

SERBISYO SA **BETERANO** SERBISYO SA **BAYAN**



CITIZEN'S CHARTER

version 3



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PROFILE MANDATE

PVAO derives its mandate from the 1987 Philippine Constitution, which provides that:

"The State shall provide immediate and adequate care, benefits, and other forms of assistance to war veterans and veterans of military campaigns, their surviving spouses and orphans. Funds shall be provided therefore and due consideration shall be given them in the disposition of agricultural lands of the public domain and, in appropriate cases, in the utilization of natural resources." (Section 7, Article XVI)

Moreover, *"the State recognizes the vital role of the youth in nation-building and shall promote and protect their physical, moral, spiritual, intellectual, and social well-being. It shall inculcate in the youth patriotism and nationalism, and encourage their involvement in public and civic affairs." (Section 13, Article II)*

Both mandates are inextricably linked to national security: how the State takes care of the veterans and propagate their heroic deeds impact on the motivation of the citizens, especially the youth - the nation's future defenders.

FUNCTIONS

PVAO's functions are defined in Presidential Decree No. 1, s. 1972 and Executive Order No. 292 s. 1987 which institutes the Administrative Code of 1987. This states that PVAO shall:

1. Formulate and promulgate, subject to the approval of the Secretary of National Defense, policies, rules and regulations governing the adjudication and administration of veterans claims and benefit;
2. Adjudicate and administer benefits, pensions, and other privileges granted to veterans, their heirs, and beneficiaries;
3. Provide medical care and treatment to veterans pursuant to existing laws;
4. Administer, develop, and maintain military shrines;
5. Formulate policies concerning the affairs, placement and training of ex-servicemen, and assist their widows and dependents, and other retired military personnel, and;
6. Perform such other functions as may be provided by law.



PROFILE



MAJOR PROGRAMS PVAO focuses and employs all its resources to fulfill a national commitment, as articulated in its Major Programs:

- MAJOR PROGRAM 1:** Veterans' Welfare and Benefits Administration Program
- MAJOR PROGRAM 2:** Veterans Affairs Management Program
- MAJOR PROGRAM 3:** Veterans Memorial and Historical Preservation Program

VISION

A strong and unified Filipino Veterans Community serving as a reliable partner in nation-building

MISSION

To ensure the welfare and well-being of the veterans and perpetuate the memory of their heroic deeds.

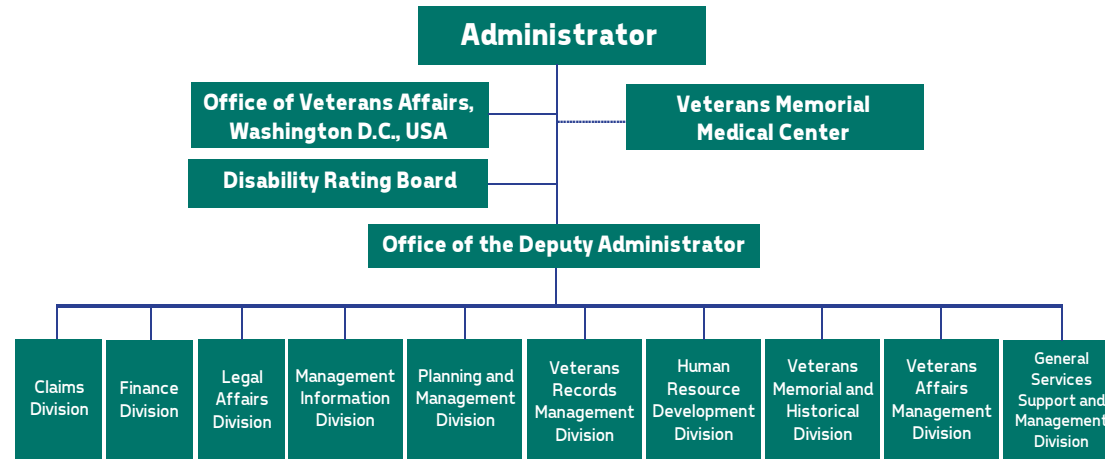
QUALITY POLICY

PVAO is committed to meet or exceed the veteran's expectations.

We will achieve this by:

1. Knowing the veterans and their needs;
2. Partnering with veterans organizations and other concerned agencies;
3. Sustaining a responsive delivery system;
4. Making continuous improvement a part of every day and every duty.

ORGANIZATIONAL STRUCTURE



WHO IS A VETERAN?

Section 2(a) of the amended Republic Act No. 6948, defines a veteran as one who:

- (1) Rendered honorable military service in the land, sea, or air forces of the Philippines during the revolution against Spain, the Philippine-American War, World War II, including Filipino citizens who served with Allied Forces in the Philippine territory;
- (2) Was a member of the Philippine Expeditionary Force sent to the Korean War, and Philippine Civic Action Group sent to the Vietnam War;
- (3) Rendered military service in the Armed Forces of the Philippines (AFP) and has been honorably discharged or retired after at least six (6) years total cumulative active service (or 20 years pursuant to Republic Act No. 9396 for those who rendered military service starting 18 March 2007) or sooner separated while in active service in the AFP due to death or disability arising from a wound or injury received or sickness or disease incurred in the line of duty.

