

GENERAL HEADQUARTERS
ARMED FORCES OF THE PHILIPPINES
OFFICE OF THE ADJUTANT GENERAL
Camp General Emilio Aguinaldo, Quezon City

CERTIFICATE OF COMPLIANCE

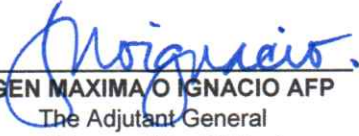
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **BGEN MAXIMA O IGNACIO AFP**, Filipino, of legal age, The Adjutant General of the Armed Forces of the Philippines, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Office of The Adjutant General has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, and other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office and other conspicuous place of other services offered.
- 4) The Citizen's Charter is written either in English and Filipino, and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective Divisions.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.


IN WITNESS WHEREOF, I have hereunto set my hand this 20th of April 2020 in Camp General Emilio Aguinaldo, Quezon City, Philippines.


BGEN MAXIMA O IGNACIO AFP
The Adjutant General
Armed Forces of the Philippines

SUBSCRIBED AND SWORN to before me this 23rd of April 2020 in Camp General Emilio Aguinaldo, Quezon City, Philippines, with affiant exhibiting to me his/her AFP ID Nr OTAG0063943 issued on 26 September 2018 at Camp General Emilio Aguinaldo, Quezon City, Philippines.

NOTARY PUBLIC/ ADMINISTERING OFFICER

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ATTY. PABLO B AJESTA
NOTARY PUBLIC
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ADD. 2A 3rd Ave BL ng Crame, Quezon City



**ARMED FORCES OF THE PHILIPPINES
OFFICE OF THE ADJUTANT GENERAL**

CITIZEN'S CHARTER

2020 (1st Edition)



I. Mandate:

The Adjutant General's Service (AGS) is an integral functional component of the Armed Forces of the Philippines (AFP). Its charter, the Commonwealth Act Nr 1 (National Defense Act), that was approved on 21 December 1935, identified AGS as a service comprising the Regular Forces of the AFP with broad and distinct sectors to deliver administrative, and personnel and records management services.

The Adjutant General's Service then became one of the Special Staff and designated as one of the administrative staff of the AFP pursuant to Executive Order Nr 23 dated December 1950.

II. Vision:

The Office of The Adjutant General envisions a responsive administrative service for the AFP in terms of Records Management (Current and Non-Current and Publication) and personnel administrative services.

III. Mission:

Provide administrative services for the AFP in order to attain an efficient and effective personnel administrations, records management and publication of orders, AFP publications and correspondence.

IV. Service Pledge:

The Office of The Adjutant General commits to the following:

1. To serve our people with loyalty, respect, dignity, and integrity.
2. We will attend to the needs of all clients promptly.
3. We will strive to adhere to the highest standard of professionalism.
4. Continuous innovation and creativity of our internal services.
5. Attend to all clients within the premises of the office prior to the end of official working hours and during noon breaks.



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Central/Head Office

External Services



1. Authentication of Non-Current AFP Records for Walk-In Clients

Authentication of non-current AFP publication.

Office or Division:	Non-Current Records Division (NRD), OTAG, AFP	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	World War II Veterans and AFP Retirees and their beneficiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personal Request (PR) Form		OTAG – NRD, Information Desk
AFP Personnel/Veteran (Principal):		
Retired AFP ID (1 Photocopy)		OTAG (ID Section)
Valid government ID (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Additional Requirements - Legal Beneficiary (Direct Dependents):		
Valid government ID (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Proof of relationship / family document (i.e., Marriage/Birth Certificate)		PSA
Death Certificate (<i>if deceased</i>)		PSA
Additional Requirements - Relatives as Representatives:		
Special Power of Attorney		Notarized from the address of the veteran
Valid government ID of the attorney-in-fact (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Valid government ID of the principal (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Death Certificate (<i>if deceased</i>)		PSA
Recent 2x2 ID picture (colored with white background)		
Additional Requirements if applied by AFP Liaison:		
Updated Liaison Order		Respective AFP Unit/Office assigned
AFP ID of Liaison Personnel (1 Photocopy)		AFP
PNP/PCG/BJMP Personnel/Veteran:		
Authenticated/certified clear copy of updated Service Record		PNP / PCG / BJMP
Authenticated/certified clear copy of Absorption Orders		PNP – RMD, ODPRM/PRBS, Camp Crame, Quezon City PCG – 139 25 th St., Port Area, Manila BJMP – DPRM, BJMP, Juco Bldg., 144 Mindanao Ave., Project 8, Quezon City
Authenticated/certified clear copy of Retirement/Dismissal/Discharged/ Posthumous/Amendment Orders		PNP – RMD, ODPRM/PRBS, Camp Crame, Quezon City PCG – 139 25 th St., Port Area, Manila BJMP – DPRM, BJMP, Juco Bldg., 144 Mindanao Ave., Project 8, Quezon City
AFP Special/General Orders (GO/SO)		



(1 Photocopy)				
Birth Certificate	PSA			
Marriage Contract	PSA			
Valid ID (1 Photocopy)	PNP, BJMP, PCG			
Authenticated Certificate of Legal Beneficiaries (<i>if deceased</i>)	PNP – RMD, ODPRM/PRBS, Camp Crame, Quezon City PCG – 139 25 th St., Port Area, Manila BJMP – DPRM, BJMP, Juco Bldg., 144 Mindanao Ave., Project 8, Quezon City			
Death Certificate (<i>if deceased</i>)	PSA			
Additional Requirements - Legal Beneficiary (Direct Dependents):				
Valid government ID (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Proof of relationship / family document (i.e., Marriage/Birth Certificate)	PSA			
Additional Requirements - Relatives as Representatives:				
Special Power of Attorney	Notarized from the address of the veteran			
Valid government ID of the attorney-in-fact (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Valid government ID of the principal (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Additional Requirements if applied by AFP Liaison:				
Updated Liaison Order	Respective AFP Unit/Office assigned			
AFP ID of Liaison Personnel (1 Photocopy)	AFP			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to information desk to secure application/ Personal Request (PR) form. Fill-out all the necessary data of the WW II Veterans/ AFP Retirees/ separated/discharged /reverted as called for in the PR form. Present valid ID, SPA, if necessary.	1. Accommodates, checks the ID and gives application/ PR forms to walk-in clients. Advices/ Assists applicant/client to fill out all the necessary data of the WW II Veterans/AFP Retirees/ separated/ discharged/reverted as declared in at the PR form. Write window and control numbers at the right upper portion and his/her initial by	None	5 minutes	<i>Duty Enlisted Personnel/ Civilian Human Resource of the day</i>



	duty lobby personnel.			
2.1 Submit/drop PR form to Window 5, with authority of Orders/Morning Reports.	2.1 Call the name of client/AFP personnel for interview. Searches/verifies the requested Orders based on the authority given/supplied/ stated in the PR form.	None	10 minutes	<i>Units Branch Personnel</i>
2.1a. Sit down and wait until the name is called for further verification/ photocopy of requested Orders.	2.1a. If Orders/ Morning Reports are available, advice client to wait for the authenticated photocopy/ies.		15 minutes	
2.1b. Sign in the logbook to receive the requested authenticated photocopies of Orders/ Morning Reports and/or other documents.	2.1b. Log the requested documents to the authorized recipient prior release.		5 minutes	
2.2 Submit/drop PR form to Window 1, if the GO, SO or authority could not be determined and other requested documents.	2.2 Log in the name of WWII Veteran/AFP Retiree then search/query/ verify either through: a. TDFS/ AlphaNumeric/ AFPRMS	None	5 minutes	<i>Service Branch Personnel</i>



	<p>b. Manually via transmittal letters/bundle number</p> <p>to identify the location of the Military Personnel File (MPF) and write it in the PR form.</p>	10 minutes	
2.2a. Wait at the waiting area until the name of the WW II veteran/AFP personnel is called for interview and further verification of data/information at Windows 2 and 3.	2.2a. The PR form with MPFs TDFS will be brought to the MPF Branch for pull out from the shelf/bundle then logged in through the computer for monitoring purposes.	30 minutes	<i>MPF Branch personnel</i>
		<i>or 5 days (in case of misfile)</i>	
2.2b. Proceed to Window 2 or 3 once called, for an interview	2.2b. Afterwards, the said MPFs will be forwarded to Service Branch for evaluation/verification. Call the name of AFP personnel/veteran for interview of applicant/client to elicit information as to the veracity of his/her request/claim whether	10 minutes	<p><i>Branch NCO Service Branch</i></p> <p><i>Branch NCO Admin Branch</i></p> <p><i>Branch Supervisor Service Branch</i></p>



	<p>information supplied in the PR form are the same with the MPF. If the data/information is the same/match and if the requested documents are available on file in the MPF then photocopy it. Advice applicant to wait the authenticated copy/ies of said document/s.</p> <p>2.2c. Incomplete folders (MPF) are subjected for further research/verification at Units Branch; SOs/GOs for orders of AFP Retirees/ PC & PNP, PN & PCG.</p> <p><i>NB: Search for MRs takes days (AWOL/Drop from Rolls, etc.)</i></p>		<p>4 hours</p> <p><i>or</i></p> <p>5 days (for further research)</p>	<p><i>Units Branch Personnel</i></p>
<p>3. Applicant will wait for the authenticated photocopy of the requested documents. Sign for</p>	<p>3. Logging and releasing of document/s to the authorized recipient,</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Branch NCO Service Branch</i></p>



the released document/s.	checking of the valid ID and SPA.			<i>Branch NCO</i> Admin Branch <i>Branch Supervisor</i> Service Branch
TOTAL:		None	5 hours, 35 minutes	



2. Issuance of AFP Identification Card for Walk-In Clients

Issuance of AFP Identification Cards

Office or Division:	Information Systems Division (ISD), OTAG, AFP	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Active Military Personnel (General/Flag Officers), Active Military Dependent/s (General/Flag Officers), AFP Civilian Human Resource (Program 4), Reservist/s and those who are on AADT (Annual Active Duty Training), Reservist/s' Direct dependent/s who are on AADT only, Retired/CDD Military Personnel, Retired Personnel Direct Dependents, Legal Beneficiary, Probationary Second Lieutenant or Probationary Ensigns, and PMA Cadets	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished AFP ID Application Form		ID Section, OTAG - Information Desk <i>For reservists, forms should be endorsed by their Admin Officer and approved by their respective RESCOM Adjutant.</i> <i>For Civilian Human Resource, forms should be endorsed by their Admin Officer of their respective unit/office.</i>
Recent 2x2 ID picture with white background wearing the following prescribed attire: Active Military Personnel/Reservists – in their respective services GOA without headgear, no mustache/beard, in proper haircut, authorized nameplate must be visible in proper placement. Retired Military Personnel/Dependents/Legal Beneficiaries – in formal or semi-formal attire (shirt with collar or blouse with sleeves and collar), no mustache/beard, and in proper haircut. Civilian Human Resource – office uniform.		Provided by Client
Surrender Old AFP ID		Previously issued by OTAG to Client



Active General/Flag Officer:	
Orders (Authenticated copy in original mark) <i>Latest Promotion/Assignment/Amendment Orders, whatever is applicable</i>	OTAG
Retired Officer and Enlisted Personnel	
Orders (Authenticated copy in original mark) <i>Retirement/Separation, Amendment Orders, whatever is applicable</i>	OTAG
Reservist Officer/Enlisted Personnel	
Orders (Authenticated copy in original mark) <i>ADT/AADT, Appointment, Promotion, Assignment</i>	AFPRESKOM
AFP Civilian Human Resource	
Orders (Authenticated copy in original mark) <i>Appointment/Plantilla, Promotion, Change of Marital Status, whatever is applicable</i>	OTAG
Dependent of Active Officer/ and Reservist with ADT/AADT	
Orders (Authenticated copy in original mark) <i>Promotion, ETAD, ETE, Re-enlistment, Reservist ADT/AADT</i>	AFPRESKOM
Proof of Relationship/Family Document: (present original, 1 photocopy) Spouse – Marriage Contract – if needed, CENOMAR (PSA CRS Form-4) / Advisory on Marriages (PSA CRS Form-5) Children – Birth Certificate Parents* – Birth Certificate of military Personnel <i>*Indigent parents over 60 years of age</i>	PSA
Legal Beneficiary	
Declaration of Legal Beneficiaries (Authenticated copy in original mark)	JAGO (GHQ/PGMC, Army, Navy, Air Force)
Orders (Authenticated copy in original mark) <i>Retirement/Separation/Posthumous and Amendment Orders</i>	OTAG or Major Service Adjutants (Army, Navy, Air Force)
Proof of Relationship/Family Document: (present original, 1 photocopy) Spouse – Marriage Contract – if needed, latest CENOMAR (PSA CRS Form-4) / Advisory on Marriages (PSA CRS Form-5) Children – Birth Certificate (Original) Parents – Death Certificate of deceased military personnel	PSA



