

# SERVICE CHARTER

Volume 3



## CONSULTANCY & RESEARCH SERVICES

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 are carried out by its key operating centers.

### *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 including small and medium enterprises, non-government organizations, and the academe.

### *Recent DAP Mandates*

Under Republic Act No. 9013 or "Philippine Quality Award Act of 2001", DAP serves as Administrator of the Philippine Quality Award (PQA) for Performance Excellence in the Public Sector. In connection with this, DAP extends assistance to government agencies including GOCCs, LGUs and SUCs in PQA Assessment and Application Development.

Executive Order No. 605, s.2007 directed the institutionalization of the structure, mechanisms and standards to implement the Government Quality Management Program. As member of the Government Quality Management Committee, DAP is the lead agency tasked to promote awareness and develop organizational capabilities in the establishment of ISO 9000-certifiable Quality Management System (QMS) in public sector organizations.

To facilitate the implementation of Republic Act No. 9485 or "Anti-Red Tape Act of 2007," DAP is mandated to assist government agencies in the reengineering of systems and procedures and in the establishment of Citizen's Charter for frontline services.

Section 10 of RA 9485 also mandates DAP to assist CSC in undertaking the Report Card Survey, which shall be used to obtain feedback on how the provisions of the Charter are being followed and how the agency is performing.

## Consultancy and Research Services

In line with its mandates, DAP provides services by way of technical assistance, management advisory, and policy-and action-oriented research in the fields of governance and accountability, productivity and quality, knowledge management, education and learning, and sustainable human development.

### *Governance and Accountability*

The Center for Governance is the Academy's technical excellence and resource center on political, economic and administrative governance. It provides services to strengthen institutions and mechanisms to develop and effectively implement public policies and programs that promote transparent and accountable governance, observance of the rule of law, government effectiveness, effective regulation, control of corruption, citizen voice and participation. CFG has three program offices: Operations Management, Policy Research, and Local Governance and Development.

CFG offers research and consultancy services on the following areas:

- Basic social services
- Corruption prevention and integrity development for the NGAs and LGUs
- Impact analysis
- Operations, systems and/or performance review;
- Budget management (NGAs and LGUs).

### *Knowledge Management*

The Center for Knowledge Management is the Academy's technical excellence and resource center on harnessing intellectual and human capital, and other knowledge-based assets towards performance excellence. CKM has three program offices: Human Capital Development, Knowledge Management Systems, and Knowledge Solutions Development.

The main areas of research and consultancy of CKM are the following:

- Human resource and organization development
- Organization diagnosis
- Systems design and development
- KM Readiness Assessment
- Knowledge Mapping
- Knowledge Harvesting
- Documentation and Sharing of Best Practices
- Institutionalization of Communities of Practice (CoPs)
- Implementing KM in the Organization.

### *Productivity and Quality*

The Center for Quality and Competitiveness is the Academy's technical excellence and resource center on value chain productivity and technology enhancement, total quality management, productivity measurement and analysis, and sectoral productivity enhancement. It is responsible for the promotion of quality and productivity concepts, principles and practices to strengthen competitiveness and help organizations achieve performance excellence. CQC has four program offices: Service Quality Management, Value Chain Productivity Management, SME Productivity Development, and Agriculture Productivity Development.

CQC currently offers the following research and consultancy services:

- Agricultural productivity
- Productivity among industries, SMEs

- Service quality standards
- Quality and productivity approaches.

### *Sustainable Human Development*

The Center for Sustainable Human Development is the Academy's technical excellence and resource center on developmental strategies and solutions to help reduce poverty and meet the Millennium Development Goals. CSHD has two program offices: Community Development and Environmental Management.

CSHD currently offers the following research and consultancy services:

- Developing sustainable development indicators
- Sustainable environmental management alternatives and systems
- Developing strategies for disaster risk reduction
- Impact studies on climate change, development projects, tourism and the rural poor.

### *Regional Development*

DAP has two regional offices that are responsible for the development of programs and projects at the local/community levels in Southern Philippines. These are: the DAP sa Mindanao and the DAP sa Visayas.

## **Request for DAP Assistance**

DAP extends technical assistance, management advisory, and research services in response to the specific needs of client organizations.

### *Who Can Avail of the Service:*

Public and private organizations, both domestic and international

### *Requirements:*

Official Letter of Request or Terms of Reference

### *Schedule of Availability of Service:*

Requests can be made from Monday to Friday, 8:30 am to 5:00 pm, without noon break; after office hours may be negotiated.

