



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

097.13 DPWH

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NO. 33)
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3/23/2023

**SUBJECT: Guidelines on the Submission of
DPWH Deliverables Stipulated in
Anti-Red Tape Authority (ARTA)
Report Card Survey (RCS)**

Section 20 of the Republic Act (RA) No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 requires all offices and agencies providing government services to be subjected to a Report Card Survey (RCS) to be initiated by the ARTA, in coordination with the Civil Service Commission (CSC), and the Philippine Statistics Authority (PSA).

The RCS is a holistic evaluation tool that will measure the effectiveness of the Citizen's Charter (CC) in reducing regulatory burdens and the impact of the human resource systems and programs in delivering efficient government service.

To ensure that the Department complies with all the requirements stipulated under RA 11032 specifically in the RCS program, the attached guidelines and procedures in accomplishing the mandated deliverables are hereby prescribed.

This Order shall take effect immediately.

MANUEL M. BONOAN
Secretary

Encl: As stated

1.3 MRL/JGT/ARM

Department of Public Works and Highways
Office of the Secretary



WIN3D00853

**Guidelines on the Submission of
DPWH Deliverables Stipulated in
Anti-Red Tape Authority (ARTA)
Report Card Survey**

(as per Department Order no. 33 s. 2023)

1. LEGAL BASES

- 1.1 ARTA Memorandum Circular No. 2022-04 dated September 20, 2022, entitled *"Guidelines on the Implementation of the Report Card Survey 2.0"*
- 1.2 ARTA Memorandum Circular No. 2022-05 dated September 20, 2022 entitled *"Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement"*
- 1.3 ARTA Memorandum Circular No. 2020-07 s. 2020 dated September 30, 2020 entitled *"Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act 11032, Otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018"*
- 1.4 ARTA Memorandum Circular 2019-002 dated August 13, 2019 entitled *"Guidelines on the Implementation of the Citizen's Charter (CC) in Compliance to RA 11032"*
- 1.5 Joint Memorandum Circular No. 2019-001 entitled *"The Implementing Rules and Regulations of Republic Act 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018"*
- 1.6 Executive Order No. 80 s. 2012 dated July 20, 2012 entitled *"Directing the Adoption of a Performance-based Incentive System for government employees"*

2. SCOPE

- 2.1 This Order shall cover and apply to all DPWH offices that are frontline service providers as stated in the most current CC including officials and employees of these offices.
- 2.2 This Order shall cover both transactions for business and non-business related, whether internal and external services offered by the Department as enlisted in the DPWH CC which is classified into three (3) categories (simple, complex or highly technical) or under exemptions.

3. DEFINITION OF TERMS

- 3.1 **Citizen's Charter (CC)** - an official agency service standard document, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes in detail the comprehensive and uniform checklist of requirements for each type of application or request; procedure to obtain a particular service; persons responsible for each step; maximum time to conclude the process; document/s to be presented by the applicant or requesting party; if necessary, amount of fees; and procedure for filing complaints.

- 3.2 **Complex Transaction** – application or request submitted by applicants or requesting parties of a government office which necessitates evaluation in the resolution of complicated issues by an officer or employee of said government office and shall be approved / completed within 7 working days.
- 3.3 **Frontline Service Office-** refers to any DPWH office whose process deals with transaction between clients and government offices or agencies involving such as but not limited to application and / or renewal of licenses, permits, clearances, or certification. These offices shall be identified in the CC.
- 3.4 **Government Service-** process or transaction between applicants or requesting parties and the government.
- 3.5 **Highly Technical Transaction** –a transaction that requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof and shall be approved / completed within 20 working days.
- 3.6 **Report Card Survey (RCS)**- refers to an evaluation tool that provides a quantitative measure of actual government service user perceptions on the quality, efficiency and adequacy of different government services, as well as a critical evaluation of the office and employees. It is an instrument that also solicits user feedback on the performance of government services.
- 3.7 **Regulatory Impact Assessment (RIA)** – refers to the tool to design and evaluate policies, laws and regulations that are targeted, proportionate, accountable, transparent and consistent. It involves systematic processes that examine the expected consequences of a range of alternative policy options that could be used to address a particular policy problem or issue. The policy options shall include evidence-based information to decision makers, regulators and stakeholders. It aims to reduce unnecessary regulatory burdens and costs to enhance the quality of existing regulations and regulatory proposals.
- 3.8 **Simple Transaction** – application or request submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee or that which presents only inconsequential issues for the resolution by an officer or employee of said government office and shall be approved / completed within 3 working days.
- 3.9 **Time and Motion Study** – refers to the tool to track the progress of customer interface, processing, queuing and waiting times, and linked processes that are within and beyond the control of the service office. It is an essential step in the process mapping of services for the formulation and/or updating of the CC.

