



National Library of the Philippines
T.M. Kalaw St., Ermita, Manila

Reengineering Manual

2025

Supporting the Whole-of-Government Approach in Streamlining
Philippine Government Systems & Procedures
in Delivering Public Services

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INTRODUCTION

Pursuant to Republic Act (RA) No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, mandated all government agencies and offices covered by the Act to regularly undertake evaluation and improvement of their systems and procedures and reengineer the same if necessary. This is done to eliminate redundant and undue regulatory burdens from the transacting public.

Moreover, Anti-Red Tape Authority (ARTA) issued Memorandum Circular 2021-009 or Issuance of the Whole-of-Government Reengineering Manual requiring thereby all government agencies and offices to prepare and submit the Reengineering Plan / Report to ARTA to determine the current status of their implementation in accordance with the provision of RA 11032, hence this Manual.

FOREWORD

The National Library of the Philippines (NLP) is committed to providing efficient and effective customer service even with the many challenges we face throughout the year.

As the national repository of cultural heritage of the country, we will ensure that library and information resources in different formats will be provided to our customers that will uplift the intellectual, social and cultural aspects of our citizens coupled with our staff best service through our core values of commitment to public interest, professionalism, justness and sincerity, and responsiveness to the public.

Our Citizens Charter, details all the NLP's frontline services, including the step-by-step procedures showing the requirements, processing time, and cost. This Reengineering Manual set a simplified and streamlined procedure of our frontline services to ensure delivery of our objectives.

CESAR GILBERT Q. ADRIANO

Director IV

BRIEF HISTORY

The National Library of the Philippines was established as the *Museo-Biblioteca de Filipinas* through the royal decree of August 12, 1887.

The Library was revived with the donation made by the American Circulating Library Association of its Circulating Library to the government formalized through Public Act No. 96 passed on March 5, 1901.

Public Law Act No. 1935, provided for the "the consolidation of all libraries belonging to any branch of the Philippine government for the creation of the Philippine Library", and for the maintenance of the same, and other purposes. To carry out the provisions of this law, a Library Board was constituted consisting of the Secretary of the Public Instruction, the Secretary of Interior, the Secretary of Finance and Justice, and the other members to be appointed annually by the Governor General.

In 1916, The Philippine Library, Division of Archives, Patents, Copyrights and Trademarks of the Executive Bureau and the Law Library of the Philippine assembly were merged into one entity, called the Philippine Library and Museum. Twelve years later, the Philippine Legislature separated the museum from the library. Public Law No. 3477 (1928) established the National Museum under the Department of Agriculture and Natural Resources and changed the name of the Philippine Library and Museum to The National Library.

The President of the Philippines changed the name of The National Library to Bureau of Public Libraries in accordance with Executive Order No. 94, series 1947. This order was followed by Republic Act No. 411, otherwise known as the Municipal Libraries Law, authored by the then Senator Geronima T. Pecson. Republic Act No. 3873 passed in 1964 brought back to the Bureau of Public Libraries its old name, The National Library. Currently, the library is known as the National Library of the Philippines (NLP) pursuant to Republic Act No. 10087 enacted in May 13, 2010. The NLP is located at T.M. Kalaw Street, Ermita, Manila.

MANDATES

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.

Republic Act 10066 “National Cultural Heritage Act of 2009”

The law designates NLP which shall be responsible for rare and significant contemporary Philippine books, manuscripts such as, but not limited to, presidential papers, periodicals, newspapers, singly or in collection, and libraries and electronic records;” Article VIII (c) for the purposes of inventory and registry. Also, to provide tourism promotion materials to the *Sentro Rizal* overseas branches.

Republic Act 9246 “The Philippine Librarianship Act of 2003”

Copies of the Roster of Librarians which are maintained-up-to-date, complete and properly organized by the Board for Librarians shall be provided to and kept as permanent record by the NLP.

Republic Act 8293 “Intellectual Property Code of the Philippines”

Mandates the creation of a Copyright Division within the NLP that is responsible for ministerial functions related to approving copyright, and assisting the Intellectual Property Office with the copyright related provisions as may be applicable. The IP Code also designates the NLP as the repository for deposits of instruments and public records, registered for purposes of copyright.

Republic Act 7743 “An Act Providing for the Establishment of Congressional, City and Municipal Libraries and Barangay Reading Centers throughout the Philippines, Appropriating the Necessary Funds Therefor and for Other Purposes”

The National Library in coordination with the Department of the Interior and Local Government (DILG) shall undertake the establishment of additional public libraries to serve all congressional districts cities and municipalities in the Philippines and

reading centers in every barangay except in cities or municipalities where there are existing public libraries or in barangays where there are existing reading centers: Provided, That the establishment of such libraries and reading centers shall be based on the development program of the National Library, in coordination with the development council of each city or municipality and in the case of the barangay reading centers in coordination with the respective barangay councils: Provided further, That where these public libraries and reading centers already exist the National Library shall continue to upgrade the facilities thereof.

