



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

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11.17.2021

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DEPARTMENT ORDER)
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NO. 94)
)
SERIES OF 2021) 11.17.2021

SUBJECT : Policy Issuance and
Correspondence Manual

To harmonize existing policy with the processes and mandatory procedures set forth in the Revised Quality Management System (QMS) Manual, the Policy Issuances Guidelines is hereby revised to include as follows:

1. Department Orders shall, as far as possible, address changes to internal procedures in reference to laws, executive orders, administrative orders, and/or to update existing Department Orders;
2. Department Orders shall be subject to comprehensive Review and Impact Analysis prior to approval and issuance;
3. Issuance procedures for Department Orders, Special Orders and Department Memorandum Circulars are fully described in the attached Policy Issuance and Correspondence Manual;
4. The Policies and Procedures Review Committee - Technical Working Group shall ensure the completeness of all supporting documents and the conformity of style and format before forwarding a Department Order to the Policies and Procedures Review Committee for review and evaluation.
5. The Records Management Division (RMD) of the Human Resource and Administrative Service (HRAS) shall be responsible for hardcopy filing, disseminating, and posting of issuances in the intranet and internet; and
6. RMD, HRAS shall furnish a copy of the DO along with the Registration and Impact Analysis Form to QMS Secretariat for DOs that fall under Core and Support processes to account changes in the 51 major processes in the DPWH Process Model.
7. Heads of offices shall be responsible for the distribution/dissemination of issuances to their respective units.

This Order shall supersede Department Order No. 33, series of 2011 and Department Order No. 116, series of 2016, and shall take effect immediately.

ROGER G. MERCADO
Acting Secretary

10.1.4 VGV/MSV/MAP/ARM

Department of Public Works and Highways
Office of the Secretary



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DPWH Policy Issuance and Correspondence Manual

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1. Introduction

The Policy Issuance and Correspondence Manual describe the procedures for preparing formal communication and other correspondences in the Department of Public Works and Highways (DPWH). This effort was started during NRIMP1 as part of the Policies and Procedures Business Improvement Implementation Project (BIIP). Its initial output was the issuance of Department Order No. 52, s. 2005, standardizing the nomenclature of issuances in the Department as guide on what Orders should be properly used for each policy and procedure. This was then superseded by Department Order No. 33, s. 2011, and Department Order No. 116, s. 2016, with the introduction of the Policy and Procedures taskforce. Given the continuous implementation of the Quality Management System (QMS) and the need to harmonize existing policy with the processes and mandatory procedures set forth by its Manual, these revised guidelines shall now constitute the procedures in crafting policy issuances and other correspondences.

2. General Guidelines on Form and Style

- 2.1 **General Preparation Guidance.** All policy issuances and correspondences must be clear, concise and logically composed. They must be arranged in a manner that helps the user locate information quickly.
- 2.2 **Use of Letterhead Stationery.** All official documents shall use the approved letterhead stationery on the first page. Preprinted or computer-generated letterhead is acceptable.
- 2.3 **Identifying Document Origin.** Any policy issuance, memorandum and letter prepared/acted upon in the Department shall contain the office code and author of the document to identify its origin.
- 2.4 **Use of Abbreviations and Acronyms.** Acronyms shall be spelled-out in parentheses the first time it is used. Use established or well-known abbreviations and acronyms if the recipient is familiar with their meaning.
- 2.5 **Text and Paragraph Spacing.** Paragraphs are single spaced with a double space to separate different paragraphs. Use full block format for paragraphs with no indentation even for bullets and number list. Do not hyphenate a word between paragraphs. All text should be justified or aligned to the left and right margins.
- 2.6 **Identifying Second and Latter Pages.** Starting on the 2nd page, the subject matter shall be written at the header section and aligned to the right. Only the first letter is capitalized, except prepositions.
- 2.7 **Pagination.** The pagination shall follow the format: Page 2 of 4, and so on. The page numbering shall start on the 2nd page. Do not put number on a single-page or

the first page of a multi-page document. The page number shall be placed at the header section below the subject matter and aligned to the right.

- 2.8 **Date Line.** The date shall follow the format: month day year. The date line shall be placed two (2) line spaces below the letterhead or two (2) inches from the top of the page, and two (2) line spaces above the next header segment. For Date Stamps, the same line spacing should be observed.
- 2.9 **Subject Line.** The subject shall be brief and concise and very specific to the topic or purpose of the document.
- 2.10 **Signature Block.** A signature block must have at least two (2) lines of text preceding the signature in a multi-page document. Do not begin a paragraph at the bottom of a page unless there is enough space for at least two (2) lines of text on that page and at least two (2) lines of text are carried over to the next page. However, if the last paragraph has only one (1) line, it may be placed on the continuing page with the signature block.
- 2.10.1 Black or blue ink shall be used to sign the document.
 - 2.10.2 An initial is required if the one responsible for the memorandum is an employee/personnel who ranks lower than the signatory.
- 2.11 **Enclosures.** Enclosures shall be used for lengthy descriptions/explanations that cannot be avoided. Keep the issuance, memorandum or letter short, down to one page whenever possible. An enclosure may include guidelines, manuals, publications, graphs, tables, images, figures, etc.
- 2.11.1 Number and attach all enclosures in the same order they are mentioned in the body of the document.
 - 2.11.2 Identify each enclosure at the left margin on the same line as the signature block.
- 2.12 **Typeface** (Font Style, Size and Color)
- 2.12.1 *Font Style.* Tahoma font style shall be used all throughout the document.
 - 2.12.2 *Font Size.* 11-point shall be used for the entire document except for the End Notations, and the Header and Footer entries which shall use 9point size.
 - 2.12.3 *Font Color.* Black text shall be used all throughout the main document.
 - 2.12.4 *Typeface.* Use boldface text for headings and main topics, underline or italic type for emphasis on a specific or important fact. Do not use for the entire document.
- 2.13 **Page Layout** (Size, Margins, and Header and Footer)
- 2.13.1 *Paper Size.* The paper size will be the 8.27 x 11.69 inches or A4 size. Use letterhead stationery on the first page and plain white for succeeding pages.
 - 2.13.2 *Margins.* The margins shall be 1-inch on top, bottom, right and left sides for each page.
 - 2.13.3 *Header and Footer.* Use 0.5 inch for the header and footer.