VETERANS' BENEFITS (Pension)



OLD AGE Pension

Pension in a present standard amount of P5,000 per month granted to:

- a.) Veteran who is at least 65 years old, or;
- b.) Surviving spouse of a deceased veteran regardless of age until he/she remarries or dies.

DEATH Pension

Pension in a standard amount of P1,000 per month granted to:

- a.) Surviving spouse, and;
- b.) The unmarried and unemployed legitimate, illegitimate, acknowledged children, legally adopted below 18 years of age;
- c.) In default thereof, the parents of the veteran who died in line of duty, or a disability pensioner who died due to service-connected disability or sickness;
- d.) Unmarried children who are suffering from congenital disability, either physical or mental, or any disability acquired (before reaching the age of 18) renders them totally dependent to a member for support, regardless of age.

DISABILITY Pension

Pro-rated monthly pension granted to a World War II veteran (who is disabled or injured in line of duty), and AFP veteran with a disability discharge rating.

The amount of monthly pension ranges from P1,000 to P1,700 depending on the disability discharge rating determined by the Disability Rating Board. Spouses and unmarried minor children of a veteran with 100% disability rating are also entitled to an additional monthly pension of P500 each.

An AFP veteran who undergoes complete disability discharge proceedings at the AFP Medical Center (AFPMC) is entitled to receive this pension provided that all the requirements for the granting of the Disability Pension set by the AFP Pension and Gratuity Management Center (AFPPGMC) where the ex-serviceman applies are complied with. Once the processing by PGMC is completed, the documents are then forwarded to PVAO for rating and payment of pension.

TOTAL ADMINISTRATIVE DISABILITY Pension

Pursuant to Republic Act No. 7696, a veteran with or without a service-connected disability, upon reaching the age of 70, is deemed totally disabled and shall be entitled to an additional monthly pension of P1,700.

RE-RATING OF DISABILITIES

A veteran with a rating of lower than 100% is subject to periodic re-rating of disability.

Re-ratings of service-connected disability/ies are done on CDD pensioners whose disability ratings are due to expire. They are required to undergo medical evaluation of their service-connected disabilities at any government hospital. Those whose disability ratings are not lifetime are requested to undergo medical re-examination four (4) months prior to the expiration of the pension. PVAO will send to the CDD pensioner the request for re-examination (i.e. Authority for Physical Examination) together with the pension award.

The medical examination results can be submitted personally or mailed to PVAO Claims Division, PVAO Compound, Camp Aguinaldo, Quezon City. The results will then be submitted to the Disability Rating Board for re-rating, after which the Claims Division will complete the processing.

Disability Pension Rates

Disability Rating	Amount of Pension
Up to 30%	P1,000/month
40%	P1,100/month
50%	P1,200/month
60%	P1,300/month
70%	P1,400/month
80%	P1,500/month
90%	P1,600/month
100%	P1,700/month

Additional pensions for veterans with a 100% disability rating:

Spouse	P500/month
Unmarried Minor Children	P500/month

Exemptions from re-rating include the following:

1. When the disability is considered static, such as deformities due to injuries.
2. Disability is permanent in nature or no likelihood of improvement (such as, but not limited to: paraplegia, amputation or gunshot wound).
3. The disability pensioner is 57 years old and above.



VETERANS' BENEFITS (Non-Pension)

BURIAL ASSISTANCE

Financial assistance worth P20,000 (as of 12 December 2014) given to the beneficiaries of the deceased veteran to defray funeral expenses. It also includes a Philippine Flag to drape over the casket of the deceased veteran.

Note: Application for this benefit must be filed within two (2) years from the death of the veteran concerned.

EDUCATIONAL BENEFIT

A scholarship grant given by PVAO for the education of a veteran, the surviving spouse, or one direct descendant (child or grandchild) of the qualified World War II, Philippine Expeditionary Force to Korea (PEFTOK), and Philippine Civic Action Group (PHILCAG) veteran.



HOSPITALIZATION

Extended to veterans, their spouses, unmarried minor children and children who are mentally or physically incapacitated regardless of age, and dependent parents of the veteran in the amount of P1,500 per day (effective January 2016) net of other applicable discounts inclusive of bed, board and medicine up to a maximum of 45 days of hospital confinement per patient per year.

All veterans and qualified dependents are provided medical care and treatment at the Veterans Memorial Medical Center (VMMC) and in various accredited hospitals. No professional fee shall be charged for all procedures performed in VMMC.

Note: Any request for reimbursement of medicines or payment of hospital subsidy to accredited hospitals shall be submitted to the VMMC Director not later than 180 days upon the patient's discharge.

Veterans Hospitalization and Medical Care Program (VHMCP)

Daily In-Patient Hospital Subsidy

VHMCP provides full reimbursement of medical expenses for veterans of World War II, PEFTOK, PHILCAG and authorized dependents of AFP personnel who were Killed-in-Action. It also provides payment of P1,500.00 per day of hospital confinement up to a maximum of 45 days per patient per year.

The amount of reimbursement will be based on the patient's actual bill net of other applicable discounts such as Senior Citizen discount, PhilHealth benefits, HMOs, etc.

It will be paid or reimbursed by PVAO-VMMC to the accredited hospital where the eligible patient was confined upon receipt by VMMC of billing documents.

Reimbursement of Drugs and Medicines

- Medicines of confined veteran/ veteran dependent patients classified as critical or non-critical cases:

Critical case	at cost but not to exceed P20,000 per confinement
Non-critical case	at cost but not to exceed P10,000 per confinement

- OPD maintenance medicines for hypertension, diabetes mellitus, hypercholesterolemia, prostate, anti-psychotic drugs and oral antibiotics, and other Philippine National Drug Formulary (PNDF) OPD maintenance medicines. Such medicines shall be reimbursed at cost but not to exceed its Philippine National Drug Price Reference Index (PNMRI) ceiling price totalling to P2,000.00 per claim per month.
- Anti-rejection drugs worth P20,000.00 per month net of Senior Citizen and PhilHealth discount.

*** Amount to be reimbursed shall be based on the PNMRI of the Department of Health. Drugs and medicines should be included in the list of Philippine National Drug Formulary (PNDF).*

*** The request for reimbursement of drugs and medicines of confined veteran or veteran dependent as well as reimbursement of OPD Maintenance Medicines and oral antibiotics shall pass through the VMMC Medical Screening Committee for evaluation and validation prior to processing of payment by offices concerned.*

Subsidy for Medical Procedures and other benefits

VHMCP also provides partial subsidy to certain select procedures that veterans or their dependents usually avail of, given their age, health condition, and other factors.

Medical Procedures under the VHMCP

- a. Payment for cataract surgeries for veterans and authorized dependents in the amount not to exceed P14,000 per eye
- b. Orthopedic implants at cost but not to exceed P30,000 per implant
- c. Dentures at cost but not to exceed P5,000 for a complete set (P2,500 for upper dentures and P2,500 for lower dentures)
- d. Hernia mesh at cost but not to exceed P2,000 per mesh
- e. Hearing aid at cost but not to exceed P30,000 per device
- f. Orthopedic braces at cost but not to exceed P6,000 per piece
- g. Hemodialysis treatment not to exceed P400 per treatment, and cost of epoetin alfa
**In excess of 90 treatments covered by PhilHealth, P2,500 per treatment will be reimbursed.*
- h. Cardiac Bypass at P200,000 (for World War II veterans only)
- i. Coronary Angiogram at cost but not to exceed P30,000
- j. Chemotherapeutic Agents at P10,000 per cycle up to a maximum of six (6) cycles
- k. Angioplasty at P100,000 for single stent and only up to a maximum of P150,000 for two or more vessel stents
- l. Endoaneurysmectomy for Thoracic / Abdominal Aortic Aneurysm up to a maximum of P40,000 for vascular graft only
- m. Pacemaker placement at P20,000 for temporary pacemaker and P180,000 for permanent pacemaker, all inclusive
- n. Cranial CT Scan not to exceed P4,000 with or without contrast
- o. Other CT scan and MRI procedures (amount to be reimbursed will be based on VMMC rate)
- p. Colonoscopy not to exceed P2,000
- q. Extra corporal Shock Wave Lithotripsy not to exceed P40,000
- r. Peritoneal dialysis not to exceed P5,000 per week up to a maximum of P20,000 per month
- s. Rehabilitation Services at P350 per session, maximum of three (3) treatment sessions per week
- t. Ventilator rental at cost but not to exceed P300 per day
- u. Kidney transplant not to exceed P200,000 net of PhilHealth coverage and Senior Citizen discounts

What are the requirements to avail of VHMCP?

Daily In-Patient Hospital Subsidy

(1) *Through the accredited hospital* - Upon availing of medical services at any PVAO-VMMC accredited hospital, immediately request the hospital staff to apply for VHMCP on your behalf.

(2) *Individual filing for reimbursement* - A veteran / veteran-dependent may opt to file direct reimbursement of hospital subsidy, provided that the request was done not later than 180 days or six (6) months from date of hospital discharge or availment of medical services.

For both methods, the following requirements will be needed:

- a. *Accomplished Reimbursement Form* (which can be downloaded at www.pvao.mil.ph or www.vmmc.gov.ph) or Request Letter (addressed to VMMC Director, North Avenue, Diliman, Quezon City)
- b. *Statement of Accounts (with date of admission and discharge)* signed by the Billing Officer/Staff of the Hospital. Statement of Account received through email sent by the hospital is acceptable.
- c. *Medical Certificate / Discharge Summary (indicating period of confinement)* signed by the Attending Physician or authorized signatory of the Hospital
- d. *Proof of Veteran Status* by providing a copy of any of the following: the VMMC Medical Card; PVAO Pensioner's ID; Certification from PVAO; AFP Retiree's ID; Military Honorable Discharge Paper; Retirement Order

Additional documentary requirements may be applicable:

