowledge receipt on the scheduled hearing date set by the Court	NONE	1 day	<i>RTC Assigned Courts</i>
16.	Issue writ of possession (WOP) to plaintiff ordering the sheriff to place the plaintiff in possession of the property involved	NONE	10 days	<i>RTC Assigned Courts</i>
17.	File a motion with the Court for final judgment or prepare a Compromise Agreement for approval of Court if	NONE	2 days	<i>OSG, Makati City Deputized Prosecutor/ DPWH Lawyer</i>



	the property owner accepts/agrees that BIR zonal valuation for the lot and Replacement Cost for improvements as the just compensation			
18. Vacate the improvements	Demolish affected improvements/structures	NONE	3 days	RTF Personnel (Documentation) Engineers/ Team Leader
19.	Appoint 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	NONE	10 days	RTC Assigned Courts
20.	Submit Resolution of the Board of Commissioners containing their recommendation to the Court	NONE	60 days	Board of Commissioners
21. File objection to the Commissioner's Report (if any)	Submit comment to Court through OSG	NONE	1 day	Legal Service or IO
22.	File the comment to Court	NONE	10 days	OSG
23. Render final and executory decision	Facilitate the request for the allocation of funds (to be included in the yearly request for GAA) to pay the	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader



	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			
24.	Approve request for funding allocation Release of the approved budget (GAA) is every first quarter of the year	NONE	360 days	Congress
25.	Seek clearance for the release of funds covered by pertinent SARO	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO
26.	Release funds covered by SARO	NONE	30 days	DBM
27. Sign the Deed of Conveyance	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	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO
28.	Prepare and process Disbursement Vouchers for the preparation of	NONE	1 day	RTF Personnel (Documentation) Engineers/ Team Leader





	checks for payment of the difference between amount already paid and just compensation as determined by the Court			<i>RTF Head or IO</i>
29.	Release the corresponding cash allocations by the DBM for payment of the difference between the amount already paid and the just compensation as determined by the Court, Transfer Tax, Registration Fees, Capital Gains Tax and Documentary Stamp Tax for the lot	NONE	30 days	<i>DBM</i>
30.	Issue checks for the balance of payment (difference between the amount already paid and the just compensation determined by the Court) and taxes	NONE	3 days	<i>Cashier, Cash Division Main Office or IO</i>
31. Receive the check for the balance of payment from the Cash Division of the Main Office or IO (if fund for payment is	Release checks for the balance of payment for the affected lot to property owner			<i>RTF Personnel (Documentation) Engineers/ Team Leader</i>  <i>RTF Head or IO</i>



transferred to IO)				
32. Facilitate the notarization of Deed of 33. Conveyance	Secure notarized Deed of Conveyance	BIR	1 day	RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO
34. Pay the Capital Gains Tax and Documentary Stamp Tax to the BIR. (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 land)		NONE	1 day	Officer of the Day BIR



issued by the Assessor's Office d) Notarized Deed of Sale				
35. Secure Certificate Authorizing Registration (CAR) from the BIR		BIR	10 days	<i>BIR</i>
36. Pay the Transfer Tax to the Treasurer's Office. (Shouldered by the Implementing Agency)  Copies of documents to be presented: a) All documents presented at the BIR b) Tax Clearance c) CAR		NONE	1 day	<i>Treasurer's Office</i>
37. Pay the Registration Fee to the Registry of Deeds. (Shouldered by the Implementing Agency)  Copies of		NONE	1 day	<i>Civil Registrar Registry of Deeds</i>



documents to be presented: All documents presented at the Treasurer's Office				
38. Secure from the RD copy of the TCT in the name of RP/ TCT with the sale annotated	Issue TCT in the name of RP/ TCT with the sale annotated	NONE	60 days	<i>Civil Registrar Registry of Deeds</i>
39. Submit to PPPS/IO copy of the TCT in the name of RP/ TCT with the sale annotated	Provide National Archive copy of TCT in the name of RP/ TCT with the sale annotated	NONE	2 days	<i>RTF Personnel (Documentation) Engineers/ Team Leader  RTF Head or IO</i>
<b>TOTAL:</b>			<b>773 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 only ANNOTATION in the title. However, in case of PARTIALLY affected and / other 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 National Treasury.