3. Definition of Terms

3.1 Department Order (DO)	This issues standard processes, policies, rules, and regulations promulgated by the Office of the Secretary for implementation, compliance, and enforcement in all the offices of the Department and where applicable in the agencies attached to it. It is signed by the Secretary or, in the absence of the secretary, the designated Officer-in-Charge.
3.2 Department Memorandum Circular (DMC)	This serves to implement all directives, policies and procedures promulgated by the Office of the President or other staff agencies such as the Department of Budget, Commission on Audit, Civil Service Commission and other offices. It is signed by the Assistant Secretary for Support Services.
3.3 Office Order (OO)	This embodies localized policies and directives for implementation within the jurisdiction and limits of the issuing office. OOs must not contradict any active DO/DMC/SO. It is signed by the Head of the Office concerned.
3.4 Policy	A definite course or method of action selected to guide and determine present and future decisions.
3.5 Procedure	A series of steps followed in a regular order.
3.6 Special Order (SO)	This is used to cover special assignment of personnel including designation and re-assignment of Regional Directors, District Engineers, Division Chiefs and Assistant District Engineers of task forces or <i>ad hoc</i> committees, representatives to other government bodies and other related matters. It is signed by the Secretary.
3.7 Unnumbered Memorandum (UM)	This includes directives of a temporary character or of temporary interest to personnel or which concern matters internal to the Office of the Department Proper. It shall include orders addressed to a specific person or persons to call attention to the necessary implementation of particular orders, remind compliance with assignments previously made and other related actions as well as authority for local travel and for participation in training conducted by other offices or professional associations and other related matters. It is signed by the head of proponent office. Unnumbered memorandum that is issued for the heads of Bureaus, Services, Regional Directors, District Engineers as well as those being issued to all employees shall be posted to DPWH Intranet by RMD, HRAS

3.8 Business Letters	This is used to correspond with other agencies (i.e., Office of the President, Department of Budget and Management, Civil Service Commission, Office of the Ombudsman, etc.), businesses (i.e., Private Institutions, Non-Government Organizations, etc.) or other individuals outside DPWH
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4. Department Order (DO)

In reference to this Manual, there are three (3) classifications of DOs: (1) Core and support processes, (2) Delegation of regulated responsibility and (3) Critical outputs. DOs under the classification of Core and Support Processes pertains to the 51 major processes as stipulated in the DPWH Process Model (see current version of the DPWH Quality Management System Manual), including the standardized forms to be utilized upon implementation. On the other hand, DOs classified under Delegation of Regulated Responsibility pertains to the authorization, change or removal of assignments given to individuals, group of people (i.e., committee, task force) and organizations. (i.e., offices and business entities). Lastly, DOs under the classification of Critical Output pertains to standardized references that enable the enforcement and/or implementation of processes (i.e., standard plans, maps and specifications)

4.1. The following characterizes the policy issuance process thru a DO in the DPWH:

- Comprehensive, i.e. cover an entire business function
- Consistent to current practices and may contribute direct impact to existing operations in terms of its nature and risk assessment, etc.
- Clear as to harmonize related issuances that may be contradictory or obsolete that needs to be superseded

In drafting a DO, the proponent office shall accomplish the Registration and Impact Analysis Form (RIAF). The Registration and Impact Analysis Form (see attached Annex A) shall focus on the classification of the issuance and the pertinent issues and concerns that may result in a revised DO. In addition, the proponent office shall define its Category, i.e., Planning, Design, etc. and provide relevant keywords. This shall be used by the Records Management Division (RMD), HRAS when posting the issuance in the DPWH intranet and internet.

