

A world-class Army that is a source of national pride.



HEADQUARTERS
ARMY PERSONNEL MANAGEMENT CENTER
Fort Andres Bonifacio, Metro Manila

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 11032, An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending Republic Act 9485 or the Anti-Red Tape Act of 2007, and for other Purpose

I, **COL ELIGLEN F VILLAFLOR INF (GSC) PA**, Filipino, of legal age, Director of the **Army Personnel Management Center**, being responsible and accountable in ensuring compliance with Republic Act 11032, An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending Republic Act 9485 or the Anti-Red Tape Act of 2007, hereby declare and certify the following facts:

- 1) The **Army Personnel Management Center** including its Operating Branches and Staff Offices has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mandate of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Required documents
 - g. Procedure for filing complaints
- 2) The Citizen's Charter is posted on information billboards in all service offices of **Army Personnel Management Center** that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said services.
- 4) The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its Citizen's Charter.

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7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time on the most available frontline services:

Frontline Services	Process Improvement	Action Taken to Improve Process	Results/Benefits
Recruitment and Attrition Division Philippine Army Pre-Entry Exams (AFPSAT, AQE & SWE), Recruitment of PA Officers (OCC & OPC), Confirmation of Honorable Discharge of Enlisted Personnel, Confirmation of Trainee Service for the Purpose of Retirement/ Separation Benefit Claims, Application for Extension of Tour of Active Duty (ETAD) & Security of Tenure (SOT), Appeal for Re-entry, Extension of Expiration of Term of Enlistment (ETE), Confirmation of Discharge with Complete Disability (CDD), Readjustment of Ranks of EP with inactive Reserve Officer Status and/or as Licensed Professionals, Reenlistment of Personnel from Post Units which do not have Reenlistment Authority, Enlistment of Candidate Soldiers, Confirmation of Government Service Rendered by Officers and Enlisted Personnel (EP) Prior to Entry into RF, AFP.	Determined the responsible office/person in each step of the process with corresponding timeline/duration of the activity.	Strictly adhered to existing policies and timeline set on a particular activity.	Shortened the time in processing of a given task. Stakeholders have an easy time doing business with the Center.
Personnel Services Division Claims for Special Financial Assistance (SFA), Processing of House and Lot Remuneration (HLR), Processing of Awards and Decorations, Application for Change of Family Name, Application for Leave Abroad, Transition Assistance Program Services, Livelihood and Trainings/Seminars.	-do-	-do-	-do-

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Career Management Division Application for Reassignment/Assignment of Officers/EP, Amendment of Effective Date of Reporting to Duty of PA Personnel, Application for Change of AFP Occupational Specialty (AFPOS), Application for Special Promotion and Confirmation of Rank of PA Enlisted Personnel, Appeals Related to PAOSLL, Application for Readjustment of Ranks of PA EP, Promotion of EP from E3-E9, Promotion of Officers from O1-O5, Selection for Local Schooling (Service Courses), Selection for Staff Officers Course, Administration of Promotional Examination (PROMEX), Selection for Schooling Abroad, Selection for 22K, NDA Program and other Scholarship Grants, Selection of Candidates for UN Deployment.	Determined the responsible office/person in each step of the process with corresponding timeline/duration of the activity.	Strictly adhered to existing policies and timeline set on a particular activity.	Shortened the time in processing of a given task. Stakeholders have an easy time doing business with the Center.
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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 HEREOF, I have hereunto set my hand this JUL 25 2018 of _____ 2018 in Metro Manila, Philippines.



COL ELIGLEN F VILLAFLORES (GSC) PA
 Director
 Army Personnel Management Center

SUBSCRIBED AND SWORN to before me this JUL 25 2018 of _____ 2018 in Metro Manila, Philippines with affiant exhibiting to me his (government issued ID) issued on _____ at _____.

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ATTY. RODELIA MARIE F. PEEL

Notary Public for Makati City
 Until Dec. 31, 2019

Roll No. 52434 / IBP Lifetime No. 06514
 PTR No. MKT 6629421 / 01-12-2018 / Makati City
 2/F MGen De Los Reyes Bldg, HPA
 Fort Andres Bonifacio, Makati City