4. IMPLEMENTING PROCEDURES

4.1 Re-engineering Plan

- 4.1.1 Consistent with the implementation of the Quality Management System (QMS), all process owners, through a process review, shall come up with the list of their respective critical services together with its relevant Department Order / process flow chart that contains the detailed step by step procedure in completing the transaction.
- 4.1.2 Using the ARTA issued Reengineering Manual, each process owner, in coordination with their respective counterpart offices, shall conduct their own Regulatory Impact Assessment (RIA) for purpose of reviewing, simplifying, modifying, modernizing regulations, laws and issuances to reduce regulatory burden and cost. This applies to existing regulations or regulatory changes that are outdated, redundant and adds undue regulatory burden to the transacting public.
- 4.1.3 Using the Streamlining and Process Improvement (SPI) form (*DPWH-QMSP-05-01-Rev00*), each process owners shall reflect their three year target by aiming to achieve improvements for each of their critical services / processes in terms of:
 - a) Reduction in the number of signatories to not more than three (3);
 - b) Simplified application forms and/or documentary requirements;
 - c) Reduction in the turn-around time in accordance to the standards and completion of the transaction within the prescribed timelines;
 - a) Automation or computerization of applicable services / processes;
 - d) Reduction in costs, if applicable; and
 - e) Establishment of feedback mechanisms and client satisfaction measurement
- 4.1.4 Compliance cost analysis, conduct of time and motion studies and evaluation of improvement of all services shall be performed by all process owners in coordination with their respective counterpart offices.
- 4.1.5 A Regulatory Impact Statement (RIS) shall be prepared before new regulations are introduced, or in any case, an existing regulation is modified or repealed. When necessary, a proposed regulation shall

undergo pilot implementation to assess regulatory burden and cost as required under the Section 5 of RA 11032 of its IRR .

- 4.1.6 The DPWH Anti-Red Tape Team (DARTT) – Secretariat shall consolidate the submissions of all process owners which will be submitted later on to ARTA. **Deadline of submission shall be announced through a separate Memorandum to be issued by the DARTT.**
- 4.1.7 Once approved, it is the responsibility of the process owners to cascade the re-engineering plan to their counterpart offices in the Regional and District Engineering Offices (R/DEOs).

4.2 Citizen's Charter and Certificate of Compliance

- 4.2.1 In the updating of the CC, the DARTT Secretariat shall initiate a coordination meeting with the process owners to discuss related requirements pertaining to the CC. Process owners shall review and update their respective frontline service standards following the approved re-engineering plan. This shall be done by accomplishing the prescribed standard format provided by ARTA and submit the same to the DARTT Chairperson through the DARTT Secretariat for approval **on or before the last working day of October of each year.**
- 4.2.2 Consistent with the re-engineering plan, the updated CC shall outline the following:
 - a) Complete checklist of requirements for each application or request;
 - b) Steps by step procedure to complete the service availed;
 - c) Person responsible for each step;
 - d) Maximum time to complete the application / request;
 - e) Documents required;
 - f) Fees to be paid, if applicable; and
 - g) Procedure for filing a complaint
- 4.2.3 The DARTT Secretariat shall collate each frontline service standard. Once consolidation is completed, the draft CC shall then be forwarded to the process owners for their final review and approval. Review of the final draft shall be completed within 5 working days upon release of the instruction.
- 4.2.4 Process owners shall issue a Memorandum containing their comments / recommendations and/or approval to the DARTT. No

submissions within the set deadline shall be considered approved. The final draft, with the approval of the process owners shall then be endorsed to the DARTT Chairperson and Head of Agency for their approval.

- 4.2.5 No submissions within the set deadline equates to no further updates / changes and that the previously submitted frontline service standard shall be retained in the current version.
- 4.2.6 Submissions made within the deadline shall be deemed final. Any revisions / changes / updates after the deadline shall be considered to the next version of CC.
- 4.2.7 Once approved by the DARTT Chairperson and the Secretary, the CC shall be transmitted to ARTA, and shall be published in the DPWH website. The physical representation of the approved CC shall be distributed in the form of a handbook, information billboards such as touchscreens, interactive information kiosks, electronic billboards, posters, tarpaulins, standees or any readable materials that could easily be understood by the public. Standard specification for the CC information billboard prescribed by the Stakeholders Relations Service (SRS) shall be utilized, unless otherwise modified / revised.
- 4.2.8 SRS shall consolidate the submission of photos from the implementing offices (ROs/DEOs) as proof that the CC are posted following the requirements stated in section 5.2.7. Consolidated photos shall be then forwarded to the DARTT Secretariat. **Deadline of submission shall be announced by the DARTT through a separate Memorandum.**
- 4.2.9 Implementation of the approved DPWH CC specifically on the procedure / steps, time, documentary requirements and fees shall be monitored and reviewed regularly by the process owners and its counterpart offices. For complaints and grievances, the Citizen's Feedback Management Center database being handled by the SRS shall be used for efficient monitoring and systematic resolution of complaints.
- 4.2.10 In case there are changes / updates in the published CC, specifically in the "*fees to be paid*", all process owners are required to inform the DARTT immediately prior to the issuance of Department Order (DO). Once the DO is approved by the Secretary, the DARTT Secretariat shall submit copy of the said DO to the Office of the National Administrative Register (ONAR), UP Law Center prior to its implementation.
- 4.2.11 Certificate of Compliance together with the evidences required under the RA 11032 and other ARTA issuances shall be prepared by the DARTT Secretariat and submit the same on the deadline determined by the ARTA.

4.3 ZERO BACKLOG REPORT

- 4.3.1 All process owners and its counterpart offices shall conduct an inventory of all pending simple, complex and highly technical transactions as specified in the approved CC. The coverage period in reporting the inventory of all licenses, permits, certifications, authorizations, clearances tagged as a backlog shall be determined through ARTA's issuance of Memorandum Circular. Reporting of such inventory shall be integrated in the template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances (*DPWH-QMSP-05-02-Rev00*). This shall detail the pending transactions of a particular service vis-à-vis the declared processing time in the Citizen's Charter including the volume of transactions received for the specific coverage period of each frontline service. **Deadline of submission shall be announced through a separate Memorandum to be issued by the DARTT.**
- 4.3.2 In case there are no pending transactions for reporting, a Zero backlog Certification (*attached as Annex A*) shall be prepared and submitted to the ARTA.
- 4.3.3 Submissions shall be consolidated by the DARTT Secretariat as one agency-wide report, to be signed by the DARTT Chairperson and Head of Agency which will later on be submitted to ARTA.

4.4 CLIENT SATISFACTION MEASUREMENT REPORT

- 4.4.1 A standard feedback mechanism and client satisfaction measurement shall be developed by the DARTT in collaboration with the concerned process owners to assess the impact of the implemented process improvement of the identified services.
- 4.4.2 The Client Satisfaction Measurement (CSM) tool institutionalized by the DARTT shall be utilized as the main mechanism in gathering feedback from the clients that availed frontline service/s in the Department. Said CSM tool is already integrated in the Customer Satisfaction Survey Application (CuSSA) being managed by the SRS. The CSM tool includes three (3) questions related to Citizen's Charter, one (1) question related to clients overall satisfaction with the service availed and eight (8) questions related to the Service Quality Dimensions. The CSM questions developed by the DARTT are fixed and may not be altered, modified or deleted, unless there is an approval from the DARTT.
- 4.4.3 Following the most current policy, all implementing offices with frontline service shall conduct survey to all the clients with completed transactions. A transaction is considered complete when the final step of the service availed is accomplished as indicated in the DPWH CC. Administration of survey shall be done throughout the current year.

- 4.4.4 In preparation of the required CSM Report, SRS shall generate and provide the survey result including other significant data to the DARTT Secretariat **on or before the 15th day of January.**
- 4.4.5 Data for the total number of client visits per frontline service shall be provided to each process owner for consolidation which shall be submitted to the DARTT Secretariat for inclusion in the CSM Report. **Deadline of submission shall be on or before the 15th day of January.**
- 4.4.6 The CSM Agency Report shall be prepared by the DARTT Secretariat and shall be submitted to the Head of Agency for approval for onward submission to AO25 and ARTA **every last working day of February and April of the current year,** respectively.

5. ACCOUNTABILITY OF OFFICES

5.1 DPWH ANTI-RED TAPE TEAM (DARTT). Following the most current policy, all members of the DARTT shall be all offices catering frontline services. The following are the primary roles and functions of the DARTT as mandated by ARTA MC No. 2022-07:

- 5.1.1 Take the lead in the implementation of this Order within the Department;
- 5.1.2 Facilitate the generation of inventory of Department's critical services;
- 5.1.3 Determine which process or transactions constitute frontline services to be included in the DPWH CC;
- 5.1.4 Review and endorse final critical services and/or transactions for Department's streamlining and process improvement to the Head of Agency for approval;
- 5.1.5 Manage and validate streamlining efforts conducted by the Implementing Offices to ensure that the Department is compliant to the ARTA's Report Card Survey and RA 11032; and
- 5.1.6 Perform other tasks that may be assigned to the DARTT

5.2 DARTT SECRETARIAT. Following the most current policy, the Corporate Planning and Management Division (CPMD) shall be designated as the DARTT Secretariat with the following roles and functions:

- 5.2.1 Monitor and evaluate the streamlining process improvement of the Department services;
- 5.2.2 Consolidate and prepare agency report on the process improvement of critical services;

- 5.2.3 Monitor implementing offices submission of reportorial requirements to ARTA RCS related matters;
- 5.2.4 Monitor and review the submitted CC by each process owners and implementation of the same;
- 5.2.5 Facilitate the submission of the following to AO25 and ARTA:
 - 5.2.5.1** Client Satisfaction Measurement Report / Client Satisfaction Survey Report
 - 5.2.5.2** Citizen's Charter
 - 5.2.5.3** Certificate of Compliance
 - 5.2.5.4** Zero Backlog Report
- 5.2.6 Perform other tasks that may be assigned to the DARTT Secretariat

5.3 HEAD OF IMPLEMENTING OFFICES WITH FRONTLINE SERVICE / PROCESS OWNERS

- 5.3.1 Lead in identifying, facilitating and streamlining of its existing system;
- 5.3.2 Cascade to counterpart offices all ARTA RCS's related activity;
- 5.3.3 Consolidate and compile all reports prior to submission to the DARTT Secretariat;
- 5.3.4 Provide management support and guidance to their respective offices in terms of implementing RCS related matters;
- 5.3.5 Ensure that their respective offices comply with the provisions stipulated in this Order;
- 5.3.6 Approve all reports as stipulated in these guidelines prior to submission to the DARTT Secretariat;
- 5.3.7 Perform other tasks inherent to its function and mandate as may be deemed necessary in the implementation of ARTA's RCS.

5.4 IMPLEMENTING OFFICES

- 5.4.1 Adhere to the policies and perform the task indicated in the implementing procedures of this Order;
- 5.4.2 Secure needed information and data to be used in ARTA related requirements;

- 5.4.3 Ensure that the CC are posted in the main entrance of their offices or at the most conspicuous place;
- 5.4.4 Conduct survey to the clients that availed service in the Department;
- 5.4.5 Perform other tasks inherent to its function and mandate as may be deemed necessary in the implementation of ARTA's RCS.

5.5 ARTA FOCAL PERSONS

- 5.5.1 In order to ensure smooth implementation of these guidelines, all Regional and District Public Information Officers (R/DPIOs) are hereby designated as the ARTA focal persons responsible for the following:
 - 5.5.1.1** Proactively review established categories / classification of transactions;
 - 5.5.1.2** Ensure that ARTA RCS's related activity are cascaded within their respective offices;
 - 5.5.1.3** Provide recommendations for the enhancement in terms of accomplishing ARTA'S RCS related requirements;
 - 5.5.1.4** Monitor compliance of offices within their area of jurisdiction submission of posted CC photos as required under Section 5.2.5; and
 - 5.5.1.5** Perform other tasks inherent to its function and mandate as may be deemed necessary in the implementation of ARTA's RCS.

