



development academy of the philippines

**CITIZEN'S CHARTER
FY 2026 (2nd Edition)**



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I. MANDATE

The Development Academy of the Philippines (DAP) is a Government-Owned and Controlled Corporation (GOCC) with an original charter under Presidential Decree (PD) No. 205,¹ as amended by PD No. 1061,² 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 Department of Economy, Planning, and Development (*DEPDev*) 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;

¹ 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.

² Sections 4 and 9 of PD 205 was revised in this amending^g 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.”*

VI. LIST OF SERVICES

DAP MAIN HEADQUARTERS	9
EXTERNAL SERVICES	9
<i>Programs Operations Group</i>	10
Center for Career Executive Service Development	10
1. APPLICATION TO THE PUBLIC MANAGEMENT DEVELOPMENT PROGRAM (PMDP)	10
2. REQUEST FOR PMDP NON-ACADEMIC RECORDS AND CERTIFICATIONS	18
Center for Governance	20
3. ENROLLMENT IN PUBLIC COURSES/DELIVERY OF PUBLIC COURSE OFFERINGS	20
4. DELIVERY OF CUSTOMIZED TRAINING SERVICES.....	23
5. REQUEST FOR TECHNICAL ASSISTANCE/ CONSULTANCY/ RESEARCH SERVICES	26
Center for Strategic Futures	30
6. ENROLLMENT IN PUBLIC COURSES/DELIVERY OF PUBLIC COURSE OFFERINGS.....	30
7. DELIVERY OF CUSTOMIZED TRAINING SERVICES.....	33
8. REQUEST FOR TECHNICAL ASSISTANCE/ CONSULTANCY/ RESEARCH SERVICES	36
Productivity and Development Center	40
9. ENROLLMENT IN PUBLIC COURSES/DELIVERY OF PUBLIC COURSE OFFERINGS.....	40
10. DELIVERY OF CUSTOMIZED TRAINING SERVICES.....	43
11. REQUEST FOR TECHNICAL ASSISTANCE/CONSULTANCY/RESEARCH SERVICES	46
Sustainable Human Development Program	50
12. ENROLLMENT IN PUBLIC COURSES/DELIVERY OF PUBLIC COURSE OFFERINGS	50
13. DELIVERY OF CUSTOMIZED TRAINING SERVICES.....	53
14. REQUEST FOR TECHNICAL ASSISTANCE/CONSULTANCY/RESEARCH SERVICES	56
<i>Graduate School of Public Management</i>	60
15. AVAILMENT OF GRADUATE SCHOOL OF PUBLIC MANAGEMENT ACADEMIC PROGRAMS	60
DAP Library	69
16. INTERLIBRARY RESEARCH	69
17. RESEARCH AND REFERENCE SERVICE	71
<i>Corporate Group</i>	73
APO/DAP Secretariat.....	73
18. APPLICATION FOR APO SCHOLARSHIP TRAINING PROGRAM	73
Institutional Marketing Center	76
19. PARTNERSHIPS AND LINKAGES	76
20. REQUEST FOR STUDY VISITS/REQUEST FOR INSTITUTIONAL BRIEFINGS/BENCHMARKING ACTIVITIES	79
21. COURTESY VISITS TO THE DAP PRESIDENT	81
22. MANAGEMENT OF THE DAP BOOTH	83
23. QUERIES ON DAP'S PROGRAMS AND SERVICES	85
24. REQUEST FOR PROJECT PROPOSALS	88
Office of the President	91
25. REQUEST FOR APPOINTMENT WITH THE DAP PRESIDENT BY EXTERNAL CLIENTS	91
Office of the Academy Registrar	94
26. APPLICATION FOR ADMISSION AND ENROLLMENT TO MASTER'S DEGREE (PUBLIC OFFERING) 94	94
27. REQUEST FOR CERTIFICATION/S OF STUDENT CREDENTIALS	98
28. REQUEST FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)	104
29. REQUEST FOR COPY OF STUDENT CREDENTIALS	108
30. REQUEST FOR CERTIFIED TRUE COPY OF STUDENT CREDENTIALS	113
31. REQUEST FOR ID REPLACEMENT	118
32. REQUEST FOR CERTIFICATES/DIPLOMA FOR DEGREE PROGRAMS	123
<i>Services Group</i>	126
Administrative Department (AD) – Café Services.....	126
33. REQUEST FOR BANQUET SERVICE BY EXTERNAL CLIENTS	126
AD – General Services Division	131



34.	REQUEST FOR THE USE OF CONFERENCE/ FUNCTION / MEETING ROOMS OR FACILITIES – PASIG BY EXTERNAL CUSTOMERS	131
35.	REQUEST FOR THE USE OF DAP PASIG’S OFFICE SPACES BY EXTERNAL CUSTOMERS	134
INTERNAL SERVICES		137
<i>Graduate School of Public Management</i>		138
DAP Library		138
36.	INTERLIBRARY RESEARCH	138
37.	RESEARCH AND REFERENCE SERVICE	140
<i>Corporate Group</i>		142
APO/DAP Secretariat		142
38.	APPLICATION FOR APO SCHOLARSHIP TRAINING PROGRAM	142
Planning and Strategy Management Office		145
39.	CREATION OF PROJECT MANAGEMENT INFORMATION SYSTEM (PMIS) ACCOUNT	145
40.	ISSUANCE OF PROJECT SPECIAL ORDER	148
41.	ISSUANCE OF REVISED PROJECT SPECIAL ORDER	151
42.	REQUEST FOR CORPORATE-LEVEL DOCUMENTS	154
43.	REQUEST FOR TECHNICAL ASSISTANCE (INTERNAL)	157
DAP Research and Development Office		159
44.	APPLICATION FOR PRODUCT DEVELOPMENT GRANT	159
45.	APPLICATION FOR RESEARCH GRANT	162
Institutional Marketing Center		164
46.	REVIEW OF CAPTIONS AND POSTING OF CONTENT ON WEBSITE AND SOCIAL MEDIA PLATFORMS	164
47.	REQUEST FOR FACEBOOK AD BOOSTING	166
48.	REQUEST FOR REVIEW, EDITING, AND PUBLICATION OF PRESS RELEASES	168
49.	DRAFTING AND PUBLICATION OF PRESS RELEASES	171
50.	REQUEST FOR EVENTS MANAGEMENT (HOSTING/EMCEEING, TECHNICAL ASSISTANCE, LIVE STREAMING)	174
51.	REQUEST FOR REVIEW/EDITING AND/OR DRAFTING OF SPEECHES	176
52.	REQUEST FOR REVIEW, APPROVAL AND DESIGN OF DIGITAL ASSETS	178
53.	REQUEST FOR REVIEW AND APPROVAL OF MARKETING COLLATERAL DESIGN	179
54.	REQUEST FOR PHOTO COVERAGE	180
55.	DESIGN AND SETUP OF THE DAP BOOTH	182
56.	REQUEST FOR COPIES OF DAP DIGITAL MATERIALS	184
Legal Services Office		185
57.	INITIAL CONTRACT REVIEW	185
58.	FINAL CONTRACT REVIEW	188
59.	REQUEST FOR LEGAL OPINION	191
Office of the Academy Registrar		193
60.	REQUEST FOR CERTIFICATES FOR NON-DEGREE PROGRAMS	193
Office of the Corporate Secretary		196
61.	REQUEST FOR BOARD RESOLUTIONS	196
62.	REQUEST FOR SECRETARY’S CERTIFICATION	199
Office of the President		202
63.	REQUEST FOR APPOINTMENT WITH THE DAP PRESIDENT BY INTERNAL CLIENTS	202
<i>Services Group</i>		204
Administrative Department (AD) – Office of the Department Manager		204
64.	REQUEST FOR INVESTIGATION	204
65.	REQUEST FOR SECURITY AUGMENTATION	207
AD – BAC Secretariat Division (BSD)		209
66.	ISSUANCE OF BAC RESOLUTIONS FOR ALTERNATIVE METHODS OF PROCUREMENT	209
67.	PROCUREMENT THROUGH COMPETITIVE BIDDING (GOODS AND SERVICES, INFRASTRUCTURE PROJECTS, AND CONSULTING SERVICES)	214
AD – Café Services		219
68.	REQUEST FOR BANQUET SERVICE BY INTERNAL CLIENTS	219
AD – Central Documentation and Records Division		222
69.	ISSUANCE OF THE CERTIFICATION OF CONSULTANT/RESOURCE PERSONS OUTPUT CLEARANCE FOR HONORARIA PAYMENT	222



70.	PREPARATION OF DOCUMENTED INFORMATION FEEDBACK FORM (DFF)	224
71.	PREPARATION, REVIEW, FINALIZATION AND DISSEMINATION OF POLICY ISSUANCES - MEMORANDUM CIRCULAR (MC), OFFICE ORDER (OO), AND SPECIAL ORDER (SO)	226
72.	PREPARATION, REVIEW, FINALIZATION AND DISSEMINATION OF SPECIAL ORDER RE: DESIGNATION OF OFFICER/S-IN-CHARGE, OFFICERS, ETC.	228
73.	REQUEST FOR ISSUANCE OF TRAINING CERTIFICATES OF ATTENDANCE AND APPRECIATION 230	
74.	REQUEST FOR RE-ISSUANCE OF TRAINING CERTIFICATE or CERTIFICATION OF ATTENDANCE/PARTICIPATION TO A DAP TRAINING	233
75.	REQUESTS FOR RECORDS OR INFORMATION	235
76.	REQUEST FOR PRINT SERVICES	237
AD – Information Communications Technology Division		243
77.	TECHNICAL SUPPORT ASSISTANCE OF SIMPLE ICT REQUESTS	243
78.	TECHNICAL SUPPORT ASSISTANCE OF COMPLEX ICT REQUESTS	245
79.	MANAGEMENT OF DAP EMAIL ACCOUNT	247
80.	SYSTEMS CHANGE REQUEST	249
AD – General Services Division		251
81.	REQUEST FOR THE USE OF DAP PASIG’S OFFICE SPACES BY INTERNAL CUSTOMERS	251
82.	ENGINEERING SERVICES.....	253
83.	HOUSEKEEPING, LANDSCAPING AND AUDIO-VISUAL SERVICES	254
84.	MOTOR VEHICLE POOL (MV POOL) SERVICES	255
85.	REQUEST FOR THE USE OF CONFERENCE/ FUNCTION / MEETING ROOMS OR FACILITIES – PASIG BY INTERNAL CUSTOMERS.....	256
AD – Logistics Division		258
86.	LEASE OF VENUE FOR THRESHOLD P2 MILLION AND BELOW	258
87.	LEASE OF VENUE FOR THRESHOLD P2 MILLION ABOVE	262
88.	ISSUANCE OF SUPPLIES FROM THE CENTRAL STOCKROOM	266
89.	PROCUREMENT OF GOODS AND SERVICES THROUGH SMALL VALUE PROCUREMENT	268
Finance Department (FD) – Budget, Accounting & Treasury Division		272
90.	REQUEST FOR PAYMENT OF HONORARIUM FOR RESOURCE PERSONS	272
91.	REQUEST FOR BILLING AND COLLECTION.....	276
92.	REQUEST FOR CASH ADVANCE WITH SPECIFIC PURPOSE/S.....	278
93.	REQUEST FOR CASH ADVANCE FOR LOCAL OR FOREIGN TRAVEL	281
Human Resource Management and Development Department (HRMDD) – Human Resource Management Division (HRMD).....		284
94.	ISSUANCE OF CERTIFICATE OF EMPLOYMENT / ENGAGEMENT, AND SERVICE RECORD.....	284
95.	PROCESS OF CLASSIFYING CONSULTANTS AND RESOURCE PERSONS (C&RP)	286
96.	PROCESS OF REVIEW OF LETTERS OF INVITATION (LOI) FOR CONSULTANTS AND RESOURCE PERSONS (C/RP).....	289
97.	REQUEST FOR MONETIZATION OF LEAVE CREDITS	291
98.	APPLICATION FOR LEAVE.....	295
99.	PROCESSING OF CLEARANCE (LAST PAY)	300
100.	ASSESSMENT AND ENDORSEMENT OF CANDIDATES.....	306
101.	PROCESSING OF SERVICE AGREEMENT (SA)	309
HRMDD – Human Resource Development Division		312
102.	INTERNAL LEARNING AND DEVELOPMENT (L&D) INTERVENTIONS.....	312
103.	EXTERNAL LEARNING AND DEVELOPMENT (L&D) INTERVENTIONS (LOCAL).....	314
104.	PREPARATION OF TRAVEL DOCUMENTS AND PAYMENT FOR LOCAL TRAINING	317
105.	APPROVAL OF REQUESTS FOR FOREIGN TRAINING/STUDIES/APO CAPABILITY BUILDING PROGRAMS / EXTERNAL LEARNING AND DEVELOPMENT (L&D) INTERVENTIONS	319
106.	PROCESS OF SCREENING AND ENDORSING DAP-APPROVED PARTICIPANT/S TO FOREIGN TRAINING/STUDIES/APO CAPABILITY BUILDING PROGRAM	321
107.	PREPARATION OF TRAVEL DOCUMENTS, PAYMENT OF TRAINING FEES/ALLOWANCES AND SERVICE CONTRACT FOR FOREIGN TRAINING/ STUDIES/ APO CAPABILITY BUILDING PROGRAM	324
DAP CONFERENCE CENTER – TAGAYTAY		327
EXTERNAL SERVICES		327
108.	REQUEST FOR THE USE OF CONFERENCE CENTER FACILITY – TAGAYTAY	328



109.	GUEST CHECK-IN AND CHECK-OUT AT THE DAP CONFERENCE CENTER	332
DAP SA MINDANAO		335
EXTERNAL SERVICES		335
110.	ENROLLMENT IN PUBLIC COURSES/DELIVERY OF PUBLIC COURSE OFFERINGS	336
111.	DELIVERY OF CUSTOMIZED TRAINING SERVICES	339
112.	REQUEST FOR TECHNICAL ASSISTANCE/ CONSULTANCY/ RESEARCH SERVICES	343



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) Wise (Phronetic) Leadership Class (WLC) 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 Admission Unit. Applicants will be subjected to the PMDP screening process. The Inter-Agency NGCESDP Steering Committee makes the final decision on the selection and admission to the PMDP.

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

Office or Division:	Center for CES Development (CCD)
Classification:	Under Special Law with an Inter-Agency Steering Committee <i>Presidential Decree No. 1 dated September 24, 1972 and Presidential Decree No. 336 dated November 14, 1973 state that "the Development Academy of the Philippines shall (i) prepare a career executive service program appropriate and necessary for the organization and operation of the Career Executive</i>



	<i>Service Board and (ii) in consultation with the Career Executive Service Board, initiate and continue to implement the aforesaid program.”</i>
Type of Transaction:	G2G - Government to Government
Who may avail:	Qualified individuals from National Government Agencies, Legislative and the Judiciary Branches, Constitutional Offices, State Universities and Colleges, Government-Owned and Controlled Corporations, and Local Government Units (municipality, city, province).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
WLC Admission	
Original hard and digital copies of the following must be submitted:	Downloadable online https://bit.ly/pmdpapplicationforms
1. PMDP Nomination Form (WLC-A)	
2. Critical Essay Form (WLC-B)	
3. PMPD Health Certificate Form (PMDP Form C)	Government / Private hospital or agency’s clinic
4. Updated Personal Data Sheet – CSC Form 212	Downloadable online http://www.csc.gov.ph
The following must be submitted in digital copies only :	
5. Certified true copy of CSC Form 33 (Appointment papers)	Agency HR Department of the nominee
6. Certified true copy of Service Record	
7. Certificate of No Pending Administrative and Criminal Case	Agency HR or Legal Department of the Nominee’s Agency
8. Certified true copy of Official Passport	Department of Foreign Affairs
SEC / MMC Admission	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original hard and digital copies of the following must be submitted: <ol style="list-style-type: none"> PMDP Form A (Nomination Form) <i>Note: For nominations made by Regional Directors or other Officers, an endorsement from the Central Office is required.</i> PMDP Form B (Immediate Supervisor's Assessment Form) PMDP Form C (Health Assessment Certification Form) 	Downloadable online https://bit.ly/PMDPApplicationForms
4. Updated Personal Data Sheet – CSC Form 212	Downloadable online http://www.csc.gov.ph
5. Certificate of No Pending Administrative/Criminal Case	Agency HR or Legal Department of the Nominee's Agency
6. Letter of Conformance (<i>To be submitted upon acceptance to the Program</i>)	Downloadable online https://bit.ly/PMDPApplicationForms
The following must be submitted in digital copies only : <ol style="list-style-type: none"> Certified true copy of CSC Form 33 (Appointment papers) Certified true copy of Designation Order (if applicable) Organizational Chart of the Agency (<i>reflecting the applicant's name/position/level</i>) 	Human Resource Department of the Nominee's Agency

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 https://bit.ly/LGEMC
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)	Accessible online https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-managers

5. Medical Certificate: Physician Certification Form (LGEMC Form-D)	
6. Updated Personal Data Sheet – CSC Form 212	Downloadable online http://www.csc.gov.ph
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
Admission for Local Chief Executives	
1. Personal Information Sheet	Accessible online https://bit.ly/LGEMC
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 https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms-for-executives
6. Updated Personal Data Sheet – CSC Form 212	Downloadable online http://www.csc.gov.ph
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 WLC:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
1. Submit e-copies of the accomplished application forms via: http://bit.ly/pmdponlineapplication Hard copies shall also be sent to PMDP, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.	1.1. Check for the completeness of the submitted documents	None	2 days	CCD - Advocacy and Admission Office (AAO)
	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		
		Total	3 days	

FOR MMC, SEC, and LGEMC:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
<p>1. Submit e-copies of the accomplished application forms via:</p> <p>For MMC: https://bit.ly/pmdponlinesubmissionsMMC</p> <p>For SEC: https://bit.ly/pmdponlinesubmissionsSEC</p> <p>Hard copies shall also be sent to PMDP, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City.</p> <p>For LGEMC: https://sites.google.com/dap.edu.ph/lgemcadmissionforms/admission-forms</p>	<p>1.1. Check for the completeness of the submitted documents. Subsequently, invite the applicants for an examination and interview through e-mail and SMS.</p>	<p>None</p>	<p>2 days</p>	<p>For PMDP: CCD – AAO Staff</p> <p>For LGEMC: CFG Staff</p>
<p>2. Upon receipt of the invitation for exam and interview, acknowledge and confirm if schedule is acceptable.</p>	<p>2.1. Schedule the online exam with the third-party provider, essay writing exam, Program Orientation, and interview.</p>	<p>None</p>	<p>2 days</p>	<p>For PMDP: CCD – AAO Staff</p> <p>For LGEMC: CFG Staff</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON /S RESPONSIBLE
	The exams will be scheduled a day before the online interview.			
3. Undertake the following examinations: a. Cognitive Ability Test, Occupational Personality Questionnaire & Write-X (approx. 2hrs) b. Essay Writing (1.5 hrs) via Google Meet Attend the Program Orientation after the essay writing exam.	3.1. Coordinate with the third-party provider to administer the exams and promptly generate exam results. 3.2. Collate exam results for use of the interviewers. 3.3. Proctor the online writing exam via Google Meet 3.4. Conduct an online Program Orientation after the essay writing exam.	None	1 day	For PMDP: CCD – AAO Staff and the third-party provider (Assessment Analytics, Inc.) For LGEMC: CFG Staff
4. Undertake the behavior - based interview conducted online via Google Meet.	4.1. Evaluate the applicant, with calibration by two interviewers.	None	1 day	DAP Officers under Special Order SO-P2025-025, PMDP Interviewers, CCD-AAO Staff
5. Wait for updates on the progress of their application	5.1. Deliberate on all candidates, generate the shortlist of recommended candidates; and notify all applicants of the result	None		NGCESDP Steering Committee (Inter-Agency)

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

2. REQUEST FOR PMDP NON-ACADEMIC RECORDS AND CERTIFICATIONS

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

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

Office or Division:	PMDP PMO
Classification:	Under Special Law – Inter Agency Steering Committee <i>Presidential Decree No. 1 dated September 24, 1972 and Presidential Decree No. 336 dated November 14, 1973 state that “the Development Academy of the Philippines shall (i) prepare a career executive service program appropriate and necessary for the organization and operation of the Career Executive Service Board and (ii) in consultation with the Career Executive Service Board, initiate and continue to implement the aforesaid program.”</i>
Type of Transaction:	G2G - Government to Government
Who may avail:	On-going scholars, Alumni, Faculty Members

APPLICATION PROCEDURE

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

<i>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 Vice President 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	1. Inform requestor of the availability of the signed document for pickup/release	None	4 hours	For SEC/MMC/PL: CCD Staff For LGEMC: CFG Staff
3. Coordinate manner and date of claiming the requested document	3.1. Release the document as requested.	None		For SEC/MMC/PL: CCD Staff For LGEMC: CFG Staff
Total		None	3 days	



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.

