

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. Romu	ulo School	of Diplomac	v (CPRSD)
Classification		Highly Technica		<u> </u>	, ()
Type of Transaction		G2G Government to Government			
		Members of the	Philippine	Foreign Sei	rvice Corps with
		Permanent Iten			
CHECKLIST OF	REQ	UIREMENTS	WHERE 7	TO SECURE	
Endorsement from I Endorsement from t Agency)				•	of Foreign Affairs Mother Agency)
CLIENT STEP	AGE	NCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1.Attend the Pre- Training Briefing	Trair 1.1 F Profi	onduct Pre- ning Briefing Provide the le form to the cipant	None	1 Hour	Training Specialist Carlos P. Romulo School of Diplomacy
2.Fill-out and Submit Participant's Profile	Profithe p 2.1 F Lear form	ceive the le form from participant Provide the ning Contract to the cipant	None	10 Minutes	Training Specialist Carlos P. Romulo School of Diplomacy
3.Sign the Learning Contract	3. Re Lear form parti	eceive the ning Contract from the cipant Conduct ning Program	None	3 Minutes	Training Specialist Carlos P. Romulo School of Diplomacy
4.Participation in the training Program	Exar	onduct mination or r exercises	None	TBD see list of regular programs	Training Specialist Carlos P. Romulo School of Diplomacy

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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	Training Specialist Carlos P. Romulo School of Diplomacy Training Specialist 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	Training Specialist Office of the Director-General Training Specialist Carlos P. Romulo School of Diplomacy
7.Receipt of Certificate		None	3 Minutes	Training Specialist 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. Rom	ulo School o	f Diplomad	cy (CPRSD)
Classification					
		G2G Governm			
Who may avail		Personnel from			
CHECKLIST OF I	<u>REQU</u>	IREMENTS	V	VHERE TO	SECURE SECURE
Official letter of reque agency	st by t	he requesting	Requesting Agency)	Governm	ent Office (Mother
CLIENT STEP	AGE	ENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1.Send official Letter to the Foreign Service Institute	offici	ceipt of the al letter of esting agency		5 Minutes	Administrative Aide Office of the Director-General
	requ		None	2 Days	Training Specialist 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	request for Approval 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	Training Specialist Carlos P. Romulo School of Diplomacy

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3. Acceptance of Training Design and Cost	3. Receive the accepted training design from to the requesting agency	None	15 Days	Training Specialist Carlos P. Romulo School of Diplomacy
4.Attend the Pre- Training Briefing	4.Conduct Pre- Training Briefing5.Provide the Profile form to the participant	None	1 Hour	Training Specialist 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	Training Specialist 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	Training Specialist 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)	Training Specialist 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 outputs9.1 Provide the Evaluation form to the participant	None	2 Hours	Training Specialist Carlos P. Romulo School of Diplomacy Training Specialist Office of the Director-General

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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	Training Specialist Office of the Director-General Training Specialist Carlos P. Romulo School of Diplomacy
10. Receipt of Certificate		None	3 Minutes	Training Specialist 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

Scholarshi Complex	Romulo School of Diplomacy (CPRSD), p Programs Section (ScPS)		
G2G Gove	rnment to Government		
	rnment to Government		
DFA Perso	G2G Government to Government		
	-		
EMENTS	WHERE TO SECURE		
•	1. FSI-ScPS		
m the	2. Head of Agency/Office		
	3. Professor/Supervisor4. FSI-ScPS		
on to the cy,	 5. Applicant to prepare specified documents 6. Applicant 		
s ificate of	7. Applicant (given by FSI's CORE Programs Section after the Course)		
ate Certificate	8. Applicant 9. Applicant 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		
	EMENTS sing the CSD-F33 In the endor on to the cy, I pment. In the construction of t		

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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		Desk Officer SAOII – USA, Americas, Middle East, Africa, Europe
	2.Reviews	None		SAO I – Asia and the Pacific
	completeness of documents	None	1 Day	Desk Officer
	3.Assesses application documents using the Applicant's Initial Assessment Form (CSD-F29 Rev 00 01Aug19)	None		Desk Officer
	4.Prepares Ad Referendum memorandum	None		Desk Officer
	5.Informs applicant/s of the Ad Referendum result	None	2 Davis	Desk Officer
2.Complies with additional requirements (if applicable) and submits to ScPS		None	3 Days	
	6.Prepares 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

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	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

O(() ID: : :		0 1 0 0		(D:	(ODDOD)
Office/Division		Carlos P. Romulo School of Diplomacy (CPRSD)			
Classification		Highly - Technical			
Type of Transactio	n	G2G- Government to Government			
Who may avail		Employees of the	ne Foreign		
CHECKLIST OF	REQ	UIREMENTS		WHERE TO	SECURE
Memo Request to attend a Course Endorsement from Section Head Endorsement from the Division Head Approval of Director-General CLIENT STEP AGENCY ACTION		Section Concerned Division, Office of the Head Office of the Director-General FEES PROCES PERSON TO BE SING RESPONSIBLE PAID TIME			
1.Request for endorsement to attend the Course/Seminar	SH for a submof the E for a submof the General approach 4. Up submof the F Sect 5. Iss Order cours 6. Inferior and submof the F sect 5. Iss Order cours 6. Inferior and submof the F sect 5. Iss Order cours 6. Inferior and submof the F sect 5. Iss Order cours 6. Inferior and submof the F sect submof t	oon approval, nit the memo to Personnel ion sue an Office er to attend a	None	5 Minutes 1 Hour 2 Hours 30 Minutes 15 Minutes 15 Minutes	Section Head Concern Section Administrative Aide Concern Division Administrative Aide Office of the Director-General Administrative Aide Office of the Director-General Section Head Office of Personnel Administrative Aide Office of Personnel

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2.Attend the Pre- Training Briefing	7.Conduct Pre- Training Briefing 8.Provide the Profile form to the participant	None	1 Hour	Training Specialist 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	Training Specialist 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	Training Specialist 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	Training Specialist 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	Training Specialist Carlos P. Romulo School of Diplomacy Training Specialist Office of the Director-General

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8.Fill-out and Submit Evaluation Form	16.Receive the Evaluation from the participant 17.Issue the Certificate to the Participant	None	15 minutes	Training Specialist Office of the Director-General Training Specialist Carlos P. Romulo School of Diplomacy
9.Receipt of Certificate		None	3 minutes	Training Specialist 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 Governme	ent to Government	
Who may avail	FSI Personnel		
CHECKLIST OF REQUIREM	ENTS	WHERE TO SECURE	
Memorandum announcing Scholarship Program (CSI 01 Aug)		1. FSI-ScPS	
Endorsement Letter from to Office	he Head of	2. Division Head	
3. Recommendation Letter		3. Professor/Supervisor	
Application Form by the definition/country	onor	4. FSI-ScPS	
5. Curriculum Vitae6. Statement of Purpose		5. Applicant to prepare specified documents6. Applicant	
 Relevance of the prograwork/job. 	am to current		
 Impact of participation t of the agency, individua professional development 	I work, and		
7. Transcript of Record8. Diploma		7. Applicant to be secured by the applicant from the College/University graduated from	
9. Passport		9. OCA	
10. Health Insurance		10. Applicant (if not provided by donor)	
11. Medical Report/Certificate		11. Government Hospital	
12. Language Proficiency Cer	tificate	12. College/University graduated/HR 13. Applicant (taken within the last 6 mos.)	
13. Passport size photos14. Post Training Report (ScP format)	S prescribed	14. ScPS	

