



development academy of the philippines

CITIZEN'S CHARTER
2022 (1st edition)

I. Mandate

The Development Academy of the Philippines is a Higher Education Institution (HEI) established in 1973 with an original charter created by Presidential Decree 205, amended by Presidential Decree 1061 and further amended by Executive Order 288.

To foster and support the development forces at work in the nation's economy through selective human resources 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;

To promote, carry on and conduct scientific, inter-disciplinary 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 Pacific.

II. Mission

DAP fosters synergy and supports the development forces at work towards sustainable and inclusive growth. Specifically commits to:

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; and,
3. Catalyze the exchange of ideas and expertise in productivity and development in the region of Asia and the Pacific

III. Vision

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

IV. Core Values

The officers and personnel live up to the following core values:

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

V. Quality Policy

In transforming people and organizations, we are committed to:

Deliver the highest quality of service to our stakeholders;

Adhere to regulatory (legal) requirements and established professional and ethical standards;

Provide responsive interventions to advance national development through good governance and productivity

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.

VI. List of Services

External Services

Application for Admission and Enrollment to Master's Degree (Public Offering)	10
Application for APO Scholarship Training Program	14
Application to PMDP Senior Executives Class, Middle Managers Class, Phronetic Leadership Class, and Local Government Executives and Managers Class	17
Availment of GSPDM Academic Programs	24
Enrollment in Public Courses	30
Partnerships and Linkages	33
Queries on DAP's Programs and Services	35
Request for Appointment with the DAP President by External Clients	37
Request for Certification, Authentication, and Verification (CAV)	41
Request for Certification/s	43
Request for Certified True Copy of Student Credentials	46
Request for Concept Paper	48
Request for Copy of Student Credentials	51
Request for Customized Training Services	53
Request for e-Copy of the Full Capstone Project Report/Capstone Paper Manuscript / Innovation Project Concept	56
Request for ID Replacement	59
Request for Payment of Consultancy Services/Honoraria	61
Request for PMDP Non-Academic Records and Certifications	65
Request for Project Proposal	67
Request for Technical Assistance/Consultancy/Research Services	69
Request for the Use of Conference Facility - Pasig	74

Request for the Use of Conference Center Facility - Tagaytay	77
Response to Written Communications (Emails and Snail Mail)	80
Study Visits/Request for Institutional Briefing	83

Internal Services

Administrative Department	
Request for Banquet Service by Internal Clients	86
Central Documentation and Records Division (CDRD)	
Issuance of the Certification of Consultant/Resource Person Output Clearance for Honoraria Payment	89
Preparation of Documented Information Feedback Form (DFF)	91
Preparation, Review, Finalization and Dissemination of Policy Issuances	93
Request for Issuance of Training Certificates/Citations	97
Request for Re-Issuance of Training Certificates or Issuance of Certified True Copy of Training Certificate	100
Request for Re-Issuance of Training Certificates or Issuance of Certified True Copy of Training Certificate (OLD)	102
Corporate Operations and Strategy Management (COSM)	
Creation of Project Management Information System (PMIS) Account	104
Issuance of Project Special Order	106
Issuance of Revised Project Special Order	109
Request for Technical Assistance (Internal)	112
Request for Corporate-level Documents (Documents Requiring Signature of Compliance Officer and DAP President)	115
Request for Corporate-level Documents (Internal Use)	119

Council of Fellows	
Request for Technical Expert	122
DAP Library	
Interlibrary Research	124
Research and Reference Service	125
Finance Department (Accounting & Treasury Divisions)	
Request for Billing and Collection (On-line through Document Tracking System (DTS))	129
Request for Billing and Collection (On site through Document Tracking and Monitoring System (DTMS))	132
Finance Department (Budget, Accounting & Treasury Division)	
Request for Cash Advance for Local and Foreign Travel (On-line through Document Tracking System (DTS))	134
Request for Cash Advance with a Specific Purpose (On-line through Document Tracking System (DTS))	138
General Services Division (GSD)	
Engineering Services	142
Motor Vehicle Pool (MV Pool) Services	143
Request for the Use of Engineering Services Office Spaces by Internal Customers	144
Human Resource Development Division (HRD)	
Approval of Requests for Foreign Training/APO Capability Building Programs	146
External Learning and Development (L&D) Interventions	148
Internal Learning and Development (L&D) Interventions	151
Preparation of Travel Documents and Payment for External Training (Local)	154

Preparation of Travel Documents, Payment of Training Fees/Allowances and Service Contract for Foreign Training/Studies/APO Capability Building Programs	156
Process of Screening and Endorsing DAP-Approved Participant/s to Foreign Training/Studies/APO Capability Building Program	159
Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)	
Endorsement of Candidates	161
HR Assessment Process	164
Processing of Service Agreement (SA)	166
Human Resource Management Division (HRMD) - HRMDD	
Issuance of Certificate of Employment/Engagement and Service Record	169
Process of Classifying Consultants and Resource Persons (C/RP)	171
Process of Reviewing and Approving Letters of Invitation (LOI) for Consultants and Resource Persons (C & RP)	174
Request for Monetization of Leave Credits	177
Information and Communications Technology Division (ICTD)	
Issuance of ICT Clearance for Purchase Request	180
Issuance of ICT Diagnosis Report	182
Management of DAP Email account	184
Technical Support Assistance of Simple ICT Request	186
Technical Support Assistance of Complex ICT Request	187
Video Conference Assistance	189
Uploading of Bids and Awards Notices to the DAP Website	191
Uploading of Training/Course Invitations to the DAP Website	192

Institutional Marketing Center (IMC)	
Management of the DAP Booth	193
Review and Approval of Website Content and Social Media Assets	195
Request for IMC Tokens/Collaterals	197
Request for Publication of Press Releases	199
Request for Press Conference and Media Guesting	201
Request for Review and Approval of Briefer, AVP Script and Final Review of AVP	204
Request for Review and Approval of Marketing Collaterals Design	206
Legal Office	
Initial Contract Review	208
Final Contract Review	210
Request for Legal Opinion	212
Logistics Division	
Issuance of BAC Resolutions for Academic, Scholarly or Artistic Work, Exclusive Technology and Media Services (Sec. 53.6) or Highly Technical Consultants (Sec. 53.7)	213
Lease of Venue	215
Procurement of Goods and Services through Shopping and Small Value Procurement	220
Procurement through Competitive Bidding (Goods and Services, Infrastructure Projects, and Consulting Services)	224
Requisition and Issuance of Supplies in Stock	227
Return of Property	229
Transfer of Property	235

Office of the Board Secretary	
Request for Board Resolutions	238
Request for Secretary's Certification	241
Office of the President	
Request for Appointment with the DAP President by Internal Clients	243
Review and Approval of the DAP President (Online Processing)	245
Review and Approval of the DAP President (Physical Documents)	254
Office of the Senior Vice President for Services (OSVP-S)	
Request for Investigation	261
Request for Security Augmentation	264
Feedback and Complaints Mechanism	266

EXTERNAL SERVICES

APPLICATION FOR ADMISSION AND ENROLLMENT TO MASTER'S DEGREE (PUBLIC OFFERING)

Enrollment and Admission process for Master in Public Management (Public Offering).

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Qualified individuals who want to pursue higher education.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DAP-OAR Form 09 for DAP GS Admission Requirements		Office of the Academy Registrar (OAR)		
Student Information Form, 1 , Original/Photocopy		Office of the Academy Registrar (OAR)		
Previous School Diploma (Certified True Copy) , 1, Photocopy		Applicant's School of Origin		
Transcript of Records (Transfer of Credential from last school attended)		Applicant's School of Origin		
Agency Nomination / Letter of Recommendation/Special Order(for Government Employees), 1 , Original		Originating Agency		
Letter of Undertaking, 1 , Original/Photocopy		Applicant		
Birth Certificate PSA*, 1 , Photocopy		PSA		
Marriage Certificate from PSA.* (if married) (For foreign students, license must have English translation) , 1 , Photocopy		PSA		
Curriculum Vitae/PDS, 1 , Original/Photocopy		Applicant		
Two Passport Size Photographs		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit accomplished application form together with the complete admission requirements. (Soft Copies)	1.1 Receive duly accomplished application form and check completeness of documents.	None	10 Minutes	ADMISSION OFFICER
2. Pay Entrance Exam Fee at Treasury Office and secure Official Receipt (OR). (Bank Transfer/Deposit)	2.1 Receive payment and issue Official Receipt (OR).	P600.00	10 Minutes	CASHIER, 3rd Floor, DAP Bldg, Pasig City
3. Present/submit proof of payment to take Entrance Examination.	3.1 Encode the OR and advise the client to take Entrance Examination.	None	10 Minutes	OAR ADMISSION OFFICER
4. Wait for the email link from OAR and Assessment Analytics (Personality and Essay)	4.1 Send link to applicants to take Essay and Personality Test	None	2 hours	OAR/Testing Partner ADMISSION OFFICER
	4.2 Consolidate results of exam and interview	None	3 working days	OAR ADMISSION OFFICER
	4.3 Advise client of the admission exam result and interview schedule.	None		OAR ADMISSION OFFICER
Total		PhP600.00	3 days, 2 hrs. and 30 minutes	

INTERVIEW

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Issue notice of Interview Schedule.		5 minutes	DAP Graduate School PROGRAM MANAGER
2. Submit self for interview.	2.1 Interview client to validate application details and accomplish assessment form.		1 hour	DAP Graduate School PROGRAM MANAGER/ ADMISSION OFFICER
	2.2 Consolidate results of exam and interview		3 working days	DAP Graduate School PROGRAM MANAGER
	2.3 Inform the applicant of the result of the application.			DAP Graduate School PROGRAM MANAGER
Total		None	3 working days, 1 hour and 5 minutes	

ENROLLMENT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
--------------	----------------	-----------------	-----------------	--------------------

1. Pay Matriculation Fee thru Bank Transfer or Deposit	1.1 Receive payment and issue Official Receipt.	P198,500 (Monthly OR Quarterly)	15 minutes	TREASURY DIVISION CASHIER
2. Send proof of payment to OAR and GSPDM.	2.1 Receive and validate payment		10 minutes	OAR and GSPDM
	2.2 Encode students' record into the Registrar Information System		30 minutes	OAR
3. Wait for the advice of GSPDM regarding Program's schedule	3.1 Advise the student on the Schedule of the Program.		10 minutes	GSPDM
Total		P198,000 (Online)	1 hour and 5 minutes	

APPLICATION FOR APO SCHOLARSHIP TRAINING PROGRAM

As the country's National Productivity Organization (NPO), the DAP coordinates the projects of the Asian Productivity Organization (APO) through its APO/DAP Secretariat (APO/DAP Sec). APO projects feature scholarship trainings on productivity-related technologies through a combination of lectures by experts, field visits for observation of actual applications, country reports by participants for the sharing of experiences, and other modalities.

The APO/DAP Sec accepts all scholarship training applications from the country, which are then endorsed to the APO Secretariat in Japan. The APO Secretariat makes the final deliberations on the applications. Successful applicants are notified by the APO/DAP Sec and they are advised to make the necessary preparations for their participation in the training, such as arrangements for their travel (e.g., country paper, travel documents, visa, insurance, attendance to pre-departure briefing, etc.) if the project will be implemented in a foreign country.

Office or Division:	APO/DAP Secretariat	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who may avail:	Endorsed nominees of agencies or organizations, public or private; Professionals who wish to apply in their own capacity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Agency or organization-endorsed applicants		
1. Official Endorsement/Nomination Form, 1	Office of the endorsing agency or organization (public or private) or their HR department	
2. Candidates Biodata Form (CBF), 1	APO/DAP Secretariat (via email or online)	
3. 1 Copy of Valid passport (if available and if needed)	DFA	
Self-nominated applicants		
1. Letter of Intent, 1, original, signed	APO/DAP Sec (template via through email or online)	
2. Candidates Biodata Form (CBF), 1	APO/DAP Secretariat (via email or online)	
3. 1 Copy of Valid passport (if available and if needed)	DFA	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Submission and Review of Requirements				
1. Email all the requirements to the APO/DAP Secretariat before the deadline	1.1 Check if submitted documents are complete and send acknowledgment email. If incomplete, inform the client.	None	5 minutes	Program Coordinator APO/DAP Secretariat
2. If needed, comply with missing requirements and repeat step 1.	2.1 Repeat step 1	None	5 minutes	Program Coordinator APO/DAP Secretariat
	2.2 Pre-screen nominees	None	1 working day	Program Coordinator; APO Liaison Officer APO/DAP Secretariat
	2.3 Endorse pre-screened CBFs and supporting documents to APO Secretariat in Japan on or before deadline	None	5 hours 5 minutes	Program Coordinator; APO Liaison Officer APO/DAP Secretariat
	<i>Screening and deliberations by APO Secretariat in Japan</i>			<i>APO Secretariat (Japan)</i>
	<i>Release of deliberation results to NPOs</i>			<i>APO Secretariat (Japan)</i>

	<i>within one (1) month prior to training (under normal circumstances)</i>			
STAGE 2: Result of Applications				
	3.1 Prepare official DAP notice to applicants with the result of APO Secretariat deliberations	None	1 working day	Program Coordinator; APO Liaison Officer APO/DAP Secretariat
	3.2 Issue notice to all applicants thru email	None	2 hours	Program coordinator APO/DAP Secretariat
TOTAL		None	2 working days, 7 hours and 15 minutes	

APPLICATION TO THE PUBLIC MANAGEMENT DEVELOPMENT PROGRAM (PMDP)

The Development Academy of the Philippines (DAP) implements a government scholarship under the Public Management Development Program, the National Government’s Career Executive Service Development Program (NGCESDP). The PMDP Program Management Office (PMDP PMO) and the Center for Governance (CFG) implement four training programs, namely:

- 1) Phronetic Leadership Class (PLC) for selected high-level officials (Undersecretaries, Assistant Secretaries, and equivalent positions)
- 2) Senior Executives Class (SEC) for senior career executives in the third level (Directors and equivalent positions)
- 3) Middle Managers Class (MMC) for the high performing-high potential division chiefs, section chiefs, and/or technical staffs being fast-tracked for managerial positions
- 4) Local Government Executives and Managers Class (LGEMC) for local chief executives and department heads or their equivalent

To avail the privilege of joining the Program, heads of agencies shall nominate their qualified personnel to the PMDP PMO. Applicants will be subjected to the PMDP screening process. The NGCESDP Steering Committee makes the final decision on the selection and admission to the PMDP.

The following matrices provide vital information on the Program, including contact details, admission processes, and requirements:

Office or Division:	PMDP PMO
Classification:	Under Special Law – Inter Agency Steering Committee
Type of Transaction:	G2G - Government to Government
Who may avail:	Qualified individuals from National Government Agencies, Legislative and the Judiciary Branches, Constitutional Offices, State Universities and Colleges, Government-Owned and Controlled Corporations, and Local Government Units (municipality, city, province).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PLC Admission	
<ul style="list-style-type: none"> ● PMDP Nomination Form (PLC-A) ● Critical Essay Form (PLC-B) ● Declaration of Medical Illnesses Form (D) ● Physician Certification Form (E) 	Downloadable online https://bit.ly/PMDPPLCForms
<ul style="list-style-type: none"> ● Updated Personal Data Sheet – CSC Form 212 	Downloadable online http://www.csc.gov.ph
<ul style="list-style-type: none"> ● Certified true copy of CSC Form 33 (Appointment papers) 	Agency Human Resource Department of the nominee
<ul style="list-style-type: none"> ● Certified true copy of Official Passport 	Nominee
<ul style="list-style-type: none"> ● Laboratory Results such as: CBC (Complete Blood Count); Urinalysis; Fecalalysis; Physical assessment; Chest X-ray 	Government / Private hospital or agency's clinic
SEC / MMC Admission	
<ul style="list-style-type: none"> ● PMDP Nomination Form (A) ● Immediate Supervisor's Assessment Form (B) ● Agency Screening Certification Form (C) ● Declaration of Medical Illnesses Form (D) ● Physician Certification Form (E) 	Downloadable online https://pmdp.dap.edu.ph/forms-requirements/
<ul style="list-style-type: none"> ● Updated Personal Data Sheet – CSC Form 212 	Downloadable online http://www.csc.gov.ph
<ul style="list-style-type: none"> ● Certified true copy of CSC Form 33 (Appointment papers) 	Agency Human Resource Department of the nominee
<ul style="list-style-type: none"> ● Certified true copy of Designation Order (if applicable) 	
<ul style="list-style-type: none"> ● Certified true copy of IPCR for the past two years (Note: OPCR/DPCR/CESPE for SEC nominees) 	
<ul style="list-style-type: none"> ● Organizational Chart of the Agency 	
<ul style="list-style-type: none"> ● Certificate of no pending administrative case 	
<ul style="list-style-type: none"> ● Original/Certified true copy of Transcript of Records 	School where the nominee last graduated

<ul style="list-style-type: none"> • Certified true copy of birth certificate 	PSA
<ul style="list-style-type: none"> • Certified true copy of Official Passport (<i>applicable to SEC applicants only as a requirement for the Foreign Study Mission</i>) - Pages 2 and 3 	Nominee
<ul style="list-style-type: none"> • Certification/confirmation of the nomination from the Central Office (<i>for nominations made by Regional Directors or other Officers</i>) 	Central Office
<ul style="list-style-type: none"> • Laboratory Results such as: CBC (Complete Blood Count); Urinalysis; Fecalysis; Physical assessment; Chest X-ray 	Government / Private hospital or agency's clinic
<ul style="list-style-type: none"> • Nominee Certification Form 	Nominee
<ul style="list-style-type: none"> • Letter of Conforme 	<i>To be submitted upon acceptance to the Program</i>
For LGEMC Admission	
Admission for Department Heads or their equivalent; and those holding critical positions in the local government	
<ul style="list-style-type: none"> • Personal Information Sheet 	Accessible online https://bit.ly/LGEMC
<ul style="list-style-type: none"> • LGEMC Nomination Form (LGEMC Form-A) • LGEMC LGU Screening Certification for Managers (LGEMC Form-B) • Declaration of Medical Illness/es Form (LGEMC Form-C) • Medical Certificate: Physician Certification Form (LGEMC Form-D) 	Accessible online https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-managers
<ul style="list-style-type: none"> • Updated Personal Data Sheet – CSC Form 212 	Downloadable online http://www.csc.gov.ph
<ul style="list-style-type: none"> • Certified true copy of CSC Form 33 (Appointment papers) 	LGU Human Resource Department of the nominee
<ul style="list-style-type: none"> • Certified true copy of Designation Order (if applicable) 	Nominee
<ul style="list-style-type: none"> • Scanned copy of Organizational Chart 	Nominee
<ul style="list-style-type: none"> • Letter of Conforme and Service Contract 	<i>To be submitted upon acceptance to the Program</i>
Admission for Local Chief Executives	
<ul style="list-style-type: none"> • Personal Information Sheet 	Accessible online https://bit.ly/LGEMC

<ul style="list-style-type: none"> • LGEMC Application Form (LGEMC Form-A) • LGEMC LGU Screening Certification for Executives (LGEMC Form-B) • Declaration of Medical Illness/es Form (LGEMC Form-C) • Medical Certificate: Physician Certification Form (LGEMC Form-D) 	<p>Accessible online https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-executives</p>
<ul style="list-style-type: none"> • Updated Personal Data Sheet – CSC Form 212 	<p>Downloadable online http://www.csc.gov.ph</p>
<ul style="list-style-type: none"> • Endorsement/ Clearance from concerned DILG or Provincial Government 	<p>Applicant</p>
<ul style="list-style-type: none"> • Letter of Conforme and Service Contract 	<p>To be submitted upon acceptance to the Program</p>

APPLICATION PROCEDURE

FOR PLC:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
1. Submit accomplished application forms, Critical Essay Form 1-B, and other required documents to PMDP, DAP, Pasig City or via email: http://bit.ly/pmdponlinesubmissionsPLC	1.1 Check for the completeness of the submitted documents	None	2 working days	PMDP Recruitment and Admissions Team
	1.2 Assess the qualifications and the essay response of the nominee using the approved scoring system of the Program	None	1 working day	PMDP Recruitment and Admissions
	1.3 Deliberate on the applicant	None	1 working day	PMDP Admissions Committee
	1.4 Submit shortlisted applicants to the NGCESDP Steering Committee for vetting & confirmation of acceptance to the Program.	None	10 working days	PMDP Recruitment and Admissions Team

	1.5 Inform each applicant via email of his/her inclusion in the shortlist for confirmation by NGCESDP Steering Committee.	None	1 working day	PMDP Recruitment and Admissions Team
2. Receive notification of acceptance and/or non-acceptance.	2.1 Notify each applicant on the result of one's application via email and SMS. Subsequently, issue each applicant the official letter of acceptance / non-acceptance to the Program.	None	2 working days	PMDP Recruitment and Admissions Team
		Total	17 working days	

FOR SEC, MMC, and LGEMC:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
1. Submit accomplished application form and other required documents to PMDP, DAP, Pasig City or via the online submission form: For MMC: http://bit.ly/pmdponlinesubmissionsMMC For SEC: http://bit.ly/pmdponlinesubmissionsSEC For LGEMC:	1.1 Check for the completeness of the submitted documents. Subsequently, invite the applicant for an examination and interview through e-mail and SMS.	None	2 working days	PMDP / CFG Recruitment and Admissions Team

https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms				
<p>2. Upon receipt of the invitation for exam and interview, acknowledge and confirm if schedule is acceptable.</p>	<p>2.1 Schedule the written exam with the third-party provider and the interviewers.</p> <p><i>For the online processing of applications:</i> The exams will be scheduled a day before the online interview.</p>	None	1 working day	PMDP / CFG Recruitment and Admissions Team
<p>3. Undertake the following examinations:</p> <p>a. Cognitive Test b. Occupational Personality Questionnaire c. Essay Writing</p> <p>Prepare for the scheduled interview.</p>	<p>3.1 Administer the exams. Promptly generate results of exams and collate for use of the interviewers.</p> <p>Orient the applicant about the PMDP prior to the conduct of the interview.</p>	None	1 working day	PMDP / CFG Recruitment and Admissions Team and the third-party provider (Assessment Analytics, Inc.)
<p>4. Undertake the behavior - based interview.</p>	<p>4.1 Evaluate the applicant, with calibration by two interviewers.</p>	None	1 working day	PMDP Recruitment and Admissions Program Manager, Invited DAP Officers, and PMDP Class Managers
<p>5. Wait for updates on the progress of his/her application</p>	<p>5.1 Inform the applicant that s/he will be notified via SMS and email regarding the</p>	None	1 working day	PMDP / CFG Recruitment and Admissions Team

	progress of his/her application after the deliberations of the PMDP Admissions Committee.			
	5.2 Deliberate on the applicants.	None	1 working day	PMDP / CFG Recruitment and Admissions Team
	5.3 Submit shortlisted applicants to the NGCESDP Steering Committee for vetting and confirmation of acceptance to the Program.	None	10 working days	PMDP / CFG Recruitment and Admissions Team
	5.4 Inform each applicant via email of his/her inclusion in the shortlist for confirmation by NGCESDP Steering Committee.	None	1 working day	PMDP / CFG Recruitment and Admissions Team
6. Receive notification of acceptance and/or non-acceptance.	6.1 Notify each applicant of the result of the application via email and SMS. Subsequently, issue each applicant the official letter of acceptance / non-acceptance to the Program.	None	2 working days	PMDP / CFG Recruitment and Admissions Team
Total		None	20 working days	

AVAILMENT OF GRADUATE SCHOOL OF PUBLIC AND DEVELOPMENT MANAGEMENT (GSPDM) ACADEMIC PROGRAMS

The Graduate School of Public and Development Management (GSPDM) is the academic arm of the DAP that offers short courses and graduate degree programs in the fields of public management and productivity and quality management for the public and private sectors. Programs are offered in a ladderized mode and can be customized to suit the needs of an agency.

Since 2013, GSPDM has been offering master’s degree programs with a ‘ladderized’ curriculum structure in which the students obtain the Certificate, Diploma and Degree after completing a set of courses.

Under the ladderized mode, the GSPDM awards academic credit units to students who successfully completed a short course, whether it is a public offering or implemented in partnership with other institutions. The said short courses, can be accredited to GSPDM’s master’s degree programs.

GSPDM’s academic programs are categorized as follows:

- A. Regular Academic Programs
 - 1. Doctorate Degree
 - 2. Master’s Degree
 - 3. Executive Course
 - 4. Certificate Course

- B. Customized Academic Programs
 - 1. Doctorate Degree
 - 2. Master’s Degree
 - 3. Executive Course
 - 4. Certificate Course

The regular academic programs are open to the public for enrolment while the customized academic programs are tailored-fit to the needs of the client and may be jointly conducted by GSPDM and the client.

Office or Division:	GSPDM
Classification:	1. Regular Academic Programs: Simple 2. Customized Academic Programs: Multi-Stage: Highly Technical
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity
Who may avail:	Government Agencies, Private Sector
Tuition Fee:	1. Regular Academic Programs

	<p>Doctorate Degree¹</p> <p>Master's Degree</p> <p style="margin-left: 20px;">a. Face to Face Php 280,000.00</p> <p style="margin-left: 20px;">b. Online Php 198,500.00</p> <p>Executive Course</p> <p style="margin-left: 20px;">a. Face to Face Php 30,000.00</p> <p style="margin-left: 20px;">b. Online Php 23,000.00</p> <p>Certificate Course</p> <p style="margin-left: 20px;">a. Face to Face Php 18,000.00</p> <p style="margin-left: 20px;">b. Online Php 12,500.00</p> <p>2. Customized Academic Programs²</p> <p>Doctorate Degree³</p> <p>Master's Degree</p> <p style="margin-left: 20px;">a. Face to Face <i>Price is subject to negotiation with client</i></p> <p style="margin-left: 20px;">b. Blended <i>Price is subject to negotiation with client</i></p> <p style="margin-left: 20px;">c. Online <i>Price is subject to negotiation with client</i></p> <p>Executive Course</p> <p style="margin-left: 20px;">a. Face to Face <i>Price is subject to negotiation with client.</i></p> <p style="margin-left: 20px;">b. Blended <i>Price is subject to negotiation with client</i></p> <p style="margin-left: 20px;">c. Online <i>Price is subject to negotiation with client.</i></p> <p>Certificate Course</p> <p style="margin-left: 20px;">a. Face to Face <i>Price is subject to negotiation with client.</i></p> <p style="margin-left: 20px;">b. Blended <i>Price is subject to negotiation with client.</i></p> <p style="margin-left: 20px;">c. Online <i>Price is subject to negotiation with client.</i></p>
--	--

CHECKLIST OF REQUIREMENTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum of Understanding (MOU) / Memorandum of Agreement (MOA) / Letter of Conformance (LOC)	Template: RDAP Document Management System Review and Endorsement: DAP Legal Office

3. REGULAR ACADEMIC PROGRAMS

¹ Rate is undetermined yet as curriculum development is ongoing.

² Provided are baseline rates only as the final rate is subject to negotiation with clients based on their needs, e.g. requirement for logistics, and budgetary capacity.

³ Rate is undetermined yet as curriculum development is ongoing.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	WORKING DAYS	PERSON RESPONSIBLE
INQUIRY 1. Check programs offered by DAP-GSPDM at the DAP website or by calling (02) 8-631-2167.	1.1 Provide basic information on the programs offered by DAP-GSPDM.	None	10 minutes	GSPDM Staff
	1.2 Refer to the Office of the Academy Registrar for admission inquiries.	None	10 minutes	Admission Officer GSPDM
Total		0	20 minutes	

2. CUSTOMIZED ACADEMIC PROGRAMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	WORKING DAYS	PERSON RESPONSIBLE
INQUIRY 1. Check programs offered by DAP-GSPDM at the DAP website or by calling (02) 8-631-2119.	1. Provide basic information on the programs offered by DAP-GSPDM.	None	10 minutes	GSPDM Staff GSPDM
	1.1 Letter of Intent - Inform the client to send a letter or email containing the details of the inquiry and intent to have an exploratory meeting for GSPDM to formally accept and address the same.	None	10 minutes	GSPDM Staff GSPDM

	1.2 Take note of the inquiry and notify responsible Learning Management Team (LMT).	None	5 minutes	GSPDM Staff GSPDM
2. Submit Letter of Intent addressed to the Dean regarding the customized program and request for an exploratory meeting	2. Schedule and prepare for exploratory meeting.	None	10 minutes	GSPDM Staff GSPDM
Total		0	35 minutes	
EXPLORATORY MEETING 3. Discuss agency requirements and other pertinent details on the partnership.	3.1 Provide brief orientation on DAP, the Graduate School, and its current program offerings.	None	30 minutes	Dean GSPDM
	3.2 Discuss possible terms of reference.	None	30 minutes	Program Manager (PM) GSPDM
Total		0	1 hour	
PREPARATION OF INITIAL PROPOSAL 4. Receive proposal for initial review and provide feedback.	4.1 Draft and submit technical and financial proposals based on agreements during the exploratory meeting.	None	3 working days for existing programs; 7 working days for new programs	PM GSPDM
	4.2 Revise the proposal based on the client's initial comments.	None	1 working day	PM GSPDM
	4.3 Set the schedule of meeting to present the final proposal.	None	10 minutes	PM GSPDM
Total		0	4 working days, 10 minutes for regular	

			programs	
			8 working days, 10 minutes for new programs	
PRESENTATION OF FINAL PROPOSAL	5.1 Present the final proposal.	None	30 minutes	PM
5 Attend the meeting and provide feedback on the final proposal, if any.	5.2 Take note of the client's comments. Negotiate terms that are amenable to both parties.	None	30 minutes	Dean/PM GSPDM
	5.3 Revise the proposal based on agreements during the final proposal presentation.	None	1 working day	GSPDM
	5.4 Submit to client	None	5 working days	GSPDM
Total		0	6 working days and 1 hour	
ACCEPTANCE PROPOSAL	6.1 Receipt of Letter of Acceptance and/or Notice to Proceed from the client.	None	1 day	Client
6. Receipt of Acceptance from client.				
Total		0	1 working day	
MOU/MOA/LOC SIGNING	7.1 Draft MOU/MOA/LOC and supporting documents and endorse to DAP Finance and Legal Offices for initial review.	None	3 working days	LMT Finance Officer Legal Officer GSPDM
7. Review draft MOU/MOA/LOC.	7.2 Send copy of the draft MOU/MOA/LOC to client for review.	None	10 minutes	LMT GSPDM

8. Provide comment or feedback, if any.	8.1 Incorporate in the draft MOA/MOU/LOC the proposed revisions by DAP Legal Officer and client, and revert to both parties for final review.	None	5 working days for DAP; 5 working days for client	LMT GSPDM
	8.2 Once approved by both parties, proceed with MOU/MOA/LOC signing (9 copies for MOU/MOA and at least 3 copies for LOC).	None	3 working days for DAP; 3 working days for client	LMT and Various Centers
9. Return all signed MOU/MOA/LOC to the LMT.	9.1 Notarize 9 copies of MOU/MOA and provide client with 2 copies. LOC need not be notarized.	None	3 working days	LMT GSPDM
	9.2 Inform the Office of the Academy Registrar of the necessary enrolment arrangements.	None	10 minutes	LMT GSPDM
Total		0	14 working days and 20 minutes for DAP; 8 working days for client	

ENROLLMENT IN PUBLIC COURSES

The Development Academy of the Philippines (DAP) offers to the public training programs that are usually announced on 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, Sustainable Human Development Program, Center for Organizational Development, and DAP sa Mindanao. Interested individuals and organizations may enroll in these public offerings.

Office or Division:	Center for Governance, Productivity and Development Center, Sustainable Human Development Program, DAP sa Mindanao, Center for Organizational Development, Council of Fellows & Office of the Academy President			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Interested individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished enrollment form or online registration and nomination form.		DAP or Center website (https://www.dap.edu.ph/service-charter/), letter of invitation, social media announcements and/or email invite		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-accomplished enrolment and nomination forms, through e-mail or fax at least three weeks before the date of the training.	1.1 Acknowledge receipt of enrollment and nomination forms.	None	5 minutes	Implementing Office/Unit/ Assigned Project Staff
2. Secure the notice of	2.1 Advise participant on acceptance	None	1 working day	Assigned Project Manager/

acceptance/ admission	to the program and payment of the training fee before the actual conduct of the training.			Assigned Project Staff
3. If payment is to be made via bank, e-mail/fax validated deposit transaction slip to the email address provided in the brochure/letter of invitation. <i>Note: Payments should be made ahead of the training schedule and deposited at the DAP Landbank account.</i>	3.1 Acknowledge receipt of proof of payment.	The total fee depends on the type and duration of training. A 15% cancellation fee will be charged for no-show participants and for reservations withdrawn five days before the training date.	1 working day	Project Manager/ Assigned Project Staff
Total		Total fee depends on the type and duration of training.	2 working days, 5 minutes	

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 notice of acceptance and admissions 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.

PARTNERSHIPS AND LINKAGES

The DAP forges and sustains linkages and partnerships with training, educational, research, and consulting organizations through its groups and centers.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Government departments, offices and agencies; private companies; educational institutions; international organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Formal Letter of Request/Intent by the Agency		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter of request/intent for partnership via email at partnerships@dap.edu.ph	1.1. Acknowledge receipt of email.	None	10 minutes	IMC Partnerships Staff
	1.2 Review request and endorse to the IMC MD for further instructions.	None	1 working day	IMC Partnerships Staff
	1.3 Evaluate for possible points of collaboration to pursue partnership.	None	1 hour	IMC Managing Director
	1.4 Send an email to the requesting party to set the initial meeting schedule or decline the request for partnership.	None	30 minutes	IMC Partnerships Staff
2. Attend initial collaboration meeting and accomplish necessary forms	2.1 Conduct the initial collaboration meeting with the client to align goals, determine objectives, and craft	None	3 hours	IMC Managing Director and Partnerships Staff

provided by IMC, if needed	feasible directions and areas for partnership.			
	2.2 Prepare the meeting documentation and Client Contact Report.	None	2 working days	IMC Partnerships Staff
	2.3 Assess the needs or request of the requesting party and endorse the potential partnership to the appropriate Group/Center.	None	2 working days	IMC Managing Director
Total		None	5 working days, 4 hours, 40 minutes	

QUERIES ON DAP'S PROGRAMS AND SERVICES

The DAP 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 the Institutional Marketing Center, 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 11032 (Ease of Doing Business).

Office or Division:	INSTITUTIONAL MARKETING CENTER – PUBLIC AFFAIRS DESK (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original Client Contact Report Form (CCR Form)		DAP Public Affairs Desk – Ground Floor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request thru the CCR form information on DAP training, courses, public offerings and facilities via PAD Office or e-mail publicaffairsdesk@dap.edu.ph or academy@dap.edu.ph	1.1 Acknowledge and respond to the email received through PAD or Academy email.	None	Thirty (30) minutes	Institutional Marketing Center – Public Affairs Desk Public Affairs Officer
	1.2 Provide information and materials requested. Endorse the letter through the Client Contact Report to the appropriate center/office.			Institutional Marketing Center – Public Affairs Desk Public Affairs Officer
	1.3 Act on Client's Concern.		Five (5)	

	1.4 Return the Client Contact Report and a copy of transmittal confirmation or communication between the client and the center (for verification purposes) to the PAD		working days	Center's Action Officer
2. Accomplish the Client Feedback Form.	2.1 Provide the Client Feedback Form.	None		
Total		None	5 working days and 30 minutes	

REQUEST FOR APPOINTMENT WITH THE DAP PRESIDENT BY EXTERNAL CLIENTS

Requests for appointment with the DAP President are confirmed through the staff of the Office of the President, after careful review and internal consultation.

Office or Division:	Office of the President (OP)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For external clients (either/or): 1. Official letters, 1, original, signed 2. Official email		Requesting client from all government agencies, LGUs, GOCCs, other government instrumentalities and private sectors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Convey official invitation or request for appointment with DAP President through email or snail mail.	1.1 Receive official invitation or request for appointment and provide acknowledgment, if sent via email.	None	3 minutes	Office of the President Clerk (Front Desk)
	1.2 Print invitation, (if sent through email)	None	3 minutes	Office of the President Project Assistant (Receiving Officer)

	<p>1.3 Record invitations/ request in the Data Tracking Management System (DTMS) and forward to the technical staff for schedule management</p>	<p>None</p>		<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p> <p>Project Officer</p>
	<p>1.4. Classify invitation according to appropriateness and availability of the DAP President.</p> <p><i>a. If appropriate for the DAP President, it will be plotted on the President's official calendar for consideration and approval.</i></p> <p><i>b. If the invitation is not appropriate for DAP President, it will be forwarded and endorsed</i></p>	<p>None</p>	<p>1 working day</p>	<p>Office of the President</p> <p>Project Officer (Technical Staff)</p>

	<i>to the appropriate center/unit.</i>			
	1.5 Send invitation, program/ agenda, and other meeting materials to the DAP President and HEA & CoS	None	2 working Days	

	1.6 Approve invitation/ request for appointment.	None		President and CEO of DAP
2. Receive feedback/ response from DAP Office of the President	2.1 Send feedback/ status of request to the requestor through email	None	3 minutes	Office of the President Project Officer (Technical Staff)
Total		None	3 working days, 9 minutes	

REQUEST FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FOR:

- Commission on Higher Education (CHED/CAV)
- DFA/CAV - Apostille/Red Ribbon (Fresh grad w/o diploma)
(TOR+Cert of Grade+Cert of Non SO+Cert of English Medium of Instruction)

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPDM and PMDP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Request Form (DAP-OAR-F11,Rev.0), 1 , original		Office of the Academy Registrar (OAR)		
2. Customer Experience Survey Form (DAP-OAR-F25,Rev.0), 1, original		Office of the Academy Registrar (OAR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Student Request Form and submit to OAR	1.1 Receive duly Student Request Form and check completeness of documents.	None	10 Minutes	Records Officer
	1.2 Issue Payment Request Form.	None		
2. Pay the document fee at Treasury Office and secure Official Receipt (OR).	2.1 Receive payment and issue Official Receipt (OR).	Php350/set	10 Minutes	Cashier, 3rd Flr, DAP Bldg
	2.2 Advise client to proceed to Office of the Academy Registrar (OAR).	None		

3. Present OR to OAR	3.1 Acknowledge receipt of the requested document and advise the client to pick up the document after 7 working days	None	10 Minutes	Records Office
4. Upon receipt of the requested document, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	4.1 Release document/s and request the client to forward the documents to CHED or DFA. Let the client sign the transaction logbook	None	10 minutes	Records Office
	4.2 Release of certification		7 working days	Records Office
Total		PhP 350.00 per set	7 working days, 40 minutes	

REQUEST FOR CERTIFICATION/S

This process covers the requests to the Office of the Academy Registrar for the following certifications:

- 1) Certifications of Units Earned
- 2) Certification of Enrolment/Attendance
- 3) Certification of Scholastic Standing
- 4) Certification of Enrolment for Residency
- 5) Certification of General Weighted Average (GW
- 6) Certification of English as a Medium of Instruction
- 7) Certification of Good Moral Character
- 8) Certification of Candidacy for Graduation
- 9) Certificate of Authentication and Verification
- 10) Certification of Completion of Academic Requirements
- 11) Certification of Enrolled Subjects with number of units
- 12) Certification of Remaining Units
- 13) Certification of Training Equivalent
- 14) Certification of No Objection
- 15) Certification of Grades
- 16) Certification of Graduation
- 17) Certification of Transfer of Credential/Honorable Dismissal
- 18) Certification of Course Description
- 19) Non Issuance of Special Order (SO)
- 20) Certification of Exemption from Special Order

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPDM and PMDP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Request Form (DAP-OAR-F11,Rev.0), 1, original		Office of the Academy Registrar (OAR)		
2. Customer Experience Survey Form (DAP-OAR-F25,Rev.0), , 1, original		Office of the Academy Registrar (OAR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Accomplish Student Request Form and submit to OAR	1.1 Receive duly accomplished Student Request Form and check completeness of documents.	None	10 Minutes	Records Office
	1.2 Issue Payment Request Form.	None		
2. Pay the document fee at Treasury Office and secure Official Receipt (OR).	2.1 Receive payment and issue Official Receipt (OR).	Php50/page	10 Minutes	DAP Cashier, 3rd Flr, DAP Bldg
	2.2 Advise client to proceed to Office of the Academy Registrar (OAR).			
3. Present OR to OAR	3.1 Acknowledge receipt of the requested document and advise the client to pick up the document after 2-3 working days		10 Minutes	Records Office
4. Upon receipt of the requested document, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	4.1 Preparation of document/s requested and request the client to sign the transaction logbook		10 Minutes	Records Office
	4.2 Release of certification		3 working days	Records Office

Total	PhP 50.00 per page	3 working days, 40 minutes	
--------------	-------------------------------	---	--

REQUEST FOR CERTIFIED TRUE COPY OF STUDENT CREDENTIALS

To provide certified true copy for the following student credentials:

- Certified True Copy of TOR/Diploma/Certificate
- Certified True Copy of Document on File

Office or Division:	Office of the Academy Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPDM and PMDP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Request Form (DAP-OAR-F11,Rev.0), original, 1, copy		Office of the Academy Registrar (OAR)		
2. Customer Experience Survey Form (DAP-OAR-F25,Rev.0), original, 1 copy		Office of the Academy Registrar (OAR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Student Request Form and submit to OAR	1.1 Receive duly accomplished Student Request Form and check completeness of documents.	None	10 Minutes	Records Officer
	1.2 Issue Payment Request Form.	working		
2. Pay the document fee at Treasury Office and secure Official Receipt (OR).	2.1 Receive payment and issue Official Receipt (OR).	Php50/page	10 Minutes	Cashier, 3rd Flr, DAP Bldg

	2.2 Advise client to proceed to Office of the Academy Registrar (OAR).	None		
3. Present OR to OAR	3.1 Acknowledge receipt of the requested document and advise the client to wait for 20-30 minutes for the documents requested to be released	None	10 Minutes	Records Officer
4. Upon receipt of the requested document, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	4.1 Release document/s requested and request the client to sign the transaction logbook	None	10 minutes	Records Officer
Total		PhP 50.00/page	40 minutes	

REQUEST FOR CONCEPT PAPER

Request to conceptualize new, innovative, value-adding, creative ideas, concepts, plans, programs and/or interventions from the Academy or any of its business groups

Office or Division:	Council of Fellows (COF) Office of the President (OP)
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity
Who may avail:	1. Academy's Internal Centers/Offices 2. National Line Agencies 3. Non-Government Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original, signed, request letter or formal email with the following details: Type of expert/assistance needed <ul style="list-style-type: none"> ✓ Title of activity/ies ✓ Duration Contact Details of Client <ul style="list-style-type: none"> ✓ Name of client ✓ Email address ✓ Contact/Mobile number ✓ Group/center name 		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through letter or email to COF	1.1 Take note of the inquiry and provide basic information on the services and technical assistance offered by the COF	None	15 minutes	COF Secretariat
2. Inquire on possible exploratory	2.1 Inform the Senior	None	15 minutes	COF

meeting with COF regarding assistance needed	Executive Fellow (SEF) of the concern and ask permission to proceed with the Exploratory Meeting			Secretariat
3. Confirm schedule of the Exploratory Meeting and its arrangements	3.1 Schedule Exploratory Meeting	None	2 hours	COF Secretariat
	3.2 Inform the SEF of the feedback and needed requirements	None		
	3.3 Prepare for the Exploratory Meeting	None		
4. Discuss agency requirements and other pertinent details on the assistance needed	4.1 Take note of the agency requirements and inform agency of the program management particulars	None	2 hours	COF SEF/Secretariat
5. Request for the concept paper or proposal with acceptable adjustment to content, methodology and cost ending and schedule next meeting for finalization	5.1 Take note of the requests and adjustments and prepare concept paper/proposal for submission to client	None	2 working days	COF SEF/Secretariat
5. Review the concept paper or proposal presented by the COF	5.1 Considers comments and negotiate terms, if possible	None	3 working days	COF SEF/Secretariat

6. Accept final agreements	6.1 Endorse the project and documentation to the appropriate center in the Academy for contracting and implementation	None	1 working day	COF Senior Executive Fellow
Total		None	6 working days, 4 hours, 30 minutes	

REQUEST FOR COPY OF STUDENT CREDENTIALS

This charter describes the process for providing a copy or copies of the following student credentials to students of the DAP's Graduate School of Public and Development Management (GSPDM) and the Public Management Development Program (PMDP):

- Transcript of Records for further studies, PRC board exam or for references
- Transfer of Credentials/Honorable Dismissal
- Copy/Replacement of Diploma

Office or Division:	Office of the Academy Registrar			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPDM and PMDP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Request Form (DAP-OAR-F11,Rev.0), 1 , original		Office of the Academy Registrar (OAR)		
2. Customer Experience Survey Form (DAP-OAR-F25,Rev.0) , 1 , original		Office of the Academy Registrar (OAR)		
3. Affidavit of Loss for Replacement Copy		Hall of Justice or Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Student Request Form and submit to OAR	1.1 Receive duly accomplished Student Request Form and check completeness of documents.	None	10 Minutes	Records Officer
	1.2 Issue Payment Request Form.	None		Records Officer
2. Pay the document fee at Treasury Office	2.1 Receive payment and issue Official Receipt (OR).	Php250	10 Minutes	DAP Cashier, 3rd Flr, DAP Bldg

and secure Official Receipt (OR).				
3. Present OR to OAR	2.2 Advise client to proceed to Office of the Academy Registrar (OAR).	None		
3.1 Acknowledge receipt of the requested document and advise the client to pick up the document after 5 working days		None	10 Minutes	Records Officer
4. On the date of pick up, acknowledge receipt of the requested document and accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	4.1 Process and Release document/s requested and request the client to sign the transaction logbook	None	5 working days	Records Officer
Total		PhP 250.00	5 working days, 30 minutes	

REQUEST FOR CUSTOMIZED TRAINING SERVICES

The Development Academy of the Philippines (DAP) 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: Center for Governance, Center for Organizational Development, DAP sa Mindanao, Productivity and Development Center, and Sustainable Human Development Program.

Office or Division:	Center for Governance, Productivity and Development Center, Sustainable Human Development Program, DAP sa Mindanao, Center for Organizational Development, Council of Fellows & Office of the Academy President			
Classification:	Training program of 7 days duration or shorter – Complex Training program of longer than 7 days duration – Highly Technical			
Type of Transaction:	G2G-Government to Government G2B-Government to Business Entity			
Who may avail:	Public and private organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter of request and terms of reference (TOR) indicating the following: - Type of 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		Requirements will have to be provided by requesting public or private organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter of request and TOR to the Office of the concerned implementing unit/ Public Affairs Desk via courier, fax, or email.	1.1. Acknowledge receipt of letter. Review and endorse letter of request and TOR to the Director/ Officer in Charge of the office/unit concerned.	None	1 working day	Office of the concerned implementing unit/ Public Affairs Desk
	1.2. Contact the client/focal person and clarify details in the letter of request and TOR. Note: Depending on the information provided by the agency, a subsequent exploratory meeting may be necessary to prepare a more responsive proposal.	None	1 working day	Assigned Office/Unit Staff
	2.1. Draft technical and financial proposal.	None	10 working days	Supervising Fellow/Project Manager/ Technical Staff
	2.2. Review and approve	None	5 working days	Director/ Officer-in-

	technical and financial proposal			Charge, Managing Director
3. Acknowledge receipt of proposal. Request for proposal presentation (if needed)	3. Submit proposal to client Present proposal and verify assumptions	None	5 minutes	Project Manager/ Project Staff
	Total	<i>Project cost varies according to topic, class size, duration, and venue of the training</i>	17 working days, 5 minutes	

Note:

* Contracting comes right after the approval of the submitted proposal. For projects amounting to less than PHP 500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP 500,000.00 and higher, a Memorandum of Agreement (MOA) shall be prepared. For projects not involving financial obligations, a Memorandum of Understanding (MOU) shall be prepared.

REQUEST FOR E-COPY OF THE FULL CAPSTONE PROJECT REPORT /CAPSTONE PAPER MANUSCRIPT / INNOVATION PROJECT CONCEPT PAPER

In support of the academic research development studies, the PMDP facilitates the request for full e-copy of the Capstone Project Report, Capstone Paper manuscript and Innovation Project Concept Paper. The process adopted is in compliance to DAP’s internal copyright policy as approved by the Academic Council on February 2020 which states:

This paper is an official document of the Development Academy of the Philippines. Reproduction and distribution of the paper or parts thereof is prohibited except with permission from the copyright owners-the author, Development Academy of the Philippines, and the author’s agency.

The author and publisher make no representation or warranties with respect to the accuracy, applicability, fitness, or completeness of the contents of this publication. The information contained in this report is strictly for educational purposes.

Proper acknowledgement and citation should be accorded to information obtained from this material

DAP is represented by the Managing Director of the Center implementing the specific PMDP Class and thus, has the authority to grant such requests as co-owner of the report. For MMC, SEC and PLC, this will be the Managing Director of the PMDP and for LGEMC, the Managing Director of the Center for Governance.

Office or Division:	PMDP PMO
Classification:	Under Special Law – Inter Agency Steering Committee
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Current Scholars, Alumni, Faculty Members, External Researchers

APPLICATION PROCEDURE

Note: Only papers classified as not confidential can be accessed.

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCE SSING TIME	PERSON/S RESPONSIBL E
For SEC/MMC: 1. Register formal request at pmdp.records@dap.edu.ph or at martinj@dap.edu.ph For LGEMC at lgemc_training@dap.edu.ph	1.1 Acknowledge receipt of request.	None	4 hours	For SEC/MMC: Jay Martin & Sheryl Reyes For LGEMC: Mary Clarise Mejillano
	1.2 Check PMDP database for classification of paper and endorse request to the Office of the Managing Director for certification that the requested paper is not confidential in nature	None	1 working day	For SEC/MMC: Jay Martin For LGEMC: Mary Clarise Mejillano
	1.3. Review and sign endorsement letter signifying grant of permission to access the requested paper	None	1 working day	For SEC/MMC: MD Nanette C. Caparros For LGEMC: MD Imelda C. Caluen
2. Receive a copy of the Endorsement Letter addressed to the PMDP Alumni	2.1 Transmit signed endorsement letter to PMDP alumni as author of the requested paper with a copy furnished to the requestor who will do subsequent follow ups	None	4 hours	For SEC/MMC: Jay Martin For LGEMC: Mary Clarise Mejillano

Total	None	3 working days	
--------------	-------------	-------------------------------	--

REQUEST FOR ID REPLACEMENT

This describes the process of providing DAP Graduate School students with a replacement Identification Card due to lost ID.

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPDM and PMDP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Request Form (DAP-OAR-F11,Rev.0), 1 , original		Office of the Academy Registrar (OAR)		
2. Customer Experience Survey Form (DAP-OAR-F25,Rev.0) , 1 , original		Office of the Academy Registrar (OAR)		
3. Affidavit of Loss for Replacement, signed, 1 , original		Hall of Justice or Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Student Request Form and submit to OAR	1.1 Receive duly accomplished Student Request Form and check completeness of documents.	None	10 minutes	Records Officer
	1.2 Issue Payment Request Form.	None		
2. Pay the document fee at Treasury Office and secure Official Receipt (OR).	2.1 Receive payment and issue Official Receipt (OR).	Php250	10 minutes	DAP Cashier, 3rd Flr, DAP Bldg

	2.2 Advise client to proceed to Office of the Academy Registrar (OAR).	None		
3. Present OR to OAR	3.1 Acknowledge receipt of the requested document and	None	10 minutes	Records Officer
4. Proceed to Registrar Information System Unit (RIS)	4.1 Process the request and print the replacement ID.	None	10 minutes	IT Officer
	4.2 Advise the client to wait for 10-15 minutes for the release of Student Identification Card	None		
5. Upon receipt of the requested replacement ID Card, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	5.1 Release the replacement Student ID and request the client to sign the transaction logbook	None	10 minutes	IT Officer
Total		P250.00	50 minutes	



REQUEST FOR PAYMENT OF CONSULTANCY SERVICES/ HONORARIA

On-line through Document Tracking System (DTS)

All DAP Offices may file the request for payment of consultancy services/honoraria for Consultants, Resource Persons, Facilitators and Non-Plantilla Personnel (NPP) engaged by the Academy for completed and uploaded outputs through On-Line Document Tracking System (DTS).

Office or Division:		Finance Department (Budget, Accounting & Treasury Division)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		Resource Persons / Consultants Officers and Staff of the Academy		
CHECKLIST OF REQUIREMENTS (Uploaded to On-line DTS and all original supporting documents should be submitted to the Finance Department)		WHERE TO SECURE		
1. Approved Letter of Invitation (LOI)		Originating Center		
2. Accomplished Consultant's Evaluation Form		DAP e-Records Management System (eRMS)		
3. Certificate of Output Submitted and Services Rendered		Originating Center		
4. Accomplished DAP Transaction Form		Originating Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload payment request with approved DAP Document Transaction Form (DTF) and supporting	1.1 Assign Processing Control Number (PCN) and forward all documents to the Finance -Pre-Audit	None	Two (2) minutes	Administrative Department (AD), Front Desk Services Staff

documents to DTS.				
	1.2 Evaluate online the payment request documents based on the requirements and forward the same to the Budget Division (BD)	None	Thirty (30) minutes for simple transactions	Finance Department (FD) - Accounting Division (AD), Pre-Audit Staff
	1.3 Allocate budget , issues the Budget Utilization Slip (BUS) and forwards to the Accounting Division (AD)	None	Fifteen (15) minutes per regular transaction	Finance Department (FD) – Budget Division (BD) Staff
	1.4 Prepare the Disbursement Voucher (DV) and Journal Entry Voucher (JEV) on-line.	None	Fifteen (15) minutes	Finance Department (FD) – Accounting Division (AD) Staff
	1.5 Received the DV/JEV through on-line DTS	None	Two (2) minutes	Finance Department (FD) – Treasury Division (TD) Staff
	1.6 On site printing of DV, JEV and Tax Credit Certificates (TCC)	None	Fifteen (15) minutes	Finance Department (FD) – Accounting Division (AD) Staff

	1.7 On site printing of Checks	None	Ten (10) minutes	Finance Department (FD) – Treasury Division (TD) Staff
	1.8 Sign DV /JEV and TCC	None	Fifteen (15) minutes	Finance Department (FD) and Accounting Division (AD) – Managing Director and Acting Director and other designated signatories outside FD
	1.9 Printing of Checks and for signature With Signatory #1 and Signatory #2	None	Fifteen (15) minutes If per Batch, 240 minutes per signatory. If per Piece, 15 minutes per signatory.	Designated signatories from Programs and Services Groups
	1.10 Update records in the DTMS. Inform RO when check is available.	None	Ten (10) minutes On informing RO, there is Monthly Outstanding Checks Report sent regularly to Center Heads/FO	Finance Department (FD) - Treasury Division (TD) Staff

	<p>1.11 Issue check and/or deposit to Landbank accounts of the payee. (If all the original supporting documents are submitted to the Services Front Desk (SFD)).</p> <p>Note: Release of check is subject to the submission of the original supporting documents to the SFD.</p>	<p>P50.00 if P10,000.00 below and P100.00 if P10,000.00 above for deposits outside Metro Manila</p>	<p>Two (2) hours</p>	<p>Finance Department (FD) - Treasury Division (TD) Staff</p>
Total		None	For simple/regular transactions: 4 hours and 9 minutes	

REQUEST FOR PMDP NON-ACADEMIC RECORDS AND CERTIFICATIONS

The PMDP facilitates requests for non-academic records of scholars such as Certificate of Attendance, Certificate of Participation, Certificate of Completion and other certifications which the scholars or their agencies and sometimes faculty members may need.

Office or Division:	PMDP PMO
Classification:	Under Special Law – Inter Agency Steering Committee
Type of Transaction:	G2G - Government to Government
Who may avail:	On-going scholars, Alumni, Faculty Members

APPLICATION PROCEDURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
1. Register request at pmdp.records@gmail.com or at martinj@dap.edu.ph <i>For LGEMC: Email request to lgemc_training@dap.edu.ph</i>	1.1 Acknowledge receipt of request.	None	1 working day	For SEC/MMC/PL: Jay Martin For LGEMC: Mary Clarise Mejillano
	1.2 Check PMDP database for information needed to be included in the certification	None	4 hours	For SEC/MMC/PL: Jay Martin For LGEMC: Mary Clarise Mejillano
	1.3 Endorse document to the Office of the Managing Director for review/ approval	None	4 hours	For SEC/MMC/PL: Jay Martin Sheryl Reyes For LGEMC: Mary Clarise Mejillano Jannis Montanez

	1.4 Signing of the requested document	None	4 hours	For SC/MMC/PL: MD Nanette C. Caparros For LGEMC: MD Imelda C. Caluen
2. Receive notification on the availability of requested document	2.1 Inform requestor of the availability of the signed document for pickup/release	None	4 hours	For SEC/MMC/PL: Jay Martin For LGEMC: Mary Clarise Mejillano
3. Coordinate manner and date of claiming the requested document	3.1 Release the document as requested.	None		For SEC/MMC/PL: Jay Martin For LGEMC: Mary Clarise Mejillano
	Total	None	3 working days	

REQUEST FOR PROJECT PROPOSALS

The DAP 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 the Institutional Marketing Center, 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 11032 (Ease of Doing Business).

Office or Division:	INSTITUTIONAL MARKETING CENTER – PUBLIC AFFAIRS DESK (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Requesting for Project Proposal		Client’s Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter requesting for the project proposal via publicaffairsdesk@dap.edu.ph	1.1 Assess if the request states all the needed details and information.	None	Thirty (30) minutes	Institutional Marketing Center – Public Affairs Desk Public Affairs Officer
	1.2 Acknowledge receipt and endorse the letter thru the Client Contact Report to the appropriate center/office. <i>The Center Action Officer is reminded of the turnaround time expected for them to respond to the client.</i>	None	Five (5) working days for simple proposals, Ten (10) working days for complex proposals	Institutional Marketing Center – Public Affairs Desk Public Affairs Officer

	1.3 Act on Client's Concern.			Center's Action Officer
	1.4 Return the Client Contact Report and a copy of transmittal confirmation or communication between the client and the center (for verification purposes) to the PAD			Center's Action Officer
	1.5 PAD receives the Client Contact Report with the transmittal confirmation from the Center Action Officer and records the closure of the transaction.	None	Ten (10) minutes	Institutional Marketing Center – Public Affairs Desk Public Affairs Officer
2. Accomplish the Client Feedback Form.	2.1 Provide the Client Feedback Form.	None		
Total		None	5 working days and 40 minutes (Simple) 10 working days and 40 minutes (Complex)	

REQUEST FOR TECHNICAL ASSISTANCE/CONSULTANCY/ RESEARCH SERVICES

The Development Academy of the Philippines (DAP) provides services by way of technical assistance, management advisory, and policy and action-oriented research in the fields of productivity, governance, organizational development, and sustainable human development. These are implemented by the following technical excellence and resource centers: Center for Governance, Center for Organizational Development, DAP sa Mindanao, Productivity and Development Center, and Sustainable Human Development Program. Interested individuals and organizations may avail themselves of these services.

Office or Division:	Center for Governance, Productivity and Development Center, Sustainable Human Development Program, DAP sa Mindanao, Center for Organizational Development, Council of Fellows & Office of the Academy President	
Classification:	Highly Technical	
Type of Transaction:	G2G-Government to Government G2B-Government to Business Entity	
Who may avail:	Public and private organizations	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> - Official letter of request addressed to the Managing Director of the implementing Center or office - Terms of Reference (TOR) indicating the following: <ul style="list-style-type: none"> • Name of agency, address, contact number • Name and position of contact /focal person • Type of service to be availed - Technical Assistance, Consultancy or Research Services • Needs that are to be addressed • Proposed schedule 	Requirements will have to be provided by requesting public or private organization	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and TOR to the office of concerned implementing unit via courier, fax, or email.	1.1. Acknowledge receipt of letter. Review and endorse letter of request and TOR to the Director/Office r in Charge of the office/unit concerned.	None	1 working day	Office of concerned implementing unit
	1.2. Contact client/focal person and clarify details in the letter of request. Note: Depending on the information provided by the agency, subsequent exploratory meeting(s) may be necessary to prepare a more responsive proposal.	None	1 working day	Implementing Center/ Assigned Technical Staff
	2.1. Draft technical and financial proposal.	None	12 working days	Supervising Fellow/Project Manager/ Technical Staff
	2.2. Review and approve the	None	5 working days	Director/Office r-in-Charge,

	technical and financial proposal			Managing Director
2. Acknowledge receipt of the proposal. Request for proposal presentation (if needed).	3. Submit a proposal to a client Present proposal and verify assumptions.	None	5 minutes	Supervising Fellow/Project Manager/ Technical Staff
Total		<i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific conditions of engagement.</i>	19 working days, 5 minutes (may vary depending on the number of revisions of the proposal until it is accepted by the requesting agency)	

Note:

* Contracting comes right after the approval of the submitted proposal. For projects amounting to less than PHP 500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP 500,000.00 and higher, a Memorandum of Agreement (MOA) shall be prepared. For projects not involving financial obligations, a Memorandum of Understanding (MOU) shall be prepared

Address and Contact Information:

Office of the Senior Vice President for Programs

Ms. Magdalena L. Mendoza

Senior Vice President for Programs

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

Tel. Nos. (02) 8631-2157/ 8631-0921 local 150
Email Address: osvpp@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) 8631-2135 / 8631-0921, local 166
Email Address: cfg@dap.edu.ph

Center for Organizational Development

Mr. Immanuel A. Magalit
Acting Managing Director
5th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines
Telefax No.: 8631-2121 / 8621-2133; Trunkline: (632) 8631-0921 to 30, local 116/120
Email Address: ckm@dap.edu.ph / dapcod@gmail.com

DAP sa Mindanao

Mr. Mark Lemuel L. Garcia
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

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) 8631-2137 / (632) 8631-0921 to 30, local 171
Email Address: pdcd@dap.edu.ph

Sustainable Human Development Program

Ms. Dorothea Boy-Navarro
Director
4th Floor-B, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines
Tel. Nos.: (02) 8631-2131 / (02) 8631-2169
Email Address shdp@dap.edu.ph

Council of Fellows

Dr. Alan S. Cajesa

Senior Executive Fellow
3rd Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines
Tel. Nos.: 02-86310921/30 local 122
Email Address cajesa@dap.edu.ph



Office of the Academy President

Atty. Engelbert C. Caronan, JR., MNSA

President and CEO

6th Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

Tel. Nos.: 63 2 8631 0921 to 30 loc 117

Email Address dap.opcos@dap.edu.ph

REQUEST FOR THE USE OF CONFERENCE FACILITY - PASIG

The DAP, through the Conference and Office Facilities Services (COFS) office in Pasig, provides facilities-related services for non-residential trainings, meetings, conferences and special events activities. Its services include provision of learning facilities (functions rooms) and food and beverage requirements for both group and individual walk-in customers.

Office or Division:	Administrative Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	Government and private institutions, individual guests and other interested parties.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: caraanf@dap.edu.ph or publicaffairsdesk@dap.edu.ph Inquire through calls: Pasig: (02) 8631-2144/ (02) 86312129 or (02) 8631- 0921 loc. 115/ 118/ 152 Visit DAP Pasig: DAP Bldg., San Miguel Ave., Ortigas Center 1600 Pasig City	1.1 Receive inquiry through calls or emails or personal visit from customers for request for quotation or booking.	None	30 Minutes	Customer Relations Officer (CRO) Conference and Office Facilities Services (COFS)

	1.2 Tour the customer around the facility for personal visits. For inquiries through calls or email, record requirement and contact details of client.	None	30 minutes	Customer Relations Officer (CRO) Conference and Office Facilities Services (COFS)
	1.3 Check availability of conference facilities inquired.	None	15 Minutes	Customer Relations Officer (CRO)
2. Receive and review copy of proposal through email or in person.	2.1 Prepare and send proposal to customer through email or in person.	None	1 hour	Customer Relations Officer (CRO)
	2.2 Tentatively book reserved date.	None	15 minutes	Customer Relations Officer (CRO)
3. Confirm reservation through call, email or personal visit.	3.1 Prepare Reservation Sheet (RS) / Contract.	None	10 minutes	Customer Relations Officer (CRO)
	3.2 Send RS/ Contract to customer for signature. Change booking status to "confirmed".	None	10 minutes	Customer Relations Officer (CRO)

4. Pay required down payment fee at the cashier's office or deposit cash/ cheque payment or online bank transfer in the account name of: Development Academy of the Philippines, Landbank of the Philippines, Pasig Capitol Branch Savings Account No: 0671-010-540	4.1 Submit Request for Billing to Finance Department for full payment after the event	At least 50% deposit of the contracted price is required upon confirmation for external customers.	10 minutes	Customer Relations Officer (CRO) Conference and Office Facilities Services (COFS)
	4.2 Issue official receipt	For government accounts submission of Certificate of Availability of Funds (CAF)		Cashier, Treasury Division Finance Department
Total		50% of the contract price	3 hours	

REQUEST FOR THE USE OF CONFERENCE CENTER FACILITY - TAGAYTAY

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 services unit for both group and individual walk-in clients.

Office or Division:	DAP Conference Center– Facilities Marketing and Sales Office (FMSO)			
Classification:	Simple			
Type of Transaction:	A2A – Agency to Agency G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	Government and private institutions, individual guests and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: dapccsales@dap.edu.ph or publicaffairsdesk@dap.edu.ph Inquire through calls: Tagaytay: (046) 483-2643 or (046) 483-1290 to 4831292 loc. 222 and 369 Mobile No.: 0926-9150780 (Globe) or 0912-8345769 (Smart) Viber: 0926-9150780	1.1 Receive inquiry through calls or emails or personal visit from clients for request for quotation or booking.	None	30 Minutes	Account Executive (AE) DAPCC Facilities and Marketing Sales Office (FMSO)

Facebook: DAP Conference Center				
Visit the DAP Conference Center Tagaytay: Brgy. Sungay East, Tagaytay City				
	1.2 Tour the client around the facility for personal visits. For inquiries through calls or email, record requirement and contact details of client.	None	30 minutes	DAPCC Tagaytay - FMSO AE
	1.3 Check availability of conference facilities inquired.	None	15 Minutes	DAPCC - FMSO AE and Reservation Officer (RO)
2. Receive and review copy of proposal through email or in person.	2.1 Prepare and send proposal to client through email or in person.	None	1 hour	DAPCC - FMSO AE and RO
	2.2 Tentatively book reserved date.	None	15 minutes	DAPCC - FMSO RO
3. Confirm reservation through call, email or personal visit.	3.1 Prepare Reservation Sheet/Contract.	None	10 minutes	DAPCC - FMSO AE and RO
	3.2 Send RS/Contract to client for	None	10 minutes	DAPCC - FMSO AE

	signature. Change booking status to "confirmed".			
4. Pay required down payment fee at the cashier's office or deposit cash/cheque payment or online bank transfer in the account name of: Development Academy of the Philippines, Landbank of the Philippines, Pasig Capitol Branch Savings Account No: 0671-010-540	4.1 Issue official receipt	For the Private Accounts at least 50% deposit of the contracted price is required upon confirmation and the balance shall be settled upon checkout For Government Accounts submission of Certificate of Availability of Funds and fully paid within 30 days	10 minutes	DAPCC Cashier DAPCC - FMSO AE
Total		50% of the contract price	3 hours	

RESPONSE TO WRITTEN COMMUNICATIONS (emails and snail mail)

Internal and external written communications received at the Office of the President and Internal and external emails received through the Official Academy and OPCOS email accounts will be promptly acknowledged and replied thereto.

Office or Division:	Office of the President			
Classification:	Simple and Complex depending on type of document			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizens			
Who may avail:	All Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For external clients: 1. Official letters 2. Official email		Requesting client from all government agencies, LGUs, GOCCs, other government instrumentalities and private sectors		
B. For internal clients 1. Memorandum 2. Official letter 3. Official email		Requesting DAP centers/ units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For external and internal clients: 1. Convey written communication through email or snail mail.	1.1 Receive written communication and provide acknowledgement, if sent via email.	None	3 Minutes	Office of the President Technical Staff
	1.2 Print written communication	None	5 Minutes	Office of the President
	1.3 Record written communication			

	in the Data Tracking Management System (DTMS) and forward it for further instruction and endorsement			Project Assistant
	<p>1.4 Review documents for endorsement to DAP President</p> <p>a. <i>If appropriate for the DAP President, it will be endorsed to the President and for instruction/approval.</i></p> <p>b. <i>If the written communication is not appropriate for DAP President, it will be forwarded and endorsed to the appropriate center/unit</i></p>	None	10 Minutes	<p>Office of the President</p> <p>Head Executive Assistant (Chief of Staff)</p>
	1.5 Approve/Sign written communications	None	2 working days	President and CEO of DAP
2.Receive feedback/ response from DAP	2.1 Send approved written communication to	None	5 Minutes	Office of the President

Office of the President	the requestor through email			Project Officer (Technical Staff)
Total		None	2 working day, 23 minutes	

STUDY VISITS/REQUEST FOR INSTITUTIONAL BRIEFING

DAP makes its mandate, programs, and services known to local and international organizations by conducting institutional briefings.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Public and private organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Formal Letter of Request stating the objectives for the briefing, schedule of the visit, and the number and position levels of participants addressed to <i>The DAP President, 6/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City</i>		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Request/Intent addressed to the DAP President at least 10 working days before the intended visit via e-mail at imc@dap.edu.ph	1.1 Acknowledge receipt of request.	None	10 minutes	IMC Staff

	1.2 Set/confirm schedule with DAP officers who will serve as speakers.		1 working day	IMC Staff
	1.3 Confirm the schedule with the client.		10 minutes	IMC Staff
	1.4 Complete the necessary preparations		2 working days	IMC Staff
1. Visit the DAP premises for the briefing/tour	2. Give the briefing to the requesting agency	None	3 hours	IMC Managing Director DAP Officers
3. Fill-up the evaluation form	3. Provide the evaluation form	None	30 minutes	IMC Staff
Total		None	3 working days, 3 hours, 50 minutes	

INTERNAL SERVICES

REQUEST FOR BANQUET SERVICE BY INTERNAL CLIENTS

As part of its mandate, the Conference and Office Facilities Services provides banquet service (food and beverages) to its internal customers for activities such as conference, trainings, meetings, planning and other project related events.

Office or Division:	Administrative Department			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All centers and offices from the different groups of the Academy.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Slip		Food and Beverage Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><i>Before and During the Event/Activity</i></p> <p>1. Inquire about food and beverage (banquet requirements) for meetings through phone call, SMS or email</p> <p>Inquire through email: delarosaa@dap.edu.ph</p> <p>Inquire through FB page: <u>DAP Canteen</u></p> <p>Inquire through calls: (02) 8631-2152/ (02) 8631- 0921 loc. 184</p> <p>Inquire through SMS: +63 976 044 5852</p>	<p>1.1 Receive inquiries through phone and/ or walk-in customers</p>	None	30 minutes	<p>Food Service Supervisor</p> <p>Conference and Office Facilities Services</p>

	<p>1.2 Provide customers with list of set menu and/ or available menu</p> <p>For same day requests, customers are given available choices from the counter;</p> <p>For advanced reservations (at least 3 days before event/ activity), customer may choose from a list of set menu;</p>	None		
	<p>1.3 Discuss with reserving office's Admin Coordinators meal choices and changes from the set menu</p>	None	30 minutes	<p>Food Service Supervisor</p> <p>Conference and Office Facilities Services</p>
<p>2. Reserve the preferred menu and fill-up reservation slip</p>	<p>2.1 Receive and review customer's final menu choice then confirm reservation</p>	None	45 minutes	<p>Food Service Supervisor</p> <p>Conference and Office Facilities Services</p>

	2.2 Serve the food at the agreed schedule and venue	None		Head Waiter/Waiter Conference and Office Facilities Services
Post-Event			5 working days	
3. Receive Acknowledgement Receipt (AR)	3.1 Prepare the AR of the customer	None		Food Service Supervisor Conference and Office Facilities Services
	3.2 Issue AR and distribute it to the customer for their appropriate project charging	None	1 working day	Food Service Supervisor Conference and Office Facilities Services
Total		None	6 working days, 1 hour, 45 minutes	

ISSUANCE OF THE CERTIFICATION OF CONSULTANT/RESOURCE PERSONS OUTPUT CLEARANCE FOR HONORARIA PAYMENT

Consultants and Resource Persons are being engaged to render expert services in conjunction with the Academy's internal operating and support systems or with programs/projects which the Academy undertakes. The Certificate of Clearance for Honoraria Payment is issued when a consultant/resource person has completed engagement and delivered specific outputs as defined with the agreed TOR in the LOI or Contract of Service as one of the requirement to facilitate the request for payment of honoraria.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Resource Persons / Consultants, Officers and Staff of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Consultant's/RP's Certification of Output Clearance for Honoraria Payment Form, Rev 7, completed		Requesting Center/Office/Project Manager/Project Staff/DTS		
2 C/RP's Output Submission in e-Records Management System (eRMS)/email (e-copy)		Electronic Records Management System (ERMS)		
3 C/RPs Letter of Invitation (LOI)		Requesting Center/Office/Project Manager/Project Staff/DTS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares and provides initial attestation for the C/RP Certification of Output Clearance for Honoraria Payment Form and the C/RP's Output <i>Note: The requesting Center/Office shall submit the output in the ERMS before processing in DTS</i>	1.1 Receives in DTS and initially reviews the submitted documents for completeness before endorsing to immediate superior for final attestation	None	30 minutes	CDRD Staff

	<i>Note: Incomplete submissions are returned to requesting Center/Office</i>			
	1.2 Confirms output/s submission in eRMS, assigns an output code to such, updates the RP database and status of submission in eRMS		1 hour	CDRD Staff
	1.3 Provides final attestation for the submitted clearance and output	None		CDRD Head
	1.4 Forward the signed documents to the next processor (HRMDD) for further processing and the same in DTS and DTMS-RCA	None	30 minutes	CDRD Staff
TOTAL		None	2 hours	

PREPARATION OF DOCUMENTED INFORMATION FEEDBACK FORM (DFF)

The Documented Information Feedback Form (DFF) is the form used to suggest the creation of or revision to an existing documented information i.e. Quality Management System-related documented information, the DAP Quality Manual, Procedures and Work Instructions, template/form, etc.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-up/signed Documented Information Feedback Form			Electronic Records Management System (ERMS)	
2. Proposed draft			Originator/Process Owner	
3. Form/document for revision only,			Originator/Process Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Originator (Center /Office/Staff) email the duly accomplished DFF	1.1 Receives and reviews the submission for completeness and returns to the originator as needed.	None	2 hours	CDRD Staff
	1.2 Forward the request and its attachments to the process owner, for	None		CDRD Staff

	review and approval			
	1.3 Signs the reviewed DFF before endorsing to OP/CEO	None	1 hour	Document Controller
	1.4 Endorses the signed reviewed DFF and attachments to the President & CEO for further affirmance.	None	1 hour	CDRD Staff
	1.5 Registers the approved documented information, disseminates/e mail blast to all concerned via official dap webmail and upload onto the ERMS	None	1 hour	CDRD Staff
Total		None	5 hours	

PREPARATION, REVIEW, FINALIZATION AND DISSEMINATION OF POLICY ISSUANCES - MEMORANDUM CIRCULAR (MC), OFFICE ORDER (OO), AND SPECIAL ORDER (SO)

This process refers to the standard process of formulation, review, approval, and dissemination of policy issuances. Through this standard process, proposed policies will be thoroughly reviewed in terms of compliance to existing government rules and regulations and consistency with existing internal policies of the Academy. This process would also ensure that proposed policy goes through the appropriate vertical and horizontal channels for completed staff work before finalization, approval and dissemination.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Center/ Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Policy for Review and Approval Memorandum		Electronic Records Management System (ERMS)		
2. Proposed draft policy		Originating Office/Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent/ Originator submits draft proposed policy i.e. Memorandum Circular (MC) and Office Order (OO) with attached references, as needed	1.1 Reviews the final draft of the proposed MC /OO	None	4 hours	CDRD Head CDRD staff
	1.2 As needed, prepares appropriate form/template	None	1 hour	CDRD Staff

	as supporting document			
	1.3 Finalizes proposed policy issuance, organize in standard format/template. Provides number and date and additional references as needed.	None	2 hours	CDRD Staff
	1.4 Endorses to the Head of CDRD for final review.	None		CDRD staff
	1.5 Endorses the final draft to the process owner including the Memo Endorsement			CDRD staff
	1.6 Endorses to the Group Head of the originator /proponent for review and approval.	None		CDRD staff

	1.7 Send to the Office of the President & CEO for signature and approval	None		CDRD staff
	1.8 Disseminates /email blasts the approved Policy Issuance thru DAP webmail and upload onto the ERMS	None	1 hour	CDRD staff
2. The proponent / originator submits draft proposed Special Order (SO) re: Designation of OICs, SDO, Creation of Committee/Task Force, etc.	2.1 Reviews the final draft of the SO and finalizes using a standard/ template, provides number, date.	None	4 hours	CDRD Staff
	2.2 Reviews the final SO before endorsing to the OP/CEO			CDRD Head
	2.3 Endorses to the Office of the President & CEO for signature and approval	None		CDRD Staff

	2.3 Disseminates/ email blasts the approved SO thru DAP webmail and upload onto the ERMS	None	1 hour	CDRD Staff
Total		None	1 working day, 5 hours	

REQUEST FOR ISSUANCE OF TRAINING CERTIFICATES/CITATIONS

This process rationalizes and integrates the procedures and forms on the preparation, issuance, control and recording of certificates, whether in printed or digital form, for training and non-training programs being implemented by the different units of the Academy including citations to individuals and institutions,

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Training participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum request for issuance of Certificates/citations		Electronic Records Management System (ERMS)		
2. List of participants to awarded with Certificates		Controlled template List of Participants to be awarded of Certificates – ERMS		
3. List of individuals/institutions to be awarded with Certificate of Appreciation		Controlled template List of individuals/institutions to be awarded with Certificate of Appreciation – ERMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Project Manager submits the Memo and List of Participants/ Individual/ Institution to be awarded with Certificates/ Citation <i>Note: The Memo shall specify whether the certificate being requested is in printed or digital form or both.</i>	1.1 Review details of submitted training certificate /citations requested i.e. name, date, implementing center, etc.	None	2 hours	CDRD Staff

<p><i>Note: The CDRD shall generate the certificates and/or e-certificates with information taken verbatim from the submitted List of Participants to be Awarded with Certificates/Citations</i></p>	<p>1.2 Prepares certificate and submits the P/CEO e-signature request form and Memo and List of Participants/ Individual/ Institution to be awarded with Certificates/ Citation to the Office of the President for signature /approval</p>	<p>None</p>	<p>6 hours</p>	<p>CDRD Staff</p>
	<p>1.3 The Office of the President/ CEO reviews and approves the submitted documents</p>	<p>None</p>	<p>8 hours</p>	<p>OP HEA/COS</p>
	<p>1.4 Releases the requested certificates to the concerned PM/center and/or to the Business Unit for printing through the ERMS</p>	<p>P10.00 (e-cert) P50.00 (printed)</p>	<p>2 hours</p>	<p>CDRD Staff</p>

Total	P60.00	2 working days, 2 hours	
--------------	---------------	--	--

REQUEST FOR RE-ISSUANCE OF TRAINING CERTIFICATES OR ISSUANCE OF CERTIFIED TRUE COPY OF TRAINING CERTIFICATE

Training participants may request for reissuance of e-certificate/s or for printed certified true copy of certificate/s from the Public Affairs Desk (PAD) through a letter of request or email. The processing fee is One Hundred Pesos (Php100.00) per certificate. The PAD shall forward the request and proof of payment to CDRD which shall send the requested certificate/s or certified true copies of certificate/s to PAD for release to the requesting party.

Office or Division:	Central Documentation and Records Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Training participants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from the requesting participant thru Public Affairs Desk			Requesting Participant	
2. Official receipt of P100.00			Treasury Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PAD endorses the letter of request for the re-issuance of training certificate	1.1 Verifies details of training certificate requested i.e. name, date, implementing center, etc.	None	1 hour	PAD Staff
	1.2 Prepares the certification and certificate of requesting participant	P100.00	2 hours	CDRD Staff
	1.3 Signs the certification for the certificate		1 hour	CDRD Head

	1.4 Releases the certificate to requesting participant thru PAD		1 hour	CDRD Staff
Total		P100.00	5 hours	

REQUEST FOR RE- ISSUANCE OF TRAINING CERTIFICATES (OLD) *for non-degree trainings before August 2020*

This process pertains to the re-issuance of certificates issued by the Academy for non-degree trainings prior August 2020.

In case of loss, of previously-issued certificates, the Academy may issue a Certification, signed by Head of the implementing center attesting to the attendance and/or participation of an individual to a particular training program if no record found in the CDRD.

Likewise, If the record is available in the CDRD a certification duly signed by the President/CEO of the Academy will be issued by CDRD.

Training participants may request for reissuance of certificate from the Public Affairs Desk (PAD) or Implementing Center through a letter of request or email. The processing fee is One Hundred Pesos (Php100.00) per certificate. The PAD shall forward the request and proof of payment to CDRD which shall send the requested certificate/s to PAD for release to the requesting party.

Office or Division:	Central Documentation and Records Division (CDRD)	
Classification:	Simple	
Type of Transaction:	G2G - Public	
Who may avail:	Training participants	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter submitted to Implementing Center or PAD with the following details: Name, Position of the participant Name of Agency, Address, Tel no. Title/Date/Venue of training attended Implementing Center Purpose of request Contact details of the requestor	N/A	
2. Processing fee of PhP100.00 shall be paid on the day of the release/claim of the certification	DAP Cashier	

3. Present ID and Official Receipt when claiming the certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to implementing Center or Public Affairs Desk	1.1 Reviews details of submitted request and checks availability of record	None	8 hours	CDRD Staff
	1.2 Prepares certification of attended training		1 hour	CDRD Staff
	1.3 Informs PAD availability of the signed certificate from OP/CEO		10 minutes	CDRD Staff
Total			1 working day, 1 hour & 10 minutes	

CREATION OF PROJECT MANAGEMENT INFORMATION SYSTEM (PMIS) ACCOUNT

The PMIS is a tool used by the project managers to facilitate the preparation of various project documents. Project managers with Permanent and Co-Terminus employment status holding positions of APO 1 and above were given automatic access while Non-regular staff were given probationary access after authorization from Center Head to the PMIS.

Office or Division:	Corporate Operations and Strategy Management Office (COSM)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Non-Plantilla Personnel (NPP) staff with APO 1 and above position; Plantilla personnel with APO 1 appointment and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo (signed by Group or Center Head), Authorizing Access of PMIS, 1 original, signed		Requesting Center		
2. HRIS Information: Group/Center/Office/Unit, HRIS #, Complete Name, SG, Pay Step, Billing Rate & Employee Status		Requesting Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to create PMIS account with the requirements noted (via email): a. For NPP: Submit memo to COSM authorizing access of NPP staff b. For Plantilla Personnel: Send email request to COSM	1.1 Check if the personnel is qualified to gain access <i>Requests without the required authorization or incomplete HRIS details will be returned to the requester.</i>	None	35 minutes	COSM staff

	1.2 Create an account in the system for qualified requestor	None	10 minutes	COSM staff
	1.3 Send email to requester regarding his/her system credentials and provides customer satisfaction survey	None	25 minutes	COSM staff
Total		None	1 hour, 30 minutes	

ISSUANCE OF PROJECT SPECIAL ORDER

The project Special Order is the document that defines the composition of project team members and their roles and functions in the implementation of the project. It also provides information on the project duration, cost and the client being assisted. The project special order serves as an evidence of the legitimacy of the project contracted as well as reference for succeeding project activities.

Office or Division:	Corporate Operations and Strategy Management Office (COSM)	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who may avail:	Project Managers (PM), Project Team members	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Equivalent Document Tracking System (DTS) transaction with reference number	Document Tracking System (DTS)	
2. Memo: Designation of Project Team and submission of PIP,1, original, signed	Document Management System	
3. Draft Special Order,1, original, signed	Project Management Information System	
4. Project Profile,1, copy,	Project Management Information System	
5. Project Logframe,1, copy,	Project Management Information System	
6. Project Implementation Plan,1, original, signed	Project Management Information System	
7. Initial Project Evaluation Sheet signed,1, original, signed by Project Manager and Center Head	Project Management Information System	
8. Staff Utilization Summary (for person days)	Project Management Information System	

9. Project Contract (signed by DAP & Client); notarized		Project Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required project documents to COSM via Document Tracking System (DTS)	1.1 Check for completeness of the submitted documents	None	35 minutes	COSM staff
	1.2 Forward to Finance Dept. for Project Code creation via DTS	None	5 minutes	COSM staff
	1.3 Notifies COSM via DTS regarding Project Code creation	None	5 minutes	Finance Dept.
	1.4 Generation of Final SO via PMIS together with OP signature form	None	30 minutes	COSM staff
	1.5 Endorsement of Final SO to OP for approval via DTS	None	5 minutes	COSM staff
	1.6 Returns Final SO (signed by Academy President) via DTS	None	15 minutes	OP Staff

	1.7 Upon receipt of signed SO, sends the same to Process Owner and Finance via DTS	None	15 minutes	COSM staff
	1.8 Upload Finalized SO to the e-Records Management System (eRMS) and provides customer satisfaction survey	None	15 minutes	COSM staff
Total		None	2 hours, 5 minutes	

ISSUANCE OF REVISED PROJECT SPECIAL ORDER

The project Special Order is the document that defines the composition of project team members and their roles and functions in the implementation of the project. It serves as evidence of the legitimacy of the project contracted as well as reference for succeeding project activities. When the project details are revised for some reason that are agreed with the client, such as change in duration, or cost, or if there are changes in the project team, the project SO is likewise revised to reflect these changes.

Office or Division:	Corporate Operations and Strategy Management Office (COSM)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Project Managers, Project Team members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Equivalent Document Tracking System (DTS) transaction with reference number		Document Tracking System (DTS)		
2 Memo: Designation of Project Team and submission of Project Implementation Plan (PIP), 1, original, signed <i>Specify change in duration or price</i>		Document Tracking System (DTS)		
3 Proposed Draft Special Order (SO) Revision, 1, & original, signed SO, 1,		Project Manager		
4 For a change in project duration: Letter (duly signed by both parties), 1, scanned copy, photocopy or e-copy, For a change in project price: 1, scanned copy, photocopy or e-copy of the revised contract		Project Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit to COSM via Document Tracking System (DTS) all required project documents	1.1 Check for completeness of the submitted documents <i>Requests without the required documentation will be returned to the requester.</i>	None	35 minutes	COSM staff
	1.2 Manual drafting and uploading of SO with OP e-signature form	None	1 hour	COSM staff
	1.3 Encoding of information in the PMIS	None		COSM staff
	1.4 Forward to the concerned Center the SO	None	10 minutes	COSM staff
2. Submit the revised and signed PES and PIP	2.1 Acknowledge receipt of revised PES and PIP	None	10 minutes	COSM staff
	2.2 Revise SO online in Project Management Information System (PMIS)	None	10 minutes	COSM staff
	1.5 Endorsement via DTS of Revised	None	5 minutes	COSM staff

	SO to OP for approval			
	1.7 Returns Final SO (signed by Academy President) via DTS	None	10 minutes	OP staff
	1.8 Upon receipt of signed SO, send to Process Owner and Finance via DTS	None	15 minutes	COSM staff
	1.9 Upload Finalized SO to e-Records Management System (eRMS) and provides customer satisfaction survey	None	15 minutes	COSM staff
Total		None	2 hours, 50 minutes	

REQUEST FOR TECHNICAL ASSISTANCE (INTERNAL)

The Corporate Operations and Strategy Management (COSM) provides technical assistance to various offices with the DAP, in line with its core functions such as Planning & Budgeting, Policy & Process Review, Monitoring & Evaluation and Compliance Monitoring.

Office or Division:	Corporate Operations and Strategy Management (COSM)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DAP Groups, Centers, Offices/Units DAP Management Committee members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email request or signed memorandum for technical assistance on the following: <ul style="list-style-type: none"> • Review of Center Scorecard • Review of ISO Requirements • Philippine National Public Key Infrastructure (PNPKI) • Policy and Process Review • RP for Project Management Course and Planning 		Requesting Group/Center/Office/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Crafts a request (email or memo) and sends through the following options: <ul style="list-style-type: none"> • physical routing; • business email; or • Document Tracking System (DTS) 	1.1 Acknowledges the receipt of memo request and assesses the same via: <ul style="list-style-type: none"> • physical document/s; • business email; or • Document Tracking System (DTS) 	None	20 minutes	COSM Technical Staff

	1.2 Endorses the request to the COSM Director	None	10 minutes	COSM Technical Staff
	1.3 COSM Director reviews and approves the request.	None	4 hours	COSM Director
	1.4 Identifies an agreed upon schedule with the requester and logs the request	None	4 hours	COSM Technical Staff
2. Receives the requested technical assistance as per agreed schedule	2.1 COSM communicates approval of request and proceeds to the completion of the same on the agreed schedule.		10 minutes	COSM Technical Staff
	2.2 Provides customer satisfaction survey	None	10 minutes	COSM Technical Staff

Total	None	1 working day and 50 minutes	
--------------	-------------	---	--

REQUEST FOR CORPORATE-LEVEL DOCUMENTS (DOCUMENTS REQUIRING SIGNATURE OF COMPLIANCE OFFICER AND DAP PRESIDENT)

The Corporate Operations and Strategy Management (COSM) is the steward of all compliance and management-level documentation for the DAP. Requests for corporate-level documents may be made from COSM for the purpose of complying with the said executive information related to the Academy-level scorecard, GCG correspondence for DAP, GCG memorandums for all GOCCs, Memorandum Circulars pertinent to DAP's oversight agency compliance, results of the annual Customer Satisfaction Survey and official documentation of Management Committee meetings.

Office or Division:	Corporate Operations and Strategy Management (COSM)			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DAP Groups, Centers, Offices/Units DAP Management Committee members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. An approved memorandum or a formal business email to request for corporate level documents, 1 original or photocopy, signed			Requesting Group/Center/Office/Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Crafts a memo request and send through the following options: <ul style="list-style-type: none"> • physical routing; • business email; or • Document Tracking System (DTS) 	1. Acknowledges the receipt of memo request for corporate-level documents through and does initial assessment: <ul style="list-style-type: none"> • physical document/s; • business email; or 	None	1 hour	COSM Technical Staff

	<ul style="list-style-type: none"> Document Tracking System (DTS) 			
	1.1 Endorses the request for corporate-level documents to the COSM Director	None	10 minutes	COSM Technical Staff
	1.2 COSM Director reviews and approves the request to provide the documents	None	4 hours	COSM Director
	1.3 Endorses the request for corporate-level documents to the Compliance Officer	None	10 minutes	COSM Director
	1.4 The Compliance Officer reviews and provides attestation for the request	None	1 working day	DAP Compliance Officer
	1.5 The Compliance Officer endorses the request to the	None		DAP Compliance Officer

	DAP President for review and approval			
	1.6 Review, approval and signing of request by the DAP President	None	2 working days	DAP President
	1.7 Receives the fully-approved request and provides an update to the client	None	1 hour	COSM Technical Staff
2. Receives the requested technical documentation	2. Documents the successful fulfillment of the request through the tracking sheet, business email or the Document Tracking System (DTS) and provides customer satisfaction survey	None	10 minutes	COSM Technical Staff
	2.1 Informs the COSM Director of request fulfillment	None		COSM Technical Staff

Total	None	3 working days, 6 hours, 30 minutes	
--------------	-------------	--	--

REQUEST FOR CORPORATE-LEVEL DOCUMENTS (INTERNAL USE)

The Corporate Operations and Strategy Management (COSM) is the steward of all compliance and management-level documentation for the DAP. Groups/Centers/Offices request from COSM the said executive information related to the Academy-level scorecard, GCG correspondence for DAP, GCG memorandums for all GOCCs, Memorandum Circulars pertinent to DAP's oversight agency compliance, results of the annual Customer Satisfaction Survey and official documentation of Management Committee meetings.

Office or Division:	Corporate Operations and Strategy Management (COSM)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DAP Groups, Centers, Offices/Units DAP Management Committee members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. An approved memorandum or a formal business email to request for corporate level documents, 1 original or photocopy, signed			Requesting Group/Center/Office/Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Crafts a memo request and send through the following options: <ul style="list-style-type: none"> • physical routing; • business email; or • Document Tracking System (DTS) 	1.1 Acknowledges the receipt of memo request for corporate-level documents and does initial assessment via: <ul style="list-style-type: none"> • physical document/s; • business email; or • Document Tracking System (DTS) 	None	1 hour	COSM Technical Staff

	1.2 Endorses the request for corporate-level documents to the COSM Director	None	10 minutes	COSM Technical Staff
	1.3 COSM Director reviews and approves the request to provide the documents	None	4 hours	COSM Director
	1.4 Receives the fully-approved request and provides an update to the client	None	1 hour	COSM Technical Staff
2. Receives the requested technical documentation	2.1 Documents the successful fulfillment of the request through the tracking sheet, business email or the Document Tracking System (DTS) and provides customer satisfaction survey	None	10 minutes	COSM Technical Staff

	2.2 Informs the COSM Director of request fulfillment	None		COSM Technical Staff
Total		None	6 hours, 20 minutes	

REQUEST FOR TECHNICAL EXPERT

This pertains to requests for Technical Expert Services (e.g., Panelist, Faculty Adviser, Resource Person, Subject Matter Expert, etc.) for DAP projects.

Office or Division:	Council of Fellows (COF) Office of the President (OP)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Academy's Internal Centers/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original, Signed, Request letter or formal email.		Requesting Office		
2. Fully-accomplished COF Technical Assistance/Engagement Request Form		COF- Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the request form or make a call, text or email to COF	1.1 Receive the request form and endorse such to the SEF	None	5 minutes	Secretariat COF
	1.2 Inform the client/requesting party to expect the feedback through call, text or email	None	5 minutes	Secretariat COF
	1.3 Review the request, identify the proper technical expert, and coordinate/discuss with the	None	2 hours	SEF

	technical expert the needed services.			
	1.4 Approve and endorse the request to the assigned technical staff.	None	15 minutes	SEF
2. Receive the approved request form.	2.1 Relay to the requesting party/client the final decision through text, call or email	None	5 minutes	Secretariat COF
Total		None	2 hours, 30 minutes	

INTERLIBRARY RESEARCH

SUSPENDED UNTIL FURTHER NOTICE FROM C19RT

This process describes the issuance of Endorsement/Referral Letter by the DAP Library to those who would like to conduct research in other libraries. An endorsement letter from a professor/staff of the researcher's originating institution is required for any private or public individual to conduct research in any library around the country.

Office/Division	Research Support Services Division (RSSD)-Library			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who May Avail	DAP Students, Faculty Members, Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Library Request for Referral Form, 1		DAP Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Accomplished Request for Referral Form	1.1 Receive the form from client	None	1 minute	Librarian DAP Library
2. Wait for the request to be processed	2.1 Encode the details to the Endorsement Letter Template. Print and sign the letter.	None	5 minutes	Librarian DAP Library
3. Receives the letter from the Librarian		None	5 minutes	Librarian DAP Library
Total		None	11 minutes	

RESEARCH AND REFERENCE SERVICE

This process responds to research needs and reference queries of library patrons (students, faculty members, DAP personnel and outside researchers).

Office/Division	Research Support Services Division-Library			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who May Avail	DAP Students, Faculty Members, Administrative Personnel, Outside Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Internal Clients 1. Valid DAP Student/Faculty/Personnel/Alumni Identification Card		Identification Card issued by HRMDD for DAP Faculty and Personnel Identification Card issued by the Office of the Registrar for officially enrolled students and alumni		
For External Clients 1. Referral/Endorsement Letter		Endorsement letter secured from the Librarian of the clients' company or school		
2. Valid Identification Card (Government-Issued IDs, Company ID, School ID)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Internal Clients (Face-to-Face Transaction)</i> <small><i>SUSPENDED UNTIL FURTHER NOTICE FROM C19RT</i></small>				
1. State research and/or reference query	1.1 Receive query from client and verify in the database if the resources needed are available	None	1 minute	DAP Librarian

2. Wait for the query to be processed and information source determined	2.1 Select and pull out from the shelves the materials needed by the client	None	5 minutes	DAP Librarian
3. Select what is relevant in the resources given by the Librarian	3.1 Check out the materials to be borrowed in the Library System	None	5 minutes	DAP Librarian
4. Sign the borrower's receipt	4.1 Receive the signed copy of borrower's receipt for filling	None	1 minute	DAP Librarian
Total		None	12 minutes	

For Internal Clients (Online Transaction)

1. Send a research and/or reference query to the DAP Library Webmail	1.1 Receive the query emailed by the client and verify in the database if the resources needed are available	None	1 minute	DAP Librarian
2. Wait for an email confirmation from the DAP Library	2.1 Review and evaluate the relevance of electronic resources that is related to the query and send those to the client	None	1 hour	DAP Librarian
3. Receive the resources from DAP Librarian	3.1 Receive a confirmation from the client that the resources were received	None	10 minutes	

		Total	None	1 hour, 11 minutes	
<i>For External Clients (Outside Researchers)</i> <u>SUSPENDED UNTIL FURTHER NOTICE FROM C19RT</u>					
1. Present the Endorsement/Referral Letter and register in the Logged Sheet	1.1 Receives the Endorsement/Referral Letter and Issue a payment slip	Php100		1 minute	DAP Librarian
2. Proceed to the Cash Department and present the payment slip for the payment of research fee			None	15 minutes	
3. Return to the Library and present the signed payment slip	3.1 Receive the payment slip for filling		None	5 minutes	DAP Librarian
4. State research and/or reference query	4.1 Receive query from client and verify in the database if the resources needed is available		None	1 minute	DAP Librarian
5. Wait for the query to be processed and information source determined	5.1 Select and pull out from the shelves the materials needed by the client (Note: For External Clients, all materials are for Room-Use Only)		None	5 minutes	DAP Librarian
6. Receive the	6.1 Log the		None	5 minutes	DAP Librarian

materials from the Librarian	materials in the system			
7. Return the materials to the Librarian	7.1 Issue a reading receipt	None	1 minute	DAP Librarian
8. Sign the receipt	8.1 Receive the reading receipt for filling	None	1 minute	DAP Librarian
Total		None	34 minutes	



REQUEST FOR BILLING AND COLLECTION (On-line through Document Tracking System (DTS))

When an output for a certain project of the Academy is completed, a request for a Billing Statement (BS) is forwarded to the Finance Department-Accounting Division.

The BS is the basis for recording the Accounts Receivable (AR) in the books of accounts.

Collections of ARs are supported by BS.

Office or Division:		Finance Department (Accounting & Treasury Divisions)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All Centers of the Academy		
CHECKLIST OF REQUIREMENTS (Uploaded to On-line DTS and all original supporting documents should be submitted to the Finance Department)		WHERE TO SECURE		
1. Accomplished Billing Request Form		Originating Center		
2. Approved Memorandum of Agreement (MOA)		Originating Center		
3. Approved Letter of Conformance		Originating Center		
4. Certificate of Acceptance of Project Deliverable		Originating Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload Billing Request (BR) with supporting documents to the DTS.	1.1 Assign Processing Control Number (PCN) and forward all documents to the Finance – Accounting Division	None	Two (2) minutes	Administrative Department, Front Desk Staff
	1.2 Validates the on-line request and prepares the Billing Statement (BS). Printing of Billing Statement (BS) is on site.	None	Ten (10) minutes	Finance Department (FD)-Accounting Division (AD)

	1.3 Updates records in the Financial Management Information System (FMIS) and issues the BS to the TD	None	Ten (10) minutes	Finance Department (FD)-Accounting Division (AD)
2 The external client accepts the Billing Request from DAP through email.	2.1 Sends Scanned Billing Statement (BS) and supporting documents to the client through email.	None	1 hour	Finance Department (FD)-Treasury Division (TD) Staff
	2.2 Delivers the original BS to the client	None	8 hours (due to travel constraint)	Finance Department (FD)-Treasury Division (TD) Staff
3. Treasury Division follows up the client for payment	3.1 Follows-up date of payment from client	None	Ten (10) minutes	Finance Department (FD)-Treasury Division (TD) Staff
4 The External client delivers the check to DAP	4.1 Collects and issues Official Receipt	None	Fifteen (15) minutes	Finance Department (FD) -Treasury Division (TD) Staff
5. Treasury Division to pick up the check payment of client	5.1 Collects and issues Official Receipt	None	4 hours (due to travel constraints)	Finance Department (FD) -Treasury Division (TD) Staff

6 Treasury feedback the Project Manager as to the status of collection	6.1 Updates the concerned DAP office on status of collection	None	Fifteen (15) minutes	Finance Department (FD) -Treasury Division (TD) Staff
Total		None	14 hours and 2 minutes	

REQUEST FOR BILLING AND COLLECTION (On site through Document Tracking and Monitoring System (DTMS))

When an output for a certain project of the Academy is completed, a request for a Billing Statement (BS) is forwarded to the Finance Department-Accounting Division.

The BS is the basis for recording the Accounts Receivable (AR) in the books of accounts.

Collections of ARs are supported by BS.

Office or Division:		Finance Department (Accounting & Treasury Divisions)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All Centers of the Academy		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Billing Request Form, 1		Originating Center		
2. Approved Memorandum of Agreement (MOA), 1, original		Originating Center		
3. Approved Letter of Conforme, 1, original		Originating Center		
4. Certificate of Acceptance of Project Deliverable, 1, copy		Originating Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares and submits Billing Request (BR) with supporting documents to the Services	1. Records, assigns a Processing Control Number (PCN) and forwards BR and supporting documents to the AD	None	Two (2) minutes	Administrative Department, Front Desk Staff
	1.1 Validates request and prepares the Billing Statement (BS)	None	Ten (10) minutes	Finance Department (FD)-Accounting Division (AD)

	1.2 Updates records in the Financial Management Information System (FMIS) and issues the BS to the TD	None	Ten (10) minutes	Finance Department (FD)-Accounting Division (AD)
2. The Treasury Division delivers the Billing Request to the client	2.1 Sends/ Delivers Billing Statement (BS) to the client	None	8 hours (due to travel constraints)	Finance Department (FD)-Treasury Division (TD) Staff
3. Treasury Division follows up the client for payment	3.1 Follows-up date of payment from client	None	Ten (10) minutes	Finance Department (FD)-Treasury Division (TD) Staff
4. The External client delivers the check to DAP	4.1 Collects and issues Official Receipt	None	Fifteen (15) minutes	Finance Department (FD) -Treasury Division (TD) Staff
5. Treasury Division to pick up the check payment of client	5.1 Collects and issues Official Receipt	None	4 hours (due to travel constraints)	Finance Department (FD) -Treasury Division (TD) Staff
6. Treasury feedback the Project Manager as to the status of collection	6.1 Updates the concerned DAP office on status of collection	None	Fifteen (15) minutes	Finance Department (FD) -Treasury Division (TD) Staff
Total		None	13 hours and 2 minutes	



REQUEST FOR CASH ADVANCE FOR LOCAL AND FOREIGN TRAVEL (On-line through Document Tracking System (DTS))

All regular employees, Non-Plantilla Personnel (NPP), and external resource persons, with no outstanding Cash Advances (CAs), may request for CAs on authorized local and foreign travels.

All CAs shall be subject to liquidation.

Office or Division:	Finance Department (Budget, Accounting & Treasury Divisions)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	<p>A. LOCAL TRAVEL</p> <ul style="list-style-type: none"> ✓ Permanent and Co-Terminous Officers/ Staff ✓ Non-Plantilla Personnel (NPP) and External Resource Persons of the Academy <p>B. FOREIGN TRAVEL</p> <ul style="list-style-type: none"> ✓ Permanent and Co-Terminous Officers/ Staff ✓ Non-Plantilla Personnel (NPP) of the Academy
CHECKLIST OF REQUIREMENTS (Uploaded to On-line DTS and all original supporting documents should be submitted to the Finance Department)	WHERE TO SECURE
A. Local Travel	
1. Approved Service Agreement (SA) for NPP and LOI for External Resource Persons of the Academy, 1,	Originating Center
2. Accomplished DAP Transaction Slip (DTF), 1	Originating Center
3. Approved Itinerary of Travel, 1,	Originating Center
4. Approved Travel Order, 1,	Originating Center
B. Foreign Travel	
1. Accomplished DAP Transaction Slip (DTF)	Originating Center

2. Approved Itinerary of Travel		Originating Center		
3. Approved Travel Order		Originating Center		
4. Malacañang approval, if Agency Head will travel		Malacañang		
5. DAP Management Authorization		Office of the President of the Academy		
6. Letter of Invitation		Host/ sponsoring country/ organization		
7. Letter of Acceptance		Originating Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload payment request with approved DAP Document Transaction Form (DTF) and supporting documents to DTS.	1.1 Assign Processing Control Number (PCN) and forward all documents to the Finance - Pre-Audit	None	Two (2) minutes	Administrative Department (AD), Front Desk Services Staff
	1.2 Evaluate online the payment request documents based on the requirements and forward the same to the Budget Division (BD)	None	Thirty (30) minutes for simple transactions	Finance Department (FD) - Accounting Division (AD), Pre-Audit Staff
	1.3 Allocate budget , issues the Budget Utilization Slip (BUS) and forwards to the Accounting Division (AD)	None	Fifteen (15) minutes per regular transaction	Finance Department (FD) – Budget Division (BD) Staff
	1.4 Prepare the Disbursement Voucher (DV) and Journal	None	Fifteen (15) minutes	Finance Department (FD) – Accounting

	Entry Voucher (JEV) on-line.			Division (AD) Staff
	1.5 Received the DV/JEV through on-line DTS	None	Two (2) minutes	Finance Department (FD) – Treasury Division (TD) Staff
	1.6 On site printing of DV, JEV and Tax Credit Certificates (TCC)	None	Fifteen (15) minutes	Finance Department (FD) – Accounting Division (AD) Staff
	1.7 On site printing of Checks	None	Ten (10) minutes	Finance Department (FD) – Treasury Division (TD) Staff
	1.8 Sign DV /JEV and TCC	None	Fifteen (15) minutes	Finance Department (FD) and Accounting Division (AD) – Managing Director and Acting Director and other designated signatories outside FD
	1.9 Printing of Checks and for signature with Signatory #1 and Signatory #2	None	Fifteen (15) minutes If per Batch, 240 minutes per signatory. If per Piece,	Designated signatories from Programs and Services Groups

			15 minutes per signatory.	
	1.10 Update records in the DTMS. Inform RO when check is available.	None	Ten (10) minutes On informing RO, there is Monthly Outstanding Checks Report sent regularly to Center Heads/FO	Finance Department (FD) - Treasury Division (TD) Staff
	1.11 Issue check and/or deposit to Landbank accounts of the payee. (If all the original supporting documents are submitted to the Services Front Desk (SFD)). Note: Release of check is subject to the submission of the original supporting documents to the SFD.	P50.00 if P10,000.00 below and P100.00 if P10,000.00 above for deposits outside Metro Manila	One Hundred Twenty (120) Minutes or Two (2) hours	Finance Department (FD) - Treasury Division (TD) Staff
Total		None	For simple/ regular transactions: 4 hours and 9 minutes	

REQUEST FOR CASH ADVANCE WITH A SPECIFIC PURPOSE (On-line through Document Tracking System (DTS))

A Cash Advance (CA) is granted for emergency purposes only.

A regular employee and a duly designated Disbursing Officer (DO), with no outstanding Cash Advance (CA), may request for a CA with a specific and authorized purpose.

Likewise, the DO requesting for a specific CA amounting to ₱ 5,000 and above shall be bonded.

All CAs shall be subject to liquidation.

Office or Division:		Finance Department (Budget, Accounting & Treasury Division)		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Officers and Staff of the Academy <ul style="list-style-type: none"> ● Bonded Permanent and Co-Terminous Officers/ Staff for ₱5,000.00 and above, with no outstanding CAs; ● Unbonded Permanent and Co-Terminous Officers/ Staff for amounts below P5,000.00, with no outstanding CAs 		
CHECKLIST OF REQUIREMENTS (Uploaded to On-line DTS and all original supporting documents should be submitted to the Finance Department)		WHERE TO SECURE		
1. Accomplished Specific Cash Advance Form		Originating Center		
2. Accomplished DAP Transaction Slip (DTF)		Originating Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload payment request with approved DAP	1. Assign Processing Control Number	None	Two (2) minutes	Administrative Department (AD), Front

Document Transaction Form (DTF) and supporting documents to DTS.	(PCN) and forward all documents to the Finance - Pre-Audit			Desk Services Staff
	1.2 Evaluate online the payment request documents based on the requirements and forward the same to the Budget Division (BD)	None	Thirty (30) minutes for simple transactions	Finance Department (FD) - Accounting Division (AD), Pre-Audit Staff
	1.3 Allocate budget , issues the Budget Utilization Slip (BUS) and forwards to the Accounting Division (AD)	None	Fifteen (15) minutes per regular transaction	Finance Department (FD) – Budget Division (BD) Staff
	1.4 Prepare the Disbursement Voucher (DV) and Journal Entry Voucher (JEV) on-line.	None	Fifteen (15) minutes	Finance Department (FD) – Accounting Division (AD) Staff
	1.5 Received the DV/JEV through on-line DTS	None	Two (2) minutes	Finance Department (FD) – Treasury Division (TD) Staff
	1.6 On site printing of DV, JEV and Tax Credit	None	Fifteen (15) minutes	Finance Department (FD) –

	Certificates (TCC)			Accounting Division (AD) Staff
	1.7 On site printing of Checks	None	Ten (10) minutes	Finance Department (FD) – Treasury Division (TD) Staff
	1.8 Sign DV /JEV and TCC	None	Fifteen (15) minutes	Finance Department (FD) and Accounting Division (AD) – Managing Director and Acting Director and other designated signatories outside FD
	1.9 Printing of Checks and for signature with Signatory #1 and Signatory #2	None	Fifteen (15) minutes If per Batch, 240 minutes per signatory. If per Piece, 15 minutes per signatory.	Designated signatories from Programs and Services Groups
	1.10 Update records in the DTMS. Inform RO when check is available.	None	Ten (10) minutes On informing RO, there is Monthly Outstanding Checks Report sent regularly to	Finance Department (FD) - Treasury Division (TD) Staff

			Center Heads/FO	
	<p>1.11 Issue check and/or deposit to Landbank accounts of the payee. (If all the original supporting documents are submitted to the Services Front Desk (SFD)).</p> <p>Note: Release of check is subject to the submission of the original supporting documents to the SFD.</p>	<p>P50.00 if P10,000.00 below and P100.00 if P10,000.00 above for deposits outside Metro Manila</p>	<p>One Hundred Twenty (120) Minutes or Two (2) hours</p>	<p>Finance Department (FD) - Treasury Division (TD) Staff</p>
Total		None	For simple/regular transactions: 4 hours and 9 minutes	

ENGINEERING SERVICES

This process refers to the administration, management, operation and maintenance of building-engineered systems, to include but not limited to structural system, air-conditioning system, water distribution system, sanitary & plumbing system, fire alarm system, PABX or telephone system, elevator system, lighting, power & electrical system, generator system, etc.

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Center/Department/Office/Unit Designated Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip for minor engineering repairs; or Phone Call, Text or Email Request		GSD-OD / Engineering Office, Basement		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through call, text or email to GSD-Engineering	1.1 Receive and log the request and assign engineering personnel to do repair works	None	Equal to or less than three (3) hours from the time of request submission	Building Engineer or Designated Engineering Personnel
Total		None	3 hours	

MOTOR VEHICLE POOL (MV POOL) SERVICES

This process describes the administration, management and operation of all motor vehicles of the Academy. Motor Vehicle Services, under the General Services Division (GSD) provides land transportation service for DAP in Pasig City, DAP Conference Center in Tagaytay City and DAP sa Mindanao (Davao-based) operations.

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Center/Department/Office/Unit Designated Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Slip*, 1, signed by requesting party or by the Center/Office Head		GSD-MVPool Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a reservation slip or email request to GSD-MVPool at least 5 days prior to date of use	1.1 Approve or disapprove request, and inform requesting party of the result of their request	None	Equal or less than one (1) working day from the time of request submission	MVPool Dispatcher or his designated representative
Total		None	1 working day	

REQUEST FOR THE USE OF ENGINEERING SERVICES OFFICE SPACES BY INTERNAL CUSTOMERS

In support to the Academy's core business, the Engineering Services provides needed facilities in terms of office space for its various programs.

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All centers and offices from the different groups of the Academy.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo request		Group or Center Head		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from Engineering Services if there is available office space.	1.1 Receive request and check for availability	None	1 working day	General Services Division (GSD) Staff Office of the Director, GSD
	1.2 Give feedback to inquiring client on availability/ non availability of office space	None		
2. Receive information on the availability and prepares memo request addressed to the DAP President for approval		None	1 working day	General Services Division (GSD) Staff Office of the Director, GSD
3. Forward approved memo to GSD	3.1 Receive approved memo and instruct	None		

	housekeeping services to prepare available space			Office of the Director, GSD
	3.2 Give feedback to client that space is ready for occupancy	None	10 minutes	General Services Division (GSD) Staff Office of the Director, GSD
Total		None	2 working days, 10 minutes	

APPROVAL OF REQUESTS FOR FOREIGN TRAINING/STUDIES/APO CAPABILITY BUILDING PROGRAMS / EXTERNAL LEARNING AND DEVELOPMENT (L&D) INTERVENTIONS

This pertains to foreign training/studies/APO capability building programs that are offered to the Academy or secured by the DAP personnel

Office or Division:	Staff Development Unit			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. APO DAP Secretariat memo and project notification			APO DAP Secretariat	
2. Memo request			Requesting Center/Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APO DAP Secretariat sends a memo with the attached Project Notification inviting DAP to send participants to the APO Training Programs; or Center/Department Head sends memo endorsement of staff to attend a foreign training/ studies	1.1 HRD evaluates/assess the program, identify the relevance to Center/Department , create the list of suggested nominees based on perceived relevance to function, level of expectation, and result of competency assessment, drafts the call for nomination memo, and endorses to HRD AM for review and approval. <i>If foreign training/ studies, proceed to</i>	None	3 working days	Private Secretary I

	<i>step 1 of Process of screening/ endorsing DAP- approved participants to foreign training/studies/ APO programs</i>			
	1.2 HRD Acting Manager reviews the draft memorandum and returns the same if with corrections, otherwise, endorses to the OIC-HRMDD if in order.	None	1.5 working days	HRD Acting Manager
	1.3 OIC-HRMDD evaluates and signs/approves the memo invitation if found in order for dissemination.	None	2 working days	OIC-HRMDD
	1.4 HRD sends the memo invitation to the concerned Center/Department Head of the suggested participants.	None	4 hours	Private Secretary I
TOTAL		None	7 working days, 4 hours	

EXTERNAL LEARNING AND DEVELOPMENT (L&D) INTERVENTIONS (LOCAL)

This pertains to local learning and development interventions that are provided to DAP personnel to further equip them with the required competencies for their positions.

Office or Division:	Human Resource Development Division (HRD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation and/or Program for the Training		Organizing Agency/Party		
2. Memo Endorsement		Concerned Center/Department/Group Head, DAP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Center/Department Head sends via email a memo of endorsed participant/s to local training for approval.	<p>1.1 HRD evaluates the endorsement using the CB HRMD Framework, checks the completeness of information and its adherence to pertinent regulations.</p> <p>The following activities are undertaken: <i>competency assessment, drafting of memo endorsement, preparation of the training monitoring report, coordination with the training provider, and</i></p>	None	5 working days	HRM Officer II

	<i>computation of estimate cost.</i>			
	1.2 HR Acting Manager reviews the evaluation and recommends appropriate action on the training request to OIC, HRMDD	None	2 working days	Acting Manager, HRD
	1.3 OIC, HRMDD evaluates the recommendation and endorses to SVP-Services if with corresponding fee and if found in order for approval. If the training request is free of charge, approves the request if in order.	None	2 working days	OIC, HRMDD
	1.4 SVP-Services approves the training endorsement if in	None	3 working days	SVP-Services

	order otherwise, back to step 1.1			
	1.5 HRD sends a memo to the Center/Department Head and participant/s to inform the decision and the post-training requirements via email.	None	4 hours	HRM Officer II
	1.6 HRD coordinates with the participant/s and training provider regarding registration. HRD also simultaneously prepares the request for payment and encodes the transaction in the HRIS.	None	2.5 working days	HRM Officer II
Total		None	9 working days (if Training is free of charge) 15 working days (if Training is with a fee)	

INTERNAL LEARNING AND DEVELOPMENT (L&D) INTERVENTIONS

This pertains to interventions that are organized and conducted by the HRMDD for the Academy.

Office or Division:	Staff Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo Request approved by Center Head		Requesting Center/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Center/Department Head sends a memo via email requesting to conduct a specific training to be implemented by the HRDD as part of its internal capability programs.	1.1 Human Resources Development (HRD) evaluates training request against the Competency-Based HRMD (CB-HRMD) Framework and gives recommendation and pertinent documents (<i>competency assessment, target participants, draft memo invitation</i>) to HRD Acting Manager.	None	7 working days	HRM Officer II

	1.2 HRD Acting Manager reviews the evaluation and endorses via email the recommendation if in order for action of the OIC, HRMDD.	None	2 working days	Acting Manager, HRD
	1.3 OIC HRMDD evaluates the recommendation and approves or disapproves the request based on the assessment.	None	2 working days	OIC, HRMDD
	1.4 Once approved, HRD attends to pre-training requirements: <i>Email blasting of memo invitation, prepare poster, create online registration forms/pre-test/eval forms, contact RP/s, wait for participants to register, coordinate with the HRD team, create Training Manager presentation, and</i>	None	14 working days	HRM Officer II

	<i>send training advisory via email to participants with the meeting link information.</i>			
TOTAL		None	25 working days	

PREPARATION OF TRAVEL DOCUMENTS AND PAYMENT FOR EXTERNAL TRAINING (LOCAL)

This pertains to the preparation of the pre-travel documents, payment and the requirements after participation in approved local training.

Office or Division:	Human Resource Development Division (HRD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Training Report			Participant	
2. Certified Copy of Certificate			Participant	
3. Pre-travel documents			HRMDD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From the approved client's request for training	1.1 HRD prepares PR for hotel accommodation and land transportation or flight booking, travel documents, travel allowances (<i>if applicable</i>) and payment for the training.	None	5 working days	HRM Officer II
	1.2. HRD Acting Manager reviews the prepared documents.	None	4 hours	Acting Manager, HRD
	1.3. Applicable documents are uploaded in the DTS for processing.	None	5 minutes	HRM Officer II

2. Participant submits training report and photocopy of training certificate/s to HRD via email.	2.1 HRD receives training report and copy of training certificate, and updates the online Training Monitoring Sheet. Also, electronic copy of the training certificate is endorsed to the HRM Records Staff for 201 file.	None	4 hours	HRM Officer II
	2.2 Uploads training report in the e-RMS	None	5 minutes	HRM Officer II
Total		None	6.5 working days and 10 minutes	

PREPARATION OF TRAVEL DOCUMENTS, PAYMENT OF TRAINING FEES/ALLOWANCES AND SERVICE CONTRACT FOR FOREIGN TRAINING/ STUDIES/ APO CAPABILITY BUILDING PROGRAM

This pertains to the preparation of the pre-travel documents and the requirements for participation in approved foreign training/studies/APO capability building program.

Office or Division:	Staff Development Unit			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Acceptance Return Service Contract and Travel Documents PR for airfare <i>(if applicable)</i> Payment for training fees <i>(if applicable)</i>			APO DAP Secretariat HRMDD HRMDD HRMDD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APO DAP Secretariat notifies the nominated personnel and HRMDD via email the result of APO Japan's final decision on nomination to the APO capability-building program If foreign training/studies, the Office of the President sends the approved nomination form.	1.1 HRD coordinates with the accepted personnel to inform about the return service contract and to obtain his/her guarantor's name, civil status, address, relationship to the DAP personnel	None	1 hour	Private Secretary I
	1.2A return service contract containing the computation of	None	3 working days	Private Secretary I

	<p>expenses defrayed by the Academy for the individual's participation to the APO program/ foreign training/studies, travel documents, PR for airfare and payment for training fee/allowances (<i>if applicable</i>) are drafted and endorsed for review of the AM-HRD via email</p>			
	<p>1.3 AM-HRD reviews and approves the contract and other applicable documents for printing and signing of the concerned personnel if found in order</p>	None	1 working day	AM-HRD
	<p>1.4 Printed copy of the contract and travel documents are given to the personnel for his/her/guarantor's/ Center/Department Head's signature.</p> <p>If applicable, PR for airfare is submitted to the Admin-Logistics Division via DTS while request for training fee is submitted to the</p>	None	1 working day	Private Secretary I

	Finance Department via DTS also for advanced processing.			
2. Client submits to HRD the signed contract and travel documents	2.1 HRD endorses the contract and travel documents to the Office of the President for signature	None	1 working day	Private Secretary I
	2.2 Upon receipt of the signed contract, HRD facilitates the notarization of the contract and provides a copy to the grantee, HRM Records Unit, and HRM Comben Unit (<i>if foreign studies</i>)	None	2 working days	Private Secretary I
	2.3 Upon receipt of the signed travel documents, HRD provides the Admin-Logistics Division and Finance Department the complete documents. If applicable, the request for payment of training allowances is also submitted to the Finance Department.	None	3 hours	Private Secretary I AM-HRD
	TOTAL	None	8.5 working days	



PROCESS OF SCREENING AND ENDORSING DAP-APPROVED PARTICIPANT/S TO FOREIGN TRAINING/STUDIES/APO CAPABILITY BUILDING PROGRAM

This pertains to the processes being observed to ensure that the best qualified candidate who match the Academy's standards through the adoption of basic selection policies and criteria are nominated.

Office or Division:	Staff Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HR Nomination Form signed by the Center Head		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Center/Department Head submits HR Nomination form of their participant to the HRMDD.	<p>1.1 HRD evaluates the completeness of HR Nomination form and assess the participant's compliance to the internal requirements such as length of service, employment status, performance rating for two (2) consecutive semesters, and computation of investment in case of foreign training/studies.</p> <p>If the nominee fell short of the above requirements, a memo justification is sought from the Center/Department Head.</p>	None	<p>3 working days <i>(for APO application)</i></p> <p>7 working days <i>(for foreign training/studies)</i></p>	Private Secretary I Center Head Nominated Personnel

	In case a non-plantilla personnel is recommended, a signed Service Commitment form in lieu of the return service contract attested by the endorsing officer aside from the justification is sought.			
	1.2 Once requirements are submitted, a draft memo addressed to the Grants & Scholarship Committee (GSC) is prepared.	None	1 working day	Private Secretary I
	1.3 HRD Acting manager reviews, and endorses if in order. If not, go back to step 1.	None	4 hours	AM-HRD
	1.4 OIC, HRMDD evaluates and signs/approves the endorsement to the GSC.	None	2 working days	OIC-HRMDD
	1.5 Memo endorsement is released simultaneously via email to the GSC members.	None	1 hour	Private Secretary I
2. GSC sends via email the signed/approved endorsement memo with	2.1 HRD prepares a covering memo for the President reflecting the GSC members' decision and/or ranking of the	None	1 working day	Private Secretary I AM – HRD OIC-HRMDD

ranking (if applicable)	nominated personnel signed by HRD AM and OIC, HRMDD.			
	2.2 The DAP President makes final decision on the approval and/or ranking of nominees.	None	2 working days	President/ OP Chief of Staff
	2.3 HRD submits to the APO DAP Secretariat the signed memo of approved nominees by the President.	None	1 hour	Private Secretary I
TOTAL		None	9 working days & 6 hours (APO) 13 working days & 6 hours (foreign training/ studies)	

ENDORSEMENT OF CANDIDATES

This describes the procedure undertaken by the Human Resource Management Division when endorsing candidates.

Office or Division:	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All DAP Group/Center Heads	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Personnel Requisition Form (PRF)		HRMDD or HRIS
2. Functional BEI Form		HRMDD

3. Cover or Endorsement Memo				
4. Candidate's Profile Folder				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor Submits to HRMDD approved PRF	1.1. HRM Officer checks roster of pre-assessed candidates and prepares candidate's profile folder (exam result, interview evaluation, QS assessment result). Otherwise, invite candidates for assessment	None	4 hours	HR Psychometrician
	1.2. Prepares cover/endorsement Memo	None	15 minutes	HR Officer
	1.3. Endorses candidate profile folders with cover/endorsement memo to the Director for review and clearance	None	5 minutes	HRM Officer

	1.4. HRM Division Director reviews, clears and signs candidate profile folders, QS Assessment, and cover/endorsement memo (e-copy through email or physical copy)	None	1 working day	HRM Division Director
	1.5. Routes endorsement with attached Functional Interview Form to Requesting Center/Office through email	None	15 minutes	HRM Officer
2. Requesting Center/Office receives the candidates' profiles	2. Awaits feedback from requesting Center/Office	None	7 calendar days	HRM Officer
Total		None	8 working days, 4 hours and 35 minutes	

HR ASSESSMENT PROCESS

This describes the procedure undertaken by the Human Resource Management Division in assessing applicants to be included in the roster of pre-assessed candidates.

Office or Division:	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. An application letter or		The applicant		
2. Curriculum Vitae				
3. Accomplished EPDS and DAP Essay (Original or Electronic Copy)		HRMDD Staff/Psychometrician		
4. Set of Psychological Battery Test		Philippine Psychological Corporation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits application via e-mail	1.1 Email HR Assessment schedule and the Employment Personal Data Sheet and DAP Essay Form	None	30 minutes	HR Psychometrician
2. Show up or attend for the HR Assessment and submit copy of accomplished required forms	2.1. Conduct battery of tests (written initial assessment)	None	3 hours	HR Psychometrician
	2.2. Schedule initial interview (HR level) face-to-face or online	None	10 minutes	HR Psychometrician

3. Show up or attend HR initial interview	3.1. Conducts initial interview	None	45 minutes	HR Psychometrician
	3.2. Dismisses the applicant for the day	None	5 minutes	HR Psychometrician
	3.3. Encodes the applicant's information profile and examination results in the HRIS to form part of the active file	None	30 minutes	HR Psychometrician
	3.4. Evaluates the raw scores or test results of applicants and encodes in the HRIS	None	30 minutes	HR Psychometrician (HRM – RSP)
	3.5. Assess profile of applicant and prepares the QS Assessment	None	30 minutes	HR Psychometrician (HRM – RSP)
Total		None	6 Hours	

PROCESSING OF SERVICE AGREEMENT (SA)

Below are the steps undertaken in the processing of a Service Agreement and onboarding of selected candidates.

Office or Division:	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Center/Group Head			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Personnel Requisition Form (PRF), 1		HRMDD		
2. Completed Service Agreement Form (SAF)		Originating Center/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits draft Service Agreement Form (SAF) signed and endorsed by the Center/Department Head	1.1. Reviews TOR in the SA against the job description of the Reference Position. If not aligned, return to requesting Center.	None	30 minutes	HRM Officer
	1.2. Returns reviewed SA to Center/Department Head for signature or revision.	None	10 minutes	HRM Officer
2. Once SA is in order, Center/Department Head signs SA and forwards to HRM –RSP.	2. Invite Candidate for Formal Job Offer	None	10 minutes	HRM Officer
3. Candidate responds to offer.	3. HRM – RSP conducts onboarding session.	None	45 minutes	HRM Officer

	3.1 Upon acceptance of Job Offer, Encoding of SAF in HRIS	None	10 minutes	HRM Officer
	3.2. Endorses the SA to Budget Division for Budget Utilization Slip (BUS)	None	10 minutes	HRM Officer
	3.2 Once returned by the Budget Division, endorse to the Office of the President for approval of the PCEO	None	1 working day	HRMDD Managing Director
	3.3 Once returned by the Office of the President and CEO, attestation of Service Agreement Form (SAF) by HRMDD	None	1 working day	Officer in charge of HRM Division
	3.4 Coordinates reporting schedule of the newly hired staff to the requesting Center/Office	None	15 minutes	HRM Officer

	3.5 Facilitates contract signing and endorses new hire to Center/Office	None	1 hour	HRM Officer
4. Endorsement of SA to SFD For closing of PCN and transmittal to Center/Office		None	5 minutes	Requesting Center/Office
Total		None	2 working days, 3 hours and 15 minutes	

ISSUANCE OF CERTIFICATE OF EMPLOYMENT / ENGAGEMENT AND SERVICE RECORD

The certificate of employment / engagement and Service Record contain information on the current position, office assignment, salary or honoraria as the case may be, status of employment and length of service in the Academy. This is issued for whatever legal purpose it may serve the employee.

Office or Division:	Human Resource Management Division (HRMD) - HRMDD			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Plantilla and Non-Plantilla Personnel (former and incumbent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRMDD Request Form for Certifications		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit duly accomplished request form (can be as attachment to email; if no form attached, mention specifics in the email request)	1.1 Receive the request form (or via email)	None	5 minutes	Clerk HR Officer HRMD
	1.2 Review the request and clarify details of request if necessary	None	10 minutes	HR Officer HRMD
	1.3 Prepare the requested certificate of employment/ engagement and /or Service Record (SR)		10 minutes	HR Officer HRMD

	1.4 Review and sign the certificate / SR (e-signature if request via email; original signature if hard copy requested)		1 working day	Clerk HRM Director HRMD
2. Claims requested certificate / SR and rates the service via the same form (if hard copy; receives soft copy via email)	2.1 Release certificate / SR after the requestor had rated the service (no customer feedback form for soft copy)		5 minutes	Clerk HRMD
Total		None	1 working day, 30 minutes	

PROCESS OF CLASSIFYING CONSULTANTS AND RESOURCE PERSONS (C & RP)

The DAP engages consultants and resource persons who are experts in their fields of study in order to fulfill project requirements. Classifying consultants ensures that the correct rate is applied for services they render.

Office or Division:	Human Resource Management Division (HRMD) - HRMDD			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Officers and Staff of the Academy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completed and signed Engagement Request & Classification Form (ERCF) and CV Highlights Form			Document Management System (DMS)	
2. Curriculum Vitae of Consultant/Resource Person (C/RP), 1 copy			Requesting Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and forwards the following to HRMDD: <i>Curriculum Vitae (CV), Engagement Request and Classification Form (ERCF) signed by the Project Manager (PM) and CV Highlights Form signed by the C/RP</i>	1.1 Receives and logs the documents from the client via SFD via DTS and DTMS (RCA) (this step comes later as we do advance processing via DTS)	None	5 minutes	HR Officer HRMD
	1.2 If the C/RP's engagement is considered Highly Technical, the Center is advised to coordinate with the	None	<i>Note: non-applicable</i> <i>End-user directs action to BAC</i>	<i>Note: non-applicable</i> <i>End-user directs action to BAC</i>

	Bids and Awards Committee (BAC) Secretariat for processing		<i>(MC on this – to be finalized/ Approved)</i>	<i>(MC on this – to be finalized/ Approved)</i>
	1.3 Provide C/RP classification while validating classification provided by the requesting Center (indicates this in the Notes in the DTS)	None	2 working days	HR Officer HRMD
	1.4 If classification differs from the one provided by the requesting Center, return documents to Center via DTS	None	5 minutes	HR Officer HRMD
2. Provide justification for the classification of the C/RP if not in agreement with classification of HRMDD; if in agreement, notes this on the Document Tracking Sheet	2.1 Discuss with requesting Center to ensure agreement of classification (discussion here pertains to exchange of messages in the Notes in the DTS)	None	15 minutes	HR Officer HRMD
	2.2 Provide attestation for the final classification of the C/RP	None		HR Officer HRMD

	<p>2.3 Encode the final classification in the HRIS and route the documents back to the requesting Center/Office thru SFD via DTS and DTMS (RCA) and forwards the completed documents to the requesting Center through SFD (the forwarding to SFD will come later as this will pertain to hard copies of the documents)</p>	None	15 minutes	<p>HR Officer</p> <p>HRMD</p>
Total		None	2 working days, 40 minutes	

PROCESS OF REVIEWING AND APPROVING LETTERS OF INVITATION (LOI) FOR CONSULTANTS AND RESOURCE PERSONS (C/RP)

Letters of Invitation (LOI) for Consultants and Resource Persons (C/RP) are reviewed through their form and content to ensure that DAP Management, the implementing Group/Center/Office and the C/RP are completely in agreement with the terms of the engagement.

Office or Division:	Human Resource Management Division (HRMD) - HRMDD			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Resource Persons / Consultants Officers and Staff of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Invitation (LOI) for C/RP signed by Group Head, 1 original		Requesting Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit draft LOI via DTS	1.1. Review the draft LOI and provides feedback to the requesting Center through	None	2 working days	HR Officer HRMD
	1.2. Return to the originating Center via DTS and DTMS RCA if LOI is not according to MC 2014-007 and memo dated Sept. 23, 2020 on Revised Classification			HR Officer HRMD

	and Rates for C & RPs			
2. Amend portions of the LOI as necessary		None		HR Officer HRMD
3. Forward the amended LOI to HRMDD via DTS	3.1 Receive and review LOI if changes done are in order and encode the details of the LOI in the HRIS	None	15 minutes	HR Officer HRMD
	3.2 Affix C/RP's classification level (in the Remarks portion in the DTS) and initials (this step is for hard copy later) information provided	None		HR Officer HRMD
	3.3 Forward the LOI to Finance Department for budget purposes (via DTS and DTMS RCA)	None	1 minute	HR Officer HRMD

Total	None	2 working days, 16 minutes	
--------------	-------------	-----------------------------------	--

REQUEST FOR MONETIZATION OF LEAVE CREDITS

Monetization of leave credits aims to provide necessary additional funds to finance the education, health or other expenses of the employees.

Office or Division	Human Resource Management Division (HRMD) - HRMDD			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Eligible/qualified Plantilla Based Personnel of the Academy			
CHECK LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Leave of Absence (ALA), 1 copy, original, signed by the immediate superior			HRMDD	
2. Memorandum, signed, from the requestor (if request will monetize 50% or more)			Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished ALA form (for minimum of 10 to maximum of 30 vacation leave/VL credits) <i>If request for monetization is 50% or more of SL and VL credits, attach memorandum with valid reason, to be signed by the Head of Agency</i>	1.1 Validates VL balance of requestor and reflects the new VL balance in the ALA	None	30 minutes	HRM Officer

	<p>1.2 Prepares Memo, to be signed by the Director of HRM Division, addressed to the Head of Agency through the Finance Dept. Head</p> <p>Attachments: include: Service Record and Leave card</p>	None	2 working days	HRM Officer
	1.3 HRM Division Director reviews and approves the request	None		HRM Division Director
	<p>1.4 HRM Division Director endorses to Finance for budget certification</p> <p><i>*Finance Department has their own TAT</i></p>	None		<p>HRM Division Director</p> <p>Finance Dept.</p>
	1.5 HRM Routes the memo to the Head of Agency	None		10 minutes

	1.6 HR receives approved/signed monetization request and endorses documents/ request to Services Front Desk (SFD) for logging.	None	20 minutes	HR Officer
Total		None	2 working days, 1 hour	

ISSUANCE OF ICT CLEARANCE FOR PURCHASE REQUEST

The ICT clearance is a pre-requisite prior to the purchase of IT materials, equipment and appliances. The ICT clearance should be attached to a Purchase Request.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (detailed item specifications)		Document Management System (DMS)		
2. ICT Clearance Form		Document Management System (DMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request via Document Tracking System (DTS) with complete details of the item being requested	1.1 Check for completeness of the submitted documents	None	10 minutes	ICTD STAFF
	1.2 Prepares ICT Clearance Form and submits to Lead for review	None	10 minutes	ICTD STAFF
	1.3 Reviews and endorses to Admin Head for signature	None	1 min	ICTD STAFF Lead
	1.4 Approval of Admin Head	None	5 minutes	Admin Head
	1.5 Forward Services Front Desk (SFD)	None	3 minutes	ICTD STAFF

	the PR with ICT clearance for processing			
Total		None	29 minutes	

ISSUANCE OF ICT DIAGNOSIS REPORT

The ICT Diagnosis report is a document issued by MIS to report the defects found upon inspection of IT material or equipment.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request through ticket via IT Support Ticketing System		IT Support Ticketing System (ISTS) ticketing.dap-systems.net		
2. ICT Diagnosis Form		Document Management System (DMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a ticket via IT Support Ticketing System to report IT problem encountered	1.1 Acknowledge receipt of the ticket by changing the status from Open to on-going	None	1 minute	ICTD STAFF
	1.2 Check the reported technical problem	None	20 minutes	ICTD STAFF
	1.3 Prepare diagnosis report and submits to Lead for review	None	10 minutes	ICTD STAFF
	1.4 Reviews and endorses to Admin Head for signature	None	1 minute	ICTD STAFF Lead

	1.5 Approval of Admin Head	None	5 minutes	Admin Head
	1.6 Forward to Requesting Center the ICT Diagnosis Report	None	1 minute	ICTD STAFF
Total		None	38 minutes	



MANAGEMENT OF DAP EMAIL ACCOUNT

The service aims to document the request for creation of DAP email account for newly hired employees and the deactivation of email accounts of employees who have been separated from the service of the Academy.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	HRMD Staff, Program Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For new hires: Detailed information (Full Name, HRIS Number, Designation, Office/Center) , 1 copy, original		HRMD		
2. For separatees: Clearance Form, 1 copy, original		HRMD		
3. For external clients: Email registration Form		E-mail registration form (http://bit.ly/dap-email)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CREATION OF EMAIL				
1. Forward request for creation of DAP email account	1.1 Sent reply email to acknowledge receipt of request	None	1 minute	ICTD STAFF
	1.2 Create email account	None	3 minutes	ICTD STAFF
	1.3 Endorse email credentials to HR thru email	None	1 minute	ICTD STAFF
Total		0	5 minutes	
SUSPENSION OF EMAIL				
1. Submit Clearance form to ICTD STAFF	1.1 Receive form from the requesting party.	None	1 minute	ICTD STAFF Information System Analyst

	1.2 Suspend email and cleared employee in the form	None	5 minutes	ICTD STAFF Information System Analyst
	1.3 Endorse to COSM Director for approval and endorsement to HR	None	10 minutes	ICTD STAFF Information System Analyst
Total		None	16 minutes	
CREATION OF EMAIL FOR EXTERNAL CLIENTS/PARTICIPANTS				
1. Submit Email Request Form and list of participants to ICTD STAFF	1.1 Sent reply email to acknowledge receipt of request	None	1 minute	ICTD STAFF
	1.2 Endorse the request to Admin Head for Approval	None	1 minute	ICTD STAFF
	1.3 Approval of Admin Head	None	5 minutes	Admin Head
	1.4 Create email account (<i>note: processing time is dependent on volume of users</i>)	None	10 minutes	ICTD STAFF
	1.5 Endorse email credentials to requesting client thru email	None	1 minute	ICTD STAFF
Total		None	18 minutes	

TECHNICAL SUPPORT ASSISTANCE OF SIMPLE ICT REQUESTS

The IT Support Ticketing System (ISTS) is established to improve service delivery of IT support services to its clients. The application provides a standard and streamlined mechanism that will document the entire process of IT requests from the time the request is made up to the resolution of the problem and the provision of client feedback.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Simple /			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request through ticket via IT Support Ticketing System		IT Support Ticketing System (ISTS) ticketing.dap-systems.net		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a ticket via IT Support Ticketing System to report IT problem encountered	1.1 Acknowledge receipt of the ticket by changing the status from Open to on-going	None	30 seconds	ICTD STAFF
	1.2 Check/assess the reported technical problem	None	10 minutes	ICTD STAFF
	1.3 Resolve the reported problem	None	15 minutes	ICTD STAFF
	1.4 Close the ticket	None	30 seconds	ICTD STAFF
2. Rate service	2.1 Receive and log rating	None		ICTD STAFF
Total		None	26 minutes	

TECHNICAL SUPPORT ASSISTANCE OF COMPLEX ICT REQUESTS

The IT Support Ticketing System (ISTS) is established to improve service delivery of IT support services to its clients. The application provides a standard and streamlined mechanism that will document the entire process of IT requests from the time the request is made up to the resolution of the problem and the provision of client feedback.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Simple /			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request through ticket via IT Support Ticketing System		IT Support Ticketing System (ISTS) ticketing.dap-systems.net		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a ticket via IT Support Ticketing System to report IT problem encountered	1.1 Acknowledge receipt of the ticket by changing the status from Open to on-going	None	30 secs	ICTD STAFF
	1.2 Check/assess the reported technical problem	None	30 minutes	ICTD STAFF
	1.3 Troubleshoot the reported problem	None	3 working days	ICTD STAFF
	1.4 Close the ticket	None	30 secs	ICTD STAFF

2. Rate service	2.1 Receives and logs rating	None		ICTD STAFF
Total		None	3 working days, 36 minutes	

VIDEO CONFERENCE ASSISTANCE

The service aims to provide technical assistance when it comes to video conferencing setup for international training.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 original, signed memo of Center Head addressed to Director of COSM requesting for the service from the end user		Requesting Center/Office		
2. 1 copy of training date and venue		Requesting Center/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the signed memo requesting for Videocon assistance to the Office of the Director of COSM	1.1 Acknowledge receipt of memo	None	1 minute	ICTD STAFF
	1.2 Endorse the request to MIS	None	1 minute	ICTD STAFF
	1.3 Coordinate with the requesting party for testing of equipment and connectivity (<i>note: wait time is dependent on requesting party</i>)	None	15 minutes	ICTD STAFF Information System Analyst
2. Requesting party informs MIS about available	2.1 Test Videocon equipment and	None	1 hour (within DAP)	ICTD STAFF

schedule for testing	internet connectivity		1 day before event (for external venues)	Information System Analyst
Total		None	1 hour, and 17 minutes (if venue is within DAP) 1 working day, and 17 minutes (if venue is external)	

UPLOADING OF BIDS AND AWARDS NOTICES TO THE DAP WEBSITE

This service is to post bids and awards/request for quotation on the website to inform possible supplier for the Academy's purchasing requirement/bidding:

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BAC Sec & Procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information to be posted		BAC Sec & Procurement		
2. File/s to be attached on the post(bidding documents)		BAC Sec		
3. File/s to be attached on the post(request for quotation)		Procurement		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request with attached document to ICTD STAFF	1.1 Acknowledge receipt of email	None	1 minute	ICTD STAFF
	1.2 Post invitation to bid/ request for quotation in the website	None	20 minutes	ICTD STAFF
	1.3 Notify the requesting Center / Office that the information is already posted on the website	None	3 minute	ICTD STAFF
Total		None	24 minutes	



UPLOADING OF TRAINING/COURSE INVITATIONS TO THE DAP WEBSITE

The training invitations posted in the Academy website aids the Centers in promoting the latest available course offerings of the Academy.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	All DAP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Memo from the Requesting Center, 1, original, signed		Requesting Center		
2. Specific official files to be uploaded (jpeg or pdf format)		Requesting Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IMC to submit via email the approved materials for posting in the Academy website	1.1 Acknowledge receipt of email	None	1 minute	ICTD STAFF
	1.2 ICTD STAFF will upload the information onto the website	None	30 minutes	ICTD STAFF
	1.3 Notify the requesting Center via email that the information is already posted on the website	None	3 minutes	ICTD STAFF
Total		None	35 minutes	

MANAGEMENT OF THE DAP BOOTH

To DAP ensures the veracity and compliance of its information and communication materials such as booths for conferences and events to the DAP's standards by having it reviewed and approved by the DAP IMC.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of the Memorandum of request if internal Center/Unit or Letter of request if external request		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum or letter of request via e-mail at imc@dap.edu.ph	1.1 Receive the memorandum with the attachments	None	Five minutes (5)	IMC Staff
	1.2 Ask for the Managing Director's recommendation and approval.	None	Five minutes (5)	Managing Director, IMC
	1.3 Calendar the event date and assign a person to be in-charge of the Booth	None	Two (2) hours	Managing Director, IMC
	1.4 Prepare the standard design for the Booth	None	Three (3) working days	IMC Staff
	1.5 Present to the requesting Center/Unit, the proposed design of the booth. Presentation may be in the form of:	None	Two (2) working days	IMC Staff

	<p>a. Online meeting with the Center/Unit;</p> <p>b. A Memo from the IMC MD, with the design and corresponding guidelines as attachment</p>			
2. Review and approve/recommended revisions/changes to the design.	2.1 Finalize and execute the approved design	None	Five (5) working days	IMC Staff
Total		None	10 working days, 2 hours, 10 minutes	

REVIEW AND APPROVAL OF WEBSITE CONTENT AND SOCIAL MEDIA ASSETS

The DAP ensures the veracity and compliance of its information and communication materials posted online, namely: social media captions; press releases; online videos; images; web banners; institutional announcements; job postings; and, other social media content, to the DAP's standards by having these reviewed and approved by DAP IMC.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum of request by the Center/Unit		Requesting Center/Unit		
2. One (1) softcopy of the copy/material		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum of request with the copy/material and design as attachments to: imc@dap.edu.ph <i>(Include the softcopy of the collateral/design layout)</i>	1.1 Receive/acknowledge the Memo, and review the completeness of attachments	None	Five (5) minutes	IMC Staff
	1.2 Review, comment and revise content if needed	None	Two (2) working days	IMC Staff and Managing Director IMC
	1.3 Approve the content for uploading	None	Thirty (30) minutes	Managing Director IMC

	1.4 Post content on the DAP website and/or other social media platforms	None	Two (2) hours	IMC Staff
Total		None	2 working days, 2 hours, 35 minutes	

REQUEST FOR IMC TOKENS/COLLATERALS

The DAP, through the Institutional Marketing Center, ensures to further promote its events, programs, and services by providing tokens to its guests and partners and, produce marketing collaterals for distribution. Groups and centers are encouraged to source their marketing collaterals (e.g., tokens) from the IMC.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum of request by the Center/Unit, stating the specific token needed		Requesting Center/Unit		
2. One (1) original copy Order slip		IMC		
3. One (1) original copy Memo fund transfer		Requesting Center/Unit		
4. Customer satisfaction rating		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum (approved by the Managing Director of the requesting Center) with the attached documents for review via e-mail at	1.1 Acknowledge receipt of the memorandum	None	Five (5) minutes	IMC Staff

imc@dap.edu.ph				
	1.2 Inform the requesting center of the available marketing collaterals	None	One (1) hour	IMC staff
2. Center/Party will fill up the Order Slip and send a Memo for fund transfer to IMC for the requested marketing collaterals	2.1 Receive the Order Slip of the requested token and prepare the available collaterals	None	Two (2) working days	IMC Staff
3. Get the token/collaterals from the IMC Office and fill up the customer satisfaction rating	3.1 Release the tokens and receive customer satisfaction form	None	Two (2) hours	Requesting Center
Total		None	2 working days, 3 hours, 5 minutes	

REQUEST FOR PUBLICATION OF PRESS RELEASES

The DAP publishes its stories and announcements, print, broadcast and online media in order to keep its target audience up-to-date with the Academy's programs, services and public offerings.

The DAP IMC provides assistance to groups and centers that would like to get their press releases published.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the Center or Unit		Requesting Center		
2. One (1) softcopy of draft press release/article		Requesting Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send memorandum request and draft press release/article that needs to be published via e-mail at imc@dap.edu.ph	1.1 Acknowledge receipt of the memorandum	None	Five (5) minutes	IMC Staff
	1.2 Review and edit the press release/article	None	One (1) working day	IMC Staff IMC Managing Director

	1.3 Return edited article to requesting center for concurrence/ additional information	None	Ten (10) minutes	IMC Staff
2. Review/approve edited/revised article and supply additional information, as needed	2.1 Finalize press release/article	None	Two (2) hours	IMC Staff
	2.2 Clear article for dissemination/publication	None	One (1) hour	IMC Managing Director
	2.3 Send press release/article to media contacts and publish on DAP website and social media account	None	Two (2) hours	IMC Staff
Total		None	1 working day, 5 hours, 15 minutes	



REQUEST FOR PRESS CONFERENCE AND MEDIA GUESTING

The DAP conducts press conferences in order to disseminate pertinent information about its programs and offerings to its target public. For press conferences and events, DAP IMC provides assistance in facilitating the invitation of guests from media outlets

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the Center or Party		Requesting Center		
2. One (1) original and softcopy Media Advisory and Media Kit		Requesting Center		
3. One (1) softcopy of Media Kit		Requesting Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send memorandum requesting for a schedule of Press Conference and Guesting with information about the program/event to be promoted via e-mail at imc@dap.edu.ph	1.1 Acknowledge receipt of the memorandum	None	Five (5) minutes	IMC Staff

	1.2 Review the request and ask for additional information as necessary.	None	Thirty (30) minutes	IMC Staff
	1.3 Prepare list of media outlets to tap for guesting/ be invited to the press conference	None	Two (2) hours	IMC Staff
	1.4 Send Letter of Request to the identified media outlet/s for guesting or Media Advisory for the press conference	None	One (1) working day	IMC Staff
	1.5 Confirm DAP guesting or media personnel attendance to the press conference	None	One (1) working day	IMC Staff
	1.6 Inform the requesting Center of confirmed guesting or confirmed attendees to the press conference		Ten (10) minutes	IMC Staff
	1.7 Prepare press kit and tokens for the media outlets/media personnel	None	One (1) working day	IMC Staff
	1.8 Brief the DAP officials who will serve as guests/speakers in media programs or press conferences	None	Two (2) hours	IMC Managing Director
2. Ensure attendance of DAP officers/resource persons	2.1 Facilitate the media guesting/manage the press conference	None	One (1) working day	IMC Staff and Managing Director
Total		None	4 working days, 4	

		hours, 45 minutes	
--	--	------------------------------	--

REQUEST FOR REVIEW AND APPROVAL OF BRIEFER, AVP SCRIPT, AND FINAL REVIEW OF AVP

The DAP ensures the veracity and compliance of its information and communication materials, such as, briefers, audio-visual presentation scripts, and audio-visual presentations, to the Academy's standards by having them reviewed and approved by the DAP IMC.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Memorandum of request if internal Center/Unit		Requesting Center/Unit		
2. One (1) electronic of AVP Script		Requesting Center/Unit		
3. One (1) copy of the AVP		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum or letter of request via e-mail at imc@dap.edu.ph	1.1 Receive and acknowledge the memorandum with the attachments	None	Five (5) minutes	IMC Staff
	1.2 Review the AVP Script/AVP and provide recommendations for enhancement	None	Two (2) working days	IMC Managing Director and two technical staff
	1.3 Send back comments/recommendations to	None	Ten (10) minutes	IMC Staff

	the requesting Center/Unit			
Total		None	2 working days, 15 minutes	

REQUEST FOR REVIEW AND APPROVAL OF MARKETING COLLATERALS DESIGN

The DAP ensures the veracity and compliance of its information and communication materials (electronic and printed), such as, brochures, posters, tarpaulins, flyers, invitations, infographics, and tokens, to the Academy's standards by having it reviewed and approved by the DAP IMC.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of the Memorandum of request by the Center/Unit with the attached supporting documents (softcopy of the collateral design/layout)		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum of request with the attached proposed content and design via e-mail at imc@dap.edu.ph <i>(Include the softcopy of the collateral design/layout)</i>	1.1 Receive and acknowledge the memorandum with the attachments	None	Five (5) minutes	IMC Staff
	1.2 Review and provide	None	Two (2) working days	IMC Managing Director

	recommendations on the collaterals			
	1.3 Revert to the requesting Center/Unit for comments and recommendations	None	Ten (10) minutes	IMC Staff
Total		None	2 working days, 15 minutes	

INITIAL CONTRACT REVIEW

The DAP Legal Services reviews contracts with clients, consultants, third party service providers and other parties such as Memorandum of Agreement, Service Agreement, Letter of Conforme, etc.

Upon the formal confirmation of a client to proceed with a project, DAP initiates the crafting and review of a contract to ensure that all expectations and commitments from all the involved parties are well documented. The project contract is initially reviewed internally by the project team, Center Head, Group Head, Finance Head and Legal Officer.

Office or Division:	Legal Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Document Tracking Sheet (DTS), 1 copy, original	Concerned Center/Office
	2. Contract Review Routing Form (CRRF), 1 copy, original (signed by Center Head, Group Head, Finance)	Concerned Center/Office
	3. Draft Contract (MOA, MOU, Contract of Service, Contract for Service Providers), 1 copy (softcopy and hardcopy)	Concerned Center/Office
	4. Project/Training Proposal, 1 copy (softcopy and hardcopy)	Concerned Center/Office
	5. Project Implementation Plan (PIP), 1 copy, original	Concerned Center/Office
	6. Summary of PIP, 1 copy, original	Finance Office
	7. Project Logical Framework, 1 copy, original	Concerned Center/Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Center/ Office forwards (physically/or thru email or the online DTS) Contract and attachments to Legal (Initial Review)	1.1 Acknowledges receipt and checks completeness of the forwarded documents for review <i>Incomplete documentation will be returned to the originating Center.</i>	None	15 minutes	Legal Staff
	1.2 Legal Officer provides comments and revisions on the Contract. Affixes the signature/e-sig in the CRRF.	None	2 working days & 4 hours	Chief Legal Counsel
	1.3 Returns docs to Concerned Center/Office to incorporate corrections and/or comments of the Legal Officer	None	15 minutes	Legal Staff
Total		None	2 working days, 4 hours and 30 minutes	

FINAL CONTRACT REVIEW

The final contract review process ensures that all revisions and agreements are formally acknowledged by all the involved parties. The final contract is printed in seven (7) original copies, reviewed and signed by the DAP Center Head, Group Head, Finance Head, Legal Officer and President.

Office or Division:	Legal Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Memo to President Caronan re: Final Review of said Contract, 1 copy, original (signed by Group Head, Center Head, Project Manager)	Concerned Center/Office
2. Project Information, 1 copy, original	Concerned Center/Office
3. Contract Review Routing Form (CRRF), 1 copy, original (signed by Center Head, Group Head, Finance, Legal)	Concerned Center/Office
4. Final Contract, 7 copies, original	Concerned Center/Office
5. Project/Training Proposal, 1 copy, original	Concerned Center/Office
6. Project Implementation Plan (PIP), 1 copy, original	Concerned Center/Office
7. Project Logical Framework, 1 copy, original	Concerned Center/Office
8. Certificate of Availability of Funds (CAF), 1 copy, original	Concerned Center/Office
9. Notice of Award (NOA), 1 copy, original	Concerned Center/Office
10. Notice to Proceed (NTP), 1 copy, original	Concerned Center/Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
--------------	----------------	-----------------	-----------------	--------------------

1. Concerned Center/ Office forwards (physically/ or thru email) revised Contract and attachments to Legal	1.1 Acknowledges receipt and checks forwarded docs <i>Incomplete documentation will be returned to the originating Center.</i>	None	15 minutes	Legal Staff
	1.2 Legal Officer reviews documents to check if corrections and/or comments were incorporated Affixes the signature/e-sig in the Memo for Final Review.	None	2 working days & 4 hours	Chief Legal Counsel
	1.3 Forwards docs to the Office of the President (OP) for endorsement	None	15 minutes	Legal Staff
Total		None	2 working days, 4 hours and 30 minutes	

REQUEST FOR LEGAL OPINION

The DAP Legal Services provides legal advice and opinion to concerned Center/Offices of the Academy, upon request.

Office or Division:	Legal Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Tracking Sheet (DTS), 1 copy, original		Concerned Center/Office		
2. Memo/Email re: Request for Legal Opinion, 1 copy, original		Concerned Center/Office		
3. Other pertinent documents such as contracts, TORs, receipts, posting, and other documents relevant to the inquiry for reference, 1 copy, original		Concerned Center/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Center/ Office forwards (physically/or thru email) Memo and pertinent documents to Legal	1.1 Acknowledges receipt of Memo/ Email and other pertinent documents	None	15 minutes	Legal Staff
	1.2 Legal Officer provides/writes opinion	None	6 working days & 4 hours	Chief Legal Counsel
	1.3 Returns docs/ emails opinion to Concerned Center/Office	None	15 minutes	Legal Staff
Total		None	6 working days, 4 hrs and 30 minutes	

ISSUANCE OF BAC RESOLUTIONS FOR ACADEMIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES (SEC. 53.6) OR HIGHLY TECHNICAL CONSULTANTS (SEC. 53.7)

This process described the procurement of Consulting Services following the conditions of Annex H of the 2016 Revised Implementing Rules and Regulations of RA 9184.

Office or Division:	Logistics Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Invitation (endorsed by HR, as determined and classified as "Consultant" as per RA 9184)		DAP Document Management System (DMS)		
2. Documentary Requirements, whether Sec. 53.6 or 53.7, as attached to the endorsed LOI by HR.		Refer to Annex H of the 2016 Revised IRR of RA 9184.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HR staff to endorse to the BAC Secretariat the evaluated and determined LOI from the End User, whether under Sec. 53.6 or 53.7, with complete documentary requirements.	1.1 Receive complete documents	None	5 minutes	HR staff
2. Drafting of BAC Resolution	2.1 Draft BAC Resolution for review of End User and BAC Members	None	3 working days	BAC Secretariat, End User, and BAC members
2. Finalization of BAC Resolution	3.1 Finalize the BAC Resolution for the signature of BAC members	None	7 working days	BAC Members and BAC Secretariat

Total	None	10 working days and 5 minutes	
--------------	-------------	--------------------------------------	--

LEASE OF VENUE

Refers to training centers, convention halls, hotels, and similar establishments catering to trainings, seminars, conferences, conventions, symposia and similar gatherings requiring the official participation of government officials and employees. This may include meals and accommodation.

Office or Division:	Logistics Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR)		End-user / Requestor Purchase Request form: DAP Document Management System (DMS)		
2. Justification (If Privately owned venue or there is an available publicly owned venue that complies with the requirements) that privately owned venue is more efficient and economical to the government.		End-user / Requestor		
3. Copy of Pre-market survey conducted.		End-user / Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Approved Purchase Request	1.1 Receipt of Budgeted Purchase Request and processes the transaction in the Document Tracking Management System (DTMS)	None	15 minutes per transaction	Logistics Division/ Property Management Staff Logistics Division/ Property Management Section

	1.2 Evaluates the completeness of PR (specifications, authorized signatories, presence of justification) and reflects feedback in the DTMS	None	30 minutes per transaction	Logistics Division/ Property Management Staff Logistics Division/ Property Management Section
	1.3 Encodes the transaction to generate/assign PR number in the Procurement Management System (PMS)	None	15 minutes per transaction	Logistics Division/ Property Management Staff Logistics Division/ Property Management Section
	1.4 Prepares Request for Quotation (RFQ), including specifications/ terms of reference/scope of work	None	45 minutes per transaction	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section

	<p>1.5 Disseminates RFQ to at least three (3) Suppliers.</p> <p>If catering services outside the lease of venue, please refer to Procurement of Goods and Services through Shopping and Small Value Procurement.</p>	None	45 minutes per transaction	<p>Logistics Division/ Canvassing and Procurement Staff</p> <p>Logistics Division/ Canvassing and Procurement Section</p>
	<p>1.6 Secure RFQ's</p> <p>The deadline for submission may be extended thrice, if no quotation received.</p> <p>Endorse PR to End-user if no quotation from the third posting was receive for evaluation/updatin g of PR.</p>	None	Refer to 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "H".	<p>Logistics Division/ Canvassing and Procurement Staff</p> <p>Logistics Division/ Canvassing and Procurement Section</p>
2. Receive and review copy of proposal/ quotations and confirms venue choice	2.1 Prepares and endorses to signatories Abstract of Quotation (AOQ), including the evaluated contract terms & conditions	None	45 minutes per transaction	<p>Logistics Division/ Canvassing and Procurement Staff</p> <p>Logistics Division/ Canvassing and Procurement Section</p>

	2.2 Request and secure for Certificate of Availability of Funds (CAF) from Accounting Division	None	1 working day	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
	2.3 Send CAF to supplier for contracting	None	10 minutes	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
	2.4 Secure and Evaluate propose contract.	None	60 minutes	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
	2.5 Process contract for signature of authorized signatories	None	2 working days	Logistics Division/ Canvassing and Procurement Staff Logistics Division/

				Canvassing and Procurement Section
	2.6 Provide End-user / Requestor copy of signed contract.	None	10 minutes	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
Total		0	7 working days, 5 hours if proposal/s is/are received on the first dissemination of RFQ. 15 working days, 5 hours if proposal/s is/are received on the third dissemination of RFQ.	

PROCUREMENT OF GOODS AND SERVICES THROUGH SHOPPING AND SMALL VALUE PROCUREMENT

This process described the acquisition of Goods and Services amounting to P1 million and below.

Office or Division:	Logistics Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR)		End-user / Requestor Purchase Request form: DAP Document Management System (DMS)		
2. Approved ICT Clearance for I.T. Equipment, 1, original		COSM		
3. Approved Furniture Clearance for Furniture, 1, original		GSD		
4. Approved Fixtures Clearance for Fixtures, 1, original		GSD		
5. Approved Library Clearance for Books, 1 original		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Approved Purchase Request	1.1 Receipt of Budgeted Purchase Request and processes the transaction in the Document Tracking Management System (DTMS)	None	15 minutes per transaction	Logistics Division/ Property Management Staff Logistics Division/ Property Management Section
	1.2 Evaluates the completeness of PR (specifications,	None		Logistics Division/

	clearance, authorized signatories, availability of item) and reflects feedback in the DTMS		30 minutes per transaction	Property Management Staff Logistics Division/ Property Management Section
	1.3 Encodes the transaction to generate/assign PR number in the Procurement Management System (PMS)	None	15 minutes per transaction	Logistics Division/ Property Management Staff Logistics Division/ Property Management Section
	1.4 Prepares Request for Quotation (RFQ), including specifications/ terms of reference/scope of work	None	45 minutes per transaction	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
	1.5 Disseminates RFQ to at least three (3) Suppliers for PR with total estimated cost of 50K below.	None	Refer to 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "H".	Logistics Division/ Canvassing and Procurement Staff

				Logistics Division/ Canvassing and Procurement Section
	1.6 Post RFQ to PhilGEPS website for PR with total estimated cost of 50K above but does not exceed 1M	None	Refer to 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "H".	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
	1.7 Secure RFQ's (at least 3 price quotations must be obtain for shopping or 1 price quotation may suffice for Small Value Procurement. The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.	None	Refer to 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "H".	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section

	Endorse PR to End-user if no quotation from the third posting was received for evaluation/updating of PR.			
	1.8 Prepares and endorses to signatories Abstract of Quotation (AOQ), including the evaluated contract terms & conditions	None	45 minutes per transaction	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
	1.9 Prepares and endorses to signatories the Purchase Order (PO), including the evaluated contract terms & conditions	None	45 minutes per transaction	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
Total		None		

Procurement through Alternative Methods of Procurement is covered under Republic Act No. 9184 or the Government Procurement Reform Act.

PROCUREMENT THROUGH COMPETITIVE BIDDING (GOODS AND SERVICES, INFRASTRUCTURE PROJECTS, AND CONSULTING SERVICES)

The Procurement through Competitive Bidding as prescribed by Republic Act No. 9184, entitled “An Act Providing for the Modernization, Standardization and Regulation of the Procurement Activities of the Government and for other Purposes”, otherwise known Government Procurement Reform Act, refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, eligibility screening of prospective bidders, receipt and opening of bids, evaluation of bids, post-qualification, and award of contract.

Office or Division:	Logistics Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request		End-user / Requestor Purchase Request form: DAP Document Management System (DMS)		
2. Official Bidding Documents (OBD) as indicated in 2016 Revised Implementing Rules and Regulations of RA 9184		GPPB Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved and budgeted Purchase Request with attached draft Official Bidding Documents and Proposed Technical Working Group (TWG) Members.	1.1 Receive complete documents	None	5 minutes	BAC Secretariat Staff

	1.2 Draft a Proposed BAC Schedule and BAC Resolution creating TWG.		3 working days	BAC Secretariat Staff
	1.3 Provide administrative support to the BAC and TWG. (i.e. BAC Approval of BAC Schedule and BAC Resolution creating TWG, Pre-Procurement Conference, Advertisement, Pre-Bid Conference, Receipt and Opening of Bids, Bid Evaluation, Post-Qualification, Approval of Resolution/Issuance of Notice of Award/Notice of Disqualification)	None	Goods and Services: 26 calendar days (minimum calendar days recommended for activity) and 136 calendar days (maximum calendar days recommended for activity); Infrastructure Works: 26 calendar days (minimum calendar days recommended for activity) and 141 or 156 calendar days (maximum calendar days recommended for activity); Consulting Services: 36 calendar days (minimum calendar days recommended for activity) and 180	BAC Secretariat Staff

			calendar days (maximum calendar days recommended for activity); Refer to 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "C".	
Total		None		
Procurement through Competitive Bidding (Goods and Services, Infrastructure Projects, and Consulting Services) is covered under Republic Act No. 9184 or the Government Procurement Reform Act.				

Appendix 8 of the 2016 Revised IRR of RA 9184 or the Guidelines on the Sale of Bidding Documents:

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

REQUISITION AND ISSUANCE OF SUPPLIES IN STOCK

This process describes the withdrawal of items held in stock, from the Central Stock Room.

Office or Division:	Logistics Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issuance of Stock Form, 1		Downloadable to DAP Document Management System (DMS)		
2. Approved Budget Utilization Slip, original		Budget Office 3 rd /F		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward signed RIS Form to Services Front Desk (SFD) Note: This form shall be prepared in three copies	1.1 Receive of Budgeted RIS	None	5 minutes	Logistics Division - Property Management Staff Logistics Division - Property & Supply Management Section
	1.2 Issue the Stock indicated in the RIS	None	50 minutes per transaction	Logistics Division - Property Management Staff Logistics Division - Property & Supply

				Management Section
Total		None	55 minutes	

RETURN OF PROPERTY

This process covers the return of DAP property from one Accountable Person to the Logistics Division's - Property & Supply Management Section.

Office or Division:	Logistics Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Property Acknowledgement Receipt (PAR) and/ or Inventory Custodian Slip or Summary of Accountability Summary of Accountability		Current Property Owner Logistics Division - Property & Supply Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses / Returns Property	1.1 Receives Property	None	5 minutes per item	Logistics Division - Property & Supply Management Staff Logistics Division - Property & Supply Management Section
	1.2 Prepares Invoice Receipt for Property (IRP)	None	30 minutes per item	Logistics Division - Property & Supply Management Staff Logistics Division -

				Property & Supply Management Section
	1.3 Endorses IRP to Property Custodian for Signature	None	15 minutes per transaction	Logistics Division - Property & Supply Management Staff Logistics Division - Property & Supply Management Section
	1.4 Sign the IRP	None	15 minutes per transaction	Director, Logistics Division
	1.5 Advises accountable Person through email to receive IRP from Property & Supply Management Section	None	15 minutes per transaction	Logistics Division - Property & Supply Management Staff Logistics Division - Property & Supply Management Section

	1.6 Issues signed IRP to accountable person	None	15 minutes per transaction	Logistics Division - Property & Supply Management Staff Logistics Division - Property & Supply Management Section
Total		None	1 hour, 35 minutes	

TRANSFER OF PROPERTY

This process covers the transfer of DAP property from one Accountable Person to another Accountable Person, through the Logistics Division's - Property & Supply Management Section.

Office or Division:	Logistics Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Property Acknowledgement Receipt (PAR) and/ or Inventory Custodian Slip Or Summary of Accountability		Current Property Owner Logistics Division - Property & Supply Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse / Return Property	1.1 Receive Property	None	5 minutes per item	Logistics Division - Property & Supply Management Staff Logistics Division - Property & Supply Management Section
	1.2 Prepare Invoice Receipt for Property (IRP) and Property Acknowledgement Receipt/ Inventory Custodian Slip (PAR/ICS)	None	30 minutes per item	Logistics Division - Property & Supply Management Staff Logistics Division -

				Property & Supply Management Section
	1.3 Endorse IRP and PAR/ICS to Property Custodian for Signature	None	15 minutes per transaction	Logistics Division Property & Supply Management Staff Logistics Division - Property & Supply Management Section
	1.4 Advise accountable Person through email to receive IRP and PAR/ICS from Property Management Unit	None	15 minutes per transaction	Logistics Division - Property Management Staff Logistics Division - Property & Supply Management Section
	1.5 Issue item to Accountable Person (User) with PAR/ICS	None	20 minutes per item	Logistics Division - Property & Supply Management Staff Logistics Division - Property & Supply

				Management Section
Total		None	1 hour, 25 minutes	

REQUEST FOR BOARD RESOLUTIONS

Board Resolutions may be crafted and issued upon request of Management for the Board's decision on matters concerning the organization.

Office or Division:	OFFICE OF THE BOARD SECRETARY			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Board of Trustees, DAP Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully filled out Request Form, 1 , original		Online Document Management System (DMS) DAP Controlled forms V.1.		
2. Cover Letter, 1, original, signed		Requesting Office		
3. Completed Staff Work (CSW) supporting the Approval of Board Resolution.		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends completed request form and attachments	1.1 Reviews completeness of requirements. <i>For incomplete requirements, the documents are sent back to the requester with comments.</i>	None	5 minutes	Office of the Board Secretary Board Secretary Staff
	1.2 Makes a draft Board Resolution endorsed by the management to the Office of the Corporate Secretary with cover letter and supporting documents.	None	1 hour <i>This is usually prepared three (3) working days before the intended signing and approval of the Original, for BOT</i>	Office of the Board Secretary Board Secretary Staff

			<i>comments or suggestion.</i>	
	<p>1.3 Sends advanced copy marked as “DRAFT” to be sent to all members of the BOT with their secretaries, copy furnished.</p> <p>Or</p> <p>1.4 Sends final proposed e-copy to be sent to all members of the BOT and their assistant for their approval and comments, if any.</p>	None	10 minutes	Office of the Board Secretary Board Secretary Staff
		None	30 minutes	Office of the Board Secretary Board Secretary Staff
	1.5 Reviews and provides comments for the draft Board Resolution	None	7 working days <i>PD No. 1061 identifies all members of the DAP BOT who must be apprised of any pending resolutions.</i>	Members of the DAP Board of Trustees
	1.6 Incorporates Comments and inputs from the Board to be incorporated in draft and the resolution finalized.	None	1 hour	Office of the Board Secretary Board Secretary Staff

	1.7 Coordinates with all BOT secretaries (via phone, email or site visit) to inquire about the availability of the Board to sign and approve the resolution.	None	1 working day	Office of the Board Secretary Board Secretary Staff
	1.8 Informs the requestor that the resolution has been signed; furnish copy to requestor. <i>All original copies of the Resolutions will be kept by the OCS. Original copies must be scanned for records purposes.</i> <i>Electronic or digitally signed copies are collated and stamp with Certified True Copy and signed by the Corporate Secretary</i>	None		Office of the Board Secretary Board Secretary Staff
	Total	None	8 working days, 2 hours and 45 minutes	

REQUEST FOR SECRETARY'S CERTIFICATION

The Secretary's Certification is issued upon the request of the Management, members of the Board, banks, and other oversight agencies to certify corporate acts and records.

Office or Division:	OFFICE OF THE BOARD SECRETARY			
Classification:	COMPLEX			
Type of Transaction:	G2G-Government to Government			
Who may avail:	BOARD OF TRUSTEES, DAP OFFICERS, BANKS, AND OVERSIGHT AGENCIES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully filled out Request Form, 1, original			Online Document Management System (DMS) DAP Controlled forms V.1.	
2. Cover Letter, 1, original, signed			Requesting Office	
3. Documents for Certification			Requesting Office or the OCS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out a request form signed and approved by the Immediate Supervisor.	1.1 Reviews completeness of requirements and informs the requestor when to expect the requested document. <i>For incomplete requirements, the documents are sent back to the requester with comments.</i>	None	5 minutes	Office of the Board Secretary Board Secretary Staff
	1.2 Prepare documents.	None	1 hour	Office of the Board Secretary Board Secretary Staff

	<p>1.3 Provide Certification and informs the requestor of availability of the document.</p> <p><i>In case request cannot be granted, the Secretariat informs the requestor of the reason why the request cannot be granted.</i></p>	None	<p>7 working days</p> <p><i>PD No. 1061 identifies all members of the DAP BOT who must be apprised of any pending resolutions.</i></p>	Members of the DAP Board of Trustees
	<p>1.4 Inform the requestor of availability of the document.</p> <p><i>In case request cannot be granted, the Secretariat informs the requestor of the reason why the request cannot be granted.</i></p>	None	5 minutes	<p>Office of the Board Secretary</p> <p>Board Secretary Staff</p>
	Total	None	7 working days, 1 hour and 10 minutes	

REQUEST FOR APPOINTMENT WITH THE DAP PRESIDENT BY INTERNAL CLIENTS

Requests for appointment with the DAP President are confirmed through the staff of the Office of the President, after careful review and internal consultation.

Office or Division:	Office of the President (OP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For internal clients (either/or): 1. Memoranda, 1, original, signed 2. Official letter, 1, original, signed 3. Official email		Requesting DAP centers/ units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request confirmation and attendance of the DAP President on certain events/activities	1.1 Receive official invitation or request for appointment and provide acknowledgement, if sent via email.	None	3 Minutes	Office of the President Clerk (Front Desk)
	1.2 Print invitation, if sent through email, record invitations/ request for appointment to the Data Tracking Management System (DTMS). and forward to the technical staff for schedule management	None	3 Minutes	Office of the President Project Assistant (Receiving Officer) Project Officer (Technical Staff)
	1.3 Classify invitation according to	None	1 working day	Office of the President

	<p>appropriateness and availability of the DAP President.</p> <p>a. If appropriate for the DAP President, it will be plotted on the President’s official calendar for consideration and approval.</p> <p>b. If the invitation is not appropriate for the DAP President, it will be forwarded and endorsed to the appropriate center/unit</p>			Project Officer (Technical Staff)
	1.4 Send invitation, program/ agenda, and other meeting materials including meeting links (for virtual meetings) to the DAP President and HEA & CoS	None	2 working days	President and CEO of DAP
	1.5 Approve invitation/ request for appointment.	None		
	Total	None	3 working days, 6 minutes	

REVIEW AND APPROVAL OF THE DAP PRESIDENT (ONLINE PROCESSING)

For shifting to online processing, administrative, technical, operational and functional supervision and control over all groups and units of the Academy is still exercised. All completed documents that need approval and signature of DAP President shall be submitted either via email or through the Data Tracking System (DTS) and processed at the Office of the President.

Office or Division:	Office of the President			
Classification:	Simple, Complex or Highly Technical depending on type of document			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents that need approval and electronic signature of the President of the Academy, 1, original signed (scanned copy) or digital signed documents <i>a. (see specified documents, per process classification)</i>		DAP Centers and Units		
2. Document Tracking Sheet (DTS), (including Daily Time Record submission), 1, original		DAP Centers and Units		
3. E-signature Request Form		DAP Centers and Units		
4. Covering memo (except for Daily Time Record), with approval/disapproval/remarks box		DAP Centers and Units		
5. Endorsement from Legal for Complex and Highly Technical documents (e.g. MOA, BAC related documents such as Board Resolutions)		DAP Centers and Units		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Simple				
1. Request for approval and signature of the following documents: <i>a. Travel Documents</i>	1.1 Receive the documents for signature of DAP President, either via email	None	5 Minutes	Office of the President Project Assistant (Receiving Officer)

<ul style="list-style-type: none"> b. <i>Travel request form for personal and official travel</i> c. <i>Travel Order/ Travel Itinerary</i> d. <i>Travel Authority</i> e. <i>Daily Time Records</i> f. <i>Letter of Invitation (LOI)</i> g. <i>Request for Monetization of VL/SL</i> h. <i>Payroll</i> i. <i>Special Orders</i> j. <i>Memo on Notices/announcements</i> k. <i>Purchase Request</i> l. <i>Service Agreements (Non-Plantilla Personnel)</i> m. <i>Approval of Scholarship Grant</i> 	<p>or Data Tracking System (DTS).</p>			
	<p>1.2 Check the completeness of the documents. <i>Incomplete documents will be returned to</i></p>	<p>None</p>	<p>5 Minutes</p>	<p>Office of the President Project Assistant (Receiving Officer)</p>

	<i>the requestor for completion.</i>			
	<p>1.3. Record documents in the Data Tracking Management System (DTMS).</p> <p>Simultaneously uploading of documents to OP's database (google drive)</p> <p>Forward email request to the Technical Officer and HEA and CoS for review. Tag priority concerns as "URGENT" in the forwarded email.</p>	None	5 Minutes	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p> <p>Project Officer (Technical Staff)</p>
	1.4. Review documents and provide completed staff work prior to endorsement to DAP President for approval.	None	30 Minutes	<p>Office of the President</p> <p>Project Officer (Technical Staff)/ Head Executive Assistant (Chief of Staff)</p>
	1.5. Approval of documents	None	2 working days	President and CEO of DAP

	1.6. Process documents by placing/ affixing DAP President's electronic signature on appropriate documents.	None	5 minutes per document	Project Officer (Technical Staff)
2. Transmittal of signed and approved documents	2. 1 Update status of documents in DTMS	None	3 Minutes	Office of the President Project Assistant (Receiving Officer)
	2.2. Reverting of signed documents to respective units/ Centers via email or Data Tracking System (DTS)	None	5 Minutes	Office of the President Project Officer (Technical Staff) Project Assistant (Receiving Officer)
B. Complex				
1. Request for approval and signature of the of the following documents: <i>a. Appointment of Plantilla Personnel</i> <i>b. Contracts (e.g.MOA , MOUs, VAS)</i> <i>c. Financial Documents</i>	1.1. Receive the documents for signature of DAP President, either via email or Data Tracking System (DTS).	None	5 Minutes	Office of the President Project Assistant (Receiving Officer)

<p>d. (e.g. budget, financial reports, etc.)</p> <p>e. DAP Policies and Issuances (e.g. Memorandum Circulars, Office Orders)</p>				
	<p>1.2. Check the completeness of the documents.</p> <p><i>Incomplete documents will be returned to the requestor for completion.</i></p>	<p>None</p>	<p>5 Minutes</p>	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>
	<p>1.3. Record documents in the Data Tracking Management System (DTMS).</p> <p>Forward email request to the Technical Officer and HEA and CoS for review. Tag priority concerns as "URGENT" in the forwarded email.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>

	1.4. Review documents and provide completed staff work prior to endorsement to DAP President for approval.	None	30 Minutes	Office of the President Project Officer (Technical Staff) Head Executive Assistant (Chief of Staff)
	1.5. Approval of documents	None	5 working days	President and CEO of DAP
	1.6. Process documents by placing DAP President's electronic signature on appropriate documents.	None	10 minutes per document	Project Officer (Technical Staff)
2. Transmittal of signed and approved documents via email or DTS	2.1 Update status of documents in DTMS	None	3 Minutes	Office of the President Project Assistant (Receiving Officer)
	2.2 Reverting of signed documents to respective units/ Centers via email or Data Tracking System (DTS)	None	5 Minutes	Office of the President Project Officer (Technical Staff) Project Assistant (Receiving Officer)
C. Highly Technical				
1. Request for approval and	1.1 Receive the documents for	None	5 Minutes	Office of the President

<p>signature of the of the following documents:</p> <p>a. <i>BAC Documents</i></p> <p>b. <i>Board Resolutions</i></p>	<p>signature of DAP President, either via email or Data Tracking System (DTS).</p>			<p>Project Assistant (Receiving Officer)</p>
	<p>1.2 Check the completeness of the documents. <i>Incomplete documents will be returned to the requestor for completion.</i></p>	<p>None</p>	<p>5 Minutes</p>	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>
	<p>1.3. Record documents in the Data Tracking Management System (DTMS).</p> <p>Forward email request to the Technical Officer and HEA and CoS for review. Tag priority concerns as "URGENT" in the forwarded email.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>
	<p>1.4 Review documents and provide completed staff work prior to endorsement to the</p>	<p>None</p>	<p>3 Hours</p>	<p>Office of the President</p> <p>Project Officer (Technical Staff)</p>

	DAP President for approval.			Head Executive Assistant (Chief of Staff)
	1.5. Approval of documents	None	10 working Days	President and CEO of DAP
	1.6. Process documents by placing DAP President's electronic signature on appropriate documents.	None	7 minutes per document	Project Officer (Technical Staff)
2. Transmittal of signed and approved documents via email or DTS	2.1 Update status of documents in DTMS	None	3 Minutes	Office of the President Project Assistant (Receiving Officer)
	2.2. Reverting of signed documents to respective units/ Centers via email or Data Tracking System (DTS)	None	5 Minutes	Office of the President Project Officer (Technical Staff) Project Assistant (Receiving Officer)
Total		None	Simple: 2 working days, 58 minutes Complex: 5 working	

		days, 1 hour, 3 minutes	
		Highly Technical:10 working days, 3 hours and 30 minutes	

REVIEW AND APPROVAL OF THE DAP PRESIDENT (PHYSICAL DOCUMENTS)

Exercising administrative, technical, operational and functional supervision and control over all groups and units of the Academy, all completed documents that need approval and signature of DAP President shall be submitted and processed at the Office of the President.

Office or Division:	Office of the President			
Classification:	Simple, Complex or Highly Technical, depending on type of document			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents that need approval and signature of the President of the Academy, 1, original, signed (<i>see specified documents, per process classification</i>)		DAP Centers and Units		
2. Document Tracking Sheet (DTS), (including Daily Time Record submission), 1, original		DAP Centers and Units		
3. Covering Memo (except for Daily Time Record), 1, original, signed		DAP Centers and Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Simple				
1. Request for approval and signature of the following documents: a. <i>Travel Documents</i> b. <i>Travel request form for personal and official travel</i> c. <i>Travel Order/</i>	1.1. Receive the documents for signature of DAP President.	None	3 Minutes	Office of the President Clerk (Front Desk)

<p><i>Travel Itinerary</i></p> <p>d. <i>Travel Authority</i></p> <p>e. <i>Daily Time Records</i></p> <p>f. <i>Letter of Invitation (LOI)</i></p> <p>g. <i>Request for Monetization of VL/SL</i></p> <p>h. <i>Payroll</i></p> <p>i. <i>Special Orders</i></p> <p>j. <i>Memo on Notices/announcements</i></p> <p>k. <i>Purchase Request</i></p> <p>l. <i>Service Agreements (Non-Plantilla Personnel)</i></p> <p>m. <i>Approval of Scholarship Grant</i></p>				
	<p>1.2. Classify documents according to urgency and checks its completeness</p> <p><i>Incomplete documents will be returned to the requestor for completion.</i></p>	None	5 Minutes	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>
	1.3 Record documents in	None	3 Minutes	Office of the President

	the Data Tracking Management System (DTMS)			Project Assistant (Receiving Officer)
	1.4 Review documents and provide completed staff work prior to endorsement to DAP President	None	30 Minutes	Office of the President Project Officer (Technical Staff) Head Executive Assistant (Chief of Staff)
	1.5 Approve and sign documents	None	2 working days	President and CEO of DAP
2. Receive signed and approved documents	2.1 Check the completeness of the needed signature and update status of documents in DTMS	None	3 Minutes	Office of the President Project Assistant (Receiving Officer)
	2.2 Release and deliver-of signed documents to respective units/centers	None	10 Minutes	Office of the President Clerk (Front Desk)
B. Complex				
1. Request for approval and signature of the of the following documents: <i>a. Appointment of Plantilla</i>	1.1 Receive the documents for signature of DAP President.	None	3 Minutes	Office of the President Clerk (Front Desk)

<p><i>Personnel</i></p> <p><i>b. Contracts (e.g. MOA, MOUs, VAS)</i></p> <p><i>c. Financial Documents</i></p> <p><i>d. (e.g. budget, financial reports, etc.)</i></p> <p><i>e. DAP Policies and Issuances (e.g. Memorandum Circulars, Office Orders)</i></p>				
	<p>1.2 Classify documents according to urgency and check its completeness</p> <p><i>For incomplete documents, it will be returned to the client for completion.</i></p>	None	5 Minutes	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>
	<p>1.3 Record documents to the Data Tracking</p>	None	3 Minutes	<p>Office of the President</p> <p>Project Assistant</p>

	Management System (DTMS)			(Receiving Officer)
	1.4 Review documents and provide completed staff work prior to endorsement to DAP President	None	4 Hours	Office of the President Project Officer (Technical Staff) Head Executive Assistant (Chief of Staff)
	1.5 Approve and signs documents	None	6 working Days	President and CEO of DAP
2. Receives signed and approved documents	2.1 Check the completeness of the needed signature. Update status of documents in DTMS	None	10 Minutes	Office of the President Project Officer (Technical Staff) Project Assistant (Receiving Officer)
	2.2 Release and deliver of signed documents to respective units/centers	None	10 Minutes	Office of the President Administrative Officer (Front Desk)
C. Highly Technical				
1. Request for approval and signature of the of the following documents: a. <i>BAC Documents</i>	1.1 Receives the documents for signature of DAP President.	None	3 Minutes	Office of the President Clerk (Front Desk)

<p><i>b. Board Resolutions</i></p>				
	<p>1.2 Classify documents according to urgency and checks its completeness</p> <p><i>For incomplete documents, it will be returned to the client for completion.</i></p>	<p>None</p>	<p>5 Minutes</p>	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>
	<p>1.3 Record documents to the Data Tracking Management System (DTMS)</p>	<p>None</p>	<p>3 Minutes</p>	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>
	<p>1.4 Review documents and provide the completed staff work prior to endorsement to DAP President</p>	<p>None</p>	<p>3 Hours</p>	<p>Office of the President</p> <p>Project Officer (Technical Staff) Head Executive Assistant (Chief of Staff)</p>
	<p>1.5 Approve and sign documents</p>	<p>None</p>	<p>10 working Days</p>	<p>President and CEO of DAP</p>
<p>2. Receives signed and approved documents</p>	<p>2.1 Check the completeness of the needed signature.</p>	<p>None</p>	<p>3 Minutes</p>	<p>Office of the President</p>

	Update status of documents in DTMS			Project Officer (Technical Staff) Project Assistant (Receiving Officer)
	2.2 Release and deliver signed documents to respective units/centers	None	10 Minutes	Office of the President Clerk (Front Desk)
Total		None	Simple: 2 working days, 54 minutes Complex: 6 working days, 4 hours and 31 minutes Highly Technical: 10 working days, 3 hours and 24 minutes	

REQUEST FOR INVESTIGATION

These are requests made by DAP employees to investigate cases of missing supplies, equipment or altercations.

Office or Division:	Office of the Senior Vice President for Services (OSVP-S)			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DAP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo from client, 1 original, signed		Center or Office concerned		
2. List of people involved, 1 copy		Center or Office concerned		
3. Copy of Purchase Request of missing equipment, 1 copy, signed		Logistics/Center or Office concerned		
4. Copy of Requisition and Issuance Slip of missing supplies, 1 copy, signed		Property/Center or Office concerned		
5. Logbook of inventories of supplies		Center or Office concerned		
6. Records of equipment use if applicable		Center or Office concerned		
7. 1 Copy of Gate Pass		Center or Office concerned/Security		
8. Logbook of Security Guards		Security		
9. CCTV footages		Security		
10. Other documents/evidences that may be identified during the course of the investigation		Offended party/ Logistics/Property/ Security		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnish memo request for investigation *Waiting time of 40 - 55 minutes)	1.1 Receive memo	None	1 minute	Offended party/Chief Operating Security Officer (COSO)
	1.2 Review memo	None	30 minutes	COSO
	1.3 Identify person/s to be interviewed	None	15 minutes	COSO
	1.4 Identify other requirements necessary	None	10 minutes	COSO

<p>2. Provide necessary requirements *Waiting time depends on how many and availability of persons to be interviewed</p>	<p>2.1 Receive requirements</p>	<p>None</p>	<p>10 minutes</p>	<p>Offended party/ Logistics/Property/ Security</p>
	<p>2.2 Start interview</p>	<p>None</p>	<p>30 minutes per interview <i>5 hours for 10 individuals at an average of 30 minutes per interview (Should the investigation require more people to be interviewed, then the Academy's Civil Security Office shall inform the client of the additional time needed to complete the interview and the investigation.)</i></p>	<p>COSO</p>
<p>3. Waiting time (Maximum of 4-5 days)</p>	<p>3.1 Review guards' logbook</p>	<p>None</p>	<p>30 minutes</p>	<p>COSO</p>

	3.3 Review CCTV footages	None	1 working day	COSO
	3.3 Consolidation of information/ preparation of Investigation Report	None	2 working days	COSO
	3.4 Submission of report to the CESO for review and comments	None	1 hour	COSO/Chief Executive Security Officer (CESO)
	3.5 Finalization of report	None	30 minutes	COSO
	3.6 Report for approval and endorsement of CESO	None	15 minutes	CESO
4. Receive report of investigation from COSO	4.1 Presentation of report to client	None	1 minute	COSO
Total		None	3 working days, 3 hours, 52 minutes	



REQUEST FOR SECURITY AUGMENTATION

These are requests for additional security personnel made by DAP employees during special events or functions.

Office or Division:	Office of the Senior Vice President for Services (OSVP-S)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Group or Center Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo from client		Requesting Office/Center or Office concerned		
2. Copy of Request for Additional Security Personnel		Chief Operating Security Officer (COSO)		
3. Contract with Security Services Provider		COSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnish memo request for security augmentation	1.1 Receive memo	None	1 minute	Requesting party/ (COSO)
	1.2 Review memo to determine security headcount	None	30 minutes	COSO
	1.3 Confirm number of additional security personnel needed	None	15 minutes	COSO
2. Receive proposal	2.1 Submit proposal to client for their approval	None	10 minutes	COSO
	2.2 Submit request letter to security services provider for additional security personnel	None	1 working day	COSO

	2.3 Deployment of additional security personnel	None	1 working day	COSO/Security services provider
Total		None	2 working days, 56 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> a. Accomplish the Client Contact Form at the Public Affairs Desk for walk-in clients b. Send feedback thru email at publicaffairsdesk@dap.edu.ph or leave a message via the DAP website at https://www.dap.edu.ph/contact-us/ or you may call us at telephone number 8-6310921 local 100 or 8-6312171
How feedbacks are processed	<ul style="list-style-type: none"> a. The Public Affairs Officer compiles feedback via the Client Feedback Form and checks email on daily basis and encodes it in the feedback registry b. Feedback requiring answers will be endorsed to the appropriate center or office. c. Concerned center/office will send response to the client and furnishes a copy of such to the Public Affairs Desk d. For follow-ups, clients may contact the Public Affairs Desk at telephone number 8-6310921 local 100 or 8-6312171
How to file a complaint	<ul style="list-style-type: none"> a. Accomplish the Public Affairs Desk Complaint Form at PAD for walk-in clients b. Complaints can also be filed via the following: email publicaffairsdesk@dap.edu.ph or leave a message via the DAP website at https://www.dap.edu.ph/contact-us/ or call us at telephone number 8-6310921 local 100 or 8-6312171
How complaints are processed	<ul style="list-style-type: none"> a. The Public Affairs Officer provides the complainant with a copy of his/her complaint indicating the date of receipt and information on next steps in the process. b. The Public Affairs Officer endorses the complaint to COSM within 1 working day or 24 hours from receipt

	<p>c. The COSM Compliance Team reviews and endorses the complaint to the Compliance Officer.</p> <p>d. The Compliance Officer instructs the concerned Center/Office to proceed with appropriate action for the complaint within the following timelines:</p> <ul style="list-style-type: none">*8888 Citizens' Complaint Center through the Governance Commission for GOCCs (GCG) – to be resolved within 72 hours from receipt*Presidential Complaint Center (PCC) – to be resolved within 72 hours from receipt*Contact Center ng Bayan (CCB) – to be resolved within 5 working days from receipt <p>e. The Action Officer puts in writing the status/proposed final resolution of the complaint and submits the same to the COSM Compliance Team for review.</p> <p>f. The COSM Compliance Team endorses the complaint and proposed final resolution to the Office of the President and the Legal Office.</p> <p>g. The President provides approval for the final resolution to the complaint.</p> <p>h. The Office of the President provides the signed copy of the final resolution to the complaint to COSM.</p> <p>i. The COSM Compliance Team sends the signed resolution to the complainant/Complaints Centers, with the following copy furnished:</p> <ul style="list-style-type: none">*The Office of the President;*Legal Office;
--	--

	<p>*Office of the Compliance Officer; and</p> <p>*PAD.</p>
Contacts Information of CCB, PCC, and ARTA	<ul style="list-style-type: none">• 8888 – Presidential Complaints Center• 0908 8816565 – CSC Contact Center ng Bayan• 478-5093 – Anti-Red Tape Authority