



development academy of the philippines

*Citizen's Charter Handbook
FY 2023 (4th edition)*



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**CITIZEN'S CHARTER
FY 2023 (4th 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.

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EXTERNAL SERVICES

Administrative Department

1. REQUEST FOR THE USE OF CONFERENCE/ FUNCTION / MEETING ROOMS OR FACILITIES – PASIG BY EXTERNAL CUSTOMERS

The DAP, through the General Services Division (GSD) in Pasig City, provides facilities-related services for non-residential trainings, meetings, conferences and special events activities. Its service includes provision of conference/ function/ meeting rooms facilities and other related requirements for both external group and individual walk-in customers.

Office or Division:	Administrative Department - General Services Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	Private institutions, individual guests and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone call or Email		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: casalann@dap.edu.ph or wajem@dap.edu.ph or caraanf@dap.edu.ph or publicaffairsdesk@dap.edu.ph Inquire through calls: Pasig: (02) 8632-2144/ (02) 86312129 loc. 115 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 customer for request for quotation or booking	None	30 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
	1.2. Tour the customer around the facility for personal visits. For inquiries	None	30 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)

	through calls or email, record requirement and contact details of client, if applicable			
	1.3. Check availability of conference/function/meeting rooms and other related requirements inquired.	None	15 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
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) General Services Division (GSD)
	2.2. Tentatively book reserved conference/function/meeting rooms, including date and time	None	15 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
3. Confirm reservation through call, email or personal visit	3.1. Prepare Reservation Sheet (RS) / Contract	None	15 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
	3.2. Send RS/ Contract to customer	None	15 Minutes	Customer Relations Officer (CRO)

	for confirmation			General Services Division (GSD)
	3.3. Upon confirmation , change booking status to “confirmed”	None	15 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
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. For government accounts submission of Certificate of Availability of Funds (CAF)	Equal to or less than one (1) working day from the time of submission of request for Billing to Finance Department	Customer Relations Officer (CRO) General Services Division (GSD)
	4.2. Issue official receipt		3 Hours	Cashier, Treasury Division Finance Department
Total		During request - at least 50% deposit of the contracted price	1 working day, 6 hours, 15 minutes	

2. REQUEST FOR BANQUET SERVICE BY EXTERNAL CLIENTS

As part of its mandate, the Cafe Services provides banquet service (food and beverages) to its external customers for activities such as conference, training, meetings, planning and other project related events.

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:	All centers and offices from the different groups of the Academy. Government and private institutions, individual guests and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Slip		Food and Beverage Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Before and During the Event/Activity 1. Inquire about food and beverage (banquet requirements) for meetings through phone call, SMS or email Inquire through email: ferrerv@dap.edu.ph Inquire through FB page: DAP Canteen Inquire through calls: (02) 8631-2152/ (02) 8631-2148 / (02)	1.1 Receive inquiries through phone and/ or walk-in customers Advanced reservations (at least 5 days before event/ activity), customer may choose from a list of set menu	None	1 hour	Food Service Supervisor Cafe Services

<p>8631- 0921 loc. 184 / 118</p> <p>Inquire through SMS: +63 906 5744896</p>	<p>1.2 Discuss with reserving office's/ Agency/ Organization Representatives (external) meal choices and changes from the set menu</p>			
<p>2. Receive & review copy of the proposal through email or in person</p>	<p>2.1 Receive and review customer's final menu choice then confirm reservation</p>	<p>None</p>	<p>45 minutes</p>	<p>Food Service Supervisor Cafe Services`</p>
<p>2.2 Prepare and send proposal through email or in person</p>				
<p>3. Confirm reservation through call, email or personal visit.</p>	<p>3.1 Prepare Reservation Sheet (RS) / Contract.</p>	<p>None</p>	<p>1 hour</p>	<p>Food Service Supervisor Cafe Services</p>
<p>3.2 Send RS/ Contract to customer for signature.</p>				
<p>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</p>	<p>4.1 Submit Request for Billing to Finance Department for full payment after the event</p>	<p>At least 50% deposit of the contracted price is required upon confirmation for</p>	<p>15 minutes</p>	<p>Food Service Supervisor Cafe Services</p>

Philippines, Pasig Capitol Branch Savings Account No: 0671-010-540		external customers.		
5. Full payment 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	5.1 Issue official receipt	For government accounts submission of Certificate of Availability of Funds (CAF) 50% full payment of the contracted amount		Cashier, Treasury Division Finance Department
Total		50% full payment of the contracted amount	3 hours	

3. REQUEST FOR THE USE OF DAP PASIG'S OFFICE SPACES BY EXTERNAL CUSTOMERS

The DAP, through the General Services Division (GSD) in Pasig City, provides needed facilities-related services for both external group and individual customers in terms of office space rental.

Office or Division:	Administrative Department - General Services Division			
Classification:	Highly Technical			
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		
Email, Letter		Group Head/ President and CEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: dearmasm@dap.edu.ph or casalann@dap.edu.ph or wajem@dap.edu.ph	1.1. Receive inquiry and check for availability	None	Equal to or less than ten (10) working days from the time of submission of request	Office of the Managing Director, Admin (OMD-Admin) Office of the Director, GSD (OD-GSD)
	1.2. Tour the customer around the facility for personal visits. For inquiries through calls or email, record requirement and contact details of client, if applicable	None		

	1.3. Check availability of office space inquired	None		
	1.4. Request approval or non-approval of the DAP President to lease out the identified space	None		
	1.5. Give feedback to inquiring client on the availability/ non availability of office space thru memo	None		
2. Receive information on the offered spaces	2.1 Upon approval of the request, prepare Contract of Lease	None	3 working days	Office of the Managing Director, Admin (OMD-Admin)
	2.2 Request DAP thru Legal, Finance and Admin to review the Contract of Lease			Office of the Director, GSD (OD-GSD)
	2.3 Forward to the client the DAP-reviewed Contract of Lease for conforme			
3. Receive and review copy of Contract of Lease for conforme		None	2 working days	Office of the Managing Director, Admin (OMD-Admin)

				Office of the Director, GSD (OD-GSD)
4. Upon conformance, return conformed Contract for approval (omit-signature) of DAP	4.1 Receive conformed Contract of Lease and route for approval/ signature	None	2 working days	Office of the Managing Director, Admin (OMD-Admin)
	4.2 Forward signed Contract of Lease to the client for notarization	None	1 working day	Office of the Director, GSD (OD-GSD)
5. Upon notarization, return original and duplicate copies of notarized Contract to DAP	5.1 Receive the signed and notarized Contract of Lease	None	2 working days	
	5.2 Furnish copy to Finance Department for the monthly billing			
Total		None	20 working days	

APO DAP Secretariat

1. 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 can be implemented online, face-to-face or in hybrid form. They 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 scholarship training applications from Filipinos, which are then endorsed to the APO Secretariat in Japan. The APO Secretariat makes the final deliberations on the applications. All applicants will be asked to fill out and submit the prescribed Candidates Biodata Form (CBF) in electronic form, as required by the APO Secretariat.

Successful applicants are notified by the APO/DAP Sec and are advised to make the necessary preparations for their participation in the training (e.g., country paper preparation) and other requirements if the project will be implemented in a foreign country (e.g., travel order, visa, travel insurance, etc.). All successful applicants will be required to attend a pre-training orientation.

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 (self-nomination)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Agency or organization-endorsed applicants		
1. Electronic copy of Official Endorsement/Nomination Form	Head of the endorsing agency or organization (public or private) or their HR department	
2. Filled out electronic copy of Candidates Biodata Form (CBF)	APO/DAP Secretariat (sent via email or download online)	
3. Electronic copy of Biopage of Valid passport (if needed and if available)	DFA	
Self-nominated applicants		
1. Electronic Letter of Intent, signed original	APO/DAP Sec (template sent via email or download online)	
2. Filled out Electronic Copy of Candidates Biodata Form (CBF)	APO/DAP Secretariat (via email or download online)	
3. Electronic Copy of Biopage of Valid passport (if needed and if available)	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 acknowledgement 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 action 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
	Screening and deliberations by APO Secretariat in Japan			APO Secretariat (Japan)
	Release of deliberation results to NPOs within one (1) month prior to training (under normal			APO Secretariat (Japan)

	<i>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	

**Council of Fellows (COF)
Office of the President (OP)**

1. 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 meeting with COF regarding	2.1 Inform the Senior Executive Fellow (SEF) of the concern	None	15 minutes	COF Secretariat

assistance needed	and ask permission to proceed with the Exploratory Meeting			
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
6. Review the concept paper or proposal presented by the COF	6.1 Considers comments and negotiate terms, if possible	None	3 working days	COF SEF/Secretariat
7. Accept final agreements	7.1 Endorse the project and documentation to the appropriate center in the	None	1 working day	COF Senior Executive Fellow

	Academy for contracting and implementation			
	Total	None	6 working days, 4 hours, 30 minutes	

2. ENROLLMENT IN SELF-PACED SPARTA ONLINE 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.

Office or Division:	DAP Council of Fellows (COF) - Smarter Philippines through Data Analytics, R&D, Training, and Adoption (SPARTA)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Interested individuals from the private and public sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly-accomplished registration form • SPARTA Portal user registration; • Linang user log-in; and 		<ul style="list-style-type: none"> • SPARTA portal (sparta.dap.edu.ph) • Linang online platform (linang.dap.edu.ph) • Google forms 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-accomplished online enrolment form on or before end date of enrolment, including registration into the SPARTA portal.	1.1 Send a copy of responses online to their registered email.	None	15 minutes	Implementing Office/Unit/ Assigned Project Staff
2. Secure the notice of acceptance via email and Linang credentials through SPARTA portal.	2.1 Advise participant on acceptance; provide and upload Linang credentials. (e.g., official email, official social media platform.)	None	7 working days (new learners) or 14 working days (prev. learners) from the end of the enrollment	Assigned Project Manager/ Assigned Project Staff
	2.2 Enroll learners into courses in Linang	None	3 working days	Assigned Project team

3. Wait for advice through official social media channels on start of course. Log in to Linang platform and access the course/s.	3.1 Announce opening of courses through official social media channels.	None	1 working day	Assigned Project team members
4. Participate in the actual run of the course and completion of course requirements	4.1 Deliver the course on specified duration and schedule	None	Varies (1 month - 6 months)	Project manager and team
5. Raise queries or feedback to the assigned project team via the provided platform (e.g., Linang, official email, social media platform)	5.1 Answer queries; provide technical support to participants during the course	None	General queries ¹ : 7 working days Technical queries ² : 20 working days	Project manager and team
6. Obtain course certificate in SPARTA portal	6.1 Prepare and issue the appropriate course certificates	None	7 working days after end of course for courses with Quiz Assessments; 10 working days after end of course for courses with Peer Graded Assessments.	Project manager and team
Total		None	Varies depending on type of learner, and course taken	

¹ General Queries: access, system glitches, course enrollment

² Technical Queries: course content, requests for reconsideration, and other issues



DAP Conference Center – Facilities Marketing and Sales Office (FMSO)

1. 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:	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		
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.: 0935-4065018 (Globe) or 0912-8345769 (Smart) Viber: 0912-8345769 Facebook: DAP Conference Center	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 Marketing and Sales Office (FMSO)

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 or Client Relations Officer (CRO)
	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 signature. Change booking status to "confirmed".	None	10 minutes	DAPCC - FMSO AE
4. Pay required down payment fee at the cashier's office or	4.1 Issue official receipt	Upon signing of	10 minutes	DAPCC Cashier

<p>deposit cash/cheque payment or online bank transfer in the account name of:</p> <p>Development Academy of the Philippines,</p> <p>Landbank of the Philippines, Pasig Capitol Branch</p> <p>Savings Account No: 0671-010-540</p>		<p>Reservation Contract</p> <p>For the Private Accounts at least 50% deposit of the contracted price is required upon confirmation and the balance shall be settled upon checkout</p> <p>For the Government Accounts submission of Certificate of Availability of Funds and fully paid within 30 days</p>		<p>DAPCC - FMSO AE</p>
	<p>Total</p>	<p>50% of the contract price</p>	<p>3 hours</p>	

Budget, Accounting & Treasury divisions of the Finance Department (FinD)

1. REQUEST FOR PAYMENT OF HONORARIUM FOR RESOURCE PERSONS

FINANCIAL MANAGEMENT PROCESS:

Any DAP unit may file the request for payment of honorarium for Resource Persons (RP), facilitators, and the likes who were engaged by the DAP;

- Completed outputs as certified issued by the engaging unit is a mandatory requirement; and,
- The process starts with the received request for payment and ends with release of the payment due the engaged person.

OFFICE OR DIVISION:	Budget, Accounting & Treasury divisions of the Finance Department (FinD)			
CLASSIFICATION:	Highly Technical (Based on RA 11032 Section 4 (g))			
TYPE OF TRANSACTION:	G2C			
WHO MAY AVAIL:	Engaged person, Officer, and Staff of the DAP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. APPROVED LETTER OF INVITATION (LOI)		Originating Center		
2. ACCOMPLISHED RESOURCE PERSON'S EVALUATION FORM		Originating Center		
3. CERTIFICATE OF OUTPUT SUBMITTED AND SERVICES RENDERED		Originating Center		
4. ACCOMPLISHED DAP TRANSACTION FORM		Originating Center		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out DAP Transaction Slip (DTS), assures the completeness of the supporting document and submits the same to Services Front Desk (SFD) staff.	1.1 Records, assigns Processing Control Number (PCN), and forwards all documents to the Pre-Audit	None	Five (5) minutes	Services Front Desk (SFD) staff, Admin Dept (AdmD)
	1.2 Evaluates the payment request documents based on process requirements	None	2.5 working days <i>Note: On the basis that</i>	Finance Dept (FinD), Accounting

	and forward the same to the Budget Division (BDiv)		<i>requirements are complete, approved, and there are no concern/s to be acted on by the requestor. Otherwise, the Finance will revert to requestor through SFD to resolve and repeat the process.</i>	Division (ADiv), Pre-Audit staff.
	1.3 Conducts budget related analysis, allocates budget and issues the Budget Utilization Slip (BUS),	None	2 working days	Staff of FinD, BDiv
	1.4 Budget Division Chief signs the BUS			
	1.5 Forwards to Accounting Division (ADiv)			
	1.3 Prepares, signs, and issues Disbursement Vouchers (DV), Journal Entry Vouchers (JEV), and tax certificates	None	2 working days	Staff of Adiv
	1.4 Verifies accounting entries, ensures completeness, and signs the DV/JEV	None	6 hours	Division Chief of Adiv
	1.5 Reviews documents, approves the payment through signature in the DV/JEV	None	1 working day	FinD, Office of the Department Manager (ODM) & Division Chief of Acctg Division and other designated

				signatories outside FinD
	1.6 Logs out documents from the FMIS and forwards to the Treasury Division (TDiv) for check preparation	None	1 hour	Staff of FinD, ODM
	1.7 Verifies payee information, amount accuracy, prepares and issues checks for signing	None	5 hours	Staff of TDiv, FinD
	1.8 Informs authorizers/signatories to check the payment details	None	2 hours	Staff of TDiv, FinD
	1.9 Signs check	None	4 working days	FinD, OMD and other designated signatories outside FinD
	1.10 Updates records in the DTMS and informs RO when the check is available	None	2 hours	Staff of TDiv, FinD
	1.11 Issues a check to the payee	None	1 hour	Staff of TDiv, FinD
TOTAL		None	14 working days, 1 hour and 5 minutes	

DAP Graduate School of Public and Development Management (GSPDM)

1. AVAILMENT OF GRADUATE SCHOOL OF PUBLIC AND DEVELOPMENT MANAGEMENT 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 Doctorate Degree ³

³ Rate is undetermined yet as curriculum development is ongoing.