- e. *Medical Certificate / Medical Abstract* indicating period of confinement (if hospitalized), issued by the attending physician or authorized signatory of the Hospital
- f. *Prescription Form signed by the Physician of the Accredited Hospital* (if drugs and medicines were not indicated in the detailed Statement of Account)
- g. *Certificate of Documented Sensory-Neural Hearing Loss* issued by any Accredited Hearing Aid Center (for hearing aid reimbursement)
- h. *Birth Certificate / legal adoption papers or VMMC Medical Card* (whichever is available) for children below 18 years old
- i. *PVAO Pensioner's ID or Photocopy of Death Certificate of Veteran and Marriage Contract* (whichever is available) if the veteran is deceased and the claimant is the spouse
- j. *Photocopy of Death Certificate of the Patient and the Spouse and Affidavit of the Nearest Kin* (if both the veteran and spouse are deceased and the claimant is a child of the veteran)
- k. *Notarized Waiver or Deed of Assignment* from the siblings of the claimant (if both the veteran and spouse are deceased and the claimant is one of the children of the veteran)
- l. *Photocopy of the ID of the claimant*
- m. *Notarized Special Power of Attorney (SPA)* (if the claimant is a representative of veteran or veteran-dependent)

Documentary Requirements

GENERAL REQUIREMENTS

1. Duly accomplished Application Form
2. Photocopy of valid ID cards duly issued by government agencies
3. 2X2 ID picture of applicant

Aside from the General Requirements above, these are the additional requirements for the specific pension/benefit claim:

Old Age Pension

A. For Veteran and Surviving Spouse (Initial Pension)

4. Proof of Service
 - a. For World War II veterans and AFP Non-Retirees
 - Military Service Record (MSR) from the Non-Current Records Division of the Office of the Adjutant General (NRD-OTAG)
 - Discharge Certificate
 - b. For AFP Retirees (Post-WWII Veterans)
 - Photocopy of AFP ID Card and/or
 - MSR from NRD-OTAG (if name is not included in the List of AFP Retirees)
 - c. For Philippine Scouts
 - Enlistment Record
 - Report of Separation

B. For Surviving Spouse (wherein the veteran was a PVAO pensioner)

4. Marriage Certificate from the Local Civil Registrar (LCR) / Philippine Statistics Authority (PSA formerly known as National Statistics Office or NSO)
5. Advisory of Marriage or Certificate of Marriage (CEMAR or CRS Form No. 5)
6. Death Certificate of the Veteran

Death Pension

A. For Killed-In-Action or Line of Duty

4. Casualty Report
5. Line of Duty Status
6. Declaration of Beneficiaries
7. AFP Dependent's ID
8. Death Certificate from LCR / NSO
9. Marriage Certificate (for surviving spouse)
10. Birth Certificate/s of Child/ren (for surviving child/ren)

B. For Death due to Service-Connected Disability

4. Death Certificate from LCR or NSO
5. Marriage Certificate from LCR / NSO (for surviving spouse)
6. Certificate/s of Child/ren (for surviving child/ren)

Disability Pension

A. For Ex-Serviceman

4. Certificate of Disability Discharge (CDD) Worksheet from the AFPMC
5. Endorsement letter with Application for Disability Pension with allied documents

B. For the Spouse and Unmarried Minor Children of CDD pensioners with 100% Disability Rating, Disability Additional Pension is given:

4. Original copy of the Marriage Contract from PSA
5. Original copy of the Birth Certificate of unmarried minor children from the PSA

Burial Assistance

4. Death Certificate of the Veteran (if applicant is other than the veteran's spouse)
5. Photocopy of proof of relationship (i.e. Birth Certificate for the child of the veteran)
6. Official Receipts of funeral expenses

Educational Benefit

A. If there is no pre-existing application / claim

4. Proof of military service:
 - MSR from NRD-OTAG
 - Backpay Acknowledgement Certificate (Republic Act No. 304 or 897)
 - Deserving Guerilla Certification issued by PVAO or by the Military Service Board (MSB)
5. Marriage Certificate from NSO

B. If beneficiary is a child of the veteran

4. Original birth certificate of the veteran's child
5. 2 pcs 2X2 ID picture of veteran and child
6. School Credentials of the beneficiary (i.e. course curriculum / copy of Registration Card)
7. Death Certificate of the veteran (if veteran is already deceased)
8. Death Certificate of the veteran's spouse (if also deceased)
9. Waiver of rights of previous grantee/s (if applicable)

Documentary Requirements

C. If beneficiary is a grandchild of veteran

In addition to the preceding requirements

4. Birth certificate of the veteran's child (the parent of the grandchild-beneficiary)
5. Birth certificate of the grandchild-beneficiary from NSO
6. Marriage certificate of parents of grandchild-beneficiary from NSO

FOR LATE REGISTERED DOCUMENTS

If the submitted documents are late registered, the following additional documents, in accordance with the Philippine Statistics Authority (PSA) requirements, shall be required:

1. Delayed registration of birth

- a. Copy of Certificate of Live Birth duly accomplished and signed by the proper parties
- b. Affidavit for Delayed Registration (at the back of the Certificate of Live Birth) signed by the father, mother or guardian, or the child himself, if he is of understanding capacity
- c. Any two of the following documentary evidences which may show the name of the child, date and place of birth, and the names of the parents:
 - *baptismal certificate* - *school records* - *passport*
 - *medical records* - *income tax or insurance policy of parent/s*
 - *veterans ID* - *barangay captain's certification*
- d. Affidavit of two disinterested persons who might have witnessed or have known about the birth of the child
- e. A sworn statement of the guardian regarding the present whereabouts of the mother, if the person seeking late registration of an illegitimate child is not the mother
- f. Certificate of Marriage, if applicable

