

JUL 09 2015

DEPARTMENT ORDER)
NO. 107 **)**
Series of 2015 **)**

SUBJECT: RECONSTITUTION OF THE COMPLAINTS VALIDATION AND INVESTIGATION COMMITTEE (CVIC)

Chairperson	:	Undersecretary for Support Services
Vice-Chairperson	:	Assistant Secretary for Support Services
Members	:	Assistant Secretary for Operations Concerned
		Director, Internal Audit Service
		Director, Financial Management Service
		Assistant Director, Bureau of Quality and Safety
		Assistant Director, Bureau of Construction

1. To act on complaints referred by the Secretary in his capacity as the disciplining authority;
2. To prescribe procedures on the conduct of the validation and investigation in accordance with the Revised Rules on Administrative Cases in the Civil Service (RRACCS);
3. To categorize and assign complaints to the TWG for validation and investigation;
4. To recommend to the Secretary the appropriation action/s to be taken, whether to dismiss a complaint, pursue in filing appropriate charges and/or referral to other investigative body a particular complaint after investigation and recommendation of the TWG, and after evaluation thereof and deliberation by the Committee;
5. To issue Subpoena Duces Tecum and Subpeona Ad Testificandum;
6. To update the Secretary on a monthly basis on the status of the complaints received by the Committee; and
7. To create a Technical Working Group (TWG) composed of five teams and to designate the members thereof.

The TWG shall assist the Committee and shall perform the following functions:


1. To provide legal, administrative and technical support to the Committee;
2. To conduct validation and investigation of the complaints in accordance with the RRACCS;
3. To have custody and safekeeping of all documents submitted to the CVIC; and
4. To perform such other duties as may be assigned by the Committee;

The Citizens Feedback Management Center, Stakeholders Affairs Division (SAD)-Stakeholders' Relations Service (SRS) shall constitute the CVIC Secretariat to assist the Committee and its TWG in the discharge of their function.

The Committee may call on other officials and employees to likewise assist in its investigation.

The Committee shall utilize the CVIC Room on the ground floor of the Annex Building which was previously occupied by the Philippine National Bank.

This order supersedes Department Order No. 59, series of 2015 and shall take effect immediately.


ROGELIO L. SINGSON
Secretary

Department of Public Works and Highways
Office of the Secretary

