



PROJECT IMPLEMENTATION PLAN

Ref. No.: 21-SN-04-GE-DMP-C-PH01-PP2200001-001

Date of Issue	20 May 2022
Project Code	21-SN-04-GE-DMP-C-PH01
Title	Improvement of Public Service Delivery through the Application of the Citizen-centric Approach
Timing and Duration	May–November 2022 (seven months)
Hosting Country(ies)	Philippines
Modality	Virtual and/or face-to-face
Implementing Organization(s)	Development Academy of the Philippines
Participating Country(ies)	Philippines
Overseas Participants	Not Applicable
Local Participants	Not Applicable
Qualifications of Participants	Not Applicable
Nomination of Participants	Not Applicable
Closing Date for Nominations	Not Applicable

1. Objectives

- a. Establish model organizations to improve public service delivery in the Philippines.
- b. Introduce innovative approaches and tools to close the quality and efficiency gaps in the Philippines' public service delivery.
- c. Implement citizen-centered service improvement in designated public organizations to promote overall organizational productivity.
- d. Demonstrate and disseminate the process and results of the project to other public organizations.

2. Background

The Philippines has been at the forefront in promoting public-sector productivity in APO members. The designation of the Development Academy of the Philippines (DAP) as the Center of Excellence on Public-sector Productivity (COE on PSP) was an important milestone in this endeavor. The APO COE on PSP serves as a hub and coordinates activities such as capability building, knowledge sharing, research, and other technical assistance.

The DAP has recently launched innovation programs to improve government agencies' services. These include Designing Citizen-Centered Public Service Improvements (DCCPSI) to assist government agencies in aligning their services with clients' needs and expectations. The DCCPSI program's framework combines lean management principles and the citizen-centered service delivery approach, resulting in greater access to public services through streamlined channels with increased efficiency and reduced turnaround costs and times.

In support of the DCCPSI, this demonstration project will promote the application of productivity tools and techniques in improving citizen-centric public services in selected public organizations in the Philippines. Improved process and efficiency gains in those organizations will be disseminated to increase multiplier effects in other government agencies across the country.

3. Collaborating Partners

This project will be implemented in collaboration with the following partners as the demonstration organizations:

- Department of Labor and Employment
- Department of Environment and Natural Resources, Environmental Management Bureau

4. Financial Arrangements

To be met by the APO

- a. All assignment costs of the overseas resource person(s).
- b. Up to a total of USD10,000.00 as local implementation costs for dissemination activities, including production of a practical manual and multimedia record and holding a dissemination event(s) such as a workshop(s)/seminar(s).

To be met by the DAP

- a. Expenses for coordinating and implementing the project such as the assignment of a coordinator and local expert(s) involved.
- b. Partial expenses for dissemination activities.

To be met by the Demonstration Organizations

- a. Expenses for logistic arrangements, including the local travel costs of the resource person(s) and local expert(s) and expenses for interpretation.
- b. Costs associated with the purchase, installation, operation, and maintenance of equipment, if any.
- c. All other expenses not covered by the APO and DAP.

5. Implementation Procedures

Please refer to the implementation procedures circulated with this document.

A handwritten signature in black ink, appearing to read 'Mochtan', with a long, sweeping flourish extending upwards and to the right.

Dr. AKP Mochtan
Secretary-General