

Army Vision: By 2028, a world-class Army that is a source of National Pride

SERVICE CHARTER

**Army Property Accountability Office
Headquarters Philippine Army
Fort Andres Bonifacio, Metro Manila
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Army Core Purpose: Serving the people, Securing the land

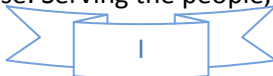
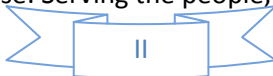


TABLE OF CONTENTS

- I. Foreword
- II. Message
- III. Vision and Mandate
- IV. Performance Pledge
- V. Frontline Services
 - 1. Receipt of Supplies and Equipment
 - 2. Storage of Supplies and Equipment
 - 3. Issuance of Supplies and Equipment
 - 4. Disposal of BER Supplies and Equipment
 - 5. Accounting of Supplies and Equipment
 - 6. Issuance of Property Clearance
- VI. Flowcharts of Frontline Services
- VII. Feedback Form
- VIII. Office Directory



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**HEADQUARTERS
ARMY PROPERTY ACCOUNTABILITY OFFICE
PHILIPPINE ARMY
Fort Andres Bonifacio, Metro Manila**

FOREWORD



The Army Property Accountability Office (APAO) was activated in 01 October 2007, our mandate is to account all properties of the Philippine Army.

The office is task to document all receipts, issuances and utilization of supplies and equipment of PA-Wide units, physical inventory of Stocks on Hand and determine record of accountabilities of every accountable officers and personnel; and issue Property Clearance to military and civilian personnel due for transfer, separate and retire from the service to ensure efficiency and effectiveness in the performance of mission.

This handbook serves as a guide to every military, civilian and accountable personnel of Philippine Army on how the supplies are being utilized, safeguarded and managed to prevent wastage of our meager resources.

With this effort, I hope that this handbook will serve as an instrument to achieve a well accounted Army assets reconciled with the PA Book of Accounts and well documented Property Accountability.

MS ELIZABETH S GARCIA
Chief

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MESSAGE

Ethics and integrity are gaining prominence when it comes to public service and its importance to every aspect of our society can never be overemphasized. With these, a high level of professionalism, integrity and ethical values are expected to us, the Military Personnel and Civilian Employees of the Philippine Army.



Apart from being the pillar that is primarily mandated to maintain and strengthen these commitments to public service, the ESPA Branch are enhancing professionalism in the work place through effective approaches on organizational ethics and processes not only to foster values to its personnel but to eradicate graft and corruption practices as well.

As the Philippine Army gears towards being the source of national pride, every member is expected to demonstrate and establish integrity and ethical values through our actions and behaviors to various situations every personnel might face on a day to day basis and as an important support for the functioning of our working system.

More than being morally inclined individuals, our adherence to these commitments to dedicated public service is our great contribution to our society.

**MS PINKY CARO MONDEJAR
Deputy Chief**

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VISION

By 2028: A well accounted and properly documented Philippine Army properties.

MANDATE

The Army Property Accountability Office (APAO) is mandated to account all Philippine Army properties.

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PERFORMANCE PLEDGE

We, the Army Property Accountability Office personnel commit and pledge to deliver quality public service as promised in this Service Charter. Specifically we will:

Provide effective and efficient services

Remain truthful and sincere in our tasks

Oversee the whole Army assets for proper documentations

Professionals in dealing with respective duties and responsibilities

Efficient in making reports

Responds to complaints

Treat everyone equally

Yes, deals with clients politely and courteously

So help us God.

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FRONTLINE SERVICES

Services	Person Responsible	Clients	Duration
Receipt of Supplies and Equipment	Warehouse NCO	Supplier	1 day & 4 hours
Storage of Supplies and Equipment	Warehouse NCO/ Stock Property Clerk	PAMU/FSSU/ GS PAO	7 days
Issuance of Supplies and Equipment	Warehouse NCO	End User	6 days and 1 hour
Disposal of BER Supplies and Equipment	Disposal NCO/ FPAO/UPO-FSSU	PAMU/FSSU	45 days
Accounting of Supplies and Equipment	Admin Officer/ Inventory Team	G4, PA/ASPA/ COA	Jan to Aug 31 of every year
Issuance of Clearance	Chief, APAO/ Clearance NCO	All PA Military & Civilian Employees	2 hours

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STEP BY STEP PROCEDURES

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1. RECEIPT OF SUPPLIES AND EQUIPMENT

Requirements:

Delivery Notice
Delivery Receipt
Invoice Receipt of Property
Acknowledgement Receipt for Equipment
Tally In

Requisition and Issue Slip
Sales Invoice
Inspection Form

Schedule: 0800H to 1700H Monday to Friday except Holidays
NO NOON BREAK

Step	Customer	Services	Person in Charge	Response Time	Required Forms/ Documents
1	Suppliers	Receipt for safekeeping of supplies & equipment delivered by supplier	Warehouse NCO	1 hour	Receipt Delivery Notice
2	Suppliers	Inspection of delivered supplies and equipment according to specification and standards	Inspection Team Warehouse NCO	1 hour	Contract Purchase Order Delivery receipt Tally-in
3	Suppliers	Acceptance of supplies and equipment delivered by supplier	FPAO/UPO	1 hour	Sales Invoice TIAC Report
4	FPAO/UPO	Recording of supplies and equipment accepted.	Warehouse NCO	1 hour	Contract PO Delivery Receipt Sales Invoice
5	ASPA	Reporting of supplies and equipment accepted for proper booking	Property Officer	1 day	Procurement Documents IRP ARE RIS

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2. STORAGE OF SUPPLIES AND EQUIPMENT

Requirements:

Stock Card

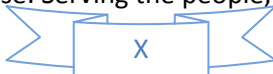
Property Card

Schedule: 0800H to 1700H Monday to Friday except Holidays

NO NOON BREAK

Step	Customer	Services	Person In-Charge	Response Time	Required Forms/ Documents
1	Philippine Army	Proper placement of supplies/equipment in designated bin and classification.	Warehouse NCO	2 days	Delivery Receipt Sales Invoice
2	Philippine Army	Recording of supplies and equipment.	Warehouse NCO/Property Stock Clerk	1 day	Stock Card Property Card
3	Philippine Army	Monitoring of Stock Status.	Warehouse NCO/Property Stock Clerk	Regular	Stock Card Property Card
4	Philippine Army	Safeguarding the quality and serviceability of all stocks on hand.	Warehouse NCO/Property Stock Clerk	Regular	Status of Stocks

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3. **ISSUANCE OF SUPPLIES AND EQUIPMENT**

Requirements:

Issuance Directive	Tally Out
Invoice Receipt of Property	Stock Card
Acknowledgement Receipt of Equipment	Property Card
Requisition and Issue Slip	

Schedule: 0800H to 1700H Monday to Friday except Holidays
NO NOON BREAK

Step	Customer	Services	Person In Charge	Response Time	Required Forms/ Documents
1	G4/G6, PA	Receipt of Directive from G4/G6, PA	Warehouse NCO	30 min	Issuance Directive
2	G3, ASCOM	Implementation of Issuance Directive by G3, ASCOM	Warehouse NCO	3 days	Issuance Directive
3	End-user	Processing of pertinent documents by end user	Warehouse NCO	1 day	IRP/ARE/ RIS
4	End User	Withdrawal of Supplies and Equipment	Warehouse NCO	1 day	IRP/ARE/ RIS/ Tally-out
5	End User	Recording of issued supplies and equipment	Warehouse NCO	30 min	Stock Card/ Property Card
6	ASPA	Reporting of Issued supplies and equipment for proper booking	Property Officer	1 day	IRP/ARE/ RIS

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4. DISPOSAL OF “BER” SUPPLIES AND EQUIPMENT

Requirements:

Property Turn-In Slip
 Technical Inspection Report
 Inspection and Inventory Report for Unserviceable Properties
 Stock Card

Property Care
 Letter Request

Schedule: 0800H to 1700H Monday to Friday except Holidays
NO NOON BREAK

Step	Customer	Services	Person In Charge	Response Time	Required Forms/ Documents
1	PA Units FSSU	Preparation of Inventory and Inspection Report of unserviceable equipment	FPAO/UPO/ Disposal NCO	1 day	PTIS
2	PA Units FSSU	Creation of Disposal & Appraisal Committee	Logistics Officer/ Disposal Unit	1 week	IIRUP
3	PA Units FSSU	Processing/Approval of recommended Mode of Disposal	Unit Commander	1 week	IIRUP/Letter Request
4	PAMU FSSU	Conduct of Bidding (Mode - Sale)	Disposal and Appraisal Committee	1 month	IIRUP
5	PAMU FSSU	SALE - to highest bidder and deposit the proceeds of sale to the Modernization Acct.	Winning Highest Bidder	15 days	Official Receipt/Bid Documents
6	ASPA	Submission of report to ASPA for the dropping of property in the Book of Accounts & withdrawal of JEV.	FPAO	5 days	Official Receipt/ IIRUP

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5. ACCOUNTING OF INVENTORIES AND EQUIPMENT

Requirements:

Letter Request

Report of Physical Count of Property Plant and Equipment

Report of Physical Count of Inventory

Schedule: January to August 31 of every year except Holidays

NO NOON BREAK

Step	Customer	Services	Person In-Charge	Response Time	Required Forms/ Documents
1	COA/ ASPA	Request for the Formulation of Inventory Team & Budget	Admin Officer	1 day	Letter Request
2	Inventory Team	Schedule of Inventory	Admin Officer	1 day	
3	PAMUs/ Other Units/Offices	Conduct physical inventory of supply & equipment	Inventory Team	1 mo – 5 mos	Latest RCPPE/ RPCI/ARE
4	PAMUs/ Other Units/Offices	Recording of supplies and Equipment	Property Officer/ Inventory NCO	1 mo	RCPPE/ RPCI
5	G4, PA/ COA/ ASPA	Preparation/ Submission of Inventory Reports	Property Officer/ Inventory NCO	15 Sep of every year	RCPPE/ RPCI

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6. **ISSUANCE OF CLEARANCE**

Requirements:

Letter Request
List of Accountability
Clearance

Schedule: 0800H to 1700H Monday to Friday except Holidays
NO NOON BREAK

Step	Customer	Services	Person In-Charge	Response Time	Required Forms/ Documents
1	Military and Civilian Personnel	Receipt of Letter Request	Admin NCO	5 mins	Letter Request
2	Military and Civilian Personnel	Processing of Request (Verification of Accountability)	Verification/ Liquidation NCO	30 mins	Property Accountability Record
3	Military and Civilian Personnel	Preparation of Property Clearance	Clearance NCO	30 mins	Clearance
4	Military and Civilian Personnel	Approval Signature of Clearance	Chief, APAO	30 mins	Clearance
5	Military and Civilian Personnel	Release/ Issuance of duly approved/ signed Property Clearance	Admin NCO	5 mins	Approved Clearance

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The logo of the Army Property Accountability Office is a large circular emblem. It features a green outer ring with the text "ARMY PROPERTY ACCOUNTABILITY OFFICE" in white, uppercase letters. Inside the ring is a map of the Philippines. At the center of the map is a smaller circular emblem containing the text "KATINAYAN PUG PILING" and "KIKROG" around a central shield with a red triangle and a yellow star. Below the map is an open book with a golden key resting on it. At the bottom of the green ring, the year "2007" is written in white, flanked by two crossed tools.

FLOWCHARTS OF FRONTLINE SERVICES

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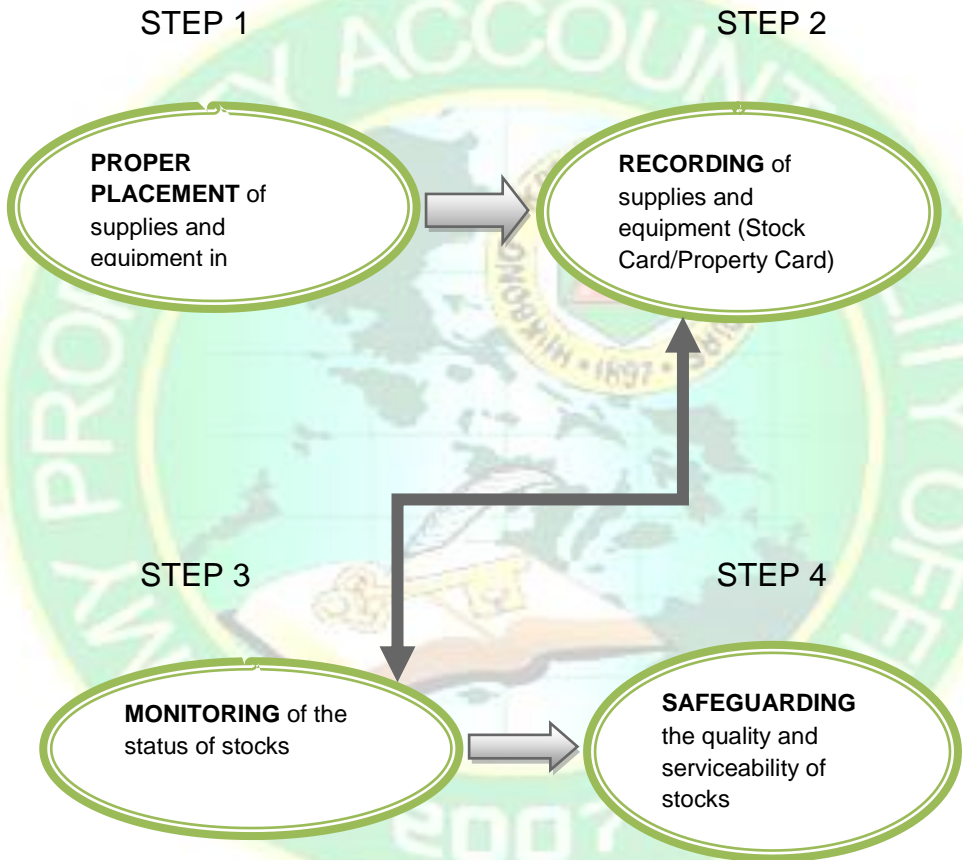
1. RECEIPT OF SUPPLIES AND EQUIPMENT



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2. STORAGE OF SUPPLIES AND EQUIPMENT



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3. ISSUANCE OF SUPPLIES AND EQUIPMENT

STEP 1

RECEIPT of
Issuance
Directive from
G4/G6

STEP 2

IMPLEMENTATION
of Issuance Directive
by G3, ASCOM

STEP 3

WITHDRAWAL
of Supplies and
Equipment by
End Users

STEP 4

PROCESSING of
pertinent documents
by the End User

STEP 5

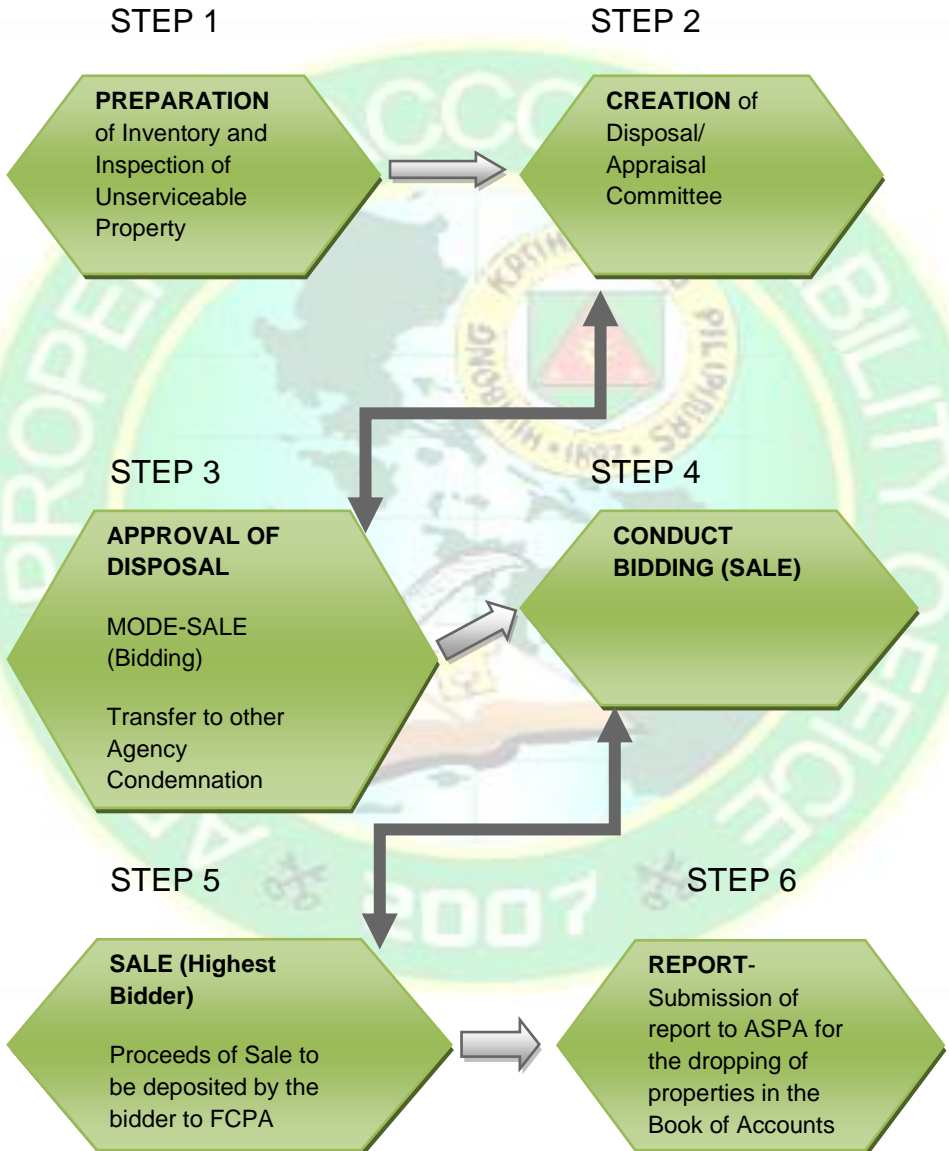
RECORDING of
issued supplies
and equipment by
Property Officer

STEP 6

REPORTING of
issued supplies
and equipment to
ASPA for proper
booking

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4. DISPOSAL OF “BER” SUPPLIES AND EQUIPMENT



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5. ACCOUNTING OF INVENTORIES AND EQUIPMENT

STEP 1

FORMULATION of
Inventory Team and
Budget

STEP 2

SCHEDULE of date and
time of Inventory taking

STEP 3

RECORDING of
accounted supplies
and equipment

STEP 4

PHYSICAL ACCOUNTING
of supplies and equipment

STEP 5

PREPARATION/SUBMISSION of
Inventory Report to ASPA, G4 and
COA (Every 15th day of the month)

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6. ISSUANCE OF CLEARANCE

STEP 1

RECEIPT OF LETTER REQUEST and other requirements

STEP 2

PROCESSING/ VERIFICATION of accountability

STEP 3

PREPARATION of Property Clearance

STEP 4

APPROVAL/ SIGNATURE

STEP 5

RELEASE of duly approved/signed Property Clearance

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Fort Andres Bonifacio, Metro Manila

FEEDBACK FORM

We value your feedback. Please let us know how well we have served you by completing this form. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box and write on the space provided below. Thank you for your time. (Pinapahalagahan namin ang inyong mga hinaing. Nais naming malaman kung paano namin lalong mapagbuti ang paghatid n gaming serbisyo sa pamamagitan ng pagbuo ninyo ng papel na ito. Maaari ninyong gamitin ang papel na ito para sa papuri, reklamo o puna, at suhestiyon. Guhitan lamang ang kuwadro at sumulat sa nakalaan na espasyo).

Name/Pangalan (optional/maaaring ipagpaliban) _____

Contact Number/Telepono (optional/maaaring ipagpaliban) _____

Mailing Address/Tirahan (optional/maaaring ipagpaliban) _____

Compliments
(Papuri)

Complaints
(Reklamo/Puna)

Suggestions
(Suhestiyon)

Person/Unit/Division involved (tao o yunit na sangkot) _____

Date of Transaction (petsa ng transaksyon) _____

Time of Transaction (oras ng transaksyon) _____

Nature of Transaction (uri ng transaksyon) (Check the choices below/ guhitan ang mga pagpipilian sa ibaba):

___ Receipt of Supplies and Equipment

___ Storage of Supplies and Equipment

___ Issuance of Supplies and Equipment

___ Disposal of BER Supplies and Equipment

___ Accounting of Supplies and Equipment

___ Issuance of Property Clearance

THIS FORM IS AVAILABLE FOR FREE OF CHARGE

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APAO DIRECTORY

MS ELIZABETH S GARCIA	Chief, APAO
MS PINKY CARO MONDEJAR	Chief, 15FPAO
MS MARIETTA P HERMOSA	Chief, ESPA Br
MS CLARE G LACAMBRA	Chief, PAO GS
MS CECILIA C ALMOJERA	Chief, GSMO/ MFO
MS MARIAN T PATTALITAN	Admin Officer/ Chief, GADO
MR RONALD ALLEN T GALLANO	UPO, CMOG
MS LEELANEE M HONRADO	UPO, ASCOM
MR GREGORIO B KARGANILLA	UPO, HHSG
MS KAREN JOY B MALIONES	UPO, ASR
MS ANNA VENNESSA KHRISTINA M ACOSTA	UPO, ARESKOM
MS MAY A BERTIZ	UPO, FCPA/ SDO
MR GODFREY EDISON REYNALDO M MILANO	UPO, APMC
MS EVANGELINE M SINGUEO	UPO, AIR
MS NENITA P QUISMUNDO	Chief, 1FPAO
MS FLORDELIZA T SANGLAY	Chief, 2FPAO
MS MA LINA C BAUTISTA	Chief, 3FPAO
MS ARMINDA R ORNOPIA	Chief, 4FPAO
MS NENA C CASTA	Chief, 5FPAO
MR CRIZALDY D CABILAO	Chief, 6FPAO
MS MARILOU M JAVIER	Chief, 7FPAO
MS MARIA NERISSA B VERDAD	Chief, 8FPAO
MS ADORA M TESORO	Chief, 9FPAO
MS ROSEMARIE O VILBAR	Chief, 10FPAO
MS ELSIE R RUBIO	Chief, 11FPAO
MS MARGARITA A DANAN	Chief, 12FPAO
	Chief, 14FPAO
	Chief, 16FPAO

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PHILIPPINE ARMY
Fort Andres Bonifacio, Metro Manila**

UNIT/ OFFICE DIRECTORY

Trunkline: (02) 845-9555
Local: 6518 - Chief, APAO
6818 - Admin Branch
6018 - Chief Clerk
6218 - PAO GS
4448 - Admin Br, 15FPAO
4779 - Chief, 15FPAO

Mobile No: 0906-260-6408
0929-684-7196

E-mail Address: apaohqs@gmail.com

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