



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

097.13 DPWH
03.25-2015

DEPARTMENT ORDER)
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No. **49**)
Series of 2015 *03.25.15*

**SUBJECT: RECONSTITUTION OF THE DPWH
CITIZEN'S CHARTER TEAM**


In the exigency of service and pursuant to the provisions of Republic Act 9485, otherwise known as the Anti-Red Tape Act (ARTA) of 2007, and Civil Service Memorandum Circular No. 12, Series of 2008 and Special Order No. 68, series of 2009, the DPWH Citizen's Charter Team (DPWH CCT) and its Technical Working Group is hereby reconstituted, as follows:

Chairperson	-	Undersecretary for Support Services
Vice Chairperson	-	Assistant Secretary for Support Services
Members	-	Director, Bureau of Equipment
	-	Director, Human Resource and Administrative Service
	-	Director, Stakeholders Relations Service
	-	Director, Legal Service
	-	Director, Financial Management Service
	-	Director, Information Management Service
	-	Director, Procurement Service
Technical Working Group		
Head	-	Chief, Stakeholders Affairs Division-SRS
Assistant Head	-	Chief, Right-Of-Way Acquisition and Enforcement Division- LS
Members	-	Chief, Equipment Planning Division-BOE
	-	Chief, Human Resource Management Division-HRAS
	-	Chief, Accounting Division-FMS
	-	Chief, Customer Support Division-IMS
	-	Chief, Civil Works Division- PrS
Secretariat	-	Stakeholders Affairs Division-SRS

The reconstituted DPWH Citizen's Charter Team shall review and update the existing DPWH Citizen's Charter and shall continue to undertake the following functions:

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

This order supersedes Special Order No. 68, Series of 2009 and all other issuances inconsistent herewith and shall take effect immediately.


ROGELIO L. SINGSON
Secretary

Department of Public Works and Highways
Office of the Secretary

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