

“Army Vision: By 2028, a world-class Army that is a source of national pride”

ARMY PROPERTY ACCOUNTABILITY OFFICE (APAO)



SERVICE CHARTER

Republic Act 9485 or the Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties thereof

“Army Core Purpose: Serving the people, securing the land”



**HEADQUARTERS
ARMY PROPERTY ACCOUNTABILITY UNIT**
Fort Andres Bonifacio, Metro Manila

APAO

19 August 2014

SUBJECT: Army Property Accountability Office
(APAO) Service Charter

TO: Chairman, TWG, PA-IDAP
Post
Attn: IDAP Action Officer, G1, PA

1. **References:**

a. Presentation of Service Charter of 11 PAMUs at HPA Conference Room dated 15 August 2014.

b. Verbal instruction of Chief of Staff, PA re-endorsement of APAO Service Charter.

c. RA 9485 or the Anti-Red Tape Act of 2007.

5. Per references above, the Service Charter of APAO after a thorough evaluation and scrutiny, found out to be realistic and acceptable.

6. In this regard, endorsement of the APAO Service Charter for further approval and implementation is hereby submitted.

7. Request for your approval and consideration.

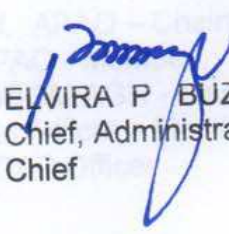

ELVIRA P. BUZON
Chief, Administrative Officer
Chief

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ARMY PROPERTY AACOUNTABILITY OFFICE
PHILIPPINE ARMY
Fort Andres Bonifacio, Metro Manila

FOREWORD

Resource Management comprises personnel, money, equipment and supplies. No organization exists without equipment and supplies. Property management is not an easy task, only few persons are interested to do the job. Try to reflect managing all the resources of an organization or institution like the Philippine Army. The risks of conducting inventory to units in critical areas. The most sensitive and hard to manage is the firepower, mobility and communication, electronics and information equipment because they are serialized and cost a lot to the Philippine Army.

Thus the Army Property Accountability Office (APAO) created, to manage, utilized, safeguard against loss or wastage of the property to ensure economy, efficiency and effectiveness of the Philippine Army operations. The APAO is destined to be responsive to the needs of the command and clientele. It improves efficiency and effectiveness of property inventory and related services. The APAO also try its best to have an accurate, reliable and updated recording and documentation of all Army assets with the assistance of the Field Property Accountability Office and Unit Property Officers and Custodians

In this, I humbly acknowledge the effort, hardship and enthusiasm of all my personnel that the vision and mandate of the APAO is efficiently and effectively delivered.

MS ELVIRA P BUZON MPA
Chief

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PHILIPPINE ARMY**

Fort Andres Bonifacio, Metro Manila

SHORT HISTORY

In 1987 the Supply Accountability was created as a branch of the OG4, PA, who was tasked to supervise, administer and look into the welfare of Supply Accountable Officers; and to account and monitor all properties of the Philippine Army.

However, in 1989, it was transformed into a Supply Accountable Office (SAO), Philippine Army as a special staff of CG, PA under functional supervision of OG4, PA, who assists OG4, PA in the implementation of policies for a more efficient and orderly management and accounting of PA properties.

After 18 years as Supply Accountable Office (SAO) it was restructured. On 1 October 2007 Supply Accountable Office (SAO) was deactivated and Army Property Accountability Office (APAO) was activated as a technical staff of CG, PA pursuant to paragraph 1, General Orders Number 416 dated 13 August 2007. By the mandate of GO#416 all personnel and equipment shall form the nucleus of the APAO to include all its records.

Pursuant to General Orders Number 602, Headquarters, Philippine Army dated 29 November 2007, the Army Property Accountability Office (APAO) having been activated as a Technical Staff of CG, PA was reclassified to Service Support Unit of the Philippine Army under the functional supervision of the Assistant Chief of Staff for Logistics, G4 effective 16 November 2007.

In April 2010 the unit seal was approved which is used in all our documents and presentations.



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PHILIPPINE ARMY
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VISION

By 2028: An effective and efficient supply and property managers of the Philippine Army.

