



PMA CITIZEN'S CHARTER

Service Standards of PMA Frontline Services

Republic Act No.9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law to improve efficiency in the delivery of government services to the public by reducing bureaucratic red tape, preventing graft and corruption.

Through this Act, all government offices including government units and GOCCs are required to expedite transactions and/or adopt fixed deadline for completion of transactions and assess regularly in order to enhance their frontline services.

This Act also requires all agencies to maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency at each agency with regard to manner of transacting with the public.

With this, the military and civilian personnel of the Philippine Military Academy pledge to commit to the best of our abilities and utmost services to contribute to the efficient, prompt and effective frontline services to our clients.

OUR MANDATE

There shall be established a military school to be named the Philippine Military Academy, for the training of selected candidates for permanent commission in the Regular Force. The student body in the Military Academy shall be known as the Cadet Corps of the Army of the Philippines (COMMONWEALTH ACT No. 1, ARTICLE IV, Section 30).

VISION

“By 2028, the PMA shall have reached the international standards for military academies in producing principled and competent military officers”

MISSION

“To instruct, train and develop the cadets so that each graduate shall possess the character, the broad and basic military skills and the education essential to the successful pursuit of a progressive military career.”

CORE VALUES

“Selfless service to God and Country, Honor and Excellence”

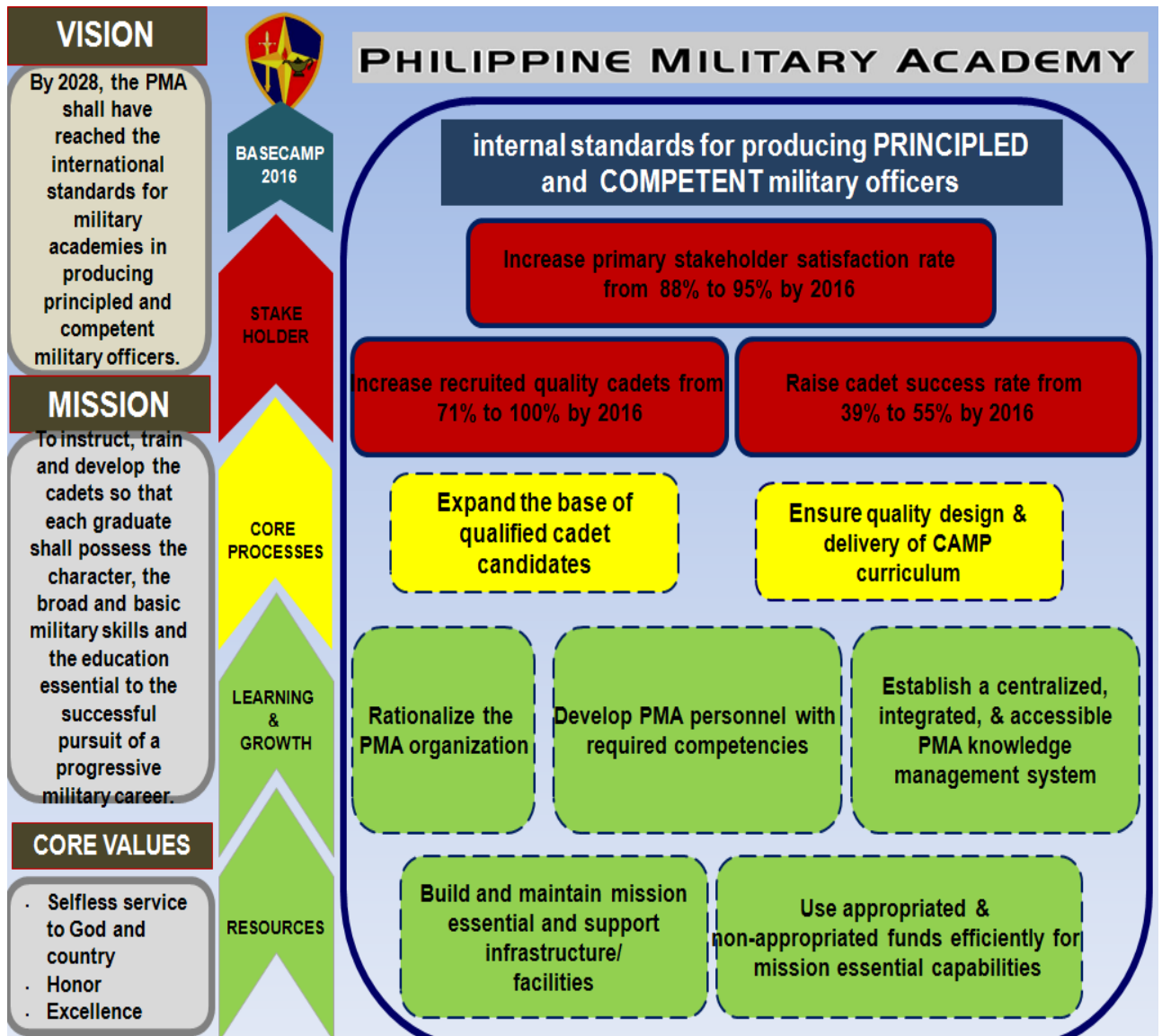
MOTTO/CORE IDEOLOGY

“Courage, Loyalty and Integrity”

