

**2023**

**1<sup>st</sup> Edition**



**citizen's**

**C H A R T E R**



*Department of*  
**PUBLIC WORKS**  
*and* **HIGHWAYS**



# **DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS**

## **CITIZEN'S CHARTER** F.Y. 2023 (1<sup>st</sup> Edition)





# **DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS**

**CITIZEN'S CHARTER**  
F.Y. 2023 (1<sup>st</sup> Edition)



## **I. Mandate**

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 2040, DPWH is an excellent government agency, enabling a comfortable life for Filipinos through safe, reliable, and resilient 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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