



# **CITIZEN'S CHARTER**



# **HEADQUARTERS AFP FINANCE CENTER**

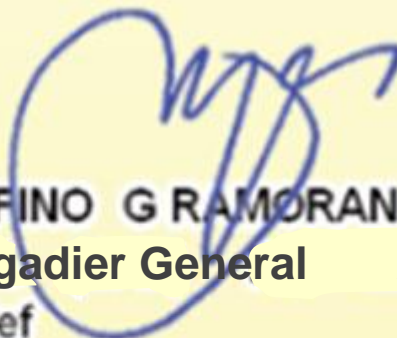
**Camp General Emilio Aguinaldo  
Quezon City**



## **CHIEF'S MESSAGE**

The AFP Finance Center Citizen's Charter embodies our commitment to performance excellence and government accountability. This document is crafted in our earnest desire to improve efficiency and deliver standard frontline service to all our valued clients. It encapsulates the procedures, documentary requirements, applicable fees if there's any and personnel who will attend to and deliver the service.

May this Charter be helpful to everyone as we all work to transform our organization to a World-Class Armed Forces, Source of National Pride.

  
**RUFINO G RAMORAN JR**  
**Brigadier General      AFP**  
**Chief**



# BASE CAMP 2022: A strong and sustainable Armed Forces of the Philippines contributing to regional peace and stability

**VISION 2028:**  
*A World-class Armed Forces, Source of National Pride*

**FUNCTION/ MISSION:**

To provide Financial Services to General Headquarters, Armed Forces of the Philippines, Unified Commands, AFP Wide Support and Separate Units, Key Budgetary Units, Technical and Administrative Service and AFP Pensioners.

**CORE VALUES:**

*Honor  
Service  
Patriotism*

**CORE PURPOSE:**

*Protector of the People and the State*

**Focus**

**Core Approach**

**Capability**

**Capacity & Resources**

**Highly Effective & Efficient Financial Services, Capable and Responsive AFP Finance Center**

**Guarantee On-time Disbursement of Pension and Pay & Allowances**

**Facilitate Effective Collection Management System**

**Ensure Reliability of Financial Information**

**Maintain Reconciled Receivable Accounts**

**Foster Efficient and Accommodating Frontline Services**

**Shift Hard Copy to Electronic Records**

**Ensure Responsiveness of Financial Policies and Systems**

**Improve Competence of Personnel**

**Enhance Reliability and Effectiveness of Mobility & IT Assets**

**Increase compliance to Financial and Logistics Management Policies**

**Expedite Effective Use of Resources**

**Promote Stakeholders Support to the AFPFC Transformation Roadmap**

**Build Character of Excellence among Personnel**

**COLLABORATION STRENGTHENING JOINTNESS STRATEGIC FLEXIBILITY**



ISLANDS of GOOD GOVERNANCE

# KEY SERVICES

	OFFICE / UNIT	FEE	ACTIVITY
1	Disbursement & Remittance Branch (DRB)	None	Payment of Monthly Pension of Retired Military Personnel to include their beneficiaries.
			Payment of 36 Months Lump Sum
			Payment of Commutation of Leave
			Issuance of Letter of Introduction (LOI)
			Payment of Prior Years / Replacement of Cancelled/Stale Checks
			Payment of Remittances (Retired)
			For Invalid/Closed Account
			For Holding/ Un-tagging of Monthly Pension
2	Records Management Branch (RMB)	None	Issuance of Statement of Last Payment
			Issuance of Financial Records for Active AFP Personnel
			Issuance of Certificate of Payment/ Non-Payment
			Issuance of Certificate of ALVAMS/ PELVAMS
			Issuance of Pension Verification Slip/ Pension Details
			Issuance of Certificate of Bona fide AFP Pensioner
			Stoppage of Loan Deduction for Pensioner
			Tagging / Un-tagging of Accounts at PELVAMS
3	Processing, Bonding & Collection Branch (PBC)	None	Letter of Refund
			Requirements for Special Disbursing Officer (SDO)
			Processing of Application/ Confirmation of Special Disbursing Officer (SDO)
4	Finance Management Information System Branch (FMIS)	None	Report of Changes of TAS & CE
			Pension Gains & Losses, Incorporation and Adjustment of Monthly Pension
5	Intel & Security Branch (F2)	None	Validation of Special Power of Attorney (F2)
			Locally Executed Special Power of Attorney (SPA)
			Executed Abroad Special Power of Attorney (SPA)
6	Finance Civil Military Operations Branch (F7)	None	Text Messaging

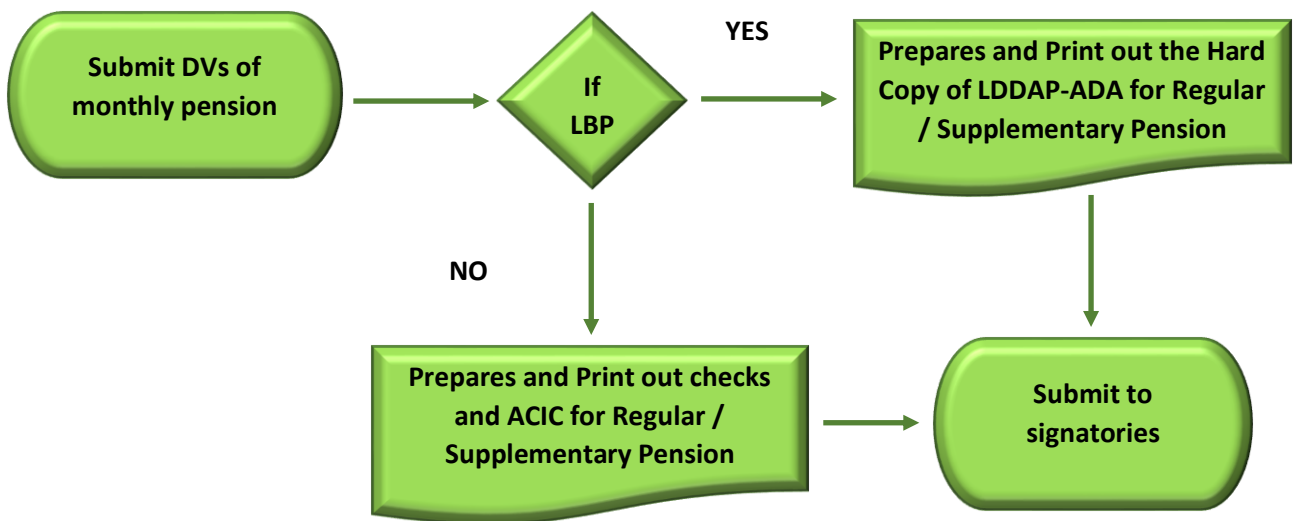


# **Disbursement and Remittance Branch**

# For Payment of Regular Monthly Pension (DRB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Pensioners and Beneficiaries	Received DV's of Monthly Pension from AFP MFO	2 mins	Marietta Castro SG8-Admin Asst. II Maribel Lafuente SG6-Admin Aide VI Local: 6218	
2		Prepares and Print out the Hard Copy of LDDAP-ADA for Regular / Supplementary Pension whose Option is LBP	2 mins	Naidette Lasaleta SG8-Admin Asst. II Marcelito Quintos SG7-Admin Asst. I Local 6258	
3		Prepares and Print out checks and ACIC for Regular / Supplementary Pension whose option is another bank (UCPB/PVB/DBP)	5 mins	Naidette Lasaleta SG8-Admin Asst. II	
4		Routinely Procedures for Approval / signature of LDDAP-ADA, Check and ACIC	15-30 mins	C, DRB (initial) C, ACA (signature) C, AFPFC (signature) C, AFPPGMC (signature)	

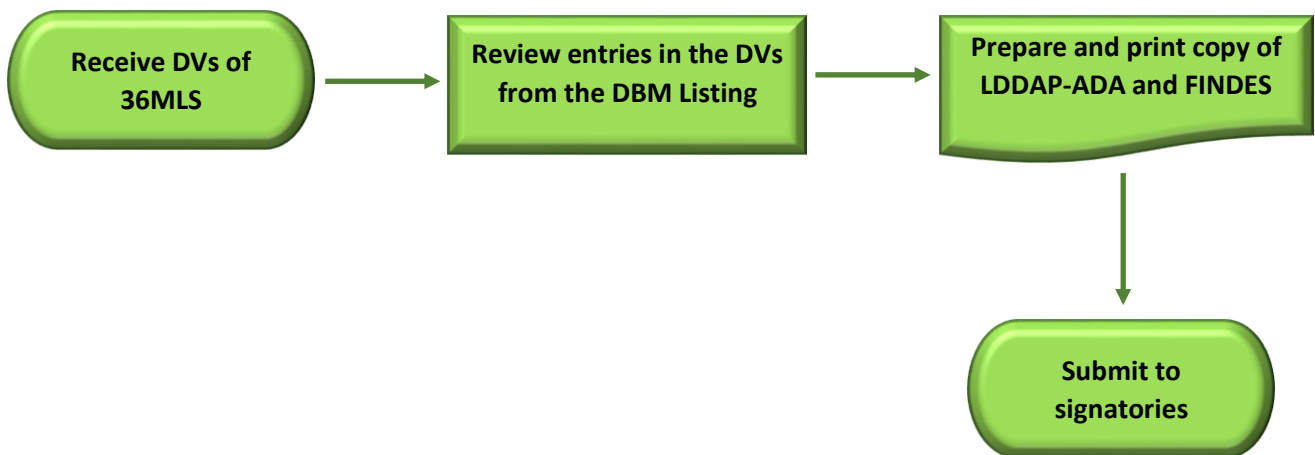
## Flowchart for Payment of Regular Monthly Pension (DRB)



## For Payment of Lump Sum (DRB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Retirees	Received disbursement vouchers (DVs) of 36MLS from AFP MFO.	2 mins	Marcelito Quintos SG7-Admin Asst I Girlie Felipe SG8-Admin Asst II	DV
2		Review entries in the DVs from the DBM Listing.	10 mins	Aida Gonzalo SG14-FINCE II Joe Diaz SG11-Admin Asst V Local 6258	DBM List of DVs
3		Prepare and print copy of LDDAP-ADA and FINDES	3 mins	Marcelito Quintos SG7-Admin Asst. I Naidette Lasaleta SG8-Admin Asst. II Local 6258	
4		Routinely Procedures for approval / signature of LDDAP-ADA & FINDES	1 day (depends on the availability of signatory)	C, DRB (initial) C, ACA (signature) C, AFPFC (signature) C, AFPPGMC (signature)	

## Flowchart for Payment of Lump Sum (DRB)





# For Payment of Commutation of Leave (DRB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP MIL (TAS) Personnel and GHQ Civilian Personnel	Received disbursement (Commutation of Leave Balance)	2 mins	Naidette Lasaleta SG8-Admin Asst. II Girlie Felipe SG8-Admin Asst II	DVs w/ supporting documents
2		Review the Entries in the disbursement voucher (DBM List)	2 mins/DV	Aida Gonzalo SG14-FINCE II Joe Diaz SG11-Admin Asst V Local 6258	-
3		Routinely Procedures for approval / signature of LDDAP-ADA and FINDES	1 day (depends on the availability of signatory)	C, DRB (initial) C, ACA (signature) C, AFPFC (signature) C, AFPPGMC (signature)	LDDAP- ADA, FINDES and CD
4		Photocopy / segregation of approved / signed LDDAP-ADA and FINDES	30 mins	Naidette Lasaleta SG8-Admin Asst. II Girlie Felipe SG8-Admin Asst II	
5		Transmittal to Land Bank of the Philippines (LBP)	30 mins	TSg Dionisio Moses Malana Rem NCO/6258	
6		Photocopy / Segregation of Approved / signed LDDAP-ADA, ACIC with Diskette	30 mins	Naidette Lasaleta SG8-Admin Asst. II Girlie Felipe SG8-Admin Asst II	LDDAP- ADA, FINDES and CD
7		Transmittal to LBP	30 mins	TSg Dionisio Moses Malana Rem NCO/6258	