PMA PHILOSOPHY OF EDUCATION

PMA adopts a holistic view of man as body, soul, and spirit. PMA believes that future leaders can be selected, formed, and developed to their fullest potentials. PMA is principally an institution for military leadership and it is from the total view of man that PMA's leader development program is based. It contains character development, a balanced college education, military leadership, and physical development, necessary to prepare the cadets for the profession of arms and to be responsive to the needs of the Armed Forces and the Nation.

PMA Strategy Map



FRONTLINE SERVICES

EDUCATION

Baccalaureate Degree (Bachelor of Science) /Military Education and Training

CLIENTS

1. High School Graduates and College student applicants for the PMA Entrance Examinations.
2. PMA Alumni/Graduates
3. Former PMA Cadets
4. Former civilian employees and civilian retirees of PMA.
5. Civilian Applicants for civilian positions.
6. Schools/Universities
7. Other Government Agencies (i.e. DFA and NSO)

SERVICES OFFERED/PROVIDER	RESPONSIBLE OFFICE/PERSON	CLIENTS
1. Processing for Cadet Applications	Office of the Cadet Admission	High School Graduates and College student applicants for the PMA Entrance Examinations.
2. Issuance of the following : a. Transcript of Records (TOR) b. Diploma c. Orders and Certifications (Honorable Dismissal, Good Moral Character, GPA, Course Descriptions, and Statement of Service)	Office of the Registrar	PMA Alumni Cadets Former PMA Cadets Schools/Universities Other Government Agencies
3. Processing of Application for Employment for Civilian Positions	Office of the Assistant Chief of Staff for Personnel , OMA1	Civilians who meet the qualifications
4. Issuance of Service Records and Certificate of Employment (civilians)	Office of the Assistant Chief of Staff for Personnel , OMA1	Former PMA employees and retirees

STEP-BY-STEP PROCEDURE

1. PROCESSING OF CADET APPLICATIONS: Cadet Recruitment, Selection and Admission process for the 4 Year BS, PMA Program.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday: 8:00 am – 5:00pm
Office of the Cadet Admission (OCA)
Lim Hall Basement, Philippine Military Academy
Telephone No. No. 074-446- 8002/3690/3686, loc, local 6751
Mobile No. 09178964299/ 09285597651/ 09437056890
Email: ocapma@gmail.com
PIO: pio_pma@yahoo.com
Telefax (074)- 447-2825
Website: www.pma.ph/admission.php

WHO MAY AVAIL

Public- Filipino Youth

WHAT ARE THE REQUIREMENTS: Qualification for Admission:

1. Natural born Filipino Citizen
2. Physically fit and of good moral character
3. Single and has never been married nor pregnant nor have legal obligation to support a child or children.
4. At least High School Graduate
5. No Administrative/Criminal Case
6. Must pass the PMA Entrance Examination
7. Minimum height requirement: 5 feet for both male and female
8. Applicants vying to enter PMA should be 17 years old but at least 16 years old on April 01 the following year of the date of examination may apply for cadetship provided that the applicant possess the above mentioned qualifications. Should the applicant pass the qualifying exam the procedure in handling underage applicants will apply.

Benefits and Privileges:

1. A noble privilege in serving the country
2. Free college education with a well-rounded curriculum
3. Monthly salary and allowances
4. Guaranteed job after graduation
5. Progressive career as an officer in the Army, Navy or Air Force.