4.2. The issuance of a DO, including application and revision, shall follow the schematic diagram as shown below:

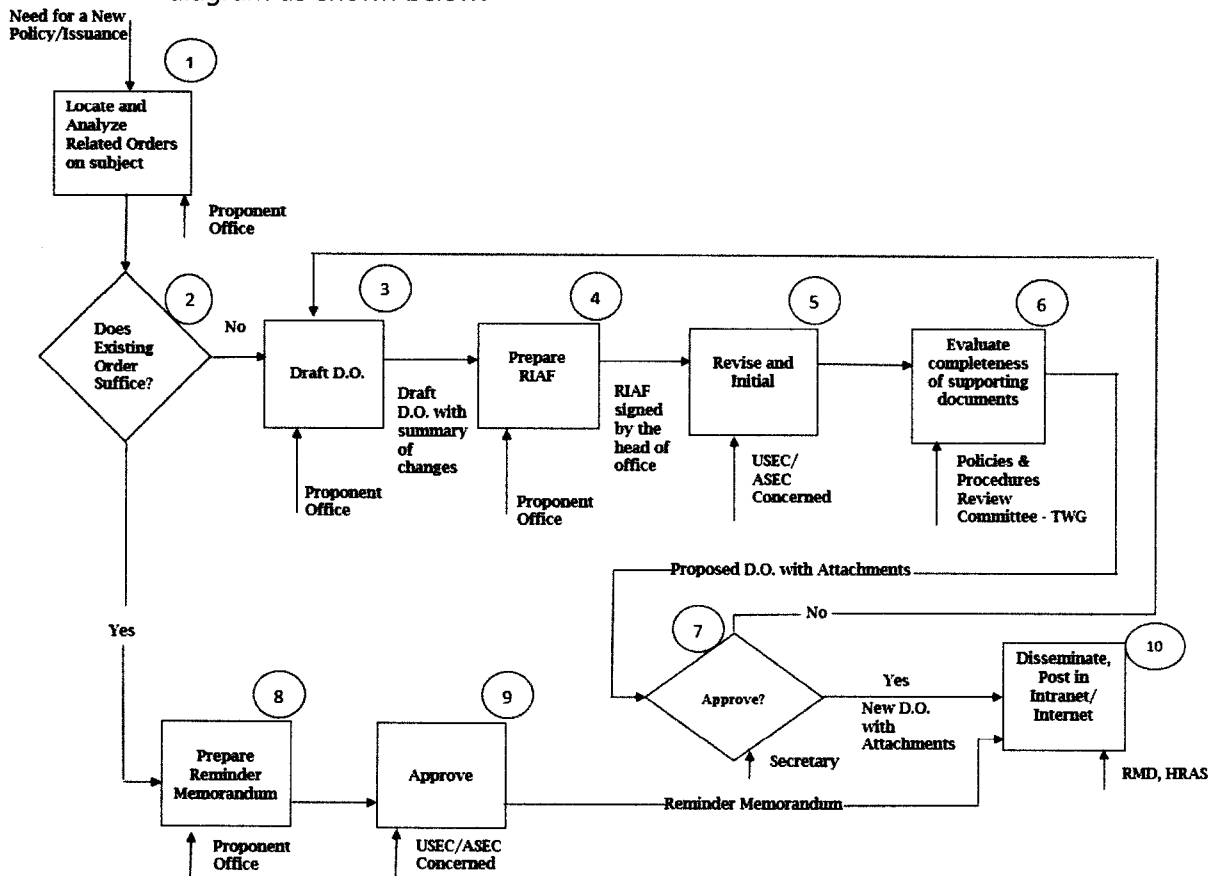


Fig. 1.0 Schematic Diagram for the Issuance of a DO

- a. *Locate and Analyze Related Issuances on Subject.* The need for a DO can be identified when (1) there is an introduction of an issue which results to a new process, procedure and/or policy and (2) when there are no existing DO that describes or supports it. Wherever a need is identified or arises, the first step is for the proponent to locate and analyze related issuances on the subject. This can be done through the Department's Intranet/Internet, or by making a request to the RMD-HRAS for copies of relevant Department Orders, Department Circulars etc.
- b. *Determine if the issue is covered by an existing Department Order.* If the proponent finds that the issue at hand is covered by existing DOs, it shall prepare a memorandum reminding compliance to the policy.
- c. *Draft DO.* In case the existing policy is insufficient or no policy has been developed yet, the Head of the Proponent Office shall initiate the preparation of a draft DO. The draft DO must be accompanied by the Registration and Impact Analysis Form from the beginning up to the end of the process of approval.

- d. *Prepare Impact Analysis.* DOs shall be comprehensive. Care shall be taken to ensure that they cover an entire business function and not only a small portion of a policy or procedure. When there is a need to revise a policy or procedure, the proponent office shall analyze the effect on existing policies and procedures. An Impact Analysis shall be carried out (e.g. impact to operations in terms of its nature and risk assessment, etc.) and shall outline any necessary internal control mechanism. The section 2 of the Registration and Impact Analysis Form given in Annex A shall be used for this purpose. A comprehensive new DO that covers the entire subject matter should result. All affected DOs shall be identified as "To Be Superseded". Section 3 of the Registration and Impact Analysis Form shall be signed by individuals that draft and review the proposed DO. RMD-HRAS shall accomplish section 4 of and maintain the Registration and Impact Analysis Form.
- e. *Revise and Initial by the ASEC/USEC Concerned.* The proponent office shall present to the concerned Assistant Secretary/Undersecretary the provisions of the proposed DO together with all supporting documents. To account the revisions being made to the draft DO, section 3 of the Registration and Impact Analysis Form given in Annex A shall be used for this purpose. The proponent shall attach an electronic copy of the document to facilitate storage and retrieval on the Department's intranet and internet.
- f. *Review and Evaluate completeness of supporting documents.* Once the review and approval of the concerned ASEC/USEC are completed, the draft DO along with the Registration and Impact Analysis Form shall be evaluated by the Policies and Procedures Review Committee and Technical Working Group shall conduct due diligence and ensure completeness of all supporting documents before forwarding the draft DO to the Office of the Secretary. The Policies and Procedures Review Committee shall have the authority to return the draft DO to the proponent office if there are lacking requirements not complied with in the Registration and Impact Analysis Form.
- g. *Approve/ Disapprove.* The Secretary shall review and approve the new DO or refer the same to the proponent office for the incorporation of the former's comments and observations.
- h. *Disseminate.* The Human Resource and Administrative Service (HRAS), through the Records Management Division (RMD), shall disseminate and post the approved DO in the intranet and internet. Electronic copies of DOs shall be sent via outlook to all DPWH Employees. The original copy of the DO shall be forwarded to RMD-HRAS for filing and safekeeping. If the proposed DO falls under the classification of core and support processes, RMD, HRAS shall furnish a copy of the DO along with the Registration and Impact Analysis Form to QMS Secretariat to account changes in the 51 major processes in the DPWH Process Model as required by ISO 9001:2015 standards, clause 7.5.2.

- i. It is the responsibility of all DPWH employees to apprise themselves of issued policies received in their outlook accounts.