The National Library shall continue to coordinate and organize seminars, workshops and other training for the professional benefit of librarians.

Presidential Proclamation 837 (1991) November as the Library and Information Services Month

November is the Library and Information Services Month, and the NLP provides a representative to that committee. Additionally, Presidential Proclamation 563 (1981) designates the 9th of March every year as public library day.

Presidential Decree 812 (1975) "Decree on Legal and Cultural Deposit"

"Decree on Legal and Cultural Deposit" designates the NLP as such, and it performs such a mandate by acting as the repository of deposited material.

National Agency of ISBN, ISSN and ISMN

Memorandum of Agreement with International Center for ISBN/ISSN, which recognizes the NLP as the only government agency mandated to issue ISBN, ISSN, and ISMN. In the performance of this mandate, the NLP maintains a system for numbering and assigns the numbers as requested.

Membership in the International Federation of Library Associations and Institutions (IFLA)

Membership in the International Federation of Library Associations and Institutions (IFLA), refers to the membership of the NLP in the global organization known as IFLA. This membership provides a global network of linkages. As part of the obligations of the NLP as a member-organization, participation in support activities and statistics are provided to the IFLA by the NLP.

VISION, MISSION, QUALITY POLICY & CORE VALUES

Vision

By 2027, the National Library of the Philippines shall be the premier library in the country, with an extensive collection of library resources available in different forms and media, providing excellent customer service experience through automated library facilities and online services, driving the intellectual, social, and cultural progress of the Filipino society.

Mission

The National Library of the Philippines is an ISO certified national repository of printed and recorded cultural heritage in the country that acquires, organizes, conserves, and preserves Filipiniana resources and provides equitable access to information resources on various platforms, and delivers world-class customer service for Filipinos.

Quality Policy

We, at the NLP, as a repository of cultural heritage, commit to acquire, conserve and preserve all printed and recorded Filipiniana resources, ensure equitable access and provide inclusive and resilient services to support, intellectual, cultural and national development in accordance with the applicable requirements while continually improving our quality management system.

To uphold this commitment, we shall:

- Espouse human resource welfare and development and values formation programs to harness the fullest potential of our people;
- Implement responsive policies, programs, and initiatives;
- Acquire and generate the best-available library resources; and,
- Integrate risk and quality management systems into the processes across the organization, particularly in policy formulation, decision-making, planning, service provision, performance evaluation, and improvement processes.

It further commits to complying with statutory and legal requirements and continuously improving our quality management system.

Core Values

As stipulated in the Quality Manual of NLP. All NLP employees shall observe the following as standards of personal conduct in the discharge and execution of their official duties as provided in Sections 4 and 5 of Republic Act No. 6718 (Code of Conduct and Ethical Standards for Public Officials and Employees).

- a) Commitment to public interest. - Public officials and employees shall always uphold the public interest over and above personal interest. All government resources and powers of their respective offices must be employed and used efficiently, effectively, honestly and economically, particularly to avoid wastage in public funds and revenues.
- b) Professionalism. - Public officials and employees shall perform and discharge their duties with the highest degree of excellence, professionalism, intelligence and skill. They shall enter public service with utmost devotion and dedication to duty. They shall endeavor to discourage wrong perceptions of their roles as dispensers or peddlers of undue patronage.
- c) Justness and sincerity. - Public officials and employees shall remain true to the people at all times. They must act with justness and sincerity and shall not discriminate against anyone, especially the poor and the underprivileged. They shall at all times respect the rights of others, and shall refrain from doing acts contrary to law, good morals, good customs, public policy, public order, public safety and public interest. They shall not dispense or extend undue favors on account of their office to their relatives whether by consanguinity or affinity except with respect to appointments of such relatives to positions considered strictly confidential or as members of their personal staff whose terms are coterminous with theirs.
- d) Political neutrality. - Public officials and employees shall provide service to everyone without unfair discrimination and regardless of party affiliation or preference.
- e) Responsiveness to the public. - Public officials and employees shall extend prompt, courteous, and adequate service to the public. Unless otherwise provided by law or when required by the public interest, public officials and employees shall provide information of their policies and procedures in clear and understandable language, ensure openness of information, public consultations and hearings whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures, avoid red tape and develop an understanding and appreciation of the socio-economic conditions prevailing in the country, especially in the depressed rural and urban areas.
- f) Nationalism and patriotism. - Public officials and employees shall at all times be loyal to the Republic and to the Filipino people, promote the use of locally produced goods, resources and technology and encourage appreciation and pride of country and people. They shall endeavor to maintain and defend Philippine sovereignty against foreign intrusion.

