



**FOREIGN SERVICE INSTITUTE**

**CITIZEN'S CHARTER  
2019 (1<sup>st</sup> Edition)**



## I. Mandate

The Foreign Service Institute (FSI) was formally established under PD 1060, on 9 December 1976. With the promulgation of RA 7157, or the Philippine Foreign Service Act of 1991, the mandate of the Institute was revitalized and expanded. Title VIII – Foreign Service Institute, Section 57 of the RA 7157 states the functions of the FSI as follows:

“The Institute, through its academic, training, research, information, publication, systems development and other programs, shall serve as the center for the development and professionalization of the career corps of the foreign service of the Department and other government agencies which have offices and employees assigned abroad. It shall maintain a Center of International Relations and Strategic Studies (CIRSS) and shall otherwise function as a research institution on issues and problems with foreign policy implications, global and regional strategies and management of foreign affairs while serving as institutional consultant of the Department on matters related to foreign policies and programs as well as development management, planning, review and evaluation processes in the Department. The Institute shall, inter alia, pursue a training program for those who are leaving for foreign assignments and for those who are recalled and shall hold seminars, including language courses, to prepare such officers and employees for their new assignments.”

The Institute thus designs and conducts training programs appropriate to the needs of personnel of the Department of Foreign Affairs (DFA) and those of other government agencies who will be assigned to Philippine foreign service posts. It undertakes independent research on issues relevant to international relations and foreign policy as well as policy studies in aid of foreign policy formulation, management, and evaluation. It also provides institutional support to the DFA with regard to organizational development and management, including but not limited to the planning, review, and assessment of the policies and systems and procedures of the Department.

## II. Vision

By 2026, the FSI will be among the leading institutions in Asia for diplomatic training and foreign policy research.



### III. Mission

The Foreign Service Institute develops foreign service competencies through responsive learning and development programs, and strengthen foreign policy through relevant, insightful and timely research support.

### IV. Service Pledge

The Foreign Service Institute, as the government institution mandated to provide training and research support to the Philippine foreign service corps, commits to:

- deliver quality and timely training and research to the Department of Foreign Affairs and other stakeholders;
- uphold good governance and high ethical standards for public service;
- comply with applicable regulatory requirements; and
- continuously improve its quality management system.



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# **CARLOS P. ROMULO SCHOOL OF DIPLOMACY (CPRSD)**

## **External Services**



## CPRSD Training Services

Department of Foreign Affairs personnel and other government agencies with attached services in the foreign service to attend the training program of CPRSD

|   |  |  |                                     |  |
|---|--|--|-------------------------------------|--|
| <b>Office/Division</b>  |  | Carlos P. Romulo School of Diplomacy (CPRSD)                             |                                     |  |
| <b>Classification</b>   |  | Highly Technical   |                                     |  |
| <b>Type of Transaction</b>  |  | G2G Government to Government   |                                     |  |
| <b>Who may avail</b>  |  | Members of the Philippine Foreign Service Corps with Permanent Items     |                                     |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                                     |  |
| Endorsement from HRMO (DFA)<br>Endorsement from their office (Other Agency) |  | HRMO, Department of Foreign Affairs<br>Government Office (Mother Agency) |                                     |  |
| <b>CLIENT STEP</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESsing TIME</b>              | <b>PERSON RESPONSIBLE</b>  |
| 1.Attend the Pre-Training Briefing  | 1.Conduct Pre-Training Briefing<br><br>1.1 Provide the Profile form to the participant                           | None   | 1 Hour                              | <i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy |
| 2.Fill-out and Submit Participant's Profile                                 | 2.Receive the Profile form from the participant<br><br>2.1 Provide the Learning Contract form to the participant | None   | 10 Minutes                          | <i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy |
| 3.Sign the Learning Contract  | 3. Receive the Learning Contract form from the participant<br><br>3.1 Conduct Training Program                   | None   | 3 Minutes                           | <i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy |
| 4.Participation in the training Program                                     | 4.Conduct Examination or other exercises   | None   | TBD<br>see list of regular programs | <i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy |





|  |  |      |                        |   |
|--|--|------|------------------------|---|
| 5.Undertake Examination/or required outputs/exercises and activities (undertake removal exam if necessary) | 5. Receive the Answer Sheet and other required outputs<br><br>5.1 Provide the Evaluation form to the participant | None | 2 Hours                | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of Diplomacy<br><br><i>Training Specialist</i><br>Office of the Director-General |
| 6.Fill-out and Submit Evaluation Form  | 6. Receive the Evaluation from the participant<br><br>6.1 Issue the Certificate to the Participant               | None | 15 Minutes             | <i>Training Specialist</i><br>Office of the Director-General<br><br><i>Training Specialist</i><br>Carlos P. Romulo<br>School of Diplomacy |
| 7.Receipt of Certificate   |  | None | 3 Minutes              | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of Diplomacy   |
| <b>TOTAL</b>   |  | None | 3 Hours,<br>31 Minutes |   |



Request to Provide Training Services  
Demand driven request from other government agency

|  |   |  |                         |  |
|--|---|--|-------------------------|--|
| <b>Office/Division</b>   | Carlos P. Romulo School of Diplomacy (CPRSD)  |  |                         |  |
| <b>Classification</b>  | Highly Technical  |  |                         |  |
| <b>Type of Transaction</b>   | G2G Government to Government  |  |                         |  |
| <b>Who may avail</b>   | Personnel from other government agency  |  |                         |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>                       |                         |  |
| Official letter of request by the requesting agency  |   | Requesting Government Office (Mother Agency) |                         |  |
| <b>CLIENT STEP</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>                       | <b>PROCE SSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1.Send official Letter to the Foreign Service Institute  | 1.Receipt of the official letter of requesting agency<br><br>1.1 Review of the request for Approval   | None   | 5 Minutes<br><br>2 Days | <i>Administrative Aide</i><br>Office of the Director-General<br><br><i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy |
| 2.If approved, sign the Memorandum of Agreement or Letter with Conforme for the Implementation of training program submit to the Institute to signed the MOA | 2. Provide the memorandum of agreement or letter with conforme to the requesting agency<br><br>2.1 Receive the memorandum of agreement or letter with conforme from the requesting agency<br><br>2.2 Provide the training design to the requesting agency | None   | 1 Hour                  | <i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy   |



|   |   |      |                                    |   |
|---|---|------|------------------------------------|---|
| 3. Acceptance of Training Design and Cost   | 3. Receive the accepted training design from to the requesting agency   | None | 15 Days                            | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of Diplomacy   |
| 4. Attend the Pre-Training Briefing   | 4. Conduct Pre-Training Briefing<br><br>5. Provide the Profile form to the participant                            | None | 1 Hour                             | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of Diplomacy   |
| 5. Fill-out and Submit Participant's Profile  | 6. Receive the Profile form from the participant<br><br>6.1 Provide the Learning Contract form to the participant | None | 10 Minutes                         | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of Diplomacy   |
| 6. Sign the Learning Contract   | 7. Receive the Learning Contract form from the participant<br><br>7.1 Conduct Training Program                    | None | 3 Minutes                          | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of Diplomacy   |
| 7. Participation in the training Program  | 8. Conduct Examination or other exercises   | None | TBD (see list of regular programs) | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of Diplomacy   |
| 8. Undertake Examination/or required outputs/exercises and activities (undertake removal exam if necessary) | 9. Receive the Answer Sheet and other required outputs<br><br>9.1 Provide the Evaluation form to the participant  | None | 2 Hours                            | Training Specialist<br>Carlos P. Romulo<br>School of Diplomacy<br><i>Training Specialist</i><br>Office of the<br>Director-General |



|  |  |      |                                       |  |
|--|--|------|---------------------------------------|--|
| 9. Fill-out and Submit Evaluation Form | 10. Receive the Evaluation from the participant<br><br>10.1 Issue the Certificate to the Participant | None | 15<br>Minutes                         | <i>Training Specialist</i><br>Office of the Director-General<br><br><i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy |
| 10. Receipt of Certificate             |  | None | 3 Minutes                             | <i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy   |
| <b>TOTAL</b>                           |  | None | 17 Days,<br>4 Hours,<br>26<br>Minutes |  |



## Scholarship Services

Department of Foreign Affairs Personnel to Apply for Scholarship and Training Programs

|  |   |
|--|---|
| <b>Office/Division</b>   | Carlos P. Romulo School of Diplomacy (CPRSD),<br>Scholarship Programs Section (ScPS)  |
| <b>Classification</b>  | Complex   |
| <b>Type of Transaction</b>   | G2G Government to Government  |
| <b>Who may avail</b>   | DFA Personnel   |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>  |
| <ol style="list-style-type: none"> <li>1. Memorandum announcing the Scholarship Program (CSD-F33 Rev00 01 Aug)</li> <li>2. Endorsement Letter from the Head of Office</li> <li>3. Recommendation Letter</li> <li>4. Application Form by the donor institution/country</li> <li>5. Curriculum Vitae</li> <li>6. Statement of Purpose <ul style="list-style-type: none"> <li>• Relevance of the program to current work/job.</li> <li>• Impact of participation to the mission of the agency, individual work, and professional development.</li> </ul> </li> <li>7. Foreign Service Officers Cadetship Course Certificate of Completion (for new FSOs)</li> <li>8. Transcript of Record</li> <li>9. Diploma</li> <li>10. Passport</li> <li>11. Health Insurance</li> <li>12. Medical Report/Certificate</li> <li>13. Language Proficiency Certificate</li> <li>14. Passport size photos</li> <li>15. Post Training Report (ScPS Prescribed Format)</li> </ol> | <ol style="list-style-type: none"> <li>1. FSI-ScPS</li> <li>2. Head of Agency/Office</li> <li>3. Professor/Supervisor</li> <li>4. FSI-ScPS</li> <li>5. Applicant } to prepare specified documents</li> <li>6. Applicant }</li> <li>7. Applicant (given by FSI's CORE Programs Section after the Course)</li> <li>8. Applicant } to be secured by the applicant from the</li> <li>9. Applicant } College/University graduated from</li> <li>10. OCA</li> <li>11. Applicant (if not provided by donor)</li> <li>12. Government Hospital</li> <li>13. College/University graduated/HR</li> <li>14. Applicant (taken within the last 6 mos.)</li> <li>15. ScPS</li> </ol> |



| CLIENT STEP   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|---|-----------------|-----------------|--|
| 1.Submits endorsement letter together with the required application documents | 1.Receives and records application  | None            | 1 Day           | Desk Officer<br>SAOII – USA, Americas, Middle East, Africa, Europe<br>SAO I – Asia and the Pacific |
|   | 2.Reviews completeness of documents   | None            |                 | Desk Officer   |
|   | 3.Assesses application documents using the Applicant's Initial Assessment Form (CSD-F29 Rev 00 01Aug19) | None            |                 | Desk Officer   |
|   | 4.Prepare Ad Referendum memorandum  | None            |                 | Desk Officer   |
|   | 5.Informs applicant/s of the Ad Referendum result   | None            | 3 Days          | Desk Officer   |
| 2.Complies with additional requirements (if applicable) and submits to ScPS   |   | None            |                 |  |
|   | 6.Prepare NV, Nomination letter for nomination to Donor Institution/Country or Embassy                  | None            | 3 Day           | Desk Officer   |
| 3.Receives notification from Donor Institution/Country                        | 7.Notifies DFA HRMO on the acceptance   | None            |                 | Desk Officer   |
|   | 8.Submits to HRMO all pertinent documents required to facilitate the processing of Travel Authority     | None            |                 | Desk Officer   |



|   |                                     |      |        |      |
|---|-------------------------------------|------|--------|------|
|   | and other pre-travel arrangements   |      |        |      |
| 4. Complies with other requirements by the donor institution/country prior to Departure | 9. HRMO to prepare Travel Authority | None |        | HRMO |
| 5. Receives Travel Authority  |                                     | None |        |      |
| 6. After the program, Submit Post-Training Report 30 days upon arrival                  |                                     | None |        |      |
| <b>TOTAL</b>  |                                     |      | 7 Days |      |