	<p>Master's Degree</p> <ul style="list-style-type: none"> a. Face to Face Php 280,000.00 <i>minimum</i> b. Hybrid Php 250,000.00 <i>minimum</i> c. Online Php 198,500.00 <i>minimum</i> <p>Executive Course</p> <ul style="list-style-type: none"> a. Face to Face Php 35,000.00 <i>minimum</i> b. Hybrid Php 30,000.00 <i>minimum</i> c. Online Php 25,000.00 <i>minimum</i> <p>Certificate Course</p> <ul style="list-style-type: none"> a. Face to Face Php 20,000.00 <i>minimum</i> b. Hybrid Php 18,000.00 <i>minimum</i> c. Online Php 15,000.00 <i>minimum</i> <p>2. Customized Academic Programs⁴</p> <p>Doctorate Degree⁵</p> <p>Master's Degree</p> <ul style="list-style-type: none"> a. Face to Face <i>Price is subject to negotiation with client</i> b. Blended <i>Price is subject to negotiation with client</i> c. Online <i>Price is subject to negotiation with client</i> <p>Executive Course</p> <ul style="list-style-type: none"> a. Face to Face <i>Price is subject to negotiation with client.</i> b. Blended <i>Price is subject to negotiation with client</i> c. Online <i>Price is subject to negotiation with client.</i> <p>Certificate Course</p> <ul style="list-style-type: none"> a. Face to Face <i>Price is subject to negotiation with client.</i> b. Blended <i>Price is subject to negotiation with client.</i> c. Online <i>Price is subject to negotiation with client.</i>
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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

⁴ 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.

⁵ Rate is undetermined yet as curriculum development is ongoing.

3. REGULAR 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 and/or GSPDM 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		None	20 minutes	
PROGRAM DELIVERY 2. Participation in the actual run of the program courses and completion of courses requirements	2.1 Deliver the course on specified duration and schedule	As specified in Academic Calendar	Varies depending on the Academic Calendar	GSPDM
3. Payment of matriculation fees	3.1 Acknowledge receipt of proof of payment.	As specified in Schedule of Matriculation	Varies depending on the Academic Calendar and Schedule of Matriculation	GSPDM Finance-Treasury
4. Obtain course certificate / diploma / degree	4.1 Submit duly signed Grade Sheets to the Academy Registrar and request for appropriate certificates	As specified in Academic Calendar	Varies depending on the Academic Calendar	GSPDM Academy Registrar
COMMENCEMENT EXERCISES 5. Participation in the Commencement Exercises	5.1 Conduct the Commencement Exercises on specified	As specified in Academic Calendar	Varies depending on the Academic Calendar	GSPDM

	duration and schedule			
6. Requisition of academic credentials such as diploma, TOR, among others	6.1 Refer to the Office of the Academy Registrar	None	10 minutes	GSPDM Academy Registrar
Total		Total fee depends on the type and duration of training	Varies, depending on the Academic Calendar	

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 and/or GSPDM 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	2.1 Schedule and prepare for exploratory meeting.	None	10 minutes	GSPDM Staff GSPDM
Total		None	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		None	1 hour	
PREPARATION OF INITIAL PROPOSAL 4. Receive proposal for initial review and provide feedback.	4. Draft and submit technical and financial proposals based on agreements during the exploratory meeting.	None	3 days for existing programs; 7 days for new programs	PM GSPDM
	4.1 Revise the proposal based on the client's initial comments.	None	1 day	PM GSPDM

	4.2 Set the schedule of meeting to present the final proposal.	None	10 minutes	PM GSPDM
Total		None	4 days, 10 minutes for regular programs 8 days, 10 minutes for new programs	
PRESENTATION OF FINAL PROPOSAL 5 Attend the meeting and provide feedback on the final proposal, if any.	5.1 Present the final proposal.	None	30 minutes	PM
	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	5 working days	GSPDM
	5.4 Submit to client		1 working day	GSPDM
Total		None	6 working days and 1 hour	
ACCEPTANCE PROPOSAL 6. Receipt of Acceptance from client.	6.1 Receipt of Letter of Acceptance and/or Notice to Proceed	None	1 day	Client

	from the client.			
Total		None	1 working day	
MOU/MOA/LOC SIGNING 7. Review draft MOU/MOA/LOC.	7.1 Draft MOU/MOA/LOC and supporting documents and endorse to DAP Finance and Legal Offices for initial review.	None	3 days	LMT Finance Officer Legal Officer GSPDM
	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 days for DAP; 5 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 days for DAP; 3 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	None	3 days	LMT GSPDM

	and provide client with 2 copies. LOC need not be notarized.			
	9.2 Inform the Office of the Academy Registrar of the necessary enrolment arrangements.	None	10 minutes	LMT GSPDM
Total		None	14 days and 20 minutes for DAP; 8 days for client	
PROGRAM DELIVERY 10. Request Billing Statement from Finance-Treasury for MOA payment tranche	10.1 Requisition of Billing Statement to Finance-Treasury	None	2 working days	LMT GSPDM and Finance-Treasury
11. Participation in the actual run of the program courses and completion of courses requirements	11.1 Deliver the course on specified duration and schedule	As specified in MOA payment tranches	Varies depending on MOA payment tranches	LMT GSPDM and Finance-Treasury
12. Obtain course certificate / diploma / degree	12.1 Submit duly signed Grade Sheets to the Academy Registrar and request for appropriate certificates	As specified in Academic Calendar	Varies depending on the Academic Calendar	GSPDM Academy Registrar

COMMENCEMENT EXERCISES 13. Participation in the Commencement Exercises	13.1 Conduct the Commencement Exercises on specified duration and schedule	As specified in Academic Calendar	Varies depending on the Academic Calendar	GSPDM
14. Requisition of academic credentials such as diploma, TOR, among others	14.1 Refer to the Office of the Academy Registrar	None	10 minutes	GSPDM Academy Registrar
Total		Total fee depends on the type and duration of training	Varies, depending on the Academic Calendar	

Institutional Marketing Center (IMC)

1. 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	Two (2) working days	IMC Partnerships Staff
	1.2. Review request and endorse to the IMC MD for further instructions.	None		IMC Partnerships Staff
	1.3. Evaluate for possible points of collaboration to pursue partnership.	None		IMC Managing Director
	1.4. Send an email to the requesting party to set the initial meeting schedule or	None		IMC Partnerships Staff

	decline the request for partnership.			
2. Attend initial collaboration meeting and accomplish necessary forms provided by IMC, if needed	2.1. Conduct the initial collaboration meeting with the client to align goals, determine objectives, and craft feasible directions and areas for partnership.	None	Four (4) hours	IMC Managing Director and Partnerships Staff
	2.2. Prepare the meeting documentation and/or Client Contact Report.	None	Three (3) 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	One (1) working day and four (4) hours	IMC Managing Director
Total		None	7 working days	

2. 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	Five (5) working days	IMC Staff
	1.2. Set/confirm schedule with DAP officers who will serve as speakers.	None		IMC Staff
	1.3. Confirm the schedule	None		IMC Staff

	with the client.			
	1.4. Complete the necessary preparations	None		IMC Staff
2. Visit the DAP premises for the briefing/tour	2.1. Provide the institutional briefing and tour of DAP Pasig offices and facilities to the requesting agency	None	One (1) working day	IMC Managing Director DAP Officers
3. Accomplish the Customer Satisfaction Measurement (CSM) Tool	3.1. Provide the CSM Link to the client/s	None	Thirty (30) minutes	IMC Staff
Total		None	6 working days, 30 minutes	

3. 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 ⁶ / Complex ⁷ / Highly Technical ⁸			
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. One (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 the email received through PAD or Academy email.	None	Four (4) hours	Institutional Marketing Center – Public Affairs Desk Public Affairs Officer
	1.2. Respond to the client's request	None		Institutional Marketing Center – Public Affairs Desk Public Affairs Officer
	1.3. Provide information and	None		Institutional Marketing

⁶ For queries about the DAP's programs and services that are readily available in the PAD's database.

⁷ For queries about the DAP's programs and services that are not available in the PAD's database and should be coordinated with/forwarded to the concerned Center/Office of the Academy to gather details/information.

⁸ For queries about the DAP's programs and services that are not available in the PAD's database and should be discussed by the client and the concerned Center/Office of the Academy i.e., request for customized training/program/course.

	materials requested. Endorse the letter through the Client Contact Report to the appropriate center/office.			Center – Public Affairs Desk Public Affairs Officer
	1.4. Act on Client’s Concern.	None	2 working days, 4 hours for simple proposals,	Center’s Action Officer
	1.5. 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		6 working days, 4 hours for complex proposals, 19 working days, 4 hours for highly technical proposals	
2. Accomplish the Customer Satisfaction Measurement (CSM) Tool	2.1. Provide the CSM Link to the client/s	None		
	Total	None	Simple: 3 working days Complex: 7 working days Highly Technical: 20 working days	

4. 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 ⁹ / Complex ¹⁰ / Highly Technical ¹¹			
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. 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	Four (4) hours	Institutional Marketing Center – Public Affairs Desk Public Affairs Officer
	1.2. Acknowledge the email received through PAD or Academy email.	None		Institutional Marketing Center – Public Affairs Desk Public Affairs Officer

⁹ For requests for project proposals that may have already been done by the concerned Center/Office and would only need minor or no revisions.

¹⁰ For requests for project proposals that may have already been done by the concerned Center/Office but would need major review and revisions.

¹¹ For request for project proposals that haven’t been done by the concerned Center/Office and would take some time to be developed.

	<p>1.3. Endorse the letter thru the Client Contact Report to the appropriate center/office.</p> <p><i>The Center's Action Officer is reminded of the turnaround time expected for them to respond to the client.</i></p>	None		<p>Institutional Marketing Center – Public Affairs Desk</p> <p>Public Affairs Officer</p>
	<p>1.4. Act on Client's Concern.</p> <p><i>The Center's Action Officer will inform the client of the classification of their request for proposal.</i></p>	None	<p>2 working days, 4 hours for simple proposals,</p> <p>6 working days, 4 hours for complex proposals,</p> <p>19 working days, 4 hours for highly technical proposals</p>	Center's Action Officer
	<p>1.5. 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</p>	None		Center's Action Officer

	1.6. 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 Customer Satisfaction Measurement (CSM) Tool	2.1. Provide the CSM Link to the client/s	None		
Total		None	Simple: 3 working days Complex: 7 working days Highly Technical: 20 working days	

Office of the Academy Registrar (OAR)

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

Enrollment and Admission process for the Master in Public Management (Public Offering) of the DAP Graduate School of Public and Development Management (GSPDM).

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)		
1. Student Information Form, 1 , Original/Photocopy		Office of the Academy Registrar (OAR)		
2. Previous School Diploma (Certified True Copy) , 1, Photocopy		Applicant's School of Origin		
3. Transcript of Records (Transfer of Credential from last school attended)		Applicant's School of Origin		
4. Agency Nomination / Letter of Recommendation/Special Order(for Government Employees), 1 , Original		Originating Agency		
5. Letter of Undertaking, 1 , Original/Photocopy		Applicant		
6. Birth Certificate PSA*, 1 , Photocopy		PSA		
7. Marriage Certificate from PSA.* (if married) (For foreign students, license must have English translation) , 1 , Photocopy		PSA		
8. Curriculum Vitae/PDS, 1 , Original/Photocopy		Applicant		
9. 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		P600.00	3 working days, 2 hours and 30 minutes	

INTERVIEW

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for interview.	1.1 Issue notice of Interview Schedule.	None	5 Minutes	DAP GSPDM PROGRAM MANAGER
	1.2 Interview client to validate application details and accomplished assessment form.	None	1 hours	DAP GSPDM PROGRAM MANAGER/ ADMISSION OFFICER

	1.3 Consolidate results of exam and interview	None	3 working days	DAP GSPDM PROGRAM MANAGER
	1.4 Inform the applicant of the result of the application.	None		DAP GSPDM 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	None	10 minutes	OAR and GSPDM
	2.2 Encode students' record into the Registrar Information System	None	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.	None	10 minutes	GSPDM
Total		P198,000 (Online)	1 hour and 5 minutes	
Total Processing Time, Application to Enrollment : 6 working days, 4 hours, 40 minutes				

2. 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:		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)		
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).	None		
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	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 Preparation of document/s requested and request the client to sign the transaction logbook	None	10 Minutes	Records Office
	4.2 Release of certification	None	3 working days	Records Office
Total		Php 50.00 per page	3 working days, 40 minutes	

3. REQUEST FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

This request covers the following:

- 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	None	10 Minutes	Records Office

	advise the client to pick up the document after 7 working days			
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	None	7 working days	Records Office
Total		PhP 350 per set	7 working days, 40 minutes	

4. REQUEST FOR CERTIFIED TRUE COPY

To provide certified true copy 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.	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	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	

5. 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 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 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	

6. 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	

Office of the President

1. 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 or 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 Project Assistant
	1.3 Record written communication in the OP Data Management System and forward it for further instruction and endorsement			
	1.4 Review documents for endorsement to DAP President	None	10 Minutes	Office of the President Head Executive Assistant