Office or Division:	Center for Governance			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Interested individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished enrollment form or online registration; and		<ul style="list-style-type: none"> DAP or Center website (https://www.dap.edu.ph/service-charter/), letter of invitation, social media announcements and/or email invite 		
2. Completion of course requirements		<ul style="list-style-type: none"> 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 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
<p>3. If payment is to be made via bank, e-mail validated deposit transaction slip to the email address provided in the brochure/letter of invitation.</p> <p><i>Note: Payments should be made ahead of the training schedule and deposited at the DAP Landbank account.</i></p>	3.1. Acknowledge receipt of the proof of payment.	<p>The total fee depends on the type and duration of training.</p> <p>A 15% cancellation fee will be charged for no-show participants and for reservations withdrawn five days before the training date.</p>	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"> • Complete payment of course fees • Completion of course requirements 	
Total		<i>Total fee depends on the type and duration of training.</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.

Office or Division:	Center for Governance			
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		
Formal letter of request and Terms of Reference (TOR) indicating the following: <ul style="list-style-type: none"> • Type of training • Training needs to be addressed • Number and profile of target participants • Preferred venue • Proposed schedule • Name of agency, address, contact number • Name and position of contact /focal person • Completion of course requirements 		Requirements will have to be provided by requesting public or private organization Participation in the course at agreed upon venue/online platform		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and TOR to the Office of the concerned implementing	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>unit/Public Affairs Desk via courier or email.</p>	<p>Director/ Officer-in-Charge of the office/unit concerned.</p>			
<p>Clients may also fill out the online platform to request for quotation or proposal through the link provided: https://trainings.dap.edu.ph/</p>	<p>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>	<p>None</p>	<p>1 day</p>	<p>Assigned Office/Unit Staff</p>
	<p>1.3. Draft technical and financial proposal</p>	<p>None</p>	<p>5 days</p>	<p>Supervising Fellow/ Project Manager / Technical Staff</p>
	<p>1.4. Review and approve technical and financial proposal</p>	<p>None</p>	<p>5 days</p>	<p>Director/Officer-in-Charge, Managing Director</p>
	<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>	<p>None</p>	<p>5 minutes</p>
<p>3. Participate in the actual run of the course(s) and complete course requirements.</p>	<p>3.1. Deliver the course based on agreed upon duration and schedule, and venue/platform</p>	<p>As specified in training calendar</p>	<p>Varies, depending on the course duration</p>	<p>Project Manager and team</p>

4. Obtain course certificate.	1. Prepare and issue the appropriate course certificates		2-3 weeks, depending on: <ul style="list-style-type: none"> • Complete payment of course fees • Completion of course requirements 	Project Manager and team
Total		<i>Project cost varies according to topic, class size, duration, and venue of the training</i>	Varies, depending on the course duration	

Note:

* Contracting comes right after the approval of the submitted eRCTF. For projects amounting to less than PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 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.

Office or Division:	Center for Governance	
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"> ● Name of agency, address, contact number ● Name and position of contact/focal person ● Type of service to be availed - Technical Assistance, Consultancy or Research Services ● Needs that are to be addressed ● Proposed schedule <p>Participation in relevant project activities</p> <p>Provision of information necessary in conduct of project activities, depending on the nature of the project</p>		<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 Managing Director of concerned implementing unit via courier 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	Varies, depending on	Varies, depending on	Supervising Fellow/Project Manager/Technical Staff

	delivery of expected project outputs.	the price of outputs delivered	the project 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	
Total		<i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific conditions of engagement.</i>	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 PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 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

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Ms. Imelda C. Caluen

Vice President

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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.

Office or Division:	Center for Strategic Futures			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Interested Individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished enrollment form or online registration; and		<ul style="list-style-type: none"> DAP or Center website (https://www.dap.edu.ph/service-charter/), letter of invitation, social media announcements and/or email invite 		
2. Completion of course requirements		<ul style="list-style-type: none"> 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 enrollment and nomination forms, through e-mail 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
<p>3. If payment is to be made via bank, e-mail validated deposit transaction slip to the email address provided in the brochure/letter of invitation.</p> <p><i>Note: Payments should be made ahead of the training schedule and deposited at the DAP Landbank account.</i></p>	3.1. Acknowledge receipt of the proof of payment.	<p>The total fee depends on the type and duration of training.</p> <p>A 15% cancellation fee will be charged for no-show participants and for reservations withdrawn five days before the training date.</p>	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"> • Complete payment of course fees • Completion of course requirements 	
Total		<i>Total fee depends on the type and duration of training.</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.

Office or Division:	Center for Strategic Futures			
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		
Formal letter of request and Terms of Reference (TOR) indicating the following: <ul style="list-style-type: none"> • Type of training • Training needs to be addressed • Number and profile of target participants • Preferred venue • Proposed schedule • Name of agency, address, contact number • Name and position of contact/focal person • Completion of course requirements 		Requirements will have to be provided by requesting public or private organization Participation in the course at agreed upon venue/online platform		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and TOR to the Office of the concerned implementing	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>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: https://trainings.dap.edu.ph/</p>	<p>Director/ Officer in Charge of the office/unit concerned.</p>			
	<p>1.2. Contact the client/focal person and verify the details in the letter of request and TOR.</p> <p>Note: Depending on the information provided by the agency, a subsequent exploratory meeting may be necessary to prepare a more responsive proposal.</p>	<p>None</p>	<p>1 day</p>	<p>Assigned Office/Unit Staff</p>
	<p>1.3. Draft technical and financial proposal.</p>	<p>None</p>	<p>5 days</p>	<p>Supervising Fellow/Project Manager/Technical Staff</p>
	<p>1.4. Review and approve technical and financial proposal.</p>	<p>None</p>	<p>5 days</p>	<p>Director/Officer-in-Charge, Managing Director</p>
<p>2. Acknowledge receipt of proposal.</p> <p>Request for proposal presentation (if needed)</p>	<p>2.1. Submit the proposal to the client. Present proposal and verify assumptions.</p>	<p>None</p>	<p>5 minutes</p>	<p>Project Manager/Project Staff</p>
<p>3. Participate in the actual run of the course(s) and complete course requirements</p>	<p>3.1. Deliver the course based on agreed upon duration and schedule, and venue/platform.</p>	<p>As specified in training calendar</p>	<p>Varies, depending on the course duration</p>	<p>Project Manager and team</p>
<p>4. Obtain course certificate</p>	<p>4.1. Prepare and issue the appropriate course certificates.</p>		<p>2-3 weeks, depending on:</p>	<p>Project Manager and team</p>

			<ul style="list-style-type: none"> • Complete payment of course fees • Completion of course requirements 	
	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 PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 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.

Office or Division:	Center for Strategic Futures	
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"> ● Name of agency, address, contact number ● Name and position of contact /focal person ● Type of service to be availed - Technical Assistance, Consultancy or Research Services ● Needs that are to be addressed ● Proposed schedule <p>Participation in relevant project activities</p> <p>Provision of information necessary in conduct of project activities, depending on the nature of the project</p>		<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 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	
Total		<i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific conditions</i>	Varies, depending on the project scope and deliverables	



of
engagement.

Note:

* Contracting comes right after the approval of the submitted proposal. For projects amounting to less than PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 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

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4th 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

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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.

Office or Division:	Productivity and Development Center			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Interested Individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished enrollment form or online registration; and		DAP or Center website (https://www.dap.edu.ph/service-charter/), 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 at least three weeks before the date of the training.	1.1. Acknowledge receipt of enrollment and nomination forms.	None	5 minutes	Implementing Office/Unit/Assigned Project Staff

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

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

Office or Division:	Productivity and Development Center			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government G2B-Government to Business Entity			
Who may avail:	Public and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter of request and Terms of Reference (TOR) indicating the following: <ul style="list-style-type: none"> • Type of training • Training needs to be addressed • Number and profile of target participants • Preferred venue • Proposed schedule • Name of agency, address, contact number • Name and position of contact/focal person • Completion of course requirements 		Requirements will have to be provided by requesting public or private organization Participation in the course at agreed upon venue/online platform		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and TOR to the Office of the	1.1. Acknowledge receipt of letter.	None	1 working day	Office of the concerned implementing unit/Public Affairs Desk

<p>concerned implementing unit/Public Affairs Desk via courier or email.</p>	<p>Review and endorse letter of request and TOR to the Director/Officer-in-Charge of the office/unit concerned.</p>			
<p>Clients may also fill out the online platform to request for quotation or proposal through the link provided: https://trainings.dap.edu.ph/</p>	<p>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>	<p>None</p>	<p>1 working day</p>	<p>Assigned Office/Unit Staff</p>
	<p>1.3. Draft technical and financial proposal</p>	<p>None</p>	<p>5 working days</p>	<p>Supervising Fellow/ Project Manager/ Technical Staff</p>
	<p>1.4. Review and approve technical and financial proposal</p>	<p>None</p>	<p>5 working days</p>	<p>Director/Officer-in-Charge, Managing Director</p>
<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>	<p>None</p>	<p>5 minutes</p>	<p>Project Manager/Project Staff</p>



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
	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 PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 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.

Office or Division:	Productivity and Development Center	
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"> ● Name of agency, address, contact number ● Name and position of contact/focal person ● Type of service to be availed - Technical Assistance, Consultancy or Research Services ● Needs that are to be addressed ● Proposed schedule <p>Participation in relevant project activities</p> <p>Provision of information necessary in conduct of project activities, depending on the nature of the project</p>		<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 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.	2.1. Submit a proposal to a client	None	5 minutes	Supervising Fellow/Project Manager/ Technical Staff

Request for proposal presentation (if needed).	Present proposal and verify assumptions.			
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	
Total		<i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific</i>	Varies, depending on the project scope and deliverables	



	<i>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 PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 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

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Productivity and Development Center

5th Floor-B, DAP Bldg., San Miguel Avenue, Ortigas Center, Pasig City, Philippines
Tel. Nos.: (632) 8631-2137 / (632) 8631-0921 to 30, local 171
Email Address: 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.

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

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 day	Assigned Project Manager/Assigned Project Staff
3. If payment is to be made via bank, e-mail 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: <ul style="list-style-type: none"> • Complete payment of course fees • Completion of course requirements 	Project Manager and team
Total		<i>Total fee depends on the type and duration of training.</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.

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.

Office or Division:	Sustainable Human Development Program			
Classification:	Highly Technical			
Type of Transaction:	A2A-Agency to Agency A2B-Agency to Business Entity			
Who may avail:	Public and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter of request and Terms of Reference (TOR) indicating the following: <ul style="list-style-type: none"> • Type of training • Training needs to be addressed • Number and profile of target participants • Preferred venue • Proposed schedule • Name of agency, address, contact number • Name and position of contact/focal person • Completion of course requirements 		Requirements will have to be provided by requesting public or private organization Participation in the course at agreed upon venue/online platform		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and TOR to the Office of the concerned	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 or email.</p> <p>Clients may also fill out the online platform to request for quotation or proposal through the link provided: https://trainings.dap.edu.ph/</p>	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: <ul style="list-style-type: none"> • Complete payment of course fees • Completion of course requirements 	Project Manager and team
Total		<i>Project cost varies according to topic, class size, duration, and venue of the training</i>	Varies, depending on the course duration	

Note: Contracting comes right after the approval of the submitted eRCTF. For projects amounting to less than PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 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"> ● Name of agency, address, contact number ● Name and position of contact/focal person ● Type of service to be availed - Technical Assistance, Consultancy or Research Services ● Needs that are to be addressed ● Proposed schedule <p>Participation in relevant project activities</p> <p>Provision of information necessary in conduct of project activities, depending on the nature of the project</p>		<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 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	
Total		<i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific conditions</i>	Varies, depending on the project scope and deliverables	



	<i>of engagement.</i>		
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Note:

* Contracting comes right after the approval of the submitted proposal. For projects amounting to less than PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 and higher, a Memorandum of Agreement (MOA) shall be prepared. For projects not involving financial obligations, a Memorandum of Understanding (MOU) shall be prepared.

Address and Contact Information:

Office of the Senior Vice President for Programs

Ms. Magdalena L. Mendoza

Senior Vice President for Programs

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

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

Email Address: osvpp@dap.edu.ph

Sustainable Human Development Program

Ms. Marites Solomon

Officer-in-Charge

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

Tel. Nos.: (02) 8631-2131 / (02) 8631-2169

Email Address shdp@dap.edu.ph



Graduate School of Public Management

15. AVAILMENT OF GRADUATE SCHOOL OF PUBLIC MANAGEMENT ACADEMIC PROGRAMS

The Graduate School of Public Management (GSPM) 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, GSPM 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 GSPM 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 GSPM master's degree programs.

GSPM 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 GSPM and the client.



Office or Division:	GSPM
Classification:	1. Regular Academic Programs: Simple 2. Customized Academic Programs: Multi-Stage: Highly Technical
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity
Who may avail:	Government Agencies, Private Sector
Tuition Fee:	<p>1. Regular Academic Programs</p> <p>Master's Degree</p> <ul style="list-style-type: none"> a. Face to Face Php280,000.00 <i>minimum</i> b. Hybrid Php250,000.00 <i>minimum</i> c. Online Php198,500.00 <i>minimum</i> <p>Executive Course</p> <ul style="list-style-type: none"> a. Face to Face Php55,000.00 <i>minimum</i> b. Hybrid Php30,000.00 <i>minimum</i> c. Online Php25,000.00 <i>minimum</i> <p>Certificate Course</p> <ul style="list-style-type: none"> a. Face to Face Php45,000.00 <i>minimum</i> b. Hybrid Php30,000.00 <i>minimum</i> c. Online Php15,000.00 <i>minimum</i> <p>2. Customized Academic Programs³</p> <p>Master's Degree</p> <ul style="list-style-type: none"> a. Face to Face <i>Price is subject to negotiation with client</i>

³ 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.



	b. Blended	<i>Price is subject to negotiation with client</i>
	c. Online	<i>Price is subject to negotiation with client</i>
	Executive Course	
	a. Face to Face	<i>Price is subject to negotiation with client</i>
	b. Blended	<i>Price is subject to negotiation with client</i>
	c. Online	<i>Price is subject to negotiation with client</i>
	Certificate Course	
	a. Face to Face	<i>Price is subject to negotiation with client</i>
	b. Blended	<i>Price is subject to negotiation with client</i>
	c. Online	<i>Price is subject to negotiation with client</i>

CHECKLIST OF REQUIREMENTS

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

REGULAR ACADEMIC PROGRAMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	WORKING DAYS	PERSON RESPONSIBLE
INQUIRY 1. Check programs offered by DAP-GSPM at the DAP	1.1. Provide basic information on the programs offered by DAP-GSPM.	None	10 minutes	GSPM Learning Management Team (LMT)



and/or GSPM website or by calling (02) 8-631-2167.	1.2. Refer to the Office of the Academy Registrar for admission inquiries.	None	10 minutes	Admission Officer GSPM LM
Total		None	20 minutes	
PROGRAM DELIVERY				
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	GSPM 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	GSPM LMT
4. Obtain course certificate / diploma / degree	4.1. Submit duly signed Grade Sheets to the Academy Registrar and request for appropriate certificates	As specified in Academic Calendar	Varies depending on the Academic Calendar	GSPM LMT Academy Registrar CDRD Staff
COMMENCEMENT EXERCISES				
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	GSPM 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 GSPM LMT Academy Registrar Staff



				CDRD Staff
	Total	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
INQUIRY 1. Check programs offered by DAP-GSPM at the DAP and/or GSPM website or by calling (02) 8-631-2119.	1.1. Provide basic information on the programs offered by DAP-GSPM.	None	10 minutes	GSPM LMT
	1.2. Letter of Intent - Inform the client to send a letter or email containing the details of the inquiry and intent to have an exploratory meeting for GSPM to formally accept and address the same.	None	10 minutes	GSPM LMT
	1.3. Take note of the inquiry and notify responsible Learning Management Team (LMT).	None	5 minutes	GSPM 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	GSPM LMT
Total		None	35 minutes	
EXPLORATORY MEETING 3. Discuss agency requirements and other pertinent details on the partnership.	3.1. Provide brief orientation on DAP, the Graduate School, and its current program offerings.	None	30 minutes	GSPM Dean
	3.2. Discuss possible terms of reference.	None	30 minutes	GSPM Program Manager (PM)
Total		None	1 hour	
PREPARATION OF INITIAL PROPOSAL 4. Receive proposal for initial review and provide feedback.	4.1. Draft and submit technical and financial proposals based on agreements during the exploratory meeting.	None	3 days for existing programs; 7 days for new programs	GSPM PM
	4.2. Revise the proposal based on the client's initial comments.	None	1 day	GSPM PM
	4.3. Set the schedule of meeting to present the final proposal.	None	10 minutes	GSPM PM
Total		None	4 days, 10 minutes for regular	

			programs 8 days, 10 minutes for new programs	
PRESENTATION OF FINAL PROPOSAL 5. Attend the meeting and provide feedback on the final proposal, if any.	5.1. Present the final proposal.	None	30 minutes	GSPM PM
	5.2. Take note of the client's comments. Negotiate terms that are amenable to both parties.	None	30 minutes	GSPM Dean/PM
	5.3. Revise the proposal based on agreements during the final proposal presentation.	None	7 days	GSPM PM
	5.4. Submit to client		1 day	GSPM PM
Total		None	8 days, 1 hour	
ACCEPTANCE PROPOSAL 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
Total		None	1 working day	
MOU/MOA/LOC SIGNING 7. Review draft MOU/MOA/LOC.	7.1. Draft MOU/MOA/LOC and supporting documents and endorse to DAP Finance and Legal Offices for initial review.	None	3 days	GSPM 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	GSPM 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	GSPM 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	GSPM 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	GSPM Learning Associate (LA)
	9.2. Inform the Office of the Academy Registrar of the necessary enrolment arrangements.	None	10 minutes	GSPM LM
Total		None	14 days and 20 minutes for DAP; 8 days for client	
PROGRAM DELIVERY				
10. Request Billing Statement from Finance-Treasury for MOA payment tranche	10.1. Requisition of Billing Statement to Finance-Treasury	As specified in MOA payment tranches	Varies depending on	GSPM LM and Finance-Treasury

			MOA payment tranches	
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	GSPM 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	GSPM LMT Academy Registrar Staff CDRD Staff
COMMENCEMENT EXERCISES 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 GSPM LMT
14. Request academic credentials such as diploma, TOR, among others	14.1. Refer to the Office of the Academy Registrar	None	10 minutes	GSPM LMT Academy Registrar Staff
Total		Total fee depends on the type and duration of training	Varies, depending on the Academic Calendar	



DAP Library

16. 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.