## REMOVAL AND RELOCATION OF INFORMAL SETTLERS

<b>Office or Division:</b>	Legal Service - Right-Of-Way Acquisition & Enforcement Division (ROWAED)			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government			
<b>Who may avail:</b>	Affected property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Picture		To be provided by the applicant		
2. Marriage Contract/Affidavit of Cohabitation		To be provided by the applicant		
3. IDs		To be provided by the applicant		
4. Cedula / Community Tax Certificate (for informal settlers)		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. PRE-RELOCATION PHASE</b>				
1.	Identify resettlement sites in coordination with the National Housing Authority (NHA)	NONE	30 days	RTF Personnel (Documentation) Engineers/Team Leader  RTF Head or IO
2.	Pre-census activities with NHA	NONE	15 days	RTF Personnel (Documentation) Engineers/Team Leader  RTF Head or IO
3. Provide information	Conduct		1 day	RTF Personnel





(personal circumstances) to the IO	tagging, mapping, household listing, actual census, census data evaluation/ processing, and prepare master list	NONE		(Documentation) Engineers/Team Leader  RTF Head or IO
4. Receive the 30-Day Notice	Issue the 30-Day 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)	NONE	3 days	RTF Personnel (Documentation) Engineers/Team Leader  RTF Head or IO
5. Attend consultation meetings	Conduct consultation meetings with the NHA, LGUs, Brgy. Chairpersons, affected families, agencies and NGOs  Schedule next meeting, including 2 feedback meets within 20 days of notice and 1 final meet	NONE	3 days (1 day for 3 consecutive weeks)	RTF Personnel (Documentation) Engineers/Team Leader  NHA/LGUs  RTF Head or IO



	before actual demolition			
6.	<p>Conduct Inter-Agency Meeting/ Coordination.</p> <p>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.</p>	NONE	Within 30 days upon issuance of Notice	<p><i>RTF Personnel (Documentation) Engineers/Team Leader</i></p> <p><i>NHA/LGUs</i></p> <p><i>RTF Head or IO</i></p>
7. Submit Family Pictures, Marriage Contract/Affidavit of Cohabitation; IDs and Community Tax Certificate (cedula)	Gather relocation documents (Family Pictures, Marriage Contract; Affidavit of Cohabitation; IDs; Cedula)	NONE	Within the 30 days upon issuance of Notice	<p><i>RTF Personnel (Documentation) Engineers/Team Leader</i></p> <p><i>NHA</i></p> <p><i>RTF Head or IO</i></p>
8. Voluntary Relocation and Resettlement	Assist in the Voluntary Relocation and Resettlement	NONE	7 days	<i>RTF Personnel (Documentation) Engineers/Team Leader</i>





				NHA/LGUs RTF Head or IO
<b>II. RELOCATION PHASE</b>				
9.	<p>Dismantle Structures/Movement of Families</p> <p>DPWH Task Force shall ensure:</p> <ul style="list-style-type: none"> <li>a. Identification for all staff and crew involved in the operation</li> <li>b. Proper uniform for members of PNP</li> <li>c. Electricity is shut off</li> <li>d. Dismantling executed carefully for maximum recovery of materials</li> <li>e. No looting by participants and violators administratively/ criminally charged</li> <li>f. Record names/numbers of families affected</li> </ul>	NONE	5 days	<p>RTF Personnel (Documentation/Engineer/ Team Leader, IO</p> <p>NHA/ LGUs / Presidential Commission for the Urban Poor (PCUP), Commission on Human Rights (CHR), Department of Social Welfare &amp; Development (DSWD)/ Philippine National Police (PNP)</p>
10. Secure Entry Pass from the NHA	Issue Entry Pass to the informal settlers	NONE	1 day	NHA
11. Load belongings and family	Load and Transport informal settlers.	NONE	1 day	RTF Personnel/ IO



members to the transportation vehicle provided by NHA or IO	Transportation vehicle shall have necessary signboards displayed and shall proceed in the area before actual dismantling. Before departure, documents shall be checked and the safety and comfort of families shall be ensured. The last trip not later than 3 pm.			or NHA
12.	Resettlement project team/ representative of resettlement community shall: a. Welcome and receive the relocated families; and b. Provide medical services if necessary	NONE		NHA
13.	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	NONE		NHA



	families; and c. Assist families in accomplishing forms			
14. Transfer to their assigned lot	Assist the Informal Settlers 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	NONE		NHA
<b>III. POST-RELOCATION PHASE</b>				
15. Participate in the training and livelihood program	a) Strengthen /organize community-based structures  b) Provide adequate social services in health, nutrition, education, responsible parenthood, environmental sanitation, etc.  c) Give manpower training and livelihood program	NONE	180 days	RTF Personnel (Documentation) Engineers/Team Leader  RTF Head or IO
<b>TOTAL:</b>			<b>340 days</b>	



## REGIONAL OFFICES





## APPLICATION FOR ISSUANCE OF EXCAVATION PERMIT FOR UTILITY COMPANIES

<b>Office or Division:</b>	Maintenance Division (for excavation permits with restoration cost above Php 500,000.00 as per D.O. 124 series of 2014)
<b>Classification:</b>	Complex
<b>Type of Transactions:</b>	G2B – Government-to-Businesses
<b>Who may avail:</b>	General Public / Utility Companies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Letter Request from the applicant (proponent) addressed to District Engineering Office (DEO) concerned</li> <li>2. Endorsement from the District Engineering Office (DEO) concerned to the Regional Director with the hereunder requirements to be attached; <ol style="list-style-type: none"> <li>a) <b><u>Inspection Report</u></b> conducted/prepared by the DEO representative/s;</li> <li>b) <b><u>Detailed Estimate</u></b> prepared/done by DEO representative/s for the restoration of road structures to be affected;</li> <li>c) <b><u>Schedule of Payment</u></b> prepared/done by the DEO representative/s;</li> <li>d) <b><u>Duly accomplished "Application Form"</u></b> under D.O. #26 Series of 2011;</li> <li>e) <b><u>Duly accomplished "Terms and Conditions"</u></b> under D.O. #26 Series of 2011;</li> <li>f) <b><u>Bar Chart (Project Duration)</u></b> duly signed by the contractor' Project Manager/Engineer and the official/s or authorized representative of the</li> </ol> </li> </ol>	From the Customer and District Engineering Office concerned



utility company;

- g) **Proposed Plan/Drawing** of the utility project (pipelaying) on existing concrete pavement (carriageway), curb & gutter, and concrete sidewalk, and the restoration work of the affected road pavement, concrete curb & gutter, sidewalk throughout the project limit, in A-3 Size Bond Paper, duly signed by the contractor' Project Manager/Engineer and the official/s or authorized representative of the utility company;
- h) **Typical Road Section** of the utility project (pipelaying) on existing concrete pavement (carriageway), curb & gutter, and concrete sidewalk indicating all dimensions such are length, width, and depth, among others deemed necessary information relative hereof, in A-3 Size Bond Paper, and duly signed by the contractor' Project Manager/Engineer and the Official/s or authorized Representative of the utility company;



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes the Application Form and attach all required documents	<ol style="list-style-type: none"> <li>1. Evaluate and Conduct Inspection for the proposal in order to determine the proposed excavation site and area of to be affected in order to require client/applicant for RESTORATION DEPOSIT / BOND and same amount shall be refunded after the completion of restoration work.</li> <li>2. Endorse the request for excavation permit to DPWH Regional Office if restoration cost is beyond Php 500,000.00</li> </ol>		Processing time is depending in the DEO concerned action	<i>Action Officer</i>
2. Client pays the Supervision Fee	<p>Processing of received request for excavation permit:</p> <ol style="list-style-type: none"> <li>1. Received in the Record Section</li> <li>2. To Administrative Division Chief for Routine slip</li> <li>3. To Regional Director Office for Routine slip</li> <li>4. To Assistant Regional Director Office for note on the request</li> <li>5. To Maintenance Division's Logbook</li> </ol>	Amount for RESTORATION DEPOSIT / BOND is Depending of the assessment by DEO	(3 to 8 days or less)	<i>Action Officer and Official concerned</i>