	<p>a. <i>If appropriate for the DAP President, it will be endorsed to the President 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>			<p>(Chief of Staff)</p> <p>And</p> <p>Project Officer (Technical Staff)</p>
	1.5 Approve/Sign written communications	None	<p>Simple – 2 working days</p> <p>Complex – 7 working days</p>	President and CEO of DAP
2.Receive feedback/ response from DAP Office of the President	2.1 Send approved written communication to the requestor through email	None	5 Minutes	<p>Office of the President</p> <p>Project Officer (Technical Staff)</p>
Total		None	<p>Simple – 2 working days, 23 minutes</p> <p>Complex – 7 working days, 23 minutes</p>	

2. 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 Project Assistant (Receiving Officer)
	1.2 Print invitation, (if sent through email)	None	3 minutes	Office of the President Project Assistant (Receiving Officer)
	1.3 Record invitations/request in the OP Data Management System and forward to the technical staff for schedule management	None		Office of the President Project Assistant (Receiving Officer) Project Officer

	<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 to the appropriate center/unit.</i></p>	None	1 working day	<p>Office of the President</p> <p>Project Officer (Technical Staff)</p>
	1.5 Send invitation,	None	2 working Days	

	program/ agenda, and other meeting materials to the DAP President and HEA & CoS			
	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	

Highly Technical Services Offered by Various DAP Centers

1. ENROLLMENT IN PUBLIC COURSES/DELIVERY OF PUBLIC COURSE OFFERINGS

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, 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 & Office of the Academy President			
Classification:	Highly technical			
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		
<ul style="list-style-type: none"> • Duly accomplished enrollment form or online registration; and • Completion of course requirements 		<ul style="list-style-type: none"> • DAP or Center website (https://www.dap.edu.ph/service-charter/), letter of invitation, social media announcements and/or email invite • Participation in the course at specified venue or online platform 		
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

<p>2. Secure the notice of acceptance/ admission</p>	<p>2.1 Advise participant on acceptance to the program and payment of the training fee before the actual conduct of the training.</p>	<p>None</p>	<p>1 working day</p>	<p>Assigned Project Manager/ Assigned Project Staff</p>
<p>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.</p> <p><i>Note: Payments should be made ahead of the training schedule and deposited at the DAP Landbank account.</i></p>	<p>3.1 Acknowledge receipt of proof of payment.</p>	<p>The total fee depends on the type and duration of training.</p> <p>A 15% cancellation fee will be charged for no-show participants and for reservations withdrawn five days before the training date.</p>	<p>1 working day</p>	<p>Project Manager/ Assigned Project Staff</p>
<p>4. Participation in the actual run of the course and completion of course requirements</p>	<p>4.1 Deliver the course on specified duration and schedule</p>	<p>As specified in training calendar</p>	<p>Varies, depending on the course duration</p>	<p>Project manager and team</p>
<p>5. Obtain course certificate</p>	<p>5.1 Prepare and issue the</p>		<p>2-3 weeks, depending on:</p>	<p>Project manager and team</p>

	appropriate course certificate		<ul style="list-style-type: none"> • Complete payment of course fees Completion of course requirements 	
Total		Total fee depends on the type and duration of training.	Varies, depending on the course duration	

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.

Address and Contact Information:

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 Email Address: osvpp@dap.edu.ph

Center for Governance

Ms. Imelda C. Caluen
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Productivity and Development Center

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Sustainable Human Development Program

Ms. Dorothea Boy-Navarro

Director

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DAP sa Mindanao

Mr. Mark Lemuel L. Garcia

Vice President

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Office of the Academy President – Center for Strategic Futures (CSF)

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

2. DELIVERY OF 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, 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, & Office of the Academy President			
Classification:	Highly Technical			
Type of Transaction:	A2A-Agency to Agency A2B-Agency 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: <ul style="list-style-type: none"> - 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 -Completion of course requirements 		Requirements will have to be provided by requesting public or private organization Participation in the course at agreed upon venue/online platform		
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	None	1 working day	Office of the concerned implementing unit/ Public Affairs Desk

<p>Clients may also fill out the online platform to request for quotation or proposal through the link provided: https://trainings.dap.edu.ph/</p>	<p>Director/ Officer in Charge of the office/unit concerned.</p>			
	<p>1.2 Contact the client/focal person and verify the details in the letter of request and TOR.</p> <p>Note: Depending on the information provided by the agency, a subsequent exploratory meeting may be necessary to prepare a more responsive proposal.</p>	None	1 working day	Assigned Office/Unit Staff
	<p>1.3 Draft technical and financial proposal</p>	None	5 working days	Supervising Fellow/ Project Manager /Technical Staff
	<p>1.4 Review and approve technical and financial proposal</p>	None	5 working days	Director/ Officer-in-Charge, Managing Director
<p>2. Acknowledge receipt of proposal.</p> <p>Request for proposal presentation (if needed)</p>	<p>2.1 Submit the proposal to the client</p> <p>Present proposal and verify assumptions</p>	None	5 minutes	Project Manager/ Project Staff

3. Participation in the actual run of the course(s) and completion of course requirements	3.1. Deliver the course based on agreed upon duration and schedule, and venue/platform	As specified in training calendar	Varies, depending on the course duration	Project manager and team
4. Obtain course certificate	4.1. Prepare and issue the appropriate course certificates		2-3 weeks, depending on: <ul style="list-style-type: none"> • Complete payment of course fees • Completion of course requirements 	Project manager and team
	Total	<i>Project cost varies according to topic, class size, duration, and venue of the training</i>	Varies, depending on the course duration	

Note:

* Contracting comes right after the approval of the submitted eRCTF. 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:

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Ms. Magdalena L. Mendoza
Senior Vice President for Programs



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3. 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, 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, & Office of the Academy President	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business	
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 <p>Participation in relevant project activities</p> <p>Provision of information necessary in conduct of project activities, depending on the nature of the project</p>	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/Officer 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
	1.3 Draft technical and financial proposal.	None	12 working days	Supervising Fellow/Project Manager/ Technical Staff
	1.4 Review and approve the technical and	None	5 working days	Director/Officer-in-Charge, Managing Director

	financial proposal			
2. Acknowledge receipt of the proposal. Request for proposal presentation (if needed).	2.1 Submit a proposal to a client Present proposal and verify assumptions.	None	5 minutes	Supervising Fellow/Project Manager/ Technical Staff
3. Participation in relevant project activities	3.1 Provision or conduct of relevant project activities and delivery of expected project outputs	Varies, depending on the price of outputs delivered	Varies, depending on the project scope and deliverables	Supervising Fellow/Project Manager/ Technical Staff
4. Review and approve the project outputs delivered	4.1 Submit project outputs for review/acceptance by the client	None	Varies, depending on the project scope and deliverables	Supervising Fellow/Project Manager/ Technical Staff
5. Process the payment due the Academy based schedule of payments	5.1 Prepare and submit billing statements based on completed outputs and payment schedule	Varies, depending on the price of outputs delivered	2-3 weeks, from receipt of project deliverables accepted by the client	
	Total	<i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and</i>	Varies, depending on the project scope and deliverables	

	specific conditions of engagement.		
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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:

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DAP sa Mindanao

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Public Management Development Program (PMDP) – Program Management Office (PMO)

1. 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 Center for CES Development (CCD) 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 CCD Secretariat. Applicants will be subjected to the PMDP screening process. The Inter-Agency 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:	Center for CES Development
Classification:	Under Special Law with an Inter-Agency Steering Committee <i>Presidential Decree No. 1 dated September 24, 1972 and Presidential Decree No. 336 dated November 14, 1973 state that “the Development Academy of the Philippines shall (i) prepare a career executive service program appropriate and necessary for the organization and operation of the Career Executive Service Board and (ii) in consultation with the Career Executive Service Board, initiate and continue to implement the aforesaid program.”</i>
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	
<p>Original <u>hard and digital copies</u> of the following must be submitted:</p> <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) ● Laboratory Results such as: CBC (Complete Blood Count); Urinalysis; Fecalalysis; Physical assessment; Chest X-ray ● Updated Personal Data Sheet – CSC Form 212 	<p>Downloadable online https://bit.ly/PMDPPLCForms</p> <p>Government / Private hospital or agency's clinic</p> <p>Downloadable online http://www.csc.gov.ph</p>
<p>The following must be submitted in <u>digital copies only</u>:</p> <ul style="list-style-type: none"> ● Certified true copy of CSC Form 33 (Appointment papers) ● Certified true copy of Official Passport 	<p>Agency HR Department of the nominee</p> <p>Department of Foreign Affairs</p>
SEC / MMC Admission	
<p>Original <u>hard and digital copies</u> of the following must be submitted:</p> <ul style="list-style-type: none"> ● PMDP Nomination Form (A) <p><i>Note: For nominations made by Regional Directors or other Officers, an endorsement from the Central Office is required.</i></p> <ul style="list-style-type: none"> ● Immediate Supervisor's Assessment Form (B) ● Agency Screening Certification Form (C) ● Declaration of Medical Illnesses Form (D) ● Physician Certification Form (E) 	<p>Downloadable online https://pmdp.dap.edu.ph/forms-requirements/</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Laboratory Results such as: CBC (Complete Blood Count); Urinalysis; Fecalalysis; Physical assessment; Chest X-ray ● Updated Personal Data Sheet – CSC Form 212 ● Certificate of No Pending Administrative/Criminal Case ● Certified true copy of TOR from last school attended ● Nominee Certification Form ● Letter of Conformance (<i>To be submitted upon acceptance to the Program</i>) 	<p>Government / Private hospital or agency's clinic</p> <p>Downloadable online http://www.csc.gov.ph</p> <p>Agency HR or Legal Department of the Nominee's Agency</p> <p>School where the nominee last graduated</p> <p>Downloadable online https://pmdp.dap.edu.ph/forms-requirements/</p>
<p>The following must be submitted in <u>digital copies only</u>:</p> <ul style="list-style-type: none"> ● Certified true copy of CSC Form 33 (Appointment papers) ● Certified true copy of Designation Order (if applicable) ● Copy of IPCR (with Adjectival Rating) for the past two (2) years <p><i>Note:</i></p> <ul style="list-style-type: none"> - In case of unavailability, a certification from the HR must be submitted. - SEC nominees may submit OPCR/DPCR/CESPE <ul style="list-style-type: none"> ● Organizational Chart of the Agency (<i>reflecting the applicant's name/position/level</i>) ● Certified true copy of birth certificate ● Certified true copy of Official (Red) Passport [<i>Pages 2 and 3</i>] (<i>applicable to SEC applicants only as a requirement for the Foreign Study Mission</i>) 	<p>Human Resource Department of the Nominee's Agency</p> <p>.</p> <p>Philippine Statistics Authority</p> <p>Department of Foreign Affairs</p>

For LGEMC Admission	
Admission for Department Heads or their equivalent; and those holding critical positions in the local government	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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 	To be submitted upon acceptance to the Program
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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) 	Accessible online https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-executives
<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"> Endorsement/ Clearance from concerned DILG or Provincial Government 	Applicant
<ul style="list-style-type: none"> Letter of Conforme and Service Contract 	To be submitted upon acceptance to the Program

APPLICATION PROCEDURE

FOR PLC:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
1. Submit e-copies of the accomplished application forms via: http://bit.ly/pmdponlinesubmissionsPLC Hard copies shall also be sent to PMDP, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.	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	
2. Receive notification of acceptance and/or non-acceptance.	2.1 Notify the applicants of the result of their application via email. Subsequently, issue them the official letter of acceptance / non-acceptance to the Program.	None		
		Total	3 working days	

MC, and LGEMC:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
1. Submit e-copies of the accomplished application forms via: For MMC:	1.1. Check for the completeness of the submitted documents. Subsequently, invite the	None	2 working days	For PMDP: Recruitment Team For LGEMC: CFG Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
<p>http://bit.ly/pmdponlinesubmissionsMC</p> <p>For SEC: http://bit.ly/pmdponlinesubmissionsSEC</p> <p>Hard copies shall also be sent to PMDP, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.</p> <p>For LGEMC: https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms</p>	<p>applicants for an examination and interview through e-mail and SMS.</p>			
<p>2. Upon receipt of the invitation for exam and interview, acknowledge and confirm if schedule is acceptable.</p>	<p>2.1. Schedule the online exam with the third-party provider, essay writing exam, Program Orientation, and interview.</p> <p>The exams will be scheduled a day before the online interview.</p>	<p>None</p>	<p>2 working days</p>	<p>For PMDP: Recruitment Team</p> <p>For LGEMC: CFG Staff</p>
<p>3. Undertake the following examinations:</p> <p>a. Cognitive Ability Test</p>	<p>3.1 Coordinate with the third-party provider to administer the exams and promptly generate exam results.</p>	<p>None</p>	<p>1 working day</p>	<p>For PMDP: Recruitment and Admissions Team and the third-party provider (Assessment Analytics, Inc.)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
b. Occupational Personality Questionnaire c. Essay Writing Attend the Program Orientation after the essay writing exam.				For LGEMC: CFG Staff
	3.2 Collate exam results for use of the interviewers.			
	3.3 Proctor the essay writing exam via Google Meet (1.5 hrs)			
	3.4. Conduct a Program Orientation after the essay writing exam.			
4. Undertake the behavior - based interview.	4.1 Evaluate the applicant, with calibration by two interviewers.	None	1 working day	DAP Officers under Special Order SO-P2023-028, PMDP Interviewers, Recruitment and Admissions Team
5. Wait for updates on the progress of their application	5.1 Deliberate on all candidates, generate the shortlist of recommended candidates; and notify all applicants of the result	None		NGCESDP Steering Committee (Inter-Agency)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
	5.2 Submit shortlisted applicants to the NGCESDP Steering Committee for vetting and confirmation of acceptance to the Program.	None		NGCESDP Steering Committee (Inter-Agency)
6. Receive notification of acceptance and/or non-acceptance.	6.1 Notify the applicants of the result of their application via email. Subsequently, issue them the official letter of acceptance / non-acceptance to the Program.	None	4 hours	
Total		None	6 working days, 4 hours	

2. 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.

