

CITIZEN'S CHARTER
PUBLICATIONS SECTION

Schedule of availability of service:

Monday to Friday/ 8:00 a.m. to 5:00 p.m. (No noon break)

Name of Service:

SELLING OF SELECTED FSI PUBLICATIONS

Who may avail of the service:

General Public

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/Client | Service Provider | Duration of Activity | Person-in-charge | Fees | Form |
|--|--|---|----------------------|-------------------|---|--------------------------------|
| 1 | Client inquires about the availability of the publication/title he/she intends to purchase | Staff checks the availability of publication/title | 5 mins. | Circulation Staff | None | |
| 2 | | If the publication/title is available, Staff fills out the "Request to Accept Payment" form; Staff indicates the cost of the intended purchase based on the Price List. | 5 mins. | | None | Request to Accept Payment Form |
| 3 | Client proceeds to the FSI Cashier and pays the corresponding cost of the publication/title. | | 10 mins. | | *Depends on what book/ check the Price List | |
| 4 | Client returns to the Publications Section with the Official Receipt (OR) as proof of payment. | | 5 mins. | | None | |
| 5 | | Staff checks the OR and then hands over the publication/title paid for by Client. | 3 mins. | Circulation Staff | None | |
| END OF TRANSACTION | | | | | | |
| Total/time for transaction: 28 minutes | | | | | | |

Schedule of availability of service:

Monday to Friday/ 8:00 a.m. to 5:00 p.m. (No noon break)

Name of Service:

WITHDRAWAL OF FSI PUBLICATIONS

Who may avail of the service:

All bonafide employees of the Department of Foreign Affairs and the Foreign Service Institute, Researchers from other government agencies and offices, and Students

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/Client | Service Provider | Duration of Activity | Person-in-charge | Fees | Form |
|---|--|--|----------------------|-------------------|------|------------------------------|
| 1 | A. Client from DFA or FSI inquires about the availability of the publication/title he/she intends to request. | Staff checks the availability of the publication/title | 5 mins. | Circulation Staff | None | |
| | B. If Client is from other government agencies/offices or is a student, an official letter of request from the institution addressed to the FSI Director-General is a must. Client should give the letter to the Office of the Director-General before proceeding to the Publications Section. | Upon notification of approval from the Office of the Director-General to grant the requested publication/title, Staff checks the availability of such. | 5 mins. | Circulation Staff | | |
| 2 | | Staff hands out Client the "Publications Withdrawal" form | 30 seconds | Circulation Staff | None | |
| 3 | Client fills out the "Publications Withdrawal" form | | 3 mins. | | None | Publications Withdrawal Form |
| 4 | | Staff hands over the requested publication/title | 2 mins. | Circulation Staff | None | |
| END OF TRANSACTION | | | | | | |
| Total/time for transaction: 10 minutes and 30 seconds | | | | | | |