



*development academy of the philippines*

**CITIZEN'S CHARTER  
FY 2025 (1st Edition)**



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FY 2025 (1st Edition)**

## **I. MANDATE**

The Development Academy of the Philippines (DAP) is a government-owned or controlled corporation (GOCC) with an original charter under Presidential Decree (PD) No. 205,<sup>1</sup> as amended by PD No. 1061,<sup>2</sup> and further amended by Executive Order (EO) No. 288.

Pursuant to its Charter, the DAP is mandated to:

1. Foster and support developmental forces at work in our 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;
2. Promote, carry on and conduct scientific, interdisciplinary and policy-oriented research, education, training, consultancy, and publication in the broad fields of economics, public administration, and the political and social sciences, generally involving the study, determination, interpretation, and publication of economic, political, and social facts and principles bearing upon development problems of local, national, or international significance; and
3. Discharge a regional role in initiating and catalyzing exchange of ideas and expertise on development activities in the region of Asia and the Pacific.

With the issuance of EO No. 45 s. 2023 on 25 October 2023, the attachment of the DAP was transferred to the National Economic and Development Authority (NEDA) for policy and program coordination.

## **II. VISION**

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

## **III. MISSION**

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

1. Generate policy and action through research and strategic studies that address development issues and emerging challenges;

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<sup>1</sup> This PD contained the provisions for the creation of the DAP, as well as the particulars relative to its powers, functions, responsibilities, and other purposes.

<sup>2</sup> Sections 4 and 9 of PD 205 was revised in this amending<sup>g</sup> PD to include the membership and participation of the Land Bank of the Philippines (LBP) in the DAP Board of Trustees (BoT).



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.

## IV. CORE VALUES

The officers and personnel of the DAP 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; and
- 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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## **DAP Main Headquarters**

### ***External Services***

# Programs Operations Group

## Center for Career Executive Service Development

### 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 (PMDP), 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:

<b>Office or Division:</b>	Center for CES Development (CCD)
<b>Classification:</b>	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</i>

	<i>Service Board and (ii) in consultation with the Career Executive Service Board, initiate and continue to implement the aforesaid program.”</i>
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	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
<b>PLC Admission</b>	
Original <b><u>hard and digital copies</u></b> of the following must be submitted: 1. PMDP Nomination Form (PLC-A) 2. Critical Essay Form (PLC-B)	Downloadable online <a href="https://bit.ly/PMDPPLCForms">https://bit.ly/PMDPPLCForms</a>
3. Declaration of Medical Illnesses Form (D) 4. Physician Certification Form (E) 5. Laboratory Results such as: CBC (Complete Blood Count); Urinalysis; Fecalalysis; Physical assessment; Chest X-ray	Government / Private hospital or agency's clinic
6. Updated Personal Data Sheet – CSC Form 212	Downloadable online <a href="http://www.csc.gov.ph">http://www.csc.gov.ph</a>
The following must be submitted in <b><u>digital copies only</u></b> : 7. Certified true copy of CSC Form 33 (Appointment papers)	Agency HR Department of the nominee
8. Certified true copy of Official Passport	Department of Foreign Affairs
<b>SEC / MMC Admission</b>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original <b>hard and digital copies</b> of the following must be submitted: 1. PMDP Nomination Form (A) <i>Note: For nominations made by Regional Directors or other Officers, an endorsement from the Central Office is required.</i> 2. Immediate Supervisor's Assessment Form (B) 3. Agency Screening Certification Form (C)	Downloadable online <a href="https://pmdp.dap.edu.ph/forms-requirements/">https://pmdp.dap.edu.ph/forms-requirements/</a>
4. Declaration of Medical Illnesses Form (D) 5. Physician Certification Form (E) 6. Laboratory Results such as: CBC (Complete Blood Count); Urinalysis; Fecalalysis; Physical assessment; Chest X-ray	Government / Private hospital or agency's clinic
7. Updated Personal Data Sheet – CSC Form 212	Downloadable online <a href="http://www.csc.gov.ph">http://www.csc.gov.ph</a>
8. Certificate of No Pending Administrative/Criminal Case	Agency HR or Legal Department of the Nominee's Agency
9. Certified true copy of TOR from last school attended	School where the nominee last graduated
10. Nominee Certification Form 11. Letter of Conforme ( <i>To be submitted upon acceptance to the Program</i> )	Downloadable online <a href="https://pmdp.dap.edu.ph/forms-requirements/">https://pmdp.dap.edu.ph/forms-requirements/</a>
The following must be submitted in <b>digital copies only</b> : 1. Certified true copy of CSC Form 33 (Appointment papers) 2. Certified true copy of Designation Order (if applicable) 3. Copy of IPCR (with Adjectival Rating) for the past two (2) years <i>Note:</i> In case of unavailability, a certification from the HR must be submitted. 4. SEC nominees may submit OPCR/DPCR/CESPE	Human Resource Department of the Nominee's Agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Organizational Chart of the Agency <i>(reflecting the applicant's name/position/level)</i>	
6. Certified true copy of birth certificate	Philippine Statistics Authority
7. 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>	Department of Foreign Affairs

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
1. Personal Information Sheet	Accessible online <a href="https://bit.ly/LGEMC">https://bit.ly/LGEMC</a>
2. LGEMC Nomination Form (LGEMC Form-A) 3. LGEMC LGU Screening Certification for Managers (LGEMC Form-B) 4. Declaration of Medical Illness/es Form (LGEMC Form-C) 5. Medical Certificate: Physician Certification Form (LGEMC Form-D)	Accessible online <a href="https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-managers">https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-managers</a>
6. Updated Personal Data Sheet – CSC Form 212	Downloadable online <a href="http://www.csc.gov.ph">http://www.csc.gov.ph</a>
7. Certified true copy of CSC Form 33 (Appointment papers)	LGU Human Resource Department of the nominee
8. Certified true copy of Designation Order (if applicable)	Nominee
9. Scanned copy of Organizational Chart	Nominee
10. Letter of Conforme and Service Contract	To be submitted upon acceptance to the Program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Admission for Local Chief Executives</b>	
1. Personal Information Sheet	Accessible online <a href="https://bit.ly/LGEMC">https://bit.ly/LGEMC</a>
2. LGEMC Application Form (LGEMC Form-A) 3. LGEMC LGU Screening Certification for Executives (LGEMC Form-B) 4. Declaration of Medical Illness/es Form (LGEMC Form-C) 5. Medical Certificate: Physician Certification Form (LGEMC Form-D)	Accessible online <a href="https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-executives">https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-executives</a>
6. Updated Personal Data Sheet – CSC Form 212	Downloadable online <a href="http://www.csc.gov.ph">http://www.csc.gov.ph</a>
7. Endorsement/ Clearance from concerned DILG office or Provincial Government	Applicant
8. 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:	1.1 Check for the completeness of the submitted documents	None	2 days	PMDP Recruitment and Admissions Team

<a href="http://bit.ly/pmdponlinesubmissionsPLC">http://bit.ly/pmdponlinesubmissionsPLC</a>  Hard copies shall also be sent to PMDP, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.	1.2 Assess the qualifications and the essay response of the nominee using the approved scoring system of the Program	None	1 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		
		<b>Total</b>	<b>3 days</b>	

#### 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: <a href="http://bit.ly/pmdponlinesubmissionsMMC">http://bit.ly/pmdponlinesubmissionsMMC</a>	1.1. Check for the completeness of the submitted documents. Subsequently, invite the applicants for an examination and interview through e-mail and SMS.	None	2 days	For PMDP: Recruitment Team  For LGEMC: CFG Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
<p>For SEC:  <a href="http://bit.ly/pmdponlinesubmissionsSEC">http://bit.ly/pmdponlinesubmissionsSEC</a></p> <p>Hard copies shall also be sent to PMDP, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.</p> <p>For LGEMC:  <a href="https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms">https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms</a></p>				
2. Upon receipt of the invitation for exam and interview, acknowledge and confirm if schedule is acceptable.	<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>	None	2 days	<p>For PMDP: Recruitment Team</p> <p>For LGEMC: CFG Staff</p>
3. Undertake the following examinations:	3.1 Coordinate with the third-party provider to administer the exams and promptly generate exam results.	None	1 day	For PMDP: Recruitment and Admissions Team and the third-party provider (Assessment Analytics, Inc.)
<p>a. Cognitive Ability Test</p> <p>b. Occupational Personality Questionnaire</p> <p>c. Essay Writing</p>	3.2 Collate exam results for use of the interviewers.			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
Attend the Program Orientation after the essay writing exam.	3.3 Proctor the essay writing exam via Google Meet (1.5 hrs)			For LGEMC: CFG Staff
	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 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)
	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)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
6. Receive notification of acceptance and/or non-acceptance.	<p>6.1 Notify the applicants of the result of their application via email.</p> <p>Subsequently, issue them the official letter of acceptance / non-acceptance to the Program.</p>	None	4 hours	
Total		None	6 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.

<b>Office or Division:</b>	PMDP PMO
<b>Classification:</b>	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>
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	<b>On-going scholars, Alumni, Faculty Members</b>

### APPLICATION PROCEDURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
1. Register request at <a href="mailto:pmdp.records@gmail.com">pmdp.records@gmail.com</a> or at <a href="mailto:martinj@dap.edu.ph">martinj@dap.edu.ph</a>	1.1 Acknowledge receipt of request.	None	1 day	For SEC/MMC/PL: CCD Staff  For LGEMC: CFG Staff

<i>For LGEMC: Email request to lgemc_training@dap.edu.ph</i>	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
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## Center for Governance

### 3. 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. Interested individuals and organizations may enroll in these public offerings.

<b>Office or Division:</b>	Center for Governance			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Interested individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished enrollment form or online registration; and		<ul style="list-style-type: none"> <li>DAP or Center website (<a href="https://www.dap.edu.ph/service-charter/">https://www.dap.edu.ph/service-charter/</a>), letter of invitation, social media announcements and/or email invite</li> </ul>		
2. Completion of course requirements		<ul style="list-style-type: none"> <li>Participation in the course at specified venue or online platform</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-accomplished enrolment and nomination forms, through e-mail or fax at least three weeks before the date of the training.	1.1 Acknowledge receipt of enrollment and nomination forms.	None	5 minutes	Implementing Office/Unit/ Assigned Project Staff

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

			<ul style="list-style-type: none"> <li>• Complete payment of course fees</li> <li>• Completion of course requirements</li> </ul>	
<b>Total</b>		<i><b>Total fee depends on the type and duration of training.</b></i>	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.

#### 4. 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.

<b>Office or Division:</b>	Center for Governance			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government G2B-Government to Business			
<b>Who may avail:</b>	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"> <li>• Type of training</li> <li>• Training needs to be addressed</li> <li>• Number and profile of target participants</li> <li>• Preferred venue</li> <li>• Proposed schedule</li> <li>• Name of agency, address, contact number</li> <li>• Name and position of contact /focal person</li> <li>• Completion of course requirements</li> </ul>		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	1.1 Acknowledge receipt of letter.  Review and endorse letter of request and TOR to the Director/	None	1 day	Office of the concerned implementing unit/ Public Affairs Desk



<p>unit/ Public Affairs Desk via courier, fax, or email.</p> <p>Clients may also fill out the online platform to request for quotation or proposal through the link provided: <a href="https://trainings.dap.edu.ph/">https://trainings.dap.edu.ph/</a></p>	<p>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 day	Assigned Office/Unit Staff
	1.3 Draft technical and financial proposal	None	5 days	Supervising Fellow/ Project Manager /Technical Staff
	1.4 Review and approve technical and financial proposal	None	5 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. Participate in the actual run of the course(s) and complete 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: • Complete payment of course fees • Completion of course requirements	Project manager and team
	<b>Total</b>	<i><b>Project cost varies according to topic, class size, duration, and venue of the training</b></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.

## 5. 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. Interested individuals and organizations may avail themselves of these services.

<b>Office or Division:</b>	Center for Governance
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	Public and private organizations
CHECKLIST OF REQUIREMENTS	
<b>WHERE TO SECURE</b>	
Official letter of request addressed to the Managing Director of the implementing Center or office, and Terms of Reference (TOR) indicating the following: <ul style="list-style-type: none"> <li>• Name of agency, address, contact number</li> <li>• Name and position of contact /focal person</li> <li>• Type of service to be availed - Technical Assistance, Consultancy or Research Services</li> <li>• Needs that are to be addressed</li> <li>• Proposed schedule</li> </ul> Participation in relevant project activities Provision of information necessary in conduct of project activities, depending on the nature of the project	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 Managing Director 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 financial proposal	None	5 working days	Director/Officer-in-Charge, Managing Director
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	Varies, depending on the project	Supervising Fellow/Project Manager/ Technical Staff

		outputs delivered	scope and deliverables	
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	
<b>Total</b>		<b><i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific conditions of engagement.</i></b>	Varies, depending on the project scope and deliverables	



**Note:**

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

**Address and Contact Information:**

***Office of the Senior Vice President for Programs***

Ms. Magdalena L. Mendoza

Senior Vice President for Programs

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

Tel. Nos. (02) 8631-2157/ 8631-0921 local 150

Email Address: [osvpp@dap.edu.ph](mailto:osvpp@dap.edu.ph)

***Center for Governance***

Ms. Imelda C. Caluen

Vice President

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

Tel. Nos. (02) 8631-2135 / 8631-0921, local 166

Email Address: [cfg@dap.edu.ph](mailto:cfg@dap.edu.ph)

# Center for Strategic Futures

## 6. 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. Interested individuals and organizations may enroll in these public offerings.

<b>Office or Division:</b>	Center for Strategic Futures			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Interested individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished enrollment form or online registration; and		<ul style="list-style-type: none"> <li>DAP or Center website (<a href="https://www.dap.edu.ph/service-charter/">https://www.dap.edu.ph/service-charter/</a>), letter of invitation, social media announcements and/or email invite</li> </ul>		
2. Completion of course requirements		<ul style="list-style-type: none"> <li>Participation in the course at specified venue or online platform</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly-accomplished enrolment and nomination forms, through e-mail or fax at least three weeks before the date of the training.	1.1 Acknowledge receipt of enrollment and nomination forms.	None	5 minutes	Implementing Office/Unit/ Assigned Project Staff

2. Secure the notice of acceptance/ admission	2.1. Advise participant on acceptance to the program and payment of the training fee before the actual conduct of the training.	None	1 day	Assigned Project Manager/ Assigned Project Staff
3. If payment is to be made via bank, e-mail/fax validated deposit transaction slip to the email address provided in the brochure/letter of invitation.  <i>Note: Payments should be made ahead of the training schedule and deposited at the DAP Landbank account.</i>	3.1. Acknowledge receipt of the proof of payment.	The total fee depends on the type and duration of training.  A 15% cancellation fee will be charged for no-show participants and for reservations withdrawn five days before the training date.	1 day	Project Manager/ Assigned Project Staff
4. Participate in the actual run of the course and complete course requirements	4.1 Deliver the course on specified duration and schedule	As specified in training calendar	Varies, depending on the course duration	Project manager and team
5. Obtain course certificate	5.1 Prepare and issue the appropriate course certificate		2-3 weeks, depending on:	Project manager and team



			<ul style="list-style-type: none"> <li>• Complete payment of course fees</li> <li>• Completion of course requirements</li> </ul>	
<b>Total</b>		<i><b>Total fee depends on the type and duration of training.</b></i>	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.

## 7. 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.

<b>Office or Division:</b>	Center for Strategic Futures			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government G2B-Government to Business			
<b>Who may avail:</b>	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"> <li>• Type of training</li> <li>• Training needs to be addressed</li> <li>• Number and profile of target participants</li> <li>• Preferred venue</li> <li>• Proposed schedule</li> <li>• Name of agency, address, contact number</li> <li>• Name and position of contact /focal person</li> <li>• Completion of course requirements</li> </ul>		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	1.1 Acknowledge receipt of letter.  Review and endorse letter of request and TOR to the Director/	None	1 day	Office of the concerned implementing unit/ Public Affairs Desk

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

			<ul style="list-style-type: none"> <li>• Complete payment of course fees</li> <li>• Completion of course requirements</li> </ul>	
	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.

## 8. 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. Interested individuals and organizations may avail themselves of these services.

<b>Office or Division:</b>	Center for Strategic Futures
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	Public and private organizations
CHECKLIST OF REQUIREMENTS	
<p>Official letter of request addressed to the Managing Director of the implementing Center or office, and Terms of Reference (TOR) indicating the following:</p> <ul style="list-style-type: none"> <li>• Name of agency, address, contact number</li> <li>• Name and position of contact /focal person</li> <li>• Type of service to be availed - Technical Assistance, Consultancy or Research Services</li> <li>• Needs that are to be addressed</li> <li>• Proposed schedule</li> </ul> <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>	<p><b>WHERE TO SECURE</b></p> <p>Requirements will have to be provided by requesting public or private organization</p>

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 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 day	Implementing Center/ Assigned Technical Staff
	1.3. Draft technical and financial proposal.	None	12 days	Supervising Fellow/Project Manager/ Technical Staff
	1.4. Review and approve the technical and financial proposal	None	5 days	Director/Officer-in-Charge, Managing Director
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. Participate 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	
<b>Total</b>		<b><i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific conditions of engagement.</i></b>	Varies, depending on the project scope and deliverables	

**Note:**

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

**Address and Contact Information:**

***Office of the Senior Vice President for Programs***

Ms. Magdalena L. Mendoza

Senior Vice President for Programs

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

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***Center for Strategic Futures (CSF)***

Armand Tristan R. Suratos

Officer-in-Charge

2<sup>nd</sup> Floor-A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines

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

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# Productivity and Development Center

## 9. 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. Interested individuals and organizations may enroll in these public offerings.

<b>Office or Division:</b>	Productivity and Development Center			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Interested individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished enrollment form or online registration; and		DAP or Center website ( <a href="https://www.dap.edu.ph/service-charter/">https://www.dap.edu.ph/service-charter/</a> ), letter of invitation, social media announcements and/or email invite		
2. Completion of course requirements		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	1.1. Acknowledge receipt of enrollment and nomination forms.	None	5 minutes	Implementing Office/Unit/ Assigned Project Staff

before the date of the training.				
2. Secure the notice of acceptance/ admission	2.1. Advise participant on acceptance to the program and payment of the training fee before the actual conduct of the training.	None	1 day	Assigned Project Manager/ Assigned Project Staff
3. If payment is to be made via bank, e-mail/fax validated deposit transaction slip to the email address provided in the brochure/letter of invitation.  <i>Note: Payments should be made ahead of the training schedule and deposited at the DAP Landbank account.</i>	3.1. Acknowledge receipt of proof of payment.	The total fee depends on the type and duration of training.  A 15% cancellation fee will be charged for no-show participants and for reservations withdrawn five days before the training date.	1 day	Project Manager/ Assigned Project Staff
4. Participate in the actual run of the course and complete course requirements	4.1. Deliver the course on specified duration and schedule	As specified in training calendar	Varies, depending on the course duration	Project manager and team
5. Obtain course certificate	5.1. Prepare and issue the appropriate course certificate		2-3 weeks, depending on the complete	Project manager and team

			payment of course fees Completion of course requirements	
<b>Total</b>		<i><b>Total fee depends on the type and duration of training.</b></i>	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.

## 10. 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.

<b>Office or Division:</b>	Productivity and Development Center			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government G2B-Government to Business Entity			
<b>Who may avail:</b>	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"> <li>• Type of training</li> <li>• Training needs to be addressed</li> <li>• Number and profile of target participants</li> <li>• Preferred venue</li> <li>• Proposed schedule</li> <li>• Name of agency, address, contact number</li> <li>• Name and position of contact /focal person</li> <li>• Completion of course requirements</li> </ul>		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	1.1. Acknowledge receipt of letter.	None	1 working day	Office of the concerned implementing unit/ Public Affairs Desk

concerned implementing unit/ Public Affairs Desk via courier, fax, or email.	Review and endorse letter of request and TOR to the Director/ Officer in Charge of the office/unit concerned.			
Clients may also fill out the online platform to request for quotation or proposal through the link provided: <a href="https://trainings.dap.edu.ph/">https://trainings.dap.edu.ph/</a>	<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
	1.3. Draft technical and financial proposal	None	5 working days	Supervising Fellow/ Project Manager /Technical Staff
	1.4. Review and approve technical and financial proposal	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. Participate in the actual run of the course(s) and complete 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. Administer client satisfaction survey.		2-3 weeks, depending on: • Complete payment of course fees • Completion of course requirements	Project manager and team
<b>Total</b>		<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.

## 11. 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. Interested individuals and organizations may avail themselves of these services.

<b>Office or Division:</b>	Productivity and Development Center	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business	
<b>Who may avail:</b>	Public and private organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Official letter of request addressed to the Managing Director of the implementing Center or office, and Terms of Reference (TOR) indicating the following: <ul style="list-style-type: none"> <li>• Name of agency, address, contact number</li> <li>• Name and position of contact /focal person</li> <li>• Type of service to be availed - Technical Assistance, Consultancy or Research Services</li> <li>• Needs that are to be addressed</li> <li>• Proposed schedule</li> </ul> Participation in relevant project activities  Provision of information necessary in conduct of project activities, depending on the nature of the project		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 financial proposal	None	5 working days	Director/Officer-in-Charge, Managing Director
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. Participate 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	
<b>Total</b>		<b><i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific conditions of engagement.</i></b>	Varies, depending on the project scope and deliverables	



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

### **Address and Contact Information:**

#### ***Office of the Senior Vice President for Programs***

Ms. Magdalena L. Mendoza  
Senior Vice President for Programs  
4<sup>th</sup> Floor A, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City Philippines  
Tel. Nos. (02) 8631-2157/ 8631-0921 local 150  
Email Address: osvpp@dap.edu.ph

#### ***Productivity and Development Center***

Mr. Arnel D. Abanto  
Vice President  
5th Floor-B, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines  
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Email Address: pdc@dap.edu.ph

# Sustainable Human Development Program

## 12. 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. Interested individuals and organizations may enroll in these public offerings.

