



FOREIGN SERVICE INSTITUTE

**CITIZEN'S CHARTER
2020 (1st 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



1. 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

Office/Division		Carlos P. Romulo School of Diplomacy (CPRSD)		
Classification		Highly Technical		
Type of Transaction		G2G Government to Government		
Who may avail		Members of the Philippine Foreign Service Corps with Permanent Items		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from HRMO (DFA) Endorsement from their office (Other Agency)		HRMO, Department of Foreign Affairs Government Office (Mother Agency)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1.Attend the Pre-Training Briefing	1.Conduct Pre-Training Briefing 1.1 Provide the Profile form to the participant	None	1 Hour	<i>Training Specialist</i> Carlos P. Romulo School of Diplomacy
2.Fill-out and Submit Participant's Profile	2.Receive the Profile form from the participant 2.1 Provide the Learning Contract form to the participant	None	10 Minutes	<i>Training Specialist</i> Carlos P. Romulo School of Diplomacy
3.Sign the Learning Contract	3. Receive the Learning Contract form from the participant 3.1 Conduct Training Program	None	3 Minutes	<i>Training Specialist</i> Carlos P. Romulo School of Diplomacy
4.Participation in the training Program	4.Conduct Examination or other exercises	None	TBD see list of regular programs	<i>Training Specialist</i> 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 5.1 Provide the Evaluation form to the participant	None	2 Hours	<i>Training Specialist</i> Carlos P. Romulo School of Diplomacy <i>Training Specialist</i> Office of the Director-General
6.Fill-out and Submit Evaluation Form	6. Receive the Evaluation from the participant 6.1 Issue the Certificate to the Participant	None	15 Minutes	<i>Training Specialist</i> Office of the Director-General <i>Training Specialist</i> Carlos P. Romulo School of Diplomacy
7.Receipt of Certificate		None	3 Minutes	<i>Training Specialist</i> Carlos P. Romulo School of Diplomacy
TOTAL		None	3 Hours, 31 Minutes	



2. Request to Provide Training Services

Demand driven request from other government agencies

Office/Division		Carlos P. Romulo School of Diplomacy (CPRSD)		
Classification		Highly Technical		
Type of Transaction		G2G Government to Government		
Who may avail		Personnel from other government agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official letter of request by the requesting agency		Requesting Government Office (Mother Agency)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1.Send official Letter to the Foreign Service Institute	1.Receipt of the official letter of requesting agency 1.1 Review of the request for Approval	None	5 Minutes 2 Days	<i>Administrative Aide</i> Office of the Director-General <i>Training Specialist</i> 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 2.1 Receive the memorandum of agreement or letter with conforme from the requesting agency 2.2 Provide the training design to the requesting agency	None	1 Hour	<i>Training Specialist</i> 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> Carlos P. Romulo School of Diplomacy
4. Attend the Pre-Training Briefing	4. Conduct Pre-Training Briefing 5. Provide the Profile form to the participant	None	1 Hour	<i>Training Specialist</i> Carlos P. Romulo School of Diplomacy
5. Fill-out and Submit Participant's Profile	6. Receive the Profile form from the participant 6.1 Provide the Learning Contract form to the participant	None	10 Minutes	<i>Training Specialist</i> Carlos P. Romulo School of Diplomacy
6. Sign the Learning Contract	7. Receive the Learning Contract form from the participant 7.1 Conduct Training Program	None	3 Minutes	<i>Training Specialist</i> Carlos P. Romulo 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> Carlos P. Romulo 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 9.1 Provide the Evaluation form to the participant	None	2 Hours	Training Specialist Carlos P. Romulo School of Diplomacy <i>Training Specialist</i> Office of the Director-General



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



3. Scholarship Services

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

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



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 SAOII – USA, Americas, Middle East, Africa, Europe 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		
TOTAL			7 Days	



CARLOS P. ROMULO SCHOOL OF DIPLOMACY (CPRSD)

Internal Services



1. CPRSD Training Services

Foreign Service Institute personnel to attend the training program of CPRSD

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



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



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



2. Scholarship Services

Foreign Service Institute Personnel to Apply for Scholarship and Training Programs

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



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> Human Resource Management Section
	2.HRMS conducts Ad Referendum to FSI Scholarship Committee	None		<i>Administrative Officer V</i> Human Resource Management Section
	3.Informs applicant/s of the Ad Referendum result	None	1 day	<i>Administrative Officer V</i> Human Resource Management Section
	4.HRMS prepares memorandum informing ScPS of the name/s of endorsed applicants	None		<i>Administrative Officer V</i> 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



