



# **VETERANS FEDERATION OF THE PHILIPPINES**

Chartered Under Republic Act. No. 2640

## **CITIZEN'S CHARTER**

### **FRONTLINE SERVICES**

<b>TYPE OF FRONTLINE SERVICE</b>	<b>FEES</b>	<b>FORM</b>	<b>PROCESSING TIME (under normal circumstances)</b>
Application for VFP Membership	50.00	FREE	10 minutes
Burial / Hospitalization Assistance	NONE	FREE	15 minutes (walk-in claimant) 1 day and 15 minutes (claimant thru mail)

# 1. PROCESSING OF APPLICATION FOR VFP MEMBERSHIP

## WHO MAY AVAIL?

- Old Age Pensioner
- Non-pensioner or AFP Retiree

## WHAT ARE THE DOCUMENTARY REQUIREMENTS?

### OLD AGE PENSIONER

- Duly Accomplished Application Form
- Passport Size Picture

### RETIREE

- AFP Retirement ID
- Military Service Records as AFP (PC)

## DURATION:

10 minutes\*\*

## SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday 8:00am To 5:00pm without noon break

## HOW TO AVAIL OF THE SERVICE?

STEP	APPLICANT THROUGH INDORSEMENT BY REGIONAL PRESIDENT/DISTRICT PRESIDENT/POST PRESIDENT	VFP NATIONAL HEADQUATERS ACTIVITY	PROCESSING TIME	PERSON RESPONSIBLE	FEE
1	Submit duly accomplished application form with complete documentary requirements	Receive application and check completeness of documents	3 minutes	Records Clerk	Php 50.00
		Receive payment and issue receipt	2 minutes	Cashier	
2	Receive ID	Print and release ID	4 minutes	Administrative Asst.	

\*\* processing time per application

## 2. APPLICATION FOR BURIAL AND HOSPITALIZATION ASSISTANCE

### WHO MAY AVAIL?

- Surviving Spouse or Child of Deceased Member
- Relative of the Deceased Member if there is no spouse or child

### WHAT ARE THE DOCUMENTARY REQUIREMENTS?

#### BURIAL ASSISTANCE

- Duly Accomplished Application Form
- Original or Authenticated Copy of Death Certificate
- Original or Certified True Copy of the Birth Certificate if the applicant is a child
- Original or Certified True Copy of the Marriage Certificate if the applicant is a spouse
- Affidavit of Extra Judicial Settlement of Estate in case the applicant is a relative other
- Than the spouse or child of the Deceased Member
- Valid ID of the applicant

#### HOSPITALIZATION ASSISTANCE

- Duly Accomplished Application Form
- Original Hospitalization Statement of Account/Original Certificate of Confinement from
- The hospital administration where the member was admitted for confinement
- Original or Certified True Copy of the Marriage Certificate in case the applicant is a Spouse of the member
- Original or Certified True Copy of the Birth Certificate in case the applicant is a child of the member
- Special Power of Attorney in case the applicant is not a spouse or child of the Member
- Valid Id of the Applicant

### DURATION:

- 15 minutes\*\* (walk-in claimant)
- 1 day and 15 minutes\*\* (claimant thru mail)

### SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday 8:00am to 5:00pm - without noon break

## HOW TO AVAIL OF THE SERVICE?

STEP	WALK-IN APPLICANT/ APPLICANT THRU MAIL	VFP NATIONAL HEADQUATERS ACTIVITY	PROCESSING TIME	PERSON RESPONSIBLE	FEE
1	File/mail duly accomplished application form together with the required complete documentary requirements	Receive application form together with the required complete documentary requirements (walk-in applicant)	1 minute	Public Assistance Desk Officer	None
		Process application form (receive mail application); verify status of membership, completeness & correctness of documents; update the status of member; and prepare transmittal	3 minutes	Admin Asst.	
		Review the application and documents	2 minutes	Records/ Communications Section Head	
		Recommend for Approval	30 seconds	Administrative Officer	
		Approve the application	30 seconds	VP for Administration	
		FORWARD TO ACCOUNTING DEPARTMENT			
		Prepare voucher	1 minute	Senior Bookkeeper	
		Verify and review voucher and attachment	1 minute	Pre-Audit Officer	
		Verify budget allocation and affix initial	1 minute	Budget Officer	

		Review and sign voucher	30 seconds	Chief Accountant	
		Sign voucher	30 seconds	VP for Finance	
		Preparation of check	2 minutes	Cashier	
2	Applicant receives the check	Record and Releasing of Check	3 minutes	Asst, Cashier	
		Record and Mail the check to the applicant	1 day	Admin Assistant/Messenger	

\*\* processing time per application

Note: Processing of Application shall be based on the completeness of the documents presented/attached. Incomplete requirements will not be processed. Applicant though mail with incomplete requirements will be returned to the applicant within 15 days from receipt thereof.