

PERSONNEL MANAGEMENT BUREAU

6. Services Centre

ADMINISTRATIVE INFORMATION & SERVICES

Delivery Standard

PERSONNEL MANAGEMENT BUREAU

Overview

Assignments Division

Recruitment. Counselling & **Promotion** Division

1. :

FSD Policy & Administration | Division

Executive Pool/Heads of Mission Division

> Services Centre :

Employee Assistance , Program

1. Provide information and guidance to employees on meal, accommodation and exchange rates, moving/ storage companies, removal/ storage of personal effects, transportation, FSD benefits and entitlements

2. Provide guidance on completing travel claims, direct funds transfer and processing posting loans

3. Refer clients to proper division/contact person on issues not handled by SERV

4. Coordinate incoming and outgoing relocation, as well as monitoring the employee's shipment, includes briefing employees on FSD benefits while overseas, issuing posting loan, travel advance and incidental relocation allowance, customs procedures **Walk-in** - Immediate response

Phone - acknowledge within 2 days

E-mail - acknowledge within 2 days: 5 days (May-October)

Same as above



As required



Schedule appointment when PCF is issued (more than 1 interview usually required)

Transit time for HHE varies for each mission

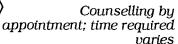
15 days to process any request for payment, if all documents provided

EDUCATION INFORMATION & COUNSELLING

Delivery Standard

1. Provide up-to-date information and professional counselling on types of schools abroad and at HQ, domestic and international programs

Information provided within 2 days





2. Provide information on education along with links to web sites

Education information available on-line



3. Process FSD33 claims (Lycee Claudel)

10 days to process claims, if all required documents provided plus 15 more days to receive payment from PWGSC

