



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

097.7 DPWH
05-15-2018

May 10, 2018

DEPARTMENT MEMORANDUM)


CIRCULAR NO. 26)
Series of 2018)

FOR / TO : Undersecretaries
Assistant Secretaries
Service Directors
Bureau Directors
Regional Directors
Heads of UPMOs
District Engineers
This Department

For information and guidance, attached is a certified copy of Memorandum Circular No. 44 dated May 4, 2018 entitled "**DIRECTING ALL GOVERNMENT AGENCIES AND INSTRUMENTALITIES, INCLUDING GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS, TO RESPOND TO ALL PUBLIC REQUESTS AND CONCERNS WITHIN FIFTEEN DAYS FROM RECEIPT THEREOF.**"

A copy of said Memorandum Circular may also be downloaded from the **DPWH website: <http://dpwhweb>**. If an office cannot access the DPWH website, a hard copy may be obtained from the Records Management Division, HRAS, upon request.

For dissemination to all concerned.


B. ELIZABETH E. YAP, Ph.D., CESO II
Assistant Secretary for Support Services

Encl: Memorandum Circular No. 44 dated May 4, 2018

cc: Office of the Secretary

10.1.4 MKBA/RPE

**Office of the President
of the Philippines
Malacañang**

MEMORANDUM CIRCULAR NO. 44

DIRECTING ALL GOVERNMENT AGENCIES AND INSTRUMENTALITIES, INCLUDING GOVERNMENT-OWNED OR-CONTROLLED CORPORATIONS, TO RESPOND TO ALL PUBLIC REQUESTS AND CONCERNS WITHIN FIFTEEN DAYS FROM RECEIPT THEREOF

WHEREAS, Section 28, Article II of the 1987 Constitution provides that the State adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to reasonable conditions prescribed by law;

WHEREAS, Republic Act (RA) No. 9485, or the Anti-Red Tape Act of 2007, provides that the State shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in government;

WHEREAS, Section 5 (a) of RA No. 6713, or the Code of Conduct and Ethical Standards for Public Officials and Employees, provides that all public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public and that the reply must contain the action taken on the request;

WHEREAS, the State shall provide the means to strengthen the people's channel of communication to the government by promoting and emphasizing the importance of responsive and service-oriented government agencies and instrumentalities, with the objective of fostering transparency and accountability;

NOW, THEREFORE, all government agencies and instrumentalities, including government-owned or- controlled corporations, performing frontline services as defined in RA No. 9485 are hereby directed to respond to all public requests and concerns within fifteen (15) days from receipt thereof, unless a shorter period is provided under applicable laws and issuances.

It is understood that "frontline services" under RA No. 9485 is defined as the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned.

This Memorandum Circular shall take effect immediately.

DONE in the City of Manila, this **4th** day of **May**, in the year of Our Lord, Two Thousand and Eighteen.

By authority of the President:

SALVADOR C. MEDIALDEA
Executive Secretary

