

**[ DFA DEPARTMENT ORDER NO. 01-12, January  
02, 2012 ]**

**INSTITUTION OF OPERATIONS MANUALS AT ALL LEVELS AND  
UNITS OF THE DEPARTMENT**

*SECTION 1. Legal Basis and Justification* - The institution of operations manuals is based on the following legal prescriptions and administrative imperatives:

A. Book V. Title I, subtitle A, Chapter 1, Sec. 1 of the Executive Order 292 otherwise known as the Administrative Code of 1987, enjoins the government to adopt measures to promote morale, efficiency, integrity, responsiveness and courtesy in the Civil Service.

B. Section 2 of Republic Act No. 9485 of 2007 otherwise known as the Anti-Red Tape Act of 2007 directs the government to take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions involving the government.

C. Section 6 of Republic Act No. 9485 or the Anti-Red Tape Act of 2007 also mandates all government agencies, departments, bureaus, offices, instrumentalities to setup service standards to be known as the Citizens' Charter.

D. Executive Order (EO) No. 605, (Institutionalizing the Structure, Mechanisms and Standards to implement the Government Quality Management Program Amending for the Purpose Administration Order No. 161, s. 2006) directs the adoption of the ISO 9000:2000 Quality Management System as part of the implementation of a government wide quality management program which aims to promote and enhance public sector performance, develop institutional infrastructure that shall provide certification with international accreditation, establish citizens's charter for key government offices, and recognize citizen-driven government organizations.

E. Republic Act No. 6713 otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and employees" espouses high ethical standards among government workers and a responsive, accountable and accessible public service.

F. Section 87 of Republic Act No. (RA) 7157 or the Foreign Service Act empowers the Secretary of Foreign Affairs to issue such rules and regulations as maybe necessary to implement the provisions of RA 7157

as well as provisions of acts, decrees and orders which are not inconsistent with it.

*SECTION 2. Rationale* - The adoption of an Operations Manual for all functional levels and units of the Department has the following objectives:

- Create a streamlined, simpler, more efficient and effective operation
- Increase transparency and client satisfaction
- Eliminate irregularities
- Enhance unit's reputation and institutional goodwill
- Improve employee awareness and performance. Attract and retain talent.
- Promote excellence
- Promote transparency
- Promote accountability
- Reduce waste and increase productivity

### SECTION 3. Elements of the Unit's Operations Manual

The Operations Manual will include the following sections:

#### A. Outline of each section of the manual

This section provides an overview of the contents of the manual. The outline is an index of pertinent sections of the manual.

#### B. Organizational Chart

The Organizational Chart refers to the relationship of all official functional positions in the Unit.

#### C. Description of Unit's Mandate and Work Plan

The Unit's mandate is found in D.O. 19-A -95 or in the Foreign Service Act of 1991 which in turn is an offshoot of constitutional provisions on foreign policy. The mandate could be updated based on official legislation pronouncements and directives. The Work Plan flows from the Mission and Vision of the Department as well as the strategic thrusts and goals of the current administration. The work plan of individual units usually cascades from the work plan of the supervising unit.

#### D. Checklist of Time-bound Processes and Procedures (step by step instruction)

Sources of activities of the unit can be found in Department directives as well as from practices developed in the unit that adhere to prevailing circumstances. The Anti-Red Tape Act of 2007 prescribes time-bound descriptions of these processes and procedures to ensure efficiency in the delivery of public services.

## E. Key Outputs of Unit

The key outputs of a unit enumerate the actual services and products that the Unit produces or delivers to its public or clientele. The actual tangible results of the activities of a unit comprise its key outputs.

## F. Communication Systems and Mechanisms

This section describes how the unit coordinates its activities and communicates issues and concerns with stakeholders. Official protocols may be prescribed by Department directives or the practices developed by the unit. Physical, administrative and technological infrastructure as well as organizational practices is included in this section.

## G. Location of Files and Resources

A description of the filing system, the labeling system and an inventory of files and their location are included in this section. Aside from files, property, equipment and supplies of the unit are also inventoried.

## H. Contact Information of Internal and External Stakeholders

Contact information of internal and external stakeholder include clients, suppliers, public and private agencies and institutions as well as other Department functional positions with whom the Unit conducts its business.

## I. Compilation of Institutional Policies

All relevant legislation and institutional rules and regulations as well as administrative directives and guidelines are compiled in this section. Institutional policies prescribe the parameters of the activities of the unit. Units shall keep scanned electronic copies of institutional policies for easy access and portability. An index of institutional rules and regulations shall also be created for this purpose.

J. Unit Tasks and Job Descriptions (Identify essential competencies and functions) The qualification and requirements of the position are described in this section. The functions of the position are also detailed. Performance levels and expectations from the supervising authority can also be stated in this section. A cascaded mission statement and objectives within a set time frame may also be included.

Functions, activities, projects, programs, duties and responsibilities are detailed in this section. Unit Tasks are generic descriptive functions of an official position. A unit's task may also differ at any given time or circumstance.

## K. Complaints, Feedback Mechanisms and Emergency Situations

Complaints can come from internal as well as external stakeholders. The response of the unit to the complaint needs to be documented and an