- g) Commitment to democracy. - Public officials and employees shall commit themselves to the democratic way of life and values, maintain the principle of public accountability, and manifest by deeds the supremacy of civilian authority over the military. They shall at all times uphold the Constitution and put loyalty to the country above loyalty to persons or parties.
- h) Simple living. - Public officials and employees and their families shall lead modest lives appropriate to their positions and income. They shall not indulge in extravagant or ostentatious display of wealth in any form.

STRATEGIC GOALS

2.1. KEY RESULTS AREA

Promote Human and Social Development

2.2. SECTOR OUTCOME

Improve Education and Lifelong Learning

2.3. ORGANIZATIONAL OUTCOME

Collection, access, and preservation of library materials increased

2.4. PERFORMANCE INFORMATION

2.4.1. STRATEGIES AND ALTERNATE VISION OR GOALS (AVG)

- Promote Holistic Employee Development
- Mainstream library as a knowledge resource provider
- Ensure acquisition of relevant library resources, optimize access and utilization of NLP and public libraries' products and services
- Institutional development of capabilities and processes
- Ensure collection, preservation and conservation of Filipiniana resources
- Improve resource management systems

PRIORITY SERVICES

EXTERNAL SERVICES

Procurement Section

Records Section

Information Technology Division

Readers Services

Filipiniana Division

Reference Division

Technical Services

Bibliographic Services Division

Catalog Division

Collection Development Division

Copyright Division

Research and Publications Division

Public Libraries Division

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

Procurement Section

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Procurement-Small Value Procurement (SVP) with Approved Budget for the Contract (ABC) of 100,000 and below	27	7 days, 4 hours, 49 minutes	None	51	61 days, 13 hours, and 39 minute	none	Service Providers, End-users, Employees

Records Section

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Request for Financial and Administrative Recors	6	10 hours	None				Service Providers, End-users, Employees

Information Technology Division

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
<ul style="list-style-type: none"> IT assistance ID registration assistance (cut-off time 4:45PM) 	5	9 minutes	Free (Optional PVC-P100.00)	5	9 minutes	Free (Optional PVC-P100.00)	General Clients
<ul style="list-style-type: none"> Free Computer and Internet use Digital reproduction (as per copyright restriction) 	1	First come, first serve	Free	1	First come, first serve	Free	General Clients
<ul style="list-style-type: none"> ICT training Software installation, configuration, and maintenance Hardware installation, configuration, and maintenance ICT Support for Projects ICT Planning 							NLP (Internal)
<ul style="list-style-type: none"> ICT training and Consulting Data Conversion and Migration 							Public Libraries

<ul style="list-style-type: none"> • Software installation, configuration, and maintenance • Hardware installation, configuration, and maintenance • ICT Support • ICT Planning 							
<ul style="list-style-type: none"> • IT Technical Support for Events 							NLP and / or its Clients

Readers Services

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
ID Registration	5	11 minutes	None	5	11 minutes	None	General Public
Borrowing of Books, Theses and Dissertations, Government Publications, Serials, and Multimedia Materials	6	11 minutes	None	6	11 minutes	None	General Public

Filipiniana Division

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Access to Rare Collections	2	3 days and 11 minutes	None	1	3 days and 6 minutes	None	General Public
Scanning/ Printing of Library Resources	3	32 minutes	Scanning P5.00/ page Printing: P7.00/ page	3	24 minutes	Scanning P5.00/ page Printing: P7.00/ page	General Public

Reference Division

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Braille and Audiobook Production	3	6 days and 5 minutes (100 pages or less)	Delivery / Courier Fee	3	6 days and 5 minutes (100 pages or less)	Delivery / Courier Fee	General Public
Children and Young Adult Services	2	5 days, 9 hours, and 5 minutes	None	2	5 days, 9 hours, and 5 minutes	None	General Public
eResources (Onsite Access)	3	1 minute	None	3	1 minute	None	General Public
eResources (Offsite Access)	11	1 day and 4 hours	None	11	1 day and 4 hours	None	General Public
Online Reference Service	6	30 minutes	None	6	30 minutes	None	General Public

Technical Services

Numbering System Bibliographic Services Division

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
ISBN Registration	8	2 wd	None	8	2 wd	None	Authors, Publishers
ISSN Registration	7	2 wd	None	7	2 wd	None	Publishers

ISMN Registration	7	2 wd	None	7	1 wd	None	Creators, Publishers
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**Indexing
Bibliographic Services Division**

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Indexing	3	25 mins	None	3	25 mins	None	Researche rs, Publishers , Authors