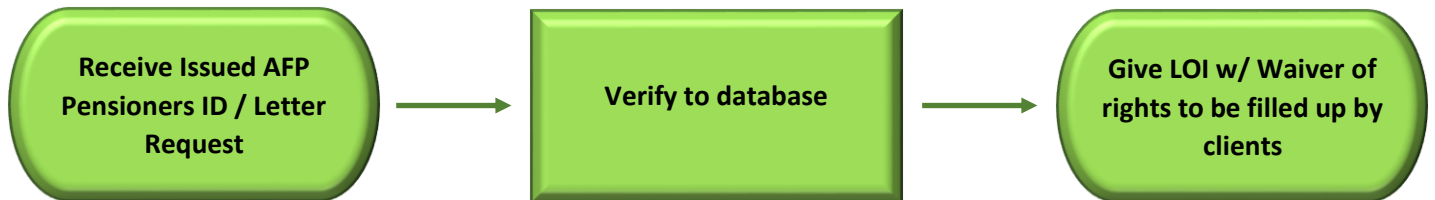
## Flowchart for Payment of Commutation of Leave (DRB)



# For Issuance of Letter of Introduction (LOI) (DRB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Pensioners and Beneficiaries	Issuance (Closed / Invalid, not pension account, resume, transfer of pension, posthumous)	2 mins	Fely Fernando SG-6-AAVI	Issued AFP Pensioners ID / Letter Request
2		Verification thru database	2 mins	Linlie Togle SG6-AAVI	
3		Approval / Signature	2 mins	Maribel Lafuente SG6-Admin Aide VI Local 6218 C, DRB (signature)	LOI. AFP ID, Waiver of rights

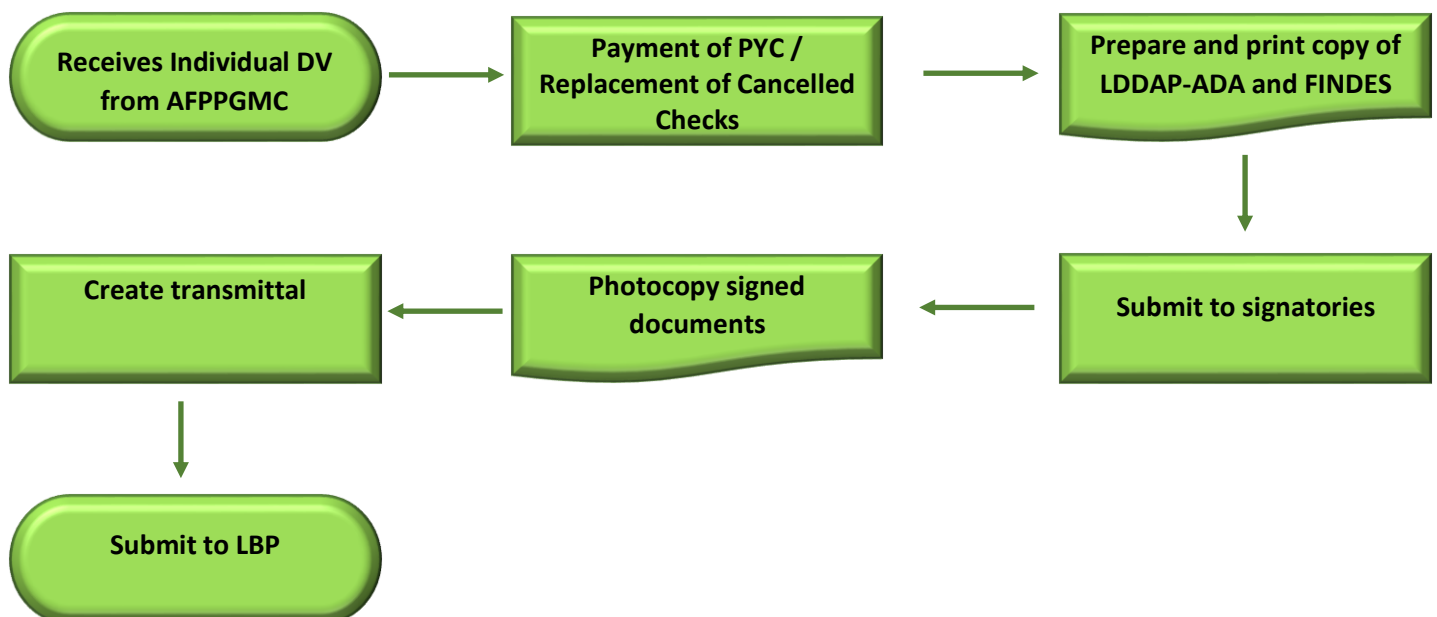
## Flowchart for Issuance of Letter of Introduction (LOI) (DRB)



# For Payment of Prior Years / Replacement of Cancelled Checks Claim (DRB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Pensioners and Beneficiary	Payment of PYC / Replacement of Cancelled Checks	2 mins	Marcelito Quintos SG7-Admin Asst. I	Individual DV from AFP PGMC
2		Prepares and Print Out the Hard Copy of LDDAP-ADA and FINDES	2 mins	Naidette Lasaleta SG8-Admin Asst. II	
3		Routinely Procedures for approval / signature of LDDAP-ADA and FINDES	1 day (depends on the availability of signatory)	C, DRB (initial) C, ACA (signature) C, AFPFC (signature) C, AFPPGMC (signature)	LDDAP-ADA, FINDES and CD
4		Photocopy / segregation of approved / signed LDDAP-ADA and FINDES	30 mins	Marcelito Quintos SG7-Admin Asst. I Naidette Lasaleta SG8-Admin Asst. II	
5		Transmittal to Land Bank of the Philippines (LBP)	30 mins	TSg Dionisio Moses Malana Rem NCO/6258	

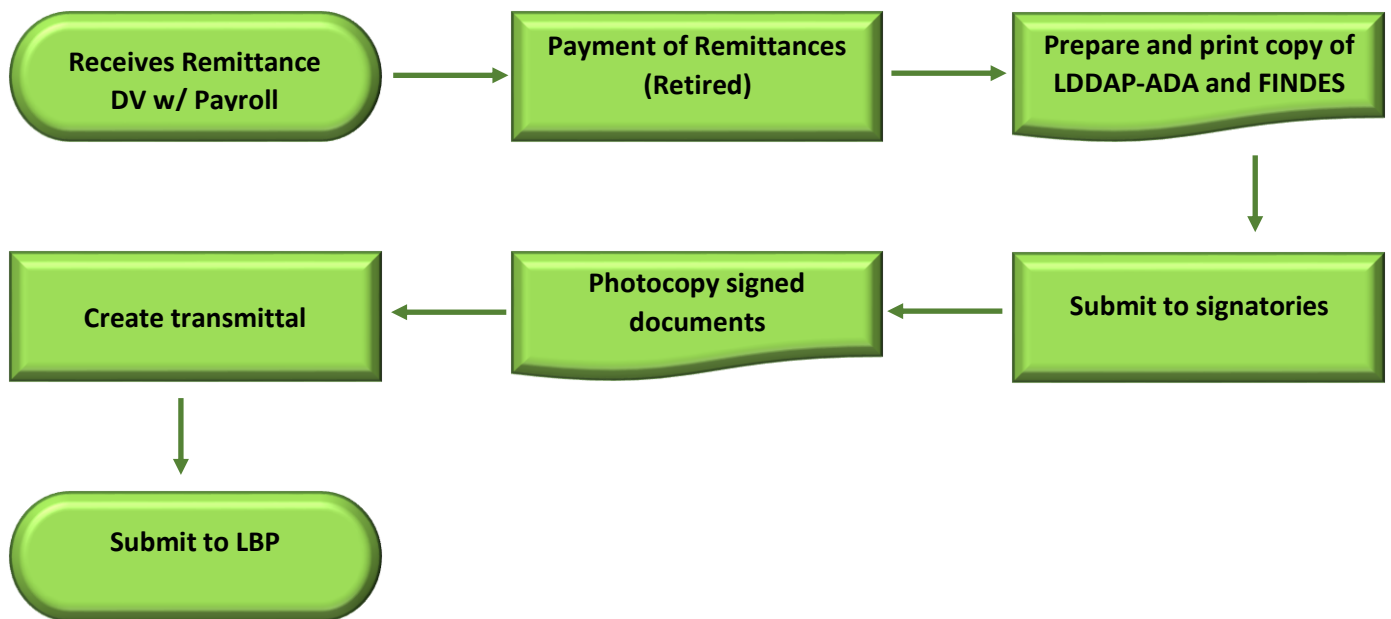
# For Payment of Prior Years / Replacement of Cancelled Checks Claim (DRB)



# For Payment of Remittances (Retired) (DRB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Pensioners and Beneficiary	Payment of Remittances (Retired)	2 mins	Evelinda Cabacungan SG7-Admin Asst Local 6258	Remittance DV w/ Payroll
2		Prepares and Print Out the Hard Copy of LDDAP-ADA and FINDES	2 mins/DV	Naidette Lasaleta SG8-Admin Asst. II	
3		Routinely Procedures for approval / signature of LDDAP-ADA and FINDES	1 day (depends on the availability of signatory)	C, DRB (initial) C, ACA (signature) C, AFPMC (signature) C, AFPPGMC (signature)	LDDAP-ADA and FINDES
4		Photocopy / segregation of approved / signed LDDAP-ADA and FINDES	30 mins	Marcelito Quintos SG7-Admin Asst. I Naidette Lasaleta SG8-Admin Asst. II	LDDAP-ADA, FINDES and CD
5		Transmittal to Land Bank of the Philippines (LBP)	30 mins	TSg Dionisio Moses Malana Rem NCO/6258	