4.3. General Format of Draft DO. A DO shall consist of the following parts: (1) Date Line / Date Stamp, (2) Heading (Issuance and Subject Line), (3) Body of Issuance, (4) Closing (Signature Block and Notation/s).

a. *Date Line/Date Stamp.* No date shall be placed on the draft DO that the Secretary will sign. The date will be stamped once the signature has been affixed.

b. The DO name and number, and the word 'SUBJECT' shall be in bold and all capital letters. The subject title shall be in bold letters and shall be distributed evenly between the assigned spaces; the first letter of the words therein is in capital letters, except prepositions.

c. There should be two (2) line spaces between the issuance name and the next two (2) lines. The four (4) lines of text shall be enclosed by a closing parenthesis.

d. The current year shall be affixed following the word 'Series of'.

e. *Body.* A brief background shall be included to provide an explanation that will facilitate a better understanding of the purpose of the policy issuance. The description shall also include the legal basis and the supporting QMS major process/ISO 9001:2015 clause.

f. End the issuance with this sentence: This Order shall supersede (*name the superseded issuance or list them if there are more than one superseded issuances*) and shall take effect immediately.

g. The signature block shall include the name of the DPWH Secretary. The name and title/s of the signatory shall be in bold and capital letters (except 'h' in Ph. D.). The title, if there is any, shall be written after the name. The position or designation shall be written below the signatory with only the first letter in capital.

h. *End Notations.* The end notations shall include, as necessary, and be arranged as follows:

- Encl: meaning enclosure. Type the name/description and date of the enclosed document, as necessary
- Document Origin: Type here the office code, and the initials of the author and the person who instructed to prepare the document

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5. Department Memorandum Circular (DMC)

5.1. The following characterizes the policy issuance process thru a DMC in the DPWH:

- Comprehensive, i.e. cover an entire business function as promulgated by the Office of the President or other staff agencies
- Consistent to current practices

5.2. The issuance a DMC shall follow the schematic diagram as shown below:

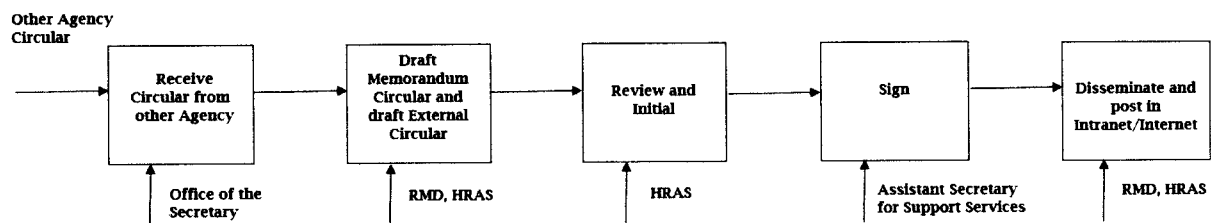


Fig 2.0 Schematic Diagram for issuance of DMC

- Receive Circular from Other Agency.* Circulars may be delivered from Other Agencies either directly to the Office of the Secretary at any time or be initiated by a Bureau/Service/Cluster which has direct communication and coordination with external offices. The Office of the Secretary shall manually log receipt of these Circulars, and forward it to RMD-HRAS. If the circulars originate from any Bureau/Service/Cluster, these offices shall forward the circular to the RMD-HRAS. Note that the date of issuance of the Circulars may be urgent, and it may be necessary to expedite review and implementation.
- Draft the DMC Cover Page.* The RMD-HRAS shall draft the DMC Cover Page. The DMC shall explicitly reference the Circular of the external agency. Also, categories and keywords should be determined to facilitate searching of the DMC on the Department's intranet and internet.
- Sign.* The Assistant Secretary for Support Services shall sign the DMC.
- Disseminate.* The Human Resource and Administrative Service (HRAS), through the Records Management Division (RMD), shall disseminate and post DMC in the intranet and internet. The original copy of the DMC shall be forwarded to RMD-HRAS for filing and safekeeping.

5.3 General format of draft DMC. DMCs shall consist of the following parts: (1) Date Line/Date Stamp, (2) Heading (Memorandum Line, Addressee Line and Name) (3) Body of Memo, (4) Closing (Signature Block and Notation/s).

- a. *Date Line/Date Stamp.* No date shall be placed on the Memorandum that the Assistant Secretary for Support Services will sign. The date will be stamped once the signature has been affixed.
- b. *Heading.* The heading shall include the memorandum line, address line and name. It shall start two (2) line spaces after the date line.
- c. *Memorandum Line.* The word 'DEPARTMENT MEMORANDUM' shall be in bold and all capital letters.
- d. *Addressee Line.* Addressee line shall be in bold and all capital letters. It follows the Memorandum Line by one (1) line space. Below are variations to use in the Addressee line:
 - **FOR** shall be used for a memorandum to be sent to an official in rank higher than or equal to the signatory.
 - **TO** shall be used for a memorandum to be sent to an official employee/s in rank lower than the signatory.
- e. *Addressee Name.* Addressee name shall be written two (2) spaces after the colon and shall be in bold and all capital letters. The title/position of the addressee shall also be in bold font. Since the addressee/s are positions only, the word 'This Department shall be written on the next line and not in boldface
- f. *Body.* The body of the document should be short, clear and must focus on the main point. The body includes the main subject of the DMC and must contain the name of the memorandum circular together with its document number and the date. The body must also indicate that every memorandum circular can be downloaded in the DPWH Intranet and DPWH Website and physical copies can be obtained from RMD, HRAS upon request.
- g. *Signature Block.* The signature block shall include the name of the Assistant Secretary for Support Services and office that initiated the Memorandum.
 - The signature block shall start three (3) line spaces below the last sentence of the body of document.
 - The name and title/s of the signatory shall be in bold and capital letters (except 'h' in Ph. D.) The title, if there is any, shall be written after the name.
 - The position or designation shall be written below the signatory with only the first letter in capital.
- h. *End Notations.* The end notations shall be written two (2) spaces after the colon. It follows the signature block by two (2) lines spaces and every notation shall be separated by a single line space. If the end notations have more than one item, list them horizontally instead of vertically to maximize space and to avoid using

another page. The end notations shall include, as necessary, and be arranged as follows:

- *Encl:* Meaning enclosure. Type the name/description and date of the enclosed document
- *cc:* Meaning copy furnished. Type here the title and name, followed by office of person/s to be given a copy of the document. If recipients of a copy (cc:) are external to the DPWH, their address shall be included. The name of recipient/s of a copy shall be in capital letters but not bold.
- *Document Origin:* Type here the office code, and the initials of the author and the person who instructed to prepare the document.