1. Research Services

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

Office/Division		Center for International Relations and Strategic Studies, FSI		
Classification		Highly Technical		
Type of Transaction		G2G		
Who may avail		DFA and other agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/Memorandum of Request		Head of the DFA office or agency availing of the service (research)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
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
TOTAL		None	20 Days	



2. CIRSS 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.

Office/Division		Center for International Relations and Strategic Studies, FSI		
Classification		Simple		
Type of Transaction		G2G, G2B, G2C		
Who may avail		DFA, other government agencies, academe, private institutions, foreign embassies (by invitation)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reply Form		The reply form is attached to the invitation to the event		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
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	



3. Request for Issuance of Publications

Client requests for copies of different FSI publications.

Office/Division	Publications Section/CIRSS			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	DFA, FSI personnel, researchers, public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished "Request for Issuance of FSI Publications" Form Letter of endorsement for researchers who request free publication. 		<ul style="list-style-type: none"> Publications Section, FSI, 5F DFA Building Research adviser (for students) or Research supervisor (for institutional researchers). 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
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. 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.	None	3 Minutes 12 Minutes	Circulation Staff Circulation Staff Publications Section Head 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	



4. Circulation of Publications Distribution of FSI Publications

Office/Division		Publications Section/CIRSS		
Classification		Highly Technical		
Type of Transaction		G2G, G2C		
Who may avail		DFA offices, Senate, HOR, selected SUCs, Embassies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FSI Circulation Master List		Publications Section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	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 <i>Administrative Officer V</i> 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. End of Transaction.	None	5 Days	
TOTAL		None	10 Days, 1 Hour	



CENTER FOR INTERNATIONAL RELATIONS AND STRATEGIC STUDIES (CIRSS)

Internal Services



1. Request for Issuance of Publications

Client requests for copies of different FSI publications.

Office/Division	Publications Section/CIRSS			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	DFA, FSI personnel, researchers, public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished "Request for Issuance of FSI Publications" Form Letter of endorsement for researchers who request free publication. 		<ul style="list-style-type: none"> Publications Section, FSI, 5F DFA Building Research adviser (for students) or Research supervisor (for institutional researchers). 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
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 <i>Administrative Officer V</i> Publications Section 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	None	3 minutes	Circulation Staff



	<p>survey. End of transaction.</p> <p>If Client is non-DFA/FSI personnel, Circulation Staff informs Client of the cost of the intended purchase based on the Price List.</p>			
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.				
	<p>Circulation Staff checks the OR and then hands over the publication/title paid for by Client.</p> <p>Circulation Staff asks Client to accomplish the Feedback survey.</p> <p>End of transaction.</p>	None	3 minutes	Circulation Staff
TOTAL	None	18 Minutes		



2. Circulation of Publications

Distribution of FSI publications

Office/Division		Publications Section/CIRSS		
Classification		Highly Technical		
Type of Transaction		G2G, G2C		
Who may avail		DFA offices, Senate, HOR, selected SUCs, Embassies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FSI Circulation Master List		Publications Section, FSI, 5F DFA Building		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	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 <i>Administrative Officer V</i> 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. End of Transaction.		5 Days	
TOTAL		None	10 Days and 1 Hour	



CARLOS P. ROMULO LIBRARY
External Services



1. Borrowing/Checking-Out Library Materials for Home Reading

Borrowing of books for home reading.

Office/Division		Carlos P. Romulo Library		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Bona fide employees of the Department of Foreign Affairs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library ID		Carlos P. Romulo Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 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	None	2 Minutes	Librarian-on Duty, Circulation Counter
2.1 Write name in the book card/borrower's slip for journals and	2.1 Print checked-out materials, put initial of librarian, and attached in	None	2 Minutes	Librarian-on Duty, Circulation Counter



then submit it to Librarian	the patron's index card			
	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 ¹	Room-Use Only*	Room-Use Only*
Special Collections	One week ¹	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 ¹	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) ²	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 high-ranking officer.

