



PERSONNEL MANAGEMENT BUREAU
4. FSD Policy and Administration
Division

**PERSONNEL
MANAGEMENT
BUREAU**

Overview

Assignments
Division

Recruitment,
Counselling &
Promotion
Division

FSD Policy &
Administration
Division



Executive
Pool/Heads of
Mission Division

Services Centre

Employee
Assistance
Program



FSD CLAIM SETTLEMENT

Delivery Standard

1. Audit and settle FSD claims under Section 34 of the Financial Administration Act (FAA) and forward to SMFT	<i>Within 20 days of providing documents and claim</i> 
2. Loss and damage claims (FSD15.18-26)	<i>Subject to complexity of claim</i> 



**FOREIGN SERVICE LEAVE &
TRAVEL BANK**

Delivery Standard

1. Approve use of leave or travel credits from Foreign Service Leave/Travel Bank (FSD 45.06)	<i>Interim response within 10 days with adjustments in system the next month</i> 
2. Respond to employee enquiries on leave balances	<i>Interim response and/or correction in 10 days</i> 



RATES & ROUTING

Delivery Standard

1. Review, update and publish all rates, including meal, post index, mileage, allowances, shelter cost, education ceilings, etc.	<i>Published on INTRANET the first week of each month</i> 
2. Review, update and publish the official routings and airfares to and from each Mission	<i>Update once a year for June 1 Available to HPM and SERV Advisors</i> 

**SOS/AEA INTERNATIONAL
SKY AMBULANCE SERVICE**

Delivery Standard

1. Negotiate and administer the contract	<i>Contract renewal in 2006</i> 
2. Monitor the service and use of the provider	<i>Ongoing</i> 
3. Advise on request for services (Sole Approval authority)	<i>Authority provided within 1 day of request (Missions can contact SOS directly in urgent cases)</i> 