

ADVISORY No. 111 s. 2026  
April 16, 2026



In compliance with DepEd Order (DO) No. 8, s. 2013  
This advisory is issued not for endorsement per DO 28, s. 2001,  
but only for the information of DepEd officials,  
personnel/staff, as well as the concerned public.

**DESIGNING CITIZEN-CENTERED PUBLIC SERVICES**

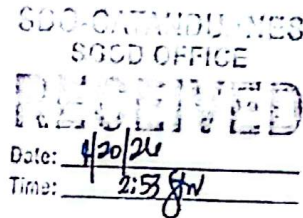
The DAP, as the country's focal organization for the Asian Productivity Organization (APO) Center of Excellence on Public-Sector Productivity (COE-PSP), extends an invitation to the training on **Designing Citizen-Centered Public Services** on April 28 to July 13, 2026.

For more details, you may contact Ms. Samantha Denise Ocaña of the DAP COE-PSP via email at [ocanas@dap.edu.ph](mailto:ocanas@dap.edu.ph) or through (02) 8631-0921 to 30 loc.152 or mobile no. 0936-911-2188.

Participation in this seminar is on a voluntary basis only.

Attached is the letter of invitation for reference.

For information.



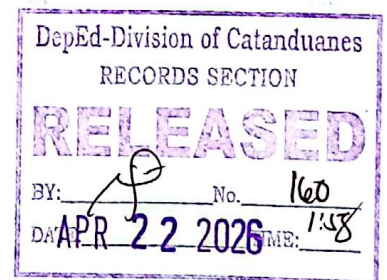
Republika ng Pilipinas  
**Kagawaran ng Edukasyon**  
REHIYON V (BIKOL)

**TANGGAPANG PANSANGAY NG MGA PAARALAN NG CATANDUANES**

April 22, 2026

TO: Assistant Schools Division Superintendent  
Chief Education Supervisor  
Education Program Supervisors  
Public Schools District Supervisors  
Elementary and Secondary School Heads  
All Others Concerned

For information.



By Authority of the OIC – Schools Division Superintendent:

**DELFIN A. BONDAD**  
Assistant Schools Division Superintendent  
Officer-In-Charge



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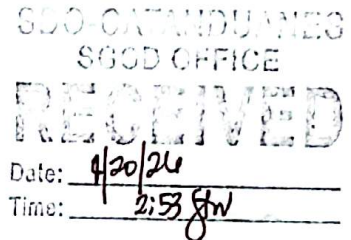
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HRDD/ecf/smn/mdc  
04/16/26

# Development Academy of the Philippines

The National Productivity Organization

## LETTER OF COMMITMENT

### DESIGNING CITIZEN-CENTERED PUBLIC SERVICES

April to July 2026 | Pasig City

The \_\_\_\_\_ (Name of Organization) hereby confirms its participation in the *Designing Citizen-centered Public Services* training program and agrees to the following responsibilities:

- a. Enroll the officers/staff in the DCCPS and ensure their full attendance in all scheduled activities;
- b. Participate in the training, pilot-testing/project incubation activities, and consultancy services conducted by DAP;
- c. Provide all necessary inputs and local support to the participants and DAP as needed
- d. Implement and document the results and outcomes of the participants' (final output/project);
- e. Confirm that the \_\_\_\_\_ (Full function of Nominating Officer),

\_\_\_\_\_ (Full Name of Nominating Officer) will attend the Pitching Session, which will be conducted virtually between **12-15 May 2026**, via Zoom;

- f. Present the service innovation project results during the Knowledge and Experience Sharing Session in July 2026;
- g. Collaborate with the DAP project team and resource persons to provide follow-up services to the participants as applicable; and
- h. Cover the participants' daily allowance and transportation expenses to and from the training venue.

The nominated participants have full support from the agency's leadership in attending the training and developing and implementing a (initiative/project) at our agency.