### *Location of Office:*

All DAP Operating Centers are located at the DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, except for DAP sa Mindanao (contact details provided at the back).

### *Fees:*

As a not-for-profit government corporation, DAP is authorized to charge professional fees for consultancy services. DAP consultancy fees are determined based on the nature, duration, and specific conditions of engagement.

### *Maximum Duration of the Process:*

30 minutes to submit request; response time is five (5) working days for simple proposals, and ten (10) working days for complex proposals.

### *Procedure:*

1. Interested organizations can send an official Letter of Request or a Terms of Reference to the concerned Center or to the Public Affairs Office (contact details provided at the back)
2. The concerned Center will contact the requesting office within 24 hours of receipt of request to clarify or validate anything stated in the request.
3. Requests will be responded to within five (5) working days for simple proposals (i.e., standard programs, short-term projects) and ten (10) working days for complex proposals (i.e., multi-component/ multi-site/inter-agency programs, medium to long-term projects).
4. Once the proposal is accepted, the client and DAP will execute a contract to implement the project.

*-End of transaction-*

## **Perfection of Project Contracts**

DAP assistance are covered by contracts. Perfection of the project contract starts once the client accepts the proposal. Among others, the contract specifies the terms and conditions of implementation, roles, responsibilities, and obligations of client and DAP, terms of payments. The project cannot commence unless the contract is signed by both parties.

In general, DAP uses the Memorandum of Agreement (MOA) as its official contracting instrument. A Letter of Conforme can be executed between DAP and the client for projects of short duration and amounting to PhP 100,000.00 or less. The pro-forma contracts by funding institutions are used on a case-to-case basis.

The Memorandum of Understanding is used for joint undertakings and engagements "in principle," with no monetary obligations on the part of both parties.

### *Who Can Avail of the Service:*

Client organizations, funding institutions, partner institutions, both domestic and international

### *Requirements:*

Formal notice of acceptance of DAP proposal  
Certificate of Funds Availability

### *Schedule of Availability of Service:*

Processing from Monday to Friday, 8:30 am to 5:00 pm, without noon break; after office hours may be negotiated.

### *Location of Office:*

All DAP Operating Centers are located at the DAP Building, San Miguel Avenue Ortigas Center, Pasig City, except for DAP sa Mindanao (contact details provided at the back).

*Fees:* Applicable consultancy fees as indicated in the proposal

### *Maximum Duration of the Process:*

First draft of the contract will be provided to the client five (5) working days after receipt of the formal notice of acceptance; second draft of the contract, if there are revisions, will be provided to the client within three (3) working days upon receipt of comments; duly signed and notarized original contract will be submitted to the client within three (3) working days upon receipt of contract signed by the client.

### *Procedure:*

1. Upon receipt of formal notice of acceptance of proposal, concerned Center will draft the Memorandum of Agreement to reflect precisely as possible the meeting of the minds and mutual obligations of the client and the Academy.
2. The client must supply the pertinent information and prepare the Certificate of Funds Availability.
3. The concerned Center will provide the client with first draft of the contract within five working days after receipt of the formal notice of acceptance.
4. The client must review the draft and communicate in writing any revision to the contract.



5. The concerned Center will forward the revised contract to the client within three working days upon receipt of comments.
6. Once accepted, the authorized representatives of the client must sign seven copies of the contract (with initials in all pages).
7. Upon receipt of the contract duly signed by the client, the authorized representatives of DAP will sign the contract and return a signed and notarized original copy of the contract to the client within three working days.
8. Any request for revision to the contract must be communicated in writing. Actual revision of the contract will be subject to negotiation and agreement of both parties.

*-End of transaction-*

## How you can reach us

### Center for Governance

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Center for Sustainable Human Development

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DAP sa Visayas

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DAP sa Mindanao

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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**

**Maria Aurora O. Umali**

Director

email: [umalia@dap.edu.ph](mailto:umalia@dap.edu.ph) or [princessumali2004@yahoo.com](mailto:princessumali2004@yahoo.com) or

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or

### **Office of the Senior Vice President for Programs**

**Magdalena L. Mendoza**

Senior Vice President

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We will respond to your concerns and inform you of outcomes of any actions within five (5) 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  
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 ten (10) working days.

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