



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



FEB 26 2024

DEPARTMENT ORDER )  
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NO. 24 )  
Series of 2024 )  
d. 2/27/2024

**SUBJECT: Reconstitution of the DPWH Anti-Red Tape Team (DARTT) and Secretariat**

Pursuant to the provisions of Republic Act (RA) 11032, also known as "**Ease of Doing Business and Efficient Government Service Delivery Act of 2018**", dated May 28, 2018, and the subsequent issuance of Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2023-08, dated November 22, 2023, and ARTA MC 2022-07 dated September 30, 2020, prescribing the Guidelines on the Designation of a Committee on Anti-Red Tape (CART), the DPWH Anti-Red Tape Team (DARTT) is hereby reconstituted:

**DPWH Anti-Red Tape Team (DARTT):**

- Chairperson : Undersecretary for Support Services
- Vice Chairperson : Assistant Secretary for Support Services
- Members : Director, Stakeholders Relations Service  
Director, Human Resource and Administrative Service  
Director, Procurement Service  
Director, Information Management Service  
Director, Bureau of Maintenance  
Director, Bureau of Quality and Safety  
Director, Bureau of Research and Standards  
*(Offices that will have an identified Frontline Service shall automatically be included as member of the DARTT, to be represented by the Head of Office)*

As stipulated in ARTA-MC No. 2022-07, the DARTT shall perform the following functions:

1. Determine which process or transactions constitute frontline service/s to be included in the DPWH Citizens' Charter;
2. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the agency's services, and reengineering the same;
3. Notify the ARTA of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
4. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA);
5. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the ARTA;
6. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;



7. Refer the ARTA's policy option recommendations to the appropriate decision-makers within the agency;
8. Submit an inventory and electronic copies of all existing both in-effect and repealed regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS);
9. Ensure effective knowledge transfer, or information dissemination among office employees on ARTA-related trainings, briefings, or such related matters obtained by the DARTT Secretariat within sixty (60) days from the end of the training;
10. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
  - a. UP Office of National Administrative Register (UP ONAR), and
  - b. Official Gazette for publication
11. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the ARTA, and submit the same to the ARTA to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);
12. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
13. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31<sup>st</sup> of each year;
14. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
15. Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by RA No. 11032 or the agency's mandate under special law;
16. Develop and foster a client feedback mechanism and client satisfaction measurement;
17. Report to the Authority not later than the last working day of January of each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority;
18. Establish and manage a public assistance complaints desk to effectively receive complaints, feedback and monitor customer satisfaction via information and communication technology or other mechanisms where clients may adequately express their complaints, comments, or suggestions. The DARTT, thru the Stakeholders Relations Service, shall ensure that all feedbacks and complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the ARTA are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency;
19. Serve as overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA No. 11032, its IRR, and issuances by the Authority. The DARTT shall facilitate and assist various departments and offices involved during the development and implementation of e-BOSS, including logistical and personnel requirements, security of the system, development of a communication plan, implementation of contingency measures, and protection of data and information, as applicable;
20. Dissemination of ARTA Information, Education and Communication materials for public consumption thru concerned offices with Frontline Services;
21. Perform such other functions, duties and responsibilities under RA No. 11032, its IRR and other issuances issued by ARTA.



In order to ensure smooth implementation and compliance of the Department to the provisions of RA 11032 and policies emanating from ARTA and other related policies from concerned government agencies within the Regional and District level, **all Regional and District Public Information Officers (R/DPIOs)** are hereby designated as the ARTA Focal Persons responsible for the following:

1. Proactively review established categories / classification of transactions;
2. Ensure that ARTA Report Card Survey (RCS) 2.0 and other related activities are cascaded within their respective offices;
3. Provide recommendations to the DARTT for the enhancement and standardized compliance to ARTA related requirements, for approval;
4. Monitor compliance of offices within their area of jurisdiction specifically on the submission of posted Citizen's Charter photos;
5. Perform other tasks inherent to its function and mandate as may be deemed necessary in the implementation of RA 11032 and RCS program.

Further, the **Corporate Planning and Management Division (CPMD)**, as the DPWH Office for Strategy Management (OSM) shall act as the DARTT Secretariat with the following duties and responsibilities:

1. Conducts research and prepares documents as reference that may be required by the DARTT;
2. Sets regular meetings of the DARTT;
3. Coordinates closely with ARTA Secretariat;
4. Conduct an inventory of all laws, regulations, and issuances;
5. Assess and review regulation and issuances made by the Department solely or jointly with other government agencies;
6. Submit to the DARTT an evaluation report on the reengineering of existing policy, transactional systems and procedures, formulate simplified steps in providing service, forms used, reduce requirements, processing time and fees or charges to streamline processing of frontline service/s;
7. Submit to the DARTT policy options and/or draft policies based on the findings, if necessary;
8. Coordinate and submit accomplishment report approved by DARTT to ARTA; and
9. For purposes of compliance to the requirements related to the responsibilities of the DARTT for the granting of Performance-Based Bonus (PBB), conduct close monitoring and random validation of DPWH Offices and, submit consolidated compliance report and other reportorial requirements to the PBB and/or ARTA Secretariat.

All officials and employees shall extend their cooperation and assistance in providing necessary inputs pertaining to their respective mandates to comply with the provisions of RA 11032.

This order supersedes Department Order No. 177, series of 2022 and shall take effect immediately.

  
**MANUEL M. BONOAN**  
Secretary

Department of Public Works and Highways  
Office of the Secretary



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