<b>Office or Division:</b>	Sustainable Human Development Program			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Interested individuals  Qualification requirements for participants (if any) are specified in the letter of invitation/brochure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished enrollment form or online registration; and		<ul style="list-style-type: none"> <li>DAP or Center website (<a href="https://www.dap.edu.ph/service-charter/">https://www.dap.edu.ph/service-charter/</a>), letter of invitation, social media announcements and/or email invite</li> </ul>		
2. Completion of course requirements		<ul style="list-style-type: none"> <li>Participation in the course at specified venue or online platform</li> </ul>		
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	1.1. Acknowledge receipt of enrollment and nomination forms.	None	5 minutes	Implementing Office/Unit/ Assigned Project Staff

before the date of the training.				
2. Secure the notice of acceptance/ admission	2.1. Advise participant on acceptance to the program and payment of the training fee before the actual conduct of the training.	None	1 day	Assigned Project Manager/ Assigned Project Staff
3. If payment is to be made via bank, e-mail/fax validated deposit transaction slip to the email address provided in the brochure/letter of invitation.  <i>Note: Payments should be made ahead of the training schedule and deposited at the DAP Landbank account.</i>	3.1. Acknowledge receipt of the proof of payment.	The total fee depends on the type and duration of training.  A 15% cancellation fee will be charged for no-show participants and for reservations withdrawn five days before the training date.	1 day	Project Manager/ Assigned Project Staff

4. Participate in the actual run of the course and complete course requirements	1.1. Deliver the course on specified duration and schedule	As specified in training calendar	Varies, depending on the course duration	Project manager and team
5. Obtain course certificate	5.1. Prepare and issue the appropriate course certificate		2-3 weeks, depending on: <ul style="list-style-type: none"> <li>• Complete payment of course fees</li> <li>• Completion of course requirements</li> </ul>	Project manager and team
<b>Total</b>		<b>Total fee depends on the type and duration of training.</b>	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.

### 13. 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.

<b>Office or Division:</b>	Sustainable Human Development Program			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	A2A-Agency to Agency A2B-Agency to Business Entity			
<b>Who may avail:</b>	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"> <li>• Type of training</li> <li>• Training needs to be addressed</li> <li>• Number and profile of target participants</li> <li>• Preferred venue</li> <li>• Proposed schedule</li> <li>• Name of agency, address, contact number</li> <li>• Name and position of contact /focal person</li> <li>• Completion of course requirements</li> </ul>		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	1.1. Acknowledge receipt of letter. Review and endorse letter of request and TOR to the	None	1 day	Office of the concerned implementing unit/ Public Affairs Desk

<p>implementing unit/ Public Affairs Desk via courier, fax, or email.</p> <p>Clients may also fill out the online platform to request for quotation or proposal through the link provided: <a href="https://trainings.dap.edu.ph/">https://trainings.dap.edu.ph/</a></p>	Director/ Officer in Charge of the office/unit concerned.			
	<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 day	Assigned Office/Unit Staff
	1.3. Draft technical and financial proposal.	None	5 days	Supervising Fellow/ Project Manager /Technical Staff
	1.4. Review and approve technical and financial proposal.	None	5 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. Participate in the actual run of the course(s) and complete 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: • 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.



## 14. 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. Interested individuals and organizations may avail themselves of these services.

Office or Division:	Sustainable Human Development Program		
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	
<p>Official letter of request addressed to the Managing Director of the implementing Center or office and Terms of Reference (TOR) indicating the following:</p> <ul style="list-style-type: none"><li>• Name of agency, address, contact number</li><li>• Name and position of contact /focal person</li><li>• Type of service to be availed - Technical Assistance, Consultancy or Research Services</li><li>• Needs that are to be addressed</li><li>• Proposed schedule</li></ul> <p>Participation in relevant project activities</p>		Requirements will have to be provided by requesting public or private organization	

Provision of information necessary in conduct of project activities, depending on the nature of the project				
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 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 day	Implementing Center/ Assigned Technical Staff
	1.3. Draft technical and financial proposal.	None	12 days	Supervising Fellow/Project Manager/ Technical Staff
	1.4. Review and approve the technical and financial proposal	None	5 days	Director/Officer-in-Charge, Managing Director

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. Participate 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	
<b>Total</b>		<i><b>DAP consultancy fees are determined based on the nature, duration,</b></i>	<b>Varies, depending on the project scope and deliverables</b>	

	<i>expected outputs/deli verables, and specific conditions of engagement.</i>		
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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:**

***Office of the Senior Vice President for Programs***

Ms. Magdalena L. Mendoza

Senior Vice President for Programs

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***Sustainable Human Development Program***

Ms. Marites Solomon

Officer-in-Charge

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Email Address shdp@dap.edu.ph

# Graduate School of Public and Development Management

## 15. 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. Master's Degree
2. Executive Course
3. Certificate Course

### B. Customized Academic Programs

1. Master's Degree
2. Executive Course
3. 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.

<b>Office or Division:</b>	GSPDM
<b>Classification:</b>	1. Regular Academic Programs: Simple 2. Customized Academic Programs: Multi-Stage: Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity
<b>Who may avail:</b>	Government Agencies, Private Sector
<b>Tuition Fee:</b>	<b>1. Regular Academic Programs</b>  Master's Degree <ul style="list-style-type: none"> <li>a. Face to Face      Php 280,000.00 <i>minimum</i></li> <li>b. Hybrid              Php 250,000.00 <i>minimum</i></li> <li>c. Online              Php 198,500.00 <i>minimum</i></li> </ul> Executive Course <ul style="list-style-type: none"> <li>a. Face to Face      Php 55,000.00 <i>minimum</i></li> <li>b. Hybrid              Php 30,000.00 <i>minimum</i></li> <li>c. Online              Php 25,000.00 <i>minimum</i></li> </ul> Certificate Course <ul style="list-style-type: none"> <li>a. Face to Face      Php 45,000.00 <i>minimum</i></li> <li>b. Hybrid              Php 30,000.00 (18,000.00 <i>minimum</i>)</li> <li>c. Online              Php 15,000.00 <i>minimum</i></li> </ul>

## 2. Customized Academic Programs<sup>3</sup>

### Master's Degree

- a. Face to Face *Price is subject to negotiation with client*
- b. Blended *Price is subject to negotiation with client*
- c. Online *Price is subject to negotiation with client*

### Executive Course

- a. Face to Face *Price is subject to negotiation with client.*
- b. Blended *Price is subject to negotiation with client*
- c. Online *Price is subject to negotiation with client.*

### Certificate Course

- a. Face to Face *Price is subject to negotiation with client.*
- b. Blended *Price is subject to negotiation with client.*
- c. Online *Price is subject to negotiation with client.*

## CHECKLIST OF REQUIREMENTS

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

<sup>3</sup> 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.

## REGULAR ACADEMIC PROGRAMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	WORKING DAYS	PERSON RESPONSIBLE
<b>INQUIRY</b> 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 Learning Management Team (LMT)
	1.2 Refer to the Office of the Academy Registrar for admission inquiries.	None	10 minutes	Admission Officer GSPDM LM
	<b>Total</b>	None	20 minutes	
<b>PROGRAM DELIVERY</b> 2. Payment of matriculation fees	2.1 Acknowledge receipt of the proof of payment.	As specified in program/ course Schedule of Matriculation	Varies depending on the program/ course Academic Calendar and Schedule of Matriculation	GSPDM LMT  Finance-Treasury
3. Participate in the actual run of the program courses and complete courses requirements	3.1 Deliver the course on specified duration and schedule	As specified in program/ course Academic Calendar	Varies depending on the program/ course Academic Calendar	GSPDM LMT
4. Obtain course certificate / diploma / degree	4.1 Submit duly signed Grade Sheets to the Academy Registrar and request for appropriate	As specified in Academic Calendar	Varies depending on the Academic	GSPDM LMT Academy Registrar CDRD Staff



	certificates		Calendar	
<b>COMMENCEMENT EXERCISES</b> 5. Participate in the Commencement Exercises	5.1 Conduct the Commencement Exercises on specified duration and schedule	As specified in Academic Calendar	One DAP Graduation	GSPDM LMT
6. Request academic credentials such as diploma, TOR, among others	6.1 Refer to the Office of the Academy Registrar	None	10 minutes	Graduation Committee GSPDM LMT Academy Registrar Staff CDRD Staff
<b>Total</b>		Total fee depends on the type and duration of training	Varies, depending on the Academic Calendar	

#### CUSTOMIZED ACADEMIC PROGRAMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	WORKING DAYS	PERSON RESPONSIBLE
<b>INQUIRY</b> 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 LMT

	1.1 <b>Letter of Intent</b> - 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 LMT
	1.2 Take note of the inquiry and notify responsible Learning Management Team (LMT).	None	5 minutes	GSPDM LMT
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 LMT
<b>Total</b>		None	35 minutes	
<b>EXPLORATORY MEETING</b> 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	GSPDM Dean
	3.2 Discuss possible terms of reference.	None	30 minutes	GSPDM Program Manager (PM)
<b>Total</b>		None	1 hour	
<b>PREPARATION OF INITIAL PROPOSAL</b> 4. Receive proposal for initial review and provide feedback.	4.1 Draft and submit technical and financial proposals based on agreements during the exploratory meeting.	None	3 days for existing programs; 7 days for new programs	GSPDM PM

	4.2 Revise the proposal based on the client's initial comments.	None	1 day	GSPDM PM
	4.3 Set the schedule of meeting to present the final proposal.	None	10 minutes	GSPDM PM
<b>Total</b>		None	4 days, 10 minutes for regular programs 8 days, 10 minutes for new programs	
<b>PRESENTATION OF FINAL PROPOSAL</b> 5. Attend the meeting and provide feedback on the final proposal, if any.	5.1 Present the final proposal.	None	30 minutes	GSPDM PM
	5.2 Take note of the client's comments. Negotiate terms that are amenable to both parties.	None	30 minutes	GSPDM Dean/PM
	5.3 Revise the proposal based on agreements during the final proposal presentation.	None	7 days	GSPDM PM
	5.4 Submit to client		1 day	GSPDM PM
<b>Total</b>		None	8 days, 1 hour	
<b>ACCEPTANCE PROPOSAL</b> 6. Receipt of Acceptance from client.	6.1 Receipt of Letter of Acceptance and/or Notice to Proceed from the client.	None	1 day	Client

<b>Total</b>		None	1 working day	
<b>MOU/MOA/LOC SIGNING</b> 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	GSPDM PM / Learning Manager (LM) Finance Officer Legal Officer
	7.2 Send copy of the draft MOU/MOA/LOC to client for review.	None	10 minutes	GSPDM LM
8. Provide comments 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	GSPDM PM/LM
	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	GSPDM LMT and Various Centers
9. Return all signed MOU/MOA/LOC to the LMT.	9.1 Notarize 9 copies of MOU/MOA and provide client with 2 copies. LOC need not be notarized.	None	3 days	GSPDM Learning Associate (LA)
	9.2 Inform the Office of the Academy Registrar of the necessary enrolment arrangements.	None	10 minutes	GSPDM LM
<b>Total</b>		None	<b>14 days and 20 minutes for DAP;</b>  <b>8 days for client</b>	

<b>PROGRAM DELIVERY</b>				
10. Request Billing Statement from Finance-Treasury for MOA payment tranche	10.1 Requisition of Billing Statement to Finance-Treasury	As specified in MOA payment tranches	Varies depending on MOA payment tranches	GSPDM LM 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 Academic Calendar	Varies depending on the Academic Calendar	GSPDM LMT
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 LMT Academy Registrar Staff CDRD Staff
<b>COMMENCEMENT EXERCISES</b>				
13. Participate in the Commencement Exercises	13.1 Conduct the Commencement Exercises on specified duration and schedule	As specified in Academic Calendar	One DAP Graduation	Graduation Committee GSPDM LMT
14. Request academic credentials such as diploma, TOR, among others	14.1 Refer to the Office of the Academy Registrar	None	10 minutes	GSPDM LMT Academy Registrar Staff
<b>Total</b>		<b>Total fee depends on the type and duration of training</b>	<b>Varies, depending on the Academic Calendar</b>	

# Corporate Group

## APO/DAP Secretariat

### 16. 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.

<b>Office or Division:</b>	APO/DAP Secretariat	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen	
<b>Who may avail:</b>	Endorsed nominees of agencies or organizations, public or private; Professionals who wish to apply in their own capacity (self-nomination)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Agency or organization-endorsed applicants</b>		
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 Secretariat (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 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)

<b>STAGE 2: Result of Applications</b>				
3. Receive notice of results thru email.	3.1 Prepare official DAP notice to applicants with the result of APO Secretariat deliberations.	None	1 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
<b>Total</b>		<b>None</b>	<b>2 days, 7 hours and 15 minutes</b>	

**Contact details:**

APO/DAP Secretariat

1<sup>st</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila

apodapsec@dap.edu.ph

(02) 8631-0921 loc. 110



# Council of Fellows (COF)

## 17. 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

<b>Office or Division:</b>	Council of Fellows (COF)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity		
<b>Who may avail:</b>	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:		Requesting Office	
<ul style="list-style-type: none"> <li>Type of expert/assistance needed: <ul style="list-style-type: none"> <li>Title of activity/ies</li> <li>Duration</li> </ul> </li> <li>Contact Details of Client: <ul style="list-style-type: none"> <li>Name of client</li> <li>Email address</li> <li>Contact/Mobile number</li> <li>Group/center name</li> </ul> </li> </ul>			

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 assistance needed	2.1 Inform the Senior Executive Fellow (SEF) of the concern and ask permission to proceed with the Exploratory Meeting	None	15 minutes	COF Secretariat
3. Confirm schedule of the Exploratory Meeting and its arrangements	3.1 Schedule Exploratory Meeting	None	2 hours	COF Secretariat
	3.2 Inform the SEF of the feedback and needed requirements	None		
	3.3 Prepare for the Exploratory Meeting	None		
4. Discuss agency requirements and other pertinent details on the assistance needed	4.1 Take note of the agency requirements and inform agency of the program management particulars	None	2 hours	COF SEF/Secretariat
5. Request for the concept paper or proposal with acceptable adjustment to content, methodology and cost ending and schedule next meeting for finalization	5.1 Take note of the requests and adjustments and prepare concept paper/proposal for submission to client	None	2 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 days	COF SEF/Secretariat
7. Accept final agreements	7.1 Endorse the project and documentation to the appropriate center in the Academy for contracting and implementation	None	1 day	COF Senior Executive Fellow
<b>Total</b>		<b>None</b>	<b>6 days, 4 hours, 30 minutes</b>	

**Contact details:**

Council of Fellows (COF)

3rd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila

(02) 8631-0921 loc. 122

# Institutional Marketing Center

## 18. PARTNERSHIPS AND LINKAGES

The DAP forges and sustains linkages and partnerships with training, educational, research, and consulting organizations through its groups and centers. The DAP actively builds and nurtures collaborative partnerships with training institutions, educational entities, research organizations, and consulting firms. These engagements are facilitated through its specialized groups and centers, fostering shared expertise and advancing mutual goals.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)	
<b>Classification:</b>	Simple <sup>4</sup> / Complex <sup>5</sup> / Highly Technical <sup>6</sup>	
<b>Type of Transaction:</b>	G2B - Government to Business Entity G2G - Government to Government	
<b>Who may avail:</b>	Government departments, offices and agencies; private companies; educational institutions; international organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) original copy of Formal Letter of Request/Intent by the Agency		Requesting Agency

<sup>4</sup> Requests that are deemed lacking relevance and are declined at the level of IMC.

<sup>5</sup> Requests that are declined by the Office of the President.

<sup>6</sup> Requests that are proceeds with exploratory meeting and endorsed to centers for next steps.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter of request or intent for partnership via email to <a href="mailto:partnerships@dap.edu.ph">partnerships@dap.edu.ph</a> and/or <a href="mailto:publicaffairsdesk@dap.edu.ph">publicaffairsdesk@dap.edu.ph</a> , clearly outlining the proposed collaboration and objectives.	1.1. Acknowledge receipt of email and endorse to IMC Director.	None	2 days	IMC Partnerships Staff
	1.2. Review requests and assess potential collaboration opportunities to pursue a partnership. If the request is found to lack relevance, promptly notify the client via email to express regrets.	None		IMC Partnerships Staff
	1.3. Endorse the request to the Office of the President for further instructions, with a briefer enclosed for reference.	None	5 days	IMC Director
	1.1. Upon receipt of the memorandum with the PCEO's instructions: <ul style="list-style-type: none"> <li>If the partnership is approved, the IMC coordinates with the relevant center/s to arrange an exploratory meeting with the client.</li> <li>If disapproved, the IMC promptly notifies the client via email to convey regrets.</li> </ul>	None		IMC Partnerships Staff

2. Attend the exploratory meeting.	2.1. Hold an exploratory meeting with the client to align goals, define objectives, and identify viable opportunities and strategic directions for partnership.	None	4 hours	Group/Center Representative/ IMC Partnerships Staff
	2.2. Prepare the meeting documentation and/or Client Contact Report.	None	3 days	IMC Partnerships Staff
	2.3. Endorse the potential partnership to the relevant Group/Center for appropriate action and promptly update the PCEO on the endorsement.	None	1 day	IMC Director
<b>Total</b>		<b>None</b>	<b>Simple: 2 working days</b>  <b>Complex: 7 working days</b>  <b>Highly Technical: 11 working days and 4 hours</b>	

## 19. REQUEST FOR STUDY VISITS/REQUEST FOR INSTITUTIONAL BRIEFINGS/BENCHMARKING ACTIVITIES

DAP actively promotes its mandates, programs, and services to both local and international organizations through institutional briefings fostering collaboration and knowledge sharing.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
<b>Who may avail:</b>	Public and private organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original Formal Letter of Request addressed to the DAP President, 6/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City. The letter should include the briefing objectives, visit schedule, and the number and position levels of participants.		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal Letter of Request/Intent addressed to the DAP President at least 10 working days before the intended visit via email to <a href="mailto:partnerships@dap.edu.ph">partnerships@dap.edu.ph</a>	1.1. Acknowledge receipt of request.	None	5 days	IMC Staff

and/or <a href="mailto:publicaffairsdesk@dap.edu.ph">publicaffairsdesk@dap.edu.ph</a> .	1.2. Coordinate with the appropriate centers or designated resource persons to finalize the meeting schedule and ensure all logistical and operational arrangements are thoroughly confirmed.	None		IMC Staff
	1.3. Confirm the schedule with the client.	None		IMC Staff
	1.4. Complete the necessary preparations	None		IMC Staff
2. Visit the DAP premises for the briefing/tour	2.1. Facilitate the institutional briefing, study visit, or benchmarking activity, and, if needed, conduct a guided tour of the DAP Pasig offices and facilities for the requesting agency.	None	1 day	IMC Director DAP Officers
3. Accomplish the Customer Satisfaction Measurement (CSM) Tool	3.1. Provide the CSM Link to the client/s	None	30 minutes	IMC Staff
<b>Total</b>		<b>None</b>	<b>6 days, 30 minutes</b>	



## 20. COURTESY VISITS TO THE DAP PRESIDENT

DAP encourages building good relationships, strengthening partnerships, and promoting mutual respect with other government agencies and stakeholders.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Simple <sup>7</sup> / Highly Technical <sup>8</sup>			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
<b>Who may avail:</b>	Public and private organizations, and state universities and colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original Formal Letter of Request addressed to the DAP President, 6/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, stating the objectives of the courtesy visit.		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal Letter of Request/Intent addressed to the DAP President at least 10 working days prior to the intended visit by emailing it to <a href="mailto:partnerships@dap.edu.ph">partnerships@dap.edu.ph</a> and/or <a href="mailto:publicaffairsdesk@dap.edu.ph">publicaffairsdesk@dap.edu.ph</a>	1.1. Acknowledge receipt of request.	None	Two (2) working days	IMC Staff

<sup>7</sup> Invitations that are endorsed to the Office of the President and they did not ask the help of IMC

<sup>8</sup> Invitations that are endorsed to the Office of the President and they sought the assistance of the IMC

<a href="http://ap.edu.ph">ap.edu.ph</a>				
	1.2. Endorse the invitation to the DAP President through a formal memorandum.	None		IMC Director
	1.3. If PCEO requests IMC's assistance for the visit, promptly coordinate and complete all necessary preparations.	None	Five (5) working days and	IMC Staff
2. Visit the DAP premises for the courtesy visit/tour.	2.1. Provide the necessary assistance during the visit to ensure a smooth and successful experience for all parties involved.	None	One (1) working day	IMC Director and IMC Staff
3. Accomplish the Customer Satisfaction Measurement (CSM) Tool.	3.1. Provide the CSM Link to the client/s	None	Thirty (30) minutes	IMC Staff
<b>Total</b>		<b>None</b>	<b>Simple: 2 working days</b> <b>Highly Technical: 8 working days and 30 minutes</b>	

## 21. MANAGEMENT OF THE DAP BOOTH

The IMC is responsible for the management and organization of the DAP booth at external conferences and events. This includes promoting the DAP's products, services, and initiatives, while effectively engaging with attendees. The IMC team ensures that the booth is staffed to handle inquiries, provide relevant information, and foster meaningful connections with visitors, all while maintaining alignment with DAP's standards and objectives.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	External (Client/Partner)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original Letter of Request (for external requests).		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal letter of request via email to <a href="mailto:partnerships@dap.edu.ph">partnerships@dap.edu.ph</a> and/or <a href="mailto:publicaffairsdesk@dap.edu.ph">publicaffairsdesk@dap.edu.ph</a> , ensuring all relevant details are clearly provided.	1.1. Acknowledge receipt of request.	None	2 days	IMC Staff
	1.2. Obtain the PCEO's approval to participate in the event.	None		IMC Director
	1.3. Schedule the event date and assign staff to manage the booth.	None	6 days	IMC Director
	1.4. Complete the necessary preparations.			IMC Staff

2. Conduct the event where the exhibit is needed.	2.1. Ensure the booth is fully staffed with knowledgeable personnel who can actively engage with attendees and effectively address inquiries and requests.	None	2 days	IMC Director
	2.2. Prepare a report on the number of booth visitors, including a summary of inquiries and requests received.	None		IMC Staff
	2.3. Submit the report, along with relevant attachments, to the requesting center for review and documentation.	None		IMC Staff
Total		None	10 days	

## 22. 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).

<b>Office or Division:</b>	Institutional Marketing Center – Public Affairs Desk (PAD)	
<b>Classification:</b>	Simple <sup>9</sup> / Complex <sup>10</sup> / Highly Technical <sup>11</sup>	
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business	
<b>Who may avail:</b>	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) original Client Contact Report Form (CCR Form)		DAP Public Affairs Desk – Ground Floor

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<sup>9</sup> For queries about the DAP's programs and services that are readily available in the PAD's database.

<sup>10</sup> 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.

<sup>11</sup> 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.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request information on DAP training, courses, public offerings and facilities thru DAP website via <a href="http://dap.edu.ph">dap.edu.ph</a> , thru email via <a href="mailto:publicaffairsdesk@dap.edu.ph">publicaffairsdesk@dap.edu.ph</a> or <a href="mailto:academy@dap.edu.ph">academy@dap.edu.ph</a> , thru DAP Facebook page, thru walk-in at DAP Bldg. San Miguel Avenue Pasig City, and thru phone calls at 8631 0921 loc. 100.	1.1. Acknowledge the email received through PAD or Academy email.	None	4 hours	<i>Public Affairs Officer</i> Institutional Marketing Center – Public Affairs Desk
	1.2. Respond directly to the client's request/ inquiries if the concern can be acted upon directly by the PAD.	None		<i>Public Affairs Officer</i> Institutional Marketing Center – Public Affairs Desk
	1.3. Provide information and materials requested. Endorse the letter through the Client Contact Report to the appropriate center/office.	None		<i>Public Affairs Officer</i> Institutional Marketing Center – Public Affairs Desk
	1.4. Act on Client's Concern.	None	2 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 days, 4 hours for complex proposals,  19 days, 4 hours for highly	

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

## 23. 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).

<b>Office or Division:</b>	Institutional Marketing Center – Public Affairs Desk (PAD)			
<b>Classification:</b>	Complex <sup>12</sup> / Highly Technical <sup>13</sup>			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Requesting for Project Proposal		Client's Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter requesting for the project proposal via	1.1. Assess if the request states all the needed details and information.	None	2 hours	<i>Public Affairs Officer</i> Institutional Marketing Center – Public Affairs Desk

<sup>12</sup> For requests for project proposals that may have already been done by the concerned Center/Office but would need major review and revisions.

<sup>13</sup> For request for project proposals that haven't been done by the concerned Center/Office and would take some time to be developed.



<a href="mailto:publicaffairsdesk@dap.edu.ph">publicaffairsdesk@dap.edu.ph</a> or <a href="mailto:academy@dap.edu.ph">academy@dap.edu.ph</a>	1.2. Acknowledge the email received through PAD or Academy email.	None		<i>Public Affairs Officer</i> Institutional Marketing Center – Public Affairs Desk
	1.3. Endorse the letter thru the Client Contact Report to the appropriate center/office.  <ul style="list-style-type: none"> <li>The Center's Action Officer is reminded of the turnaround time expected for them to respond to the client.</li> </ul>	None		<i>Public Affairs Officer</i> Institutional Marketing Center – Public Affairs Desk
	1.4. Act on Client's Concern  <ul style="list-style-type: none"> <li>The Center's Action Officer will inform the client of the classification of their request for proposal.</li> </ul>	None	6 days, 2 hours for complex proposals,  19 days, 2 hours for highly technical 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	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	10 minutes	<i>Public Affairs Officer</i> Institutional Marketing Center – Public Affairs Desk
2. Accomplish the Customer Satisfaction Measurement (CSM) Tool	2.1. Provide the CSM Link to the client/s	None		
<b>Total</b>		<b>None</b>	<b>Complex: 7 days</b> <b>Highly Technical: 20 days</b>	

# Office of the President

## 24. 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.

<b>Office or Division:</b>	Office of the President (OP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official letters, 1, original, signed, or an 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-acknowledgement, if sent via email.	None	3 minutes	<i>Project Assistant (Receiving Officer)</i> Office of the President
	1.2. Print invitation, (if sent through email)	None	3 minutes	<i>Project Assistant (Receiving Officer)</i> Office of the President

	1.3. Record invitations/ request in the OP Data Management System and forward to the technical staff for schedule management	None		<i>Project Assistant (Receiving Officer)</i> Office of the President Project Officer
	1.4. Classify invitation according to appropriateness and availability of the DAP President.  <i>a. If appropriate for the DAP President, it will be plotted on the President's official calendar for consideration and approval.</i>  <i>b. If the invitation is not appropriate for DAP President, it will be forwarded and endorsed to the appropriate center/unit.</i>	None	1 day	<i>Project Officer (Technical Staff)</i> Office of the President
	1.5. Send invitation, program/ agenda, and other meeting materials to the DAP President and HEA & CoS	None	2 days	
	1.6. Approve invitation/ request for appointment.	None		<i>President and CEO of DAP</i>

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	<i>Project Officer (Technical Staff)</i> Office of the President
<b>Total</b>		<b>None</b>	<b>3 days, 9 minutes</b>	

## Office of the Academy Registrar

### 25. 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).

<b>Office or Division:</b>	Office of the Academy Registrar (OAR)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	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).	P700.00	10 Minutes	CASHIER, 3rd Floor
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		P700.00	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 Advice the student on the Schedule of the Program.	None	10 minutes	GSPDM
<b>Total</b>		<b>P198,000 (Online)</b>	<b>1 hour and 5 minutes</b>	
<b>Total Processing Time, Application to Enrollment: 6 working days, 4 hours, 40 minutes</b>				

## 26. 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 (GWA)
- 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

<b>Office or Division:</b>	Office of the Academy Registrar (OAR)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	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)	Php100/ 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	4.1 Preparation of document/s requested and request the client to sign the transaction logbook	None	10 Minutes	Records Office



Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	4.2 Release of certification	None	3 days	Records Office
Total		PhP 100.00 per page	3 days, 40 minutes	

## 27. REQUEST FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

This request covers the following:

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

<b>Office or Division:</b>	Office of the Academy Registrar (OAR)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	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	2.1 Receive payment and issue Official Receipt (OR)	Php400/ set	10 Minutes	Cashier, 3rd Flr, DAP Bldg

Official Receipt (OR)	2.2 Advise client to proceed to Office of the Academy Registrar (OAR)	None		
3. Present OR to OAR	3.1 Acknowledge receipt of the requested document and advise the client to pick up the document after 7 working days	None	10 Minutes	Records Office
4. Upon receipt of the requested document, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev. 0)	4.1 Release document/s and request the client to forward the documents to CHED or DFA. Let the client sign the transaction logbook	None	10 minutes	Records Office
	4.2 Release of certification	None	7 days	Records Office
<b>Total</b>		<b>PhP 400 per set</b>	<b>7 days, 40 minutes</b>	

## 28. REQUEST FOR CERTIFIED TRUE COPY

To provide certified true copy for the following student credentials:

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

<b>Office or Division:</b>	Office of the Academy Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	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		
	2.1 Receive payment and issue Official Receipt (OR)	Php100/ page	10 Minutes	Cashier, 3rd Flr, DAP Bldg

2. Pay the document fee at Treasury Office and secure Official Receipt (OR)	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
<b>Total</b>		<b>PhP 100.00/ page</b>	<b>40 minutes</b>	



## 29. 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

<b>Office or Division:</b>	Office of the Academy Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	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)	Php300	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 300.00	5 working days, 30 minutes	

### 30. REQUEST FOR ID REPLACEMENT

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

<b>Office or Division:</b>	Office of the Academy Registrar (OAR)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	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)	Php300	10 minutes	DAP Cashier, 3rd Flr

	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
<b>Total</b>		<b>P300.00</b>	<b>50 minutes</b>	

## Office of the Academy Registrar - DAP Library

### 31. INTERLIBRARY RESEARCH

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.

<b>Office/Division:</b>	Office of the Academy Registrar - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	DAP Students, Faculty Members, Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Library Request for Referral Form, 1, Original		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	

## 32. 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 Academy Registrar - 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. 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
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	Librarians
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	Librarians
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	Librarians
5. Wait for the query to be processed and information source determined	5.1 Select and pull out from the shelves the materials needed by the client (Note: For External Clients, all materials are for Room-Use Only)	None	5 minutes	Librarians
6. Receive the materials from the Librarian	6.1 Log the materials in the system	None	5 minutes	Librarians
7. Return the materials to the Librarian	7.1 Issue a reading receipt	None	1 minute	Librarians
8. Sign the receipt	8.1 Receive the reading receipt for filling	None	1 minute	Librarians
<b>Total</b>		<b>PhP100</b>	<b>34 minutes</b>	



## Services Group

### Administrative Department (AD) – Café Services

#### 33. REQUEST FOR BANQUET SERVICE BY EXTERNAL CLIENTS

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

<b>Office or Division:</b>	Administrative Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	All centers and offices from the different groups of the Academy. Government and private institutions, individual guests and other interested parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reservation Slip		Café Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Before and During the Event/Activity  1. Inquire about food and beverage (banquet requirements) for meetings	1.1.Receive inquiries through phone and/ or walk-in customers  Advanced reservations (at least 10 days before event/	None	1 hour	Food Service Manager Cafe Services

<p>through phone call, SMS or email</p> <p>Inquire through email:  <a href="mailto:olitag@dap.edu.ph">olitag@dap.edu.ph</a>  <a href="mailto:ferrerv@dap.edu.ph">ferrerv@dap.edu.ph</a></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>activity), customer may choose from a list of set menu</p>			
	<p>1.2. Discuss with reserving office/ Agency/ Organization Representatives (external) meal choices and changes from the set menu</p>			
<p>2. Receive &amp; 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>	None	45 minutes	Food Service Manager Cafe Services
	<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>	None	1 hour	Food Service Manager Cafe Services
	<p>3.2. Send RS/ Contract to client for signature</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 Philippines, Pasig Capitol Branch Savings Account No: 0671-010-540	1.2. 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.		Food Service Manager Cafe Services
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	15 minutes	Cashier, Treasury Division  Finance Department
<b>Total</b>		<b>50% full payment of the contracted amount</b>	<b>3 hours</b>	

## AD – General Services Division

### 34. 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.

<b>Office or Division:</b>	Administrative Department - General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail:</b>	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: <a href="mailto:casalann@dap.edu.ph">casalann@dap.edu.ph</a> or <a href="mailto:wajem@dap.edu.ph">wajem@dap.edu.ph</a>	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)

<p>or <a href="mailto:caraanf@dap.edu.ph">caraanf@dap.edu.ph</a> or <a href="mailto:publicaffairsdesk@dap.edu.ph">publicaffairsdesk@dap.edu.ph</a></p> <p>Inquire through calls:  Pasig: (02) 8632-2144/ (02) 86312129 loc. 115</p> <p>Visit DAP Pasig: DAP Bldg., San Miguel Ave., Ortigas Center 1600 Pasig City</p>	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	30 Minutes	Customer Relations Officer (CRO)  General Services Division (GSD)
	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 for confirmation	None	15 Minutes	Customer Relations Officer (CRO) 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	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	Availability of Funds (CAF)	3 Hours	Cashier, Treasury Division Finance Department
<b>Total</b>		During request - at least 50% deposit of the contracted price	<b>1 day, 6 hours, 15 minutes</b>	

### 35. 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.

<b>Office or Division:</b>	Administrative Department - General Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
<b>Who may avail:</b>	Government and private institutions, individual guests, and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter via email		Group Head/ President and CEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: <a href="mailto:casalann@dap.edu.ph">casalann@dap.edu.ph</a> or <a href="mailto:wajem@dap.edu.ph">wajem@dap.edu.ph</a>	1.1. Receive inquiry and check for availability	None		
	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	10 days	Office of the Managing Director, Admin (OMD-Admin)
	1.5. Give feedback to inquiring client on the availability/ non availability of office space thru memo	None		Office of the Director, GSD (OD-GSD)
2. Receive information on the offered spaces	2.1 Upon approval of the request, prepare Contract of Lease	None	3 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 days	Office of the Managing Director, Admin (OMD-Admin)  Office of the Director, GSD (OD-GSD)
4. Upon conformance,	4.1 Receive conformed Contract of Lease and route for approval/ signature	None	2 days	Office of the Managing Director, Admin (OMD-Admin)

return conformed Contract for approval (omit-signature) of DAP	4.2 Forward signed Contract of Lease to the client for notarization	None	1 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 days	
	5.2 Furnish copy to Finance Department for the monthly billing			
<b>Total</b>		<b>None</b>	<b>20 days</b>	

## ***Internal Services***

## Corporate Group

### APO/DAP Secretariat

#### 36. 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.

<b>Office or Division:</b>	APO/DAP Secretariat	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	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 Bio page of Valid passport (if needed and if available)		DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STAGE 1: Submission and Review of Requirements</b>				
1. Email all the requirements to the APO/DAP Secretariat before the deadline.	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
	<b>Screening and deliberations by APO Secretariat in Japan</b>			<b>APO Secretariat (Japan)</b>
	<b>Release of deliberation results to NPOs within one (1) month prior to training (under normal circumstances)</b>			<b>APO Secretariat (Japan)</b>

<b>STAGE 2: Result of Applications</b>				
3. Receive notice of results thru email.	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
<b>Total</b>		<b>None</b>	<b>2 working days, 7 hours and 15 minutes</b>	

**Contact details:**

APO/DAP Secretariat

1<sup>st</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila

apodapsec@dap.edu.ph

(02) 8631-0921 loc. 110

# Corporate Operations and Strategy Management

## 37. CREATION OF PROJECT MANAGEMENT INFORMATION SYSTEM (PMIS) ACCOUNT

The PMIS is an online application used by the DAP Project Managers to facilitate the preparation of various project documents such as the Special Orders (SOs) on the Designation of the Project Teams, the Project Evaluation Sheets (PESs), and the Project Implementation Plans (PIPs). Aside from this, it has the capability to store pertinent information on the DAP employees and their Clients / Stakeholders using a database, to apply the existing types of DAP Billing Rates tied to the clients / stakeholders, and to link the Memorandum of Agreement (MOA) deliverables to the PIP. The PMIS can be accessed by all authorized DAP Personnel through <https://pmis.dap.edu.ph/>.

The Plantilla Project Managers (with Permanent and Coterminous employment status) with positions of Associate Project Officer (APO) I and above are entitled to gain automatic access to the PMIS, while the Non-Plantilla Project Managers with positions of APO I and above are permitted to receive probationary access to the PMIS, provided that an authorization by the Group or Center Head was given. However, to obtain the login credentials to access the PMIS, the DAP Groups or Centers must submit formal requests to the Corporate Operations and Strategy Management (COSM), as the current overall administrator of the PMIS, via email at [cosm@dap.edu.ph](mailto:cosm@dap.edu.ph). For further details on this government service, please refer to the Service Specifications Table below.

<b>Office or Division:</b>	Corporate Operations and Strategy Management Office (COSM)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G-Government to Government	
<b>Who may avail:</b>	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. Email Request for the PMIS Account Creation (1 Email per Request)		Requesting Group / Center / Unit

<p>2. Required Employee Information (1 Set of Employee Data per Project Manager):</p> <ul style="list-style-type: none"> <li>a. Name of the Requesting Group / Center;</li> <li>b. Full Name/s of the Project Manager/s;</li> <li>c. HRIS Number/s of the Project Manager/s;</li> <li>d. Position Title/s of the Project Manager/s;</li> <li>e. Salary Grade/s / Job Grade/s of the Project Manager/s;</li> <li>f. Pay Step/s;</li> <li>g. Monthly Salary; and</li> <li>h. Employee Status</li> </ul>	Requesting Group / Center / Unit			
<p><i>Additional Requirement for Probationary Access:</i></p> <p>3. Memorandum Request for PMIS Account (1 Scanned Copy of the Signed Memorandum)</p>	Requesting Group / Center / Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a formal request to the COSM via email at <a href="mailto:cosm@dap.edu.ph">cosm@dap.edu.ph</a> relative to the creation of a PMIS account:</p> <ul style="list-style-type: none"> <li>• <u>For Plantilla Project Managers:</u></li> </ul>	<p>1.1. Send an Acknowledgment Email to the Requesting Group / Center / Unit</p>	None	1 Hour	<p><i>Project Officer IV /</i>  <i>Project Assistant II</i>            COSM</p>
	<p>1.2. Check the completeness and accuracy of the submission.</p>	None	4 Hours	<p><i>Project Officer IV /</i></p>



<p>Email Request including the Required Employee Information</p> <ul style="list-style-type: none"> <li>• <u>For Non-Plantilla Project Managers:</u></li> </ul> <p>Email Request with a scanned copy of the duly signed Memorandum Request including the Required Employee Information</p>	<p><i>Note: If the submission has any insufficiency, the assigned COSM personnel must notify the requesting party of the deficiencies.</i></p>			<p><i>Project Assistant II</i></p> <p>COSM</p>
	<p>1.3. Create a PMIS account for the concerned Project Manager/s</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Project Officer IV /</i></p> <p><i>Project Assistant II</i></p> <p>COSM</p>
<p>2. Receive the PMIS Login Credentials from the assigned COSM personnel and answer the DAP Customer Satisfaction Measure (CSM) survey for feedback through <a href="https://bit.ly/3WNUzp1">https://bit.ly/3WNUzp1</a></p>	<p>2. Send the PMIS Login Credentials to the requesting Group / Center and provide the link to the DAP CSM survey for feedback on the delivery of the government service</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Project Officer IV /</i></p> <p><i>Project Assistant II</i></p> <p>COSM</p>
<p><b>Total</b></p>		<p><b>None</b></p>	<p><b>1 day, 2 hours</b></p>	

### 38. ISSUANCE OF PROJECT SPECIAL ORDER

The Project Special Order is the document that specifies the composition of project team members and their roles 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 evidence of the legitimacy of the project contracted as well as reference for succeeding project activities.

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

11. Certification of Availability of Fund, 1 copy, signed		Project Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required project documents to COSM via email to <a href="mailto:cosm.me@dap.edu.ph">cosm.me@dap.edu.ph</a>	1.1. Check for completeness of the submitted documents  <i>Incomplete documents will be returned to the requester.</i>	None	4 hours	<i>Project Officer IV / Project Assistant II</i> COSM
	1.2. Forward to Finance Dept. for Project Code creation via DTS	None	30 minutes	<i>Project Officer IV / Project Assistant II</i> COSM
	1.3. Notifies COSM via DTS regarding Project Code creation	None	30 minutes	<i>Financial Analyst II,</i> Finance Department – Budget Division
	1.4. Generation of Final SO via PMIS together with OP signature form	None	4 hours	<i>Project Officer IV / Project Assistant II</i> COSM
	1.5. Endorsement of Final SO to OP for approval via DTS	None	30 minutes	<i>Project Officer IV / Project Assistant II</i> COSM

	1.6. Returns Final SO (signed by Academy President) via DTS	None	30 minutes	<i>Associate Project Officer I</i> OP
	1.7. Upon receipt of signed SO, sends the same to Process Owner and Finance via DTS	None	1 hour	<i>Project Officer IV /</i> <i>Project Assistant II</i> COSM
2. Received signed documents from the assigned COSM personnel and answer the DAP Customer Satisfaction Measure (CSM) survey for feedback through <a href="https://bit.ly/3WNUzp1">https://bit.ly/3WNUzp1</a>	2. Download the signed SO and upload finalized SO to the e-Records Management System (eRMS) and provides customer satisfaction survey	None	1 hour	<i>Project Officer IV /</i> <i>Project Assistant II</i> COSM
<b>Total</b>		<b>None</b>	<b>1 day, 4 hours</b>	

### 39. ISSUANCE OF REVISED PROJECT SPECIAL ORDER

The Project Special Order is updated if any project details are revised if there are any changes in duration, cost, title, and/or team composition, based on an agreement with the client.

<b>Office or Division:</b>	Corporate Operations and Strategy Management Office (COSM)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G-Government to Government	
<b>Who may avail:</b>	Project Managers, Project Team members	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Equivalent Document Tracking System (DTS) transaction with reference number		Requesting Group/Center/Unit
2. Memo: Designation of Project Team and submission of Project Implementation Plan (PIP), 1 copy, signed  <i>Specify change in duration, price, project team composition, and justification for change.</i>		Document Tracking System (DTS)
3. Proposed Draft Special Order (SO) Revision, 1 copy, signed		Project Manager
4. For a change in project duration of regular projects: Letter (duly signed by both parties), 1 copy, signed		Project Manager

For a change in project price of regular projects: 1 copy, signed, of the revised contract				
5. All previous signed SOs (as reference)		Project Manager		
6. Project Implementation Plan,1 copy, signed		Project Management Information System		
7. Project Evaluation Sheet,1 copy, signed		Project Management Information System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to COSM all required project documents via <a href="mailto:cosm.me@dap.edu.ph">cosm.me@dap.edu.ph</a>	1.1. Check for completeness of the submitted documents.  <i>Requests without the required documentation will be returned to the requester.</i>	None	4 hours	<i>Project Officer IV / Project Assistant II</i> COSM
	1.2. Manual drafting and uploading of SO with OP e-signature form	None	4 hours	<i>Project Officer IV / Project Assistant II</i> COSM
	1.3. Encoding of information/ revisions in the PMIS	None		<i>Project Officer IV / Project Assistant II</i> COSM

	1.4. Forward to the concerned Center the SO	None	15 minutes	<i>Project Officer IV / Project Assistant II COSM</i>
2. Once the revisions are reflected in the PMIS, 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	<i>Project Officer IV / Project Assistant II COSM</i>
	2.2. Endorsement via DTS of Revised SO to OP for approval	None	30 minutes	<i>Project Officer IV / Project Assistant II COSM</i>
	2.3. Returns Final SO (signed by Academy President) via DTS	None	15 minutes	<i>Associate Project Officer I Office of the President</i>

	2.4. Upon receipt of signed SO, send to Process Owner and Finance via DTS	None	1 hour	<i>Project Officer IV / Project Assistant II COSM</i>
3. Received signed documents from the assigned COSM personnel and answer the DAP Customer Satisfaction Measure (CSM) survey for feedback through <a href="https://bit.ly/3WNUzp1">https://bit.ly/3WNUzp1</a>	3. Download signed SO and upload Finalized SO to e-Records Management System (eRMS) and provides customer satisfaction survey	None	1 hour	<i>Project Officer IV / Project Assistant II COSM</i>
<b>Total</b>		<b>None</b>	<b>1 day, 7 hours</b>	



## 40. REQUEST FOR CORPORATE-LEVEL DOCUMENTS

Corporate Operations and Strategy Management (COSM) is the steward of all compliance and management-level documentation for the DAP.

Requests are made from COSM of 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 Client Satisfaction Measurement, and official documentation of Management Committee meetings.