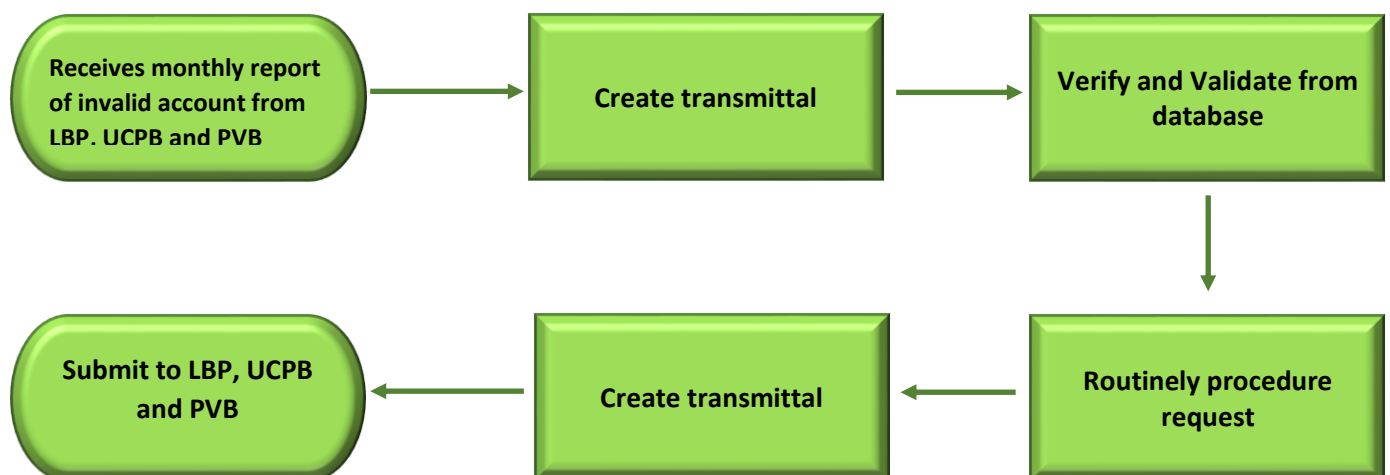
## Flowchart for Payment of Remittances (Retired) (DRB)



## For Invalid / Closed Account (DRB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Pensioners and Beneficiary	Prepares Transmittal letter of monthly report of invalid account from LBP, UCPB and PVB	15 mins	Fely Fernando SG-6-AAVI	Letter, List of invalid acct and credit advice from LBP, UCPB and PVB
2		Verification and Validation from Database	15 mins	Fely Fernando SG-6-AAVI Linlie Togle SG6-AAVI	
3		Routinely procedure request	3 hrs	Marianita Castro SG8-AAII Maribel Lafuente SG6-Admin Aide VI C, DRB (initial) C, ACA (signature) C, AFPFC (signature) C, AFPPGMC (signature)	Letter to LBP, UCBP and PVB
4		Transmittal to LBP, UCPB, and PVB	1 hr	TSg Dionisio Moses Malana Rem NCO/6258	

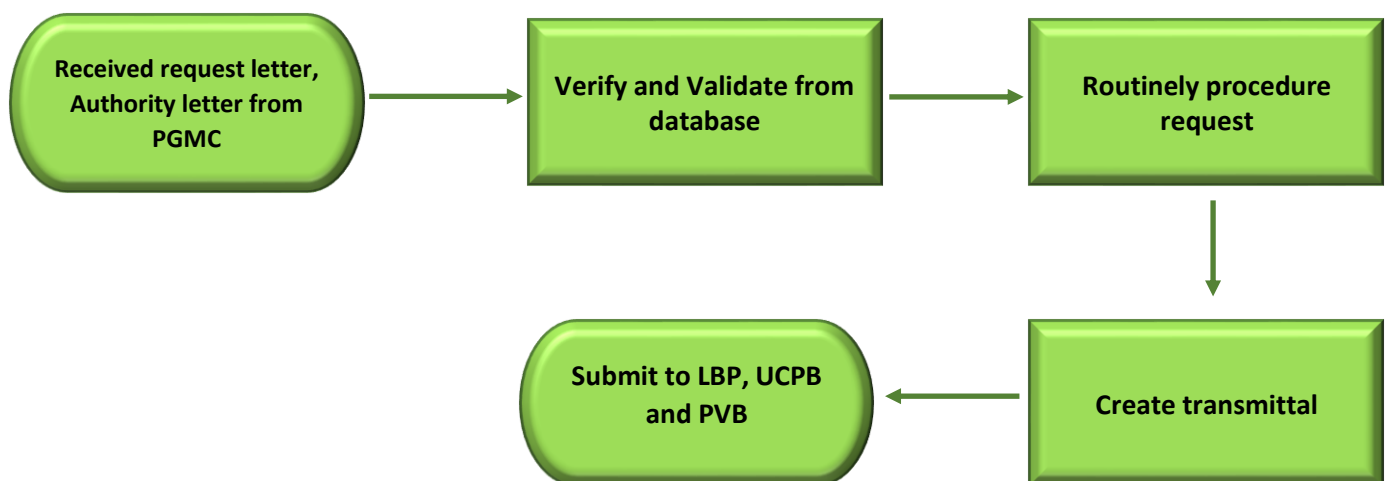
## Flowchart for Invalid / Closed Account (DRB)



# For Holding / Un-tagging Monthly Pension (DRB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Pensioners and Beneficiary	Received request letter, Authority letter from PGMC	15 mins	Fely Fernando SG-6-AAVI	Authority letter from AFPPGMC
2		Verification and Validation from Database	5 mins	Fely Fernando SG-6-AAVI Linlie Togle SG6-AAVI	
3		Routinely procedure request	3 hrs	Marianita Castro SG8-AAII Maribel Lafuente SG6-Admin Aide VI C, DRB (initial) C, ACA (signature) C, AFPFC (signature) C, AFPPGMC (signature)	Letter to LBP, UCBP and PVB
4		Transmittal to LBP, UCPB, and PVB	1 hr	TSg Dionisio Moses Malana Rem NCO/6258	Letter request

## Flowchart for Holding / Un-tagging Monthly Pension (DRB)



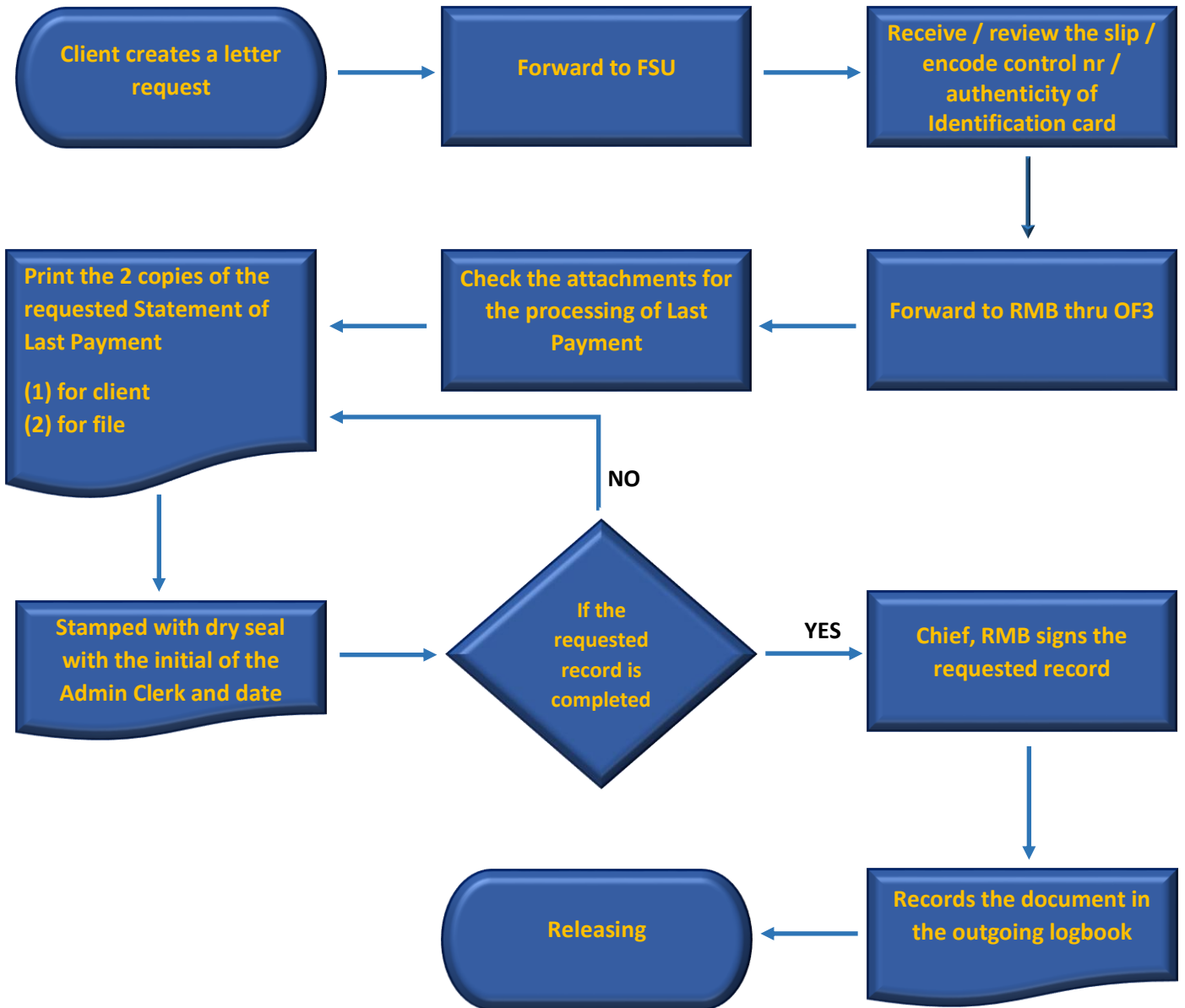


# **Records Management Branch**

# Issuance of Statement of Last Payment (RMB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Unit Shall forward a letter request to their respective FSU for the issuance of Statement of Last Payment with necessary documentary requirements	Receive / Reviews the request / Checks document	3 mins	FSU Personnel	Letter Request
2	-	Creates endorsement letter to OF3 and transmits the same	-	FSU Personnel	Letter Request FSU Issued SLP
3	-	OF3 shall forward the request to 27 <sup>th</sup> FSU for the checking of collateral entitlements received by the individual	-	OF3 Personnel	
4	-	Admin Clerk, RMB shall check the attachments for the processing of Last Payment. Likewise, after checking the completeness, Admin Clerk, RMB will then print the requested Statement of Last Payment for two (2) copies. One (1) copy for the requesting individual and one (1) for the office file. The document shall be stamped with dry seal with the initial of the Admin Clerk and date created.	15 mins	Ms Luzviminda T Arsenio CE Ms Perlita A Matic CE Ms Mary Edalyn M Quitiquit CE	Certification of Collateral Entitlement claims
5	-	Chief, RMB signs the requested record if completed	2 mins	CPT RACHEL ANN B LIZARDO (FS) PA	Statement of Last Payment
6	Receives the requested Statement of Last Payment	Admin Clerk, RMB records the document in the outgoing logbook prior release to the requesting individual	2 mins	Ms Luzviminda T Arsenio CE Ms Perlita A Matic CE Ms Mary Edalyn M Quitiquit CE	

