



CERTIFICATION of COMPLIANCE


Pursuant to Republic Act 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, **ATTY. ENGELBERT C. CARONAN, JR.**, Filipino, of legal age, **President and Chief Executive Officer** of the **Development Academy of the Philippines**, 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 facts:

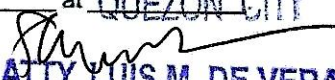
- 1) The Development Academy of the Philippines has no frontline services, thus, an equivalent Citizen's Charter or Service Charter has been established that enumerates the following:
 - a. Vision and mission of the agency
 - b. Internal services offered
 - c. Step-by-step procedure in availing of the services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Required documents
- 2) The Service Charter is posted as information billboard.
- 3) The Service Charter is positioned at the entrance or at the most conspicuous place of the delivery unit that delivers the services.

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 HEREOF, I have hereunto set my hand this 01 of August, 2018 in Pasig City, Philippines.


ATTY. ENGELBERT C. CARONAN, JR.
 President and Chief Executive Officer
 Development Academy of the Philippines

SUBSCRIBED AND SWORN to before me this 01 of August, 2018 in Pasig City, Philippines, with affiant exhibiting to me his _____ issued on _____ at QUEZON CITY


ATTY. LUIS M. DE VERA
 Notary Public
NOTARY PUBLIC
 PTR No. 5520351 / 1 / 03/2018
 IBP No. 019124 / 12 / 20 / 2017
 Roll No. 20761
 5th MCLE No. 00095-12 / 04/14/2016
 TIN No. 218-145-347

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development academy of the philippines

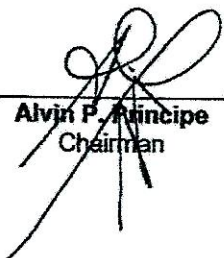
ADDENDUM

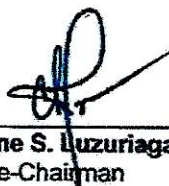
In addition to the Certificate of Compliance for Agencies with No Frontline Services, this further affirms that the Development Academy of the Philippines (DAP) undertook self-assessment and hereby reports the improvements in its existing Service Charter.

The DAP's Service Charter shows the enhancements made on the procedures and time of the most availed services:

Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Enrollment to Public Offerings; Request for Customized Trainings; Request for Technical Assistance/ Consultancy/ Research Services	Updating/Enhancement: <ul style="list-style-type: none">• Provision of downloadable enrolment form• Bank payments• No reservation fee required• Time reduction	Review of process Consultation with stakeholders Benchmarking	Harmonized/clarified enrolment procedure from among 4 technical excellence centers Ease of payment/ Expanded option for payment Reduced turn-around time
Application for Admission and Enrolment to MPM Degree Program	Updating and integrating of related processes	Review of Process	Clarified/updated process for information and guidance of the clients

Prepared by:
DAP Service Charter Task Force


Alvin P. Principe
Chairman


Catherine S. Luzuriaga
Vice-Chairman

Noted by:


Trygve A. Bolante
DAP Compliance Officer