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

<ul style="list-style-type: none"> <li>message through official DAP account.</li> </ul>	1.2. Endorses the request for corporate-level documents to the COSM Director.	None	10 minutes	<i>Project Officer IV / Project Assistant II COSM</i>
	1.3. COSM Director reviews and approves the request to provide the documents unless it requires approval of DAP Compliance Officer, in which request shall be endorsed to Compliance Officer.	None	4 hours	<i>Director COSM</i>
	1.3.1. DAP Compliance Officer reviews request, provides attestation for the request, and endorses to DAP President for review and approval.	None	1 day	<i>DAP Compliance Officer</i>
	1.3.2. DAP President reviews and approves the request.	None	2 days	<i>President and CEO</i>
	1.4. Receives the approved request and provides an update to the client	None	1 hour	<i>Project Officer IV / Project Assistant II COSM</i>

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 a client satisfaction measurement.	None	10 minutes	<i>Project Officer IV / Project Assistant II COSM</i>
	2.2. Informs the COSM Director of request fulfillment.	None		<i>Project Officer IV / Project Assistant II COSM</i>
<b>Total</b>		<b>None</b>	<b>3 days, 6 hours, 20 minutes</b>	

## 41. REQUEST FOR TECHNICAL ASSISTANCE (INTERNAL)

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

<b>Office or Division:</b>	Corporate Operations and Strategy Management (COSM)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	DAP Groups, Centers, Offices/Units DAP Management Committee members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A formal business email request or signed memorandum for technical assistance on the following: <ul style="list-style-type: none"> <li>Review of Center Scorecard</li> <li>Review of ISO Requirements</li> <li>Policy and Process Review</li> <li>RP for Project Management Course and Planning</li> </ul>		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"> <li>physical routing;</li> <li>business email;</li> <li>Document Tracking System (DTS); or</li> <li>Message through official DAP account</li> </ul>	1.1. Acknowledges the <u>receipt</u> of memo request and assesses the same via: <ul style="list-style-type: none"> <li>physical document/s;</li> <li>business email; or</li> <li>Document Tracking System (DTS)</li> </ul>	None	20 minutes	<i>Project Assistant II</i> COSM
	1.2. Endorses the request to the COSM Director	None	10 minutes	<i>Project Assistant II</i> COSM

	1.3. COSM Director reviews and approves the request.	None	4 hours	<i>Office Director, COSM</i>
	1.4. Identifies an agreed upon schedule with the requester and logs the request	None	4 hours	<i>Project Officer V, COSM</i>
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	<i>Project Officer V, COSM</i>
	2.2. Proceeds with TA		3 days	<i>Office Director / Technical Staff COSM</i>
	2.3. Provides customer satisfaction survey	None	10 minutes	<i>Project Assistant II, COSM</i>
<b>Total</b>		<b>None</b>	<b>4 days, 50 minutes</b>	

**Contact details:**

Corporate Operations and Strategy Management (COSM)

3rd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila

cosm@dap.edu.ph

(02) 8631-0921 loc. 168

# Council of Fellows

## 42. 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.

<b>Office or Division:</b>	Office of the President (OP) Council of Fellows (COF)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Academy's Internal Centers/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Original, Signed, Request letter or formal email.		Requesting Office		
2. Fully-accomplished COF Technical Assistance/Engagement Request Form		COF- Secretariat		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>2 hours, 30 minutes</b>	

## DAP Research and Development Office

### 43. APPLICATION FOR PRODUCT DEVELOPMENT GRANT

Office of Division:	DAP Research and Development Office (DRDO)			
Classification:	Highly Technical			
Type of Transactions:	G2G			
Who may avail:	All Units of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Product Development Proposal form signed and endorsed by Center Head		DRDO		
2. Cover Memo template signed by the Proponent and addressed to the DAP President through the DRDO Office Director		DRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits via email a Product Development Proposal using the prescribed template with the signature of the Office Head as proponent, and of the Group Head as recommending approval	1.1. DRDO acknowledges the proposal submitted by the proponent	None	30 mins	DRDO Staff
	1.2. DRDO conducts initial assessment as to appropriateness, correctness, completeness, clarity, and logic (and provides feedback as necessary)	None	3 days	DRDO Staff Officer Director, DRDO



	1.3. DRDO endorses proposal to the Product Development Review Panel (PDRP) members and coordinates schedule for Panel Evaluation	None	3 days	DRDO Staff
	1.4. PDRP evaluates the proposal	None		Product Development Review Panel ( <i>DAP Officers and External Experts in Special Order</i> )
	1.5. DRDO prepares Summary of Evaluation and Product Development Grant Authorization (PDGA) form and routes to OPCEO through Finance Department	None	2 days	DRDO Staff Office Director, DRDO
	1.6. Finance Department Manager signs the PDGA and returns documents to DRDO	None		Department Manager, Finance Dept.
	1.7. DRDO routes Summary of Evaluation and PDGA Form to the OPCEO for signature	None	1 hour	DRDO Staff
	1.8. DAP President signs the PDGA			DAP President
	1.9. DRDO releases signed Product Development Grant Authorization form to the	None	30 mins	DRDO Staff

	Proponent/Client			
TOTAL		None	8 days, 2 hours	

#### 44. APPLICATION FOR RESEARCH GRANT

Office of Division:	DAP Research and Development Office (DRDO)			
Classification:	Highly Technical			
Type of Transactions:	G2G			
Who may avail:	All Units of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Research Proposal signed and endorsed by Center Head		DRDO		
2. Cover Memo addressed to the DAP President through the DRDO Office Head		DRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits via email a Research Proposal using the prescribed template with the signature of the Office Head as proponent, and of the Group Head as recommending approval	1.1. DRDO acknowledges the proposal submitted by the proponent	None	30 mins	DRDO Staff
	1.2. DRDO conducts initial assessment as to appropriateness, correctness, completeness, clarity, and logic (and provides feedback as necessary)	None	3 days	DRDO Staff Officer Director, DRDO
	1.3. DRDO endorses proposal to the Research Review Panel (RRP) members and	None	1 day	DRDO Staff

	coordinates schedule for Panel Evaluation			
	1.4. RRP evaluates the proposal	None		Research Review Panel (DAP Officers and External Experts in Special Order)
	1.5. DRDO prepares Summary of Evaluation and Research Grant Authorization (RGA) form and routes to OPCEO through Finance Department	None	2 days	DRDO Staff  Office Director, DRDO
	1.6. Finance Department Manager signs the RGA and returns documents to DRDO	None		Department Manager, Finance Dept.
	1.7. DRDO routes Summary of Evaluation and RGA Form to the OPCEO for signature	None	1 hour	DRDO Staff
	1.8. DAP President signs the RGA	None		DAP President
	1.9. DRDO releases signed Research Grant Authorization Proponent/Client	None	30 mins	DRDO Staff
<b>TOTAL</b>		None	8 days, 2 hours	

# Institutional Marketing Center

## 45. REVIEW OF CAPTIONS AND POSTING OF CONTENT ON WEBSITE AND SOCIAL MEDIA PLATFORMS

The DAP upholds the accuracy, consistency, and quality of all information and communication materials published online. This includes social media captions, videos, images, social cards, web banners, institutional announcements, job postings, training invitations, and other digital content. To ensure compliance with DAP's standards and messaging guidelines, the IMC reviews and approves all materials prior to posting on the official website and social media platforms.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	DAP Centers, Units and Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original Memorandum of Request signed by the Center/Unit Head. The memorandum must certify the completeness and accuracy of the information or content and confirm that all photos or videos have proper consent from the subjects.		Requesting Center/Unit
2. One (1) accomplished request for posting <a href="#">template</a>		Requesting Center/Unit
2. One (1) soft copy of the material approved by the IMC Content Development unit		IMC Content Development Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal Memorandum of Request, including the soft copy of the material and the completed Request for Posting form as attachments, to: <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a> , IMC Director, and Communications Unit Head and Staff.	1.1. Receive/ acknowledge the Memo, and ensure the completeness of attachments.	None	1 day, 6 hours	IMC Staff
	1.2. Conduct a thorough review of the caption, provide additional feedback, and approve it for posting.	None		IMC Communications Unit Staff
	1.3. Conduct a thorough review of the caption, provide additional feedback, and approve it for posting.	None	1 day	IMC Communications Unit Head
	1.4. Return the reviewed caption to the requesting center/unit for concurrence upon confirmation of receipt.	None	1 hour	IMC Communications Unit Staff
2. Return the approved content to the IMC for publication on the DAP website and/or social media platforms.	2.1. Schedule the approved content for posting on the DAP website and/or social media platforms upon confirming receipt.	None	1 hour	IMC Communications Unit Staff
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 46. REQUEST FOR FACEBOOK AD BOOSTING

The DAP leverages Facebook ad boosting to maximize the reach and engagement of its online content. This service enhances the visibility of institutional announcements, job postings, training invitations, and other key communications. Through strategic ad boosting, DAP ensures that its messages effectively connect with target audiences, expanding the impact of its programs and initiatives.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the Center/Unit		Requesting Center/Unit		
2. One (1) accomplished request for Facebook boosting <a href="#">template</a>		Requesting Center/Unit		
3. One (1) soft copy of the material approved by the IMC Content Development unit and caption approved by the Communications unit; or link to the content requested to be boosted, if already posted		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum with the following attachments: <ul style="list-style-type: none"> <li>Soft copy of the material approved by the IMC Content Development Unit</li> </ul>	1.1. Receive and acknowledge the memorandum, verify the completeness of attachments, and forward the request to the IMC Director for approval.	None	1 day for requests covered by the allocated budget of the IMC	IMC Communications Unit Staff
	1.2. Ensure budget transfer for any excess costs.	None	3 days for	IMC Director

<ul style="list-style-type: none"> <li>• Caption approved by the Communications Unit</li> <li>• Or a link to the content requested for boosting</li> <li>• Address the memorandum to: <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a>, IMC Director, and Communications Unit Head and Staff</li> </ul>			requests requiring budget transfer for the excess cost	
	1.3. Review and approve the request for boosting, and revert to the IMC Communications Unit staff.	None	1 day	IMC Communications Unit staff
	1.4. Provide the requesting center/office with an analytics report after completing the ad boosting.	None	2 days	IMC Communications Unit staff
<b>Total</b>		<b>None</b>	<b>5 days for requests covered by the budget allocation of the IMC;</b>  <b>7 days for requests requiring budget transfer for the excess cost</b>	



## 47. REQUEST FOR REVIEW, EDITING, AND PUBLICATION OF PRESS RELEASES

The DAP actively disseminates stories and announcements across print, broadcast, and online media to keep its target audience informed about the Academy's programs, services, and initiatives. To support this effort, the IMC offers assistance to DAP groups and centers seeking review, editing, and publication of their press releases.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Simple <sup>14</sup> / Complex <sup>15</sup>			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Memorandum of Request from the Center/Unit/Committee. The memorandum must certify the completeness and accuracy of the information or content and confirm that all photos or videos have the required consent from the subjects.		Requesting Center/Unit		
2. One (1) editable soft copy of the press release document.		Requesting Center/Unit		
3. One (1) soft copy of the photo or material approved by the IMC Content Development unit.		IMC Content Development Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a memorandum	1.1. Acknowledge receipt of the	None	1 day and 6	IMC Communications

<sup>14</sup> For press releases that would need minor or no revisions.

<sup>15</sup> For press releases that would need major revisions.

request via email, attaching the soft copy of the press release and related materials/photos, to: <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a> , the IMC Director, and the Communications Unit Head and Staff.	memorandum and verify that all required attachments are complete.		hours for straight news articles needing minor edits  6 days and 6 hours for straight news articles needing major edits	Unit
	1.2. Classify the endorsed press release (e.g., Event Announcements, Program Launches, Partnerships and Collaborations, Achievements and Milestones, Policy and Advocacy Updates, Personnel Announcements, Corporate Statements) and assign tasks to the appropriate staff.	None		IMC Communications Unit Head
	1.3. Conduct an initial review of the press release, provide feedback, and make necessary revisions.	None		IMC Communications Unit Staff and Unit Head
	1.4. Perform a thorough review of the press release, refine content as needed, and approve it for release.	None		IMC Director
	1.5. Return the reviewed press release to the requesting center/unit for concurrence, ensuring receipt is	None	1 hour	IMC Communications Unit Staff

	acknowledged.			
2. Return the reviewed press release to the requesting center/unit for concurrence, ensuring receipt is acknowledged.	2.1. Publish the approved press release on the DAP website and on LinkedIn and Facebook pages upon confirmation of receipt.	None	1 hour	IMC Communications Unit Staff
<b>Total</b>		<b>None</b>	<b>3 days for straight news articles needing minor edits;</b>  <b>7 days for straight news articles needing major edits</b>	

## 48. DRAFTING AND PUBLICATION OF PRESS RELEASES

The DAP communicates its programs, services, and initiatives through print, broadcast, and online media to keep its target audience well-informed. To support this, the IMC offers comprehensive assistance to DAP groups and centers in drafting, reviewing, editing, and publishing press releases. This service ensures that all communications are clear, accurate, and aligned with the Academy's standards.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Simple <sup>16</sup> / Complex <sup>17</sup>			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Office of the President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the Office of the President		Office of the President		
2. One (1) accomplished request for drafting of press release template		Office of the President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum of request, including the soft copy of the completed press	1.1. Receive/ acknowledge the Memo, and ensure the completeness of attachments.	None	1 day and 7 hours for requests with	IMC Communications Unit Staff

<sup>16</sup> Straight news articles containing key details

<sup>17</sup> Straight news articles requiring additional research and contain extensive details

release drafting request template, to: <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a> , the IMC Director, and the Communications Unit Head and staff.	1.2. Conduct research on relevant documents and gather additional information to enrich the press release with accurate and comprehensive details..	None	complete information and only key details provided.	IMC Communications Unit Staff and Unit Head
	1.3. Prepare a draft press release using the completed request form and gathered information.	None	5 days and 7 hours for requests requiring additional research and containing extensive details.	IMC Communications Unit Staff and Unit Head
	1.4. Review, enhance, and approve the press release.	None	1 day	IMC Director
	1.5. Publish the approved press release on the DAP website, as well as on LinkedIn and Facebook pages, upon confirmation of receipt.	None	1 hour	IMC Communications Unit Staff
<b>Total</b>		<b>None</b>	<b>3 days for requests with complete information submitted and contain only key details;  7 days for requests that</b>	

		requires separate research for additional information and contain extensive details	
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## 49. REQUEST FOR PRESS CONFERENCE AND MEDIA GUESTING

The DAP organizes press conferences to effectively disseminate key information about its programs, services, and initiatives to its target audience. The IMC provides essential support in planning and coordinating these events, including facilitating invitations and ensuring the participation of media representatives from various outlets. This service aims to enhance DAP's public visibility and engagement through strategic media relations.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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 editable soft copy of the 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. Submit a memorandum requesting a schedule for a press conference or guesting, including key details about the program or event to be promoted, via email to: <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a> .	1.1. Acknowledge receipt of the memorandum.	None	2 days	IMC Communications Unit Staff
	1.2. Review the request and seek additional information as needed.	None		IMC Communications Unit Staff
	1.3. Obtain clearance from the DAP President and CEO to hold the press conference or media			

	guesting.			
	1.4. Prepare a list of media outlets to engage for guesting or invite to the press conference.	None		IMC Communications Unit Staff
	1.5. Prepare and send the Media Advisory to the identified media outlets for guesting or press conference.	None	2 days	IMC Communications Unit Staff
	1.6. Confirm the participation of DAP representatives for guesting or the attendance of media personnel at the press conference.	None	1 day	IMC Communications Unit Staff
	1.7. Notify the requesting center of the confirmed guesting or the list of attendees for the press conference.	None		IMC Communications Unit Staff
	1.8. Prepare press kits and tokens for media outlets and personnel	None	1 day	IMC Communications Unit Staff
	1.9. Brief DAP officials serving as guests or speakers for media programs and press conferences.	None		IMC Director
2. Ensure attendance of DAP officers/ resource persons.	2.1. Coordinate the media guesting and manage the press conference.	None	1 day	IMC Communications Unit Staff and Director
<b>Total</b>		<b>None</b>	<b>7 days</b>	



## 50. 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.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the Center/Unit		Requesting Center/Unit		
2. One (1) soft copy of the event program, briefer, tasking plan, guest list (for protocol management), and/or script (for hosting/emceeing).		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum of request, with a soft copy of the event program and guest list attached, to: <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a> , IMC Director, and Communications Unit Head & Staff.	1.1 Receive/ acknowledge the Memo and ensure the completeness of attachments.	None	3 days	IMC Communications Unit Staff
	1.2 Review the documents and refine the emcee script for hosting or emceeing.	None		Assigned IMC Communications Unit staff
	1.3 Review the guest list and prepare protocol guidelines.	None		Assigned IMC Communications Unit

				staff
2. Coordinate with the IMC to schedule briefings, orientations, meetings, technical dry runs, event execution, and debriefing sessions.	2.1. Participate in briefings, orientation meetings, technical dry runs, event implementation, and debriefing sessions.	None	2 days	Assigned IMC Communications Unit staff
<b>Total</b>		<b>None</b>	<b>5 working days</b>	

## 51. REQUEST FOR REVIEW/EDITING AND/OR DRAFTING OF SPEECHES

The DAP upholds the accuracy, coherence, and quality of speeches delivered at institutional events. The IMC provides assistance in reviewing, editing, and drafting speeches for the DAP P/CEO and other VIP guests. This ensures that all speeches meet DAP's standards, reflect the Academy's values, and effectively convey key messages to the audience.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Office of the President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of the Memorandum of Request from the Center/Unit, addressed to the PCEO, attesting to the completeness and accuracy of the information or content provided.		Requesting Center/Unit		
2. One (1) original copy of endorsement form signed and approved by the PCEO		Office of the President		
3. One (1) soft copy of event briefer, programme, key attendees and guest list		Requesting Center/Unit		
4. One (1) editable soft copy of the speech		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the signed endorsement form, with the memorandum of request, event briefer, programme,	1.1. Receive/ acknowledge the Memo, and ensure the completeness of attachments.	None	1 day and 7 hours for review and editing of speech	IMC Communications Unit Staff
	1.2. Gather and research relevant	None		IMC Staff

key attendees and guest list as attachment, to the <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a> , IMC Director, and Communications Unit Head and Staff.	documents and information to enrich the speech with additional insights.		5 days and 7 hours for drafting of speech	
	1.3. Conduct an initial review of the draft speech and refine it as needed.	None		IMC Communications Unit Staff and Unit Head
	1.4. Prepare the initial draft of the speech using relevant materials as a reference.	None		IMC Communications Unit Staff and Unit Head
	1.5. Conduct a thorough review of the draft speech and make further enhancements as needed.	None	1 day	IMC Director
	1.6. Submit the fully reviewed speech to the DAP OP Chief of Staff for clearance prior to forwarding it to the DAP President and CEO.	None	1 hour	IMC Director
<b>Total</b>		<b>None</b>	<b>3 days for review and editing of speech;  7 days for drafting of speech</b>	

## 52. REQUEST FOR REVIEW AND APPROVAL OF DIGITAL ASSETS AND DESIGNS

The DAP ensures the veracity and compliance of its information and communication materials posted online, such as but not limited to: 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.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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: <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a>  (Include the softcopy of the design/layout)	1.1. Receive and acknowledge the Memo and review the completeness of attachments.	None	4 days	IMC Staff
	1.2. Review, comment, watermark, and revise design if needed.	None		IMC Staff and IMC Director
	1.3. Approve the content for uploading.	None		IMC Staff
<b>Total</b>		<b>None</b>	<b>4 days</b>	

### 53. REQUEST FOR REVIEW AND APPROVAL OF MARKETING COLLATERAL DESIGN

The DAP ensures the veracity and compliance of its information and communication materials (electronic and printed), such as but not limited to: brochures, posters, tarpaulins, flyers, invitations, and infographics, to the Academy's standards by having it reviewed and approved by the DAP IMC.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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 <a href="mailto:imc@dap.edu.ph">imc@dap.edu.ph</a> .  (Include the softcopy of the collateral design/layout)	1.1. Receive and acknowledge the memorandum with the attachments.	None	3 days	IMC Staff
	1.2. Review and provide recommendations on the collaterals.	None		IMC Director
	1.3. Revert to the requesting Center/Unit for comments and recommendations	None		IMC Staff
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 54. 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 with services such as but not limited to: coverage for posting and full event coverage. Hence, the IMC ensures that the events are covered smoothly.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the Center or Party 2. Shot List		Requesting Center/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum of request via e-mail at imc@dap.edu.ph.  2. Coordinate with IMC for the schedule of the event/s.	1.1. Receive the memorandum with the attachments.	None	1 hour	IMC Staff
	2.1. IMC Center Head will assign a staff/team to cover the event/s.	None		IMC Director or Content Development Unit Supervisor
	2.2. Coverage of the event.	None	1 day	IMC Staff
	2.3. Sort and edit photos/videos of the event covered.	None	4 days	IMC Staff
	2.4. Upload photos/videos.	None	5 hours	IMC Staff



	2.5. Endorse the final photos/videos to the requesting center.	None		IMC Staff
Total		None	5 days, 6 hours	



## 55. DESIGN AND SETUP 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.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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	1 day	IMC Staff
	1.2. Ask for the Director's recommendation and approval.	None		Director, IMC
	1.3. Calendar the event date and assign a person to be in-charge of the Booth	None		Director, IMC or ConDev Supervisor
	1.4. Prepare the standard design for the Booth	None	5 days	IMC Staff
	1.5. Present to the requesting Center/Unit, the proposed design of the booth.	None	2 days	IMC Staff

	Presentation may be in the form of: a. Endorsement via Email; or b. Online meeting with the Center/Unit;			
2. Review and approve/recommend revisions/changes to the design.	2.1. Finalize and execute the approved design	None	3 days	IMC Staff
<b>Total</b>		<b>None</b>	<b>11 days</b>	

## 56. REQUEST FOR COPIES OF DAP DIGITAL MATERIALS

One of the functions of the DAP-IMC is to provide assistance to the Groups/Centers/Units/Programs in providing DAP materials such as but not limited to DAP logos, AVPs, and archived photo coverage.

<b>Office or Division:</b>	Institutional Marketing Center (IMC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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 of request via e-mail at imc@dap.edu.ph.	1.1. Receive the memorandum with the attachments.	None	1 hour	IMC Staff
	1.2. Clear the release of Materials with IMC Director or ConDev Supervisor			
	1.3. Send material/s.			
<b>Total</b>		<b>None</b>	<b>1 hour</b>	

# Legal Services Office

## 57. 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.

<b>Office or Division:</b>	Legal Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	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. Proof of submission of documentary requirements for the issuance of a BAC Resolution (softcopy)		Client		
9. Draft 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Center/ Office forwards (physically/or thru email or the online DTS) Contract and attachments to Legal (Initial Review)	1.1 Legal Assistant acknowledges receipt and checks completeness of the forwarded documents for review <i>Incomplete documentation will be returned to the originating Center.</i>	None	1 working day	Legal Staff
	1.2 Legal Officer / Attorney provides comments and revisions on the Contract	None	3 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	2 working days	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
<b>Total</b>		<b>None</b>	<b>6 working days, 8 hours</b>	

## 58. FINAL CONTRACT REVIEW

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

Office or Division:	Legal Office		
Classification:	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. Memo to DAP President & CEO 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 signed by BAC Members on the award of service/project to DAP, 1 copy (softcopy and hardcopy)		Client	

10. Board Resolution/Secretary's 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 day	Legal Staff
	1.2 Legal Officer reviews documents and provides comments and revisions on the Contract, if there are any additional comments	None	4 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	1 day, 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	None	4 hours	Concerned Center/ Office



	endorsement and signature. Ten (10) copies of the Contract			
Total		None	6 days, 16 hours	

## 59. REQUEST FOR LEGAL OPINION

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

<b>Office or Division:</b>	Legal Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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/information are needed	None	2 day	Chief Legal Counsel

	1.3 Legal Officer provides/writes opinion	None	10 days	Chief Legal Counsel
	1.4 Returns docs/ emails opinion to Concerned Center/Office	None	4 hours	Legal Staff
<b>Total</b>		<b>None</b>	<b>12 days, 8 hours</b>	

**Contact details:**

Legal Office

6th Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila    [legal@dap.edu.ph](mailto:legal@dap.edu.ph)

(02) 8631-0921 loc. 102

## Office of the Academy Registrar - Library

### 60. INTERLIBRARY RESEARCH

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.