Schedule of Availability of Service:

Phase 1 – PMA Entrance Exam

Phase 2 – Complete Physical and Medical Examination

Fees: None

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FORM
1	<p>Filling-up and submission of PMA Cadetship Application Form at the Office of Cadet Recruitment and Admission, PMA, Fort General Gregorio H del Pilar, Baguio City</p> <p>(Note: Applications forms can be downloaded at PMA Website: www.pma.ph Forms are also available at the different Military Camps and Schools/Universities nationwide.)</p> <p>Applicants may apply by sending the application form together with the necessary requirements thru mail. Regular Applicants are thru online application.</p> <p>Applicants may also apply at the day of the examination thru WALK-IN. (Walk-in Applicants)</p>	<p>Evaluation and encoding of filled-up application forms to the database (Entrance Exam system).</p> <p>For application thru mail, these will be processed for the completeness and compliance requirements.</p> <p>For online applications, the database system will automatically processed entries filled – up by the applicant.</p>	<p>One (1) day</p> <p>Period of application- January to August</p>	<p>Personnel from Recruitment/Selection Branch, OCRA, PMA</p>	<p>Fully Accomplished Application form together with the necessary requirements</p>
2	<p>Wait for the sending of Examination Permits thru mail and online.</p> <p>Applications sent thru mail will receive their exam permit thru the same manner. Applicants who applied online may immediately print their exam permit upon filling entries.</p>	<p>Publication of Qualified Examinees at the PMA Website.</p>	<p>One (1) month</p>	<p>Office of Cadet Admission, PMA Computer Office, Public Affairs Office</p>	<p>List of Qualified Examinees to take PMA Entrance Exam</p> <p>Exam Permits</p>

3	<p>Qualified PMA applicants to report at respective 37 Exam/testing Centers nationwide and take the PMA Entrance Examination.</p> <p>(Schedule: Every 1st Sunday of August)</p>	<p>Conduct of PMA Entrance Examination to qualified applicants nationwide</p>	<p>Six (6) to Eight (8) hours</p>	<p>Designated PMAEE Proctors</p>	<p>Exam Permits (for Regular Applicants) Fully Accomplished Application form (for walk-in applicants)</p> <p>Valid ID</p>
	<p>Wait for the Publication of Results</p>	<p>Checking and processing of PMAEE</p>	<p>About 3 months</p>	<p>Office of Cadet Recruitment and Admission, PMA Computer Office, Public Affairs Office</p>	
5	<p>Wait for the OCA notification through letters the applicants that they passed the exam and required them to report for their Complete Physical Examination on a specified date (By Batch).</p>	<p>Sending of Letters</p>	<p>(1) One to (3) Three days</p>	<p>Admission Branch, Office of Cadet Recruitment and Admission Personnel</p>	<p>Letter to Report</p>
6	<p>Upon reporting (OMACCLO, AFP Medical Center, V.Luna Rd. Quezon City) the PMAEE passers will bring the following:</p> <p>a. Local Clearances</p> <ul style="list-style-type: none"> • Barangay Clearance • PNP Clearance • Court Clearance • Mayor's Clearance <p>b. Recent Valid ID</p> <p>c. Certified True Copy of High School F-137</p> <p>d. NSO Birth Certificate</p> <p>e. Certified True copy of High School Diploma</p> <p>f. Parents Consent</p>	<p>Office of Cadet Recruitment and Admission will issue IDs</p> <p>Issuance of different form to be filled-up by the passers (PHS, Info Sheet & MA2 PIS)</p>	<p>(1) One day</p>	<p>Admission Branch, Office of Cadet Recruitment and Admission Personnel</p>	<p>Different forms to be filled-up by the passers</p> <p>Requirements:</p> <p>a. Local Clearances</p> <ul style="list-style-type: none"> • Barangay Clearance • PNP Clearance • Court Clearance • Mayor's Clearance <p>b. Recent Valid ID</p> <p>c. Certified True Copy of High School F-137</p> <p>d. NSO Birth Certificate</p> <p>e. Certified True copy of High School Diploma</p> <p>f. Parents Consent</p> <p>g. (10) Ten pcs. 2x2</p>