Siblings – CENOMAR or Advisory on Marriages (Latest and original)				
Death Certificate (Original)		PSA/LCR		
Dependent of Retired Military Personnel				
Retirement Order (Authenticated copy in original mark)		OTAG or Major Service Adjutants (Army, Navy, Air Force)		
Proof of Relationship/Family Document (present original, 1 photocopy): Spouse – Marriage Contract – if needed, latest CENOMAR (PSA CRS Form-4) / Advisory on Marriages (PSA CRS Form-5) Children – Birth Certificate (Original) Parents* – Birth Certificate of military Personnel <i>*Indigent parents over 60 years of age</i>		PSA		
Additional Requirements for Applicants Living Abroad				
Valid Passport (1 Photocopy)		DFA		
Acknowledgment from the Consulate General		Philippine Embassy from the country where the applicant is staying		
Oath of Allegiance		Philippine Embassy from the country where the applicant is staying		
Additional Requirements for Representatives:				
Special Power of Attorney (must be immediate family of Principal)		Provided by Client		
Proof of Life: Whole body postcard-size picture holding front page of latest (15 days old) newspaper; submit front page of the newspaper		Provided by Client		
Valid government ID of the attorney-in-fact (present original, 1 Photocopy)		Provided by Client		
Additional Requirements for AFP Liaisons:				
Updated Liaison Order		Respective AFP Unit/Office assigned		
AFP ID of Liaison Personnel (1 Photocopy)		Respective AFP Unit/Office assigned		
Additional Requirements for Lost AFP ID:				
Notarized Affidavit of Loss		Notary Public		
Police Blotter		Relevant Police Station		
Any other valid government ID		LTO, GSIS, BIR, PhilPost, Passport, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and proceed to STEP 1 for initial screening of	1. Provides the client with short briefing and screening on the service and its	None	5 minutes	Screeener ID Section



documents, PGMC validation and for numbering of application form.	requirements.			
2. Proceed to STEP 2 to encode details provided on the application forms.	2. Applicants will be called once the details/information are unreadable or lacks information.	None	10 minutes	<i>Encoder ID Section</i>
3. Proceed to the STEP 3 for Pictorial and Biometrics.	3. Captures picture and biometrics. Ask applicants to double check details that will be shown in the ID.	None	10 minutes	<i>ID Personnel ID Section</i>
4. Proceed to Steps 4 and 5 (Printing & Releasing) at the waiting area and wait for their name to be called. Once called, present his/her claim stub for payment and releasing of ID.	4. The Information clerk collects the claim stub for the release of the ID. <i>*If lost ID was recently issued, it will be replaced a month after filing for evaluation.</i>	PHP 100	10 minutes	<i>ID Personnel/Cashier ID Section</i>
TOTAL:		PHP 100	35 minutes	



3. Issuance of AFP Identification Card (via Mail/Courier Application)

Issuance of AFP Identification Cards

Office or Division:	Information Systems Division (ISD), OTAG, AFP	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Retired/CDD Military Personnel, Retired Military Personnel Direct Dependents, and Legal Beneficiary,	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished AFP ID Application Form		ID Section, OTAG - Information Desk
Recent 2x2 ID picture with white background in formal or semi-formal attire (shirt with collar or blouse with sleeves and collar), no beard or mustache, and in proper haircut.		
Surrender Old AFP ID		OTAG
Proof of Life (AFP pensioner): Whole body postcard-size picture holding front page of latest (15 days old) newspaper; submit/enclose front page of the newspaper		Provided by Client
Self-addressed stamped envelope or prepaid pouch for courier/return mail		PhilPost, LBC, <i>or other couriers</i>
Retired Officer and Enlisted Personnel		
Orders (Authenticated copy in original mark) <i>Retirement/Separation, Amendment Orders, whatever is applicable</i>		OTAG
Legal Beneficiary		
Declaration of Legal Beneficiaries (Authenticated copy in original mark)		JAGO (GHQ/PGMC, Army, Navy, Air Force)
Orders (Authenticated copy in original mark) <i>Retirement/Separation/Posthumous and Amendment Orders</i>		OTAG or Major Service Adjutants (Army, Navy, Air Force)
Proof of Relationship/Family Document: (present original, 1 photocopy)		PSA
Spouse – Marriage Contract – if needed, latest CENOMAR (PSA CRS Form-4) / Advisory on Marriages (PSA CRS Form-5)		
Children – Birth Certificate (Original)		
Parents – Death Certificate of deceased military personnel		
Siblings – CENOMAR or Advisory on Marriages (Latest and original)		
Death Certificate (Original)		PSA/LCR



Dependent of Retired Military				
Retirement Order (Authenticated copy in original mark)		OTAG or Major Service Adjutants (Army, Navy, Air Force)		
Proof of Relationship/Family Document (present original, 1 photocopy): Spouse – Marriage Contract – if needed, latest CENOMAR (PSA CRS Form-4) / Advisory on Marriages (PSA CRS Form-5) Children – Birth Certificate (Original) Parents* – Birth Certificate of military Personnel <i>*Indigent parents over 60 years of age</i>		PSA		
Additional Requirements for Applicants Living Abroad				
Valid Passport (1 Photocopy)		DFA		
Acknowledgment from the Consulate General		Philippine Embassy from the country where the applicant is staying		
Oath of Allegiance		Philippine Embassy from the country where the applicant is staying		
Additional Requirements for Representatives:				
Special Power of Attorney (must be immediate family of Principal)		Provided by Client/Applicant		
Valid government ID of the attorney-in-fact (present original, 1 Photocopy)		LTO, GSIS, BIR, PhilPost, Passport, etc.		
Additional Requirements for Lost AFP ID:				
Notarized Affidavit of Loss		Notary Public		
Police Blotter		Relevant Police Station		
Any other valid government ID		LTO, GSIS, BIR, PhilPost, Passport, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Mail AFP ID application with complete supporting documents to: Information Systems Division, Office of The Adjutant General, Camp General Emilio Aguinaldo, Quezon City 1110	Assessment of client's application, processing and sending of printed AFP ID to its corresponding recipient. <i>*If lost ID was recently issued, it will be replaced a month after filing for evaluation.</i>	PHP 100	5 days	<i>Division Civilian Supervisor ID Section</i> <i>Division NCO ID Section</i>
TOTAL:		PHP 100	5 days	



4. Issuance of Certification of Beneficiaries (COB)/ Military Service Record (MSR)

Issuance of certifications of Military Services/Beneficiaries of World War II Veterans and AFP Retirees

Office or Division:	Non-Current Records Division (NRD), OTAG, AFP	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	World War II Veterans and AFP Retirees and their beneficiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personal Request (PR) Form		OTAG – NRD, Information Desk
AFP Personnel/Veteran (Principal):		
Retired AFP ID (1 Photocopy)		OTAG (ID Section)
Valid government ID (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Additional Requirements - Legal Beneficiary (Direct Dependents):		
Valid government ID (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Proof of relationship / family document (i.e., Marriage/Birth Certificate)		PSA
Death Certificate (<i>if deceased</i>)		PSA
Additional Requirements - Relatives as Representatives:		
Special Power of Attorney		Notarized from the address of the veteran
Valid government ID of the attorney-in-fact (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Valid government ID of the principal (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Death Certificate (<i>if deceased</i>)		PSA
Recent 2x2 ID picture (colored with white background)		
Additional Requirements if applied by AFP Liaison:		
Updated Liaison Order		Respective AFP Unit/Office assigned
AFP ID of Liaison Personnel (1 Photocopy)		AFP
PNP/PCG/BJMP Personnel/Veteran (Principal):		
Authenticated/certified clear copy of updated Service Record		PNP / PCG / BJMP
Authenticated/certified clear copy of Absorption Orders		PNP – RMD, ODPRM/PRBS, Camp Crame, Quezon City PCG – 139 25 th St., Port Area, Manila BJMP – DPRM, BJMP, Juco Bldg., 144 Mindanao Ave., Project 8, Quezon City
Authenticated/certified clear copy of Retirement/Dismissal/Discharged/Posthumous/Amendment Orders		PNP – RMD, ODPRM/PRBS, Camp Crame, Quezon City PCG – 139 25 th St., Port Area, Manila