\_\_\_\_\_  
Name of Agency Representative / Institutional Partner  
(Signature over printed name)

\_\_\_\_\_  
Position/Designation

Date:

DAP MAIN OFFICE  
DAP Bldg., San Miguel Avenue, Pasig City 2100  
PO Box 12788, Ortigas Center, Pasig City 2100  
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
# development academy of the philippines

The National Productivity Organization



27 March 2026

**HON. JUAN EDGARDO M. ANGARA**  
Secretary  
Department of Education  
2nd Floor Department of Education Building,  
Meralco Avenue, Pasig City

DEPARTMENT OF EDUCATION	
<b>RECEIVED</b>	
RECORDS SECTION, REGIONAL OFFICE	
MAR 31 2026	
By: 	Time: 1:44 P.M.

Dear **Secretary Angara**:

Greetings from the Development Academy of the Philippines (DAP)!

The DAP, as the country's focal organization for the Asian Productivity Organization (APO) Center of Excellence on Public-Sector Productivity (COE-PSP), would like to invite your agency to the **Designing Citizen-Centered Public Services (DCCPS)** scheduled on **28 April to 13 July 2026**.

This intervention is a three-month hybrid training program that aims to assist government agencies in developing solutions so that their services address their clients' needs and expectations. The activities of DCCPS are divided into four phases: Upskilling, Pitching, Incubation and Pilot Implementation, and Knowledge and Experience Sharing. The lectures and workshops under the **Upskilling Phase** will be held face-to-face from **4 to 8 May 2026** in Pasig City.

Should your office be interested, kindly nominate **three (3) - five (5) officers and technical staff from a Division/Unit that provide frontline services and those performing related functions**. Participation in the training requires an agency counterpart fee of **Seven Thousand Pesos (PHP 7,000.00)** per participant to cover the venue and meal costs. The closing date for nominations is on **17 April 2026**. Please find attached the Course Briefer, General Information and Guidelines and Form, and Letter of Commitment for more information about the program.

For any inquiries or concerns, your office may reach Ms. Samantha Denise R. Ocaña of the DAP COE-PSP via email at [ocanas@dap.edu.ph](mailto:ocanas@dap.edu.ph) or through phone (02) 8631-0921 to 30 loc. 152, or mobile 0936-911-2188.

Thank you, and we look forward to your positive response.

Very truly yours,

  
**LEOCADIO S. SEBASTIAN, PhD, CESO I**  
Acting President and CEO

**DAP MAIN OFFICE**  
DAP Office, Subic Bay Freezone Pasig City Bldg  
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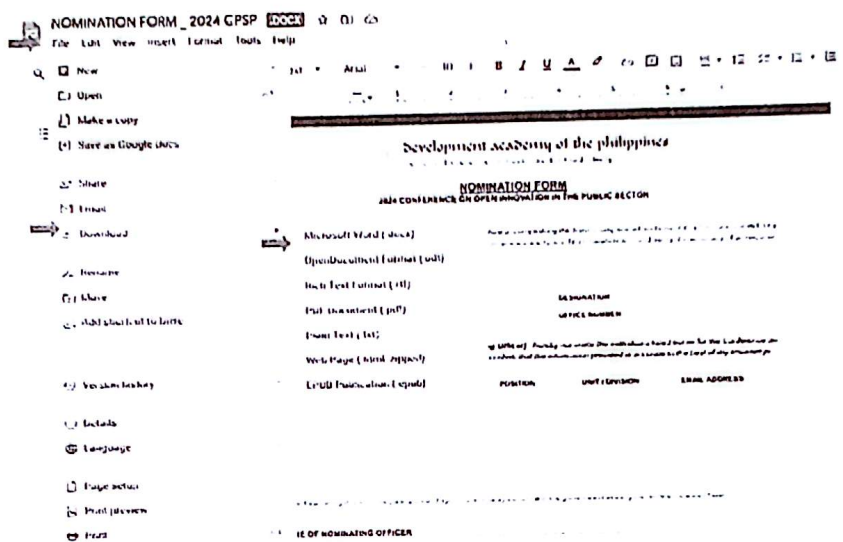
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## GENERAL INFORMATION AND GUIDELINES FOR NOMINATION