2. Delayed registration of death

- a. Copy of Certificate of Death that has been accomplished correctly
- b. Affidavit of Delayed Registration, which shall be:
 - executed by the hospital or clinic administrator (if the person died in the hospital, clinic, or similar institution)
 - if the person died elsewhere, by the attendant-at-death

- in the default of the hospital or clinic administrator or attendant-at-death, the affidavit shall be executed by any of the nearest relative of the deceased
 - by any person having legal charge of the deceased when he was still alive
- c. Authenticated copy of the certificate of burial, cremation, or any other means of corpse disposal

3. Delayed registration of marriage

- a. Copy of Certificate of Marriage that has been accomplished correctly
- b. Affidavit of delayed registration which shall be executed by:
 - the solemnizing officer
 - the person reporting or presenting the Certificate of Marriage
 - two disinterested persons who have personal knowledge of the marriage, preferably the sponsors and witnesses of the marriage stating therein the exact place and date of marriage, the facts and circumstances surrounding the marriage, and the reason or cause of the delay
- c. Certified copy of the application for marriage license bearing the date when the marriage license was issued, whenever applicable
- d. Birth Certificate (not late registered) of at least two children (if applicable) issued by the PSA or Local Civil Registrar (LCR) indicating clearly the date and place of marriage of parents
- e. Certified True Copy of the church or civil marriage certificate duly signed and sealed by the parish priest, minister, or custodian of the said records from the PSA or NSO

FOR MUSLIM CLAIMANTS

Muslim marriages, births, deaths and divorces are covered by registration laws, and are thus not exempted from presentation of documentary requirements to establish the facts of their births, deaths, marriages and divorces.

The fact of marriage, birth and/or death of a Muslim veteran or beneficiary shall be established by a certificate issued by the Muslim Circuit Registrar concerned; but in the absence of any such record, we will be requiring sworn statements of their Municipal Mayor, the Commanding Officer / Commander-in-Arms of the veteran and of two disinterested persons who have personal knowledge of the fact of birth.



CLAIMS DIVISION

Application for Claim of Veterans' Benefits

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
1*	Proceed to Counter 1 for verification of any existing claim and secure necessary Application Form and list of requirements. Note: *Application Forms are given free of charge *Application Forms may also be downloaded at the PVAO official website: http://www.pvao.gov.ph	2 mins	Claims Division Veterans Service Assistance Unit Counter 1 AFCE / FCE / VAO	1. Military Service Record (MSR) 2. Valid ID Card 3. Proof of relationship to the veteran 4. Special Power of Attorney (SPA), if necessary
2*	Accomplish the Application Form properly and submit it together with complete documentary requirements at either Counter 2, 3, or 4. Note: For Disability Pension, Application Forms and List of Requirements are given at the AFP-PGMC. The said office will process and forward the application to PVAO. However, if the veteran was rated with 100% disability, the veteran spouse and the minor children may secure an Application Form for Disability Pension at the PVAO Information Desk.	10 mins	Claims Division Veterans Service Assistance Unit Counters 2, 3, or 4 AFCE / FCE / VAO	See List of Documentary Requirements on pages 12-15 Note: If applying for multiple benefits with similar documentary requirements, submit only one original document with photocopies for each benefit applied for.

*The same process applies for application in FSEOs. The accomplished Application Form will be forwarded to the Main Office.

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
3*	Proceed to Counter 5 for Fingerprint Impression on the Application Form. Note: If the claimant cannot go to PVAO / FSEO, he or she can proceed to the nearest Barangay Hall or Police Headquarters for assistance.	10 mins	Claims Division Veterans Service Assistance Unit Counter 5 AFCE	Fingerprint and Signature Specimen Form
4*	Proceed to Counter 5 for the Administration of Oath.	10 mins	Claims Division Veterans Service Assistance Unit Counter 6 Special Investigator	1. Duly accomplished Application Form and documentary requirements 2. Valid ID card, preferably government-issued (e.g. Senior Citizen's ID, AFP ID, GSIS or SSS ID)
5*	Wait for your name to be called.	20 mins	Claims Division Veterans Service Assistance Unit Pre-Evaluation Encoding	(Make sure you have with you the Application Form's Duplicate Copy before leaving the counter.)

*The same process applies for application in FSEOs. The accomplished Application Form will be forwarded to the Main Office.

CLAIMS DIVISION

Application for Claim of Veterans' Benefits

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
6*	Proceed to Counter 6 for Biometrics-taking.	10 mins	Claims Division Veterans Service Assistance Section Counter 6 AFCE / FCE	Duly accomplished Application Form and documentary requirements
7*	When your name is called, proceed to either <u>Counter 2, 3, or 4</u> to receive the duplicate copy of your application with claim number, dated and with initials of the Receiving Officer. <i>Note: Please keep duplicate copy for future reference.</i>	5 mins <i>Note: For claims filed in FSEO, allow 10 days dispatch time to the Central Office.</i>	Claims Division Veterans Service Assistance Section Counters 2, 3 or 4 Admin Aide / AFCE	<i>(Make sure you have with you the Application Form's Duplicate Copy before leaving the counter.)</i>

*The same process applies for application in FSEOs. The accomplished Application Form will be forwarded to the Main Office.