Office/Division:	DAP 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	
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	



17. 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:	DAP 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
Total		Php100	34 minutes	



Corporate Group

APO/DAP Secretariat

18. 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 format. 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 qualified Filipinos, which are then endorsed to the APO Secretariat in Japan. The APO Secretariat makes the final deliberations on the applications. All applicants must complete and submit the application form online through the APO portal, as required by the APO Secretariat. The link to the online application form will be provided to the applicant as soon as their endorsement is received and verified by the APO/DAP Sec.

Previous APO grantees (former participants) are expected to have submitted their post training requirements from past projects attended before reapplying. If not, they are encouraged to comply prior to submitting a new application.

Successful applicants will be notified by the APO/DAP Sec and must make the necessary preparations for their participation in the training, such as a country paper preparation, and other requirements if the project will take place abroad (e.g., travel order, visa, travel insurance, etc.). Applicants for face-to-face trainings that will be conducted abroad are expected to have a passport valid for at least 6 months from the date of travel; an e-copy of this will be requested by APO if they are selected. All successful applicants must attend a pre-training orientation that will be conducted by the APO/DAP Sec.

Office or Division:	APO/DAP Secretariat
Classification:	Simple
Type of Transaction:	G2G – Government to Government

		G2C – Government to Citizen		
Who may avail:		Endorsed nominees from agencies or organizations (public or private); professionals or practitioners who wish to apply in their own capacity (self-nomination)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Agency or organization-endorsed applicants				
Electronic copy of the signed Endorsement Template transmitted to the APO/DAP Secretariat (apodapsec-gse1@dap.edu.ph) before the deadline		<u>Public or private organization:</u> Head of the endorsing agency or organization, or its authorized official <u>Local Government Unit:</u> Executive Director of the Local Government Academy (per DILG MC 2022-147) <u>DTI-endorsed SMEs:</u> BSMED Director or EMB Director		
Self-nominated applicants				
Electronic copy of the signed Letter of Intent transmitted to the APO/DAP Secretariat (apodapsec-gse1@dap.edu.ph) before the deadline		APO/DAP Secretariat (template sent via email or download online)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Submission and Review of Requirements				
1. Upon receiving the link to the online application form (APO portal), sign in, fill out the form, and submit electronically.	1.1. Once email notification is received from the APO portal, review the submitted form for completeness. Send feedback and acknowledge.	None	10 minutes	<i>Program Coordinator</i> APO/DAP Secretariat
2. If needed, complete the online application form and re-submit electronically.	2.1. Repeat action 1.	None	5 minutes	<i>Program Coordinator</i> APO/DAP Secretariat
	2.2. Pre-screen completed applications received.	None	4 hours	<i>Program Coordinator;</i> <i>APO Liaison Officer</i> APO/DAP Secretariat



	2.3. Endorse candidates to the APO Secretariat in Japan, on or before deadline.	None	2 hours	<i>Program Coordinator APO/DAP Secretariat</i>
	<i>Screening and deliberations by APO Secretariat in Japan</i>			<i>APO Secretariat (Japan)</i>
	<i>Release of deliberation results to NPOs within one (1) month prior to training (under normal circumstances)</i>			<i>APO Secretariat (Japan)</i>
STAGE 2: Result of Applications				
3. Receive notice of results through email.	3.1. Prepare official DAP notice informing applicants of the results of the APO Secretariat deliberations.	None	3 hours	<i>Program Coordinator; APO Liaison Officer APO/DAP Secretariat</i>
	3.2. Send individual notice to each applicant via email.	None	2 hours	<i>Program coordinator APO/DAP Secretariat</i>
Total		None	1 day, 3 hours, 15 minutes	

Contact details:

APO/DAP Secretariat

1st Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila

apodapsec-gse1@dap.edu.ph

(02) 8631-0921 loc. 110



Institutional Marketing Center

19. PARTNERSHIPS AND LINKAGES

The DAP forges and sustains linkages and partnerships with training, educational, research, and consulting organizations through its groups and centers – leveraging shared expertise to advance mutual goals.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Government departments, offices and agencies; private companies; educational institutions; international organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of Formal Letter of Request/Intent by the Agency		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter of request or intent for partnership via email to publicaffairsdesk@dap.edu.ph , clearly outlining the	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	None		IMC Partnerships Staff

proposed collaboration and objectives.	found to lack relevance, promptly notify the client via email to express regrets.			
	1.3. Endorse the request to the relevant Group/ Center/ Program/ Office for evaluation and possible collaboration. Upon their indication of interest, the IMC shall facilitate the arrangement of an exploratory meeting.	None	5 days	IMC Director
2. Attend the exploratory meeting.	2.1. Facilitate the exploratory meeting with the client and Group/ Center/ Program representatives to align goals, define objectives, and identify viable opportunities and strategic directions for partnership.	None	4 hours	IMC Partnerships Staff
	2.2. Prepare the meeting documentation and/or Client Contact Report.	None	3 days	IMC Partnerships Staff
	2.3. Following the exploratory meeting, endorse the potential partnership to the appropriate Group/ Center/ Program for	None	1 day	IMC Director



	direct coordination with the client/ partner and appropriate action. The IMC shall monitor progress.			
Total		None	11 days and 4 hours	



20. 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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Public and Private Organizations, 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. 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 partnerships@dap.edu.ph	1.1. Acknowledge receipt of request.	None	5 days	IMC Staff



and/or publicaffairsdesk@dap.edu.ph .	1.2. Coordinate with the appropriate centers/offices 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 and staff, 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
Total		None	6 days, 30 minutes	



21. COURTESY VISITS TO THE DAP PRESIDENT

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

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple ⁴ / Highly Technical ⁵			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	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 publicaffairsdesk@dap.edu.ph .	1.1. Acknowledge receipt of request.	None	Two (2) days	IMC Staff
	1.2. Endorse the invitation and briefer 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	None	Five (5) days	IMC Staff

⁴ Invitations that are endorsed to the Office of the President and they did not ask the help of IMC

⁵ Invitations that are endorsed to the Office of the President and they sought the assistance of the IMC



	preparations.			
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) 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
Total		None	Highly Technical: 8 working days and 30 minutes	



22. 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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	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 publicaffairsdesk@dap.edu.ph , 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		<i>IMC Director</i>
	1.3. Schedule the event date and assign staff to manage the booth.	None	6 days	<i>IMC Director</i>
	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	<i>IMC Director</i>
	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 IMC Director, for inclusion in institutional reporting requirements (e.g. DAP Annual Report).	None		IMC Staff
Total		None	10 days	



23. QUERIES ON DAP'S PROGRAMS AND SERVICES

The DAP ensures that queries about the DAP's programs and services are quickly answered and addressed according to its standards and service pledges. All queries are initially acted upon by the Institutional Marketing Center, which also acts as the Academy's Public Affairs Desk (PAD), the unit that is in charge of all hotlines, text lines, emergency lines, etc., in compliance with RA 11032 (Ease of Doing Business).

Office or Division:	Institutional Marketing Center – Public Affairs Desk (PAD)	
Classification:	Simple ⁶ / Complex ⁷ / Highly Technical ⁸	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) original Client Contact Report Form (CCR Form)		DAP Public Affairs Desk – Ground Floor

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

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

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

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 dap.edu.ph , thru email via publicaffairsdesk@dap.edu.ph or academy@dap.edu.ph , 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	



24. REQUEST FOR PROJECT PROPOSALS

The DAP ensures that queries about the DAP's programs and services are quickly answered and addressed according to its standards and service pledges. All queries are initially acted upon by the Institutional Marketing Center, which also acts as the Academy's Public Affairs Desk (PAD), the unit that is in charge of all hotlines, text lines, emergency lines, etc., in compliance with RA 11032 (Ease of Doing Business).

Office or Division:	Institutional Marketing Center – Public Affairs Desk (PAD)			
Classification:	Complex ⁹ / Highly Technical ¹⁰			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Requesting for Project Proposal			Client's Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter requesting for the project proposal via	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

⁹ For requests for project proposals that may have already been done by the concerned Center/Office but would need major review and revisions.

¹⁰ For request for project proposals that haven't been done by the concerned Center/Office and would take some time to be developed.

publicaffairsdesk@dap.edu.ph or academy@dap.edu.ph	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"> The Center's Action Officer is reminded of the turnaround time expected for them to respond to the client. 	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"> The Center's Action Officer will inform the client of the classification of their request for proposal. 	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 Institutional Marketing Center – Public Affairs Desk</i>
2. Accomplish the Customer Satisfaction Measurement (CSM) Tool	2.1. Provide the CSM Link to the client/s	None		
Total		None	Complex: 7 days Highly Technical: 20 days	



Office of the President

25. REQUEST FOR APPOINTMENT WITH THE DAP PRESIDENT BY EXTERNAL CLIENTS

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

Office or Division:	Office of the President (OP)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Sectors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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
Total		None	3 days, 9 minutes	

Office of the Academy Registrar

26. APPLICATION FOR ADMISSION AND ENROLLMENT TO MASTER’S DEGREE (PUBLIC OFFERING)

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

Office or Division:	Office of the Academy Registrar (OAR)	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Qualified individuals who want to pursue higher education.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DAP-OAR Form 09 for DAP GS Admission Requirements	Office of the Academy Registrar (OAR)	
1. Student Information Form, 1, Original/Photocopy	Office of the Academy Registrar (OAR)	
2. Previous School Diploma (Certified True Copy), 1, Photocopy	Applicant’s School of Origin	
3. Transcript of Records (Transfer of Credential from last school attended)	Applicant’s School of Origin	
4. Agency Nomination / Letter of Recommendation/Special Order (for Government Employees), 1, Original	Originating Agency	
5. Letter of Undertaking, 1, Original/Photocopy	Applicant	
6. Birth Certificate PSA*, 1, Photocopy	PSA	
7. Marriage Certificate from PSA.* (if married) (For foreign students, license must have English translation), 1, Photocopy	PSA	



8. Curriculum Vitae/PDS, 1, Original/Photocopy		Applicant		
9. Two Passport Size Photographs		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit-an accomplished Student Information Form (SIF) form together with the complete admission requirements. (Soft Copies)	1.1. Receive a duly accomplished application form and check the completeness of documents.	None	10 Minutes	GSPM Learning Management Team
2. Pay Entrance Exam Fee at the Treasury Office and secure Official Receipt (OR). (Bank Transfer/Deposit)	2.1. Receive payment and issue Official Receipt (OR).	P600.00	10 Minutes	DAP Cash Office Staff
3. Present/submit proof of payment to take Entrance Examination.	3.1. Encode the OR and advise the client to take the Entrance Examination.	None	10 Minutes	GSPM Learning Management Team
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 either Wednesday and Friday of the week.	None	2 hours	Testing Partner OAR Admission Officer
	4.2. Consolidate-results of exam and interview	None	3 days	OAR Admission Officer
	4.3. Advise client of the admission exam result and interview schedule.	None		OAR Admission Officer GSPM Learning Management Team



Total	P600.00	3 days, 2 hours and 30 minutes	
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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	GSPM Learning Management Team
	1.2. Interview client to validate application details and accomplished assessment form.	None	1 hours	GSPM Screening Committee Panel GSPM Learning Management Team OAR Admission Officer
	1.3. Consolidate results of exam and interview	None	3 days	OAR Admission Officer
	1.4. Inform the applicant of the result of the application.	None		GSPM Program Manager
Total		None	3 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	DAP Cash Office Staff GSPM Learning Management Team
2. Send proof of payment to OAR and GSPM.	2.1. Receive and validate payment	None	10 minutes	GSPM Learning Management Team
	2.2. Encode students' record into the Registrar Information System	None	30 minutes	OAR Records Officer
3. Receive for the advice of GSPM regarding Program's schedule	3.1. Advise the student on the Schedule of the Program.	None	10 minutes	GSPM Learning Management Team
Total		P198,000 (Online)	1 hour and 5 minutes	
Total Processing Time, Application to Enrollment: 6 days, 4 hours, 40 minutes				

27. REQUEST FOR CERTIFICATION/S OF STUDENT CREDENTIALS

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

A. Academic Record Credentials

- Transcript of Records (TOR)
- Certification of Units Earned
- Certification of Scholastic Standing
- Certification of General Weighted Average (GWA)
- Certification of Grades
- Certification of Course Description
- Certification of Enrolled Subjects with number of units
- Certification of Remaining Units
- Certification of Completion of Academic Requirements
- Certification of Candidacy for Graduation
- Certification of Graduation

B. Enrollment & Attendance Credentials

- Certification of Enrolment/Attendance
- Certification of Enrolment for Residency

C. Character & Language Credentials

- Certification of Good Moral Character
- Certification of English as a Medium of Instruction

D. Transfer / Status Credentials

- Certification of Transfer of Credential / Honorable Dismissal
- Certification of No Objection

E. Authentication / Regulatory Credentials

- Certificate of Authentication and Verification (CAV)
- Non-Issuance of Special Order (SO)
- Certification of Exemption from Special Order



F. Other Program-Related Credentials

- Certification of Training Equivalent

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPM and CCD 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)	
Walk-in Request				
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	<i>Records Officer</i> OAR
	1.2. Issue Payment Request Form	None	2 Minutes	<i>Records Officer</i> OAR
	2.1. Receive payment and issue Official Receipt (OR)	PhP 100 / page	10 Minutes	DAP Cash Office Staff

2. Pay the document fee at the Treasury Office and secure an Official Receipt (OR).	2.2. Advise client to proceed to Office of the Academy Registrar (OAR)	None	2 Minutes	<i>Records Officer</i> OAR
3. Present OR to OAR	3.1. Acknowledge receipt of the requested document and advise the client to pick up the document after 2-3 working days	None	10 Minutes	<i>Records Officer</i> OAR
	3.2. Prepare requested documents	None	3 days	<i>Records Officer</i> OAR
	3.3. Release the documents and request the client to sign the transaction logbook	None	10 Minutes	<i>Records Officer</i> OAR
4. Receive the requested documents	4.1. Acknowledge receipt of the requested document	None	2 Minutes	Client
5. Upon receipt of the requested document, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev. 0)	5.1. Fill out Customer Experience Survey Form (DAP-OAR-F25, Rev. 0)	None	10 Minutes	Client
Total		PhP 100.00 per page	3 days, 40 minutes	

For pick-up of the requested certificate, the representative must provide the following

- Signed authorization letter from the graduate
- Photocopy of a Valid ID of the graduate



- Photocopy of a valid ID of the representative

For delivery through courier, the requester is advised to shoulder the cost of delivery

Online Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit email request to academyregistrar@dap.edu.ph	1.1 Acknowledge receipt of the requested document.	None	5 minutes	Client OAR Records Officer
	1.2 Advise the client to send payment through e-payment channel and ask the full details of the request	Php100/ page	5 minutes	OAR Records Officer
	1.3 Prepare requested documents	None	10 minutes	OAR Records Officer
2. Send proof of payment to OAR and GSPM/CCD.	2.1 Receive and validate payment	None	15 minutes	Client GSPM/CCD Learning Management Team OAR Records Officer



				DAP Cahier Office Staff
	2.2 Advise the client regarding the status of the document	None	10 minutes	OAR Records Officer
<p>3. Choose preferred mode of receiving the document (pick-up or delivery)</p> <p>(NOTE: If delivery is requested, provide delivery address and contact number)</p>	3.1 If documents are for pick up, release the documents and request the client to sign the transaction logbook	None	5 minutes	Client
	3.2 Acknowledge receipt of the requested document	None	2 minutes	Client
	3.3 If documents are for delivery, send the document via courier	Courier fee (COD/COP)	30 minutes to 1 hour	OAR Administrative Assistant
	3.4 Provide the client the tracking number and Customer Survey Form link through email (NOTE: Expected arrival of the requested documents)	None	2 minutes	OAR Records Officer



			2–5 days (depending on location)	
Total		PhP 100.00/ page	5 days, 1 hour and 54 minutes	

For pick-up of the requested document, the representative must provide the following

- Signed authorization letter from the graduate
- Photocopy of a Valid ID of the graduate
- Photocopy of a valid ID of the representative

28. 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)

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPM and CCD 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)	
Walk-in Request				
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	Client OAR Records Officer
	1.2. Issue Payment Request Form	None	2 minutes	OAR Records Officer
2. Pay the document fee at Treasury Office and secure Official Receipt (OR)	2.1. Receive payment and issue Official Receipt (OR)	Php400/ set	10 Minutes	Client DAP Cash Office Staff



	2.2. Advise client to proceed to Office of the Academy Registrar (OAR)	None	2 minutes	DAP Cash Office Staff
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	Client OAR Records Officer
	3.2. Prepare requested documents	None	7 days	OAR Records Officer
	3.3. Release the documents and request the client to sign the transaction logbook	None	10 minutes	OAR Records Officer
4. Receive the requested documents	4.1. Acknowledge receipt of the requested document	None	2 minutes	Client
5. Upon receipt of the requested document, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	5.1. Fill out Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	None	10 minutes	Client
Total		PhP 400 per set	7 days, 52 minutes	

For pick-up of the requested certificate, the representative must provide the following

- Signed authorization letter from the graduate
- Photocopy of a Valid ID of the graduate
- Photocopy of a valid ID of the representative



For delivery through courier, the requester is advised to shoulder the cost of delivery

Online Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit email request to academyregistrar@dap.edu.ph	1.1. Acknowledge receipt of the requested document.	None	5 minutes	Client OAR Records Officer
	1.2. Advise the client to send payment through e-payment channel and ask the full details of the request	Php400/ set	5 minutes	OAR Records Officer
	1.3. Prepare requested documents	None	20 minutes	OAR Records Officer
2. Send proof of payment to OAR and GSPM/CCD.	2.1. Receive and validate payment	None	15 minutes	Client GSPM/CCD Learning Management Team OAR Records Officer DAP Cash Office Staff
	2.2. Advise the client regarding the status of the document	None	10 minutes	OAR Records Officer



3. Choose preferred mode of receiving the document (pick-up or delivery) (NOTE: If delivery is requested, provide delivery address and contact number)	3.1 If documents are for pick up, release the documents and request the client to sign the transaction logbook	None	5 minutes	Client
	Expected arrival of the requested documents 3.2 Acknowledge receipt of the requested document	None	2 minutes	Client
	3.3 If documents are for delivery, send the document via courier	Courier fee (COD/COP)	30 minutes to 1 hour	OAR Administrative Assistant
	3.4 Provide the client the tracking number and Customer Survey Form link through email (NOTE: Expected arrival of the requested documents)	None None	2 minutes 2–5 days (depending on location)	OAR Records Officer
Total		PhP 400.00/ set	5 days, 2 hours and 4 minutes	

For pick-up of the requested certificate, the representative must provide the following

- Signed authorization letter from the graduate
- Photocopy of a Valid ID of the graduate
- Photocopy of a valid ID of the representative



29. REQUEST FOR COPY OF STUDENT CREDENTIALS

This charter outlines the process for providing students of the DAP's Graduate School of Public Management (GSPM) and the Center for Career Executive Services Development (CCD) with copies of student credentials:

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

Office or Division:	Office of the Academy Registrar			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPM and CCD 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	
Walk-in Request				
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	Client OAR Records Officer

	1.2. Issue Payment Request Form	None	2 minutes	OAR 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	Client DAP Cash Office Staff
	2.2. Advise client to proceed to Office of the Academy Registrar (OAR)	None	2 minutes	DAP Cash Office Staff
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	OAR Records Officer
	3.2. Prepare requested documents	None	5 days	OAR Records Officer
	3.3. Release the documents and request the client to sign the transaction logbook	None	10 minutes	OAR Records Officer
4. Receive the requested documents	4.1. Acknowledge receipt of the requested document	None	2 minutes	Client



5. Upon receipt of the requested document, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	5.1. Fill out Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	None	10 minutes	Client
Total		PhP 300.00	5 days, 30 minutes	

For pick-up of the requested certificate, the representative must provide the following

- Signed authorization letter from the graduate
- Photocopy of a Valid ID of the graduate
- Photocopy of a valid ID of the representative

For delivery through courier, the requester is advised to shoulder the cost of delivery

Online Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit email request to academyregistrar@dap.edu.ph	1.1 Acknowledge receipt of the requested document.	None	5 minutes	Client OAR Records Officer
	1.2 Advise the client to send payment through e-payment	Php300/ set	5 minutes	OAR Records Officer

	channel and ask the full details of the request			
	1.3 Prepare requested documents	None	25 minutes	OAR Records Officer
2. Send proof of payment to OAR and GSPM/CCD.	2.1 Receive and validate payment	None	15 minutes	Client GSPM/CCD Learning Management Team OAR Records Officer DAP Cash Office Staff
	2.2 Advise the client regarding the status of the document	None	10 minutes	OAR Records Officer
3. Choose preferred mode of receiving the document (pick-up or delivery) (NOTE: If delivery is requested, provide delivery)	3.1 If documents are for pick up, release the documents and request the client to sign the transaction logbook	None	5 minutes	Client
	Expected arrival of the requested documents	None	2 minutes	Client



address and contact number)	3.2 Acknowledge receipt of the requested document			
	3.3 If documents are for delivery, send the document via courier	Courier fee (COD/COP)	30 minutes to 1 hour	OAR Administrative Assistant
	3.4 Provide the client the tracking number and Customer Survey Form link through email (NOTE: Expected arrival of the requested documents)	None None	2 minutes 2–5 days (depending on location)	OAR Records Officer
Total		PhP 300.00/ set	5 days, 2 hours and 9 minutes	

For pick-up of the requested certificate, the representative must provide the following

- Signed authorization letter from the graduate
- Photocopy of a Valid ID of the graduate
- Photocopy of a valid ID of the representative



30. REQUEST FOR CERTIFIED TRUE COPY OF STUDENT CREDENTIALS

This outlines the process for providing a certified true copy for the following student credentials:

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

Office or Division:	Office of the Academy Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPM and CCD 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)	
Walk-in Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accomplish Student Request Form and submit it to OAR	1.1. Receive duly accomplished Student Request Form and check completeness of documents	None	10 Minutes	Client OAR Records Officer
	1.2. Issue Payment Request Form	None	2 minutes	OAR Records Officer
2. Pay the document fee at Treasury Office and secure Official Receipt (OR)	2.1. Receive payment and issue Official Receipt (OR)	Php100	10 Minutes	Client DAP Cash Office Staff
	2.2. Advise client to proceed to Office of the Academy Registrar (OAR)	None	2 minutes	DAP Cash Office Staff
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
	3.2. 3.2 Prepare requested documents	None	20-30 Minutes	Records Officer
	3.3. 3.3 Release the documents and request the client to sign the transaction logbook	None	10 minutes	Records Officer
4. 4. Receive the requested documents	4.1. 4. 1 Acknowledge receipt of the requested document	None	2 minutes	Client
5. 5. Upon receipt of the requested document, accomplish the Customer	5.1. 5.1 Fill out Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	None	10 minutes	Client



Experience Survey Form (DAP-OAR-F25, Rev.0)				
Total		PhP 100.00/ page	1 hour and 26 minutes	

For pick-up of the requested certificate, the representative must provide the following

- Signed authorization letter from the graduate
- Photocopy of a Valid ID of the graduate
- Photocopy of a valid ID of the representative

For delivery through courier, the requester is advised to shoulder the cost of delivery

Online Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit email request to academyregistrar@dap.edu.ph	1.1 Acknowledge receipt of the requested document.	None	5 minutes	Client OAR Records Officer
	1.2 Advise the client to send payment through e-payment channel and ask the full details of the request	Php100/ page	5 minutes	OAR Records Officer
	1.3 Prepare requested documents	None	10 minutes	OAR Records Officer



2. Send proof of payment to OAR and GSPM/CCD.	2.1 Receive and validate payment	None	15 minutes	Client GSPM/CCD Learning Management Team OAR Records Officer DAP Cash Office Staff
	2.2 Advise the client regarding the status of the document	None	10 minutes	OAR Records Officer
4. Choose preferred mode of receiving the document (pick-up or delivery) (NOTE: If delivery is requested, provide delivery address and contact number)	3.1 If documents are for pick up, release the documents and request the client to sign the transaction logbook	None	5 minutes	Client
	Expected arrival of the requested documents 3.2 Acknowledge receipt of the requested document	None	2 minutes	Client
	3.3 If documents are for delivery, send the document via courier	Courier fee (COD/COP)	30 minutes to 1 hour	OAR Administrative Assistant



	3.4 Provide the client the tracking number and Customer Survey Form link through email (NOTE: Expected arrival of the requested documents)	None None	2 minutes 2–5 days (depending on location)	OAR Records Officer
Total		PhP 100.00/ page	5 days, 1 hour and 54 minutes	



31. REQUEST FOR ID REPLACEMENT

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

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All GSPM and CCD 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		
Walk-in Request				
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	Client OAR Records Officer
	1.2. Issue Payment Request Form	None	2 minutes	OAR 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	Client DAP Cash Office Staff
	2.1. Advise client to proceed to Office of the Academy Registrar (OAR)	None	2 minutes	DAP Cash Office Staff
3. Present OR to OAR	3.1. Acknowledge receipt of the requested document and	None	10 minutes	OAR Records Officer
4. Proceed to Registrar Information System Unit (RIS)	4.1. Process the request and print the replacement ID	None	10 minutes	OAR Records Officer
	4.2. Advise the client to wait for 10-15 minutes for the release of Student Identification Card	None	10-15 minutes	OAR Records Officer
	4.3. Release the replacement Student ID and request the client to sign the transaction logbook	None	10 minutes	OAR Records Officer
5. Receive the ID replacement card	5.1. Acknowledge receipt of the requested document	None	2 minutes	Client



6. Upon receipt of the requested replacement ID Card, accomplish the Customer Experience Survey Form (<i>DAP-OAR-F25, Rev.0</i>)	6.1. Fill out Customer Experience Survey Form (<i>DAP-OAR-F25, Rev.0</i>)	None	10 minutes	Client
Total		P300.00	50 minutes	

For pick-up of the requested certificate, the representative must provide the following

- Signed authorization letter from the graduate
- Photocopy of a Valid ID of the graduate
- Photocopy of a valid ID of the representative

For delivery through courier, the requester is advised to shoulder the cost of delivery

Online Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit email request to academyregistrar@dap.edu.ph	1.1 Acknowledge receipt of the requested document.	None	5 minutes	Client OAR Records Officer
	1.2 Advise the client to send payment through e-payment channel and ask the full details of the request	Php300/ page	5 minutes	OAR Records Officer
2. Send proof of payment to OAR and GSPM/CCD.	2.1 Receive and validate payment	None	15 minutes	Client GSPM/CCD Learning Management Team OAR Records Officer DAP Cash Office Staff
3. Proceed to Registrar	3.1 Process the request and print the replacement ID	None	10 minutes	OAR Records Officer



Information System Unit (RIS)	3.2 Advise the client regarding the status of the ID	None	2 minutes	OAR Records Officer
4. Choose preferred mode of receiving the document (pick-up or delivery) (NOTE: If delivery is requested, provide delivery address and contact number)	4.1 If documents are for pick up, release the documents and request the client to sign the transaction logbook	None	5 minutes	Client
	4.2 Acknowledge receipt of the requested document	None	2 minutes	Client
	4.3 If documents are for delivery, send the document via courier	Courier fee (COD/COP)	30 minutes to 1 hour	OAR Administrative Assistant
	4.4 Provide the client the tracking number and Customer Survey Form link through email (NOTE: Expected arrival of the requested documents)	None	2 minutes	OAR Records Officer
Total		PhP 100.00/ page	5 days, 1 hour and 46 minutes	



32. REQUEST FOR CERTIFICATES/DIPLOMA FOR DEGREE PROGRAMS

This describes the process in requesting for a certificate or diploma of the first two ladders of a master's degree program for the students of the DAP Graduate School and CCD

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All students of GSPM and CCD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of request		Requesting Center		
2. Official grade Sheet, signed, original (DAP-OAR-F10, Rev 1)		Office of the Academy Registrar (OAR)		
3. List of Participants to be awarded with Certificate/Diploma (DAP-CDRD-F2, Rev 2)		Central Documentation and Records Division (CDRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Center sends email request for Certificate to OAR with attached Memo, List of Participants to be awarded with Certificates/Diploma, and charging code	1.1 Receive memo with attachments and check completeness of documents	None	5 minutes	OAR Records Officer
	1.2 Encode grades in the Registrar Information System (RIS)	None	5 minutes	OAR Records Officer

	1.3. Endorse memo and attachments to Central Documentation and Records Division (CDRD)	None	5 minutes	OAR Records Officer
	1.4 Acknowledge receipt of email from OAR	None	5 minutes	CDRD Project Assistant
	1.5 Download attachments and encode training data/details in e-Certificate Information System (eCIS)	None	10 minutes	CDRD Project Assistant
	1.6 Convert the list of participants (excel file) into CSV file	None	10 minutes	CDRD Project Assistant
	1.7 Uploads the CVS file to eCIS	None	5 minutes	CDRD Project Assistant
	1.8 Generate the final training certificates with control number from the eCIS	None	4 hours (for 30- 50 certs)	CDRD Project Assistant
	1.9 Send draft certificates to requestor for final review	None	5 minutes	CDRD Project Assistant
	1.8 Custom Edits (if applicable)	None	1 hour (depending on the number of certs)	CDRD Project Assistant
	1.11 Send back the certificates to OAR	None	5 minutes	CDRD Project Assistant

	1.12 Seek approval to the Office of the President and Chief Executive Officer (OPCEO) for the electronic signing of the certificates	None	5 minutes	Registrar
	1.13 Affix electronic signature to the certificates	None	10mins (per 50 certificates)	OAR Records Officer
	1.14 Endorse certificates to the Business Support and Print Services (BSPS)	None	5 minutes	OAR Records Officer
	1.15 Print and gold/dry seal the certificates	Php 50.00 (per certificate)	1 hour and 30 minutes (depending on the number of certificates)	CDRD-BSPS Staff
	1.16 Inform the availability and release the printed certificates to OAR	None	5 minutes	CDRD-BSPS Staff
	1.17 Scan printed certificates to the OAR folder in the e-Records Management System (eRMS)	None	10mins (per 50 certificates)	OAR Administrative Staff
	1.18 Inform the requesting center that the certificates are ready for pick up	None	5 minutes	OAR Records Officer



	1.19 Release the certificates and request the client to sign the transaction logbook	None	2 minutes	OAR Records Officer
2. Receive the certificates/diploma	2.1 Acknowledge receipt of the certificates/diploma and sign the transaction logbook	None	2 minutes	Learning Management Team
3. Upon receipt of the Certificates/Diploma, accomplish the Customer Experience Survey Form (<i>DAP-OAR-F25, Rev.0</i>)	3.1 Fill out Customer Experience Survey Form (<i>DAP-OAR-F25, Rev.0</i>)	None	10 minutes	Learning Management Team
Total		Php 50.00	8 hours and 19 minutes	

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.

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

<p>Inquire through email: olitag@dap.edu.ph ferrerv@dap.edu.ph</p> <p>Inquire through FB page: DAP Canteen</p> <p>Inquire through calls: (02) 8631-2152 / (02) 8631-2148 / (02) 8631- 0921 loc. 184 / 118</p>	<p>1.2. Discuss with reserving office/ Agency/Organization Representatives (external) meal choices and changes from the set menu</p>			
<p>2. Receive & review copy of the proposal through email or in person</p>	<p>2.1. Receive and review customer's final menu choice then confirm reservation</p> <p>2.2. Prepare and send proposal through email or in person</p>	None	45 minutes	Food Service Manager Cafe Services
<p>3. Confirm reservation through call, email or personal visit</p>	<p>3.1. Prepare Reservation Sheet (RS) / Contract</p> <p>3.2. Send RS/Contract to client for signature</p>	None	1 hour	Food Service Manager Cafe Services

<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</p>	<p>4.1 Submit Request for Billing to Finance Department for full payment after the event</p>	<p>At least 50% deposit of the contracted price is required upon confirmation for external customers.</p>		<p>Food Service Manager Cafe Services</p>
<p>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</p>	<p>5.1. Issue official receipt</p>	<p>For government accounts submission of Certificate of Availability of Funds (CAF)</p> <p>50% full payment of the contracted amount</p>	<p>15 minutes</p>	<p>Cashier, Treasury Division Finance Department</p>
<p>Total</p>		<p>50% full payment of the contracted amount</p>	<p>3 hours</p>	





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.

Office or Division:	Administrative Department - General Services Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	Private institutions, individual guests and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone call or Email		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: casalann@dap.edu.ph or wajem@dap.edu.ph or caraanf@dap.edu.ph	1.1. Receive inquiry through calls or emails or personal visit from customer for request for quotation or booking	None	30 Minutes	<i>Customer Relations Officer</i> General Services Division
	1.2. Tour the customer around the facility for personal visits. For	None	30 Minutes	

<p>or publicaffairsdesk@dap.edu. ph</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>	<p>inquiries through calls or email, record requirement and contact details of client, if applicable</p>			
<p>2. Receive and review copy of proposal through email or in person</p>	<p>1.3. Check availability of conference/function/ meeting rooms and other related requirements inquired</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Customer Relations Officer</i> General Services Division</p>
<p>3. Confirm reservation through call, email or personal visit</p>	<p>2.1. Prepare and send proposal to customer through email or in person</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Customer Relations Officer</i> General Services Division</p>
	<p>2.2. Tentatively book reserved conference/function/meeting rooms, including date and time</p>	<p>None</p>	<p>15 Minutes</p>	
	<p>3.1. Prepare Reservation Sheet (RS) / Contract</p>	<p>None</p>	<p>15 Minutes</p>	
	<p>3.2. Send RS/ Contract to customer for confirmation</p>	<p>None</p>	<p>15 Minutes</p>	
	<p>3.3. Upon confirmation, change booking status to “confirmed”</p>	<p>None</p>	<p>15 Minutes</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	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	Equal to or less than one (1) working day from the time of submission of request for Billing to Finance Department	<i>Customer Relations Officer</i> General Services Division
	4.2. Issue official receipt	submission of Certificate of Availability of Funds (CAF)	3 Hours	Cashier, Treasury Division Finance Department
Total		During request - at least 50% deposit of the contracted price	1 day, 6 hours, 15 minutes	



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 facilities-related services needed for both external group and individual customers in terms of office space rental.