	BJMP – DPRM, BJMP, Juco Bldg., 144 Mindanao Ave., Project 8, Quezon City			
AFP Special/General Orders (GO/SO) (1 Photocopy)				
Birth Certificate	PSA			
Marriage Contract	PSA			
Valid ID (1 Photocopy)	PNP, BJMP, PCG			
Authenticated Certificate of Legal Beneficiaries (if deceased)	PNP – RMD, ODPRM/PRBS, Camp Crame, Quezon City PCG – 139 25 th St., Port Area, Manila BJMP – DPRM, BJMP, Juco Bldg., 144 Mindanao Ave., Project 8, Quezon City			
Death Certificate (if deceased)	PSA			
Additional Requirements - Legal Beneficiary (Direct Dependents):				
Valid government ID (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Proof of relationship / family document (i.e., Marriage/Birth Certificate)	PSA			
Additional Requirements - Relatives as Representatives:				
Special Power of Attorney	Notarized from the address of the veteran			
Valid government ID of the attorney-in-fact (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Valid government ID of the principal (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Additional Requirements if applied by AFP Liaison:				
Updated Liaison Order	Respective AFP Unit/Office assigned			
AFP ID of Liaison Personnel (1 Photocopy)	AFP			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk to secure application or Personal Request (PR) form. Fill-out all the necessary data of the WW II Veterans/ AFP Retirees/ separated/ discharged/reverted as called for in the PR form. Present valid ID, SPA, VMMC referral slip/death certificate as necessary.	1. Accommodate and give Personal Request (PR) forms to walk in clients. Advise applicant/client to fill out all the necessary data of the WW II Veterans/AFP Retirees/ separated/ discharged/ reverted as declared at the PR form. Write window and control numbers	None	5 minutes	Duty Enlisted Personnel/ Civilian Human Resource of the day



	at the right upper portion and his/her initial by duty lobby personnel. Put a red tag as priority, if interment/VMC with referral slips on the PR form with corresponding requirements to be submitted at Window 1.			
2. Submit/Drop the filled out application/PR form at Window 1.	<p>4. Log in the name of WW II Veteran/AFP Retiree then search/query/verify either through:</p> <p>a. TDFS/ AlphaNumeric/ AFPRMS</p> <p>b. Manually via transmittal letters/bundle number</p> <p>to identify the location of the Military Personnel File (MPF) and write it in the PR form.</p>	None	<p>5 minutes</p> <p>10 minutes</p>	Service Branch Personnel
3. Sit down and wait until the name of the WW II veteran/AFP personnel is called for interview and further verification of data/information at Windows 2 or 3 as the case may be.	3. The PR form with MPFs TDFS will be brought to the MPF Branch for pull out from the shelf/bundle then logged in through the computer for monitoring	None	<p>30 minutes</p> <p>*5 days (in case of misfile)</p>	MPF Branch personnel



	purposes.			
4. When name is called, proceed to Windows 2 or 3 and submit self for an interview.	4.1. Afterwards, the said MPFs will be forwarded to Service Branch for evaluation/ verification and check the completeness of records in the MPF needed in the preparation of Military Service Records (MSR) /Certificate of Beneficiaries (COB). Call the name of veteran/AFP personnel then interview applicant/ client to elicit information as to the veracity of his/her request/claim whether information stated/supplied in the PR form are the same with the MPF. If data/information is the same or match and complete, write due date and detach the claim stub from the PR form. Advise applicant to wait within the day for Interment/VMMC with referral slip purposes to claim the requested	None	10 minutes	<i>Branch NCO</i> <i>Service Branch</i> <i>Branch NCO</i> <i>Admin Branch</i> <i>Branch Supervisor</i> <i>Service Branch</i>



	<p>document/s and for other purposes, return after 3 working days.</p> <p>4.2. Incomplete MPFs will be forwarded to Units/ Statement of Pay and Allowance Voucher (SPAV) Branch for further search/verify of Orders/Morning Reports/Revised Recognized Guerrilla Roster (RRGR) of 1948/SPAV needed for the preparation of MSR.</p> <p><i>NB: Search for MR/RRGR/SPAV takes days</i></p> <p>4.3. Complete documents/MPFs will be distributed to respective Action Clerks/ Typists of Service Branch for the preparation of the requested MSR/ COB for different purposes as requested by the client.</p> <p>4.4. Evaluation of the correctness of the data in the prepared</p>		<p>4 hours</p> <p>(5 days, if for further research)</p> <p>30 minutes (per MPF)</p> <p>15 minutes</p>	<p>Units/SPAV & GVS Branch Personnel</p> <p><i>Typist/Action Clerk Service Branch</i></p> <p><i>Branch NCO Service Branch</i></p> <p><i>Division Civilian</i></p>
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	<p>Certification by the Records Officer/NCOs in charge of records and final typing of the MSR/ COB.</p> <p>4.5. Initial of the Typists; Signature of Records Officer/ NCO in charge, the Chief, NRD, and finally, The Adjutant General; and then logging of the completed Certification in the log book for monitoring purposes.</p>		10 minutes	<p><i>Supervisor/ Division NCO Admin Branch</i></p> <p><i>Branch NCO Service Branch</i></p> <p><i>Division Civilian Supervisor/ Division NCO Admin Branch Division Chief NRD</i></p> <p><i>The Adjutant General OTAG, AFP</i></p>
5. Present the claim stub/ID/SPA as the duly authorized recipient at Window 4. Sign in the logbook to receive the said certification requested.	5. Checks the claim stub, ID/SPA of the authorized recipient then log in prior to its release.	None	10 minutes	<i>Releasing/ Action Clerk Service Branch</i>
TOTAL:		None	6 hours, 5 minutes	



5. Issuance of Certification of Beneficiaries (COB), Military Service Record (MSR), and Authentication of Non-Current Records (via Mail/Courier Application)

Issuance of Military Services/Beneficiaries of World War II Veterans and AFP Retirees, to include authentication of non-current AFP publication.

Office or Division:	Non-Current Records Division (NRD), OTAG, AFP	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	World War II Veterans and AFP Retirees and their beneficiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personal Request (PR) Form or Letter Request (duly signed)		OTAG – NRD, Information Desk
Return pouch (prepaid) or self-addressed envelope (if for delivery)		PhilPost, LBC, JRS (or other couriers)
AFP Personnel/Veteran (Principal):		
Retired AFP ID (1 Photocopy)		OTAG (ID Section)
Valid government ID (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Additional Requirements - Legal Beneficiary (Direct Dependents):		
Valid government ID (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Proof of relationship / family document (i.e., Marriage/Birth Certificate)		PSA
Death Certificate (<i>if deceased</i>)		PSA
Additional Requirements - Relatives as Representatives:		
Special Power of Attorney		Notarized from the address of the veteran
Valid government ID of the attorney-in-fact (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Valid government ID of the principal (1 Photocopy)		GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.
Death Certificate (<i>if deceased</i>)		PSA
Recent 2x2 ID picture (colored with white background)		Provided by Client
Additional Requirements if applied by AFP Liaison:		
Updated Liaison Order		Respective AFP Unit/Office assigned
AFP ID of Liaison Personnel (1 Photocopy)		AFP
PNP/PCG/BJMP Personnel/Veteran:		
Authenticated/certified clear copy of updated Service Record		PNP / PCG / BJMP
Authenticated/certified clear copy of Absorption Orders		PNP / PCG / BJMP
Authenticated/certified clear copy of Retirement/Dismissal/Discharged/ Posthumous/Amendment Orders		PNP – RMD, ODPRM/PRBS, Camp Crame, Quezon City PCG – 139 25 th St., Port Area, Manila



	BJMP – DPRM, BJMP, Juco Bldg., 144 Mindanao Ave., Project 8, Quezon City			
AFP Special/General Orders (GO/SO) (1 Photocopy)				
Birth Certificate	PSA			
Marriage Contract	PSA			
Valid ID (1 Photocopy)	PNP, BJMP, PCG			
Authenticated Certificate of Legal Beneficiaries (if deceased)	PNP – RMD, ODPRM/PRBS, Camp Crame, Quezon City PCG – 139 25 th St., Port Area, Manila BJMP – DPRM, BJMP, Juco Bldg., 144 Mindanao Ave., Project 8, Quezon City			
Death Certificate (if deceased)	PSA			
Additional Requirements - Legal Beneficiary (Direct Dependents):				
Valid government ID (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Proof of relationship / family document (i.e., Marriage/Birth Certificate)	PSA			
Additional Requirements - Relatives as Representatives:				
Special Power of Attorney	Notarized from the address of the veteran			
Valid government ID of the attorney-in-fact (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Valid government ID of the principal (1 Photocopy)	GSIS, SSS, BIR, LTO, DFA, PhilPost, etc.			
Additional Requirements if applied by AFP Liaison:				
Updated Liaison Order	Respective AFP Unit/Office assigned			
AFP ID of Liaison Personnel (1 Photocopy)	AFP			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request stating the personal data/information of the military/civilian personnel concerned, purpose, and contact number, enclosed with corresponding required documents and prepaid documents (with prepaid return pouch or self-addressed envelope) duly	1. Receive and log incoming letter and the attached documents.	None	3 minutes	Receiving Clerk/ Admin Branch Personnel
	2. Forward to Service Branch for verification/query based on the data/information provided.	None	10 days	Service Branch Personnel
	2.1. If the Military/ Civilian Personnel File			Action Clerk Personnel Files Branch



	inform them accordingly of the status of their request.			
2. In case of incomplete records, coordinate and follow up the letter request to concerned offices/units regarding status.	2.3. Await said records before processing the requested documents for proper validation.			
	3. Prepare and send letter reply with attached requested document/s.	None	3 days	<i>Admin Branch Personnel</i>
TOTAL:		None	*13 days	

**Depends on the availability of records*



Central/Head Office

Internal Services



1. AFP and GHQ Awards and Decorations

Processing of awards recommendation

Office or Division:	Morale and Discipline Division (Morale Branch), OTAG, AFP			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	AFP Units, Personnel and Civilian Human Resource			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Recommendation Letter from Chief/CO of Office/Unit Proposed Citations (max of two (2) pages) Evaluation Matrix (signed & page numbered) <i>Note:</i> PLOH must reach 110 days and DSS must reach 45 days prior actual Retirement Ceremony (at least one [1] year in the PMR) Additional Requirements: - Copy of Board Resolution from Unified Command/Major Services - After Operations Report with Pictures and Sketch of Encounter (Combat Awards) - Individual Sworn Affidavit of at least two (2) witnesses duly notarized		Recommending Office/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of complete documents	1. Receive/process and record per award recommendations	None	1 day	<i>MDD Personnel</i>
	2. Prepare matrix, presentation and schedule board deliberations	None	3 days	<i>MDD Personnel</i>
	3. Prepare Minutes of Conference and Board Resolutions	None	5 days	<i>MDD Personnel</i>
	4. Prepared SDF for approval of higher authority with complete attachments	None	1 day	<i>MDD Personnel, Asst The Adjutant General, The Adjutant General OTAG, AFP</i>
TOTAL:		None		

AFP and GHQ Awards and Decorations qualified for multi-stage processing



2. Authentication of Orders, Statement of Service, and Leave Records

Authentication of current records such as Orders, Statement of Service (SOS) and Leave Records

Office or Division:	Publication and Current Records Division (PCRD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen (Retired/Resigned/Reverted) G2G – Government to Government			
Who may avail:	Active and Inactive AFP Personnel (Retired/Resigned/Reverted) and Civilian Human Resource			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy/ies of OTAG issued orders and SOS/Leave Record for Authentication (Current and two (2) preceding years)		PCRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit photocopies of Orders/SOS/Leave Records for authentication Note: For SOS/Leave records, Original Copy is required for validation.	1. Received Photocopies for Authentication	None	1 min	Action Clerk
	2. Validate the authenticity of the submitted copies		5 mins	NCOIC, Asst NCOIC, Action Clerk
	3. Authenticate the validated photocopies		3 mins	Action Clerk, Asst NCOIC, NCOIC, and Division Chief
	4. Log and release authenticated copies.		1 mins	Action Clerk
TOTAL:		None	10 minutes	



3. Briefing/Clearance for Schooling Abroad

Conduct of pre-departure briefing for schooling abroad.

Office or Division:	Military Personnel Management Division (MPMD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	AFP Officers , PMA Cadets, OCS Enlisted Personnel and Civilian Human Resource who are due for schooling abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order/Travel Authority		Department of National Defense (DND)		
2x2 ID Picture (for OJ2)		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Travel Orders/Authority. Fill up Briefing Form and Log Book with complete details – name, course, destination, and duration.	1. Conduct pre-departure briefing and provide OTAG Briefing Guide	None	10 minutes	<i>MPMD Personnel</i>
	2. Draft Clearance for Schooling Abroad	None	4 minutes	<i>MPMD Personnel</i>
	3. Check correctness of data: 3.1 Proofreading 3.2 Notation 3.3 Final signature	None	10 minutes	<i>Division Civilian Supervisor</i> <i>Division NCOIC</i> <i>Division Chief MPMD</i>
2. Sign logbook after briefing	4. Release of Clearance and discuss others important reminders	None	1 minute	<i>MPMD Personnel</i>
TOTAL:		None	25 minutes	



4. GHQ Re-CAD/Re-entry/Reinstatement Appeal for Re-entry in the Military Service

Office or Division:	Morale and Discipline Division (Discipline Branch), OTAG, AFP			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	AFP Discharge/Separated personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Service		Recommending Office/Unit		
Discharge Order				
Local Police and NBI Clearance				
SOI duly authenticated by TAG/Maj Svc Adj or Adj of Last unit Assignmen				
Latest Efficiency Rating (OER/EPEM)				
Authenticated and Legible Copy of Investigation Report				
<i>Others Documents</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of complete documents	1. Receive/process and record per appeal recommendations	None	1 day	<i>MDD Personnel</i>
	2. Prepare matrix, presentation and schedule board deliberations	None	3 days	<i>MDD Personnel</i>
	3. Prepare Minutes of Conference and Board Resolutions	None	5 days	<i>MDD Personnel</i>
	4. Prepared SDF for approval of higher authority with complete attachments	None	1 day	<i>MDD Personnel, Asst The Adjutant General, The Adjutant General OTAG, AFP</i>
TOTAL:		None		

GHQ Re-CAD/Re-entry/Reinstatement qualified for multi-stage processing



5. Human Resource Administrative Services – Commutation of Leave Credits

Human Resource administrative services for AFP Program 4 Units/Offices

Office or Division:	Civilian Personnel Management Division (CPMD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Program 4 AFP Civilian Human Resources			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Up Application for Leave		CSC Form		
Service Record		CPMD, OTAG		
Office Unit Clearance		Respective Office/Unit Assignment		
Certificate of No Pending Administrative Case		Respective Office/Unit Assignment		
Latest SALN		Respective Office/Unit Assignment		
Ombudsman Clearance		Office of the Ombudsman		
GSIS Clearance		GSIS		
Financial Clearance		AFP Accounting Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	1. Validate authenticity of documents	None	3 days	<i>Action Clerk</i> Separation, Benefits, and Discipline Branch
	2. Process documents and recommend approval of commutation of leave credits			<i>Action Clerk/ Branch Chief</i> Separation, Benefits, and Discipline Branch <i>Asst Division Chief/ Division Chief</i> CPMD, OTAG <i>Assistant The Adjutant General</i> OTAG, AFP <i>The Adjutant General</i> OTAG, AFP
TOTAL:		None		



6. Human Resource Administrative Services – Issuance of Loyalty and Step Increment

Human Resource administrative services for AFP Program 4 Units/Offices

Office or Division:	Civilian Personnel Management Division (CPMD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Program 4 AFP Civilian Human Resources			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Recommendation from the Unit/Office signed by their Chief of Office		Office/Unit Assignment of the client		
Service Record		CPMD, OTAG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	1. Validation of the authenticity of documents	None	4 hours	Action Clerk & Branch Chief Statistics Branch
	2. Computation and preparation of worksheets for deliberation	None	1 day	Action Clerk & Branch Chief Statistics Branch
	3. Preparation of Minutes and Board Resolution	None	4 hours	Action Clerk & Branch Chief Statistics Branch
	4. Signature on the Minutes and Board Resolution	None	1 day	GHQ PRAISE Committee
	5. Signing of the SDF Concurrence of the following: - TAG, AFP - J1, AFP - C, OFM, AFP	None	open	The Adjutant General OTAG, AFP The Adjutant General OTAG, AFP
	6. Signature of The Deputy Chief of Staff, AFP	None	open	The Deputy Chief of Staff OTDCS, AFP
	7. Signature of the Vice Chief of Staff, AFP	None	open	Vice Chief of Staff OVCS, AFP
	8. Approval and signature of the	None	open	Chief of Staff OCS, AFP



	Chief of Staff, AFP			
	9. Issuance of a Directive of the approved loyalty and step increment from OJ1, AFP	None	<i>open</i>	<i>DCS for Personnel, J1 OJ1, AFP</i>
	10. Preparation of DF of the approved loyalty and step increment to be forwarded to PCRDR for issuance of order	None	1 day	<i>Action Clerk & Branch Chief Statistics Branch</i>
TOTAL:		None		

Processing of Original/Promotional Appointment qualified for multi-stage processing



7. Human Resource Administrative Services – Issuance of Notice of Salary Adjustment (NOSA)

Human Resource administrative services for AFP Program 4 Units/Offices

Office or Division:	Civilian Personnel Management Division (CPMD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Program 4 AFP Civilian Human Resources			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DBM Circular		DBM website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Preparation/ Printing of Notice of Salary Adjustment (NOSA)	None	2 hours	<i>Action Clerk Statistics Branch</i>
	2. Review of NOSA	None	4 hours	<i>Branch Chief Statistics Branch</i>
	3. Preparation of transmittal of NOSA	None	4 hours	<i>Action Clerk Statistics Branch</i>
	4. Counter sign on the transmittal of NOSA	None	1 hour	<i>Branch Chief Statistics Branch Division Chief CPMD, OTAG</i>
	5. Signature on the transmittal of NOSA	None	1 day	<i>Assistant The Adjutant General OTAG, AFP The Adjutant General OTAG, AFP</i>
	6. Dispatch/Pick up of NOSA	None	open	<i>Concerned units/offices</i>
TOTAL:		None		



8. Human Resource Administrative Services – Issuance of Notice of Step Increment (NOSI)

Human Resource administrative services for AFP Program 4 Units/Offices

Office or Division:	Civilian Personnel Management Division (CPMD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Program 4 AFP Civilian Human Resources			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Step Increment Order		PCRD, OTAG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Preparation of Notice of Step Increments (NOSI)	None	1 hour	<i>Action Clerk</i> Statistics Branch
	2. Review NOSI	None	2 hours	<i>Branch Chief</i> Statistics Branch
	3. Preparation of transmittal of NOSI with attached order	None	4 hours	<i>Action Clerk</i> Statistics Branch
	4. Counter sign on the transmittal of NOSI	None	1 hour	<i>Branch Chief</i> Statistics Branch <i>Division Chief</i> CPMD, OTAG
	5. Signature on the transmittal of NOSI	None	1 day	<i>Assistant The Adjutant General</i> OTAG, AFP <i>The Adjutant General</i> OTAG, AFP
	6. Dispatch/Pick up of the NOSI	None	Open	Concerned units/offices
TOTAL:		None		



9. Human Resource Administrative Services – Processing of Original/Promotional Appointment

Human Resource administrative services for AFP Program 4 Units/Offices

Office or Division:	Civilian Personnel Management Division (CPMD), OTAG, AFP			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Program 4 AFP Civilian Human Resources			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Position Description Form (1 Original, 7 Photocopies)		Respective Unit/Office where position is allocated		
Personnel Description Sheet (1 Original, 7 Photocopies)		CSC website		
Certified True Copy of Eligibility		PRC/CSC, whichever applicable		
Transcript of Records/Diploma		Respective School/University attended		
Marriage Contract/Birth Certificate		PSA		
Security Clearance		OJ2		
NBI Clearance		NBI		
Medical Clearance		Authorized Public Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	1. Validate authenticity of documents	None	3 days	<i>Action Clerk</i> Appointments and Placement Branch
	2. Ensure correctness of item numbers, position allocation, and others			<i>Action Clerk/ Branch Chief</i> Appointments and Placement Branch
	3. Process and recommend approval of appointment			<i>Asst Division Chief/ Division Chief</i> CPMD, OTAG <i>Assistant The Adjutant General</i> OTAG, AFP <i>The Adjutant General</i> OTAG, AFP
TOTAL:		None	3 days	

Processing of Original/Promotional Appointment qualified for multi-stage processing



10. Human Resource Administrative Services – Processing of Retirement (RA 8291 and RA1616)

Human Resource administrative services for AFP Program 4 Units/Offices

Office or Division:	Civilian Personnel Management Division (CPMD), OTAG, AFP			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Program 4 AFP Civilian Human Resources			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up Application for Retirement		GSIS Website		
Service Record		CPMD, OTAG		
Office Unit Clearance		Respective Office/Unit Assignment		
Certificate of No Pending Administrative Case		Respective Office/Unit Assignment		
Marriage Contract/Birth Certificate		PSA		
Declaration of Pendency/Non-pendency Case		GSIS Website		
Latest SALN		Respective Office/Unit Assignment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	1. Validate authenticity of documents	None	3 days	<i>Action Clerk</i> Separation, Benefits, and Discipline Branch
	2. Process documents and recommend approval of retirement			<i>Action Clerk/ Branch Chief</i> Separation, Benefits, and Discipline Branch <i>Asst Division Chief/ Division Chief</i> CPMD, OTAG <i>Assistant The Adjutant General</i> OTAG, AFP <i>The Adjutant General</i> OTAG, AFP
TOTAL:		None	3 days	

Processing of Retirement qualified for multi-stage processing



11. Issuance of Statement of Service (SOS) and Leave Records

Issuance of Statement of Service (SOS) and Leave Records to all active Flag Rank Officers/Generals of the AFP.

Office or Division:	Publication and Current Records Division (PCRD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Active Flag Rank Officers/Generals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual or Unit Request for SOS and Leave Record. Major Service endorsement for SOS and Leave Record for purposes of Compulsory/ Optional Retirement		Personal Request or Request from Admin/Adjutant Office of concerned officer and Major Service Adjutants for purposes of Retirement		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter Request indicating the purpose of SOS and/or Leave Records	1. Received by PCRD Message Center	None	2 minutes	Action Clerk
	2. Check Request vis-a-vis Military Personnel File (MPF) of concerned. Inform client of lacking documents (if any)	None	25 minutes	Action Clerk
	3. Process request	None	25 minutes	Action Clerk
	4. Countercheck and Print out with OTAG Seal	None	5 minutes	NCOIC and Asst NCOIC
	5. C, PCRD Countersign	None	1 minutes	Division Chief
	6. Received by ATAG Office for Countersign and or Signature	None	5 minutes	ATAG Secretary ATAG Office
	7. ATAG Countersign and or Signature	None	20 minutes	Assistant The Adjutant General OTAG, AFP
	8. Received by TAG Office for signature.	None	5 minutes	TAG Secretary TAG's Office
	9. TAG Signature	None	25 minutes	TAG
	10. Received by PCRD for Issuance and File in the Concerned MPF	None	3 minutes	Action Clerk



	11. Issue Statement of Service/Leave records.	None	2 minutes	<i>Action Clerk</i>
	12. Officially received SOS/Leave Records.	None	2 minutes	<i>Concerned/Liaison</i>
TOTAL:		None	2 hours	



12. Library Services

Assist researchers by providing copies of AFP policies.

Office or Division:	AFP Regulations Division (Library Branch), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	AFP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of the researcher		AFP, LTO, GSIS, PhilPost, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researcher will request for a copy of certain policy.	1. The librarian will search the requested copy of the policy on the data base.	None	3 minutes	<i>Librarian/ Action Clerk</i> Library Branch
2. The researcher will present his/her valid ID.	2. If available, the librarian will pull out the hard copy of the policy on its folder. <i>The valid ID of the borrower will be kept by the librarian until returned within the day.</i>	None	5 minutes	<i>Librarian/ Action Clerk</i> Library Branch
3. The researcher will photocopy the requested copy and returned the original copy to the library.	3. The librarian checks the conditions and authenticity of the materials/ references to ensure the completeness of pages to avoid mismatching or stealing after its return.	None	5 minutes	<i>Librarian/ Action Clerk</i> Library Branch
TOTAL:		None	13 minutes	



13. Processing of AFP Regulations

Deliberation of AFP policies

Office or Division:	AFP Regulations Division (Production Branch), OTAG, AFP			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	AFP personnel (policy makers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
12 hard copies of the OPI's proposal		Office of Primary Interest (OPI) concerned		
Electronic copy of the proposal				
Power point presentation of the OPI				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office of Primary Interest (OPI) forwards recommendation to the AFPRB for Board deliberation	1. AFPRB/AFPRD prepares for AFPRB Deliberation	None	5 days	<i>AFPRD personnel</i>
	2. AFPRB deliberation: If the proposal is approved, will proceed to activity 3. If not approved, will go back to activity 1 until approval		1 day	<i>AFPRD personnel</i>
	3. Preparation of Minutes and Board Resolution		5 days	<i>AFPRD personnel</i>
	4. Approval of the Minutes of the previous Conference		1 day	<i>AFPRB members</i>
	5. Signing of the Minutes of the Conference and the Board Resolution		1day	<i>AFPRB members</i>



	endorsing the approval of the proposal			
	6. Preparation/ Signing of the SDF and transmittal of the proposal: Concurrence of the following: - TAG - OPIs concurrence (other than the J-Staff) - TJAG concurrence (if with legal issues) - J-Staff Concurrence		1 day	<i>AFPRD personnel</i>
			1 day open	TAG, AFP OPI
			open	TJAG
			open	J-Staff concerned
	7. Signature of The Deputy Chief of Staff, AFP		open	<i>The Deputy Chief of Staff OTDCS, AFP</i>
	8. Approval of the Chief of Staff		open	<i>Chief of Staff OCS, AFP</i>
	9. Communication Forwarded/ Returned to AFPRB/AFPRD 9.1 SOP will be forwarded to PCR, OTAG publication 9.2 AFPR and Circular will be forwarded to SND for		1 day	<i>AFPRD personnel</i>
			1 day	<i>AFPRD personnel</i>



	approval				
	10. SND Approval			open	<i>Secretary of National Defense DND</i>
	11. Approved AFPR/Circular will be forwarded to PCRD for publication.			1 day	<i>AFPRD personnel</i>
	12. Published policy will be given by PCRD to Library for file. Copies for the client/OPIs given by the librarian or at the pigeon hole of their respective units/offices.			1 day	<i>Librarian AFPRD, OTAG</i>
TOTAL::		None			

Processing of AFP Regulations qualified for multi-stage processing



14. Promotional Examination (PROMEX) for E8 and E9

Conduct of Promotional Exam (PROMEX) for E8 and E9 (MSg to SMS/SMS to CMS)

Office or Division:	Military Personnel Management Division (MPMD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Senior Non-Commissioned Officers (NCOs) with ranks of Master Sergeants (MSg/E7) and Senior Master Sergeants (SMS/E8)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Recommendation		Respective Office/Unit assigned or OAFPSM		
2x2 ID Picture		Provided by Client		
Pencil		Provided by Client		
Endorsement/Request		AFPETDC (for Sergeant Major Class)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up personal data	1. Ready Testing Room and Testing Paraphernalia	None	5 minutes	<i>Testing Supervisor and Proctor</i> Testing Branch
2. Read and sign House Rules	2. Brief Examinee on important reminders/ examination direction	None	10 minutes	
3. Undergo exam	3. Examination proper	None	2 hours	
	4. Check examination <i>Passing grades: 75 for E9 70 for E8</i>	None	10 minutes	
	5. Prepare PROMEX Certification in four (4) copies (with dry seal) for: - File - Personal - Major Service	None	30 minutes	



	- OAFPSM			
	6. Check correctness of data: 6.1 Proofreading 6.2 Notation 6.3 Final signature	None	1 hour	<i>Division Civilian Supervisor MPMD</i> <i>Testing NCOIC</i> <i>Division Chief MPMD</i>
4. Release and receive Exam Certification	7. Release of Clearance/ Receive on Log Book	None	1 minute	<i>Testing Supervisor/ Proctor Testing Branch</i>
TOTAL:		None	4 hours	



15. Publication of AFP Orders

Publication and distribution of routine orders, circulars, and other AFP publications.

Office or Division:	Publication and Current Records Division (PCRD), OTAG, AFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	AFP Personnel and Civilian Human Resource			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Directives with appropriate and specific enclosures/attachments including electronic copies.		OJ1 and other J-Staffs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
J1 and other J-Staffs will forward Directives with electronic copies for Publication	1. OTAG Message Center/Duty EP Receives Directive from J1 and other J- Staffs	None	3 minutes	<i>Message Center Personnel/ Duty EP</i>
	2. Check completeness of Directives to include required attachments and e-copy.		10 minutes	<i>Message Center Personnel/Duty EP</i>
	3. Received and Log directives from OTAG Message Center/Duty EP		2 minutes	<i>Action Clerk</i>
	4. Check Completeness of documents		10 minutes	<i>Action Clerk</i>
	5. Arrange Directives by priority prior encoding according to type of publication and document security classification.		15 minutes	<i>Encoder</i>
	6. Coordinate with J1 and other J-Staffs (as applicable) for directives with lacking requirements and/or clarification		10 minutes	<i>Encoder and Proofreader</i>



	only (if any)			
	7. Initial printout for Proofreading and corrections		20 minutes	<i>Encoder</i>
	8. Encode corrections for final printing		5 minutes	<i>Encoder and proofreader</i>
	9. Initial signature of Chief, PCRD		3 minutes	<i>Division Chief PCRD</i>
	10. Received by ATAG Office for Countersign		20 minutes	<i>ATAG Secretary ATAG Office</i>
	11. ATAG Countersign		4 hours	<i>Assistant The Adjutant General OTAG, AFP</i>
	12. Received by TAG Office for signature.		20 minutes	<i>TAG Secretary</i>
	13. TAG Signature		1 day	<i>The Adjutant General OTAG, AFP</i>
	14. Received by PCRD for Reproduction and Records keeping.		3 minutes	<i>Action Clerk</i>
	15. Production by Risograph per required number of copies according to type of publication		5 minutes	<i>Action Clerk</i>
	16. Distribution/Sorting of Published Documents at designated Pigeon Holes and at Message Center		10 minutes	<i>Action Clerk</i>
	17. Classified documents are distributed and filed separately.		5 minutes	<i>NCOIC Asst NCOIC Civilian Supervisor</i>
	18. Issuance of orders		2 minutes	<i>Action Clerk</i>
	19. Published orders officially received		2 minutes	<i>PCRD Action Clerk and Message Center</i>



	by designated Liaisons and other Stakeholders			<i>Personnel</i>
	20. Copy of Published documents with the necessary attachments will served as Blue Print for filing and safekeeping		15 minutes	<i>Action Clerk and Civilian Supervisor</i>
TOTAL:		None	1 day, 7 hours, 40 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients may fill up the Feedback forms found at Public Assistance Desk/s and drop it at designated box/es.</p> <p>They may also send their feedback to:</p> <p>SMS: ID Section 0995-7956561 NRD 0995-7915350</p> <p>E-mail: otag.ghq@gmail.com</p> <p>Mail: Office of The Adjutant General General Headquarters, AFP Camp Gen. E. Aguinaldo, Quezon City 1110</p>
How feedbacks are processed	<p>Drop boxes are checked regularly. Feedbacks or concerns requiring replies are forwarded to relevant Division/s for their explanation and action taken; clients will then be notified of the response.</p>
How to file a complaint	<p>Complaints may be filed via feedback forms, mail/e-mail, or call/SMS. For proper evaluation of the complaint, the following details must be provided:</p> <ul style="list-style-type: none"> ▪ Name of personnel being complained ▪ Incident ▪ Evidence/proof



<p>How complaints are processed</p>	<p>Complaints received are subject for evaluation and assessment. If deemed valid, an Investigation Committee will be created to conduct investigation and prepare investigation report. If deemed necessary, it will be forwarded to relevant Offices for further investigation and appropriate action.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CSC Contact Center ng Bayan: 0908-8816565 Presidential Complaint Center: 8888 Anti-Red Tape Authority: complaints@arta.gov.ph OTAG: 8911-6001 loc. 6441/6176 otag.ghq@gmail.com</p>



LIST OF OFFICES

Office	Address	Contact Information
Office of The Adjutant General (OTAG Main Building)	P. Santos cor. De Jesus Ave., Camp General Emilio Aguinaldo Quezon City 1110	8911-6001 loc. 6441/6176
Non-Current Records Division (OTAG Annex Building)	Crame Ave., Camp General Emilio Aguinaldo Quezon City 1110	8911-6001 loc. 6938