6. MONITORING AND REPORTORIAL REQUIREMENTS

All concerned offices shall submit report following the schedule listed below:

Requirements / Forms	Recurring [Yes / No]	Deadline of Submission	Responsible Office	Submitted to
DPWH Citizen's Charter and Certificate of Compliance	Yes	Every 31 st of March (No Update in the Citizen's Charter) With updated or revisions, Citizen's Charter shall be submitted together with the updated Certificate of Compliance prior to the implementation of the updated version	DARTT Secretariat	ARTA
Consolidated implementing offices Citizen's Charter	Yes	Submission from Process Owners: every last working day of October Final Draft of Consolidated Citizen's Charter – every 2 nd week of December	DARTT Secretariat	Office of the Secretary

Evidence of Citizen's Charter Postings	Yes	To be announced	Implementing Offices Stakeholders Relations Service	DARTT Secretariat
Agency Wide Report on Client Satisfaction Measurement / Client Satisfaction Survey Report	Yes	Submission to ARTA: Every last working day of April of the following year Submission to AO25: Every last working day of February of the following year	DARTT Secretariat	ARTA / AO 25
List of identified Critical Services	No <i>(unless determined by the DARTT)</i>	Within 15 working days upon issuance of the instruction from the DARTT	All implementing offices	DARTT Secretariat
Accomplished Zero Backlog Report <i>(Annex A & B)</i>	Yes	To be announced	DARTT Secretariat	ARTA
Accomplished Streamlining and Process Improvement Three (3) Year Target Form	No <i>(unless determined by the DARTT)</i>	Within 5 working days upon issuance of the instruction from the DARTT	All implementing Offices	DARTT Secretariat

All offices are hereby directed to strictly adhere or adopt this policy in compliance to the Ease of Doing Business provisions. Failure to comply shall result in the isolation, subject to the existing rules and procedures, from the grant of the Performance-Based Bonus (PBB).

Prepared by:


JUMAR G. TABLANDO

Secretariat, DPWH Anti-Red Tape Team (DARTT)
D.O 177 s. 2022

Recommending Approval:


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D.O 177 s. 2022

Approved:


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Chairperson, DPWH Anti-Red Tape Team
D.O 177 s. 2022



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DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
CENTRAL OFFICE
Manila

DPWH-QMSP-05-01-Rev00

Streamlining and Process Improvement (SPI) Three-Year Target *<Indicate Coverage Period>*
<Name of Bureau / Service>

Frontline Service	Baseline*	Year 1	Year 2	Year 3

Prepared by:

<Name>
<Position>

Approved by:

<Name of Head of Office>
<Position>



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

Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog
<Indicate Coverage Period>

Name of Government Agency/Office								
Name of Bureau/ Service								
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Average Number of applications/ requests, etc. received per day	Average number of applications/ requests, etc. processed within the prescribed processing time	Average number of applications / requests, etc. ISSUED within the prescribed time	Remarks

Note: Under the "remarks" column, please identify (a) the intervening factors for the gap (i.e., limited IT infrastructure, unavailable signatories etc.,) and (b) the plan of action to address the indicated gap (i.e. streamlining, digitization etc.)

Prepared by:

<Name>
<Position>

Approved by:

<Name of Head of Office>
<Position>

ANNEX A

Zero Backlog Certification

ZERO BACKLOG CERTIFICATION

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes

I, [FULL NAME], Filipino, of legal age, [POSITION OF THE HEAD OF AGENCY], of the [NAME OF AGENCY], the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The [NAME OF AGENCY], including its [NUMBER OF REGIONAL OFFICES/BRANCHES/SERVICE OFFICES/CAMPUSES] adhere to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered the period.

IN WITNESS THEREOF, I have hereunto set my hand this [DAY] of [MONTH], [YEAR] in [CITY, PROVINCE], Philippines.

[FULL NAME]

[POSITION OF THE HEAD OF AGENCY]

[NAME OF AGENCY]