

# PHILIPPINE VETERANS AFFAIRS OFFICE

# CITIZEN'S CHARTER

Version 3

## CLAIMS DIVISION



Serbisyo sa Beterano,  
Serbisyo sa Bayan

# HOW TO APPLY FOR VETERANS' BENEFITS ?

Steps	Applicant/ Client	Duration of Activity	Division/ Section/ Unit and Person-In-Charge	Documentary Requirements
<b>I. Issuance of Application for Claim of Veterans Benefits</b>				
1*	Proceed to COUNTER 1 for verification of any existing claim and secure necessary Application Form and list of requirements. <b>Note:</b> *Application Forms are given free of charge *Application Forms may also be downloaded at PVAO official website: <a href="http://www.pvao.gov.ph">http://www.pvao.gov.ph</a>	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
<b>II. Submission of Application for Claim of Veterans Benefits</b>				
2*	Accomplish the Application Form properly and submit it together with complete documentary requirements at either COUNTER 2, 3, or 4. <b>Note:</b> 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 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 the leaflet inserted. <b>Note:</b> If applying for multiple benefits with similar documentary requirements, submit only one original document with photocopies for each benefit applied for.
<b>III. Finger Print - Impression</b>				
3*	Proceed to COUNTER 5 for Fingerprint Impression on the Application Form. <b>Note:</b> 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

\*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	Division/ Section/ Unit and Person-In-Charge	Documentary Requirements
<b>IV. Administering of Oath in the Application</b>				
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.
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
<b>V. Release of Application's Duplicate Copy</b>				
7*	When your name is called, proceed to either COUNTER 2, 3 or 4 to receive the acknowledgement receipt of your application with claim number, dated and with initials of the Receiving Officer. <b>Note:</b> Please keep the acknowledgement receipt for future reference.	5 mins  <b>Note:</b> For claims filed in FSEO, allow 10 days dispatch time to the Central Office.	Claims Division Veterans Service Assistance Section Counter 2, 3, or 4 Admin Aide / AFCE	Make sure you have with you the the Application Form's Duplicate Copy before leaving the counter.
8*	Wait for the text message or letter coming from PVAO that could either be: 1. <b>Letter of Compliance</b> If you receive this, submit the document/s required. 2. <b>Letter of Status Update (Confirmation)</b> This gives you information on the action taken by the Agency for your claim 3. <b>Text on Notice of Approval (NOA)</b> If you receive this, please reply whether to pick up or deliver the NOA. 4. <b>Notice of Disapproval (NOD)</b> The Agency disapproves your claim.  <b>For Pension Benefit</b> Upon receipt of NOA or text message, you may proceed to any of the PVAO-servicing banks. <b>For Burial Assistance Benefit</b> Wait for the check payment to be mailed to your given address. <b>For Educational Benefit (EB)</b> Notice of Approval will be mailed to your given address with attached Student Credential Card (SCC), Award for EB and Student Contract.	10 days	Claims Division Claims Benefits Processing Section Evaluation Unit other action from AFCE FCE VAO SVAO	Letter from PVAO or NOA or NOD  <b>Alternatively, you will receive a text update regarding your application for claim of pension and/ or benefit.</b>

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

# 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 - barangay captain's certification
  - income tax or insurance policy of parent/s - veterans ID - medical records
- d. Affidavit of two (2) 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 or the person reporting or presenting the Certificate of Marriage*
  - *two (2) 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 PSA or 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 PSA

## 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 for 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 (2) disinterested persons who have personal knowledge of the fact of birth.*

# RESUMPTION OF SUSPENDED / TERMINATED PENSION

Steps	Applicant/ Client	Duration of Activity	Division/ Section/ Unit and Person-In-Charge	Documentary Requirements
1*	<p>Secure Resumption Form (including Identity Sheet and Thumbprint Form with list of documentary requirements) from the Officer of the Day</p> <p><b>Note:</b>            *Application Forms are given free of charge            *Application Forms may also be downloaded at the PVAO official website: <a href="http://www.pvao.gov.ph">http://www.pvao.gov.ph</a></p>	(depending on the case)	Claims Division	<ol style="list-style-type: none"> <li>1. Letter of Explanation</li> <li>2. Photocopy of any valid ID (e.g. Senior Citizen's ID, AFP ID, PVAO ID)</li> <li>3. Barangay Certificate</li> </ol> <p><i>For Non-Appearance: 3R photo of pensioner holding latest newspaper (showing the face of the claimant and the newspaper headline)</i></p>
2*	<p>Accomplish Identity Sheet and Thumbprint Form. Submit these together with complete documentary requirements to the Officer of the Day.</p>		<p>Appeals and Review Section 2nd floor, Bonifacio Hall</p> <p>COS, AFCE</p>	<p><b>Additional Requirements</b>  <i>For suspended pension due to non-enrollment to DRPSS:</i></p> <ol style="list-style-type: none"> <li>5. Bank Remittance Application signed by the bank manager</li> <li>6. Photocopy of passbook or ATM (single account only)</li> <li>7. <i>For those living abroad:</i> Photocopy of passport</li> </ol>
3*	<p>Wait for the feedback to be given by the Officer of the Day:</p> <ol style="list-style-type: none"> <li>a. If the form is not fully accomplished, supply the missing information.</li> <li>b. Provide documents for incomplete requirements.</li> <li>c. If the forms and documents are complete, you will receive instructions on when your pension will resume.</li> </ol>	15 mins		<p>If necessary:</p> <ol style="list-style-type: none"> <li>1. Photocopy of Old Age Pension application form.</li> <li>2. Certified photocopy of Military Service Record from NRD-OTAG</li> <li>3. Certified True Copy of Birth Certificate, Marriage Contract</li> </ol>