<b>Office/Division:</b>	Office of the Academy Registrar - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	DAP Students, Faculty Members, Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	<i>Librarian</i> 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	<i>Librarian</i> DAP Library

3. Receives the letter from the Librarian		None	5 minutes	<i>Librarian</i> DAP Library
Total		None	11 minutes	

## 61. RESEARCH AND REFERENCE SERVICE

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

<b>Office/Division:</b>	Office of the Academy Registrar - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who May Avail:</b>	DAP Students, Faculty Members, Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>For Internal Clients (Face-to-Face Transaction)</i></b>				
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	<i>Librarian</i> DAP Library
2. Wait for the query to be processed and information	2.1 Select and pull out from the shelves the materials needed by the client	None	5 minutes	<i>Librarian</i> DAP Library

source determined				
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	<i>Librarian</i> DAP Library
4. Sign the borrower's receipt	4.1 Receive the signed copy of borrower's receipt for filling	None	1 minute	<i>Librarian</i> DAP Library
<b>Total</b>		<b>None</b>	<b>12 minutes</b>	
<b><i>For Internal Clients (Online Transaction)</i></b>				
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	<i>Librarian</i> DAP Library
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	<i>Librarian</i> DAP Library
3. Receive the resources from DAP Librarian	3.1 Receive a confirmation from the client that the resources were received	None	10 minutes	
<b>Total</b>		<b>None</b>	<b>1 hour, 11 minutes</b>	

# Office of the Corporate Secretary

## 62. 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.

<b>Office or Division:</b>	OFFICE OF THE BOARD SECRETARY			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	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 days  <i>PD No. 1061 identifies all members of the DAP BOT who must be apprised</i>	Members of the DAP Board of Trustees

			<i>of any pending resolutions.</i>	
	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 day	Office of the Board Secretary Board Secretary Staff
2. Receives copy of Board Resolution.	2.1. Informs the requestor that the resolution has been signed; furnish copy to requestor.  <i>All original copies of the Resolutions will be kept by the OCS. Original copies must be scanned for records purposes.</i>  <i>Electronic or digitally signed copies are collated and stamp with Certified True Copy and signed by the Corporate Secretary</i>	None		Office of the Board Secretary Board Secretary Staff
	<b>Total</b>	<b>None</b>	<b>8 days, 2 hours and 45 minutes</b>	

### 63. 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.

<b>Office or Division:</b>	OFFICE OF THE BOARD SECRETARY			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	BOARD OF TRUSTEES, DAP OFFICERS, BANKS, AND OVERSIGHT AGENCIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully filled out Request Form, 1, original		DAP eRMS, 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.  <i>In case request cannot be granted, the Secretariat informs the requestor of the reason why the request cannot be granted.</i>	None	7 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
	1.4. Informs the requestor of availability of the document.  <i>In case request cannot be granted, the Secretariat informs the requestor of the reason why the request cannot be granted.</i>	None	5 minutes	Office of the Board Secretary Board Secretary Staff
<b>Total</b>		<b>None</b>	<b>7 days, 1 hour and 10 minutes</b>	

## Office of the President

### 64. 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.

<b>Office or Division:</b>	Office of the President (OP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	Development Academy of the Philippines (DAP) Centers and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memoranda, 1, - signed		Requesting DAP centers/ units		
2. Official letter, 1, - signed		Requesting DAP centers/ units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for 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	<i>Project Assistant (Receiving Officer)</i> Office of the President

	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	<i>Project Assistant</i> <i>(Receiving Officer) /</i> <i>Project Officer</i> <i>(Technical Staff)</i> Office of the President
	1.3 Classify invitation according to appropriateness and availability of the DAP President.  a. If appropriate for the DAP President, it will be plotted on the President's official calendar for consideration and approval.  b. If the invitation is not appropriate for the DAP President, it will be forwarded and endorsed to the appropriate center/unit	None	1 day	<i>Project Officer</i> <i>(Technical Staff)</i> Office of the President

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

## Services Group

### AD – BAC Secretariat Division (BSD)

#### 65. ISSUANCE OF BAC RESOLUTIONS FOR ALTERNATIVE METHODS OF PROCUREMENT

This process describes the procurement of Goods and Services, Infrastructure Works, and Consulting Services falling under the Alternative Methods of Procurement that require an issuance of a BAC Resolution, in compliance with the conditions and requirements of the 2016 Revised Implementing Rules and Regulations of RA 9184.

<b>Office or Division:</b>	BAC Secretariat Division, Administrative Department	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	DAP Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Purchase Request (PR) with complete Terms of Reference of the Consultants with provision of Classification level from HR (1 Original and 1 Duplicate copy)		<ul style="list-style-type: none"> <li>• End-user / Requestor</li> <li>• Purchase Request form: DAP e-Records Management System (e-RMS)</li> <li>• Human Resource Management Division (HRMD)</li> </ul>



## 2. Documentary Requirements, as per Annex “H” of the 2016 Revised Implementing Rules and Regulations of RA9184

SCIENTIFIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES (Section 53.6)	HIGHLY TECHNICAL CONSULTANTS (Section 53.7)
1. BIR Certificate of Registration (for individuals) <b>or</b> Mayor's / Business Permit (for company/ corporation)	1. BIR Certificate of Registration (for individuals) <b>or</b> Mayor's / Business Permit (for company/ corporation)
2. Professional License / Curriculum Vitae (Consulting Services) or Company Profile (for company/corporation)	2. Professional License / Curriculum Vitae (Consulting Services) or Company Profile (for company/corporation)
3. PhilGEPS Registration No.	3. PhilGEPS Registration No.
4. Income / Business Tax Return (For ABC's above P500K)	4. Justification
5. Market Study / Justification	

- Other Government Agency/ies
- Consultant
- End-User

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STAGE 1: Submission and Review of Requirements</b>				
1. End User shall submit 1 Original and 1 Duplicate copy of the approved Purchase Request (PR) with <u>complete</u> appropriate documentary requirements to Services Front Desk (SFD)	1.1. Receipt of approved PR and assign Process Control Number (PCN)	None	1 Day	Service Front Desk (SFD)
2. Submission of approved PR with assigned PCN to the BAC Secretariat (BSD)	2.1. Receipt of the document and verify if the item/requirement included in the approved Annual Procurement Plan (APP)	None	1 Day	BAC Secretariat
3. Submission of approved PR with assigned PCN and BSD Verification Form to Budget Office	3.1. Receipt of documents and issuance of Budget Utilization Slip (BUS)	None	3 Days	Budget Office
4. Endorse the approved PR with BUS and (through hardcopy or email)  (1 Original and 1 duplicate copy)	4.1. Receive complete documents  4.2. Acknowledge through email and provide feedback	None	1 day	BAC Secretariat

5. Drafting of BAC Resolution	5.1. Draft BAC Resolution for review of End User and BAC Members (route via email)	None	3 Days	BAC Secretariat, End User, and BAC members
6. Finalization of BAC Resolution, Notice of Award, and Notice to Proceed	6.1. Finalize the BAC Resolution for the signature of BAC members (route via email)	None	7 Days	BAC Secretariat, End User, BAC members, and Head of the Procuring Entity (HoPE)
7. Release of approved documents	7.1 Secure and send the Approved BAC Resolution and Notice of Award to the End User as an attachment to the appropriate contracting and document.	None	1 Day	BAC Secretariat
<b>Total</b>		<b>None</b>	<b>17 Days</b>	

## 66. 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 as 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.

<b>Office or Division:</b>	BAC Secretariat Division, Administrative Department	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	DAP Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Purchase Request (1 Original and 1 duplicate copy)		End-user / Requestor Purchase Request form: DAP e-Records Management System (e-RMS)
2. Draft Official Bidding Documents (OBD) as indicated in the 2016 Revised Implementing Rules and Regulations of RA 9184		GPPB Website or BAC Secretariat (Check the GPPB or request to the BAC Secretariat for the OBD template)
3. List of Proposed Technical Working Group from a pool of technical, Financial, and/or legal experts		End-user / Requestor

4. Approved Annual Procurement Plan (APP) or Supplemental Project Procurement Management Plan (1 Original and 1 Duplicate copy)		BAC Secretariat or DAP Official Website-Transparency Seal Section		
5. If the item to be procured is ICT equipment, approved clearance from ICTD with complete specification, estimated Amount/Cost, and Quantity (1 Original and 1 Photocopy)		Information and Communications Technology Division (ICTD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STAGE 1: Submission and Review of Requirements</b>				
1. End User shall submit 1 Original and 1 duplicate copy of the approved Purchase Request (PR) with <u>complete</u> appropriate documentary requirements to the Services Front Desk (SFD)	1.1 Receipt of approved PR and assign Process Control Number (PCN)	None	1 Day	Service Front Desk (SFD)
2. Submission of approved PR with assigned PCN to the BAC Secretariat	2.1. Receipt of the document and verify if the item/requirement included in the approved Annual Procurement Plan (APP)	None	1 Day	BAC Secretariat

3. Submission of approved PR with assigned PCN and BSD Verification Form to Budget Office	3.1. Receipt of documents and issuance of Budget Utilization Slip (BUS)	None	3 Days	Budget Office
4. End User submits duly approved and budgeted Purchase Request with attached draft Official Bidding Documents and Proposed Technical Working Group (TWG) Members.	4.1. Receive complete documents 4.2. Acknowledge through email and provide feedback and Prepare draft BAC Resolution Creating TWG 4.3. Record the project in the Procurement Monitoring Report (PMR)	None	2 Days	BAC Secretariat
	4.4. Set Schedules for the Procurement Activities.  (Conduct Procurement Activities from Pre-Procurement Conference up to approval of Notice of Award (NOA))	None	110 days**	BAC Secretariat
	4.5. Issuance of NOA to the winning bidder. Submission of Performance Security from the winning Bidder. Preparation of Contract. Endorsement of draft	None	10 days**	BAC Secretariat

	contract to the EU			
	<p>4.6. Endorse draft Contract to the End User for finalization</p> <p>4.7. Secure Certificate as to Availability of Funds to the Finance Department</p> <p>4.8. Route and secure the Contract to authorized signatories</p> <p>4.9. Endorse the signed contract to the winning bidder for conforme and notarization</p> <p>4.10. Endorse the completed contract to the BSD</p>	None	18 Day	End User

	<p>4.11. Prepare Notice to Proceed (NTP) and endorse to the Head of Procuring Entity for approval</p> <p>4.12. Secure the approved NTP and issue to the winning bidder. Secure conformed NTP from the winning bidder</p>	None	10 Day	BAC Secretariat
<b>Total</b>		<b>None</b>	<b>155 Days</b>	
<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, exact total processing time cannot be determined.</i></p> <p><i>**Based on 2016 Revised Implementing Rules and Regulations of RA 9184, Annex "C".</i></p>				



## AD – Café Services

### 67. 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, training, meetings, planning and other project-related events.

<b>Office or Division:</b>	Cafe Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All centers and offices from the different groups of the Academy.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reservation Slip		Café Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Before and During the Event/Activity  1. Inquire about food and beverage (banquet requirements) for meetings through phone call, SMS or email	1.1. Receive inquiries through phone and/ or walk-in customers	None	30 minutes	Nutritionist - Dietitian/ Food Service Manager  Cafe Services

<ul style="list-style-type: none"> <li>Inquire through email: <a href="mailto:olitag@dap.edu.ph">olitag@dap.edu.ph</a> / <a href="mailto:ferrerv@dap.edu.ph">ferrerv@dap.edu.ph</a></li> <li>Inquire through calls: (02) 8631-2148/ (02) 8631-2152/ (02) 8631-0921 loc. 184 / 118</li> <li>Inquire through Google Chat or Hangout</li> </ul>	1.2. Provide clients with list of set menu and/ or available menu for the day			
	1.3. Discuss with the reserving office's Administrative Coordinators		30 minutes	ND/ Food Service Manager Cafe Services
2. Reserve the preferred menu and fill-up reservation slip	2.1. Receive and review the client's final menu choice then confirm reservation	None	60 minutes	ND/ Food Service Manager Cafe Services
	2.2. Serve the food at the agreed schedule and venue	None	3 days	ND/ Food Service Manager Cafe Services
Post-Event 3. Receive Acknowledgement Receipt (AR)	3.1. Prepare the AR of the customer	None	3 days	ND/ Food Service Manager Cafe Services

	3.2. Issue AR and distribute to the customer for their appropriate project charging	None	3 days	ND/ Food Service Manager Cafe Services
Total			9 days, 2 hours	

## AD – Central Documentation and Records Division

### 68. 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 requirements to facilitate the request for payment of honoraria.

<b>Office or Division:</b>	Central Documentation and Records Division (CDRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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	1.1 Acknowledge receipt via DTS/ DMS and receive hardcopy from SFD	None	30 minutes	<i>Project Assistant IV</i>

<p>Clearance for Honoraria Payment Form and the C/RP's Output</p> <p><i>Note: The requesting Center/Office shall submit the output in the eRMS before processing in DTS</i></p>	1.2 Review the submitted documents and the completeness of the required signatures from the concerned center	None	30 minutes	<i>Project Assistant IV</i>
	1.3 Validate output/s submission in eRMS, assign output code, update the RP database and status of submission in the eRMS		1 day, 4 hours	<i>Project Assistant IV</i>
	<p><i>Note: Incomplete submissions are returned to the requesting Center/Office</i></p> <p>1.4 Provide final attestation for the submitted clearance and output</p>	None	1 day	<i>CDRD Manager</i>
	1.5 Forward the signed documents to the next processor (HRMDD) for further processing and the same in DTS/DTMS-RCA and in Hardcopy	None	30 minutes	<i>Project Assistant IV</i>
<b>Total</b>		<b>None</b>	<b>2 days, 5 hours, 30 minutes</b>	

## 69. 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.

<b>Office or Division:</b>	Central Documentation and Records Division (CDRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DAP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out/signed Documented Information Feedback Form		Electronic Records Management System (ERMS)		
2. Proposed draft of document for control/registration or revision		Originator/Process Owner		
3. Current/existing controlled form or document		Electronic Records Management System (ERMS)		
4. Memorandum addressed to the President and CEO on the approval of DFF		CDRD		
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. Acknowledges receipt of the DFF	None	1 day	<i>Project Officer I</i>
	1.2. Reviews submitted documents for completeness. Return to the originator as needed			
	1.3. Forwards the request and its attachments to the process owner, for review and approval	None		<i>Project Officer I</i>
	1.4. Reviews/sign the DFF	None		<i>Document Controller/ CDRD Manager</i>

	1.5. Prepares Memorandum for the approval of DFF and endorses to the concerned signatories	None	1 day	<i>Project Officer I</i>
	1.6. Endorses the DFF to DAP OP/CEO for President's approval/ signature	None	1 hour	<i>Project Officer I</i>
	1.7. Registers the approved documented information, disseminate/ email blast to all concerned via official DAP webmail and upload onto the ERMS	None	7 hours	<i>Project Officer I</i>
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 70. 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 the proposed policy goes through the appropriate vertical and horizontal channels for completed staff work before finalization, approval and dissemination.

<b>Office or Division:</b>	Central Documentation and Records Division (CDRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent/ Originator submits draft proposed policy i.e. Memorandum Circular (MC) and Office Order (OO) and Special Order with attached references, as needed	1.1 Reviews the initial draft proposed MC /OO/SO	None	6 hours	<i>Project Officer I</i>
	1.2 Endorses /submits the proposed policy to the COSM Secretariat for ManCom deliberation	None	15 minutes	<i>Project Officer I</i>
	1.3 Finalizes ManCom approved policy/guidelines as endorsed by COSM. Organize in standard format/template. Provide number	None	5 hours	<i>Project Officer I</i>



	and date and additional references as needed			
	1.4 Prepares Memorandum addressed to the President and CEO re approval of proposed policy/guidelines	None	15 minutes	<i>Project Officer I</i>
	1.5 Endorses the Memorandum to the concerned signatories			
	1.6 For final review of the finalized policy/guidelines	None	6 hours	<i>CDRD Manager</i>
	1.7 Endorses to OP/CEO for review and approval	None	15 mins	<i>CDRD Manager</i>
	1.8 Disseminate /email blasts the approved policy thru DAP webmail and upload onto the ERMS	None	15 mins	<i>Project Officer I</i>
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 71. PREPARATION, REVIEW, FINALIZATION AND DISSEMINATION 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.

<b>Office or Division:</b>	Central Documentation and Records Division (CDRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent / originator submits the draft proposed Special Order (SO) re: Designation of Officer/s, OIC/s, and the Memo Policy for Review and Approval	1.1 Initial review of the submitted documents. Finalize using a standard template, provides number, and date	No	1 day	<i>Project Officer I</i>

	1.3. Forward to HRMDD Head the Memo and SO for validation/ signature (for SO designation of officers and OICs)	None	15 minutes	<i>Project Officer I</i>
	1.4. Endorse the validated Memo and SO to Department Manager, Administrative Dept for final attestation (for SO designation of officers and OICs)	None	15 minutes	<i>Project Officer I</i>
	1.5. Endorse the Memo and SO to OP/CEO for approval/ signature	None	15 mins	<i>Project Officer I</i>
	1.6. Disseminate/ email blast the approved SO thru DAP webmail and upload onto the ERMS	None	2 hours	<i>Project Officer I</i>
<b>Total</b>		<b>None</b>	<b>1 day, 2 hours, 45 mins</b>	

## 72. 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.

<b>Office or Division:</b>	Central Documentation and Records Division (CDRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Training participants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum request for issuance of Certificates/citations		Electronic Records Management System (ERMS)		
2. List of participants to be awarded/issued With Certificates		Controlled template: List of Participants to be Awarded/issued with 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Acknowledge and review details of submitted training certificate /citations requested i.e. proper format, name, date, implementing center, etc.	None	4 hours	<i>Project Assistant IV</i>
	1.2. Print the submitted memo and list of participants. Prepare Document Tracking Sheet (DTS), Sample certificate and endorses	None	4 hours	<i>Project Assistant IV</i>

	physically to OP- PCEO for approval/ signature			
	1.3. Receive the physical copy of approved/ signed Memo and List of training participants from OP- PCEO	None	10 mins	<i>Project Assistant IV</i>
	1.4. Scan the approved/signed memo and List of participants and upload in eRMS and email to training certificate	None	2 hours	<i>Project Assistant IV</i>
2. Generate final certificates  <i>Note: The CDRD shall generate the certificates and/or e- certificates with information taken verbatim from the submitted List of Participants to be Awarded with Certificates/Citations</i>	2.1. Download the list of participants in Excel format from the requestor's email and convert it into a CSV file. Then upload the CSV file to the e-Certificate Information System (eCIS) to capture the training details and participants' information	None	1 working day	<i>Project Assistant IV</i>
	2.2. Generate final certificates in the eCIS and create training batch folder in the eRMS and upload the generated signed certificates	None	5 working days <i>(Minimum of 100 certs or depends on the no. of training pax and depend on requested copy if</i>	<i>Project Assistant IV</i>

			<i>e-certs or printed copy)</i>	
3. Inform requesting center of the availability of the signed certificates	3.1. Email back the requestor informing them that the signed certificates are ready to review thru email	None	1hr	<i>Project Assistant IV</i>
	3.2. (a) For e-Certificates, upload signed certificates to eRMS and provide requestor the link thru email  (b) For printed Certificates, email final certificates to BSPS for printing and inform requesting center of availability	P10.00 (e-cert)  P50.00 (printed)	  1 day and 5 hours (based on BSPS CC)	<i>Project Assistant IV</i>  <i>BSPS Staff Clerk IV</i>
<b>Total</b>		<b>eCert: P10.00/ cert</b>  <b>Printed Cert: P50.00/ cert</b>	<b>7.5 working days</b>  <b>9 working days</b>	

### 73. REQUEST FOR RE-ISSUANCE OF TRAINING CERTIFICATE or CERTIFICATION OF ATTENDANCE/PARTICIPATION TO A DAP TRAINING

This process pertains to the re-issuance of certificates issued by the Academy for non- degree trainings from 2021 to present, and certification of attendance or participation to non-degree trainings prior to 2021.

Re-issuance of training certificates or certifications of attendance or participation to a DAP training may be made by the Academy in case of loss of previously-issued certificates.

<b>Office or Division:</b>	Central Documentation and Records Division (CDRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Public			
<b>Who may avail:</b>	Training participants of DAP Training Programs			
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/Requester		
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 implementing Center or Public Affairs Desk	1.1 Acknowledge request	None	10 minutes	<i>Project Assistant IV</i>
	1.2 Check availability of record	None	3 days	<i>Project Assistant IV</i>
	1.3 (a) IF copy of certificate is available, prepare and print certified true copy of certificate of training attended; (b) IF certificate is not available, but evidence of attendance to training is available in general records, CDRD issues certification; (c) IF certificate or evidence of attendance is not available in general records, CDRD endorses request to implementing unit	None	4 hours	<i>Project Assistant IV</i>
	1.4 Review and sign the certificate	None	1 day	<i>CDRD Manager</i>
2. Claim re-issued certificate or certification	1.8. Release of certification upon presentation of the official receipt	P100.00	20 minutes	<i>Project Assistant IV</i>
<b>Total</b>		<b>P100.00</b>	<b>4 days, 4 hours, 30 minutes</b>	



## 74. 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.

<b>Office or Division:</b>	Central Documentation and Records Division (CDRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DAP employees, external public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internal (DAP employees) Request through email address to <a href="mailto:cru@dap.edu.ph">cru@dap.edu.ph</a> stating the reason or purpose of the request		From the requesting center/office		
2. External Letter of request /request through email address to <a href="mailto:cru@dap.edu.ph">cru@dap.edu.ph</a> stating the following: <ul style="list-style-type: none"> <li>name and contact information of the requesting party</li> <li>reason or purpose of the request</li> <li>valid proof of identification or authorization</li> </ul>		From the requestor or thru Public Affairs Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send Letter of request/ request through email at <a href="mailto:cru@dap.edu.ph">cru@dap.edu.ph</a>	1.1 Acknowledge request	None	15 minutes	<i>Project Assistant IV</i>
	1.2 Evaluate the requested information	None	30 minutes	<i>Project Assistant IV</i>

	1.3 Assess and clarify the request if necessary	None	30 minutes	<i>Project Assistant IV</i>
	1.4 Locate and retrieve the information requested	None	3 days	<i>Project Assistant IV</i>
2. Receive requested document/record	1.9. Release requested information to the requestor	None	15 minutes	<i>Project Assistant IV</i>
<b>Total</b>		<b>None</b>	<b>3 days, 1 hour, 30 mins</b>	

## 75. REQUEST FOR PRINT SERVICES

This process supports the business operations of the Academy by providing services for printing, scanning, layout, book binding, lamination, padding, cutting/trimming, and photocopying.