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CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G 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	Administrative Officer V Human Resource Management Section
	2.HRMS conducts Ad Referendum to FSI Scholarship Committee	None		Administrative Officer V Human Resource Management Section
	3.Informs applicant/s of the Ad Referendum result	None	- 1 day	Administrative Officer V Human Resource Management Section
	4.HRMS prepares memorandum informing ScPS of the name/s of endorsed applicants	None		Administrative Officer V Human Resource Management Section
	5.ScPS Prepares Ad Referendum memorandum to DFA	None		Desk Officer
	6.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	3 days	
	7.Prepares 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 pretravel arrangements	None		Desk Officer

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3.Complies with		None		
other requirements				
by the donor				
institution/country prior to Departure				
4.Receives Travel				
Authority		None		
5.After the program,				
Submit Post-Training		None		
Report 30 days upon		110110		
arrival				
	TOTAL		7 Days	
	TOTAL		/ Days	



CENTER FOR INETRNATIONAL 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	on	G2G				
Who may avail		DFA and other a		EDE TO 05		
CHECKLIST OF				VHERE TO SE		
Letter/Memorand	um of	Request		DFA office or ce (research)	agency availing	
Client Steps	Α	gency Action	Fees to be Paid	Processin g Time	Responsible Person	
1. Submit a letter or memorandum specifying the requested research paper or information 2. Receive and/or	Agency Action 1. Assess the requested research service and accept or deny (if beyond CIRSS's research scope) 2. Reply to client's letter or memorandum of request 3. Undertake the requested study or produce the requested information. 4. Submit the output		None	20 Days	FSI Director-General CIRSS Head Office of the CIRSS Head	
acknowledge the requested output		the requesting fice.				
		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 Intern	ational Relati	ons and Strate	egic Studies, FSI
Classification		Simple			
Type of Transaction	on	G2G, G2B, G2C			
Who may avail		DFA, other gove	rnment agen	cies, academe	, private
		institutions, forei	gn embassie:	s (by invitation)
CHECKLIST OF	REQ	UIREMENTS	V	VHERE TO SE	CURE
Reply Form			The reply fo	orm is attached	to the invitation
	_		to the event	•	
Client Steps	Α	gency Action	Fees to	Processin	Responsible
			be Paid	g Time	Person
1.Submit reply		ccept the reply	None	1 day	Office of the
form confirming	_	rm and			CIRSS Head
attendance to		cknowledge			
CIRSS event		ceipt through			
		mail.			0.5.00
2.Attend the	_	onduct the	None	4 hours	CIRSS
CIRSS event	-	IRSS event			
3.Receive the		roduce the	None	1 day	Office of the
certificate of	certificate of				CIRSS Head
attendance	at	tendance			
		TOTAL	None	2 Days, 4	
				Hours	



3. Request for Issuance of Publications
Client requests for copies of different FSI publications.

Office/Division		Publications Secti	on/CIRSS		
Classification		Simple			
Type of Transaction	on	G2G, G2C			
Who may avail		DFA, FSI personn	el, researche	rs, public	
CHECKLIST O	FREG	QUIREMENTS	W	HERE TO SEC	URE
 Accomplished "Request for Issuance of FSI Publications" Form Letter of endorsement for researchers who request free publication. 			 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	Responsible
1. Client fills out the "Request for Issuance of FSI Publications" Form to request/ purchase a publication/title.	check public 1.1.C secur issua Public Head perso Divisi exterr reque public Head signs	culation Staff ks the availability of cation/title. circulation Staff res approval of nce from the cations Section I for DFA/FSI connel and CIRSS con Head for nal clients/party esting for free cation. Section I/Division Head the Form.	None	Time 3 Minutes 12 Minutes	Person Circulation Staff Circulation Staff Publications Section Head CIRSS Division Head
2. Non-DFA client proceeds to the FSI Cashier and pays the corresponding cost of the	availa Staff public Staff the co	ne publication/title is able, Circulation hands the cation Circulation informs Client of cost of the intended hase based on the List.	None	3 Minutes	Circulation Staff
proceeds to the FSI Cashier and pays	purch	nase based on the			



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 Transacti	on	G2G, G2C				
Who may avail			nate, HOR, selected SUCs, Embassies			
CHECKLIST O	F REQ	UIREMENTS	V	VHERE TO SE	CURE	
FSI Circulation Ma	ıster Li	st	Publications	s Section		
Client Steps	A	gency Action	Fees to be paid	Processin g 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. 2. Circulation Staff coordinates with the General Services Section (GSS) for schedule of delivery. 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	Circulation Staff	
			None	1 Hour	Circulation Staff Administrative Officer V General Services Section	
			None	5 Days		
		TOTAL	None	10 Days, 1 Hour		



CENTER FOR INETRNATIONAL RELATIONS AND STRATEGIC STUDIES (CIRSS)

Internal Services



1. Request for Issuance of Publications
Client requests for copies of different FSI publications.

Office/Division		Publications Sec	tion/CIRSS		
Classification		Simple			
Type of Transaction	on	G2G, G2C			
Who may avail		DFA, FSI person			
CHECKLIST OF	REQ	UIREMENTS	V	VHERE TO SEC	CURE
 Accomplished "Request for Issuance of FSI Publications" Form Letter of endorsement for researchers who request free 			Building Research	ns Section, FSI, adviser (for stu supervisor (for	dents) or
publication.	VIIO IE	quest nee	researche		msululonal
Client Steps	A	gency 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.	chec availa publi Circu secu issua Publi Head con circu reque publi Head	ulation Staff ks the ability of cation/title. ulation Staff res approval of ance from the acations Section d for DFA/FSI connel and SS Division Head external ts/party esting for free cation. Section d/Division Head s the Form.	None	3 minutes 12 minutes	Circulation Staff Circulation Staff Administrative Officer V Publications Section CIRSS Division Head
	is available is av	publication/title ailable, lation Staff s the publication of the publi	None	3 minutes	Circulation Staff

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	survey. End of transaction. 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. End of transaction.	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	on	G2G, G2C				
Who may avail		DFA offices, Sen				
CHECKLIST OF	REQ	UIREMENTS	V	VHERE TO SE	CURE	
FSI Circulation Mast	er List		Publications	Publications Section, FSI, 5F DFA Building		
Client Steps		gency Action	Fees to be paid	Processin g 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. 2. Circulation Staff coordinates with the General Services Section (GSS) for schedule of delivery. 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.		No Fees No fees	5 Days 1 Hour	Circulation Staff Circulation Staff	
					Administrative Officer V General Services Section	
				5 Days		
End of Transaction. 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.