6. Special Order (SO)

6.1. The following characterizes the policy issuance process thru an SO in the DPWH:

- Comprehensive, i.e. cover the pertinent responsibilities and other provisions given to the named official/employee or position
- Consistent to current DOs

6.2. SO naming members of a Committee or Task Force and its Technical Working Group created by a DO.

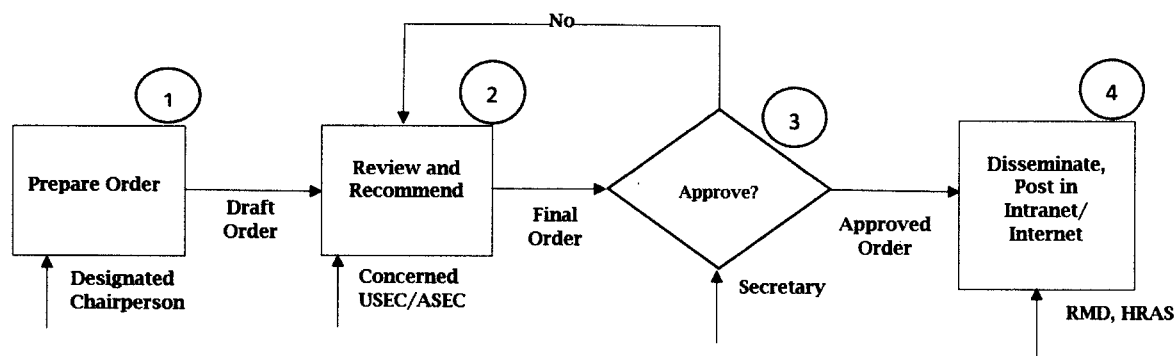


Fig3a. Schematic Diagram for Issuance of a Special Order naming members of a committee and its technical working group created by a DO workflow

- a. *Prepare order.* After receiving the approved DO creating the committee or taskforce, the lead office or the designated chairperson shall prepare the draft special order (SO) naming the committee and TWG members using the provisions stated in section 6.2 in this Manual. The TWG members shall correspond to the offices of the committee members.
- b. *Review and recommend.* The concerned Undersecretary shall review the draft order and recommend it to the Secretary for approval.

- c. *Approve.* The Secretary shall approve the SO if acceptable. Otherwise, the concerned Undersecretary shall review and revise accordingly.
- d. The Chairperson identified of the respective committee is hereby authorized to identify responsible officials and employees who will compose its secretariat.
- e. *Disseminate/post on the intranet/internet.* The Office of the Secretary shall forward the approved SO to RMD-HRAS. The Records Management Division (RMD), shall disseminate and post SO in the intranet and internet. The original copy of the SO shall be forwarded to RMD-HRAS for filing and safekeeping.

6.3. SO for assignment of DPWH representative(s) to another government body

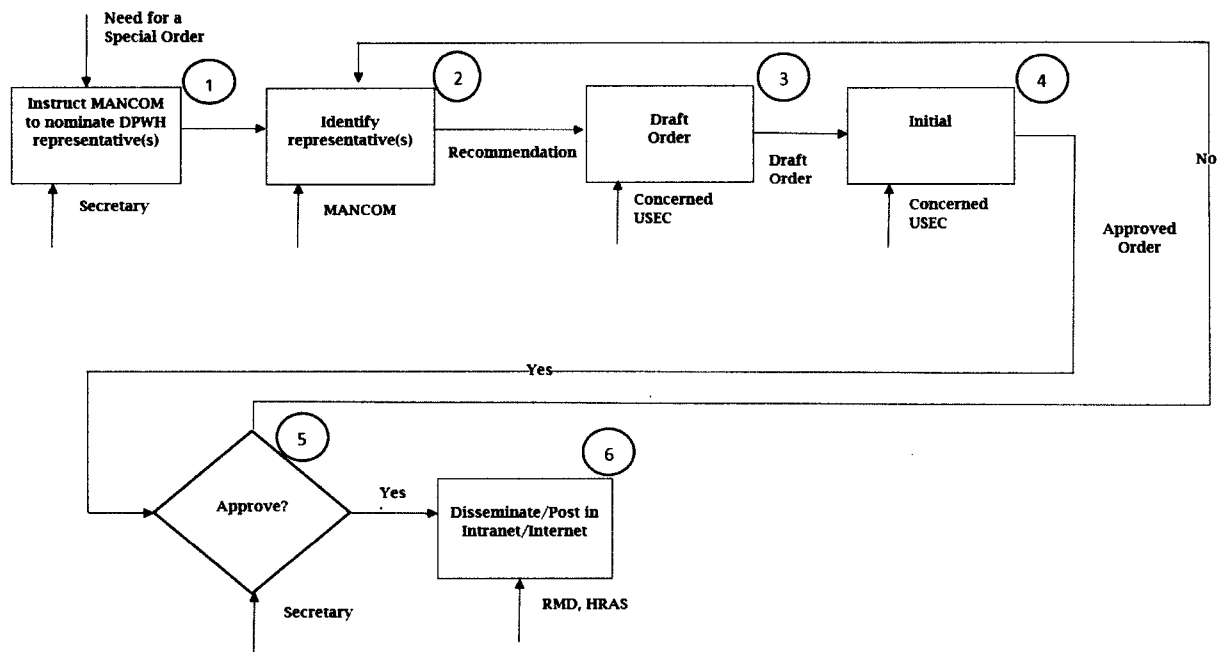


Fig 3.b Schematic Diagram for issuance of Special Order for assignment of DPWH representative(s) to another government body workflow

- a. *Instruct MANCOM to nominate DPWH representative(s).* The Secretary shall instruct the MANCOM to nominate the DPWH representative/s to another government body.
- b. *Identify representative(s).* The MANCOM shall identify the appropriate DPWH representative(s).
- c. *Draft order.* The concerned Undersecretary shall cause the preparation of the SO.
- d. *Initial.* The concerned Undersecretary shall initial the SO and forward it to the Secretary.
- e. *Approve.* The Secretary shall approve the SO if found acceptable. Otherwise, the concerned Undersecretary shall review and revise the SO accordingly.
- f. *Disseminate/post on the intranet/internet.* The Office of the Secretary shall forward the approved SO to RMD-HRAS. The Records Management Division (RMD), shall disseminate and post SO in the intranet and internet. The original copy of the SO shall be forwarded to RMD-HRAS for filing and safekeeping.