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
8*	Wait for the letter coming from PVAO that will be mailed to the address stated in your Application Form. This could either be: 1. Letter of Compliance If you receive this, submit the document/s required. 2. Letter of Status Update (Confirmation) This gives you information on the action taken by the Agency for your claim. 3. Text on Notice of Approval (NOA) If you receive this, please reply whether to pick up or deliver the NOA. 4. Notice of Disapproval (NOD) The Agency disapproves your claim. For Pension Benefit Upon receipt of NOA, you may then open a pensioner's account from any of the PVAO-servicing banks. Submit bank confirmation to the Finance Division of PVAO. For Burial Assistance Benefit Wait for the check payment to be mailed to your given address. For Educational Benefit (EB) Notice of Approval will be mailed to your given address with attached Student Credential Card (SCC), Award for EB and Student Contract.	A.) 10 days for 'simple claims' (or claims which are complete in substance and form and does not require any other action from other offices such as confirmation, spot investigation and fingerprint examination) B.) 180 days for 'complex claims' (or claims that require further action from other offices such as confirmation, spot investigation and fingerprint examination)	Claims Division Claims Benefits Processing Section Evaluation Unit AFCE FCE VAO SVAO	Letter from PVAO or NOA or NOD
Alternatively, you will receive a text update regarding your application for claim of pension and/or benefit.				

*The same process applies for application in FSEOs. The accomplished Application Form will be forwarded to the Main Office.

CLAIMS DIVISION

Resumption of Suspended/Terminated Pension

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
1	Secure Resumption Form (including Identity Sheet and Thumbprint Form with list of documentary requirements) from the Officer of the Day <i>Note:</i> *Application Forms are given free of charge *Application Forms may also be downloaded at the PVAO official website: http://www.pvao.gov.ph	(depending on the case)	Claims Division Appeals and Review Section 2 nd floor, Bonifacio Hall COS, AFCE	1. Letter of Explanation 2. Photocopy of any valid ID (e.g. Senior Citizen's ID, AFP ID, PVAO ID) 3. Barangay Certificate <i>For Non-Appearance: 3R photo of pensioner holding latest newspaper (showing the face of the claimant and the newspaper headline)</i> Additional requirements <i>For suspended pension due to non-enrollment to DRPSS:</i> 5. Bank Remittance Application signed by the bank manager 6. Photocopy of passbook or ATM (single account only) 7. <i>For those living abroad:</i> Photocopy of passport If necessary: 1. Photocopy of Old Age Pension application form 2. Certified photocopy of Military Service Record from NRD-OTAG 3. Certified True Copy of Birth Certificate/ Marriage Contract
2	Accomplish Identity Sheet and Thumbprint Form. Submit these together with complete documentary requirements to the Officer of the Day.		Claims Division Appeals and Review Section 2 nd floor, Bonifacio Hall COS, AFCE	

CLAIMS DIVISION

Resumption of Suspended/Terminated Pension

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
3	Wait for the feedback to be given by the Officer of the Day: a. If the form is not fully accomplished, supply the missing information. b. For incomplete requirements, provide documents. c. If the forms and documents are complete, you will receive instructions on when your pension will resume.	15 mins	Claims Division Appeals and Review Section 2 nd floor, Bonifacio Hall COS, AFCE	1. Letter of Explanation 2. Photocopy of any valid ID (e.g. Senior Citizen's ID, AFP ID, PVAO ID) 3. Barangay Certificate <i>For Non-Appearance: 3R photo of pensioner holding latest newspaper (showing the face of the claimant and the newspaper headline)</i> Additional requirements <i>For suspended pension due to non-enrollment to DRPSS:</i> 5. Bank Remittance Application signed by the bank manager 6. Photocopy of passbook or ATM (single account only) 7. <i>For those living abroad:</i> Photocopy of passport If necessary: 1. Photocopy of Old Age Pension application form 2. Certified photocopy of Military Service Record from NRD-OTAG 3. Certified True Copy of Birth Certificate/ Marriage Contract



FINANCE DIVISION

Issuance of Notice of Approval

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
1	<p><i>For those who will pick-up their Notice of Approval:</i> Proceed to Counter 4 of the Veterans Assistance and Communication Section (Frontline) at the Finance Division and ask for your NOA. Wait for your name to be called.</p> <p><i>For those who choose to have their NOA mailed to their address:</i> Proceed to Step 3.</p>	10 mins	Finance Division Veterans Assistance and Communication Section AFCE / FCE II Frontline Officer	Valid IDs
2	When your name is called, present/ submit the required documents.	15 mins	Finance Division Veterans Assistance and Communication Section AFCE / FCE II Frontline Officer	<p><i>For pick-up:</i> 2 valid IDs, original copy of pension application, letter request from the claimant</p> <p><i>For representative:</i> Special Power of Attorney (SPA), ID of representative (must be a direct descendant) of the claimant original copy of pension application, letter stating why the claimant cannot personally claim the NOA</p>

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
3	Upon receipt of NOA, proceed to your chosen bank or financial institution located within the city where the claimant resides (address stated in the application) to open a PVAO pension account. Have the bank manager sign the Bank Confirmation Slip (BCS).	Depending on the Bank	DBP PVB LBP Maybank UCPB AUB AFPSLAI CWSLAI AMWSLAI	1. Notice of Approval 2. Duplicate copy of Pension Application Form with claim number or Certificate as Pensioner 3. 2 Valid ID Cards 4. Billing Statements as proof of residency 5. 2 pcs 1x1 ID photo

FINANCE DIVISION

Direct Remittance Pension Servicing System

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
4	After opening an account, proceed to Counter 1 of the Veterans Assistance and Communication Section (Frontline) at the Finance Division and wait for your name to be called.	10 mins	Finance Division Veterans Assistance and Communication Section AFCE / FCE II Frontline Officer	Initial Pension: 1. Bank Confirmation Slip (BCS) with 1x1 ID photo 2. Snapshot (c/o bank) 3. Photocopy of ATM or Passbook 4. Photocopy of 2 valid ID cards

FINANCE DIVISION

Direct Remittance Pension Servicing System

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
5	When you are called, submit the documentary requirements for enrollment to the Direct Remittance Pension Servicing System (DRPSS).	10 mins	Finance Division Veterans Assistance and Communication Section AFCE / FCE II Frontline Officer	If pensioner is represented by a relative, he/she must present a Special Power of Attorney (SPA) or authorization letter.
6	Get your receiving duplicate copy of the Bank Confirmation Slip (BCS).	5 mins		<i>(Make sure you have the receiving copy of the BCS before leaving the counter.)</i>

FINANCE DIVISION

Transfer of Bank/Financial Institution and Change of Account

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
1	Proceed to the Veterans Assistance and Communication Section (Frontline) at the Finance Division and request for a Bank Remittance Application Form.	10 mins	Finance Division Veterans Assistance and Communication Section Bank Remittance Frontline Officer	Bank Remittance Application Form (BRAAF)
2	Accomplish the Bank Remittance Application Form and proceed to your chosen bank or financial institution located within the city/ municipality where you reside to open a new PVAO pensioner account. Have the bank manager sign the Bank Remittance Form.	Depending on the Bank	DBP PVB LBP Maybank UCPB AUB AFPSLAI CWSLAI AMWSLAI	<ol style="list-style-type: none"> Duplicate copy of the Pension Application with claim number or Certificate as a Pensioner 2 Valid ID Cards Proof of Billing Address 2x2 ID Photo BRAAF



FINANCE DIVISION

Transfer of Bank/Financial Institution and Change of Account

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
3	Once the pensioner has opened a new account, proceed to the Veterans Assistance and Communication Section (Frontline) at the Finance Division. Get your number and wait to be called.	10 mins	Finance Division Veterans Assistance and Communication Section Bank Remittance Frontline Officer	1. BRAF with 2x2 ID photo 2. Snapshot (c/o bank) 3. Photocopy of ATM/Passbook 4. Photocopy of accomplished Pension Application Form 5. Photocopy of 2 valid IDs 6. Certificate of No Loan 7. Obligation (if bank or financial institution has loan facility)
4	Upon hearing your number, submit the documentary requirements for transfer of bank or financial institution.	10 mins	Finance Division Veterans Assistance and Communication Section Bank Remittance Frontline Officer	If pensioner is represented by a relative, he/she shall present a Special Power of Attorney (SPA) or authorization letter.
5	Get your receiving duplicate copy of BRAF.	5 mins	Finance Division Veterans Assistance and Communication Section Bank Remittance Frontline Officer	(Make sure you have the receiving copy of BRAF before you leave the counter.)

FINANCE DIVISION

Resumption of Suspended/Terminated Pension

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
1	Present ID to the Officer of the Day and write name on log book.	2 mins	Finance Division Veterans Assistance and Communication Section	Valid ID
2	Receive advice from the Officer of the Day depending on the concern. a. If there is no other issue, the pensioner will receive a copy of the Lift Order acknowledged/ received by the bank or financial institution. b. If there are other issues, the pensioner will be directed to the concerned division.	5 mins	Finance Division Veterans Assistance and Communication Section	



VETERANS RECORDS

MANAGEMENT DIVISION

Pensioner's Update Form, PVAO Pensioner's ID, Request for Certification

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
1*	Proceed to Counter 1 and present a valid ID of pensioner for issuance of desired Application Form for the service you want to avail. If the PVAO Pensioner's ID (PPID) was recently issued, claimant shall proceed to Counter 3 for biometrics and picture-taking.	1 min	VRMD Veterans Records Services (VRS) Section Counter 1 Officer of the Day	Pensioner's Update Form / Application for I.D. / Request Form for Certification
2*	Accomplish the Application Form properly.			
3	Submit the accomplished Application Form at Counter 1 together with two (2) valid IDs. Queueing number will be issued.	Note: For claims filed in FSEO, allow 10 days dispatch time to the Central Office.	VRMD VRS Section Counter 1 Officer of the Day	Accomplished Application Form

*The same process applies for application in FSEOs. The accomplished Application Form will be forwarded to the Main Office.

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
4	Wait for your designated number to be called at either Counter 2 or 3 for further interview/validation of your request.	2 mins	VRMD VRS Section Counter 2 and 3 Officer of the Day	
5	Await for the photocopy of the submitted PUF and/or additional documents. Wait for further instructions.	1 min	VRMD VRS Section Counters 2, 3, or 4 Officer of the Day	
6	Proceed to Counter 4 to receive the I.D. or Certification.	5 mins	VRMD VRS Section Counter 5 Officer of the Day	

VETERANS RECORDS MANAGEMENT DIVISION

Resumption of Pension Withheld Due to Validation (Stop Payment)

Steps	Applicant/Client	Duration of Activity (Under normal circumstances)	Division/Section/Unit and Person-In-Charge	Documentary Requirements
1	Secure Pensioner's Update Form (PUF) <i>Note:</i> *Application Forms are given free of charge *Application Forms may also be downloaded at the PVAO official website: http://www.pvao.gov.ph	2 mins	VRMD VRS Section Officer of the Day	Personal Appearance: 1. Duly accomplished PUF with signature and thumbprint 2. 2x2 ID photo 3. Photocopy of 2 valid IDs 4. Barangay Certificate Additional documentary requirements for non-appearance: 1. 3R photo of pensioner holding latest newspaper (showing the face of the claimant and the newspaper headline) 2. Photocopy of passport (if pensioner is residing abroad)
2	Accomplish the PUF properly and submit this together with the requirements to the Officer of the Day.	5 mins	VRMD VRS Section Counter 1 & 3 Officer of the Day	
3	Undergo dactyloscopy analysis. a. If the thumbprint is identical, you will receive instructions on when your pension will resume. b. If the thumbprint is not identical, you will be redirected to the Claims Division.	2 mins	VRMD VRS Section Officer of the Day	

ALLOWABLE PERIOD OF EXTENSION

While it is our commitment to process your application within the prescribed working days, please note that the following circumstances may result in delays and will constrain us to request for additional documents to expedite your application:

- a. Inclement weather
- b. Conflicting information on documents submitted
- c. Existence of multiple pension or application for the same benefit of the same veteran

For some services availed at the Field Service Extension Offices in the provinces, ten (10) working days is allotted in the delivery of documents to the Central Office.

COMPLAINT/REDRESS MECHANISM

If you have complaints and/or suggestions on how to improve our services, feel free to approach our Complaints and Action Desk at the Andres Bonifacio Hall, PVAO Compound, Camp Aguinaldo, Quezon City.

We also encourage you to accomplish the feedback forms given by our security personnel and place them at the designated suggestion boxes located in all PVAO buildings.

For other complaints, please get in touch with:

Legal Affairs Division
Philippine Veterans Affairs Office
Camp General Emilio Aguinaldo
Quezon City

We will inform you of any action taken to address your complaint/s within twenty (20) working days upon receipt thereof.



PVAO TELEPHONE DIRECTORY

CLAIMS DIVISION	912-4760
Claims Division- Field Service Management Office	912-2175
Claims Division- Educational Benefit Section	352-8510
FINANCE DIVISION	709-4192 / 709-3861 / 913-8153
VETERANS RECORDS MANAGEMENT DIVISION (VRMD)	376-4106
VRMD- Validation Section	912-4863
VETERANS AFFAIRS MANAGEMENT DIVISION (VAMD)	291-3012 / 294-9245
VETERANS MEMORIAL AND HISTORICAL DIVISION (VMHD)	911-4296
PLANNING AND MANAGEMENT DIVISION (PMD)	912-2533 / 912-5232 / 912-2150
LEGAL AFFAIRS DIVISION (LAD)	912-1895 / 912-4869
MANAGEMENT INFORMATION DIVISION (MID)	913-4217
HUMAN RESOURCE DEVELOPMENT DIVISION (HRDD)	912-1929
GENERAL SERVICES AND SUPPORT MANAGEMENT DIVISION (GSSMD)	912-4762
DISABILITY RATING BOARD (DRB)	913-4306
OFFICE OF THE ADMINISTRATOR	912-4526
OFFICE OF THE DEPUTY ADMINISTRATOR	291-3958 / 912-4796
PUBLIC AFFAIRS OFFICE	912-4728



OFFICE HOURS

Mondays to Fridays (except holidays)

from **8:00 A.M. to 5:00 P.M.**

(No Noon-Break) - FOR FRONTLINE SERVICES

 www.pvao.gov.ph

 support@pvao.mil.ph
pvao.publicaffairs@gmail.com
pvao.publicaffairs@pvao.gov.ph

 Philippine Veterans
Affairs Office

 912-4526 / 912-4728



CITIZEN'S CHARTER
version 3



PVAO PARTNERSHIP & CONNECTIVITY



Veterans Federation of the Philippines



Filipino War Veterans Foundation, Inc.



PHIVIDEC-Industrial Authority



Armed Forces of the Philippines Educational Benefit System Office

SERVICING BANKS



Development Bank of the Philippines



Land Bank of the Philippines



Philippine Veterans Bank



Asia United Bank



United Coconut Planters Bank



Maybank

FINANCIAL INSTITUTIONS



Armed Forces and Police Savings and Loan Association Inc.



Composite Wing Savings and Loan Association Inc.



Air Materiel Wing Savings and Loan Association Inc.

EXPANDED VALIDATION & DATA MATCHING SYSTEMS



Philippine Statistics Authority



Philippine Postal Corporation

HISTORICAL & COMMEMORATIONS



Bases Conversion and Development Authority



Corregidor Foundation Inc.



National Historical Commission of the Philippines



Tourism Infrastructure and Enterprise Zone