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

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

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



2. Certification of Treaties

Processing of certification of treaties

Office/Division	Carlos P. Romulo Library, Foreign Service Institute; Cashier, OFMS, DFA; and General Records and Diplomatic Pouch Section, ITRCD, OAMSS, DFA			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Law firms, students, researchers, private and government employees, visitors of the Department of Foreign Affairs and Foreign Service Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
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 treaties 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*	<p>2.1 Look for the original copy of treaty/treaties to be certified.</p> <p>2.2 Photocopy documents</p> <p>2.3 Issue the Order of Payment form (LIB-F02)</p>	<p>None</p> <p>Photocopying fee depends on the service Provider</p>	1 Day	<p>Librarian</p> <p>Librarian & Photocopier operator</p> <p>Head Librarian</p>
3. Pay the certification fee at the Cashier (4 th Floor)	<p>3.1 Accept the payment based on the Order of Payment</p> <p>3.2 Issue the Official Receipt</p>	<p>PHP100 x no. of pages as per DFA D.O. 07-00</p>	10 Minutes	DFA Cashier
4. Bring Official Receipt to the Librarian	<p>4.1 Librarian checks Official Receipt</p> <p>4.2 Bring document (original and photocopy to the Receiving Section, Central Records, OAMSS)</p>	None	10 Minutes	<p>Librarian</p> <p>Librarian</p>
5. Fill-up Certified True Copies Request Form (DFA-OAMSS-GRAD-02)	<p>5.1 Librarian attaches a copy of the letter request to the Request Form for CTC (DFA-OAMSS-GRAD-02)</p> <p>5.2 Checks receipt and accepts the</p>	None	1 Day	<p>Librarian</p> <p>Receiving Officer (GRAD, OAMSS)</p>



	<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.



3. Issuance of Library ID

Library ID is issued to clients.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Bona fide employees of the Department of Foreign Affairs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 2.2 Print library ID. 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 3.2 Laminate ID 3.3 Enrol client to the Library Management System	None	1 Day	Head Librarian Support personnel 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. 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, 11 Minutes	



4. Photocopying of Library Materials

Books and other resources are photocopied to the use of the client.

Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Visitor's ID for outsiders 2. DFA ID for DFA employees 3. Photocopy pass		Man Lobby, DFA HRMO, DFA Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present material/s for photocopying	1.1 Check material/s for photocopying 1.2 Instruct client to return material within one (1) hour 1.3 Ask client to sign book card/periodical slip 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	



5. Reference/Information and Bibliographic Services (face to face)

Clients are given assistance on the finding books and other resources.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G-Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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) 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 style="text-align: right;">TOTAL</p>		<p>None</p>	<p>58 Minutes</p>	



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

Clients are given assistance on the finding books and other resources via e-mail

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send e-mail to library@fsi.gov.ph or click “Ask a Librarian” at library.fsi.gov.ph	1.1 Open official e-mail at the start of work day.	None	2 Hours	<i>Head Librarian</i>
	1.2 Acknowledge e-mail and inform client that request will be acted upon within the day.			
	1.3 Fill-up the Reference Inquiry Form (LIB_F07) and assign a librarian to research answer to the inquiry			
	1.4 Research on the query			
	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			
				<i>Assigned Librarian Head Librarian</i>



	site, office where the material is available			
2.1 Decide to pick-up materials. 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	



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

Clients are given assistance on the finding books and other resources via phone call.

Office/Division		Carlos P. Romulo Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 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. 2.3 If the material is available, ask the client to call after 20 minutes. 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			
3.1 Decide to pick-up materials. 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> Circulation Counter
TOTAL		None	35 Minutes	



8. Referral Services

Clients are referred to other libraries if needed.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Bona fide employees of the Department of Foreign Affairs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid DFA I.D.		Human Resource Management Office, Department of Foreign Affairs		
2. Referral Letter Request Form (LIB-08)		Carlos P. Romulo Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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> 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> 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	



9. Renewing Library Materials Borrowed/Checked-Out

Library materials borrowed by clients are being renewed for longer use of the material.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Bona fide employees of the Department of Foreign Affairs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Library ID		Carlos P. Romulo Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present material/s for renewal together with library ID	1.1 Receive material/s	None	3 Minutes per item	<i>Librarian-on-duty</i> Circulation Counter
	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	



10. Returning/Checking-In of Library Materials for Home Reading

Borrowed library materials are returned to the library.

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



Fines for overdue materials:*

Material Type	Fine
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)



11. Signing of Library Clearance

Clients leaving for foreign assignment or for retirement and resignation are required to have clearance form the library to ensure accountabilities in the library are settled.

Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Bona fide employees of the Department of Foreign Affairs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DFA Clearance (DFA-HRM-B-35 for Foreign Assignment)		HRMO, DFA		
2. DFA Clearance (DFA-HRM-B- for Retirement)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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			
	1.6 Return clearance to client			
2. Accept signed clearance				<i>Head Librarian</i>
TOTAL		None	5 Minutes	



12. Use of Library Space/Facilities

Clients requests the use of library facilities for meetings and other activities.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	DFA units/offices DFA employees and group of employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call the library through local number 4264 or 3214 Check availability of space/facilities	Accept call and check in the Library Reservation List Inform client if requested space/facilities is available or not Ask client for details	None	5 Minutes	<i>Librarian</i>
Give the event name, contact detail	Record the reservation 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 Approve the Reservation Form	None	5 Minutes	<i>Head Librarian</i>
TOTAL		None	15 Minutes	



CARLOS P. ROMULO LIBRARY
Internal Services



1. Borrowing/Checking-Out Library Materials for Home Reading

Borrowing of books for home reading.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Bona fide employees of the Foreign Service Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library ID		Carlos P. Romulo Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 1.2 Go to Circulation module of the Koha Library System 1.3 Scan Library ID of patron 2.4 Scan barcode of material/s being borrowed 2.5 Stamp due date in the date due slip and initial 1.6 Ask client to write name in the book card	None	2 Minutes/ item	<i>Librarian-on Duty</i> 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> 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 ¹	Room-Use Only*	Room-Use Only*
Special Collections	One week ¹	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 ¹	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) ²	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).

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

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



2. Issuance of Library ID

Library ID is issued to clients.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Bona fide employees of the Foreign Service Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Office ID		HRMS, FSI		
2. Accomplished Library ID Application form (LIB-F01)		Carlos P. Romulo Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 2.2 Print library ID. 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 3.2 Laminate ID 3.3 Enroll the client to the Library Management System 3.4 Inform the employee that ID is done through email or phone call	None	1 Day	<i>Head Librarian</i> <i>Support personnel</i> <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. 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	



3. Photocopying of Library Materials

Books and other resources are photocopied to the use of the client.

Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Bona fide Employees of the Foreign Service Institute		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library ID		Carlos P. Romulo Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present materials for photocopying	1.1 Check material/s for photocopying 1.2 Instruct client to return material within one (1) hour 1.3 Ask client to sign book card/periodical slip 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	



4. Reference/Information and Bibliographic Services (face to face)

Clients are given assistance on the finding books and other resources.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Bonafide employee of the Foreign Service Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Office ID		HRMS.FSI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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) 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 2.2 Identify information source to find answer to query/queries 2.3 If answer/s to query/queries is/are found, provide answer/s to client's query/queries. (Give bibliographic list) 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	



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

Clients are given assistance on the finding books and other resources via e-mail.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Bona fide employees of the Foreign Service Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send e-mail to library@fsi.gov.ph or click "Ask a Librarian" at library.fsi.gov.ph	<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>Head Librarian</p> <p>Assigned Librarian</p> <p>Head Librarian</p>



	site, office where material is available			
2.1 Decide to pick-up materials. 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	Librarian-on-duty, Circulation Counter
	TOTAL	None	1 Day, 2 Hours	



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

Clients are given assistance on the finding books and other resources via phone call.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Bona fide employees of the Foreign Service Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 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. 2.3 If the material is available, ask the client to call after 20 minutes. 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. 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	



7. Referral Services

Clients are referred to other libraries if needed.

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



8. Renewing Library Materials Borrowed/Checked-Out

Books and other library materials are renewed for client's extended use.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Bona fide employees of the Foreign Service Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Library ID		Carlos P. Romulo Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	



9. Returning/Checking-In of Library Materials for Home Reading

Borrowed library materials are returned to the library.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Bona fide employees of the Foreign Service Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Library ID		Carlos P. Romulo Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present material/s for return together with Library ID	1.1 Check patron page from the Koha Library page. 1.2 Click check-in 1.3 If overdue, the system auto generates computation of fines 1.4 Issue Overdue Library Payment Form (LB-F06) 1.5 Give to patron and instruct to pay at the 5 th Floor Cashier	Fee is based on FSI Office Order No. 87-2017	3 Minutes per item	<i>Librarian-on-duty Circulation Counter</i>
2. Pay overdue fines	2.1 Accept payment. 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 Circulation Counter</i>
TOTAL		To be determined	9 Minutes	

Fines for overdue materials:*



Material Type	Fine
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)



10. Signing of Library Clearance

Clients leaving for retirement, resignation and transfer to other agencies are required to have clearance from the library to ensure accountabilities in the library are settled.

Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Bona fide employees of the Department of Foreign Affairs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FSI Clearance		HRMS, FSI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Clearance form	1.1 Accept clearance form	None	5 Minutes/ clearance	<i>Librarian-on-duty, 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			<i>Head Librarian</i>
	1.5 Sign clearance			
	1.6 Return clearance to client			
2. Accept signed clearance				
TOTAL		To be determined	5 Minutes	



11. Use of Library Space/Facilities

Clients requests the use of library facilities for meetings and other activities.

Office/Division	Carlos P. Romulo Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	FSI units/offices FSI employees and group of employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Ask client for details			
Give the event name, contact detail	Record the reservation 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 Approve the Reservation Form	None	5 Minutes	<i>Head Librarian</i>
TOTAL		None	15 Minutes	



ADMINISTRATIVE AND FINANCIAL SERVICES DIVISION



HUMAN RESOURCES MANAGEMENT SECTION (HRMS)

External Services



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

Issuance of HR related documents for clients' purpose.

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



2. Receipt of Application for Employment

Client submits application for desired position.

Office/Division	Human Resource Management Section			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Personal Data Sheet (CSC Form 212)/ resume • Application Letter • Photocopy of CSC Certificate of Eligibility or equivalent document/ID 		<ul style="list-style-type: none"> • CSC website 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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/ Administrative Assistant III</i>
	2.Accomplish Acknowledgement Form	None	5 Minutes	<i>Administrative Officer II/ 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/ Administrative Assistant III</i>
TOTAL		None	20 Minutes	



HUMAN RESOURCES MANAGEMENT SECTION (HRMS)

Internal Services



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

Issuance of HR related documents for clients' purpose.

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



3. Application for Leave of Absence

Client applies for leave of absence.

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



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



FINANCIAL MANAGEMENT SECTION (FMS)

Internal Services



1. 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.

Office/Division	Financial Management Section	
Classification	Simple	
Type of Transaction	G2G	
Who may avail	Special Disbursing Officer of Foreign Service Institute	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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

2. 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).

Office/Division	Financial Management Section	
Classification	Complex	
Type of Transaction	G2G	
Who may avail	Officers and Employees of Foreign Service Institute	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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



3. 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.

Office/Division	Financial Management Section	
Classification	Simple	
Type of Transaction	G2G	
Who may avail	Payee through Responsible/Concerned Section	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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

4. 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.

Office/Division	Financial Management Section	
Classification	Complex	
Type of Transaction	G2G/G2B	
Who may avail	Responsible/Concerned Section	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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
Other necessary document peculiar to contract and/or mode of procurement		Various



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Preparation and Processing of DV				
<p>1. Prepare Disbursement Voucher and Obligation Request and Status, and secure Supporting Documents, then forward to Financial Management Section (FMS).</p>	<p>1. Checks completeness of the documents 1.1 If complete, forwards to Budget Officer. If not, return for completion. 1.2 If ORS is already processed, proceed to step 3. 2. Records details and verifies availability of allotment 2.1 If available, assigns number on the ORS (based on GAM) and records amount obligated and signs certification in the ORS. 3. Assigns DV Number and records the details in the logbook. Attach Tax form (if applicable) 3.1 For existing claimant/payee, if with prior claim, returns the DV and supporting documents to the Receiving Assistant. Proceed to step 4. 4. Informs the requesting office/unit of prior payment made and returns all documents. 5. Pre-audit of documents 6. Retrieves the RANCA from file and determines availability of NCA. 7. Reviews the DV and completeness and propriety of supporting documents. i. If in order, signs the DV. Proceed to Step 9.</p>	<p>NONE</p>	<p>15 minutes 30 minutes 30 minutes 5 minutes 1.5 hours 10 minutes 30 minutes simple 1 hour complex</p>	<p>Receiving Assistant Budget Officer Processing Assistant Receiving Assistant Internal Auditor Accountant A Accountant B</p>



