



PHILIPPINE ARMY

CITIZEN'S CHARTER
2023 (1st Edition)

PHILIPPINE ARMY CITIZEN'S CHARTER

Headquarters Philippine Army, Fort Andres Bonifacio, Metro Manila
Copyright, 2023

All rights reserved.

No part of this handbook may be reproduced in any form or by any means without the written permission from the copyright owner.



I. Mandate

The Philippine Army organizes, trains and equips forces for the conduct of prompt and sustained operations on land.

II. Vision

Army 2040: World-Class. Multi-Mission Ready. Cross-Domain Capable.

III. Mission

To develop, organize, train, equip, support, and sustain Army Forces for the conduct of prompt and sustained ground operations to accomplish the AFP mission.

IV. Service Pledge

We the officer, enlisted personnel and civilian employees of the Philippine Army, undertake to uphold:

- ❖ Honor,
- ❖ Patriotism, and
- ❖ Duty

We also commit to attend to all applicants or requesting parties who are within the premises of the agency prior to the end of official working hours and during lunch break. We therefore, guarantee that our services shall be in accordance with law, rules and regulations, so help us God



V. List of Services

Headquarters Philippine Army (Central Office)

External Services

| | |
|---|-------|
| AGH Dietary Service..... | 8 |
| AGH Emergency Room Service..... | 9-10 |
| AGH Finance Service..... | 10-11 |
| AGH In- Patient Service..... | 11-12 |
| AGH Laboratory Service..... | 12-13 |
| AGH Out- Patient Service..... | 13-14 |
| AGH Patient Referral/ Evacuation Service..... | 14 |
| AGH Pharmacy Service..... | 15 |
| AGH Registrar Service..... | 15-16 |
| Appeal for Re-entry/Re-CAD of Officers..... | 16-17 |
| Appeal for Re-Instatement of former Enlisted Personnel..... | 17-18 |
| Authentication of Documents..... | 18-19 |
| Collection on Payment of Non-Appropriated Fund (NAF) and Appropriated Fund (AF)..... | 19-20 |
| Creation of Payroll..... | 20-21 |
| Disposition of Domestic-Related Complaints/Reports..... | 21-23 |
| Filing of Complaint..... | 23-26 |
| Financial Clearance..... | 26-27 |
| Investigation of other ESPA-Related Complaints/Reports..... | 27-29 |
| Issuance of Certificate of Bonafide Members for Active Military Personnel and Legal Dependents..... | 29-30 |
| Issuance for Financial Records..... | 30 |
| Issuance Certificate of Legal Beneficiaries and Bonafide Members (for Death Claims)..... | 31-32 |
| Issuance of Military, Dependents and Civilian HR ID..... | 32-34 |
| Issuance of Statement of Last Payment (SLP)..... | 34-35 |
| Payment of Bonus, Incentive, Cash Gift..... | 35-36 |
| Payment of Burial Allowance..... | 36-37 |
| Payment of Commutation of Unused Leave..... | 38-40 |
| Payment of Funeral Expenses..... | 40-41 |
| Payment of Medal of Valor Awardees..... | 41-42 |
| Payment of Pay and Allowance (P/A) Thru ATM Payroll..... | 43-44 |
| Payment of Reenlistment Clothing Allowance (RCA) "In-Cash" Claims..... | 44-45 |
| Payment of Special Financial Assistance (SFA)..... | 46-47 |
| Payment of Special Financial Assistance (SFA) Six (6) Months Earning thru check..... | 47-48 |
| Payment of Utilities..... | 48-49 |
| Payment to Contract of Service Workers..... | 50-51 |
| Philippine Army Pre-entry Exams (AFPSAT, AQE & SWE)..... | 51-53 |
| Processing for House and Lot Remuneration (LHR) – PMS..... | 54-55 |
| Processing for Special Financial Assistance (SFA KIA) –PMS..... | 55-56 |
| Processing of Command Special Financial Assistance..... | 56-57 |
| Processing of Loan Application..... | 57-58 |
| Processing of Survivorship Benefit Claims..... | 58-62 |
| Processing of Unclaimed P/A, Bonuses & Collateral Entitlements (Retired, Discharged & Deceased/KIA PA Personnel)..... | 62-63 |



| | |
|--|-------|
| Public Bidding..... | 63-66 |
| Receive of Complaints and Reports..... | 66-68 |
| Recruitment of PA Officers (OCC and OPC)..... | 68-69 |
| Remittances to Financial Institutions..... | 70-71 |
| Rendering of Legal Advice..... | 71-72 |
| Replacement of Stale Check..... | 73 |
| Response to Domestic-Related Queries..... | 74-75 |
| Restoration of Pay and Allowances..... | 75-77 |
| Small Value Procurement (SVP) Negotiated and Shopping Emergency and 52.1b..... | 77-79 |
| Stoppage of Pay and Allowances..... | 80-81 |
| Transfer of Fund to Philippine International Trading Corporation (PITC)..... | 81-83 |
| Un-tagging of ATM Accounts..... | 83-84 |

Internal Services

| | |
|---|---------|
| AGH CHR Service..... | 86 |
| AGH Dietary Service..... | 87 |
| AGH Emergency Room Service..... | 88 |
| AGH In- Patient Service..... | 89 |
| AGH Laboratory Service..... | 90 |
| AGH Maintenance Service..... | 90-91 |
| AGH Molecular Laboratory Service..... | 91-92 |
| AGH Nursing Service..... | 92-93 |
| Application for 22k, NDA Program and other Scholarship Grants..... | 93-94 |
| Application for Change of AFP Occupational Specialty (AFPOS)..... | 94-95 |
| Application for Change of Family Name..... | 95 |
| Application for Command & General Staff Course..... | 96 |
| Application for Commission in the Reserve Force, AFP..... | 97-99 |
| Application for Incorporation in the Reserve Force, AFP..... | 99-101 |
| Application for Leave Abroad..... | 101 |
| Application for Local Schooling (Service Course)..... | 102 |
| Application for Promotion..... | 103-104 |
| Application for Readjustment of Ranks of PA Enlisted Personnel..... | 104-105 |
| Application for Reassignment/assignment of Officers/EP..... | 105-106 |
| Application for Schooling Abroad..... | 106-107 |
| Application for Special Promotion and Confirmation of Rank of PA Enlisted Personnel..... | 107-108 |
| Arrangement and Conduct of Funeral Services, Honors and Last Courtesies..... | 108-109 |
| Authentication of Orders (Published the Current Year)..... | 110 |
| Authentication of SOS, Military Leave/Furlough Records and Orders (Published the previous years)..... | 111 |
| Clearing of Accountability..... | 112-113 |
| Confirmation of Discharge with Complete Disability Discharge (CDD)..... | 113 |
| Confirmation of Honorable Discharge of Enlisted Personnel..... | 113-114 |
| Confirmation of Trainee Service for the Purpose of Retirement/ Separation Benefit Claims..... | 114 |
| Consolidation of RPCPPE..... | 115 |
| Extension of Expiration of Term of Enlistment (ETE)..... | 115-116 |



| | |
|--|---------|
| Granting of Cash Advance..... | 116 |
| Combat Expense..... | 116-118 |
| Foreign Travel..... | 118-119 |
| Local Travel..... | 120-121 |
| Maintenance and Other Operating Expense (MOOE)..... | 122-127 |
| Integration of APAO in Philippine Army Unified Clearance System (PAUCS).. | 127 |
| Investigate Complaint and Reports..... | 128-130 |
| Issuance of Certificate of Availability of Funds (Regular, BCDA and Trust Receipt Funds)..... | 130-131 |
| Issuance of General, Special and Letter Orders and Directives issued by PA and available GHQ orders..... | 131-132 |
| Issuance of PAO, GS Clearance..... | 132 |
| Issuance of Notice of Transfer of Cash Allocation (Inter-Agency Transferred Fund)..... | 132-133 |
| Issuance of Notice of Cash Allocation (Trust Receipts/BCDA Fund)..... | 133-134 |
| Issuance of PA Unified Clearance..... | 134-135 |
| Issuance of Statement of Service and Leave Records for active/ retired/ separated/ discharged personnel..... | 135-136 |
| Liquidation of Cash Advance..... | 136 |
| Combat Expense..... | 136-138 |
| Foreign Travel..... | 138-139 |
| Local Travel..... | 139-140 |
| Maintenance and Other Operating Expense (MOOE)..... | 141-142 |
| Processing for Special Financial Assistance (SFA WIA) –PMS..... | 143 |
| Processing of Awards and Decorations..... | 144 |
| Professional Examinations (PROFEX)..... | 145 |
| Promotion of Enlisted Personnel..... | 146 |
| Processing of Financial Claims..... | 147 |
| Clothing Allowance for Civilian HRs..... | 147-148 |
| Combat Pay..... | 148-149 |
| Commutation of Unused Leave..... | 150-151 |
| Flying Duty Pay..... | 151-152 |
| Hazardous Duty Pay..... | 153-154 |
| Instructors Duty Pay..... | 154-155 |
| Magna Carta for Health Workers..... | 155-157 |
| Parachutist Duty Pay..... | 157-158 |
| Payment of Medal of Valor..... | 159-160 |
| Payment of Mid-Year/Year-End Bonus..... | 160-161 |
| Payment of Promotion Differential..... | 162-163 |
| Payment of Reenlistment Clothing Allowance (RCA)..... | 163-164 |
| Payment on Pay and Allowances (ATM)..... | 165-166 |
| Performance Based Bonus..... | 167-168 |
| Procurement of Supplies from PSDBM with Amendment of APR..... | 168-169 |
| Procurement thru PSDBM (Negotiated 53.5)..... | 169-170 |
| Productivity Enhancement Incentive (PEI)..... | 171-172 |
| Reimbursement of Hospitalization Expenses (RHE)..... | 172-173 |
| Reimbursement of Local Travel..... | 174-175 |
| Subsistence Allowances (SA)..... | 175-177 |
| Promotion of Officers from O1 to O5..... | 177-178 |
| Readjustment of Ranks of EP with Inactive Reserve Officer Status and/or as Licensed Professionals..... | 178-179 |



| | |
|---|-----|
| Receipt and Issuance of Supplies and Equipment..... | 179 |
| Storage of Supplies and Equipment..... | 180 |
| Termination and Enlistment of Candidate Soldiers..... | 181 |
| Updating to PAOSLL..... | 182 |

Philippine Army Major Units (Field Offices)

External Services

| | |
|--|---------|
| Disposition of Domestic-Related Complaints/Reports | 184-186 |
| Investigation of other ESPA-Related Complaints/Reports | 187-189 |
| Philippine Army Pre-entry Exams (AFPSAT, AQE & SWE)..... | 189-191 |
| Recruitment of PA Officers (OCC and OPC)..... | 191-192 |
| Rendering of Legal Advice..... | 193 |
| Response to Domestic-Related Queries | 194-195 |

Internal Services

| | |
|---|---------|
| Accounting of Supplies and Equipment..... | 197 |
| Investigation of other ESPA-Related Complaints/Reports..... | 198-200 |
| Issuance of FPAO Clearance..... | 200 |
| Issuance of ODSJA Clearance/Certification..... | 200-202 |
| Issuance of Supplies and Equipment..... | 203 |
| Reproduction of SALN..... | 204-206 |

General Support

| | |
|---|---------|
| Issuance of PAO, GS Clearance..... | 208 |
| Receipt and Issuance of Supplies and Equipment..... | 208-209 |
| Storage of Supplies and Equipment..... | 209 |



Headquarters Philippine Army

External Services



1. AGH Dietary Service

AGH Dietary Service provides nutritious and appropriate meals for the patients confined in AGH.

| | | | | |
|---|---|--|------------------------|------------------------------|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Accomplished Hospital Discharge Clearance for signature | 1. Receive patient's Hospital Discharge Clearance and issue mess clearance slip | None | 5 mins | <i>Duty Dietician</i> |
| 2. Pay charges at Finance Office and receive Official Receipt | | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | 5 mins | <i>Client</i> |
| 3. Submit Official Receipt to Dietary Office | 2. Receive and record Official Receipt | None | 5 mins | <i>Duty Dietician</i> |
| | 3. Facilitate the signing of patient's hospital discharge clearance on mess | None | 5 mins | <i>Chief Dietary Section</i> |



2. AGH Emergency Room Service

AGH Emergency Room Service ensures appropriate assessment, treatment and disposition to all patients needing emergency care.

| | | | | |
|--|---|--|--|-------------------------------------|
| Office or Division | AGH, HHS, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide personal details as necessary | 1. Assess the Patient | None | 15 mins | <i>MOD/Duty RN/RM</i> |
| | 2. Prepare medical requirements | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | Depends on patient's requirement | <i>MOD/Duty RN/RM</i> |
| | 3. Provide resuscitation as needed | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | Depends on patient's requirement | <i>MOD/ RN/ RM</i> |
| | 4. Facilitate patient transfer to other facility as necessary | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | Depends on availability of bed of receiving hospital | <i>MOD/ Wardman/ RN/ RM</i> |
| | 5. Facilitate Post Mortem Care as necessary | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | 30-40 mins | <i>MOD/ Wardman/ Aidman/ RN/ RM</i> |
| | 6. Prepare admission requirement as applicable | It depends on the procedure (Pls see attached Cir 1 | 20 mins | <i>MOD/ Wardman/ RN/ RM</i> |



| | | | | |
|--|--|---|----------------------------------|-------------------------------------|
| | | Schedule of Rates and Charges | | |
| | 7. Provide initial medication and facilitate diagnostic tests as necessary | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | Depends on patient's requirement | <i>MOD/ RN/ Registrar Personnel</i> |
| | 8. Record disposition | None | 10 mins | <i>SHOD/ MOD/ RN/</i> |

3. AGH Finance Service

AGH Finance Service provides accurate and timely billing and collections prior release of Official Receipt and Discharge Clearance of patients.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| Referral Slip | | | AGH | |
| Discharge Clearance | | | AGH | |
| Charge Slip | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Referral Slip/ Discharge Clearance | 1. Receive referral slip/ discharge clearance and check for completeness of data | None | 5 mins | <i>Duty Finance Section</i> |
| | 2. Determine cost of procedures | None | 5 mins | <i>Duty Finance Section</i> |
| | 3. Prepare charge slip to patient | None | 5 mins | <i>Duty Finance Section</i> |
| 2. Pay balance indicated in the charge slip | 4. Finance Sergeant to receive payment | None | 5 mins | <i>Finance Sergeant/ Collecting Agent</i> |



| | | | | |
|--|--|------|---------|--|
| | 5. Facilitate signing and issuance of Official Receipt | None | 15 mins | Finance Sergeant/ Collecting Agent/ Finance Officer |
| | 6. Release OR to Patient | None | 5 mins | Duty Finance Section |
| | 7. Keep record of released OR and update Cash Book | None | 5 mins | Duty Finance Section/ Finance Sergeant/ Collecting Agent |

4. AGH In- Patient Service

AGH In-Patient Service ensures appropriate assessment and treatment to all patients confined in seven (7) AGH Wards namely Male Medical Ward 1, Male Medical Ward 2, Heroes Ward 1, Heroes Ward 2, Dependents Ward, Male Surgical Ward, and Obstetrics-Gynecological Ward.

| | | | | |
|--|--|--|------------------------|---------------------------|
| Office or Division | AGH, HHSB, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide personal details as necessary | 1. Prepare admission requirements | None | 15 mins | Duty RN/RM |
| | 2. Receive patient from ER/ Out-patient | None | 15 mins | SHOD/ MOD/ RN/ RM |
| | 3. Assess patient and provide treatment and care | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | 20 mins | SHOD/ MOD/ RN/ RM |
| | 4. Facilitate patient for Medical | It depends on the procedure (Pls see | 30-40 mins | |



| | | | | |
|---|--|---|------------|---|
| | Procedure/ Operation as necessary | attached Cir 1 Schedule of Rates and Charges | | <i>MOD/ Wardman/ RN/ RM</i> |
| | 5. Facilitate patient evacuation as necessary | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | 30-40 mins | <i>MOD/ Wardman/ Aidman/ RN/ RM</i> |
| | 6. Facilitate Post Mortem Care as necessary | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | 20 mins | <i>MOD/ Wardman/ RN/ RM</i> |
| | 7. Prepare discharge documents as applicable | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | 20-30 mins | <i>SHOD/ MOD/ RN/ Registrar Personnel</i> |
| Note: The above turnaround time varies depending on case management requirement and patient condition | | | | |

5. AGH Laboratory Service

AGH Laboratory provides accurate and precise laboratory results to clients.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide personal details as necessary | 1. Receive patient's request/ Endorsement from Authorized Personnel | None | 5 mins | <i>Duty RMT</i> |
| | 2. Collect specimen from the patient | None | 10- 15 mins | <i>Duty RMT</i> |



| | | | | |
|--|---------------------------------------|---|-------------------|-------------------------|
| | 3. Process the collected specimen | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | 5-50 mins | <i>Duty RMT</i> |
| | 4. Analyze the result and keep record | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | 15 mins | <i>Duty Pathologist</i> |
| | 5. Issue result | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | Upon availability | <i>RMT</i> |

6. AGH Out- Patient Service

AGH Out- Patient Service ensures correct health consultation of the patients and provides appropriate treatment necessary.

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide personal details as necessary | 1. Receive the patient and facilitate consultation | None | 15 mins | <i>Duty RN/RM/ MOD</i> |
| | 2. Assess the patient | None | 15 mins | <i>MOD</i> |
| | 3. Provide patient's final disposition and treatment | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | 20 mins | <i>Duty RN/RM/ MOD</i> |



| | | | | |
|--|-------------------------------------|------|---------|------------------------|
| | 4. Keep and update patient's record | None | 15 mins | <i>Duty RN/RM/ MOD</i> |
|--|-------------------------------------|------|---------|------------------------|

7. AGH Patient Referral/ Evacuation Service

AGH Patient Referral/ Evacuation Service provides safe and immediate patient transport to other hospitals/ health institutions.

| | | | | |
|----------------------------------|---|------------------------|--|--|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Issue movement clearance | 1. Receive movement clearance from Operations | None | 5 mins | <i>Duty Operations</i> |
| | 2. Notify Motor and Transport Officer about the details of the movement | None | 10 mins | <i>Duty Motorpool/ Motor and Transport Officer</i> |
| | 3. Recheck vehicle to be used using BLOWBAGETS matrix | None | 10 mins | <i>Duty Driver</i> |
| | 4. Conduct patient transport | None | Depends on location of receiving hospital and patient case endorsement | <i>Duty Driver</i> |
| | 5. Clean and disinfect the vehicle upon return. | None | 30 mins | <i>Duty Driver</i> |
| | 6. Keep and update record of movement | None | 5 mins | <i>Duty Driver</i> |



8. AGH Pharmacy Service

AGH Pharmacy Service dispense correct medicines based on prescriptions provided to patients.

| | | | | |
|----------------------------------|--|--|------------------------|---------------------------|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide prescription | 1. Receive prescription from the patient | None | 5 mins | <i>Duty Pharmacy</i> |
| | 2. Dispense medicines available in the inventory | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | 5 mins | <i>Duty Pharmacy</i> |
| | 3. Draft purchase request for medicines not available in the inventory | None | 10 mins | <i>Duty Pharmacy</i> |
| | 4. Keep record of dispensed medicines | None | 10 mins | <i>Duty Pharmacy</i> |
| | 5. Submit periodic inventory report | None | 30 mins | <i>Duty Pharmacy</i> |

9. AGH Radiology Service

AGH Radiology Service provides appropriate imaging procedures for the patients.

| | | | | |
|----------------------------------|----------------------------|--|------------------------|--|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |



| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|-------------------------------------|--|-----------------|-----------------------------------|
| 1. Submit doctor's order/ request and provide information necessary | 1. Receive doctor's orders/ request | None | 5 mins | <i>Duty Rad Tech</i> |
| | 2. Facilitate filling of forms | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | 5 mins | <i>Duty Rad Tech</i> |
| | 3. Process patient's imaging | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges) | 15 mins | <i>Duty Rad Tech</i> |
| | 4. Analyze the processed image | None | 15 mins | <i>Duty Rad Tech/ Radiologist</i> |
| | 5. Encode the result | None | 15 mins | <i>Duty Rad Tech</i> |
| | 6. Release the result | None | 5 mins | <i>Duty Rad Tech</i> |
| | 7. Keep record of results | None | 5 mins | <i>Duty Rad Tech</i> |

10. AGH Registrar Service

AGH Registrar Service timely issues medical document needed by the patient.

| Office or Division | AGH, HHSG, PA | | | |
|---|----------------------------|-----------------|------------------------|-----------------------|
| Classification | Highly Technical | | | |
| Type of Transaction | G2C- Government to Citizen | | | |
| Who may avail | Authorized Civilian | | | |
| Checklist of Requirements | | | Where to Secure | |
| Government Issued ID | | | Government Agencies | |
| CO, AGH authorization | | | AGH | |
| Official Receipt | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request and provide information necessary | 1. Receive the request | None | 5 mins | <i>Duty Registrar</i> |



| | | | | |
|--|---|---|---------|-----------------------|
| | 2. Facilitate filling of registrar form | None | 5 mins | <i>Duty Registrar</i> |
| | 3. Facilitate signing of document | None | 15 mins | <i>Duty Registrar</i> |
| | 4. Release the medical document | It depends on the procedure (Pls see attached Cir 1 Schedule of Rates and Charges | 5 mins | <i>Duty Registrar</i> |
| | 5. Keep record of released document | None | 5 mins | <i>Duty Registrar</i> |

11. Appeal for Re-entry/Re-CAD of Officers

This process includes the application for Re-entry of Former Officers

| | | | | |
|---|--|--------------------------------------|------------------------|--------------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All Officers previously separated from the service | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Statement of Service | | Office of the Army Adjutant | | |
| 2. Separation or Reversion Order | | Office of the Army Adjutant | | |
| 3. Police / NBI Clearance | | Municipal Police Office & NBI Office | | |
| 4. Latest Efficiency Rating (OER & CER) | | Previous Unit Assigned | | |
| 5. Command Clearance | | PA level | | |
| 6. Statement of Last Payment | | FCPA | | |
| 7. Request for Appeal | | Applicant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit documents to Attrition Branch | 1. Receive/ check the completeness of documents 2. C, Attrition Branch will inform the applicant on the schedule of interview | None | 5 mins | <i>C, Attrition, RAD, APMC</i> |
| 2. Appear to PA Re-CAD/Re-Entry and Reinstatement Board for interview | 3. The Philippine Army Re-CAD/Re-Entry & Reinstatement Board (PARRRB) shall convene & conducts deliberation. | None | 1 day | <i>Board Secretariat</i> |



| | | | | |
|---|---|-------------|-----------------------------|---------------------------------|
| | 4. Chairman of PARRRB endorses board resolution to OG1, PA | None | 1 day | C, <i>Deliberation Board</i> |
| | 5. The Secretariat will inform the applicant that the board resolution was forwarded to OG1, PA | | 1 min | <i>Board Secretariat</i> |
| TOTAL: | | None | 2 Days and 6 minutes | |
| Service is covered under HPA Letter Directive dated 22 May 2017, Subject; Implementing Guidelines and Procedures of Re-CAD/Re-Entry of Officers and Reinstatement of Former Enlisted Personnel in the Philippine Army | | | | |

12. Appeal for Re-Instatement of former Enlisted Personnel

This process includes the application for reinstatement of former EP.

| | | | | |
|---|--|--------------------------|------------------------|-----------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All EP previously separated from the service | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Recommendation from PAMU Commander | | Phil Army Major Units | | |
| 2. Board Resolution (PAMU level) | | Phil Army Major Units | | |
| 3. Statement of Service | | Army Adjutant General | | |
| 4. Separation/Discharge Order | | Army Adjutant General | | |
| 5. Police / NBI Clearance | | Municipal Police & NBI | | |
| 6. Latest Efficiency Rating (EPEM) | | Former unit | | |
| 7. Command Clearance | | Former PAMU | | |
| 8. Statement of Last Payment | | FCPA or former unit FSSU | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit documents | 1. Check the completeness of documents | None | 5 mins | <i>Attrition, RAD, APMC</i> |
| 2. Appear to PA Re-CAD/Re-Entry and Reinstatement Board for interview | 2. The Philippine Army Re-CAD/Re-Entry & Reinstatement Board (PARRRB) shall convene & conducts deliberation. | None | 1 day | <i>Board Secretariat</i> |



| | | | | |
|---|---|-------------|-----------------------------|------------------------------|
| | 3. Chairman of PARRRB endorses board resolution to OG1, PA | None | 1 day | <i>C, Deliberation Board</i> |
| | 4. The Secretariat will inform the applicant that the board resolution was forwarded to OG1, PA | | 1 min | <i>Board Secretariat</i> |
| TOTAL: | | None | 2 days and 6 minutes | |
| Service is covered under HPA Letter Directive dated 22 May 2017, Subject; Implementing Guidelines and Procedures of Re-CAD/Re-Entry of Officers and Reinstatement of Former Enlisted Personnel in the Philippine Army | | | | |

13. Authentication of Documents

Upon request by individuals or personnel, the Office of the Army Judge Advocate (Admin Branch) authenticates documents that were issued by the Office. The authenticity of such documents is verified/examined by the NCO.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Admin Branch, OAJA, PA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All military, civilian personnel and their beneficiaries. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Declaration of Beneficiaries (1 Original Document and 8 copies) | | Army Adjutant (PGAB) | | |
| Decree of Final Distribution (1 original document and 8 copies) | | Army Adjutant (PGAB) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present his/her ID and submit the documents to be authenticated to the NCO and sign in the Client Logbook in the Message Center. | 1. Receive the Client's ID with the documents to be authenticated and verify its authenticity. Only documents issued by the Office will be authenticated | None | 15 minutes | <i>Record NCO on duty in the Message Center</i> OAJA, PA |
| | 1.1 Record NCO signs the document/s after verification and forward it to the Admin officer for signature. | | | |
| | 1.2 Admin Officer signs the documents. | None | 5 minutes | <i>C, Admin Branch,</i> |



| | | | | |
|---|--|-------------|-------------------|---|
| | | | | OAJA, PA |
| 2. Sign Client/Receiving Logbook for the release of the authenticated document/s. | | | 1 min | <i>Record NCO on duty in the Message Center</i> OAJA, PA |
| TOTAL | | None | 20 minutes | |

14. Collection on Payment of Non-Appropriated Fund (NAF) and Appropriated Fund (AF)

Collection for the monthly consumption of light and water, Military/Dependents ID billing, rental/lease on facilities owned by Philippine Army, overpayments of Philippine Army Personnel who were discharge, AWOL, terminated and retired from the service, collection from supplier for Surety Bond/ Performance Bond to guarantee satisfactory completion of a project, Philippine Army Personnel with property and money accountability, Collection from Philippine Army Personnel who were discharge, AWOL, terminated and retired from the service thru B4 Account.

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | FCPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Active PA Personnel and Dependents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Order of Payment (Light and Water) | | Office of the Non-Appropriated Fund | | |
| ID Application Form authenticated by IMO, OAA (Military/Dependents ID) | | Office of the Army Adjutant | | |
| Order of Payment (Rentals and overpaid P/A) | | Accounting Service Philippine Army | | |
| Order of Payment (Bid and Security Performance Bond) | | Philippine Army Procurement Center or Philippine Army Bids & Awards Committee | | |
| Demand Letter or Order of Payment (Property and Money Accountability). | | Philippine Army Accountability & Liability Adjudication Board or Accounting Service Philippine Army | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the following whichever is applicable/necessary: a. Light and Water Bill for Light and Water; | 1.1 Encoding of details | Amount of Bill Non-Appropriated and Appropriated Fund | 3 mins | Collecting Clerk |
| | 1.2 Signing of Official Receipt (OR) | N/A | 1 min | Collecting Officer |



| | | | | |
|--|----------------------------------|------------|---------------|------------------|
| <p>b. ID application Form w/ authentication from IMB for Military/Dependents ID;</p> <p>c. Bill/ Order of Payment from ASPA for rentals and overpaid pay and allowances, B4 Account;</p> <p>d. Order of Payment from PABAC for Bid Security & Performance Bond;</p> <p>e. Demand Letter or Order of Payment from PAALAB or ASPA for Property and Money Accountability;</p> | | | | |
| 2. Receive OR | 2.1 Issuance of Official Receipt | N/A | 1 min | Collecting Clerk |
| TOTAL: | | N/A | 5 mins | |

15. Creation of Payroll

This procedure is being done when the FCPA receives requests from PA Training Units and newly activated unit thru the FSFOs for the creation of unit payroll and class payroll of new class of pre-entry soldiers.

| | |
|---|--------------------------------------|
| Office or Division: | FCPA |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | All Active Philippine Army personnel |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Pre-entry: | FSFO |
| Transmittal from FSFO (Radio Message or STL) | Army Adjutant (PGAB) |
| Letter Request from Unit (STL or Radio Message) | Concerned Unit |
| Training Directive | Concerned Unit |



| Call to Military Training Order/Appointment Order | Concerned Unit | | | |
|--|--|-----------------|-----------------|-----------------------|
| Roster of Troops with complete Data (F/Name, M/Name, Last Name, Extension Name, Gender, DOB, PHIC,TIN no, &Pag-ibig MID No) | Concerned Unit | | | |
| After Opening Report | Concerned Unit | | | |
| 2. Activation of Unit: | | | | |
| Transmittal from FSFO (Radio Message or STL) | FSFO | | | |
| Letter Request from Unit (STL or Radio Message) | Concerned Unit | | | |
| Activation Order | Concerned Unit | | | |
| Roster of Troops | Concerned Unit | | | |
| Designation Orders of Signatories of Payroll | Concerned Unit | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Unit Commander/ Commandant of the Training Institution thru the FSFOs forward requests with complete attachments to FCPA. | 1. OTB receives letter requests with complete attachments from concerned FSFO. | None | 5 mins | <i>Monitoring NCO</i> |
| | 2. Prepare SDF for signature of Chief, OTB with Memorandum and attached supporting documents | None | 20 mins | <i>Operation NCO</i> |
| | 3. Forward complete package of SDF to Command Section for notation of Executive Officer and Deputy Director and for approval of Director, FCPA | None | 30 mins | <i>Messenger</i> |
| | 4. Furnish copy of Approved Memo to concerned Branches and FSFO of this Center | None | 10 mins | <i>Messenger</i> |



| | | | | |
|--------------|---|-------------|---------------------------|--------------------|
| | 5. EDP encoder creates the new payroll and forward the same to concerned FSFO | None | 1 hour | <i>MRC Encoder</i> |
| TOTAL | | None | 2 hrs & 5 mins | |

16. Disposition of Domestic-Related Complaints/Reports

Domestic cases are complaints filed against Philippine Army (PA) personnel by their **legitimate dependents** (i.e. legitimate children, current spouse, representative/s or legal guardian of the PA personnel's legitimate children) when it comes to economic abuse (abandonment, non-support, and insufficient support), physical, emotional, sexual, and psychological abuse as defined under Republic Act 9262. These issues are usually handled by OESPA, PAMUs, but in special cases, by OACESPA. Former spouse, live-in partner or any person who has not been married to the PA personnel and the children born therefrom are not considered legitimate dependents and are placed under the jurisdiction of the Provost Marshal.

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | OACESPA | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Legitimate dependents of Philippine Army personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Dependent ID/Government-Issued ID (1 original copy) | | IDP Branch, Office of the Army Adjutant/ Issuing Government Agencies | | |
| 2. Notarized Affidavit of Complaint (1 original copy) | | Any law firm/office | | |
| 3. Documentary evidence/s (1 original copy for each document/evidence to include PSA original copy of Marriage Certificate and PSA original copy of birth certificate, if applicable) | | Complainant/ Philippine Statistics Authority | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>If done in-person:</u> 1. The client approaches the investigation personnel of OACESPA and logs-in to the logbook. | 1.1 The investigation personnel will give the logbook and require the client to log-in. | None | Three (3) minutes | C, IIB/IIB NCO, OACESPA |
| <u>If done via email:</u> 1. The client introduces herself/himself | 1.1 The investigation personnel will acknowledge receipt | | | |

| | | | | |
|---|---|------|-------------------|-------------------------|
| and communicates her/his concern via email to be sent at oacespa@gmail.com | of the email and ask further details about the client's identity and her/his concern. | None | One (1) day | C, IIB/IIB NCO, OACESPA |
| <u>If done in-person:</u> 2. Client submits the pertinent documents to the investigation personnel. | 2.1 The investigation personnel will check the completeness of the documents and encode the complaint in the master list/database of cases | None | Seven (7) minutes | C, IIB/IIB NCO, OACESPA |
| <u>If done via email:</u> 2. The client submits the pertinent documents at oacespa@gmail.com | 2.1 The investigation personnel will acknowledge receipt of the email, check the completeness of the documents, and encode the complaint in the master list/database of cases | None | One (1) day | C, IIB/IIB NCO, OACESPA |
| | 2.2 The investigation personnel will summon the respondent personnel for appearance at the office. | None | Ten (10) days | C, IIB/IIB NCO, OACESPA |
| | 2.3 Investigation personnel will send invitation letter to the client for appearance. | None | One (1) day | C, IIB/IIB NCO, OACESPA |
| <u>If done in-person:</u> 3. Complainant comes back to office for possible settlement or expresses her/his intent in filing of formal case | 3.1 Investigation personnel will initiate settlement/conciliation upon reporting of the parties at OACESPA. | None | Four (4) hours | C, IIB/IIB NCO, OACESPA |
| <u>If done via email:</u> | | | | |



| | | | | |
|--|---|------|---|-------------------------|
| Complainant logs-in to OACESPA's Zoom meeting room for possible settlement or expresses her/his intent in filing of formal case. | 3.1 Investigation personnel will facilitate the Zoom meeting between the client and respondent and will initiate the settlement/conciliation | None | Four (4) hours | C, IIB/IIB NCO, OACESPA |
| | If amicably settled: 3.2 Investigation personnel will prepare the result of action taken/disposition of the case 3.3 Investigation personnel will facilitate its submission to CG, PA for approval as recommended by ACESPA. | None | Thirty (30) days | C, IIB/IIB NCO, OACESPA |
| | If not amicably settled: 3.2 Investigation personnel will conduct formal investigation and come-up with an Investigation Report package 3.3 Submit to CG, PA for approval as recommended by ACESPA. | None | Forty-four (44) days | C, IIB/IIB NCO, OACESPA |
| | 3.4 Investigation personnel will inform all concerned on the approved final disposition of the case/complaint. | None | Two (2) days | C, IIB/IIB NCO, OACESPA |
| TOTAL (for AMICABLY SETTLED in-person transaction) | | None | 43 days, 4 hours, and 10 minutes | |
| TOTAL (for NOT AMICABLY SETTLED in-person transaction) | | None | 57 days, 4 hours, and 10 minutes | |
| TOTAL (for AMICABLY SETTLED via e-mail transaction) | | None | 45 days and 4 hours, | |
| TOTAL (for NOT AMICABLY SETTLED | | None | 59 days and | |



| | |
|--|----------------|
| via e-mail transaction) | 4 hours |
| Service is covered under HPA Personnel Directive Nr: 01 dated 26 April 2019 with subject: Implementing Guidelines in the Settlement/Disposition of Domestic-Related Cases in the Philippine Army | |

17. Financial Clearance

Financial Clearance is one of the mandatory requirements required by the Accounting Service Philippine Army (ASPA) prior issuance of Accounting Clearance, it is use to verify that a military or civilian human resource of the Philippine Army has or has no existing financial obligations prior processing of financial claims.

| | | | | |
|--|---|------------------------|--|--|
| Office or Division: | FCPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen | | | |
| Who may avail: | Military and Civilian Human Resource of Philippine Army or their legal dependents. | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter Request with duplicate copy | | | Respective Unit | |
| 2. Statement of Last Payment | | | FRB, FCPA | |
| 3. Personal Data Sheet | | | PGAB - Military Personnel CPO – Civilian Employee | |
| 4. HPA Discharge Order (<i>add'l requirement for discharged</i>) | | | Office of the Army Adjutant | |
| 5. Death Certificate (<i>add'l requirement for deceased</i>) | | | PSA | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit necessary supporting Papers. | 1. IB personnel inspects the completeness and the authenticity of the submitted supporting documents. | None | 5 mins | <i>Clearance NCO</i> |
| 2. Wait for the issuance of clearance. | 2. IB personnel draft and print the financial clearance. | None | 5 mins | <i>Clearance NCO/ Branch NCO/ NCO/</i> |
| | 2.1 If no erroneous entry were made, Branch NCO will sign his initial under the name of Chief, IB and will deliver the clearance to Chief, IB for approval and signature. | | | |
| | 2.2. Chief Intel Branch will review | | 3 mins | |



| | | | | |
|---|--|-------------|----------------|----------------------------------|
| | and sign the clearance. | | | <i>Chief Intelligence</i> |
| 3. Client will receive the clearance and signed in the logbook. | 3. Clearance NCO /Branch NCO will record the clearance in the logbook prior issuance of clearance. | None | 3 Mins | <i>Clearance NCO /Branch NCO</i> |
| TOTAL: | | None | 16 mins | |

18. Investigation/Disposition of other ESPA complaints/reports

Other ESPA complaints/reports include alleged violations by Philippine Army and civilian personnel of RA 6713, RA 3019, RA 1379, RA 7877, RA 8353, RA 11313, Revised Penal Code Title Seven, and Article of War 95 (Frauds against the Government).