# **CARLOS P. ROMULO SCHOOL OF DIPLOMACY (CPRSD)**

## **Internal Services**





## CPRSD Training Services

Foreign Service Institute personnel to attend the training program of CPRSD

|  |  |   |                        |   |
|--|--|---|------------------------|---|
| <b>Office/Division</b>   |  | Carlos P. Romulo School of Diplomacy (CPRSD)  |                        |   |
| <b>Classification</b>  |  | Highly - Technical  |                        |   |
| <b>Type of Transaction</b>   |  | G2G- Government to Government   |                        |   |
| <b>Who may avail</b>   |  | Employees of the Foreign Service Institute  |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>  |                        |   |
| Memo Request to attend a Course<br>Endorsement from Section Head<br>Endorsement from the Division Head<br>Approval of Director-General |  | Section Concerned<br>Division, Office of the Head<br>Office of the Director-General |                        |   |
| <b>CLIENT STEP</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESsing TIME</b> | <b>PERSON RESPONSIBLE</b>                             |
| 1.Request for endorsement to attend the Course/Seminar   | 1.Submit Memo to SH for approval   | None  | 5 Minutes              | Section Head<br>Concern Section                       |
|  | 2.If approved, submit the memo to the Division Head for approval         |   | 1 Hour                 | Administrative Aide<br>Concern Division               |
|  | 3.If approved, submit to the Office of the Director-General for approval |   | 2 Hours                | Administrative Aide<br>Office of the Director-General |
|  | 4.Upon approval, submit the memo to the Personnel Section                |   | 30 Minutes             | Administrative Aide<br>Office of the Director-General |
|  | 5.Issue an Office Order to attend a course                               |   | 15 Minutes             | Section Head<br>Office of Personnel                   |
|  | 6.Inform the FSI personnel   |   | 15 Minutes             | Administrative Aide<br>Office of Personnel            |



|   |   |      |                                     |   |
|---|---|------|-------------------------------------|---|
| 2. Attend the Pre-Training Briefing   | 7. Conduct Pre-Training Briefing<br>8. Provide the Profile form to the participant                            | None | 1 Hour                              | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of<br>Diplomacy  |
| 3. Fill-out and Submit Participant's Profile  | 9. Receive the Profile form from the participant<br>10. Provide the Learning Contract form to the participant | None | 10 minutes                          | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of<br>Diplomacy  |
| 4. Sign the Learning Contract   | 11. Receive the Learning Contract form from the participant<br>12. Conduct Training Program                   | None | 3 minutes                           | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of<br>Diplomacy  |
| 5. Participation in the training Program<br><br>Take all examinations and exercises conducted               | 13. Conduct Examination or other exercises  | None | TBD<br>see list of regular programs | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of<br>Diplomacy  |
| 7. Undertake Examination/or required outputs/exercises and activities (undertake removal exam if necessary) | 14. Receive the Answer Sheet and other required outputs<br>15. Provide the Evaluation form to the participant | None | 2 hours                             | <i>Training Specialist</i><br>Carlos P. Romulo<br>School of<br>Diplomacy<br><br><i>Training Specialist</i><br>Office of the<br>Director-General |



|                                       |   |      |                       |  |
|---------------------------------------|---|------|-----------------------|--|
| 8.Fill-out and Submit Evaluation Form | 16.Receive the Evaluation from the participant<br><br>17.Issue the Certificate to the Participant | None | 15 minutes            | <i>Training Specialist</i><br>Office of the Director-General<br><br><i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy |
| 9.Receipt of Certificate              |   | None | 3 minutes             | <i>Training Specialist</i><br>Carlos P. Romulo School of Diplomacy   |
| <b>TOTAL</b>                          |   | None | 5 Hours,<br>3 Minutes |  |



## Scholarship Services

### Foreign Service Institute Personnel to Apply for Scholarship and Training Programs

|  |  |  |
|--|--|--|
| <b>Office/Division</b>   | Carlos P. Romulo School of Diplomacy (CPRSD),<br>Scholarship Programs Section  |  |
| <b>Classification</b>  | Complex  |  |
| <b>Type of Transaction</b>   | G2G Government to Government   |  |
| <b>Who may avail</b>   | FSI Personnel  |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |  |
| <ol style="list-style-type: none"> <li>1. Memorandum announcing the Scholarship Program (CSD-F33 Rev00 01 Aug)</li> <li>2. Endorsement Letter from the Head of Office</li> <li>3. Recommendation Letter</li> <li>4. Application Form by the donor institution/country</li> <li>5. Curriculum Vitae</li> <li>6. Statement of Purpose <ul style="list-style-type: none"> <li>• Relevance of the program to current work/job.</li> <li>• Impact of participation to the mission of the agency, individual work, and professional development.</li> </ul> </li> <li>7. Transcript of Record</li> <li>8. Diploma</li> <li>9. Passport</li> <li>10. Health Insurance</li> <li>11. Medical Report/Certificate</li> <li>12. Language Proficiency Certificate</li> <li>13. Passport size photos</li> <li>14. Post Training Report (ScPS prescribed format)</li> </ol> | <ol style="list-style-type: none"> <li>1. FSI-ScPS</li> <li>2. Division Head</li> <li>3. Professor/Supervisor</li> <li>4. FSI-ScPS</li> <li>5. Applicant } to prepare specified documents</li> <li>6. Applicant }</li> <li>7. Applicant } to be secured by the applicant from</li> <li>8. Applicant } the College/University graduated from</li> <li>9. OCA</li> <li>10. Applicant (if not provided by donor)</li> <li>11. Government Hospital</li> <li>12. College/University graduated/HR</li> <li>13. Applicant (taken within the last 6 mos.)</li> <li>14. ScPS</li> </ol> |  |



| CLIENT STEP   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|---|-----------------|-----------------|--|
| 1.Submits endorsement letter together with the required application documents to FSI-HRMS | 1.HRMS receives and assess application  | None            | 1 day           | <i>Administrative Officer V</i><br>Human Resource Management Section |
|   | 2.HRMS conducts Ad Referendum to FSI Scholarship Committee  | None            |                 | <i>Administrative Officer V</i><br>Human Resource Management Section |
|   | 3.Informs applicant/s of the Ad Referendum result   | None            | 1 day           | <i>Administrative Officer V</i><br>Human Resource Management Section |
|   | 4.HRMS prepares memorandum informing ScPS of the name/s of endorsed applicants  | None            |                 | <i>Administrative Officer V</i><br>Human Resource Management Section |
|   | 5.ScPS Prepares Ad Referendum memorandum to DFA   | None            | 3 days          | Desk Officer   |
|   | 6.Informs applicant/s of the Ad Referendum result   | None            |                 | Desk Officer   |
| 2.Complies with additional requirements (if applicable) and submits to ScPS               |   | None            |                 |  |
|   | 7.Prepare NV/Nomination letter for nomination to Donor Institution/Country or Embassy   | None            | 2 days          | Desk Officer   |
|   | 8.Notifies applicant and HRMS on the acceptance   | None            |                 | Desk Officer   |
|   | 9.Coordinates with HRMS and AFSD – Finance regarding the processing of Travel Authority, allowances (if applicable) and other pre-travel arrangements | None            |                 | Desk Officer   |



|  |       |      |        |  |
|--|-------|------|--------|--|
| 3.Complies with other requirements by the donor institution/country prior to Departure |       | None |        |  |
| 4.Receives Travel Authority  |       | None |        |  |
| 5.After the program, Submit Post-Training Report 30 days upon arrival                  |       | None |        |  |
|  | TOTAL |      | 7 Days |  |



# **CENTER FOR INTERNATIONAL RELATIONS AND STRATEGIC STUDIES (CIRSS)**

## **External Services**



## Research Services

CIRSS provides inputs to the different offices of the DFA, and occasionally to

|   |  |   |                        |                           |
|---|--|---|------------------------|---------------------------|
| <b>Office/Division</b>  |  | Center for International Relations and Strategic Studies, FSI       |                        |                           |
| <b>Classification</b>   |  | Highly Technical  |                        |                           |
| <b>Type of Transaction</b>  |  | G2G   |                        |                           |
| <b>Who may avail</b>  |  | DFA and other agencies  |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>  |                        |                           |
| Letter/Memorandum of Request  |  | Head of the DFA office or agency availing of the service (research) |                        |                           |
| <b>Client Steps</b>   | <b>Agency Action</b>   | <b>Fees to be Paid</b>  | <b>Processing Time</b> | <b>Responsible Person</b> |
| 1. Submit a letter or memorandum specifying the requested research paper or information | 1. Assess the requested research service and accept or deny (if beyond CIRSS's research scope) | None  | 20 Days                | FSI Director-General      |
|   | 2. Reply to client's letter or memorandum of request   |   |                        | CIRSS Head                |
|   | 3. Undertake the requested study or produce the requested information.                         |   |                        | CIRSS                     |
| 2. Receive and/or acknowledge the requested output                                      | 4. Submit the output to the requesting office.   |   |                        | Office of the CIRSS Head  |
| <b>TOTAL</b>  |  | None  | 20 Days                |                           |

other government agencies, on foreign policy issues such as regional security, ASEAN, Philippine bilateral and multilateral relations, maritime and territorial security, global and regional trade issues, nonproliferation and disarmament, cybersecurity, etc.





## Events

CIRSS organizes the *Mabini Dialogue Series* and the *Mangrove Forum on International Relations*, and other fora as venues where specialists, experts, and practitioners could engage in discussions on foreign policy issues with the DFA and other government agencies, the academe, and other institutions.

|   |   |  |                        |                           |
|---|---|--|------------------------|---------------------------|
| <b>Office/Division</b>                                    |   | Center for International Relations and Strategic Studies, FSI                                    |                        |                           |
| <b>Classification</b>                                     |   | Simple   |                        |                           |
| <b>Type of Transaction</b>                                |   | G2G, G2B, G2C  |                        |                           |
| <b>Who may avail</b>                                      |   | DFA, other government agencies, academe, private institutions, foreign embassies (by invitation) |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |   | <b>WHERE TO SECURE</b>   |                        |                           |
| Reply Form  |   | The reply form is attached to the invitation to the event  |                        |                           |
| <b>Client Steps</b>                                       | <b>Agency Action</b>  | <b>Fees to be Paid</b>   | <b>Processing Time</b> | <b>Responsible Person</b> |
| 1. Submit reply form confirming attendance to CIRSS event | 1. Accept the reply form and acknowledge receipt through email. | None   | 1 day                  | Office of the CIRSS Head  |
| 2. Attend the CIRSS event                                 | 2. Conduct the CIRSS event                                      | None   | 4 hours                | CIRSS                     |
| 3. Receive the certificate of attendance                  | 3. Produce the certificate of attendance                        | None   | 1 day                  | Office of the CIRSS Head  |
| TOTAL   |   | None   | 2 Days, 4 Hours        |                           |



## Request for Issuance of Publications

|   |   |   |                        |   |
|---|---|---|------------------------|---|
| <b>Office/Division</b>  | Publications Section/CIRSS  |   |                        |   |
| <b>Classification</b>   | Simple  |   |                        |   |
| <b>Type of Transaction</b>  | G2G, G2C  |   |                        |   |
| <b>Who may avail</b>  | DFA, FSI personnel, researchers, public   |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>  |                        |   |
| <ul style="list-style-type: none"> <li>Accomplished "Request for Issuance of FSI Publications" Form</li> <li>Letter of endorsement for researchers who request free publication.</li> </ul> |   | <ul style="list-style-type: none"> <li>Publications Section, FSI, 5F DFA Building</li> <li>Research adviser (for students) or Research supervisor (for institutional researchers).</li> </ul> |                        |   |
| <b>Client Steps</b>   | <b>Agency Action</b>  | <b>Fees to be Paid</b>  | <b>Processing Time</b> | <b>Responsible Person</b>   |
| 1. Client fills out the "Request for Issuance of FSI Publications" Form to request/purchase a publication/title.  | 1. Circulation Staff checks the availability of publication/title.  | None  | 3 Minutes              | Circulation Staff   |
|   | 1.1. Circulation Staff secures approval of issuance from the Publications Section Head for DFA/FSI personnel and CIRSS Division Head for external clients/party requesting for free publication. Section Head/Division Head signs the Form. |   | 12 Minutes             | Circulation Staff<br>Publications Section Head<br>CIRSS Division Head |
|   | 2. If the publication/title is available, Circulation Staff hands the publication. Circulation Staff informs Client of the cost of the intended purchase based on the Price List.   | None  | 3 Minutes              | Circulation Staff   |
| 2. Non-DFA client proceeds to the FSI Cashier and pays the corresponding cost of the publication/title.   |   |   |                        |   |



|   |   |      |            |                   |
|---|---|------|------------|-------------------|
| 3. Non-DFA client returns to the Publications Section with the Official Receipt (OR) as proof of payment. |   |      |            |                   |
|   | 4. Circulation Staff checks the OR and then hands over the publication/title paid for by Client. Circulation Staff asks Client to accomplish the Feedback survey. | None | 3 Minutes  | Circulation Staff |
| TOTAL   |   | None | 21 Minutes |                   |



