



development academy of the philippines

*Citizen's Charter Handbook
FY 2023 (3rd edition)*



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**CITIZEN'S CHARTER
FY 2023 (3rd edition)**

I. Mandate

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

To foster and support the development forces at work in the nation's economy through selective human resources development programs, research, data collection, and information services, to the end that optimization of wealth may be achieved in a manner congruent with the maximization of public security and welfare;

To promote, carry on and conduct scientific, inter-disciplinary and policy-oriented research education, training, consultancy, and publication in the broad fields of economics, public administration, and the political and social sciences, generally, involving the study, determination, interpretation, and publication of economic, political, and social facts and principles bearing upon development problems of local, national, or international significance; and,

To discharge a regional role in initiating and catalyzing exchange of ideas and expertise on development activities in the region of Asia and the Pacific.

II. Mission

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

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

III. Vision

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

IV. Core Values

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

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

V. Quality Policy

In transforming people and organizations, we are committed to:

Deliver the highest quality of service to our stakeholders;

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

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

To achieve this, we commit to continually improve the effectiveness of our quality management system.

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

1. APPLICATION FOR APO SCHOLARSHIP TRAINING PROGRAM

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

The APO/DAP Sec accepts scholarship training applications from Filipinos, which are then endorsed to the APO Secretariat in Japan. The APO Secretariat makes the final deliberations on the applications. All applicants will be asked to fill out and submit the prescribed Candidates Biodata Form (CBF) in electronic form, as required by the APO Secretariat.

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

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

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

	<i>circumstances</i>			
STAGE 2: Result of Applications				
	3.1 Prepare official DAP notice to applicants with the result of APO Secretariat deliberations .	None	1 working day	Program Coordinator; APO Liaison Officer APO/DAP Secretariat
	3.2 Issue notice to all applicants thru email.	None	2 hours	Program coordinator APO/DAP Secretariat
Total		None	2 working days, 7 hours and 15 minutes	

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

	<p>b. The Public Affairs Officer endorses the complaint to COSM within 1 working day or 24 hours from receipt</p> <p>c. The COSM Compliance Team reviews and endorses the complaint to the Compliance Officer.</p> <p>d. The Compliance Officer instructs the concerned Center/Office to proceed with appropriate action for the complaint within the following timelines:</p> <ul style="list-style-type: none">*8888 Citizens' Complaint Center through the Governance Commission for GOCCs (GCG) – to be resolved within 72 hours from receipt*Presidential Complaint Center (PCC) – to be resolved within 72 hours from receipt*Contact Center ng Bayan (CCB) – to be resolved within 5 working days from receipt <p>e. The Action Officer puts in writing the status/ proposed final resolution of the complaint and submits the same to the COSM Compliance Team for review.</p> <p>f. The COSM Compliance Team endorses the complaint and proposed final resolution to the Office of the President and the Legal Office.</p> <p>g. The President provides approval for the final resolution to the complaint.</p> <p>h. The Office of the President provides the signed copy of the final resolution to the complaint to COSM.</p> <p>i. The COSM Compliance Team sends the signed resolution to the</p>
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	<p>complainant/Complaints Centers, with the following copy furnished:</p> <ul style="list-style-type: none"> *The Office of the President; *Legal Office; *Office of the Compliance Officer; and *PAD.
<p>Contacts Information of CCB, PCC, and ARTA</p>	<ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908 8816565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority