

SERVICE CHARTER

Volume 4



INFORMATION & PUBLICATIONS 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.

Information and Publications

Information about DAP and its mandate, program thrusts, and products and services are available in print form and can be accessed online through the DAP website at www.dap.edu.ph.

DAP also publishes books, manuals and monographs on a wide range of development topics.

Request for Corporate Information

DAP has a public affairs desk (PAD) that receives and responds to client inquiries on training programs/public offering, consultancy services or conference facilities.

Who May Avail of the Service:

General public

Requirements:

Formal Letter of Request

Schedule of Availability of Service:

Monday to Friday, except holidays, 8:30 am to 5:30 pm. without noon break

Location:

Corporate Marketing and Communications Office (CMCO), 2/F Lower DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Fees: None

Maximum Duration of Process:

- Inquiries: 10 minutes
- Request for proposals: five (5) working days for simple proposals, ten (10) working days for complex proposals
- Other corporate information: response within five (5) working days

Procedure:

1. Visit, call or write CMC0- Public Affairs Desk to inquire on training programs/public offerings, consultancy services or conference facilities.
2. Public Affairs Officer will provide feedback on the status of request within three working days from receipt, and call the requesting office once the information is ready.
3. Other corporate information may be availed of, subject to the DAP information disclosure policy, upon filing a letter of request addressed to the DAP President.

-End of transaction-

Request for Institutional Briefing

DAP entertains requests from both local and foreign organizations for briefings on its mandate, services and major programs and projects.

Who May Avail of the Service:

Public and private organizations

Requirements:

Formal Letter of Request stating the objectives for the briefing, schedule of visit, and the number and position levels of participants addressed to The DAP President, 6/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.

Schedule of Availability of Service:

Submitting requests: Monday to Friday, 8:30 am to 5:30 pm, without noon break.

Actual visit will be scheduled.

Location of office:

DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Fees: None

Maximum Duration of Process: Two (2) working days

Procedure:

1. Send Letter of Request addressed to the DAP President at least 10 working days before the intended visit.
2. CMCO will confirm the schedule for the briefing within two working days.

3. On the scheduled date, visitors must bring ID for proper identification.

-End of transaction-

Purchase of Publications

DAP publications are available for sale at the Learning Resource Center.

Who May Avail of the Service:

Individuals or public/private sector organizations

Requirements:

Duly accomplished Order Slip

Schedule of Availability of Service:

Monday to Friday, 8:30 am to 5:30 pm, without noon break

Location of Office:

Learning Resource Center, 3/F Lower DAP Building, San Miguel Avenue, Pasig City

Fees: Varies depending on the cost of published material to be purchased

Maximum Duration of the Process: 25 minutes

Procedure:

1. Submit order slip at the Learning Resource Center (LRC) at the 3/F Lower DAP Building.
2. Pay the amount indicated in the Statement of Account at the Cashier (3/F DAP Building).
3. Present official receipt to LRC to claim books.

Purchase of publications by mail can be arranged and additional charges for the cost of delivery will be applied.

-End of transaction-

Use of Library

DAP maintains a collection of reference materials on a wide range of development topics. These materials are found at the Learning Resource Center.

Who May Avail of the Service:

DAP students, general public

Requirements:

For DAP Students:

Library card

For Researchers:

Duly accomplished Request Slip or Letter of Endorsement from the Librarian of the office of researcher

Schedule of Availability of Service:

Monday to Friday, 8:30 am to 5:30 pm (without noon break)

Location of Office:

Learning Resource Center, 3/F Lower DAP Building, San Miguel Avenue, Pasig City

Fees:

Student library fee covered in the matriculation fee
No fee for outsiders with Letter of Endorsement

Maximum Duration of the Process:

10 minutes to approve request

Procedure:

1. Submit Request Slip or Letter of Endorsement to the Librarian-on-duty.
2. The Librarian-on-duty will notify researcher if access is granted.
3. Outsiders are not allowed to bring books and other reference materials outside of the Library.

-End of transaction-

How you can reach us

Corporate Marketing and Communications Office

Maria Aurora O. Umali

Director

email: umalia@dap.edu.ph or princessumali2004@yahoo.com or 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

Learning Resource Center

Cecilia P. Roa

Associate Project Officer

email: roac@dap.edu.ph or

lrc@dap.edu.ph

Tel. No: (02) 631-0921 loc. 134

Mobile No: 09179568709

Fax No: (02) 631-2167

3/F Lower DAP Building

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

Maria Aurora O. Umali

Director

email: umalia@dap.edu.ph or princessumali2004@yahoo.com or cmco@dap.edu.ph

Tel. No: (02) 631-2171 or 631-0921 to 30

Fax No: (02) 631-2171

2/F Lower DAP Building, San Miguel Avenue
Ortigas Center, Pasig City 1600

or

Graduate School of Public and Development Management

Dr. Gaspar S. Gayona, CESO III

Dean

e-mail: gayonag@dap.edu.ph or pdgus_gayona@yahoo.com

Tel. No: (02) 631-2167

Mobile No: 0908-8674542

Fax No: (02) 633-5569

4/F Lower 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 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.”***