### Submission of Nominations

1. Download the nomination form in .docx format by selecting "File > Download > Microsoft Word (.docx)."



2. Complete the form with details of three (3) to five (5) nominees involved in critical services and programs, delivering the same service, and performing any of the following functions: decision-making, client support or frontline service delivery, administrative, logistics, and IT.
3. The Nominating Officer should be the Head of Agency, Undersecretary, Assistant Secretary or its equivalent from the agency/organization. He/she should sign the nomination form once completed.
4. Submit the nomination form and letter of commitment to [capdev.coepsp@dap.edu.ph](mailto:capdev.coepsp@dap.edu.ph) by **22 April 2026, 5:00 PM** with the subject: **[Agency Abbreviation] - Nomination Form- DCCPS** (e.g., *DAP - Nomination Form - DCCPS*). Copy the nominees in the email.

### Confirmation and Registration

- **Acceptance is not guaranteed.** Accepted nominees will receive a **Confirmation Email** with workshop details and a **Registration and Payment Form** for necessary information.
- Agencies should process internal documents (e.g., Special Order, Travel Authority) **only after receiving confirmation** from our office.

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**DAP SA MINDANAO**  
Lanang, Davao City 8000  
Tel. (082) 287-2902  
E-mail: [academy@dap.edu.ph](mailto:academy@dap.edu.ph)



- An **Acknowledgment Email** will confirm receipt of the nomination. If accepted, a **Confirmation Email** will be sent with further instructions to formalize acceptance to the training program.
- Agencies whose nominations are not accepted will be notified.
- **Registration is mandatory** to secure a training slot.
- Read all workshop materials carefully to ensure proper preparation.

### **Attendance Policy**

- **Only confirmed participants** may attend. Walk-ins are not allowed.

### **Counterpart fee**

- Please be advised that **ACCEPTED** participants are required to provide a counterpart fee of **Php 7,000** per person for the course. Cost is inclusive of course materials, venue, and meals.

### **Workshop Exclusions**

- Agencies must cover participants' **accommodation and transportation** expenses.

### **Replacement of Participants**

- Replacement of participants may be allowed in case the enrollee is unavailable due to unforeseen events or if another staff member is better suited.
- Notify the **DAP project team via email** at least **one week before** the session for participant details.

### **Certificate of Completion**

- Certificates of Completion will be issued to participants who have attended at least 90 percent of the total number of training hours. Full commitment is expected from registered participants.

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E-mail: [academy@dap.edu.ph](mailto:academy@dap.edu.ph)



## NOMINATION FORM

### DESIGNING CITIZEN-CENTERED PUBLIC SERVICES

4-8 May 2026 | Pasig City

Instructions: **PLEASE READ** the guidelines on pages 1 and 2 before completing the form. Complete all required fields of this form and submit along with the letter of commitment by **22 April 2026**, to [capdev.coebsp@dap.edu.ph](mailto:capdev.coebsp@dap.edu.ph). Ensure that all entries are typed (NOT handwritten) and verify spelling, especially for names and email addresses.

NAME OF AGENCY/ORGANIZATION:	
NAME OF NOMINATING OFFICER:	
DESIGNATION:	
OFFICE NUMBER:	
EMAIL ADDRESS:	

COMPLETE NAME OF NOMINEE	POSITION	UNIT / DIVISION	EMAIL ADDRESS
1			
2			
3			
4			
5			

By signing and submitting this form, the participant and agency confirm agreement with the training guidelines.