Office or Division:	Administrative Department - General Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	Government and private institutions, individual guests, and other interested parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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: casalann@dap.edu.ph or wajem@dap.edu.ph	1.1. Receive inquiry and check for availability	None		Office of the Managing Director, Admin (OMD-Admin)
	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		Office of the Director, GSD (OD-GSD)
	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	
	1.5. Give feedback to inquiring client on the availability/ non availability of office space thru memo	None		
2. Receive information on the offered spaces	2.1. Upon approval of the request, prepare Contract of Lease	None	3 days	Office of the Managing Director, Admin (OMD-Admin) Office of the Director, GSD (OD-GSD)
	2.2. Request DAP thru Legal, Finance and Admin to review the Contract of Lease			
	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	Office of the Managing Director, Admin (OMD-Admin)
	5.2. Furnish copy to Finance Department for the monthly billing			Office of the Director, GSD (OD-GSD)
Total		None	20 days	

Internal Services



Graduate School of Public Management

DAP Library

36. 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.

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		
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	None	5 minutes	<i>Librarian</i> DAP Library



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



37. 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. 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
<i>For Internal Clients (Face-to-Face Transaction)</i>				
1. State research and/or reference query	1.1. Receive query from client and verify in the database if the resources needed are available	None	1 minute	<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
Total		None	12 minutes	
<i>For Internal Clients (Online Transaction)</i>				
1. Send a research and/or reference query to the DAP Library Webmail	1.1. Receive the query emailed by the client and verify in the database if the resources needed are available	None	1 minute	<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	
Total		None	1 hour, 11 minutes	



Corporate Group

APO/DAP Secretariat

38. 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 format. 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 qualified Filipinos, which are then endorsed to the APO Secretariat in Japan. The APO Secretariat makes the final deliberations on the applications. All applicants must complete and submit the application form online through the APO portal, as required by the APO Secretariat. The link to the online application form will be provided to the applicant as soon as their endorsement is received and verified by the APO/DAP Sec.

Previous APO grantees (former participants) are expected to have submitted their post-training requirements from past projects attended before reapplying. If not, they are encouraged to comply prior to submitting a new application.

Successful applicants will be notified by the APO/DAP Sec and must make the necessary preparations for their participation in the training, such as a country paper preparation, and other requirements if the project will take place abroad (e.g., travel order, visa, travel insurance, etc.). Applicants for face-to-face trainings that will be conducted abroad are expected to have a passport valid for at least 6 months from the date of travel; an e-copy of this will be requested by APO if they are selected. All successful applicants must attend a pre-training orientation that will be conducted by the APO/DAP Sec.

Office or Division:	APO/DAP Secretariat
Classification:	Simple



Type of Transaction:	G2G – Government to Government			
Who may avail:	Plantilla-based personnel endorsed by the DAP President and CEO (as per DAP MC-2024-009 Sections I (Item 4), L, and M)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic copy of the signed Endorsement Memo transmitted to APO/DAP Secretariat (apodapsec-gse1@dap.edu.ph) before the deadline		Division Chief, Human Resource Development Division, HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Submission and Review of Requirements				
1. Upon receiving the link to the online application form (APO portal), sign in, fill out the form, and submit electronically	1.1. Once the email notification is received from the APO portal, review the submitted form for completeness. Send feedback and acknowledgement email.	None	10 minutes	<i>Program Coordinator APO/DAP Secretariat</i>
2. If needed, complete the online application form and re-submit electronically.	2.1. Repeat Action 1.	None	5 minutes	<i>Program Coordinator APO/DAP Secretariat</i>
	2.2. Pre-screen completed applications received.	None	4 hours	<i>Program Coordinator APO Liaison Officer APO/DAP Secretariat</i>
	2.3. Endorse candidates to the APO Secretariat in Japan, on or before the deadline.	None	2 hours	<i>Program Coordinator APO/DAP Secretariat</i>
	Screening and deliberations by APO Secretariat in Japan			APO Secretariat (Japan)



	Release of deliberation results to NPOs within one (1) month prior to training (under normal circumstances)			APO Secretariat (Japan)
STAGE 2: Result of Applications				
3. Receive notice of results through email.	3.1. Prepare official DAP notice informing applicants of the results of the APO Secretariat deliberations.	None	3 hours	<i>Program Coordinator; APO Liaison Officer APO/DAP Secretariat</i>
	3.2. Send individual notice to each participant via email.	None	2 hours	<i>Program coordinator APO/DAP Secretariat</i>
Total		None	1 day, 3 hours, 15 minutes	

Contact details:

APO/DAP Secretariat

1st Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila

apodapsec-gse1@dap.edu.ph

(02) 8631-0921 loc. 110



Planning and Strategy Management Office

39. 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 Planning and Strategy Management Office (PSMO), as the current overall administrator of the PMIS, via email at cosm@dap.edu.ph. For further details on this government service, please refer to the Service Specifications Table below.

Office or Division:	Planning and Strategy Management Office (PSMO)	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who may avail:	Non-Plantilla Personnel (NPP) staff with APO 1 and above position; Plantilla personnel with APO 1 appointment and above	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Email Request for the PMIS Account Creation (1 Email per Request)	Requesting Group / Center / Unit	
2. Required Employee Information (1 Set of Employee Data per Project Manager):	Requesting Group / Center / Unit	



<ul style="list-style-type: none"> a. Name of the Requesting Group / Center; b. Full Name/s of the Project Manager/s; c. HRIS Number/s of the Project Manager/s; d. Position Title/s of the Project Manager/s; e. Salary Grade/s / Job Grade/s of the Project Manager/s; f. Pay Step/s; g. Monthly Salary; and h. Employee Status 				
<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 PSMO via email at cosm@dap.edu.ph relative to the creation of a PMIS account:</p> <ul style="list-style-type: none"> • <u>For Plantilla Project Managers:</u> <p>Email Request including the Required Employee Information</p> <ul style="list-style-type: none"> • <u>For Non-Plantilla Project Managers:</u> 	<p>1.1. Send an Acknowledgment Email to the Requesting Group/ Center / Unit</p>	None	1 Hour	<i>Project Officer IV / Project Assistant II</i> PSMO
	<p>1.2. Check the completeness and accuracy of the submission.</p> <p><i>Note: If the submission has any insufficiency, the assigned COSM personnel must notify the requesting party of the deficiencies.</i></p>	None	4 Hours	<i>Project Officer IV / Project Assistant II</i> PSMO
	<p>1.3. Create a PMIS account for the concerned Project Manager/s</p>	None	4 Hours	<i>Project Officer IV / Project Assistant II</i> PSMO



<p>Email Request with a scanned copy of the duly signed Memorandum Request including the Required Employee Information</p>				
<p>2. Receive the PMIS Login Credentials from the assigned PSMO personnel and answer the DAP Customer Satisfaction Measure (CSM) survey for feedback through https://bit.ly/3WNUzp1</p>	<p>2.1. 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 / Project Assistant II PSMO</i></p>
Total		<p>None</p>	<p>1 day, 2 hours</p>	



40. 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:	Planning and Strategy Management Office (PSMO)	
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 via email to cosm.me@dap.edu.ph	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 PSMO</i>
	1.2. Forward to Finance Dept. for Project Code creation via DTS	None	30 minutes	<i>Project Officer IV / Project Assistant II PSMO</i>
	1.3. Notifies COSM via DTS regarding Project Code creation	None	30 minutes	<i>Financial Analyst II, Finance Department – Budget Division</i>
	1.4. Generation of Final SO via PMIS together with OP signature form	None	4 hours	<i>Project Officer IV / Project Assistant II PSMO</i>
	1.5. Endorsement of Final SO to OP for approval via DTS	None	30 minutes	<i>Project Officer IV / Project Assistant II PSMO</i>
	1.6. Returns Final SO (signed by Academy President) via DTS	None	30 minutes	<i>Associate Project Officer I OP</i>
	1.7. Upon receipt of signed SO, sends the same to Process Owner and Finance via DTS	None	1 hour	<i>Project Officer IV / Project Assistant II PSMO</i>



2. Received signed documents from the assigned PSMO personnel and answer the DAP Customer Satisfaction Measure (CSM) survey for feedback through https://bit.ly/3WNUzp1	2.1. 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 / Project Assistant II PSMO</i>
Total		None	1 day, 4 hours	



41. 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.

Office or Division:	Planning and Strategy Management Office (PSMO)	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who may avail:	Project Managers, Project Team members	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Equivalent Document Tracking System (DTS) transaction with reference number	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 For a change in project price of regular projects: 1 copy, signed, of the revised contract	Project Manager	
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 all required project documents via cosm.me@dap.edu.ph	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 PSMO</i>
	1.2. Manual drafting and uploading of SO with OP e-signature form	None	4 hours	<i>Project Officer IV / Project Assistant II PSMO</i>
	1.3. Encoding of information/ revisions in the PMIS	None		<i>Project Officer IV / Project Assistant II PSMO</i>
	1.4. Forward to the concerned Center the SO	None	15 minutes	<i>Project Officer IV / Project Assistant II PSMO</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,</i>	None	4 hours	<i>Project Officer IV / Project Assistant II PSMO</i>



	<i>said documents will be returned to the requester.</i>			
	2.2. Endorsement via DTS of Revised SO to OP for approval	None	30 minutes	<i>Project Officer IV / Project Assistant II PSMO</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 PSMO</i>
3. Received signed documents from the assigned PSMO personnel and answer the DAP Customer Satisfaction Measure (CSM) survey for feedback through https://bit.ly/3WNUzp1	3.1. 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 PSMO</i>
Total		None	1 day, 7 hours	



42. REQUEST FOR CORPORATE-LEVEL DOCUMENTS

Planning and Strategy Management Office (PSMO) is the steward of all management-level documentation for the DAP.

Requests are made from PSMO 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.

Office or Division:	Planning and Strategy Management Office (PSMO)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DAP Groups, Centers, Offices/Units DAP Management Committee members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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"> ● physical routing; ● business email; ● Document Tracking System (DTS); or ● message through official DAP account. 	1.1. Acknowledges the receipt of request for corporate-level documents and does initial assessment via: <ul style="list-style-type: none"> ● physical document/s; ● business email; or ● Document Tracking System (DTS) 	None	1 hour	<i>Project Officer IV / Project Assistant II PSMO</i>



	1.2. Endorses the request for corporate-level documents to the PSMO Director.	None	10 minutes	<i>Project Officer IV / Project Assistant II PSMO</i>
	1.3. PSMO 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 PSMO</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 PSMO</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 PSMO</i>
	2.2. Informs the PSMO Director of request fulfillment.	None		<i>Project Officer IV / Project Assistant II PSMO</i>
Total		None	3 days, 6 hours, 20 minutes	

43. REQUEST FOR TECHNICAL ASSISTANCE (INTERNAL)

The Planning and Strategy Management Office (PSMO) provides technical assistance to various offices with the DAP, in line with its core functions such as Planning & Budgeting, Monitoring & Evaluation, and Management Support.

Office or Division:	Planning and Strategy Management Office (PSMO)			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DAP Groups, Centers, Offices/Units DAP Management Committee members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A formal business email request or signed memorandum for technical assistance on the following: <ul style="list-style-type: none"> ● Review of Center Scorecard ● Review of ISO Requirements ● Policy and Process Review ● RP for Project Management Course and Planning 		Requesting Group/Center/Office/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Crafts a request (email or memo) and sends through the following options: <ul style="list-style-type: none"> ● physical routing; ● business email; ● Document Tracking System (DTS); or ● Message through official DAP account 	1.1. Acknowledges the <u>receipt</u> of memo request and assesses the same via: <ul style="list-style-type: none"> ● physical document/s; ● business email; or ● Document Tracking System (DTS) 	None	20 minutes	<i>Project Assistant II</i> PSMO
	1.2. Endorses the request to the PSMO Director	None	10 minutes	<i>Project Assistant II</i> PSMO

	1.3. PSMO Director reviews and approves the request.	None	4 hours	<i>Office Director, PSMO</i>
	1.4. Identifies an agreed upon schedule with the requester and logs the request	None	4 hours	<i>Project Officer V, PSMO</i>
2. Receives the requested technical assistance as per agreed schedule	2.1. PSMO communicates approval of request and coordinates with requesting Center/Office on TA scheduling		10 minutes	<i>Project Officer V, PSMO</i>
	2.2. Proceeds with TA		3 days	<i>Office Director / Technical Staff PSMO</i>
	2.3. Provides customer satisfaction survey	None	10 minutes	<i>Project Assistant II, PSMO</i>
Total		None	4 days, 50 minutes	

Contact details:

Planning and Strategy Management Office (PSMO)

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

cosm@dap.edu.ph

(02) 8631-0921 loc. 168

DAP Research and Development Office

44. 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 Proponent/Client	None	30 mins	DRDO Staff
TOTAL		None	8 days, 2 hours	



45. 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 <i>(DAP Officers and External Experts in Special Order)</i>
	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
TOTAL		None	8 days, 2 hours	



Institutional Marketing Center

46. 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.

Office or Division:	Institutional Marketing Center (IMC)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DAP Centers, Units and Offices	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. One (1) original 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 template	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: imc@dap.edu.ph , IMC Director, and Communications Unit Head and Staff.	1.1. Receive/acknowledge the memo, and ensure the completeness of attachments.	None	6 hours	IMC Communications Unit Staff/Head
	1.2. Conduct a thorough review of the caption, provide additional feedback, and approve it for posting.	None		IMC Communications Unit Staff
	1.3. 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
Total		None	1 day	



47. 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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the Center/Unit		Requesting Center/Unit		
2. One (1) accomplished request for Facebook boosting template		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"> Soft copy of the material approved by the IMC Content Development Unit 	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"> • Caption approved by the Communications Unit • Or a link to the content requested for boosting • Address the memorandum to: imc@dap.edu.ph, IMC Director, and Communications Unit Head and Staff 			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
Total		None	5 days for requests covered by the budget allocation of the IMC; 7 days for requests requiring budget transfer for the excess cost	



48. 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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple ¹¹ / Complex ¹²			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original 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

¹¹ For press releases that would need minor or no revisions.

¹² For press releases that would need major revisions.

request via email, attaching the soft copy of the press release and related materials/photos, to: imc@dap.edu.ph , 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	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	2 days and 6 hours for straight news articles needing major edits	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 acknowledged.	None	1 hour	IMC Communications Unit Staff
2. Return the reviewed press release to the requesting center/unit for concurrence,	2.1. Publish the approved press release on the DAP website and on LinkedIn and Facebook	None	1 hour	IMC Communications Unit Staff

ensuring receipt is acknowledged.	pages upon confirmation of receipt.			
Total		None	2 days for straight news articles needing minor edits; 3 days for straight news articles needing major edits	



49. 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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple ¹³ / Complex ¹⁴			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy Memorandum request by the 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 6 hours for requests with	IMC Communications Unit Staff

¹³ Straight news articles containing key details

¹⁴ Straight news articles requiring additional research and contain extensive details

release drafting request template, to: imc@dap.edu.ph , 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	3 days and 6 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. Endorse the draft press release to the requesting center/unit for approval upon confirmation of receipt.	None	2 hour	IMC Communications Unit Staff
Total		None	3 days for requests with complete information submitted and contain only key details; 5 days for requests that requires	

		separate research for additional information and contain extensive details	
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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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) original copy Memorandum request by the Center/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: imc@dap.edu.ph , 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
Total		None	5 working days	

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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple / Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy 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	2 days 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 imc@dap.edu.ph , IMC Director, and Communications Unit Head and Staff.	documents and information to enrich the speech with additional insights.		4 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
Total		None	3 days for review and editing of speech; 5 days for drafting of speech	



52. REQUEST FOR REVIEW, APPROVAL AND DESIGN OF DIGITAL ASSETS

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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) original copy Memorandum of request by the Center/Unit			Requesting Center/Unit	
2. One (1) soft copy of the copy/material			Requesting Center/Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum of request with the soft copy of the material as attachment to: imc@dap.edu.ph (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
Total		None	4 days	



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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units, and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) original copy of the Memorandum of request by the Center/Unit with the attached supporting documents (softcopy of the collateral design/layout)			Requesting Center/Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum of request with the attached proposed content and design via e-mail at imc@dap.edu.ph . (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
Total		None	3 days	



54. REQUEST FOR PHOTO 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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) original copy Memorandum request by the Center or Party 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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) original copy of the Memorandum of request if internal Center/Unit or Letter of request if external request			Requesting Center/Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal memorandum or letter of request via e-mail at imc@dap.edu.ph	1.1. Receive the memorandum with the attachments	None	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
Total		None	11 days	



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.

Office or Division:	Institutional Marketing Center (IMC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers, Units and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) original copy Memorandum 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.			
Total		None	1 hour	



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.

Office or Division:	Legal Office	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Document Tracking Sheet (DTS), 1 copy, original		Concerned Center/Office
2. 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	2 hours	Legal Staff
	1.2. Legal Officer / Attorney provides comments and revisions on the Contract.	None	3 days	Chief Legal Counsel
	1.3. Returns docs to Concerned Center/Office.	None	4 hours	Legal Staff



	1.4. Legal staff to receive and check documents for incorporated revisions.	None	2 days	Legal Staff
	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
2. Client receives contract and attached documents with initial review.	2.1. Legal staff prepares document for receiving by client.	None	4 hours	Legal Staff
Total		None	6 days, 6 hours	



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, 4 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	4 hours	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
2. Receives documents with comments and revisions	2.2. Returns docs to Concerned Center/Office	None	4 hours	Legal Staff
3. Revised documents accordingly and returns same to Legal Officer	3.1. Legal staff receives and checks documents for incorporated revisions.	None	1 day, 4 hours	Legal Staff
	3.2. Affixes signature/e-sig in the Memo for Final Review	None	4 hours	Chief Legal Counsel
4. Client receives contract and attached documents with	4.1. Legal staff prepares document for receiving by client.	None	2 hours	Legal Staff



final review for endorsement to OP				
	Total	None	7 days	



59. REQUEST FOR LEGAL OPINION

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

Office or Division:	Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Tracking Sheet (DTS), 1 copy, original		Concerned Center/Office		
2. Memo/Email re: Request for Legal Opinion, 1 copy, original		Concerned Center/Office		
3. Other pertinent documents such as contracts, TORs, receipts, posting, and other documents relevant to the inquiry for reference, 1 copy, original		Concerned Center/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Center/Office forwards (physically/or thru email) Memo and pertinent documents to Legal.	1.1. Legal Assistant acknowledges receipt of Memo/Email and other pertinent documents.	None	4 hours	Legal Staff
	1.2. Legal Officer determines if all information are available or other pertinent documents/information are needed.	None	2 day	Chief Legal Counsel



	1.3. Legal Officer provides/writes opinion.	None	10 days	Chief Legal Counsel
2. Receives documents from Legal Office.	2.1. Returns docs/emails opinion to Concerned Center/Office.	None	4 hours	Legal Staff
Total		None	12 days, 8 hours	

Contact details:

Legal Office

6th Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila

legal@dap.edu.ph

(02) 8631-0921 loc. 102



Office of the Academy Registrar

60. REQUEST FOR CERTIFICATES FOR NON-DEGREE PROGRAMS

This describes the process in requesting for a certificate for the participants of non-degree programs from other Centers of the Academy. Non-degree programs are short courses or training activities that build specific skills without leading to a formal academic degree

Office or Division:	Office of the Academy Registrar (OAR)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Centers of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email request		Requesting Center		
2. List of Participants to be awarded with Certificate (DAP-CDRD-F2, Rev 2)		Central Documentation and Records Division (CDRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Center sends email request for Certificate to OAR with attached Memo, List of Participants to be awarded	1.2 Receive memo with attachments and check completeness of documents	None	5 minutes	OAR Records Officer

with Certificates, and charging codes	1.3 Encode participants' names in the Registrar Information System (RIS)	None	10 minutes	OAR Records Officer
	1.4 Endorse request and attachments to Central Documentation and Records Division (CDRD)	None	5 minutes	OAR Records Officer
	1.5 Acknowledge receipt of email from OAR	None	5 minutes	CDRD Project Assistant
	1.5 Download attachments and encode training data/details in e-Certificate Info. System (eCIS)	None	10 minutes	CDRD Project Assistant
	1.6 Convert the list of participants (excel file) into CSV file	None	10 minutes	CDRD Project Assistant
	1.7 Uploads the CVS file to eCIS	None	5 minutes	CDRD Project Assistant
	1.8 Generate the final training certificates with control number from the eCIS	None	1 day (per request)	CDRD Project Assistant
	1.9 Send draft certificates to requestor for final review	None	5 minutes	CDRD Project Assistant
	1.10 Custom Edits (if applicable)	None	1 hour (depend on number of certs)	CDRD Project Assistant

	1.11 Send back the certificates to OAR	None	5 minutes	CDRD Project Assistant
	1.12 Seek approval to the Office of the President and Chief Executive Officer (OPCEO) for the electronic signing of the certificates	None	5 minutes	Registrar
	1.13 Affix electronic signature to the certificates	None	10mins (per 50 certificates)	OAR Records Officer
	1.14 Endorse certificates to the Business Support and Print Services (BSPS)	None	5 minutes	OAR Records Officer
	1.15 Print and gold/dry seal the certificates	Php 50.00 (per certificate)	1 hour and 30 minutes (depending on the number of certificates)	CDRD-BSPS Staff
	1.16 Inform the availability and release the printed certificates to OAR	None	5 minutes	CDRD-BSPS Staff
	1.17 Scan printed certificates to the OAR folder in the e-Records Management System (eRMS)	None	10mins (per 50 certificates)	OAR Administrative Staff
	1.18 Inform the requesting center that the certificates are ready for pick up	None	5 minutes	OAR Records Officer



	1.19 Release the certificates and request the client to sign the transaction logbook	None	2 minutes	OAR Records Officer
2. Receive the certificates	2.1. Acknowledge receipt of the certificates and sign the transaction logbook	None	5 minutes	Learning Management Team
3. Upon receipt of the certificates, accomplish the Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	3.1 Fill out Customer Experience Survey Form (DAP-OAR-F25, Rev.0)	None	10 minutes	Learning Management Team
Total		Php50.00	1 day, 4 hours and 27 minutes	

Office of the Corporate Secretary

61. REQUEST FOR BOARD RESOLUTIONS

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

Office or Division:	OFFICE OF THE BOARD SECRETARY
Classification:	Highly Technical
Type of Transaction:	G2G-Government to Government

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



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



	1.7. Coordinates with all BOT secretaries (via phone, email or site visit) to inquire about the availability of the Board to sign and approve the resolution.	None	1 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
Total		None	8 days, 2 hours and 45 minutes	

62. REQUEST FOR SECRETARY'S CERTIFICATION

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

Office or Division:	OFFICE OF THE BOARD SECRETARY
Classification:	Complex



Type of Transaction:	G2G-Government to Government			
Who may avail:	BOARD OF TRUSTEES, DAP OFFICERS, BANKS, AND OVERSIGHT AGENCIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully filled out Request Form, 1, original		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

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

Office of the President

63. REQUEST FOR APPOINTMENT WITH THE DAP PRESIDENT BY INTERNAL CLIENTS

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

Office or Division:	Office of the President (OP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Development Academy of the Philippines (DAP) Centers and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	None	3 minutes	<i>Project Assistant (Receiving Officer) / Project Officer (Technical Staff)</i> Office of the President

	and forward to the technical staff for schedule management			
	<p>1.3 Classify invitation according to appropriateness and availability of the DAP President.</p> <p>a. If appropriate for the DAP President, it will be plotted on the President's official calendar for consideration and approval.</p> <p>b. If the invitation is not appropriate for the DAP President, it will be forwarded and endorsed to the appropriate center/unit</p>	None	1 day	<i>Project Officer (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
Total		None	3 days, 6 minutes	

Services Group

Administrative Department (AD) – Office of the Department Manager

64. REQUEST FOR INVESTIGATION

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

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

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

			Academy's Civil Security Office shall inform the client of the additional time needed to complete the interview and the investigation.)	
	2.1. Review guards' logbook	None	30 minutes	COSO
	2.2. Review CCTV footages	None	1 day	COSO
	2.3. Consolidate of information/ preparation of Investigation Report	None	2 days	COSO
	2.4. Submit report to the CESO for review and comments	None	1 hour	COSO/Chief Executive Security Officer (CESO)
	2.5. Finalize report	None	30 minutes	COSO
	2.6. Report for approval and endorsement of CESO	None	15 minutes	CESO
1. Receive report of investigation from COSO	1.1. Present of report to client	None	1 minute	COSO
Total		None	4 days, 22 minutes	



65. REQUEST FOR SECURITY AUGMENTATION

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

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

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



AD – BAC Secretariat Division (BSD)

66. ISSUANCE OF BAC RESOLUTIONS FOR ALTERNATIVE METHODS OF PROCUREMENT

This process described 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 and Implementing Rules and Regulations of RA 12009.

Office or Division:	BAC Secretariat Division, Administrative Department	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	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">• End-user / Requestor• Purchase Request form: DAP e-Records Management System (e-RMS)

<p>2. Documentary Requirements, as per Annex “H” of the 2016 Revised Implementing Rules and Regulations of RA9184</p> <table border="1" data-bbox="221 312 1140 1126"> <tr> <td data-bbox="230 316 689 1120"> <p>SCIENTIFIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES (Section 53.6 of RA9184 and Section 35.6 of RA12009)</p> <p>1. BIR Certificate of Registration (for individuals) or Mayor’s / Business Permit (for company/ corporation)</p> <p>2. Professional License / Curriculum Vitae (Consulting Services) or Company Profile (for company/corporation)</p> <p>3. PhilGEPS Registration No.</p> <p>4. Income / Business Tax Return (For ABC’s above P500K)</p> <p>5. Market Study / Justification</p> </td> <td data-bbox="698 316 1131 1120"> <p>HIGHLY TECHNICAL CONSULTANTS (Section 53.6 of RA9184 and Section 35.6 of RA12009)</p> <p>1. BIR Certificate of Registration (for individuals) or Mayor’s / Business Permit (for company/ corporation)</p> <p>2. Professional License / Curriculum Vitae (Consulting Services) or Company Profile (for company/corporation)</p> <p>3. PhilGEPS Registration No.</p> <p>4. Justification</p> </td> </tr> </table>	<p>SCIENTIFIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES (Section 53.6 of RA9184 and Section 35.6 of RA12009)</p> <p>1. BIR Certificate of Registration (for individuals) or Mayor’s / Business Permit (for company/ corporation)</p> <p>2. Professional License / Curriculum Vitae (Consulting Services) or Company Profile (for company/corporation)</p> <p>3. PhilGEPS Registration No.</p> <p>4. Income / Business Tax Return (For ABC’s above P500K)</p> <p>5. Market Study / Justification</p>	<p>HIGHLY TECHNICAL CONSULTANTS (Section 53.6 of RA9184 and Section 35.6 of RA12009)</p> <p>1. BIR Certificate of Registration (for individuals) or Mayor’s / Business Permit (for company/ corporation)</p> <p>2. Professional License / Curriculum Vitae (Consulting Services) or Company Profile (for company/corporation)</p> <p>3. PhilGEPS Registration No.</p> <p>4. Justification</p>	<ul style="list-style-type: none"> • End-User • Other Government Agency/ies
<p>SCIENTIFIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES (Section 53.6 of RA9184 and Section 35.6 of RA12009)</p> <p>1. BIR Certificate of Registration (for individuals) or Mayor’s / Business Permit (for company/ corporation)</p> <p>2. Professional License / Curriculum Vitae (Consulting Services) or Company Profile (for company/corporation)</p> <p>3. PhilGEPS Registration No.</p> <p>4. Income / Business Tax Return (For ABC’s above P500K)</p> <p>5. Market Study / Justification</p>	<p>HIGHLY TECHNICAL CONSULTANTS (Section 53.6 of RA9184 and Section 35.6 of RA12009)</p> <p>1. BIR Certificate of Registration (for individuals) or Mayor’s / Business Permit (for company/ corporation)</p> <p>2. Professional License / Curriculum Vitae (Consulting Services) or Company Profile (for company/corporation)</p> <p>3. PhilGEPS Registration No.</p> <p>4. Justification</p>		
<p>3. Notes from HR re: Categorization and Leveling</p>	<ul style="list-style-type: none"> • HR 		

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Submission and Review of Requirements				
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. Submission of approved and Budgeted PR	4.1. Receipt of budgeted PR	None	3 Days	Logistics Division - Property & Supply Management Section
	4.2. Evaluation of PR (specifications, authorized signatories, clearances).			

	4.3. Encode the requirements in the Procurement Management System.			
	4.4. Endorse PR with BUS and PR number to BAC Secretariat for issuance of BAC Resolution			
5. Endorse the approved PR with BUS and (through hardcopy or email) (1 Original and 1 duplicate copy)	5.1. Receipt of approved PR with BUS and PR Number	None	1 day	BAC Secretariat
	5.2. Receive complete documents			
	5.3. Acknowledge through email and provide feedback			
6. Drafting of BAC Resolution	6.1. Draft BAC Resolution for review of End User and BAC Members (route via email)	None	3 Days	BAC Secretariat, End User, and BAC members
7. Finalization of BAC Resolution and drafting of Notice of Award (NOA)	7.1. Finalize the BAC Resolution and Route for the signature of BAC members (route via email or hard copies)	None	1 Day	BAC Secretariat
8. Routing of BAC Resolution	8.1. Route BAC Resolution to the BAC members for approval/ signature (email or hard copies)	None	7 Days	BAC Secretariat and BAC members

9. Issuance of NOA	9.1. Route NOA to the HoPE for approval/ signature	None	7 Days	BAC Secretariat and HoPE
Total		None	27 Days	
<p><i>**Contracting stage after NOA will be the End Users' responsibility.</i></p> <p><i>** Upon receipt of a notarized contract, the estimated processing time to issue Notice to Proceed is 7 days</i></p>				

67. 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.

Office or Division:	BAC Secretariat Division, Administrative Department	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	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
STAGE 1: Submission and Review of Requirements				
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. Submission of approved and Budgeted PR	4.1. Receipt of budgeted PR	None	3 Days	Logistics Division - Property & Supply Management Section
	4.2. Evaluation of PR (specifications, authorized signatories, clearances).			
	4.3. Encode the requirements in the Procurement Management System			
	4.4. Endorse PR with BUS and PR number to BAC Secretariat			
5. Endorsed approved PR with BUS and PR number	5.1. Endorse approved PR with BUS and PR number to End User (through hardcopy or email)	None	1 Day	BAC Secretariat
	5.2. Coordinate with the End User to submit the Official Bidding Documents and Proposed Technical Working Group (TWG) Members.			
6. End User submits duly approved and budgeted	6.1. Receive complete documents	None	2 Days	BAC Secretariat

Purchase Request with attached draft Official Bidding Documents and Proposed Technical Working Group (TWG) Members.	6.2. Acknowledge through email and provide feedback and Prepare draft BAC Resolution Creating TWG			
	6.3. Record the project in the Procurement Monitoring Report (PMR)			
	6.4. Set Schedules for the Procurement Activities (From Pre-Procurement Conference to approval of Notice of Award)	None	90 Days**	BAC Secretariat
	6.5. Issue NOA to the winning bidder and prepare and issue Contract upon receipt of the Performance Security from the Winning Bidder	None	10 Days**	BAC Secretariat
	6.6. Forward issue Contract to the End User for routing for signature and secure Certificate as to Availability of Funds to the Finance Department	None	1 Day	BAC Secretariat End User Finance Officer
	6.7. Received signed and notarized contract	None	1 Day	BAC Secretariat

7. Received a Notice to Proceed	7.1. Issue a Notice to Proceed upon receipt of a signed and notarized contract from the Winning bidder	None	7 Days**	BAC Secretariat
Total		None	120 Days	
<p><i>**Procurement through Competitive Bidding (Goods and Services, Infrastructure Projects, and Consulting Services) is covered under Republic Act No. 9184 or the Government Under the Procurement Reform Act, therefore, the 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

68. 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.

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

<ul style="list-style-type: none"> Inquire through email: olitag@dap.edu.ph / ferrerv@dap.edu.ph Inquire through calls: (02) 8631-2148/ (02) 8631-2152/ (02) 8631-0921 loc. 184 / 118 Inquire through Google Chat or Hangout 	<p>1.2. Provide clients with list of set menu and/or available menu for the day</p> <ul style="list-style-type: none"> For same day requests, client are given available choices from the counter; For advanced reservations (at least 10 days before event/ activity), client may choose from a list of set menu. 			
	<p>1.3. Discuss with the reserving office's Administrative Coordinators / Project Assistant / Project Manager</p>		30 minutes	<p><i>Nutritionist - Dietitian/ Food Service Supervisor/ Manager</i> Cafe Services</p>
<p>2. Reserve the preferred menu and fill-up reservation slip</p>	<p>2.1. Receive and review the client's final menu choice then confirm reservation</p>	None	1 hour	<p><i>Nutritionist - Dietitian/ Food Service Supervisor/ Manager</i> Cafe Services</p>
	<p>2.2. Serve the food at the agreed schedule and venue</p>	None	1 hour	<p><i>Nutritionist - Dietitian/ Food Service Supervisor/ Manager</i> Cafe Services</p>

Post-Event 3. Receive Acknowledgement Receipt (AR)	3.1. Prepare the AR of the customer after each event	None	7 days	<i>Nutritionist - Dietitian/ Food Service Supervisor/ Manager Cafe Services</i>
	3.2. Issue AR and distribute to the customer for their appropriate project charging	None	3 days	<i>Nutritionist - Dietitian/ Food Service Supervisor/ Manager Cafe Services</i>
Total			10 days, 3 hours	

AD – Central Documentation and Records Division

69. 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.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Resource Persons / Consultants, Officers and Staff of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consultant's/RP's Certification of Output Clearance for Honoraria Payment Form, Rev 7, completed		Requesting Center/Office/Project Manager/Project Staff/DTS		
2. C/RP's Output Submission in e-Records Management System (eRMS)/email (e-copy)		Electronic Records Management System (ERMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and provide initial attestation for the C/RP Certification of Output	1.1. Acknowledge receipt via DTMS 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 DTMS</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. <i>Note: Incomplete submissions are returned to the requesting Center/Office</i>		1 day, 4 hours	<i>Project Assistant IV</i>
	1.4. Provide final attestation for the submitted clearance and output	None	1 day	<i>CDRD Records Officer IV - Head</i>
	1.5. Forward the signed documents to the next processor (HRMDD) through DTMS	None	20 minutes <i>(Note: dependent on the number of honorario)</i>	<i>Project Assistant IV</i>
	1.6. Log-out and release the physical signed honoraria to HRMD.	None	10 minutes	<i>CDRD Clerk I</i>
Total		None	2 days, 4 hours, 30 minutes	

70. PREPARATION OF DOCUMENTED INFORMATION FEEDBACK FORM (DFF)

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

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-out/signed Documented Information Feedback Form			Electronic Records Management System (ERMS)	
2. Proposed draft 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/</i>

				<i>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>
Total		None	3 days	

71. 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.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers/Departments/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Memorandum: Policy for Review and Approval			Electronic Records Management System (ERMS)	
2. Proposed draft policy			Originating Office/Proponent	
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 ManCom Secretariat for ManCom deliberation	None	15 minutes	<i>Project Officer I</i>
	1.3. Finalizes ManCom approved policy/guidelines as endorsed by ManCom Secretariat. Organize in	None	5 hours	<i>Project Officer I</i>

	standard format/template. Provide number 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>
Total		None	3 days	



72. 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.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Centers/Departments/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Memorandum Policy for Review and Approval			Electronic Records Management System (ERMS)	
2. Proposed draft policy			Originating Office/Proponent	
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>

	1.2. 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>
	1.3. 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>
	1.4. Endorse the Memo and SO to OP/CEO for approval/ signature	None	15 mins	<i>Project Officer I</i>
	1.5. Disseminate/email blast the approved SO thru DAP webmail and upload onto the ERMS	None	2 hours	<i>Project Officer I</i>
Total		None	1 day, 2 hours, 45 mins	

73. REQUEST FOR ISSUANCE OF TRAINING CERTIFICATES OF ATTENDANCE AND APPRECIATION

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

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Training participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum request for issuance of Certificates/citations		Electronic Records Management System (ERMS)		
1. 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PM/Project Team submit Memo and List of Participants/ Individual/ Institution to be awarded with Certificates/ Citation <i>Note: The Memo shall specify whether the certificate being requested</i>	1.1. Acknowledge and review details of submitted training certificate/citation requested i.e. proper format, name, date, implementing center, etc.	None	15 minutes	<i>CDRD Project Assistant</i>
	1.2. Download attachments and encode training data/details in e-Certificate Info System (eCIS).	None	10 minutes	<i>CDRD Project Assistant</i>

<i>is in printed or digital form, or both.</i>	1.3. Convert the list of resource person/participants (excel file) into CSV file	None	10 minutes	<i>CDRD Project Assistant</i>
	1.4. Uploads the CSV file to eCIS	None	5 minutes	<i>CDRD Project Assistant</i>
	1.5. Generate the final certificates with control number from the eCIS. For Certificate of Appreciation For Certificate of Attendance	None	1 day (per request) 3 days (per request / more than 100 certificates)	<i>CDRD Project Assistant</i>
	1.6. Send draft certificates to requestor for final review	None	5 minutes	<i>CDRD Project Assistant</i>
	1.7. Process custom edits, if application	None	1 hour (depends on number of certs)	<i>CDRD Project Assistant</i>
	1.8. Send draft certificates to OAR for endorsement to OP for PLSS's e-signature	None	5 minutes	<i>CDRD Project Assistant</i>
	1.9. Receives from OAR signed certificate	None	5 minutes	<i>CDRD Project Assistant</i>
	1.10. Endorse certificates to the Business Support and Print Services (BSPS)	PhP 50.00 (per cert)	1 hour (depends on the number of certificates)	<i>CDRD-BSPS Staff</i>

2. Receive the certificate	2.1. Inform the availability and release the printed certificates to requestor	None	1 day	<i>CDRD-BSPS Staff</i>
Total		PhP 50.00 (per certificate)	1 day, 1 hour, 25 mins 3 days, 1 hour, 25 mins	Certificate of Appreciation Certificate of Attendance

74. 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.