6.4. SO for designation/assignment/reassignment of Personnel to the Third Level, Division Chief and Assistant District Engineer (ADE) Positions

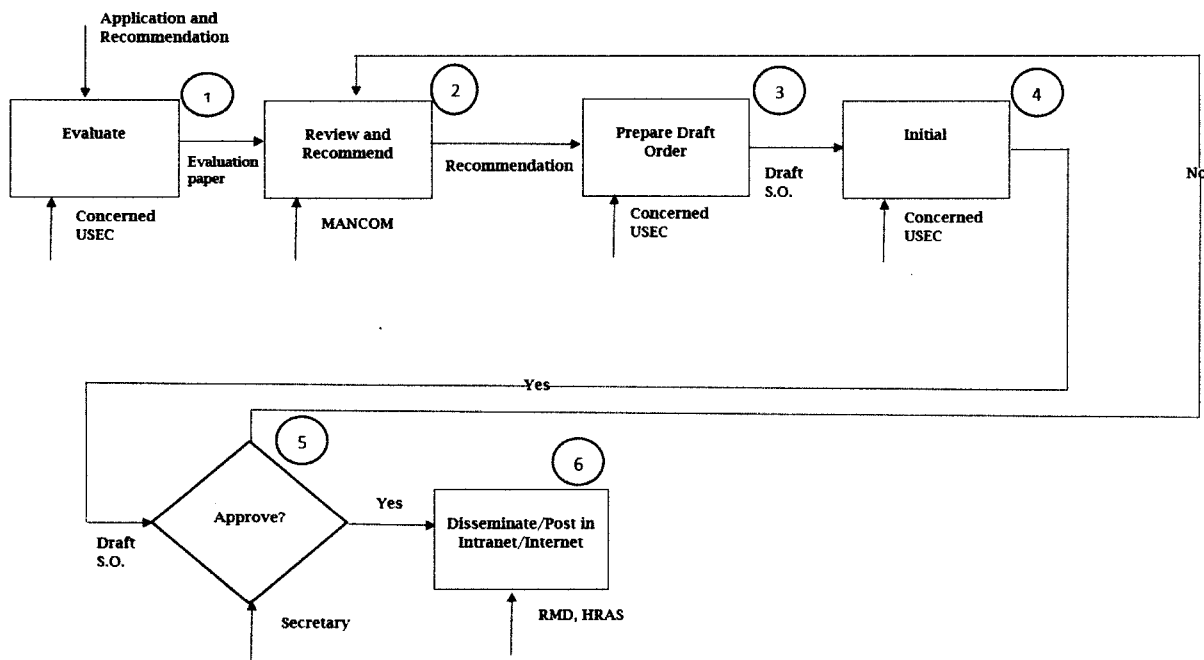


Fig 3.c Schematic Diagram for issuance of Special Order for designation/assignment/reassignment of personnel to the Third level, Division Chief, and ADE positions workflow.

- a. *Evaluate.* The Undersecretary concerned shall evaluate the qualifications of the officials that are to be designated.
 - b. *Deliberate and recommend.* The MANCOM shall deliberate the recommendation of the concerned Undersecretary.
 - c. *Prepare draft order.* The concerned Undersecretary shall cause the preparation of the SO.
 - d. *Initial.* The concerned Undersecretary shall initial the SO and forward it to the Secretary.
 - e. *Approve.* The Secretary shall approve the SO if acceptable. Otherwise, the concerned Undersecretary shall review and revise the SO accordingly.
 - f. *Disseminate/post on the intranet/internet.* The Office of the Secretary shall forward the approved SO to RMD-HRAS. The Records Management Division (RMD), shall disseminate and post SO in the intranet and internet. The original copy of the SO shall be forwarded to RMD-HRAS for filing and safekeeping
- 6.5. General Format of Draft SO. A SO shall consist of the following parts: (1) Date Line/Date Stamp, (2) Heading (Issuance and Subject Line), (3) Body of Issuance, (4) Closing (Signature Block and Notation/s).
- a. *Date Line/Date Stamp.* No date shall be placed on the draft SO that the Secretary will sign. The date will be stamped once the signature has been affixed.
 - b. The SO name and number, and the word 'SUBJECT' shall be in bold and all capital letters. The subject title shall be in bold letters and shall be distributed evenly between the assigned spaces; the first letter of the words therein is in capital letters, except prepositions.
 - c. There should be two (2) line spaces between the SO name and the next two (2) lines. The four (4) lines of text shall be enclosed by a closing parenthesis.
 - d. The current year shall be affixed following the word 'Series of'.
 - e. *Body.* A brief background shall be included to provide an explanation that will facilitate a better understanding of the purpose of the SO. The description shall also include the legal basis and the supporting QMS major process/ISO 9001:2015 clause that permits the SO to be made and approved.