Borrowing of books						
Office/Division			mulo Library			
Classification		Simple				
Type of Transa			rnment to Go			
Who may avail			nployees of th		of Foreign Affairs	
CHECKLIST (OF RE	QUIREMENTS		WHERE TO S	ECURE	
Valid Library ID			Carlos P	. Romulo Librai	У	
CLIENT		AGENCY	FEES	PROCES	PERSON	
STEPS		ACTION	TO BE	SING TIME	RESPONSIBL	
			PAID		Е	
1. Present	1.1 C	heck if the book	None	2 Minutes	Librarian-on	
material/s to		rd inserted in			Duty, Circulation	
be borrowed		e book pocket			Counter	
and Library ID	_	is the same				
	ba	rcode number				
	4 0 0					
	_	o to Circulation				
		odule of the oha Library				
	Sy	/stem				
	400					
		can Library ID				
	OT	patron				
	1 10	on haraada af				
		can barcode of				
		aterial/s being				
	DC	rrowed				
	1 5 0+	omp due dete				
		amp due date the date due				
	511	p and initial				
	16 1	sk the client to				
	1.6 Ask the client to write name in the					
		ook card				
2.1 Write name in		rint checked-out	None	2 Minutes	Librarian-on	
the book		aterials, put	INOTIE	Z WIII IULES	Duty, Circulation	
card/borrower'		tial of librarian,			Counter	
s slip for		nd attached in				
·	al	iu allaciieu III				
journals and						

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then submit it to Librarian	the patron's index card			
	2.2 Hand-over the material to the client			
3.Receive		None	1 Minutes	Librarian-on
check-out				Duty, Circulation
material				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 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

Processing of certification of treaties						
Office/Division		Carlos P. Romulo Library, Foreign Service Institute;				
		Cashier, OFMS, DFA; and General Records and Diplomatic				
Classification		Pouch Section, ITRCD, OAMSS, DFA Simple				
			nment to Citiz	zen		
Transaction						
Who may avail	Law	Law firms, students, researchers, private and government			and government	
		employees, visitors of the Department of Foreign Affairs and				
		Service	Institute	WILEDE TO		
CHECKLIST (IENIS	WHERE TO SECURE			
1. Visitor's Pas	S/ID		Main Lobby of the Building			
Request Letter (original) – must contain reason for a CTC of Tractice		Authorized signature of Law firms, universities				
Treaties 3. Certified True Copies Request Form (LIB-F03)		Head Librarian				
4. Order of Payment Form (LIB-F02) 5. CTC Request Form (DFA-OAMSS-GRAD-02)		Office of the Head Librarian GRAD, OAMSS				
CLIENT	AGE	_	FEES	PROCE	PERSON	
STEPS	ACTIO	N	TO BE PAID	SSING TIME	RESPONSIBLE	
Submit request by e-mail or by visiting the Library	1.1 Fill-up the Certified Topies Re Form (LIB and assig librarian to process the	Frue equest s-F03) n a	None None	2 Hours	Head Librarian Assigned Librarian	
	1.2 Check av of treaties requested (original a at the Libi signed an force, not confidenti 1.3. Inform cl the availa	being land land land land land land land land				

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

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		form and copy/ies of the documents. 5.3 Return original to the Librarian 5.4 Inform client when to return to pick-up the documents. 5.5 Sign each page of the treaty/treaties			Authorized Signing Officer (GRAD, OAMSS) Librarian
		5.6 Get certified documents from GRAD, OAMSS 5.7 Inform client certified document is available for pickout			
6.	Return on the date specified by the Receiving	6.1 Check Official Receipt.6.2 Hand over the	None	10 Minutes	Librarian
7	Section Client check	Certified Treaties	None		
′ .	documents		INUITE		
		TOTAL	None	2 Days, 30 Minutes	
<u></u>				1	

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.

Library ID is issued	Library ID is issued to clients.				
Office/Division	Carlos P. Ro	mulo Library			
Classification	Simple				
Type of	G2G – Gove	rnment to Go	vernment		
Transaction					
Who may avail		ployees of the Department of Foreign Affairs			
	OF REQUIREMENTS		WHERE TO S		
1. Valid Office employee	ice I.D. for regular Human Resource Management Office Department of Foreign Affairs				
Office I.D. ar contractual e	nd CSC Certificate for employee		Resource Mana t of Foreign Affa		
3. 2 pcs. of 1" >	1" ID picture	Client			
4. Accomplishe Application for	ed Library ID orm (LIB-F01)	Carlos P. Romulo Library			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
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		None	5 Minutes	Librarian-on Duty, Circulation Counter	
3. Sign ID and return to the librarian 3.2 Laminate ID 3.3 Enrol client to sign ID card 3.4 Head Librarian signs ID 3.5 Laminate ID 3.6 Enrol client to the Library Management System		None	1 Day	Head Librarian Support personnel Librarian-on Duty, Circulation Counter	

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		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				
T	•				
Type of Transaction	G2G – Gover	nment to Go	vernment		
Who may avail	All				
CHECKLIST OF	F REQUIREMENTS	WHERE TO SECURE			
 Visitor's ID for 	Visitor's ID for outsiders		Man Lobby, DFA		
DFA ID for DFA employees		HRMO, I	DFA		
3. Photocopy pa		Library	T		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
1.Present 1.	1 Check material/s	None	5 minutes	Librarian-on-	
materia/s for	for photocopying			duty, Circulation	
photocopying				Counter	
1.	2 Instruct client to				
	return material				
	within one (1) hour				
	2 Ask alignt to sign				
1.3 Ask client to sign book					
	card/periodical slip				
	card/periodical slip				
1.	4Prepare photocopy pass				
2. Sign book 1.	Hand-over material	None	1 minute	Librarian-on-	
card/periodic	for photocopying to			duty, Circulation	
al slip	client and the			Counter	
	photocopy pass				
	1 Photocopy	Depends	Max of 1	Service provider	
material/s	material/s	on the	hour		
		service			
2.2 Poture	2 Accept motorial/a	provider	2 minutes	Librarian an	
3.2 Return 3.2 Accept material/s and cross-out			2 minutes	Librarian-on- duty, Circulation	
the Library	name on client in			Counter	
uio Libiaiy	the book			Counter	
	card/periodical slip				
	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.