The Center for CES Development (CCD) 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 <i>Presidential Decree No. 1 dated September 24, 1972 and Presidential Decree No. 336 dated November 14, 1973 state that “the Development Academy of the Philippines shall (i) prepare a career executive service program appropriate and necessary for the organization and operation of the Career Executive Service Board and (ii) in consultation with the Career Executive Service Board, initiate and continue to implement the aforesaid program.”</i>
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: CCD Staff For LGEMC: CFG Staff
	1.2 Check PMDP database for information needed to be included in the certification	None	4 hours	For SEC/MMC/PL: CCD Staff For LGEMC: CFG Staff
	1.3 Endorse document to the Office of the Managing Director for review /approval	None	4 hours	For SEC/MMC/PL: CCD Staff For LGEMC: CFG Staff

	1.4 Signing of the requested document	None	4 hours	For SC/MMC/PL: Managing Director/VP for the CCD For LGEMC: Managing Director/VP for the Center for Governance (CFG)
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: CCD Staff For LGEMC: CFG Staff
3. Coordinate manner and date of claiming the requested document	3.1 Release the document as requested.	None		For SEC/MMC/PL: CCD Staff For LGEMC: CFG Staff
Total		None	3 working days	

INTERNAL SERVICES

Administrative Department

1. REQUEST FOR BANQUET SERVICE BY INTERNAL CLIENTS

As part of its mandate, the Café 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:	Highly Technical			
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 Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Before and During the Event/Activity</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/ ferrerv@dap.edu.ph</p> <p>Inquire through FB page: DAP Canteen</p> <p>Inquire through calls: (02) 8631-2152/ (02) 8631-2148 / (02) 8631- 0921 loc. 184 / 118</p> <p>Inquire through SMS: +63 906 5744896</p>	1.1 Receive inquiries through phone and/ or walk-in customers	None	30 minutes	<p>Nutritionist-Dietitian/ Food Service Supervisor</p> <p>Cafe 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		
	1.3 Discuss with reserving office's Administrative Coordinators	None	30 minutes	ND/ Food Service Supervisor Cafe Services
2. Reserve the preferred menu and fill-up reservation slip	2.1 Receive and review customer's final menu choice then confirm reservation	None	45 minutes	ND/ Food Service Supervisor Cafe Services
	2.2 Serve the food at the agreed schedule and venue	None	6 working days	Head Waiter/Waiter Cafe Services

Post-Event 3. 3.For Internal Client: Receive Acknowledgement Receipt (AR)	3.1 Prepare the AR of the customer	None		Nutritionist-Dietitian Cafe Services
	3.2 Issue AR and distribute to the customer for their appropriate project charging	None	1 working day	Nutritionist-Dietitian Cafe Services
Total			7 working days, 1 hour 45 minutes	

APO DAP Secretariat

1. 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 can be implemented online, face-to-face or in hybrid form. They 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 scholarship training applications from Filipinos, which are then endorsed to the APO Secretariat in Japan. The APO Secretariat makes the final deliberations on the applications. All applicants will be asked to fill out and submit the prescribed Candidates Biodata Form (CBF) in electronic form, as required by the APO Secretariat.

Successful applicants are notified by the APO/DAP Sec and are advised to make the necessary preparations for their participation in the training (e.g., country paper preparation) and other requirements if the project will be implemented in a foreign country (e.g., travel order, visa, travel insurance, etc.). All successful applicants will be required to attend a pre-training orientation.

Office or Division:	APO/DAP Secretariat			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	HRD-endorsed Plantilla and Non-Plantilla based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electronic copy of Official Endorsement/Nomination Form		HRD of the Academy		
2. Filled out electronic copy of Candidates Biodata Form (CBF)		APO/DAP Secretariat (sent via email or download online)		
3. Electronic copy of Biopage of Valid passport (if needed and if available)		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. Check if submitted documents are complete and send acknowledgment	None	5 minutes	Program Coordinator APO/DAP Secretariat

	email. If incomplete, inform the client.			
2. If needed, comply with missing requirements and repeat step 1.	2.1 Repeat action 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
	Screening and deliberations by APO Secretariat in Japan			APO Secretariat (Japan)
	Release of deliberation results to NPOs within one (1) month prior to training (under normal circumstances)			APO Secretariat (Japan)
STAGE 2: Result of Applications				
	3.1 Prepare official DAP notice to applicants with the result of	None	1 working day	Program Coordinator; APO Liaison Officer

	APO Secretariat deliberations			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	

**Administrative Department
BAC Secretariat Division**

1. ISSUANCE OF BAC RESOLUTIONS FOR [1] AGENCY TO AGENCY (SEC. 53.5), [2] ACADEMIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES (SEC. 53.6), AND [3] 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:	BAC Secretariat Division, Administrative Department			
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 (PR) with Budget Utilization Slip (BUS)		End-user / Requestor Purchase Request form: DAP Document Management System (DMS)		
2. Documentary Requirements, as per Annex “H” of the 2016 Revised Implementing Rules and Regulations of RA9184		Refer to: BAC Request Form (DAP-BAC-F6, Rev. 0)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Submission and Review of Requirements				
1. Endorse the approved PR with BUS and appropriate documentary requirements (through DTS, or email, or hardcopy)	1.1 Receive complete documents	None	5 minutes	End User and BAC Secretariat Staff
2. Drafting of BAC Resolution	2.1 Draft BAC Resolution for review of End User and BAC Members (route via email)	None	2 working days	BAC Secretariat Staff, End User, and BAC members
3. Finalization of BAC Resolution, Notice of Award, and Notice to Proceed	3.1 Finalize the BAC Resolution for the signature of BAC	None	5 working days	BAC Secretariat Staff, End User, BAC members, and Head of the Procuring Entity (HoPE)

	members (route via email)			
4. Release of approved documents	4.1 Send the Approved BAC Resolution to the End User as attachment to the appropriate contracting document.	None	1 working day	BAC Secretariat Staff
Total		None	8 working days and 5 minutes	

2. 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:	BAC Secretariat Division, Administrative Department			
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
STAGE 1: Submission and Review of Requirements				
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	None	2 working days	BAC Secretariat Staff

	and BAC Resolution creating TWG.			
	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	<p>Goods and Services: 26 calendar days (minimum calendar days recommended for activity) and 136 calendar days (maximum calendar days recommended for activity);</p> <p>Infrastructure Works: 26 calendar days (minimum calendar days recommended for activity) and 141 or 156 calendar days (maximum calendar days recommended for activity);</p> <p>Consulting Services: 36 calendar days (minimum calendar days recommended for activity) and 180 calendar days (maximum calendar days recommended for activity);</p> <p><i>Refer to 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "C".</i></p>	BAC Secretariat Staff
	Total	None		
<p><i>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, therefore, total processing time cannot be determined.</i></p>				

3. ISSUANCE OF CERTIFICATION AS SERVICING AGENCY (for Agency-to-Agency Modality)

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:	BAC Secretariat Division, Administrative Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documentary Requirement, as per Annex “H” of the 2016 Revised Implementing Rules and Regulations of RA9184		End User / Requestor Refer to: BAC Request Form (DAP-BAC-F6, Rev. 0)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit BAC Request Form with appropriate supporting document/s	1.1 Receive complete documents	None	3 minutes	End User and BAC Secretariat Staff
2. Prepare the Certification and submit to End User for review	2.1 Review and confirm details as stated in the Certification	None	1 working day	End User
3. Finalization and Approval of Certification	3.1 Send the Certification to BAC Chairperson for initials/endorsement to HoPE	None	5 minutes	BAC Secretariat Staff
	3.2 Initialed/ endorsed Certification be forwarded to HoPE	None	5 minutes	BAC Secretariat Staff
4. Approval of Certification	4.1 Approved Certification be forwarded to the End User/ Requestor	None	3 minutes	BAC Secretariat Staff

Total	None	1 working day and 16 minutes	
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Central Documentation and Records Division (CDRD)

1. 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)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and provide 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 Acknowledge receipt via DTS/ DMS and receive hardcopy from SFD	None	30 minutes	CDRD Staff
	1.2 Review the submitted documents and completeness of the required signatures from	None	30 minutes	CDRD Staff

	the concerned center			
	<p>1.3 Validate output/s submission in eRMS, assign output code, update the RP database and status of submission in the eRMS</p> <p><i>Note: Incomplete submissions are returned to the requesting Center/Office</i></p>		1 working day, 4 hours	CDRD Staff
	1.4 Provide final attestation for the submitted clearance and output	None	1 working day	CDRD Head
	1.5 Forward the signed documents to the next processor (HRMDD) for further processing and the same in DTS/DTMS-RCA and Hardcopy	None	30 minutes	CDRD Staff
Total		None	2 working days, 5 hours & 30 minutes	

2. 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-out/signed Documented Information Feedback Form		Electronic Records Management System (ERMS)		
2. Proposed draft		Originator/Process Owner		
3. Document/form for control/registration or revision		Originator/Process Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Originator (Center /Office/Staff) submit/ email the duly accomplished/ signed DFF	1.1 Acknowledge receipt of the DFF	None	1 working day	CDRD Staff
	1.2 Review submitted documents for completeness. Return to the originator as needed.			
	1.3 Forward the request and its attachments to the process owner, for review and approval	None		CDRD Staff
	1.4 Review/sign the DFF	None	1 working day	Document Controller
	1.5 Prepare OP e-signature form	None		CDRD Staff

	and endorses the signed DFF and attachments to the President & CEO for further affirmance.		1 hour	
	1.6 Register the approved documented information, disseminate/ email blast to all concerned via official dap webmail and upload onto the ERMS	None	7 hours	CDRD Staff
Total		None	3 working days	

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

This process refers to the formulation, review, approval, and dissemination of policy issuances. Through the 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:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers/Departments/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Memorandum: Policy for Review and Approval			Electronic Records Management System (ERMS)	
2. Proposed draft policy			Originating Office/Proponent	
3. OP e-signature form			CDRD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent/ Originator submit draft proposed policy i.e. Memorandum Circular (MC) and Office Order (OO) and Special Order with attached references, as needed	1.1 Review the initial draft proposed MC /OO/SO	None	6 hours	CDRD staff
	1.2 Prepare appropriate form/template as supporting document (<i>as needed</i>)	None	2 hours	CDRD Staff

	1.3 Finalize proposed policy issuance, organize in standard format/template. Provide number and date and additional references as needed.	None	4 hours	CDRD Staff
	1.4 For final review of the CDRD Head	None	5 working days	CDRD Head
	1.5 Endorse to the VP of the Corporate Concerns Center for review /affirmation		10 minutes	CDRD staff
	1.6 Prepare OP e-signature form and endorses to OPCOS for approval/ signature		20 minutes	
	1.7 Acknowledge receipt of the approved policy from OPCOS	None	10 minutes	CDRD staff
	1.8 Disseminate /email blasts the approved policy thru DAP webmail and upload onto the ERMS		20 minutes	
Total		None	6 working days, 5 hours	

4. PREPARATION, REVIEW, FINALIZATION AND DISSEMINATION OF POLICY ISSUANCE PERTAINING TO ISSUANCE OF SPECIAL ORDER RE: DESIGNATION OF OFFICER/S-IN-CHARGE, OFFICERS, ETC.

This process refers to the formulation, review, approval, and dissemination of Special Order specifically for Designation of Officer/s-in-Charge, Designation of Officer/s.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Simple/Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers/Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Memorandum Policy for Review and Approval		Electronic Records Management System (ERMS)		
2. Proposed draft policy		Originating Office/Proponent		
3. OP e-signature form		CDRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent / originator submit draft proposed Special Order (SO) re: Designation of Officer/s, OIC/s, and Memo Policy for Review and Approval	1.1 Initial review of the submitted documents. Finalize using a standard/template, provides number, date.	None	1 working day	CDRD Staff
	1.2 Forward to HRMDD Head the Memo and SO for validation/ signature (for <i>SO designation of officers and OICs</i>)	None	30 minutes	CDRD Staff
	1.3 Endorse the validated Memo and SO to DM, Admin Dept for final attestation (<i>for SO designation of officers and OICs</i>)	None	30 minutes	CDRD Staff

	1.4 Review /sign the Memo	None	1 working day, 2 hours for simple requests Five (5) working days for complex i.e. Designation of Officer/s	CDRD Head
	1.5 Prepare OP e-signature form	None	1 hour	
	1.6 Endorse to OPCOS signed Memo and final SO & e-signature form for approval/ signature	None		
	1.7 Disseminate/ email blasts the approved SO thru DAP webmail and upload onto the ERMS	None	4 hours	CDRD Staff
Total		None	Simple - 3 working days Complex - 6 working days, 6 hours	

5. 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:	Complex			
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. PM/Project Team submit 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	4 hours	CDRD Staff
<i>Note: The CDRD shall generate the certificates and/or e-certificates with information taken verbatim from the submitted List of Participants to be</i>	1.2 Prepare OP e-signature form and endorses to OP for approval/ signature with	None	30 mins	CDRD Staff

<i>Awarded with Certificates/Citations</i>	attached complete required documents			
	1.3 Acknowledge receipt of approved/ signed List of training participants from OPCOS	None	10 mins	CDRD Staff
	1.4 Captures data from the e-Certificate Information System (eCIS) list of participants submitted by the requesting center	None	4 hours	CDRD Staff
	1.5 Generate final certificates in the eCIS	None	2 working days <i>(depends on the no. of training pax)</i>	CDRD Staff
	1.3 Email signed copy of the e-certificates to the requesting center	P10.00 (e-cert) P50.00 (printed)	1 hour	CDRD Staff CDRD/BSU Staff
	1.4 Printing of signed certificates		1 working day	
Total		P60.00	4 working days, 1 hour & 40 minutes	

**6. REQUEST FOR RE- ISSUANCE OF TRAINING CERTIFICATE (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 Head of the implementing center may issue a Certification by attesting to the attendance and/or participation of an individual to a particular training program if no record found in the CDRD.

Likewise, a certification duly signed by the CDRD Head shall be issued If the record is available in the CDRD.

