

By 2028, a world-class Army that is a source of national pride.

OFFICE OF THE ARMY JUDGE ADVOCATE

CITIZEN'S CHARTER



*(In compliance with Republic Act 11032,
otherwise known as the Ease of Doing
Business and Efficient Government Service
Delivery Act of 2018)*

TABLE OF CONTENTS

I. FOREWORD	3
II. VISION & MANDATE	4
III. PERFORMANCE PLEDGE	5
IV. FRONTLINE SERVICES	6
1. Issuance of OAJA Clearance	7-10
2. Authentication of documents	11-14
3. Rendering of Legal Advice	15-18
V. FEEDBACK FORM	19
VI. OFFICE DIRECTORY	20
VII. ROSTER OF TROOPS	21-22

FOREWORD



The Office of the Army Judge Advocate remains steadfast in its commitment to deliver quality legal services to the Philippine Army and its subordinate units.

In maintaining and in pursuance of this commitment, this Charter is promulgated, in compliance with RA 11032, which outlines, inter alia, the basic legal services being rendered to the army and its personnel. The Charter also aims to improve efficiency in the delivery of responsive legal services, and an expeditious and judicious action upon various legal matters.

All these are aimed to promote an Army that upholds the rule of law, and can truly be a source of national pride.

MA VICTORIA M GIRAO
Colonel, JAGS (MNSA)
Army Judge Advocate

Honor. Patriotism. Duty.

By 2028, a world-class Army that is a source of national pride.

VISION

By 2028, an equip, efficient and reliable legal service anchored on truth, justice and fairness.



MANDATE

To effectively, efficiently and equitably render legal services to the Philippine Army and its subordinate units for the legitimacy of every military action in support of the accomplishment of the mission of the Philippine Army.

PERFORMANCE PLEDGE

We, the men and women of the
Office of the Army Judge Advocate,
undertake to uphold

JUSTICE

ASSISTANCE

GOOD CHARACTER

and

OBJECTIVITY

We, therefore, guarantee that our services shall be in accordance with law, rules and regulations, so help us God.

FRONTLINE SERVICES

Frontline services	Availability of service	Who may avail	Requirements	Duration of service	Concerned branch
Issuance of JAGO clearance/certification	M-F 8am-5pm (no noon break)	Active Mil & civilian personnel	*Request *DLO Clearance	2 Hour	Admin Branch
Authentication of documents	M-F 8am-5pm (no noon break)	Military, civilian personnel, and beneficiaries	Documents issued by the Office	20 Mins	Admin Branch
Rendering legal advice	M-F 8am-5pm (no noon break)	Military, civilian personnel, and beneficiaries	Personal appearance and log-in on the record book	1-2 Hours	Claims, Justice, PPLSB & Military Affairs Branch

ISSUANCE OF OAJA CLEARANCE/CERTIFICATION

Schedule:

Monday-Friday
0800H-1700H (no noon break)

Who can apply?

All active military and civilian personnel.

Requirements:

1. Letter request duly endorsed by Unit Commander/Chief of Office.
2. Discipline Law and Order (DLO) Clearance.

Duration: 2 Hours

Honor. Patriotism. Duty.

Procedures:

1. The requesting personnel or his authorized representative submits a letter request, duly endorsed by the Unit Commander/Chief of Office with the attached Discipline Law and Order (DLO) Clearance. The said request must be addressed to OAJA, PA attn: Administrative Branch, OAJA, PA.

2. The receiving personnel shall issue an acknowledgement receipt/claim stub containing the seal of the office, his/her designation, and the date and time of receipt of such request.

3. The Chief NCO will examine the request and its requirements and if compliant will verify and check the available records on file with OAJA, PA. If the requesting person has no pending case, the clearance will be issued; if he/she has pending case, (the letter request will be returned to the requesting person with a notation that he has pending case) a certification will be issued certifying that he/she has a pending case.

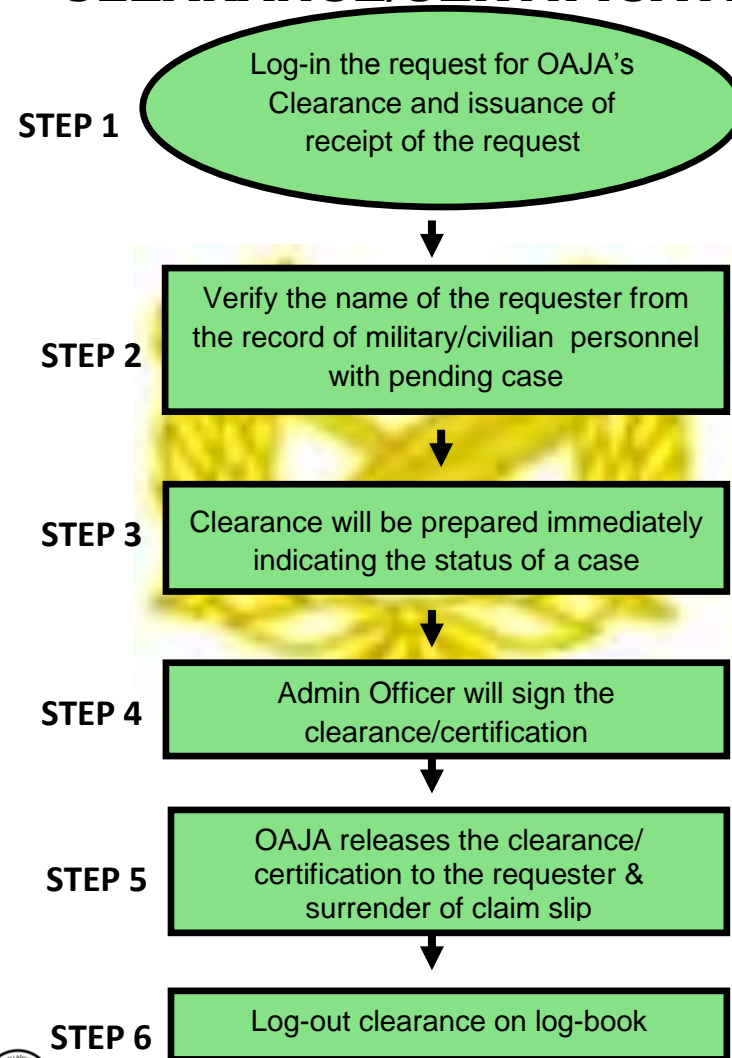
4. The Chief NCO will prepare OAJA, PA Clearance/Certification before the lapse of two hours.

5. The OAJA, PA clearance/certification will be forwarded to Chief, Admin, PA for his/her signature and will be released to the customer within two hours.

STEPS IN THE ISSUANCE OF OAJA CLEARANCE/CERTIFICATION

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
1	Present his request for OAJA Clearance	Log-in the request & issuance of its receiving copy.	3 mins	Chief NCO	NONE	STL request form/in-coming log book for OAJA Clearance
2		Verify the name of the requester from the record of military/civilian personnel with pending case	30 mins	Record NCO	NONE	OAJA Case Records
3		Certification will be issued whether he/she has a pending case before the PA GCM.	10 mins	Chief NCO	NONE	OAJA Case Records
4		Admin Officer will sign the clearance/certification	1 min	Admin Officer	NONE	
5	Present the receipt copy of the request	OAJA releases the clearance/certification to the customer	1 min	Chief NCO	NONE	Outgoing Logbook for clearance

FLOW OF ISSUANCE OF OAJA CLEARANCE/CERTIFICATION



AUTHENTICATION OF DOCUMENTS

Schedule:

Monday-Friday
0800H-1700H (no noon break)

Who may avail?

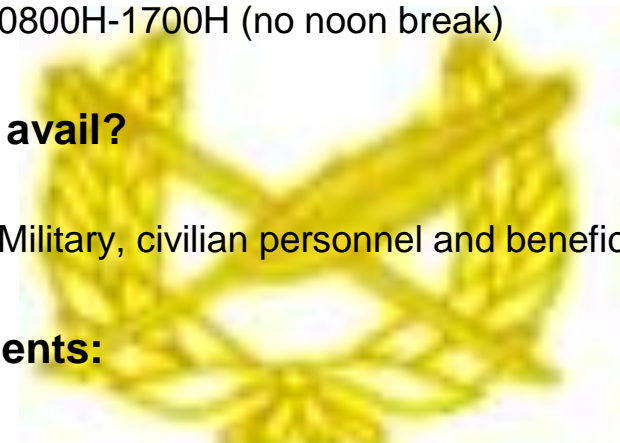
Military, civilian personnel and beneficiaries

Requirements:

Original documents issued by OAJA

Duration:

20 Minutes



Procedures:

1. The customer presents his/her ID and log-in on the record book his/her name and its purpose/s.

2. The requesting person shall present the original documents issued by OAJA for authentication by Chief NCO. All other documents shall not be authenticated by OAJA.

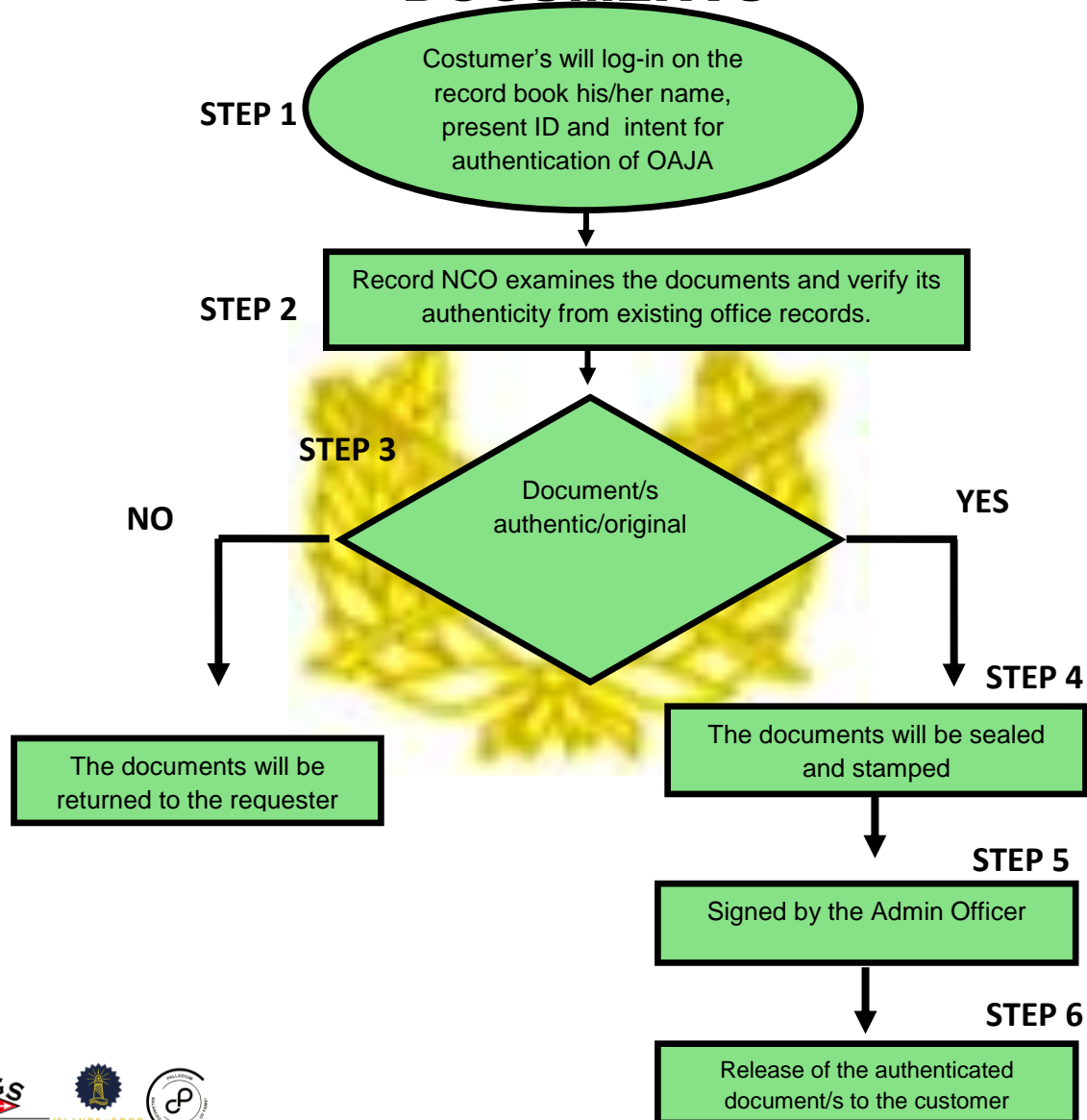
3. The Chief NCO verify/examine the authenticity of document/s for authentication.

4. If the document(s) is/are authentic, the Chief NCO will seal and stamp the document(s) for the signature and approval of the Admin Officer prior to its release to the customer.

STEPS IN THE AUTHENTICATION OF DOCUMENTS

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSONS/ IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
1	Customer conveys intent for authentication	Log-in on the Authentication record book	2 mins	Chief/Record NCO	NONE	OAJA Documents/ID
2		Verify the authenticity of the documents from the office records	10 mins	Record NCO	NONE	Office records
3		If authentic, the documents will be sealed and stamped	5 mins	Record NCO	NONE	Office Records
4		Sealed & stamped documents to be signed by the Admin Officer	2 mins	Admin Officer	NONE	Documents subject for authentication
5	Receives the documents	The document will be released to the customer	1 min	Record NCO	NONE	Docs subject for authentication

FLOW OF AUTHENTICATION OF DOCUMENTS



RENDERING LEGAL ADVICE

Schedule:

Monday-Friday
0800H-1700H (no noon break)

Who may avail?

Military, civilian personnel and beneficiaries

Requirements:

Personal Appearance/Visitor's Slip/ID

Duration: 1 - 2 hours

Procedures:

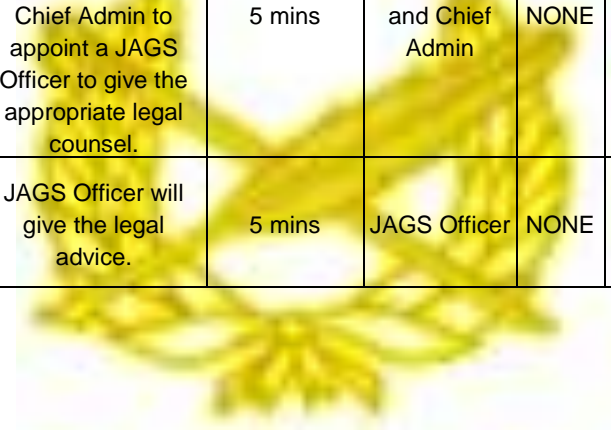
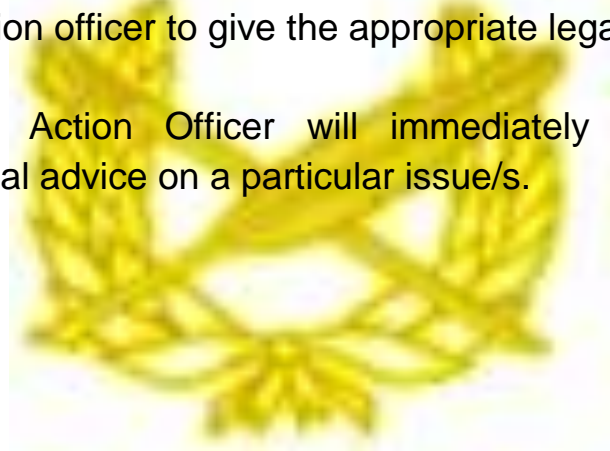
1. The costumer shall log-in on the record book his/her name, present ID and the legal advice to be sought.

2. The Chief NCO after assessment of the advice to be sought shall refer it to the Chief Admin to appoint a JAGS Officer as action officer to give the appropriate legal counsel.

3. The Action Officer will immediately render the requested legal advice on a particular issue/s.

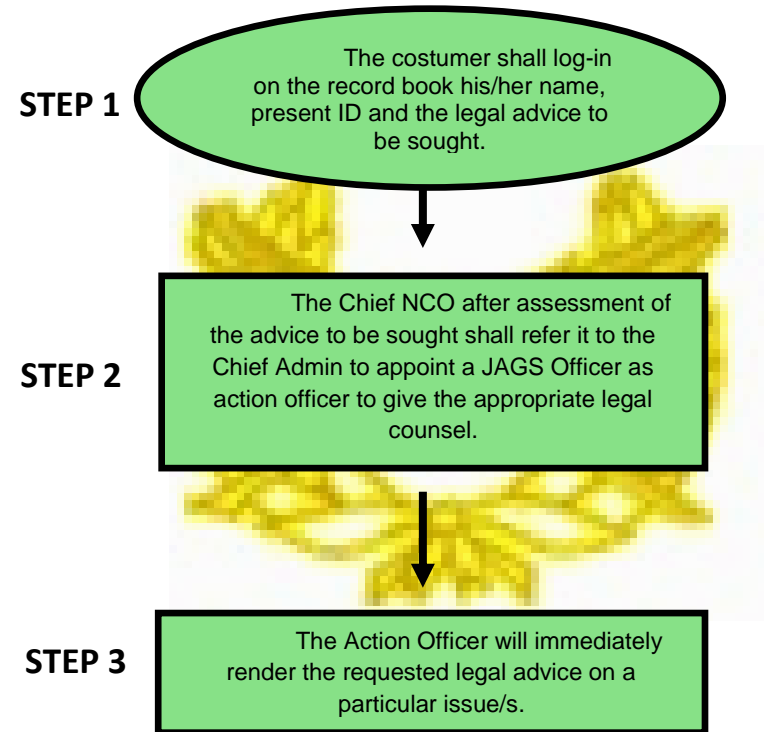
STEPS IN RENDERING LEGAL ADVICE

STEP	CUSTOMER	SERVICE PROVIDER	RESPONSE TIME	PERSON/S IN-CHARGE	FEES	REQUIRED FORM/ DOCUMENTS
1	The costumer shall log-in on the record book his/her name, present ID and the legal advice to be sought.	The Chief NCO after assessment of the advice to be sought shall refer it to the Chief Admin to appoint a JAGS Officer to give the appropriate legal counsel.	5 mins	Record NCO and Chief Admin	NONE	Transmittal from the concerned office with attach documents Log book incoming
2	The customer will be advised by a JAGS Officers	JAGS Officer will give the legal advice.	5 mins	JAGS Officer	NONE	Log book incoming



FEEDBACK FORM

FLOW OF RENDERING LEGAL ADVICE



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, complaint or suggestion. Simply check the corresponding box and write on space provided below. Thank you for your time. (Pinapahalagahan namin and inyong mga hinaing. Nais naming malaman kung paaano namin lalong mapabuti ang paghatid ng aming serbisyo sa pamamagitan ng pagbuo ninyo ng papel na ito. Maari ninyong gamitin and papel na ito para sa pauri, reklamo o puna, at suhestiyon. Guhitan lamang ang kuwadro at sumulat sa nakalaan na espasyo).

Compliment(Papuri)
 Complaints(Reklamo/puna)
 Suggestion(Suhestiyon)

Name/Pangalan: _____ Date/Petsa: _____

Concerned Branch:

Admin _____ Claims _____ Affairs _____

Mil Justice _____ PPLSB _____

Name/Pangalan: _____ Date/Petsa: _____

Thank you!
Contact Numbers: 845-9555 local 6517/6317

Honor. Patriotism. Duty.

OFFICE DIRECTORY

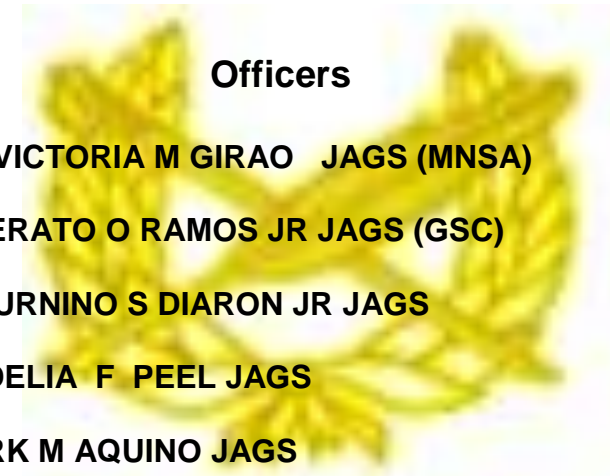
Office Address: 2nd Floor MGen Delos Reyes Building,
Headquarters Philippine Army, Fort Andres Bonifacio,
Metro Manila

Trunk line Number 845-9555 Local Numbers:	Branch
6717	Admin
6617	AJA
6917	Deputy
6517	Claims
6417	Notary
6317	Fax

Email Address:
oaaja@army.ph

OFFICE OF THE ARMY JUDGE ADVOCATE

ROSTER OF TROOPS



Officers

COL MA VICTORIA M GIRAO JAGS (MNSA)

COL LIBERATO O RAMOS JR JAGS (GSC)

LTC SATURNINO S DIARON JR JAGS

MAJ RODELIA F PEEL JAGS

MAJ MARK M AQUINO JAGS

CPT JULIUS CAESAR A TOLENTINO (AGS) PA

CPT NOEMI R REYES JAGS

CPT RANDY T POLOYAPOY JAGS

CPT CATHERINE C GACUTAN JAGS

1LT GRACIELA S OCO (INF) PA

Enlisted Personnel

SMS Melvin V Consorio (AGS) PA

TSg Arturo B Rafanut (MS) PA

SSg Myra B Mangabay (WAC) PA

SSg Jose Christopher D Mendoza (Inf) PA

Cpl Graziela Quinee B Palejo (OS) PA

Cpl Argie E Mohametano (INF) PA

PFC Marlon D Castillo (Inf) PA

Pfc Jessica T Cardona (Inf) PA

Pvt Ramel P Rendon (Inf) PA

Civilian Employees

Atty. Saipal Z Alawi Jr CE

Ms Lyleth T Caducoy CE

Mrs Quennie F Butcon CE

Juvelyn G Daclan (CE)

Floyd Pedro Dulnuan III CE