Clients are given assistance on the finding books and other resources.				
Office/Division	Carlos P. Ro			
Classification	Simple			
Type of	G2C – Gover	nment to Citi	zen; G2G-Gov	ernment to
Transaction	Government			
Who may avail	All			
	F REQUIREMENTS		WHERE TO	
1. Visitor's Pass	s/ID	Main Lo	bby of the Buil	ding
	r from Librarian for te students (Original) I ID	Universi	ty/College Libr	arian
3. Valid DFA I.D). for DFA employees	HRMO,	Department of	Foreign Affairs
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG 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	Guard-on-duty, Main Lobby
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	Librarian-on-duty, Circulation Counter
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	Librarian-on-duty, Circulation Counter

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4. Wait for reference query/queries to be process and information source determined	 4.1 Analyze query/ queries and determine possible information source 4.2 Identify information source to find answer to query/queries 4.3 If answer/s to query/queries is/are found, provide answer/s to client's query/queries. (Give bibliographic list) 4.4 If answer is not found or not availabe in the library, refer to other libraries 	None	20 Minutes	Librarian-on-duty, Circulation Counter
5.1Receive		None		
answer/s to query/ies				
5 0 O - 4 -				
5.2 Go to				
shelves/locatio				
n where				
answer to				
query/queries				
is/are located	TOTAL	None	EQ Minutos	
	IOIAL	None	58 Minutes	



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		G2C – Gover	nment to Citi	zen	
Transaction					
Who may avail		All			
	OF RE	QUIREMENTS	.	WHERE TO	SECURE
None	105	NOV ACTION	None	BB 6 6 F 6 6 I	DEDOON
CLIENT STEPS		NCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1.Send e-mail to library@fsi.go v.ph or click "Ask a Librarian" at library.fsi.gov. ph	1.2 A moly which was a second of the second	open official e- ail at the start of ork day. cknowledge e- ail and inform ient that request ill be acted upon ith-in the day. ill-up the eference Inquiry orm (LIB_F07) and assign a orarian to esearch answer or the inquiry esearch on the duery E-mail client the aswer to his/her quiry. epending on the quiry and an provide the orary to pick the aterial, or direct ient to a specific	None	2 Hours	Head Librarian Assigned Librarian Head Librarian

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	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	Photoc opying fee	1 day	Librarian-on-duty, Circulation Counter
	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.

	ssistance on the inding books and other resources via priorie call.				
Office/Division		Carlos P. Roi	mulo Library		
Classification		Simple			
7 1		G2C – Gover	nment to Citi	zen	
Transaction					
Who may avail		All		MULES TO	OF OUR F
)F KE	QUIREMENTS	Ni	WHERE TO	SECURE
None	Π	A OFNOV	None	BB 6 6 F 6 6 I	DEDOON
CLIENT		AGENCY	FEES TO	PROCESSI	PERSON
STEPS	4 0.5	ACTION	BE PAID	NG TIME	RESPONSIBLE
1.Call the Carlos		swer the phone.	None	5 Minutes	Librarian-on-duty, Circulation
P. Romulo		terview client			Counter
Library at 834-		garding his/her			Oddriter
4272 or		eference while			
8343214		ling-up the			
		eference Inquiry			
2. Wait for the		orm. (LIB-F07)	None	30 Minutes	Librarian-on-duty,
		check library atabase for	None	30 Minutes	Circulation
answer to					Counter
his/her inquiry.	possible				o danto
	reference				
	50	ources.			
	2.2 Depending on				
	2.2 Depending on the reference				
	-	quiry, the			
		brarian informs			
		e client if the			
	-	eference			
	_	aterial is			
		vailable, and if			
		ot, to refer to			
		ther Libraries			
		at may have the formation they			
need.					
	11000.				
	2.3 If the material Is				
	available, ask the				
		ient to call after			
		0 minutes.			
		- -			
	2.4 If	the			
	aı	nswer/reference			

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	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		Librarian-on-duty Circulation Counter
	TOTAL	None	35 Minutes	



8. Referral Services

Clients are referred to other libraries if needed.

Clients are referred to other libraries if needed.					
Office/Division		Carlos P. Roi	mulo Library		
Classification		Simple			
Type of		G2G – Gover	nment to Go	vernment	
Transaction					
Who may avail			mployees of the Department of Foreign Affairs		
		QUIREMENTS		WHERE TO	SECURE
1. Valid DFA I.I	D.			Resource Man t of Foreign Aff	agement Office, airs
2. Referral Lett 08)	Referral Letter Request Form (LIB- 08)			P. Romulo Libra	ary
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSI NG 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	Librarian-on-duty, Circulation Counter
2.Fill-up Referral Request Slip.	2.1 Accept filled-up form, forward to Head Librarian		None	1 Minute	Librarian-on-duty, Circulation Desk
	1.2 Accept list, print and sign referral letter.			5 Minutes	Head Librarian
	a	ask client to sign conforme and cknowledge eceipt of letter.			
2.Receive signed Referral letter	2. Fil	e duplicate letter	None	2 Minutes	Head Librarian
	I	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.

Library materials bo	Library materials borrowed by clients are being renewed for longer use of the material.				
Office/Division		Carlos P. Roi	mulo Library		
Classification		Simple			
71			nment to Go	vernment	
Transaction					
Who may avail		Bona fide em	ployees of th	e Department	of Foreign Affairs
CHECKLIST (OF RE	QUIREMENTS		WHERE TO	SECURE
 Valid Library 	[,] ID		Carlos F	P. Romulo Libra	ary
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESSI	PERSON
			BE PAID	NG TIME	RESPONSIBLE
1. Present	1.1 F	Receive	None	3 Minutes	Librarian-on-duty
material/s for	m	naterial/s		per item	Circulation
renewal					Counter
together with	1.2 0	So to Circulation			
library ID	m	odule of the			
	K	oha Library			
	S	ystem			
	1.3 S	Scan library ID of			
	p	atron			
		o to check-out			
		f patron and			
	cl	ick renew			
		System will			
		utomatically			
	generate new due				
	date; inform the				
	client				
	4.0.0: "				
		Sive the			
		naterial/s to the			
	Cl	ient	Mana	O Missistes	
		TOTAL	None	3 Minutes	



10.Returning/Checking-In of Library Materials for Home Reading Borrowed library materials are returned to the library.

	Carlas D. D.	*			
Office/Division		mulo Library			
Classification	Simple				
Type of	G2G – Gove	G2G – Government to Government			
Transaction					
Who may avail		ployees of th		of Foreign Affairs	
CHECKLIST (OF REQUIREMENTS		WHERE TO	SECURE	
Valid Library		Carlos F	P. Romulo Libra	ary	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSI	PERSON	
		BE PAID	NG TIME	RESPONSIBLE	
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 	Fee is based on FSI OO No. 87- 2017	3 Minutes per item	Librarian-on-duty Circulation Counter	
	and instruct to pay at the 5th Floor Cashier				
2 .Pay overdue fines	2.1 Accept payment.2.2 Issue Official	PHP10 .00 x no. of days x	5 Minutes	Cashier Foreign Service Institute	
	Receipt	no. of materials.			
3. Return to the Library and show Official Receipt	3. Librarian check in the item/s	None	1 Minute/item	Librarian-on-duty 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.

i <u>o nave clearance ioi</u>	o have clearance form the library to ensure accountabilities in the library are settled.					
Classification		Simple				
Type of		G2G – Gover	nment to Go	vernment		
Transaction						
Who may avail			ployees of th		of Foreign Affairs	
CHECKLIST (OF RE	QUIREMENTS		WHERE TO	SECURE	
1. DFA Cleara	ance (E	DFA-HRM-B-35	HRMO,	DFA		
for Foreign /	Assign	ment				
	ance (E	DFA-HRM-B- for				
Retirement)	T					
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESSI	PERSON	
	ļ.,.		BE PAID	NG TIME	RESPONSIBLE	
1. Present		ccept clearance	None	5 Minutes/	<i>Librarian-on-duty</i> , Circulation	
Clearance	IC	orm		clearance	Counter	
form	4.0.06				Odditei	
	1.2 Check against					
	the Koha					
	135	Record the				
		ansaction in the				
		g book				
		9 2001				
	1.4 F	orward				
	c	learance for				
	ir	nitial or signature				
	to	Head Librarian				
					Head Librarian	
1.5 Sign		_			neau Librariari	
clearance						
	4.0 5.4					
		Return clearance	e			
0	to	client				
2. Accept signed						
clearance						
		TOTAL	None	5 Minutes		