Training participants may request issuance of a certified true copy:

- a. Request thru Public Affairs Desk (PAD)
 - i. letter of request or email from the requestor
- b. Request from Academy’s implementing center who conducted the training
 - i. Memo request thru email

Processing fee is One Hundred Pesos (Php100.00)

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Complex			
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		Training participant		
2. Processing fee of PhP100.00		DAP Cashier		
3. Official Receipt when claiming the certificate		DAP Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter of Request to	1.1 Acknowledge request	None	10 minutes	CDRD Staff

implementing Center or Public Affairs Desk				
	1.2 Check availability of record	None	2 working days	CDRD Staff
	1.3 Prepare and print certified true copy of training attended	None	2 hours	CDRD Staff
	1.4 Review and sign the certificate	None	1 working day	CDRD Head
2. Claiming of the certification	1.5 Release of certification upon presentation of the official receipt	P100.00	20 minutes	CDRD Staff
Total		P100.00	3 working days, 2 hours & 30 minutes	

7. REQUESTS FOR RECORDS OR INFORMATION

This process covers requests for records/ information i.e. project related and non- project related documents and other institutional records (policies and guidelines, manuals, forms, etc) pertaining to the business operations of the Academy based on the set rules and procedures to be followed by those who request information.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP employees, external public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internal (DAP employees) Request through email address to @cru.edu.ph stating the reason or purpose of the request		From the requesting center/office		
2. External Letter of request /request through email address to @cru.edu.ph stating the following: <ul style="list-style-type: none"> ▪ name and contact information of the requesting party ▪ reason or purpose of the request ▪ valid proof of identification or authorization 		From the requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Letter of request/ request through email at cru@dap.edu.ph	1.1 Acknowledge request	None	15 minutes	CDRD Staff
	1.2 Evaluate the requested information		30 minutes	CDRD Staff
	1.3 Assess and clarify the request if necessary		30 minutes	CDRD Staff
	1.4 Locate and retrieve the information requested	None	3 working days	CDRD Staff
2. Receiving of requested document/record	2.1 Release requested information to the requestor	None	15 minutes	CDRD Staff
Total		None	3 working days & 1 hour	

Corporate Operations and Strategy Management (COSM)

1. 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	None	10 minutes	COSM Technical Staff

	the COSM Director			
	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, with the requested document/s	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	

2. 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:	DAP 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	1.1 Check for completeness of the submitted documents	None	4 hours	COSM staff

Tracking System (DTS)	<i>Incomplete documents will be returned to the requester.</i>			
	1.2 Forward to Finance Dept. for Project Code creation via DTS	None	30 minutes	COSM staff
	1.3 Notifies COSM via DTS regarding Project Code creation	None	30 minutes	Finance Dept.
	1.4 Generation of Final SO via PMIS together with OP signature form	None	4 hours	COSM staff
	1.5 Endorsement of Final SO to OP for approval via DTS	None	30 minutes	COSM staff
	1.6 Returns Final SO (signed by Academy President) via DTS	None	30 minutes	OP Staff
	1.7 Upon receipt of signed SO, sends the same to Process Owner and Finance via DTS	None	1 hour	COSM staff
	1.8 Upload Finalized	None	1 hour	COSM staff

	SO to the e-Records Management System (eRMS) and provides customer satisfaction survey			
Total		None	1 working day, 4 hours	

3. 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, Memorandum Circulars and other documents 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 • Document Tracking System (DTS) 	None	1 hour	COSM Technical Staff
	1.1 Endorses the request for corporate-level documents to	None	10 minutes	COSM Technical Staff

	the COSM Director			
	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 DAP President for review and approval	None		DAP Compliance Officer
	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	

4. 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 are given automatic access while Non-regular staff are 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	4 hours	COSM staff
	1.2 Create an account in the system for qualified requestor	None	4 hours	COSM staff
	1.3 Send email to requester regarding	None	1 hour	COSM staff

	his/her system credentials and provides customer satisfaction survey			
Total		None	1 working day, 1 hour,	

5. 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, price, project team composition</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		
5 Latest or previously signed SO (as reference)		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</i>	None	4 hours	COSM staff

	<i>required documentation will be returned to the requester.</i>			
	1.2 Manual drafting and uploading of SO with OP e-signature form	None	4 hours	COSM staff
	1.3 Encoding of information in the PMIS	None		COSM staff
	1.4 Forward to the concerned Center the SO	None	15 minutes	COSM staff
2. Submit the revised and signed PES and PIP	2.1 Acknowledge receipt of revised PES and PIP <i>Check if the forwarded revised PIP and PES are reflective of the revisions stated in the SO Memo and Proposed Draft SO Revision, and if they are completely signed. If not, said documents will be returned to the requester.</i>	None	4 hours	COSM staff
	2.2 Endorsement via DTS of Revised SO to OP for approval	None	30 minutes	COSM staff
	2.3 Returns Final SO	None	15 minutes	OP staff

	(signed by Academy President) via DTS			
	2.4 Upon receipt of signed SO, send to Process Owner and Finance via DTS	None	1 hour	COSM staff
	2.5 Download signed SO and upload Finalized SO to e-Records Management System (eRMS) and provides customer satisfaction survey	None	1 hour	COSM staff
Total		None	1 working day, 7 hours	

6. REQUEST FOR TECHNICAL ASSISTANCE (INTERNAL)

The Corporate Operations and Strategy Management (COSM) provides technical assistance (TA) 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:	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		
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 coordinates with requesting Center/Office on TA scheduling		10 minutes	COSM Technical Staff
	2.2 Proceeds with TA		3 working days	COSM Director and Technical Staff
	2.3 Provides customer satisfaction survey	None	10 minutes	COSM Technical Staff
	Total	None	4 working days and 50 minutes	

**Office of the President (OP)
Council of Fellows (COF)**

1. 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:	Office of the President (OP) Council of Fellows (COF)			
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 technical expert the needed services.	None	2 hours	Senior Executive Fellow (SEF)

	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	

Office of the President (OP) Library

1. 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:	Office of the President - 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	

2. 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:	Office of the President - 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		
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) <u>SUSPENDED UNTIL FURTHER NOTICE FROM C19RT</u></i>				
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	2.1 Select and pull out from the shelves	None	5 minutes	DAP Librarian

source determined	the materials needed by the client			
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	
<i>For Internal Clients (Online Transaction)</i>				
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	None	10 minutes	

	client that the resources were received			
Total		None	1 hour, 11 minutes	
<i>For External Clients (Outside Researchers) <u>SUSPENDED UNTIL FURTHER NOTICE FROM C19RT</u></i>				
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	None	5 minutes	DAP Librarian

	the client (Note: For External Clients, all materials are for Room-Use Only)			
6. Receive the materials from the Librarian	6.1 Log the materials in the system	None	5 minutes	DAP Librarian
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	

Finance Department

1. REQUEST FOR BILLING AND COLLECTION

FINANCIAL MANAGEMENT PROCESS:

- When an output for a certain project of the Academy is completed, a request for a Billing Statement (BS) is forwarded to the Finance Dept (Fin_D), Accounting Division (AD);
- The BS is the basis for recording the Accounts Receivable (A/R) in the books of accounts;
- Collections of Account Receivable (A/R) is supported by BS; and,
- The process starts with the received request memo to bill the client-payor, and ends with an advice from Treasury Division (TDiv) of FinD.

Office/Division	Finance Department (Fin_D) - Treasury Division (TDiv)			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who May Avail	Any Center or revenue generating unit of DAP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Billing Request Form		Originating Unit		
2. Approved Memorandum of Agreement (MOA)		Originating Unit		
3. Approved Letter of Conforme		Originating Unit		
4. Certificate of Acceptance of Project Deliverable		Originating Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares and Billing Request (BR) and submits the same together with supporting documents to the Services Front Desk (SFD)	1.1 Records, assigns a Processing Control Number (PCN), and forwards BR + supporting documents to the Pre-Audit of Accounting	None	Two (2) minutes	Staff of SFD, Admin Department (Adm_D)

	Division (ADiv)			
	1.2 Validates submitted request and prepares the Billing Statement (BS)	None	Two (2) working days	Finance Department (Fin_D), ADiv
	1.3 Updates records in the Financial Management Information System (FMIS) and issues the BS to the TDiv	None	Ten (10) minutes	Fin_D, ADiv
2. The external client accepts the Billing Request from DAP	2.1 Sends/ Delivers BS to the client	None	Seven (7) working days	Fin_D, TDiv
	2.2 Follows-up date of payment from the client	None	Ten (10) minutes per client	Fin_D, TDiv staff
3. The external client delivers the check to DAP	3.1 Collects and issues Official Receipt	None	Five (5) minutes	Fin_D, TDiv staff
	3.2 Sends the Proponent Unit an email of the info received from the Client	None	One (1) working day after the info from the Client	Fin_D, TDiv staff

4. The Project Managers or/and Center Head copy furnished the Group Head receive the status of the collection	4.1 Updates the concerned DAP office on the status of the collection	None	Two (2) working days after collection	Fin_D, TDiv staff
Total		None	12 working days, 27 minutes	

2. REQUEST FOR CASH ADVANCE WITH SPECIFIC PURPOSE/S

FINANCIAL MANAGEMENT PROCESS:

- 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; and,
- The process starts with the received request for cash advance specifying the purpose for the said cash advance, together with prescribed supporting documents (if any), and ends with the release of needed cash from Treasury Division (TDiv) of Finance Department (FinD).

Office or Division:	Finance Department (Fin_D) - Budget, Accounting & Treasury Division			
Classification:	Highly Technical			
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 or above, with no outstanding CAs; Unbonded Permanent and Co-Terminous Officers/ Staff for amounts below ₱5,000.00 with no outstanding CAs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Specific Cash Advance Form		Originating Unit		
2. Accomplished DAP Transaction Slip (DTF)		Originating Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out DAP Transaction Slip (DTS) and submits the supporting documents to Services Front Desk (SFD) staff.	1.1 Records, assigns Processing Control Number (PCN), and forwards all documents to the Pre-Audit of the Accountign Division (ADiv)	None	Two (2) minutes	Staff of SFD, Admin Department (Adm_D)

	1.2 Evaluates the payment request documents based on process requirements and forward the same to the Budget Division (BDiv)	None	Four (4) working days	Pre-Audit staff of the ADiv, FinD
	1.3 Allocates budget, issues the Budget Utilization Slip (BUS), and forwards to the Adiv	None	Three (3) working days	Staff of FinD, BDiv
	1.4 Prepares, signs, and issues Disbursement Voucher (DV) & Journal Entry Voucher (JEV)	None	Two (2) working days	Staff of FinD, ADiv
	1.5 Signs DV /JEV	None	One (1) working day	FinD, Office of the Managing Director (OMD) & Acting Director of Acctg Div (ADAD) and other designated signatories outside FinD

	1.6 Logs out documents from the DTMS and forwards to the Treasury Division (TDiv) for check preparation	None	Two (2) minutes	Staff of FinD_OMD
	1.7 Prepares and issues checks for signing	None	Ten (10) minutes	Staff of FinD_TDiv
	1.8 Signs checks	None	Four (4) working days	TDiv and other designated signatories outside FinD
	1.9 Updates records in the DTMS and informs RO when the check is available	None	Five (5) minutes	Staff of FinD_TDiv
	1.10 Issues a check to the payee	None	Five (5) minutes	Staff of FinD_TDiv
	Total	None	14 working days, 24 minutes	

3. CASH ADVANCE FOR LOCAL OR FOREIGN TRAVEL

FINANCIAL MANAGEMENT PROCESS:

- 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; and,
- The process starts with the received request for cash advance together with prescribed supporting documents, and ends with the release of needed cash from Treasury Division (TDiv) of Finance Department (FinD).

Office or Division:	Finance Department - Budget, Accounting & Treasury Divisions	
Classification:	Highly Technical	
Type of Transaction:	G2G-Government to Government	
Who may avail:	<p>A. LOCAL TRAVEL</p> <ul style="list-style-type: none"> • Permanent or Co-Terminous Officers/ Staff • Non-Plantilla Personnel (NPP) or External Resource Persons of the Academy <p>B. FOREIGN TRAVEL</p> <ul style="list-style-type: none"> • Permanent or Co-Terminous Officers or Staff • Non-Plantilla Personnel (NPP) of the Academy 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Local Travel		
1. Approved Service Agreement (SA) for NPP or LOI for External Resource Persons of DAP	Originating Unit	
2. Accomplished DAP Transaction Slip (DTS)	Originating Unit	
3. Approved Itinerary of Travel, and	Originating Unit	
4. Approved Travel Order	Originating Unit	
B. Foreign Travel		
1. Accomplished DAP Transaction Slip (DTF)	Originating Unit	
2. Approved Itinerary of Travel and	Originating Unit	
3. Approved Travel Order	Originating Unit	
4. Malacañang approval, if Agency Head will travel	Malacañang	
5. DAP Management Authorization	Office of the DAP President & Chief Executive Office	
6. Letter of Invitation	Host/ sponsoring country/ organization	
7. Letter of Acceptance	Originating Unit	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares and Cash Advance for Local/Foreign Travel (CA_L/FT) and submits the same together with supporting documents to the Services Front Desk (SFD)	1.1 Records, assigns a Processing Control Number (PCN), and forwards BR + supporting documents to the Pre-Audit of AD	None	Two (2) minutes	Staff of SFD, Admin Department (AdmD)
	1.2 Audit the payment request documents based on COA Circular requirements and forward the same to the Bdiv	None	One (1) working day	Pre-Audit staff of the ADiv, FinD
	1.3 Allocates budget, issues the Budget Utilization Slip (BUS), and forwards to the Accounting Division (ADiv)	None	One (1) working day	FinD - Budegt Division (BDiv)
	1.4 Prepares, signs, and issues Disbursement Voucher (DV) and Journal Entry Voucher (JEV)	None	One (1) working day	FinD – Accounting Division (ADiv)

	1.5 Signs DV /JEV	None	One (1) working day	FinD, Office of the Managing Director (OMD) & Acting Director of Acctg Div (ADAD) and other designated signatories outside FinD
	1.6 Logs out documents from the FMIS and forwards to the TDiv for check preparation	None	Two (2) minutes	Staff of FinD, OMD
	1.7 Prepares & issues checks for signing	None	Ten (10) minutes	Staff of FinD, TDiv
	1.8 Signs check payment	None	Three (3) working days	Designated signatories from FinD and other authorized signatories
	1.9 Updates records in the DTMS and informs SFD when the check is available	None	Five (5) minutes	Staff of FinD, TDiv
	1.10 Issues check payment to the Payee	None	Five (5) minutes	Staff of FinD, TDiv
	Total	None	7 working days, 24 minutes	

**Administrative Department
General Services Division (GSD)**

1. REQUEST FOR THE USE OF DAP PASIG'S OFFICE SPACES BY INTERNAL CUSTOMERS

In support to the Academy's core business, the DAP, through the General Services Division (GSD) in Pasig City provides needed facilities-related services in terms of provision of office spaces for its various programs.

Office or Division:	Administrative Department - General Services Division (GSD)			
Classification:	Highly Technical			
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		
Memo request		Group or Center Head		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from Admin Department or General Services Division if there is available office space	1.1. Receive request and check for availability	None	2 working days	Office of the Managing Director, Admin (OMD-Admin) or Office of the Director, GSD (OD-GSD)
	1.2. Give feedback to requesting client on the availability/ non availability of office space thru memo	None		or GSD-Engineering Services Section
2. Upon receipt of information on the availability, prepare memo request addressed to the DAP President through Senior Vice President-		None	3 working days	Office of the Managing Director, Admin (OMD-Admin) Office of the Director, GSD (OD-GSD)

Services and Managing Director- Admin Department for approval				
3. Provide OMD-Admin or OD-GSD copy of approved memo	3.1. Receive approved memo and prepare available space for needed office furniture and utility requirement	None	2 working days	General Services Division (GSD) staff Office of the Director, GSD (OD, GSD)
4. Receive feedback if available space is ready occupancy	4.1 Give feedback to client that space is ready for occupancy	None	Equal to or less than one (1) working day from the time of receipt of feedback	
Total		None	8 working days	

2. 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, power & electrical system, generator system, etc.

Office or Division:	Administrative Department - General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DAP Center/Department/Office/Unit Designated Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip for minor engineering repairs; Phone Call, Text or Email		General Services Division-OD/ Engineering Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through call, text, or email to GSD	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	

3. HOUSEKEEPING, LANDSCAPING AND AUDIO-VISUAL SERVICES

This process refers to the maintenance of building, grounds and other related facilities within and around the building vicinity (e.g. cleaning, sanitation, transferring of files, arranging of office furniture, gardening to create a greener, safer, healthier environment, and other audio visual services such as setting-up, testing, operating, assessing, and repairs of audio-visual equipment for live events such as virtual classroom, video conference via Skype, Zoom, Webex, and entertainment shows or hybrid event coverages).

Office or Division:	Administrative Department - General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Center/Department/Office/Unit Designated Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone Call, Text or Email for minor housekeeping and AV Tech request		General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through call, text, or email to GSD	1.1. Receive and log the request and assign housekeeping personnel or audio visual technician to do the request	None	Equal to or less than three (3) hours from the time of request submission	GSD Housekeeping or AV Technician
Total		None	3 hours	

4. 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:	Administrative Department - General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DAP 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		General Services Division-MVPool		
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 to or less than one (1) working day from the time of request submission	MVPool Dispatcher or his designated representative
Total		None	1 working day	

5. REQUEST FOR THE USE OF CONFERENCE/ FUNCTION / MEETING ROOMS OR FACILITIES – PASIG BY INTERNAL CUSTOMERS

The DAP, through the General Services Division (GSD) in Pasig City, provides facilities-related services for non-residential trainings, meetings, conferences and special events activities. Its service includes provision of conference/ function/ meeting or facilities and other related requirements for centers, departments and other operating offices and units within the Academy

Office or Division:	Administrative Department - General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Center/Department/Office/Unit Designated Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone Call, Text or Email		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: casalann@dap.edu.ph or wajem@dap.edu.ph or caraanf@dap.edu.ph Inquire through calls: Pasig: (02) 8632-2144/ (02) 8631-2129 loc. 115 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 customer for request for quotation or booking	None	30 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
	1.2. Check availability of conference/function/	None	15 Minutes	Customer Relations Officer (CRO)

	meeting rooms and other related requirements inquired.			General Services Division (GSD)
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) General Services Division (GSD)
	2.2. Tentatively book reserved conference/function/meeting rooms, including date and time	None	15 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
3. Confirm reservation through call, email or personal visit	3.1. Prepare Reservation Sheet (RS) / Contract	None	15 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
	3.2. Send RS/ Contract to customer for confirmation	None	15 Minutes	Customer Relations Officer (CRO) General Services Division (GSD)
	3.3. Upon confirmation, change booking status to "confirmed"			
4. Forward conformed RS to GSD	4.1. Submit Conformed RS to Finance	None	10 Minutes	Customer Relations Officer (CRO)

	Department for budget transfer			General Services Division (GSD) Finance Department
Total		None	2 hours, 40 minutes	

HRMDD Staff Development Unit

1. 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 Reviews the evaluation and endorses via email the recommendation if in order for action of the Acting Managing	None	2 working days	HRD Acting Director HRD

	Director, HRMDD.			
	1.3 Evaluates the recommendation and approves or disapproves the request based on the assessment.	None	2 working days	Acting Managing Director, 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 send training advisory via email to participants with the meeting link information.</i>	None	9 working days	HRM Officer II
Total		None	25 working days	

2. 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 Competency-based (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,</i></p>	None	5 working days	HRM Officer II

	<i>coordination with the training provider, and computation of estimate cost.</i>			
	1.2 Reviews the evaluation and recommends appropriate action on the training request to OIC, HRMDD	None	2 working days	HRD Acting Director, HRD
	1.3 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	Acting Managing Director, HRMDD
	1.4 SVP-Services approves the training endorsement if in order otherwise,	None	3 working days	SVP-Services

	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)	

3. PREPARATION OF TRAVEL DOCUMENTS AND PAYMENT FOR LOCAL TRAINING

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 Reviews the prepared documents.	None	4 hours	Acting Director, 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 working days, 4 hours and 10 minutes	

4. 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 – Government to Government			
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.	None	3 working days	Private Secretary I

	<i>If foreign training studies, proceed to step 1 of Process of screening/ endorsing DAP-approved participants to foreign training/studies/ APO programs</i>			
	1.2 Reviews the draft memorandum and returns the same if with corrections, otherwise, endorses to the OIC-HRMDD if in order.	None	1 working day, 4 hours	HRD Acting Director
	1.3 Evaluates and signs/approves the memo invitation if found in order for dissemination.	None	2 working days	Acting Managing Director, 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	

5. 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 – Government to Government			
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.	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. If the nominee fell short of the above requirements, a memo justification is sought from the Center/Department Head.	None	3 working days <i>(for APO application)</i> 7 working days <i>(for foreign training/ studies)</i>	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 Reviews, and endorses if in order. If not, go back to step 1.	None	4 hours	Acting Director, HRD
	1.4 Evaluates and signs/approves the endorsement to the GSC.	None	2 working days	Acting Managing Director 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 ranking (<i>if applicable</i>)	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 Acting Director, HRD Acting Managing Director HRMDD

	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)	

6. 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:	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		
Letter of Acceptance		APO DAP Secretariat		
Return Service Contract and Travel Documents		HRMDD		
PR for airfare <i>(if applicable)</i>		HRMDD		
Payment for training fees <i>(if applicable)</i>		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 expenses defrayed by the Academy for	None	3 working days	Private Secretary I

	<p>the individual's participation to the APO program/ foreign training/studies, travel documents, PR for airfare and payment for training fee/allowances (if applicable) are drafted and endorsed for review of the AM-HRD via email</p>			
	<p>1.3 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	Acting Director, 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</p>	None	1 working day	Private Secretary I

	while request for training fee is submitted to the 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 Acting Director, HRD
	Total	None	8 working days, 4 hours	

Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)

1. ASSESSMENT AND 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:	Highly Technical			
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		
2. Functional BEI Form		HRMDD		
3. Cover or Endorsement Memo				
4. Candidate's Profile Folder				
5. Application Letter				
6. Curriculum Vitae or PDS		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor Submits to HRMDD Group the 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. Administers the Assessment (battery of exams and Core	None	8 hours	HR Psychometrician

	competency Interview)			
	1.3. Encodes the applicant's information profile and examination results in the HRIS to form part of the active file	None	30 minutes	HR Psychometrician
	1.4. Evaluates the raw scores or test results of applicants and encodes in the HRIS	None	30 minutes	HR Psychometrician (HRM – RSP)
	1.5. Prepares cover/ endorsement Memo	None	15 minutes	HR Officer
	1.6. Endorses candidate profile folders with cover/ endorsement memo to the Director for review and clearance	None	5 minutes	HRM Officer
	1.7. 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

	1.8. 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	2.1 Awaits feedback from requesting Center/Office	None	7 calendar days	HRM Officer
Total			9 working days, 5 hours and 35 minutes	

2. PROCESSING OF SERVICE AGREEMENT (SA)

Below are the steps undertaken in the processing of a Service Agreement and on-boarding 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/Department	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.	2.1 Invite Candidate for Formal Job Offer	None	10 minutes	HRM Officer

2. Candidate accepts the invite to a job offer meeting.	3.1 HRM – RSP conducts onboarding session.	None	45 minutes	HRM Officer
	3.2 Upon acceptance of Job Offer, Encoding of SAF in HRIS	None	10 minutes	HRM Officer
	3.3 Endorses the SA to Budget Division for Budget Utilization Slip (BUS)	None	10 minutes	HRM Officer
	3.4 Once returned by the Budget Division, endorses to the Office of the President for approval of the PCEO	None	1 working day	HRMDD Acting Managing Director
	3.5 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
	3.6 Coordinates reporting schedule of the newly hired staff to the requesting Center/Office	None	15 minutes	HRM Officer
	3.7 Facilitates contract signing and endorses new	None	1 hour	HRM Officer

	hire to Center/Office			
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	

HRMDD

Human Resource Management Division (HRMD)

1. 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		
<ul style="list-style-type: none"> - For External Clients: HRMDD Request Form for Certifications - For Internal Clients: Go to https://sites.google.com/dap.edu.ph/hrmdd 		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://sites.google.com/dap.edu.ph/hrmdd for internal clients OR Secure and submit duly accomplished request form (can be as attachment to email; if no form attached, mention specifics in the email request) for external clients *can also be physical	1.1 Receive the request form (via email prompt from HRMDD google site, via email, or physical submission of document)	None	5 minutes	Clerk HR Officer HRMD

submission of the document				
	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). Through https://bit.ly/HRMDD ServicesEvalForm for internal clients	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	

2. 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 Document Tracking System (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 Bids and Awards Committee	None	<i>Note: not-applicable</i> <i>End-user directs action to Bids and Awards Committee (BAC)</i>	<i>Note: not-applicable</i> <i>End-user directs action to BAC</i>

	(BAC) Secretariat for processing			
	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
	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)	None	15 minutes	HR Officer HRMD

	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)			
	Total	None	2 working days, 40 minutes	

3. 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 or hard copies	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 or by routing the hard copy if LOI is not according to MC 2014-007 and memo dated Sept. 23, 2020 on Revised Classification and Rates for C & RPs			HR Officer HRMD
2. Amend portions of the LOI as necessary		None		HR Officer HRMD

3. Forward the amended LOI to HRMDD via DTS or hard copy	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) or hard copy	None	1 minute	HR Officer HRMD
Total		None	2 working days, 16 minutes	

4. 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
	1.2 Prepares Memo, to be signed by the Director of HRM Division, addressed to the Head of Agency through the	None	2 working days	HRM Officer

	Finance Dept. Head Attachments: include: Service Record and Leave card			
	1.3 HRM Division Director reviews and approves the request	None		HRM Division Director
	1.4 HRM Division Director endorses to Finance for budget certification <i>*Finance Department has their own TAT</i>	None		HRM Division Director Finance Dept.
	1.5 HRM Routes the memo to the Head of Agency	None	10 minutes	HRM Officer
	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	

Information and Communications Technology Division (ICTD)

1. 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)		Electronic Records Management System (e-RMS)		
2. ICT Clearance Form		Electronic Records Management System (e-RMS)		
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	20 minutes	ICTD STAFF
	1.3 Reviews and endorses to ICTD Head for signature	None	10 minutes	ICTD STAFF Lead
	1.4 Approval of ICTD Head	None	20 minutes	ICTD Head
	1.5 Forward Services Front Desk (SFD) the PR with ICT clearance for processing	None	10 minutes	ICTD STAFF
Total		None	1 hour, 10 minutes	

2. ISSUANCE OF ICT DIAGNOSIS REPORT

The ICT Diagnosis report is a document issued by ICTD 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		Electronic Records Management System (e-RMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a ticket via IT Support Ticketing System to report the IT problem encountered	1.1 Acknowledge receipt of the ticket by changing the status from Open to on-going	None	5 minutes	ICTD STAFF
	1.2 Check the reported technical problem	None	30 minutes	ICTD STAFF
	1.3 Prepare diagnosis report and submits to Lead for review	None	20 minutes	ICTD STAFF
	1.4 Reviews and endorses to ICTD Head for signature	None	5 minutes	ICTD STAFF Lead
	1.5 Approval of ICTD Head	None	20 minutes	ICTD Head
	1.6 Forward to Requesting Center the ICT Diagnosis Report	None	5 minutes	ICTD STAFF
Total		None	1 hour, 25 minutes	

3. 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 the 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	

4. 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:	Complex			
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, 35 minutes	

5. IT SUPPORT ASSISTANCE FOR EVENTS/FUNCTIONS

The service aims to provide IT technical support to all events, available upon request.

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. MS365 Account (dap.gov.ph)		ICTD (ictd@dap.edu.ph)		
2. Accomplished online form: Request for IT Support for Events/Functions		bit.ly/ITSupport-Events		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online form: Request for IT Support for Events/Functions	1.1 Acknowledge receipt of request	None	None	Automated
2. Requesting party conducts dry run (if needed)	2.1 Coordinate and test IT equipment and internet connectivity	None	1 hour (within DAP) 1 day before the event (external venues)	ICTD STAFF
Total		None	1 hour (venue is within DAP) 1 day, and 15 minutes (outside DAP)	

6. 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 separates: 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	0	Automated
	1.2 Create email account	None	1 minute	ICTD STAFF
	1.3 Endorse email credentials to HR thru email	None	1 minute	ICTD STAFF
Total		None	2 minutes	
SUSPENSION OF EMAIL				
1. Submit Clearance form to ICTD STAFF	1.1 Receive form from the requesting party.	None	1 minute	ICTD STAFF

	1.2 Suspend email and cleared employee in the form	None	5 minutes	ICTD STAFF
	1.3 Endorse to ICTD Head for approval and endorsement to HR	None	10 minutes	ICTD STAFF
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 ICTD Head for Approval	None	1 minute	ICTD STAFF
	1.3 Approval of ICTD Head	None	5 minutes	ICTD Head
	1.4 Create email account (<i>note: processing time is dependent on the 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	

7. SYSTEMS CHANGE REQUEST

The service aims to document and communicate a proposed alteration or enhancement to a system to improve its functionality, address issues, or meet evolving needs.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MS365 Account (dap.gov.ph)		ICTD (ictd@dap.edu.ph)		
2. Accomplished online form: Change Request Form		bit.ly/ICTD-ChangeRequest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online form: Change Request Form	1.1 Acknowledge receipt of request	None	0	Automated
	1.2 Configured the system to meet the request requirement	None	7 working days (complex) 20 working days (Highly Technical)	ICTD STAFF
	1.3 Inform the requesting on the alteration/enhancement	None	15 minutes	ICTD STAFF
	Total	None	7 working days, and 15 minutes (simple) 20 working days, and 15 minutes (complex)	

Institutional Marketing Center (IMC)

1. UPLOADING OF TRAINING/COURSE INVITATIONS ON THE DAP WEBSITE

The DAP ensures the veracity and compliance of its information and communication materials, such as training/course invitations on the DAP website, and as such, are reviewed/acted upon by the IMC, according to the Academy's standards.

