

PERFORMANCE PLEDGE

We are an organization of competent, dedicated and highly motivated personnel, who adhere to the highest ethical standards of government service, and who devote our energies for the benefit of the Filipino people.

We have a highly responsive system, which ensures effective delivery of services.

Our personnel are our greatest asset and are committed to delivering quality service to the Filipino people. In pursuit of these goals, we pledge to:

Deliver prompt, efficient and courteous service utilizing a highly responsive system manned by competent, dedicated and highly motivated personnel, Mondays to Fridays, from 8:00 a.m. to 5:00 p.m.;

Formulate procedures that comply with service standards which ensure effective delivery of service to the Filipino people;

Assist our countrymen anytime and anywhere in the Philippines and around the world;

Continue improvements of existing procedures and explore new ones for the betterment of the service;

Adapt world-class norms and standards from both local and international service regulations;

Respond to clients' complaints at the soonest possible time through the DFA Action Center and take corrective measures;

Empower the public through 24/7 access to information on our policies, programs, activities and services through our website dfa.gov.ph, our Consular Assistance Center at 556-0000, and our DFA Action Center at 834-3333;

Serve and protect the rights of Filipinos in the Philippines and abroad.

**Our Mission is to advance the interest of Filipinos,
This we pledge.**