MANDATE

The Army Property Accountability Office (APAO) is mandated to “receive, store, issue, dispose, and account” all Assets of the Philippine Army

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PERFORMANCE PLEDGE

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

Provide effective and efficient services

Remain truthful and sincere in our tasks

Oversee the whole Army assets for proper documentations

Professionals in dealing with respective duties and responsibilities

Efficient in making reports

Responds to complaints

Treat everyone equally

Yes, deals with clients politely and courteously

So help us God.

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FRONTLINE SERVICES

Services	Person Responsible	Clients	Duration
1. Receipt of Supplies & Equipment	Warehouse NCO	Suppliers	3 hours
2. Storage of Supplies & Equipment	Warehouse NCO/ Stock Property Clerk	Suppliers	7 days
3. Issuance of Supplies & Equipment	Warehouse NCO	End User	5 days and 1 hour
4. Disposal of BER Equipment	Warehouse NCO	End User	4 days
5. Accounting of Supplies & Equipment	Admin Officer/ Inventory Team/UPO	End Users/G4/ ASP/COA	Jan to 31 August of every year
6. Issuance of Clearance	Chief ,APAO/ Clearance NCO	All Military & Civilian Employees of the PA	2 hours

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STEP BY STEP PROCEDURES

1. RECEIPT OF SUPPLIES AND EQUIPMENT

Requirements:

Delivery Notice
Delivery Receipt
Sales Invoice
Inspection Form
Tally-in
IRP
ARE
RIS

Schedule:

0800H to 1700H from Monday to Friday except Holidays
NO NOON BREAK

Step	Customer	Service Provider	Person In Charge	Response Time	Fees	Required Forms/ Documents
1	Suppliers	Receipt for safekeeping of supplies & equipment delivered by supplier	Warehouse NCO	1 hour	None	Receipt/Delivery Notice
2	Suppliers	Inspection of delivered supplies and equipment according to specification and standards	Inspection Team/Warehouse NCO	1 hour	None	Inspection form
3	Suppliers	Receipt of passed supplies and equipment delivered by supplier	Warehouse NCO	1 hour	None	Delivery Receipt/Tally-in
4	Supplier	Recording of receipt supplies and equipment	Warehouse NCO	1 hour	None	Delivery Receipt/Sales Invoice/ Tally-in
5	ASPA	Reporting of Receipt supplies and equipment for proper booking	Property Officer	1 day	None	IRP/ARE/RIS

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2. STORAGE OF SUPPLIES AND EQUIPMENT

Requirements:

Stock Card
Property Card

Schedule:

0800H to 1700H from Monday to Friday except Holidays

NO NOON BREAK

Step	Customer	Service Provider	Person In Charge	Response Time	Fees	Required Forms/ Documents
1	Supplier	Arrangement of supplies & equipment delivered by supplier according to storage plan	Warehouse NCO	1 week	None	
2	Supplier	Recording of supplies and equipment delivered by supplier	Warehouse NCO/ Property Stock Clerk	1 day	None	Stock/Property Card
3	Suppliers	Reconciliation of entries delivered by supplier and balance on stock	Warehouse NCO/ Property Stock Clerk	1 day	None	Stock/Property Card
4	Suppliers	Care of supplies and equipment delivered by supplier	Warehouse NCO	Regular	None	

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3. ISSUANCE OF SUPPLIES AND EQUIPMENT

Requirements:

- Issuance Directive
- Invoice Receipt of Property (IRP)
- Acknowledge Receipt of Equipment (ARE)
- Requisition and Issue Slip (RIS)
- Tally-Out
- Stock Card
- Property Card
- Report of Supplies and Materials Issued (RSMI)

Schedule:

0800H to 1700H from Monday to Friday except Holidays

NO NOON BREAK

Step	Customer	Service Provider	Person in Charge	Response Time	Fees	Required Forms/ Documents
1	G4/G6, PA/End User	Receipt of Directive from G4/G6, PA	Warehouse NCO	30 min	None	Issuance Directive
2	G3, ASCOM	Implementation of Issuance Directive by G3, ASCOM	Warehouse NCO	3 days	None	Issuance Directive
3	End-user	Processing of pertinent documents by end-user	Warehouse NCO	1 day	None	IRP/ARE/RIS
4	End User	Withdrawal of supplies and Equipment	Warehouse NCO	1 day	None	IRP/ARE/RIS/ Tally-out
5	End User	Recording of issued supplies and equipment	Warehouse NCO	30 min	None	Stock Card/ Property Card
6	ASPA	Reporting of Issued supplies and equipment for proper booking	Property Officer	1 day	None	IRP/ARE/RIS