## Circulation of Publications

|                                  |  |  |                        |  |
|----------------------------------|--|--|------------------------|--|
| <b>Office/Division</b>           |  | Publications Section/CIRSS                         |                        |  |
| <b>Classification</b>            |  | Highly Technical                                   |                        |  |
| <b>Type of Transaction</b>       |  | G2G, G2C   |                        |  |
| <b>Who may avail</b>             |  | DFA offices, Senate, HOR, selected SUCs, Embassies |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b>                             |                        |  |
| FSI Circulation Master List      |  | Publications Section                               |                        |  |
| <b>Client Steps</b>              | <b>Agency Action</b>   | <b>Fees to be paid</b>                             | <b>Processing Time</b> | <b>Person Responsible</b>  |
|                                  | 1. Circulation Staff packages the delivered publications for 1. transmittal via diplomatic pouch for Foreign Service Posts and 2. delivery for Home offices.                           | None   | 5 Days                 | Circulation Staff  |
|                                  | 2. Circulation Staff coordinates with the General Services Section (GSS) for schedule of delivery.   | None   | 1 Hour                 | Circulation Staff<br><i>Administrative Officer V</i><br>General Services Section |
|                                  | Circulation Staff turns over the publications for Foreign Service Posts to 1. DFA Central Record and the publications for Home offices to GSS for delivery.<br><br>End of Transaction. | None   | 5 Days                 |  |
| <b>TOTAL</b>                     |  | None   | 10 Days,<br>1 Hour     |  |



# **CENTER FOR INTERNATIONAL RELATIONS AND STRATEGIC STUDIES (CIRSS)**

## **Internal Services**



## Request for Issuance of Publications

|   |  |   |                        |   |
|---|--|---|------------------------|---|
| <b>Office/Division</b>  | Publications Section/CIRSS   |   |                        |   |
| <b>Classification</b>   | Simple   |   |                        |   |
| <b>Type of Transaction</b>  | G2G, G2C   |   |                        |   |
| <b>Who may avail</b>  | DFA, FSI personnel, researchers, public  |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>  |                        |   |
| <ul style="list-style-type: none"> <li>Accomplished "Request for Issuance of FSI Publications" Form</li> <li>Letter of endorsement for researchers who request free publication.</li> </ul> |  | <ul style="list-style-type: none"> <li>Publications Section, FSI, 5F DFA Building</li> <li>Research adviser (for students) or Research supervisor (for institutional researchers).</li> </ul> |                        |   |
| <b>Client Steps</b>   | <b>Agency Action</b>   | <b>Fees to be Paid</b>  | <b>Processing Time</b> | <b>Responsible Person</b>   |
| 1. Client fills out the "Request for Issuance of FSI Publications" Form to request/purchase a publication/title.  | Circulation Staff checks the availability of publication/title.  | None  | 3 minutes              | Circulation Staff   |
|   | Circulation Staff secures approval of issuance from the Publications Section Head for DFA/FSI personnel and CIRSS Division Head for external clients/party requesting for free publication. Section Head/Division Head signs the Form. |   | 12 minutes             | Circulation Staff<br><i>Administrative Officer V</i><br>Publications Section<br><br>CIRSS Division Head |
|   | If the publication/title is available, Circulation Staff hands the publication Client (DFA/FSI personnel). Client is asked to accomplish the Feedback survey. End of transaction.  | None  | 3 minutes              | Circulation Staff   |



|   |   |      |            |                   |
|---|---|------|------------|-------------------|
|   | If Client is non-DFA/FSI personnel, Circulation Staff informs Client of the cost of the intended purchase based on the Price List.  |      |            |                   |
| 2. Non-DFA client proceeds to the FSI Cashier and pays the corresponding cost of the publication/title.   |   |      |            |                   |
| 3. Non-DFA client returns to the Publications Section with the Official Receipt (OR) as proof of payment. |   |      |            |                   |
|   | Circulation Staff checks the OR and then hands over the publication/title paid for by Client. Circulation Staff asks Client to accomplish the Feedback survey.<br><br>End of transaction. | None | 3 minutes  | Circulation Staff |
| TOTAL   |   | None | 18 Minutes |                   |



## Circulation of Publications

|                                  |  |  |                        |  |
|----------------------------------|--|--|------------------------|--|
| <b>Office/Division</b>           | Publications Section/CIRSS   |  |                        |  |
| <b>Classification</b>            | Highly Technical   |  |                        |  |
| <b>Type of Transaction</b>       | G2G, G2C   |  |                        |  |
| <b>Who may avail</b>             | DFA offices, Senate, HOR, selected SUCs, Embassies   |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b>                     |                        |  |
| FSI Circulation Master List      |  | Publications Section, FSI, 5F DFA Building |                        |  |
| <b>Client Steps</b>              | <b>Agency Action</b>   | <b>Fees to be paid</b>                     | <b>Processing Time</b> | <b>Person Responsible</b>  |
|                                  | 1. Circulation Staff packages the delivered publications for 1. transmittal via diplomatic pouch for Foreign Service Posts and 2. delivery for Home offices.                           | No Fees                                    | 5 Days                 | Circulation Staff  |
|                                  | 2. Circulation Staff coordinates with the General Services Section (GSS) for schedule of delivery.   | No fees                                    | 1 Hour                 | Circulation Staff<br><br><i>Administrative Officer V</i><br>General Services Section |
|                                  | Circulation Staff turns over the publications for Foreign Service Posts to 1. DFA Central Record and the publications for Home offices to GSS for delivery.<br><br>End of Transaction. |  | 5 Days                 |  |
| TOTAL                            |  | None                                       | 10 Days and 1 Hour     |  |





**CARLOS P. ROMULO LIBRARY**  
**External Services**



## Borrowing/Checking-Out Library Materials for Home Reading

|  |  |                          |                        |  |
|--|--|--------------------------|------------------------|--|
| <b>Office/Division</b>   | Carlos P. Romulo Library   |                          |                        |  |
| <b>Classification</b>  | Simple   |                          |                        |  |
| <b>Type of Transaction</b>   | G2G – Government to Government   |                          |                        |  |
| <b>Who may avail</b>   | Bona fide employees of the Department of Foreign Affairs   |                          |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |  |
| Valid Library ID   |  | Carlos P. Romulo Library |                        |  |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>              |
| 1. Present material/s to be borrowed and Library ID  | 1.1 Check if the book card inserted in the book pocket has the same barcode number                 | None                     | 2 Minutes              | Librarian-on Duty, Circulation Counter |
|  | 1.2 Go to Circulation module of the Koha Library System  |                          |                        |  |
|  | 1.3 Scan Library ID of patron  |                          |                        |  |
|  | 1.4 Scan barcode of material/s being borrowed  |                          |                        |  |
|  | 1.5 Stamp due date in the date due slip and initial  |                          |                        |  |
|  | 1.6 Ask the client to write name in the book card  |                          |                        |  |
| 2.1 Write name in the book card/borrower's slip for journals and then submit it to Librarian | 2.1 Print checked-out materials, put initial of librarian, and attached in the patron's index card | None                     | 2 Minutes              | Librarian-on Duty, Circulation Counter |



|                              |  |      |           |  |
|------------------------------|--|------|-----------|--|
|                              | 2.2 Hand-over the material to the client |      |           |  |
| 3.Receive check-out material |  | None | 1 Minutes | Librarian-on Duty, Circulation Counter |
| TOTAL                        |  | None | 5 Minutes |  |

Lending Matrix:

| Material Type                         | DFA / FSI Employee    | Government and Private Researchers | Undergraduate and Graduate Students / General Public |
|---------------------------------------|-----------------------|------------------------------------|--|
| Reference books                       | Room-Use Only*        | Room-Use Only*                     | Room-Use Only*                                       |
| General Circulation                   | One week <sup>1</sup> | Room-Use Only*                     | Room-Use Only*                                       |
| Special Collections                   | One week <sup>1</sup> | Room-Use Only*                     | Room-Use Only*                                       |
| Current Periodicals / Journals        | Room-Use Only*        | Room-Use Only*                     | Room-Use Only*                                       |
| Back issues of Periodicals / Journals | One week <sup>1</sup> | Room-Use Only*                     | Room-Use Only*                                       |
| Annual reports**                      | Room-Use Only         | No access                          | No access  |
| Post reports***                       | Room-Use Only         | No access                          | No access  |
| Treaties (facsimile) <sup>2</sup>     | Room-Use Only*        | Room-Use Only*                     | Room-Use Only*                                       |

\*Room-Use Only materials may be borrowed for photocopying outside the Library for a maximum time of one hour and upon leaving a valid library card (for DFA employees or visitor's pass (for other researchers).

\*\*Annual reports of Philippine Foreign Service Posts are restricted materials for library use only and only on a need-to-know basis. Non-officers may use it only upon presentation of request letter signed by a Foreign Service Officer (FSO) or higher ranking officer.

\*\*\*Only employees with Assignment Orders (AO can use the Post Reports. A copy of the AO should be submitted to the Library).

<sup>1</sup>One week period is equivalent to five (5) working days. Only five (5) items at a time may be borrowed.

<sup>2</sup>Certified true copies may be provided to the researcher, please see Source: Library Lending Policy (LIB-Y01)



## Certification of Treaties

|  |   |   |                        |                           |
|--|---|---|------------------------|---------------------------|
| <b>Office/Division</b>   | Carlos P. Romulo Library, Foreign Service Institute; Cashier, OFMS, DFA; and General Records and Diplomatic Pouch Section, ITRCD, OAMSS, DFA    |   |                        |                           |
| <b>Classification</b>  | Simple  |   |                        |                           |
| <b>Type of Transaction</b>   | G2C – Government to Citizen   |   |                        |                           |
| <b>Who may avail</b>   | Law firms, students, researchers, private and government employees, visitors of the Department of Foreign Affairs and Foreign Service Institute |   |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>                          |                        |                           |
| 1. Visitor's Pass/ID   |   | Main Lobby of the Building                      |                        |                           |
| 2. Request Letter (original) – must contain reason for a CTC of Treaties |   | Authorized signature of Law firms, universities |                        |                           |
| 3. Certified True Copies Request Form (LIB-F03)                          |   | Head Librarian                                  |                        |                           |
| 4. Order of Payment Form (LIB-F02)                                       |   | Office of the Head Librarian                    |                        |                           |
| 5. CTC Request Form (DFA-OAMSS-GRAD-02)                                  |   | GRAD, OAMSS                                     |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>                          | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit request by e-mail or by visiting the Library                   | 1.1 Fill-up the Certified True Copies Request Form (LIB-F03) and assign a librarian to process the request                                      | None  | 2 Hours                | Head Librarian            |
|  | 1.2 Check availability of treaty/ies being requested (original available at the Library, signed and in-force, not confidential)                 | None  |                        | Assigned Librarian        |
|  | 1.3. Inform client on the availability of   |   |                        |                           |



|   |  |  |            |   |
|---|--|--|------------|---|
|   | treaties, cost of photocopying, and certification.   |  |            |   |
| 2. Give confirmation to go ahead with the transaction and pay for the photocopying fee* | 2.1 Look for the original copy of treaty/treaties to be certified.<br><br>2.2 Photocopy documents<br><br>2.3 Issue the Order of Payment form (LIB-F02) | None<br><br>Photocopying fee depends on the service Provider | 1 Day      | Librarian<br><br>Librarian & Photocopier operator<br><br>Head Librarian |
| 3. Pay the certification fee at the Cashier (4 <sup>th</sup> Floor)                     | 3.1 Accept the payment based on the Order of Payment<br><br>3.2 Issue the Official Receipt   | PHP10<br>0 x no. of pages as per DFA D.O. 07-00              | 10 Minutes | DFA Cashier   |
| 4. Bring Official Receipt to the Librarian  | 4.1 Librarian checks Official Receipt<br><br>4.2 Bring document (original and photocopy to the Receiving Section, Central Records, OAMSS)              | None   | 10 Minutes | Librarian<br><br>Librarian  |
| 5. Fill-up Certified True Copies Request Form (DFA-OAMSS-GRAD-02)                       | 5.1 Librarian attaches a copy of the letter request to the Request Form for CTC (DFA-OAMSS-GRAD-02)<br><br>5.2 Checks receipt and accepts the          | None   | 1 Day      | Librarian<br><br>Receiving Officer (GRAD, OAMSS)                        |



|  |   |      |                    |  |
|--|---|------|--------------------|--|
|  | <p>form and copy/ies of the documents.</p> <p>5.3 Return original to the Librarian</p> <p>5.4 Inform client when to return to pick-up the documents.</p> <p>5.5 Sign each page of the treaty/treaties</p> <p>5.6 Get certified documents from GRAD, OAMSS</p> <p>5.7 Inform client certified document is available for pick-out</p> |      |                    | <p>Authorized Signing Officer (GRAD, OAMSS)</p> <p>Librarian</p> |
| 6. Return on the date specified by the Receiving Section | <p>6.1 Check Official Receipt.</p> <p>6.2 Hand over the Certified Treaties</p>  | None | 10 Minutes         | Librarian  |
| 7. Client check documents                                |   | None |                    |  |
|  | TOTAL   | None | 2 Days, 30 Minutes |  |

Note:

\*-The period of transaction depends on Client, is he/she decides to return to the Library as soon as he/she is informed of the availability of the requested material.