**Cataloging-in-Publication
Catalog Division**

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Cataloging-in-Publications	9	2 days and 4 hrs. and 5 mins	None	9	2 days and 4 hrs. and 5 mins	None	Publishers, Authors

**Cataloguing and Classification
Catalog Division**

Priority Services	Current Status			Expected Outcome			Target Clients
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	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Cataloguing and Classification	12	3 days and 5 hours and 12 mins. (25 vols)	None	12	3 days and 5 hours and 27 mins. (25 vols)	None	Researchers

Collection Development Division

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Acceptance of Donation (Books, serials, theses, dissertations, and other library materials) through WALK-IN	3	3 maximum working days ,50 mins	None	3	3 maximum working days , 50 mins	None	National Government Agencies Private Institutions General Public
COURIER	3	3 maximum working days , 55 mins.	None	3	3 maximum working days , 30 mins.	None	National Government Agencies Private Institutions General Public

PICK-UP : Acceptance of Donation (Books, serials, theses, dissertations, and other library)	3	5 working days, 25 mins	None	3	1 hr and 5 minutes to a maximum working days		National Government Agencies Private Institutions General Public
EMAIL Acceptance of Donation (e-books, online resources)	3	3 maximum working days and 20 mins.	None	3	35 mins to 3 maximum working days		National Government Agencies Private Institutions General Public
Submission of Legal Deposits	4	3 working days, 18 mins.		4	3 working days, 8 mins.		National Government Agencies Private Institutions General Public

Copyright Division

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	

Certification of Copyright Registration and Deposit	5	7 working days and 19 minutes	130.00	5	7 working days and 19 minutes	130.00	General Public / Creators, Assigners
Certified True Copy (CTC) of the Certificate of Copyright Registration and Deposit / Instrument	5	7 working days and 23 minutes	100.00	5	7 working days and 23 minutes	100.00	General Public / Creators, Assigners
Copyright Registration and Deposit	4	7 (or 120) working days and 18 minutes	230.00	4	7 (or 120) working days and 18 minutes	230.00	General Public / Creators, Assigners
Correction of Copyright Entries	3	3 working days and 2 minutes	None	3	3 working days and 2 minutes	None	General Public / Creators, Assigners
Duplicate Copy of Certificate	5	3 working days and 8 minutes	230.00	5	3 working days and 8 minutes	230.00	General Public / Creators, Assigners
Releasing of Certificate of Copyright Registration and Deposit	2	11 minutes	None	2	11 minutes	None	General Public / Creators, Assigners
Transmittal of IPOPHL-Registered Copyright	4	2 hours and 16 minutes	200.00	4	2 hours and 16 minutes	200.00	IPOPHL / General Public / Creators, Assigners
Monthly Transmittal of Published Books and Magazines	2	6 minutes	None	2	6 minutes	None	NLP Internal (CDD)

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
Onsite Educational Tour	4	1 day, 1 hour, 38 minutes	None	4	1 day, 1 hour, 38 minutes	None	General Public
Virtual Educational Tour	4	1 day, 1 hour, 40 minutes	None	4	1 day, 1 hour, 40 minutes	None	General Public

Public Libraries Division

Priority Services	Current Status			Expected Outcome			Target Clients
	No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
1. Submission of Requirements for Affiliation of Public Library with NLP	6	20 days and 30 minutes	N/A	15	20 days and 40 mins	None	Local Government Units (LGUs); general public
2. Distribution of Library Resource Allocation	5	1 hour and 35 minutes	None	11	1 hour, and 45 mins	None	Affiliated public libraries and barangay reading centers
2. Online Monitoring via Online Monthly	N/A	N/A	N/A	2	31 minutes	None	Affiliated public libraries and

Monitoring Form							barangay reading centers
Online/Virtual Technical Assistance and Observation (TAO) via Online Meeting Application via Online Monitoring Report via Phone Call	N/A	N/A	N/A		6 days and 55 mins 31 mins 6 days and 30 mins	None	Affiliated public libraries and barangay reading centers
3. Onsite Technical Assistance and Observation Onsite Monitoring of Active Libraries	6	17 days, 2 hours, and 30 minutes	None	10	12 days 1 hr and 35 mins	None	Affiliated public libraries and barangay reading centers
4. Onsite Monitoring of Inactive Libraries	N/A	N/A	N/A	4	6 hours, and 30 minutes	None	Local Government Units (LGUs) Affiliated public libraries and barangay reading centers
6. Training to Affiliated Public Libraries and Reading Centers	6	20 days and 30 minutes	None	6	13 days 23 mins to 19 days	None	Affiliated public libraries and

							barangay reading centers; Local Governme nt Units (LGUs); general public
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