

SERVICE CHARTER

Volume 5



APO PROGRAMS

First Edition



development academy of the philippines

About DAP

Legal Basis

The Development Academy of the Philippines (DAP) is a government corporation established in 1973 with original charter created by Presidential Decree 205, amended by Presidential Decree 1061, and further amended by Executive Order 288.

The Academy was founded by the following institutions: Bangko Sentral ng Pilipinas, Development Bank of the Philippines, Government Service Insurance System, National Economic and Development Authority, Philippine National Bank, Social Security System, and the Land Bank of the Philippines.

Mandate

The Academy was created for the following purposes:

- To foster and support the developmental forces at work in the nation's economy through selective human resource development programs, research, data-collection, and information services, to the end that optimization of wealth may be achieved in a manner congruent with the maximization of public security and welfare;
- In line with the foregoing objective, to promote, carry on and conduct scientific, interdisciplinary and policy-oriented research, education, training, consultancy, and publication in the broad fields of economics, public administration, and the political and social sciences, generally involving the study, determination, interpretation and publication of economic, political and social facts and principles bearing upon development problems of local, national or international significance; and
- To discharge a regional role in initiating and catalyzing exchange of ideas and expertise on development activities in the region of Asia and the Far East.

As the National Productivity Organization of the Philippines, DAP fulfills the country's commitment to the Asian Productivity Organization.

Governance

The governance and policy directions of the Academy are vested on a Board of Trustees composed of the heads of the following agencies: Civil Service Commission, Department of Agrarian Reform, Department of Agriculture, Department of Budget and Management, Department of Education, Department of Environment and Natural Resources, Department of Finance, Department of Health, National Economic and Development Authority, and the Office of the President.

Vision

DAP envisions itself to be a world-class national development and productivity organization.

Mission

DAP exists to:

- build capacities and partnerships among the key sectors of Philippine society;

- generate innovative, value-adding, and synergistic solutions to national and local concerns; and
- promote sustainable human development and global competitiveness in partnership with international community organizations.

Services

DAP offers training, education, technical assistance/consultancy, policy-and action-oriented research and publications in the areas of governance and accountability, productivity and quality, knowledge management, education and learning, and sustainable human development.

DAP also provides training and conference facilities that are conducive to learning and productive work.

Operating Centers

The core services of the Academy's are carried out by the key operating centers of the Academy.

Programs

- Center for Governance
- Center for Knowledge Management
- Center for Quality and Competitiveness
- Center for Sustainable Development

Graduate School

- Institute of Public Management
- Institute of Productivity and Quality

Regional Operations

- DAP sa Mindanao
- DAP sa Visayas

DAP operates a conference center in Tagaytay City.

Clients

DAP's clientele includes national line agencies, local government units, and government corporations. It also undertakes projects for international organizations and funding institutions, private firms, non-government organizations, and the academe.

APO Programs

As the country's National Productivity Organization, DAP serves as the implementing arm of the Asian Productivity Organization (APO) in the Philippines. APO is a regional intergovernmental organization established in 1961 as part of a productivity initiative to drive greater economic development in the Asia and the Pacific region.

APO works through a network of NPOs that are designated as official liaison bodies to execute APO projects and programs in their respective countries. The APO Liaison Unit within DAP undertakes all liaison activities with the APO Secretariat based in Tokyo, Japan, the APO member countries, and other national productivity organizations.

The general feature of APO activities includes practical training through a combination of lectures by experts, field visits observation of actual applications, and country reports for the sharing of experiences. Participants to APO programs are expected to create multiplier effects by disseminating their newly acquired knowledge and understanding to others in their home countries.

APO implements various projects, tagged in the APO Annual Program and Project Notification, as follows:

- **Research (RES):** Research projects aim to collect and analyze data and information on productivity related topic using a determined methodology. National experts participate in the conduct of research.
- **Study Meeting (STM):** Study meetings are held to impart knowledge on emerging issues and challenges for policy, planning, and decision making, primarily through resource paper presentations and discussions among expert participants.
- **Forum (FRM):** Fora are held to provide a platform for discussions, dialogues, and networking for specific stakeholders. Senior and top-level managers, officials, consultants, and academic personnel are expected to attend.
- **Conference (CON):** Conferences are organized to promote productivity and build consensus among stakeholders on the directions of the productivity movement in a member country. Diverse stakeholders including top/senior representatives from government, business, and unions, as well as representatives of NPOs, academia, and the media attend conferences.
- **Observational Study Mission (OSM):** Observational study missions provide opportunities for firsthand exposure to actual applications of specific subjects by firms and industries. Some lectures and discussions may be included in an observational study mission. Participants to observational study missions are mostly middle to top-level managers, officials, consultants, and academic personnel.
- **Seminar (SEM):** Seminars are intended to discuss specific topic or field through lectures and presentations by resource persons and through discussions among participants and resource persons. Participants are expected to present their country papers for sharing experiences and practices. The target groups for seminars are senior-level managers, officials, consultants, and academic personnel.
- **Workshop (WSP):** In workshops, learning takes place primarily through discussions and case studies undertaken in an interactive manner, emphasizing problem solving. Some lectures and/or presentations and relevant site visits may be included, while the main part of the workshop focuses on small group activities or exercises. The target groups for workshops are middle-level managers, officials, consultants, and academic personnel.
- **Training course (TRC):** Training courses aim to impart practical, result-oriented knowledge or skills primarily through lectures, presentations, and instructions by experts. In a training course, case studies and exercises as well as relevant site visits may be included. The target groups are middle-level managers, officials, consultants, and academic personnel.

- **Technical Expert Services (TES):** TES aim to assist the member-countries meet their specific individual needs through the deployment of technical consultants to solve specific productivity issues.

Application for Participation to APO Scholarship Programs

APO organizes various projects annually which are announced in its Annual Program and published in APO website at www.apo-tokyo.org.

APO member countries, through their NPOs, are notified of confirmed projects for implementation through the Project Notification issued by APO-Tokyo. As NPO, DAP farms out the invitation to target groups and grants the APO scholarship to qualified applicants.

Who May Avail of the Service:

Nominees endorsed by stakeholder agencies/organizations. Stakeholder agencies/organizations are pre-selected by the NPO Steering Committee as recipients/beneficiaries of the APO project in line with project's key requirements and the target organization/s thrust areas

Interested officials, employees or consultants of the public and private sectors, non-government organizations, academia, and other non-profit organizations may also individually apply

All applicants must meet the specific requirements as stated in the *Qualification of Participants* in the APO Project Notification, Addendum and other documents. In addition, the applicants must:

- Have no pending scholarship application from APO or other donor organizations
- Have not attended any APO scholarship for at least one year from his/her last participation
- Be physically and mentally fit to travel and attend strenuous workshop and/or site visits
- Be within the age limit as specified in the Project Notification

*Requirements:**For Stakeholder-endorsed applicants:*

- Official endorsement letter from the applicant's organization/agency/office
- APOLU Forms N1 and N-2 (duly accomplished)
 - APO Candidate's Biodata Form (duly accomplished)

For Self-nomination/walk-in applicants:

- Official endorsement letter from the applicant's organization/agency/office **or** *Letter of Intent to Participate* addressed to the DAP President/NPO Head, or the APO Liaison Officer for the Philippines
- APOLU Form N-2 (duly accomplished)
- APO Candidate's Biodata Form (duly accomplished)

Note: APO will not accept self-nominations directed to them. All nominations must be endorsed and submitted through the APO Liaison Office of the APO member countries i.e., APO Liaison Unit at DAP Pasig.

Schedule of Availability of Service:

For inquiries: Monday to Friday, except holidays, 8:30 am to 12:00 nn and 1:00 pm - 5:30 pm.

For filing of application: At least one week before the submission deadline indicated by APO in the Project Notification

Fees:

Participants from profit-making organizations/multinational corporations (unless otherwise stated in the Project Notification) will be charged a Participating Country Expense (PCE) of US\$50.00 per participant upon acceptance to the project, payable to the APO in convertible currency

Participants from government agencies, professional organizations, productivity organizations, NGOs, and MSMEs are exempted from paying the PCE.

For certain projects, participants will shoulder their round trip airfare and related travel expenses.

Note: If an accepted participant withdraws or is unable to attend after issuance of the Letter of Acceptance for whatever reasons, any cost incurred by the organizers such as hotel cancellation charges shall be borne by the accepted participant.