12. Use of Library Space/Facilities

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

Clients requests the use of library facilities for meetings and other activities.					
Office/Division		Carlos P. Roi	mulo Library		
Classification		Simple			
Type of G2G – Gove Transaction			nment to Gov	rernment	
Who may avail		DFA units/off	ices		
				of employees	
CHECKLIST (OF RE	QUIREMENTS		WHERE TO S	ECURE
 Request For office/unit) 	m (Sig	ned by head of	Carlos P.	. Romulo Libraı	ГУ
2. Audio-Visua	l Regu	uirements	Carlos P.	. Romulo Librai	ГУ
Z. Audio-visua	ПССЧО	inements	Client		
3. Set-up plan					
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESSI	PERSON
			BE PAID	NG TIME	RESPONSIBL E
Call the library through local number 4264 or 3214 Check availability of space/facilities Give the event name, contact	Accept call and check in the Library Reservation List Inform client if requested space/facilities is available or not Ask client for details Record the		None	5 Minutes 5 Minutes	Librarian
detail	reservation Ask client to get the Reservation Form				
Accomplish Reservation Form, and submit together with other requirements	Rese	eceive the ervation Form pprove the ervation Form	None	5 Minutes	Head Librarian
		TOTAL	None	15 Minutes	



CARLOS P. ROMULO LIBRARY Internal Services



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

Borrowing	of hooks	tor home	reading
	OI DOOKS		reading.

Office/Division		Carlos P. Romulo Library					
Classification		Simple					
Type of		G2G – Government to Government					
Transaction		525 – Government to Government					
Who may avail		Bona fide employees of the Foreign Service Institute					
		QUIREMENTS					
Valid Library ID			Carlos P. Romulo Library				
CLIENT STEPS		NCY ACTION	FEES TO	PROCESSI	PERSON		
			BE PAID	NG TIME	RESPONSIBLE		
Present material/s to be borrowed and Library ID	1.2 G m KG S 1.3 S of 2.4 S m bo 2.5 S in sl	check if the book and inserted in e book pocket as the same arcode number to to Circulation odule of the oha Library system can Library ID patron can barcode of aterial/s being prowed tamp due date the date due ip and initial 6 Ask client to name in the	None	2 Minutes/ item	Librarian-on Duty Circulation Counter		
2.1 Write name in	book card 2.1 Print checked-		None	2 Minutes	Librarian-on Duty		
the book card/borrower' s slip for journals and then submit it to Librarian	in aı th	ut materials, put itial of librarian, nd attached in e patron's index ard			Circulation Counter		

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	2.2 Hand-over the material to the client			
3. Receive check-out material		None	1 Minute	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 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.

j	Library ID is issued to cil		1. 1.9			
Office/Division		Carlos P. Romulo Library				
Classification		Simple				
Type of		G2G – Government to Government				
Transaction						
Who may avail		Bona fide employees of the Foreign Service Instittu				
		QUIREMENTS		WHERE TO	SECURE	
Valid Office			HRMS,			
Accomplishe Application f	orm (L	.IB-F01)		P. Romulo Libra		
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSI NG 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 H	lead Librarian gns ID	None	1 Day	Head Librarian	
iibranan	3.2 L	aminate ID			Support personnel	
	3.3 Enroll the client to the Library Management System				Librarian-on Duty, Circulation Counter	
	ei is ei	nform the mployee that ID done through mail or phone all				

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



3. Photocopying of Library Materials

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

Books and other res	<u>source</u>	s are photocopied	to the use o	t the client.			
Classification		Simple					
Type of		G2G – Gover	ernment to Government				
Transaction							
Who may avail		Bona fide Em	ona fide Employees of the Foreign Service Institute				
CHECKLIST (OF RE	QUIREMENTS		WHERE TO	SECURE		
1. Library ID			Carlos F	P. Romulo Libra	ary		
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSI NG 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 		None	5 Minutes	Librarian-on-duty, Circulation Counter		
	pl	repare hotocopy pass					
4. Sign book card/periodical slip	m pl cl	and-over naterial for hotocopying to ient and the hotocopy 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 materia/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			



4. Reference/Information and Bibliographic Services (face to face) Clients are given assistance on the finding books and other resources.

lients are given assistance on the finding books a				er resources.		
Office/Division		Carlos P. Roi	mulo Library			
Classification		Simple				
Type of G2G-Govern			ment to Government			
Who may avail		Bonafide em	oloyee of the	Foreign Service	ce Institute	
	F RE	QUIREMENTS				
Valid Office I	D		HRMS.F	-SI		
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESSI	PERSON	
			BE PAID	NG TIME	RESPONSIBLE	
State query or reference question/s by filling out	1.1 Accept Reference Inquiry Form. (LIB-F-07)		None	15 Minutes	Librarian-on-duty, Circulation Counter	
Reference Inquiry Form (LIB-F-07)	1.2 Conduct reference interview to clarify query					
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	Librarian-on-duty, Circulation Counter	

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	library, refer to other libraries			
3.1Receive answer/s to query/ies		None		
3.2 Go to shelves/locatio n 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.

Clients are given as	ssistance on the finding books and other resources via e-mail.						
Office/Division		Carlos P. Romulo Library					
Classification		Simple					
			ment to Government				
Transaction							
Who may avail		Bona fide employees of the Foreign Service Institute					
	OF RE	QUIREMENTS	WHERE TO SECURE				
None	ı			None			
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESSI	PERSON		
_	_		BE PAID	NG TIME	RESPONSIBLE		
1.Send e-mail to library@fsi.go v.ph or click "Ask a Librarian" at library.fsi.gov. ph	 1.1 Open official email at the start of work day. 1.2 Acknowledge email and inform client that request will be acted upon with-in the day. 1.3 Fill-up the Reference Inquiry Form (LIB_F07) and assign a librarian to 		None	2 Hours	Head Librarian		
	research answer to the inquiry 1.4 Research on the				Assigned Librarian		
	1.5. E ai in D in ai ca sp vi cl lib	E-mail client the nswer to his/her quiry. epending on the quiry and nswer, librarian an provide the pecific answer a e-mail, ask ient to visit the paterial, or direct ient to a specific			Head Librarian		

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	site, office where material is available			
2.1 Decide to pick-up materials.2.2 Follow steps	2 .Provide materials client requested	Photocopy ing fee	1 Day	Librarian-on- duty, Circulation Counter
1-2 of the Reference/Info rmation and Bibliographic Services (face to face transaction) and steps in				
Photocopying Services				
	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.

Clients are given a	n assistance on the finding books and other resources via phone call.				
Office/Division	Office/Division Carlos P. Romulo Library				
Classification					
Type of		G2C – Government to Citizen			
Transaction					
Who may avail		Bona fide em	ployees of th	e Foreign Serv	vice Institute
CHECKLIST ()F RE	QUIREMENTS		WHERE TO	SECURE
None			None		
CLIENT STEPS		AGENCY	FEES TO	PROCESSI	PERSON
		ACTION	BE PAID	NG TIME	RESPONSIBLE
1.Call the Carlos P. Romulo Library at 834- 4272 or 8343214	In re re fil R	swer the phone. Interview client Intervi	None	5 Minutes	Librarian-on-duty, Circulation Counter
2. Wait for the answer to his/her inquiry.	2.1 C da po re so so 2.2 D th in Li th re m av no Li ha in no 2.3 If av cl 2.4 If	check library atabase for ossible eference ources. Depending on the reference equiry, the elibrarian inform the client if the eference enterial is evailable, and if the eference that may ave the eformation they eed. The material Is evailable, ask the ient to call after 0 minutes.	None	30 Minutes	Librarian-on-duty, Circulation Counter

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	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		Librarian-on-duty, Circulation Counter
	TOTAL	None	35 Minutes	



7. Referral Services

Clients are referred to other libraries if needed.

Clients are referre	ou to	otilei libraries li	Clients are referred to other libraries if needed.				
Office/Division		Carlos P. Roi	mulo Library				
Classification Simple							
Type of G2G – Gover			nment to Go	vernment			
Transaction							
Who may avail		Bona fide em	ployees of th	e Department	of Foreign Affairs		
CHECKLIST (OF RE	QUIREMENTS		WHERE TO	SECURE		
1.Valid Office ID)		Human	Resource Man	agement Office,		
2.Referral Lette	r Requ	iest Form (LIB-	Department	of Foreign Aff	fairs		
08)							
	•			P. Romulo Libra	ary		
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESSI	PERSON		
			BE PAID	NG TIME	RESPONSIBLE		
1.Ask for a	_	e Referral		1 minute	Librarian-on-duty,		
Referral Letter		etter Request			Circulation		
Request Form	F	orm (LIB-08)			Counter		
(LIB-08) from							
the Circulation							
desk							
2.Fill-up Referral		ccept filled-up	None	1 minute	Librarian-on-duty,		
Request Slip.		rm, forward to			Circulation Desk		
	Н	ead Librarian			Head Librarian		
	400				Ticad Librarian		
	1	ccept list, print		5 minutes			
		nd sign referral					
	le	tter.					
	121	ak aliantta aign					
	1.3 Ask client to sign						
	conforme and						
acknowledge							
2 Pagaiya ajanad		eceipt of letter.	None	2 minutes	Head Librarian		
2.Receive signed Referral letter	∠. ΓII	e duplicate letter	ivone	Z minutes	I IGAU LIDIAHAH		
Neierrai lettel]	TOTAL	None	9 Minutes			
		TOTAL	INOTIE	9 Milliutes			



8. Renewing Library Materials Borrowed/Checked-Out Books and other library materials are renewed for client's extended use.

Books and other ill	orary r	nateriais are rene	wed for client	rs extended us	se.
Office/Division		Carlos P. Roi	mulo Library		
Classification		Simple			
Type of G2G – Gover			nment to Go	vernment	
Transaction					
Who may avail		Bona fide em	ployees of th	e Foreign Ser	vice Institute
CHECKLIST (OF RE	QUIREMENTS		WHERE TO	SECURE
 Valid Library 	/ ID		Carlos F	P. Romulo Libra	ary
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESSI	PERSON
			BE PAID	NG TIME	RESPONSIBLE
1. Present	1.1 F	Receive	None	3 Minutes	Librarian-on-duty,
material/s for	m	naterial/s		per item	Circulation
renewal					Counter
together with	1.2 0	So to Circulation			
library ID	m	nodule of the			
	K	oha Library			
	S	ystem			
		Scan library ID of			
patron		atron			
	1.4 Go to check-out				
		f patron and			
	C	lick renew			
		System will			
		utomatically			
	_	enerate new due			
		ate; inform the			
client					
1.6 Give the					
		naterial/s to the			
	C	lient			
		TOTAL	None	3 Minutes	



9. Returning/Checking-In of Library Materials for Home Reading Borrowed library materials are returned to the library.

	naterials are returned to			
Office/Division		mulo Library		
Classification	Simple			
Type of	nment to Gov	ernment		
Transaction				
Who may avail	Bona fide em	ployees of the	Foreign Ser	vice Institute
CHECKLIST (OF REQUIREMENTS		WHERE TO	SECURE
 Valid Library 	/ ID	Carlos P.	Romulo Libra	ary
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESS	PERSON
		BE PAID	ING TIME	RESPONSIBLE
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 	Fee is based on FSI Office Order No. 87-2017	3 Minutes per item	Librarian-on-duty Circulation Counter
	pay at the 5th Floor Cashier			
2 . Pay overdue	2.1 Accept payment.	PHP10.00	5 Minutes	Cashier
fines	2.2 Issue Official Receipt	x no. of days x no. of materials.		
3. Return to the Library and show Official Receipt	3. Librarian check in the item/s	None	1 Minute/ item	Librarian-on-duty Circulation Counter
	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	<u>o accountación</u>	<u> </u>	, are comoun		
Type of			G2G – Government to Government				
Transaction							
Who may avail					of Foreign Affairs		
CHECKLIST O		UIREMENTS		WHERE TO S	ECURE		
1. FSI Clearand	ce		HRMS, FS		_		
CLIENT		AGENCY	FEES TO	PROCESSI	PERSON		
STEPS		ACTION	BE PAID	NG TIME	RESPONSIBLE		
1. Present Clearance form		ccept earance form	None	5 Minutes/ clearance	Librarian-on-duty, Circulation Counter		
		heck againts le Koha					
	1.3 Record the transaction in the log book						
	1.4 Forward clearance for initial or signature to Head Librarian				Head Librarian		
	1.5 Sign clearance 1.6 Return clearance to						
	cl	ient					
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.

	he use of library facilities		js and otner ac	ctivities.
Office/Division	Carlos P. Ro	mulo Library		
Classification				
Type of	G2G – Gove	rnment to Go	vernment	
Transaction				
Who may avail	FSI units/offi	ces		
		es and group	of employees	
	OF REQUIREMENTS		WHERE TO	
•	m (Signed by head of	Carlos F	P. Romulo Libr	ary
office/unit)				
		Carlos F	P. Romulo Libr	ary
2. Audio-Visua	I Requirements			
		Client		
3. Set-up plan				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSI	PERSON
0 11 41 111	A	BE PAID	NG TIME	RESPONSIBLE
Call the library	Accept call and	None	5 Minutes	Librarian
through local	check in the Library			
number 4264 or	Reservation List			
3214	1.6			
01 1	Inform client if			
Check	requested			
availability of	space/facilities is			
space/facilities	available or not			
	A als alland fan			
	Ask client for			
Cive the event	details	Nana	C Minutes	Librarian
Give the event	Record the	None	5 Minutes	Librarian
name, contact	reservation			
detail	A alc aliant to got			
	Ask client to get			
the Reservation				
A a a a man li a h	Form	None	E Minutos	Head Librarian
Accomplish	Receive the	None	5 Minutes	neau Librariari
Reservation	Reservation Form			
Form, and submit	Approve the			
together with other	Approve the Reservation Form			
	Neservation Form			
requirements	TOTAL	None	15 Minutos	
	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	e Management Section				
Classification		Simple				
Type of Transaction		G2G- Governme	nt to Govern	mont		
Type of Transaction	J11	G2C- Governme		mem		
Who may avail		FSI employees		eparated)		
CHECKLIST OF	REQ			VHERE TO SE	CURE	
Record Requi			•HRMS			
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
1.Accomplish Record Request Form and submit it to HRMS		cord request in ogbook	None	5 Minutes	Administrative Assistant III/ Administrative Assistant I	
	2.Verifying information about the current or previous employees		None	10 Minutes	Administrative Assistant III/ Administrative Assistant I	
		afts the ment	None	10 Minutes	Administrative Assistant III/ Administrative Assistant I	
	the d	view contents of ocument and rse for signature on the document	None	10 Minutes	Administrative Officer V	
	5.Sig	in the ication or ment	None	10 Minutes	Chief Administrative Officer	
	the a	orm the client of vailability of the ment	None	5 Minutes	Administrative Assistant III/ Administrative Assistant I	
2.Receive document and accomplish Client Satisfaction Feedback Form	Feed	mpile Client Iback Form	None	5 Minutes	Administrative Assistant III/ Administrative Assistant I	
	T	OTAL	None	55 Minutes		



2. Receipt of Application for Employment Client submits application for desired position.

Office/Division	Office/Division Human Resource Management Section				
Classification	Simple				
Type of Transaction	on	G2C- Governme	nt to Citizen		
Who may avail		General public			
CHECKLIST OF	REQ	UIREMENTS	V	VHERE TO SE	CURE
 Personal Data Sheet (CSC Form 212)/ resume Application Letter Photocopy of CSC Certificate of Eligibility or equivalent document/ID 			• CSC website		
CLIENT STEPS	AG	ENCY ACTION	FEES TO	PROCESSI	PERSON
			BE PAID	NG TIME	RESPONSIBLE
1.Submits application indicating the position applied for together with the attachments	the crequisubniappli	ceive and check completeness of irements nitted OR inform cants of the irements	None	10 Minutes	Administrative Officer II/ Administrative Assistant III
		complish owledgement 1	None	5 Minutes	Administrative Officer II/ Administrative Assistant III
2.Receive acknowledgement form and accomplish Client Satisfaction Feedback Form		mpile Client Iback Form	None	5 Minutes	Administrative Officer II/ Administrative Assistant III
		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						
			G2G- Government to Government G2C- Government to Citizen					
Who may avail		FSI employees	(active and s	eparated)				
CHECKLIST OF	REQ			VHERE TO SE	CURE			
Record Requi	est Fo	rm	•HRMS					
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE			
1.Accomplish Record Request Form and submit it to HRMS		cord request in ogbook	None	5 Minutes	Administrative Assistant III/ Administrative Assistant I			
	2.Verifying information about the current or previous employees		None	10 Minutes	Administrative Assistant III/ Administrative Assistant I			
	3.Dra	afts the ment	None	10 Minutes	Administrative Assistant III/ Administrative Assistant I			
	the d	view contents of document and orse for signature gn the document	None	10 Minutes	Administrative Officer V			
	5.Sig	in the ication or ment	None	10 Minutes	Chief Administrative Officer			
	the a	orm the client of vailability of the ment	None	5 Minutes	Administrative Assistant III/ Administrative Assistant I			
2.Receive document			None	5 Minutes	Administrative Assistant III/ Administrative Assistant I			
	T	OTAL	None	55 Minutes				



3. Application for Leave of Absence Client applies for leave of absence.

			e Management Section			
Classification		Simple				
			nent to Government			
Who may avail		FSI personnel				
CHECKLIST OF				VHERE TO SE	CURE	
Accomplished C		orm No.6	• HRMS			
Medical Certifica	ate		Division A	dministrative F	ool	
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
1.Submit accomplished ALA Form (CSC Form 6) endorsed and signed by the Division Head			None	5 Minutes	Administrative Assistant III/ Administrative Assistant I	
	ALA indica leave	cord submitted Forms and ate the available credits of the oyee on the ALA	None	10 Minutes	Administrative Assistant III/ Administrative Assistant I	
		rtify available credits	None	10 Minutes	Administrative officer V	
	appro Direc	ward for oval to the ctor-General/ I of AFSD	None	10 Minutes	Administrative Assistant III/ Administrative Assistant I	
	Disa	orove/ oprove leave cation	None	10 Minutes	Director-General/ Chief Administrative Officer	
		sting of the ed leave on the m	None	10 Minutes	Administrative Assistant III/ Administrative Assistant I	
	the a	rnish a copy of pproved/ pproved leave cation	None	5 Minutes	Administrative Assistant III/ Administrative Assistant I	

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2.Receives a copy of the approved/ disapproved leave application		None	5 Minutes	Administrative Assistant III/ Administrative Assistant 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 WHER		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		es of Foreign Service Institute	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
Disbursement Voucher		Client	
Obligation Request and Sta	tus	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 R	EQUIREMENTS	WHERE TO SECURE	
Disbursement Voucher		Client	
Obligation Request and Star	tus	Client	
Approved Memorandum (if a	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	ce/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	Various	
and/or mode of procuremen	t		

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CLIENT	AGENCY ACTION	FEES	PROCESSING	PERSON	
STEPS		TO BE	TIME	RESPONSI	
		PAID		BLE	
	Preparation and Process		V		
	110 parament and 110000	<u> </u>			
1. Prepare	1. Checks completeness of the	NONE	15 minutes	Receiving	
Disbursement	documents	INOINL	13 111111111111111111111111111111111111	Assistant	
Voucher and				Assistant	
	1.1 If complete, forwards to				
Obligation	Budget Officer. If not, return				
Request and	for completion.				
Status, and	1.2 If ORS is already processed,				
secure	proceed to step 3.		00 1 1	D 1	
Supporting	2. Records details and verifies		30 minutes	Budget	
Documents,	availability of allotment			Officer	
then forward	2.1 If available, assigns number				
to Financial	on the ORS (based on GAM)				
Management	and records amount obligated				
Section	and signs certification in the				
(FMS).	ORS.				
	3. Assigns DV Number and records		30 minutes	Processing	
	the details in the logbook. Attach			Assistant	
	Tax form (if applicable)				
	3.1For 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		5 minutes	Receiving	
	office/unit of prior payment made			Assistant	
	and returns all documents.				
	5. Pre-audit of documents		1.5 hours	Internal	
	or the addition documents			Auditor	
	6. Retrieves the RANCA from file				
	and determines availability of NCA.		10 minutes	Accountant	
	and determines availability of NOA.			Α	
	7.Reviews the DV and				
	completeness and propriety of		30 minutes		
			simple	Accountant	
	supporting documents.		1 hour complex	В	
	i. If in order, signs the DV.				
	Proceed to Step 9.				



