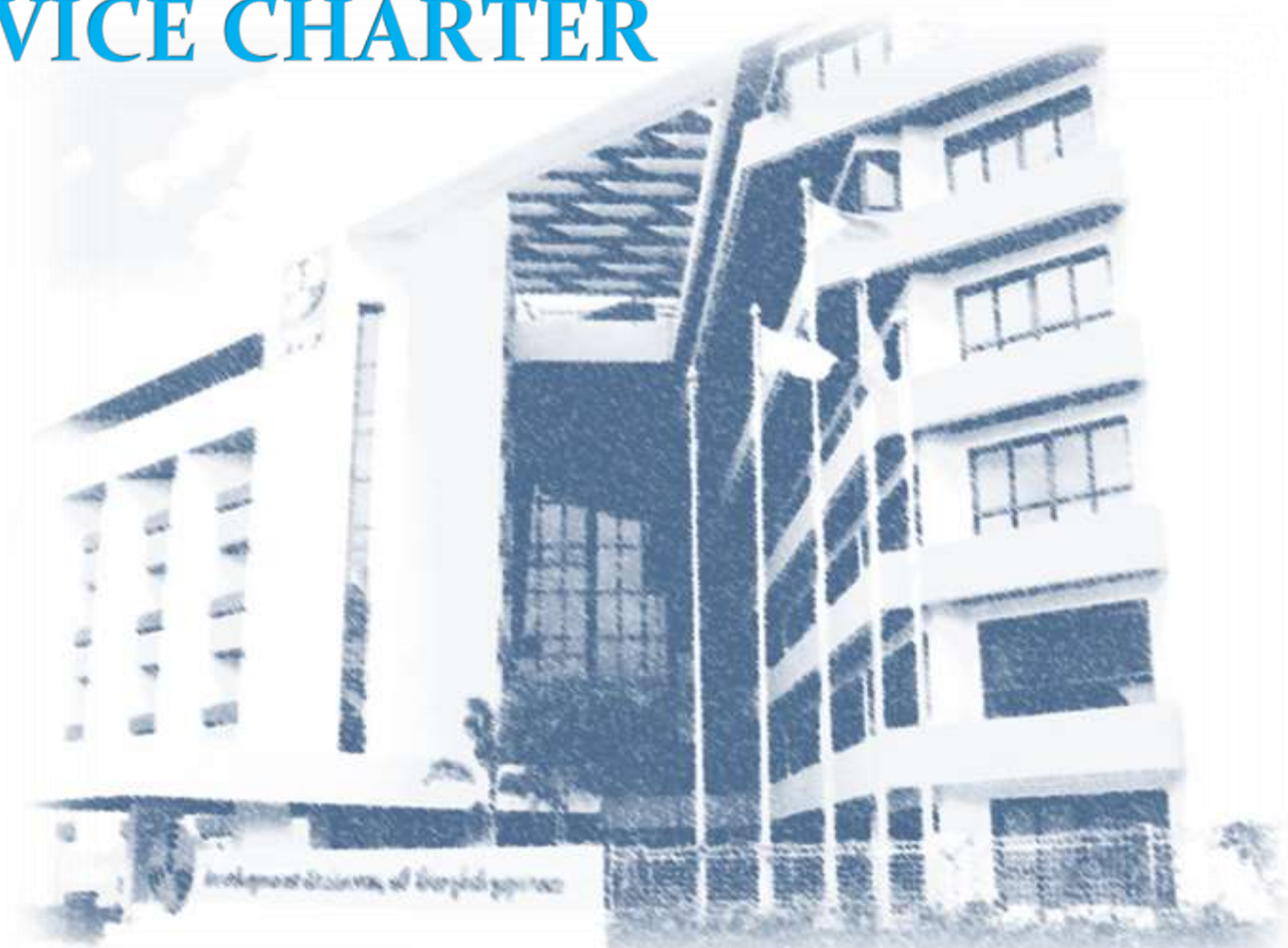




development academy of the philippines

SERVICE CHARTER



Mandate (PD 205, Section 1)

- To foster and and support the developmental forces at work in the nation's economy through selective human resources development programs, research, data collection, information services, to the end that optimization of wealth may be achieved in a manner congruent with the maximization of public security and welfare;
- 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, catalyzing, exchange of ideas and expertise on development activities in the region of Asia and the Far East.

Mission

DAP fosters synergy and supports the development forces at work towards sustainable and inclusive growth

- 1. Generate policy and action through research and strategic studies that address development issues and emerging challenges.
- 2. Promote excellence in leadership and organizations through training, education and consultancy;
- 3. Catalyze the exchange of ideas and expertise in productivity and development in Asia and the Pacific.

