



# NATIONAL LIBRARY OF THE PHILIPPINES

CITIZEN'S CHARTER  
2021 Edition



## **I. Mandate**

The National Library of the Philippines (NLP) is the repository of the printed and recorded cultural heritage of the country and other intellectual, literary and information sources.

## **II. Vision**

By 2022, NLP shall have enhanced library facilities, relevant library resources, and dynamic services that contribute to the intellectual, social, and cultural development of the Filipino society.

## **III. Mission**

Acquire, organize, conserve and preserve Filipiniana materials and provide equitable access to library resources through a system of public libraries throughout the country.

## **IV. Quality Policy**

As a repository of cultural heritage, NLP commits to conserve and preserve all printed and recorded Filipiniana resources, ensure equitable and provide inclusive services to support intellectual, cultural and national development.

To uphold this commitment, NLP shall;

- Acquire and generate relevant library resources;
- Implement responsive policies, programs and initiatives;
- Employ dynamic technology to deliver products and services to relevant interested parties; and
- Provide efficient, effective and sustainable services aimed towards the highest satisfaction of its stakeholders.

It further commits to comply with statutory and legal requirements and to continually improve our quality management system.



## **List of Services**

### **External Services**

#### **I. Simple**

- Reader's Services (with NLP Client's ID)
- Reader's Services (without NLP Client's ID)
- Cataloguing-in-publication (CIP) Service
- Book Allocation
- Training of Affiliated Public Libraries
- Numbering System (ISBN / ISSN / ISMN)
- Legal Deposit
- Digital Reproduction

#### **II. Complex**

- Affiliation of Public Libraries
- Copyright Registration

#### **III. Non-Frontliner**

- Children's Library Services

### **Internal Services**

#### **I. Simple**

- Accounting Process for Revenue, Disbursements and Expenditures
- Cash Management Process – Collection
- Communication Management (Outgoing)
- Payment Processing
- Records Information & Dissemination