	Desk Officer on duty 6. To Maintenance Division's Chief for Routine slip 7. To Maintenance Division's Action Officer (Engineer-In-Charge) for action 8. Engineer-In-Charge evaluate and validate the request if in compliance with CHECKLIST OF REQUIREMENTS 9. If complied, Prepared the requested excavation permit for a) Check & review by the Maintenance Division's Chief b) For initial by the Assistant Regional Director c) For approval by the Regional Director			
3. Client receives the Excavation Permit	If approved, the approved excavation permit will return to DEO concerned and will pick up thereat by the client	None		<i>Maintenance Division</i>
<b>TOTAL:</b>			<b>8 days or less</b>	





## APPLICATION FOR ISSUANCE OF UTILITY ATTACHMENT PERMIT ON BRIDGE, BILLBOARD, UTILITY POLES ETC.

<b>Office or Division:</b>	Maintenance Division			
<b>Classification:</b>	Complex			
<b>Type of Transactions:</b>	G2C - Government-to-Citizens G2B - Government-to-Businesses			
<b>Who may avail:</b>	General Public / Utility Companies			
<b>CHECKLIST OF REQUIREMENTS</b>				
1. Letter Request from the applicant (proponent)	To be provided and/or From the Applicant or Client & Utility Companies			
2. Complete Proposed Plan/Location Sketch and Bar Chart of the utility project for the requested Bridge Attachment Permit on Bridge, Billboard, Utility Poles etc., in A-3 Size Bond Paper, duly signed by the proponent/applicant	To be provided and/or From the Applicant or Client & Utility Companies			
3. Proposed Total Load Distribution Analysis to be attached On the bridge	To be provided and/or From the Applicant or Client & Utility Companies			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits all requirements to the Regional Office	Endorse the request for Bridge Attachment Permit on Bridge, Billboard, Utility Poles etc. to the concerned office		Processing time is depending in the DEO concerned action	Action Officer
2. Client waits for action within 3 to 5 days or less.	Engineer-In-Charge evaluate and validate the request if in compliance with CHECKLIST OF REQUIREMENTS	None		Maintenance Division



	<p>If complied, Prepare the requested Bridge Attachment Permit on Bridge, Billboard, Utility Poles etc.</p> <p>a) Check &amp; review by the Maintenance Division's Chief</p> <p>b) For initial by the Assistant Regional Director</p> <p>c) For approval by the Regional Director</p>			
3. Client receives Permit	<p>If approved, the approved Bridge Attachment Permit on Bridge, Billboard, Utility Poles etc. will be returned to DEO concerned and will pick up thereat by the client</p>	None		
	<b>TOTAL</b>		<b>5 days</b>	



## APPLICATION FOR HIGHWAY PERMIT FOR EXTRAORDINARY TYPES OF FREIGHT TRUCK & OTHER VEHICLE

<b>Office or Division:</b>	Maintenance Division
<b>Classification:</b>	Simple
<b>Type of Transactions:</b>	G2C - Government-to-Citizens G2B - Government-to-Businesses
<b>Who may avail:</b>	General Public / Truck Companies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Manufacture's brochure or truck diagram showing the following technical data of the vehicle duly signed by the owner/operator: <ul style="list-style-type: none"> <li>a. Plan and elevation with dimensions</li> <li>b. Number of wheels per axle</li> <li>c. Load per axle (empty and with girders)</li> <li>d. General dimensions of vehicle</li> </ul>	To be provided and/or from the Client
2. The specific route to be taken and bridge(s) to be crossed by the vehicle indicated on a road map duly signed by the owner/operator.	To be provided and/or from the Client
3. Existing capacity of bridges along the proposed route to be used by that Office.	Concerned Regional Office
4. Copy of the As-built plans of the bridges along the proposed route.	Concerned Regional Office
6. Computation showing that the proposed truck (tractor + trailers + girders) can safely pass thru the existing bridges along the proposed route duly signed by the structural engineer.	Concerned Regional Office