## Issuance of Library ID

|   |   |   |                        |   |
|---|---|---|------------------------|---|
| <b>Office/Division</b>  | Carlos P. Romulo Library  |   |                        |   |
| <b>Classification</b>   | Simple  |   |                        |   |
| <b>Type of Transaction</b>  | G2G – Government to Government  |   |                        |   |
| <b>Who may avail</b>  | Bona fide employees of the Department of Foreign Affairs  |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>  |                        |   |
| 1. Valid Office I.D. for regular employee                                   |   | Human Resource Management Office, Department of Foreign Affairs |                        |   |
| 2. Office I.D. and CSC Certificate for contractual employee                 |   | Human Resource Management Office, Department of Foreign Affairs |                        |   |
| 3. 2 pcs. of 1” x 1” ID picture   |   | Client  |                        |   |
| 4. Accomplished Library ID Application form (LIB-F01)                       |   | Carlos P. Romulo Library  |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Get Library ID Application Form (LIB-F01) from the Circulation Librarian | 1. Provide Library ID Application form (LIB-F01)  | None  | 1 Minute               | Librarian-on Duty, Circulation Counter  |
| 2. Fill up form, submit to the Librarian with 2 pieces of ID picture        | 2.1 Verify that information is complete.<br>2.2 Print library ID.<br>2.3 Ask client to sign ID card | None  | 5 Minutes              | Librarian-on Duty, Circulation Counter  |
| 3. Sign ID and return to the librarian                                      | 3.1 Head Librarian signs ID<br>3.2 Laminate ID<br>3.3 Enrol client to the Library Management System | None  | 1 Day                  | Head Librarian<br><br>Support personnel<br><br>Librarian-on Duty, Circulation Counter |



|                                    |   |      |                       |  |
|------------------------------------|---|------|-----------------------|--|
|                                    | 3.4 Inform employee that ID is done through email or phone call   |      |                       |  |
| 4. Return to the library to get ID | 4.1 Release ID, ask employee to sign receiving copy.<br><br>4.2 Inform client to change their username and password in the Library Management Program | None | 5 minutes             | Librarian-on Duty, Circulation Counter |
| 5. Change username and password    |   | None | Client's convenience  | Client                                 |
| TOTAL                              |   | None | 1 Days,<br>11 Minutes |  |





## Photocopying of Library Materials

|   |   |  |                        |  |
|---|---|--|------------------------|--|
| <b>Classification</b>   | Simple  |  |                        |  |
| <b>Type of Transaction</b>  | G2G – Government to Government  |  |                        |  |
| <b>Who may avail</b>  | All   |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>                 |                        |  |
| 1. Visitor's ID for outsiders<br>2. DFA ID for DFA employees<br>3. Photocopy pass |   | Man Lobby, DFA<br>HRMO, DFA<br>Library |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>                 | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>              |
| 1. Present material/s for photocopying  | 1.1 Check material/s for photocopying<br><br>1.2 Instruct client to return material within one (1) hour<br><br>1.3 Ask client to sign book card/periodical slip<br><br>1.4 Prepare photocopy pass | None                                   | 5 minutes              | Librarian-on-duty, Circulation Counter |
| 2. Sign book card/periodical slip   | 1. Hand-over material for photocopying to client and the photocopy pass   | None                                   | 1 minute               | Librarian-on-duty, Circulation Counter |
| 3.1 Photocopy material/s  | 3.1 Photocopy material/s  | Depends on the service provider        | Max of 1 hour          | Service provider                       |
| 3.2 Return material/s to the Library  | 3.2 Accept material/s and cross-out name on client in the book card/periodical slip   |  | 2 minutes              | Librarian-on-duty, Circulation Counter |
| TOTAL   |   | None                                   | 1 Hour, 8 Minutes      |  |



Reference/Information and Bibliographic Services  
(face to face transaction)

|   |   |                                     |                        |   |
|---|---|-------------------------------------|------------------------|---|
| <b>Office/Division</b>  | Carlos P. Romulo Library  |                                     |                        |   |
| <b>Classification</b>   | Simple  |                                     |                        |   |
| <b>Type of Transaction</b>  | G2C – Government to Citizen; G2G-Government to Government   |                                     |                        |   |
| <b>Who may avail</b>  | All   |                                     |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>              |                        |   |
| 1. Visitor's Pass/ID  |   | Main Lobby of the Building          |                        |   |
| 2. Referral letter from Librarian for undergraduate students (Original) and any valid ID  |   | University/College Librarian        |                        |   |
| 3. Valid DFA I.D. for DFA employees   |   | HRMO, Department of Foreign Affairs |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>              | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                     |
| 1. Sign in the Client Log Book in the office lobby and secure Visitor's Pass  | 1. Issue Visitor's Pass   | None                                | 20 Minutes             | <i>Guard-on-duty, Main Lobby</i>              |
| 2. DFA employees present office ID; undergraduate student present the Referral letter and valid I.D; visitor's I.D. for other clients | 2.1 Librarian-on-duty check referral letter and/or valid ID   | None                                | 3 Minutes              | <i>Librarian-on-duty, Circulation Counter</i> |
| 3. State query or reference question/s by filling out Reference Inquiry Form (LIB-F-07)   | 3.1 Accept Reference Inquiry Form. (LIB-F-07)<br><br>3.2 Conduct reference interview to clarify query | None                                | 15 Minutes             | <i>Librarian-on-duty, Circulation Counter</i> |



|   |   |             |                   |  |
|---|---|-------------|-------------------|--|
| <p>4. Wait for reference query/queries to be processed and information source determined</p>                            | <p>4.1 Analyze query/queries and determine possible information source</p> <p>4.2 Identify information source to find answer to query/queries</p> <p>4.3 If answer/s to query/queries is/are found, provide answer/s to client's query/queries. (Give bibliographic list)</p> <p>4.4 If answer is not found or not available in the library, refer to other libraries</p> | <p>None</p> | <p>20 Minutes</p> | <p><i>Librarian-on-duty, Circulation Counter</i></p> |
| <p>5.1 Receive answer/s to query/ies</p> <p>5.2 Go to shelves/location where answer to query/queries is/are located</p> |   | <p>None</p> |                   |  |
| <p>TOTAL</p>  |   | <p>None</p> | <p>58 Minutes</p> |  |





|  |   |                  |                |   |
|--|---|------------------|----------------|---|
|  | client to a specific site, office where the material is available |                  |                |   |
| 2.1 Decide to pick-up materials.<br><br>2.2 Follow steps 1-2 of the Reference/Information and Bibliographic Services (face to face transaction) and steps in Photocopying Services | 2 .Provide materials client requested                             | Photocopying fee | 1 day          | <i>Librarian-on-duty, Circulation Counter</i> |
| TOTAL  |   | None             | 1 Day, 2 hours |   |



Reference/Information and Bibliographic Services  
(via phone-call)

|   |   |                         |                        |   |
|---|---|-------------------------|------------------------|---|
| <b>Office/Division</b>                                      | Carlos P. Romulo Library  |                         |                        |   |
| <b>Classification</b>                                       | Simple  |                         |                        |   |
| <b>Type of Transaction</b>                                  | G2C – Government to Citizen   |                         |                        |   |
| <b>Who may avail</b>  | All   |                         |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                            |   | <b>WHERE TO SECURE</b>  |                        |   |
| None  |   | None                    |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                     |
| 1. Call the Carlos P. Romulo Library at 834-4272 or 8343214 | 1. Answer the phone. Interview client regarding his/her reference while filling-up the Reference Inquiry Form. (LIB-F07)  | None                    | 5 Minutes              | <i>Librarian-on-duty, Circulation Counter</i> |
| 2. Wait for the answer to his/her inquiry.                  | 2.1 Check library database for possible reference sources.<br><br>2.2 Depending on the reference inquiry, the Librarian informs the client if the reference material is available, and if not, to refer to other Libraries that may have the information they need.<br><br>2.3 If the material is available, ask the client to call after 20 minutes. | None                    | 30 Minutes             | <i>Librarian-on-duty, Circulation Counter</i> |



|  |   |      |            |   |
|--|---|------|------------|---|
|  | 2.4 If the answer/reference material is 5 pages or less, can send the material via email. If more than 5 pages, ask client to visit the library at the client's convenience, and photocopy document |      |            |   |
| 3.1 Decide to pick-up materials.<br><br>3.2 Follow steps 1-2 of the Reference/Information and Bibliographic Services (face to face transaction) and steps in Photocopying Services | 3. Give the reference materials being asked for   | None |            | <i>Librarian-on-duty</i><br>Circulation Counter |
| TOTAL  |   | None | 35 Minutes |   |



## Referral Services

|  |  |  |                        |  |
|--|--|--|------------------------|--|
| <b>Office/Division</b>   | Carlos P. Romulo Library   |  |                        |  |
| <b>Classification</b>  | Simple   |  |                        |  |
| <b>Type of Transaction</b>   | G2G – Government to Government                                     |  |                        |  |
| <b>Who may avail</b>   | Bona fide employees of the Department of Foreign Affairs           |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Valid DFA I.D.  |  | Human Resource Management Office,<br>Department of Foreign Affairs |                        |  |
| 2. Referral Letter Request Form (LIB-08)                                     |  | Carlos P. Romulo Library   |                        |  |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                        |
| 1. Ask for a Referral Letter Request Form (LIB-08) from the Circulation desk | 1. Give Referral Letter Request Form (LIB-08)                      |  | 1 Minute               | <i>Librarian-on-duty,</i><br>Circulation Counter |
| 2. Fill-up Referral Request Slip.  | 2.1 Accept filled-up form, forward to Head Librarian               | None   | 1 Minute               | <i>Librarian-on-duty,</i><br>Circulation Desk    |
|  | 1.2 Accept list, print and sign referral letter.                   |  | 5 Minutes              | Head Librarian                                   |
|  | 1.3 Ask client to sign conforme and acknowledge receipt of letter. |  |                        |  |
| 2. Receive signed Referral letter  | 2. File duplicate letter   | None   | 2 Minutes              | Head Librarian                                   |
| TOTAL  |  | None   | 7 Minutes              |  |





## Renewing Library Materials Borrowed/Checked-Out

|  |  |                          |                        |   |
|--|--|--------------------------|------------------------|---|
| <b>Office/Division</b>                                     | Carlos P. Romulo Library   |                          |                        |   |
| <b>Classification</b>                                      | Simple   |                          |                        |   |
| <b>Type of Transaction</b>                                 | G2G – Government to Government   |                          |                        |   |
| <b>Who may avail</b>                                       | Bona fide employees of the Department of Foreign Affairs   |                          |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                           |  | <b>WHERE TO SECURE</b>   |                        |   |
| 1. Valid Library ID  |  | Carlos P. Romulo Library |                        |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                       |
| 1. Present material/s for renewal together with library ID | 1.1 Receive material/s<br><br>1.2 Go to Circulation module of the Koha Library system<br><br>1.3 Scan library ID of patron<br><br>1.4 Go to check-out of patron and click renew<br><br>1.5 System will automatically generate new due date; inform the client<br><br>1.6 Give the material/s to the client | None                     | 3 Minutes per item     | <i>Librarian-on-duty</i><br>Circulation Counter |
| TOTAL  |  | None                     | 3 Minutes              |   |