#### **II. Complex**

- Procurement of Goods and Services



## **FEEDBACKS AND COMPLAINTS**

### **LIST OF OFFICES**

**CITIZEN'S CHARTER**

| CLASSIFICATION             | SERVICES  | WHO MAY AVAIL  | CHECKLIST OF REQUIREMENTS         | WHERE TO SECURE   | CLIENT STEPS   | ACTION   | FEES TO BE PAID  | PROCESSING TIME                         | DIVISION/PERSON RESPONSIBLE   | TYPE OF TRANSACTION   |  |            |                                       |   |
|----------------------------|---|----------------|-----------------------------------|---|--|--|--|---|---|---|--|------------|---------------------------------------|---|
| External Service<br>Simple | Readers Services (for clients with existing NLP ID)<br><br>1. Appointments<br>2. Borrowing<br>3. Access on eResources | General Public | 1. Confirmed appointment from NLP | <a href="https://bit.ly/nlp-online-appointment">https://bit.ly/nlp-online-appointment</a> | 1. Secure an online appointment.<br><br>Walk-in Clients:<br>Secure an online appointment (Appointment shall be confirmed/ approved upon the availability of seats.)  | 1. Confirmation/approval of appointment, which shall be forwarded through the registered email of requesting client.                               | None   | 5 minutes                               | Librarian in-charge in approving of the appointment   | G2C   |  |            |                                       |   |
|                            |   |                |                                   |   | 1.1 Present NLP User's ID/ Transaction stub  | 1.1 The guard on-duty will check the presented NLP User's ID/ Transaction Stub   |  | 2 minutes                               | Guard on-duty   |   |  |            |                                       |   |
|                            |   |                |                                   |   | 2. Proceed to the reading area; search and reserve library materials in Online Public Catalog (OPAC)   | 2. Monitor if there are request in reserved items;   |  | 5 minutes                               | Librarian   |   |  |            |                                       |   |
|                            |   |                |                                   |   | 2.1 Wait for the name to appear on the screen, indicating that the reserved material/s is/are available for utilization.   | 2.1 Locate and deliver/ hand-over the reserved materials to the librarian-in-charge at the circulation area.                                       |  | 5 minutes                               | Assigned retriever in stock room  |   |  |            |                                       |   |
|                            |   |                |                                   |   |  | 2.1.1 Scan the barcode of book and check-out under the client's account and click the ready to serve to make the name of clients appear in monitor |  | 2 minutes                               | Librarian   |   |  |            |                                       |   |
|                            |   |                |                                   |   | 2.2 Pick-up the book at the counter.   | 2.2. Verify the identity of client.  |  | 2 minutes                               | Librarian   |   |  |            |                                       |   |
|                            |   |                |                                   |   | 2.3 Checked in the borrowed materials for return at designated terminal  | 2.3 Check if the materials being returned were scanned successfully and returned to the designated terminal.                                       |  | 5 minutes                               | Librarian   |   |  |            |                                       |   |
|                            |   |                |                                   |   |  | <b>3. Access on eResources</b><br>Proceed to the available terminals.  |  |   |   |   |  |            |                                       |   |
|                            |   |                |                                   |   | 3.1 Go to Reading Rooms Information Bar to secure NLP Wifi Voucher if preferred to use the personal gadget. QR Code of eResources a-is visible in the reading rooms. |  |  |   |   |   |  |            |                                       |   |
|                            |   |                |                                   |   | 3.2 Scan the posted QR code of eResources visible in Reading Rooms.  |  |  |   |   |   |  |            |                                       |   |
|                            |   |                |                                   |   | Readers Services (for clients without NLP ID)<br><br>1. Client registration<br>2. Appointments<br>3. Borrowing<br>4. Access on eResources                            | General Public   | 1. Any valid ID (e.g. school ID, driver's license, PRC ID, government issued ID) | 1. NLP client/user registration station | 1. Present valid id and get stub from IT Division cubicle shared space at the ground floor lobby Desk.  | 1. Verify presented valid ID and issue transaction stub and free wifi internet access voucher   | NONE   | 10 minutes | Information Technology Division Staff |   |
|                            |   |                |                                   |   |  |  |  |   | 1.1 Fill out the online registration form and online feedback form.   |   |  |            |                                       |   |
|                            |   |                |                                   |   |  |  |  |   | 1.2 Proceed to picture taking booth<br>- Get a small white board that is provided and affix your signature;<br>- Fall in line for picture taking. | 1.2 Take a photo of client.   | Optional<br>PVC ID<br>P100.00  | 3 minutes  | Information Technology Division Staff |   |
|                            |   |                |                                   |   |  |  |  |   | 2. Click this link:<br><a href="https://bit.ly/nlp-online-appointment">https://bit.ly/nlp-online-appointment</a>                                  | 2. Secure an online appointment.<br><br>Walk-in Clients:<br>Secure an online appointment (Appointment shall be confirmed/ approved upon the availability of seats.) | 2. Confirmation/approval of appointment, which shall be forwarded through the registered email of requesting client. | None       | 5 minutes                             | Librarian in-charge in approving of the appointment |
|                            |   |                |                                   | 2.1 Present NLP User's ID/ Transaction stub   | 2.1 The guard on-duty will check the presented NLP User's ID/ Transaction Stub   |  | 2 minutes  | Guard on-duty                           |   |   |  |            |                                       |   |

|   |   |                                    |   |  |  |      |  |                                     |             |
|---|---|------------------------------------|---|--|--|------|--|-------------------------------------|-------------|
|   |   |                                    |   | 3. Proceed to the reading area; search and reserve library materials in Online Public Catalog (OPAC)                     | 3. Monitor if there are request in reserved items;   |      | 5 minutes  | Librarian                           |             |
|   |   |                                    |   | 3.1 Wait for the name to appear on the screen, indicating that the reserved material/s is/are available for utilization. | 3.1 Locate and deliver/ hand-over the reserved materials to the librarian-in-charge at the circulation area.                                       |      | 5 minutes  | Assigned retriever in stock room    |             |
|   |   |                                    |   |  | 3.1.1 Scan the barcode of book and check-out under the client's account and click the ready to serve to make the name of clients appear in monitor |      | 2 minutes  | Librarian                           |             |
|   |   |                                    |   | 3.2 Pick-up the book at the counter.   | 3.2 Verify the identity of client.   |      | 2 minutes  | Librarian                           |             |
|   |   |                                    |   | 3.3 Checked in the borrowed materials for return at designated terminal  | 3.3 Check if the materials being returned were scanned successfully and returned to the designated terminal.                                       |      | 5 minutes  | Librarian                           |             |
|   |   |                                    |   | <b>4. Access on eResources</b><br>Proceed to the available terminals.  |  |      |  |                                     |             |
|   |   |                                    |   | 4.1 Go to Reading Rooms Information Bar to secure NLP Wifi Voucher if preferred to use the personal gadget.              |  |      |  |                                     |             |
|   |   |                                    |   | 4.2 Scan the posted QR code of eResources visible in Reading Rooms.  |  |      |  |                                     |             |
| <b>Cataloging-in-publication</b>  | <b>Publishers</b>   | 1. Application Form                |   | 1. Send requirements at catalog@nlp.gov.ph   | 1. Acknowledge and verify the submitted requirements.  | None | 3 working days upon receipt of the application..<br>Application received after 4:00 in the afternoon shall be processed on the following working day | Catalog Division                    | G2G G2B G2C |
|   |   | 2. Title page and copyright        |   |  | 2. Process the CIP   |      |  |                                     |             |
|   |   | 3. Table of Contents               |   |  | 3. Email the CIP to the applicant.   |      |  |                                     |             |
|   |   | 4. Introduction and/or preface     |   |  |  |      |  |                                     |             |
|   |   | 5. Sample content (e.g. Chapter 1) |   |  |  |      |  |                                     |             |
| <b>Book Allocation</b>  | Affiliated Public Library / Librarian (during the conference or other NLP events) | Property Transfer Report Form      | Public Libraries Division<br>Library Establishment and Affiliation (LEA) Unit | 1. Check Property Transfer Report (PTR) against library resources  | 1. Receive / review signed PTRs  | NONE | 1 minute   | Librarian II, LEA Unit ,PLD         | G2G         |
|   |   |                                    |   | 2. Sign the PTR  | 2. Box the materials and transport them to the ground floor lobby  |      | 5 minutes  |                                     |             |
|   |   |                                    |   | 3. Wait while the requested documents and materials are being prepared   | 3. Sign the gate pass form and release the materials   |      | 1 minute   |                                     |             |
|   |   |                                    |   | 4. Fill out the gate pass form   |  |      |  |                                     |             |
| <b>Training -in partnership with LGU through its Public Library and/or Requesting a Resource Speaker from NLP</b> | LGU-Affiliated Public Libraries   | Letter Request                     | LGUs  | 1. Send letter request address to the Director of NLP thru the Chief of the Public Libraries Division (PLD)              | 1. Review the request and endorse to the Division Concern  | None | 5 minutes  | Librarian III Training section, PLD | G2G         |
|   |   |                                    |   | 2. Wait for NLP's reply through email  | 2. Division/s concerned will send a response or comment thru the routing slip  |      | 5 minutes  |                                     |             |

|   |   |  |           |  |  |      |                      |                                       |                              |
|---|---|--|-----------|--|--|------|----------------------|---------------------------------------|------------------------------|
|   |   |  |           |  | 3. PLD will endorse to the Office of the Director for approval       |      | 5 minutes            |                                       |                              |
|   |   |  |           |  | 4. PLD send response to the requesting party                         |      |                      |                                       |                              |
|   |   |  |           |  | 5. Conduct training proper/deliver requested topic                   |      |                      |                                       |                              |
| <b>Numbering System (ISBN/SSN/ISMN)</b> | <b>Publishers; Authors</b>  | 1. National Book Development Board Certificate of Registration / Accreditation as PUBLISHER (For first time applicant of ISBN) | 1. NBDB   | A. Creating an Account   |  | None | A. 2 working days    | Bibliographic Services Division Staff | Government to general public |
|   |   | 2. Title page and Copyright page / Editorial page  | 2. Client | 1. Go to <a href="http://ins-poas.nlp.gov.ph/user/register">http://ins-poas.nlp.gov.ph/user/register</a>   | 1. Verify the account created  |      |                      |                                       |                              |
|   |   |  |           | 2. Fill-out all the necessary informations, attached your NBDB Certificate (for first time applicants / disregard for existing publisher), accept the terms and click the "Create New Account" button (Name of the Publisher should be the same with the Name in the NBDB CoR) | 2. Approve / delete the account                                      |      |                      |                                       |                              |
|   |   |  |           | 3. Wait for an email notification with regards to password setup. You may also check your spam folder if it will not be in your inbox  | 3. Email the client for approval / deletion                          |      |                      |                                       |                              |
|   |   |  |           | B. ISBN, ISMN, ISSN Application (After setting up your password and you're already in the system or your account)  |  |      | B.<br>2 working days |                                       |                              |
|   |   |  |           | 1. Click the tab that you want to apply for (ISBN, ISMN, ISSN)   | 1. Verify the necessary informations                                 |      |                      |                                       |                              |
|   |   |  |           | 2. Fill-out the necessary informations   | 2. Edit and encode the necessary details                             |      |                      |                                       |                              |
|   |   |  |           | 3. Attach the title page and copyright / editorial page (it should be 1 file only and the copyright page must have a statement "Published by: Registered Name in the NBDB CoR)   | 3. Save and lock the application                                     |      |                      |                                       |                              |
|   |   |  |           | 4. Click "Preview" button and "Submit" button<br>Wait for an email notification for the status of your application. You may also click the "Submissions" tab to see the status of your application   |  |      |                      |                                       |                              |
| <b>Legal Deposit</b>                    | <b>National Government Agencies<br/>Private Institutions<br/>General Public</b> | Written formal request<br>Copy(s) of publication<br>Legal Deposit Information Sheet  |           | 1. Clients may submit their publications as Legal Deposit and request for certificates through the following:  | 1. Review / evaluate the submitted requirements                      | None | 3 minutes            |                                       | G2G, G2B, G2C                |
|   |   |  |           | a) Walk-in : i. Proceed to the NLP Info desk ii. Present copy of publication/s, Accomplished Legal Deposit Information Sheet, and the written formal requests for certification  | 2. Checking, recording, collating, and stamping of publication/      |      |                      |                                       |                              |
|   |   |  |           | b) Via Courier i. Send copy of publication/s, Accomplished Legal Deposit Information Sheet, and the written formal requests for certification via courier or postal mail service   | 3. Preparation, printing and signing of Certificate of Legal Deposit |      |                      |                                       |                              |

|  |                               |   |  |   |  |         |                     |                             |                              |
|--|-------------------------------|---|--|---|--|---------|---------------------|-----------------------------|------------------------------|
|  |                               |   |  | c) Via Email i. Send copy of digital/electronic publication/s, Accomplished Legal Deposit Information Sheet, and the written formal requests for certification to legaldeposit@nlp.gov.ph   | 4. Issuance of the Certificate of Legal Deposit  |         |                     |                             |                              |
|  |                               |   |  | 2. Present copy of publication/s, Accomplished Legal Deposit Information Sheet, and the written formal requests for certification   |  |         |                     | CDD Staff                   |                              |
|  |                               |   |  | 3. Return to NLP to get the Certificate of Legal Deposit  |  |         | 3 days              |                             |                              |
|  |                               |   |  | Optional:<br>1. Proceed to the Cashier Section for the affixing DRY SEAL to the Certificate of Legal Deposit and payment  |  | P100.00 |                     | Cashier                     |                              |
| <b>Reproduction of Alternative Materials (By request) Braille/ Audiobook</b> | <b>GENERAL PUBLIC</b>         | 1. Request Letter address to the Division Chief of Reference Division which indicates the following:<br>a.) Name and contact details of the client, title of the material to be reproduced, author and number of pages to be transcribed; and<br>b.) When is the material needed? |  | 1. Drop off the request letter to email address: nlp@nlp.gov.ph or through snail mail to be send at:<br><br>Library for the Blind Section, Reference Division<br>National Library of the Philippines<br>T.M. Kalaw St., Ermita, Manila 1000   | 1. Log the request and evaluate the material   | NONE    | 5 minutes           | Library for the Blind Staff | Government to General Public |
|  |                               |   |  |   | 2. Acknowledge receipt of the request letter and inform the requesting individual on possible date to finish the request |         | 10 minutes          | Library for the Blind Staff |                              |
|  |                               |   |  |   | 3. Reproduce the requested material.   |         | 30 minutes - 1 hour | Library for the Blind Staff |                              |
|  |                               |   |  |   | 4. Inform the requesting individual on the availability of the material for pick-up                                      |         | 10 minutes          | Library for the Blind Staff |                              |
| <b>Complex Services</b>  |                               |   |  |   |  |         |                     |                             |                              |
| <b>Affiliation of Public Libraries</b>                                       | <b>Local Government Units</b> | 1. Two (2) copies of Signed Memorandum of Agreement (MOA)   | MOA from LEA Unit, PLD, NLP, Resolution from Sangguniang Panlalawigan / Panlungsod / Bayan/Barangay , Availability of Funds from Treasurer of LGUs | 1. The LGU will send/submit the required documents for NLP's evaluation (e.g. MOA, Resolution, annual appropriation, resume of librarian / OIC, pictures of the library, etc.)  | 1. Evaluates the submitted documentary requirements;   | None    | 7 working days      | rarian II, LEA Unit, PLD, N | G2G                          |
|  |                               | 2. A Resolution adopted by the Sangguniang Panlalawigan/ Panlungsod /Bayan/Barangay expressing their intent to establish and affiliate a public library   |  | Notes: 1) Regular annual appropriation for an up-to-date and adequate collection of books, serials, periodicals, newspapers and other library materials to be certified by the Local Treasurer. 2) Designated librarian or any The permanent staff of the LGU must be assigned full-time in the library. 3) Pictures of the Public Library -<br>a. Separate building/room of adequate size<br>b. Sufficient number of chairs, reading tables, bookshelves, and other library equipment, fixtures and furniture necessary for effective library operation<br>c. Signages/ Façade<br>d. Other exterior and interior views | 2. Chief of Public Libraries Division signs the MOA;   |         |                     |                             |                              |