<b>Office or Division:</b>	Central Documentation and Records Division (CDRD) – Business Support and Print Services (BSPS)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government G2P – Government to Citizen	
<b>Who may avail:</b>	DAP employees, external public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Internal (DAP employees) <b>Online</b> Email request <b>Walk In</b> Request Form		Requesting center/office  Onsite at CDRD-BSPS
1. External <b>Online</b> Email request <b>Walk In</b> Fill out Request Form		From the requestor  Onsite at CDRD-BSPS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>ONLINE</b> 1. Send an email request to the assigned personnel, with the following details: <ul style="list-style-type: none"> <li>Type of the service (<b>Printing, Binding (Ring, Soft, 3 Hole), Lamination, Padding, Cutting or Trimming, Layout, Scanning, Photocopy</b>)</li> <li>Number of copies</li> <li>Color Setting</li> <li>Paper Size</li> <li>Print Format (<i>1 Side Print or Back-to-Back</i>)</li> </ul>	1.1 Acknowledge request	None	15 Minutes	<i>Bookbinder II</i>
	1.2 Evaluation and clarification of client's requirements and provided data, if any	None	3 hours	<i>Bookbinder II</i>
	1.3 Production ( <b><i>if all the instructions are clear</i></b> )	<u>*Please refer to posted rates (attached)</u>	6 Working Days and 20 hours	<i>Bookbinder II</i>
	1.4 Inform the requestor of the availability of the materials for pick up	None	30 Minutes	<i>Bookbinder II</i>
<b>WALK-IN</b> 1. Fill out request slip from the BSPS office, providing all the necessary details <ul style="list-style-type: none"> <li>Type of the service (<b>Printing, Binding (Ring, Soft, 3 Hole), Lamination, Padding, Cutting or Trimming, Layout, Scanning, Photocopy</b>)</li> </ul>				

<ul style="list-style-type: none"> <li>• Number of copies</li> <li>• Color Setting</li> <li>• Paper Size</li> <li>• Print Format (<i>1 Side Print or Back-to-Back</i>)</li> </ul>				
2. Receive the materials <ul style="list-style-type: none"> <li>• Sign the log book</li> </ul>	2.1 Hand over/ transmit the materials to the requestor	None	15 Minutes	Bookbinder II
<b>Total</b>		None	<b>7 Days*</b>	

*\*For voluminous requests or requests for multiple print jobs or copies that cannot be completed within 7 days, the client will be informed on the earliest estimated date of completion, without additional cost to client.*

Services	Paper Size and Type	Rate in Peso						Unit
		Color - Internal and External			Monochrome - Internal and External			
		IN - With Material/s	IN - Without Material/s	OUT	IN - With Material/s	IN - Without Material/s	OUT	
Printing and Photocopy	Letter	6.75	7.25	20.00	0.82	1.32	1.75	per page
	A4	6.75	7.25	20.00	0.82	1.32	1.75	per page
	A3	13.50	14.50	40.00	1.64	2.64	3.50	per page
	Legal	6.75	7.25	20.00	0.82	1.32	1.75	per page
	Certificate	30.00	50.00	20.00	0.00	0.00	0.00	per page
	Business Cards	4.00			0.00			per piece
Scanning	Letter	2.00			2.00			per page
	A4	2.00			2.00			per page
	A3	2.00			2.00			per page
	Legal	2.00			2.00			per page
	Certificate	2.00			2.00			per page

	Paper Size and Type	Rate in Peso		Unit
	Any size	Minor	15.00	per piece
Cutting/Trimming	Any size	Major ( <i>with the use of heavy duty equipment</i> )	15.00	per cut

	Type	Rate in Peso		Unit
		IN - With Material/s	IN - Without Material/s	
Binding	Ring	50.00	75.00	Up to 1 Inch; beyond, rate will be per inch
	Soft	75.00	100.00	Up to 1 Inch; beyond, rate will be per inch
	3 Hole	50.00	75.00	Up to 1 Inch; beyond, rate will be per inch

Padding	Paper Size and Type	Rate in Peso	Unit
	Any size	25.00	per inch

Lamination	Paper Size and Type	Rate in Peso	Unit
	ID	25.00	per piece
	Letter	60.00	per piece
	A4	80.00	per piece
	Legal	100.00	per piece

Layout	Paper Size and Type	Rate in Peso	Unit
	Any size & type	35	per page



## AD – Information Communications Technology Division

### 76. 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.

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD)			
<b>Classification:</b>	Simple /			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DAP Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request through ticket via IT Support Ticketing System		IT Support Ticketing System (ISTS) ticketing.dap-systems.net		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Create a ticket via IT Support Ticketing System to report the IT problem encountered	1. Acknowledge receipt of the ticket by changing the status from Open to Ongoing	None	1 minute	ICTD STAFF
	1.2 Check/assess the reported technical problem	None	58 minutes	ICTD STAFF

	1.3 Resolve the reported problem	None	7 hours	ICTD STAFF
	1.4 Close the ticket	None	1 minute	ICTD STAFF
2. Rate service	2.1. Receive and log rating	None		ICTD STAFF
<b>Total</b>		<b>None</b>	<b>1 day</b>	

## 77. 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.

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DAP Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request through ticket via IT Support Ticketing System		IT Support Ticketing System (ISTS) ticketing.dap-systems.net		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Create a ticket via IT Support Ticketing System to report IT problem encountered	1. Acknowledge receipt of the ticket by changing the status from Open to on-going	None	1 minute	ICTD STAFF
	1.2 Check/assess the reported technical problem	None	58 minutes	ICTD STAFF
	1.3 Troubleshoot the reported problem	None	35 hours	ICTD STAFF

	1.4 Close the ticket	None	1 minute	ICTD STAFF
2. Rate service	2.1 Receives and logs rating	None		ICTD STAFF
<b>Total</b>		<b>None</b>	<b>3 days</b>	

## 78. MANAGEMENT OF DAP EMAIL ACCOUNT

The Management of DAP Email Accounts ensures the secure creation, maintenance, and deactivation of official email accounts. It includes user support, security enforcement, and compliance with ICT policies to facilitate seamless communication and data integrity within DAP.

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DAP Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. All: Online Email Request Form		DAP Intranet		
2. For external clients: Request for Student/Participants Email Form		e-RMS (ICTD Controlled Forms)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CREATION OF EMAIL FOR EXTERNAL CLIENTS/PARTICIPANTS</b>				
1. Submit Email Requests through the online form and list of participants to ICTD Staff	1.1 Send 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	50 minutes	ICTD Staff
	1.5 Endorse email credentials to requesting client thru email	None	3 minutes	ICTD Staff
<b>Total</b>		<b>None</b>	<b>1 hour</b>	

## 79. 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.

<b>Office or Division:</b>	Information and Communications Technology Division (ICTD)			
<b>Classification:</b>	Complex/Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All DAP personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Microsoft 365 Account (dap.gov.ph)		ICTD (ictd@dap.edu.ph)		
2. Accomplished online form: Change Request Form		<a href="http://bit.ly/ICTD-ChangeRequest">bit.ly/ICTD-ChangeRequest</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish online form: Change Request Form	1. Acknowledge receipt of request	None	0	Automated
	2. Configured the system to meet the request requirement	None	6 working days (complex)  19 working days (Highly Technical)	ICTD Staff
	3. Inform the requesting on the alteration/enhancement	None	8 hours	ICTD Staff

Total	None	7 days (simple)  20 days (complex)	
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## AD – General Services Division

### 80. 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.

<b>Office or Division:</b>	Administrative Department - General Services Division (GSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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. 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) or GSD-Engineering Services Section
	2. Give feedback to requesting client on the availability/non availability of office space thru memo	None		

2. Upon receipt of information on the availability, prepare memo request addressed to the DAP President through Senior Vice President-Services and Managing Director-Admin Department for approval		None	3 working days	Office of the Managing Director, Admin (OMD-Admin)  Office of the Director, GSD (OD-GSD)
3. Provide OMD-Admin or OD-GSD copy of approved memo	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	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	
<b>Total</b>		<b>None</b>	<b>8 days</b>	

## 81. 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.

<b>Office or Division:</b>	Administrative Department - General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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. 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
<b>Total</b>		<b>None</b>	<b>3 hours</b>	

## 82. 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).

<b>Office or Division:</b>	Administrative Department - General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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. 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
<b>Total</b>		<b>None</b>	<b>3 hours</b>	

### 83. 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.

<b>Office or Division:</b>	Administrative Department - General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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. 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
<b>Total</b>		<b>None</b>	<b>1 day</b>	

## 84. 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

<b>Office or Division:</b>	Administrative Department - General Services Division (GSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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: <a href="mailto:casalann@dap.edu.ph">casalann@dap.edu.ph</a> or <a href="mailto:wajem@dap.edu.ph">wajem@dap.edu.ph</a> or <a href="mailto:caraanf@dap.edu.ph">caraanf@dap.edu.ph</a>  Inquire through calls:	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)

<p>Pasig: (02) 8632-2144/ (02) 8631-2129 loc. 115 Visit DAP Pasig: DAP Bldg., San Miguel Ave., Ortigas Center 1600 Pasig City</p>				
	<p>2. Check availability of conference/function/ meeting rooms and other related requirements inquired.</p>	<p>None</p>	<p>15 Minutes</p>	<p>Customer Relations Officer (CRO)  General Services Division (GSD)</p>
<p>2. Receive and review copy of proposal through email or in person.</p>	<p>1. Prepare and send proposal to customer through email or in person</p>	<p>None</p>	<p>1 Hour</p>	<p>Customer Relations Officer (CRO)  General Services Division (GSD)</p>
	<p>2. Tentatively book reserved conference/function/ meeting rooms, including date and time</p>	<p>None</p>	<p>15 Minutes</p>	<p>Customer Relations Officer (CRO)  General Services Division (GSD)</p>
<p>3. Confirm reservation through call, email or personal visit</p>	<p>1. Prepare Reservation Sheet (RS) / Contract</p>	<p>None</p>	<p>15 Minutes</p>	<p>Customer Relations Officer (CRO)</p>

				General Services Division (GSD)
	2. Send RS/ Contract to customer for confirmation	None	15 Minutes	Customer Relations Officer (CRO)  General Services Division (GSD)
	3. Upon confirmation, change booking status to "confirmed"			
4. Forward conformed RS to GSD	1. Submit Conformed RS to Finance Department for budget transfer	None	10 Minutes	Customer Relations Officer (CRO)  General Services Division (GSD)  Finance Department
Total		None	2 hours, 40 minutes	



## AD – Logistics Division

### 85. LEASE OF VENUE

This service refers to the lease of venues such as 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.

<b>Office or Division:</b>	Logistics Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	DAP Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Purchase Request (PR) with complete specifications <i>(inclusive dates, desired location, number of pax, number of rooms, room/function room set-up, meal requirements, and other needs if any)</i> (1 Original copy and 1 Duplicate copy)		<ul style="list-style-type: none"> <li>• End-user / Requestor</li> <li>• Purchase Request form: DAP e-Records Management System (e-RMS)</li> </ul>
2. Justification if publicly owned venue is in compliance with the requirements (as per Annex “H” Consolidated Guidelines for the Alternative Methods of Procurement of the 2016 Revised Implementing Rules and Regulations of RA9184)		
3. Copy of Pre-market survey conducted		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME Per Transaction	PERSON RESPONSIBLE
1. Submit 1 original copy and 1 duplicate copy of the accomplished Purchase Request (PR) with complete TOR/Scope of work to Services Front Desk (SFD)	1.1 Approved PR and assign Process Control Number (PCN)	None	1 day	Services Front Desk (SFD)
2. Submit of approved PR with assigned PCN to BAC Secretariat	2.1 The document and verify if the item/requirement included in the approved Annual Procurement Plan (APP)	None	1 day	BAC Secretariat
3. Submit approved PR with assigned PCN and BSD Verification Form to Budget Office	3.1 Documents and preparation, approval, and issuance of Budget Utilization Slip (BUS)	None	3 days	Budget Office
4. Submit approved, verified and budgeted PR	<p>4.1 Budgeted PR and Evaluates the completeness of PR(TOR/Scope of work, authorized signatories, presence of justification)</p> <p>4.2 Encode the transaction to generate/assign PR number in the Procurement Management System (PMS)</p>	None	1 day	Logistics Division - Property & Supply Management Section

	<p>4.3 Prepare Request for Quotation (RFQ), including specifications/ terms of reference/scope of work</p> <p>4.4 Disseminate RFQ to at least three (3) Suppliers.</p> <p>4.5 Secure RFQ's</p> <p>The PR will be returned to the End-User for re-assessment/ re-evaluation on the specifications and estimated cost if no proposals received from the possible suppliers on the 22<sup>nd</sup> day from client step 1.</p>	None	16 days	Logistics Division - Canvassing and Procurement Section
5. Receive and review copy of proposal/ quotations and confirms venue choice	<p>5.1 Prepares and endorses to signatories Abstract of Quotation (AOQ), including the evaluated contract terms &amp; conditions</p> <p>5.2 Secure AOQ and prepare Purchase Order (PO)</p> <p>5.3 Route PO to authorized signatories</p> <p>5.4 Send the approved PO to the supplier and secure PO conforme</p>	None	13 days	Logistics Division - Canvassing and Procurement Section

	5.5 Provide End-user / Requestor copy of signed contract.			
Total		None	35 days	

## 86. ISSUANCE OF SUPPLIES FROM THE CENTRAL STOCKROOM

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

<b>Office or Division:</b>	Logistics Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DAP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issuance of Stock Form		DAP e-Records Management System		
2. Approved Budget Utilization Slip, original		Budget Office 3 <sup>rd</sup> Floor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward approved RIS Form to Services Front Desk (SFD)  Note: This form shall be prepared in three copies	1.1 Receipt of Budgeted Requisition and Issue Slip (RIS). Evaluate RIS. Prepare the items to be withdrawn.	None	1 hour	Logistics Division - Property & Supply Management Section

	1.2 Issue the Stock indicated in the RIS	None	10 minutes  (when the person/request or is available to pick up the items listed in the RIS)	Logistics Division - Property & Supply Management Section
<b>Total</b>		<b>None</b>	<b>1 hour, 10 minutes</b>	

## 87. PROCUREMENT OF GOODS AND SERVICES THROUGH SHOPPING AND SMALL VALUE PROCUREMENT

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

<b>Office or Division:</b>	Logistics Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DAP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Purchase Request (PR) with complete specifications for goods and TOR/Scope of work for services (1 Original copy and 1 Duplicate copy)		<ul style="list-style-type: none"> <li>End-user / Requestor</li> <li>Purchase Request form: DAP e-Records Management System (e-RMS)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End-user shall submit 1 original copy and 1 duplicate copy of the accomplished Purchase Request (PR) with complete specifications/TOR/scope of work to Services Front Desk (SFD)	1.1. Receipt of approved PR and assign Process Control Number (PCN)	None	1 day	Services Front Desk (SFD)

2. Submission of approved PR with assigned PCN to BAC Secretariat	2.1. Receipt of the PR and verification verify if the item/requirement included in the approved Annual Procurement Plan (APP)	None	1 day	BAC Secretariat
3. Submission of approved PR with assigned PCN and BSD Verification Form to Budget Office	3.1. Preparation, approval and issuance of Budget Utilization Slip (BUS)	None	3 days	Budget Office
4. Submission of approved and Budgeted PR	<p>4.1. Receipt of budgeted PR. Evaluation of PR (specifications, authorized signatories, clearances). Encode the requirements in the Procurement Management System. Endorse documents to the Logistics Division - Canvassing and Procurement Section</p> <p><i>Secure clearance from clearing Office like ICTD for IT equipment, online subscriptions and other related IT products, GSD for electric appliance, furniture and fixtures, and non-availability of vehicles, Library for books</i></p>	None	6 days	Logistics Division - Property & Supply Management Section



	<p>4.2. Prepare Request for Quotation (RFQ) and disseminates RFQ to at least three (3) Suppliers.</p> <p>Post RFQ to PhilGEPS website, DAP website and to conspicuous place for PR with total estimated cost of 50K above</p> <p>Secure RFQ's <i>(at least 3 price quotations must be obtained for shopping or 1 price quotation may suffice for Small Value Procurement).</i></p> <p><i>The deadline for submission may be extended thrice, if none or less than the required number of quotations are received.</i></p> <p>The PR will be returned to the End-User for re-assessment/ re- evaluation on the specifications and estimated cost if no proposals received from the possible suppliers on the 27<sup>th</sup> day from client step 1.</p>	None	16 days	Logistics Division - Canvassing and Procurement Section
5. Receive and review copy of proposal/ quotations	<p>5.1. Prepare and endorse Abstract of Quotation (AOQ) to authorized Signatories</p> <p>5.2. Secure approved AOQ and prepare, and evaluate Purchase Order (PO)</p> <p>5.3. Route PO to authorized signatories</p>	None	17 days	Logistics Division - Canvassing and Procurement Section

	5.4. Send the approved PO to the supplier and secure PO conforme  5.5. Provide End-user / Requestor copy of signed PO			
<b>Total</b>		<b>None</b>	<b>44 days</b>	
Procurement through Alternative Methods of Procurement is covered under Republic Act No. 9184 or the Government Procurement Reform Act.				

## Finance Department (FD) – Budget, Accounting & Treasury Division

### 88. 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	
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		
3. Certificate of Output Submitted and Services Rendered		
4. Accomplished DAP Transaction Form		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out DAP Transaction Slip (DTS), assures the completeness of the supporting document and submit the same to Services Front Desk (SFD) staff.	1. Record, assign Processing Control Number (PCN), and forward all documents to the Pre-Audit	None	5 minutes	Services Front Desk (SFD) staff Administrative Department
	2. Evaluate the payment request documents based on process requirements and forward the same to the Budget Division	None	2.5 days <i>Note: On the basis that 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>	Finance Department Accounting Division Pre-Audit staff.
	3. Conduct budget related analysis, allocate budget and issue the Budget Utilization Slip (BUS),	None	2 days	Finance Department Budget Division
	4. Budget Division Chief sign			

	the BUS			
	5. Forward to Accounting Division (ADiv)			
	3. Prepare, sign, and issue Disbursement Vouchers (DV), Journal Entry Vouchers (JEV), and tax certificates	None	2 days	Accounting Division
	4. Verifies accounting entries, ensures completeness, and signs the DV/JEV	None	6 hours	<i>Division Chief</i> Accounting Division
	5. Reviews documents, approves the payment through signature in the DV/JEV	None	1 day	Finance Department Office of the Department Manager  <i>Division Chief</i> Accounting Division  Other designated signatories outside Finance Department
	6. Logs out documents from the FMIS and forwards to the Treasury Division for check preparation	None	1 hour	Finance Department Office of the Department Manager
	7. Verifies payee information, amount accuracy, prepares	None	5 hours	Treasury Division Finance Department

	and issues checks for signing			
	8. Informs authorizers/signatories to check the payment details	None	2 hours	Treasury Division Finance Department
	9. Signs check	None	4 days	Finance Department Office of the Department Manager  <i>Division Chief</i> Accounting Division  Other designated signatories outside Finance Department
	10. Updates records in the DTMS and informs RO when the check is available	None	2 hours	Treasury Division Finance Department
	11. Issues a check to the payee	None	1 hour	Treasury Division Finance Department
<b>TOTAL</b>		<b>None</b>	<b>14 days, 1 hour and 5 minutes</b>	

## 89. 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 Department, Accounting Division;
- 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.