Vision

- The DAP is the leading knowledge organization providing innovative, effective and responsive solutions to the country's development challenges.

Core Values

- **Dangal** (*Honor and Integrity*)
- **Galing** (*Smart and Innovative*)
- **Tatag** (*Stable and Future-ready*)

DAP Quality Policy

In transforming people and organizations, we are committed to:

- Deliver the highest quality of service to our stakeholders;
- Adhere to regulatory requirements and established professional and ethical standards;
- Provide responsive interventions to advance national development through accountable governance and national productivity and competitiveness.
- To achieve this, we commit to continually improve the effectiveness of our quality management system.

“Serbisyo namin at malasakit ay para sa inyo.
Kalidad namin at pagbabago ay dahil sa inyo.
Sa patuloy naming pag-unlad ay kaisa kayo.”

Feedback and Redress Mechanisms

Please let us know how we have served you by doing any of the following:

- Accomplish the Feedback or Complaints Form at the Public Affairs Desk, 1st Floor, DAP Building, San Miguel Avenue, Pasig City;
- Send your feedback through email (publicaffairsdesk@dap.edu.ph); or
- Talk to the Public Affairs Desk Officer.

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Public Affairs Officer.

Thank you for helping us improve our services.

DAP Services

Enrollment in Public Offerings

Request for Customized Training Programs

Request for Technical Assistance/Consultancy/Research Services

Application for Inclusion in the PMDP Senior Executive Class
and Middle Managers Class

Application for Admission and Enrollment to MPM Degree Program

Request for Certifications and Copy of Transcript of Records and
Certified Copy of the Original Diploma

Request for the Use of a Conference Center Facility

Queries on DAP's Programs and Services

Application for APO Scholarship Training Program

ENROLLMENT IN PUBLIC OFFERINGS

The DAP-Programs Group offers to the public training programs that are usually announced in the DAP website/brochures and through letters of invitation. These are implemented by the following technical excellence and resource centers: Productivity and Development Center, Center for Governance, Center for Sustainable Human Development, and Center for Organizational Development. Interested individuals and organizations may enroll in these public offerings.

Address and Contact Information:

Productivity and Development Center

Mr. Arnel D. Abanto

Managing Director

5th Floor-B, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos.: (632) 631-2137 / (632) 631-0921 to 30, local 171

Email Address: abantoa@dap.edu.ph/pdcd@dap.edu.ph

Center for Governance

Ms. Imelda C. Caluen

Managing Director

4th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos. (02) 631-2135 / 631-0921, local 166

Email Address: calueni@dap.edu.ph / cfg@dap.edu.ph

Center for Sustainable Human Development

Ms. Dorothea Boy-Navarro

Officer in Charge

4th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos.: (02) 631-2131 / (02) 631-2169

Email Address: navarro@dap.edu.ph/cshd@dap.edu.ph

Center for Organizational Development

Mr. Trygve A. Bolante

Managing Director

5th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Telefax No.: 631-2121 / 621-2133; Trunkline: (632) 631-0921 to 30, local 116/120

Email Address: ckm@dap.edu.ph / dapcod@gmail.com

DAP sa Mindanao

Dr. Alan S. Cajés

Managing Director

Door 2, K7 Strip Building, KM7, Lanang, Davao City

Telephone No.: (082) 232-8082; Fax No.: (082) 224-5685

Email Address: dapsamindanao@dap.edu.ph

Clients: National line agencies, local government units, government corporations, international organizations, funding institutions, private sector including small- and medium-scale enterprises (SMEs) and non-government organizations (NGOs), the academe, and interested individuals and organizations. Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.

Schedule of Availability of Services: Monday to Friday except holidays, 8:00 a.m. to 5:00 p.m. (without noon break)

Requirements: Duly accomplished enrollment form

Fees: Total fee depends on the type and duration of training. This is inclusive of training fee, training materials/handouts, meals during training, and training certificate. No reservation fee is required. Encouraged are payments made ahead of training schedule and deposited at the DAP Landbank account. Payments may also be made at the start of training day. A 15 percent cancellation fee will be charged for no-show participants and for reservations withdrawn.

Total Processing Time: Upon submission of the accomplished enrollment form, response time is one working day to get confirmation and three working days before the actual conduct of the training to get notice of acceptance/admission (NOAA).