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| Office or Division: | OACESPA | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Notarized Affidavit of Complaint (1 original copy) | | Any law firm/office | | |
| 2. Documentary evidence/s (1 original copy per evidence) | | Complainant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>If done in-person:</u> 1. The client approaches the investigation personnel of OACESPA and logs-in to the logbook. | 1.1 The investigation personnel will give the logbook and require the client to log-in. | None | Three (3) minutes | C, IIB/IIB NCO, OACESPA |
| <u>If done via email:</u> 1. The client introduces herself/himself and communicates her/his concern via email to be sent at oacespa@gmail.com | 1.1 The investigation personnel will acknowledge receipt of the email and ask further details about the client's identity and her/his concern. | None | One (1) day | C, IIB/IIB NCO, OACESPA |
| <u>If done in-person:</u> | | | | |



| | | | | |
|--|--|-------------------------|---|---|
| <p>2. Complainant submits his/her affidavit-complaint and pertinent documents to the investigation personnel</p> <p><u>If done via email:</u></p> <p>2. Complainant submits her/his affidavit-complaint and pertinent documents at oacespa@gmail.com</p> | <p>2.1 The investigation personnel will check the completeness of the documents and encode the complaint in the master list/database of cases</p> <p>2.1 The investigation personnel will acknowledge receipt of the email, check the completeness of the documents, and encode the complaint in the master list/database of cases</p> | <p>None</p> <p>None</p> | <p>Seven (7) Minutes</p> <p>One (1) day</p> | <p>C, IIB/IIB NCO, OACESPA</p> <p>C, IIB/IIB NCO, OACESPA</p> |
| | <p>2.2 The investigation personnel will inform the complainant thru email or in-person to submit lacking documents (if there are any)</p> | <p>None</p> | <p>Five (5) Minutes</p> | <p>C, IIB/IIB NCO, OACESPA</p> |
| | <p>2.3 The investigation personnel will summon the respondent and other personnel involved and require them to submit their respective counter-affidavits.</p> | <p>None</p> | <p>Ten (10) days</p> | <p>C, IIB/IIB NCO, OACESPA</p> |
| | <p>2.4 Upon reporting of the respondent and other personnel involved in the case, investigation personnel will initiate the conduct of investigation through taking of the Sworn Statements.</p> | <p>None</p> | <p>Five (5) days</p> | <p>C, IIB/IIB NCO, OACESPA</p> |
| | <p>2.5 Investigation personnel will prepare the investigation report and the</p> | <p>None</p> | <p>Twenty-six (26) days</p> | <p>C, IIB/IIB NCO, OACESPA</p> |



| | | | | |
|--|--|-------------|---|-------------------------|
| | disposition of the case (IR/SDF) for approval of CG, PA as recommended by ACESPA. | | | |
| | 2.6 Investigation personnel will inform all concerned on the approved final disposition of the case/complaint. | None | Two (2) days | C, IIB/IIB NCO, OACESPA |
| TOTAL (for in-person complaints) | | None | Forty-three (43) days and 15 minutes | |
| TOTAL (for complaints via email) | | None | Forty-five (45) days and 5 minutes | |
| Service is covered under HPA Personnel Directive Nr 01 dated 09 March 2016, subject: Disposition of Administrative Cases and Imposition of Sanctions | | | | |

19. Issuance of Certification for Bonafide Members for Active Military Personnel and Legal Dependents

The Certificate of Bonafide Member is one of the requirements to facilitate the supporting documents for Special Financial Assistance, reimbursement of hospital expenses, loans, legal beneficiaries of military personnel, dependents and other stakeholders. This Certification is valid for six (6) months only.

| | | | | |
|---|--|------------------------|------------------------|------------------------------|
| Office or Division: | OAA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Active Military Personnel and Dependents/Legal Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request | | Last Unit Assignment | | |
| 2. Updated Summary of Information (SOI) | | IMB, OAA, PA | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents to the Duty Enlisted Personnel/Admin NCO at the OAA lobby. | 1. Receive the letter request, validate and process the data | None | 20 minutes | Admin NCO, Admin Branch, OAA |



| | | | | |
|--|--|-------------|-------------------|---------------------------------------|
| | 1. For signature of Admin Officer. | None | Ten (10) minutes | Chief Admin Branch, OAA |
| 2. Sign in the Customer Log Book at OAA lobby. | 2. Certificate shall be released by the duty EP at the OAA lobby | None | None | Duty EP/ Admin NCO, Admin Branch, OAA |
| TOTAL: | | None | 30 minutes | |

20. Issuance for Financial Records

Issuance of Financial Records such as Copy of Payslip, OR (Pag-IBIG, PhilHealth, GSIS & other OR) remittance deductions, BIR Form 2316, COE & other related Financial Certifications.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | FCPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <u>For Personal Request</u> | | | | |
| 1. AFP ID (Military/CHR) | | Concerned Personnel | | |
| 2. Filled up Requisition Form | | FRB | | |
| <u>For Representative/Liaison</u> | | | | |
| 1. Authorization Letter/Data Privacy Act Consent Form | | Concerned Personnel | | |
| 2. Xerox of AFP ID (Military/CHR) | | Concerned Personnel | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit of Documentary Requirements | 1. Checking and Processing of Documentary Requirements. | None | 1 Min | <i>Records NCO</i> |
| | 2. Preparation of Financial Records | None | 5 mins | <i>Records NCO</i> |
| | 3. Approval of Chief, FRB | None | 1 min | <i>Chief, FRB</i> |
| | 4. Releasing | None | 1 min | <i>Records NCO</i> |
| TOTAL: | | None | 8 mins | |
| Service is covered under HFCPA letter Directive dated 30 June 2015, Subject: Comprehensive Guidelines on Issuance of Financial Records. | | | | |



21. Issuance of Statement of Service, Military Leave Records and Certification of Legal Beneficiaries and Bonafide Members (Death Claims)

This Certificate is issued to declare legal beneficiary/ies of military personnel who died **In-Line-Of-Duty** status, thus, have the rights to claim benefits such as:

- Survivorship Benefit Claims
- Special Financial Assistance (SFA)
- House and Lot Remuneration
- Other affiliated financial institutions

Military Personnel whose death is considered **Not In-Line-Of-Duty** may also be issued with Certification with purposes limited to claim benefits from affiliated financial institution. Priority shall be given to the bereaved family of those who were Killed-in-Action upon submission of required documents.

| | | | | |
|---|--|------------------------------|---|--|
| Office or Division: | OAA | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Dependents/Legal Beneficiaries/ Authorized Representatives | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1 Complete Military Personnel File (MPF) | | Records Branch, OAA,PA | | |
| 2.Letter Request | | Last Unit Assignment | | |
| 3.Certificate of Beneficiaries (1 original copy) | | Last Unit Assignment | | |
| 4.Casualty Report (1 original copy) | | Last Unit Assignment | | |
| 5.Death Certificate (1 original copy with Official receipt) | | Philippine Statistics Office | | |
| 6. Duly Notarized Special Power of Attorney (for authorized representatives only) | | Any Law Firm/Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents to the Duty Records Processing NCO at the OAA lobby. | Receive the letter request/application folder | None | 20 minutes | <i>Duty Records Processing NCO</i> |
| | Process the SOS/ Leave Records/ Certificate of Beneficiaries and | None | One (1) day, seven (7) hours and 35 minutes | <i>Records Processing NCO, Records Branch, OAA</i> |



| | | | | |
|--|---|-------------|-----------------------|--|
| | Certificate of Bonafide Members | | | |
| | For signature of C, Records Branch and Army Adjutant | None | One (1) day | |
| 2. Sign in the Customer Log Book at OAA lobby. | Certificate shall be released by the duty EP at the OAA lobby | None | Five (5) minutes | <i>Duty EP/ Admin NCO, Admin Branch, OAA</i> |
| TOTAL: | | None | Three (3) days | |

22. Issuance of Military, Civilian Human Resource and Dependents' Identification Card (ID)

AFP ID shall be issued to military personnel in the active service, their qualified dependents and civilian human resources and be used for official transactions as required. Applications considered as non-appearance will be given a schedule once the ID is available for release.

| Office or Division: | OAA | |
|---|--|----------------------------------|
| Classification: | Highly Technical | |
| Type of Transaction: | G2C - Government to Citizen | |
| Who may avail: | Active Military Personnel, Civilian Human Resource, and Legal Dependents | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| <u>Active Officer/Enlisted Personnel</u> | | ID Processing Branch Window, OAA |
| 1. Application form duly accomplished and endorsed by applicant's Admin Officer | | |
| 2. Officer – 1 Authenticated copy of latest Promotion Order EP- Authenticated copy of latest Re-enlistment Order | | |
| 3. Old AFP ID to be surrendered (if lost, attach Affidavit of Loss) - 1 orig copy | | Any Law Firm/Office |
| <u>Dependents:</u> | | |
| a. Application form duly accomplished and endorsed by applicant's Admin Officer | | |
| b. Spouse – Authenticated copy of marriage contract issued by PSA | | Philippine Statistics Authority |



| <p>Children – Authenticated copy of birth certificate issued by PSA (only below 21 years old are qualified dependents)</p> <p>Parents – Authenticated copy of marriage contract and active personnel birth certificate (for married, age of parents should be 60 years old and above to be qualified)</p> | | | | |
|---|---|--|------------------------|---------------------------------|
| c.Authenticated copy of promotion order (Officer)/Re-enlistment order (EP) | | OTAG,GHQ/ Division/Unit Assignment | | |
| d.Old AFP ID (if renewal) (if lost, attach Affidavit of Loss) | | Any Law Firm/Office | | |
| e.Any valid ID | | Any Government Office | | |
| *Civilian HR (Requirements to be processed and endorsed by CPO, APMC OAA facilitates only the picture taking and ID printing) | | Civilian Personnel Office, APMC, PA | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly accomplished application form at IMB,OAA for Validation | 1.Receive the required documents and validate the data | None | 15 minutes | <i>IMB Validation NCO</i> |
| 2. Pay the required fees at the PCB, FCPA (For dependents ID and lost ID ONLY. If not, proceed to Step | 2. Receive the payment and issue Official Receipt | Dependents ID: PhP45.00 Lost ID:PhP90.00 | 15 minutes | <i>PCB Processing NCO, FCPA</i> |
| 3.Submit the validated documents to the Duty Enlisted Personnel/ID Processing NCO at the IDP window. | 3.Receive the required documents and process the data (Data Capture) For Appearance: Biometric, picture taking, thumb mark and signature For Non-appearance: | None | 15 minutes | <i>ID Processing NCO</i> |



| | | | | |
|--|---|------------------|-------------------|-------------------|
| | Cropping of picture, thumb mark and signature | | | |
| | 4. Print the ID Card | None | 2 minutes | ID Processing NCO |
| 4. Sign in the Customer Log Book at IDP Branch | 5. ID Card Shall be released at the ID Processing Branch Window | None | 3 minutes | ID Processing NCO |
| TOTAL: | | PhP135.00 | 50 minutes | |

23. Issuance of Statement of Last Payment (SLP)

Issuance of Statement of Last Payment (SLP) for Retirement, Discharged/Separated, Deceased/KIA PA Personnel.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | FCPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <u>OPTIONAL/COMPULSORY RETIREMENT</u> | | | | |
| 1. Approved Personal Action Form (PAF AGO 110) | | Present Unit | | |
| 2. Pay Data Card (PDC) | | FSFO | | |
| <u>DISCHARGED EP:</u> | | | | |
| 1. Discharge Order | | Last Unit | | |
| 2. Confirmation Order | | OAA/OTAG | | |
| <u>REVERTED / SEPARATED OFFRS:</u> | | | | |
| 1. Reversion/ Separation Order | | OAA/OTAG | | |
| 2. Pay Data Card (PDC) | | FSFO | | |
| <u>CDD:</u> | | | | |
| 1. Admission Order fm AFPMC | | AFPMC | | |
| 2. Discharge Order fm AFPMC | | AFPMC | | |
| 3. Confirmation of CDD Order | | OAA/OTAG | | |
| <u>FOR DECEASED/KIA:</u> | | | | |
| 1. Death Certificate | | PSA | | |
| 2. Pay Data Card (PDC) | | FSFO | | |
| 3. Spot Report (For KIA) | | Present Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit of Documentary Requirements | 1. Checking and Processing of Documentary Requirements. | N/A | 1 min | SLP NCO |



| | | | | |
|---|---|-----|----------------|-------------------------|
| | 2. Preparation of Statement of Last Payment | N/A | 8 mins | SLP NCO |
| | 3. Approval of Branch NCO & Chief, FRB | N/A | 1 min | Branch NCO & Chief, FRB |
| | 4. Releasing | N/A | 1 min | SLP NCO |
| TOTAL: | | N/A | 11 mins | |
| Service is covered under HFCPA Letter Directive dated 01 February 2008 with subject: Statement of Last Payment. | | | | |

24. Payment of Bonus, Incentive, Cash Gift

Payment of Bonuses, Incentives and Cash Gift to all Active Philippine Army Personnel.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office or Division: | FCPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Directive from OG1 | | OTB | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. OTB receives the directive from OG1, PA. Issue Memo to be signed by Director FCPA to EDPB | N/A | 1 hr | Receiving Clerk/ C, OTB |
| Assures the validity and completeness of the entries in the payroll thru their DOs and F/NCOs | 2. EDPB prepares and prints the Payroll | | 3 hrs | EDP Personnel |
| | 3. MFB Request for Fund to OG1, PA. | | 25 mins | Fiscal Clerk "PS" Funds |
| | 4. FRB prepares the Disbursement Voucher (DV) | | 10 mins | Records NCO |
| | 5. PCB process the received DV. Forward the DV to MFB. | | 10 mins | Processing Clerk /NCO & Processing Officer |
| | 6. MFB encodes the transaction in the FMIS. Funds and prepares the Obligation Request and Status (ORS). Forwards to ASPA | | 20 mins | Fiscal Clerk "PS" Funds |



| | | | | |
|---------------|--|-------------|----------------------------|---------------------------------------|
| | 7. DRB receives the pre-audited DV with complete attachments from Pre-audit Branch, OAFM. Issues check | | 30 mins | <i>Receiving Clerk</i> |
| | 8. Prepares MDS Check & ACIC | | 7 mins | <i>Book Keeper DRB</i> |
| | 9. 9. Signs MDS Check & ACIC | | 10 mins | <i>Director, FCPA & Chief DRB</i> |
| | 10. Forwarded ACIC to LBP | | 1 hour | <i>Liaison Clerk</i> |
| | 10. 11. Prepares ADA & FinDes (After 24 hrs) | | 40 mins | <i>EDP Personnel</i> |
| | 11. 12. Review FinDes | | 30 mins | <i>FinDes Committee</i> |
| | 12. 13. Sign ADA & FinDes | | 10 mins | <i>Director, FCPA & Chief DRB</i> |
| | 13. 14. Forwards ADA, FinDes & deposit the MDS Check to LBP | | 1 hour | <i>Liaison Clerk</i> |
| TOTAL: | | None | 5 hrs & 52 mins | |

25. Payment of Burial Allowance

Processing of payment to legal beneficiaries of deceased Military Officers and Enlisted Personnel of the AFP died upon injuries received or sickness contracted in the performance of duty (P.D.1496).

| | |
|---|-------------------------------------|
| Office or Division: | Disbursement Branch (ASPA) |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Military Legal Beneficiaries |
| CHECKLIST OF REQUIREMENTS | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | Philippine Army Major Units (PAMUs) |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | Philippine Army Major Units (PAMUs) |



| 3. Report of Death (regardless of nature of death) | | Pension and Gratuity Assistance Branch, OAA | | |
|--|--|---|-----------------|--|
| 4. Death Certificate | | Philippine Statistics Authority (PSA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 5 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | | None | 43 Minutes |



26. Payment of Commutation of Unused Leave

Process of Commutation of Unused Leave credits of Retired/Separated Philippine Army Personnel and Dependents of Deceased Claimants.

| | | | | |
|---|---|--------------------------|------------------------|---|
| Office or Division: | FCPA | | | |
| Classification: | Highly Technical Transaction | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All Retired/Separated PA Personnel and Dependents of Deceased Claimants | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Commutation of Unused Leave Order | | OAA | | |
| 2. Military Leave/Furlough Records | | OAA | | |
| 3. Statement of Service | | OAA | | |
| 4. Photocopy of LBP ATM Card | | Concerned Personnel | | |
| IF DECEASED MILITARY PERSONNEL | | | | |
| 1. Decree of Final Distribution | | OAJA | | |
| 2. Waiver of Rights of Children/Photocopy of ATM Card | | OAJA/Concerned Personnel | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client or authorized representative from PGAB submits the application for CUL and its supporting documents | 1. CSB receives and check the completeness and authenticity of the documents | None | 2 mins | <i>Receiving Clerk</i> |
| | 2. Prepares Disbursement Voucher (DV) and encode in the data base for monitoring | | 7 mins | <i>Receiving Clerk</i> |
| | 3. Signs DV and forward to PCB | | 2 mins | <i>C, CSB and Messenger NCO</i> |
| | 4. PCB receives and process the DV | | 5 mins | <i>Receiving Clerk/ Processing NCO</i> |
| | 5. Signs DV and forward to MFB | | 2 mins | <i>Processing Officer and Messenger NCO</i> |
| | 6. MFB designates Batch Nr and prepares the Fund Request and List of Actual Retirees to be Paid (LARP). | | 10 mins | <i>Fiscal Clerk for Commutation</i> |
| | 7. Signs the LARP and forward to ASPA | | 15 mins | <i>Director, FCPA and MFB Personnel</i> |



| | | | | |
|--------------|--|------|---------|---|
| | 8. Receives duly signed LARP from ASPA and transmit to OG1, PA with the Fund Request. | | 30 mins | <i>MFB Personnel</i> |
| | 9. Forwards DV to ASPA for pre-validation. | | 15 mins | <i>MFB Personnel</i> |
| | 10. Receives copy of Advice of Sub-Allotment (ASA) from OAFM | None | 2 mins | <i>MFB Personnel</i> |
| | 11. Receives the validated DV from ASPA | | 15 mins | <i>MFB Personnel</i> |
| | 12. Encode to FMIS and Fund DV | | 10 mins | <i>Fiscal Clerk for Commutation and Chief MFB</i> |
| | 13. Signs DV and forward to ASPA | | 20 mins | <i>Director, FCPA and MFB Personnel</i> |
| | 14. Receives DV from Pre-Audit Branch, OAFM | | 2 mins | <i>Receiving Clerk, DRB</i> |
| | 15. If compulsory retirement, prepares LDDAP-ADA | | 10 mins | <i>Bookkeeper, DRB</i> |
| | 16. Signs LDDAP-ADA and SLIIE | | 30 mins | <i>Director, FCPA, Chief, DRB and Chief, ASPA</i> |
| | 17. Transmits LDDAP-ADA and SLIIE to LBP | | 1 hr | <i>Liaison Clerk</i> |
| TOTAL | | | | 3 hrs & 57 mins |
| | 14. If optional retirement, receives DV from Pre-audit Br, OAFM and prepares check for transfer of fund to Commutation Account | None | 30 mins | <i>Bookkeeper, DRB</i> |
| | 15. Signs MDS Check and ACIC | | 10 mins | <i>Director, FCPA and Chief, DRB</i> |
| | 16. Transmits ACIC to LBP | | 1 hr | <i>Liaison Clerk</i> |
| | 17. Deposit Check (after 24hrs) | | 1 hr | <i>Liaison Clerk</i> |
| | 18. Receives DV from Pre-Audit Branch, OAFM for payment | | 2 mins | <i>Receiving Clerk, DRB</i> |
| | 19. Prepares ADA/FinDES | | 10 mins | <i>Bookkeeper, DRB</i> |
| | 20. Reviews FinDES | | 30 mins | <i>FinDES Committee</i> |



| | | | | |
|--|---------------------------------|-------------|---------------------------|--------------------------------------|
| | 21. Signs ADA and FinDES | | 10 mins | <i>Director, FCPA and Chief, DRB</i> |
| | 22. Transmits ADA/FinDES to LBP | | 1 hr | <i>Liaison Clerk</i> |
| TOTAL | | None | 6 hrs & 47mins | |
| Service is covered under HPA Letter Directive dated 27 February 2020 "Revised guidelines in the payment of Commutation of Unused Leave (CUL) of PA military personnel. | | | | |

27. Payment of Funeral Expenses

Processing of a maximum allowable amount of Php 80,000.00 for the funeral services of every deceased PA personnel, regardless of rank, chargeable against (01) PS funds, and is exclusive of the mandatory benefits due to every deceased AFP personnel in accordance with existing laws.

| | | | | |
|---|--|--|------------------------|----------------------------------|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Military Legal Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Spot Report/Progress Report/ Casualty Report (Battle Death) | | Philippine Army Major Units (PAMUs) | | |
| 4. Certificate from Unit Commander that Death is Service Related (Non-Battle Death) | | Philippine Army Major Units (PAMUs)/Line Units /Battalions | | |
| 5. Cert of Line of Duty (Non-Battle Death) | | Philippine Army Major Units (PAMUs) | | |
| 6. Medical Report (Non-Battle Death and if Died in Hospital) | | Philippine Army Major Units (PAMUs) | | |
| 7. Official Receipts/Invoices | | Philippine Army Major Units (PAMUs) | | |
| 8. Abstract of Receipts | | Philippine Army Major Units (PAMUs) | | |
| 9. Certificate of Authenticity of Receipts | | Philippine Army Major Units (PAMUs) | | |
| 10. Death Certificate | | Philippine Statistics Authority (PSA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents | 1. Receive DV log-in and assign control number on the voucher, verify correctness of | None | 8 minutes | <i>Disbursement Branch Staff</i> |



| | | | | |
|----------------------------------|--|-------------|-------------------|--|
| 1.1 Upload Data to FMIS Account. | computation and existence of chargeability, and inspect the completeness of supporting documents. | | | |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 5 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 43 Minutes | |

28. Payment of Medal of Valor Awardees

Processing of Medal of Valor Awardees Claim of Inactive Military Personnel and Dependents.

| | |
|--|---|
| Office or Division: | FCPA |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen |
| Who may avail: | Valor Awardees/Dependents of Deceased Valor Awardees |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Valor Order | GHQ |
| 2. Marriage Contract (PSA) / Birth Certificate (PSA) | PSA |
| 3. Legal Beneficiary (JAGO) | JAGO, PA |
| 4. Dependents ID | Individual Concerned |
| 5. Photocopy of ATM | Individual Concerned |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|----------------------------------|--|
| Submit Documentary Requirements (First time Claimants Only) | 1. FRB Received and process the documentary requirements | N/A | 5 mins | <i>Fractional Clerk</i> |
| | 2. Preparation of List of Medal of Valor Claimants and DV | None | 5 mins | <i>Fractional Clerk</i> |
| | 3. Forward to C, Admin for signature | None | 5 mins | <i>Fractional Clerk</i> |
| | 4. PCB process the received DV. Forward the DV to MFB. | | 5 mins | <i>Processing NCO/Clerk Processing Officer</i> |
| | 5. MFB encodes the transaction in the FMIS. Funds and prepares the Obligation Request and Status (ORS). Forwards to ASPA | | 20 mins | <i>Fiscal Clerk "PS" Funds</i> |
| | 6. DRB receives the pre-audited DV with complete attachments from Pre-audit Branch, OAFM. Issues check | | 30 mins | <i>Receiving Clerk</i> |
| | 7. DRB prepares the LDDAP- ADA | | 1 day | <i>Abstract NCO</i> |
| | 8. Signs LDDAP-ADA & RDAI | | 30 mins | <i>Director FCPA, Chief DRB & Chief ASPA</i> |
| | 9. Transmit LDDAP-ADA to LBP (to be Credited to their individual account) | | 1 hour | <i>Liaison Clerk</i> |
| TOTAL: | | None | 1 day & 2 hrs 40 mins | |
| Service is covered under Republic Act 9049 dated 20 March 2001 with Subject: An Act Granting Monthly Gratuity and Privileges to an Awardee of the Medal of Valor, Providing Funds therefore, and for the other purposes. | | | | |



29. Payment of Pay and Allowance (P/A) Thru ATM Payroll

Payment of all Active Philippine Army Personnel.

| Office or Division: | FCPA | | | |
|-----------------------------|--|-----------------|-----------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. ATM Payroll | | EDP Br, FCPA | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. FRB receives ATM Payroll | None | 2 mins | <i>Record NCO</i> |
| | 2. Prepares DV | | 10 mins | <i>Record NCO</i> |
| | 3. Signs DV and forward to PCB | | 2 mins | <i>Chief, FRB & Record NCO</i> |
| | 4. PCB receives and process the DV | | 5 mins | <i>Processing Clerk/NCO</i> |
| | 5. Signs DV and forward to MFB | | 5 mins | <i>Processing Officer and Messenger NCO</i> |
| | 6. MFB receives DV and prepare ORS | | 2 mins | <i>Fiscal Clerk</i> |
| | 7. Encode to FMIS and Fund DV | | 10 mins | <i>Fiscal Clerk and Chief MFB</i> |
| | 8. Signs DV and forward to ASPA | | 20 mins | <i>Director, FCPA, and Admin NCO, MFB</i> |
| | 9. DRB receives DV from Pre-audit Branch, OAFM | | 2 mins | <i>Receiving Clerk</i> |
| | 10. Prepares ACIC and MDS Check | | 7 mins | <i>Bookkeeper DRB</i> |
| | 11. Signs ACIC and MDS Check | | 10 mins | <i>Director, FCPA and Chief, DRB</i> |
| | 12. Forwards ACIC to LBP | | 1 hr | <i>Liaison Clerk</i> |
| | 13. Prepares ADA and FinDES (after 24hrs) | | 40 mins | <i>EDP Personnel</i> |
| | 14. Reviews FinDES | | 30 mins | <i>FinDES Committee</i> |
| | 15. Signs ADA and FinDES | | 10 mins | <i>Director, FCPA, Chief, DRB</i> |
| | 16. Forwards ADA, FinDES and deposit the | | 1 hr | <i>Liaison Clerk</i> |



| | | | | |
|---|------------------|-------------|----------------------------|--|
| | MDS Check to LBP | | | |
| TOTAL | | None | 4 hrs & 32 mins | |
| Manual of Procedures Document No: FCPA-QP-EDP-001 Title: Payroll Process. | | | | |
| Funds from OG1, PA is received every last week of the preceding month. | | | | |

30. Payment of Reenlistment Clothing Allowance (RCA) “In-Cash” Claims

This process covers the Payment of Reenlistment Clothing Allowance (RCA) “In-Cash” of PA Enlisted Personnel.

| Office or Division: | | FCPA | | |
|---------------------------------------|--|------------------------------------|-------------------------|--|
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | All PA Military Enlisted Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. STL of RCA Lists from OG1,PA | | OG1, PA | | |
| 2. Reenlistment Order from PAMU | | PAMU | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit of Documentary Requirements | 1. FRB receives the transmittal of RCA list from OG1, PA | N/A | 2 mins | <i>RCA NCO</i> |
| | 2. Verify and encode reenlistment order | | 2 days (300 Pers/batch) | <i>RCA NCO</i> |
| | 3. Printing and checking of initial Payroll | | 2 days | <i>RCA NCO/ RCA Clerk</i> |
| | 4. Printing of Final payroll | | 2 hrs | <i>RCA NCO</i> |
| | 5. Prepares Disbursement Voucher (DV) | | 10 mins | <i>RCA NCO</i> |
| | 6. Signs DV and forward to OG1, PA for signature of Payroll | | 10 mins | <i>Chief, FRB and RCA NCO</i> |
| | 7. FRB receives signed payroll from OG1, PA and forward to PCB | | 2 mins | <i>RCA NCO</i> |
| | 8. PCB receives and process DV | | 5 mins | <i>Processing Officer and Processing Clerk/NCO</i> |
| | 9. Signs DV and forward to MFB. | | 2 mins | <i>Processing Officer and</i> |



| | | | | |
|--|---|-------------|---------------------------|---|
| | | | | <i>Processing Clerk/NCO</i> |
| | 10. Receives DV and prepare the Obligation Request and Status (ORS) | | 20 mins | <i>Fiscal Clerk PS Funds</i> |
| | 11. Encode to FMIS and Fund DV | | 10 mins | <i>Fiscal Clerk PS Funds/Admin NCO, MFB</i> |
| | 12. Signs DV and forward to ASPA | | 20 mins | <i>Director, FCPA, and Admin NCO, MFB</i> |
| | 13. DRB receives DV from Pre-audit Branch, OAFM | | 2 mins | <i>Receiving Clerk</i> |
| | 14. Prepares ACIC and MDS Check | | 7 mins | <i>Bookkeeper, DRB</i> |
| | 15. Signs ACIC and MDS Check | | 10 mins | <i>Director, FCPA and Chief, DRB</i> |
| | 16. Forwards ACIC to LBP | | 1 hr | <i>Liaison Clerk</i> |
| | 17. Prepares ADA and FinDES (after 24hrs) | | 40 mins | <i>Book Keeper, DRB</i> |
| | 18. Reviews FinDES | | 30 mins | <i>FinDES Committee</i> |
| | 19. Signs ADA and FinDES | | 10 mins | <i>Director, FCPA and Chief, DRB</i> |
| | 20. Forwards ADA, FinDES and deposit the MDS Check to LBP | | 1 hr | <i>Liaison Clerk</i> |
| TOTAL | | None | 4 days & 7 hrs | |
| Service is covered under HPA Letter Directive dated 12 April 2017, subject: Implementing Guidelines on the Payment of RCA "In-Cash" and Issuance of RCA "In-Kind". | | | | |
| Funds for RCA is downloaded on the 1 st Quarter of the fiscal year from OG1, PA to FCPA. | | | | |

31. Payment of Special Financial Assistance (SFA)

Processing of payment made to legal beneficiaries of government forces killed or wounded in legitimate military operations.

| | | |
|---|------------------------------|-------------------------------------|
| Office or Division: | Disbursement Branch (ASPA) | |
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Citizen | |
| Who may avail: | Military Legal Beneficiaries | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) |



| Copy 4-Payee | | | | |
|---|--|---------------------------------------|-----------------|--|
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Statement of Last 12 Months Earnings | | Finance Center Philippine Army (FCPA) | | |
| 4. Spot Report/Progress Report/ Casualty Report | | Philippine Army Major Units (PAMUs) | | |
| 5. Statement of Service | | Office of the Army Adjutant (OAA) | | |
| 6. Certificate of Beneficiaries | | Office of the Army Adjutant (OAA) | | |
| 7. Summary of Information (SOI) | | Office of the Army Adjutant (OAA) | | |
| 8. Marriage Certificate (If applicable) | | Philippine Statistics Authority (PSA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV login and assign control number on the voucher, verify correctness of computation and existence of chargeability, and review the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 5 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |



| | | | | |
|--|---|-------------|-------------------|----------------------------------|
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 43 Minutes | |

32. Payment of Special Financial Assistance (SFA) Six (6) Months Earning thru check

Payment of Special Financial Assistance to legal Dependents of Killed-In-Action (KIA) PA personnel.

| | | | | |
|--|--|------------------------|------------------------|--|
| Office or Division: | FCPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Dependents of KIA PA personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Casualty/Spot Report from Unit | | PGAB, OAA | | |
| 2. Statement of Service (OAAG) | | | | |
| 3. Certificate of Beneficiaries (OAAG) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Liaison NCO or authorized representative from PGAB submits the documentary requirements | 1.1 FRB computes the statement of last 12 months earnings of the KIA personnel | N/A | 5 mins | <i>Records NCO</i> |
| | 1.2 Signs the certification of twelve (12) months earnings and forward to PGAB | | 5 mins | <i>Chief, FRB and Branch NCO, FRB</i> |
| | 1.3 PCB receives and process the DV | | 5 mins | <i>Processing Clerk/NCO & Processing Officer</i> |
| | 1.4 Signs DV and forward to MFB | | 2 mins | <i>Processing Officer and Messenger NCO</i> |
| | 1.5 MFB funds the DV. | | 2 mins | <i>Chief, MFB and SFA Clerk</i> |
| | 1.6 Forwards the document to ASPA. | | 5 mins | <i>SFA Clerk</i> |
| | 1.7 DRB receives DV from Pre-audit Branch, OAFM. | | 2 mins | <i>Receiving Clerk</i> |
| | 1.8 Prepares SFA Check and ACIC | | 7 mins | <i>Bookkeeper, DRB</i> |
| | 1.9 Sign SFA check and ACIC | | 10 mins | <i>Director, FCPA and Chief, DRB</i> |



| | | | | |
|---|----------------------------|-------------|---------------------------|------------------------|
| | 1.10 Transmits ACIC to LBP | | 1 hr | <i>Liaison Clerk</i> |
| 2. Receive Check | 2.1 Release the check | | 2 mins | <i>Releasing Clerk</i> |
| TOTAL: | | None | 1 hr & 45 mins | |
| Service is covered under FCPA Directive dated 27 February 2009 with Subject: Special Financial Assistance Requirements. | | | | |
| Funds for SFA with ceiling amount is downloaded to FCPA subject for replenishment. | | | | |

33. Payment of Utilities

Processing of payment to service providers through direct payment (PLDT, MERALCO, MAYNILAD etc.)

| | | | | |
|---|-------------------------------------|-------------------------------------|------------------------|---------------------------|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | Philippine Army Major Units (PAMUs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Advice of Sub-Allotment (ASA)/ Advice of Allotment (AA) | | Philippine Army Major Units (PAMUs) | | |
| 4. Receipts/Billing in the Name and Address of the Unit | | Service Provider | | |
| 5. Certification, if not in the Name and Address of the unit: a. That the person is currently assigned to the Unit b. That the billed amount was used by the unit c. Certification must be signed by the unit chief of office. | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|--|---|-------------|-------------------|--|
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch/ Journal & Miscellaneous Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total | None | 46 Minutes | |



34. Payment to Contract of Service Workers

Processing of payment for the services rendered by Job Order Contracts/Contract of Service (JOCs/COS) hired by different Philippine Army units chargeable against MOOE to augment the regular workforce of the office.

| Office or Division: | Disbursement Branch (ASPA) | | | |
|---|--|-------------------------------------|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Job-Contract Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Advice of Sub-Allotment (ASA)/ Advice of Allotment (AA)/ Notice of Fund Allocation (NFA) | | Philippine Army Major Units (PAMUs) | | |
| 4. One (1) Copy of BIR Form 1901/COR | | Philippine Army Major Units (PAMUs) | | |
| 5. One (1) Copy of Income Sworn Declaration | | Philippine Army Major Units (PAMUs) | | |
| 6. One (1) Copy of BIR form 0605 | | Philippine Army Major Units (PAMUs) | | |
| 7. One (1) Copy of Contract/Appointment/Job Order | | Philippine Army Major Units (PAMUs) | | |
| 8. Approved Daily Time Record | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch /Journal & Miscellaneous Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|--|
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch /Journal & Miscellaneous Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch /Journal & Miscellaneous Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total | None | 46 Minutes | |

35. Philippine Army Pre-entry Exams (AFPSAT, AQE & SWE)

It is a pre-qualifying process required for those applying for enlistment and commission in the Philippine Army.

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Those who want to serve in military service. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. School Diploma/TOR/Form 137 | | Schools (Colleges or Universities) | | |
| 2. Birth certificate (PSA) | | PSA Offices | | |
| 3. 2 Valid ID's | | Schools, Govt Agencies, other agencies | | |
| 4. PAMU recommendation (Special Enlistment) | | PAMUs | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|--|--|------|---------|---|
| <p>1. The client will register online for AFPSAT or he/she may walk-in at nearest Recruitment Office</p> | <p>1. Screening: <ul style="list-style-type: none"> • Document screening for authenticity • Validation of names of candidates who registered </p> <p>2. Once qualified, clients will be given schedules and designated venues to undergo AFPSAT</p> | None | 5 Mins | <p><i>AROs Personnel, APMC</i></p> |
| <p>2. Clients report to the designated venue to undergo AFPSAT exam</p> | <p>3. Re-screening: <ul style="list-style-type: none"> • Height • Documents required for authenticity • Identification </p> <p>4. Proctors will distribute test paraphernalia to the clients.</p> | None | 10 Mins | <p><i>AROs Personnel Duty Proctors</i></p> |
| <p>3. Undergo the AFPSAT Exam</p> | <p>5. Prior to start, the Psychometrician will give a briefing pertaining to AFPSAT policy & rules during exam.</p> <p>6. Commencement of exam</p> <p>7. After the exam, the Psychometrician gives the examinees update as to when the result be published</p> | None | 2 hours | <p><i>Psychometrician & Proctors from ATO</i></p> |
| | <p>8. Psychometrician will do the checking within 2 working days and will inform applicants thru text or social media (for those who passed only).</p> | | 2 days | |
| <p>4. Claim the AFPSAT result using claim stab</p> | <p>Give/Release Individual Result Form (IRF)</p> | None | 3 mins | <p><i>ATO personnel</i></p> |
| <p>5. (For OCC Applicants only) The clients may</p> | <p>9. Validation of AFPSAT IRF of OCC</p> | None | 3 mins | <p><i>ATO & ARO Personnel</i></p> |



| | | | | |
|---|--|------|-------------------------------|--|
| register online for AQE & SWE or he/she may walk-in at nearest Recruitment Office | Applicants as requirement. 10. Once qualified, applicants will be given schedule and venue of exam for AQE & SWE. | | | |
| 6. (For OCC Applicants only) Clients report to the designated venue to undergo AQE & SWE | 11. Proctors will distribute test paraphernalia to the clients. | None | 3 mins | <i>AROs Personnel Duty Proctors</i> |
| 7. (For OCC Applicants only) Clients undergo AQE & SWE | 12. Prior to start, the psychometrician will give a briefing pertaining to the AQE & SWE rules during exam. 2. Commencement of exam: 3. After the exam, the Psychometrician will inform the examinees as to when the result be published | None | 2hrs & 35min | <i>C, ATO Psychometricians and proctors from ATO</i> |
| | Psychometrician and C, ATO will do the checking and inform applicants the result of their exam thru text or social media | | 2 days | |
| TOTAL: | | None | 4 days, 4hours and 59 minutes | |
| Army Testing Office Action Plan 2020 | | | | |



36. Processing for House & Lot Remuneration (HLR)

Processes the request of PA Personnel who were Killed-in-Action (KIA) in relation to their claim for House and Lot Remuneration. The claim can be grant of one housing unit, construction of a housing unit on the beneficiary-family's existing owned lot or provision of cash assistance for an existing unit in need of repair.

| | | | | |
|---|--|-------------------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Dependents of PA KIA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Spot Report and Progress Report - Signed by Commanding Officer | | Philippine Army Major Units (PAMUs) | | |
| 2. Death Certificate – Original Copy or Certified copy | | PSA or LCR | | |
| 3. Bonafide member Certificate and Legal Beneficiary – Original Copy with Seal | | Office of the Army Adjutant | | |
| 4. Preferred mode of Housing Assistance: Option 1: Grant of lot area of 80 square meters with a floor area of 44 square meters in the AFP Housing sites. Option 2: Construction of housing unit on the beneficiary-existing owned lot. Option 3: Provision of P100,000.00 financial assistance | | Beneficiary of KIA Personnel | | |
| CLIENT STEPS | AGENCY ACTION | | PROCESSING TIME | PERSON RESPONSIBLE |
| KIA Beneficiaries/ PAMUs Liaison to submit complete documentary requirements to Mowel Branch | 1. Receives and checks the completeness and authenticity of documents | None | 10 mins | <i>Mowel branch</i> |
| | 2. Prepares and submits the recommendation for HLR | None | 4 hours | <i>Mowel branch</i> |
| | 3. Upon approval of OG1, PA submit approved recommendation to AFPREO | None | 1 day | <i>Mowel branch</i> |
| | 4. Inform the client/liason NCO thru text or phone call that the request for HLR was submitted to AFPREO | None | 2min | <i>Mowel branch</i> |
| | Monitoring | None | | <i>Mowel Branch</i> |



| | | | |
|---|-------------|---|--|
| TOTAL: | None | 1 day, 4 hours and 12 minbutes | |
| Service is covered under Memorandum of Agreement (MOA) notarized last 17 March 2017 with Subject: The Comprehensive Social Benefits Program (CSBP) for the AFP/PNP Battle/Duty Casualties and their Dependents. | | | |

37. Processing for Special Financial Assistance (SFA for KIA)

Processes the request of PA Personnel who were Killed-in-Action (KIA) in relation to their claims for Special Financial Assistance at the Office of the President.

| | | | | |
|--|---|-------------------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All PA KIA Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Spot Report and Progress Report - Signed by Commanding Officer – Original Copy | | Philippine Army Major Units (PAMUs) | | |
| 2. Death Certificate – Original Copy or Certified copy | | PSA or LCR | | |
| 3. Bonafide Member Certificate and Legal Beneficiary – Original Copy with Seal | | Office of the Army Adjutant | | |
| 4. Authorization to Deposit– Original Copy | | Beneficiary of KIA Personnel | | |
| 5. Photocopy of LBP ATM Card – Clear Copy | | Beneficiary of KIA Personnel | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| KIA Beneficiaries/ PAMUs Liaison to submit complete documentary requirements to Mowel Branch | 1. Receives and checks the completeness and authenticity of documents | None | 10 mins | <i>Mowel branch</i> |
| | 2. Prepares and submits the recommendation for SFA | None | 3 days | <i>Mowel branch</i> |
| | 3. Upon approval of OG1, PA, submit approved recommendation to ODESFA | None | 1 day | <i>Mowel branch</i> |
| | 4. Inform the client /liason NCO thru text or phone call that the request for SFA was submitted to ODESFA | None | 2min | <i>Mowel branch</i> |



| | | | | |
|---|---------------|------|-----------------------|---------------------|
| | 5. Monitoring | None | | <i>Mowel Branch</i> |
| TOTAL: | | None | 4 days and 12 minutes | |
| Service is covered under Memorandum of Agreement (MOA) notarized last 17 March 2017 with Subject: The Comprehensive Social Benefits Program (CSBP) for the AFP/PNP Battle/Duty Casualties and their Dependents. | | | | |

38. Processing of Command Special Financial Assistance (Documentation)

Command Special Financial Assistance (SFA) shall be given to the bereaved family of the Killed-in-Action (KIA) military personnel in cognizance of their service to the country. Upon receipt of the Situation Report, PGAB in coordination with the concerned unit liaison, FCPA, Accounting Service PA, and Morale and Welfare Branch, OG1 shall facilitate the processing of supporting documents for SFA claims and shall be awarded to the family within 24 hours.