- f. End the issuance with this sentence: This Special Order shall supersede *(name the superseded issuance or list them if there are more than one superseded issuances)* and shall take effect immediately.
- g. *Signature Block.* The signature block shall include the name of the DPWH Secretary. The name and title/s of the signatory shall be in bold and capital letters (except 'h' in Ph. D.). The title, if there is any, shall be written after the name. The position or designation shall be written below the signatory with only the first letter in capital.
- h. *End Notations.* The end notations shall include, as necessary, and be arranged as follows:
- Encl: Meaning enclosure. Type the name/description and date of the enclosed document, as necessary
 - Document Origin: Type here the office code, and the initials of the author and the person who instructed to prepare the document.

7. Other Correspondences – Unnumbered Memorandum (UM)

7.1 The issuance of UM including application and revision, shall follow the schematic diagram as shown below:

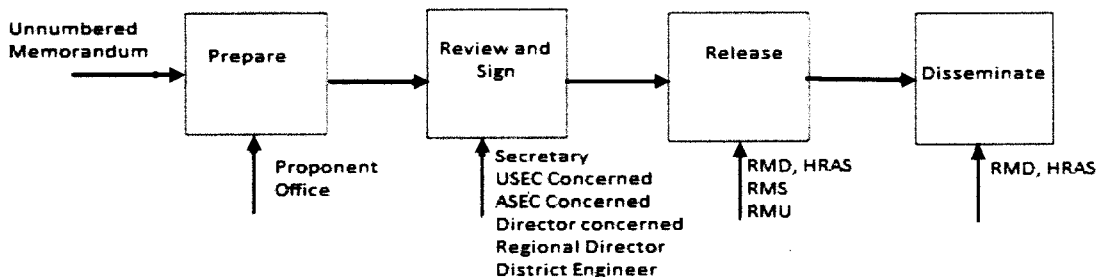


Fig. 4 Schematic Diagram for issuance of Unnumbered Memorandum

- a. *Prepare.* UM is prepared by the proponent office.
- b. *Review and sign.* For consistency in existing policies, in the Central Office, UM should be reviewed and signed by at least the Director of the proponent office. While for Regional and District Engineering Offices, it should be signed by the Head of Office.
- c. *Release.* UM should be forwarded to the Records Management Division/Section/Unit for releasing.
- d. *Disseminate.* UM that is meant to address all officials, employees and all bureaus/service/UPMO/Regional directors, Records Management Division will facilitate the posting to DPWH Intranet.

7.2 UM that is addressed to other DPWH offices (Bureau/Service UPMO/Cluster/RO/DEO) should be signed by the Director concerned.

7.3 UM shall consist of the following parts: (1) Date Line/Date Stamp, (2) Heading (Memorandum Line, Addressee Line and Name, and Subject Line, (3) Body of Memo, (4) Closing (Signature Block and Notation/s).

a. *Date Line/Date Stamp.* No date shall be placed on the Memorandum that the Authorized Official will sign. The date will be stamped once the signature has been affixed.

b. *Heading.* The heading shall include the memorandum line, address line and name, and subject line. It shall start two (2) line spaces after the date line.

c. *Memorandum Line.* The word 'MEMORANDUM' shall be in bold and all capital letters.

d. *Addressee Line.* Addressee line shall be in bold and all capital letters. It follows the Memorandum Line by one (1) line space. Below are variations to use in the Addressee line:

- **FOR** shall be used for a memorandum to be sent to an official in rank higher than or equal to the signatory.
- **TO** shall be used for a memorandum to be sent to an official employee/s in rank lower than the signatory.
- **FOR/TO** shall be used for a memorandum to be sent to officials and employees with different ranks (higher and lower ranks). Do not add * **ALL** after FOR/TO.
- **THRU** shall be used for a memorandum to be sent to officials and employees to let them be aware.
- **ATTENTION** shall be used to direct the letter to a particular person in an organization.

e. *Addressee Name.* Addressee name shall be written two (2) spaces after the colon and shall be in bold and all capital letters. The title/position of the addressee shall also be in bold font but follows several rules:

- a. The title should be spelled out but only the first letter is in capital form.
- b. If there is only one addressee, the name of office shall be typed in full below the name but not bold.

- c. If there are multiple addressees, the abbreviated name of offices for each addressee shall be typed after the name.
 - d. If the addressee/s are positions only, the word 'This Department' shall be written on the next line and not in boldface.
- f. *Subject Line.* The word 'SUBJECT' shall be in bold and all in capital letters. It shall be two (2) line spaces between the address line and body of the document.
- g. *Body.* The body of the document should be short, clear and must focus on the main point. Some items can be enumerated or use other graphical devices such as bullet list, headings, columns and other methods that make information easy to scan and comprehend.
- h. *Signature Block.* The signature block shall include the name of the Authorized Official, the position or designation, and office that initiated the Memorandum.
 - a. The signature block shall start three (3) line spaces below the last sentence of the body of document.
 - b. The name and title/s of the signatory shall be in bold and capital letters (except 'h' in Ph. D.) The title, if there is any, shall be written after the name.
 - c. The position or designation shall be written below the signatory with only the first letter in capital.
- i. *End Notations.* The end notations shall be written two (2) spaces after the colon. It follows the signature block by two (2) lines spaces and every notation shall be separated by a single line space. If the end notations have more than one item, list them horizontally instead of vertically to maximize space and to avoid using another page. The end notations shall include, as necessary, and be arranged as follows:
 - a. *Encl:* Meaning enclosure. Type the name/description and date of the enclosed document
 - b. *cc:* Meaning copy furnished. Type here the title and name, followed by office of person/s to be given a copy of the document. If recipients of a copy (cc:) are external to the DPWH, their address shall be included. The name of recipient/s of a copy shall be in capital letters but not bold.
 - c. *Document Origin:* Type here the office code, and the initials of the author and the person who instructed to prepare the document.