**SIGNATURE OF NOMINATING OFFICER:**

\_\_\_\_\_

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# Designing Citizen-Centered Public Service: Course Briefer

May to July 2026 | DAP Pasig City

The Development Academy of the Philippines as the focal organization of the Asian Productivity Organization's (APO) Center of Excellence on Public-sector Productivity, aims to boost the productivity of public-sector organizations throughout the APO member countries through capability building, knowledge sharing, research, and other technical assistance. The DAP has also recently begun designing and facilitating innovation programs to help government agencies improve their services.

The Designing Citizen-Centered Public Services (DCCPS) program aims to assist government agencies in developing solutions so that their services address their clients' needs and expectations. Facilitators guide participants as they gather information about their services and stakeholders and develop and test solutions. Agencies also avail of additional coaching from the DAP as they take their ideas further.

## PROGRAM OBJECTIVES

By the end of the workshop, participants will be able to:

1. **Demonstrate** an in-depth understanding of the principles and concepts of designing citizen-centered public service
2. **Implement** the key steps and use the tools for designing services around the client's needs and expectations
3. **Design** a citizen-centered public service
4. **Develop** prototypes and conduct tests on their chosen solution
5. **Pilot-test** a service innovation project

## TARGET PARTICIPANTS

- **Professionals/officers** from the **Management Division/Unit** of public sector organizations that provide services and those performing related functions.

## VENUE

Development Academy of the Philippines | Pasig City

## APPROACHES AND METHODOLOGIES

The DCCPS is an intensive course delivered in a hybrid format, blending in-person sessions with asynchronous learning materials on the theories, tools, and techniques covered throughout the course. This course is structured into four phases:



**Upskilling | 4-8 May 2026.** The Designing Citizen-Centered Public Service Workshops will guide participants in identifying their service and operations' issues and designing solutions to these problems. Lectures and activities will provide tools and strategies to better understand their clients' perspectives and redesign services around their concerns and recommendations. With each workshop, the participants will build their service prototypes and conduct an initial test.



**Pitching | 12-15 May 2026.** In the second phase, each team will pitch their action plan and service prototypes to their nominating officer or head of the agency to get their input and approval to proceed to the next steps. The pitching phase is a virtual session where each agency is given 15 minutes for the presentation and 15 minutes to discuss it with their nominating officer or head of the agency.



**Incubation and Pilot Implementation | May to July 2026.** In this phase, the participants will pilot-test the implementation of their innovation project. Coaching sessions will be conducted to assist in monitoring progress and to provide technical support.



**Sharing Session | July 2026.** The fourth phase is a culminating activity where participants showcase the milestones, learnings, and impact of their respective innovation projects. This is also an opportunity for them to learn from the experience of other public sector organizations benefiting from the DCCPS and other training interventions of the COE-PSP.

## COURSE REQUIREMENTS

A **Certificate of Completion** will be awarded to participants upon completion of the four phases and compliance with the requirements of the course.

Aside from attending the course lectures and discussions, the participants must:

1. **Ensure** participation in all activities in each phase of the workshop.
2. **Develop** and submit the redesigned client journey map, stakeholder persona, reframed innovation problem, idea sheet, and pitch deck.
3. **Present** the conceptualized service innovation project to the assigned DAP Coach and Institutional Partner.
4. **Pilot-test** the innovation project and submit progress reports within the implementation period.
5. **Present** learnings on the pilot testing during the *Knowledge and Experience Sharing Session*.

## HOW TO JOIN?

Sign up by completing the Nomination Form and submitting the signed Letter of Commitment.

Please send the accomplished forms in PDF format to [capdev.coepsp@dap.edu.ph](mailto:capdev.coepsp@dap.edu.ph)

- Each agency can nominate a team of **3-5 participants**. The **deadline for application** is on **22 April 2026**. The confirmation email for accepted agencies will be sent on **23-24 April 2026**.
- A counterpart fee of **Php 7,000 per person**, inclusive of course materials, meals, and venue, must be paid upon confirmation of accepted participants.