	ii. If not, back to Step 1.			
Approval and Processing of Payment				
	<p>8. Approving authority signs DV</p> <p>i. If due amount is above PhP50,000.00, Head of Agency approves the DV.</p> <p>ii. If due amount is PhP50,000.00 and below, Head of Administrative and Financial Services Division approves the DV</p> <p>9. Verifies completeness of signatures on the DV and reviews amount against DV and supporting documents.</p> <p>i. If complete, prepares check/LDDAP. Otherwise, return to Receiving Assistant for correction. Return to Step 1.</p> <p>10. Sign the check/LDDAP and ACIC</p> <p>11. Submits ACIC and LDDAP-ADA to the Government Servicing Bank/Landbank of the Philippines (LBP)</p> <p>12. Releases the check to the payee/Amount credited to bank account of payee</p>		<p>2 hours</p> <p>1 hour</p> <p>1.5 hours</p> <p>30 minutes</p> <p>3 hours</p> <p>24 hours</p>	<p>Head of Agency</p> <p>Head, Administrative and Financial Services Division</p> <p>Cashier</p> <p>Authorized signatories</p> <p>Cashier</p> <p>Cashier</p>
2. Sign in the Disbursement Voucher Box E for the receipt of payment. Issue Official Receipt and	1. Give the Disbursement Voucher to client.	NONE	5 minutes	Cashier



<p>other relevant documents to acknowledge the receipt of payment.</p> <p>2.1 If client is not the payee, client shall coordinate with payee for the signature and issuance of OR and other relevant documents.</p>				
<p style="text-align: center;">Total time of transaction: 2 days, 4 hours, and 5 minutes (1 day (24hrs), 1 working day (8hrs), 4 hours, and 5 minutes)</p>				



GENERAL SERVICES SECTION (GSS)

External Services



1. Procurement of Goods and Services (Public Bidding)

Procurement of goods and services thru public bidding

Office/Division	Administrative and Financial Services Division General Services Section			
Classification	Highly Technical			
Type of Transaction	G2G and – Government to Government G2P-Government to Public			
Who may avail	PhilGEPS accredited and Non-PhilGEPS goods and service providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bid Documents		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Pre-procurement conference IRR Sec. 20	None	1 Day	<i>Bids and Awards Committee (BAC)</i> <i>BAC Secretariat</i>
1.Visit PhilGEPS website	2.Advertisement/ 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</i> <i>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> <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> <i>BAC Secretariat</i>



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



2. Messengerial Services

Delivery and pick-up of documents of the Institute.

Office/Division	Administrative and Financial Services Division General Services Section			
Classification	Simple			
Type of Transaction	G2G/G2B/G2C – Government to Government, Government to Public and Government to Citizen			
Who may avail	All Division of the Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Request Form		General Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
	TOTAL	None	2 Hours, 15 Minutes	



GENERAL SERVICES SECTION (GSS)

Internal Services



1. Messengerial Services

Delivery and pick-up of documents of the Institute.

Office/Division	Administrative and Financial Services Division General Services Section			
Classification	Simple			
Type of Transaction	G2G/G2B/G2C – Government to Government, Government to Public and Government to Citizen			
Who may avail	All Division of the Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Request Form		General Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
TOTAL		None	2 Hours, 15 Minutes	



2. Repair of Equipment and Furniture

Repair of damaged equipment, furniture and facilities.

Office/Division	Administrative and Financial Services Division General Services Section			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	All Division of the Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Work Request Order		General Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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) 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 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) 7 days, 4 Hours, 21 Minutes (PHILGEPS)	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Feedback Form and drop it in designated drop box located at the lobby guard. Contact Info: 834-4794/834-3176 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"> • Name • Incident • Evidence 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: ARTA: complaints@arta.gov.ph 1-(ARTA) 2782 PCC: 8888 CCB: 09088816565 (SMS)



OFFICE	ADDRESS	CONTACT INFORMATION
Carlos P. Romulo School of Diplomacy	5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City	(02)8 834-3952
Center for International Relations and Strategic Studies	5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City	(02)8 834-4355/ 834-3762
Carlos P. Romulo Library	5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City	(02)8 834-3214/ 834-4264
Human Resource Management Section	5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City	(02)8 834-4794/ 834-3176
Financial Management Section	5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City	(02)8 834-3745/ 834-4747
General Services Section	5F Department of Foreign Affairs Bldg., Roxas Blvd., Pasay City	(02)8 834-3064