Office/Division	Finance Department - Treasury Division			
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)				
3. Approved Letter of Conformance				
4. Certificate of Acceptance of Project Deliverable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Billing Request (BR) and submit the same together with	1.1 Records, assigns a Processing Control Number (PCN), and forwards BR + supporting	None	2 minutes	Services Front Desk (SFD) staff Administrative

supporting documents to the Services Front Desk (SFD)	documents to the Pre-Audit of Accounting Division			Department
	1.2 Validates submitted request and prepares the Billing Statement (BS)	None	2 days	Finance Department Accounting Division
	1.3 Updates records in the Financial Management Information System (FMIS) and issues the BS to the Treasury Division	None	10 minutes	Finance Department Accounting Division
2. Accepts the Billing Request from DAP	2.1 Sends/ Delivers BS to the client	None	7 days	Finance Department Accounting Division
	2.2 Follows-up date of payment from the client	None	10 minutes per client	Finance Department Treasury Division
3. Delivers the check to DAP	3.1 Collects and issues Official Receipt	None	5 minutes	Finance Department Treasury Division
	3.2 Sends the Proponent Unit an email of the info received from the Client	None	1 day after the info from the Client	Finance Department Treasury Division
4. Receives the status of the collection	4.1 Updates the concerned DAP office on the status of the collection	None	2 days after collection	Finance Department Treasury Division
<b>Total</b>		<b>None</b>	<b>12 days, 27 minutes</b>	



## 90. 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 of Finance Department.

<b>Office or Division:</b>	Finance Department - Budget, Accounting & Treasury Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Officers and Staff of the Academy <ul style="list-style-type: none"> <li>• 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</li> </ul>			
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)	1.1 Records, assigns Processing Control Number (PCN), and	None	2 minutes	Services Front Desk (SFD) staff

and submits the supporting documents to Services Front Desk (SFD) staff.	forwards all documents to the Pre-Audit of the Accounting Division			Administrative Department
	1.2 Evaluates the payment request documents based on process requirements and forward the same to the Budget Division	None	4 days	Pre-Audit staff Accounting Division Finance Department
	1.3 Allocates budget, issues the Budget Utilization Slip (BUS), and forwards to the Accounting Division	None	3 days	Budget Division Finance Department
	1.4 Prepares, signs, and issues Disbursement Voucher (DV) & Journal Entry Voucher (JEV)	None	2 days	Accounting Division Finance Department
	1.5 Signs DV /JEV	None	1 day	Finance Department Office of the Department Manager  <i>Division Chief</i> Accounting Division  Other designated signatories outside Finance Department
	1.6 Logs out documents from the	None	2 minutes	Finance Department

	DTMS and forwards to the Treasury Division for check preparation			Office of the Department Manager
	1.7 Prepares and issues checks for signing	None	10 minutes	Treasury Division Finance Department
	1.8 Signs checks	None	4 days	Treasury Division and other designated signatories outside Finance Department
	1.9 Updates records in the DTMS and informs RO when the check is available	None	5 minutes	Treasury Division Finance Department
	1.10 Issues a check to the payee	None	5 minutes	Treasury Division Finance Department
<b>Total</b>		<b>None</b>	<b>14 days, 24 minutes</b>	

## 91. REQUEST FOR 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 of Finance Department.

Office or Division:	Finance Department - Budget, Accounting & Treasury Divisions		
Classification:	Highly Technical		
Type of Transaction:	G2G-Government to Government		
Who may avail:	A. LOCAL TRAVEL <ul style="list-style-type: none"><li>● Permanent or Co-Terminous Officers/ Staff</li><li>● Non-Plantilla Personnel (NPP) or External Resource Persons of the Academy</li></ul> B. FOREIGN TRAVEL <ul style="list-style-type: none"><li>● Permanent or Co-Terminous Officers or Staff</li><li>● Non-Plantilla Personnel (NPP) of the Academy</li></ul>		
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)			
3. Approved Itinerary of Travel, and			
4. Approved Travel Order			

B. Foreign Travel				
1. Accomplished DAP Transaction Slip (DTF)	Originating Unit			
2. Approved Itinerary of Travel and				
3. Approved Travel Order				
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	2 minutes	Services Front Desk (SFD) staff Administrative Department
	1.2 Audit the payment request documents based on COA Circular requirements and forward the same to the Budget Division	None	2 day	Pre-Audit staff Accounting Division Finance Department
	1.3 Allocates budget, issues the Budget Utilization Slip (BUS), and forwards to the Accounting Division (ADiv)	None	1 day	Budget Division Finance Department
	1.4 Prepares, signs, and issues Disbursement Voucher (DV) and	None	1 day	Accounting Division Finance Department

	Journal Entry Voucher (JEV)			
	1.5 Signs DV /JEV	None	1 day	Finance Department Office of the Department Manager  <i>Division Chief</i> Accounting Division  Other designated signatories outside Finance Department
	1.6 Logs out documents from the FMIS and forwards to the Treasury Division for check preparation	None	2 minutes	Finance Department Office of the Department Manager
	1.7 Prepares & issues checks for signing	None	10 minutes	Treasury Division Finance Department
	1.8 Signs check payment	None	3 days	Designated signatories from Finance Department and other authorized signatories
	1.9 Updates records in the DTMS and informs SFD when the check is available	None	5 minutes	Treasury Division Finance Department
	1.10 Issues check payment to the Payee	None	5 minutes	Treasury Division Finance Department
<b>Total</b>		<b>None</b>	<b>7 days, 24 minutes</b>	

# Human Resource Management and Development Department (HRMDD) – Human Resource Management Division (HRMD)

## 92. 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.

<b>Office or Division:</b>	Human Resource Management Division (HRMD) - HRMDD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Plantilla and Non-Plantilla Personnel (former and incumbent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>- For External Clients: HRMDD Request Form for Certifications</li> <li>- For Internal Clients: Go to <a href="https://sites.google.com/dap.edu.ph/hrmdd">https://sites.google.com/dap.edu.ph/hrmdd</a></li> </ul>		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Records Request form at <a href="https://sites.google.com/dap.edu.ph/hrmdd">https://sites.google.com/dap.edu.ph/hrmdd</a> for internal clients	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

<p>OR</p> <p>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</p> <p>*can also be physical submission of the document</p>	1.2 Review the request and clarify details of request if necessary	None	10 minutes	<i>HR Officer</i> HRMD
	1.3 Prepare the requested certificate of employment/ engagement and /or Service Record (SR)		10 minutes	<i>HR Officer</i> HRMD
	1.4 Review and sign the certificate / SR (e-signature if request via email; original signature if hard copy requested)		1 day	<i>Clerk</i> <i>Division Chief</i> HRMD
2. Claim requested certificate / SR and rate the service via the same form (if hard copy; receives soft copy via email). Through <a href="https://bit.ly/HRMDDServicesEvalForm">https://bit.ly/HRMDDServicesEvalForm</a> for internal clients	2.1 Release certificate / SR after the requestor had rated the service (no customer feedback form for soft copy)		5 minutes	<i>Clerk</i> HRMD
<b>Total</b>		<b>None</b>	<b>1 day, 30 minutes</b>	



### 93. 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.

<b>Office or Division:</b>	Human Resource Management Division (HRMD) - HRMDD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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 forward 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,	None	<i>Note: not-applicable</i>	<i>Note: not-applicable</i>

	the Center advise to coordinate with the Bids and Awards Committee (BAC) Secretariat for processing		<i>End-user directs action to Bids and Awards Committee (BAC)</i>	<i>End-user directs action to BAC</i>
	1.3. Provide C/RP classification while validating classification provided by the requesting Center (indicates this in the Notes in the DTS)	None	2 days	<i>HR Officer HRMD</i>
	1.4. If classification differs from the one provided by the requesting Center, return documents to Center via DTS	None	5 minutes	<i>HR Officer HRMD</i>
2. Provide justification for the classification of the C/RP if not in agreement with classification of HRMDD; if in agreement, note 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	<i>HR Officer HRMD</i>
	2.2. Validate the final classification of the C/RP	None		<i>HR Officer HRMD</i>

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

## 94. PROCESS OF REVIEW OF 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.

<b>Office or Division:</b>	Human Resource Management Division (HRMD) - HRMDD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Resource Persons / Consultants Officers and Staff of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 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		<i>HR Officer</i> 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	<i>HR Officer</i> 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		<i>HR Officer</i> HRMD
	3.3. Forward the LOI to Finance Department for budget purposes (via DTS and DTMS RCA) or hard copy	None	1 minute	<i>HR Officer</i> HRMD
<b>Total</b>		<b>None</b>	<b>2 days, 16 minutes</b>	

## 95. 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.

<b>Office or Division</b>	Human Resource Management Division (HRMD) – HRMDD Compensation and Benefits			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Eligible/qualified Plantilla-based Personnel of the Academy			
<b>CHECK LIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Leave of Absence (CS form No. 10, Series 2020)		HRMD		
2. Memorandum, signed, from the requestor (if request will monetize 50% or more)		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a duly accomplished ALA form (for a minimum of 10 to a maximum of 30 vacation leave/VL credits) and other documentary requirements	1.1. Review the completeness of documentary requirements	None	10 minutes	HRM Assistant

<p><i>If the request for monetization is 50% or more of SL and VL credits, attach a memorandum with valid reason to be signed by the Head of Agency</i></p> <p><i>Note based on the Omnibus Rules on Leave</i></p>	1.2. Validates and certifies the leave balance of the requestor and reflects the new leave balance in the ALA, and computes the monetized value of the requested leave credits	None	4 hours	HRM Assistant
	1.3. Reviews the computation of the monetization request and certifies the new available leave balance	None	4 hours	HRMDD Comben Senior Officer/HRM Officer
	1.4. HR-Comben returns the certified available leave to the requestor for the signature of their immediate supervisor  <i>Note: The Next step will proceed after the return of documents</i>	None	10 minutes	HR Assistant, Requestor
	1.5. Prepares memo and endorses the application for monetization of leave credits to the approving signatory: <ul style="list-style-type: none"> <li>• HRM Division Chief</li> <li>• HRMDD Department Manager</li> <li>• Finance Department Manager</li> <li>• OSVP for Services</li> <li>• Head of Agency</li> </ul>	None	4 hours	HRM Assistant

	<i>Attachment includes: Service Record and Leave card</i>			
	1.6. Route to HRM Division Chief for review and endorsement of the request to HRMDD Department Manager for signature	None	1 day	HRM Assistant, HRM Division Chief
	1.7. HRMDD Department Manager for reviewed and approved the request	None	1 day	HRMDD Department Manager
	1.8. Finance certifies the availability of funds	None	1 day	Finance Department Manager
	1.9. OSVP-Services for reviewed and approved the request	None	1 day	SPV for Services
	1.10. Theead of Agency reviewed and approved the request	None	1 day	Head of Agency
	1.11. HR-Comben receives approved/signed monetization request and prepare payroll for audit	None	1 day	Pre-audit personnel



	1.12. After receiving the audited requests, HR-Comben route the payroll to the approving signatory: <ul style="list-style-type: none"> <li>• HRMD Div. Chief</li> <li>• HRMDD Dept. Manager</li> <li>• OSVP for Services</li> </ul>	None	3 days (1 day each signatory)	HRM Assistant, HR Officer, HRMD DC, HRMDD DM, SVP for Services
2. Waiting for the monetized value to be credited in the ATM	2.1. HR-Comben prepares the LBP Findes for uploading to LBP we-Access for crediting of the request	None	1 hour	HRM Officer, Treasury Office
	2.2. Approver will approve the uploaded payroll to be credited to the ATM	None	1 hour	Secondary Approver, Primary Approver
<b>Total</b>		<b>None</b>	<b>10 days, 6 hours and 20 minutes</b>	

## 96. APPLICATION FOR LEAVE

In general, appointive officials up to the level of Heads of Executive Departments, Heads of Departments, Undersecretaries and employees of the government whether permanent, temporary, or casual, who render work during the prescribed office hours, shall be entitled to 15 days vacation leave and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, Public Holidays, without limitation as to the number of days of vacation and sick leave that they may accumulate.

Aside from the Vacation, Sick, Maternity, and Paternity Leave, Special Leave Privileges may be availed for three (3) days or a combination of any leave for a maximum of three days every year. Special Privileges Leave is non-cumulative and non-convertible to cash. Special Privilege Leave includes Funeral/mourning leave, Hospitalization leave, Relocation leave, Calamity leave, Graduation leave, Enrollment leave, Wedding Anniversary leave, and Birthday leave.

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – HRMDD Compensation and Benefits	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All Plantilla-based personnel	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>FOR VACATION LEAVE; SICK LEAVE; and SPECIAL LEAVE</b>		
1. Accomplished Leave Form (CS Form 6, Revised 2020)		End-user
<b>Additional Requirements for certain types of leave:</b>		
<b>FOR SICK LEAVE “for filed in advance or exceeding 5 days”</b>		
2. Medical Certificate		Attending Physician/ Clinic/ End-user

<b>FOR MATERNITY LEAVE – 105 days</b>	
3. Approved Memorandum Request for Maternity Leave	End-user
4. Doctor's certificate on the expected date of delivery / proof of pregnancy e.g., ultrasound	Attending Physician/ Hospital/ Clinic/ Lying-in
<b>FOR PATERNITY LEAVE – 7 days</b>	
5. Proof of child delivery e.g, birth certificate, medical certificate	Attending Physician/ Hospital/ Clinic/ Lying-in
6. Marriage certificate/contract (photocopy)	Philippine Statistics Authority (PSA)
<b>FOR SOLO PARENT LEAVE – 7 days</b>	
7. Updated Solo Parent ID (photocopy)	Local Government Unit (LGU) – Social Welfare and Development Office (SWDO)
<b>FOR STUDY LEAVE – up to 6 months</b>	
8. Approved Memorandum Request for Study Leave	End-user
9. Proof of enrollment in an academic institution/ review center	Academic Institution/ Review Center
10. Service Obligation Contract	Human Resource Development
<b>FOR VAWC LEAVE – 10 days</b>	
11. Any of the following supporting documents: <ul style="list-style-type: none"> <li>• Barangay Protection Order (BPO)</li> <li>• Temporary/ Permanent Protection Order (TPO/PPO)</li> <li>• Certification issued by the Punong Barangay/ Kagawad or Prosecutor or Clerk of Court for the application for BPO</li> </ul>	Punong Barrangay/ Kagawad/ Barangay Office Court/ Prosecutor or Clerk of Court
<b>FOR REHABILITATION LEAVE - up to 6 months (for injuries acquired in the performance of duties)</b>	

12. Approved Memorandum Request for Rehabilitation Leave	End-user/ Immediate Supervisor/ Unit Head
13. Police Report (If applicable)	Police Officer (PNP)
14. Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be.	Attending Physician
<b>FOR SPECIAL LEAVE BENEFITS FOR WOMAN (MAGNA CARTA for WOMEN) – up to 2 months</b>	
15. Medical Certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.	Attending Physician/ Hospital
<b>FOR SPECIAL EMERGENCY LEAVE (CALAMITY) – up to 5 days</b>	
16. Declaration of State of Calamity	Local Government Unit (LGU)
<b>FOR ADOPTION LEAVE – up to 60 days</b>	
17. Authenticated copy of the Pre-Adoptive Placement Authority	Department of Social Welfare and Development (DSWD)
<b>FOR LEAVE OF ABSENCE for 30 DAYS or more (PROLONGED)</b>	
18. Approved Memorandum Request	End-user
19. Accomplished CS form	End-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished leave form, including the documentary requirements, to the HRM Officer. Schedule for filling leave application:	1. Review completeness of documentary requirements.	None	5 Minutes	HRM Assistant
a. Vacation Leave; Mandatory / Force Leave; Special Privilege Leave; Solo Parent Leave; Adoption Leave – 5 days in advance before the scheduled leave. b. Sick Leave – immediately upon the return of the employee. c. Maternity Leave – 30 days in advance. d. Paternity Leave – 5 days in advance. e. Study Leave – 30 days in advance before the scheduled leave.	1.1 Processing and certify the available leave credits.	None	3 Hours	HRM Assistant, HRMD-Comben Senior Officer, HRM Officer
	1.2 Return the leave form to the requestor for signature of immediate supervisor on the recommendation for approval/disapproval	None	10 minutes	HRM Assistant, End-user
	1.3 Recommend or not recommend the approval/disapproval of the applied leave.	None	1 Day	Immediate Supervisor
	1.4 Approve/disapprove application for leave.	None	1 Day	Center/Department Head

<p>f. VAWC leave – immediately upon return of the employee or in advance.</p> <p>g. Rehabilitation Leave – 1 week from the time of the accident, except when a longer period is warranted.</p> <p>h. Special Leave benefits for Women – at least 5 days or upon return of employee but during confinement the agency must be notified.</p> <p>i. Special Emergency (Calamity) Leave – within 30 days from the actual occurrence of the natural calamity/disaster.</p>				
2. Submit a copy of the approved/disapproved application for leave to HRM-Comben.	1. Receive approved/signed application for leave form (DTR attachment) from the client.	None	5 minutes	End-User / Releasing Officer
<b>Total</b>		<b>None</b>	<b>2 days, 3 hours, 20 minutes</b>	

## 97. PROCESSING OF CLEARANCE (LAST PAY)

Processing of application for the last pay (terminal pay) of employees who retired / separated from service with payables and accumulated leave credits, subject to submission of required documents.

<b>Office or Division:</b>	Human Resource Management Division (HRMD) – HRMDD Compensation and Benefits	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Employees of the Development Academy of the Philippines (Plantilla based and Non-Plantilla based personnel)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Resignation/Retirement duly accepted by the Head of Agency		Employee
2. Accomplished Application for Leave of Absence (CS form no. 6, Series 2020) for Terminal Pay		Employee
3. Accomplished Clearance form (CS Form No. 7)		HRMD
4. Accomplished Acceptance of Resignation (CS form No. 10, Series 2017)		HRMD
5. Sworn Statement of Assets and Liabilities Networth (SALN) as of the last date in government service		HRMD

6. Accomplished Security Reminder		HRMD		
7. Statement of Undertaking		HRMD		
8. Updated Service Record		HRMD		
9. Updated Leave Card		HRMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Clearance form and other documentary requirements  <ul style="list-style-type: none"> <li>• Clearance Form (CS Form No. 7)</li> <li>• Application for Leave of Absence (CS Form No. 6, S. 2020)</li> <li>• Acceptance of Resignation (CS Form No. 10, S.2017)</li> <li>• Sworn of Statement of Assets and Liabilities Networth (SALN)</li> <li>• Security Reminder</li> <li>• Statement of Undertaking</li> <li>• Service Record</li> </ul>	1.1. Receive the application and check the accuracy and completeness of all submitted requirements	None	15 Minutes	HRM Assistant
	1.2. Prepare computation of receivables, covering memorandum, and summary of accountabilities, and endorse to the approving signatory: <ul style="list-style-type: none"> <li>• HRMD Division Chief</li> <li>• HRMDD Department Manager</li> <li>• Finance Department</li> <li>• OSVP for Services</li> <li>• Head of Agency</li> </ul>	None	1 day and 4 hours	HRM Assistant, HRM Officer, HRMD-Comben Senior Officer



<ul style="list-style-type: none"> <li>• Leave Card</li> <li>• Approved Resignation/ Retirement Letter</li> </ul>	1.3. Route the documents to the approving authority for validation/approval: <ul style="list-style-type: none"> <li>• HRMD Division Chief</li> <li>• HRMDD Department Manager</li> <li>• Finance Department</li> <li>• OSVP for Services</li> <li>• Head of Agency</li> </ul>	None	10 minutes	HRM Assistant
	1.4. Division Chief validates and reviews the accuracy of the computation of receivables and endorses to the HRMDD Department Manager for approval	None	1 day	HRM Division Chief
	1.5. HRMDD Department Manager approved/signed the documents prepared by HRMD Comben	None	1 day	HRMDD Department Manager
	1.6. HRMDD endorses the request for payment of last to Finance for certifying availability of funds	None	1 day	Finance Department Manager
	1.7. OSVP for Services approved/signed the recommendation and endorsed to the Head of Agency	None	1 day	Center/Department Head

	1.8. Head of Agency approved/signed the clearance/terminal pay and return to HRMDD	None	1 day	Head of Agency
2. Endorsed to the Front Desk for the processing of the check (last pay)	2.1 Endorsed to the Front Desk the approved/signed last pay for the processing of check	None	5 minutes	HRM Assistant, Front Desk Officer
	2.2 Evaluates the payment request documents based on process requirements and forward the same to the Budget Division (BDiv)	None	2.5 days <i>Note: On the basis that 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>	Management and Audit Analyst II, Finance Dept (FinD), Accounting Division (ADiv),

	2.3 Conducts budget related analysis, allocates budget and issues the Budget Utilization Slip (BUS),	None	2 days	Budget Officer I Finance Department (FinD) - Budget Division (BD)
	2.4 Budget Division Chief signs the BUS			
	2.5 Forwards to Accounting Division (ADiv)			
	2.6 Prepares, signs, and issues Disbursement Vouchers (DV), Journal Entry Vouchers (JEV), and tax certificates	None	2 days	Staff of Adiv
	2.7 Verifies accounting entries, ensures completeness, and signs the DV/JEV	None	6 hours	Division Chief of Adiv
	2.8 Reviews documents, approves the payment through signature in the DV/JEV	None	1 day	FinD, Office of the Department Manager (ODM) & Division Chief of Acctg Division and other designated signatories outside FinD

	2.9 Logs out documents from the FMIS and forwards to the Treasury Division (TDiv) for check preparation	None	1 hour	Staff of FinD, ODM
	2.10 Verifies payee information, amount accuracy, prepares and issues checks for signing	None	5 hours	Staff of TDiv, FinD
	2.11 Informs authorizers/signatories to check the payment details	None	2 hours	Staff of TDiv, FinD
	2.12 Signs check	None	4 days	FinD, OMD and other designated signatories outside FinD
	2.13 Updates records in the DTMS and informs RO when the check is available	None	2 hours	Staff of TDiv, FinD
	2.14 Issues a check to the payee	None	1 hour	Staff of TDiv, FinD
<b>Total</b>		<b>None</b>	<b>19 days, 5 hours, 30 minutes</b>	

## 98. 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		Applicant		
6. Curriculum Vitae or PDS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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 competency Interview)	None	8 hours	<i>HR Psychometrician</i>
	1.3. Encodes the applicant's information profile and examination results in the HRIS to form part of the active file	None	30 minutes	<i>HR Psychometrician</i>
	1.4. Evaluates the raw scores or test results of applicants and encodes in the HRIS	None	30 minutes	<i>HR Psychometrician (HRM – RSP)</i>
	1.5. Prepares cover/ endorsement Memo	None	15 minutes	<i>HR Officer</i>
	1.6. Endorses candidate profile folders with cover/ endorsement memo to the Director for review and clearance	None	5 minutes	<i>HRM Officer</i>
	1.7. HRM Division Chief reviews, clears and signs candidate profile folders, QS Assessment, and cover/ endorsement memo (e-copy through email or physical copy)	None	1 day	<i>HRM Division Chief</i>
	1.8. Routes endorsement with attached Functional Interview Form to Requesting Center/Office through email	None	15 minutes	<i>HRM Officer</i>

2. Requesting Center/Office receives the candidates' profiles	2.1 Awaits feedback from requesting Center/Office	None	7 days	<i>HRM Officer</i>
<b>Total</b>		<b>None</b>	<b>9 days, 5 hours, 35 minutes</b>	

## 99. PROCESSING OF SERVICE AGREEMENT (SA)

Below are the steps undertaken in the processing of a Service Agreement and on-boarding of selected candidates.