## Returning/Checking-In of Library Materials for Home Reading

|   |  |   |                        |   |
|---|--|---|------------------------|---|
| <b>Office/Division</b>                                    | Carlos P. Romulo Library   |   |                        |   |
| <b>Classification</b>                                     | Simple   |   |                        |   |
| <b>Type of Transaction</b>                                | G2G – Government to Government   |   |                        |   |
| <b>Who may avail</b>                                      | Bona fide employees of the Department of Foreign Affairs   |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |  | <b>WHERE TO SECURE</b>                      |                        |   |
| 2. Valid Library ID                                       |  | Carlos P. Romulo Library                    |                        |   |
| <b>CLIENT STEPS</b>                                       | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>                      | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                       |
| 1. Present material/s for return together with Library ID | 1.1 Check patron page from the Koha Library page.<br><br>1.2 Click check-in<br><br>1.3 If overdue, the system auto generate computation of fines<br><br>1.4 Issue Overdue Library Payment Form (LB-F06)<br><br>1.5 Give to patron and instruct to pay at the 5 <sup>th</sup> Floor Cashier | Fee is based on FSI OO No. 87-2017          | 3 Minutes per item     | <i>Librarian-on-duty</i><br>Circulation Counter |
| 2. Pay overdue fines                                      | 2.1 Accept payment.<br><br>2.2 Issue Official Receipt  | PHP10 .00 x no. of days x no. of materials. | 5 Minutes              | <i>Cashier</i><br>Foreign Service Institute     |
| 3. Return to the Library and show Official Receipt        | 3. Librarian check in the item/s   | None  | 1 Minute/item          | <i>Librarian-on-duty</i><br>Circulation Counter |
| TOTAL   |  | None  | 9 Minutes              |   |



Fines for overdue materials:\*

| <b>Material Type</b>                                       | <b>Fine</b>              |
|--|--------------------------|
| Books from the general circulation and special collections | P10 / day                |
| Books for photocopy from the reference section             | P10 / hour or P100 / day |
| Back issues of periodicals and journals                    | P10 / day                |
| Current periodicals and journals                           | P10 / hour or P100 / day |

Note\* - Fee is based on the Library Lending Procedures (LIB-Y01)



## Signing of Library Clearance

|  |  |                        |                        |   |                       |
|--|--|------------------------|------------------------|---|-----------------------|
| <b>Classification</b>                                  | Simple   |                        |                        |   |                       |
| <b>Type of Transaction</b>                             | G2G – Government to Government                                   |                        |                        |   |                       |
| <b>Who may avail</b>                                   | Bona fide employees of the Department of Foreign Affairs         |                        |                        |   |                       |
| <b>CHECKLIST OF REQUIREMENTS</b>                       |  | <b>WHERE TO SECURE</b> |                        |   |                       |
| 1. DFA Clearance (DFA-HRM-B-35 for Foreign Assignment) |  | HRMO, DFA              |                        |   |                       |
| 2. DFA Clearance (DFA-HRM-B- for Retirement)           |  |                        |                        |   |                       |
| <b>CLIENT STEPS</b>                                    | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                     |                       |
| 1. Present Clearance form                              | 1.1 Accept clearance form  | None                   | 5 Minutes/ clearance   | <i>Librarian-on-duty, Circulation Counter</i> |                       |
|  | 1.2 Check against the Koha                                       |                        |                        |   |                       |
|  | 1.3 Record the transaction in the log book                       |                        |                        |   |                       |
|  | 1.4 Forward clearance for initial or signature to Head Librarian |                        |                        |   |                       |
|  | 1.5 Sign clearance   |                        |                        |   | <i>Head Librarian</i> |
|  | 1.6 Return clearance to client                                   |                        |                        |   |                       |
| 2. Accept signed clearance                             |  |                        |                        |   |                       |
| <b>TOTAL</b>   |  | None                   | 5 Minutes              |   |                       |



## Use of Library Space/Facilities

|  |   |                          |                        |                           |
|--|---|--------------------------|------------------------|---------------------------|
| <b>Office/Division</b>   | Carlos P. Romulo Library  |                          |                        |                           |
| <b>Classification</b>  | Simple  |                          |                        |                           |
| <b>Type of Transaction</b>   | G2G – Government to Government  |                          |                        |                           |
| <b>Who may avail</b>   | DFA units/offices<br><br>DFA employees and group of employees                                 |                          |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>   |                        |                           |
| 1. Request Form (Signed by head of office/unit)                          |   | Carlos P. Romulo Library |                        |                           |
| 2. Audio-Visual Requirements   |   | Carlos P. Romulo Library |                        |                           |
| 3. Set-up plan   |   | Client                   |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| Call the library through local number 4264 or 3214                       | Accept call and check in the Library Reservation List   | None                     | 5 Minutes              | <i>Librarian</i>          |
| Check availability of space/facilities                                   | Inform client if requested space/facilities is available or not<br><br>Ask client for details |                          |                        |                           |
| Give the event name, contact detail                                      | Record the reservation<br><br>Ask client to get the Reservation Form                          | None                     | 5 Minutes              | <i>Librarian</i>          |
| Accomplish Reservation Form, and submit together with other requirements | Receive the Reservation Form<br><br>Approve the Reservation Form                              | None                     | 5 Minutes              | <i>Head Librarian</i>     |
| TOTAL  |   | None                     | 15 Minutes             |                           |



**CARLOS P. ROMULO LIBRARY**  
**Internal Services**



## Borrowing/Checking-Out Library Materials for Home Reading

|  |   |                          |                        |   |
|--|---|--------------------------|------------------------|---|
| <b>Office/Division</b>   | Carlos P. Romulo Library  |                          |                        |   |
| <b>Classification</b>  | Simple  |                          |                        |   |
| <b>Type of Transaction</b>   | G2G – Government to Government  |                          |                        |   |
| <b>Who may avail</b>   | Bona fide employees of the Foreign Service Institute  |                          |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>   |                        |   |
| Valid Library ID   |   | Carlos P. Romulo Library |                        |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                       |
| 1. Present material/s to be borrowed and Library ID  | 1.1 Check if the book card inserted in the book pocket has the same barcode number<br><br>1.2 Go to Circulation module of the Koha Library System<br><br>1.3 Scan Library ID of patron<br><br>2.4 Scan barcode of material/s being borrowed<br><br>2.5 Stamp due date in the date due slip and initial<br><br>1.6 Ask client to write name in the book card | None                     | 2 Minutes/ item        | <i>Librarian-on Duty</i><br>Circulation Counter |
| 2.1 Write name in the book card/borrower's slip for journals and then submit it to Librarian | 2.1 Print checked-out materials, put initial of librarian, and attached in the patron's index card  | None                     | 2 Minutes              | <i>Librarian-on Duty</i><br>Circulation Counter |



|                               |  |      |           |   |
|-------------------------------|--|------|-----------|---|
|                               | 2.2 Hand-over the material to the client |      |           |   |
| 3. Receive check-out material |  | None | 1 Minute  | <i>Librarian-on Duty, Circulation Counter</i> |
| TOTAL                         |  | None | 5 Minutes |   |

Lending Matrix:

| Material Type                         | DFA / FSI Employee    | Government and Private Researchers | Undergraduate and Graduate Students / General Public |
|---------------------------------------|-----------------------|------------------------------------|--|
| Reference books                       | Room-Use Only*        | Room-Use Only*                     | Room-Use Only*                                       |
| General Circulation                   | One week <sup>1</sup> | Room-Use Only*                     | Room-Use Only*                                       |
| Special Collections                   | One week <sup>1</sup> | Room-Use Only*                     | Room-Use Only*                                       |
| Current Periodicals / Journals        | Room-Use Only*        | Room-Use Only*                     | Room-Use Only*                                       |
| Back issues of Periodicals / Journals | One week <sup>1</sup> | Room-Use Only*                     | Room-Use Only*                                       |
| Annual reports**                      | Room-Use Only         | No access                          | No access  |
| Post reports***                       | Room-Use Only         | No access                          | No access  |
| Treaties (facsimile) <sup>2</sup>     | Room-Use Only*        | Room-Use Only*                     | Room-Use Only*                                       |

\*Room-Use Only materials may be borrowed for photocopying outside the Library for a maximum time of one hour and upon leaving a valid library card (for DFA employees or visitor's pass (for other researchers)).

\*\*Annual reports of Philippine Foreign Service Posts are restricted materials, for library use only and only on a need-to-know basis. Non-officers may use it only upon presentation of request letter signed by a Foreign Service Officer (FSO) or higher ranking officer.





\*\*\*Only employees with Assignment Orders (AO can use the Post Reports. A copy of the AO should be submitted to the Library).

<sup>1</sup>One week period is equivalent to five (5) working days. Only five (5) items at a time may be borrowed.

<sup>2</sup>Certified true copies may be provided to the researcher, please see Source: Library Lending Policy (LIB-Y01)



## Issuance of Library ID

|   |  |                          |                        |  |
|---|--|--------------------------|------------------------|--|
| <b>Office/Division</b>  | Carlos P. Romulo Library   |                          |                        |  |
| <b>Classification</b>   | Simple   |                          |                        |  |
| <b>Type of Transaction</b>  | G2G – Government to Government   |                          |                        |  |
| <b>Who may avail</b>  | Bona fide employees of the Foreign Service Institute   |                          |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                        |  |
| 1. Valid Office ID  |  | HRMS, FSI                |                        |  |
| 2. Accomplished Library ID Application form (LIB-F01)                       |  | Carlos P. Romulo Library |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Get Library ID Application Form (LIB-F01) from the Circulation Librarian | 1. Provide Library ID Application form (LIB-F01)   | None                     | 1 Minute               | <i>Librarian-on Duty, Circulation Counter</i>  |
| 2. Fill up form, submit to the Librarian with 2 pieces of ID picture        | 2.1 Verify that information is complete.<br>2.2 Print library ID.<br>2.3 Ask client to sign ID card  | None                     | 5 Minutes              | <i>Librarian-on Duty Circulation Counter</i>   |
| 3. Sign ID and return to the librarian                                      | 3.1 Head Librarian signs ID<br>3.2 Laminate ID<br>3.3 Enrol the client to the Library Management System<br>3.4 Inform the employee that ID is done through email or phone call | None                     | 1 Day                  | <i>Head Librarian</i><br><br><i>Support personnel</i><br><br><i>Librarian-on Duty, Circulation Counter</i> |



|                                    |   |      |                      |   |
|------------------------------------|---|------|----------------------|---|
| 4. Return to the library to get ID | 4.1 Release ID, ask employee to sign receiving copy.<br><br>4.2 Inform client to change their username and password in the Library Management Program | None | 5 Minutes            | <i>Librarian-on Duty, Circulation Counter</i> |
| 3. Change username and password    |   | None | Client's convenience |   |
| TOTAL                              |   | None | 1 Day, 11 Minutes    |   |



## Photocopying of Library Materials

|                                       |   |                                 |                        |   |
|---------------------------------------|---|---------------------------------|------------------------|---|
| <b>Classification</b>                 | Simple  |                                 |                        |   |
| <b>Type of Transaction</b>            | G2G – Government to Government  |                                 |                        |   |
| <b>Who may avail</b>                  | Bonafide Employees of the Foreign Service Institute   |                                 |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>      |   | <b>WHERE TO SECURE</b>          |                        |   |
| 1. Library ID                         |   | Carlos P. Romulo Library        |                        |   |
| <b>CLIENT STEPS</b>                   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>          | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                     |
| 1. Present materia/s for photocopying | 1.1 Check material/s for photocopying<br><br>1.2 Instruct client to return material within one (1) hour<br><br>1.3 Ask client to sign book card/periodical slip<br><br>1.5 Prepare photocopy pass | None                            | 5 Minutes              | <i>Librarian-on-duty, Circulation Counter</i> |
| 4. Sign book card/periodical slip     | 2. Hand-over material for photocopying to client and the photocopy pass   | None                            | 1 Minute               | <i>Librarian-on-duty, Circulation Counter</i> |
| 3.1 Photocopy material/s              | 3.1 Photocopy material/s  | Depends on the service provider | Max of 1 Hour          | Service provider                              |
| 3.2 Return materia/s to the Library   | 3.2 Accept material/s and cross-out name on client in the book card/periodical slip   |                                 | 2 Minutes              | <i>Librarian-on-duty, Circulation Counter</i> |
| TOTAL                                 |   | None                            | 1 Hour, 8 Minutes      |   |



## Reference/Information and Bibliographic Services (face to face transaction)

|   |  |                        |                        |   |
|---|--|------------------------|------------------------|---|
| <b>Office/Division</b>  | Carlos P. Romulo Library   |                        |                        |   |
| <b>Classification</b>   | Simple   |                        |                        |   |
| <b>Type of Transaction</b>  | G2G-Government to Government   |                        |                        |   |
| <b>Who may avail</b>  | Bonafide employee of the Foreign Service Institute   |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b> |                        |   |
| 1. Valid Office ID  |  | HRMS.FSI               |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                     |
| 1. State query or reference question/s by filling out Reference Inquiry Form (LIB-F-07) | 1.1 Accept Reference Inquiry Form. (LIB-F-07)<br><br>1.2 Conduct reference interview to clarify query  | None                   | 15 Minutes             | <i>Librarian-on-duty, Circulation Counter</i> |
| 2. Wait for reference query/queries to be process and information source determined     | 2.1 Analyze query/queries and determine possible information source<br><br>2.2 Identify information source to find answer to query/queries<br><br>2.3 If answer/s to query/queries is/are found, provide answer/s to client's query/queries. (Give bibliographic list)<br><br>2.4 If answer is not found or not available in the | None                   | 20 Minutes             | <i>Librarian-on-duty, Circulation Counter</i> |



|   |                                   |      |            |  |
|---|-----------------------------------|------|------------|--|
|   | library, refer to other libraries |      |            |  |
| 3.1 Receive answer/s to query/ies                                       |                                   | None |            |  |
| 3.2 Go to shelves/location where answer to query/queries is/are located |                                   |      |            |  |
| TOTAL   |                                   | None | 35 Minutes |  |



Reference/Information and Bibliographic Services (via e-mail)

|   |   |                        |                        |  |
|---|---|------------------------|------------------------|--|
| <b>Office/Division</b>  | Carlos P. Romulo Library  |                        |                        |  |
| <b>Classification</b>   | Simple  |                        |                        |  |
| <b>Type of Transaction</b>  | G2G- Government to Government   |                        |                        |  |
| <b>Who may avail</b>  | Bonafide employees of the Foreign Service Institute   |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b> |                        |  |
| None  |   | None                   |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Send e-mail to <a href="mailto:library@fsi.gov.ph">library@fsi.gov.ph</a> or click "Ask a Librarian" at <a href="http://library.fsi.gov.ph">library.fsi.gov.ph</a> | <p>1.1 Open official e-mail at the start of work day.</p> <p>1.2 Acknowledge e-mail and inform client that request will be acted upon with-in the day.</p> <p>1.3 Fill-up the Reference Inquiry Form (LIB_F07) and assign a librarian to research answer to the inquiry</p> <p>1.4 Research on the query</p> <p>1.5. E-mail client the answer to his/her inquiry. Depending on the inquiry and answer, librarian can provide the specific answer via e-mail, ask client to visit the library to pick the material, or direct client to a specific</p> | None                   | 2 Hours                | <p><i>Head Librarian</i></p> <p><i>Assigned Librarian</i></p> <p><i>Head Librarian</i></p> |



|  |  |                  |                |   |
|--|--|------------------|----------------|---|
|  | site, office where material is available |                  |                |   |
| 2.1 Decide to pick-up materials.<br><br>2.2 Follow steps 1-2 of the Reference/Information and Bibliographic Services (face to face transaction) and steps in Photocopying Services | 2 .Provide materials client requested    | Photocopying fee | 1 Day          | <i>Librarian-on-duty, Circulation Counter</i> |
| TOTAL  |  | None             | 1 Day, 2 Hours |   |





## Reference/Information and Bibliographic Services (via phone-call)

|   |  |                        |                        |   |
|---|--|------------------------|------------------------|---|
| <b>Office/Division</b>                                      | Carlos P. Romulo Library   |                        |                        |   |
| <b>Classification</b>                                       | Simple   |                        |                        |   |
| <b>Type of Transaction</b>                                  | G2C – Government to Citizen  |                        |                        |   |
| <b>Who may avail</b>  | Bonafide employees of the Foreign Service Institute  |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                            |  | <b>WHERE TO SECURE</b> |                        |   |
| None  |  | None                   |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                     |
| 1. Call the Carlos P. Romulo Library at 834-4272 or 8343214 | 1. Answer the phone. Interview client regarding his/her reference while filling-up the Reference Inquiry Form. (LIB-F07)   | None                   | 5 Minutes              | <i>Librarian-on-duty, Circulation Counter</i> |
| 2. Wait for the answer to his/her inquiry.                  | 2.1 Check library database for possible reference sources.<br><br>2.2 Depending on the reference inquiry, the Librarian inform the client if the reference material is available, and if not, refer to other Libraries that may have the information they need.<br><br>2.3 If the material is available, ask the client to call after 20 minutes.<br><br>2.4 If the answer/reference | None                   | 30 Minutes             | <i>Librarian-on-duty, Circulation Counter</i> |



|  |   |      |            |   |
|--|---|------|------------|---|
|  | material is 5 pages or less, can send the material via email. If more than 5 pages, ask client to visit the library at the client's convenience, and photocopy document |      |            |   |
| 3.2 Decide to pick-up materials.<br><br>3.2 Follow steps 1-2 of the Reference/Information and Bibliographic Services (face to face transaction) and steps in Photocopying Services | 3. Give the reference materials being asked for   | None |            | <i>Librarian-on-duty, Circulation Counter</i> |
|  | TOTAL   | None | 35 Minutes |   |



## Referral Services

|   |  |  |                           |  |
|---|--|--|---------------------------|--|
| <b>Office/Division</b>  | Carlos P. Romulo Library   |  |                           |  |
| <b>Classification</b>   | Simple   |  |                           |  |
| <b>Type of Transaction</b>  | G2G – Government to Government   |  |                           |  |
| <b>Who may avail</b>  | Bona fide employees of the Department of Foreign Affairs   |  |                           |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                           |  |
| 1.Valid Office ID<br>2.Referral Letter Request Form (LIB-08)                |  | Human Resource Management Office,<br>Department of Foreign Affairs<br><br>Carlos P. Romulo Library |                           |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b>    | <b>PERSON RESPONSIBLE</b>  |
| 1.Ask for a Referral Letter Request Form (LIB-08) from the Circulation desk | 1.Give Referral Letter Request Form (LIB-08)   |  | 1 minute                  | <i>Librarian-on-duty,<br/>Circulation Counter</i>                      |
| 2.Fill-up Referral Request Slip.  | 2.1 Accept filled-up form, forward to Head Librarian<br><br>1.2 Accept list, print and sign referral letter.<br><br>1.3 Ask client to sign conforme and acknowledge receipt of letter. | None   | 1 minute<br><br>5 minutes | <i>Librarian-on-duty,<br/>Circulation Desk<br/><br/>Head Librarian</i> |
| 2.Receive signed Referral letter  | 2. File duplicate letter   | None   | 2 minutes                 | <i>Head Librarian</i>  |
| TOTAL   |  | None   | 9 Minutes                 |  |



## Renewing Library Materials Borrowed/Checked-Out

|  |  |                          |                        |   |
|--|--|--------------------------|------------------------|---|
| <b>Office/Division</b>                                     | Carlos P. Romulo Library   |                          |                        |   |
| <b>Classification</b>                                      | Simple   |                          |                        |   |
| <b>Type of Transaction</b>                                 | G2G – Government to Government   |                          |                        |   |
| <b>Who may avail</b>                                       | Bona fide employees of the Foreign Service Institute                   |                          |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                           |  | <b>WHERE TO SECURE</b>   |                        |   |
| 1. Valid Library ID  |  | Carlos P. Romulo Library |                        |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                     |
| 1. Present material/s for renewal together with library ID | 1.1 Receive material/s   | None                     | 3 Minutes per item     | <i>Librarian-on-duty, Circulation Counter</i> |
|  | 1.2 Go to Circulation module of the Koha Library system                |                          |                        |   |
|  | 1.3 Scan library ID of patron  |                          |                        |   |
|  | 1.4 Go to check-out of patron and click renew                          |                          |                        |   |
|  | 1.5 System will automatically generate new due date; inform the client |                          |                        |   |
|  | 1.6 Give the material/s to the client                                  |                          |                        |   |
| TOTAL  |  | None                     | 3 Minutes              |   |



## Returning/Checking-In of Library Materials for Home Reading

|   |   |  |                        |  |
|---|---|--|------------------------|--|
| <b>Office/Division</b>                                    | Carlos P. Romulo Library  |  |                        |  |
| <b>Classification</b>                                     | Simple  |  |                        |  |
| <b>Type of Transaction</b>                                | G2G – Government to Government  |  |                        |  |
| <b>Who may avail</b>                                      | Bona fide employees of the Foreign Service Institute  |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |   | <b>WHERE TO SECURE</b>                       |                        |  |
| 1. Valid Library ID                                       |   | Carlos P. Romulo Library                     |                        |  |
| <b>CLIENT STEPS</b>                                       | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>                       | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                        |
| 1. Present material/s for return together with Library ID | 1.1 Check patron page from the Koha Library page.<br><br>1.2 Click check-in<br><br>1.3 If overdue, the system auto generates computation of fines<br><br>1.4 Issue Overdue Library Payment Form (LB-F06)<br><br>1.5 Give to patron and instruct to pay at the 5 <sup>th</sup> Floor Cashier | Fee is based on FSI Office Order No. 87-2017 | 3 Minutes per item     | <i>Librarian-on-duty<br/>Circulation Counter</i> |
| 2. Pay overdue fines                                      | 2.1 Accept payment.<br><br>2.2 Issue Official Receipt   | PHP10.00 x no. of days x no. of materials.   | 5 Minutes              | <i>Cashier</i>                                   |
| 3. Return to the Library and show Official Receipt        | 3. Librarian check in the item/s  | None   | 1 Minute/ item         | <i>Librarian-on-duty<br/>Circulation Counter</i> |
| <b>TOTAL</b>  |   | To be determined                             | 9 Minutes              |  |



Fines for overdue materials:\*

| <b>Material Type</b>                                       | <b>Fine</b>              |
|--|--------------------------|
| Books from the general circulation and special collections | P10 / day                |
| Books for photocopy from the reference section             | P10 / hour or P100 / day |
| Back issues of periodicals and journals                    | P10 / day                |
| Current periodicals and journals                           | P10 / hour or P100 / day |

Note\* - Fee is based on the Library Lending Procedures (LIB-Y01)



## Signing of Library Clearance

|                                  |  |                        |                         |   |
|----------------------------------|--|------------------------|-------------------------|---|
| <b>Classification</b>            | Simple   |                        |                         |   |
| <b>Type of Transaction</b>       | G2G – Government to Government                                   |                        |                         |   |
| <b>Who may avail</b>             | Bona fide employees of the Department of Foreign Affairs         |                        |                         |   |
| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b> |                         |   |
| 1. FSI Clearance                 |  | HRMS, FSI              |                         |   |
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>  | <b>PERSON RESPONSIBLE</b>                         |
| 1. Present Clearance form        | 1.1 Accept clearance form  | None                   | 5 Minutes/<br>clearance | <i>Librarian-on-duty,<br/>Circulation Counter</i> |
|                                  | 1.2 Check againsts the Koha                                      |                        |                         |   |
|                                  | 1.3 Record the transaction in the log book                       |                        |                         |   |
|                                  | 1.4 Forward clearance for initial or signature to Head Librarian |                        |                         |   |
|                                  | 1.5 Sign clearance   |                        |                         |   |
|                                  | 1.6 Return clearance to client                                   |                        |                         |   |
| 2. Accept signed clearance       |  |                        |                         |   |
| TOTAL                            |  | To be determined       | 5 Minutes               |   |



## Use of Library Space/Facilities

|  |   |                          |                        |                           |
|--|---|--------------------------|------------------------|---------------------------|
| <b>Office/Division</b>   | Carlos P. Romulo Library  |                          |                        |                           |
| <b>Classification</b>  | Simple  |                          |                        |                           |
| <b>Type of Transaction</b>   | G2G – Government to Government  |                          |                        |                           |
| <b>Who may avail</b>   | FSI units/offices<br>FSI employees and group of employees                                     |                          |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>   |                        |                           |
| 1. Request Form (Signed by head of office/unit)                          |   | Carlos P. Romulo Library |                        |                           |
| 2. Audio-Visual Requirements   |   | Carlos P. Romulo Library |                        |                           |
| 3. Set-up plan   |   | Client                   |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| Call the library through local number 4264 or 3214                       | Accept call and check in the Library Reservation List   | None                     | 5 Minutes              | <i>Librarian</i>          |
| Check availability of space/facilities                                   | Inform client if requested space/facilities is available or not<br><br>Ask client for details |                          |                        |                           |
| Give the event name, contact detail                                      | Record the reservation<br><br>Ask client to get the Reservation Form                          | None                     | 5 Minutes              | <i>Librarian</i>          |
| Accomplish Reservation Form, and submit together with other requirements | Receive the Reservation Form<br><br>Approve the Reservation Form                              | None                     | 5 Minutes              | <i>Head Librarian</i>     |
| <b>TOTAL</b>   |   | None                     | 15 Minutes             |                           |





## **ADMINISTRATIVE AND FINANCIAL SERVICES DIVISION**



# **HUMAN RESOURCES MANAGEMENT SECTION (HRMS)**

## **External Services**



## Issuance of Service Record, Certificate of Employment and other HR Related Documents

|   |  |   |                        |   |
|---|--|---|------------------------|---|
| <b>Office/Division</b>  |  | Human Resource Management Section                           |                        |   |
| <b>Classification</b>   |  | Simple  |                        |   |
| <b>Type of Transaction</b>  |  | G2G- Government to Government<br>G2C- Government to Citizen |                        |   |
| <b>Who may avail</b>  |  | FSI employees (active and separated)                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                      |  | <b>WHERE TO SECURE</b>                                      |                        |   |
| <ul style="list-style-type: none"> <li>Record Request Form</li> </ul> |  | <ul style="list-style-type: none"> <li>HRMS</li> </ul>      |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>                                      | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1.Accomplish Record Request Form and submit it to HRMS                | 1.Record request in the logbook  | None  | 5 Minutes              | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 2.Verifying information about the current or previous employees                  | None  | 10 Minutes             | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 3.Drafts the document  | None  | 10 Minutes             | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 4.Review contents of the document and endorse for signature or sign the document | None  | 10 Minutes             | <i>Administrative Officer V</i>                                     |
|   | 5.Sign the certification or document   | None  | 10 Minutes             | <i>Chief Administrative Officer</i>                                 |
|   | 6.Inform the client of the availability of the document                          | None  | 5 Minutes              | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
| 2.Receive document and accomplish Client Satisfaction Feedback Form   | 7.Compile Client Feedback Form   | None  | 5 Minutes              | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | <b>TOTAL</b>   | None  | 55 Minutes             |   |



## Receipt of Application for Employment

|   |   |   |                        |  |
|---|---|---|------------------------|--|
| <b>Office/Division</b>  | Human Resource Management Section   |   |                        |  |
| <b>Classification</b>   | Simple  |   |                        |  |
| <b>Type of Transaction</b>  | G2C- Government to Citizen  |   |                        |  |
| <b>Who may avail</b>  | General public  |   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>  |                        |  |
| <ul style="list-style-type: none"> <li>• Personal Data Sheet (CSC Form 212)/ resume</li> <li>• Application Letter</li> <li>• Photocopy of CSC Certificate of Eligibility or equivalent document/ID</li> </ul> |   | <ul style="list-style-type: none"> <li>• CSC website</li> </ul> |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1.Submits application indicating the position applied for together with the attachments   | 1.Receive and check the completeness of requirements submitted OR inform applicants of the requirements | None  | 10 Minutes             | <i>Administrative Officer II/<br/>Administrative Assistant III</i> |
|   | 2.Accomplish Acknowledgement Form   | None  | 5 Minutes              | <i>Administrative Officer II/<br/>Administrative Assistant III</i> |
| 2.Receive acknowledgement form and accomplish Client Satisfaction Feedback Form   | 3.Compile Client Feedback Form  | None  | 5 Minutes              | <i>Administrative Officer II/<br/>Administrative Assistant III</i> |
| <b>TOTAL</b>  |   | None  | 20 Minutes             |  |



# **HUMAN RESOURCES MANAGEMENT SECTION (HRMS)**

## **Internal Services**



## Issuance of Service Record, Certificate of Employment and other HR Related Documents

|   |  |  |                        |   |
|---|--|--|------------------------|---|
| <b>Office/Division</b>  | Human Resource Management Section  |  |                        |   |
| <b>Classification</b>   | Simple   |  |                        |   |
| <b>Type of Transaction</b>  | G2G- Government to Government<br>G2C- Government to Citizen                      |  |                        |   |
| <b>Who may avail</b>  | FSI employees (active and separated)   |  |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                      |  | <b>WHERE TO SECURE</b>                                 |                        |   |
| <ul style="list-style-type: none"> <li>Record Request Form</li> </ul> |  | <ul style="list-style-type: none"> <li>HRMS</li> </ul> |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>                                 | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1.Accomplish Record Request Form and submit it to HRMS                | 1.Record request in the logbook  | None   | 5 Minutes              | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 2.Verifying information about the current or previous employees                  | None   | 10 Minutes             | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 3.Drafts the document  | None   | 10 Minutes             | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 4.Review contents of the document and endorse for signature or sign the document | None   | 10 Minutes             | <i>Administrative Officer V</i>                                     |
|   | 5.Sign the certification or document   | None   | 10 Minutes             | <i>Chief Administrative Officer</i>                                 |
|   | 6.Inform the client of the availability of the document                          | None   | 5 Minutes              | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
| 2.Receive document  |  | None   | 5 Minutes              | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | <b>TOTAL</b>   | None   | 55 Minutes             |   |



## Application for Leave of Absence

|   |  |  |                        |   |
|---|--|--|------------------------|---|
| <b>Office/Division</b>  | Human Resource Management Section  |  |                        |   |
| <b>Classification</b>   | Simple   |  |                        |   |
| <b>Type of Transaction</b>  | G2G- Government to Government  |  |                        |   |
| <b>Who may avail</b>  | FSI personnel  |  |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>   |                        |   |
| Accomplished CSC Form No.6<br>Medical Certificate                                     |  | <ul style="list-style-type: none"> <li>• HRMS</li> <li>• Division Administrative Pool</li> </ul> |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Submit accomplished ALA Form (CSC Form 6) endorsed and signed by the Division Head |  | None   | 5 Minutes              | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 1. Record submitted ALA Forms and indicate the available leave credits of the employee on the ALA Form | None   | 10 Minutes             | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 2. Certify available leave credits   | None   | 10 Minutes             | <i>Administrative officer V</i>                                     |
|   | 3. Forward for approval to the Director-General/ Head of AFSD  | None   | 10 Minutes             | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 4. Approve/ Disapprove leave application   | None   | 10 Minutes             | <i>Director-General/<br/>Chief Administrative Officer</i>           |
|   | 5. Posting of the applied leave on the system  | None   | 10 Minutes             | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | 6. Furnish a copy of the approved/ disapproved leave application                                       | None   | 5 Minutes              | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |



|   |       |      |                      |   |
|---|-------|------|----------------------|---|
| 2.Receives a copy of the approved/disapproved leave application |       | None | 5 Minutes            | <i>Administrative Assistant III/<br/>Administrative Assistant I</i> |
|   | TOTAL | None | 1 Hour,<br>5 Minutes |   |





# **FINANCIAL MANAGEMENT SECTION (FMS)**

## **Internal Services**



### Request for Cash Advance to Special Disbursing Officer

Cash advances to personnel authorized to pay out government funds or settle government payables and obligations either in currency (cash) or in check to authorized recipients.

|  |   |                        |
|--|---|------------------------|
| <b>Office/Division</b>                   | Financial Management Section                            |                        |
| <b>Classification</b>                    | Simple  |                        |
| <b>Type of Transaction</b>               | G2G   |                        |
| <b>Who may avail</b>                     | Special Disbursing Officer of Foreign Service Institute |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>         |   | <b>WHERE TO SECURE</b> |
| Disbursement Voucher                     |   | Client                 |
| Obligation Request and Status            |   | Client                 |
| Cash Advance Form                        |   | Client                 |
| Budget Estimate                          |   | Client                 |
| Purchase Request                         |   | Procurement Officer    |
| Approved Memo (if applicable)            |   | Client                 |
| Certification of No Pending Cash advance |   | Accountant A           |

### Request for Cash Advance to Officers and Employees

Cash Advances to employees of Foreign Service Institute for their authorized official travel to attend conference, seminar, meeting, and other official activity to be attended (foreign and local travel).

|  |   |                                   |
|--|---|-----------------------------------|
| <b>Office/Division</b>                   | Financial Management Section                        |                                   |
| <b>Classification</b>                    | Complex   |                                   |
| <b>Type of Transaction</b>               | G2G   |                                   |
| <b>Who may avail</b>                     | Officers and Employees of Foreign Service Institute |                                   |
| <b>CHECKLIST OF REQUIREMENTS</b>         |   | <b>WHERE TO SECURE</b>            |
| Disbursement Voucher                     |   | Client                            |
| Obligation Request and Status            |   | Client                            |
| Approved Memorandum                      |   | Client                            |
| Itinerary of Travel                      |   | Client                            |
| Invitation Letter                        |   | Organizer                         |
| Program Details                          |   | Organizer                         |
| Office Order / *Travel Authority         |   | Human Resource Management Section |
| Online Booking (if applicable)           |   | Client                            |
| Certification of No pending Cash advance |   | Accountant A                      |
| *DSA computation                         |   | Accountant A                      |

\*Foreign Travel



## Request for Payment of Honoraria

Payment of honoraria to instructor, resource person, discussant, panelist, and guest speakers for the learning and development programs and roundtable discussions conducted by Foreign Service Institute.

|                                   |   |                        |
|-----------------------------------|---|------------------------|
| <b>Office/Division</b>            | Financial Management Section                |                        |
| <b>Classification</b>             | Simple                                      |                        |
| <b>Type of Transaction</b>        | G2G   |                        |
| <b>Who may avail</b>              | Payee through Responsible/Concerned Section |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b> |
| Disbursement Voucher              |   | Client                 |
| Obligation Request and Status     |   | Client                 |
| Letter of Invitation              |   | Client                 |
| Certification of Service Rendered |   | Client                 |
| Curriculum Vitae                  |   | Client                 |
| Matrix of Honoraria Rates         |   | Client                 |

## Request for Payment of Procurement of Supplies, Materials, and Services

Payment of procurement of ICT, office equipment, various office supplies, utilities, repairs and maintenance, subscription of journals and other library materials, airline ticket for official foreign travel, hotels/training venues, and other service providers.

|   |                               |                          |
|---|-------------------------------|--------------------------|
| <b>Office/Division</b>                          | Financial Management Section  |                          |
| <b>Classification</b>                           | Complex                       |                          |
| <b>Type of Transaction</b>                      | G2G/G2C                       |                          |
| <b>Who may avail</b>                            | Responsible/Concerned Section |                          |
| <b>CHECKLIST OF REQUIREMENTS</b>                |                               | <b>WHERE TO SECURE</b>   |
| Disbursement Voucher                            |                               | Client                   |
| Obligation Request and Status                   |                               | Client                   |
| Approved Memorandum (if applicable)             |                               | Client                   |
| Signed Purchase Order/Job Order                 |                               | General Services Section |
| Signed Abstract of Quotation (if applicable)    |                               | General Services Section |
| Request for Quotation                           |                               | General Services Section |
| Quotations from Qualified Bidders/Contractors   |                               | General Services Section |
| Sales Invoice/Service Invoice/Billing Statement |                               | General Services Section |
| Delivery Receipt                                |                               | General Services Section |
| Purchase Request                                |                               | General Services Section |
| BAC Resolution                                  |                               | General Services Section |

