



### CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **ANTONIO D. KALAW, JR.**, Filipino, of legal age, **President/CEO** of the **Development Academy of the Philippines (DAP)** being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The **DAP** has established its service standards known as the Citizen's Charter / Service Charter that enumerates the following:
  - a. Vision and mission of the GOCC;
  - b. Frontline services offered;
  - c. Step-by-step procedure in availing of frontline services;
  - d. Employee responsible for each step;
  - e. Time needed to complete the procedure;
  - f. Amount of fees;
  - g. Required documents; and
  - h. Procedure for filing complaints.
2. The Citizen's Charter is posted as information billboards in all the service offices of **DAP** that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written in English and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published in 2009 and underwent review and revisions in 2012 and 2013 as required under Section 4, Rule IV of the IRR: *The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.* In 2014, through the efforts of the Task Force, the second edition of the following volumes were completed:

6.1 APO Programs (Volume 5, 2<sup>nd</sup> Ed., Oct. 2014)

Revisions/enhancements:

- Vision-Mission Statements Updated
- Volume 5, 2<sup>nd</sup> Ed. is a revision of the contents of the first edition. Service transactions now include: 1) Submission of Requirements; 2) pre-Departure Orientation; 3) Clearance to Post-Training Requirements from the previous: 1) Application for Participation, 2) Pre-Departure and Post-Program Procedures, and Request for Technical Expert Services.



- It also discusses in more detail the process overview on how the APO nomination and selection for scholarships work.
- The service transactions are now presented in a matrix format
- New head of office

#### 6.2 Conference Facilities (Volume 6, 2<sup>nd</sup> Ed., November 2014)

##### Revisions/Enhancements

- Vision-Mission Statements Updated
- Volume 6, 2<sup>nd</sup> edition clarified terms of payment, particularly for cancellation for reservations, incorporated changes in the schedule of availability of service for Food and Banquet Services for DAPCC-Tagaytay, corrections of erroneous pricing, updated prices and additional services for Business Center Services for both DAP Pasig and Tagaytay, a clarificatory statement that DAP Pasig does not provide internet services for external clients was also inserted in the text.

#### 6.3 Consultancy & Research Services (Volume 3, 2<sup>nd</sup> Ed., May 2014)

##### Revisions and Enhancements

- Vision-Mission Statements Updated
- Volume 3, 2nd Edition features updated information on the services and areas of concerns as well as new programs under the Center for Governance, Center for Knowledge Management, Center for Quality and Competitiveness and Center for Sustainable Human Resource Management.
- Insertion of the clause "except for holidays" in the availability of service transactions



#### 6.4 Training Services (Volume 1, 2<sup>nd</sup> Ed., May 2014)

##### Revisions and Enhancements

- Vision-Mission Statements updated
- Insertion of the clause "except for holidays" in the availability of service transactions
- Volume 1, 2nd Edition features updated information on the training programs offered by the Center for Governance, Center for Knowledge Management, Center for Quality and Competitiveness and Center for Sustainable Human Resource Management.
- the 5% and 10% discount for early registrants were deleted as it is not practiced by the Centers
- The title of "Re-Issuance of Training Certificates," was changed to "Issuance of Certification for Having Attended a DAP Training." The statement "lost certificates may be re-issued by DAP upon request was changed to "In case of a lost certificate, DAP can issue a certification for having attended a particular training upon request."

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

**IN WITNESS WHEREOF**, we have hereunto affixed our signatures this 6<sup>th</sup> day of March 2015 at Pasig City, Philippines.

  
ANTONIO D. KALAW, JR., *CESO I*  
President 

ACKNOWLEDGEMENT

REPUBLIC OF THE PHILIPPINES

CITY OF PASIG)S.S.

BEFORE ME, this 6<sup>th</sup> MAR 10 2015 day of March 2015 at Pasig City personally appeared the following:

NAME	ID NO.	DATE / PLACE OF ISSUE
 ANTONIO D. KALAW, JR.	019287	DAP

who are known to me to be same public officials who executed the foregoing instruments and they both acknowledged to me that the same is their free and voluntary act and deed.

This instrument consists of four (4) pages, including this page on where the acknowledgement is typewritten, has been signed by said officials and their instrumental witness on each and every page thereof, and sealed with my notarial seal.

IN WITNESS WHEREOF, I have hereunto set my hand, the day, the year and place above written.

NOTARY PUBLIC

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Series of 2015.

**Atty. Ron P. Salo**  
Notary Public  
Until December 31, 2015  
Roll No. 49565  
IBP Life Member No. 010158 / Rizal Chapter  
PTR No. 0383434 / 01-08-15 / Pasig City  
Tin No. 91289 / 709  
4F DAP Bldg., San Miguel Ave.  
Ortigas Centre, Pasig City  
MCLE Compliance No. IV-0020334