|                        |  |  |                   |  |  |      |  |   |                                 |
|------------------------|--|--|-------------------|--|--|------|--|---|---------------------------------|
|                        |  | 3. Regular annual appropriation for an up-to-date and adequate collection of books, serials, periodicals, newspapers and other library materials to be certified by Local Treasurer  |                   |  | 3. Request for notarization of MOA;  |      |  |   |                                 |
|                        |  |  |                   |  | 4. Sends notarized copies of MOA to LGU  |      |  |   |                                 |
| Copyright Registration | General Public; Creators and Assignees                                   | Two copies of application form and notarized affidavit<br>Two copies of materials being deposited<br>Supporting documents (documents indicating transfer of ownership if claimant and author are not the same person)<br>SEC/DTI registration (for corporate applicants)   | Copyright Section | 1. Fill out application form and affidavit and have it notarized and then send scanned copies of application to copyright@nlp.gov.ph   | 1. Check and evaluate submitted requirements and reply to client's email depending on the completeness of the submitted requirements<br>a. for compliant applications, send email acknowledging receipt of application and providing instructions for client to send hard copies of the requirements and the corresponding application fee.<br>b. for non-compliant applications, send email to client with comments on application for client's compliance. |      | 10 minutes   | Copyright Examiner                      |                                 |
|                        |  |  |                   | 2. Send hard copies of the requirements and the corresponding fees to NLP for processing   | 2. Received hard copies of applications are examined and order of payment issued   | 200  | 5 minutes  | Copyright Examiner                      |                                 |
|                        |  |  |                   |  | 3. Numbering of applications and deposited material  |      | 5 minutes  |   |                                 |
|                        |  |  |                   |  | 4. Encoding of application in the copyright database   |      | 3 minutes  |   |                                 |
|                        |  |  |                   |  | 5. Preparation and signing of Certificate of Copyright Registration and Deposit  |      | 5 minutes  |   |                                 |
|                        |  |  |                   | 4. Claim certificate on date indicated in the claim stub   | 6. Release/Issuance of Certificate of Copyright Registration and Deposit   |      | 7 working days from date of receipt of complete requirements |   |                                 |
| Non-Frontline Services | Children's Library Services<br>-Storytelling<br>-Read Aloud<br>-Puppetry | GENERAL PUBLIC<br><br>1. Request Letter addressed to Director Cesar Gilbert Q. Adriano and thru Ms. Dolores Carungui, Chief of the Reference Division.<br>Indicating the complete details:<br>- Name of the Activity<br>- Purpose<br>- Date & Time<br>- Number of Audience<br><br>(The request letter should be sent three (3) weeks before the execution of the event.) |                   | 1. Drop off the request letter to email address: do@nlp.gov.ph cc: reference@nlp.gov.ph or through snail mail to be send at:<br><br>National Library of the Philippines<br>T.M. Kalaw St., Ermita, Manila 1000 | 1. Acknowledge receipt of the request letter   | NONE | 5 minutes  | Directors Office/<br>Reference Division | Government to<br>General Public |
|                        |  |  |                   |  | 2. Check on the availability of staff to deliver the requested services  |      | 10 minutes   | Chief, Reference<br>Division Chief      |                                 |