Maximum Duration of the Process:

Filing of application is not more than 30 minutes; processing of application normally takes 4 weeks to 6 weeks from the date the application is received

Location of Office:

APO Liaison Unit (APOLU) 6/F DAP Building, San Miguel Avenue, Pasig City

Procedure:

1. Secure APO application forms from the APO Liaison Unit.
2. Submit the duly accomplished APO forms and other documentary requirements to APO Liaison Unit.

3. APO Liaison Unit will forward the application to the Screening Committee for deliberation.
4. APO Liaison Unit will inform applicant within 10 working days upon filing of application on the status of application and the result of evaluation. Those who will not be accepted will be provided a written explanation why they did not qualify.
5. Accepted applicants will be endorsed by DAP to APO Secretariat in Tokyo which has final decision on nominations.
6. APO Liaison Unit will inform participants officially accepted to the program by APO through the issuance of Letter of Acceptance within one to three days upon receipt of notice from APO Secretariat in Tokyo. Those who were not accepted will also be notified in writing indicating the reason for non-acceptance.
7. Accepted participants will complete pre-departure and post-program procedures and requirements.

-End of transaction-

Pre-Departure and Post-Program Procedures

The APO Liaison Unit conducts this orientation for all officially accepted participants to APO projects. The main purpose is to brief participants on the do's and don'ts when preparing to participate in the project, during project implementation and after participation.

Who Can Avail of the Service:

All accepted participants to APO Projects as notified by the APO Liaison Unit in writing and by telephone or e-mail.

Requirements:

Confirmation of Attendance (written, by phone and e-mail)

Fees: None

Location of Office:

APO Liaison Unit, 6/F DAP Building, San Miguel Avenue, Pasig City

Maximum Duration of the Process:

2-4 hours (depending on the number of participants)

Procedure:

1. Contact APO Liaison Unit staff at least one day before for confirmation of time and venue of pre-departure orientation.
2. Proceed to the venue.
3. Submit all other requirements for attendance.
4. Sign APO Scholarship Contract.
5. Re-clarify reporting requirements like reports to submit, project materials to provide APO Liaison Unit after participating and post project activities to undertake.
6. For accepted applicants:
 - Read and follow the instructions in the DAP Notification Letter and APO Letter of Acceptance;
 - Pick-up original pre-travel documents from the APO Liaison Unit.
 - Read the Pre-travel guidelines and country paper submission instructions in the APO Project Circular and APO Guide for Participants
7. Process and secure pre-travel related documents and requirements (as applicable) as follows:
 - Apply for a new/ renewal of passport
 - Apply for a visa, if required
 - Apply for Travel Authority (for government employees)
 - Coordinate with APO to pay for the Participating Country Expense (for profit-making companies/corporation only), and in submitting country paper
 - Coordinate with the APO-accredited travel agency to confirm the Flight Itinerary, get the ticket, pay the pre-travel taxes (if required) and secure/ pay for travel insurance
8. Confirm attendance to pre-attendance orientation.
9. Attend the pre-attendance orientation and sign the APO scholarship contract.
10. After the program and upon returning to the country, submit to APO Liaison Unit a report on Attendance to the Project with copy of training materials/documents as required in the APO Scholarship Contract.

-End of transaction-

Request for Technical Expert Services (TES)

APO offers an in-country project called the Technical Expert Services (TES) that aim to assist the member-countries meet their specific individual needs. The main purpose of this service is to develop trainers and consultants of NPOs and provide consultancy services to solve productivity-related issues. The TES achieve these objectives through deputation of experts who work closely together with the NPOs and other productivity stakeholders on the ground. The APO Secretariat plans and coordinates these activities in cooperation with the recipient NPOs.

Who Can Avail of the Service:

Government agencies, National Productivity Organization, technical productivity associations, professional associations, non-government organizations, industry associations, educational institutions/ organizations

Requirements:

- Official request letter from the head of the organization/agency/office applying for the TES
- Duly accomplished TES Application Form (available at the APO Liaison Unit and downloadable from the APO website: www.apo-tokyo.org)
- Background paper/Proposal related to project requiring the TES
- Endorsement and approval by the DAP President/NPO Head and the APO Liaison Officer for the Philippines

Schedule of Availability of Service:

Inquiries: Monday to Friday 8:30 am – 12:00 nn – 1:00 pm - 5:30 p.m.