Office or Division:	Central Documentation and Records Division (CDRD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	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>
	1.2.1. IF copy of certificate is available, prepare and print certified true copy of certificate of training attended;	None	4 hours	<i>Project Assistant IV</i>
	1.2.2. IF certificate is not available, but evidence of attendance to training is available in general records, CDRD issues certification;			
	1.2.3. IF certificate or evidence of attendance is not available in general records, CDRD endorses request to implementing unit			
1.3. Review and sign the certificate	None	1 day	<i>CDRD Manager</i>	
2. Claim re-issued certificate or certification	2.1. Release of certification upon presentation of the official receipt	P100.00	20 minutes	<i>Project Assistant IV</i>
Total		P100.00	4 days, 4 hours, 30 minutes	

75. 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.

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

request through email at cru@dap.edu.ph	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	2.1. Release requested information to the requestor	None	15 minutes	<i>Project Assistant IV</i>
Total		None	3 days, 1 hour, 30 mins	

76. 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.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE 1. Send an email request to the assigned personnel, with the following details: <ul style="list-style-type: none"> Type of the service (Printing, Binding (Ring, Soft, 3 Hole), Lamination, Padding, Cutting or Trimming, Layout, Scanning, Photocopy) Number of copies Color Setting Paper Size Print Format (<i>1 Side Print or Back-to-Back</i>) 	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 (<i>if all the instructions are clear</i>)	*Please refer to posted rates (attached)	6 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>
WALK-IN 1. Fill out request slip from the BSPS office, providing all the necessary details <ul style="list-style-type: none"> Type of the service (Printing, Binding (Ring, Soft, 3 Hole), Lamination, Padding, Cutting or Trimming, Layout, Scanning, Photocopy) 				

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

**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	4.15	5.00	20.00	0.65	1.50	2.00	per page
	A4	4.15	5.00	20.00	0.65	1.50	2.00	per page
	A3	8.30	9.15	40.00	1.30	2.15	4.00	per page
	Legal	4.15	5.00	20.00	0.65	1.50	2.00	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
	Cutting/Trimming	Any size	Minor	15.00
Any size		Major (<i>with the use of heavy duty equipment</i>)	15.00	

	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

77. TECHNICAL SUPPORT ASSISTANCE OF SIMPLE ICT REQUESTS

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

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request through ticket via IT Support Ticketing System		IT Support Ticketing System (ISTS) ticketing.dap-systems.net		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a ticket via IT Support Ticketing System to report the IT problem encountered	1.1. Acknowledge receipt of the ticket by changing the status from Open to 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
Total		None	1 day	

78. TECHNICAL SUPPORT ASSISTANCE OF COMPLEX ICT REQUESTS

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

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request through ticket via IT Support Ticketing System		IT Support Ticketing System (ISTS) ticketing.dap-systems.net		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a ticket via IT Support Ticketing System to report IT problem encountered	1.1. Acknowledge receipt of the ticket by changing the status from Open to on-going	None	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

	Total	None	3 days
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79. 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.

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All: Online Email Request Form		DAP Intranet		
2. For external clients: Request for Student/Participants Email Form		e-RMS (ICTD Controlled Forms)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CREATION OF EMAIL FOR EXTERNAL CLIENTS/PARTICIPANTS				
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
Total		None	1 hour	

80. SYSTEMS CHANGE REQUEST

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

Office or Division:	Information and Communications Technology Division (ICTD)			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DAP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Microsoft 365 Account (dap.gov.ph)		ICTD (ictd@dap.edu.ph)		
2. Accomplished online form: Change Request Form		bit.ly/ICTD-ChangeRequest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online form: Change Request Form	1.1. Acknowledge receipt of request	None	0	Automated
	1.2. Configured the system to meet the request requirement	None	6 working days (complex) 19 working days (Highly Technical)	ICTD Staff
	1.3. 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

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

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

Office or Division:	Administrative Department - General Services Division (GSD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All centers and offices from the different groups of the Academy.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo request		Group or Center Head		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from Admin Department or General Services Division if there is available office space	1.1. Receive request and check for availability	None	2 working days	Office of the Managing Director, Admin (OMD-Admin or Office of the Director, GSD (OD-GSD) or GSD-Engineering Services Section
	1.2. Give feedback to requesting client on the availability/non availability of office space thru memo	None		

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

82. ENGINEERING SERVICES

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

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

83. HOUSEKEEPING, LANDSCAPING AND AUDIO-VISUAL SERVICES

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

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

84. MOTOR VEHICLE POOL (MV POOL) SERVICES

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

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

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

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

Office or Division:	Administrative Department - General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Center/Department/Office/Unit Designated Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phone Call, Text or Email		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: casalann@dap.edu.ph or wajem@dap.edu.ph or caraanf@dap.edu.ph Inquire through calls: Pasig: (02) 8632-2144/ (02) 8631-2129 loc. 115 Visit DAP Pasig:	1.1. Receive inquiry through calls or emails or personal visit from customer for request for quotation or booking	None	30 Minutes	<i>Customer Relations Officer</i> General Services Division
	1.2. Check availability of conference/function/ meeting rooms and other related requirements inquired.	None	15 Minutes	

DAP Bldg., San Miguel Ave., Ortigas Center 1600 Pasig City				
2. Receive and review copy of proposal through email or in person.	2.2. Prepare and send proposal to customer through email or in person	None	1 Hour	<i>Customer Relations Officer</i> General Services Division
	2.3. Tentatively book reserved conference/ function/meeting rooms, including date and time	None	15 Minutes	
3. Confirm reservation through call, email or personal visit	3.1. Prepare Reservation Sheet (RS) / Contract	None	15 Minutes	<i>Customer Relations Officer</i> General Services Division
	3.2. Send RS/Contract to customer for confirmation	None	15 Minutes	
	3.3. Upon confirmation, change booking status to “confirmed”			
4. Forward conformed RS to GSD	4.1. Submit Conformed RS to Finance Department for budget transfer	None	10 Minutes	<i>Customer Relations Officer</i> General Services Division Finance Department
Total		None	2 hours, 40 minutes	

AD – Logistics Division

86. LEASE OF VENUE FOR THRESHOLD P2 MILLION AND BELOW

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.

Office or Division:	Logistics Division	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	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"> • End-user / Requestor • Purchase Request form: DAP e-Records Management System (e-RMS) 	
2. Documentary requirements: <ul style="list-style-type: none"> • Justification if publicly owned venue is in compliance with the requirements • Copy of Market Scoping 	<ul style="list-style-type: none"> • End-user / Requestor 	

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. Receive 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. Receive 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. Receive documents and issuance of Budget Utilization Slip (BUS)	None	3 days	Budget Office
4. Submit approved, verified and budgeted PR	4.1. Budgeted PR and Evaluates the completeness of PR (TOR/Scope of work, authorized signatories, presence of justification)	None	1 day	Logistics Division - Property & Supply Management Section

	4.2. Encode the transaction to generate/assign PR number in the Procurement Management System (PMS)			
	4.3. Prepare Request for Quotation (RFQ), including specifications/ terms of reference/scope of work	None	16 days	Logistics Division - Canvassing and Procurement Section
	4.4. Disseminate RFQ to at least three (3) Suppliers.			
	4.5. Secure RFQ's 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 nd day from client step 1.			
5. Receive and review copy of proposal/ quotations and confirms venue choice	5.1. Prepares and endorses to signatories Abstract of Quotation (AOQ), including the evaluated contract terms & conditions	None	13 days	Logistics Division - Canvassing and Procurement Section
	5.2. Secure AOQ and prepare Purchase Order (PO)			

	5.3. Route PO to authorized signatories			
	5.4. Send the approved PO to the supplier and secure PO conforme			
	5.5. Provide End-user / Requestor copy of signed contract			
Total		None	35 days	

87. LEASE OF VENUE FOR THRESHOLD P2 MILLION ABOVE

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.

Office or Division:	Logistics Division	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	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"> • End-user / Requestor • Purchase Request form: DAP e-Records Management System (e-RMS) 	
2. Documentary requirements: <ul style="list-style-type: none"> • Justification if publicly owned venue is in compliance with the requirements • Copy of Market Scoping 	<ul style="list-style-type: none"> • End-user / Requestor 	

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 <u>complete</u> appropriate documentary requirements to the Services Front Desk (SFD)	1.1. Receive approved PR and assign Process Control Number (PCN)	None	1 day	Services Front Desk (SFD)
2. Submit approved PR with assigned PCN to BAC Secretariat	2.1. Receive 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. Receive documents and issuance of Budget Utilization Slip (BUS)	None	3 days	Budget Office
4. Submission of approved and Budgeted PR	4.1. Receive complete documents and evaluate the completeness of PR(TOR/Scope of work, authorized signatories, presence of justification)	None	1 day	Logistics Division - Property & Supply Management Section

	4.2. Encode the transaction to generate/assign PR number in the Procurement Management System (PMS)			
	4.3. Prepare Request for Quotation (RFQ), including specifications/ terms of reference/scope of work	None	16 days	Logistics Division - Canvassing and Procurement Section
	4.4. Disseminate RFQ to at least three (3) Suppliers.			
	4.5. Secure RFQ's. 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 22nd day from client step 1.			
5. Receive and review copy of proposals/quotations and preparing/issuance and endorsing/routing to	5.1. Prepares AOQ and endorse to authorized signatories.	None	27 days	Logistics Division - Canvassing and Procurement Section

<p>authorized signatories the following documents - Abstract of Quotation (AOQ), BAC Resolution, Notice of Award (NOA), and Purchase Order (PO).</p>	<p>5.2. Secure AOQ and endorse to BAC Secretariat Division (BSD) with documentary requirements needed for preparing BAC Resolution.</p>			
	<p>5.3. Finalize the BAC Resolution and Route for the signature of BAC members (route via email or hard copies)</p>			
	<p>5.4. Route BAC Resolution to the BAC members for approval/ signature (email or hard copies)</p>			
	<p>5.5. Issuance of NOA and route to the HoPE for approval/ signature</p>			
	<p>5.6. Issuance of PO and route to authorized signatories</p>			
	<p>5.7. Send the approved PO to the supplier and secure PO conforme</p>			
	<p>5.8. Provide End-user / Requestor copy of signed contract.</p>			
	Total	None	49 days	

88. ISSUANCE OF SUPPLIES FROM THE CENTRAL STOCKROOM

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

Office or Division:	Logistics Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Requisition and Issuance of Stock Form			DAP e-Records Management System	
2. Approved Budget Utilization Slip, original			Budget Office 3 rd 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
Total		None	1 hour, 10 minutes	

89. PROCUREMENT OF GOODS AND SERVICES THROUGH SMALL VALUE PROCUREMENT

This process describes the acquisition of Goods and Services amounting to P2 million and below.

Office or Division:	Logistics Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DAP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Purchase Request (PR) 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"> • End-user / Requestor • Purchase Request form: DAP e-Records Management System (e-RMS) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 1 original copy and 1 duplicate copy of the accomplished Purchase Request (PR) with <u>complete</u> appropriate documentary requirements to the Services Front Desk (SFD)	1.1. Receive approved PR and assign Process Control Number (PCN)	None	1 day	Services Front Desk (SFD)

2. Submit approved PR with assigned PCN to BAC Secretariat	2.1. Receive the PR and verify if the item/requirement is 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. Prepare for the approval and issuance of Budget Utilization Slip (BUS)	None	3 days	Budget Office
4. Submit approved and Budgeted PR	<p>4.1. Receive budgeted PR. Evaluate 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 disseminate 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 200K above</p> <p>Secure RFQ's <i>(1 price quotation may suffice).</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 27th day from client step 1.</p>	None	20 days	Logistics Division - Canvassing and Procurement Section
5. Receive and review copy of proposal/ quotations	5.1. Prepare and endorse Abstract of Quotation (AOQ) to authorized Signatories	None	17 days	Logistics Division - Canvassing and Procurement Section
	5.2. Secure approved AOQ and prepare, and evaluate Purchase Order (PO)			
	5.3. Route PO to authorized signatories			

	5.4. Send the approved PO to the supplier and secure PO conforme			
	5.5. Provide End-user / Requestor copy of signed PO			
Total		None	48 days	
Procurement through Alternative Methods of Procurement is covered under Republic Act No. 9184 or the Government Under the Procurement Reform Act and Republic Act No. 12009 or the New Government Procurement Act.				



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

90. 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.	1.1. Record, assign Processing Control Number (PCN), and forward all documents to the Pre-Audit	None	5 minutes	Services Front Desk (SFD) staff Administrative Department
	1.2. 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.
	1.3. Conduct budget related analysis, allocate budget and issue the Budget Utilization Slip (BUS),	None	2 days	Finance Department Budget Division
	1.4. Budget Division Chief sign			

	the BUS			
	1.5. Forward to Accounting Division (ADiv)			
	1.6. Prepare, sign, and issue Disbursement Vouchers (DV), Journal Entry Vouchers (JEV), and tax certificates	None	2 days	Accounting Division
	1.7. Verifies accounting entries, ensures completeness, and signs the DV/JEV	None	6 hours	<i>Division Chief</i> Accounting Division
	1.8. 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
	1.9. 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
	1.10. Verifies payee information, amount accuracy, prepares	None	5 hours	Treasury Division Finance Department

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



91. 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 supporting	1.1. Records, assigns a Processing Control Number (PCN), and forwards BR +	None	2 minutes	Services Front Desk (SFD) staff Administrative

documents to the Services Front Desk (SFD)	supporting 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
Total		None	12 days, 27 minutes	

92. 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.

Office or Division:	Finance Department - Budget, Accounting & Treasury Division			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Officers and Staff of the Academy <ul style="list-style-type: none"> • Bonded Permanent and Co-Terminous Officers/ Staff for ₱5,000.00 or above, with no outstanding CAs; Unbonded Permanent and Co-Terminous Officers/ Staff for amounts below ₱5,000.00 with no outstanding CAs 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Specific Cash Advance Form		Originating Unit		
2. Accomplished DAP Transaction Slip (DTF)		Originating Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out DAP Transaction Slip (DTS)	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
Total		None	14 days, 24 minutes	



93. 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"> • Permanent or Co-Terminous Officers/ Staff • Non-Plantilla Personnel (NPP) or External Resource Persons of the Academy B. FOREIGN TRAVEL <ul style="list-style-type: none"> • Permanent or Co-Terminous Officers or Staff • Non-Plantilla Personnel (NPP) of the Academy 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Local Travel		
1. Approved Service Agreement (SA) for NPP or LOI for External Resource Persons of DAP	Originating Unit	
2. Accomplished DAP Transaction Slip (DTS)		
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)	None	1 day	Accounting Division Finance Department

	and 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
Total		None	7 days, 24 minutes	

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

94. ISSUANCE OF CERTIFICATE OF EMPLOYMENT / ENGAGEMENT, AND SERVICE RECORD

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

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

<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
<p>2. Claim requested certificate / SR and rate the service via the same form (if hard copy; receives soft copy via email). Through https://bit.ly/HRMDDServicesEvalForm for internal clients</p>	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
Total		None	1 day, 30 minutes	

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

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

Office or Division:	Human Resource Management Division (HRMD) - HRMDD			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Officers and Staff of the Academy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completed and signed Engagement Request & Classification Form (ERCF) and CV Highlights Form			Document Management System (DMS)	
2. Curriculum Vitae of Consultant/Resource Person (C/RP), 1 copy			Requesting Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and 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	<i>HR Officer HRMD</i>
	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> <i>HRMD</i>
Total		None	2 days, 40 minutes	

96. 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.

Office or Division:	Human Resource Management Division (HRMD) - HRMDD			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Resource Persons / Consultants Officers and Staff of the Academy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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	<i>HR Officer</i> 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			<i>HR Officer</i> 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	2.1. 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
	2.2. 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
	2.3. 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
Total		None	2 days, 16 minutes	

97. REQUEST FOR MONETIZATION OF LEAVE CREDITS

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

Office or Division	Human Resource Management Division (HRMD) – HRMDD Compensation and Benefits			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Eligible/qualified Plantilla-based Personnel of the Academy			
CHECK LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Leave of Absence (CS form No. 10, Series 2020)			HRMD	
2. Memorandum, signed, from the requestor (if request will monetize 50% or more)			Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished ALA form (for 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>	<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</p>	None	4 hours	HRM Assistant
	<p>1.3. Reviews the computation of the monetization request and certifies the new available leave balance</p>	None	4 hours	HRMDD Comben Senior Officer/HRM Officer
	<p>1.4. HR-Comben returns the certified available leave to the requestor for the signature of their immediate supervisor</p> <p><i>Note: The Next step will proceed after the return of documents</i></p>	None	10 minutes	HR Assistant, Requestor
	<p>1.5. Prepares memo and endorses the application for monetization of leave credits to the approving signatory:</p> <ul style="list-style-type: none"> ● HRM Division Chief ● HRMDD Department Manager ● Finance Department Manager ● OSVP for Services ● Head of Agency 	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. The head 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

	<p>1.12. After receiving the audited requests, HR-Comben route the payroll to the approving signatory:</p> <ul style="list-style-type: none"> ● HRMD Div. Chief ● HRMDD Dept. Manager ● OSVP for Services 	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
Total		None	10 days, 6 hours and 20 minutes	



98. 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.