How to Avail One's Self of the Service:

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
1	<p>Download/request enrollment form.</p> <p>Submit duly-accomplished enrolment form and certificate of availability of funds (CAF), as necessary), through e-mail or fax at least three weeks before the date of the training.</p> <p>Secure acknowledgement receipt.</p>	<p>Receive the duly-accomplished form.</p> <p>Acknowledge receipt of enrollment application.</p>	5 minutes	Implementing Office/Unit/Assigned Project Staffer

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
2	Secure the notice of acceptance/admission (NOAA).	Issue the NOAA and advice payment of fee.	5 days	Assigned Project Manager/Assigned Project Staffer
3	<p>If payment is to be made via bank, e-mail/fax validated deposit transaction slip to the e-mail address provided in the brochure/letter of invitation.</p> <p>DAP bank account details: Bank name: Land Bank of the Philippines Account number: 0671-0105-40 Branch: Pasig City Capitol</p>	Acknowledge receipt and issue official receipt (OR).	20 minutes	<p>Project Manager/Cashier's Office</p> <p>Cashier</p>

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
	If payment is to be made directly to the DAP, pay at the Cashier's Office, 3rd Floor, DAP Building.			
4	Present the NOAA and OR upon registration on the first day of training.	Request client to sign the attendance sheet.	5 minutes	Assigned Project Manager
END OF TRANSACTION				

Note:

- * Should the number of enrollees be less than the viable target, the DAP reserves the right to cancel or postpone the conduct of training. Received NOAA confirms the schedule of training.
- * Walk-in participants may be entertained only if there are available or unfilled slots. Interested parties are advised to contact the implementing center to confirm availability.

REQUEST FOR CUSTOMIZED TRAINING PROGRAMS

The DAP-Programs Group also offers to the public training programs that are customized to suit the needs and requirements of its clients. The training programs could include training needs analysis, training design development, training management, and training evaluation. These are implemented by the following technical excellence and resource centers: Productivity and Development Center, Center for Governance, Center for Sustainable Human Development, and Center for Organizational Development.

Address and Contact Information:

Productivity and Development Center

Mr. Arnel D. Abanto

Managing Director

5th Floor-B, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos.: (632) 631-2137 / (632) 631-0921 to 30, local 171

E-mail Address: abantoa@dap.edu.ph/pdcd@dap.edu.ph

Center for Governance

Ms. Imelda C. Caluen

Managing Director

4th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos. (02) 631-2135 / 631-0921, local 166

E-mail Address: calueni@dap.edu.ph / cfg@dap.edu.ph

Center for Sustainable Human Development

Ms. Dorothea Boy-Navarro

Officer in Charge

4th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos.: (02) 631-2131 / (02) 631-2169

E-mail Address: navarrod@dap.edu.ph / cshd@dap.edu.ph

Center for Organizational Development

Mr. Trygve A. Bolante

Managing Director

5th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Telefax No.: 631-2121 / 621-2133; Trunkline: (632) 631-0921 to 30, local 116/120

E-mail Address: ckm@dap.edu.ph/dapcod@gmail.com

DAP sa Mindanao

Dr. Alan S. Cajés

Managing Director

Door 2, K7 Strip Building, KM7, Lanang, Davao City

Telephone No.: (082) 232-8082; Fax No.: (082) 224-5685

Email Address: dapsamindanao@dap.edu.ph

Clients: National line agencies, local government units, government corporations, international organizations, funding institutions, the private sector including SMEs and NGOs, and the academe

Schedule of Availability of Services: Monday to Friday except holidays, 8:00 a.m. to 5:00 p.m. (without noon break)

Requirements:

Formal letter of request and terms of reference (TOR) indicating the following:

- Subject of the training
- Training needs to be addressed
- Number and profile of target participants
- Preferred venue
- Proposed schedule
- Name of agency, address, contact number
- Name and position of contact /focal person

Fees: Vary according to topic, class size, duration, and venue of the training

Total Processing Time: Response time is three to seven working days depending on the nature of training, with three working days required for simple training (in-house version of public offerings), and seven working days required for new and complex training subjects.

How to Avail One's Self of the Service:

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
1	Submit letter of request and TOR to the implementing center.	<p>Acknowledge receipt of letter.</p> <p>Review and endorse letter of request and TOR to the Director/Officer in Charge of the office/unit concerned.</p>	Within 1 working day	Implementing Center/Office of the Managing Director
2	Answer clarifications with regard to the letter of request and TOR.	Contact the client/focal person and clarify details in the letter of request and TOR (an exploratory meeting may be scheduled as necessary).	Within 1 working day	Assigned Office/Unit Staffer

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
		Prepare the technical and financial proposal. Submit proposal to the client.	5 days for simple training 10 days for complex training	Supervising Fellow/Project Manager/Technical Staffer
3	Review proposal.	Request/schedule a presentation of the proposal (if necessary).	1-2 hours	Technical Staff Supervising Fellow/Project Manager/Technical Staffer
4	Request for proposal presentation (if needed).	Rewrite/resubmit proposal (if necessary).	1-2 days	Supervising Fellow/Project Manager/Technical Staffer

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
5	Provide notice of acceptance of the final proposal for action.	Acknowledge notice of acceptance.	Within 1 working day	Supervising Fellow/Project Manager/Technical Staffer
END OF TRANSACTION				

Note: Negotiation and contracting come right after the approval of the submitted proposal. For projects amounting to less than PhP500,000, a letter of conforme (LOC) shall serve as a binding contract while for projects amounting to PhP500,000 and higher, a memorandum of agreement (MOA) shall be prepared.

REQUEST FOR TECHNICAL ASSISTANCE/CONSULTANCY/RESEARCH SERVICES

The DAP-Programs Group also provides services by way of technical assistance, management advisory, and policy and action-oriented researches in the fields of productivity and quality, governance and accountability, organizational development, and sustainable human development. These are implemented by the following technical excellence and resource centers: Productivity and Development Center, Center for Governance, Center for Sustainable Human Development, and Center for Organizational Development. Interested individuals and organizations may avail themselves of these services.

Address and Contact Information:

Productivity and Development Center

Mr. Arnel D. Abanto

Managing Director

5th Floor-B, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos.: (632) 631-2137 / (632) 631-0921 to 30, local 171

E-mail Address: abantoa@dap.edu.ph/fdc@dap.edu.ph

Center for Governance

Ms. Imelda C. Caluen

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E-mail Address: calueni@dap.edu.ph/cfg@dap.edu.ph

Center for Sustainable Human Development

Ms. Dorothea Boy-Navarro

Officer in Charge

4th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos.: (02) 631-2131 / (02) 631-2169

E-mail Address: navarrod@dap.edu.ph/cshd@dap.edu.ph

Center for Organizational Development

Mr. Trygve A. Bolante

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5th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Telefax No.: 631-2121 / 621-2133; Trunkline: (632) 631-0921 to 30, local 116/120

E-mail Address: ckm@dap.edu.ph/dapcod@gmail.com

DAP sa Mindanao

Dr. Alan S. Cajés

Managing Director

Door 2, K7 Strip Building, KM7, Lanang, Davao City

Telephone No.: (082) 232-8082; Fax No.: (082) 224-5685

Email Address: dapsamindanao@dap.edu.ph

Clients: National line agencies, local government units, government corporations, international organizations, funding institutions, the private sector including SMEs and NGOs, and the academe

Schedule of Availability of Services: Monday to Friday except holidays, 8:00 a.m. to 5:00 p.m. (without noon break)

Requirements:

- Official letter of request addressed to Managing Director
- Terms of reference (TOR), if available

Fees: DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific conditions of engagement.

Total Processing Time: Upon receipt of request, response time is three working days for simple proposals (standard programs/short-term projects) and seven working days for complex proposals (multi-component/multi-site/intra-agency programs/medium to long-term projects).

How to Avail One's Self of the Service:

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
1	Submit letter of request and TOR addressed to the implementing center via courier, fax or e-mail.	<p>Acknowledge receipt of letter.</p> <p>Review and endorse letter of request to the Director/Officer in Charge of the office/unit concerned.</p>	Within 1 working day	Office of the Managing Director
2	Answer clarifications with regard to the letter of request. Set schedule of	Contact client/focal person and clarify details in the letter of request.	Within 1 working day	Implementing Center/ Assigned Technical Staffer

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
	exploratory meeting.	<p>Schedule an exploratory meeting, if needed.</p> <p>Prepare technical and financial proposal.</p> <p>Submit proposal to the requesting client.</p>	3-5 days after the conduct of exploratory meeting, depending on the nature of the proposal.	
3	Review proposal.	Schedule presentation of the proposal (if necessary).		Technical Staffer
4	Request for a proposal presentation (if needed).	Present highlights of proposal.	1-2 hours	Supervising Fellow/Project Manager/Technical

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
		Further explore requirements and verify assumptions. Rewrite and resubmit proposal (if necessary).	3-5 days upon receipt of comments/feedback from the requesting agency.	Staffer
5	Submit letter of acceptance agreeing with the final proposal for action.	Receive letter of acceptance.	Within 1 working day	
END OF TRANSACTION				

Note: Negotiation and contracting come right after the approval of the submitted proposal. For projects amounting to less than PhP500,000, a letter of conforme (LOC) shall serve as a binding

contract while for projects amounting to PhP500,000 and higher, a memorandum of agreement (MOA) shall be prepared.

APPLICATION FOR INCLUSION IN THE PMDP SENIOR EXECUTIVE CLASS AND MIDDLE MANAGERS CLASS

The DAP, through its Public Management Development Program-Project Management Office (PMDP-PMO), implements the National Government's Career Executive Service Development Program (NGCESDP). The PMDP-PMO is tasked with the training of senior government executives, or those on the third level of the bureaucracy, and their successors, as well as high-performing, high-potential (HPHP) section and division chiefs. Government agencies may nominate their qualified people to the program.

Application Period:

A. Senior Executives Class: March to May

B. Middle Managers Class: November to January
January to March
June to August

Opening of classes

June

February

April

September

Public Management Development Program

Ms. Nannette C. Caparos

Managing Director

5th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

(02) 631-0921 local 125, 127; Direct line: 633-5573

E-mail: pmdpsecretariat@dap.edu.ph

Clients: National line agencies and their attached agencies, the Philippine Congress, constitutional offices, state universities and colleges (SUCs), and government-owned and controlled corporations (GOCCs)

Schedule of Availability of Services: Monday to Friday except holidays, 8:00 a.m. to 5:00 p.m. (without noon break)

Requirements:

The following documents shall be submitted by the participating agencies within the application period:

1. Application form
2. Updated personal data sheet – CSC Form 212 (to be accomplished by the nominee)
3. Certified true copy of CSC Form 33 (appointment papers)
4. Certified true copy of designation order (if applicable)
5. Original/certified true copy of transcript of records
6. PMDP Nomination Form 1-A for SEC and 1-B for MMC (to be accomplished by the head of agency)
7. PMDP Assessment Form 1-C for SEC and 1-D for MMC (to be accomplished by the immediate supervisor)
8. PMDP Agency Screening Certification 1-E for SEC and 1-F for MMC (to be accomplished by the office personnel/administrative officer)
9. Medical certificate with laboratory results attached (to be accomplished by the nominee and physician)
10. Certified true copy of birth certificate
11. Organizational chart for SEC
12. Copy of passport for SEC

FEES: None

Total Processing Time: 1 and ½ months

How to Avail One's Self of the Service:

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON -RESPONSIBLE
1.	Submit accomplished application form in person, or via email: pmdpsecretariat@dap.edu.ph	Check for the completeness of the submitted documents.	1 day (given that documents are complete)	PMDP Recruitment and Admissions Officer
2.	Receive the letter of notification through courier.	Mail the notification letter and schedule of exam and interview through courier.	Notification of the schedule of exam and	PMDP Recruitment and Admissions Staff

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON -RESPONSIBLE
			courier: 1 day (schedule varies depending on the applicant's place of origin and/or availability)	
3.	Undertake the examination in the designated place. a. cognitive b. profiling c. essay writing	Administer the exams. Generate results of exams.	1 day 1 day (the results can be generated	PMDP Recruitment and Admissions Officer and the third-party provider (assessment

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON -RESPONSIBLE
	Wait for the result of the online and essay exams.		online after the exam)	analytics)
4.	Undertake interview.	Calibrate the applicant. Inform the applicants that they will be notified about the progress of their application after deliberation through mail.	1 day (calibration of the applicant may be done right after the interview)	PMDP Recruitment and Admissions Team and invited DAP officers
Deliberate all applications.		1 day	PMDP Recruitment and Admissions Team	
Submit short-listed applicants to five		1 day	NGCESDP Steering	

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON -RESPONSIBLE
		<p>members of the NGCESDP Steering Committee for confirmation of acceptance to the program.</p> <p>Send notice via e-mail to the applicants that they have been included on the short list but are still subject for confirmation by the NGCESDP Steering Committee members.</p>	<p>3-5 days (including the number of days following up with the Steering Committee members of their final</p>	<p>Committee composed of the NEDA, DBM, DOF, CSC and CESB.</p>

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON -RESPONSIBLE
			decision)	
5	Receive notification of acceptance and/or non-acceptance.	Notify applicants of the result of application.	2 days (depends on the completion of all the Steering Committee members' approval)	PMDP Recruitment and Admissions Team
END OF TRANSACTION				

APPLICATION FOR ADMISSION AND ENROLLMENT IN MPM DEGREE PROGRAM

The DAP, through its Office of the Academy Registrar (OAR), manages the Graduate School students' records and academic-related documents, including application and enrollment in the Academy's degree programs. The office is also responsible for the production and issuance of official academic credentials.

Address and Contact Information:

Office of the Academy Registrar

Ms. Monina A. De Armas

3rd Floor B, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

631-0921, local 175

E-mail Address: academyregistrar@dap.edu.ph

Clients: Interested individuals desiring to pursue higher education

Schedule of Availability of Services: Monday to Friday, 8:00 a.m. to 5:00 p.m. (except holidays) with no noon break

Requirements:

Admission requirements (DAP-OAR-F9, Rev.0)

Acceptance letter

Accomplished enrolment form

Fees:

PhP500 Application fee

Corresponding tuition and school fees

Total Processing Time: 1-3 working days

How To Avail One's Self of Service:

A. Submission of Requirements and Examination

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
1	Submit accomplished application form together with the complete admission requirements.	Receive duly-accomplished application form and check completeness of documents. Issue payment request form.	10 minutes	Admissions Officer
2	Pay entrance exam fee at the Treasury Office and secure the official receipt (OR).	Receive payment and issue the OR. Advise the client to proceed to the Office of the Academy Registrar (OAR).	10 minutes	Cashier 3rd Floor, DAP Bldg.

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
3	Present the OR to take the entrance examination.	Encode the OR and advise the client to take the entrance examination.	10 minutes	Admissions Officer
4	Proceed to Testing Room to take the two-part examination (personality test and essay).	Administer the examination. Issue notice of examination result and interview schedule.	2 hours	Admissions Officer
5		Advise the client of the interview schedule Issue notice of schedule for interview.		Admissions Officer
END OF TRANSACTION				

B. Interview

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
1	Present notice of interview schedule to the OAR.	Endorse the client to the Program Manager for interview.	10 minutes	Admissions Officer
2	Submit self for an hour of interview.	Interview client to validate application details and accomplish assessment form.	1 hour	Program Manager
		Inform the applicant of the result of the application within three working days.		
END OF TRANSACTION				

C. Enrollment

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
1	Submit accomplished enrollment form.	Review submitted form for completeness. - Discuss preferred mode of payment (full payment or installment basis). - Issue payment request form.	20 minutes	Admissions Officer
2	Pay matriculation fee at Treasury.	Receive payment and issue the OR. Advise the client to proceed to the OAR.	10 minutes	Cashier, 3rd Floor, DAP Bldg.
3	Proceed to the OAR and present the OR.	Record the OR in the logbook and stamp "Enrolled" in the OR.	1 hour	Admissions Officer

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
		<ul style="list-style-type: none"> - Issue student number and ID. - Provide schedule of class. 		
4	Receive the OR stamped "Enrolled," ID and class schedule.	Request the client to sign the logbook upon receipt of the stamped OR, ID and class schedule.	10 minutes	Admissions Officer
END OF TRANSACTION				

REQUEST FOR CERTIFICATIONS (Certified True Copy, Completion, Grades, etc.) AND COPY OF TRANSCRIPT OF RECORDS AND CERTIFIED COPY OF THE ORIGINAL DIPLOMA

The DAP, through its Office of the Academy Registrar (OAR), manages the Graduate School students' records and academic-related documents, including application and enrollment in the Academy's degree programs. The office is also responsible for the production and issuance of official academic credentials.

Address and Contact Information:

Office of the Academy Registrar

Ms. Monina A. De Armas

3rd Floor B, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

631-0921, local 175

E-mail Address: academyregistrar@dap.edu.ph

Clients: Current and former DAP students

Schedule of Availability of Services: Monday to Friday, 8:00 a.m. to 5:00 p.m. (except holidays) with no noon break

Requirements: Accomplished request form (DAP-OAR-F11, Rev.0)

Fees: PhP50/page

Total Processing Time: Three days

How to Avail One's Self of Service:

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
1	Accomplish request form and submit to the OAR.	Review form and issue payment request form.	10 minutes	Records Officer

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
2	Pay certificate fee at the Treasury Office and secure the OR.	Receive payment and issue the OR.	10 minutes	Cashier 3rd Floor, DAP Bldg.
3	Present the OR to the OAR.	Acknowledge receipt of the requested certification and advise the client to pick up the certificate after three days.	1-3 days	Records Officer
4	On the date of pickup, acknowledge receipt of the requested document and	Release document/s requested and request the client to sign the transaction logbook.	10 minutes	Records Officer

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
	accomplish the Customer Experience Survey.			
END OF TRANSACTION				

REQUEST FOR THE USE OF CONFERENCE CENTER FACILITY

The DAP, through its DAP Conference Center in Tagaytay, provides services and facilities for both residential and non-residential trainings, conferences and team-building activities. Its services include recreational facilities, lodging, food and beverage, and business center services for both group and individual walk-in customers.

Address and Contact Information:

DAP Conference Center-Tagaytay

Ms. Pag-asa Lubag-Dogelio

OIC/Resident Director

Barangay Sungay East, Tagaytay City

Contact Number: (046) 483-1291 to 92 (trunkline), local 209 or 305

E-mail Address: dapcc@dap.edu.ph

Clients: Individual guests; corporate and group accounts

Schedule of Availability of Services: Monday to Sunday, 8:00 a.m. to 5:00 p.m.

Requirements: None

Fees: Depend on the conference facility reserved and service required

Total Processing Time: One hour and 15 minutes (personal visit) or within the day

How to Avail One's Self of the Service:

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
1	Visit or call the DAP to inquire or request for quotation or booking.	Document requirement and contact details of the client, touring the client in the facility if he/she visits. Check availability of the conference facilities	15 minutes	Facilities Marketing and Sales Office (FMSO) Account Executive or Customer Relations Officer

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
		inquired.		
		Prepare proposal.	15 minutes	Account Executive
2	<p>Receive copy of proposal through e-mail, facsimile or in person.</p> <p>Review reservation sheet/ contract.</p>	<p>Send copy of proposal through e-mail or facsimile, personally endorsing it if the client visits.</p> <p>Tentatively book reserved date.</p>	20 minutes	<p>Account Executive</p> <p>Customer Relations Officer</p>
3	Confirm reservation of	Provide copy of signed reservation sheet to the	20 minutes	Account Executive

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
	conference facility by sending signed reservation sheet through e-mail or facsimile, or personally endorse signed reservation sheet.	Reservations Office. Change booking status of the client to "Confirmed."		Customer Relations Officer
4.	Pay required down-payment fee at the Cashier's Office or deposit cash/cheque payment in the account name of:	Issue official receipt.	5 minutes	DAPCC Support Services (DSS) Cashier DAPCC, Business Center

STEP NO.	STEPS (CLIENT)	STEPS (PROCESSOR)	DURATION	OFFICE/PERSON RESPONSIBLE
	Development Academy of the Philippines, Land Bank of the Philippines (LBP), Pasig Capitol Branch, Savings Account No. 0671-010-540			
END OF TRANSACTION				

QUERIES ON DAP'S PROGRAMS AND SERVICES

The DAP, through its Corporate Concerns Center (CCC), ensures that queries about the DAP's programs and services are quickly answered and addressed according to its standards and service pledges. All queries are initially acted upon by this center's Corporate Communications Office, which also acts as the Academy's Public Affairs Desk (PAD), the unit that is in charge of all hotlines, text lines, emergency lines, etc., in compliance with RA 9485 (Anti-Red Tape Act).

Address and Contact Information:

Corporate Communications Office

Ms. Maria Aurora O. Umali

Director

1st Floor, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos.: (02) 631-0921 to 30 (trunkline), (02) 631-2171 (telefax)

Email Address: princessumali@dap.edu.ph; publicaffairsdesk@dap.edu.ph

Clients: General public

Schedule of Availability of Services: Monday to Friday, 8:30 a.m. to 5:30 p.m., without noon break

Requirements: Accomplished client contact form

Fees: None

Total Processing Time: For simple queries – Five to 10 minutes; For complex queries – Seven working days

How to Avail One's Self of the Service:

A. Walk-In

STEP NO.	STEPS (Client)	STEPS (Processor)	DURATION	OFFICE/PERSON RESPONSIBLE
1	Accomplish and submit accomplished client contact form at the Public Affairs Desk (PAD).	<p>Provide reply to simple queries.</p> <p>For complex queries/concerns, inform the client that his/her request will be referred to the appropriate center whose action officer will contact him/her for clarification/further details.</p>	<p>5-10 minutes</p> <p>5-10 working days</p>	<p>Public Affairs Officer</p> <p>Center Action Officer</p>
END OF TRANSACTION				

B. Phone and Online (E-mail, Website and Facebook)

STEP NO.	STEPS (Client)	STEPS (Processor)	DURATION	OFFICE/PERSON-RESPONSIBLE
1	<p>Request for information on DAP training, courses, and public offerings.</p> <p>Submit letter of request for training proposal.</p>	<p>Provide reply to simple queries.</p> <p>a. Assess if the letter request states all the details and requirements of the requested training.</p> <p>b. Acknowledge and inform the client that his/her request will be referred to the appropriate center/office.</p> <p>c. The concerned center/office will then contact the client for clarification/further details.</p>	<p>5-10 minutes</p> <p>5-10 minutes</p> <p>10-15 minutes</p> <p>5-10 working days</p>	<p>Public Affairs Officer</p> <p>Public Affairs Officer</p> <p>Public Affairs Officer</p> <p>Center Action Officer</p>

STEP NO.	STEPS (Client)	STEPS (Processor)	DURATION	OFFICE/PERSON-RESPONSIBLE
2.	Request for quotation for DAPCC Tagaytay	<p>a. Accomplish the client contact form with complete details such as client's name, agency, contact number, e-mail address, date of event, venue, number of participants and other inclusions.</p> <p>b. Endorse via e-mail/fax the accomplished client contact form to DAPCC-Tagaytay</p> <p>c. The Center Action Officer will contact the client for further clarification.</p> <p>d. Upon agreement with the client, the Center Action Officer will send the quotation/reservation</p>	<p>10-15 minutes</p> <p>10-15 minutes</p> <p>2-3 days (depending on the availability of the venue,</p>	<p>Public Affairs Officer</p> <p>Public Affairs Officer</p> <p>Center Action Officer</p> <p>Center Action Officer</p>

		breakdown and inclusions to the client.	agreement with client, etc.)	
END OF TRANSACTION				

APPLICATION FOR APO SCHOLARSHIP TRAINING PROGRAM

The DAP, through its APO-DAP Secretariat, serves as the focal point for all APO-related projects and activities in support of the Academy's mandate as the National Productivity Organization (NPO). It liaises with the APO Secretariat in Tokyo, the National Productivity Organizations (NPOs) of other APO member countries, as well as other international organizations jointly undertaking projects with APO, including APO grantees. It facilitates the processing of nominations to APO foreign training program for interested entities.

Address and Contact Information:

APO-DAP Secretariat

Mr. Armand Tristan R. Suratos

APO Liaison Officer for the Philippines

APO/DAP Secretariat

Level 1A, Ground Floor, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City

Tel. Nos.: (632) 631-2124, 631-2126, local 110 or 107

Email address: suratosat@dap.edu.ph, apodapsec@dap.edu.ph

Clients:

1. Official nominees of invited stakeholder organizations
2. Self-endorsed applicants from small- and medium-scale enterprises (SMEs), non-government organizations (NGOs) or private-sector organizations who wish to apply in their own capacity

Schedule of Availability of Services:

Walk-in submission: Monday to Friday, except holidays, 8:00 a.m. -5:00 p.m.

E-mail submission: Monday to Friday, weekends, holidays - 24/7

Requirements:

For nominees:

1. Duly-accomplished candidate's biodata form (CBF-1)
2. Endorsement letter from nominating organization/agency

For self-endorsed applicants:

1. Duly-accomplished candidate's biodata form (CBF-2)
2. Letter of intent to participate

For DAP (internal) applicants:

1. Duly-accomplished candidate's biodata form (CBF-3)
2. Endorsement memo from the HRMDD

Fees: None

Total Processing Time:

Walk-in submission: 2-4 days (excluding screening and deliberations by APO Secretariat in Tokyo, Japan)

E-mail submission: 2.5-3.5 days (excluding screening and deliberations by APO Secretariat in Tokyo, Japan)

How to Avail One's Self of the Service:

A. Walk-in submission

STEP NO.	STEPS (Client)	STEPS (Processor)	DURATION	OFFICE/PERSON RESPONSIBLE
1.	Submit the accomplished Candidate Biodata Form (CBF) and supporting documents	Check if documents are complete	15 minutes	Program Coordinator
2.	Secure CBF acknowledgement slip	Issue CBF acknowledgement slip		Program Coordinator
3.		Pre-screen nominees	1-2 days	Program Coordinator and APO Liaison Officer
4.		Submit CBFs and supporting documents of	5 minutes	Program Coordinator

		nominees to APO Secretariat in Tokyo, Japan, via email		
		<i>Screening and deliberations by APO Secretariat in Tokyo, Japan</i>		<i>APO Secretariat</i>
5.		Prepare notice with result of APO Secretariat deliberations	1-2 days upon receipt of deliberation results from APO Secretariat in Tokyo, Japan	Program Coordinator and APO Liaison Officer
6.		Issue notice to nominee via email		Program Coordinator
END OF TRANSACTION				

B.E-mail submission

STEP NO.	STEPS (Client)	STEPS (Processor)	DURATION	OFFICE/PERSON-RESPONSIBLE
1	Submit the accomplished Candidate Biodata Form (CBF) and supporting documents	Check if documents are complete	Up to half day	Program Coordinator
2	Secure CBF acknowledgement slip	Issue CBF acknowledgement slip		Program Coordinator
3		Pre-screen nominees	1-2 days	Program Coordinator and APO Liaison Officer
4		Submit CBFs and supporting documents of nominees to APO	5 minutes	Program Coordinator

		Secretariat in Tokyo, Japan, via email		
		Screening and deliberations by APO Secretariat in Tokyo, Japan		APO Secretariat
5		Prepare notice with result of APO Secretariat deliberations	1-2 days upon receipt of deliberation results from APO Secretariat in Tokyo, Japan	Program Coordinator and APO Liaison Officer
6		Issue notice to nominee via email		Program Coordinator
END OF TRANSACTION				