				N//PP/ME
	ii. If not, back to Step 1.			
	Approval and Processing	of Paymo	ent	
	8. Approving authority signs DV i. If due amount is above PhP50,000.00, Head of		2 hours	Head of Agency
	Agency approves the DV. ii. If due amount is PhP50,000.00 and below, Head of Administrative and Financial Services Division approves the DV 9. Verifies completeness of		1 hour	Head, Administrati ve and Financial Services Division
	signatures on the DV and reviews amount against DV and supporting documents. i. If complete, prepares check/LDDAP. Otherwise, return to Receiving Assistant for correction. Return to Step		1.5 hours	Cashier
	1.10. Sign the check/LDDAP and ACIC11. Submits ACIC and LDDAP-ADA to the Government		30 minutes	Authorized signatories
	Servicing Bank/Landbank of the Philippines (LBP)		3 hours	Cashier
	12. Releases the check to the payee/Amount credited to bank account of payee		24 hours	Cashier
2. Sign in the Disbursement Voucher Box E for the receipt of payment. Issue Official Receipt and	Give the Disbursement Voucher to client.	NONE	5 minutes	Cashier



				WITT.
other relevant				
documents to				
acknowledge				
the receipt of				
payment.				
2.1 If client is				
not the				
payee,				
client shall				
coordinate				
with payee				
for the				
signature				
and				
issuance of				
OR and				
other				
relevant				
documents.				
Total time of transaction:				

Total time of transaction:

2 days, 4 hours, and 5 minutes (1 day (24hrs), 1 working day (8hrs), 4 hours, and 5 minutes)



GENERAL SERVICES SECTION (GSS)

External Services



Procurement of Goods and Services (Public Bidding)
 Procurement of goods and services thru public bidding.

Procurement of goods and services thru public bidding						
Office/Division		Administrative and Financial Services Division General Services Section				
Classification		Highly Techn				
Type of		•	Government to Government			
Transaction	G2P-Governi					
Who may avail				Non-PhilGEPS	S goods and	
vviio iliay avaii		service providers		NOII-I IIIIOLI (5 goods and	
CHECKLIST O	F RE	QUIREMENTS		WHERE TO	SECURE	
Bid Documents			BAC Se			
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
	1.Pre-procurement conference IRR Sec. 20		None	1 Day	Bids and Awards Committee (BAC) BAC Secretariat	
1.Visit PhilGEPS website	2.Advertisement/ Posting of Invitation to Bid IRR Sec. 21.2.1		None	7 Days	BAC Secretariat	
2.Purchase Bid Documents			Amount based on R.A. 9184 Revised IRR Appendix 8	1 Hours	Cashier Procurement Officer	
3.Attend Pre-Bid Conference	3.Pre-Bid Conference IRR Sec. 21.2		None	1 Day	Bids and Awards Committee (BAC) BAC Secretariat	
4.Submit Bids/Attend Bid Opening	Subr Rece Oper	adline of nission and eipt of Bids/Bid ning RR Sec. 25.5	None	1 Day	Bids and Awards Committee (BAC) BAC Secretariat	

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



2. Messengerial Services
Delivery and pick-up of documents of the Institute.

Delivery and pic	Delivery and pick-up of documents of the institute.					
Office/Division Administrativ General Serv			ve and Financial Services Division			
Classification		Simple	ices Section			
Type of			C - Covernr	nent to Govern	ment	
Transaction Government to					•	
Who may avail		All Division o			nuzen	
		QUIREMENTS	i the matitute	WHERE TO	SECURE	
Communication Re			General	Services Sect		
CLIENT STEPS	Α	GENCY	FEES TO	PROCESSI	PERSON	
	ACT		BE PAID	NG TIME	RESPONSIBLE	
1.Fill up and Submit approved communication request form	2.If b mess throu	by mailing senger deliver it e Post Office by courier senger send it ligh LBC/DHL by driver/senger by FSI Official ehicle	Stamp Delivery Charge Gasoline	1 Hour 1 Hour 1 Hour Depending on the number of deliveries and its location within Metro Manila	Administrative Aide III or Administrative Aide IV	
2.Receive Receiving Copies			None	15 mins.	Administrative Aide III or Administrative Aide IV	
	TOT	AL	None	2 Hours, 15 Minutes		



GENERAL SERVICES SECTION (GSS)

Internal Services



Messengerial Services
 Delivery and pick-up of documents of the Institute.

Office/Division		Administrative and Financial Services Division				
Office/Division		General Services Section				
Classification		Simple	ices dection			
			C - Governn	nent to Govern	ment	
					•	
Who may avail		Government to Public and Government to Citizen All Division of the Institute			MUZGII	
		QUIREMENTS	the monate	WHERE TO S	SECURE	
Communication Re			General	Services Sect		
CLIENT		AGENCY	FEES TO	PROCESSI	PERSON	
STEPS		ACTION	BE PAID	NG TIME	RESPONSIBLE	
1.Fill up and	1.lf k	by mailing	Stamp	1 Hour		
Submit approved	mess	senger deliver it				
communication	to the	e Post Office				
request form						
	2.lf b	y courier				
	messenger send it		Delivery	1 Hour		
	through LBC/DHL		Charge			
					Administrative	
					Aide III or	
3.lf b		y driver/			Administrative	
		senger	Gasoline	Depending	Aide IV	
		of FSI Official		on the		
	_ V	ehicle		number of		
				deliveries		
				and its		
				location		
				within Metro		
2.Receive			None	Manila 15 mins.	Administrative	
Receiving Copies			INOHE	io illiis.	Administrative Aide III or	
Treceiving Copies					Administrative	
					Aide IV	
		TOTAL	None	2 Hours,		
				15		
				Minutes		



2. Repair of Equipment and Furniture Repair of damaged equipment, furniture and facilities.

Repair of damaged equipment, furniture and facilities.						
Office/Division		Administrative General Serv	ve and Financial Services Division vices Section			
Classification		Complex				
Type of		•	rnment to Government			
Transaction						
Who may avail		All Division of	on of the Institute			
CHECKLIST (OF RE	QUIREMENTS		WHERE TO S	ECURE	
Work Request (Order		Gener	al Services Section	on	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
1.Submit approved Work Request Order		ceive Approved /ork Order Form	None	1 Minute	Administrative Aide IV	
	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)	Supply Officer	
	3.Process Job Order (J.O.)		None	1 Day	Supply Officer	
		S Budget ation	None	5 Minute	Administrative Officer IV or Administrative Officer III Financial Management Section	
		nagement oved J.O.	None	1 Hour	Head of Procuring Entity	
	6.Supplier received J.O.		None	2 Hours	Supply Officer	
7.Service Provided		None	Depending on the status of the repair to be done			
		ocess Waste rial Report	None	15 Minutes	Internal Auditor	

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		X.
ORE:		
*	CHINC OF PASS PRINTER	
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9.Inspected and Approved	None	30 Minutes	Internal Auditor
10.Submits documents to FMS for payment	None	30 Minutes	Administrative Aide IV
TOTAL	None	6 Hours, 21 Minutes (regular) 7 days, 4 Hours, 21 Minutes	
		(PHILGEPS)	



FEEDBACK AND CO	MPLAINTS 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: 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