|                                 |   |                            |  |   |  |  |            |                         |                  |
|---------------------------------|---|----------------------------|--|---|--|--|------------|-------------------------|------------------|
|                                 |   |                            |  |   | 2.1. Approved/ Dissapproved<br><b>Approved request:</b><br>Will be forwarded to the Childres Section Staff to facilitate the request.<br><b>Disapproved request:</b><br>Informed clients<br>(Explained/ state whay does the request was disapproved) |  | 10 minutes | Childrens Section Staff |                  |
|                                 |   |                            |  | 4. Fill-out the Feedback form Assessment  |  |  |            |                         |                  |
| <b>Internal Services Simple</b> |   |                            |  |   |  |  |            |                         |                  |
|                                 | <b>Accounting Process for Revenue, Disbursements and Expenditures</b> | <b>Personnel/Employees</b> | Report of Collections and Deposits<br>Report of Checks/LDDAP-ADA Issued<br>Liquidation Reports<br>Tax Remittance Advice (TRA)<br>Other Financial Reports   | Cash Section<br>Supply Section  | Accounting for Revenue, Disbursements and Expenditures   |  |            |                         | G2C, G2G         |
|                                 |   |                            |  |   |  | 1. Receiving of daily reports of Collections and Deposits; Checks/LDDAP-ADA is sued; Liquidations submitted; Tax Remittance Advice (TRA); NCA received; and other financial documents such as RSMI, Invoice-Receipts for donations and disposal for Journal Entry Vouchers(JEVs) | none       | 2 minutes               | Accounting Staff |
|                                 |   |                            |  |   |  | 2. Preparation of Summary List for Check/LDDAP-ADA is sued and JEVs  |            | 25 minutes              | Accountant       |
|                                 |   |                            |  |   |  | 3.Preparation of JEVs for the receipt of various financial documents   |            | 25 minutes              |                  |
|                                 |   |                            |  |   |  | 4.Approval and controlling of JEVs for journalizing  |            | 8 minutes JEV           |                  |
|                                 |   |                            |  |   |  | 5.Journalizing of all approved JEVs  |            |                         |                  |
|                                 |   |                            |  |   |  | 5.1 Cash Journal   |            | 2 minutes               |                  |
|                                 |   |                            |  |   |  | 5.2 Cash Receipt Journal   |            | 2 minutes               |                  |
|                                 |   |                            |  |   |  | 5.3. Check/LDDAP-ADA Disbursement Journal  |            | 2 minutes               |                  |
|                                 |   |                            |  |   |  | 5.4 General Journal  |            | 2 minutes               |                  |
|                                 | <b>Cash Management Process - Collection</b>                           | <b>Personnel/Employees</b> | Documents to pay:<br>a.Approved Copyright Application<br>b.Payment Slip for ISBN, ISSN, and ISMN<br>c.Certification on Legal Deposit<br>d.Annex "A" of the Notice of Award<br>e.Payment Slip for Bid Documents | Research and Publication Division<br>Bibliographic Services Division<br>Collection Development Division<br>Bids and Awards Committee<br>Bids and Awards Committee | Cash Management Collections  |  |            |                         | G2C, G2G         |
|                                 |   |                            |  |   |  | 1.Issuance of Official Receipts to clientele   | None       | 3 minutes per OR        | Cashier          |
|                                 |   |                            |  |   |  | 2. Receiving of collections from Collecting Officers   |            | 5 minutes               |                  |

|  |  |  |                                   |                                     |  |      |                      |                       |  |
|--|--|--|-----------------------------------|-------------------------------------|--|------|----------------------|-----------------------|--|
|  |  |  |                                   |                                     | 3. Preparation of deposit slips/Lists of Collection  |      | 15 minutes           |                       |  |
|  |  |  |                                   |                                     | 4. Depositing collections to the Bureau of the Treasury thru Land Bank of the Philippines  |      | 30-45 minutes        |                       |  |
|  |  |  |                                   |                                     | 5. Preparation, certification and submission of Reports of Collections and Deposits daily, monthly, quarterly and annual to Accounting, monthly to BTR |      | 2 hours & 30 minutes |                       |  |
|  |  |  |                                   |                                     | 6. Preparation of Cash Receipts Record (CRR)   |      | 3 hours              |                       |  |
| <b>Communication Management ( Outgoing)</b>    | <b>NLP Personnel / Employees and Recrods Section</b> | None   | None                              | Submit documents                    |  |      |                      |                       | G2G – for services whose client is another government agency, government employee or official G2C. |
|  |  |  |                                   |                                     | 1.Receive outgoing documents for mailing   | None | 2 minutes            | Record staff          |  |
|  |  |  |                                   |                                     | 2.Stamp postage  |      | 5 minutes            |                       |  |
|  |  |  |                                   |                                     | 3.Deliver mails at PhilPost  |      | 1 hour               |                       |  |
| <b>Payment Processing</b>                      | <b>Personnel/Employees</b>                           | Disbursement voucher with complete supporting documents            | Origin of the payment transaction | Payment Processing                  |  |      |                      |                       | G2C, G2G   |
|  |  |  |                                   |                                     | 1.Receiving of disbursement vouchers with its supporting documents   | none | 6 minutes            | Accounting staff      |  |
|  |  |  |                                   |                                     | 2.Checking and verification of disbursement vouchers and its supporting documents  |      | 8 minutes            | Accounting staff      |  |
|  |  |  |                                   |                                     | 3.Signing and approval of disbursement vouchers  |      | 3 minutes            | Accountant            |  |
|  |  |  |                                   |                                     | 4. Forwarding the approved disbursement vouchers to Cash Section for payment   |      | 2 minutes            | Accounting staff      |  |
| <b>Records Information &amp; Dissemination</b> | <b>Personnel/Employees</b>                           | Copy of the Document for Dissemination                             | Director's Office                 | Records Information & Dissemination |  |      |                      |                       | G2C, G2G   |
|  |  |  |                                   |                                     | 1. Records all documents received/picked-up  | none | 3 minutes            | Records Officer/Staff |  |
|  |  |  |                                   |                                     | 2. Disseminate records/documents/mails, as needed  |      | 15-30 minutes        | Records Officer/Staff |  |
| <b>Procurement of Goods and Services</b>       | <b>NLP Personnel / Employees and Recrods Section</b> | PPMP for Common Supplies and Programs, Activities, Projects (PAPs) | BAC                               | End-users submit PPMP to BAC        |  |      |                      |                       | G2G – for services whose client is another government agency, government employee or official G2C. |
|  |  | Purchase Request and Requisition and Issuance Slip                 |                                   |                                     | 1.Supply Section received approved PPMP  | None | 5 minutes            | Supply Officer        |  |
|  |  | Canvass  |                                   |                                     | 2.BAC Consolidates PPMP to APP   |      |                      |                       |  |

|  |  |  |  |  |   |  |  |  |  |
|--|--|--|--|--|---|--|--|--|--|
|  |  |  |  |  | 3.Prepare / Submit APR to DBM   |  | 20 minutes                                   |  |  |
|  |  |  |  |  | 4.Receives delivered items  |  | 20 minutes                                   |  |  |
|  |  |  |  |  | 5.Inspects items delivered  |  | The time of inspection depends on the volume |  |  |
|  |  |  |  |  | 6.Records / updates delivered items / supplies in e-NGAs If items does not passed the Quality Control, return item to PS-DBM. Supply Section to request for another delivery of items. If item passed the Quality Control Supply Section to record items prior to release to end-user |  | 5 minutes                                    |  |  |
|  |  |  |  |  | 7. Release / Issues items to end-users  |  | 15 minutes                                   |  |  |
|  |  |  |  |  | 8.Administer Customer Feedback form to end users  |  | 5 minutes                                    |  |  |
|  |  |  |  |  | 9.Records / updates issuance records  |  | 10 minutes                                   |  |  |
|  |  |  |  |  | 10. Prepares payment voucher  |  | 5 minutes                                    |  |  |