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | OAA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Legal Beneficiaries of Killed-in-Action Military Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Situation Report/Spot Report | | Concerned Bn/Unit or Army Operations Center, OG3 or MOWEL, OG1, PA | | |
| 2. Summary of Information (SOI) | | IMB, OAA | | |
| 3. Certificate of Legal Beneficiaries (needed only if SOI is not updated) | | Concerned Unit or Records Branch, OAA | | |
| 4. Certificate of Last 12 Months' Earnings | | FCPA | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Concerned Battalion or Unit Liaison NCO shall submit the Situation Report/Spot Report to the Duty PGAB Message Center NCO at the PGAB, OAA window or send it thru PGAB, OAA's Gmail or Viber account. <i>(Claimant is not required to</i> | 1. Receive the document and check the validity of the report. | None | Ten (10) minutes | <i>PGAB Message Center NCO and Unit Death Claims Processing NCO</i> |



| | | | | |
|--|---|------|------------------------|--|
| <i>proceed to OAA's Office).</i> | | | | |
| <i>(Claimant is not required to proceed to OAA's Office).</i> | 2. Coordinate with concerned unit and legal beneficiaries then secure the following supporting documents: a. SOI; b. Certificate of Last 12 Months Earnings; c. Certificate of Legal Beneficiaries (as needed) | None | 2 hours | <i>Unit Death Claims Processing NCO</i> |
| <i>(Claimant is not required to proceed to OAA's Office).</i> | 3. Compute amount of SFA then prepare Disbursement Voucher. | None | 15 minutes | <i>Death Claims Processing NCO</i> |
| <i>(Claimant is not required to proceed to OAA's Office).</i> | 1. Check correctness of entry and sign/approve Disbursement Voucher | None | Five (5) minutes | <i>Chief, PGAB</i> |
| <i>(Claimant shall be informed thru phone call on the status of claims).</i> | 5. Transmit DV to FCPA for processing and payment | None | Five (5) minutes | <i>Death Claims Processing NCO and Liaison</i> |
| TOTAL: | | None | 2 hours and 35 minutes | |

39. Processing of Loan Application

Processing of Loan Application of PA Personnel on Schooling, R&R, Mission, Hospitalized and/or DS.

| | |
|---|--------------------------------|
| Office or Division: | FCPA |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | PA Personnel |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Original Green Payslip | Concerned Personnel |
| 2. Pre-Assessment Form fm FI | Financial Institution (FI) |
| 3. Loan Application Form signed by Unit | Financial Institution (FI) |



| Cmdr | | | | |
|---|---|-----------------------|-----------------|---------------------|
| 4. Military ID | | Concerned Personnel | | |
| 5. DLO Clearance (OAA) | | OAA | | |
| 6. Reenlistment Order (EP)/Appointment Order (Officers) | | Concerned Unit/Office | | |
| 7. R&R / Mission Order/Medical Certificate fm AGH/V-Luna Hospital/Schooling Order / DS Order | | Concerned Unit/Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit of Documentary Requirements | 1. Processing and Verification of Documentary Requirements. | None | 3 mins | Loan Processing NCO |
| | 2. Approval of Chief, FRB | None | 1 min | Chief, FRB |
| | 3. Releasing | None | 1 min | Loan Processing NCO |
| TOTAL: | | None | 5 mins | |
| Service is covered under HFCPA letter Directive dated 03 August 2017, Subject: Policy on Internal Control for Loan Transaction. | | | | |

40. Processing of Survivorship Benefit Claims

Death benefit claims and commutation of unused leave claims due to the declared legal beneficiaries of deceased military personnel whose death are declared in-line-of-duty are facilitated and processed by the Pension and Gratuity Assistance Branch (PGAB). Applications received by PGAB shall be checked as to completeness, validity and authenticity of the documents/requirements prior to endorsement to various concerned offices.

| | |
|--|--|
| Office or Division: | OAA |
| Classification: | Highly Technical |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Legal Beneficiaries of Deceased Military Personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| CAUSE OF DEATH: KILLED-IN-ACTION/DIED ON WOUND, MURDER/ACCIDENT, SICKNESS | |
| WIDOW/PARENT | |
| a. Pensioner Update Form (PUF) - 5 copies | PGAB/PGA O |



| | | |
|--|---|---|
| b. | Application for Death Benefit Claims - 1 original copy, 1 photocopy | PGAB/PGA O |
| c. | Marriage Contract of Widow/Parents w/ receipt 1 PSA original copy, 10 photo copies Attach CRS Form # 5 (Advisory on Marriages) w/ receipt - 1 PSA original copy, 10 photo copies Attach affidavit of discrepancy (If any) | PSA Law Firm/Office |
| d. | Birth Certificate of the Deceased w/ receipt -1 PSA original copy, 8 photocopies If single attach CRS Form # 4 (CENOMAR) w/ receipt -1 PSA original copy, 8 photocopies Attach affidavit of discrepancy (If any) | PSA Law Firm/Office |
| e. | Birth Certificate of Children and Wife w/ receipt -1 PSA original copy, 8 photocopies Attached affidavit of discrepancy (If Any) | PSA Law Firm/Office |
| f. | Affidavit of Widow/Parents (Authenticated) 1 original copy, 7 photocopies | Law Firm/Office |
| g. | JAGO Form 15 (Authenticated) -1 original copy, 7 photocopies | PGAB/PGA O |
| h. | Death Certificate if either of the Beneficiaries is Deceased-1 PSA original copy, 8 photocopies Attach affidavit of discrepancy (If any) w/ receipt | PSA Law |
| i. | Photocopy of ATM Savings Account Nr (LBP only) must be cleared and stenciled -8 photocopies | Land Bank of the Philippines |
| j. | Whole Body Picture, Post Card Size, Picture of Claimant -2 pieces | Claimant |
| ADDITIONAL REQUIREMENTS | | UNIT /PGAO |
| CAUSE OF DEATH: KILLED-IN-ACTION/DIED ON WOUND, MURDER/ACCIDENT, SICKNESS | | |
| a. | Death Certificate of the deceased, Register in LCR/PSA w/ receipt 1 original copy, 15 photocopies | PSA |
| b. | Spot Report photocopies | 1 orig, 4 UNIT/PGAO |
| c. | Casualty Report photocopies | 1 orig, 3 UNIT/P GAO |
| d. | Statement of Service from Unit copies (Attach one copy of all orders from Call to mil training to last promotion order only) | 1 orig, 3 authenticated UNIT |
| e. | Leave / Furlough Record from Unit copy | 1 orig, 1 authenticated UNIT |
| f. | Statement of Last Payment copies | 1 orig, 7 authenticated Finance Center, PA |
| g. | Authorization to Deduct photocopies | 1 orig, 2 Format- PGAB |
| h. | Certificate of Beneficiaries from Unit copy | 1 orig, 1 authenticated UNIT |



| | | | |
|--|---|----------------------|-------------------------------------|
| FOR KIA/DIED ON WOUND ONLY (I-M) | | | UNIT |
| i. | Division Clearance photocopies | 1 orig, 7 | UNIT |
| j. | After Encounter Report photocopies | 1 orig, 7 | UNIT |
| k. | Sketch of Encounter photocopies | 1 orig, 7 | UNIT |
| l. | Task Organization photocopies | 1 orig, 7 | UNIT |
| m. | Autopsy Report or Post Mortem Certificate of Death, if wounded in action - 1 orig, 4 photocopies | | Attending Physician/ Medical Center |
| n. | Explanation for late filing from Unit & wife/parents if single -1 orig, 2 photocopies (if submitted Three (3) years and more after death) | | Claimant |
| CAUSE OF DEATH: MURDER/ACCIDENT, SICKNESS ONLY | | | |
| i. | LOD Board Order | | UNIT |
| (1) | Investigation Report | 1 orig 3 photocopies | |
| (2) | Creation of the LOD Board | 1 orig, 1 photocopy | |
| (3) | Sworn Statement of Witness | 1 orig, 1 photocopy | |
| (4) | Minutes of LOD Proceedings | 1 orig, 1 photocopy | |
| (5) | Report of LOD Proceedings | 1 orig, 1 photocopy | |
| j. | Explanation for late filing from Unit & wife/parents if single -1 orig, 2 photocopy (if submitted Three (3) years and more after death) | | Claimant |
| ADDITIONAL REQUIREMENTS IF THE DECEASED HAS COMMON-LAW SPOUSE/CHILDREN | | | |
| CAUSE OF DEATH: KILLED-IN-ACTION/DIED ON WOUND, MURDER/ACCIDENT, SICKNESS | | | |
| a. | Birth Certificate of Children acknowledge by the father w/ receipt - 1 PSA original copy, 8 photocopies | | PSA |
| b. | Affidavit of Common Law Wife (CLW) (Authenticated) - 1 orig, 4 photocopies | 1 | Law Firm/Office |
| c. | Affidavit of Two (2) Disinterested Person (Authenticated) 1 orig, 4 photocopies | | Law Firm/Office |
| d. | Affidavit of Guardianship of Children (Authenticated) 1 orig, 4 photocopies | | Law Firm/Office |
| e. | Photocopy of ATM Savings Account Nr (LBP only) (write your contact number and signature - 8 photocopies | | Land bank of the Phils |
| f. | PUF of Guardian & Children w/ signature & thumb mark 1 orig, 4 photocopies | | Form-PGAB/PGA O |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---------------|-----------------|-----------------|--------------------|
|--------------|---------------|-----------------|-----------------|--------------------|



| | | | | |
|---|---|-------------|---|--|
| <p>1. Claimant or liaison shall submit the required documents to the Duty PGAB Processing NCO at the OAA lobby.</p> | <p>Receive the application folder. Check the completeness, validity and authenticity of documents.(claimant shall be informed thru call regarding the status of application.)</p> | <p>None</p> | <p>20 minutes</p> | <p><i>Duty PGAB & Processing NCO</i></p> |
| | <p>Draft Battle Casualty Report, Report of Death and Command Clearance, Request for SOS, Certificate of Ben and MLFR/ Prepare DV for Burial Allowance; Endorse approval for issuance of posthumous and commutation of unused leave order;</p> | <p>None</p> | <p>15 working days</p> | <p><i>PGAB Processing NCO</i></p> |
| | <p>Request for Legal Opinion, Declaration of Legal Beneficiaries and Decree of Final Distribution (at OAJA) (15 working days)</p> | <p>None</p> | <p>15 working days to one (1) month for Legal Opinion, DLB and DFD especially if the claim is contested</p> | <p><i>PGAB Processing NCO</i></p> |
| | <p>Wait for CG's Approval for Posthumous Retirement/ Separation of EP & CUL of both EP & Officers) (15 working days –one (1) month</p> | <p>None</p> | <p>15 working days to one (1) month</p> | <p><i>PGAB Processing NCO</i></p> |
| | <p>Secure and request from Publication & Distribution Branch, OAA the published & authenticated Special Order for posthumous and CUL</p> | <p>None</p> | <p>15 minutes</p> | <p><i>PGAB Processing NCO</i></p> |



| | | | | |
|--|--|-------------|---|---------------------|
| <i>(Claimant shall be informed thru call once the folder is received at AFPPGMC)</i> | Prepare and Transmit to AFP PGMC the complete folder of EP for processing, funding and payment of monthly pension and folder of Officers for approval of Posthumous Retirement/Separation (weekly) | None | One (1) day (every Thursday) | PGAB Processing NCO |
| <i>(Claimant shall be informed thru call once the folder is received at FCPA)</i> | Prepare and transmit to FCPA the documents for processing of fund and payment of CUL (EP & Officer) and separation claims (Officer) | None | Three (3 days) | PGAB Processing NCO |
| TOTAL: | | None | Two (2) months & 15 working days | |

Service is covered under the following:

- a. Presidential Decree (PD) Nr 1638 dated 10 September 1979, entitled "The AFP Military Personnel Retirement and Separation Decree of 1979";
- b. Circular Nr 11, GHQ, AFP dated 06 Sep 2019, entitled Managing and Processing of Retirement and Separation of Military Personnel And Transfer of Pension (Top Benefits in the AFP

41. Processing of Unclaimed PS Funds (Retired, Discharged & Deceased/KIA PA Personnel)

Processing of Fractional, Bonuses & Collateral Entitlements of PA Retired, Discharged & Deceased/KIA PA Personnel.

| | |
|--|--|
| Office or Division: | FCPA |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | PA Retired, Discharged & Deceased/KIA PA Personnel |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Clear Photocopy of ATM Card W/ Signature and Contact Nr | Concerned Personnel |
| 2. Specific Orders if needed (Long pay Orders, Promotion Orders, IDP Orders & Etc) | Concerned Office/Unit |
| 3. Statement of Last Payment (FRB) | FRB |
| 4. Cert of Non-Payment fm FSFO (FRB if Centralized Pay) | FRB |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|------------------------------------|
| Submit of Documentary Requirements | 1. Verification & Processing of Documentary Requirements | N/A | 3 mins | <i>Fractional/Collateral Clerk</i> |
| | 2. Preparation of Disbursement Voucher (DV) | N/A | 5 mins | <i>Fractional/Collateral Clerk</i> |
| | 3. Approval of Chief, FRB | N/A | 1 min | <i>Chief, FRB</i> |
| | 4. Logbook and Forwarded to PCB | N/A | 1 min | <i>Fractional/Collateral Clerk</i> |
| TOTAL: | | N/A | 10 mins | |
| Service is covered under Republic Act No. 138 dated 14 June 1947, An Act to define the Pay Status of Personnel in the Armed Forces of the Philippines and for other purposes. | | | | |

42. Public Bidding

Processing of payment on supplies and materials delivered during the course of business of concerned military units through Philippine Army Procurement Centers directly made to legal suppliers (1M up-GHQ Level Only)

| Office or Division: | Disbursement Branch (ASPA) |
|---|-------------------------------------|
| Classification: | Simple |
| Type of Transaction: | G2B – Government to Business |
| Who may avail: | Philippine Army Personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | Philippine Army Major Units (PAMUs) |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | Philippine Army Major Units (PAMUs) |
| 3. Advice of Sub-Allotment (ASA)/ Advice of Allotment (AA)/ Notice of Fund Allocation (NFA) | Philippine Army Major Units (PAMUs) |
| 4. Requisition and Issue Slip (RIS-NIS) (3 photocopies) | Philippine Army Major Units (PAMUs) |
| 5. Unit Procurement Request (3 photocopies) | Philippine Army Major Units (PAMUs) |



| | |
|--|---|
| 6. Pre-procurement Conference (Goods w/ ABC>P2M; Infra w/ABC>P5M; and Consultancy w/ ABC>P1M) | Philippine Army Bids and Awards Committee (PABAC) |
| 7. Letter to Observer (5 days before procurement stage) | Philippine Army Bids and Awards Committee (PABAC) |
| 8. Bidding Documents | Philippine Army Bids and Awards Committee (PABAC) |
| 9. Supplemental/Bid Bulletin (if any) | Philippine Army Bids and Awards Committee (PABAC) |
| 10. Invitation to Bid (ITB) / Request for Expression of Interest a. Conspicuous Places for 7 Days b. PhilGEPS posting for 7 Days c. Posting at agency website | Philippine Army Bids and Awards Committee (PABAC) |
| 11. Minutes of Pre-bid Conference (ABC>P1M) | Philippine Army Bids and Awards Committee (PABAC) |
| 12. Legal, Technical and Financial Documents | Seller / Service Provider |
| 13. Bid security or Bid Securing Declaration | Seller / Service Provider |
| 14. PhilGEPS Registration (Goods & Infra) | Seller / Service Provider |
| 15. SEC (Corp/Partnership) DTI (Sole Prop.); CDA (Coop) | Seller / Service Provider |
| 16. Mayor's/Business Permit | Seller / Service Provider |
| 17. Tax Clearance | Seller / Service Provider |
| 18. Philippine Contractors Accreditation Board (PCAB) License and Registration (Infra) | Seller / Service Provider |
| 19. Statement of all Ongoing Government and Private Contracts (Goods and Infra) | Seller / Service Provider |
| 20. Statement of Single Largest Completed Contracts (SLCC) (for Goods and Infra) | Seller / Service Provider |
| 21. Net Financial Contracting Capacity (NFCC) Computation (Goods & Infra) or committed Line of Credit (for Goods only) | Seller / Service Provider |
| 22. Joint Venture Agreement (JVA) or Duly Notarized Statement (if applicable) | Seller / Service Provider |
| 23. Audited Financial Statements | Seller / Service Provider |
| 24. Organizational chart (Consultancy Services) | Seller / Service Provider |
| 25. Technical Specifications (Goods); Project Requirements (Infra); Approach, work plan, and schedule (Consulting Services) | Seller / Service Provider |
| 26. List of key personnel to be assigned to the contract to be bid (Consultancy) | Seller / Service Provider |
| 27. Omnibus Sworn Statement | Seller / Service Provider |



| | |
|--|--|
| 28. Special Power of Attorney (Sole Prop); Board/Partnership Resolution or Secretary's Certificate (for Corp or Partnership) | Seller / Service Provider |
| 29. Warranty Undertaking | Seller / Service Provider |
| 30. Statement of Compliance | Seller / Service Provider |
| 31. Bid Forms | Seller / Service Provider |
| 32. Abstract of Bids | Philippine Army Bids and Awards Committee (PABAC) |
| 33. Minutes of Receipt and Opening of Bid Envelopes | Philippine Army Bids and Awards Committee (PABAC) |
| 34. Brochure (if applicable) | Seller / Service Provider |
| 35. Post-Qualification Requirements | Seller / Service Provider |
| 36. Post-Qualification Report | Philippine Army Bids and Awards Committee (PABAC) |
| 37. BAC Resolution on awarding of Contract | Philippine Army Bids and Awards Committee (PABAC) |
| 38. Notice of Award (NOA) | Philippine Army Bids and Awards Committee (PABAC) |
| 39. PhilGEPS posting of NOA (within 3 days) | PhilGEPS Website |
| 40. Contract Agreement/Purchase Order | Philippine Army Bids and Awards Committee (PABAC) |
| 41. Performance Security | Seller / Service Provider |
| 42. Funding (Certification of Availability of Allotment and Obligation Request and Status) | Accounting Service Philippine Army |
| 43. Notice to Proceed (NTP) | Philippine Army Bids and Awards Committee (PABAC) |
| 44. PhilGEPS posting of NTP (within 3 days) | PhilGEPS Website |
| 45. Letter to COA (Photocopy of Docs - NOA, NTP, PO and letter from supplier re schedule of delivery) | Philippine Army Bids and Awards Committee (PABAC) |
| 46. Delivery Receipt and Invoice | Seller / Service Provider |
| 47. Certificate of Acceptance by End User | Philippine Army Bids and Awards Committee (PABAC) |
| 48. Notice of Delivery addressed to COA | Philippine Army Bids and Awards Committee (PABAC) |
| 49. TIAC Report | Technical Inspection and Acceptance Committee (TIAC) |
| 50. Delivery of Items Inspection Report | Philippine Army Bids and Awards Committee (PABAC) |
| 51. Inspection and Acceptance Report | Philippine Army Bids and Awards Committee (PABAC) |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-------------------|--|
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 10 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 10 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 15 minutes | <i>Bookkeeping Branch/ Journal & Miscellaneous Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 5 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 57 Minutes | |



43. Receive of Complaints/Reports – Provost Marshal

Complaints/Reports, in any form, shall be received, documented, and evaluated. Anonymous complaints shall be handled and disposed of in accordance with the existing AFP policy on anonymous complaint.

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | OAPM | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS (Walk-in and On-line) | | WHERE TO SECURE | | |
| 1. Notarized/Administered Affidavit of Complaint | Affidavit of Witness/es | -Public Attorney's Office (PAO) and/or Notary Public -Administering Officer | | |
| 2. Notarized/Administered Affidavit of | | | | |
| 3. Photocopy of any Valid ID with 3 specimen signatures | | Issued Valid ID (Government/Private/Student) | | |
| 4. Original Copy of Documentary Evidence | | Personal Copy | | |
| 5. Other supporting pieces of evidence | | | | |
| CHECKLIST OF REQUIREMENTS (Derogatory Report) | | WHERE TO SECURE | | |
| Referral/Transmittal with complete Annexes/Attachments | | -Other Law Enforcement Agencies -Higher Headquarters -PAMUs | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Walk-in Complaint | 1. Complete Requirements -Receive Complaint 2. Incomplete Requirements -Give the Checklist of Requirements for filing of formal complaint and advise/instruct to submit immediately upon completion | None | 5 Mins | <i>Complaint NCO</i> |
| On-line Complaint -Cellular Call -Email -Other social media platform | Give the Checklist of Requirements for filing of formal complaint and advise/instruct to submit immediately upon completion through any courier | None | 5 Mins | <i>Complaint NCO</i> |



| | | | | |
|---|--|-------------|---------------------------|----------------------|
| | services (LBC, Postal, etc...) | | | |
| Report from: -Other Law Enforcement Agencies -Higher Headquarters -PAMUs -Civilian | Preliminary Evaluation of Complaint/Report | None | 3 Days | <i>Complaint NCO</i> |
| | Total | None | 3 Days and 10 Mins | |
| Service is covered under Letter Directive Nr 03, GHQ, AFP dated 16 January 2019 with subject Conduct of Preliminary Evaluation prior to the Referral/Formal Investigation | | | | |

44. Recruitment of PA Officers (For OCC and OPC)

A procedure that will be undergone by aspiring applicants who wish to join the Officer Corps of the Philippine Army.

| | | | | |
|--|--|-------------------------|------------------------|--|
| Office or Division: | APMC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Civilian & EP w/ baccalaureate degree for OCC and Inactive Commissioned Reserve Officer | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Commission Order (for POTC graduate) | | OTAG, GHQ | | |
| 2. Original College Diploma | | Colleges & Universities | | |
| 3. Original Transcript of Records | | Colleges & Universities | | |
| 4. Birth Certificate (PSA Certified Copy) | | PSA Offices | | |
| 5. Clearances (local clearances) | | Municipal Office | | |
| 6. CENOMAR | | PSA Offices | | |
| 7. Affidavit of Undertaking that has never borne, sired or support a child | | Office Notary Public | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicants will proceed and appear to PAOSC | <p>1. AROs will inform qualified applicants for PAOSC</p> <p>2. RAD will facilitate the PAOSC interview for qualified applicants.</p> <p>3. After interview, PAOSC will finalized and select list of applicants qualified for PFT.</p> | None | 1 day | <i>ARO, RAD & Secretariat of PAOSC</i> |



| | | | | |
|---|---|------|--------------------|--------------------------------------|
| 2. Applicants will undergo PFT | 4. AROs and RAD will facilitate the PFT & informed applicants for schedules. Further those who passed the PFT will proceed to PME. | None | 3 hrs | SSU |
| 3. Applicants will undergo PME | 5. RAD will monitor the PME of applicants in coordination with hospitals. Those who will passed the PME will be recommended for PAOAB. | None | - | AGH |
| 4. Applicants will appear to PAOAB for final deliberation. | 6. RAD will recommend to PAOAB those who passed the PME & will inform candidates to face the board. 7. PAOAB will select and finalized the list of applicants. 8. After finalizing the list, PAOAB will recommend it to CGPA thru OG1. 9. OG1, PA will facilitate the Appointment Order for OCC and direct APMC to facilitate the Oath Taking ceremony | None | 1 day | C,RAD OG1 & PAOAB Secretariat |
| 5. Oath Taking of qualified applicants | 10. APMC will inform the qualified candidates and will facilitate the program for oath taking ceremony. 11. OCS, TRADOC will received the qualified students for training. | None | 2 days | OG1, APMC & OCS |
| TOTAL: | | None | 4 days and 3 hours | |
| Service is covered under Circular No. 2 GHQ AFP dated 22 Aug 2014; Subject Procurement of Officers in Philippine Army | | | | |



45. Remittances to Financial Institutions

Processing of payment to different Credible Financial Institutions representing cash/property loans or cash savings entered into contract by the Military Personnel and Civilian Human Resource.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | PA Uniformed Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Finance Center, Philippine Army (FCPA) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Finance Center, Philippine Army (FCPA) | | |
| 3. Summary of Deductions from Field Service Finance Office | | Finance Center, Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff and Chief</i> |



| | | | | |
|--|--|-------------|-------------------|---|
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch/ Journal & Miscellaneous Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to FCPA for approval of payment. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 46 Minutes | |

46. Rendering of Legal Advice

The Legal Officers of the Office renders legal advice to individuals, military or civilian personnel and/or their beneficiaries who comes to the Office for legal advice in relation to a particular issue or situation.

| | | | | |
|---|--|---|------------------------|---|
| Office/Branch: | Admin Branch, OAJA, PA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All military, civilian personnel and their beneficiaries. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Personal appearance Visitor's Slip/ID | | Secure Visitor's Slip in the Message Center | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present his/her ID to the NCO and sign in his/her name and his/her concern in the Client Logbook | 1. Receive the Client's ID and give the Client Logbook and Visitor's Slip. | None | 5 minutes | <i>NCO on duty in the Message Center OAJA, PA</i> |



| | | | | |
|--|---|-------------|---------------|--------------------------|
| and Visitor's Slip in the Message Center. 2. Give the visitor's slip to the duty Officer for signature and sign the logbook after the legal advice. | 1.1 Refer the Client to the Duty Officer. 2. Receive the visitor's slip and sign it after the Officer has rendered legal advice. Duty Officer and Client will sign the logbook after the legal advice. | | 55 minutes | Duty Officer OAJA, PA |
| TOTAL | | None | 1 hour | |

47. Replacement of Stale Check

Replacement of stale check due to the failure of the client to negotiate the check to the authorize Government Servicing Depository Bank (GSDB) within a period of three (3) months.

| | | | | |
|------------------------------------|--|------------------------|------------------------|---------------------------|
| Office or Division: | FCPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G, G2C | | | |
| Who may avail: | All Active and Retired PA Personnel and Suppliers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Update their individual account | | Unit Concern/Suppliers | | |
| 2. Justification | | Unit concern | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Return of Stale Check | 1.1 Received stale check with attached justification | N/A | 1 min | Receiving Clerk |
| | 1.2 Prepare DVs for Replacement of stale check | | 5 mins | Admin NCO |
| | 1.3 Sign DVs box A & forwarded to PCB | | 5 mins | Messenger |
| | 1.4 Process and forwarded to ASPA | | 1 min | Bookkeeper |
| | 1.5 DRB receive DV from ASPA | | 30 mins | Director FCPA & C, ASPA |
| | 1.6 Prepare check | | 30 mins | Liaison Clerk |



| | | | | |
|------------------|---|-----|--------------------------|-----------------|
| 2. Receive Check | 2.1 Release the check and log sign to the receiving logbook | N/A | 2 mins | Releasing Clerk |
| TOTAL: | | | 1 hr &14 mins | |

48. Replacement of Stale Check

Replacement of stale check due to the failure of the client to negotiate the check to the authorize Government Servicing Depository Bank (GSDB) within a period of three (3) months.

| | | | | |
|------------------------------------|---|------------------------|--------------------------|---------------------------|
| Office or Division: | FCPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Citizen | | | |
| Who may avail: | All Active and Retired PA Personnel and Suppliers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Update their individual account | | Unit Concern/Suppliers | | |
| 2. Justification | | Unit concern | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Return of Stale Check | 1.1 Received stale check with attached justification | N/A | 1 min | Receiving Clerk |
| | 1.2 Prepare DVs for Replacement of stale check | | 5 mins | Admin NCO |
| | 1.3 Sign DVs box A & forwarded to PCB | | 5 mins | Messenger |
| | 1.4 Process and forwarded to ASPA | | 1 min | Bookkeeper |
| | 1.5 DRB receive DV from ASPA | | 30 mins | Director FCPA & C, ASPA |
| | 1.6 Prepare check | | 30 mins | Liaison Clerk |
| 2. Receive Check | 2.1 Release the check and log sign to the receiving logbook | N/A | 2 mins | Releasing Clerk |
| TOTAL: | | | 1 hr &14 mins | |



49. Response to Domestic-Related Queries

Domestic-Related Queries are questions asked by Philippine Army (PA) personnel's **legitimate dependents** (i.e. legitimate children, current spouse, representative/s or legal guardian of the PA personnel's legitimate children) when it comes to economic abuse (abandonment, non-support, and insufficient support), physical, emotional, sexual, and psychological abuse as defined under Republic Act 9262. These issues are usually handled by OESPA, PAMUs, but in special cases, by OACESPA. Former spouse, live-in partner or any person who has not been married to the PA personnel and the children born therefrom are not considered legitimate dependents and are placed under the jurisdiction of the Provost Marshal.

| | | | | |
|--|---|---|------------------------|---------------------------|
| Office or Division: | OACESPA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Legitimate dependents of Philippine Army personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Marriage Certificate (1 original copy) | | Philippine Statistics Authority | | |
| 2. Birth Certificate (1 original copy for each child) | | Philippine Statistics Authority | | |
| 3. Dependent ID/Government-Issued ID (1 original copy) | | IDP Branch, Office of the Army Adjutant/ Issuing Government Agencies | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>If done in-person:</u> | | | | |
| 1. The client approaches the investigation personnel of OACESPA and logs-in the logbook | 1.1 The investigation personnel will give the logbook to the client and require the client to log-in. | None | Three (3) minutes | C, IIB/IIB NCO, OACESPA |
| 2. The client informs the investigation personnel regarding her/his concern and presents the pertinent documents | 2.1 Investigation personnel will check/verify the documents submitted | None | Five (5) Minutes | C, IIB/IIB NCO, OACESPA |
| 3. The client proceeds at the IIB cubicle | 3.1 The investigation personnel will advise the client to submit any lacking documents (if there are any) | None | Two (2) minutes | C, IIB/IIB NCO, OACESPA |



| | | | | |
|---|--|-------------|---------------------------|-------------------------|
| 4. The client communicates his/her queries to investigation personnel | 4.1 Investigation personnel will initiate the counseling/provide answers to queries | None | Thirty (30) Minutes | C, IIB/IIB NCO, OACESPA |
| <u>If done via email:</u> 1. Complainant provides details about herself/himself and sends all her/his queries together with all the pertinent documents at oacespa@gmail.com | 1.1 The investigation personnel will acknowledge receipt of the email, ask further details about the client's identity, and check/verify the documents submitted. The investigation personnel will inform the client to submit the lacking documents (if any). | None | One (1) day | C, IIB/IIB NCO, OACESPA |
| | 1.1 The investigation personnel will provide advice and answers to the client via email based on the concern and queries of the client. | None | One (1) day | C, IIB/IIB NCO, OACESPA |
| TOTAL (for in-person transaction) | | None | Forty (40) minutes | |
| TOTAL (for queries via e-mail) | | None | Two (2) days | |

50. Restoration of Pay and Allowances

This procedure is being done when the FCPA receives requests from OG1, PA/FSFOs for the restoration of pay and allowances of army personnel who returned to Military Control (RTMC), reinstated, with cancellation of discharge/separation/reversion/termination orders or nullification of case.

| | |
|--|--------------------------------------|
| Office or Division: | FCPA |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | All Active Philippine Army personnel |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. If RTMC fm AWOL: | |
| Transmittal from FSFO (Radio Message or STL) | FSFO |



| Letter Request from Unit (STL or Radio Message) | Concerned Unit | | | |
|--|---|-----------------|-----------------|--------------------|
| AWOL Order | Concerned Unit | | | |
| RTMC Order | Concerned Unit | | | |
| Reenlistment Order if applicable | Concerned Unit | | | |
| In the absence of the above cited, Letter from OG1, PA with supporting documents | OG1, PA | | | |
| 2. If Reinstated: | | | | |
| Transmittal from FSFO (Radio Message or STL) | FSFO | | | |
| Letter Request from Unit (STL or Radio Message) | Concerned Unit | | | |
| Discharge Order | Concerned Unit | | | |
| Reinstatement Order | Concerned Unit | | | |
| Reenlistment Order if applicable | Concerned Unit | | | |
| In the absence of the above cited, Letter from OG1, PA with supporting documents | OG1, PA | | | |
| 3. If Cancelled Order/Nullified Case: | | | | |
| Transmittal from FSFO (Radio Message or STL) | FSFO | | | |
| Letter Request from Unit (STL or Radio Message) | Concerned Unit | | | |
| Resolution of the Case or Nullification Order | Concerned Unit | | | |
| In the absence of the above cited, Letter from OG1, PA with supporting documents | OG1, PA | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| OG1, PA/FSFOs forward requests to FCPA (Attn: Chief, OTB) for restoration of P/A of personnel who was/were RTMC, Reinstated or and whose orders was Cancelled/Nullified Case | Received letter requests from OG1, PA/FSFOs with supporting documents for the restoration of P/A of personnel who was/were RTMC, Reinstated, or whose orders was Cancelled/Nullified Case | None | 5 mins | Monitoring NCO |
| | Prepare SDF for signature of Chief, OTB with Memorandum, Computation of B4-Account/Overpayment and Authority to | | 40 mins | Operation NCO |



| | | | | |
|---------------|---|-------------|---------------------|-----------|
| | Deduct (ATD) if applicable | | | |
| | Forward complete package of SDF to Command Section for notation of Executive Officer and Deputy Director and for approval of Director, FCPA | | 30 mins | Messenger |
| | Furnish copy of Approved Memo to concern Branches and FSFO of this Center | | 10 mins | Messenger |
| TOTAL: | | None | 1 hr 25 mins | |

51. Small Value Procurement (SVP) 53.9 and Shopping 52.1a and 52.1b

Processing of the procurement made by different PA units through Philippine Army Procurement Center (PAPC), the amount is lower than 1M, payment made in the name of legal suppliers. (53.9 SVP negotiated) (52.1a SVP Emergency) (52.1b thru Shopping items not available at PSDBM)

| | | | |
|---|-------------------------------------|-------------------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | |
| Classification: | Simple | | |
| Type of Transaction: | G2B – Government to Business | | |
| Who may avail: | Philippine Army Major Units (PAMUs) | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | |
| 3. Advice of Sub-Allotment (ASA) | | Philippine Army Major Units (PAMUs) | |
| 4. Requisition and Issue Slip (RIS-NIS) (3 photocopies) | | Philippine Army Major Units (PAMUs) | |
| 5. Unit Procurement Request (UPR) (3 photocopies) | | Philippine Army Major Units (PAMUs) | |



| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| 6.PhilGEPS posting of Request for Quotation (RFQ) (if ABC > P50,000.00) | PHILGEPS Website | | | |
| 7.Price Offers / Canvass Proposal (CP) / Request for Quotation (RFQ) with eligibility requirements | Seller/ Service Provider | | | |
| 8.Proof of posting at conspicuous places for 3 calendar days | Philippine Army Procurement Center (PAPC) | | | |
| 9.Minutes of Meeting on Opening of CP/RFQ and Awarding of Project | Philippine Army Procurement Center (PAPC) | | | |
| 10.Abstract of Canvass and Recommendation of Award | Philippine Army Procurement Center (PAPC) | | | |
| 11.Notice of Award | Philippine Army Procurement Center (PAPC) | | | |
| 12.Purchase Order | Philippine Army Procurement Center (PAPC) | | | |
| 13.Notice to Proceed | Philippine Army Procurement Center (PAPC) | | | |
| 14.Letter to COA (Photocopy of Docs - NOA, NTP, PO and letter from supplier re schedule of delivery) | Philippine Army Procurement Center (PAPC) | | | |
| 15.Delivery Receipt and Invoice | Seller/ Service Provider | | | |
| 16.Notice of Delivery addressed to COA | Army Property Accountability Office (APAO) | | | |
| 17.Delivery of Items Inspection Report | Philippine Army Major Units (PAMUs) | | | |
| 18.TIAC Report (if applicable) | Technical Inspection Acceptance Committee (TIAC) | | | |
| 19.Inspection and Acceptance Report | Philippine Army Major Units (PAMUs) | | | |
| 20.Certificate of Acceptance by End User | Philippine Army Major Units (PAMUs) | | | |
| FOR REPAIRS & MAINTENANCE | | | | |
| 1.Bill of Materials and Cost Estimate (for buildings and other structures) | Post-Engineer Detachment (PED) | | | |
| 2.Material Requirement List (for R&M of Vehicles, Machineries, ICT and others) | Post-Engineer Detachment (PED) | | | |
| 3.Pre-Repair Inspection Report, certified by Unit Property Officer (for R&M of all PPE/semi-expendables) with PICTURE | Philippine Army Major Units (PAMUs) | | | |
| 4.Scope of Work (for buildings, other structures and motor vehicles) | Philippine Army Major Units (PAMUs) | | | |
| FOR TRAINING EXPENSES | | | | |
| 1.Training Directive | Philippine Army Major Units (PAMUs) | | | |
| FOR REPRESENTATION EXPENSES | | | | |
| 1.DF/Conference Notice/Activity Schedule/Programs | Philippine Army Major Units (PAMUs) | | | |
| 2.Attendees | Philippine Army Major Units (PAMUs) | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|--|-------------|------------------|--|
| <p>1. Submit the required documents</p> <p>1.1 Upload Data to FMIS Account.</p> | <p>1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents.</p> | None | 10 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff</i> |
| | <p>2. Post/Record obligation to Index of Payments, journalize and review the DV.</p> | None | 10 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff and Chief</i> |
| | <p>3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation.</p> | None | 15 minutes | <i>Bookkeeping Branch Staff</i> |
| | <p>4. Final review, approval and sign-in the DV.</p> | None | 5 minutes | <i>Chief Accountant</i> |
| | <p>5. Log-out the DV</p> | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | <p>6. Transmit DV to PAMU for approval of payment and pre-audit.</p> | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 57 inutes | |



52. Stoppage of Pay and Allowances

This procedure is being done when the FCPA receives requests from OG1, PA/FSFOs for the stoppage of pay and allowances of army personnel who went on Absent Without Official Leave (AWOL), died, discharge or separated/reverted/terminated from the military service.

| | |
|--|--------------------------------------|
| Office or Division: | FCPA |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | All Active Philippine Army personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. If AWOL: | |
| Transmittal from FSFO (Radio Message or STL) | FSFO |
| Letter Request from Unit (STL or Radio Message) | Concerned Unit |
| AWOL Order if available | Concerned Unit |
| Morning Report if available | Concerned Unit |
| In the absence of the above cited, Letter from OG1, PA with supporting documents | OG1, PA |
| 2. If Discharge: | |
| Transmittal from FSFO (Radio Message or STL) | FSFO |
| Letter Request from Unit (STL or Radio Message) | Concerned Unit |
| Discharge Order | Concerned Unit |
| In the absence of the above cited, Letter from OG1, PA with supporting documents | OG1, PA |
| 3. If KIA/Death: | |
| Transmittal from FSFO (Radio Message or STL) | FSFO |
| Letter Request from Unit (STL or Radio Message) | Concerned Unit |
| Spot Report/Death Certificate | Concerned Unit |
| In the absence of the above cited, Letter from OG1, PA with supporting documents | OG1, PA |
| 4. If Separation/Reversion/Termination: | |
| Transmittal from FSFO (Radio Message or STL) | FSFO |
| Letter Request from Unit (STL or Radio Message) | Concerned Unit |
| Separation/Reversion/Termination Order | Concerned Unit |



| In the absence of the above cited, Letter from OG1, PA with supporting documents | | OG1, PA | | |
|--|--|-----------------|--------------------------|-----------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| OG1, PA/FSFOs forward requests to FCPA (Attn: Chief, OTB) for the stoppage of P/A of PA personnel who was/were AWOL, Discharge, KIA or Separated/ Reverted, Terminated | Received STL or Radio Message with supporting documents from OG1, PA/FSFOs who was/were AWOL, Discharge, KIA or Separated/Reverted, Terminated | None | 5 mins | <i>Monitoring NCO</i> |
| | Prepare SDF for signature of Chief, OTB with Memorandum and attached supporting documents | | 20 mins | <i>Operations NCO</i> |
| | Forward complete package of SDF to Command Section for notation of Executive Officer and Deputy Director and for approval of Director, FCPA | | 30 mins | <i>Messenger</i> |
| | Furnish copy of Approved Memo to concern Branches and FSFO of this Center. | | 10 mins | <i>Messenger</i> |
| Total: | | None | 1 hr & 5 mins | |
| Service is covered under FCPA Directive dtd 30 January 2020 with Subject: Policy on Request for Withholding /Stoppage of Pay and Allowances (P/A) and Collection | | | | |



53. Transfer of Fund to Philippine International Trading Corporation (PITC)

Processing of fund transfer to Government-Owned and Controlled Corporation (GOCCs) for the procurement of PA-Wide requirements such as ICIE, Ordnance, Equipment and Constructions etc.)

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PITC | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Agency Outsourcing Request | | Philippine Army Major Units (PAMUs) | | |
| 3. Advice of Sub-Allotment (ASA)/ Advice of Allotment (AA)/ Notice of Fund Allocation (NFA) | | Philippine Army Major Units (PAMUs) | | |
| 5. BAC Resolution | | Philippine Army Bids and Awards Committee (PABAC) | | |
| 6. Approved Procurement Plan (APP) | | Philippine Army Major Units (PAMUs) | | |
| 7. Project Procurement Management Plan (PPMP) | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|--|
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch/ Journal & Miscellaneous Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to FCPA for approval of payment. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 46 minutes | |

54. Un-tagging of ATM Accounts

This procedure is done when the FCPA receives requests from FSFOs for the release of ATM account balance of army personnel who ATM was withheld.

| | |
|---|--------------------------------------|
| Office or Division: | FCPA |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | All Active Philippine Army personnel |
| CHECKLIST OF REQUIREMENTS | |
| Radio Message or STL from FSFO | FSFO |
| STL or Radio Message from Unit | Concerned Unit |
| Snap shot | LBP |
| Photocopy of ATM Card with handwritten ATM Account Number and signature | Concerned Unit/Personnel |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|--------------------------|-----------------------|
| FSFOs forward requests with complete attachments to FCPA (Attn: Chief, OTB) for the un-tagging of ATM Accounts | 1. Received letter requests from FSFOs for the un-tagging of ATM Accounts with complete attachments | None | 5 mins | <i>Monitoring NCO</i> |
| | 2. Prepare SDF for signature of Chief, OTB with Memorandum and attached supporting documents | | 20 mins | <i>Operation NCO</i> |
| | 3. Forward complete package of SDF to Command Section for notation of Executive Officer and Deputy Director and for approval of Director, FCPA | | 30 mins | <i>Messenger</i> |
| | 4. Furnish copy of Approved Memo to concern Branches and FSFO of this Center | | 10 mins | <i>Messenger</i> |
| Total: | | None | 1 hr & 5 mins | |



Headquarters Philippine Army

Internal Services



1. AGH CHR Service

AGH CHR Service provides administrative services to AGH CHRs.

| | | | | |
|-----------------------------------|---|------------------------|---|---------------------------|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Complex | | | |
| Type of Transaction | G2G- Government to Government | | | |
| Who may avail | AGH Civilian Human Resource | | | |
| Checklist of Requirements | | | Where to Secure | |
| Application Requirement | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit application requirement | 1. Receive applications | None | 30 mins | <i>CHR Admin Staff</i> |
| | 2. Facilitate recruitment process | None | 30 mins | <i>CHR Supervisor</i> |
| | 3. Endorse the selected applicant to Higher Headquarters | None | Upon availability of Selection Board Resolution | <i>CHR Supervisor</i> |
| | 4. Brief the new employee prior assigning them to respective AGH Sections and Offices | None | 1 hr | <i>CHR Supervisor</i> |
| | 5. Properly endorse the new employee and keep record of orders | None | 30 mins | <i>CHR Supervisor</i> |



2. AGH Dietary Service

AGH Dietary Service provides nutritious and appropriate meals for the patients confined in AGH.

| | | | | |
|-------------------------------------|---|------------------------|---------------------------|---------------------------|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail | Military Personnel, Dependents, Civilian Human Resource | | | |
| Checklist of Requirements | | | Where to Secure | |
| Military ID | | | AFP | |
| Dependent's ID | | | AFP | |
| CHR Security Tag | | | HPA | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide a copy of Patient's Diet | 1. Receive patient's diet | None | 5 mins | <i>Duty Dietician</i> |
| | 2. Assess available resources | None | 30 mins | <i>Duty Dietician</i> |
| | 3. Draft weekly menu | None | 30 mins | <i>Duty Dietician</i> |
| | 4. Draft recipe based on menu | None | 30 mins | <i>Duty Dietician</i> |
| | 5. Draft market list of ingredients based on meal census | None | 30 mins | <i>Duty Dietician</i> |
| | 6. Do marketing and store the goods accordingly | None | 3 hrs | <i>Duty Dietician</i> |
| | 7. Prepare meals for the patient based on diet order | None | 3 hrs | <i>Duty Dietician</i> |
| | 8. Distribute prepared meals to respective wards | None | 30 mins | <i>Duty Dietician</i> |
| | 9. Monitor and assess patient's nutrition requirements | None | 30 mins | <i>Duty Dietician</i> |
| | Total: | None | 9 hours and 5 mins | |



3. AGH Emergency Room Service

AGH Emergency Room Service ensures appropriate assessment, treatment and disposition to all patients needing emergency care.

| Office or Division | AGH, HHSG, PA | | | |
|--|--|------------------------|--|-------------------------------------|
| Classification | Highly Technical | | | |
| Type of Transaction | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail | Military Personnel, Dependents, Civilian Human Resource | | | |
| Checklist of Requirements | | | Where to Secure | |
| Military ID | | | AFP | |
| Dependent's ID | | | AFP | |
| CHR Security Tag | | | HPA | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide personal details as necessary | 1. Assess the Patient | None | 15 mins | <i>MOD/Duty RN/RM</i> |
| | 2. Prepare medical requirements | None | Depends on patient's requirement | <i>MOD/Duty RN/RM</i> |
| | 3. Provide resuscitation as needed | None | Depends on patient's requirement | <i>MOD/ RN/ RM</i> |
| | 4. Facilitate patient transfer to other facility as necessary | None | Depends on availability of bed of receiving hospital | <i>MOD/ Wardman/ RN/ RM</i> |
| | 5. Facilitate Post Mortem Care as necessary | None | 30-40 mins | <i>MOD/ Wardman/ Aidman/ RN/ RM</i> |
| | 6. Prepare admission requirement as applicable | None | 20 mins | <i>MOD/ Wardman/ RN/ RM</i> |
| | 7. Provide initial medication and facilitate diagnostic tests as necessary | None | Depends on patient's requirement | <i>MOD/ RN/ Registrar Personnel</i> |
| | 8. Record disposition | None | 10 mins | <i>SHOD/ MOD/ RN/</i> |



4. AGH In- Patient Service

AGH In-Patient Service ensures appropriate assessment and treatment to all patients confined in seven (7) AGH Wards namely Male Medical Ward 1, Male Medical Ward 2, Heroes Ward 1, Heroes Ward 2, Dependents Ward, Male Surgical Ward, and Obstetrics-Gynecological Ward.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail | Military Personnel, Dependents and Civilian Human Resource | | | |
| Checklist of Requirements | | | Where to Secure | |
| Military ID | | | AFP | |
| Dependent's ID | | | AFP | |
| CHR Security Tag | | | HPA | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide personal details as necessary | 1. Prepare admission requirements | None | 15 mins | <i>Duty RN/RM</i> |
| | 2. Receive patient from ER/ Out-patient | None | 15 mins | <i>SHOD/ MOD/ RN/ RM</i> |
| | 3. Assess patient and provide treatment and care | None | 20 mins | <i>SHOD/ MOD/ RN/ RM</i> |
| | 4. Facilitate patient for Medical Procedure/ Operation as necessary | None | 30-40 mins | <i>MOD/ Wardman/ RN/ RM</i> |
| | 5. Facilitate patient evacuation as necessary | None | 30-40 mins | <i>MOD/ Wardman/ Aidman/ RN/ RM</i> |
| | 6. Facilitate Post Mortem Care as necessary | None | 20 mins | <i>MOD/ Wardman/ RN/ RM</i> |
| | 7. Prepare discharge documents as applicable | None | 20-30 mins | <i>SHOD/ MOD/ RN/ Registrar Personnel</i> |
| Note: The above turnaround time varies depending on case management requirement and patient condition | | | | |



5. AGH Laboratory Service

AGH Laboratory provides accurate and precise laboratory results to clients.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division | AGH, HHS, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail | Military Personnel, Dependents, Civilian Human Resource | | | |
| Checklist of Requirements | | | Where to Secure | |
| Military ID | | | AFP | |
| Dependent's ID | | | AFP | |
| CHR Security Tag | | | HPA | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide personal details as necessary | 1. Receive patient's request/ Endorsement from Authorized Personnel | None | 5 mins | <i>Duty RMT</i> |
| | 2. Collect specimen from the patient | None | 10- 15 mins | <i>Duty RMT</i> |
| | 3. Process the collected specimen | None | 5-50 mins | <i>Duty RMT</i> |
| | 4. Analyze the result and keep record | None | 15 mins | <i>Duty Pathologist</i> |
| | 5. Issue result | None | Upon availability | <i>RMT</i> |

6. AGH Maintenance Service

AGH Maintenance provides preventive and corrective repairs to AGH Vehicles, Facility and Equipment.

| | | | | |
|----------------------------------|---|------------------------|---|---------------------------|
| Office or Division | AGH, HHS, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail | AGH Staff | | | |
| Checklist of Requirements | | | Where to Secure | |
| Office Request | | | AGH Sections/ Divisions/ Offices/ Wards | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide request | 1. Receive approved request | None | 5 mins | <i>Duty Maintenance</i> |



| | | | | |
|--|--|------|--|--|
| | 2. Conduct assessment on the equipment/facility | None | 10- 15 mins | <i>Duty Maintenance</i> |
| | 3. Request procurement of needed materials as necessary/ Submit report of the repaired equipment/facility. | None | 10 mins | <i>Duty Maintenance</i> |
| | 4. Conduct necessary repair | None | Depends on the equipment/facility to be repaired/ maintained and availability of materials | <i>Duty Maintenance</i> |
| | 5. Submit report of the repaired equipment/facility | None | 5 mins | <i>Chief Maintenance</i> |
| | 6. Keep record of maintained equipment/facility and for turn-in equipment | None | 5 mins | <i>Chief Maintenance/ Duty Maintenance</i> |

7. AGH Molecular Laboratory Service

AGH Molecular Laboratory Service provides accurate and precise RTPCR results to clients.

| | | | | |
|--|---|-----------------------|------------------------|---------------------------|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Highly Technical | | | |
| Type of Transaction | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail | Military Personnel, Dependents, Civilian Human Resource | | | |
| Checklist of Requirements | | | Where to Secure | |
| Military ID | | | AFP | |
| Dependent's ID | | | AFP | |
| CHR Security Tag | | | HPA | |
| CLIENTS STEP | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide request and necessary details | 1. Receive approved request | None | 5 mins | <i>Duty Med Tech</i> |



| | | | | |
|--|--|------|---|--------------------------------------|
| | 2. Provide swab schedule | None | 10- 15 mins | <i>Duty Med Tech</i> |
| | 3. Facilitate filling up of forms | None | 10 mins | <i>Duty Med Tech</i> |
| | 4. Facilitate clinical interview | None | Depends on the equipment/ facility to be repaired/ maintained and availability of materials | <i>Duty MOD</i> |
| | 5. Collect specimen and prepare for specimen processing and analysis | None | 24 hrs | <i>Duty Med Tech Pathologist</i> |
| | 6. Encode and keep record of the results | None | 5 mins | <i>Duty Med Tech</i> |
| | 7. Release results | None | 5 mins | <i>Duty Med Tech</i> |

8. AGH Nursing Service

AGH Nursing Service provides responsive duty detail of AGH Nurses and Wardman for AGH Wards and Nursing Service Office.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division | AGH, HHSG, PA | | | |
| Classification | Complex | | | |
| Type of Transaction | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail | AGH Nurses | | | |
| Checklist of Requirements | | | Where to Secure | |
| Schedule of Nurses | | | AGH | |
| CLIENTS STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Closely coordinate with Head Nurses | 1. Review offices/ wards requirements | None | 15 mins | <i>Head Nurses</i> |
| | 2. Prepare monthly schedule | None | 30 mins | <i>Head Nurses</i> |
| | 3. Review the prepared schedule and ensure personnel distribution of the wards. | None | 1 hr | <i>Chief Clinical</i> |



| | | | | |
|--|--|------|---------|-----------------------------------|
| | 4. Endorse the monthly schedule for approval | None | 30 mins | <i>Asst Chief for Clinical</i> |
| | 5. Approve the schedule | None | 30 mins | <i>Chief Nurse</i> |
| | 6. Publish the approved schedule | None | 10 mins | <i>Asst Chief Nurse for Admin</i> |
| | 7. Furnish copy to the wards | None | 10 mins | <i>Asst Chief Nurse for Admin</i> |
| | 8. Monitor and evaluate performance of personnel | None | 1 month | <i>Head Nurse</i> |

9. Application for 22k, NDA Program and other Scholarship Grants

Processes application of Officers to undergo Masteral Course under the 22K, NDA Program and other Scholarship Grants

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All Active PA Officers who have served 5 yrs continuous active commissioned service and must have at least 5 yrs remaining in the active service reckoned from the date of completion of the course | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Unit/Chief of Office Recommendation | | Unit Office | | |
| 2. PER from three (3) latest Commanders | | Unit Office | | |
| 3. Latest PFT result | | SSC, IMCOM PA | | |
| 4. DLO Clearance | | OAA | | |
| 5. Transcript of Records | | School | | |
| 6. Course Curriculum | | School | | |
| 7. Certificate from school that he/she will be accepted and will finish the course in two (2) years | | School | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit docs | Check completeness of documents | None | 5 mins | <i>ETB</i> |
| | Request PA Schooling Board to convene for deliberation | None | 5 mins | <i>Chief, ETB, APMC</i> |



| | | | | |
|---|---|-------------|----------------|---------------------------------|
| If selected: Sign Training Contract/School acceptance | Notify concerned personnel and require him/her to sign training contact/ settle school acceptance(RM) | None | 10 mins | <i>FTS NCO, ETB, APMC</i> |
| Submit Notarized Training Contract | Receive Training Contract | None | 10 mins | <i>FTS NCO, ETB, APMC</i> |
| | APMC recommends issuance of A/U order of concerned personnel to HHSBn of the nearest PAMU to his school | None | | <i>Chief, ETB, APMC</i> |
| | Approval/disapproval of A/U of concerned personnel by OG1,PA | | | <i>Chief, Placement Br, OG1</i> |
| TOTAL: | | None | 30 mins | |
| Service is covered under Circular Nr 3 HPA dtd 16 Jul 2012; Subject: Guidelines, policies and Procedures in the Selection of PA Officers to undertake 22K NDA Program and other similar grants and Utilization of Graduates | | | | |

10. Application for Change of AFP Occupational Specialty (AFPOS)

Change of AFPOS to all officers up to 05 (LTC)

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Updated SOI | | Office of Information Management Branch | | |
| 2. Personnel Action Form | | Unit Office Assigned | | |
| 3. Recommendation from Unit Commander | | Unit Commander | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit documents to losing Career Adviser | Receive/check the completeness of documents | None | 5 mins | <i>Career Adviser</i> |
| | Philippine Army Change of AFPOS Board deliberation | None | 1 day | <i>Sec, PACAB</i> |
| | Board Chairman endorses board resolution to OG1, PA | None | 3 days | |



| | | | | |
|---|--------------------------|-------------|--------------------------|--------|
| Monitoring | Publish and issue orders | None | | G1, PA |
| TOTAL: | | None | 4 days and 5 mins | |
| Service is covered under SOP # 04, HPA Amended Change of Armed Forces of the Philippines Occupational Specialty (AFPOS) | | | | |

11. Application for Change Family Name & Civil Status

Process request of PA Personnel for the Issuance of Orders allowing Changes in their name and Civil Status in all AFP records.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA female Officers & EP | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request duly signed by Unit Commander | | Unit Office | | |
| 2. Personnel Action Form | | Unit Office | | |
| 3. Approved Request Permission to marry | | Unit Office | | |
| 4. Marriage Contract-PSO | | PSA Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit documents to MOWEL Branch | Check for the completeness of documents | None | 15 mins | <i>Mowel branch</i> |
| | Received the documents from Admin APMC | None | 5 mins | |
| | Prepares and submit recommendation for chance of Family name and civil status | None | 15 mins | <i>Mowel branch</i> |
| | Forward approved recommendation to OJ1, GHQ | None | 1 day | |
| | Monitoring | None | | |
| TOTAL: | | None | 1 day 35 mins | |
| Service is covered under AFP Personnel Directive Nr 03 dtd 20 August 2008. | | | | |



12. Application for Command & General Staff Course

Processes application of Officers to be recommended to undergo Command & General Staff Course

| | | | | |
|--|---|-----------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | PA Active Officers with at least a rank of MAJOR (O-4) with a minimum five (5) years remaining in the service reckoned from the date of the CGSC completion | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. PME | | AGH | | |
| 2. PFT | | SSC, IMCOM PA | | |
| 3. Qualifying Exam | | ALDEC, TRADOC School | | |
| 4. PER from last three (3) Commander | | Unit Office | | |
| 5. Updated SOI (8 copies) | | IMB, PA | | |
| 6. Security Clearance from G2, PA | | G2, PA | | |
| 7. Personal History Statement (handwritten/no photocopy) 2 copies | | Personnel Itself | | |
| 8. DLO, PA Clearance | | Office of the Army Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit pertinent documents | Check completeness of documents | None | 5 mins | <i>ETB</i> |
| Qualifying Exam | Administer the QE | None | 3 hrs | <i>ALDEC, TRADOC</i> |
| PFT | Administer the conduct of PFT | None | 3 hours | <i>SSC, ASCOM</i> |
| Medical/Physical Exam | Request for the conduct of Medical/Physical Exam | None | 10 mins | <i>AGH</i> |
| | Conduct of Screening Committee | None | 4 hrs | <i>ETB</i> |
| | Approval/Disapproval | None | | |
| | Conduct Deliberation for the final list to undergo the AFPCGSC Screening Process to be forwarded to OJ1, GHQ | None | 4 hrs | <i>ETB/OG1</i> |
| Training Proper | Request of issuance of temporary duty to AFPCGSC | None | 10 mins | <i>ETB/OG1</i> |
| TOTAL: | | None | 1 day | |
| Service is covered under SOP Nr 11 HPA dtd 18 Aug 2020: Subject Screening and Selection of Officers for Admission to Command & General Staff Course (CGSC) | | | | |



13. Application for Commission in the Reserve Force, AFP

A procedure that will be undergone by aspiring applicants who wish to join the Army Reserve Force.

| | | |
|-----------------------------|--|---|
| Office or Division: | Office of the Assistant Chief of Staff for Reservist and Retiree Affairs, OG9, PA | |
| Classification: | Highly Technical | |
| Type of Transaction: | G2C - Government to Citizen | |
| Who may avail: | <ol style="list-style-type: none"> 1. Group I – Degree holders who are Advance ROTC graduates or have successfully completed the prescribed program of Instruction for the Probationary Officer Training Course (POTC / MS 43) conducted by the Major Services RESCOMs. 2. Group II – NCOs / POs of the regular force with outstanding records of service and technical experience and those who have rendered exceptional services in combat or other activity involving risk of life or limb in consonance with provisions of RA 718. 3. Group III – Degree holders requiring four (4) or more years of study in the courses of interest to the AFP and who are graduates of the basic ROTC. 4. Group IV – Graduates of the Master in National Security Administration (MNSA) conducted by the National Defense College of the Philippines (NDCP) in consonance with the provisions of PD 190. 5. Group V – Key and Technical personnel of vital government and private utilities which have been affiliated in the Reserve Force, AFP in consonance with provisions of Sections 10 and 31 of RA 7077. 6. Group VI – Elected government officials and presidential appointees who may qualify for commission in consonance with the provisions of Section 44 of RA 7077. | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | 1. Application Form for Commission | OG9, PA/Army Reserve Command/Regional Community Defense Group/Community Defense Centers |
| | 2. Affidavit of No Pending Case | Local Law Office |
| | 3. 2pcs of Picture (Whole Body in Formal Attire) | Local Photo Shops |
| | 4. PSA Birth Certificate or equivalent (Original w/ OR) | PSA Offices |
| | 5. Baccalaureate Degree Diploma and TOR (Authenticated from School) | Concerned School |
| | 6. COMELEC Certificate for Elected Officials (Original) | COMELEC Offices |
| | 7. Physical Medical Examination Report | Military Treatment Facilities Only |
| | 8. Command Clearances | OG2, Philippine Army |
| | 9. 2 copies of Authenticated Copy of PRC/CSC License / AFPSAT Result | PRC/CSC Offices Army Testing Office |



| 10. Original copy of Certificate of Pre-Commission Training | | Reserve Command/Regional Community Defense Group/Community Defense Centers | | |
|---|---|--|----------------------|-----------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Duly Accomplished Application Form with Complete Requirements | 1.1 RCDG/CDC will provide application Form and guide the applicants of the completion of the requirements | None | Thirty (30) days | S1 RCDGs/CDCs |
| 2. Undergo Physical and Medical Examination | 2.1 RCDG to provide Endorsement for PME to MTFs | None | Seven (7) days | S1 of RCDGs/CDCs |
| 3. Submit application to respective CDC/RCDG | 3.1. RCDG to provide Endorsement for PME and BI | None | Three (3) days | S1 and S2 of RCDGs |
| | 3.2 CDC/RCDG will forward said application to RESCOM (Cavite) | None | One (1) day | S1 RCDGs |
| | 3.3. Process application at RESCOM (Cavite) and conducts deliberation | None | Fourteen (14) days | Chief, ARMISO, RESCOM |
| | 3.4. OG9, PA (FBMM) validates application; Board Deliberation (to be approved by the CGPA) | None | Fourteen (14) days | Chief, RPCMB, OG9, PA |
| | 3.5. OJ9 (GHQ) validates application and initiates DF to CSAFP (for his approval and (signature) | None | Twenty-one (21) days | Chief, MDAD, OJ9, AFP |
| | 3.6. Application forwarded to DND (GHQ) | None | Seven (7) days | ASHR, DND |
| | 3.7. Forwarded to OPAMPA (Malacañang) for approval of the Executive Secretary | None | Seven (7) days | OPAMPA Personnel |
| | 3.8. OJ9 facilitates DF to J1 and OTAG (GHQ) for issuance and | None | Seven (7) days | Chief, MDAD, OJ9, AFP |



| | | | | |
|---|--|-------------|-----------------|-----------------------|
| | publication of appropriate orders | | | |
| | 3.9. OTAG (GHQ) issues orders | None | Seven (7) days | Chief, OTAG, AFP |
| Applicant Receives Commission Orders | 1.1 G9, PA (FBMM) provides copy of Commission Orders to the applicant with the Reserve Unit assignment | None | Seven (7) days | Chief, RPCMB, OG9, PA |
| TOTAL: | | None | 120 days | |
| Service is covered under DND Circular Number 4 dated 05 July 2010, Subject: Application for Commission in the Reserve Force, Armed Forces of the Philippines. | | | | |

14. Application for Incorporation in the Reserve Force, AFP

A procedure that will be undergone by retired Personnel applicants who wish to join the Army Reserve Force.

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | Office of the Assistant Chief of Staff for Reservist and Retiree Affairs, OG9, PA | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Former members of the AFP who have retired and/or were honorably separated/discharged from the active military service | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly accomplished application form for Incorporation | | OG9, PA/Army Reserve Command/Regional Community Defense Group/Community Defense Centers | | |
| 1 Photocopy of Retirement Order/Separation Orders (Authenticated) | | Office of the Army Adjutant | | |
| 2 x 2 picture in Philarpat uniform (2 copies) | | Local Photo Shops | | |
| Physical Examination Report (if applying three (3) months after retirement) | | Military Treatment Facilities | | |
| Summary of Information | | Office of the Army Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For Retired Enlisted Personnel : 1. Submit Duly | 1.1 RCDG/CDC will validate the application and completion of requirements | None | 1 day | <i>S1 RCDGs/CDCs</i> |



| | | | | |
|---|---|-------------|---------------|---|
| Accomplished Application Form with Complete Requirements | | | | |
| | 1.2 CDC/RCDG will forward said application to RESCOM (Cavite) | None | 1 day | <i>S1 RCDGs/CDCs</i> |
| 2. Receives Incorporation Orders | 2.1 Process application at RESCOM for approval of Commander, RESCOM and Issuance of Order | None | 1 day | <i>G1, RESCOM,</i> |
| For Retired Officers: 1. Submit Duly Accomplished Application Form with Complete Requirements to OG9, PA (FBMM) | 1.1 OG9, PA will validate the application and completion of requirements | None | 1 day | <i>Chief, RPCMB, OG9, PA</i> |
| | 1.2 For signature of G1, PA (FBMM) | None | 1 day | <i>Chief, Procurement Branch, OG1, PA</i> |
| | 1.3 For signature of SAGS | None | 1 day | <i>OSAGS Personnel</i> |
| | 1.4 For approval of VC, PA | | 1 day | <i>OVCPA Personnel</i> |
| | 1.5 OG9 facilitate DF to Army Adjutant for publication of orders | | 1 day | <i>Chief, RPCMB, OG9, PA</i> |
| 2. Receives Incorporation Orders | 2.1 Army Adjutant issues orders | | 1 day | <i>Army Adjutant Personnel</i> |
| TOTAL FOR RETIRED ENLISTED PERSONNEL: | | None | 3 days | |
| TOTAL FOR RETIRED | | None | 6 days | |



| | | | |
|---|--|--|--|
| OFFICERS: | | | |
| Service is covered under GHQ Standard Operating Procedure Number 02 dated 21 May 2010, Subject: Incorporation or Retired and Honorably Separated/Discharged AFP Personnel into the Reserve Force. | | | |

15. Application for Leave Abroad

Process request of PA Personnel for the Issuance of Orders allowing them to spend their leave outside the country

| | |
|-----------------------------|--------------------------------|
| Office or Division: | APMC |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | All active PA Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|-----------------------------|
| 1. Accomplished Personnel Action Form | Unit Office |
| 2. Updated Leave Record | Office of the Army Adjutant |
| 3. Certification that the applicant will not request for separation/reversion while on abroad (signed by the requesting party and administered by admin Officer) | Unit Office |
| 4. Affidavit that the applicant has enough fund to support his/her travel abroad (signed by the requesting party and administered by admin Officer) | Unit Office |
| 5. DLO & G2, PA Clearance | Office of the Army Adjutant |
| 6. Photocopy of VISA & Passport | Personnel Itself |
| 6. Accident & Health Insurance | Hospital |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------------------------------|--|-----------------|------------------------|---------------------|
| Submit documents to MOWEL Branch | Check for the completeness of documents | None | 15 mins | <i>Mowel branch</i> |
| | Received the documents from Admin APMC | None | 5 mins | |
| | Prepares and submit recommendation for Application of leave abroad | None | 3 hrs | <i>Mowel branch</i> |
| | Monitoring | None | | |
| TOTAL: | | None | 3 hours 20 mins | |

Service is covered under policies and directives (AFPRG 131-272 GHQ AFP dtd 10 March 2000)



16. Application for Local Schooling (Service Course)

Processes applications of PA Personnel to undergo local schooling for career and Specialization Courses

| | | | | |
|---|--|-------------------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 2. Updated SOI | | Office of the Army Adjutant | | |
| 4. Medical Certificate | | Military Hospital | | |
| 5. Clearances (DLO,PA) | | Office of the Army Adjutant/Div Adj | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| PAMU G1 will submit list of recommendees | Consolidate recommended list | None | 10 mins | <i>Local Trng, NCO</i> |
| | Publication & dissemination of Training Directive from OG8, PA | None | 2 mins | |
| | Send rad msg to PAMUs re initial list of students | None | 2 mins | <i>Director, APMC</i> |
| Request deferment/ replacement | Deliberate request | None | 1 ½ hour | <i>CMD</i> |
| | Send rad Msg re Final List of Students | None | 2 mins | <i>Director, APMC</i> |
| | Issuance of A/U Order of students to TRADOC | None | 2 mins | <i>Director, APMC</i> |
| TOTAL: | | None | 2 hours | |
| Service is covered under Training Directive per Training Cycle by OG8, PA | | | | |



17. Application for Promotion

Promotion System for Reservist Officers of the AFP. It establishes the Criteria in selecting Reservist Officers for Promotion. Provides the implementing rules policies and guidelines of all laws, regulations and directives pertaining to promotion of Officers in grades and prescribes the general procedures to be followed in considering Reservist Officers for promotion to the next higher grade.

| | | | | |
|--|---|------------------------------------|------------------------|------------------------------|
| Office or Division: | Office of the Assistant Chief of Staff for Reservist and Retiree Affairs, OG9, PA | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Reservist Officers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Endorsement from Unit Commander | | Regional Community Defense Centers | | |
| Physical and Medical Examination Result (Original) | | Military Treatment Facilities | | |
| Command Clearance (Original) | | Regional Community Defense Centers | | |
| Completed the Required Time-In-Grade (TIG) | | Regional Community Defense Centers | | |
| Computation of TIG with ADT Orders | | Regional Community Defense Centers | | |
| Completed the Required ASIG (Active Service in Grade) | | Regional Community Defense Centers | | |
| Appointment Orders (Authenticated) | | Regional Community Defense Centers | | |
| Career Courses | | Personal File | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Duly Accomplished Application Folder with Complete Requirements to | 1.1 RCDG/CDC will validate the application and completion of requirements | None | Twenty-one (21) days | <i>Applicant</i> |
| | 1.2 CDC/RCDG will forward said application for promotion to RESCOM | None | Seven (7) days | <i>S1, CDC /RCDG</i> |
| 2. Appears for Board Deliberation | 2.1 Process application for promotion at RESCOM (Cavite) | None | Seven (7) days | <i>G1, RESCOM</i> |
| | 2.2 OG9 validates application; | None | Seven (7) days | <i>Chief, RPCMB, OG9, PA</i> |
| | 2.3 Board Deliberation (to be approved by the CGPA) | None | 1 day | <i>Chief, RPCMB, OG9, PA</i> |



| | | | | |
|---|--|-------------|-------------------------------|--------------------------|
| | 2.4 OJ9 validates application for promotion and initiates DF to CSAFP (for his approval and signature) | None | Twenty-one (21) days | Chief, MDAD OJ9, AFP |
| | 2.5 Application for promotion forwarded to DND (GHQ) | None | Seven (7) days | ASHR, DND |
| | 2.6 Forwarded to OPAMPA (Malacañang) for approval of the Executive Secretary | None | Seven (7) days | OPAMA Personnel |
| | 2.7 OJ9 facilitates DF to J1 and OTAG for issuance and publication of appropriate orders | None | Seven (7) days | Chief, MDAD, OJ9, AFP |
| | 2.8 OTAG issues orders | None | Seven (7) days | OTAG Personnel |
| Receives Promotion Order | 2.9 OG9 Releases Copy of Promotion Orders | None | 1 day | Chief, RPCMB, OG9, PA |
| TOTAL: | | None | Ninety-three (93) days | |
| Service is covered under GHQ Standing Operating Procedure Number 02 dated 21 January 2004, Subject: Reservist Promotion System in the AFP and GHQ Standing Operating Procedure Number 05 dated 04 April 2008, Subject: Reservist Officers Promotion to O6 and O7. | | | | |

18. Application for Readjustment or Reversion of Ranks of PA Enlisted Personnel

Deliberate all candidates for Readjustment or Reversion of Ranks of all EP holding temporary ranks

| | |
|---------------------------------------|--------------------------------|
| Office or Division: | APMC |
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | All active PA Personnel |
| CHECKLIST OF REQUIREMENTS | |
| 1. Recommendation from Unit Commander | PAMU/ Chief of Offices |
| 2. Latest permanent promotion | Office of the Army Adjutant |
| 3. Temporary promotion order | Office of the Army Adjutant |



| 4. Declaration of graduate | | Training School | | |
|---|--|-----------------------------|-----------------|-------------------------------|
| 5. Profex Result | | Office of the Army Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| PA Enlisted Personnel | Check completeness of documents; Determine validity of request; | None | 5 mins | <i>Promotion Br, APMC</i> |
| | Prepares the schedule for board | None | 10 mins | <i>Secretary, PA EPPB "C"</i> |
| | Conduct of board deliberation | None | 30 mins | <i>Promotion Br, EPRRRB</i> |
| | Send STL to OG1, PA with the board resolution | None | 15 mins | <i>Promotion Br, G1, PA</i> |
| | Monitoring | None | - | <i>Promotion Br, G1, PA</i> |
| TOTAL: | | None | 1 hour | |
| This service is covered under HPA IGRR dated 2019 | | | | |

19. Application for Reassignment/Assignment of PA Officers/EP

Facilitate the placement of Philippine Army Personnel to Philippine Army major Units based on organizational needs and career path of Philippine Army Personnel.

| Office or Division: | APMC | | | |
|--|---|-----------------|-----------------|----------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request from Unit | | Concerned Unit | | |
| 2. Availability for transfer (PAF 110) signed by Current Commander, PAMU | | Concerned Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit request from Unit | Receive documents and other reference | None | 5 mins | <i>Plmt, Branch</i> |
| | Send radio message to concerned Unit | None | 1 day | <i>OCAD/EPCA D/PLMT</i> |
| | Received comment/answer from Concerned Unit | None | 10 min | <i>Plmt Br, APMC</i> |
| | For EP: -If agreed by losing and gaining Unit, make DF for approval of Director. | None | 1 day | <i>EPCAD/Plmt Br, APMC</i> |



| | | | | |
|---|---|-------------|---------------------------|---------------|
| | - if with objection inform the requesting Unit | | | |
| | For Officer: -If agreed by losing and gaining Unit, make DF recommendation to G1, PA. - if with objection inform the requesting party | None | | OCAD, APMC |
| Get Orders from OAA | Publish/issue orders | None | 15 mins | OAA |
| TOTAL: | | None | 2 days and 30 mins | |
| Service is covered under HPA Directive: Rotation of Philippine Army Personnel and the Disposition of Personnel and PA TOE S- 2018 | | | | |

20. Application for Schooling Abroad

Processes applications of PA Personnel to Undergo Foreign Training on countries with Invitation for Foreign Courses.

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA personnel who have served a minimum continuous commissioned/enlisted military service of three (3) years, except for officers from the Technical and Administrative Services, and officers recommended for foreign Basic Career Courses and highly Technical Courses, or with at least 5 yrs remaining in active service | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Unit/Chief of Office Recommendation | | Unit Office | | |
| 2. PER from three (3) latest Commanders | | Unit Office | | |
| 3. Latest PFT result | | SSC, IMCOM PA | | |
| 4. Updated SOI | | Office of the Information Management Branch | | |
| 5. Command Clearance | | G2, PA | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit docs | Checks completeness of documents | None | 5 mins | ETB |
| | Request PA Schooling Board to convene for deliberation | None | 5 mins | Chief, ETB, APMC |



| | | | | |
|--|--|------|---------|---------------------------|
| If Selected: Sign Training Contract | Notify concerned personnel and require him/her to sign training contact (RM) | None | 10 mins | <i>FTS NCO, ETB, APMC</i> |
| | APMC recommends A/U to HHSG,PA of concerned personnel to OG1,PA | None | 10 mins | <i>Chief, ETB, APMC</i> |
| Training Proper | | None | 30 mins | |
| TOTAL: | | None | 1 hour | |
| Service is covered under Circular Nr 5 HPA dtd 05 Nov 10; Subject: Selection of AFP Military Personnel for Foreign Training and Utilization of the Graduates | | | | |

21. Application for Special Promotion of PA Enlisted Personnel

Deliberate all candidates for Special Promotion as recommended by Unit Promotion Boards.

| Office or Division: | APMC |
|---|--|
| Classification: | Simple |
| Type of Transaction: | G2G - Government to Government |
| Who may avail: | All active EP recommended by PAMU Commanders for Special Promotion |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Recommendation from PAMU Cmdr (POS, MP, PPA/GUAsEPY, PFR, PEPFCAD, AP, PP, PACT) | PAMU/PA Chief of Offices |
| 2. After Encounter report with Task Organization (MP/PP) | Unit/Office |
| 3. Latest Permanent Promotion Orders (POS, MP, PPA/GUAsEPY, PFR PEPFCAD, AP, PACT, PP-under normal circumstances) | Office of the Army Adjutant |
| 4. PTIS and certification for G2, PA (for Neutralized Personalities) (MP) | FSSU, ASCOM, PA/ OG2, PA |
| 5. Career Course (POS,MP, PPA/GUAsEPY, PFR, PEPFCAD, PACT, PP-under normal circumstances) | Training School |
| 6. DLO, PA Clearance (POS, MP, PPA/GUAsEPY, PFR, PEPFCAD, AP, PP, PACT) | OAA |
| 7. Death Certificate (PP) | Unit Office |
| 8. Updated SOI (POS, MP, PPA/GUAsEPY, PFR, PEPFCAD, AP, PP, PACT) | Office of the Army Adjutant |
| 9. G2, PA Clearance (MP) | OG2, PA |
| 10. PROFEX (PFR) | OAA |
| 11. Personal Action Form (AP) | Unit Office |
| 12. PSA Birth Certificate (AP) | Unit Office |
| 13. ETE Order/Extension (AP) | Division Adjutant/ OAA |
| 14. PER (AP) | Unit Office |
| 15. SOS from Adjutant (AP) | Office of the Army Adjutant |



| 16. Original Diploma/transcript of Records (POS) | EP/ Unit | | | |
|---|--|-----------------|-----------------|-------------------------------|
| 17. Certificate from PRC indicating “Only Once” or “First Take” or Cert from school registrar (for graduates of Masters and Doctorate of Law) | PRC Office/ School Registrar | | | |
| 18. Cert fr PSC that the event was sanctioned by them | PSC | | | |
| 19. Demotion Order (PFP) | OAA | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit pertinent documents to EP Promo “C” | Check completeness of documents; Determine if request is valid; | None | 5 mins | <i>Promotion Br, APMC</i> |
| | Prepares the schedule for Board deliberation | None | 10 mins | <i>Secretary, PA EPPB “C”</i> |
| | Conduct of board deliberation | None | 30 mins | <i>Promotion Br, APMC</i> |
| | Send STL to OG1, PA with the Board Resolution | None | 15 mins | <i>Promotion Br, G1, PA</i> |
| | Monitoring | None | | |
| TOTAL: | | None | 1 hour | |
| This service is covered under HPA IGRR dated 2019 | | | | |

22. Arrangement and Conduct of Funeral Services, Honors and Last Courtesies

The practice of giving final tribute and honors to a dearly departed has evolved as the years from a simple ceremony to elaborate and colorful rites to make the occasion more meaningful in perpetuation of the memory of the dead.

| Office or Division: | Office of the Assistant Chief of Staff for Reservist and Retiree Affairs, OG9, PA | |
|-----------------------------|--|----------------------|
| Classification: | Highly Technical | |
| Type of Transaction: | G2C - Government to Citizen | |
| Who may avail: | Retired/ Honorably Separated PA Personnel; PA Reservist who are under Call to Active-Duty Tour for Training (CADTT) status, Call to Active Duty for Training (CADT) or Active-Duty Training (ADT); PA Reserve Officers in the Inactive Status, Veterans of Filipino-Spanish War, Filipino-American War, World War I, Recognized Guerillas of World War II, PEFTOK and Other Expeditionary Forces | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Original Death Certificate | | Respective Hospitals |



| 1 copy of Retirement Order (Authenticated) | | Personal File / Adjutant, PA | | |
|---|---|------------------------------|----------------------------|-----------------------------|
| 1 copy of Statement of Service | | Non-Records Division, OTAG | | |
| 1 copy of ADT/CADTT Calling Orders for Reservist (Authenticated) | | Adjutant, ARESKOM | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client to proceed at NRD, OTAG for Statement of Service | 1.1 NRD, OTAG (GHQ) will provide a copy of SOS | None | 1 hour | <i>NRD, OTAG Personnel</i> |
| 2. Client to proceed at OJ9, AFP for the Interment Directive | 1.1 OJ9, AFP (GHQ) will provide Interment Directive | None | 45 mins | <i>RPAD, OJ9 Personnel</i> |
| 3. Client to proceed at HPAG9 for issuance of Interment Directive for implementation of Unit Primary Responsible | OG9, PA (FBMM) Will provide | None | 15 mins | <i>RRPAB, OG9 Personnel</i> |
| TOTAL: | | None | 2 hours and 10 mins | |
| Service is covered under DND, GHQ AFPRG 161-375: Subject Allocation of Cemetery Plots at the Libingan ng mga Bayani, RA 7077: AFP Reservist Act of 1991 | | | | |



23. Authentication of Orders (Published the Current Year)

The authentication of orders is done to certify that the document is a true copy from the original orders/documents to support applications for different transactions or claims.

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | OAA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail: | Active/Retired/Discharged/separated Military Personnel, Civilian Human resources and Dependents/Legal Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request/Request Form | | Unit/Office, Customer/PDBr Window, OAA | | |
| 1. Photocopies of Orders) | | Customer | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents to the Duty EP at the Publication & Distribution Branch window or fill out the request form and attach the stamped photocopies of orders | 1. Receive the documents and check completeness | None | Five (5) minutes | <i>PDrBranch Processing NCO, OAA</i> |
| | 2. For signature of Chief Publication & Distribution Branch, OAA | None | Eight (8) minutes | <i>Chief Publication & Distribution Branch, OAA</i> |
| 2. Sign in the Customer Log Book at OAA lobby. | 3. Authenticated orders shall be released by the duty EP at the Branch window | None | Two (2) minutes | <i>Duty EP/ PDr Branch, OAA</i> |
| TOTAL: | | None | 15 minutes | |



24. Authentication of Statement of Service, Leave Records and Orders Published the Previous Years

The authentication of documents is done to certify that the document is a true copy from the original orders/documents to support applications for different transactions or claims.

| | | | | |
|---|---|---------------------------------|------------------------|-------------------------------------|
| Office or Division: | Records Branch, OAA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail: | Active/Retired/Discharged/separated Military Personnel, Civilian Human resources and Dependents/Legal Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request/Request Form | | Unit/Office, Customer/OAA lobby | | |
| 2. Original copy of signed SOS and Leave Records | | Customer | | |
| 3. Photocopies of signed SOS and Leave Records | | Customer | | |
| 4. Photocopies of orders published the previous years | | Customer | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents to the Duty EP/Records Processing NCO at the OAA lobby or fill out the request form and attach the stamped photocopies | 1. Receive the documents and check completeness | None | ten (10) minutes | <i>Records Processing NCO, OAA</i> |
| | 2. For signature of Chief Records, OAA | None | 50 minutes | <i>Chief Records Branch, OAA</i> |
| 2. Sign in the Customer Log Book at OAA lobby. | 3. Authenticated orders/SOS/Leave Records shall be released by the duty EP at the OAA Lobby | None | Two (2) minutes | <i>Duty EP, Records Branch, OAA</i> |
| TOTAL: | | None | 15 Minutes | |



25. Clearing of Accountability

Philippine Army personnel who plan to retire or is currently processing their retirement shall clear their existing accountabilities in order to avail their claims.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | APAO | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Philippine Army personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Notice of Loss | | Client/Responsible Supply Officer | | |
| 2. Affidavit of Loss | | Law firm | | |
| 3. Comment & Recommendation of Agency Head | | Head of the Unit | | |
| 4. PNP Blotter | | Police Station | | |
| 5. Investigation/Incident Report | | Unit assignment of the client/Office of the Army Provost Marshall | | |
| 6. Affidavit of 2 Disinterested Person | | Law firm | | |
| 7. Property Acknowledgement Receipt (PAR) | | Client | | |
| 8. Report of Survey | | Unit assignment of the client | | |
| 9. Request for relief of Accountability | | Client/Responsible Supply Officer | | |
| 10. Certificate from Accounting | | Accounting Service Philippine Army | | |
| 11. Explanation of Cause of Delay | | Client/Responsible Supply Officer | | |
| 12. Order of Survey Board | | Unit assignment of the client/OG1, PA/Division Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The client must submit a notification and other pertinent documents to COA, FPAO/APAO and the Unit Commander. | 1. The concerned persons must validate the documents submitted by the client. | None | 1 day | COA Representative/ FPAO or APAO/Unit Commander |
| 2. Client must submit a notification and other pertinent documents to COA, FPAO/APAO and the Unit Commander | 2. When the necessary documents are complete, the Chief APAO shall endorse it to COA. | None | 1 day | Chief APAO |
| | 3. After the endorsement, the client may wait for the release of COA Resolution. | None | 30 days | COA Representative |



| | | | |
|--|------|---------|--|
| TOTAL: | None | 32 days | |
| Service is covered under COA Memorandum Nr 92-751 dated 24 February 1992 with Subject: Request for Relief from Accountability | | | |

26. Confirmation of Discharge with Complete Disability Discharge (CDD)

This service aims to process pertaining to confirmation of Discharge with complete Disability Discharge

| | | | | |
|--|--|------------------------|----------------------------|---------------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Certificate of CDD | | Military Hospital | | |
| 2. Worksheet duly signed by the Surgeon General | | VLUNA AFP | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit documents to RAD, APMC | Receive/ Check the completeness of documents | None | 5 mins | <i>Attrition NCO, RAD, APMC</i> |
| | Make STL to be signed by Director, APMC | None | 3 hours | <i>Chief, RAD, APMC</i> |
| | Sends STL to OG1 | None | 1 day | <i>Director, APMC & RAD</i> |
| Gets Order | Publish and issue orders | None | 20 mins | OAA |
| TOTAL: | | None | 1 day, 3 hours and 25 mins | |
| Service is covered under DND Circular Number 02 Dated 22 February 2019; Subject Implementing Guidelines, Rules and Regulations on Attrition System in the Armed Forces of the Philippines. | | | | |

27. Confirmation of Honorable Discharge of Enlisted Personnel

This service aims to process the application for confirmation of honorable discharge of Enlisted Personnel

| | | | | |
|--|-------------------------------------|------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | PA EP honorably discharged by PAMUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request from Commander PAMUs | | Commander PAMUs | | |
| 2. Discharge order from Mother Unit | | Former Unit Assigned | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|--|-------------|-----------------------------------|---------------------------------|
| Submit documents to RAD, APMC | Receive/ Check the completeness of documents | None | 5 mins | <i>Attrition NCO, RAD, APMC</i> |
| | Make STL to be signed by Director, APMC | None | 3 hours | <i>Chief, RAD, APMC</i> |
| | Sends STL to OG1 | None | 1 day | <i>Director, APMC & RAD</i> |
| Gets Order | Publish and issue orders | None | 20 mins | OAA |
| TOTAL: | | None | 1 day, 3 hours and 25 mins | |
| Service is covered under Cir Nr 17 GHQ AFP dtd 02 Oct 87; Subject: Administrative Discharge Prior to Expiration of Term of Enlistment | | | | |

28. Confirmation of Trainee Service for the Purpose of Retirement/ Separation Benefit Claims

This service aims to process pertaining to confirmation of trainee service for the purpose of retirement separation benefit claims

| | | | | |
|---|---|-----------------------------|------------------------|---------------------------------|
| Office or Division: | APMC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PA Active EP who lacks of Call to Military Training Order or Termination of Trainee Svc Order | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request form Unit Commander | | Unit | | |
| 2. Training Service Orders | | Office of the Army Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit documents to RAD, APMC | Receive/ Check the completeness of documents | None | 5 mins | <i>Attrition NCO, RAD, APMC</i> |
| | Make STL to be signed by Director, APMC | None | 1 day | <i>Chief, RAD, APMC</i> |
| | Sends STL to OG1 | None | | <i>Director, APMC & RAD</i> |
| Gets Order | Publish and issue orders | None | 3 days | OAA |
| TOTAL: | | None | 4 days 5 mins | |
| Service is covered under HPA Letter Directive dtd 26 June 2015; subject Implementing guidelines in the Recruitment of Candidate Soldier in the Philippine Army. | | | | |



29. Consolidation of Report on the Physical Count of Property Plant & Equipment (RPCPPE)

Reports on the Annual Physical Count of Property Plant and Equipment and Inventories from all Philippine Army units shall be consolidated for documentation and submission to OG4, PA.

| Office or Division: | APAO | | | |
|---|--|-----------------------|------------------|------------------------|
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Field Property Accountability Offices PA Wide | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Report on the Physical Count of Property Plant and Equipment (RPCPPE) | | Philippine Army Units | | |
| 2. Report on the Physical Count of Inventories (RPCI) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Field Property Accountability Offices PA Wide will submit the RPCPPE and RPCI from the different units in their respective AOR | 1. The Inventory Officer/ NCO in charge will encode and prepare the RPCPPE and RPCI Recaps. | None | 1 week | Inventory Officer/ NCO |
| | 2. The Inventory Officer/ NCO in charge will submit the consolidated RPCPPE & RPCI to OG4, PA. | None | 1 day | |
| TOTAL: | | None | 1 week and 1 day | |

30. Extension of Expiration of Term of Enlistment (ETE)

This Service aims to process pertaining to extension of Expiration of term of Enlistment

| Office or Division: | APMC | | | |
|----------------------------------|--------------------------------|-----------------------------|--|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Latest re-enlistment order | | Former Unit Assigned | | |
| 2. Medical certificate | | Military Hospital | | |
| 3. Admission order | | Military Hospital | | |
| 4. Request from unit/hospital | | Unit Assigned | | |
| 5. Statement of Service (SOS) | | Office of the Army Adjutant | | |
| 6. Latest Appraisal Rating (OAR) | | Unit Office | | |
| 7. Personnel Action Form (PAF) | | Unit Office | | |



| 8. Latest Promotion order | | Office of the Army Adjutant | | |
|---|--|-----------------------------|-----------------|-------------------------|
| 9. G2 Clearance from OG2, PA | | Office of the Army Adjutant | | |
| 10. PSA CRS # 5 | | PSA Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit documents to RAD, APMC | Receive/ Check the completeness of documents | None | 5 mins | <i>RAD, APMC</i> |
| | Make STL to be signed by Director, APMC | None | 15 mins | <i>Chief, RAD, APMC</i> |
| | Sends STL to OG1, PA for approval | None | 15 mins | <i>Director, APMC</i> |
| Gets Order | Publish and issue orders | None | 2 days | <i>OAA</i> |
| TOTAL: | | None | 2 days 20 mins | |
| Service is covered under HPA Letter Directive dated 01 Nov 2004 Subject Extension | | | | |

31. Granting of Cash Advance

31.1. Granting of Cash Advance - Combat Expense

Is a disbursement by the tactical unit's SDO chargeable against the unit's MOOE.

| Office or Division: | Disbursement Branch (FAU's) | | | |
|---|---|---|-----------------|---------------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Major Units/ Battalions | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher (1 original, 3 photocopies) | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request & Status (ORS) (1 original, 2 photocopies) | | Philippine Army Major Units (PAMUs) | | |
| 3. Advice of Sub-Allotment (ASA) (1 original, 2 photocopies) | | Philippine Army Major Units (PAMUs) | | |
| 4. Certification from the Accountant that the Previous Cash Advance have been liquidated and accounted for in the books (1 original, 2 photocopies) | | Accounting Service Philippine Army (ASPA) | | |
| 5. Designation Order from PAMU (For New SDO) (3 photocopies) | | Philippine Army Major Units (PAMUs) | | |
| 6. Confirmation letter from Bureau of Treasury (For New SDO) (3 photocopies) | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents for verification | 1. Review or check balance of SDO or Unit | None | 4 minutes | <i>Bookkeeping Branch Staff</i> |



| | | | | |
|--|---|------|------------|--|
| <p>of the history of the cash advance.</p> <p>1.1 Upload Data to FMIS Account.</p> | <p>Cash Advances and issue Certification from the Accountant that the Previous Cash Advance have been liquidated and accounted for in the books</p> | | | |
| | <p>2. Receive DV log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents.</p> | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | <p>3. Post/Record obligation to Index of Payments, journalize and review the DV.</p> | None | 5 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | <p>4. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation.</p> | None | 10 minutes | <i>Bookkeeping Branch Staff</i> |
| | <p>5. Final review, approval and sign-in the DV.</p> | None | 3 minutes | <i>Chief Accountant</i> |
| | <p>6. Log-out the DV.</p> | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | <p>7. Transmit DV to PAMU for approval of</p> | None | 15 minutes | <i>Disbursement Branch Staff</i> |



| | | | | |
|--|------------------------|-------------|-------------------|--|
| | payment and pre-audit. | | | |
| | Total | None | 47 minutes | |

31.2. Granting of Cash Advance - Foreign Travel

Cash Advance granted to Military Personnel and/or Civilian Human Resource to official travel abroad covered with special orders (Schooling and invitations).

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Advice of Sub-Allotment (ASA)/ Advice of Allotment (AA)/ Notice of Fund Allocation (NFA) | | Philippine Army Major Units (PAMUs) | | |
| 4. Certification that the previous cash advance is liquidated | | Accounting Service Philippine Army (ASPA) | | |
| 5. Travel Authority from DND | | Department of National Defense Website | | |
| 6. Canvass made from 3 Travel Agencies | | Travel Agencies | | |
| 7. Duly Approved Itinerary of Travel | | Philippine Army Major Units (PAMUs) | | |
| 8. Certificate of Undertaking | | Philippine Army Major Units (PAMUs) | | |
| 9. Forex Rate Reference at the Time of Actual Travel | | Philippine Central Bank Website | | |
| 10. UNDP Rate at the Time of Actual Travel | | United Nations Development Program (UNDP) Website | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents for verification of the history of the cash advance. | 1. Review or check balance of SDO or Unit Cash Advances and issue | None | 4 minutes | Disbursement Branch/ Bookkeeping Branch / Journal & |



| | | | | |
|----------------------------------|--|-------------|----------------|---|
| 1.1 Upload Data to FMIS Account. | Certification from the Accountant that the Previous Cash Advance have been liquidated and accounted for in the books | | | <i>Miscellaneous Branch Staff</i> |
| | 2. Receive DV log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch / Journal & Miscellaneous Branch Staff</i> |
| | 3. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 5 minutes | <i>Disbursement Branch / Journal & Miscellaneous Branch Staff and Chief</i> |
| | 4. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch/ Journal & Miscellaneous Branch Staff</i> |
| | Total: | None | 27 mins | |



31.3. Granting of Cash Advance - Local Travel

Cash advance granted to Military Personnel and/or Civilian Human Resource on official local travel covered by order.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Advice of Sub-Allotment (ASA)/ Advice of Allotment (AA)/ Notice of Fund Allocation (NFA) | | Philippine Army Major Units (PAMUs) | | |
| 4. Certification from the Accountant that the Previous Cash Advance have been liquidated and accounted for in the books | | Accounting Service Philippine Army (ASPA) | | |
| 5. Payroll (if applicable) | | Philippine Army Major Units (PAMUs) | | |
| 6. Travel Order/Letter Order (1 original copy) | | Philippine Army Major Units (PAMUs) | | |
| 7. Duly Approved Itinerary of Travel (1 original copy) | | Philippine Army Major Units (PAMUs) | | |
| 8. Affidavit of Undertaking (1 original copy) | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Review or check balance of SDO or Unit Cash Advances and issue Certification from the Accountant that the Previous Cash Advance have been liquidated and accounted for in the books | None | 4 minutes | <i>Disbursement Branch/ Bookkeeping Branch / Journal & Miscellaneous Branch Staff</i> |



| | | | | |
|--|---|-------------|-------------------|---|
| <p>1. Submit the required documents for verification of the history of the cash advance.</p> <p>1.1 Upload Data to FMIS Account.</p> | <p>2. Receive DV log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents.</p> | None | 8 minutes | <i>Disbursement Branch / Journal & Miscellaneous Branch Staff</i> |
| | <p>3. Post/Record obligation to Index of Payments, journalize and review the DV.</p> | None | 5 minutes | <i>Disbursement Branch / Journal & Miscellaneous Branch Staff and Chief</i> |
| | <p>4. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation.</p> | None | 10 minutes | <i>Bookkeeping Branch/ Journal & Miscellaneous Branch Staff</i> |
| | <p>5. Final review, approval and sign-in the DV.</p> | None | 3 minutes | <i>Chief Accountant</i> |
| | <p>6. Log-out the DV.</p> | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | <p>7. Transmit DV to PAMU for approval of payment and pre-audit.</p> | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 47 Minutes | |



31.4. Granting of Cash Advance - MOOE

Cash advance for special purpose/time-bound undertaking shall be granted only to duly authorized accountable officer/special disbursing officer. It shall be accounted for in the books of accounts as “Advances to Special Disbursing Officer.” It shall be liquidated by the accountable officer within a specified period. Any unutilized cash advance shall be refunded and an OR shall be issued to acknowledge collection thereof.

| Office or Division: | Disbursement Branch (ASPA) | |
|--|---|------------------------|
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | Philippine Army Personnel | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA, through Accounting Division/Unit together with supporting documents for submission to the Auditor for post audit. Copy 2 - FCPA/FSFOs Copy 3 - ASPA/FAUs Copy 4 - Payee | Requesting Office/Unit Designated Staff | |
| 1. Obligation Request and Status (ORS) 2-3Copies This form shall be prepared in three (3) copies to be distributed as follows: Original-Budget Division/Unit (as SL) Copy 2- to be attached to the DV Copy 3-ASPA/FAUs | Requesting Office MFO, PAMU | |
| 3. Advice of Sub-Allotment (ASA) – 1 copy to be attached to the DV | Office of the Assistant Chief of Staff, G10, PA | |
| 4. Approved Program of Expenditure (POE), detailed – 1 original copy | Requesting Office/Unit Designated Staff | |
| 5. Justification for Cash Advance (explaining the purpose and exigency for the cash advance) – 1 original copy | Requesting Office/Unit Designated Staff | |
| 6. Affidavit of Undertaking in 2 copies distributed as follows: Original 1 – ASPA/FAUs Copy 2 – to be attached to the DV | Requesting Office/Unit Designated Staff | |
| Additional documentary requirements for Training | | |
| 1. Training Directive – 1 copy | Requesting Office/Unit Designated Staff | |
| Additional documentary requirements for Repair and Maintenance | | |
| 1. Pre-repair Inspection Report – 1 copy | Requesting Office/Unit Designated Staff | |
| 2. Material Requirement List (for Equipment & Motor Vehicles) – 1 copy | Requesting Office/Unit Designated Staff | |



| 3. Technical Inspection Report (TIR), if applicable (for Motor Vehicles) – 1 copy | Requesting Office/Unit Designated Staff | | | |
|--|---|-----------------|-----------------|--------------------------|
| 4. Bill of Materials and Cost Estimate (for Buildings & Other Structures) – 1 copy | Post-Engineer Department (PED) | | | |
| 5. Property acknowledgement Receipt (PAR)/ Property Card – 1 copy | Army Property Accountability Office (APAO)/Field Property Accountability Office (FPAO) | | | |
| Additional documentary requirements for Representation Expenses | | | | |
| 1. Notice of the Meeting/Conference/Activity – 1 copy | Requesting Office/Unit Designated Staff | | | |
| Additional documentary requirements for Office Supplies | | | | |
| 1. Certificate of Non-availability of Stocks (CNAS) – 1 copy | Procurement Service -DBM | | | |
| Additional documentary requirements | | | | |
| 1. Authority of the accountable officer issued by the head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance). | Head of the Agency or his duly authorized representative | | | |
| 2. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books. | Accounting Service, PA/Field Accounting Units | | | |
| 3. Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001.00 or more. (COA Circular 2013-001 Jan 10, 2013) | Bureau of Treasury | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Prepares the DV in four copies in accordance with the instructions on the preparation of the DV (Appendix 32) to initiate the payment of the claims. Forwards the DVs, SDs and ORS to the Budget Division/Unit for processing. 1.1 Budget Division/Unit approves Obligation Request and Status (ORS) | 1. Review the subsidiary ledger of accountable officer, bi additional cash advances shall be granted to any official or employee unless the previous cash advance given to him is first settled or a proper accounting thereof is made. | None | 4 Minutes | Bookkeeping Branch Staff |



| | | | | |
|--|---|------|-----------|----------------------------------|
| | <p>2. Receives Copies 1-4 of DV, SDs and Copies 2-3 of ORS from the Budget Division/Unit. Checks completeness of SDs based on the checklist. If incomplete returns to the party concerned for compliance.</p> <p>2.1 If complete, stamps "Received" and indicates date of receipt and initials on the stamped "Received" portion of the DV</p> <p>2.2 Assigns DV number and records in the logbook the DV number and date, creditor/payee, particular and amount</p> <p>2.3 Forwards Copies 1-4 of DV, SDs and Copies 2-3 of ORS to the designated Staff for processing</p> | None | 8 Minutes | <i>Disbursement Branch Staff</i> |
|--|---|------|-----------|----------------------------------|



| | | | | |
|--|---|------|-----------|----------------------------------|
| | <p>3. Receives Copies 1-4 of DV, SDs and Copies 2-3 ORS from the Receiving/ Releasing Staff. Reviews DV for completeness and propriety of SDs.</p> <p>3.1 Retrieves Index of Payment (IoP) (Appendix 38) from file and determines if claim is in order. If with prior payment on the same claim, returns the DV, SDs and ORS informing the requesting office/party of prior payment made.</p> | None | 5 Minutes | <i>Disbursement Branch Staff</i> |
| | <p>4. Initials in Box B of DV and forwards Copies 1-4 of DV and SDs, Copies 2-3 of ORS to the Head of Accounting Division/Unit/Authorized Officer for review.</p> | None | 8 Minutes | <i>Disbursement Branch Chief</i> |



| | | | | |
|--|---|------|------------|----------------------------------|
| | <p>5. Retrieves the RANCA/RANTA from file and determines availability of NCA. If NCA is sufficient to cover the disbursement, records in the RANCA/RANTA the DV date and number, and amount under the 'Utilized' column and indicates NCA balance, Otherwise, notes that cash is not yet available and returns the DV and SDs to the Designated staff for safekeeping.</p> <p>5.1 Checks the "Cash available" portion in Box C of the DV.</p> | None | 5 Minutes | <i>Bookkeeping Branch Staff</i> |
| | <p>6. Reviews DV and SDs. Signs Box C of DV. Forwards the documents to the Receiving/Releasing Staff.</p> | None | 5 Minutes | <i>Chief Accountant</i> |
| | <p>7. Records in the logbook the release of Copies 1-4 of DV and SDs and Copies 2-3 of ORS to the Head of Agency or Authorized Representative for approval of the DV</p> | None | 15 Minutes | <i>Disbursement Branch Staff</i> |



| | | | | |
|---------------|---|-------------|-------------------|--|
| | 7.1 Transmit DV to PAMU for approval of payment and pre-audit | | | |
| Total: | | None | 50 Minutes | |

32. Integration of APAO in Philippine Army Unified Clearance System (PAUCS)

The signed compliance slip with existing accountabilities (if there's any) will returned to PA Personnel or legal dependents and serve as one of the requirements in securing the Philippine Army Unified Clearance.

| | | | | |
|--|---|--|------------------------|-----------------------------------|
| Office or Division: | | APAO | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | Philippine Army personnel and legal dependents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Compliance Slip | | PAMU Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit PAR or RSO certification to APAO with compliance slip. | 1. APAO encoder to update the client status in PACIS. | None | 10 minutes | <i>Accountability Officer/NCO</i> |
| TOTAL: | | None | 10 inutes | |

33. Integration of APAO in Philippine Army Unified Clearance System (PAUCS)

The signed compliance slip with existing accountabilities (if there's any) will returned to PA Personnel or legal dependents and serve as one of the requirements in securing the Philippine Army Unified Clearance.

| | | | | |
|---|--|--|------------------------|----------------------------|
| Office or Division: | | APAO | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | Philippine Army personnel and legal dependents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Compliance Slip | | PAMU Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit PAR or RSO certification to APAO with compliance slip. | APAO encoder to update the client status in PACIS. | None | 10 minutes | Accountability Officer/NCO |
| TOTAL: | | None | 10 minutes | |



34. Investigate Complaints/Reports – Provost Marshal

Individual violation of law and regulations, referred or reported human rights violations; (AW, HPA Policies, Directives, SOPs and Guidance)

| | | | | |
|--|---|------------------------|---|--|
| Office or Division: | OAPM | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Notarized/Administered Affidavit of Complaint | | Client/Complainant | | |
| 2. Notarized/Administered Affidavit of Witness/es | | | | |
| 3. Photocopy of any Valid ID with 3 specimen signatures | | | | |
| 4. Original Copy of Documentary Evidence | | | | |
| 5. Other supporting pieces of evidence | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Walk-in Complaint | 1. Preliminary Evaluation of Complaint/Report | None | 3 DAYS | <i>LIB Personnel</i> |
| 2. On-line Complaint | a. Complete Requirements (Meritorious Complaint) | | | |
| 3. Reports from: -Other Law Enforcement Agencies -Higher Headquarters -PAMUs -Civilian | <u>Within Jurisdiction</u> - Conduct of Formal Investigation | | <u>Reglementary Period:</u> Minor Offense (15 Days) Less Grave Offense (30 Days) Grave offense (45 Days) | <i>Designated Investigator on Case</i> |
| | -Encode in the Army Provost Marshal Information System (APMIS) | | 1 Day | <i>APMIS Operator</i> |



| | | | | |
|--|--|-------------------------|--|---|
| | <p><u>Without Jurisdiction</u> -Refer to present unit assignment of involved PA Personnel for the conduct of Formal Investigation</p> <p>b. Incomplete Requirement (Unmeritorious Complaint):</p> <p>-Send letter to Complainant to submit required documents</p> <p>-Non-submission of required documents (The complaint will be considered dropped and placed in the suspense file for future reference)</p> | <p>None</p> <p>None</p> | <p>3 Days</p> <p>7 Days</p> | <p><i>LIB Personnel</i></p> <p><i>LIB Personnel</i></p> |
| | <p>2. Conduct of Formal Investigation (Meritorious Complaint)</p> <p>a. Case Analysis -Determine of Issues -Comments/Findings -Action Taken</p> <p>b. Case Management -Summon -Interview/Taking of Sworn Statement -Gathering pieces of Evidence</p> <p>c. Evidence Evaluation -Findings/Conclusion -Recommendations</p> | <p>None</p> | <p><u>Reglementary Period:</u></p> <p>Minor Offense (15 Days)</p> <p>Less Grave Offense (30 Days)</p> <p>Grave offense (45 Days)</p> | <p><i>Designated Investigator on Case</i></p> |



| | | | | |
|--|---|-------------|---|--|
| | d. Completion of Investigation Report | | | |
| | 3.Submission of Investigation Report to Army Judge Advocate for legal opinion (Except Minor Offenses) | None | Less Grave (10 Days) Grave offense (15 Days) | <i>Designated Investigator on Case</i> |
| | 4. Preparation of SDF to be concurred by OG1, PA | None | 3 Days | <i>Designated Investigator on Case</i> |
| | 5.Investigation Report for Approval of CG, PA | None | 2 Days | <i>OG1, PA</i> |
| | | None | | |
| | Total for Minor Offense | None | 49 days | |
| | Total for Less Grave Offense | None | 89 days | |
| | Total for Grave Offense | None | 124 days | |
| Service is covered under: | | | | |
| -HPA Personnel Directive Nr 01 dated 09 March 2016, subject: Disposition of Administrative Cases and Imposition of Sanctions | | | | |
| -HPA Letter Directive Nr 05 dated 27 April 2018 with subject Streamlining the Processing of Administrative Complaints in the Philippine Army | | | | |

35. Issuance of Certificate of Availability of Funds (Regular, BCDA and Trust Receipt Funds)

Is a certification issued by Accounting Service Philippine Army to concerned PAMUs whose funds are eligible for obligation (unutilized funds PY- continuing)

| | | | | |
|---------------------------------------|---|-------------------------------------|------------------------|---|
| Office or Division: | Bookkeeping / Journal & Miscellaneous Branch | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Major Units (PAMUs) and Philippine Army Procurement Center (PAPC) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Contract and supporting documents. | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents | 1. Receive, verify the requirements and log-in the documents. | None | 5 minutes | <i>Disbursement Branch / Journal & Miscellaneous Branch Staff</i> |



| | | | | |
|---------------------|--|-------------|-------------------|--|
| | 2. Obligation and posting to Allotment Ledger and prepare Certification of Availability of Fund. | None | 10 minutes | <i>Bookkeeping Branch / Journal & Miscellaneous Branch Staff</i> |
| | 3. Review and sign the Certification of Availability of Fund. | None | 5 minutes | <i>Chief Accountant</i> |
| 2.Receives contract | 4. Log-out the contract. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 22 minutes | |

36. Issuance of General Orders (GO), Special Orders (SO), Letter Orders (LO), SOP and Directives issued by HPA and available GHQ Orders

GO, SO, LO, policies and directives are documents issued for the benefit of the units/offices and personnel of the Philippine Army. GO/SO/LO are issued to reflect awards, longevity pay, designation, reassignment, promotion, appointment, commutation, retirement, allowances, detail/termination, travel confirmation of all PA personnel. While policies and directives, to include SOPs and circulars, are issued to coordinate and conform with the guidelines set forth by the Higher Headquarters and authorities.

| | | | | |
|---|--|----------------------------|------------------------|----------------------------------|
| Office or Division: | Publication & Distribution Branch, OAA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G- Government to Government, G2C- Government to Citizen | | | |
| Who may Avail: | Active Military Personnel and Civilian Human Resource, Reservists | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request/Requests form | | Unit/Office, PDBranch, OAA | | |
| Military/valid ID | | Unit/Office | | |
| Authority of Order | | Unit/Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required document to the Duty Enlisted Personnel/ Processing NCO at the Publication Branch window | 1. Receive the requests: present military valid ID/claim stub (5 mins) | None | 5 mins | Duty EP, Publication Branch, OAA |



| | | | | |
|---------------|-----------------------------------|-------------|-------------------|----------------------------------|
| | 2. Verification of order (5 mins) | None | 5 mins | Duty EP, Publication Branch, OAA |
| | 3. Release | | | |
| TOTAL: | | None | 10 minutes | |

37. Issuance of PAO, GS Clearance

The signed compliance slip with existing accountabilities (if there's any) will be returned to PA Personnel or legal dependents and serve as one of the requirements in securing the Philippine Army Unified Clearance.

| | | | | |
|---|--|------------------------|------------------------|-----------------------------------|
| Office or Division: | PAOGS | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army personnel and legal dependents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Compliance Slip | | PAMU Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit RSO certification or PAR to PAOGS with compliance slip. | 1. PAOGS encoder to update the client status in PACIS. | None | 10 minutes | <i>Accountability Officer/NCO</i> |
| TOTAL: | | None | 10 minutes | |

38. Issuance of Notice of Transfer of Cash Allocation (Inter-Agency Transferred Fund)

A notice of transfer of cash allocation to Government Accredited Depository Bank (LBP) awaiting disbursements.

| | | | | |
|---|--|------------------------|------------------------|---|
| Office or Division: | Journal & Miscellaneous Branch | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Finance Center Philippine Army (FCPA), Finance Service Filed Offices (FSFOs), Field Accounting Units (FAUs), Requesting Unit / Philippine Army Major Units (PAMUs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Notice of Advice of Cash Transfer from the Source Agency | | Source Agency | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents | 1. Receive the Notice of Transfer of Cash Allocation and | None | 5 minutes | <i>Journal & Miscellaneous Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|---|
| | Fund Allocation documents | | | |
| | 2. Prepare and print the NTA; Or Prepare Disbursement Voucher in favor of concerned FSFOs. | None | 5 minutes | <i>Journal & Miscellaneous Branch Staff</i> |
| | 3. Review and sign the NTA or Disbursement Voucher. | None | 5 minutes | <i>Chief Accountant</i> |
| | 4. Forward the NTA to Land Bank of the Philippines or Disbursement Voucher to FCPA | None | 15 minutes | <i>Journal & Miscellaneous Branch Staff</i> |
| | Total: | None | 30 minutes | |

39. Issuance of Notice of Transfer of Allocation (Regular Fund)

A notice of transfer of cash allocation to Government Accredited Depository Bank (LBP) awaiting disbursements.

| | | | | |
|--|--|---|------------------------|---------------------------------|
| Office or Division: | Bookkeeping | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Finance Center Philippine Army (FCPA), Finance Service Filed Offices (FSFOs), Field Accounting Units (FAUs), Requesting Unit / Philippine Army Major Units (PAMUs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request of cash requirements for the period. | | Requesting Unit / Philippine Army Major Unit (PAMU) | | |
| 2. Request for particular claim with supporting documents. | | Requesting Unit / Philippine Army Major Unit (PAMU) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents | 1. Prepare NTA | None | 3 minutes | <i>Bookkeeping Branch Staff</i> |
| | 2. Review and sign the NTA. | None | 5 minutes | <i>Chief Accountant</i> |
| | 3. Record and forward the NTA | None | 15 minutes | <i>Bookkeeping Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|---------------------------------|
| | to Land Bank of the Philippines | | | |
| | 4. Upload Data to FMIS account. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 5. Prepare Journal Entry Voucher (JEV) | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | Total: | None | 33 minutes | |

40. Issuance of PA Unified Clearance

The Philippine Army Unified Clearance (PAUC) serves as a tool for verification and determine whether a PA military or civilian personnel has pending/unresolved cases or whether they are facing administrative charges or free from any property and money accountabilities while in the active service.

The PAUC is issued to active military personnel and civilian human resources for their application for purposes of loans, promotion, schooling, leave to be spent abroad, ETAD, SOT and retirement/separation benefit claims. Certificate of Non-Pending Case from unit is required for purposes of loan and schooling. However, additional OACESPA Clearance is required for purposes of loans, promotion, ETAD, SOT and retirement. The office may not accept request and other requirements issued for more than one (1) month. PAUC is valid for one (1) month for purposes of loan and six (6) months for other purposes.

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| Office or Division: | DLO Branch, OAA | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Active Military Personnel and Civilian Human Resource | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request | | Unit/Office | | |
| Office Certification of Non-Pending Case or DLO Clearance | | Unit/Office | | |
| OESPA Clearance | | Unit/Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents to the Duty Enlisted Personnel/DLO Duty NCO at the OAA lobby. | 1. Receive the letter request, validate and process the data | None | 10 mins | <i>DLO Duty NCO</i> |



| | | | | |
|--|--|-------------|----------------|--|
| | 2. Print Clearance | None | 5 mins | <i>DLO Duty NCO</i> |
| 2. Sign in the Customer Log Book at lobby. | 3. Certificate shall be released by the duty EP at the OAA lobby | None | 5 mins | <i>Duty EP/ Admin NCO, Admin Branch, OAA</i> |
| TOTAL: | | None | 15 mins | |

41. Issuance of Statement of Service, Leave Records and Certificate of Complete Records (For Active Military Personnel)

SOS is a document which provides detailed employment records of military personnel. This is issued for specific purposes such as, promotion, reenlistment, ETAD/CAD, leave to be spent abroad and loan.

| Office or Division: | Records Branch, OAA | | |
|--|---|--|--|
| Classification: | Simple | | |
| Type of Transaction: | G2G- Government to Government, G2C- Government to Citizen | | |
| Who may avail: | Active/ Inactive Military Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Personnel Action Form | | Unit Assignment/Office | |
| Post Card Size Picture of applicant | | Unit Assignment/Office | |
| Latest Family Picture | | Claimant | |
| Statement of Service/Leave Record from Unit | | Unit Assignment/Office | |
| Appointment Order (Officer) | | Unit Assignment/Office | |
| Call to Military Training Order (EP) | | Unit Assignment/Office | |
| CAD Order and SOT Order (Officer) | | Unit Assignment/Office | |
| Original Enlistment Order and Two Latest Reenlistment Order (EP) | | Unit Assignment/Office | |
| All promotion Orders | | Unit Assignment/Office | |
| Amendment Order (if any) | | Unit Assignment/Office | |
| Birth Certificate (PSA) | | PSA | |
| Birth Certificate of Spouse and Children (PSA) | | PSA | |
| Marriage Contract of Spouse or Parents (if single) | | PSA | |
| Duly Accomplished Personal History Statement (PHS) | | Unit Assignment/Office | |
| Awards/Decorations | | Unit Assignment/Office | |
| Medical/Dental Records | | Unit Assignment/Office | |
| <u>Additional Requirements for Retirement</u> | | a. Unit Assignment/Office b. claimant | |
| a. Statement of Last Payment | | | |
| b. Post Card Size Picture of Spouse | | | |
| <u>Additional Requirements, if with Civilian Service</u> | | | |
| a. Confirmation from HPA | | Last Unit/Office Assignment | |
| b. Appointment Order | | | |



| c. Service Records | | | | |
|---|--|---|------------------------|---|
| <u>Additional Requirements for Retirement/Separation with CDD</u> | | | | |
| a. Confirmation Order of CDD from HPA b. CDD worksheet from AFPMC c. CDD Order from AFPMC | | Records, Br, OAA AFP Medical Center, GHQ | | |
| CLIENT STEPS | Unit/Office | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required document to the Duty Enlisted Personnel/Admin NCO at the Records Branch. | Unit/Office | None | | Duty on desk /Processing NCO/C, Rec Branch/AA |
| | Process the SOS/Leave Records/ Certification for Reenlistment/ (2 days) | None | 2 days | Duty on desk /Processing NCO/C, Rec Branch/AA |
| | For signature of C, Records Branch/Army Adjutant (1 day) | | 1 day | Chief Records Branch/Army Adjutant |
| 2. Sign in the Customer Log Book at the OAA lobby | Release | | | |
| TOTAL: | | None | 3 days | |

42. Liquidation of Cash Advance

41.1. Liquidation of Cash Advance – Combat Expense

Liquidation of cash advance is one responsibility of DO/SDO to avoid cash accountability of Accountable Officers together with their Chief of Office.

| Office or Division: | Administrative Branch (FAU's) |
|-----------------------------------|--|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army Major Units (PAMUs) / Unit Battalion |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Pre-Audited Liquidation report | Philippine Army Major Units (PAMUs) / Unit Battalion |



| 2. Pre-Audited Report of Cash Disbursement (RCD) | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
|--|---|-----------------|-----------------|---------------------------------|
| 3. Copy of DV Cash Advance | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 4. Copy of Check/ADA | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 5. Copy of Obligation Request & Status | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 6. Copy of Justification of Cash Advance | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 7. Copy of Detailed POE | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 8. Requisition and Issue Slip (NIS) | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 9. Abstract or Summary of receipts / invoices | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 10. Summary of categorized Account Codes | Seller/ Service Provider | | | |
| 11. Receipts (OR, Sales Invoice w/ Proof of Payment) | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 12. Certification - Authenticity of Receipt | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 13. Certification that cash advance for the purpose was executed and disbursed in accordance with the existing rules and regulations signed by Battalion Commander | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| FOR REPAIRS & MAINTENANCE | | | | |
| 1. Pre-Repair Inspection Report, certified by Unit Property Officer | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| 2. Material Requirements List (for Vehicles, Machineries, ICT & others) | Post-Engineer Detachment (PED) | | | |
| 3. Post-Repair Inspection Report, Certified by Unit Property Officer | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| FOR PREPAID CELL CARDS | | | | |
| 1. Distribution List | Philippine Army Major Units (PAMUs) / Unit Battalion | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents | 1. Receive Pre-Audited Liquidation Report/ Report of Disbursement and supporting documents, log-in and assign control number. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |



| | | | | |
|--|--|-------------|------------------|---------------------------------|
| | 2. Process & review the supporting documents for its completeness and correctness, check the validity of the transactions. | None | 20 minutes | <i>Bookkeeping Branch Staff</i> |
| | 3. Prepares Journal Entry Voucher (JEV). | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the JEV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Transmit JEV to COA. | None | 10 minutes | <i>Bookkeeping Branch Staff</i> |
| | Total: | None | 43 inutes | |

41.2. Liquidation of Cash Advance - Foreign Travel

Liquidation of cash advance is one responsibility of DO/SDO to avoid cash accountability of Accountable Officers together with their Chief of Office.

| | |
|---|---|
| Office or Division: | Bookkeeping Branch |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army Personnel |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Pre-Audited Liquidation Report | Philippine Army Major Unit (PAMUs) |
| 2. Copy of DV Cash Advance | Philippine Army Major Unit (PAMUs) |
| 3. Copy of Check/ADA | Philippine Army Major Unit (PAMUs) |
| 4. Copy of Travel Authority from DND | Department of National Defense Website |
| 5.Itinerary of Travel | Philippine Army Major Unit (PAMUs) |
| 6.Canvass made from 3 Travel Agencies | Seller/ Service Provider |
| 7.Certificate of Travel Completed | Philippine Army Major Unit (PAMUs) |
| 8.Certificate of Appearance/Completion/Diploma | Philippine Army Major Unit (PAMUs) |
| 9.DAFA – if required to make entry & exit per T/A | Travel Destination |
| 10.Forex Rate Reference at the Time of Actual Travel | Philippine Central Bank Website |
| 11.UNDP Rate at the Time of Actual Travel | United Nations Development Programme (UNDP) Website |
| 12.Boarding Pass (when applicable) | Seller/ Service Provider |
| 13.Used Ticket | Seller/ Service Provider |
| 14.Receipt/OR of Travel Insurance | Seller/ Service Provider |
| 15.Copy of Passport with stamp "Exit" and "Entry" | Philippine Army Major Units (PAMUs) |
| 16.After Travel Report - For Head of Delegation/Team Leader | Philippine Army Major Units (PAMUs) |



| CLIENT STEPS | AGENCY ACTIONS | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------------------------------|---|----------------|-----------------|--------------------------|
| 1. Submit the required documents | 1. Receive Pre-Audited Liquidation Report/ Report of Disbursement and supporting documents, log-in and assign control number. | None | 5 minutes | Bookkeeping Branch Staff |
| | 2. Process & review the supporting documents for its completeness and correctness, check the validity of the transactions. | None | 20 minutes | Bookkeeping Branch Staff |
| | 3. Prepares Journal Entry Voucher (JEV). | None | 5 minutes | Bookkeeping Branch Staff |
| | 4. Final review, approval and sign-in the JEV. | None | 3 minutes | Chief Accountant |
| | 5. Transmit JEV to COA. | None | 10 minutes | Bookkeeping Branch Staff |
| | | Total: | | 43 minutes |

41.3. Liquidation of Cash Advance - Local Travel

Liquidation of cash advance is one responsibility of DO/SDO to avoid cash accountability of Accountable Officers together with their Chief of Office.

| Office or Division: | Bookkeeping Branch |
|--------------------------------------|-------------------------------------|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army Personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Pre-Audited Liquidation Report | Philippine Army Major Units (PAMUs) |
| 2. Copy of DV Cash Advance | Philippine Army Major Units (PAMUs) |
| 3. Copy of Check/ADA | Philippine Army Major Units (PAMUs) |
| 4. Copy of Travel Order | Philippine Army Major Units (PAMUs) |
| 5. Duly Approved Itinerary of Travel | Philippine Army Major Units (PAMUs) |



| 6.Certificate of Travel Completed | | Philippine Army Major Units (PAMUs) | | |
|--|---|-------------------------------------|-----------------|---------------------------------|
| 7.Certificate of Appearance/Completion/Diploma | | Office/ Travel Destination | | |
| 8.Used Ticket (if applicable) | | Service Provider | | |
| 9.Boarding Pass (if applicable) | | Service Provider | | |
| 10.Terminal Fee (if applicable) | | Service Provider | | |
| 11.After Travel Report | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents | 1. Receive Pre-Audited Liquidation Report/ Report of Disbursement and supporting documents, log-in and assign control number. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 2. Process & review the supporting documents for its completeness and correctness, check the validity of the transactions. | None | 20 minutes | <i>Bookkeeping Branch Staff</i> |
| | 3. Prepares Journal Entry Voucher (JEV). | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the JEV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Transmit JEV to COA. | None | 10 minutes | <i>Bookkeeping Branch Staff</i> |
| | Total: | | None | 43 minutes |



41.4. Liquidation of Cash Advance - MOOE

Liquidation of cash advance is one responsibility of DO/SDO to avoid cash accountability of Accountable Officers together with their Chief of Office.

| | |
|--|-------------------------------------|
| Office or Division: | Administrative Branch |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army Major Units (PAMUs) |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Pre-Audited Liquidation report | Philippine Army Major Units (PAMUs) |
| 2. Pre-Audited Report of Cash Disbursement (RCD) | Philippine Army Major Units (PAMUs) |
| 3. Copy of DV Cash Advance | Philippine Army Major Units (PAMUs) |
| 4. Copy of Check/ADA | Philippine Army Major Units (PAMUs) |
| 5. Copy of Obligation Request & Status/Budget Utilization Request and status | Philippine Army Major Units (PAMUs) |
| 6. Copy of Justification of Cash Advance | Philippine Army Major Units (PAMUs) |
| 7. Copy of Detailed POE | Philippine Army Major Units (PAMUs) |
| 8. Requisition and Issue Slip (NIS) | Philippine Army Major Units (PAMUs) |
| 9. Purchase Request (PR) | Philippine Army Major Units (PAMUs) |
| 10. Canvass from at least 3 suppliers (for receipts P1,000.00 and above) | Seller/ Service Provider |
| 11. Abstract of Canvass | Philippine Army Major Units (PAMUs) |
| 12. Receipts (OR, Sales Invoice w/ Proof of Payment) | Seller/ Service Provider |
| 13. Abstract of Over the Counter Purchase (OCP) | Philippine Army Major Units (PAMUs) |
| 14. Certification - Authenticity of Receipt | Philippine Army Major Units (PAMUs) |
| 15. Justification of over OCP limit of P15,000 per receipt (if any) | Philippine Army Major Units (PAMUs) |
| 16. Inspection and Acceptance Report (IAR) | Philippine Army Major Units (PAMUs) |
| 17. Notice of Delivery Received by COA | Philippine Army Major Units (PAMUs) |
| 18. Requisition and Issue Slip (ISSUED) | Property Accountability Office |
| 19. Report of Supplies and Materials Issued (RSMI) | Property Accountability Office |
| FOR REPAIRS & MAINTENANCE | |
| 1. Pre-Repair Inspection Report, certified by Unit Property Officer | Philippine Army Major Units (PAMUs) |
| (for R&M of all PPE/semi-expendables) with PICTURE | |
| 1. Material Requirement List (for Vehicles, Machineries, ICT & others) | Post-Engineer Detachment (PED) |
| 2. Bill of Materials and Cost Estimate (for buildings and other structures) | Post-Engineer Detachment (PED) |
| 3. Post-Repair Inspection Report, certified by Unit Property Officer | Philippine Army Major Units (PAMUs) |



| FOR R&M OF ALL PPE/SEMI-EXPENDABLES WITH PICTURE | | | | |
|---|---|-------------------------------------|------------------------|---------------------------------|
| 1.Waste Material Report | | Army Property Accountability Office | | |
| FOR TRAINING EXPENSES | | | | |
| 1.Training Directive | | Philippine Army Major Units (PAMUs) | | |
| 2.After Training Report | | Philippine Army Major Units (PAMUs) | | |
| 3.List of Attendees/Participants | | Philippine Army Major Units (PAMUs) | | |
| FOR PREPAID CELL CARDS | | | | |
| 1.Distribution List | | Philippine Army Major Units (PAMUs) | | |
| FOR REPRESENTATION EXPENSES | | | | |
| 1.DF/Conference Notice/Activity Schedule/Programs | | Philippine Army Major Units (PAMUs) | | |
| 2.Contract of Service | | Philippine Army Major Units (PAMUs) | | |
| 3.List of Attendees/Participants | | Philippine Army Major Units (PAMUs) | | |
| 4.PhilGEPS Registration | | PhilGEPS Website | | |
| FOR SEMI-EXPENDABLES/PPE | | | | |
| 1.Inventory Custodian Slip (ICS) | | Philippine Army Major Unit (PAMU) | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents | 1. Receive Pre-Audited Liquidation Report/ Report of Disbursement and supporting documents, log-in and assign control number. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 2. Process & review the supporting documents for its completeness and correctness, check the validity of the transactions. | None | 20 minutes | <i>Bookkeeping Branch Staff</i> |
| | 3. Prepares Journal Entry Voucher (JEV). | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the JEV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Transmit JEV to COA. | None | 10 minutes | <i>Bookkeeping Branch Staff</i> |
| | Total: | | None | 43 minutes |



43. Processing for Special Financial Assistance (SFA for WIA) –PMS

Processes the request of PA Personnel who were Wounded-in-Action and Dependents of PA Personnel who were killed-in-Action (KIA) in relation to their for the Special Financial Assistance at the Office of the President.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All PA WIA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Medical Certificate from Major Service Surgeon (Major or Minor)- Original Copy | | Military Hospital | | |
| 2. Spot/Incident Report originally signed by Battalion Commander or his equivalent | | Police Report | | |
| 3. Certification from Major Service Adjutant indicating beneficiaries/and or bonafide membership of PA- Original Copy | | Division Adjutant | | |
| 4. Authority to deposit- Original Copy | | Personnel Itself | | |
| 5. Photocopy of LBP ATM Card | | Personnel Itself | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. KIA Beneficiaries, WIA PAMUs Liaison | 1. Receive and checks the completeness and authenticity of documents | None | 10 mins | <i>Mowel branch</i> |
| | 2. Prepares and submit the recommendations for SFA | None | 1 day | <i>Mowel branch</i> |
| | 3. Upon approval of OG1, PA submit approved recommendations to ODESFA | None | 1 day | <i>Mowel branch</i> |
| | 4. Monitoring | None | | <i>Mowel Branch</i> |
| TOTAL: | | None | 2 days 10 mins | |
| Service is covered under SOP Nr 2 GHQ dtd 3 Oct 2017; Subject; Comprehensive Social Benefit program for AFP battle Casualties and MOA on Comprehensive Social Benefit Program | | | | |



44. Processing of Awards and Decorations

Process request for awards and decorations of PA Personnel by checking the completeness, correctness, appropriateness and authenticity of documents before endorsing to the Philippine Army Awards and Decorations board for deliberation. Approved Major Awards will be processed further for the endorsement of CG,PA to the AFP Awards and Decorations board, while approved minor awards will be processed for the issuance of orders in the Office of the Army Adjutant.

| Office or Division: | APMC | | | |
|---|--|------------------|-----------------------|---------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Personnel recommended by their unit commanders for valuable achievement, exemplary performance of duty and excellent services rendered | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Recommendation from Unit Commander | | Unit Office | | |
| 2. Proposed Citation | | APMC PA | | |
| 3. Other supporting documents (After Battle Report) | | Personnel Itself | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit documents to MOWEL Branch | 1. Receive and checks the completeness and authenticity of documents | None | 10 mins | <i>Mowel branch</i> |
| | 2. Request the PA Awards and decorations board to convene for deliberation | None | 10 mins | <i>Mowel branch</i> |
| | 3. If approved by the board, Director APMC endorses board resolution to OG1, PA | None | 2 days | |
| | 4. Receives the approved board resolution for awards and decorations | None | 10 mins | <i>Mowel branch</i> |
| | 5. Prepares and submit the request for issuance of orders | None | 15 mins | <i>Mowel Branch</i> |
| | 6. Monitoring | None | | |
| TOTAL: | | None | 2 days 45 mins | |
| Service is covered under AFP G131-05 Awards and Decorations Handbook dtd 26 June 2014 | | | | |



45. Professional Examinations (PROFEX)

Process on administration of Proficiency examination who are applying for Promotion and Reenlistment.

| | | | | |
|--|--|------------------------|-----------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Military I.D. | | Personnel itself | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Registration | 1. Check the identification & records the MOS of the examinee for numbering of test booklet | None | 5 mins | ATO, APMC |
| 2. Proceed to testing room | 2.1 Distribute the test booklets & answer sheets 2.2. Assign codes to the answer sheet for the examinees 2.3 Conduct orientation/dissemination of the examination procedures | None | 30 mins | ATO, APMC |
| 3. Exam Proper | 3. Administer the examination | None | 2 hrs | ATO, APMC |
| 4. Submit answer sheet to the proctor | 4. Check the answer through optical reading machine | None | 20 mins | ATO, APMC |
| 5. Gets Orders | 5. Publish and issue orders | None | 30 mins | OAA |
| TOTAL: | | None | 3 hrs and 35 minutes | |
| Service is covered under HPA SOP Number 2 dated 28 February 2017; Subject Proficiency Examination for Enlisted Personnel | | | | |



46. Promotion of Enlisted Personnel

The Promotion board created to deliberate and pass upon all candidates recommended by Unit Promotion Boards for grades E3 up to E9 to include promotion to grade E2 of EP assigned at GHQ/AFPWSSUs/UCs. It also functions as the Review and Evaluate Board for Grades E3 to E9.

| | | | | |
|---|--|-----------------------------|----------------------------|-------------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Declaration of Graduates (Career Course) | | Training School | | |
| 2. Promotional data | | PAMU/ PA Chief of Offices | | |
| 3. Profex Result | | Office of the Army Adjutant | | |
| 4. Latest Permanent Promotion | | Office of the Army Adjutant | | |
| 5. Designation and Unit TO | | Unit Office | | |
| 6. DLO,PA Clearance | | OAA | | |
| 7. G2,PA Clearance | | OG2, PA | | |
| 8. Unit/Chief of Office Recommendation | | PAMU/ PA Chief of Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| PA Enlisted Personnel | Check completeness of documents; Determine validity of request; | None | 5 mins | <i>Promotion Br, APMC</i> |
| | Prepares the schedule for board | None | 10 mins | <i>Secretary, PA EPPB "B"</i> |
| | Conduct of board deliberation | None | 1 hr | <i>Promotion Br, APMC</i> |
| | Send STL to OG1, PA with the board resolution | None | 15 mins | <i>Promotion Br, G1, PA</i> |
| | Monitoring | None | | <i>Promotion Br, G1, PA</i> |
| | Validates the issued orders from OAA | None | 1 hr | OAA |
| TOTAL: | | None | 2 hours and 30 mins | |
| Service is covered under HPA IGRR dtd 19 May 2019 | | | | |



47. Processing of Financial Claims

46.1. Clothing Allowance for Civilian Human Resource

Processing of payment to Civilian Human Resource (regular plantilla) received annually (thru LDDAP) mode of payment (R.A Nr 10155 FY-2012 granted to employees of the government to defray expenses for uniforms which are the required appropriate attire for the employees in the regular performance of their work.)

| | | | | |
|---|---|-------------------------------------|------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army - Civilian Human Resource Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Payroll (if applicable) | | Philippine Army Major Units (PAMUs) | | |
| 4. Certified true copy of approved appointment of new employee | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV/payroll, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV/Payroll. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |



| | | | | |
|--|--|-------------|-------------------|----------------------------------|
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.2 Combat Pay

Processing of payment of allowance to military personnel assigned or performing combat operations. (AFP members who are engaged in combat operations against groups that seek or threaten to imperil national security and sovereignty are entitled to this allowance.)

| | |
|---|---------------------------------------|
| Office or Division: | Disbursement Branch (ASPA) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army Uniformed Personnel |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | Philippine Army Major Units (PAMUs) |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | Philippine Army Major Units (PAMUs) |
| 3. Combat Pay order | Office of the Army Adjutant (OAA) |
| 4. Assignment Order | Philippine Army Major Units (PAMUs) |
| 5. Copy of Pay slip/Unit Payroll | Finance Center Philippine Army (FCPA) |
| 6. Certificate of Non-payment | Finance Center Philippine Army (FCPA) |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV/payroll, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV/Payroll. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV/Payroll. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV/Payroll. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV/Payroll to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | | None | 41 Minutes |



46.3. Commutation of Unused Leave

Processing of payment to retired Military Personnel and Civilian Human Resource of their unused leave credits converted to money as a claim due to retirement or separation with the amount of base pay and long pay computed based on permanent grade held prior to retirement/separation, payment through LDDAP.

| | | | | |
|---|--|--|------------------------|----------------------------------|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PA Uniformed and Civilian Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Order of Retirement | | Office of the Army Adjutant (OAA) | | |
| 4. Commutation Order | | Office of the Army Adjutant (OAA) | | |
| 5. Leave/Furlough Records (Original) | | Office of the Army Adjutant (OAA) | | |
| 6. Statement of Last Payment | | Finance Center Philippine Army (FCPA) | | |
| 7. Service Record | | Finance Center Philippine Army (FCPA) | | |
| 8. Command Clearance (Money & Property Accountability) | | Office of the Army Adjutant (OAA) | | |
| 9. Land Bank Account (1 photocopy) | | Retired Military Personnel | | |
| 10. Authorization to deduct for overpayment of Pay and Allowances (when applicable) | | Retired Military Personnel | | |
| 11. Certification of outstanding PAFCIPIC or ACDI Loan (when applicable) | | Financial Institutions | | |
| 12. Deed of Assignment/Authorization to deduct existing Pro-Fund Loan (when applicable) | | Financial Institutions | | |
| 13. For Deceased Military Personnel - Decree of Final Distribution | | Office of the Army Judge Advocate (OAJA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of | None | 8 minutes | <i>Disbursement Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|--|
| | chargeability, and inspect the completeness of supporting documents. | | | |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.5. Flying Duty Pay

Processing of payment of allowance of Military Personnel with an appropriate order, for payment at least 50% of his base pay.

| | |
|---|-------------------------------------|
| Office or Division: | Disbursement Branch (ASPA) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army Uniformed Personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | Philippine Army Major Units (PAMUs) |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | Philippine Army Major Units (PAMUs) |



| 3. Flying Status Order | Office of the Army Adjutant (OAA) | | | |
|--|---|-----------------|-------------------|--|
| 4. Flying manifest | Philippine Army Major Units (PAMUs) | | | |
| 5. Copy of Pay slip/Unit Payroll | Finance Center Philippine Army (FCPA) | | | |
| 6. Certificate of Non-Payment | Finance Center Philippine Army (FCPA) | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |



46.6. Hazardous Duty Pay (HDP)

Payment to Military Personnel of the AFP who performed any of the hazardous duties enumerated in DND GHQ circular number 6 dated 08 October 2004 equivalent to fifty percent (50%) of the current rate of their monthly base pay.

| Office or Division: | Disbursement Branch (ASPA) | | | |
|---|---|--|-----------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Uniformed Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) / Unit Battalion | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) / Unit Battalion | | |
| 3. Hazardous Duty Pay (HDP) order (Confirmed) | | Philippine Army Major Units (PAMUs) / Unit Battalion | | |
| 4. Pay slip/Unit Payroll | | Finance Center Philippine Army (FCPA) | | |
| 5. After Activity Report/Accomplishment Report | | Philippine Army Major Units (PAMUs) | | |
| 6. Certificate of non-payment | | Finance Center Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV/payroll, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV/Payroll. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |



| | | | | |
|--|---|-------------|-------------------|----------------------------------|
| | obligation number assigned by MFO, assigns cash allocation. | | | |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV/Payroll. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV/Payroll to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.7. Instructors Duty Pay (IDP)

Processing of payment to Military Personnel of the AFP who performed instructor duty in Philippine Army schools and training units.

| | | | | |
|---|--|---------------------------------------|------------------------|----------------------------------|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Uniformed Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Instructors Duty Pay (IDP) Order (Confirmed) | | Philippine Army Major Units (PAMUs) | | |
| 5. Load matrix | | Philippine Army Major Units (PAMUs) | | |
| 6. Copy of Pay slip/Unit Payroll | | Finance Center Philippine Army (FCPA) | | |
| 7. After Activity Report/Accomplishment Report | | Philippine Army Major Units (PAMUs) | | |
| 8. Certificate of Non-Payment | | Finance Center Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents | 1. Receive DV/payroll, log-in and assign control number on the | None | 8 minutes | <i>Disbursement Branch Staff</i> |



| | | | | |
|----------------------------------|--|-------------|-------------------|--|
| 1.1 Upload Data to FMIS Account. | voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | | | |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV/Payroll. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV/Payroll. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV/Payroll to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.8. Magna Carta for Public Health Workers

Processing of payment to all government personnel holding regular, casual, and contractual positions who renders service in a full-time or part-time basis (Public Health Worker) covered by RA7305.

| | |
|--|---|
| Office or Division: | Disbursement Branch (ASPA) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army - Civilian Human Resource Personnel |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA | Philippine Army Major Units (PAMUs) |



| Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | | | |
|---|---|---------------------------------------|-----------------|--|
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Payroll | | Philippine Army Major Units (PAMUs) | | |
| 4. Roster of Troops certified by the admin | | Philippine Army Major Units (PAMUs) | | |
| 5. Magna Carta Order (confirmed) | | Philippine Army Major Units (PAMUs) | | |
| 6. Certificate of non-payment | | Finance Center Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload data to FMIS Account. | 1. Receive DV/payroll, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV/Payroll. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |



| | | | | |
|--|---|-------------|-------------------|----------------------------------|
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV/Payroll. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV/Payroll to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.9. Parachutist Duty Pay

Processing of payment of additional pay authorized to be paid on a monthly basis which is equivalent to fifty percent (50%) of the current base pay prescribed for the respective grades of a parachutist who has engaged in parachute jump in the three (3) consecutive calendar months or quarter that is covered by the Parachute Dusty Status order.

| | | | | |
|---|-------------------------------------|---------------------------------------|------------------------|---------------------------|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Uniformed Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3.Parachutist Duty Status | | Office of the Army Adjutant (OAA) | | |
| 4.Jump manifest | | Philippine Army Major Units (PAMUs) | | |
| 5.Copy of Pay slip/Unit Payroll | | Finance Center Philippine Army (FCPA) | | |
| 6.Certificate of Non-payment | | Finance Center Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|---|--|-------------|-------------------|--|
| <p>1. Submit the required documents</p> <p>1.1 Upload Data to FMIS Account.</p> | <p>1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents.</p> | None | 8 minutes | Disbursement Branch Staff |
| | <p>2. Post/Record obligation to Index of Payments, journalize and review the DV.</p> | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | <p>3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation.</p> | None | 5minutes | <i>Bookkeeping Branch Staff</i> |
| | <p>4. Final review, approval and sign-in the DV.</p> | None | 3 minutes | <i>Chief Accountant</i> |
| | <p>5. Log-out the DV.</p> | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | <p>6. Transmit DV to PAMU for approval of payment and pre-audit.</p> | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |



46.10. Payment of Medal of Valor

Processing of payment to military personnel monthly gratuity/privileges separate and distinct from salary or pension which the Awardee is currently receiving from the government. R. A. 9049 dated 22 March 2001.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Finance Center, Philippine Army (FCPA) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Finance Center, Philippine Army (FCPA) | | |
| 3. Payroll | | Finance Center, Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|----------------------------------|
| | obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | | | |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to FCPA for approval of payment. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.11. Payment of Mid-Year/Year-End Bonus

Processing of payment to Philippine Army personnel, occupying regular, contractual and casual positions, appointive or selective, rendering services on full-time or part-time basis.

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PA Uniformed Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Finance Center, Philippine Army (FCPA) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Finance Center, Philippine Army (FCPA) | | |
| 3. Payroll | | Finance Center, Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of | None | 8 minutes | Disbursement Branch Staff |



| | | | | |
|--|--|-------------|-------------------|-------------------------------------|
| | computation and existence of chargeability, and inspect the completeness of supporting documents. | | | |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | Disbursement Branch Staff and Chief |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5 minutes | Bookkeeping Branch Staff |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | Chief Accountant |
| | 5. Log-out the DV | None | 2 minutes | Disbursement Branch Staff |
| | 6. Transmit DV to FCPA for approval of payment. | None | 15 minutes | Disbursement Branch Staff |
| | Total: | None | 41 Minutes | |



46.12. Payment of Promotion Differential (Prior Year Claim)

Processing of payment for salary adjustment to Philippine Army personnel who had been promoted to next higher rank which took effect retroactively and was not included in the regular payroll.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Finance Center, Philippine Army (FCPA) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Finance Center, Philippine Army (FCPA) | | |
| 3. Payslip/Unit Payroll | | Finance Center, Philippine Army (FCPA) | | |
| 4. Certificate of Non-Payment | | Finance Center, Philippine Army (FCPA) | | |
| 5. Promotion Order | | Office of the Army Adjutant (OAA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |



| | | | | |
|--|--|-------------|-------------------|----------------------------------|
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to FCPA for approval of payment. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.13. Payment of Re-enlistment Clothing Allowance (RCA) – In kind

Processing of payment of RCA in cash received by military re-enlistees depends on the remaining balance from the procurement of RCA-in -kind, thru LDDAP.

| | |
|---|--|
| Office or Division: | Disbursement Branch (ASPA) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | PA Uniformed Personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | Finance Center, Philippine Army (FCPA) |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | Finance Center, Philippine Army (FCPA) |
| 3. Payroll | Finance Center, Philippine Army (FCPA) |
| 4. Reenlistment Order | Office of the Army Adjutant (OAA) |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-------------------|--|
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to FCPA for approval of payment. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |



46.14. Payment of Pay and Allowances (ATM Payroll)

Processing of payment of pay and allowances thru ATM of Philippine Army personnel holding regular plantilla positions whose compensation chargeable against lump-sum appropriation of personal services.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PA Uniformed Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Finance Center, Philippine Army (FCPA) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Finance Center, Philippine Army (FCPA) | | |
| 3. Payroll | | Finance Center, Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|--|
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch/ Journal & Miscellaneous Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5 minutes | <i>Bookkeeping Branch/ Journal & Miscellaneous Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to FCPA for approval of payment. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |



46.15. Payment of Performance Based Bonus (PBB)

Processing of payment to Philippine Army personnel holding regular plantilla position; contractual and casual employees with employer-employee relationships whose compensation chargeable against lump-sum appropriation of Personal services.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PA Uniformed Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Finance Center, Philippine Army (FCPA) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Finance Center, Philippine Army (FCPA) | | |
| 3.PBB Order | | Office of the Army Adjutant (OAA) | | |
| 4.Payroll | | Finance Center, Philippine Army (FCPA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |



| | | | | |
|--|--|-------------|-------------------|----------------------------------|
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to FCPA for approval of payment. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.16. Procurement of Supplies from PSDBM with Amendment of APR

Processing of procurement of supplies from PSDBM with amended agency procurement request (unutilized cash balance) downloaded by PAMUs from PSDBM Portal and payment was made thru check.

| | | | | |
|--|-------------------------------------|-------------------------------------|------------------------|---------------------------|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Major Units (PAMUs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Amended Agency Procurement Request (APR) | | Philippine Army Major Units (PAMUs) | | |
| 2. Delivery Receipt (Pre-Audited) - Partial Supplies (1 Photocopy) | | Philippine Army Major Units (PAMUs) | | |
| 3. Check/ADA (1 Photocopy) | | Philippine Army Major Units (PAMUs) | | |
| 4. Disbursement Voucher (1 Photocopy) | | Philippine Army Major Units (PAMUs) | | |
| 5. Unit Procurement Request (UPR) (1 Photocopy) | | Philippine Army Major Units (PAMUs) | | |
| 6. Agency Procurement Request (APR) (1 Photocopy) | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|----------------------------------|---|-------------|-------------------|--|
| 1. Submit the required documents | 1. Receive APR log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 10 minutes | <i>Disbursement Branch/ Journal and Miscellaneous Branch Staff</i> |
| | 2. Final review, approval and sign-in the APR. | None | 5 minutes | <i>Chief Accountant</i> |
| | 3. Log-out the APR. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 4. Transmit APR to PAMU. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 32 Minutes | |

46.17. Procurement thru PSDBM (Negotiated Procurement 53.5)

Processing on procurement of supplies from PSDBM downloaded by PAMUs from PSDBM Portal and payment was made thru check. (All government agencies shall procure their common-use supplies for PS-DBM and shall use the Phil GEPS in all their procurement activities in accordance with RA 9184.)

| Office or Division: | Disbursement Branch (ASPA) |
|---|-------------------------------------|
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army Major Units(PAMUs) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | Philippine Army Major Units (PAMUs) |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | Philippine Army Major Units (PAMUs) |
| 3. Advice of Sub-Allotment (ASA)/ Advice of Allotment (AA)/ Notice of Fund Allocation (NFA) | Philippine Army Major Units (PAMUs) |
| 4.Requisition and Issue Slip (RIS-NIS) | Philippine Army Major Units (PAMUs) |
| 5.Unit Procurement Request (UPR) | Philippine Army Major Units (PAMUs) |
| 6.Agency Procurement Request (APR) | Philippine Army Major Units (PAMUs) |



| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-------------------------|------------------------|--|
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch /Journal & Miscellaneous Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch /Journal & Miscellaneous Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch /Journal & Miscellaneous Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 46 minutes | |



46.18. Productivity Enhancement Incentive (PEI)

Processing of payment to all government personnel regardless of status of employment who are in the service as of 30 November of a given year and have rendered at least a total or aggregate total of four (4) months.

| | | | | |
|---|---|-------------------------------------|------------------------|--|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Unit Payroll of Productivity Enhancement Incentive (PEI) | | Philippine Army Major Units (PAMUs) | | |
| 4. PEI Order | | Office of the Army Adjutant (OAA) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate | None | 5minutes | <i>Bookkeeping Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|----------------------------------|
| | purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | | | |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 41 Minutes | |

46.19. Reimbursement of Hospitalization Expenses (RHE)

Processing of payment to all active military personnel admitted as emergency cases in private hospitals in areas where there are no AFP hospitals, and in cases where there are government hospitals, but the management of patient is not within the capability of AFP hospitals.

| | |
|---|---|
| Office or Division: | Disbursement Branch (ASPA) |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | Philippine Army Uniformed Personnel |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | Philippine Army Major Units (PAMUs) |
| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | Philippine Army Major Units (PAMUs) |
| 3. RHE Board Resolution | Office of the Army Chief Surgeon (OACS) |
| 4. Official Receipt/Statement of Account | Hospital/ Place of confinement |
| 5. Medical Certificate | Hospital/ Place of confinement |
| 6. Medical Abstract/Summary | Hospital/ Place of confinement |



| 7. Spot Report (hospitalization due to vehicular accident) | | Philippine Army Major Units (PAMUs) | | |
|--|---|-------------------------------------|-----------------|--|
| 8. Line of Duty (LOD) Report (hospitalization due to vehicular accident) | | Philippine Army Major Units (PAMUs) | | |
| 9. Certificate of Bonafide Member | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV, log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 8 minutes | <i>Disbursement Branch Staff</i> |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 5minutes | <i>Bookkeeping Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | | None | 41 Minutes |



46.20. Reimbursement of Local Travel

Processing of payment of travel expenses incurred by Military Personnel/Civilian Human Resource by land, sea, and air from point of origin to point of destination.

| | | | | |
|---|--|-------------------------------------|------------------------|---|
| Office or Division: | Disbursement Branch (ASPA) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | | Philippine Army Major Units (PAMUs) | | |
| 2. Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | | Philippine Army Major Units (PAMUs) | | |
| 3. Advice of Sub-Allotment (ASA)/ Notice of Fund Allocation (NFA) | | Philippine Army Major Units (PAMUs) | | |
| 4. Travel Order (1 original copy) | | Philippine Army Major Units (PAMUs) | | |
| 5. Approved Itinerary of Travel (1 original copy) | | Philippine Army Major Units (PAMUs) | | |
| 6. Certificate of Appearance/Completion/Diploma (1 copy) | | Host Unit/Office | | |
| 7. Payroll (when applicable) (1 original copy) | | Philippine Army Major Units (PAMUs) | | |
| 8. Used Ticket (when applicable) (1 copy) | | Service Provider | | |
| 9. Boarding Pass (when applicable) (1 copy) | | Service Provider | | |
| 10. Terminal Fee (when applicable) | | Service Provider | | |
| 11. Certificate of Non-Payment | | Philippine Army Major Units (PAMUs) | | |
| 12. Certificate of Travel Completed | | Philippine Army Major Units (PAMUs) | | |
| 13. After Travel Report | | Philippine Army Major Units (PAMUs) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents 1.1 Upload Data to FMIS Account. | 1. Receive DV log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and | None | 8 minutes | <i>Disbursement Branch/Journal & Miscellaneous Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|---|
| | inspect the completeness of supporting documents. | | | |
| | 2. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 8 minutes | <i>Disbursement Branch/Journal & Miscellaneous Branch Staff and Chief</i> |
| | 3. Check/Verify availability of funds, validate purpose and object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | None | 10 minutes | <i>Bookkeeping Branch/Journal & Miscellaneous Branch Staff</i> |
| | 4. Final review, approval and sign-in the DV. | None | 3 minutes | <i>Chief Accountant</i> |
| | 5. Log-out the DV. | None | 2 minutes | <i>Disbursement Branch Staff</i> |
| | 6. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | <i>Disbursement Branch Staff</i> |
| | Total: | None | 46 minutes | |

46.21. Subsistence Allowance (SA)

Processing of payment to all active Military Personnel of the AFP that refers to the meal allowance given only to government personnel who, by nature of the duties and responsibilities of their positions, must make their services available at all times in their places of work even during on mealtimes.

| | | |
|-----------------------------|---|-------------------------------------|
| Office or Division: | Disbursement Branch (ASPA) | |
| Classification: | Simple | |
| Type of Transaction: | G2G – Government to Government | |
| Who may avail: | PA Uniformed Personnel | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | 1. Disbursement Voucher in four (4) copies to be distributed as follows: Original-COA Copy 2-Unit Copy 3-Accounting Unit Copy 4-Payee | Philippine Army Major Units (PAMUs) |



| 2. Obligation Request and Status (ORS) in three (3) copies to be distributed as follows: Original-Unit Copy 2-COA Copy 3-Accounting Unit | Philippine Army Major Units (PAMUs) | | | |
|---|--|-----------------|-----------------|--|
| 3. Certificate of Non-payment | Philippine Army Major Units (PAMUs) | | | |
| 4. Monthly Report of changes /Gains and Losses | Philippine Army Major Units (PAMUs) | | | |
| 5. Roster of Troops | Philippine Army Major Units (PAMUs) | | | |
| 6. Balancing Summary | Philippine Army Major Units (PAMUs) | | | |
| 7. Payroll | Philippine Army Major Units (PAMUs) | | | |
| CLIENT STEPS | AGENCY GIVENACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents for verification of the history of the cash advance. 1.1 Upload Data to FMIS Account. | 1. Review or check balance of SDO or Unit Cash Advances and issue Certification from the Accountant that the Previous Cash Advance have been liquidated and accounted for in the books | None | 4 minutes | <i>Bookkeeping Branch Staff</i> |
| | 2. Receive DV log-in and assign control number on the voucher, verify correctness of computation and existence of chargeability, and inspect the completeness of supporting documents. | None | 5 minutes | <i>Disbursement Branch Staff</i> |
| | 3. Post/Record obligation to Index of Payments, journalize and review the DV. | None | 5 minutes | <i>Disbursement Branch Staff and Chief</i> |
| | 4. Check/Verify availability of funds, validate purpose and | None | 5 minutes | <i>Bookkeeping Branch Staff</i> |



| | | | | |
|--|--|-------------|-------------------|---------------------------|
| | object code per obligation vs. nature of claim, record obligation number assigned by MFO, assigns cash allocation. | | | |
| | 5. Final review, approval and sign the DV. | None | 3 minutes | Chief Accountant |
| | 6. Log-out the DV. | None | 2 minutes | Disbursement Branch Staff |
| | 7. Transmit DV to PAMU for approval of payment and pre-audit. | None | 15 minutes | Disbursement Branch Staff |
| | Total: | None | 45 Minutes | |

47. Promotion of Officers from O1 to O5

The Different PASBs shall ensure that only the best qualified are promoted in accordance the existing rules, policies, procedures and guidelines governing the promotion in grade of all Officers in the active service of the AFP

| | | | | |
|---|---|---------------------------|------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active PA Officer Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Updated SOI (O1-O5) | | IMB, OAA | | |
| 2. Declaration of Graduates (O1 & O3) | | Training School | | |
| 3. APE & Medical Certificate from Army C, Surgeon (O1-O5) | | Army Chief Surgeon Office | | |
| 4. PER (O1-O5) | | Unit Office | | |
| 5. Commanders Evaluation Report (O3-O5) | | Unit Office | | |
| 6. Executive Summary (O3) | | Unit Office | | |
| 7. SOT Orders (Reserve Officers) | | Training School | | |
| 8. Clearances | | Personal | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | Make radio message to all concerned officers re the schedule of interview and documents to be submitted | None | 5 mins | PA Promo Board "A-D" |



| | | | | |
|--|---|------|--------------------|------------------------------------|
| Submit pertinent documents to respective Promo Boards "A-D" | Check completeness of documents/ Determine validity of documents | None | 5 mins | PA Promo Board "A-D" |
| Undergo Interview (VTC) | Conduct interview by Respective Board | None | 30 mins | PA Promo Board "A-D" |
| | Board Deliberation | None | | PA Promo Board "A-D" |
| | Send STL to OG1, PA with the Board Report | None | 15 mins | Respective Boards |
| | Submission of Board Report to OJ1, GHQ | None | 15 mins | Respective Boards |
| | Monitoring | None | - | Promotion Br/ Respective Boards |
| TOTAL: | | None | 1 hour and 10 mins | |
| Service is covered under Circular No 3 GHQ AFP dtd 19 Feb 2016 | | | | |

48. Readjustment of Ranks of EP with Inactive Reserve Officer Status and/or as Licensed Professionals

This Service aims to process pertaining to readjustment of ranks of EP with Inactive Reserve Officers status and/or as Licensed Professionals

| | | | | |
|---|--|-----------------------------|------------------------|---------------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All concerned PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Recommendation from his/her PAMU Commander | | Unit Office | | |
| 2. Enlistment Order | | Office of the Army Adjutant | | |
| 3. Appointment as Inactive 2LT | | Office of the Army Adjutant | | |
| 4.Certification from PRC for passing the Gov't Licensure Exam | | PRC Office | | |
| 5. Certification of non-pending case | | Unit Office | | |
| 6. G2, PA Clearance | | Office of the Army Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit documents to RAD, APMC | Receive/ Check the completeness of documents | None | 5 mins | <i>Attrition NCO, RAD, APMC</i> |
| | Make STL to be signed by Director, APMC | None | 3 hours | <i>Chief, RAD, APMC</i> |
| | Sends STL to OG1 | None | 1 day | <i>Director, APMC & RAD</i> |
| Gets Order | Publish and issue orders | None | 20 mins | OAA |



| | | | |
|--|------|-------------------------------|--|
| TOTAL: | None | 1 day, 3 hours and 25 mins | |
| Service is covered under HPA Letter Directive dated 30 July 2012 | | | |

49. Receipt and Issuance of Supplies and Equipment

Receipt and Inspection of deliveries from all sources must be done in order to ensure the absence of discrepancies in the quantity and item description between the actual deliveries and the delivery receipt.

| | | | | |
|---|---|---|------------------------|----------------------------|
| Office or Division: | PAOGS | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Philippine Army Units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request for Delivery | | Philippine Army Procurement Center (PAPC) Philippine International Trading Corp (PITC) General Headquarters (GHQ) | | |
| 2. Purchase Order (P.O) | | | | |
| 3. Notice of Delivery | | | | |
| 4. Delivery Receipt | | | | |
| 5. Tally In | | Warehouse | | |
| 6. Inspection and Acceptance Report (IAR) | | PAOGS/ PAPC | | |
| 7. Delivered Items Inspection Report (DIIR) | | PAPC | | |
| 8. Requisition and Issue Slip (RIS) | | PAOGS/ End User | | |
| 9. Property Transfer Report (PTR) | | | | |
| 10. Property Acknowledgment Receipt (PAR) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Securing of Notice of Delivery | 1. Inspection and acceptance of delivered supplies and/ or equipment | None | 4 days | <i>Stock Control Clerk</i> |
| 2. Completion of documents | 2. After validating the completeness of the documents and its signatories, the Chief PAO GS will sign | None | 2 days | <i>Chief PAOGS</i> |
| | 3. Issuance of supplies and/ or equipment | None | 1 day | |
| TOTAL: | | None | 7 days | |



50. Storage of Supplies and Equipment

Must be done in the warehouse for proper placement and recording.

| Office or Division: | PAOGS | | | |
|---|---|-----------------|-----------------|--|
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Philippine Army Units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Delivery Receipt | PAOGS | | | PAOGS/ Warehouse |
| 2. Sales Invoice | | | | |
| 3. Stock Card | | | | |
| 4. Property Card | | | | |
| 5. Status of Stocks | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Delivery of supplies and/ or equipment | 1. Classification and proper placement of supplies and equipment in the designated bin | None | 2 days | Warehouse NCO |
| | 2. Recording of supplies and/ or equipment, monitoring of stocks status and safeguarding the quality & serviceability of all stocks on hand | None | 2 days | Warehouse NCO/ Property Stock Clerk |
| TOTAL: | | None | 4 days | |



51. Termination and Enlistment of Candidate Soldiers

This service aims to process pertaining to termination and enlistment of Candidate Soldier

| | | | | |
|---|---|------------------------|----------------------------|---------------------------|
| Office or Division: | APMC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All concerned PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request fm the unit | | Training School | | |
| 2. Declaration of Graduates from BMT | | Training School | | |
| 3. Block of AFPSN | | RAD, APMC | | |
| 4. STL with attach draftee Order of Termination & Enlistment | | RAD, APMC | | |
| 5. Order of Merit fm Specialization Course | | Training School | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit documents to RAD, APMC | Receive/ Check the completeness of documents | None | 5 mins | RAD, APMC |
| | Make STL to be signed by Director, APMC | None | 30 mins | |
| | Forwards STL to OG1, PA for approval | None | 2 hours | Director, APMC |
| | Verification | None | 5 days | G1, PA |
| | <u>if approved:</u> Forward approved communication to OAA for issuance of orders <u>if disapproved:</u> Notify concerned units why request was disapproved | None | | |
| Gets Order | Publish and issue orders | None | 2 days | OAA |
| TOTAL: | | None | 7 days 2 hours and 35 mins | |
| Service is covered under HPA Letter Directive dtd 26 June 2015; subject Implementing guidelines in the Recruitment of Candidate Soldier in the Philippine Army. | | | | |



52. Updating of PAOSLL

Consolidate all orders and appeal letters to update worksheets on a quarterly basis

| | | | | |
|--|---|------------------------|-------------------------|---------------------------------|
| Office or Division: | APMC | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All active Officer PA Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Promotion Order | | OTAG | | |
| 2. Appointment Order | | OTAG | | |
| 3. Retirement Order | | OTAG | | |
| 4. Separation Order | | OTAG | | |
| 5. Amendment Order | | OTAG | | |
| 6. Change of Family Name Order | | OTAG | | |
| 7. Change of AFPOS Order | | OAA | | |
| 8. Appeal letters | | Concerned Personnel | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Officers (Regular and Reserve) | Check completeness of documents | None | 5 mins | SLL NCO, Promotion Br, APMC |
| | Prepares the schedule for PA Officer SLL Board deliberation | None | 10 mins | Secretary, PA Officer SLL Board |
| | Conduct of Board Deliberation | None | 2 hrs | Secretary, PA Officer SLL Board |
| | Send STL to OG1, PA with the Board Resolution | None | 15 mins | SLL NCO, Promotion Br, APMC |
| | Monitoring | None | - | SLL NCO, Promotion Br, APMC |
| | Publication and distribution of PAOSLL to GHQ and PAMUs | None | 2 days | Promotion Br, APMC |
| TOTAL: | | None | 2 days, 2 hrs & 30 mins | |
| Service is covered under EO 138 & RA 291 | | | | |



Philippine Army Major Units (PAMUs) (Field Offices)

External Services



1. Disposition of Domestic-Related Complaints/Reports

Domestic cases are complaints filed against Philippine Army (PA) personnel by their legal dependents when it comes to family issues including but not limited to: abandonment, non-support, and insufficient support. These issues are usually handled by OESPA, PAMUs, but in special cases, by OACESPA.

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | OESPA, PAMU | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Legal spouse/dependents of Philippine Army personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Dependent ID/Government-Issued ID (1 original copy) | | IDP Branch, Office of the Army Adjutant/ Issuing Government Agencies | | |
| 2. Notarized Affidavit of Complaint (1 original copy) | | Any law firm/office | | |
| 3. Documentary evidence/s (1 original copy for each document/evidence to include PSA original copy of Marriage Certificate and PSA original copy of birth certificate, if applicable) | | Complainant/ Philippine Statistics Authority | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>If done in-person:</u> 1. The client approaches the investigation personnel and logs-in to the logbook. | 1.1 The investigation personnel will give the logbook and require the client to log-in. | None | Three (3) minutes | <i>Investigation NCO</i> OESPA, PAMU |
| <u>If done via email:</u> 1. The client introduces herself/himself and communicates her/his concern via email and sends it to the email address of the OESPA PAMU | 1.1 The investigation personnel will acknowledge receipt of the email and ask further details about the client's identity and her/his concern. | None | One (1) day | <i>Investigation NCO</i> OESPA, PAMU |
| <u>If done in-person:</u> 2. Client submits the pertinent documents to the | 2.1 The investigation personnel will check the completeness of the documents and | None | Seven (7) minutes | <i>Investigation NCO</i> OESPA, PAMU |



| | | | | |
|--|---|------|----------------|--------------------------------------|
| <p>investigation personnel.</p> <p><u>If done via email:</u></p> <p>2. The client submits the pertinent documents to the email address of the OESPA PAMU</p> | <p>encode the complaint in the master list/database of cases</p> <p>2.1 The investigation personnel will acknowledge receipt of the email, check the completeness of the documents, and encode the complaint in the master list/database of cases</p> | None | One (1) day | <i>Investigation NCO OESPA, PAMU</i> |
| | <p>2.2 The investigation personnel will summon the respondent personnel for appearance at the office.</p> | None | Ten (10) days | <i>Investigation NCO OESPA, PAMU</i> |
| | <p>2.3 Investigation personnel will send invitation letter to the client for appearance.</p> | None | One (1) day | <i>Investigation NCO OESPA, PAMU</i> |
| <p><u>If done in-person:</u></p> <p>3. Complainant comes back to office for possible settlement or expresses her/his intent in filing of formal case</p> <p><u>If done via email:</u></p> <p>Complainant logs-in to the video teleconferencing platform facilitated by the OESPA, PAMU for possible settlement or expresses her/his intent in filing of formal case.</p> | <p>3.1 Investigation personnel will initiate settlement/conciliation upon reporting of the parties at the OESPA, PAMU.</p> <p>3.1 Investigation personnel will facilitate the video teleconferencing between the client and respondent, and will initiate the settlement/conciliation</p> | None | Four (4) hours | <i>Investigation NCO OESPA, PAMU</i> |
| | | None | Four (4) hours | <i>Investigation NCO OESPA, PAMU</i> |
| | | | | |



| | | | | |
|---|---|------|---|---|
| | <p>If amicably settled:</p> <p>3.2 Investigation personnel will prepare the result of action taken/disposition of the case</p> <p>3.3 Investigation personnel will facilitate its submission to CG of the PAMU for approval as recommended by the Chief, ESPA of the PAMU.</p> | None | Thirty (30) days | <i>Investigation NCO</i> OESPA, PAMU |
| | <p>If not amicably settled:</p> <p>3.2 Investigation personnel will conduct formal investigation and come-up with an Investigation Report package</p> <p>3.3 Submit to CG of the PAMU for approval as recommended by the Chief, ESPA of the PAMU.</p> | None | Forty-four (44) days | <i>Investigation NCO</i> OESPA, PAMU |
| | 3.4. Investigation personnel will inform all concerned on the approved final disposition of the case/complaint. | None | Two (2) days | <i>Investigation NCO</i> OESPA, PAMU |
| TOTAL (for AMICABLY SETTLED in-person transaction) | | None | 43 days, 4 hours, and 10 minutes | |
| TOTAL (for NOT AMICABLY SETTLED in-person transaction) | | None | 57 days, 4 hours, and 10 minutes | |
| TOTAL (for AMICABLY SETTLED via e-mail transaction) | | None | 45 days and 4 hours, | |
| TOTAL (for NOT AMICABLY SETTLED via e-mail transaction) | | None | 59 days and 4 hours | |
| <p>Service is covered under HPA Personnel Directive Nr: 01 dated 26 April 2019 with subject: Implementing Guidelines in the Settlement/Disposition of Domestic-Related Cases in the Philippine Army</p> | | | | |



2. Investigation/Disposition of other ESPA Complaints/Reports

Other ESPA complaints/reports include alleged violations by Philippine Army and civilian personnel of RA 6713, RA 3019, RA 1379, RA 7877, RA 8353, and Revised Penal Code Title Seven in relation to Article of War 95.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | OESPA, PAMU | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Notarized Affidavit of Complaint (1 original copy) | | Any law firm/office | | |
| 2. Documentary evidence/s (1 original copy per evidence) | | Complainant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>If done in-person:</u> 1. The client approaches the investigation personnel and logs-in to the logbook. | 1.1 The investigation personnel will give the logbook and require the client to log-in. | None | Three (3) minutes | <i>Investigation NCO</i> OESPA, PAMU |
| <u>If done via email:</u> 1. The client introduces herself/himself and communicates her/his concern via email and sends it to the email address of the OESPA PAMU | 1.1 The investigation personnel will acknowledge receipt of the email and ask further details about the client's identity and her/his concern. | None | One (1) day | <i>Investigation NCO</i> OESPA, PAMU |
| <u>If done in-person:</u> 2. Complainant submits his/her affidavit-complaint and pertinent documents to the investigation personnel | 2.1 The investigation personnel will check the completeness of the documents and encode the complaint in the master list/database of cases | None | Seven (7) Minutes | <i>Investigation NCO</i> OESPA, PAMU |



| | | | | |
|---|--|-------------|-----------------------------|---|
| <p><u>If done via email:</u></p> <p>2. Complainant submits her/his affidavit-complaint and pertinent documents to the email address of the OESPA PAMU</p> | <p>2.1 The investigation personnel will acknowledge receipt of the email, check the completeness of the documents, and encode the complaint in the master list/database of cases</p> | <p>None</p> | <p>One (1) day</p> | <p><i>Investigation NCO</i> OESPA, PAMU</p> |
| | <p>2.2 The investigation personnel will inform the complainant to submit lacking documents (if there are any)</p> | <p>None</p> | <p>Five (5) Minutes</p> | <p><i>Investigation NCO</i> OESPA, PAMU</p> |
| | <p>2.3 The investigation personnel will summon the respondent and other personnel involved, and require them to submit their respective counter-affidavits.</p> | <p>None</p> | <p>Ten (10) days</p> | <p><i>Investigation NCO</i> OESPA, PAMU</p> |
| | <p>2.4 Upon reporting of the respondent and other personnel involved in the case, investigation personnel will initiate the conduct of investigation through taking of the Sworn Statements.</p> | <p>None</p> | <p>Five (5) days</p> | <p><i>Investigation NCO</i> OESPA, PAMU</p> |
| | <p>2.5 Investigation personnel will prepare the investigation report and the disposition of the case (IR/SDF) for approval of CG, PAMU as recommended by Chief, ESPA of the PAMU.</p> | <p>None</p> | <p>Twenty-six (26) days</p> | <p><i>Investigation NCO</i> OESPA, PAMU</p> |
| | <p>2.6 Investigation personnel will inform all concerned on the approved final disposition of the case/complaint.</p> | <p>None</p> | <p>Two (2) days</p> | <p><i>Investigation NCO</i> OESPA, PAMU</p> |



| | | | |
|--|-------------|---|--|
| TOTAL (for in-person complaints) | None | Forty-three (43) days and 15 minutes | |
| TOTAL (for complaints via email) | None | Forty-five (45) days and 5 minutes | |
| Service is covered under HPA Personnel Directive Nr 01 dated 09 March 2016, subject: Disposition of Administrative Cases and Imposition of Sanctions | | | |

3. Philippine Army Pre-entry Exams (AFPSAT, AQE & SWE)

It is a pre-qualifying process required for those applying for enlistment and commission in the Philippine Army.

| | | | | |
|---|---|--|------------------------|---------------------------------|
| Office or Division: | APMC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Those who want to serve in military service. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 5. School Diploma/TOR/Form 137 | | Schools (Colleges or Universities) | | |
| 6. Birth certificate (PSA) | | PSA Offices | | |
| 7. 2 Valid ID's | | Schools, Govt Agencies, other agencies | | |
| 8. PAMU recommendation (Special Enlistment) | | PAMUs | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The client will register online for AFPSAT or he/she may walk-in at nearest Recruitment Office | 9. Screening: <ul style="list-style-type: none"> Document screening for authenticity Validation of names of candidates who registered 10. Once qualified, clients will be given schedules and designated venues to undergo AFPSAT | None | 5 Mins | AROs Personnel, APMC |
| 2. Clients report to the designated venue to undergo AFPSAT exam | 11. Re-screening: <ul style="list-style-type: none"> Height Documents required for authenticity Identification 12. Proctors will distribute test paraphernalia to the clients. | None | 10 Mins | AROs Personnel Duty Proctors |



| | | | | |
|--|--|-------------|-------------------------|---|
| <p>3. Undergo the AFPSAT Exam</p> | <p>13. Prior to start, the Psychometrician will give a briefing pertaining to AFPSAT policy & rules during exam.</p> <p>14. Commencement of exam</p> <p>7. After the exam, the Psychometrician gives the examinees update as to when the result be published</p> | <p>None</p> | <p>2 hours</p> | <p><i>Psychometrician & Proctors from ATO</i></p> |
| | <p>11. Psychometrician will do the checking within 2 working days and will inform applicants thru text or social media (for those who passed only).</p> | | <p>2 days</p> | |
| <p>4. Claim the AFPSAT result using claim stab</p> | <p>Give/Release Individual Result Form (IRF)</p> | <p>None</p> | <p>3 mins</p> | <p><i>ATO personnel</i></p> |
| <p>5. (For OCC Applicants only) The clients may register online for AQE & SWE or he/she may walk-in at nearest Recruitment Office</p> | <p>12. Validation of AFPSAT IRF of OCC Applicants as requirement.</p> <p>10. Once qualified, applicants will be given schedule and venue of exam for AQE & SWE.</p> | <p>None</p> | <p>3 mins</p> | <p><i>ATO & ARO Personnel</i></p> |
| <p>6. (For OCC Applicants only) Clients report to the designated venue to undergo AQE & SWE</p> | <p>11. Proctors will distribute test paraphernalia to the clients.</p> | <p>None</p> | <p>3 mins</p> | <p><i>AROs Personnel Duty Proctors</i></p> |
| <p>7. (For OCC Applicants only) Clients undergo AQE & SWE</p> | <p>12. Prior to start, the psychometrician will give a briefing pertaining to the AQE & SWE rules during exam.</p> <p>2. Commencement of exam:</p> | <p>None</p> | <p>2hrs & 35min</p> | <p><i>C, ATO Psychometricians and proctors from ATO</i></p> |



| | | | | |
|--------------------------------------|--|-------------|---------------------------------------|--|
| | 3. After the exam, the Psychometrician will inform the examinees as to when the result be published | | | |
| | Psychometrician and C, ATO will do the checking and inform applicants the result of their exam thru text or social media | | 2 days | |
| TOTAL: | | None | 4 days, 4 hours and 59 minutes | |
| Army Testing Office Action Plan 2020 | | | | |

4. Recruitment of PA Officers (For OCC and OPC)

A procedure that will be undergone by aspiring applicants who wish to join the Officer Corps of the Philippine Army.

| | | | | |
|--|--|-------------------------|------------------------|--|
| Office or Division: | APMC | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Civilian & EP w/ baccalaureate degree for OCC and Inactive Commissioned Reserve Officer | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Commission Order (for POTC graduate) | | OTAG, GHQ | | |
| 2. Original College Diploma | | Colleges & Universities | | |
| 3. Original Transcript of Records | | Colleges & Universities | | |
| 4. Birth Certificate (PSA Certified Copy) | | PSA Offices | | |
| 5. Clearances (local clearances) | | Municipal Office | | |
| 6. CENOMAR | | PSA Offices | | |
| 7. Affidavit of Undertaking that has never borne, sired or support a child | | Office Notary Public | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicants will proceed and appear to PAOSC | 1. AROs will inform qualified applicants for PAOSC 2. RAD will facilitate the PAOSC interview for qualified applicants. 3. After interview, PAOSC will finalized | None | 1 day | <i>ARO, RAD & Secretariat of PAOSC</i> |



| | | | | |
|--|---|------|--------|--------------------------------------|
| | and select list of applicants qualified for PFT. | | | |
| 2. Applicants will undergo PFT | 4. AROs and RAD will facilitate the PFT & informed applicants for schedules. Further those who passed the PFT will proceed to PME. | None | 3 hrs | SSU |
| 3. Applicants will undergo PME | 5. RAD will monitor the PME of applicants in coordination with hospitals. Those who will passed the PME will be recommended for PAOAB. | None | - | AGH |
| 4. Applicants will appear to PAOAB for final deliberation. | 6. RAD will recommend to PAOAB those who passed the PME & will inform candidates to face the board. 7. PAOAB will select and finalized the list of applicants. 8. After finalizing the list, PAOAB will recommend it to CGPA thru OG1. 9. OG1, PA will facilitate the Appointment Order for OCC and direct APMC to facilitate the Oath Taking ceremony | None | 1 day | C,RAD OG1 & PAOAB Secretariat |
| 5. Oath Taking of qualified applicants | 10. APMC will inform the qualified candidates and will facilitate the program for oath taking ceremony. 11. OCS, TRADOC will received the qualified students for training. | None | 2 days | OG1, APMC & OCS |



| | | | |
|---|-------------|---------------------------|--|
| TOTAL: | None | 4 days and 3 hours | |
| Service is covered under Circular No. 2 GHQ AFP dated 22 Aug 2014; Subject Procurement of Officers in Philippine Army | | | |

5. Rendering of Legal Advice

The Legal Officer/s of the Office of the Judge Advocate PAMU renders legal advice to individuals, military or civilian personnel and/or their beneficiaries who comes to the Office for legal advice in relation to a particular issue or situation.

| | | | | |
|---|--|---|------------------------|---|
| Office/Branch: | Office of the Staff Judge Advocate PAMU | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All military, civilian personnel and their beneficiaries. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Personal appearance Visitor's Slip/ID | | Secure Visitor's Slip in the Message Center | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present his/her ID to the NCO and sign in his/her name and his/her concern in the Client Logbook and Visitor's Slip in the Message Center. | 1. Receive the Client's ID and give the Client Logbook and Visitor's Slip. 1.1 Refer the Client to the Judge Advocate PAMU. | None | 5 minutes | <i>Admin NCO, Office of the Staff Judge Advocate PAMU</i> |
| 2. Give the visitor's slip to the Judge Advocate PAMU for signature and sign the logbook after the legal advice. | 2. Receive the visitor's slip and sign it after the Officer has rendered legal advice. Duty Officer and Client will sign the logbook after the legal advice. | | 55 minutes | <i>Staff Judge Advocate PAMU</i> |
| | | | | <i>Admin NCO, Office of the Staff Judge Advocate PAMU</i> |
| Total: | | None | 1 hour | |



6. Response to Domestic-Related Queries

Domestic-Related Queries are questions asked by the spouses of our Philippine Army personnel who are victims of abandonment, non-support, and insufficient support. They usually seek advice on how to go about their predicament and want to know what will be the procedure should they decide to pursue a complaint against the military personnel.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | OESPA, PAMU | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Legal spouse/dependents of Philippine Army personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Marriage Certificate (1 original copy) | | Philippine Statistics Authority | | |
| 2. Birth Certificate (1 original copy for each child) | | Philippine Statistics Authority | | |
| 3. Dependent ID/Government-Issued ID (1 original copy) | | IDP Branch, Office of the Army Adjutant/ Issuing Government Agencies | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>If done in-person:</u> | | | | |
| 1. The client approaches the investigation personnel | 1.1 The investigation personnel will give the logbook to the client and require the client to log-in. | None | Three (3) minutes | <i>Investigation NCO</i> OESPA, PAMU |
| 2. The client informs the investigation personnel regarding her/his concern and presents the pertinent documents | 2.1 Investigation personnel will verify the documents submitted | None | Five (5) Minutes | <i>Investigation NCO</i> OESPA, PAMU |
| 3. The client proceeds at the investigation/ counseling area | 3.1 The investigation personnel will advise the client to submit any lacking documents (if there are any) | None | Two (2) minutes | <i>Investigation NCO</i> OESPA, PAMU |
| 4. The client communicates his/her queries to investigation personnel | 4.1 Investigation personnel will initiate the counseling/provide answers to queries | None | Thirty (30) Minutes | <i>Investigation NCO</i> OESPA, PAMU |



| | | | | |
|--|---|--------------------|----------------------------------|---|
| <p><u>If done via email:</u></p> <p>1. Complainant provides details about herself/himself and sends all her/his queries together with all the pertinent documents to the email address of the OESPA PAMU</p> | <p>1.1 The investigation personnel will acknowledge receipt of the email, ask further details about the client's identity, and check/verify the documents submitted. The investigation personnel will inform the client to submit the lacking documents (if any).</p> | <p>None</p> | <p>One (1) day</p> | <p><i>Investigation</i> NCO OESPA, PAMU</p> |
| | <p>1.2 The investigation personnel will provide advice and answers to the client via email based on the concern and queries of the client.</p> | <p>None</p> | <p>One (1) day</p> | <p><i>Investigation</i> NCO OESPA, PAMU</p> |
| <p>TOTAL (for in-person transaction)</p> | | <p>None</p> | <p>Forty (40) minutes</p> | |
| <p>TOTAL (for queries via e-mail)</p> | | <p>None</p> | <p>Two (2) days</p> | |



Philippine Army Major Units (Field Offices)

Internal Services



1. Accounting of Philippine Army Properties & Equipment

Conduct of Annual Physical Count and Inventory must be done in order to account all Philippine Army properties and to update the records for proper documentation.

| | | | | |
|---|---|-----------------------------|------------------------|--|
| Office or Division: | FPAO | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Philippine Army Units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request | | <i>Admin Officer, FPAO</i> | | |
| 2. Report on the Physical Count of Property Plant & Equipment (RPCPPE) | | <i>Unit Copy/ FPAO Copy</i> | | |
| 3. Report on the Physical Count of Inventories (RPCI) | | | | |
| 4. Property Acknowledgment Receipt (PAR) | | | | |
| 5. Inventory Custodian Slip (ICS) | | | | |
| 6. Property Turn In Slip (PTIS) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approval of schedule of Inventory | 1. Request to conduct an inventory | None | 1 day | <i>Admin Officer/ Inventory Team/ UPO/ RSNCO</i> |
| 2. Conduct of Physical Count of Equipment | 2. Updating of equipment records. | None | 4 days and 8 hours | |
| | 3. Submission of supporting documents to ASPA or concerned FAU for adjustment | None | 7 days | <i>UPO/ Inventory NCO</i> |
| TOTAL: | | None | 13 working days | |
| Service is covered under GHQ Circular No.12 dated 07 November 1994 Annual Inventory of AFP Properties | | | | |



2. Investigation/Disposition of other ESPA Complaints/Reports

Other ESPA complaints/reports include alleged violations by Philippine Army and civilian personnel of RA 6713, RA 3019, RA 1379, RA 7877, RA 8353, and Revised Penal Code Title Seven in relation to Article of War 95.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | OESPA, PAMU | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Philippine Army personnel of the respective PAMUs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Notarized Affidavit of Complaint (1 original copy) | | Any law firm/office | | |
| 2. Documentary evidence/s (1 original copy per evidence) | | Complainant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <u>If done in-person:</u> 1. The client approaches the investigation personnel and logs-in to the logbook. | 1.1 The investigation personnel will give the logbook and require the client to log-in. | None | Three (3) minutes | <i>Investigation NCO</i> OESPA, PAMU |
| <u>If done via email:</u> 1. The client introduces herself/himself and communicates her/his concern via email and sends it to the email address of the OESPA PAMU | 1.1 The investigation personnel will acknowledge receipt of the email and ask further details about the client's identity and her/his concern. | None | One (1) day | <i>Investigation NCO</i> OESPA, PAMU |
| <u>If done in-person:</u> 2. Complainant submits his/her affidavit-complaint and pertinent documents to the investigation personnel <u>If done via email:</u> | 2.1 The investigation personnel will check the completeness of the documents and encode the complaint in the master list/database of cases | None | Seven (7) Minutes | <i>Investigation NCO</i> OESPA, PAMU |



| | | | | |
|---|---|------|----------------------|--------------------------------------|
| 2. Complainant submits her/his affidavit-complaint and pertinent documents to the email address of the OESPA PAMU | 2.1 The investigation personnel will acknowledge receipt of the email, check the completeness of the documents, and encode the complaint in the master list/database of cases | None | One (1) day | <i>Investigation NCO OESPA, PAMU</i> |
| | 2.2 The investigation personnel will inform the complainant to submit lacking documents (if there are any) | None | Five (5) Minutes | <i>Investigation NCO OESPA, PAMU</i> |
| | 2.3 The investigation personnel will summon the respondent and other personnel involved, and require them to submit their respective counter-affidavits. | None | Ten (10) days | <i>Investigation NCO OESPA, PAMU</i> |
| | 2.4 Upon reporting of the respondent and other personnel involved in the case, investigation personnel will initiate the conduct of investigation through taking of the Sworn Statements. | None | Five (5) days | <i>Investigation NCO OESPA, PAMU</i> |
| | 2.5 Investigation personnel will prepare the investigation report and the disposition of the case (IR/SDF) for approval of CG, PAMU as recommended by Chief, ESPA of the PAMU. | None | Twenty-six (26) days | <i>Investigation NCO OESPA, PAMU</i> |
| | 2.6 Investigation personnel will inform all concerned on the approved final disposition of the case/complaint. | None | Two (2) days | <i>Investigation NCO OESPA, PAMU</i> |



| | | | |
|---|-------------|---|--|
| TOTAL (for in-person complaints) | None | Forty-three (43) days and 15 minutes | |
| TOTAL (for complaints via email) | None | Forty-five (45) days and 5 minutes | |

3. Integration of APAO in Philippine Army Unified Clearance System (PAUCS)

The signed compliance slip with existing accountabilities (if there's any) will returned to PA Personnel or legal dependents and serve as one of the requirements in securing the Philippine Army Unified Clearance.

| | | | | |
|--|--|------------------------|------------------------|-----------------------------------|
| Office or Division: | FPAO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army personnel and legal dependents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Compliance Slip | | PAMU Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit RSO certification to FPAO with compliance slip. | FPAO encoder to update the client status in PACIS. | None | 10 minutes | <i>Accountability Officer/NCO</i> |
| TOTAL: | | None | 10 inutes | |

4. Issuance of ODSJA Clearance/Certifications

The Judge Advocate PAMU Clearance is issued to all active military and civilian personnel needing this document that states that he/she has no pending case before the General Courts-Martial. OAJA Certifications are also issued to assess, affirm, confirm or attest in writing the validity of information or status of individuals or cases.

| | | | |
|--|--|---------------------------------------|--|
| Office/Branch: | Office of the Staff Judge Advocate PAMU | | |
| Classification: | Simple | | |
| Type of Transaction: | G2G- Government to Government | | |
| Who may avail: | All active military and civilian personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Letter request duly endorsed by the Unit Commander/Chief of Office addressed to: Office of the Staff Judge Advocate PAMU | | Unit of requesting personnel or party | |
| 2. Division DLO Clearance | | Office of the Division Adjutant, PA | |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|--|---|-----------------|------------------------------------|---|
| <p>1. Submit the letter request and DLO Clearance to the NCO.</p> <p>2. Sign Receiving Copy/Logbook for the release of the clearance or certificate.</p> | <p>1. Receive the letter request and DLO.</p> <p>1.1 Check and examine the request letter and DLO Clearance. If requirements are complete, NCO will acknowledge its receipt; if lacking requirements, the NCO will inform the requesting personnel/ party to comply the lacking requirement.</p> <p>2. Verify the records on file if the requesting personnel has a pending administrative (Efficiency Separation Board) and/or court-martial case.</p> <ul style="list-style-type: none"> • With pending case – a certificate will be issued stating therein that he/she has a pending case. • No pending case – a clearance will be issued. | <p>None</p> | <p>3 minutes</p> <p>33 minutes</p> | <p>NCO, Office of the Staff Judge Advocate PAMU</p> |



| | | | | |
|--|--|-------------|----------------------------------|--|
| | <p>a. Prepare the clearance or certificate with the Office seal;</p> <p>b. NCO signs that he/she has checked and verified in the records.</p> <p>c. Forward to the Staff Judge Advocate for his/her signature.</p> <p>3. Signed clearance/certificate will be returned to the Message Center for release.</p> <p>a. Issue the clearance or certificate to the client.</p> <p>b. Give receiving copy/logbook for signature.</p> <p>c. Keep copy for file.</p> | | <p>1 minute</p> <p>3 minutes</p> | <p><i>Staff Judge Advocate PAMU</i></p> <p><i>NCO, Office of the Staff Judge Advocate PAMU</i></p> |
| | TOTAL | None | 40 minutes | |



5. Issuance of Supplies and Equipment

Inspected supplies and equipment will be issued to concerned Philippine Army units for maintenance and operation purposes.

| | | | | |
|---|--|------------------------|------------------------|------------------------------|
| Office or Division: | FPAO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Philippine Army Units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Issuance Directive | | OG4 PAMU | | |
| 2. Stock Card | | UPO/ End User | | |
| 3. Tally Out | | PAO GS | | |
| 4. Property Transfer Report (PTR) | | FPAO/ PAO GS | | |
| 5. Property Acknowledgment Receipt (PAR) | | End User | | |
| 6. Property Card | | FPAO | | |
| 7. Requisition and Issue Slip (RIS) | | FPAO/ End User | | |
| 8. Inventory Custodian Slip (ICS) | | End User | | |
| 9. Report of Supplies and Materials Issued (RSMI) | | End User | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Receipt of Issuance Directive from OG4 PAMU | None | 10 Minutes | <i>Storage NCO</i> |
| 1. Processing of pertinent documents, withdrawal and recording of issued supplies and equipment | 2. Implementation of Issuance Directive by G3 ASCOM | None | 3 days | <i>Warehouse NCO</i> |
| | 3. Issuance of supplies and equipment for proper disposition. | None | 10 Minutes | <i>Storage NCO</i> |
| | 4. Recording of supplies and equipment issued for proper disposition | None | 5 Minutes | <i>Unit Property Officer</i> |
| TOTAL: | | None | 3 days and 25 minutes | |



6. Reproduction of SALN

Reproduction of SALN is done when the Philippine Army personnel who filed their SALN or their duly authorized representative, proceeds to the office in order to secure a copy of their SALN whether in electronic copy or hard copy.

| | | | | |
|---|---|--|------------------------|------------------------------------|
| Office or Division: | OESPA, PAMU | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | 1. Any military personnel who filed his/her SALN at the PAMU 2. Authorized representative of the SALN filer. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter request duly endorsed by Unit Commander/Chief of Office or his authorized representative (1 original copy). | | Public Accountability/SALN Section of OESPA PAMU | | |
| 2. Military or Government-Issued ID (1 original copy) | | IDP Branch, Office of the Army Adjutant/ Issuing Government Agencies | | |
| For representatives: 1. Government-issued ID 2. Authorization Letter from SALN filer with Special Power of Attorney (1 original copy) | | Issuing government agencies and SALN filer | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client or his duly authorized representative gives the documentary requirements to the SALN/PAB NCO | 1.1 The SALN/PAB NCO will check the completeness of the documentary requirements. * If there are lacking document/s, the requesting party is immediately informed to complete the requirements | None | Three (3) Minutes | SALN NCO/ PAB NCO OESPA PAMU |
| 2. Client or his duly authorized representative fills-out the SALN Request Form | 2.1 SALN/PAB NCO receives the SALN Request Form. 2.2 SALN/PAB NCO stamps the customer's copy with OESPA's seal 2.3 SALN/PAB NCO indicates the time and date of receipt, and affixes his signature | None | Five (5) Minutes | SALN NCO/ PAB NCO OESPA PAMU |



| | | | | |
|--|--|------|---------------------|------------------------------------|
| 3. Client logs-in at the logbook the time and date of request, contact number, and other details | 3.1 SALN/PAB NCO will give the logbook to the client | None | Two (2) Minutes | SALN NCO/ PAB NCO OESPA PAMU |
| | 3.2 SALN/PAB NCO will check and retrieve (if available) the original SALN on file and reproduces it | None | Thirty (30) Minutes | SALN NCO/ PAB NCO OESPA PAMU |
| 4. Client or his duly authorized representative logs-in at the logbook the time and date of request, contact number, and other details | 4.1 SALN/PAB NCO will attach the reproduced SALN to the SALN Request Form to be routed for notation and approval | None | One (1) Day | SALN NCO/ PAB NCO OESPA PAMU |
| | 4.2 Upon approval, the requesting party will be immediately informed in order to claim the requested document. If request is denied, the client or his authorized representative is immediately informed by SALN/PAB NCO the reason for its denial thru text, phone call, or email | None | Five (5) Minutes | SALN NCO/ PAB NCO OESPA PAMU |
| 5. Client to show his government-issued ID to PAB personnel and claims the requested document/s, logs-out in the logbook the time and date of completion | 5.1 SALN/PAB NCO will make sure that the one receiving the requested document/s is the client himself by verifying his government-issued ID. | None | Ten (10) Minutes | SALN NCO/ PAB NCO OESPA PAMU |



| | | | | |
|--|--|-----------------------------------|--|--|
| <p>of the request (based on the time and date when the client was informed that the requested document is already available for pick-up), and fills-out the feedback/survey/complaint form.</p> <p>* In case of representatives claiming the requested documents, they must show to PAB personnel their government-issued ID and the Authorization Letter with Special Power of Attorney from the SALN filer. The representative will then log-out in the logbook and fill-out the feedback/complaint/survey form.</p> | <p><u>In case of representatives:</u></p> <p>5.1 In case of representatives claiming the documents, SALN/PAB NCO must first verify the identity of the authorized representative through his ID together with the Authorization Letter with Special Power of Attorney from the SALN filer.</p> <p>5.2 SALN/PAB NCO to make sure that the one who received the requested document/s has properly logged-out in the OACESPA logbook.</p> | | | |
| TOTAL: | None | One (1) Day and 55 Minutes | | |



General Support



1. Integration of APAO in Philippine Army Unified Clearance System (PAUCS)

The signed compliance slip with existing accountabilities (if there's any) will be returned to PA Personnel or legal dependents and serve as one of the requirements in securing the Philippine Army Unified Clearance.

| Office or Division: | PAOGS | | | |
|--|---|-----------------|-------------------|----------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Philippine Army personnel and legal dependents | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Compliance Slip | | PAMU Adjutant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit RSO certification or PAR to PAOGS with compliance slip. | PAOGS encoder to update the client status in PACIS. | None | 10 minutes | Accountability Officer/NCO |
| TOTAL: | | None | 10 minutes | |

2. Receipt and Issuance of Supplies and Equipment

Receipt and Inspection of deliveries from all sources must be done in order to ensure the absence of discrepancies in the quantity and item description between the actual deliveries and the delivery receipt.

| Office or Division: | PAOGS | | | |
|---|--------------------------------|---|-----------------|--------------------|
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Philippine Army Units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request for Delivery | | Philippine Army Procurement Center (PAPC) Philippine International Trading Corp (PITC) General Headquarters (GHQ) | | |
| 2. Purchase Order (P.O) | | | | |
| 3. Notice of Delivery | | | | |
| 4. Delivery Receipt | | | | |
| 5. Tally In | | Warehouse | | |
| 6. Inspection and Acceptance Report (IAR) | | PAOGS/ PAPC | | |
| 7. Delivered Items Inspection Report (DIIR) | | PAPC | | |
| 8. Requisition and Issue Slip (RIS) | | PAOGS/ End User | | |
| 9. Property Transfer Report (PTR) | | | | |
| 10. Property Acknowledgment Receipt (PAR) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|-----------------------------------|---|-------------|---------------|----------------------------|
| 1. Securing of Notice of Delivery | 1. Inspection and acceptance of delivered supplies and/ or equipment | None | 4 days | <i>Stock Control Clerk</i> |
| 2. Completion of documents | 2. After validating the completeness of the documents and its signatories, the Chief PAO GS will sign | None | 2 days | <i>Chief PAOGS</i> |
| | 3. Issuance of supplies and/ or equipment | None | 1 day | |
| TOTAL: | | None | 7 days | |

3. Storage of Supplies and Equipment

Must be done in the warehouse for proper placement and recording.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | PAOGS | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Philippine Army Units | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Delivery Receipt | | PAOGS | | |
| 2. Sales Invoice | | | | |
| 3. Stock Card | | PAOGS/ Warehouse | | |
| 4. Property Card | | | | |
| 5. Status of Stocks | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Delivery of supplies and/ or equipment | 1. Classification and proper placement of supplies and equipment in the designated bin | None | 2 days | <i>Warehouse NCO</i> |
| | 2. Recording of supplies and/ or equipment, monitoring of stocks status and safeguarding the quality & serviceability of all stocks on hand | None | 2 days | <i>Warehouse NCO/ Property Stock Clerk</i> |
| TOTAL: | | None | 4 days | |



VI. Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send a feedback | <p>Option 1: Scan the QR Code found in front of the Office, completely fill-out the feedback form, then click “submit”.</p> <p>Option 2: Answer the feedback form (ask the Admin personnel at the office for the feedback form) and drop it at the Drop Box located in front of the OACESPA’s office</p> <p>Option 3: Send your feedback through email at oacespa@gmail.com or send us a private message on our Facebook Account “Oacespa PA”</p> <p>Option 4: Call or text your feedback at the OACESPA hotline number: 0915-534-4906</p> |
| How feedback is processed | <p>Step 1: Every Friday, Branch Chief of Professional and Graft Prevention Branch opens the drop box, checks any feedback sent to the OACESPA Facebook account, and compiles and records all feedback submitted.</p> <p>Step 2: Feedback requiring answers are forwarded to the concerned branches and they are required to answer within three (3) days upon receipt of feedback.</p> <p>Step 3: The answer will then be relayed to the citizen through the contact number/email provided or through the office’s Facebook account.</p> <p>For inquiries/follow-ups, please contact our hotline number: 0915-534-4906; Trunk line at (02) 8845-9555; Local: 6599, email us at oacespa@gmail.com or send us a message on our Facebook Account “Oacespa PA”</p> |
| How to file a complaint | <p>Option 1: Fill-out the feedback form (which already includes a complaint form) and drop it on the Drop Box located in front of the OACESPA’s office.</p> <p>Option 2: Complaints can be filed through email, telephone, or through Facebook Account. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident/details - Evidence/s (if any) |



| | |
|---|---|
| | <p>For inquiries/follow-ups, please contact our hotline number: 0915-534-4906; Trunk line at (02) 8845-9555; Local: 6599, email us at oacespa@gmail.com or send us a message on our Facebook Account “Oacespa PA”</p> |
| How complaints are processed | <p>Step 1: The Complaints Officer (Branch Chief of Professional and Graft Prevention Branch) opens the drop box and evaluates all the complaints every Friday.</p> <p>Step 2: The Complaints Officer will then forward the complaints to the Investigating Officer for proper investigation.</p> <p>Step 3: The Investigating Officer will then forward the Investigation Report to the Deputy Chief ACESPA for the imposition of appropriate action.</p> <p>Step 4: The Complaints Officer will give feedback to the client on the action taken for his/her complaint within seven (7) days upon receipt of complaint.</p> <p>For inquiries/follow-ups, please contact our hotline number: 0915-534-4906; Trunk line at (02) 8845-9555; Local: 6599, email us at oacespa@gmail.com or send us a message on our Facebook Account “Oacespa PA”</p> |
| Contact Information of Professional and Graft Prevention Branch, OACESPA and the national feedback and complaints centers | <p>OACESPA Mobile phone: 0915-534-4906 Trunk line: (02) 8845-9555; Local: 6599 Email: oacespa@gmail.com Facebook Account Name: Oacespa PA</p> <p>8888 – Presidential Complaints Center 0908-881- 6565 – CSC Contact Center ng Bayan 478-5093 – Anti-Red Tape Authority complaints@arta.gov.ph – Anti-Red Tape Authority 1-ARTA (2782) – Anti-Red Tape Authority</p> |

| FEEDBACK AND COMPLAINTS MECHANISM - APAO | |
|---|---|
| How to send a feedback | <p>Option 1: Answer the feedback form and drop it on the Drop Box located in the Receiving Area of the unit</p> <p>Option 2: Send your feedback through email at hqs.apao2019@gmail.com</p> |
| How feedback is processed | <p>Step 1: Every Friday, the NCO in charge opens the drop box, compiles and records all the feedback submitted.</p> |



| | |
|---|--|
| | <p>Step 2: Feedback requiring answers are forwarded to the concerned branches and they are required to answer within three (3) days upon receipt of feedback.</p> <p>Step 3: The answer will then be relayed to the citizen through the contact number/email provided.</p> <p>For inquiries/follow-ups, please contact our hotline number: (02) 8585 1831; Trunk line at (02) 8845-9555; Local: 6018, 6818 & 4779; email us at hqs.apao2019@gmail.com.</p> |
| <p>How to file a complaint</p> | <p>Option 1: Fill-out the feedback form (which already includes a complaint form) and drop it on the Drop Box located in the Receiving area of the office.</p> <p>Option 2: Complaints can be filed through email or phone call. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident/details - Evidence/s <p>For inquiries/follow-ups, please contact our hotline number: (02) 8585 1831; Trunk line at (02) 8845-9555; Local: 6018, 6818 & 4779; email us at hqs.apao2019@gmail.com.</p> |
| <p>How complaints are processed</p> | <p>Step 1: The NCO in charge opens the drop box and evaluates all the complaints every Friday.</p> <p>Step 2: The NCO in charge will then forward the complaints to the Investigating Officer for proper investigation.</p> <p>Step 3: The Investigating Officer will then forward the Investigation Report to the Chief ESPA Branch, APAO for the imposition of appropriate action.</p> |
| | <p>Step 4: The NCO in charge will give feedback to the client on the action taken for his/her complaint within seven (7) days upon receipt of complaint.</p> <p>For inquiries/follow-ups, please contact our hotline number: (02) 8585 1831; Trunk line at (02) 8845-9555; Local: 6018, 6818 & 4779; email us at hqs.apao2019@gmail.com.</p> |
| <p>Contact Information of HQS, APAO, Chief ESPA Branch, APAO and the national feedback and complaints centers</p> | <p>APAO Hotline: (02) 8585 1831 Trunk line: (02) 8845-9555; Local: 6018, 6818 & 4779 Email: hqs.apao2019@gmail.com</p> <p>8888 – Presidential Complaints Center 0908-881- 6565 – CSC Contact Center ng Bayan 478-5093 – Anti-Red Tape Authority</p> |



| | |
|--|---|
| | complaints@arta.gov.ph– Anti-Red Tape Authority 1-ARTA (2782)– Anti-Red Tape Authority |
|--|---|

FEEDBACK AND COMPLAINTS MECHANISM - APMC

| | |
|---------------------------|--|
| How to send a feedback | <p>Option 1: Answer the feedback form and drop it on the Drop Box located in APMC Duty Lobby.</p> <p>Option 2: Send your feedback or complaint letter addressed to Director, APMC</p> <p>Option 3: Call or text your feedback at the APMC hotline number: 0945-702-3729</p> |
| How feedback is processed | <p>Step 1: Every Friday, Chief Admin Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Step 2: All feedbacks are forwarded to concerned branches for assessment and evaluation.</p> <p>Step 3: Feedback requiring answers are required to answer within three (3) days upon receipt of feedback.</p> <p>Step 4: The answer will then be relayed to the citizen through the contact number/email provided.</p> <p>For inquiries/follow-ups, please contact our hotline number: 0945-702-3729; Trunk line at (02) 8845-9555; Local: 6857, email us at hapmc@army.mil.ph or hapmc@yahoo.com and ossbapmc2019@gmail.com</p> |
| How to file a complaint | <p>Complaints can be filed through email, telephone, feedback form, walk-in visit, APMC Website or Social media. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident/details - Evidence/s <p>Step 1: Upon receipt of complaint, recipient shall ask pertinent questions to gather information about the complaints and the circumstances surrounding it.</p> <p>Step 2: Asses if complaints can be solved immediately, if not, then the personnel that receives the complaint will request a Complaints and Inquiry Form to Admin Division</p> <p>Step 3: Fill up the complete details of the complaints and forward the same to the Management Representative. The details may be discussed during the monthly performance</p> |



| | |
|-------------------------------------|--|
| | <p>meeting. An Investigating Officer maybe assigned to look into the complaint.</p> <p>For inquiries/follow-ups, please contact our hotline number: 0945-702-3729; Trunk line at (02) 8845-9555; Local: 6857, email us at hapmc@army.mil.ph or hapmc@yahoo.com and ossbapmc2019@gmail.com</p> |
| <p>How complaints are processed</p> | <p>Step 1: When the complaint is referred to the Investigating Officer for proper action, the Management Representative compiles and sends all complaint documentation to the Investigating Officer:</p> <ul style="list-style-type: none"> - Complaints and Inquiry Form - Incident/details - Evidence/s <p>Step 2: The Investigating Officer reviews the documents upon receipt</p> <ul style="list-style-type: none"> - If it needs further clarification, he may request respondent for additional details. If there is a need to meet the clients he/she may consult the Deputy/Ex-O, APMC - Coordinates the meeting with the complainant and with the respondent to discuss and try to resolve the complaint - Upon completion of interview/ meeting with the client, Investigating Officer submits his Investigation Report within five (5) working days to the Management Representative. The report should include factual information and corrective action to be taken by the respondent/ process owner. <p>Step 3: The Management Representative upon receipt of the Investigation Report shall:</p> <ul style="list-style-type: none"> - Inform the complainant of the action taken by phone or if necessary, by setting an appointment. Also, he/she shall insure that the corrective action is implemented by the process owner. Results of actions taken shall be recorded in the Complaints and Inquiry Form to be reported during Monthly Performance Review. - Checks the effectiveness of Corrective Action by gathering pieces of evidence based on measure of effectiveness of corrective action. If the same is effective, then the complaint is closed. If not, then he/she should determine the cause of ineffectiveness and the process owner may implement alternative corrective actions. - Prepares Monthly Summary of Complaint and submit the same to Director, APMC thru Ex-O, Deputy, APMC <p>For inquiries/follow-ups, please contact our hotline number: 0945-702-3729; Trunk line at (02) 8845-9555; Local: 6857,</p> |



| | |
|---|---|
| | <p>email us at hapmc@army.mil.ph or hapmc@yahoo.com and ossbapmc2019@gmail.com</p> |
| <p>Contact Information of APMC and the national feedback and complaints centers</p> | <p>APMC Mobile phone: 0945-702-3729 Trunk line: (02) 8845-9555; Local: 6857 Email: hapmc@army.mil.ph hapmc@yahoo.com ossbapmc2019@gmail.com</p> <p>Presidential Complaints Center (PCC) +63(2)-736-8645 +63(2)-736-8603 +63(2)-736-8629 +63(2)-736-8621 (Telefax) Email: pcc@malacanang.gov.ph</p> <p>Anti-Red Tape Authority (ARTA) 478-5093 Email: complaints@arta.gov.ph ARTA Facebook page</p> <p>Civil Service Commission 1-6565* 0908-881- 6565 Email: www.contactcenterngbayan.gov.ph</p> |

| FEEDBACK AND COMPLAINTS MECHANISM – ASPA | |
|---|---|
| How to send feedback | Answer the client feedback form and place it at the designated drop box. |
| How to file a complaint | Fill-out the feedback form (which already includes a complaint form) and drop it on the Drop Box |
| How Feedbacks/Complaints are processed | <p>Every week of the month, a member of OESPA opens the drop box and records feedback submitted.</p> <p>On the succeeding month upon evaluation, the OESPA Officer shall start the investigation and forward the complaint to the concern branch or personnel for their explanation.</p> <p>The OESPA Officer shall make a report after thorough investigation and seek Chief's guidance.</p> <p>Feedback requiring implementation of new policies/guidance shall be brought-up in the meeting with Branch Chiefs prior to the approval of Chief, ASPA. This shall be disseminated with</p> |



| | |
|---------------------------------------|--|
| | <p>branch chiefs and personnel during conduct of Personnel Information and Education.</p> <p>The answer will then be relayed to the citizen through the contact number provided.</p> |
| Contact Information of CCB, PCC, ASPA | <p>ASPA email address: acctg_svc2@yahoo.com acctgsvc2@gmail.com</p> <p>Fort Bonifacio trunkline:8+8845-95-55 Local 6139 Presidential Complaints Center (PCC): 8888 Contact Center ng Bayan (CCB): 0908-881-6565 478-5093 – Anti-Red Tape Authority complaints@arta.gov.ph– Anti-Red Tape Authority 1-ARTA (2782)– Anti-Red Tape Authority</p> |

| FEEDBACK AND COMPLAINTS MECHANISM - OAA | |
|--|---|
| How to send a feedback | <p>Option 1: Answer the feedback/survey form and drop it on the Drop Box located in the OAA main lobby.</p> <p>Option 2: Send your feedback through email at oaa.pa2017@gmail.com</p> <p>Option 3: Scan the QR Code posted at the window of each Branch and answer the survey/feedback form.</p> |
| How feedback is processed | <p>Step 1: Every week, feedbacks are sorted and tallied by Chief, Clerk as checked and confirmed by Chief, Administrative Branch.</p> <p>Step 2: Feedback requiring answers are forwarded to the concerned branches and they are required to answer within three (3) days upon receipt of feedback.</p> <p>Step 3: The answer will then be relayed to the citizen through the contact number/email provided.</p> <p>For inquiries/follow-ups, please contact our hotline number: 0927-884-3281; Trunk line at (02) 8845-9555; Local: 6611, email us at oaa.pa2017@gmail.com .</p> |
| How to file a complaint | <p>Option 1: Fill-out the feedback form (which already includes a complaint form) and drop it on the Drop Box located in the OAA main lobby.</p> <p>Option 2: Complaints can be filed through email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident/details - Evidence/s <p>For inquiries/follow-ups, please contact our hotline number: 0927-884-3281; Trunk line at (02) 8845-9555; Local: 6611, email us at oaa.pa2017@gmail.com .</p> |



| | |
|--|---|
| <p>How complaints are processed</p> | <p>Step 1: Every week, feedbacks are sorted and tallied by Chief, Clerk as checked and confirmed by Chief, Administrative Branch. Step 2: The Complaints Officer/ Chief, Administrative Branch will then forward the complaints to the Investigating Officer for proper investigation. Step 3: The Investigating Officer will then forward the Investigation Report to the Deputy, OAA for the imposition of appropriate action. Step 4: The Complaints Officer will give feedback to the client on the action taken for his/her complaint within seven (7) days upon receipt of complaint. For inquiries/follow-ups, please contact our hotline number: 0927-884-3281; Trunk line at (02) 8845-9555; Local: 6611, email us at oaa.pa2017@gmail.com .</p> |
| <p>Contact Information of Admin Branch, OAA and the National Feedback and Complaints Centers</p> | <p>OAA Mobile phone: 0915-534-4906 Trunk line: (02) 8845-9555; Local: 66611 Email: oaa.pa2017@gmail.com 8888 – Presidential Complaints Center 0908-881- 6565 – CSC Contact Center ng Bayan 478-5093 – Anti-Red Tape Authority complaints@arta.gov.ph – Anti-Red Tape Authority 1-ARTA (2782) – Anti-Red Tape Authority</p> |

| <h2 style="text-align: center; background-color: #4F81BD; color: white; padding: 5px;">FEEDBACK AND COMPLAINTS MECHANISM – OAJA</h2> | |
|--|--|
| <p>How to send a feedback?</p> | <p>Answer the client feedback form and drop it at the designated drop box at the Message Center</p> <p>Contact Information: Trunkline: 845-9555 local 6517 armyjudgeadvocate@gmail.com</p> |
| <p>How feedback is processed?</p> | <p>Every Friday, duty NCO opens the drop box and compiles and records all feedbacks submitted. All feedbacks are evaluated by the Admin Officer. Clients' feedback will be taken into consideration in order to improve our services in order to fulfill clients' needs.</p> |
| <p>How to file a complaint?</p> | <p>Answer the feedback form and drop it at the designated drop box at the Message Center. Complaints can also be filed personally or via telephone. Client must provide the following information:</p> <ul style="list-style-type: none"> • Name of personnel complained of • Incident (date & time) • Evidence <p>Contact Information:</p> |



| | |
|---------------------------------|---|
| | Trunkline: 845-9555 local 6517 Hotline: 09952312930 |
| How complaints are processed? | NCO on duty opens the complaints drop box on daily basis. |
| | All complaints will be forwarded to the Security NCO for evaluation and start of investigation. He will call the personnel complained of for his/her explanation. He will create a report and forward it to the Admin Officer for appropriate action. Trunkline: 845-9555 local 6517 armyjudgetadvocate@gmail.com Hotline: 09952312930 ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) |
| Contact Information of OAJA, PA | Trunkline: 845-9555 local 6517 armyjudgetadvocate@gmail.com Hotline: 09952312930 |

| FEEDBACK AND COMPLAINTS MECHANISM – OG9 | |
|--|---|
| How to send a feedback | <p>Option 1: Send your feedback through email at og9palatest_11@yahoo.com or og9@army.mil.ph</p> <p>Option 2: Call or text your feedback at the OG9, PA hotline number: 0917-586-2006</p> |
| How feedback is processed | <p>Step 1: Every feedbacks and complaints are immediately addressed by concerned branch and immediately initiate feedback to the concerns.</p> <p>Step 2: The answer will then be relayed to the citizen through the contact number/email provided.</p> <p>For inquiries/follow-ups, please contact our hotline number: 0917-586-2006; PLDT: (02) 88207998; BONTEX: 6421/6021, email us at og9palatest_11@yahoo.com</p> |



| | |
|--------------------------------|--|
| <p>How to file a complaint</p> | <p>Complaints can be filed through email, telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident/details - Evidence/s <p>For inquiries/follow-ups, please contact our hotline number: 0917-586-2006; PLDT: (02) 88207998; BONTEX: 6421/6021, email us at og9palatest_11@yahoo.com</p> |
|--------------------------------|--|

| FEEDBACK AND COMPLAINTS MECHANISM - OAPM | |
|---|---|
| <p>How to send feedback</p> | <p>Option 1: Scan the QR Code found in front of the Office, completely fill-out the feedback form, then click “submit”.</p> <p>Option 2: Send your feedback through email at oapm@army.mil.ph</p> <p>Option 3: Call or text your feedback: OAPM hotline 0927-613-2166 OAPM complaint hotline 0915-523-9161</p> |
| <p>How feedback is processed</p> | <p>Every Friday, Admin Branch compiles and records all feedback submitted.</p> <p>For inquiries/follow-ups, please contact our hotline number: 0927-613-2166; Trunk line at (02) 8845-9555; Local: 6627, email us at oapm@army.mil.ph</p> |
| <p>How to file a complaint based on your feedback</p> | <p>Option 1: Fill-out the feedback form (which already includes a complaint form) and drop it on the Drop Box located in front of the OAPM’s office.</p> <p>Option 2: Complaints may be filed through walk-in and On-line (Any social media platform). Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of Caller - Name of involved PA Personnel (Army/CivHR) - Evidence/s <p>For inquiries/follow-ups, please contact our hotline: 0927-613-2166; Trunk line at (02) 8845-9555; Local: 6627, email us at oapm@army.mil.ph</p> |
| <p>How complaints are processed</p> | <p>The LIB Personnel will give feedback to the client on the action taken for his/her complaint within three (3) days upon receipt of complaint.</p> |



For inquiries/follow-ups, please contact our hotline: 0927-613-2166; Trunk line at (02) 8845-9555; Local: 6627, email us at oapm@army.mil.ph

LIST OF OFFICES - APMC

| Office | Address | Contact Information |
|---|---|---|
| APMC (Main Office) | APMC, Headquarters Philippine Army, Bayani Road, Fort Bonifacio, Metro Manila | APMC Mobile phone: 0945-702-3729 Trunk line: (02) 845-9555; Local: (02) 6857 Email: hapmc@army.mil.ph hapmc@yahoo.com |
| Army Recruitment Offices of APMC | | |
| Army Recruitment Offices – Luzon | For Andres Bonifacio, Metro Manila | (02) 8845-9555; Local: 6843 (+63) 921-978-5548 (+63) 945-802-6604 ARO_Luzon@Army.mil.ph ARO_Luzon@yahoo.com lourdesdelossantos80@gmail.com |
| Army Testing Office – Luzon | For Andres Bonifacio, Metro Manila | 02) 8845-9555; Local: 6883 (+63) 921-978-5548 armytestingoffice@yahoo.com |
| Army Recruitment Offices – Visayas | Camp Lapu-lapu, Cebu City | (032) 231-5157 (+63) 906-450-3309 ARO-Visayas@Army.mil.ph aro_Visayas@yahoo.com |
| Army Recruitment Offices – Mindanao | Camp Bgen Edilberto Evangelista, Cagayan de Oro City | (088) 850-5279 local 4750 (+63) 927-332-1077 Aro_mindanao@yahoo.com arcmindanao_cdo@yahoo.com |

LIST OF OFFICES - APAO

| Office | Address | Contact Information |
|---|--|--|
| Headquarters APAO (Central Office) | APAO, Headquarters Philippine Army, Fort Andres Bonifacio, Metro Manila | APAO Hotline: (02)8585 1831 Trunk line: (02) 845-9555; Local: 6018, 6818 & 4779 Email: hqs.apao2019@gmail.com |
| 15FPAO | Fort Andres Bonifacio, Metro Manila | Hotline: (02) 845 9555 loc 4779 Email: 15thfpao@gmail.com |
| PAOGS | Fort Andres Bonifacio, Metro Manila | Hotline: (02) 845 9555 loc 6218 Email: gspao2021@gmail.com |
| Field Property Accountability Office (Field Offices) | | |



| | | |
|--------|--|---------------------------|
| 1FPAO | Camp O'Donnell, Sta Lucia, Capas, Tarlac | Email: 1stfpao@gmail.com |
| 2FPAO | Camp Melchor F Dela Cruz, Upi, Gamu, Isabela | Email: 2ndfpao@gmail.com |
| 3FPAO | Fort Magsaysay, Palayan City, Nueva Ecija | Email: 3rdfpao@gmail.com |
| 4FPAO | Camp General Mateo Capinpin, Tanay, Rizal | Email: 4thfpao@gmail.com |
| 5FPAO | Camp Elias Angeles, Pili, Camarines Sur | Email: 5thfpao@gmail.com |
| 6FPAO | Camp Peralta, Jamindan, Capiz | Email: 6thfpao@gmail.com |
| 7FPAO | Camp LapuLapu, Cebu City | Email: 7thfpao@gmail.com |
| 8FPAO | Camp Lukban, Catbalogan, Samar | Email: 8thfpao@gmail.com |
| 9FPAO | Kuta Major Cesar L Sang-an, Pulacan, Labangan, Zamboanga del Sur | Email: 9thfpao@gmail.com |
| 10FPAO | Camp Evangelista, Patag, Cagayan de Oro City | Email: 10thfpao@gmail.com |
| 11FPAO | Naval Station, Felix Apolinario, Panacan, Davao City | Email: 11thfpao@gmail.com |
| 12FPAO | Camp BGEN Gonzalo H Siongco, Awang, DOS, Maguindanao | Email: 12thfpao@gmail.com |
| 14FPAO | Camp General Rigoberto J Atienza, Libis, Quezon City | Email: 14thfpao@gmail.com |
| 16FPAO | Camp Enrile, Malagutay, Zamboanga City | Email: 16thfpao@gmail.com |
| 17FPAO | Kuta Heneral Teodulfo S Bautista, Busbus, Jolo, Sulu | Email: 17fpao@gmail.com |



LIST OF OFFICES – ASPA

| Office | Address | Contact Information |
|---|--|---|
| Accounting Service, Philippine Army Main | Fort Andres Bonifcaio, Metro Manila | PLDT Trunk lines: (02) 88459-555 Local: 6139/6039/6539/6439/6839 0977-034-0755 0969-0591-311 |
| 1st Field Accounting Unit | Camp O'Donnell, Capas, Tarlac | 0949-801-9524/ 0915-902-9498 |
| 2nd Field Accounting Unit | Camp Melchor, Dela Cruz, Upi Gamu, Isabela | 0915-047-9189 |
| 3rd Field Accounting Unit | Fort Magsaysay, Palayan City Nueva Ecija | 0968-854-1503 |
| 4th Field Accounting Unit | Camp Capinpin, Tanay Rizal. | 0917-180-2606 |
| 5th Field Accounting Unit | Camp Weenee Martillana, San Jose Pili, Camarines Sur | 0961-111-4795 |
| 6th Field Accounting Unit | Camp Peralta, Jamindan Capiz | 0917-627-1488 |
| 7th Field Accounting Unit | Camp Lapu-lapu, Cebu City | 0923-956-1723 |
| 8th Field Accounting Unit | Camp General Vicente Lukban, Brgy. Maulong Catbalogan City | 09190057150 |
| 9th Field Accounting Unit | Camp Kuta Sang-an, Pulacan Zamboanga Del Sur | 0917-7900-136 |
| 10th Field Accounting Unit | Camp Evangelista, Patag Cagayan De Oro City | 0977-257-9836 0961-417-4218 |
| 11th Field Accounting Unit | Naval Station, Felix Apolinario, Camp Panacan, Davao City | 0948-122-7297 |
| 12th Field Accounting Unit | Camp BGEN Siongco, Awang Datu Odin Sinsuat, Maguindanao | 0921-804-1442 0977-443-0383 |
| 14th Field Accounting Unit | Camp Atienza, Libis Quezon City | (02) 82911808 |
| 15th Field Accounting Unit | Fort Andres Bonifcaio, Metro Manila | PLDT Trunk lines: (02) 88459-555 Local: 6541/6542 |
| 16th Field Accounting Unit | Camp Arturo Enrile, Malagutay Zamboanga City | 09153339406 |
| 17th Field Accounting Unit | Camp Gen Teodulfo Bautisa, Brgy Busbus, Jolo, Sulu | 0916-612-3321 |



LIST OF OFFICES - FCPA

| Office | Address | Contact Information |
|--|--|---|
| FCPA (Central Office) | FCPA, Headquarters Philippine Army, Bayani Road, Fort Bonifacio, Metro Manila | FCPA Mobile phone: 09498895874 Local: 4410 Email: fcpa.operations@gmail.com |
| FCPA of Philippine Army Major Units (Field Offices) | | |
| 1 st Finance Service Field Officer, Phil Army | Camp Gen Servillano Aquino, Tarlac City | (+63) 919- 004 -4839 |
| 2 nd Finance Service Field Officer, Phil Army | Camp Melchor Dela Cruz Upi, Gamu, Isabela | (+63) 933- 814 -9736 |
| 3 rd Finance Service Field Officer, Phil Army | Fort Ramon Magsaysay, Palayan, Nueva Ecija | (+63) 998- 790 -8541 |
| 4 th Finance Service Field Officer, Phil Army | Camp Gen Mateo Capinpin, Tanay, Rizal | (+63) 933- 827 -6356 |
| 5 th Finance Service Field Officer, Phil Army | Camp Weene Martillana, San Jose, Pili, Camarines Sur | (+63) 923- 087 -2067 |
| 6 th Finance Service Field Officer, Phil Army | Camp Macario Peralta Jr, Jamindan, Capiz | (+63) 930- 197 -9287 |
| 7 th Finance Service Field Officer, Phil Army | Camp Lapu-lapu, Lahug, Cebu City | (+63) 920- 958 -5137 |
| 8 th Finance Service Field Officer, Phil Army | Camp Vicente Lukban, Catbalogan, Samar | (+63) 920- 395 -8023 |
| 9 th Finance Service Field Officer, Phil Army | Kuta Cesar Sang-an, Labangan, Zambo DS | (+63) 966- 724 -9859 |
| 10 th Finance Service Field Officer, Phil Army | Camp Edilberto Evangelista, Cagayan de Oro | (+63) 943- 136 -3332 |
| 11 th Finance Service Field Officer, Phil Army | NS Felix Apolinario, Panacan, Davao City | (+63) 933- 829 -5042 |
| 12 th Finance Service Field Officer, Phil Army | Camp Siongco, Awang, DOS, Maguindanao | (+63) 946- 564 -5263 |
| 14 th Finance Service Field Officer, Phil Army | Camp Gen Rigoberto Atienza, Libis, QC | (+63) 917- 708 -2795 |
| 15 th Finance Service Field Officer, Phil Army | Fort Andres Bonifacio, Taguig City | (+63) 946- 365 -3568 |
| 16 th Finance Service Field Officer, Phil Army | Camp Arturo Enrile, Malagutay, Zamboanga | (+63) 933- 866 -2865 |

LIST OF OFFICES - OACESPA

| Office | Address | Contact Information |
|-------------------------------------|---|--|
| OACESPA (Central Office) | OACESPA, Headquarters Philippine Army, Bayani Road, Fort | Email: oacespa@gmail.com oespapa@yahoo.com Mobile: (+63) 915-534-4906 |



| | | |
|--|--|---|
| | Bonifacio, Metro Manila | Trunk line: (02) 845-9555; Local: (02) 6599 |
| OESPA of Philippine Army Major Units (Field Offices) | | |
| Headquarters and Headquarters Support Group (HHSG) | Headquarters Philippine Army, Bayani Road, Fort Bonifacio, Metro Manila | Email: oespahhsgpa@gmail.com Mobile: (+63) 963-363-5597 |
| Installation and Management Command (IMCOM) | Headquarters Philippine Army, Bayani Road, Fort Bonifacio, Metro Manila | Email: imcom@army.mil.ph Mobile: (+63) 915-779-3733 |
| 1 st Infantry (Tabak) Division, Phil Army | Camp Major L. Sang-an, Pulacan, Labangan, Zamboanga Del Sur | Email: oespa1id@gmail.com Mobile: (+63) 917- 793 -8341 Trunk Line: (062)-945-2721 Local: (02) 6624 |
| 2 nd Infantry (Jungle Division, Phil Army | Camp Mateo M Capinpin, Tanay, Rizal | Email: oespa2id@yahoo.com.ph Local: (02) 6542 |
| 3 rd Infantry (Spearhead) Division, Phil Army | Camp Gen Macario B Peralta Jr, Jamindan Capiz | Email: oespa_3id@yahoo.com Mobile: (+63) 916-271-2519 |
| 4 th Infantry (Diamond) Division, Phil Army | Camp Bgen Edilberto Evangelista, Cagayan de Oro City | Email: oespa4id@yahoo.com Mobile: (+63) 997-173- 3193 |
| 5 th Infantry (Star) Division, Phil Army | Camp Melchor F Dela Cruz, Upi, Gamu, Isabela | Email:cmfcdelacruz@yahoo.com Local: (78) 5029 |
| 6 th Infantry (Kampilan) Division, Phil Army | Camo Bgen Gonzalo H Siongco, Awang, Datu Odin Sinsuat, Maguindanao | Email: oadcoespa@yahoo.com Mobile: (+63) 927-781-0693 |
| 7 th Infantry (Kaugnay) Division, Phil Army | Fort Ramon Magsaysay, Nueva Ecija | Email: oespah7id@army.mil.ph toch7id@army.mil.ph Mobile: (+63) 945-205-1406 |
| 8 th Infantry (Storm Trooper) Division, Phil Army | Camp General Vicente Lukban, Catbalogan City Samar | Email:oespa8id_pa@yahoo.com.ph oespa8id@yahoo.com.ph Mobile: (+63) 917-302-3305 |
| 9 th Infantry (Spear) Division, Phil Army | Camp Elias Angeles, Pili Camarines Sur | Email: oadc9idpa@gmail.com Mobile: (+63) 956-554-5968 |
| 10 th Infantry (Agila) Division, Phil Army | Camp General Manuel T Yan Sr., Brgy Tuburan, Mawab, Campostela Valley Province | Email:oespa10id_cgmtysr@gmail.com Mobile: (+63) 917-122-9046 |
| 11 th Infantry (Alakdan) Division, Phil Army | Kuta Heneral Teofilo Bautista, Brgy Busbus, Jolo, Sulu | Email: comcenter11id@yahoo.com Mobile: (+63) 906-641-5049 |
| Armor (Pambato) Division | Camp O'Donell, Capas, Tarlac | Email: msgcentermid@gmail.com Mobile: (+63) 948-413-7759 |



| | | |
|--|-------------------------------------|---|
| 1 st Brigade Combat Team (1BCT) | 1BCT Headquarters, Jolo, Sulu | Email: oespa1bct2020@gmail.com |
| Training and Doctrine Command (TRADOC) | Camp O'Donell, Capas, Tarlac | Email: oespatradoc@gmail.com |
| Army Reserve Command (ARESCOM) | Camp Riego de Dios, Tanza, Cavite | Email: arescom_oespa@yahoo.com |
| Army Support Command (ASCOM) | Lawton Avenue, Taguig, Metro Manila | Email: oespaascom@yahoo.com |
| CMOR, Philippine Army | Taguig, Metro Manila | Email: oespa_cmor@yahoo.com |
| Army Artillery Regiment (AAR) | Fort Magsaysay, Nueva Ecija | Email: aarmessagecenter@yahoo.com |
| LRR Philippine Army | Fort Magsaysay, Nueva Ecija | Email: oespalrr@gmail.com |
| SFRA Philippine Army | Fort Magsaysay, Nueva Ecija | Email: oespasfra@yahoo.com |
| FSSR Philippine Army | Camp Tecson, San Miguel, Bulacan | Email: fsrr_comcenter@yahoo.com.ph |
| Aviation Regiment | Fort Magsaysay, Nueva Ecija | Email: oespaaviation@yahoo.com |
| 51 st Engineer Brigade | Libis, Quezon City | Email: ebdeoespa51@gmail.com |
| 52 nd Engineer Brigade | Camp Natividad, Bukidnon | Email: h52ebde@army.mil.ph |
| 53rd Engineer Brigade | Camp Lapulapu, Cebu City | Email: oespa53@gmail.com |
| 54th Engineer Brigade | Cabatangan, Zamboanga City | Email: oespaftyfourth@gmail.com |
| 55 th Engineer Brigade | Balo-I, Lanao del Norte | Email: comcenterfiftyfifth.ebde@gmail.com |
| Army Personnel Management Center | HPA, Fort Bonifacio, Metro Manila | Email: apmc@gmail.com |
| FCPA Philippine Army | HPA, Fort Bonifacio, Metro Manila | Email: fcpaoespa@gmail.com |
| Army Property Accountability Office | HPA, Fort Bonifacio, Metro Manila | Email: apao@army.mil.ph |
| Accounting Services Philippine Army | HPA, Fort Bonifacio, Metro Manila | Email: aspa@army.mil.ph |

LIST OF OFFICES - OAA

| Office | Address | Contact Information |
|---|---|---|
| Admin Branch, Office of the Army Adjutant | OAA, Headquarters Philippine Army, Metro Manila | Trunkline: (02) 845-9555 Local 6611 Globe: 0927 884 3281 oaapa2017@gmail.com |
| IMB,OAA,PA | OAA, Headquarters Philippine Army, Metro Manila | Trunkline: (02) 845-9555 Local 6432/6422 |



| | | |
|--------------------------------|---|---|
| PGAB, OAA, PA | OAA, Headquarters Philippine Army, Metro Manila | Trunkline: (02) 845-9555 Local 5051 Globe: 0905 559 9098 Smart: 0999 825 7853 |
| Pub & Distr Branch. OAA, PA | OAA, Headquarters Philippine Army, Metro Manila | Trunkline: (02) 845-9555 Local 6041 |
| Records Branch, OAA | OAA, Headquarters Philippine Army, Metro Manila | Trunkline: (02) 845-9555 Local 6131 |

LIST OF OFFICES - OAJA

| Office | Address | Contact Information |
|--|--|---|
| Admin, OAJA | 2 nd Floor MGEN DELOS REYES Buidling, Headquarters Philippine Army, Fort Andres Bonifacio, Taguig City | Hotline: 09952312930 Trunkline: 8845-9555 local 6517/6717 E-mail Address: armyjudgetadvocate@gmail.com |
| Message Center | | armygeneralcourtmartial@gmail.com |
| Office of the Staff Judge Advocate of Philippine Army Major Units (Field Offices) | | |
| ODSJA, 1ID, PA | Kuta Major Cesar Sang-an, Pulacan Zamboanga del Sur | 765-5611, 765-6512 local 4402 |
| ODSJA, 2ID, PA | Camp General Mateo Capinpin, Tanay Rizal | 845-9555 local 6414 Odjagh2id@army.mil.ph |
| ODSJA, 3ID, PA | Camp General Macario Peralta Jr, Jamindan, Capiz | 765-5634, 765-5635 loc 6240 odsjah3id@army.mil.ph |
| ODSJA, 4ID, PA | Camp Evangelista, 4ID, PA, Cagayan de Oro City | (088)881-1898 loc 4035 |
| ODSJA, 5ID, PA | Camp Melchor dela Cruz, Upi, Gamu, Isabela | 765-5651, 765-5655 loc 5089 |
| ODSJA, 6ID, PA | Camp BGen Gonzalo Siongco, Awang, DOS, Maguindanao | 4248 |
| ODSJA, 7ID, PA | Fort Ramon, Magsaysay, 3130 Nueva Ecija | 765-5671/5674/5677 Loc 3817 odjah7id@army.mil.ph |
| ODSJA, 8ID, PA | Camp Vicente Lukban, Maulong, Catbalogan, Samar | 251-6869 544-0020/0085 Loc 3148 odsjah8id@army.mil.ph |
| ODSJA, 9ID, PA | Camp Elias Angeles, San Jose, Pili, Camarines Sur | 0917-879-2618 0917501-4554 jagoh9id@army.mil.ph |



| | | |
|-----------------------------|--|---|
| ODSJA, 10ID, PA | Camp Manuel Yan, BrgyTuboran, Mawab, Compostela Valley | 765-5561/5564/5566/5567 loc 4220 jagoh10id@army.mil.ph |
| ODSJA, 11ID, PA | Camp Gen Rigoberto Atienza, Libis, Quezon City | 911-6001/6824 Loc 4116 |
| Brigade SJA, 51EBde, PA | Camp Gen Rigoberto Atienza, Libis, Quezon City | 911-6001/6824 Loc 4116 |
| OSJA, 52EBde, PA | Camp Col Oscar Natividad, Manolo Fortich, Bukidnon | 749-6819 loc 4555 |
| Brigade JAGO, 53EBde, PA | Camp Lapu-Lapu, Cebu City | 6827 |
| OCSJA, TRADOC, PA | Camp O'Donnell, Capas, Tarlac | 4038/4039 ocjahtradoc@army.mil.ph |

List of Offices – OAPM

| Office | Address | Contact Information |
|--|---|--|
| OAPM (Central Office) | OAPM, Headquarters Philippine Army, Bayani Road, Fort Bonifacio, Metro Manila | Email: oapm@army.mil.ph Mobile: (+63) 927-613-2166 Trunk line: (02) 845-9555; Local: (02) 6627 |
| OAPM of Philippine Army Major Units (Field Offices) | | |
| Headquarters and Headquarters Support Group (HHSG) | Headquarters Philippine Army, Bayani Road, Fort Bonifacio, Metro Manila | ppmhhsq@army.mil.ph oppmhhsqpa606@gmail.com 0965-301-9339 |
| Installation and Management Command (IMCOM) | Headquarters Philippine Army, Bayani Road, Fort Bonifacio, Metro Manila | ocpmhimcom@army.mil.ph ocpmimcom19@gmail.com 09458301065 |
| 1 st Infantry (Tabak) Division, Phil Army | Camp Major L. Sang- an, Pulacan, Labangan, Zamboanga Del Sur | provostmarshal1idpa@gmail.com 1sgbnasr@army.mil.ph opmh1id@army.mil.ph 09168778264 |
| 2 nd Infantry (Jungle Division, Phil Army | Camp Mateo M Capinpin, Tanay, Rizal | provostmarshal2ID@yahoo.com comcenterh2id@army.mil.ph comcenterh2id@gmail.com 09692924270 09167462512 |
| 3 rd Infantry (Spearhead) Division, Phil Army | Camp Gen Macario B Peralta Jr, Jamindan Capiz | odpm.3id@yahoo.com comcenterh3id@army.mil.ph 09177121085 |



| | | |
|--|--|---|
| 4 th Infantry (Diamond) Division, Phil Army | Camp Bgen Edilberto Evangelista, Cagayan de Oro City | odpm.4id.pa@gmail.com odpmh4id@army.mil.ph 09978878018 |
| 5 th Infantry (Star) Division, Phil Army | Camp Melchor F Dela Cruz, Upi, Gamu, Isabela | Odpmcmfcd5id@gmail.com 0926-477-5130 |
| 6 th Infantry (Kampilan) Division, Phil Army | Camo Bgen Gonzalo H Siongco, Awang, Datu Odin Sinsuat, Maguindanao | 2ckt6sgbnasr@army.mil.ph provost_marshall6id@yahoo.com 09461493467 |
| 7 th Infantry (Kaugnay) Division, Phil Army | Fort Ramon Magsaysay, Nueva Ecija | h7id@army.mil.ph provostmarshal7id@gmail.com 0966-195-7705 |
| 8 th Infantry (Storm Trooper) Division, Phil Army | Camp General Vicente Lukban, Catbalogan City Samar | h8id@army.mil.ph provomarshal8id@gmail.com dpm8id@gmail.com 09482657149 |
| 9 th Infantry (Spear) Division, Phil Army | Camp Elias Angeles, Pili Camarines Sur | speardpm@gmail.com 09634974227 / 5113 |
| 10 th Infantry (Agila) Division, Phil Army | Camp General Manuel T Yan Sr., Brgy Tuburan, Mawab, Campostela Valley Province | odpmh10id@army.mil.ph Aguila10dpm@yahoo.com.ph 09355418049 |
| 11 th Infantry (Alakdan) Division, Phil Army | Kuta Heneral Teofilo Bautista, Brgy Busbus, Jolo, Sulu | Odpm11idpa@gmail.com 0905-799-6207 |
| Armor (Pambato) Division | Camp O'Donell, Capas, Tarlac | odpmarmordiv@gmail.com 0950-508-5638 |
| 1 st Brigade Combat Team (1BCT) | 1BCT Headquarters, Jolo, Sulu | og1bctpa@gmail.com 09561801642 |
| Training and Doctrine Command (TRADOC) | Camp O'Donell, Capas, Tarlac | ocpmtradocnogs@gmail.com 0968-7753-076 |
| Army Reserve Command (ARESCOM) | Camp Riego de Dios, Tanza, Cavite | harescom@army.mil.ph admfinatsarescom@army.mil.ph Og6comarescom@army.mil.ph ocpm.rescompa2022@gmail.com 0956-317-7753 |
| Army Support Command (ASCOM) | Lawton Avenue, Taguig, Metro Manila | hascom@army.mil.ph ascomsignal@yahoo.com 0927-018-2299 |
| CMOR, Philippine Army | Taguig, Metro Manila | orchcmor@army.mil.ph og6hcmor@army.mil.ph Hcmor3@gmail.com og1cmogpa@gmail.com orpmcmor2022@gmail.com 0961-881-6217 |
| Army Artillery Regiment (AAR) | Fort Magsaysay, Nueva Ecija | haar@army.mil.ph 0935-767-1164 |
| LRR Philippine Army | Fort Magsaysay, Nueva Ecija | Christanraymorin00@gmail.com 09753165451 |



| | | |
|--|--------------------------------------|---|
| SFRA Philippine Army | Fort Magsaysay, Nueva Ecija | rpmsfra@gmail.com 0950-201-6558 |
| FSSR Philippine Army | Camp Tecson, San Miguel, Bulacan | orpmfsrr134@gmail.com 0953-473-1375 |
| Aviation Regiment | Fort Magsaysay, Nueva Ecija | avnregimentorpm@gmail.com avn@army.mil.ph 0967-995-2100 |
| 51 st Engineer Brigade | Libis, Quezon City | h51ebde@army.mil.ph patriciomcrowel@gmail.com 0939-905-8926 |
| 52 nd Engineer Brigade | Camp Natividad, Bukidnon | obpmh52ebde@army.mil.ph 52ebpm2022@gmail.com 0906-033-6568 |
| 53rd Engineer Brigade | Camp Lapulapu, Cebu City | 53provostmarshal@gmail.com 0919-823-6128 |
| 54th Engineer Brigade | Cabatangan, Zamboanga City | OBPM.54EBde@gmail.com 0926-999-4059 |
| 55 th Engineer Brigade | Balo-I, Lanao del Norte | 55ebdebpm@gmail.com 0936-919-1649 |
| Army Personnel Management Center | HPA, Fort Bonifacio, Metro Manila | Personnelbranchapmc2020@gmail.com 0945-702-3729 |
| FCPA Philippine Army | HPA, Fort Bonifacio, Metro Manila | fcpa.a2020@gmail.com 0949-889-3242 |
| Army Property Accountability Office | HPA, Fort Bonifacio, Metro Manila | Hqs.apao2019@gmail.com 0906-260-6408 |
| Accounting Services Philippine Army | HPA, Fort Bonifacio, Metro Manila | acctng_scc2@yahoo.com 6139 / 6039 / 0977-034-0755 |