8. Other Correspondences – Business Letters

8.1 The issuance of Business letters including application and revision, shall follow the schematic diagram as shown below:

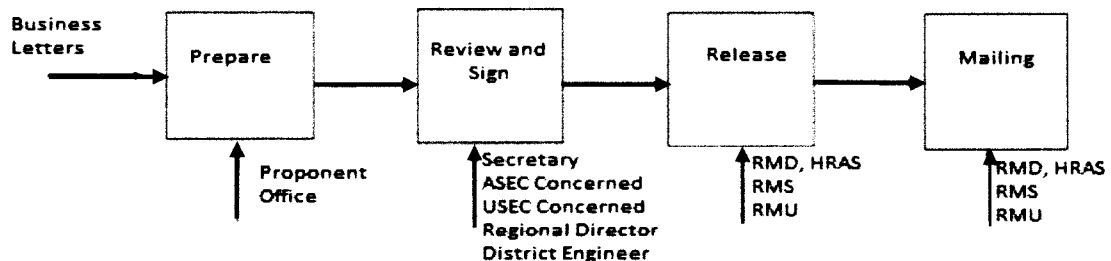


Fig. 5 Schematic Diagram for issuance of Business letters

- a. *Prepare.* Business letters are prepared by the proponent office.
- b. *Review and sign.* In the Central Office, business letters should be reviewed and signed by at least the Assistant Secretary of the proponent office. While for Regional and District Engineering Offices, it should be signed by the Head of Office.
- c. *Release.* Business letters should be forwarded to the Records Management Division/Section/Unit for releasing.
- d. *Mailing.* Records Management Division/Section/Unit are the offices in-charged for mailing of business letters.

8.2 Business Letters are used to correspond with agencies, businesses or individuals outside the DPWH. In this Manual, a Business Letter shall consist of the following parts: (1) Date Line / Date Stamp, (2) Inside Address, (3) Salutation Line, (4) Subject Line, if necessary, (5) Body of Letter, (6) Closing.

- a. *Date Line/Date Stamp.* No date shall be placed on the Business Letter that the Authorized Official will sign. The date will be stamped once the signature has been affixed.
- b. *Inside Address.* The inside address shall be placed two (2) line spaces after the date line. The first line in the address line is in bold and all capital letters, except the courtesy title.
 - If the letter is directed to an individual, include the following:
 - Addressee's courtesy title (Mr., Mrs., Ms.) and full name
 - Business title (Vice President, Accounting and Finance), if appropriate
 - Business name
 - Street address, and
 - City, zip code on the last line
 - If the letter is directed to a business, include the following:

- Business name
- Full street address, and
- City, zip code on the last line
- If the letter is directed to an elected official, include the following:
 - Addressee's courtesy title 'The Honorable'
 - Official title (Senator, Congressman/woman, Chairperson) followed by the full name
 - The use of "Honorable" should be for elected officials and members of the judiciary only.
- c. *Salutation Line.* Capitalize the first letter of the first word of the salutation as well as the first letter of the addressee's courtesy title and surname followed by a colon, e.g. Dear Mr. (or Ms., Mrs., Miss, Congressman/woman, Senator) dela Cruz:
 - If addressed to a business in general, but directed to the attention of a particular person or department, use a collective salutation such as "Ladies and Gentlemen" or "Sir / Madam"
- d. *Subject Line.* The subject line is optional. This however, provides an overview of what the letter is about.
- e. *Body.* The body of the letter contains the "meat" or the message the sender would like to convey.
- f. *Complimentary Close.* Use "Very truly yours" followed by a comma for the complimentary close of a business letter two (2) line spaces after the last sentence of the last paragraph.
- g. *Signature Block.* The signature block shall include the name of the Authorized Official, the position or designation, and office that initiated the business letter.
 - The signature block shall start three (3) line spaces below the last sentence of the body of document.
 - The name and title/s of the signatory shall be in bold and capital letters (except 'h' in Ph. D.) The title, if there is any, shall be written after the name.
 - The position or designation shall be written below the signatory with only the first letter in capital.

9. Accessibility of Templates and Forms

Pursuant to this Manual, the RMD-HRAS shall provide and maintain the necessary templates of the above-mentioned issuances and correspondences, including pertinent forms (i.e. Registration and Impact Analysis Form). These templates and forms shall be available in the DPWH intranet for download.

-Nothing follows -



Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
 Bonifacio Drive, Port Area, Manila

Registration and Impact Analysis Form

Section 1 – Registration (To be accomplished by the Proponent)									
Nature (check applicable box):		Application		Revision		For revision, specify DO:			
Proposed Subject Title of the DO:									
Proponent Office:									
Five (5) Keywords:									
Category (check applicable box):									
Leadership		Planning		Operations		Performance Evaluation		Support Process	
Classification (check applicable box):									
a. Core and Support Processes				For classification 'a', identify the major process (refer to DPWH Process Model):					
b. Delegation of Regulated Responsibility				For classification 'b' and 'c', identify supporting DO:					
c. Critical Output									
Section 2 – Impact Analysis (To be accomplished by the Proponent)									
Is there a law that requires this DO (if yes, indicate):									
If this DO will not be approved...									
• What is the likelihood that unwanted behavior will occur?						High	Medium	Low	
• What is the severity of financial consequences?						High	Medium	Low	
• What is the severity of consequences on gender, environment and society?						High	Medium	Low	
• What is the severity of health and safety consequences?						High	Medium	Low	
• What is the severity of management and operational consequences?						High	Medium	Low	
Note: For DO under classification 'a' if answered high to any of the questions above, please provide explanation supported with SWOT analysis.									
Section 3 – Approval (Please see instructions)									
	Name			Signature				Date	
1 st Reviewer: Proponent Office (Director)									
2 nd Reviewer: Assistant Secretary									
Recommending Approval: (Undersecretary)									
Policies and Procedures Review Committee									
Section 4 – Coding (To be accomplished by RMD-HRAS once draft DO is signed by the Secretary)									
Department Order No:		Series of:							
				Name/Signature of RMD Staff				Date	