## 1. Feedback and Complaints

| <b>FEEDBACK AND COMPLAINTS MECHANISMS</b> |  |
|---|--|
| How to send a feedback                    | <p>Answer the client feedback form and drop it at the designated box in front of the Info Desk or Division concerned.</p> <p>Contact info: 5336-7200; 5310-5035; 5310-5056 or email <a href="mailto:do@nlp.gov.ph">do@nlp.gov.ph</a></p>   |
| How feedback is processed                 | <p>At the start of each week, the feedback forms from the previous week shall be collected by the designated members of the Risk Management Team (RMT)</p> <p>Feedback requiring answers are forwarded to the relevant offices.</p>  |
| How to file a complaint                   | <p>Answer the Feedback Form and drop it at the designated drop box in front of the Info Desk or at the Division Office.</p> <p>Complaints can also be filed via telephone, email, social media. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>The division shall then forward the feedback with applicable documentation to the RMT for inclusion in the feedback report.</p> <p>For inquiries and follow-ups, clients may contact the Risk Management Team</p> |
| How complaints are processed              | <p>The RMT opens the complaint drop box on a weekly basis and evaluates each feedback form.</p> <p>Upon evaluation, the RMT shall forward the complaint to the relevant office for their explanation.</p> <p>The Division concern will create a report and submit it to the Head of the Agency for appropriate action.</p> <p>The client will be given a feedback on the action taken in the complaint.</p>  |
| Contact Information of NLP                | <p>Email: <a href="mailto:do@nlp.gov.ph">do@nlp.gov.ph</a></p> <p>Website: <a href="http://web@nlp.gov.ph">web@nlp.gov.ph</a></p> <p>Telephone No.: 5336-7200; 5310-5035; 5310-5056</p>  |



## 2. List of Offices

| Office  | e-mail   | Contact number  |
|---|--|---|
| Director's Office                             | <a href="mailto:do@nlp.gov.ph">do@nlp.gov.ph</a><br><a href="mailto:cqadriano@nlp.gov.ph">cqadriano@nlp.gov.ph</a> | Direct Line: 5310-5032<br>Ext. 301; 303<br>Fax; 5523-4054 |
| Assistant Director                            | <a href="mailto:ebquiros@nlp.gov.ph">ebquiros@nlp.gov.ph</a>   | Ext. 302; 303   |
| Bibliographic Services Division               | <a href="mailto:jbdimasaca@nlp.gov.ph">jbdimasaca@nlp.gov.ph</a>   | Direct Line: 5320-5031<br>Ext. 406; 407                   |
| Catalog Division                              | <a href="mailto:asdecastro@nlp.gov.ph">asdecastro@nlp.gov.ph</a>   | Ext. 402; 403   |
| Collection Development Division               | <a href="mailto:mmmadrid@nlp.gov.ph">mmmadrid@nlp.gov.ph</a>   | Ext. 404; 405   |
| Information Technology Division               | <a href="mailto:lpbernabe@nlp.gov.ph">lpbernabe@nlp.gov.ph</a>   | Ext. 201  |
| Filipiniana Division                          | <a href="mailto:sjfetalco@nlp.gov.ph">sjfetalco@nlp.gov.ph</a>   | Ext 309; 311  |
| Finance and Administrative Division           | <a href="mailto:fbbasagre@nlp.gov.ph">fbbasagre@nlp.gov.ph</a>   | Ext. 304  |
| Public Libraries Division                     | <a href="mailto:bpvelasco@nlp.gov.ph">bpvelasco@nlp.gov.ph</a>   | Ext. 204; 205   |
| Reference Division                            | <a href="mailto:ddcarungui@nlp.gov.ph">ddcarungui@nlp.gov.ph</a>   | Ext. 207  |
| Research and Publication Division (Copyright) | <a href="mailto:mmurena@nlp.gov.ph">mmurena@nlp.gov.ph</a>   | Ext. 412  |