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

FOR MATERNITY LEAVE – 105 days	
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
FOR PATERNITY LEAVE – 7 days	
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)
FOR SOLO PARENT LEAVE – 7 days	
7. Updated Solo Parent ID (photocopy)	Local Government Unit (LGU) – Social Welfare and Development Office (SWDO)
FOR STUDY LEAVE – up to 6 months	
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
FOR VAWC LEAVE – 10 days	
11. Any of the following supporting documents: <ul style="list-style-type: none"> • Barangay Protection Order (BPO) • Temporary / Permanent Protection Order (TPO/PPO) • Certification issued by the Punong Barangay/ Kagawad or Prosecutor or Clerk of Court for the application for BPO 	Punong Barangay / Kagawad / Barangay Office Court/ Prosecutor or Clerk of Court
FOR REHABILITATION LEAVE - up to 6 months (for injuries acquired in the performance of duties)	

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
FOR SPECIAL LEAVE BENEFITS FOR WOMAN (MAGNA CARTA for WOMEN) – up to 2 months	
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
FOR SPECIAL EMERGENCY LEAVE (CALAMITY) – up to 5 days	
16. Declaration of State of Calamity	Local Government Unit (LGU)
FOR ADOPTION LEAVE – up to 60 days	
17. Authenticated copy of the Pre-Adoptive Placement Authority	Department of Social Welfare and Development (DSWD)
FOR LEAVE OF ABSENCE for 30 DAYS or more (PROLONGED)	
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:	1.1. 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.	1.2. Processing and certify the available leave credits.	None	3 Hours	HRM Assistant, HRMD-Comben Senior Officer, HRM Officer
b. Sick Leave – immediately upon the return of the employee.	1.3. 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
c. Maternity Leave – 30 days in advance. d. Paternity Leave – 5 days in advance.	1.4. Recommend or not recommend the approval/disapproval of the applied leave.	None	1 Day	Immediate Supervisor
e. Study Leave – 30 days in advance before the scheduled leave.	1.5. 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>				
<p>2. Submit a copy of the approved/disapproved application for leave to HRM-Comben.</p>	<p>2.1. Receive approved/signed application for leave form (DTR attachment) from the client.</p>	<p>None</p>	<p>5 minutes</p>	<p>End-User / Releasing Officer</p>
Total		<p>None</p>	<p>2 days, 3 hours, 20 minutes</p>	

99. 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.

Office or Division:	Human Resource Management Division (HRMD) – HRMDD Compensation and Benefits	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	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 Net worth (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"> ● Clearance Form (CS Form No. 7) ● Application for Leave of Absence (CS Form No. 6, S. 2020) ● Acceptance of Resignation (CS Form No. 10, S.2017) ● Sworn of Statement of Assets and Liabilities Net worth (SALN) ● Security Reminder ● Statement of Undertaking ● Service Record 	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"> ● HRMD Division Chief ● HRMDD Department Manager ● Finance Department ● OSVP for Services ● Head of Agency 	None	1 day and 4 hours	HRM Assistant, HRM Officer, HRMD-Comben Senior Officer

<ul style="list-style-type: none"> ● Leave Card ● Approved Resignation/ Retirement Letter 	<p>1.3. Route the documents to the approving authority for validation/approval:</p> <ul style="list-style-type: none"> ● HRMD Division Chief ● HRMDD Department Manager ● Finance Department ● OSVP for Services ● Head of Agency 	None	10 minutes	HRM Assistant
	<p>1.4. Division Chief validates and reviews the accuracy of the computation of receivables and endorses to the HRMDD Department Manager for approval</p>	None	1 day	HRM Division Chief
	<p>1.5. HRMDD Department Manager approved/signed the documents prepared by HRMD Comben</p>	None	1 day	HRMDD Department Manager
	<p>1.6. HRMDD endorses the request for payment of last to Finance for certifying availability of funds</p>	None	1 day	Finance Department Manager
	<p>1.7. OSVP for Services approved/signed the recommendation and endorsed to the Head of Agency</p>	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
Total		None	19 days, 5 hours, 30 minutes	



100. 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		Applicant		
4. Candidate's Profile Folder				
5. Application Letter				
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	<i>HR Psychometrician</i>

	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>
Total		None	9 days, 5 hours, 35 minutes	

101. PROCESSING OF SERVICE AGREEMENT (SA)

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

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

102. INTERNAL LEARNING AND DEVELOPMENT (L&D) INTERVENTIONS

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

Office or Division:	Staff Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo Request approved by Center Head		Requesting Center/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	None	2 days	<i>HRD Acting Director</i> HRD

	action of the Acting Managing 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>
Total		None	25 days	

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

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

Office or Division:	Human Resource Development Division (HRD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation and/or Program for the Training		Organizing Agency/Party		
2. Memo Endorsement 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</i></p>	None	5 days	<i>HRM Officer II</i>

	<i>provider, and computation of 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	None	2.5 days	<i>HRM Officer II</i>

	encodes the transaction in the HRIS			
Total		None	9 days (if Training is free of charge) 15 days (if Training is with a fee)	

104. PREPARATION OF TRAVEL DOCUMENTS AND PAYMENT FOR LOCAL TRAINING

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

Office or Division:	Human Resource Development Division (HRD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Training Report		Participant		
2. Certified Copy of Certificate		Participant		
3. Pre-travel documents		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From the approved client's request for training	1.2. 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>
	1.3. Review the prepared documents.	None	4 hours	<i>Acting Director, HRD</i>

	1.4. 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>
Total		None	6 days, 4 hours and 10 minutes	

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

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

Office or Division:	Staff Development Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. APO DAP Secretariat memo and project notification			APO DAP Secretariat	
2. Memo request			Requesting Center/Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APO DAP Secretariat sends a memo with the attached Project Notification inviting DAP to send participants to the APO Training Programs; Or Center/Department Head sends memo endorsement of staff to attend a foreign training/ studies	1.1. 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>Executive Assistant 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>Executive Assistant I</i>
Total		None	7 days	



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

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

Office or Division:	Staff Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HR Nomination Form signed by the Center Head		HRMDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 <i>(for APO application)</i></p> <p>7 days <i>(for foreign training/ studies)</i></p>	<i>Executive Assistant 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 Learning & Development Committee (L&D).	None	1 day	<i>Executive Assistant 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 L&D.	None	2 days	<i>Acting Managing Director HRMDD</i>
	1.5. Memo endorsement is released simultaneously via email to the L&D members.	None	1 hour	<i>Executive Assistant 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 L&D members' decision and/or ranking of the nominated personnel signed by HRD AM and OIC, HRMDD.	None	1 day	<i>Executive Assistant I Acting Director, HRD Acting Managing Director HRMDD</i>
	2.2. The DAP President makes final	None	2 days	<i>President/</i>

	decision on the approval and/or ranking of nominees.			<i>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>Executive Assistant I</i></u>
Total		None	9 days & 6 hours (APO) 13 days & 6 hours (foreign training/ studies)	



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

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

Office or Division:	Staff Development Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Plantilla and Non-Plantilla-based personnel of the Academy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 If foreign training/studies, the Office of the President sends	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>Executive Assistant I</i>
	1.2. Draft and endorse a return service contract containing the	None	3 days	<i>Executive Assistant I</i>

the approved nomination form.	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			
	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>Executive Assistant I</i>
2. Submit signed contract and	2.7. Endorse the contract and	None	1 day	<i>Executive Assistant I</i>

travel documents	travel documents to the Office of the President for signature			
	2.8. 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>Executive Assistant I</i>
	2.9. 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>Executive Assistant I</i> <i>Acting Director, HRD</i>
Total		None	8 days, 4 hours	



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.

Office or Division:	DAP Conference Center– Facilities Marketing and Sales Office (FMSO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	Government and private institutions, individual guests and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through email: dapccsales@dap.edu.ph or publicaffairsdesk@dap.edu.ph Inquire through calls:	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 Private Accounts at least 50% deposit of the contracted price is required upon confirmation and the balance shall be settled upon checkout For the Government Accounts submission of Certificate of	10 minutes	DAPCC Cashier <i>Account Executive</i> DAPCC - FMSO

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

109. GUEST CHECK-IN AND CHECK-OUT AT THE DAP CONFERENCE CENTER

To avail of the lodging facilities of the Center, the guest check-in process has to be completed prior to guest room use. Standard check-in time is at 2:00 PM. Meanwhile, the standard check-out time is at 12:00 noon. Guests are expected to vacate their rooms by this time and proceed to the reception area to return their room keys and settle any outstanding charges.

Office or Division:	DAP Conference Center– Rooms and Facilities Services (RFS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	Government and private institutions, individual guests from government and private institutions/parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None (for check-in with prior reservation) 2. Valid ID (for walk-in guests)		1. N/A 2. Guest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Front Desk for check-in	1.1. Greet and welcome guests; 1.2. Verify if guest is on list of reserved clients; 1.3. For walk-in guests, present available rooms and rates	None	1-5 minutes	Front Office Clerk
2. Fill-out the online registration form	2.1. Endorse the QR code for the accomplishment of the online guest registration form;	None	3 minutes <i>(Dependent on the completion of the registration)</i>	Front Office Clerk

	<p>2.2. Review the accomplished registration form and note any special requirement</p> <p>2.3. Print the accomplished registration form</p>		<p><i>form or upon queries about the Conference Center's facilities and services)</i></p>	
<p>3. Acknowledge the house rules and provide required identification</p>	<p>3.1. Brief about DAPCC house rules and security deposit, if applicable</p> <p>3.2. For walk-in guests, secure a photocopy of one valid ID and apply any eligible discount (Senior Citizen, PWD, etc.)</p> <p>3.3. Endorse the printed form for signature</p>	None	<p>2-5 minutes</p> <p><i>(Dependent upon queries about the DAPCC House Rules)</i></p>	Front Office Clerk
<p>4. Pay for the room rate and security deposit</p>	<p>4.1. Receive full payment of room rate and security deposit</p> <p>4.2. Issue invoice/receipt</p>	Dependent on the rate of the available room plus security deposit	3-5 minutes	<p>Front Office Clerk</p> <p>Cashier/Special Collecting Officer</p>
<p>5. Receive the room key</p>	<p>5.1. Confirm readiness of assigned room</p> <p>5.2. Activate electronic room key</p> <p>5.3. Issue the room key to the guest and courteously provide directions to the location of their assigned room</p>	None	2-3 minutes	Front Office Clerk
<p>6. During check-out: Surrender room key</p>	<p>6.1. Receive room key</p>	None	4 minutes	Front Office Clerk

to the Front Office Clerk	6.2. Call the room attendant to check the vacated room for possible damaged or lost items 6.3. Check tickets from DAPCC units for additional services availed			Room Attendant
7. Pay for additional charges incurred, if any	7.1. Receive payment for incremental charges 7.2. Issue invoice/receipt 7.3. Return security deposit	Dependent on the services/charges incurred, as may be referred to the latest Pricelist of Damaged or Lost Items	2-3 minutes	Front Office Clerk
8. Sign check-out report	8.1. Ask the guest to sign the Check-Out Report	None	1 minute	Front Office Clerk
Total (Check-in with prior reservation)		None	9 minutes	
Total (Check-in of walk-in guests)		None	17-20 minutes	
Total (Check-out process)		None	7-8 minutes	

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

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

The Development Academy of the Philippines (DAP) offers to the public training programs that are usually announced on the DAP website/brochures and through letters of invitation. These are implemented by the following technical excellence and resource centers: Productivity and Development Center, Center for Governance, Sustainable Human Development Program, and DAP sa Mindanao. Interested individuals and organizations may enroll in these public offerings.

Office or Division:	DAP sa Mindanao			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Interested individuals Qualification requirements for participants (if any) are specified in the letter of invitation/brochure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Duly accomplished enrollment form or online registration; and Completion of course requirements 		<ul style="list-style-type: none"> DAP or Center website (https://www.dap.edu.ph/service-charter/), letter of invitation, social media announcements and/or email invite Participation in the course at specified venue or online platform 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-accomplished enrolment and nomination forms, through e-mail or fax	8.2. 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"> • Complete payment of course fees • Completion of course requirements 	Project manager and team
Total		<i>Total fee depends on the type and duration of training.</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.

111. DELIVERY OF CUSTOMIZED TRAINING SERVICES

The Development Academy of the Philippines (DAP) offers to the public training programs that are customized to suit the needs and requirements of its clients. The training programs could include training needs analysis, training design development, training management, and training evaluation. These are implemented by the following technical excellence and resource centers: Center for Governance, DAP sa Mindanao, Productivity and Development Center, and Sustainable Human Development Program.

Office or Division:	DAP sa Mindanao	
Classification:	Highly Technical	
Type of Transaction:	A2A-Agency to Agency A2B-Agency to Business Entity	
Who may avail:	Public and private organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Formal letter of request and terms of reference (TOR) indicating the following: <ul style="list-style-type: none"> • Type of training • Training needs to be addressed • Number and profile of target participants • Preferred venue • Proposed schedule • Name of agency, address, contact number • Name and position of contact /focal person • Completion of course requirements 		<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: https://trainings.dap.edu.ph/</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"> • Complete payment of course fees • Completion of course requirements 	Project manager and team

	<p><i>Total</i></p>	<p><i>Project cost varies according to topic, class size, duration, and venue of the training</i></p>	<p><i>Varies, depending on the course duration</i></p>
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Note: Contracting comes right after the approval of the submitted eRCTF. For projects amounting to less than PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 and higher, a Memorandum of Agreement (MOA) shall be prepared. For projects not involving financial obligations, a Memorandum of Understanding (MOU) shall be prepared.

112. REQUEST FOR TECHNICAL ASSISTANCE/ CONSULTANCY/ RESEARCH SERVICES

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

Office or Division:	DAP sa Mindanao	
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"> ● Name of agency, address, contact number ● Name and position of contact /focal person ● Type of service to be availed - Technical Assistance, Consultancy or Research Services ● Needs that are to be addressed ● Proposed schedule <p>Participation in relevant project activities</p>		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 working day	Office of the 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 minute	Supervising Fellow/Project Manager/ Technical Staff
3. Participation in relevant project activities	3.1. Provision or conduct of relevant project activities and delivery of expected project outputs	Varies, depending on the price of outputs delivered	Varies, depending on the project scope and deliverables	Supervising Fellow/Project Manager/ Technical Staff
4. Review and approve the project outputs delivered	4.1. Submit project outputs for review/acceptance by the client	None	Varies, depending on the project scope and deliverables	Supervising Fellow/Project Manager/Technical Staff
5. Process the payment due the Academy based schedule of payments	5.1. Prepare and submit billing statements based on completed outputs and payment schedule	Varies, depending on the price of outputs delivered	2-3 weeks, from receipt of project deliverables accepted by the client	
Total		<i>DAP consultancy fees are determined based on the nature, duration, expected outputs/deliverables, and specific</i>	Varies, depending on the project scope and deliverables	

	<i>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 PHP500,000.00, a Letter of Conforme (LOC) shall serve as a binding contract while for projects amounting to PHP500,000.00 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

VIII. 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 th 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 th 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 th Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	pdc@dap.edu.ph (02) 8631-0921
Center for Governance (CFG)	4 th 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 th 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 th Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 144
Center for Strategic Futures (CSF)	2 nd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	csf@dap.edu.ph (02) 8631-0921
Graduate School of Public Management (GSPM)	2 nd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	GSPM@dap.edu.ph (02) 8631-0921
DAP Library	3 rd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	library@dap.edu.ph (02) 8631-0921 loc. 134
Office of the Vice	3 rd Floor, DAP Building,	ccc@dap.edu.ph

President for Corporate Affairs Group	San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 131
Planning and Strategy Management Office	3 rd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	cosm-gse2@dap.edu.ph (02) 8631-0921 loc. 168
Integrated Management System Office	3 rd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	imso@dap.edu.ph (02) 8631-0921 loc. 122
APO/DAP Secretariat	1 st Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	apodapsec-gse1@dap.edu.ph (02) 8631-0921 loc. 110
DAP Research and Development Office (DRDO)	5 th 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 st Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	imc@dap.edu.ph (02) 8632-7862
Legal Office	6 th 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 th 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 rd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	academyregistrar@dap.edu.ph (02) 8631-0921 loc. 175
Office of the Senior Vice President for Service (OSVPS)	3 rd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 111
Administrative Department (AD) – Office of the Department Manager	3 rd Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 155
AD – BAC Secretariat	1 st Floor, DAP Building, San Miguel Avenue,	(02) 8631-0921 loc. 133

	Ortigas Center, Pasig City, Metro Manila	
AD – General Services Division (GSD)	1 st Floor, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City, Metro Manila	(02) 8631-0921 loc. 137
AD – Logistics Division (LD)	1 st 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 st 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 st 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 st 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 rd 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 rd 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 rd 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 rd 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 h 63-46-4831291
DAP sa Mindanao (DsM)	Waterfront Insular Hotel,	(082) 232-8082;

	Km. 7 Lanang, 8000 Davao City, Philippines	Fax No.: (082) 224-5685
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IX. FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>a. Accomplish the Client Contact Form at the Public Affairs Desk for walk-in clients</p> <p>b. Send feedback thru email at publicaffairsdesk@dap.edu.ph or leave a message via the DAP website at https://www.dap.edu.ph/contact-us/ or you may call us at telephone number 8-6310921 local 100 or 8-6312171</p>
<p>How feedback is processed</p>	<p>a. The Public Affairs Officer compiles feedback via the Client Feedback Form and checks email on daily basis and encodes it in the feedback registry</p> <p>b. Feedback requiring answers will be endorsed to the appropriate center or office.</p> <p>c. Concerned center/office will send response to the client and furnishes a copy of such to the Public Affairs Desk</p> <p>d. For follow-ups, clients may contact the Public Affairs Desk at telephone number 8-6310921 local 100 or 8-6312171</p>
<p>How to file a complaint</p>	<p>a. Accomplish the Public Affairs Desk Complaint Form at PAD for walk-in clients</p> <p>b. Complaints can also be filed via the following: email publicaffairsdesk@dap.edu.ph, thru online form: https://forms.gle/DUVBUtcnYkz91d9 or leave a message via the DAP website at https://www.dap.edu.ph/contact-us/ or call us at telephone number 8-6310921 local 100 or 8-6312171</p>
<p>How complaints are processed</p>	<p>a. The Public Affairs Officer provides the complainant with a copy of his/her complaint indicating the date of receipt and information on next steps in the process.</p> <p>b. The Public Affairs Officer endorses the complaint to Compliance Monitoring Team within</p>

	<p>1 working day or 24 hours from receipt</p> <p>c. The Compliance Monitoring 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 or proposed final resolution of the complaint and submits the same to the Compliance Monitoring Team for review.</p> <p>f. The Compliance Monitoring 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 Compliance Monitoring Team.</p> <p>i. The Compliance Monitoring 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><u>Anti-Red Tape Authority (ARTA)</u> complaints@arta.gov.ph Hotline: 1-ARTA (1-2782) PLDT: (02) 8246-7940 SMART: 0920-925-3078; 0998-856-8338</p> <p><u>Presidential Action Center (PACe)</u> pace@op.gov.ph</p> <p><u>Contact Center ng Bayan (CCB)</u> 8888 – Presidential Complaints Center</p>
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