<b>Office or Division:</b>	Human Resource Management - Recruitment, Selection, and Placement (HRM-RSP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Center/Group Head			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Personnel Requisition Form (PRF), 1		HRMDD		
2. Service Agreement Form (SA)		Originating Center/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit draft Service Agreement Form (SAF) signed and endorsed by the Center/Department Head	1.1. Review TOR in the SA against the job description of the Reference Position.  If not aligned, return to requesting Center/Department	None	30 minutes	<i>HRM Officer</i>
	1.2. Return reviewed SA to Center/Department Head for signature or revision.	None	10 minutes	<i>HRM Officer</i>



2. Once SA is in order, Center/Department Head signs SA and forwards it to HRM-RSP.	2.1. Invite Candidate for Formal Job Offer	None	10 minutes	<i>HRM Officer</i>
3. Candidate accepts the invitation to a job offer meeting.	3.1. Conduct onboarding session.	None	45 minutes	<i>HRM Officer</i>
	3.2. Upon acceptance of Job Offer, encode SAF in HRIS	None	10 minutes	<i>HRM Officer</i>
	3.3. Endorse the SA to Budget Division for Budget Utilization Slip (BUS)	None	10 minutes	<i>HRM Officer</i>
	3.4. Once returned by the Budget Division, endorse to the Office of the President for approval of the PCEO	None	1 day	<i>HRMDD Acting Managing Director</i>
	3.5. Once returned by the Office of the President and CEO, attestation of Service Agreement Form (SAF) by HRMDD	None	1 day	<i>Officer in charge of HRM Division</i>
	3.6. Coordinate reporting schedule of the newly hired staff to the requesting Center/Office	None	15 minutes	<i>HRM Officer</i>
	3.7. Facilitate contract signing and endorses new hire to Center/Office	None	1 hour	<i>HRM Officer</i>

4. Endorse SA to SFD For closing of PCN and transmittal to Center/Office		None	5 minutes	Requesting Center/Office
Total		None	2 days, 3 hours and 15 minutes	

# HRMDD – Human Resource Development Division

## 100.INTERNAL LEARNING AND DEVELOPMENT (L&D) INTERVENTIONS

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

<b>Office or Division:</b>	Staff Development Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	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. Submit memo request via email requesting to conduct a specific training to be implemented by the HRDD as part of its internal capability programs.	1.1 Evaluate training request against the Competency-Based HRMD (CB-HRMD) Framework and give recommendation and pertinent documents ( <i>competency assessment, target participants, draft memo invitation</i> ) to HRD Acting Manager.	None	7 days	<i>HRM Officer II</i> Human Resources Division
	1.2 Review the evaluation and endorses via email the recommendation if in order for action of the Acting Managing	None	2 days	<i>HRD Acting Director</i> HRD

	Director, HRMDD.			
	1.3 Evaluate the recommendation and approve or disapproves the request based on the assessment.	None	2 days	<i>Acting Managing Director, HRMDD</i>
	1.4 Once approved, attend 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 days	<i>HRM Officer II</i>
<b>Total</b>		<b>None</b>	<b>25 days</b>	

## 101.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.

<b>Office or Division:</b>	Human Resource Development Division (HRD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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 from Center/Department Head		Concerned Center/Department/Group Head, DAP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send via email a memo of endorsed participant/s to local training for approval	<p>1.1 Evaluate the endorsement using the Competency-based (CB) HRMD Framework, check the completeness of information and its adherence to pertinent regulations.</p> <p>The following activities are undertaken: <i>competency assessment, drafting of memo endorsement, preparation of the training monitoring report, coordination with the training provider, and computation of</i></p>	None	5 days	<i>HRM Officer II</i>

	<i>estimate cost.</i>			
	1.2 Review the evaluation and recommends appropriate action on the training request to OIC, HRMDD	None	2 days	<i>HRD Acting Director, HRD</i>
	1.3 Evaluate 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 days	<i>Acting Managing Director, HRMDD</i>
	1.4 SVP-Services approves the training endorsement if in order otherwise, back to step 1.1	None	3 days	<i>SVP-Services</i>
	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	<i>HRM Officer II</i>
	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 days	<i>HRM Officer II</i>

Total	None	9 days (if Training is free of charge)	15 days (if Training is with a fee)

## 102.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.

<b>Office or Division:</b>	Human Resource Development Division (HRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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. Prepare 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 days	<i>HRM Officer II</i>
	1.2. Review the prepared documents.	None	4 hours	<i>Acting Director, HRD</i>



	1.3. Upload applicable documents in the DTS for processing.	None	5 minutes	<i>HRM Officer II</i>
2. Submit training report and photocopy of training certificate/s to HRD via email.	2.1. Receive training report and copy of training certificate, and update 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	<i>HRM Officer II</i>
	2.2. Upload training report in the e-RMS	None	5 minutes	<i>HRM Officer II</i>
<b>Total</b>		<b>None</b>	<b>6 days, 4 hours and 10 minutes</b>	

## 103. 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.

<b>Office or Division:</b>	Staff Development Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Plantilla and Non-Plantilla-based personnel of the Academy			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. APO DAP Secretariat memo and project notification		APO DAP Secretariat		
2. Memo request		Requesting Center/Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Evaluate/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 days	<i>Private Secretary I</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. Review the draft memorandum and returns the same if with corrections, otherwise, endorses to the OIC-HRMDD if in order.	None	1 day, 4 hours	<i>HRD Acting Director</i>
	1.3. Evaluate and sign/approve the memo invitation if found in order for dissemination.	None	2 days	<i>Acting Managing Director HRMDD</i>
	1.4. Send the memo invitation to the concerned Center/Department Head of the suggested participants.	None	4 hours	<i>Private Secretary I</i>
<b>Total</b>		<b>None</b>	<b>7 days</b>	

## 104.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.

<b>Office or Division:</b>	Staff Development Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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. Submits HR Nomination form of their participant to the HRMDD.	<p>1.1. Evaluate the completeness of HR Nomination form and assess the participant's compliance to the internal requirements such as length of service, employment status, performance rating for two (2) consecutive semesters, and computation of investment in case of foreign training/studies.</p> <p>If the nominee fell short of the above requirements, a memo justification is sought from the</p>	None	<p>3 days (for APO application)</p> <p>7 days (for foreign training/ studies)</p>	<i>Private Secretary I Center Head Nominated Personnel</i>

	Center/Department Head.  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, prepare a draft memo addressed to the Grants & Scholarship Committee (GSC).	None	1 day	<i>Private Secretary I</i>
	1.3. Review, and endorse if in order. If not, go back to step 1.	None	4 hours	<i>Acting Director, HRD</i>
	1.4. Evaluate and sign/approve the endorsement to the GSC.	None	2 days	<i>Acting Managing Director HRMDD</i>
	1.5. Memo endorsement is released simultaneously via email to the GSC members.	None	1 hour	<i>Private Secretary I</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 nominated personnel signed by HRD AM and OIC, HRMDD.	None	1 day	<i>Private Secretary I</i>  <i>Acting Director, HRD</i>  <i>Acting Managing Director HRMDD</i>

	2.2. The DAP President makes final decision on the approval and/or ranking of nominees.	None	2 days	<i>President/ OP Chief of Staff</i>
	2.3. HRD submits to the APO DAP Secretariat the signed memo of approved nominees by the President.	None	1 hour	<u><i>Private Secretary I</i></u>
<b>Total</b>		<b>None</b>	<b>9 days &amp; 6 hours (APO)</b> <b>13 days &amp; 6 hours (foreign training/studies)</b>	

## 105. 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.

<b>Office or Division:</b>	Staff Development Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Acceptance		APO DAP Secretariat		
2. Return Service Contract and Travel Documents		HRMDD		
3. PR for airfare <i>(if applicable)</i>		HRMDD		
4. 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	1.1. Coordinate 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	<i>Private Secretary I</i>

If foreign training/studies, the Office of the President sends the approved nomination form.	1.2. Draft and endorse a return service contract containing the computation of expenses defrayed by the Academy for the individual's participation to the APO program/ foreign training/studies, travel documents, PR for airfare and payment for training fee/allowances ( <i>if applicable</i> ) for review of the AM-HRD via email	None	3 days	<i>Private Secretary I</i>
	1.3. Review and approve the contract and other applicable documents for printing and signing of the concerned personnel if found in order	None	1 day	<i>Acting Director, HRD</i>
	1.4. Give printed copy of the contract and travel documents to the personnel for his/her/guarantor's/ Center/Department Head's signature.  If applicable, submit PR for airfare to the Admin-Logistics Division via DTS while request for training fee is submitted to the Finance Department via DTS also for advanced processing.	None	1 day	<i>Private Secretary I</i>



2. Submit signed contract and travel documents	2.1. Endorse the contract and travel documents to the Office of the President for signature	None	1 day	<i>Private Secretary I</i>
	2.2. Upon receipt of the signed contract, facilitate the notarization of the contract and provide a copy to the grantee, HRM Records Unit, and HRM Comben Unit ( <i>if foreign studies</i> )	None	2 days	<i>Private Secretary I</i>
	2.3. Upon receipt of the signed travel documents, provide 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	<i>Private Secretary I</i> <i>Acting Director, HRD</i>
<b>Total</b>		<b>None</b>	<b>8 days, 4 hours</b>	

## Office of the Senior Vice President for Services

### 106.REQUEST FOR INVESTIGATION

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

<b>Office or Division:</b>	Office of the Senior Vice President for Services (OSVP-S)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G-Government to Government	
<b>Who may avail:</b>	DAP employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Memo from client, 1 original, signed		Center or Office concerned
2. List of people involved, 1 copy		Center or Office concerned
3. Copy of Purchase Request of missing equipment, 1 copy, signed		Logistics/Center or Office concerned
4. Copy of Requisition and Issuance Slip of missing supplies, 1 copy, signed		Property/Center or Office concerned
5. Logbook of inventories of supplies		Center or Office concerned
6. Records of equipment use if applicable		Center or Office concerned
7. 1 Copy of Gate Pass		Center or Office concerned/Security
8. Logbook of Security Guards		Security
9. CCTV footages		Security

10. Other documents/evidences that may be identified during the course of the investigation		Offended party/ Logistics/Property/ Security		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnish memo request for investigation *Waiting time of 40 - 55 minutes)	1.1. Receive memo	None	1 minute	Offended party/Chief Operating Security Officer (COSO)
	1.2. Review memo	None	30 minutes	COSO
	1.3. Identify person/s to be interviewed	None	15 minutes	COSO
	1.4. Identify other requirements necessary	None	10 minutes	COSO
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	COSO

			Security Office shall inform the client of the additional time needed to complete the interview and the investigation.)	
	2.4. Review guards' logbook	None	30 minutes	COSO
	2.5. Review CCTV footages	None	1 day	COSO
	2.6. Consolidate of information/ preparation of Investigation Report	None	2 days	COSO
	2.7. Submit report to the CESO for review and comments	None	1 hour	COSO/Chief Executive Security Officer (CESO)
	2.8. Finalize report	None	30 minutes	COSO
	2.9. Report for approval and endorsement of CESO	None	15 minutes	CESO
3. Receive report of investigation from COSO	3.1. Present of report to client	None	1 minute	COSO
<b>Total</b>		<b>None</b>	<b>4 days, 22 minutes</b>	

## 107.REQUEST FOR SECURITY AUGMENTATION

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

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

	2.2. Submit request letter to security services provider for additional security personnel	None	1 day	COSO
	2.3. Deploy of additional security personnel	None	1 day	COSO/Security services provider
<b>Total</b>		<b>None</b>	<b>2 days, 56 minutes</b>	

## **DAP Conference Center – Tagaytay**

### ***External Services***

## 108.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.

<b>Office or Division:</b>	DAP Conference Center– Facilities Marketing and Sales Office (FMSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity			
<b>Who may avail:</b>	Government and private institutions, individual guests and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: <a href="mailto:dapccsales@dap.edu.ph">dapccsales@dap.edu.ph</a> or <a href="mailto:publicaffairsdesk@dap.edu.ph">publicaffairsdesk@dap.edu.ph</a>  Inquire through calls:	1.1. Receive inquiries through calls, emails, or personal visits from clients for quotations or booking requests.	None	30 Minutes	<i>Account Executive (AE)</i>  DAPCC Facilities Marketing and Sales Office (FMSO)



<p>Tagaytay: (046) 483-2643 or (046) 483-1290 to 4831292 loc. 222 and 369</p> <p>Mobile No.:</p> <p>0935-4065018 (Globe) or 0912-8345769 (Smart)</p> <p>Viber: 0912-8345769</p> <p>Facebook: DAP Conference Center</p> <p>Visit the DAP Conference Center Tagaytay: Brgy. Sungay East, Tagaytay City</p>	<p>1.2. Tour the client around the facility for personal visits. For inquiries through calls or email, record requirements and contact details of the client.</p>	None	30 minutes	<p><i>Account Executive or Client Relations Officer (CRO)</i></p> <p>DAPCC Tagaytay - FMSO</p>
	<p>1.3. Check the availability of conference facilities inquired.</p>	None	15 Minutes	<p><i>Account Executive or Client Relations Officer (CRO)</i></p> <p>DAPCC - FMSO</p>
<p>2. Receive and review a copy of the proposal by email or in person.</p>	<p>2.1. Prepare and send the proposal to the client by email or in person.</p>	None	1 hour	<p><i>Client Relations Officer (CRO)</i></p> <p>DAPCC - FMSO</p>
	<p>2.2. Tentatively book reserved date.</p>	None	15 minutes	<p><i>Client Relations Officer (CRO)</i></p> <p>DAPCC - FMSO</p>

3. Confirm reservation through call, email or personal visit.	3.1. Prepare Reservation Sheet/Contract.	None	10 minutes	<i>Account Executive and Client Relations Officer (CRO)</i> DAPCC - FMSO
	3.2. Send RS/Contract to client for signature. Change booking status to “confirmed”.	None	10 minutes	<i>Account Executive</i> DAPCC - FMSO
4. Pay the required down payment fee at the cashier’s office or deposit cash/cheque payment or online bank transfer in the account name of:  Development Academy of the Philippines, Landbank of the Philippines, Pasig Capitol Branch Savings Account No: 0671-010-540	4.1. Issue official receipt	Upon signing the Reservation Contract  For the <b>Private Accounts</b> at least 50% deposit of the contracted price is required upon confirmation and the balance shall be settled upon checkout  For the <b>Government Accounts</b> submission of Certificate of	10 minutes	DAPCC Cashier  <i>Account Executive</i> DAPCC - FMSO

		Availability of Funds and fully paid within 30 days		
<b>Total</b>		<b>50% of the contract price</b>	<b>3 hours</b>	

**Contact details:**

DAP Conference Center (DAPCC)

Isaac Tolentino Blvd, Brgy. Sungay East, Tagaytay City, Philippines

dapcctagaytay@dap.edu.ph

63-46-4831291

## **DAP sa Mindanao**

### ***External Services***

## 109. 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.

<b>Office or Division:</b>	DAP sa Mindanao			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Interested individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished enrollment form or online registration; and 2. Completion of course requirements		<ul style="list-style-type: none"> <li>DAP or Center website (<a href="https://www.dap.edu.ph/service-charter/">https://www.dap.edu.ph/service-charter/</a>), letter of invitation, social media announcements and/or email invite</li> <li>Participation in the course at specified venue or online platform</li> </ul>		
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	1.1. Acknowledge receipt of enrollment and nomination forms.	None	5 minutes	Implementing Office/Unit/ Assigned Project Staff

at least three weeks before the date of the training.				
2. Secure the notice of acceptance/ admission	2.1. Advise participant on acceptance to the program and payment of the training fee before the actual conduct of the training.	None	1 working day	Assigned Project Manager/ Assigned Project Staff
3. If payment is to be made via bank, e-mail/fax validated deposit transaction slip to the email address provided in the brochure/letter of invitation.  <i>Note: Payments should be made ahead of the training schedule and deposited at the DAP Landbank account.</i>	3.1. Acknowledge receipt of proof of payment.	The total fee depends on the type and duration of training.  A 15% cancellation fee will be charged for no-show participants and for reservations withdrawn five days before the training date.	1 working day	Project Manager/ Assigned Project Staff
4. Participation in the actual run of the course and	4.1. Deliver the course on the specified duration and schedule	As specified in the training calendar	Varies, depending on	Project manager and team

completion of course requirements			the course duration	
5. Obtain course certificate	5.1. Prepare and issue the appropriate course certificate		2-3 weeks, depending on: <ul style="list-style-type: none"> <li>• Complete payment of course fees</li> <li>• Completion of course requirements</li> </ul>	Project manager and team
<b>Total</b>		<b>Total fee depends on the type and duration of training.</b>	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.

## 110.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.

<b>Office or Division:</b>	DAP sa Mindanao
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	A2A-Agency to Agency A2B-Agency to Business Entity
<b>Who may avail:</b>	Public and private organizations
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>Formal letter of request and terms of reference (TOR) indicating the following: <ul style="list-style-type: none"> <li>Type of training</li> <li>Training needs to be addressed</li> <li>Number and profile of target participants</li> <li>Preferred venue</li> <li>Proposed schedule</li> <li>Name of agency, address, contact number</li> <li>Name and position of contact /focal person</li> <li>Completion of course requirements</li> </ul> </li> </ul>	<p>Requirements will have to be provided by requesting public or private organization</p> <p>Participation in the course at agreed upon venue/online platform</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit letter of request and TOR to the Office of the concerned implementing unit/ Public Affairs Desk via courier, fax, or email.</p> <p>Clients may also fill out the online platform to request for quotation or proposal through the link provided: <a href="https://trainings.dap.edu.ph/">https://trainings.dap.edu.ph/</a></p>	<p>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.</p>	None	1 working day	Office of the concerned implementing unit/ Public Affairs Desk
	<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

	1.3. Draft technical and financial proposal	None	5 working days	Supervising Fellow/ Project Manager /Technical Staff
	1.4. Review and approve technical and financial proposal	None	5 working days	Director/ Officer-in-Charge, Managing Director
2. Acknowledge receipt of proposal.  Request for proposal presentation (if needed)	4.1. Submit the proposal to the client.  Present proposal and verify assumptions	None	5 minutes	Project Manager/ Project Staff
3. Participate 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 the 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"> <li>• Complete payment of course fees</li> <li>• Completion of course requirements</li> </ul>	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	
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**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.

## 111.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.

<b>Office or Division:</b>	DAP sa Mindanao
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	Public and private organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Official letter of request addressed to the Managing Director of the implementing Center or office, and Terms of Reference (TOR) indicating the following:</p> <ul style="list-style-type: none"> <li>• Name of agency, address, contact number</li> <li>• Name and position of contact /focal person</li> <li>• Type of service to be availed - Technical Assistance, Consultancy or Research Services</li> <li>• Needs that are to be addressed</li> <li>• Proposed schedule</li> </ul> <p>Participation in relevant project activities</p>	<p>Requirements will have to be provided by requesting public or private organization</p>

Provision of information necessary in conduct of project activities, depending on the nature of the project				
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. Acknowledge receipt of letter. Review and endorse letter of request and TOR to the Director/Officer in Charge of the office/unit concerned.	None	1 working day	Office of the concerned implementing unit
	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 financial proposal	None	5 working days	Director/Officer-in-Charge, Managing Director
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 minute	Supervising Fellow/Project Manager/ Technical Staff
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
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	
<b>Total</b>		<b><i>DAP consultancy fees are determined based on the nature,</i></b>	<b><i>Varies, depending on the project</i></b>	

	<i>duration, expected outputs/deliverables, and specific conditions of engagement.</i>	scope and deliverables	
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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:**

***DAP sa Mindanao***

Mr. Mark Lemuel L. Garcia

Vice President

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

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

Email Address: dapsamindanao@dap.edu.ph

## VII. LIST OF OFFICES

Office	Address	Contact Information
Development Academy of the Philippines (DAP)	DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921
Office of the President (OP)	6 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	pceo@dap.edu.ph (02) 8631-0921 loc. 101
Office of the Senior Vice President for Programs (OSVPP)	4 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	osvpp@dap.edu.ph (02) 8631-2157
Productivity and Development Center (PDC)	5 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	pdc@dap.edu.ph (02) 8631-0921
Center for Governance (CFG)	4 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	cfg@dap.edu.ph (02) 8631-0921
Center for Career Executive Service Development (CCD)	5 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	ccd@dap.edu.ph (02) 8631-0921
Sustainable Human Development Program (SHDP)	4 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 144
Center for Strategic Futures (CSF)	2 <sup>nd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	csf@dap.edu.ph (02) 8631-0921
Graduate School of Public and Development Management (GSPDM)	2 <sup>nd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	gspdm@dap.edu.ph (02) 8631-0921
Office of the Vice President for Corporate Concerns Center	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	ccc@dap.edu.ph
APO/DAP Secretariat	1 <sup>st</sup> Floor, DAP Building,	apodapsec@dap.edu.ph



	San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 110
Corporate Operations and Strategy Management (COSM)	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	cosm@dap.edu.ph (02) 8631-0921 loc. 168
Council of Fellows (COF)	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 122
DAP Research and Development Office (DRDO)	5 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	drdo@dap.edu.ph (02) 8631-0921 loc. 121
Institutional Marketing Center (IMC)	1 <sup>st</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	imc@dap.edu.ph (02) 8632-7862
Legal Office	6 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	legal@dap.edu.ph (02) 8631-0921 loc. 102
Office of the Corporate Secretary (OCS)	6 <sup>th</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	corsec@dap.edu.ph (02) 8631-0921 loc. 147
Office of the Academy Registrar (OAR)	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	academyregistrar@dap. edu.ph (02) 8631-0921 loc. 175
Office of the Academy Registrar (OAR) - DAP Library	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	library@dap.edu.ph (02) 8631-0921 loc. 134
Office of the Senior Vice President for Service (OSVPS)	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 111
Administrative Department (AD) – BAC Secretariat	1 <sup>st</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 133
AD – General Services Division (GSD)	1 <sup>st</sup> Floor, DAP Building, San Miguel Avenue,	(02) 8631-0921 loc. 137

	Ortigas Center, Pasig City, Metro Manila	
AD – Logistics Division (LD)	1 <sup>st</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 162
AD – Central Documentation and Records Division (CDRD)	1 <sup>st</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	cru@dap.edu.ph (02) 8631-0921 loc. 104
AD – Information Communications Technology Division (ICTD)	1 <sup>st</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	ICTD@dap.edu.ph (02) 8631-0921 loc. 200
AD – Café Services	1 <sup>st</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 184
Human Resource Management and Development Department (HRMDD) – Human Resource Management Division (HRMD)	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 164
HRMDD – Human Resource Management – Recruitment, Selection and Placement (HRM-RSP)	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	rsp@dap.edu.ph (02) 8631-0921 loc. 169
HRMDD – Staff Development Unit (SDU)	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 130
Finance Department (FD) – Budget, Accounting & Treasury Division	3 <sup>rd</sup> Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	finance@dap.edu.ph (02) 8631-0921 loc. 162
DAP Conference Center (DAPCC)	Isaac Tolentino Blvd, Brgy. Sungay East, Tagaytay City, Philippines	dapcctagaytay@dap.edu.ph 63-46-4831291
DAP sa Mindanao (DsM)	Waterfront Insular Hotel, Km. 7 Lanang, 8000 Davao City, Philippines	(082) 232-8082; Fax No.: (082) 224-5685

## VIII. FEEDBACK AND COMPLAINTS MECHANISM

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

	<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 complainant/Complaints Centers, with the following copy furnished:</p> <p>*The Office of the President; *Legal Office; *Office of the Compliance Officer; and *PAD.</p>
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<p>Contact Information of ARTA, PCC, and CCB</p>	<p><b><u>Anti-Red Tape Authority (ARTA)</u></b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Hotline: 1-ARTA (1-2782)  PLDT: (02) 8246-7940  SMART: 0920-925-3078; 0998-856-8338</p> <p><b><u>Presidential Action Center (PACe)</u></b>  <a href="mailto:pace@op.gov.ph">pace@op.gov.ph</a></p> <p><b><u>Contact Center ng Bayan (CCB)</u></b>  8888 – Presidential Complaints Center</p>
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