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		Requesting Center/Unit		
2. One (1) electronic copy of the training/course invitation		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 <i>The IMC may also endorse a memorandum requesting all Groups/Centers or Programs for the submission of the list of their trainings/public offerings for the year.</i>	1.1. Receive the memorandum with the attachments	None	Five (5) working days	IMC Staff
2. Centers submit their respective lists of trainings/public offerings.	2.1. Receive/ acknowledge the list of trainings/public offerings and consolidate all	None		Center Heads/Directors and/or Program/Project Managers

	lists using a monitoring/ tracking sheet			IMC Staff
	2.2. Review the submitted lists and prepare layout for posting on the DAP website	None	Two (2) working days	IMC Staff
	2.3. Upload the training calendar to the DAP website	None		IMC Staff
Total		None	7 working days	

2. MANAGEMENT OF THE DAP BOOTH

The 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:	Highly Technical			
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	One (1) working day	IMC Staff
	1.2. Ask for the Managing Director's recommendation and approval.	None		Managing Director, IMC
	1.3. Calendar the event date and assign a person to be in-charge of the Booth	None		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	None	Two (2) working days	IMC Staff

	<p>proposed design of the booth. Presentation may be in the form of:</p> <ul style="list-style-type: none"> a. Online meeting with the Center/Unit; b. A Memo from the IMC MD, with the design and corresponding guidelines as attachment 			
2. Review and approve/ recommend revisions/ changes to the design.	2.1. Finalize and execute the approved design	None	Three (3) working days	IMC Staff
Total		None	9 working days	

3. 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; online videos; images; social cards; 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:	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 of request by the Center/Unit		Requesting Center/Unit		
2. One (1) soft copy 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 soft copy of the material as attachment to: imc@dap.edu.ph	1.1. Receive/ acknowledge the Memo, and review the completeness of attachments	None	Four (4) working days	IMC Staff
	1.2. Review, comment, and revise content if needed	None		IMC Staff and Managing Director IMC
	1.3. Approve the content for uploading	None	One (1) working day	Managing Director IMC
	1.4. Post content on the DAP website and/or other social media platforms	None		IMC Staff
Total		None	5 working days	

4. 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) addressed to Finance Department Managing Director and through the IMC Center Head with the attached documents for review via e-mail at imc@dap.edu.ph	1.1.Acknowledge receipt of the memorandum	None	One (1) working day	IMC Staff
	1.2.Check the stocks and	None		IMC staff

	inform the requesting center of the available marketing collaterals			
2. Center/Party will fill out and send the Order Slip to IMC for the requested marketing collaterals	2.1. Receive the Order Slip of the requested token and forward the memo to the Finance Department for processing of fund transfer	None	Two (2) working days	IMC Staff
3. Finance Department will return to IMC the approved memo for fund transfer	3.1. Receive the approved memo from the Finance Department	None		Finance Department and IMC Staff
4. Get the token/collaterals from the IMC Office and fill up the customer satisfaction rating	4.1. Release the tokens and receive customer satisfaction form	None		Requesting Center
Total		None	3 working days	

5. REQUEST FOR REVIEW/EDITING AND 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. Hence, the IMC provides assistance to groups and centers that would like to get their press releases reviewed/edited and published.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple ¹² / Complex ¹³			
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/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request via email to the assigned staff/ members of the IMC and to the official IMC email address at imc@dap.edu.ph	1.1. Receive/ acknowledge the memorandum with the attachments	None	Three (3) working days for straight news articles needing minor edits Seven (7) working days for straight news articles needing major edits	IMC Staff
	1.2. Assess the classification of the endorsed press release	None		IMC Staff
	1.3. Review and revise the press release	None		IMC Staff IMC Managing Director
	1.4. Endorse press release back to the requesting center	None		IMC Staff
2. Revert the reviewed/	2.1. Upload/post the press	None		IMC Staff

¹² For press releases that would need minor or no revisions.

¹³ For press releases that would need major revisions.

approved press release to IMC for posting on the DAP website	release on the DAP website and/or DAP Facebook page			
Total		None	3 working days for straight news articles needing minor edits; 7 working days for straight news articles needing major edits	

6. 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	Two (2) working days	IMC Staff
	1.2. Review the request and ask for additional information as necessary.	None		IMC Staff

	1.3. Secure clearance from the DAP President and CEO to conduct the press conference/media guesting			
	1.4. Prepare list of media outlets to tap for guesting/ be invited to the press conference	None		IMC Staff
	1.5. Prepare and send Media Advisory to the identified media outlet/s for guesting for the press conference	None	Two (2) working days	IMC Staff
	1.6. Confirm DAP guesting or media personnel attendance to the press conference	None	One (1) working day	IMC Staff
	1.7. Inform the requesting Center of confirmed guesting or confirmed attendees to the press conference	None		IMC Staff
	1.8. Prepare press kit and tokens for the media outlets/media personnel	None	One (1) working day	IMC Staff
	1.9. Brief the DAP officials who will serve as guests/speakers in media programs or press conferences	None		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	7 working days	

7. REQUEST FOR REVIEW, EDITING OF CONTENT, AND APPROVAL FOR POSTING OF THE FOLLOWING: BRIEFER & AVP

The DAP ensures the veracity and compliance of its information and communication materials, such as briefers 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:	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/Unit		
2. One (1) electronic copy of the briefer, AVP Script/AVP, Center's newsletter or annual report		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) working days	IMC Staff
	1.2. Review the briefer and AVP Script/AVP and provide recommendations for enhancement	None		IMC Managing Director and two technical staff
	1.3. Send back comments/recommendations to the requesting Center/Unit	None	Two (2) working days	IMC Staff



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2. Review and incorporate the comments/feedback of IMC	2.1. Review the final material/s from the Center and clear for release/posting			
Total		None	7 working days	

8. 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	Three (3) working days	IMC Staff
	1.2. Review and provide recommendations on the collaterals	None		IMC Managing Director
	1.3. Revert to the requesting Center/Unit for comments and recommendations	None		IMC Staff
Total		None	3 working days	

9. REQUEST FOR EVENTS MANAGEMENT (HOSTING/EMCEEING, TECHNICAL ASSISTANCE, LIVE STREAMING)

One of the functions of the DAP-IMC is to provide assistance to the Groups/Centers/Units/Programs in managing their events. Hence, the IMC ensures that the events (including hosting/emceeing, technical assistance, and live streaming via the DAP social media assets) are managed and smoothly delivered.

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/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	Three (3) working days	IMC Staff
2. Send an electronic copy of the event briefer/background , draft emcee script, including the speakers' profiles	2.1. Review the documents and provide enhancements to the emcee script	None		IMC staff
3. Send an electronic copy of the event briefer and detailed tasking with reference to the request for technical assistance and live streaming	3.1. Review the tasking and assign a staff/team to provide the assistance	None		IMC Managing Director
4. Coordinate with the IMC and schedule briefing/ orientation/	4.1. Attend briefing/orientation meetings and technical	None	Two (2) working days	IMC Staff

meetings and technical dry-runs and actual conduct of implementation/event run and debriefing session/s	dry-runs. actual conduct of implementation/ event run and debriefing session/s			
5. Send Memo to the Finance Department cc IMC MD re Person days transfer to IMC	5.1. Acknowledge receipt of the Memo	None	Two (2) working days	IMC Staff
Total		None	7 working days	

10. REQUEST FOR REVIEW/EDITING AND/OR DRAFTING OF SPEECHES

The DAP ensures the veracity and compliance of its information and communication materials, such as the speeches prepared for the DAP P/CEO and other VIP guests for institutional events, to the DAP 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:	Office of the President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the Center or Party		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the draft speech and background information about the project/ program/ event and profiles of guests via e-mail at imc@dap.edu.ph	1.1. Receive the memorandum with the attachments from the Office of the President	None	Three (3) working days	IMC Staff
	1.2. Review and enhance the draft speech, as necessary, and endorse to IMC MD for final review	None		IMC Staff IMC Managing Director
	1.3. Endorse the final reviewed speech to the DAP OP Chief of Staff for clearance before endorsement to the DAP P/CEO	None		IMC Managing Director
Total		None	3 working days	

11. REQUEST FOR PHOTO/VIDEO COVERAGE

One of the functions of the DAP-IMC is to provide assistance to the Groups/Centers/Units/Programs in the coverage (photo/video) of their events. Hence, the IMC ensures that the events are covered smoothly.

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/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	Four (4) hours	IMC Staff
2. Coordinate with IMC for the schedule of the event/s	2.1. IMC Center Head will assign a staff/team to cover the event/s	None		IMC Managing Director
	2.2. Sort and edit photos/videos of the event covered	None	Three (3) working days	IMC Staff
	2.3. Upload photos/videos in google drive	None	Four (4) hours	IMC Staff
	2.4. Endorse the final photos/videos to the requesting center	None		IMC Staff
Total		None	4 working days	

Legal Office

1. INITIAL CONTRACT REVIEW

The DAP Legal Services reviews contracts with clients, consultants, third party service providers and other parties such as Memorandum of Agreement, Memorandum of Understanding, 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:	Moderate			
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, Letter of Conforme), 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		
8. BAC Resolution on the award of service/project to DAP, 1 copy (softcopy and hardcopy)		Client		
9. Board Resolution/Secretary Certificate or any Legal Document authorizing the signatory to sign on behalf of the Government entity		DAP President's authority – Legal Client's Authorized Representative - Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Center/ Office forwards (physically/or thru email or the online	1.1 Legal Assistant acknowledges receipt and checks	None	1 working day	Legal Staff

DTS) Contract and attachments to Legal (Initial Review)	completeness of the forwarded documents for review <i>Incomplete documentation will be returned to the originating Center.</i>			
	1.2 Legal Officer provides comments and revisions on the Contract	None	2 working days	Chief Legal Counsel
	1.3 Returns docs to Concerned Center/Office	None	4 hours	Legal Staff
	1.4 Center/ Office incorporate corrections and/or comments of the Legal Officer	None	4 hours	Concerned Center/ Office
	1.5 Affixes signature/e-sig in the CRRF once all comments and revisions are reflected in the Contract	None	4 hours	Chief Legal Counsel
Total		None	4 working days, 4 hours	

2. 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 ten (10) original copies, reviewed and signed by the DAP Center Head, Group Head, Finance Head, Legal Officer and President.

Office or Division:	Legal Office	
Classification:	Moderate	
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. BAC Resolution on the award of service/project to DAP, 1 copy (softcopy and hardcopy)	Client
	10. Board Resolution/Secretary Certificate or any Legal Document authorizing the signatory to sign on behalf of the Government entity	DAP President's authority – Legal Client's Authorized Representative - Client
	11. Notice of Award (NOA), 1 copy, original	Concerned Center/Office
	12. 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 Legal Assistant acknowledges receipt and checks forwarded docs <i>Incomplete documentation will be returned to the originating Center.</i>	None	1 working day	Legal Staff
	1.2 Legal Officer reviews documents and provides comments and revisions on the Contract, if there are any additional comments	None	2 working days	Chief Legal Counsel
	1.3 Returns docs to Concerned Center/Office	None	4 hours	Legal Staff
	1.4 Center/ Office incorporate corrections and/or comments of the Legal Officer	None	4 hours	Concerned Center/ Office
	1.5 Affixes signature/e-sig in the Memo for Final Review	None	4 hours	Chief Legal Counsel
	1.6 Forwards docs to the Office of the President (OP) for endorsement and signature. Ten (10) copies of the Contract	None	4 hours	Concerned Center/ Office
Total		None	5 working days, 4 hours	

3. 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 Legal Assistant acknowledges receipt of Memo/ Email and other pertinent documents	None	4 hours	Legal Staff
	1.2 Legal Officer determines if all information are available or other pertinent documents/info rmation are needed	None	1 working day	Chief Legal Counsel
	1.3 Legal Officer provides/writes opinion	None	6 working days, 4 hours	Chief Legal Counsel
	1.4 Returns docs/ emails opinion to Concerned Center/Office	None	4 hours	Legal Staff
Total		None	8 working days, 4 hours	

Logistics Division

1. 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 Per Transaction	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	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	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	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	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section
	1.5 Disseminates RFQ to at least three (3) Suppliers. If catering services outside the lease of venue, please refer to Procurement of Goods and Services through Shopping and Small Value Procurement.	None	45 minutes	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section



	<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 received for evaluation/updating of PR.</p>	None	<p><i>Refer to 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "H".</i></p> <p><i>4 working days minimum and 12 working days maximum</i></p>	<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	<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	<p>Logistics Division/ Canvassing and Procurement Staff</p> <p>Logistics Division/ Canvassing and Procurement Section</p>
	2.3 Send CAF to supplier for contracting	None	10 minutes	<p>Logistics Division/ Canvassing and Procurement Staff</p> <p>Logistics Division/ Canvassing and Procurement Section</p>



				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	None	8 working days if proposal/s is/are received on the first dissemination of RFQ. 16 working days if proposal/s is/are received on the third dissemination of RFQ.	

2. 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 per transaction	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 & Supply Management Section
	1.2 Issue the Stock indicated in the RIS	None	50 minutes	Logistics Division - Property & Supply Management Section
Total		None	55 minutes	

3. 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 per Transaction	PERSON RESPONSIBLE
1. Endorses / Returns Property	1.1 Receives Property	None	30 minutes	Logistics Division - Property & Supply Management Section
	1.2 Prepares Invoice Receipt for Property (IRP)	None	90 minutes	Logistics Division - Property & Supply Management Section
	1.3 Endorses IRP to Property Custodian for Signature	None	15 minutes	Logistics Division - Property & Supply Management Section
	1.4 Sign the IRP	None	60 minutes	Director, Logistics Division
	1.5 Advises accountable Person through email to receive IRP from Property & Supply	None	15 minutes	Logistics Division - Property & Supply Management Section



	Management Section			
	1.6 Issues signed IRP to accountable person	None	15 minutes	Logistics Division - Property & Supply Management Section
	Total	None	3 hours and 45 minutes per transaction	

4. 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	30 minutes	Logistics Division - Property & Supply Management Section
	1.2 Prepare Invoice Receipt for Property (IRP) and Property Acknowledgement Receipt/Inventory Custodian Slip (PAR/ICS)	None	90 minutes	Logistics Division - Property & Supply Management Section
	1.3 Endorse IRP to Property Custodian for Signature	None	15 minutes	Logistics Division - Property & Supply Management Section
	1.4 Sign the IRP	None	60 minutes	Logistics Division - Property & Supply

				Management Section
	1.5 Advise accountable Person through email to receive IRP and PAR/ICS from Property Management Unit	None	15 minutes	Logistics Division - Property & Supply Management Section
	1.6 Issue item to Accountable Person (User) with PAR/ICS	None	90 minutes	Logistics Division - Property & Supply Management Section
Total		None	5 hours	

5. 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:	Highly Technical			
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	1 working day	Logistics Division/ Property Management Staff Logistics Division/ Property Management Section
	1.2 Evaluates the completeness of PR (specifications , clearance, authorized signatories, availability of item) and	None	1 working day	Logistics Division/ Property Management Staff Logistics Division/ Property Management Section

	reflects feedback in the DTMS			
	1.3 Encodes the transaction to generate/assign PR number in the Procurement Management System (PMS)	None	1 working day	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	1 working day	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	1 working day	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". 1 working day	Logistics Division/ Canvassing and Procurement Staff Logistics Division/ Canvassing and Procurement Section

	<p>1.7 Secure RFQ's (at least 3 price quotations must be obtained for shopping or 1 price quotation may suffice for Small Value Procurement.</p> <p>The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.</p> <p>Endorse PR to End-user if no quotation from the third posting was receive for evaluation/updating of PR.</p>	None	<p>Refer to 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "H".</p> <p>4 working days (minimum)</p> <p>12 working days (maximum)</p>	<p>Logistics Division/ Canvassing and Procurement Staff</p> <p>Logistics Division/ Canvassing and Procurement Section</p>
	<p>1.8 Prepares and endorses to signatories Abstract of Quotation (AOQ), including the evaluated contract terms & conditions</p>	None	1 working day	<p>Logistics Division/ Canvassing and Procurement Staff</p> <p>Logistics Division/ Canvassing and Procurement Section</p>
	<p>1.9 Prepares and endorses to signatories the Purchase Order (PO),</p>	None	1 working day	Logistics Division/ Canvassing and Procurement Staff

	including the evaluated contract terms & conditions			Logistics Division/ Canvassing and Procurement Section
	Total	None	12 working days if proposal/s is/are received on the first dissemination of RFQ. 20 working days if proposal/s is/are received on the third dissemination of RFQ.	

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

Office of the Board Secretary

1. 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 comments or suggestion.</i>	Office of the Board Secretary Board Secretary Staff

	1.3 Sends advanced copy marked as "DRAFT" to be sent to all members of the BOT with their secretaries, copy furnished.	None	10 minutes	Office of the Board Secretary Board Secretary Staff
	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.	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

	<p>1.8 Informs the requestor that the resolution has been signed; furnish copy to requestor.</p> <p><i>All original copies of the Resolutions will be kept by the OCS. Original copies must be scanned for records purposes.</i></p> <p><i>Electronic or digitally signed copies are collated and stamp with Certified True Copy and signed by the Corporate Secretary</i></p>	None		<p>Office of the Board Secretary</p> <p>Board Secretary Staff</p>
Total		None	8 working days, 2 hours and 45 minutes	

2. 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 Prepares documents	None	1 hour	Office of the Board Secretary Board Secretary Staff
	1.3 Provides Certification and informs the requestor of availability of the document.	None	7 working days <i>PD No. 1061 identifies all members of the DAP BOT who must be apprised of any</i>	Members of the DAP Board of Trustees

	<i>In case request cannot be granted, the Secretariat informs the requestor of the reason why the request cannot be granted.</i>		<i>pending resolutions.</i>	
	<p>1.4 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	5 minutes	Office of the Board Secretary Board Secretary Staff
	Total	None	7 working days, 1 hour and 10 minutes	

Office of the Senior Vice President for Services (OSVP-S)

1. 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. Receive memo	None	1 minute	Offended party/Chief Operating Security Officer (COSO)
	1.1 Review memo	None	30 minutes	COSO
	1.2 Identify person/s to be interviewed	None	15 minutes	COSO

	1.3 Identify other requirements necessary	None	10 minutes	COSO
2. Provide necessary requirements *Waiting time depends on how many and availability of persons to be interviewed	2.1 Receive requirements	None	10 minutes	Offended party/ Logistics/Property/ Security
	2.2 Start interview	None	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.)	COSO
3. Waiting time (Maximum of 4-5 days)	3.1 Review guards' logbook	None	30 minutes	COSO
	3.2 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	4 working days, 22 minutes	

2. 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. Receive memo	None	1 minute	Requesting party/ (COSO)
	1.1 Review memo to determine security headcount	None	30 minutes	COSO
	1.2 Confirm number of additional security personnel needed	None	15 minutes	COSO
2. Receive proposal	2. Submit proposal to client for their approval	None	10 minutes	COSO
	2.1 Submit request letter to security services provider for additional security personnel	None	1 working day	COSO

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

Office of the President

1. 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Simple				
1. Request for approval and signature of the following documents: <i>a. Travel Documents</i> <i>b. Travel request form for</i>	1.1 Receive the documents for signature of DAP President, either via email or Data	None	5 Minutes	Office of the President Project Assistant (Receiving Officer)

<p><i>personal and official travel</i></p> <p>c. <i>Travel Order/ Travel Itinerary</i></p> <p>d. <i>Travel Authority</i></p> <p>e. <i>Daily Time Records</i></p> <p>f. <i>Application for Leave of Absence (ALA)</i></p> <p>g. <i>Letter of Invitation (LOI)</i></p> <p>h. <i>Request for Monetization of VL/SL</i></p> <p>i. <i>Payroll</i></p> <p>j. <i>Project Special Orders</i></p> <p>k. <i>Memo on Notices/announcements</i></p> <p>l. <i>Purchase Request</i></p> <p>m. <i>Service Agreements (Non-Plantilla Personnel)</i></p> <p>n. <i>Approval of Scholarship Grant</i></p>	<p>Tracking System (DTS).</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>

	1.3. Record documents in the OP Data Management System.	None	5 Minutes	Office of the President
	1.4 Simultaneous uploading of documents to OP's Pending for Approval/Signature database (google drive)			Project Assistant (Receiving Officer)
	1.5 Forward email request to the Technical Officer and HEA and CoS for review. Tag priority concerns as "URGENT" in the forwarded email.			Project Officer (Technical Staff)
	1.6 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)
	1.7 Approval of documents	None	2 working days	President and CEO of DAP
	1.8 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 OP's Pending for Approval/Signature Database	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> <i>d. (e.g. budget, financial reports, etc.)</i> <i>e. DAP Policies and Issuances (e.g. Memorandum Circulars, Office Orders)</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>1.2. Check the completeness of the documents.</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>
	<p>1.3 Record documents in the OP's Pending for Approval/Signature Database</p> <p>1.4 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>
	1.5 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)</p> <p>Head Executive Assistant (Chief of Staff)</p>
	1.6 Approval of documents	None	5 working days	President and CEO of DAP
	1.7 Process documents by placing DAP President's electronic signature on	None	10 minutes per document	Project Officer (Technical Staff)

	appropriate documents.			
2. Transmittal of signed and approved documents via email or DTS	2.1 Update status of documents in OP's Pending for Approval/Signature Database	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 signature of the of the following documents: a. <i>BAC Documents</i> b. <i>Board Resolutions</i> c. <i>Project Proposals</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)
	1.2 Check the completeness of the documents. <i>Incomplete documents will be returned to the requestor for completion.</i>	None	5 Minutes	Office of the President Project Assistant (Receiving Officer)

	1.3. Record documents in the OP's Pending for Approval/Signature Database	None	5 Minutes	Office of the President Project Assistant (Receiving Officer)
	1.4 Forward email request to the Technical Officer and HEA and CoS for review. Tag priority concerns as "URGENT" in the forwarded email.			
	1.5 Review documents and provide completed staff work prior to endorsement to the DAP President for approval.	None	3 Hours	Office of the President Project Officer (Technical Staff) Head Executive Assistant (Chief of Staff)
	1.6 Approval of documents	None	10 working Days	President and CEO of DAP
	1.7 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 OP's Pending for Approval/Signature Database	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	

2. 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 Project Assistant (Receiving Officer)
	1.2 Print invitation, if sent through email, record invitations/ request for appointment to the OP Data Management System 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 appropriateness and availability of	None	1 working day	Office of the President Project Officer (Technical Staff)

	<p>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>			
	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	Project Officer (Technical Staff)
	1.5 Approve invitation/ request for appointment.	None		President and CEO of DAP
	Total	None	3 working days, 6 minutes	

3. 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/ Travel Itinerary</i> d. <i>Travel Authority</i> e. <i>Daily Time Records</i>	1.1. Receive the documents for signature of DAP President.	None	3 Minutes	Office of the President Project Assistant (Receiving Officer)

<p>f. Application of Leave of Absence (ALA)</p> <p>g. Letter of Invitation (LOI)</p> <p>h. Request for Monetization of VL/SL</p> <p>i. Payroll</p> <p>j. Special Orders</p> <p>k. Memo on Notices/announcements</p> <p>l. Purchase Request</p> <p>m. Service Agreements (Non-Plantilla Personnel)</p> <p>n. Approval of Scholarship Grant</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>
	<p>1.3 Record documents in the OP Data Management System</p>	None	3 Minutes	<p>Office of the President</p> <p>Project Assistant (Receiving Officer)</p>
	<p>1.4 Review documents and provide</p>	None	30 Minutes	Office of the President

	completed staff work prior to endorsement to DAP 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 OP Data Management System.	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 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> <i>d. (e.g. budget, financial reports, etc.)</i> <i>e. DAP Policies and</i>	1.1 Receive the documents for signature of DAP President.	None	3 Minutes	Office of the President Project Assistant (Receiving Officer)

<p><i>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 OP Data Management System.</p>	None	3 Minutes	<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 DAP President</p>	None	4 Hours	<p>Office of the President</p> <p>Project Officer (Technical Staff)</p> <p>Head Executive Assistant (Chief of Staff)</p>
	<p>1.5 Approve and signs documents</p>	None	6 working Days	President and CEO of DAP
<p>2. Receives signed and approved documents</p>	<p>2.1 Check the completeness of the needed signature. Update status of documents in</p>	None	10 Minutes	<p>Office of the President</p> <p>Project Officer (Technical Staff)</p>

	OP Data Management System.			Project Assistant (Receiving Officer)
	2.2 Release and deliver of signed documents to respective units/centers	None	10 Minutes	Office of the President Project Assistant (Receiving Officer)
C. Highly Technical				
1. Request for approval and signature of the of the following documents: <i>a. BAC Documents</i> <i>b. Board Resolutions</i> <i>c. Project Proposal</i>	1.1 Receives the documents for signature of DAP President.	None	3 Minutes	Office of the President Project Assistant (Receiving Officer)
	1.2 Classify documents according to urgency and checks its completeness <i>For incomplete documents, it will be returned to the client for completion.</i>	None	5 Minutes	Office of the President Project Assistant (Receiving Officer)
	1.3 Record documents to the OP Data Management System.	None	3 Minutes	Office of the President Project Assistant (Receiving Officer)

	1.4 Review documents and provide the completed staff work prior to endorsement to DAP President	None	3 Hours	Office of the President Project Officer (Technical Staff) Head Executive Assistant (Chief of Staff)
	1.5 Approve and sign documents	None	10 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 OP Data Management System.	None	3 Minutes	Office of the President 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 Project Assistant (Receiving Officer)
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	

LIST OF OFFICES		
Office	Address	Contact Information
Development Academy of the Philippines (DAP) – Main Office	DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila, Philippines	(02) 8631-0921
DAP Conference Center (DAPCC)	Isaac Tolentino Blvd, Brgy. Sungay East, Tagaytay City, Philippines	63-46-4831291
DAP sa Mindanao	Waterfront Insular Hotel, Km. 7 Lanang, 8000 Davao City, Philippines	(082) 232-8082; Fax No.: (082) 224-5685

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>a. Accomplish the Client Contact Form at the Public Affairs Desk for walk-in clients</p> <p>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</p>
How feedbacks are processed	<p>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</p> <p>b. Feedback requiring answers will be endorsed to the appropriate center or office.</p> <p>c. Concerned center/office will send response to the client and furnishes a copy of such to the Public Affairs Desk</p> <p>d. For follow-ups, clients may contact the Public Affairs Desk at telephone number 8-6310921 local 100 or 8-6312171</p>
How to file a complaint	<p>a. Accomplish the Public Affairs Desk Complaint Form at PAD for walk-in clients</p> <p>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</p>
How complaints are processed	<p>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.</p>

	<p>b. The Public Affairs Officer endorses the complaint to COSM within 1 working day or 24 hours from receipt</p> <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> <p>*8888 Citizens' Complaint Center through the Governance Commission for GOCCs (GCG) – to be resolved within 72 hours from receipt</p> <p>*Presidential Complaint Center (PCC) – to be resolved within 72 hours from receipt</p> <p>*Contact Center ng Bayan (CCB) – to be resolved within 5 working days from receipt</p> <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</p>
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	<p>complainant/Complaints Centers, with the following copy furnished:</p> <ul style="list-style-type: none"> *The Office of the President; *Legal Office; *Office of the Compliance Officer; and *PAD.
<p>Contacts Information of CCB, PCC, and ARTA</p>	<ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908 8816565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority