

SERVICE CHARTER

Volume 7



**HUMAN RESOURCE, FINANCIAL &
ADMINISTRATIVE 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'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 including small and medium enterprises, non-government organizations, and the academe.

Human Resource, Finance and Administrative Services

Finance and Administrative Office

The DAP's Finance & Administrative Office (FAO) is responsible for the provision of financial management, administrative, and other support services to all centers of the Academy. It provides advisory and oversight functions to ensure compliance with various auditing and/or regulatory compliance to government issuances pertaining to administrative, accounting, and other financial matters.

Service Units

- Financial Accounting (FAS)
- Management Accounting (MAS)
- Treasury
- Administrative (AS)

Human Resource Management and Development Office

The DAP Human Resource Management and Development Office (HRMDO) is responsible for the identification, formulation/design and implementation of policies, procedures and innovative practices on manpower recruitment, selection and placement; a sound performance appraisal system; benefits, awards and incentives; career tracking; training and development; internal KM; and the promotion of employee welfare in general.

Service Units

- Human Resource Management
- Human Resource Development

Issuance of Certificate of Employment/Service Record

Who may avail of the service:

Regular DAP employees, former DAPpers

Requirements:

Accomplished Request Form

Schedule of Availability of Service: Monday to Friday, 8.30 am to 5.30 pm

Fees: none

Maximum Duration of Process:

Regular employee – 1.5 working days

Former DAPper – three (3) working days

Location of Office: 3/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Procedure:

1. Submit duly accomplished request form to HRMDO
2. HRMDO will process request and notify requestor when the certificate is available.
3. Claim Certificate from HRMDO.

-End of transaction-

Issuance of Certificate of Engagement

Who may avail of the Service:

Non-regular staff, consultants

Requirements:

Accomplished Request Form

Schedule of Availability of Service: Monday to Friday, 8.30 am to 5.30 pm

Fees: none

Maximum Duration of Process:

Non-regular employee and Consultants – 1.5 working days

Location of Office: 3/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Procedure:

1. Submit duly accomplished request form to HRMDO
2. HRMDO will process request and notify requestor when the certificate is available.
3. Claim Certificate from HRMDO.

-End of transaction-

Issuance of DAP Clearance for Retirement Purposes

Who may avail of the service:

DAP employees with at least 15 years of government service

Requirements:

- Memorandum signifying intention to retire
- Application for terminal leave (ALA)
- Security reminder
- GSIS application for Cash Surrender Value (CSV)
- Latest Statement of Assets and Liabilities
- GSIS policy contract
- DAP company and access identification cards
- Land Bank ATM card
- HMO card (if retiree will no longer continue to subscribe)
- GSIS application for retirement benefits
- ID picture – 2 pieces (1 x 1 size)

Last pay of the retiree will be withheld 15 days before the effectivity date

Schedule of Availability of Service:

Filing: Monday to Friday / 8.30 am – 5.30 pm

Notice of intention to retire must be submitted at least one month before effectivity of retirement

Fees: None

Maximum Duration of Process:

Total of 22 working days which includes:

- Five (5) working days – DAP clearing offices
- Two (2) working days – FAO audit of leave card
- Two (2) working days – COA pre-audit of terminal pay
- Ten (10) working days for Ombudsman Clearance and GSIS statement of CSV (c/o DAP Liaison Officer)

Note: Processing of GSIS statement of CSV may go beyond 10 working days due to reconciliation of member's records.

Procedure:

1. Retiree must submit Memo signifying intention to retire to the Head of Agency through the Center Head at least one month before retirement.
2. Once approved, HRMDO will issue clearance requirements and GSIS clearance requirements to retiree, and notify retiree of schedule of exit interview.
3. Retiree must submit all DAP clearance requirements to HRMDO and report for exit interview.
4. HRMDO will request clearance of retiree from DAP clearing offices:
 - FAO – AS, Treasury, MAS
 - COCF/FMSO – use of facilities and cafeteria charges
 - LRC – library
 - HRMDO – HRMO, HRD, Clinic

- COO – email, etc
 - DPMPC – loan
 - Mother office
5. HRMDO will notify retiree of his/her accountabilities.
 6. Retiree must settle accountability if any, and submit authorization to deduct payables from his/her terminal pay.
 7. HRMDO will get retiree's clearance from GSIS and the Office of the Ombudsman, and submit retirement application to GSIS. HRMDO will notify retiree of the status of his/her application papers.
 8. Once clearance from GSIS and OMB are obtained, HRMDO will issue DAP clearance.
 9. HRMDO endorses memo request for last pay to FAO-FAS.
 10. FAO-FAS will audit leave card and process terminal pay then forward to SSU-Front Office for log-out to COA for pre-audit.
 11. Upon passing audit, COA will forward I to SSU-Front Office the audited DV with supporting documents to Treasury for check preparation.
 12. Treasury will notify retiree when the terminal pay will be available.
 13. Treasury will release terminal pay and other receivables to retiree.

-End of transaction-

Issuance of Clearance for Resignees

Who may avail of the service:

Regular DAP employees

Requirements:

- Memorandum signifying intention to resign
- Application for terminal leave (ALA)
- Security reminder
- GSIS application for Cash Surrender Value (CSV)
- Latest Statement of Assets and Liabilities
- GSIS policy contract
- DAP company and access identification cards
- Land Bank ATM card
- HMO card
- GSIS application for separation benefits

Last pay of the resignee will be withheld 15 days before the effectivity date

Schedule of Availability of Service:

Filing: Monday to Friday, 8.30 am to 5.30 pm

Notice of intention to resign must be submitted at least one month before effectivity date

Fees: None

Location of Office:

HRMDO, 3/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Maximum Duration of Process:

Total of 22 working days which includes:

- Five (5) working days – DAP clearing offices
- Two (2) working days – FAO audit of leave card
- Two (2) working days – COA pre-audit of terminal pay
- Ten (10) working days for Ombudsman Clearance and GSIS statement of CSV (c/o DAP Liaison Officer)

Note: Processing of GSIS statement of CSV may go beyond 10 working days due to reconciliation of member's records.

Procedure:

1. Resignee must submit Memo signifying intention to resign to the Head of Agency through the Center Head at least one month before effectivity date.
2. Once approved, HRMDO will issue clearance requirements and GSIS clearance requirements to resignee, and notify resignee of schedule of exit interview.
3. Resignee must submit all DAP clearance requirements to HRMDO and report for exit interview.
4. HRMDO will request clearance of resignee from DAP clearing offices:
 - a. FAO – AS, Treasury, MAS
 - b. COCF/FMSO – use of facilities and cafeteria charges
- 8 Human Resource, Finance and Administrative Services

- c. LRC – library
 - d. HRMDO – HRMO, HRD, Clinic
 - e. COO – email, etc
 - f. DPMPC – loan
 - g. Mother office – project accountabilities, files, manuals, etc.
5. HRMDO will notify resignee of his/her accountabilities.
 6. Resignee must settle accountability if any, and submit authorization to deduct payables from his/her terminal pay
 7. HRMDO will get resignee’s clearance from GSIS and the Office of the Ombudsman. HRMDO will notify resignee of the status of his/her application papers.
 8. Once clearance from GSIS and OMB are obtained, HRMDO will issue DAP clearance.
 9. HRMDO endorses memo request for last pay to FAO.
 10. FAO-FAS will audit leave card and process terminal pay then forward to SSU-Front Office for log-out to COA for pre-audit.
 11. Once passing audit, COA will forward to SSU-Front Office the audited DV with supporting documents to Treasury for check preparation.
 12. Treasury will notify resignee when the terminal pay will be available.
 13. Treasury will release terminal pay and other receivables to resignee.

-End of transaction-

Application for DAP Scholarship

Who may avail of the service:

Regular Employees with at least 2 years of service
(In the case of APO scholarships, Non-Regular Staff may apply)

Requirements:

- Duly accomplished Grants and Scholarship Nomination Forms
- Endorsement by the Center Head
- At least a noteworthy performance rating for the past two rating periods

Schedule of availability of service:

Monday to Friday, 8:30 am to 5:30 pm

Applications must be submitted following the lead time set by the sponsors or as indicated in the Project Notification and memorandum from HRMDO.

Fees: None

Location of Office:

HRMDO, 3/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Maximum Duration of the Process:

Ten (10) working days

Procedure:

1. Applicant or Center Head submits endorsed nomination to HRMDO.
2. HRMDO undertakes pre-evaluation and endorses nomination to the Grants and Scholarship Committee and the DAP President for final approval.
3. Upon receipt of President's approval, HRMDO advises unsuccessful nominees through a memorandum.
4. For APO nominations, HRMDO sends a memorandum to the APO Liaison Officer for the Philippines advising him of the President-approved nomination; For TESDA and others, HRMDO in coordination with the nominee, submits the completed application form and documentary evidences to the sponsor (interview with the sponsor will have to be scheduled if necessary).
5. Applicants are advised directly by the sponsor (APOLU, TESDA, etc.) if their nomination is successful.
6. For successful applications, upon receipt of the official Letter of Acceptance from the sponsor, HRMDO processes the travel documents of the accepted staff, including routing to various signatories and arranging for the payment of the travel cash advance to cover payments of Travel Tax and Pre-Travel Expenses (in case of regular staff being sent to foreign scholarships).
7. Prior to departure, Regular Employees sign DAP scholarship contract while Non-Regular Staff sign another Service Agreement extending the previously signed SA.
8. Scholars submit Training Report and materials within 60 days after the program.
9. Regular Staff liquidates travel cash advance within 30 days upon return, if availed.

-End of transaction-

Request for Specific Cash Advance

Who may avail of the service:

- Only permanent and duly designated disbursing officers shall be granted cash advance
- No outstanding Cash Advance should be reflected under the Requestor's name
- Except for cash advance for travel, no officer or employee shall be granted cash advance unless he/she is properly bonded if the request is Php10,000.00 and above

Requirements:

- Approved Specific Cash Advance Form
- Transaction Slip Form

Note:

- No Cash Advance shall be given unless for legally authorized specific cash advance
- Per COA requirements under Circular No. 2009-002 dated May 18, 2009, request should pass for Pre-Audit effective August 1, 2009 except for cash advance for travel

Schedule of Availability of Service:

Monday to Friday, 8.30 am to 5.30 pm

Fees: None

Maximum Duration of Process:

Three (3) working days

Location of Office:

FAO, 3/F DAP Building, San Miguel Avenue, Pasig City

Procedure:

1. Requestor must submit duly accomplished Specific Cash Advance Form indicating breakdown of specific expenses to SSU-Front Office for log-in.
2. SSU-Front Office will forward to FAS for certification that Requestor has no outstanding cash advance.
3. If disapproved, FAS will notify Requestor the reason for disapproval.
4. If approved, FAS will prepare DV then forward to SSU-Front Office for log-out to COA.
5. Upon passing audit, COA will forward request to SSU-Front Office for log-in then forward to Treasury for check preparation.
6. Treasury will notify Requestor when the cash advance will be released.
7. Requestor must liquidate cash advance within 30 calendar days.

-End of transaction-

Request for Billing

Who may avail of the service:

Project Managers

Requirements:

- Approved request for billing
- Signed Memorandum of Agreement (MOA) or Letter of Conformance (LOC) (for first billing)

Schedule of Availability of Service:

Monday to Friday, 8:30am to 5:30pm

Fees: None

Location of Office:

FAO, 3/F DAP Building San Miguel Avenue, Pasig City

Maximum Duration of the Process: One (1) working day

Procedure:

1. Requestor must submit request for billing with necessary attachments to Treasury.
2. Treasury will prepare billing statement and forward it to requestor once ready.
3. Center Head will sign the billing statement.
4. Treasury will send/deliver the billing statement to the client and inform the Center once account is collected.

-End of transaction-

Request for Payment of Honoraria

Who may avail of the service:

DAP offices

Requirements:

- Duly accomplished Transaction Slip Form
- Approved Letter of Invitation (Tax Identification Number of consultant should be indicated)
- Certificate of Services Rendered
- Certificate of Output submitted signed by the Project Manager/Center Head/Head of Central Records Unit (if consultant is output-based)
- Consultant Evaluation Form (for last payment of output-based consultant)

Note:

- Per COA Requirements under Circular No. 2009-002 dated May 18, 2009, request should pass pre-audit for initial and last payment effective August 1, 2009 except for external/institutional honoraria.
- Payment of honoraria will be subject to collection of the project

Schedule of Availability of Service:

Monday to Friday, 8.30 am to 5.30 pm

Fees: None

Maximum Duration of Process:

Five (5) working days

Location of Office:

FAO, 3/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Procedure:

1. Requestor must submit duly accomplished Transaction Slip, including attachments, to the SSU-Front Office.
2. SSU-Front Office will forward request to FAS for pre-audit and DV preparation. FAS will forward CEF to HRMDO.
3. FAS will forward DV to SSU-Front Office for log-out to COA for pre-audit.
4. Upon passing audit, COA will forward request to SSU-Front Office for log-in then to Treasury for check preparation. If disapproved, FAS will notify requestor the reasons for disapproval.
5. Treasury will inform Requestor when the check is available for release.
6. Requestor will notify the Consultant/payee when the check is ready.

-End of transaction-

Purchase Request

This shall be prepared if the supplies/equipment requested are not carried or not available in stock and is made every time a purchase is to be made.

Who may avail of the service:

DAP employees

Requirement:

Duly accomplished Purchase Request (formerly Requisition and Issue Voucher or RIV) signed by proper authorities:

Type of Request	Requesting Staff/Officer	Endorsing Officer	Approving Officer
Programs/Regional Operations > Less than Php50,000 > P50,000 up	Project Manager Project Manager	Program/Project Manager Director	Director Managing Director
School > Less than Php50,000 > P50,000 up	Project Manager Project Manager	Director Director/Registrar	Director Dean
Support Business > Less than Php50,000 > P50,000 up	Unit Manager Unit Manager and/or Director	Director Acting Managing Director	Acting Managing Director Senior Vice President
Cost Center (to include ESO and OMD)	Secretary	Director/Head of Office	Managing Director/Head of Office
Stock Inventory	Unit Manager	Manager, Administrative Services	Director, FAO

Schedule of Availability of Service:

Monday to Friday, 8:30 am to 5:30 pm

Fees: None

Maximum duration of process:

- Three (3) working days: Php 10,000 below
- Twelve (12) working days – more than Php 10,000 but less than Php 500,000
- Three (3) months: Php 500,000 and up

Location of Offices:

Administrative Services (AS), 3/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Procedure:

1. Requestor must submit duly accomplished Purchase Request (PR) to SSU-Front Office which will then forward it to AS.
2. AS will assign number to PR and forward to MAS for budget clearance. (Note: COO clearance is needed if the item being requested is an IT equipment.)
3. If disapproved, MAS will notify requestor the reasons for disapproval.
4. Once cleared, AS will process procurement and notify requestor when the item is ready for delivery.
5. Central Stockroom will issue the item to requestor.
6. Requestor must sign Memorandum Receipt (MR) upon issuance of the item (for IT and other equipment)

-End of transaction-

Stock Withdrawal

Who may avail of the service:

DAP employees

Requirement:

Approved Stock Withdrawal Slip (2 copies)

Schedule of Availability of Service:

Monday to Friday, 8:30 am to 5:30 pm

Fees: None

Maximum Duration of the Process:

50 minutes

Location of Office:

FAO-AS , 3/F DAP Bldg, San Miguel Avenue, Ortigas Center, Pasig City

Procedure:

1. Requestor must submit approved SWS to MAS.
2. MAS will subject SWS to budget clearance.
3. If disapproved, MAS will notify requestor the reasons for disapproval.
4. Once cleared, MAS will inform requestor and return the SWS.
5. Requestor must proceed to Central Stockroom to claim the item/s requested.

-End of transaction-

Issuance of Gate Pass

Who may avail of the service:

DAP employees

Requirement:

Duly accomplished Gate Pass Form with complete information (i.e., date, item description including brand name, model and serial number), property number, where this item will be brought to and bearer (who will take the item/s out).

If the bearer is a non-regular staff, his/her immediate supervisor or a regular officer/staff from his/her Office/Center/Group should sign as guarantor.

Schedule of Availability of Service:

Monday to Friday / 8:30 am-5:30 pm

Fee: None

Maximum Duration of the Process:

25 minutes

Location of Office:

Administrative Services Office, 3/F DAP Building, San Miguel Avenue, Pasig City

Procedure:

1. Requestor must submit duly accomplished Gate Pass Form (3 copies) to AS.
2. AS will process the authorization and issue the approved Gate Pass.
3. When taking out the item, the bearer must present the approved Gate Pass to Guard-on-Duty.
4. When bringing back the item, the bearer must present the approved Gate Pass to Guard-on-Duty.

-End of transaction-

Service Pledge

The highest satisfaction of our customers is our commitment.

We are committed to provide responsive, innovative and value-adding services to respond to your needs.

We will provide you with excellent, professional, ethical, friendly and flexible service at all times.

We will take a consultative and collegial approach in the delivery of our services.

We will provide accurate information and answer your questions promptly.

We will deliver your requested services according to timeframes, terms and conditions negotiated between us.

What you can expect from us:

- DAP Pasig and DAP sa Mindanao offices will be open from Mondays to Fridays, except holidays, from 8:30 am to 5:30 pm, without noon break.
- DAP Conference Center shall provide 24/7 service.
- We will accord special assistance to senior citizens, pregnant women and differently-abled persons.
- We will respond to you within 24 hours of your contact.
- We will let you know if there are any delays likely to affect our response times.
- We will monitor our performance to ensure we are meeting your expectations.

How you can reach us

Human Resource Management and Development Office

Monina AR de Armas

Director

email: dearmasm@dap.edu.ph or ninidearmas@yahoo.com or

hrmdo@dap.edu.ph

Tel. No: (02) 631-2136

Mobile No: 09189630162

Fax No: (02) 633-5559

3/F DAP Building, San Miguel Avenue

Ortigas Center, Pasig City 1600

Financial and Administrative Office

Angela R. Manikan

Director

email: manikana@dap.edu.ph or

fao@dap.edu.ph

Tel. No: (02) 633-5571

Mobile No: 09189174804

Fax No: (02) 633-5570

3/F DAP Building, San Miguel Avenue

Ortigas Center, Pasig City 1600

Public Affairs Desk

Shirley T. Cubilla

Kimberly D. Chiong

Public Affairs Officers

email: cmco@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

Mobile No : 09189174793

Fax No: (02) 631-2171

2/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

or

Office of the Senior Vice President for Support Operations

Bernardo A. Dizon

Senior Vice President

email: bernie@dap.edu.ph or

badergo@yahoo.com

Tel. No: (02) 631-2153

Mobile No: 09189174803

Fax Nos: (02) 633-5559

3/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 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."***