Application: At least two weeks before the submission deadline as stated by APO in the TES Project Notification

Fees:

Participating Country Expenses (PCE): For each visit by an expert, a lump sum of US\$50.00 plus US\$12.00 per day during each expert's travel status (for the purpose of providing the assigned services), including the arrival and departure days, payable to the APO in convertible currency for the deputation of experts. This fee is upon APO's acceptance of the TES request.

Note: If the Expert deputation is cancelled after the issuance by APO of the Letter of Assignment of Expert for reasons attributed to the requesting organization/agency, any cost incurred such as air ticket cancellation shall be borne by the requesting organization/agency.

Maximum Duration of Process:

- Screening of TES Application by APOLU: 1- 2 weeks
- Approval by APO after submission of TES Application: 2-4 weeks
- Search of Expert and Confirmation of Engagement by APO: 2-3 months
- Implementation: 1-2 weeks

Location of Office: APO Liaison Unit (APOLU), 6/F DAP Building, San Miguel Avenue, Pasig City

Procedure:

1. Secure APO TES application form from APO Liaison Unit.
2. Submit the TES application form and other documentary requirements to APO Liaison Unit with covering letter.
3. Provide additional information as maybe required by the APO Liaison Unit or revise the TES request as necessary.
4. APOLU will submit the TES application to the APO Secretariat Tokyo for screening/evaluation.
5. Wait for the result of the TES Application Screening by APO Secretariat Tokyo. Follow-up with APOLU maybe made.
6. Acknowledge the feedback from APOLU (by phone or in writing) on approval or disapproval of the TES application by APO Secretariat.
7. For accepted application: read and follow the instructions in the TES Project Notification and coordinate with the APO Liaison Unit for other requirements including signing of Contract for TES
8. Coordinate with the APO Liaison Unit and the Expert/s before, during and after project implementation for all technical and administrative requirements of the TES project.
9. Prepare and submit TES Evaluation and Completion report to APO Liaison Unit.
10. Pay/Remit the PCE as computed by the APO directly to the APO Secretariat Tokyo immediately after the completion of the TES.

-End of transaction-

How you can reach us

APO Liaison Unit

Carlos A. Sayco Jr.

APO Liaison Officer

email : saycoc@dap.edu.ph or

apolu@dap.edu.ph or

apolugrantees@yahoo.com

Telefax No: (02) 631-2126

Mobile No: 09189161545

6/F DAP Bldg., San Miguel Avenue

Ortigas Center, Pasig City 1600

Public Affairs Desk

Shirley T. Cubilla

Kimberly D. Chiong

Public Affairs Officers

email: cubillas@dap.edu.ph or

chiongk@dap.edu.ph or

pad@dap.edu.ph

Tel. No: (02) 631-2171

Fax No: (02) 631-2123

2/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

Tell us how we are doing

We value your feedback and encourage you to suggest ways we can further improve our services. If you have any suggestions or concerns about our service please contact:

Public Affairs Desk

Ma Aurora O. Umali

Director

email: cmco@dap.edu.ph

Tel. No: (02) 631-2171

Mobile No: 09189174793

Fax No: (02) 631-2123

2/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

or

APO Liaison Unit

Carlos A. Sayco Jr.

APO Liaison Officer

email : apolu@dap.edu.ph or

apolugrantees@yahoo.com

Telefax No: (02) 631-2126

Mobile No: 09189161545

6/F DAP Building, San Miguel Avenue

Ortigas Center, Pasig City 1600

We will respond to your concerns and inform you of outcomes of any actions within three to five working days.

If you are not satisfied with the response, you can raise your concerns to:

Office of the President

Antonio D. Kalaw, Jr.
President/NPO Head
email: tonyk@dap.edu.ph or
tonykalawjr@yahoo.com or
academy@dap.edu.ph
Tel. No:(02) 631-2153
Mobile No: 09189911127
Fax No:(02) 631-2123
6/F DAP Building, San Miguel Avenue
Ortigas Center, Pasig City 1600

We will give you feedback on the resolution of your concerns and outcomes of any actions within five to seven working days.

***"Serbisyo nami'y para sa inyo,
Kalidad nami'y dahil sa inyo.
Sa pag-unlad nami'y kaisa kayo."***