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4. DISPOSAL OF SUPPLIES AND EQUIPMENT

Requirements:

- Property Turn-in Slip (PTIS)
- Technical Inspection Report (TIR)
- Waste Material Report (WMR)
- Inventory and Inspection Report of Unserviceable Property (IIRUP)
- Stock Card
- Property Card

Schedule:

0800H to 1700H from Monday to Friday except Holidays
NO NOON BREAK

Step	Customer	Service Provider	Person In Charge	Response Time	Fees	Required Forms/ Documents
1	End User	Preparation of PTIS/TIR	Warehouse NCO	1 day	None	Property turn-in Slip/TIR
2	End User	Processing of PTIS/TIR	Warehouse NCO	1 day	None	Property turn-in Slip/TIR
3	Disposal Unit, ASCOM, PA	Turn-in of BER Supplies and Equipment	Warehouse NCO	1 day	None	Property turn-in Slip/TIR
4	End User	Recording of Turned-in supplies and equipment	Warehouse NCO	1 day	None	Stock/Property Card
5	ASPA	Reporting of Turned-in supplies and equipment for issuance of JEV	Property Officer	1 day	None	PTIS

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5. ACCOUNTING OF SUPPLIES AND EQUIPMENT

Requirements:

Letter Request
 Report of Count of Property Plant and Equipment (RCPPE)
 Report of Property Count of Inventory (RPCI)

Schedule:

January to August 31 of every year except Holidays
NO NOON BREAK

Step	Customer	Service Provider	Person In Charge	Response Time	Fees	Required Forms/ Documents
1	End User	Request for the Formulation of Inventory Team & Budget	Admin Officer	1 day	None	Letter Request
2	End user	Schedule of Inventory	Admin Officer	1 day	None	
3	End user	Conduct inventory on issued supplies and equipment	Inventory Team	1 mo – 5 mos	None	RCPPE/RPCI
4	End user	Recording of inventoried supplies and Equipment	Property Officer/ Inventory NCO	1 mo	None	RCPPE/ RPCI
5	G4, PA/ COA/ ASPA	Reporting of inventoried supplies and Equipment	Property Officer/ Inventory NCO	15 Sep of every year	None	RCPPE/RPCI

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6. ISSUANCE OF CLEARANCE

Requirements:

Letter Request
List of Accountability
Clearance

Schedule:

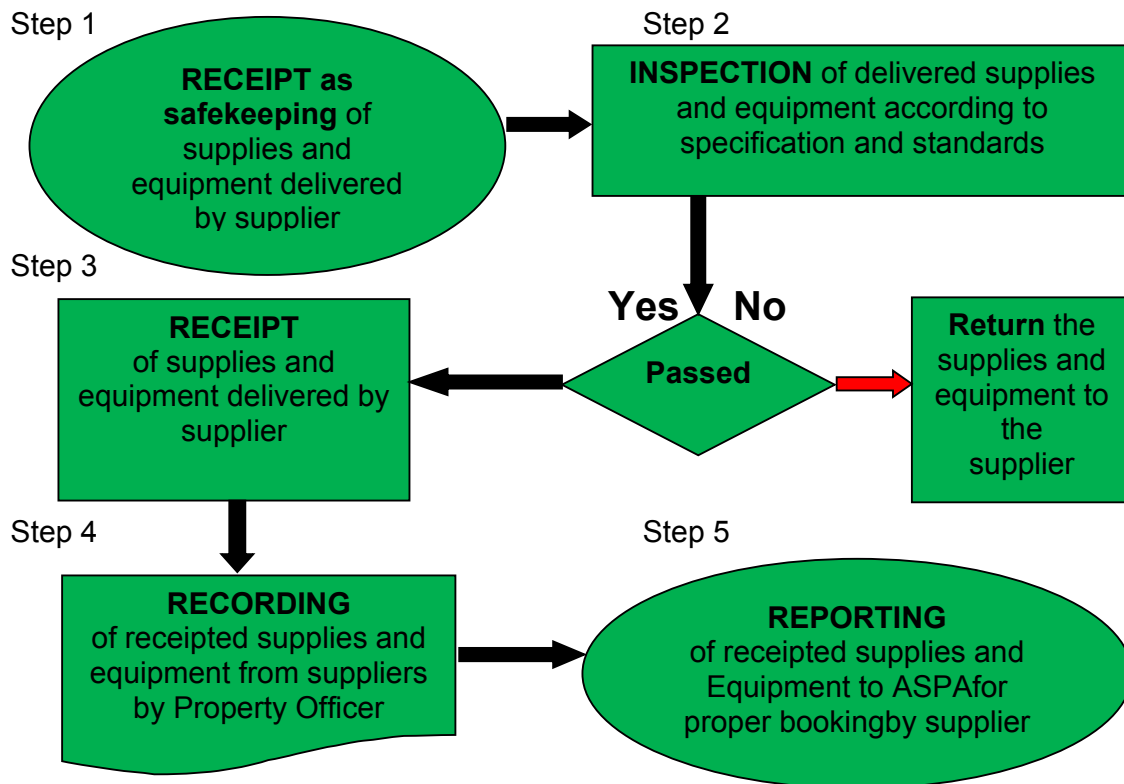
0800H to 1700H from Monday to Friday except Holidays
NO NOON BREAK

Step	Customer	Service Provider	Person in Charge	Response Time	Fees	Required Forms/ Documents
1	All PA Military and Civilian Personnel	Receipt of Request from requesting party	Clearance NCO	10 min	None	Letter Request
2	All PA Military and Civilian Personnel	Verification of accountability of requesting party	Clearance NCO	35 min	None	List of Accountability
3	All PA Military and Civilian Personnel	Preparation and Printing of clearance	Clearance NCO	35 min	None	Clearance
4	All PA Military and Civilian Personnel	Signature of clearance	Chief, APAO	30 min	None	Clearance
5	All PA Military and Civilian Personnel	Issuance of signed property clearance	Clearance NCO	10 min	None	Clearance

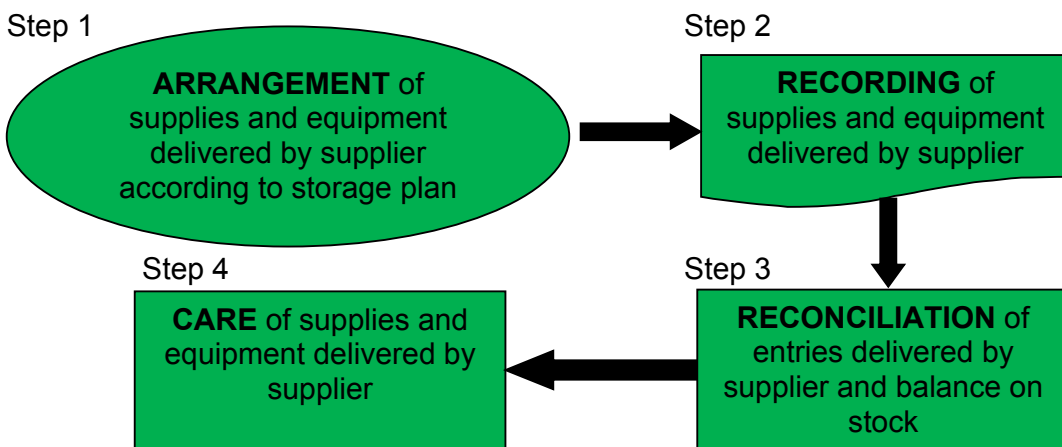
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FLOW CHARTS

1. RECEIPT OF SUPPLIES & EQUIPMENT

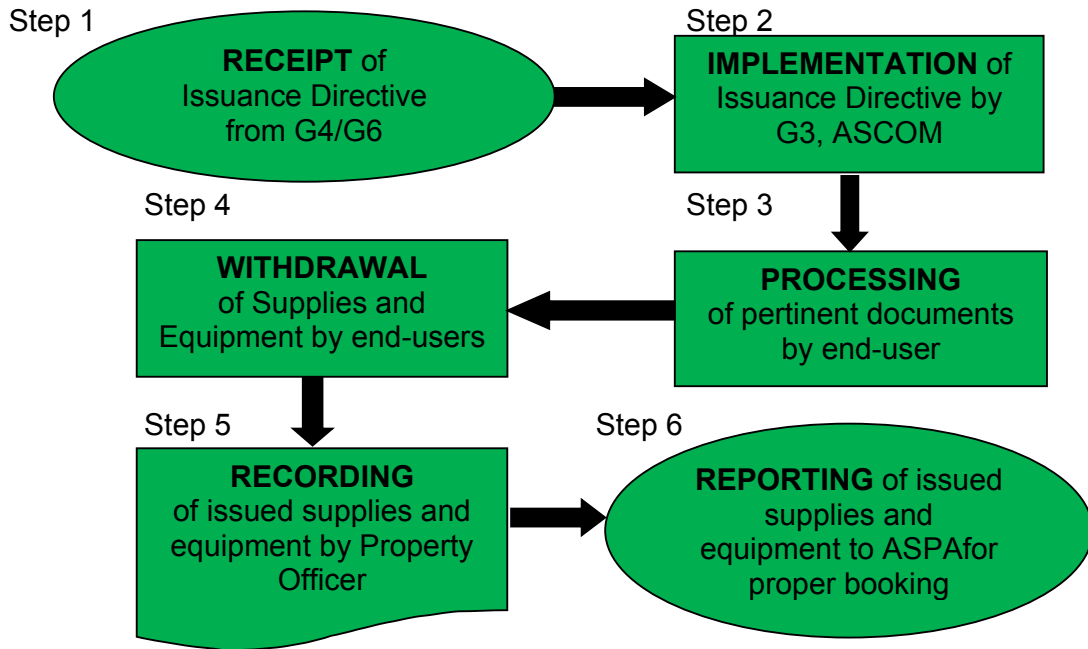


2. STORAGE OF SUPPLIES & EQUIPMENT

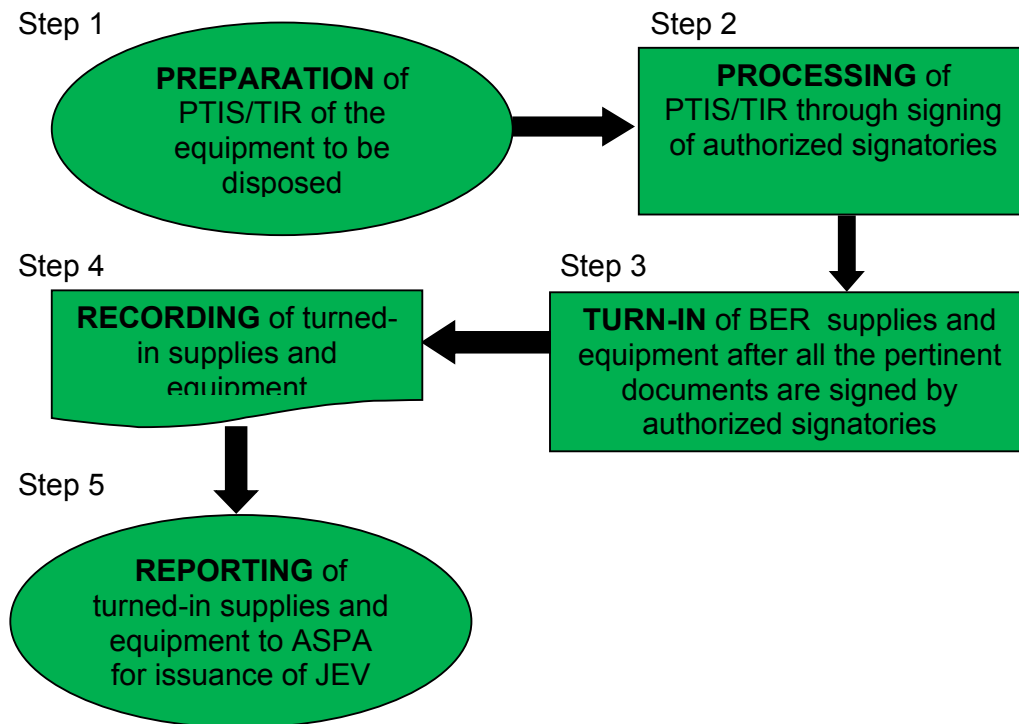


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3. ISSUANCE OF SUPPLIES & EQUIPMENT



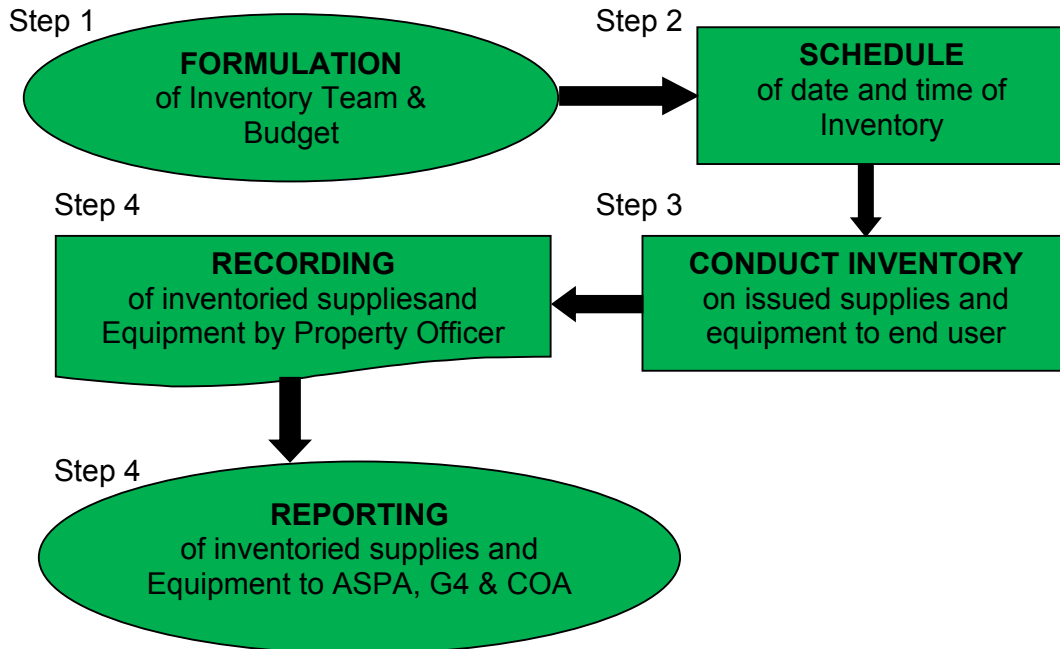
4. DISPOSAL OF SUPPLIES & EQUIPMENT



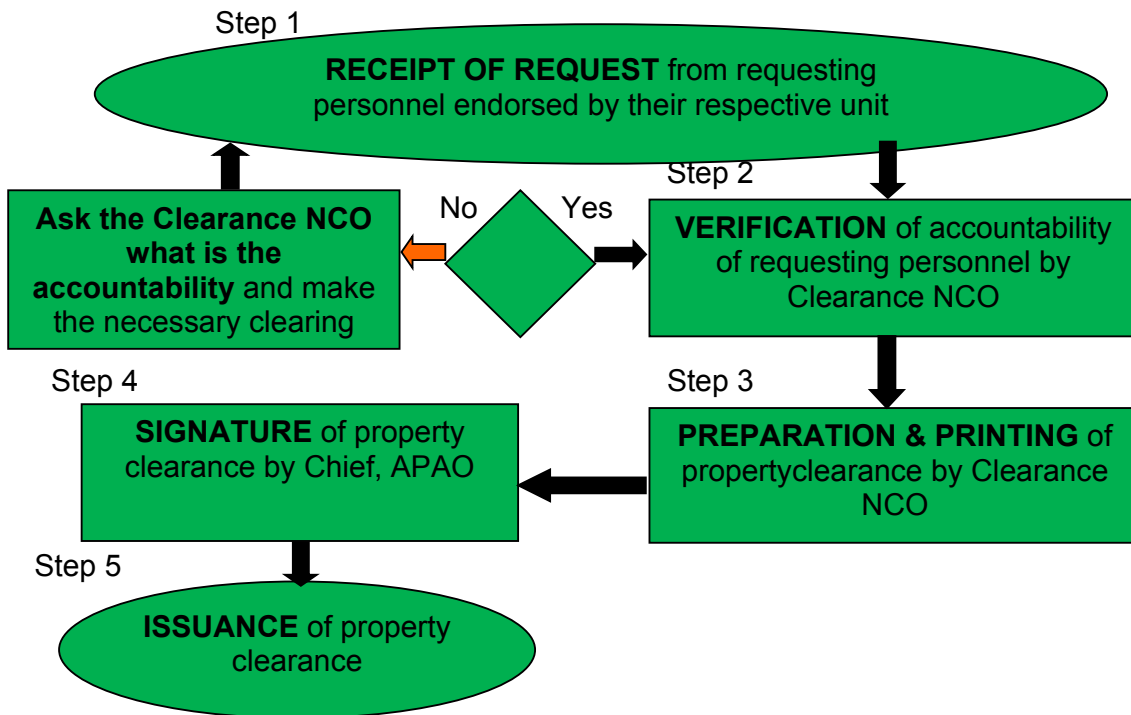
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5. ACCOUNTING OF SUPPLIES & EQUIPMENT



6. ISSUANCE OF CLEARANCE



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PHILIPPINE ARMY
Fort Andres Bonifacio, Metro Manila**

FEEDBACK FORM

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

Name/Pangalan (optional/maaring ipagpaliban) _____

Contact Number/Telepono (optional/maaring ipagpaliban) _____

Mailing Address/Tirahan (optional/maaring ipagpaliban) _____

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

Date of Transaction (petsa ng transaksyon) _____

Time of Transaction (oras ng transaksyon) _____

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

- | | |
|---|--|
| <input type="checkbox"/> Receipt of Supplies & Equipment | <input type="checkbox"/> Inventory of Supplies & Equipment |
| <input type="checkbox"/> Issuance of Supplies & Equipment | <input type="checkbox"/> Issuance of Property Clearance |
| <input type="checkbox"/> Disposal of Supplies & Equipment | |

THIS FORM IS AVAILABLE FOR FREE OF CHARGE

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UNIT/OFFICE DIRECTORY

Landline: 845-9555 local 4448
Mobile phone : 0917-8726481
E-mail Address: apao_infor@yahoo.com.ph
verdadnb@army.mol.ph

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

LIST OF PERSONNEL

CIVILIAN EMPLOYEES:

1.	MS ELVIRA P BUZON	Chief, APAO/ 15FPAO
2.	Ms Marietta P Hermosa	PAO, GS
3.	Ms Imelda A Andrada	1FPAO, TRADOC, PA
4.	Ms Evangeline M Singueo	2FPAO, 5ID, PA
5.	Ms Nenita P Quismundo	3FPAO, 7ID, PA
6.	Ms Flordeliza T Sanglay	4FPAO, 2ID, PA
7.	Ms Mercedita Parayno	5FPAO, 1ID, PA
8.	Ms Bernardita B Besa	6FPAO, 3ID, PA
9.	Ms Nena C Casta	7FPAO, 53EBde
10.	Ms Perla A Godines	8FPAO, 8ID, PA
11.	Ms Marilou M Javier	9FPAO, 1ID, PA
12.	Ms Josefina L Estrada	10FPAO, 4ID, PA
13.	Ms Elizabeth S Garcia	11FPAO, 10ID, PA
14.	Ms Pinky C Mondejar	12FPAO, 6ID, Pa
15.	Ms Elsie R Rubio	14FPAO, 51EBde
16.	Mr Edison M Milano	16FPAO
17.	Mr Crizaldy D Cabilao	UPO, MID, PA
18.	Ms Ofelia CLaroya	UPC, TRADOC, PA
19.	Ms Irene P Palomar	UPO, 5ID, PA
20.	Ms Estrella Asumpta M Taguinod	UPO, 5ID, PA
21.	Ms Bernardita Valencia	UPO, 2FSSU, ASCOM
22.	Ms Marilyn B Maliones	UPO, AAR/SOCOM, PA
23.	Ms Caroline Valdez	UPO, 7ID, PA
24.	Ms Leonora E Caingal	UPO, 1FSSU, ASCOM, PA
25.	Ms Leonora Saludo	UPO, 4FSSU, ASCOM, PA
26.	Ms Lydia B Bautista	UPO, 9ID, PA
27.	Ms Wennie D Emplasta	UPO, 3ID, PA
28.	Ms Susan G Rojas	UPO, 6FSSU, ASCOM, PA
29.	Ms Oyster Cortez	UPO, 7FSSU, ASCOM, PA
30.	Mr Danilo C Bohol	UPO, 53EBde, PA
31.	Ms Fe T Samson	UPC, 53EBde, PA

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32. Ms Nelia O Llego	UPO, 8FSSU, ASCOM, PA
33. Ms Anastacia SM Martin	UPO, 11D, PA
34. Ms Susan S Novo	UPO, 52EBde, PA
35. Ms Richie Moncay	UPO, 10FSSU, ASCOM, PA
36. Ms Adora M Tesoro	UPO, 10ID, PA
37. Ms Saturnina M Caneso	UPO, 11FSSU, ASCOM, PA
38. Ms Ma Grace T Cuenca	UPO, 6ID, PA
39. Ms Rosemarie O Vilbar	UPO, 12FSSU, ASCOM, PA
40. Ms Blesilda P Soriano	UPO, 6ID, PA
41. Ms Demetria B Morzo	UPO, 51EBde, PA
42. Ms Margie Lapada	UPO, RDC, ASCOM, PA
43. Ms Bernidia M Rigos	UPO, Finance Center, PA
44. Mr James L Barrera	UPO, ASCOM/FBGH/SSU, PA
45. Mr Gregorio B Karganilla	UPO, ARESCOM, PA
46. Mr Ronald Allen T Gallano	UPO, HHSG, PA
47. Ms Maria Nerisa B Verdad	UPO, ASR, PA
48. Mr Petronilo M Noprada	Assistant Admin Officer
49. Ms Margarita A Danan	UPO, 9FSSU, ASCOM, PA
50. Mr Oscar B Nanales	Messenger, APAO
51. Mr Danilo C Raguindin	Duty, 4FPAO
52. Ms Nenita C Maderal	Duty, 10FPAO
53. Ms Mildred B Domingsil	Duty, 16FPAO
54. Ms Thelma T Yulo	UPC, APAO
55. Ms Cecilia C Almojera	UPC, PAO, GS
56. Ms Lorenza G Kalaw	Supply Checker, PAO, GS
57. Ms Lina V Contemplacion	UPC, 5FPAO
58. Ms Salatiel L Quintana	Stock Control Aide, 7FPAO
59. Ms Michelle F Del Rosario	Stock Control Aide, 15FPAO

ENLISTED PERSONNEL:

1. MSgt Joselito J Santos 696305 (CE) PA	Finance/Budget NCO, APAO
2. MSgt Francisco D Tabug 721747 (Inf) PA	DS to 7FPAO
3. MSg Godfrey D Corsino 738380 (CE) PA	DS to 7FPAO
4. TSgt Rhino Russel Q Lopez 786913 (CE) PA	Chief Clerk, PAO, GS
5. SSG David D Garma 797580 (QMS) PA	PPE Branch NCO
6. SSG Reynaldo C Jacob 777551 (OC) PA	Driver/Mechanic
7. SSG Noel L Sarmiento 781045 (OS) PA	Clearance NCO/Driver
8. SSG Romulo C Mendoza 784542 (CE) PA	DS to 14FPAO
9. SSG Pablito C DolenzoJr 798915 (CE) PA	DS to 7FPAO
10. SSG Arnel T Estrellante 815607 (QMS) PA	Disposal/Warehouse NCO
11. Sgt Edgar M Velasco 811322 (MI) PA	Driver/Mechanic, 15FPAO
12. Sgt Felicisimo D Avila III 840983 (OS) PA	StkCntrl NCO/Driver, PAO, GS
13. Cpl Elmebie T Barbadia 847270 (MS) PA	DS to 11FPAO
14. Cpl Dines B Agudo 853318 (MI) PA	DS to 11FPAO

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- | | |
|--|--------------------------|
| 15. Cpl Ervin B Cabal 855147 (OS) PA | Asst PPE Br NCO |
| 16. Cpl Jermaine Teena Marie M Cachuela 855535(QMS) PA | Asst Admin/Budget NCO |
| 17. Cpl Jeffrey B Sioco 854160 (QMS) PA | AFIMS/AMIMS NCO |
| 18. Pfc Albert G Ibarra 895475 (Inf) PA | Driver/Mechanic, PAO, GS |
| 19. Pvt Reynor P Ancay 823223 (Inf) PA | Clearance NCO, 15FPAO |

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