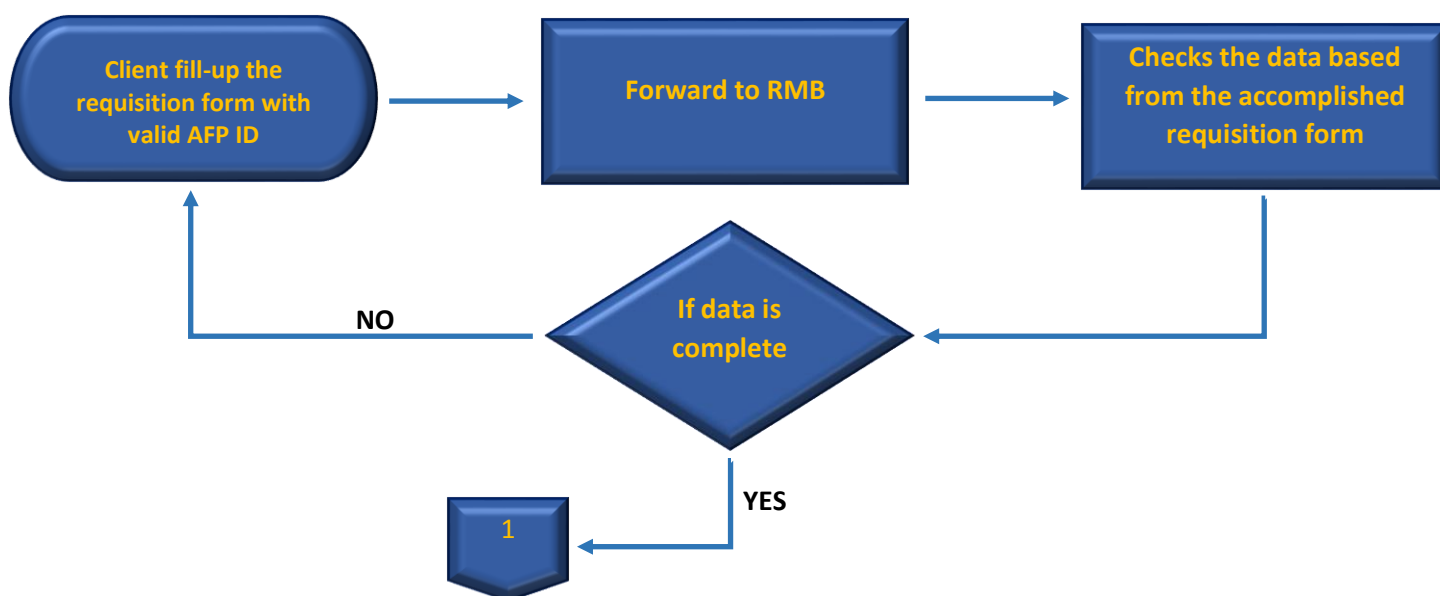
# Flowchart of Issuance of Statement of Last Payment (RMB)

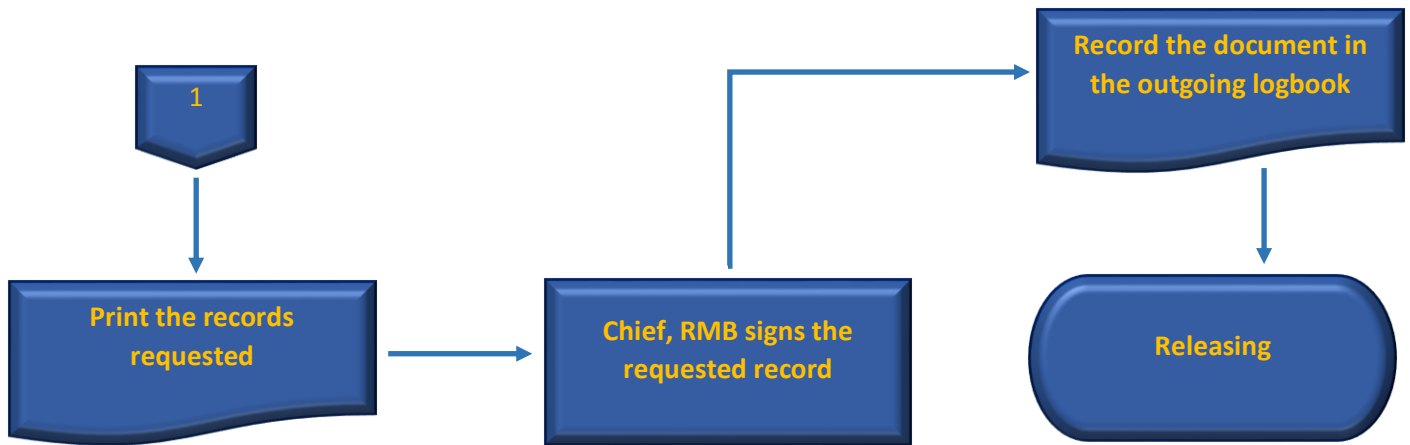


# Issuance of Financial Records to Active AFP Personnel (RMB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Fill-up the requisition form with valid AFP ID	Receives accomplished requisition form from requesting individual together with AFP Military/Civilian Employees ID	2 mins	TSg Alexander G Mateo PAF  Sgt Daisy Mae P Mauro (FS) PA	Requisition Form
2	-	Records NCO checks the data based from the accomplished requisition form for processing and printing of records. Likewise, Records NCO shall then print the records requested.	3 mins		
3	-	Chief, RMB signs the requested record if completed.	2 mins	CPT RACHEL ANN B LIZARDO (FS) PA	Requested Financial Record/s
4	Receives the requested Financial Record/s	Records NCO shall then record the document in the outgoing logbook for release to the requesting individual.	2 mins	TSg Alexander G Mateo PAF  Sgt Daisy Mae P Mauro (FS) PA	

## Flowchart of Issuance of Financial Records to Active AFP Personnel (RMB)

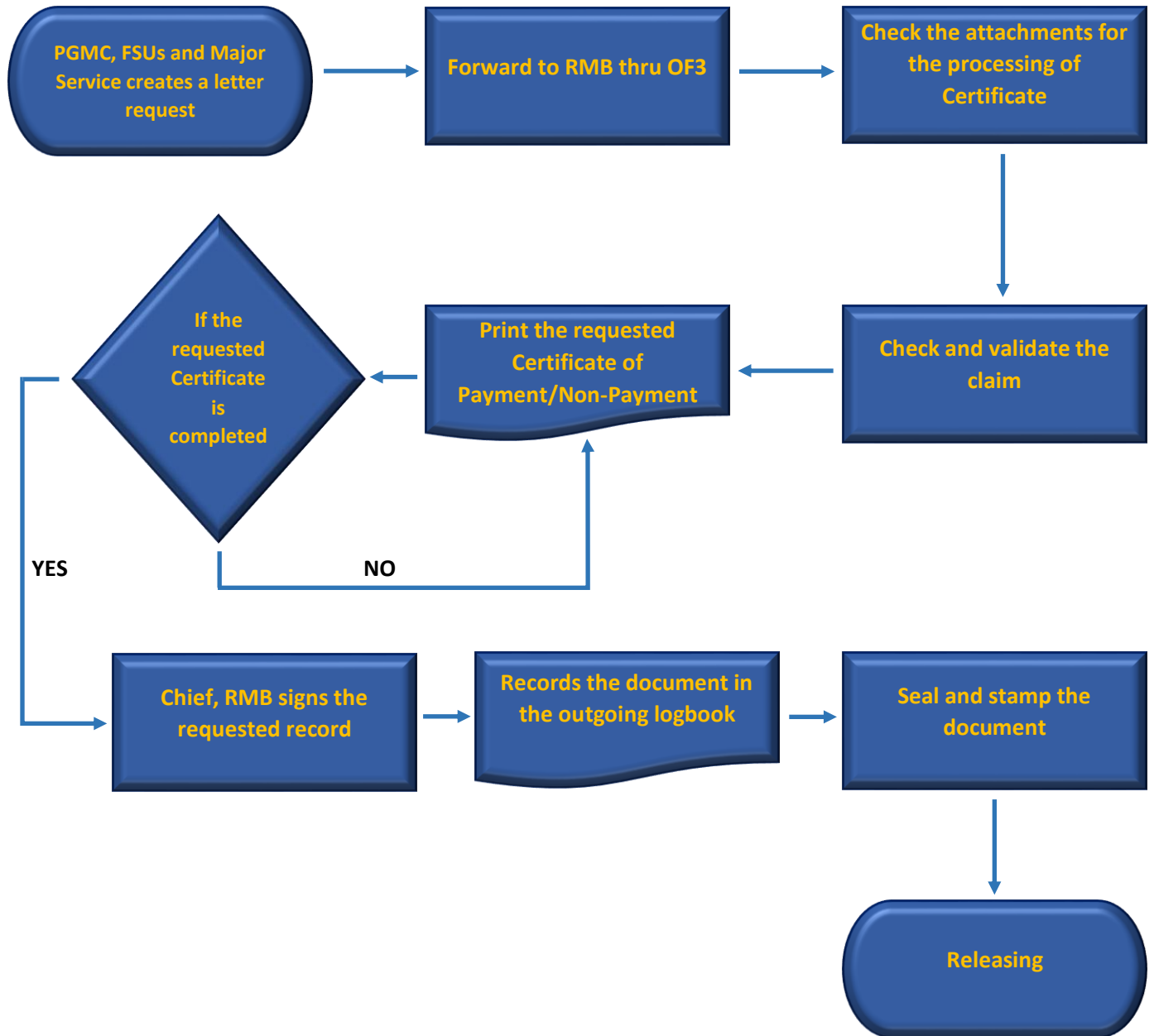




## Issuance of Certificate of Payment / Non Payment (RMB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	PGMC, FSUs and Major Service shall forward a letter request to OF3	OF3 receives the letter request	3 mins	-	Letter Request
2	-	OF3 will forward the request to RMB.	3 mins	-	
3	-	Admin Clerk, RMB shall check the attachments for the processing of Certificate. Likewise, after checking and validating the claim, the Admin Clerk, RMB will then print the requested Certificate of Payment/Non-Payment	10 mins	Ms Luzviminda T Arsenio CE Ms Perlita A Matic CE Ms Mary Edalyn M Quitiquit CE	Certificate of Payment/Non-Payment
4	-	Chief, RMB signs the requested record if completed	2 mins	CPT RACHEL ANN B LIZARDO (FS) PA	
5	Receives the Certificate of Payment/Non-Payment	Admin Clerk, RMB records the document in the outgoing logbook and ensures that the document is sealed/stamped prior release to the requesting individual	2 mins	Ms Luzviminda T Arsenio CE Ms Perlita A Matic CE Ms Mary Edalyn M Quitiquit CE	

# Flowchart of Issuance of Certificate of Payment / Non-Payment (RMB)

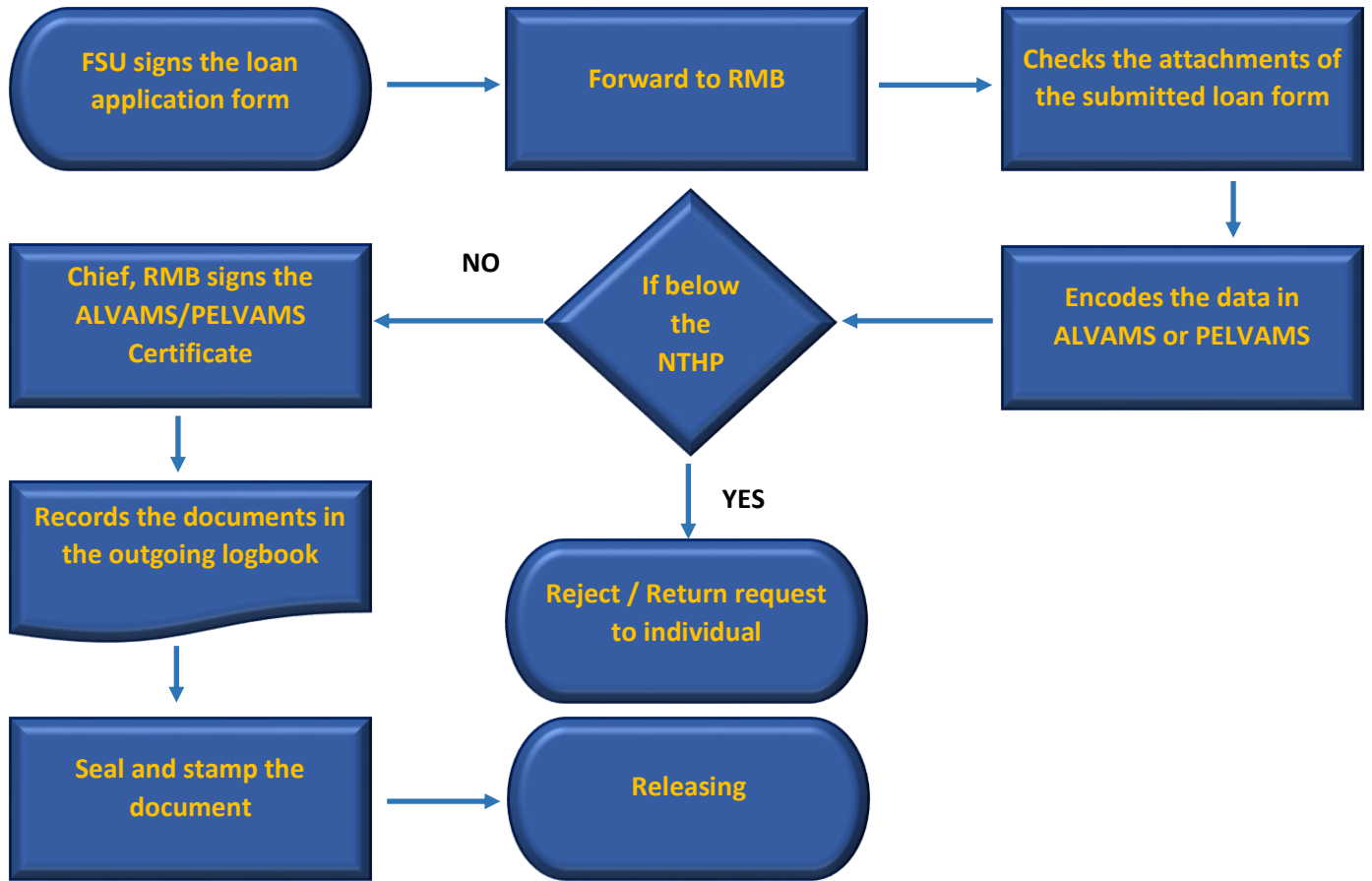




# Issuance of Certificate of ALVAMS

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Submit the signed loan application form by their respective Finance Service Unit (FSU), attached herein is the computation of deduction	Admin Clerk, RMB receives from the requesting individual the signed loan application form by their respective Finance Service Unit (FSU). Attached herein is the computation of deduction.	2 mins	Ms Luzviminda T Arsenio CE  Ms Perlita A Matic CE  Ms Mary Edalyn M Quitiquit CE	Signed Loan Form with loan requirements
2	-	Admin Clerk, RMB checks the attachments of the submitted loan form	2 mins		-
3	-	Admin Clerk, RMB encodes in the Active Loan Validation Monitoring System (ALVAMS) the amount of deduction and terms of payment and processes the same. If below the NTHP, the request for ALVAMS certificate shall not be granted and shall be returned to the requesting individual	5 mins		ALVAMS Certificate
4	-	Chief, RMB signs the ALVAMS Certificate	2 mins		CPT RACHEL ANN B LIZARDO (FS) PA
5	Receives the ALVAMS/PELVAMS Certificate	Admin Clerk, RMB records the documents in the outgoing logbook and ensures that the document is sealed/stamped prior to release to requesting individual	3 mins		Ms Luzviminda T Arsenio CE  Ms Perlita A Matic CE  Ms Mary Edalyn M Quitiquit CE

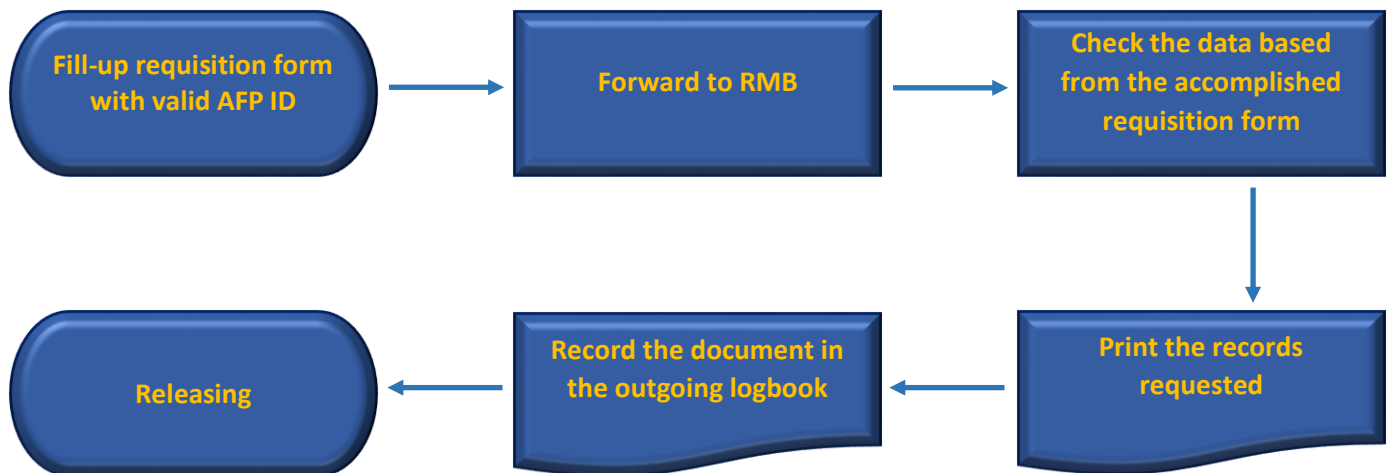
# Flowchart of Issuance of Certificate of ALVAMS and PELVAMS (RMB)



# Issuance of Pension Verification Slip / Pension Details (RMB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Fill-up requisition form with valid AFP ID	Records NCO receives accomplished requisition form from requesting individual together with Pensioner's ID for retired AFP Personnel and legal beneficiaries ID for dependents and/or beneficiaries of retired AFP Personnel	2 mins	TSg Alexander T Mateo PAF Sgt Daisy Mae P Mauro PA	Requisition Form
2	-	Records NCO will check the data based from the accomplished requisition form for the processing and printing of records. Likewise, Records NCO will then print the records requested.	2 mins		-
3	Receives the requested Pension Verification slip/ Pension Details	Records NCO will then record the document in the outgoing logbook for release to the requesting individual	2 mins		Pension Verification Slip/ Pension Details

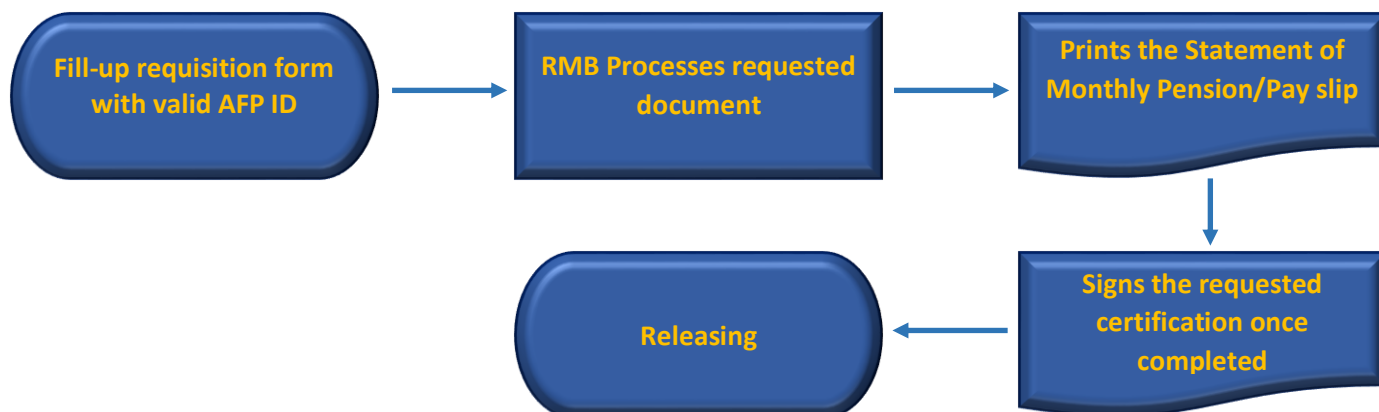
## Flowchart of Issuance of Pension Verification Slip / Pension Details (RMB)



# Issuance of Certification as Bonafide AFP Pensioner (RMB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Fill-up requisition form and submits valid AFP ID for verification	Records NCO receives accomplished requisition form from requesting individual together with pensioner's ID for retired AFP Personnel and legal beneficiaries ID for dependents and/or beneficiaries of retired AFP Personnel	12mins	TSg Alexander G Mateo PAF Sgt Daisy Mae P Mauro (FS) PA	Requisition Form
2	-	Print out Statement of Monthly Pension/Payslip	3 mins		-
3	-	C, RMB signs the requested certification once completed	1 min	CPT RACHEL ANN B LILZARDO (FS) PA	-
4	Receives the requested Certification as Bonafide AFP Pensioner	Records NCO shall then record the document in the outgoing logbook indicating the corresponding control number for each certification prior release to the requesting individual	2 mins	TSg Alexander G Mateo PAF Sgt Daisy Mae P Mauro (FS) P	Certification as Bonafide AFP Pensioner

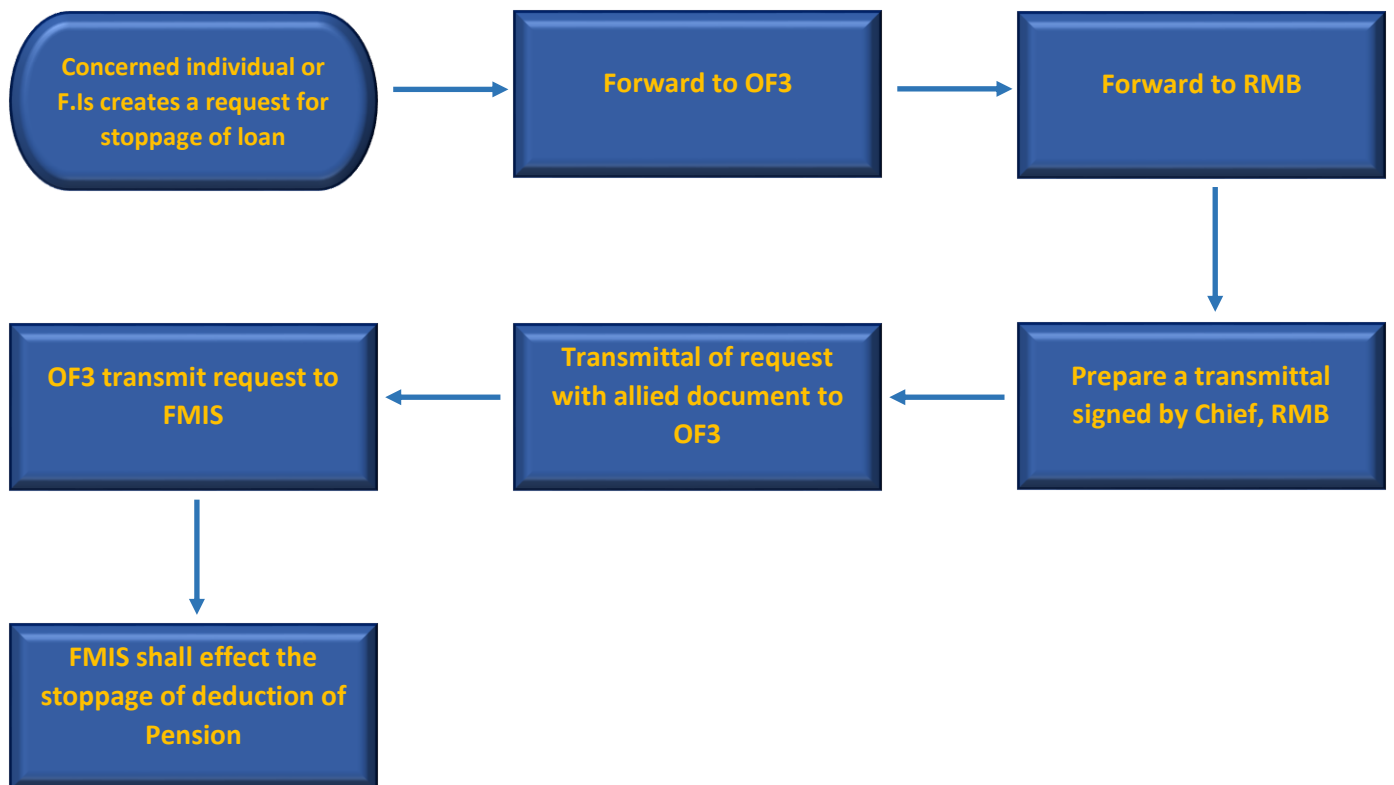
## Flowchart of Issuance of Certification as Bonafide AFP Pensioner (RMB)



# Stoppage of Loan Deduction for Pensioner (RMB)

Step	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Concerned individuals/ Financial Institutions submit a request to OF3 for the stoppage of loan deduction of PELVAMS	OF3 receives the request for the stoppage of loan deduction at PELVAMS	-	-	Letter request
					Original Certificate of full payment
					Official receipt issued by the Financial Institution
					In special cases, authority from PGMC & AFPFC Court Order may be used as reference for the stoppage of deduction
2	-	OF3 forwards the request of stoppage of deduction to RMB	-	-	-
3	-	PELVAMS operators, RMB prepare and forwards a transmittal signed by Chief, RMB to FMIS for the immediate stoppage of deduction NLT 10 <sup>th</sup> day of every month.	3 mins	TSg Louie A Parrucho PAF  Sgt Marvin Javar PAF	Letter request/ Transmittal
4	-	Chief RMB signed the stoppage of loan deduction to be forwarded to FMIS	2 mins	CPT RACHEL ANN B LIZARDO (FS) PA	
5	-	FMIS receives the transmitted documents for effect	3 mins	-	Transmittal with attached allied documents

# Flowchart of Stoppage of Loan Deduction for Pensioner (RMB)



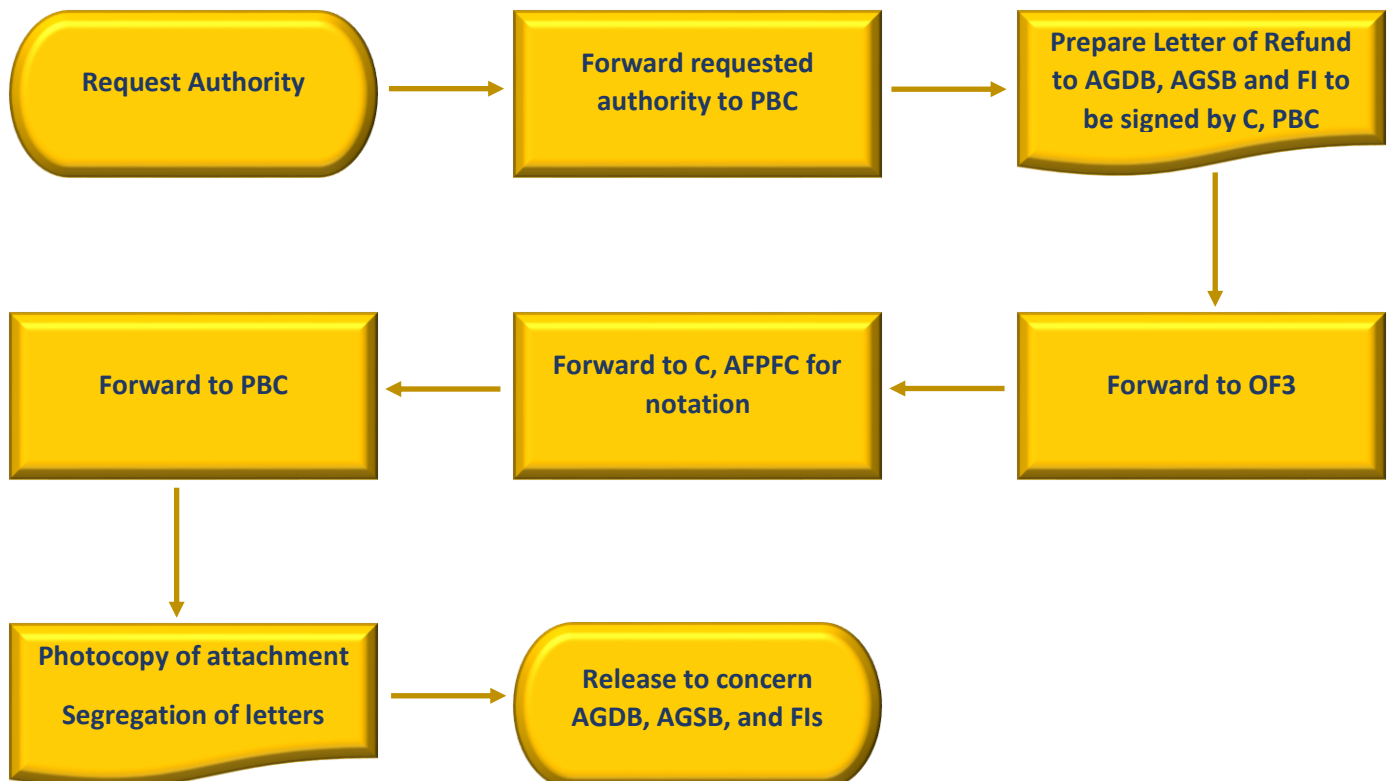


# Processing, Bonding & Collection Branch

## Letter of Refund (PBC)

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Pensioners Beneficiaries	Received/Review submitted Authority	5 mins	Ms Rodelia R Palomar CE/NCOIC Local 6250	Transmittal
2	-	Prepare Letter of Refund to AGDB, AGSB and FI to be signed by C, PBC	5 mins		Letter of Refund
3	-	Forward Letter to OF3 to be endorsed to C, AFPFC for notation	5 mins	Operation Staff	
4	Return to PBC	Photocopy attachment/Segregation of letters per banks and FIs	2 Days (Bulk Output 80-100 letters)	Ms Rodelia R Palomar CE/NCOIC	
5		Forward letters to concerned AGDB, AGSB and FIs	1 day		

## Flowchart for Letter of Refund (PBC)



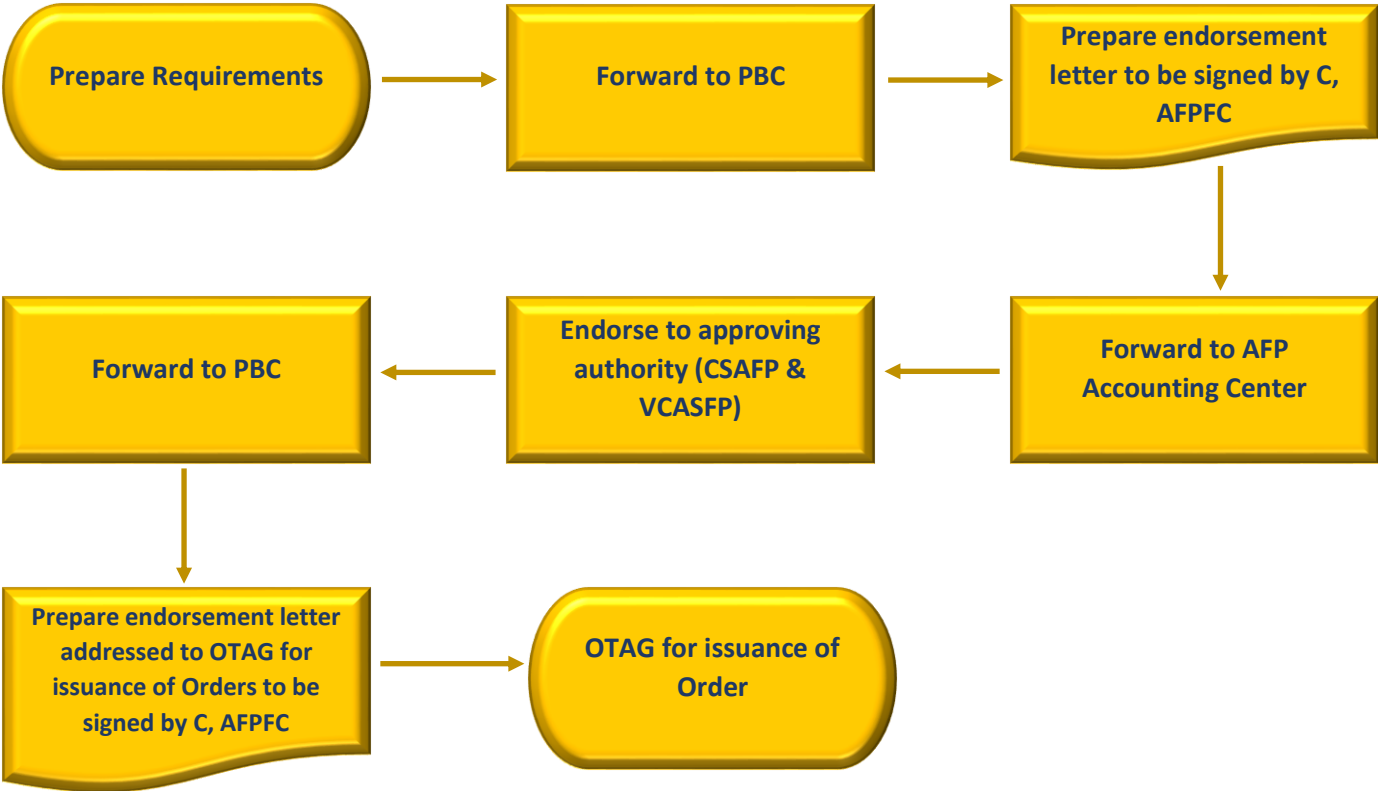
# Special Disbursing Officer (SDO)

**REQUIREMENTS:**

- a. Transmittal
- b. Order of Designation from Unit
- c. Certificate of Satisfactory Performance
- d. Re-Orientation Seminar (FAO/FMC)
- e. NP Clearance
- f. DBO Clearance from OJ1
- g. Approved Bond

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Military officers / Civilian employees	Receive/Review submitted requirements	2 mins	TSg Catherine Cadimas/NCOIC Local 6250	Transmittal
2	-	Prepare endorsement letter to AFP Accounting Center to be signed by C, AFPFC	5 mins		STL
3	-	After notation of C, AFPFC forward to AFP Accounting Center to be endorsed to the Approving Authority (CSAFP&VCSAFP)	5 mins	AFP Accounting	Endorsement letter
4	Return to PBC	Upon Approval of the Approving Authority (CSAFP&VCSAF) prepare endorsement letter for issuance of Orders to OTAG to be signed by C, AFPFC	5 mins	TSg Catherine Cadimas/NCOIC	
5	Return PBC	After notation forward to OTAG for Issuance of Orders	5 mins		

# Flowchart for Special Disbursing Officer (SDO)

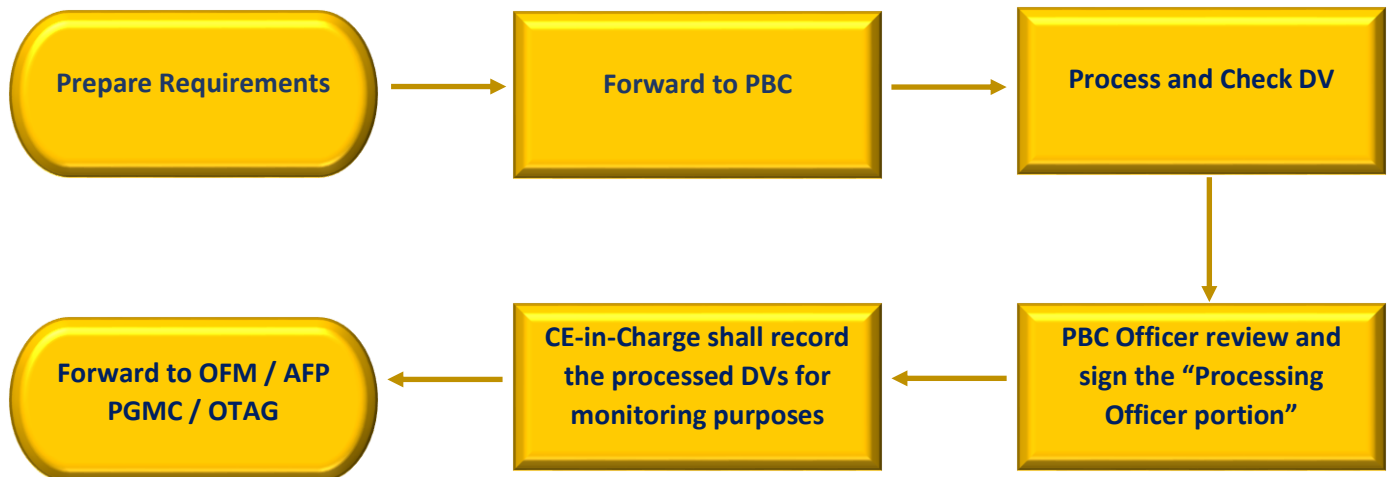


# Processing of Disbursement Voucher

(36 months Lumpsum/Remittances/Monthly Pension/Prior Years Claim/Posthumous and Commutation Retirement of CE)

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	AFP Pensioners / Civilian Employees	Receive/Review submitted requirements	3 mins/DV	Mr Rolan Abuda/ MSg Abraham Barbosa Local 6250	Disbursement Voucher
2	-	Process and Check DV; PBC Officer review and sign the "Processing Officer portion"/ CE-in-Charge shall record the processed DVs for monitoring purposes	5 mins/DV CE-in-charge(initial) CE Supervisor (Initial on Commutation) PBC Officer(sign)		
3	-	Forward to OFM / AFP PGMC / OTAG	5 mins		

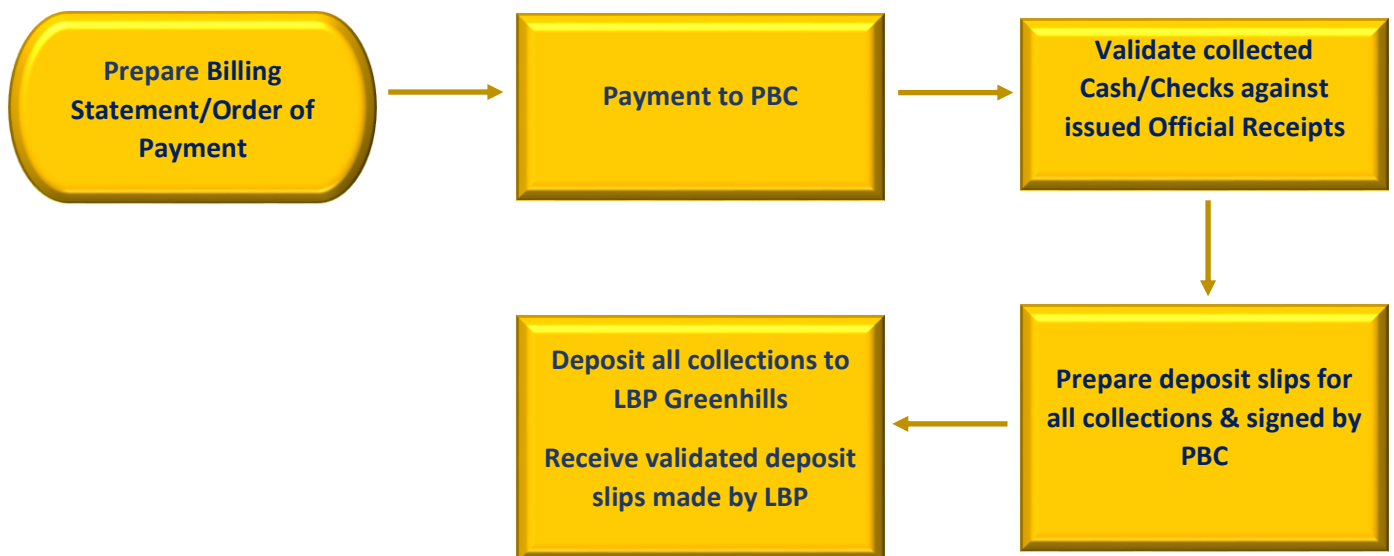
## Flowchart for Processing of Disbursement Voucher



# Collection & Deposits

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Payor must present the Billing Statement/Order of Payment to the PBC Personnel for verification of payments	Received payments (cash/cheque/ADA)	2 mins	TSg Abraham P Barbosa TSg Catherine C Cadimas Ms Erlinda A Alcala	Billing Statement/ Order of Payment/ Official Receipts
2	-	Validated Collected Cash/Checks against issued Official Receipts  Prepare deposit slips for all collections & signed by PBC	30 mins	Mr Einsteine C Jarito Local 6250	Official Receipts/ Deposit Slips/ Transmittal
3	-	All collections will be deposited to LBP Greenhills  Received the validated deposit slips made by LBP	1 hr	TSg Abraham P Barbosa TSg Catherine C Cadimas	Deposit Slips/ Transmittal

## Flowchart for Collection & Deposits





# **Financial Management Information System**

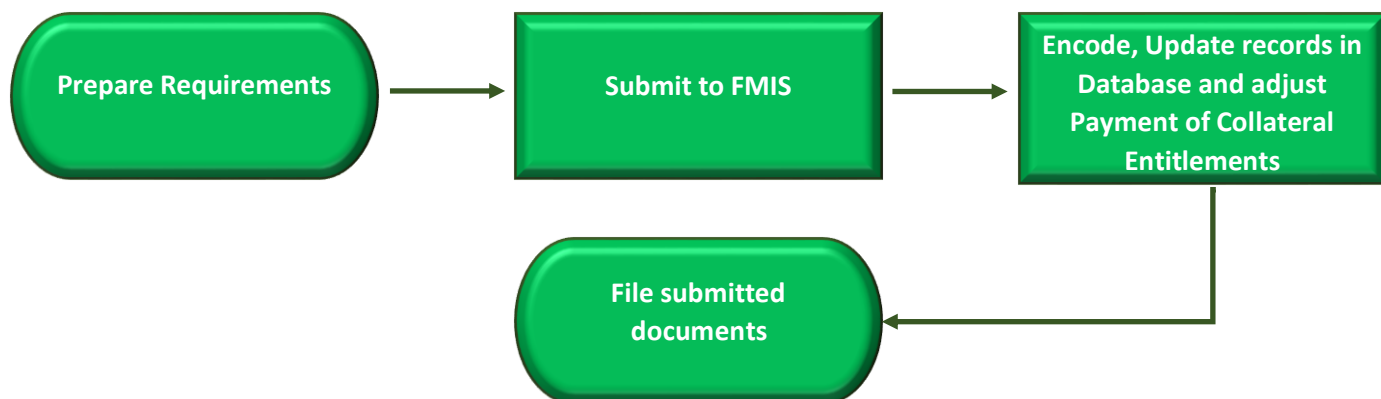
# For Report of Changes of TAS & CE, and Pension Updating of Records and Adjustment of Monthly Pension (FMIS)

**Requirements:**

1. Identification Card
2. Order  
(Adjustment of Pay & Allowances) for Active  
(Retirement/Posthumous/Separation/Commutation) for retired/Pensioner
3. Certificate (Marriage/Birth/Legal Beneficiary) for Dependence
4. Pensioner’s Update Form (PUF) /Proof of Life (POL) for Pensioner/Dependent
5. If the request is filed through a representative, an authorization or SPA and Valid ID of representative is needed

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Submit Complete Requirements	Receive/Review submitted requirements corresponds to checklist of requirements. Forward to FMIS for Encoding and Updating	2 mins	Mr. Bobby f Sobrevega CE	Report of Changes
2	-	Verify to Data Base of records and findings, if records is accurate immediately update and encode the authority from PGMC and Change of Monthly Pension	2 mins	Mr. Edison Dision CE	Report of Changes

## Flowchart for Report of Changes of TAS & CE, and Pension Updating of Records and Adjustment of Monthly Pension (FMIS)



**F2**

# **SPECIAL POWER OF ATTORNEY SECTION (F2)**

## **For Validation of Special Power of Attorney (SPA)**

### **SPECIAL POWER OF ATTORNEY (SPA)**

#### **(Locally Executed)**

**Note: Photocopy the following requirements.**

1. Duly notarized SPA (AFPFC Format) and Indemnity Agreement with signature over printed name of two (2) witnesses in witness to the signature/thumbmark of the AFP pensioner.
2. AFP Retired / Beneficiary Identification Card issued by OTAG, AFP
3. If necessary, additional valid Identification Card of the AFP pensioner.
4. Two (2) valid Identification Cards of the AIF.
5. Proof-of-Life of pensioner (Non-appearance) – Whole body picture of AFP pensioner (3R size) with the latest newspaper on hand (Front page of the newspaper used in the picture must be attached). The picture must be free from any digital enhancements, manipulations or alterations. Any irregularities shall be ground for the non-validation of SPA.
6. If necessary, latest medical certificate depending on the health condition of the AFP pensioner.
7. Certificate of confinement from the jail facility if the AFP pensioner is detained and waiting for court decision.
8. Expired validated SPA.

#### **Important Reminders:**

AFP Pensioner must be updated at AFP PGMC prior to SPA validation.

Bring original expired Special Power of Attorney

Local SPA is valid for six (6) months

**“NO EXPIRED SPA MEANS NO RENEWAL”**

## **SPECIAL POWER OF ATTORNEY (SPA)**

### ***(Executed Abroad)***

#### **Note: Photocopy the following requirements for F2 file copy**

1. Duly notarized SPA and Indemnity Agreement with signature over printed name of two (2) witnesses to the signature/thumbmark of the AFP pensioner authenticated by the Philippine Embassy or Philippine Consulate Office.
2. AFP Retired / Beneficiary Identification Card issued by OTAG, AFP.
3. If necessary, additional valid Identification Card of the AFP pensioner.
4. Two (2) valid Identification Cards of the AIF.
5. Photocopy of valid passport of AFP pensioner.
6. Proof-of-Life of pensioner – Whole body picture of AFP pensioner (3R size) with the latest newspaper on hand (Front page of the news paper used in the picture must be attached). The picture must be free from any digital enhancements, manipulations or alterations. Any irregularities shall be ground for the non-validation of SPA.
7. If necessary, latest medical certificate depending on the health condition of the AFP pensioner.
8. Expired validated SPA.

#### **Important Reminders:**

AFP Pensioner must be updated at AFP PGMC prior to SPA validation.

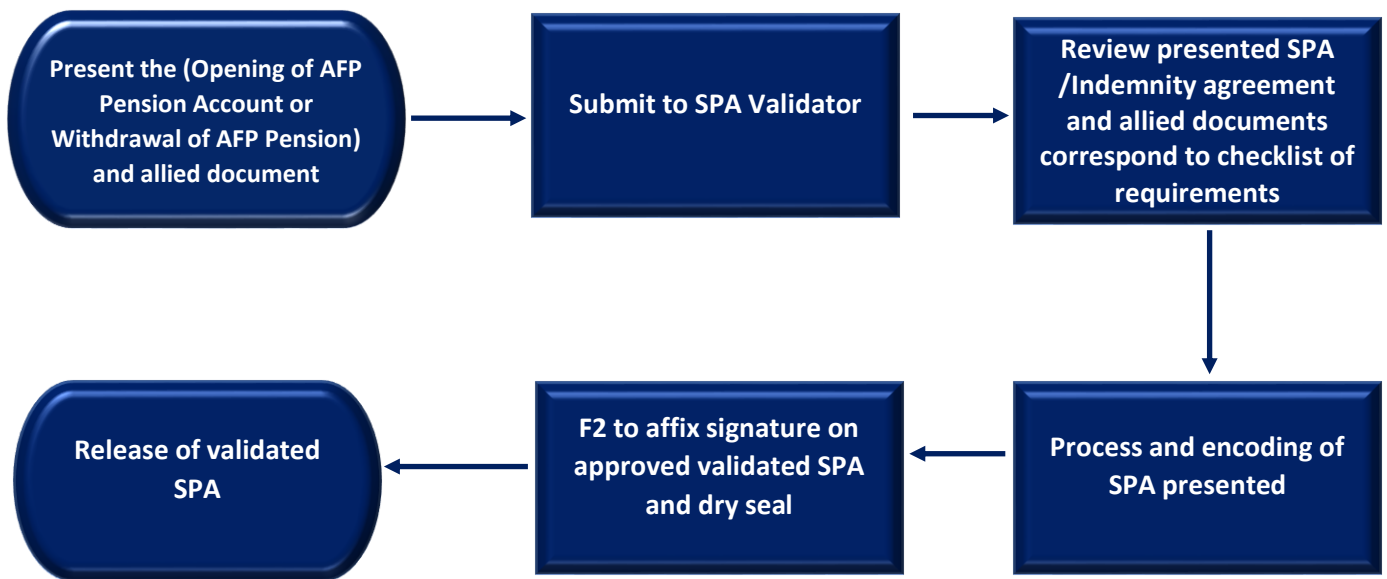
Bring original expired Special Power of Attorney.

SPA Executed Abroad is Valid for initial six (6) months and subjected to revalidation for another six (6) months.

**“NO EXPIRED SPA MEANS NO RENEWAL”**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Present the (Opening of AFP Pension Account or Withdrawal of AFP Pension) and allied document for validation	Receive/ review presented SPA and allied documents correspond to checklist of requirements	5 mins	Mr. Davy John Y Salinas CE	SPA and allied document
2	-	Process the re-validation and authentication of SPA	5 mins	Mr. Kenneth Charles P Feria CE	Report of Changes
3	-	Release of validated and authenticated SPA to Attorney-in-fact	2 mins	Mr. Kenneth Charles P Feria CE	

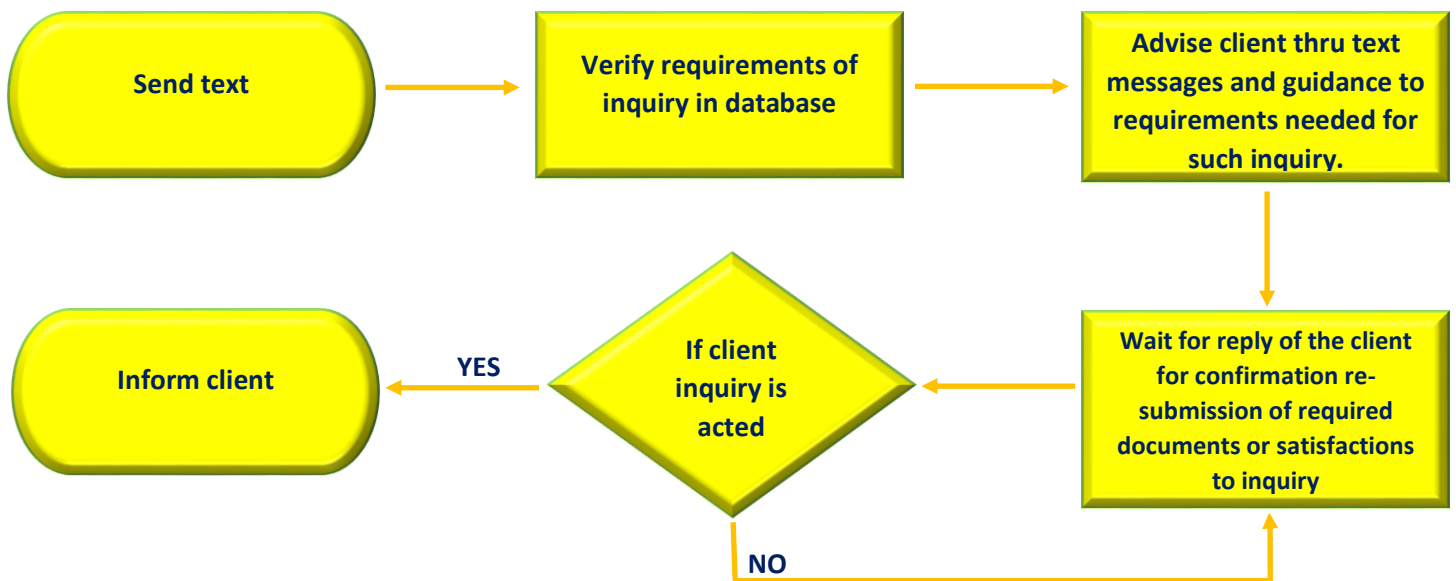
## Flowchart for Validation of Special Power of Attorney (SPA)



# For Text Messaging Reply to Simple Inquiry

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM
1	Send text messages of Inquiry	Receive/Review text messages regarding request or inquiry of pensioners/beneficiary.	2 mins	Staff	Pensioners Update Form (PUF)
2	-	Verify to Data Base of the requirements of pensioners inquiry.	2 mins		-
3	-	Advise client thru text messages and guidance to requirements needed for such inquiry.	5 mins		Letter attached list of requirements
4	-	Wait for the reply of the client for his/her confirmation re- submission of required documents or satisfactions to his/her inquiry	5 mins		-
5	-	If the client inquiry is acted upon inform him of the action taken done.	5 mins		-
6	Received info thru text message	Inform client the status of his/her inquiry thru text messaging.	2 mins		-

## Flowchart for Text Messaging Reply to Simple Inquiry



# AFP FINANCE CENTER

## Telephone Directory

*Camp General Emilio Aguinaldo, Quezon City*

Trunk Line 911-6001

<u>Office</u>	<u>Local Nr</u>
Admin & Personnel ,F1	<b>6118/6348</b>
Intel & Security, F2	<b>6458</b>
Operations, F3	<b>6658</b>
Logistics, F4	<b>6243/6558</b>
Plans & Program, F5	<b>6458</b>
Communications, Electronics & Information System, F6	<b>6718</b>
Civilian Personnel Affairs Office (CPAO)	<b>6318</b>
Disbursement & Remittance Branch (DRB)	<b>6218/6642/6258</b>
Processing, Bonding & Collection Branch (PBC)	<b>6918</b>
Finance Management Information System (FMIS)	<b>6318/6378</b>
Record Management Branch (RMB)	<b>6574</b>



# **AFP FINANCE CENTER DIRECTORY**

**BGEN RUFINO G RAMORAN Jr AFP**

*Chief, AFPFC*

**COL FELIMON P MASA JR GSC (FS) PA**

*Assistant Chief, AFPFC*

**LTC ARWIN A PAYOT (FS) PA**

*Chief Of Staff, AFPFC*

**MAJ KARLWIN C MONTERON PA**

*Personnel & Admin Officer - F1/CPAO - Officer/Head Secretariat, AFPFIAB*

**MAJ MARNEL T MALTU (INF) PA**

*Intel & Security Officer - F2/Logistic & Support Officer - F4*

**LTC LAURO T BANUSING Jr (GSC) PA**

*Operations Officer - F3*

**MAJ REAH M VALERA (FS) PA**

*Governance & Strategic Management Office – GSMO/FIG*

**MAJ LAMCEL B CARANGUIAN (SC) PA**

*Communication, Electronics & Information System Officer – F6*

**CPT KHAREL JANE B AMISTAD (FS) PA**

*Processing, Bonding & Collection Officer*

**LCDR DON H PINTO PN**

*Management & Fiscal Officer/Financial Management Information System Officer*

**LTC FRANCIS DOMINIC P ARILES PAF**

*Disbursement & Remittance Branch*

**CPT RACHEL ANN B LIZARDO (FS) PA**

*Records Management Branch Officer/Finance Adjutant*

**CPT LEONARDO T FAURA Jr (FS) PA**

*Headquarters Service Unit – HSU*

**MAJ AILEEN CELESTE Q PALACI (FS) PA**

*Adjutant, AFPFC*

**MSG ARCELLIE M LUCAS PAF**

*Command Sergeant Major*

**MS LOLITA DC PACAO CE**

*Chief Civilian Personnel Affairs*

**MS MARINA R FERNANDEZ CE**

*SAO, AFPFC*



# AFP FINANCE CENTER CREED

We the Officers, Men and Employees of the AFP Finance Center pledge and commit to God's eternal guidance to deliver quality service to our client.

We implore God's intervention so that we may strive to serve being constantly reminded of our core values of Integrity and Honesty. As custodians of government funds we shall meet expectations and trust ensuring accuracy and rightful financial transactions at all times.

Specifically, we will be polite, courteous, demonstrating sensitivity and appropriate behavior in dealing with our clients in the name of public service.

We will always display professionalism by wearing proper uniform; be available at all times responding to queries and complaints; prompt and timely; and treating everyone with respect and equality.

May we always endeavor to have the courage to reject temptations and material things compromising our duties and responsibilities in the Finance Service.