(skip step no. 2 in Agency Action)



| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME                             | PERSON RESPONSIBLE                 |
|--|---|-----------------|---|------------------------------------|
| <p>1. Forward requirements to the Financial Management Section (FMS).</p>        | <p>1. Checks completeness of the documents</p>  | <p>None</p>     | <p>15 Minutes</p>                           | <p><i>Receiving Assistant</i></p>  |
|  | <p>1.1 If complete, forwards to Budget Officer. If not, return for completion</p>   |                 | <p>30 Minutes</p>                           | <p><i>Budget Officer</i></p>       |
|  | <p>2. Records details and verifies availability of allotment</p>  |                 | <p>30 Minutes</p>                           | <p><i>Processing Assistant</i></p> |
|  | <p>2.1 If available, assigns number on the ORS (based on GAM) and records amount obligated and signs certification in the ORS.</p>                  |                 | <p>5 Minutes</p>                            | <p><i>Receiving Assistant</i></p>  |
|  | <p>3. Assigns DV Number and records the details in the logbook. Attach Tax form (if applicable)</p>   |                 | <p>1.5 Hours</p>                            | <p><i>Internal Auditor</i></p>     |
|  | <p>3.1 For existing claimant/payee, if with prior claim, returns the DV and supporting documents to the Receiving Assistant. Proceed to step 4.</p> |                 | <p>10 Minutes</p>                           | <p><i>Accountant A</i></p>         |
|  | <p>4. Informs the requesting office/unit of prior payment made and returns all documents.</p>   |                 | <p>30 Minutes simple<br/>1 hour complex</p> | <p><i>Accountant B</i></p>         |
| <p>5. Pre-audit of documents</p>   | <p>6. Retrieves the RANCA from file and determines availability of NCA.</p>   | <p>2 Hours</p>  | <p><i>Head of Agency</i></p>                |                                    |
| <p>7. Reviews the DV and completeness and propriety of supporting documents.</p> |   |                 |   |                                    |





|  |   |      |                                  |         |
|--|---|------|----------------------------------|---------|
| 2. Sign in the Disbursement Voucher Box E for the receipt of payment | 1. Give the Disbursement Voucher to client. | None | 5 Minutes                        | Cashier |
| TOTAL  |   | None | 2 Days,<br>4 Hours,<br>5 Minutes |         |



# **GENERAL SERVICE SECTION (GSS)**

## **External Services**



## Procurement of Goods and Services (Public Bidding)

|                                  |  |  |                        |  |
|----------------------------------|--|--|------------------------|--|
| <b>Office/Division</b>           | Administrative and Financial Services Division<br>General Services Section |  |                        |  |
| <b>Classification</b>            | Highly Technical   |  |                        |  |
| <b>Type of Transaction</b>       | G2G and – Government to Government<br>G2P-Government to Public             |  |                        |  |
| <b>Who may avail</b>             | PhilGEPS accredited and Non-PhilGEPS goods and service providers           |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b>                           |                        |  |
| Bid Documents                    |  | BAC Secretariat                                  |                        |  |
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>                           | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
|                                  | 1.Pre-procurement conference<br>IRR Sec. 20                                | None   | 1 Day                  | <i>Bids and Awards Committee (BAC)</i><br><br><i>BAC Secretariat</i> |
| 1.Visit PhilGEPS website         | 2.Advertisement/<br>Posting of Invitation to Bid IRR Sec. 21.2.1           | None   | 7 Days                 | <i>BAC Secretariat</i>   |
| 2.Purchase Bid Documents         |  | Amount based on R.A. 9184 Revised IRR Appendix 8 | 1 Hours                | <i>Cashier Procurement Officer</i>                                   |
| 3.Attend Pre-Bid Conference      | 3.Pre-Bid Conference IRR Sec. 21.2   | None   | 1 Day                  | <i>Bids and Awards Committee (BAC)</i><br><br><i>BAC Secretariat</i> |
| 4.Submit Bids/Attend Bid Opening | 4.Deadline of Submission and Receipt of Bids/Bid Opening IRR Sec. 25.5     | None   | 1 Day                  | <i>Bids and Awards Committee (BAC)</i><br><br><i>BAC Secretariat</i> |





|  |  |      |         |  |
|--|--|------|---------|--|
|  | 5. Bid Evaluation<br>IRR Sec. 32.4   | None | 1 Day   | <i>Bids and Awards<br/>Committee (BAC)</i><br><br><i>BAC Secretariat</i> |
| 5. Submission of<br>additional<br>requirements | 6. Post-Qualification<br>IRR Sec. 34.8   | None | 2 Days  | <i>Bids and Awards<br/>Committee (BAC)</i><br><br><i>BAC Secretariat</i> |
|  | 7. Approval of<br>Resolution/Issuance<br>of Notice of Award<br>IRR Sec. 37.1.2 | None | 1 Day   | <i>Bids and Awards<br/>Committee (BAC)</i><br><br><i>BAC Secretariat</i> |
|  | 8. Contract<br>Preparation and<br>Signing<br>IRR Sec. 37.2.1                   | None | 1 Day   | <i>Bids and Awards<br/>Committee (BAC)</i><br><br><i>BAC Secretariat</i> |
|  | 9. Approval of<br>Contract by higher<br>authority<br>IRR Sec. 37.3             | None | 1 Day   | <i>Head of Procuring<br/>Entity</i>                                      |
|  | 10. Issuance of Notice<br>to Proceed<br>IRR Sec. 37.4.1                        | None | 1 Day   | <i>Bids and Awards<br/>Committee (BAC)</i><br><br><i>BAC Secretariat</i> |
| TOTAL  |  | None | 18 Days |  |



## Messengerial Services

|  |   |                          |  |  |
|--|---|--------------------------|--|--|
| <b>Office/Division</b>                                   | Administrative and Financial Services Division<br>General Services Section                |                          |  |  |
| <b>Classification</b>                                    | Simple  |                          |  |  |
| <b>Type of Transaction</b>                               | G2G/G2B/G2C – Government to Government,<br>Government to Public and Government to Citizen |                          |  |  |
| <b>Who may avail</b>                                     | All Division of the Institute   |                          |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                         |   | <b>WHERE TO SECURE</b>   |  |  |
| Communication Request Form                               |   | General Services Section |  |  |
| <b>CLIENT STEPS</b>                                      | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b>                                |
| 1.Fill up and Submit approved communication request form | 1.If by mailing messenger deliver it to the Post Office                                   | Stamp                    | 1 Hour   | <i>Administrative Aide III or Administrative Aide IV</i> |
|  | 2.If by courier messenger send it through LBC/DHL   | Delivery Charge          | 1 Hour   |  |
|  | 3.If by driver/ messenger use of FSI Official Vehicle                                     | Gasoline                 | Depending on the number of deliveries and its location within Metro Manila |  |
| 2.Receive Receiving Copies                               |   | None                     | 15 mins.   | <i>Administrative Aide III or Administrative Aide IV</i> |
|  | <b>TOTAL</b>  | None                     | 2 Hours, 15 Minutes  |  |



# **GENERAL SERVICE SECTION (GSS)**

## **Internal Services**



## Messengerial Services

|  |   |                          |  |  |
|--|---|--------------------------|--|--|
| <b>Office/Division</b>                                   | Administrative and Financial Services Division<br>General Services Section                |                          |  |  |
| <b>Classification</b>                                    | Simple  |                          |  |  |
| <b>Type of Transaction</b>                               | G2G/G2B/G2C – Government to Government,<br>Government to Public and Government to Citizen |                          |  |  |
| <b>Who may avail</b>                                     | All Division of the Institute   |                          |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                         |   | <b>WHERE TO SECURE</b>   |  |  |
| Communication Request Form                               |   | General Services Section |  |  |
| <b>CLIENT STEPS</b>                                      | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b>                                |
| 1.Fill up and Submit approved communication request form | 1.If by mailing messenger deliver it to the Post Office                                   | Stamp                    | 1 Hour   | <i>Administrative Aide III or Administrative Aide IV</i> |
|  | 2.If by courier messenger send it through LBC/DHL   | Delivery Charge          | 1 Hour   |  |
|  | 3.If by driver/ messenger use of FSI Official Vehicle                                     | Gasoline                 | Depending on the number of deliveries and its location within Metro Manila |  |
| 2.Receive Receiving Copies                               |   | None                     | 15 mins.   | <i>Administrative Aide III or Administrative Aide IV</i> |
| <b>TOTAL</b>   |   | None                     | 2 Hours, 15 Minutes  |  |



## Repair of Equipment and Furniture

|                                      |  |                        |  |   |
|--------------------------------------|--|------------------------|--|---|
| <b>Office/Division</b>               | Administrative and Financial Services Division<br>General Services Section   |                        |  |   |
| <b>Classification</b>                | Complex  |                        |  |   |
| <b>Type of Transaction</b>           | G2G – Government to Government   |                        |  |   |
| <b>Who may avail</b>                 | All Division of the Institute  |                        |  |   |
| <b>CHECKLIST OF REQUIREMENTS</b>     |  |                        | <b>WHERE TO SECURE</b>                           |   |
| Work Request Order                   |  |                        | General Services Section                         |   |
| <b>CLIENT STEPS</b>                  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>                           | <b>PERSON RESPONSIBLE</b>   |
| 1.Submit approved Work Request Order | 1.Receive Approved Work Order Form   | None                   | 1 Minute   | <i>Administrative Aide IV</i>   |
|                                      | 2.Canvass by phone for repair below 50K or through PhilGEPS if more than 50K | None                   | 2 Hours (by phone)<br>3 to 7 Days (PhilGEPS)     | <i>Supply Officer</i>   |
|                                      | 3.Process Job Order (J.O.)   | None                   | 1 Day  | <i>Supply Officer</i>   |
|                                      | 4.FMS Budget Allocation  | None                   | 5 Minute   | <i>Administrative Officer IV or Administrative Officer III<br/>Financial Management Section</i> |
|                                      | 5.Management Approved J.O.   | None                   | 1 Hour   | <i>Head of Procuring Entity</i>   |
|                                      | 6.Supplier received J.O.   | None                   | 2 Hours  | <i>Supply Officer</i>   |
|                                      | 7.Service Provided   | None                   | Depending on the status of the repair to be done |   |
|                                      | 8.Process Waste Material Report  | None                   | 15 Minutes                                       | <i>Internal Auditor</i>   |
|                                      | 9.Inspected and Approved   | None                   | 30 Minutes                                       | <i>Internal Auditor</i>   |



|  |   |      |   |                               |
|--|---|------|---|-------------------------------|
|  | 10.Submits documents to FMS for payment | None | 30 Minutes  | <i>Administrative Aide IV</i> |
|  | TOTAL                                   | None | 6 Hours, 21 Minutes (regular)<br><br>7 days, 4 Hours, 21 Minutes (PHILGEPS) |                               |



| <b>FEEDBACK AND COMPLAINTS MECHANISM</b> |  |
|--|--|
| How to send feedback                     | Answer the Client Feedback Form and drop it in designated drop box located at the lobby guard.<br>Contact Info: 834-4794/834-3176<br>personnel@fsi.gov.ph  |
| How feedbacks are processed              | Every Friday, the Human Resource Management Section opens the drop box and records and compiles feedback submitted. Feedbacks requiring answers are forwarded to relevant offices and they are required to answer within three (3) days.   |
| How to file a complaint                  | Answer the Client Complaint Form and drop it in designated drop box located at the lobby guard and CPR Library. Complaints can also be filed via telephone. Make sure to provide the following info: <ul style="list-style-type: none"> <li>• Name</li> <li>• Incident</li> <li>• Evidence</li> </ul> For inquiries, contact 834-4794/834-3176 |
| How complaints are processed             | HRMS Staff opens the complaints box daily and evaluates each complaint. It is then investigated and forwarded to relevant offices for their explanation. HRMS will generate a report and will be forwarded to the Head of Agency. HRMS will give feedback to the client.   |
| Contact information of CCB, PCC, ARTA    | It shall also include the following hotline:<br><br>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a><br>1-(ARTA) 2782<br>PCC: 8888<br>CCB: 09088816565 (SMS)   |



| OFFICE   | ADDRESS   | CONTACT INFORMATION |
|--|---|---------------------|
| Carlos P. Romulo School of Diplomacy                     | 5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City | 834-3952            |
| Center for International Relations and Strategic Studies | 5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City | 834-4355/ 834-3762  |
| Carlos P. Romulo Library                                 | 5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City | 834-3214/ 834-4264  |
| Human Resource Management Section                        | 5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City | 834-4794/ 834-3176  |
| Financial Management Section                             | 5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City | 834-3745/ 834-4747  |
| General Services Section                                 | 5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City | 834-3064            |