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits all requirements to the Regional Office	Evaluate and Conduct Joint Inspection between DEO and RO representatives to assess the structural safety of all bridges along the route as determined in the application.		PROCESSING TIME is depending in the DEO concerned action	Action Officer
2. Client waits for action within 1 day	Processing of received request for Highway permit: 1. Received in the Record Section 2. To Administrative Division Chief for Routine slip 3. To Regional Director Office for Routine slip 4. To Assistant Regional Director Office for note on the request 5. To Maintenance Division's Logbook Desk Officer on duty 6. To Maintenance Division's Chief for Routine slip 7. To Maintenance Division's Action Officer (Engineer-In-Charge) for action 8. Engineer-In-	None	1 day	Action Officer and Official concerned





	<p>Charge evaluate and validate the request if in compliance with CHECKLIST OF REQUIREMENTS</p> <p>9. If complied, issuance of permit / clearance is hereby prepared</p> <p>10. Check &amp; review by the Maintenance Division's Chief</p> <p>11. For initial by the Assistant Regional Director</p> <p>12. For approval by the Regional Director</p>			
3. Client receives Permit	If approved, the requested permit/ clearance will return to DEO concerned and will pick up thereat by the client	None		
<b>TOTAL:</b>			<b>1 day 3 hours</b>	



# **DISTRICT ENGINEERING OFFICES**



## APPLICATION FOR ISSUANCE OF EXCAVATION PERMIT ON NATIONAL ROADS

<b>Office or Division:</b>	Maintenance Section (for excavation permits with restoration cost of Php 500,000.00 and below as per D.O. 124 series of 2014)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government-to-Citizens			
<b>Who may avail:</b>	Utility Companies (Water Districts, Telephone Companies, etc.)			
<b>CHECKLIST OF REQUIREMENTS</b>				
1. Application Form	Maintenance Section			
2. Authority of Signing Official of the Applicant	To be provided by the Utility Companies			
3. Sketch Plan/Map	To be provided by the Utility Companies			
4. Bar/Gantt Chart or PERT-CPM	To be provided by the Utility Companies			
5. Program of Work (with corresponding detailed estimates for the cost of excavation and restoration works (D.O. 83 s 2018))	To be provided by the Utility Companies			
6. Terms and Condition	Maintenance Section			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client accomplishes the Application Form	<ul style="list-style-type: none"> <li>Check completeness of the submitted requirements.</li> <li>If complete, it will be forwarded to the Maintenance Section.</li> <li>For incomplete, provide applicant the checklist of requirements, application letter including attachments will be returned for re-application</li> </ul>		1 day	Records Clerk Records Section Administrative Division



2. Client pays non-refundable Supervision Fee	The application papers will be evaluated if compliant to D.O. 26 s of 2011	Below Php 50,000 – 3% Php 50,000 and above – 1.5%	1 day	<i>District Engineer</i>
3. Client receives Excavation Permit	After thorough evaluation and found compliant, the excavation permit will be forwarded to the DEO for issuance / approval	None	3 days	<i>DPWH Regional Office District Engineer Records Unit</i>
<b>TOTAL</b>			<b>5 days</b>	





## APPLICATION FOR ISSUANCE OF DPWH CLEARANCE FOR BILLBOARD, UTILITY POLES, ETC.

<b>Office or Division:</b>	Maintenance Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government-to-Businesses			
<b>Who may avail:</b>	Advertising Agency etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Application		To be provided by the Applicant		
2. Plans and Specifications		To be provided by the Applicant		
3. Structural Design Analyses		To be provided by the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the Letter of Application for the issuance of DPWH Clearance for Billboard, Utility Poles, etc.	<ul style="list-style-type: none"> <li>Check completeness of the submitted requirements.</li> <li>If complete, it will be forwarded to the Maintenance Section.</li> <li>Refer to Maintenance Section</li> <li>For incomplete, provide the applicant the checklist of requirements, application letter including attachment will be returned for re-application.</li> </ul>		1 hour	<i>Records Unit Administrative Section</i>
2. Client waits for the evaluation to be completed	Compliant documents will be evaluated to the concerned Engineer and will be checked on site.		4 day	<i>Maintenance Section</i>
3. Client receives signed Clearance	The application papers will be evaluated if compliant to memorandum issued on July 19, 2017, NBCDO Memorandum Circular 01 series of 2011 and other regulation concerning applied structures.	None	1 days	<i>District Engineer</i>
<b>TOTAL</b>			<b>5 days</b>	



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