	<p>g. (10) Ten pcs. 2x2 and (4) Four pcs. 1x1 pictures</p> <p>h. Minimum Clothing for 7 days</p> <p>i. Pair of rubber shoes</p> <p>j. (3) Three sets of athletic uniform</p>				<p>and (4) Four pcs. 1x1 pictures.</p> <p>h. Minimum Clothing for 7 days</p> <p>i. Pair of rubber shoes</p> <p>j. (3) Three sets of athletic uniform</p>												
7	Cadet Candidates will undergo Basic Military Drills and Physical Exercises		(1) One day	Admission Branch/Complete Physical and Examination Processing Team													
8	Cadet Candidate will undergo Complete Physical and Medical Examination and series of Interviews	Administer Complete Physical and Medical Examination of Cadet Candidates	(6) Six to (7) Seven days	Complete Physical and Examination Processing Team	Medical Forms, Physical Fitness Form, Issued IDs												
9	<p>Minimum Requirements for Physical Fitness Test (PFT)</p> <table border="1"> <thead> <tr> <th>Event</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Sit up</td> <td>35 reps</td> <td>25 reps</td> </tr> <tr> <td>Push up</td> <td>30 reps</td> <td>25 reps</td> </tr> <tr> <td>3.2 Km Run</td> <td>19:00"</td> <td>21:00"</td> </tr> </tbody> </table>	Event	Male	Female	Sit up	35 reps	25 reps	Push up	30 reps	25 reps	3.2 Km Run	19:00"	21:00"	Physical Fitness Test (PFT)	Two (2) Hours	Admission Branch/Complete Physical and Examination Processing Team	PFT Rating Sheet
Event	Male	Female															
Sit up	35 reps	25 reps															
Push up	30 reps	25 reps															
3.2 Km Run	19:00"	21:00"															
10	The Cadet Candidates who passed the Medical Exam will wait for the Letter of Compliances to be send by the Office of Cadet Recruitment and Admission	Sending Letter of Compliance	(1) One day	Office of Cadet Recruitment and Admission Personnel	Letter of Compliance												
11	<p>Cadet Candidates will wait for the Publication of the 350 Passers who will join the PMA Class of 2020</p> <p>Let the parents sign the Affidavit-Engagement to Serve and Assumption of</p>	<p>Publication of 350 Passers</p> <p>The Office of Cadet Recruitment and</p>	(1) One day	Office of Cadet Recruitment and Admission	List of 350 Passers (Affidavit-Engagement to Serve and Assumption of Liabilities, Parental and Legal Consent)												

	Liabilities, Parental and Legal Consent)	Admission will send Letter to Report to the said Passers.			
12	Successful Cadet Candidates will report at the AFPMC on 28 March for the 4 Days Pre-Cadetship Training		(4) Four Days	Office of Cadet Recruitment and Admission	(Affidavit-Engagement to Serve and Assumption of Liabilities, Parental and Legal Consent)

END OF TRANSACTION

2. ISSUANCE OF TRANSCRIPT OF RECORDS, DIPLOMA, ORDERS, AND CERTIFICATIONS (Honorable Dismissal, Good Moral Character, GPA , Course Descriptions, Statement of Service).

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday : 8:00 am – 5:00pm
 Office of the Registrar , Room 10XXX
 Lim Hall Basement, Philippine Military Academy
 Telephone No. 074-447- 3687
 Mobile No. 0999-887-9094 ; 0917-892-8636
 Email: pma_registrar@yahoo.com , pma.registrar@gmail.com

WHO MAY AVAIL

PMA Alumni
 Cadets
 Former PMA Cadets
 Schools/Universities
 Other Government Agencies

WHAT ARE THE REQUIREMENTS

Personal Appearance/ Call : Cadet Serial Number and Original PMA Class
 Written Request

HOW TO AVAIL OF THE SERVICE:

a. Transcript of Records (TOR)

Step	Applicant/Client	Office Activity	Duration of Activity	Person in Charge	Fees	Form
1	Submit written request to the Office of Registrar	Logs in the request	5 minutes	Office of the Registrar Records Officer	None	Form- OTR-01-001
2	Wait for the release	Process the request	2 days	-do-	None	Official PMA Transcript of Records Form
		Have the document signed by the Registrar, PMA				
3	Sign Logbook	Release the Document	3 minutes	Any personnel of OTR	P250.00	Signed TOR
	Sign Client Feedback Form	Give Service Feedback Form	3 minutes	Any Personnel of OTR	None	Client Service Feedback Form

END OF TRANSACTION

b. Certifications, Orders, SOS

Step	Applicant/Client	Office Activity	Duration of Activity	Person in Charge	Fees	Form
1	Submit written request to the Office of Registrar	Logs in the request	5 minutes	Office of the Registrar Records Officer	None	Form- OTR-01-001
2	Wait for the release	Process the request	2 days	-do-	None	
		Have the document signed by the Registrar, PMA				
3	Sign Logbook	Release the Document	3 minutes	Any personnel of OTR	P35.00	Signed Document
4	Sign Client Feedback Form	Give Service Feedback Form	3 minutes	Any Personnel of OTR	None	Client Service Feedback Form

END OF TRANSACTION

C. Diploma

Step	Applicant/Client	Office Activity	Duration of Activity	Person in Charge	Fees	Form
1	Submit written request to the Office of Registrar	Logs in the request	5 minutes	Office of the Registrar Records Officer	None	Form- OTR-01-001
2	Wait for the release	Process the request	2 weeks	-do-	None	
		Have the document signed by the Commandant of Cadets and Head Academic Group (Dean of Academics)				
3	Sign Logbook	Release the Document	3 minutes	Any personnel of OTR	P350.00	Signed Diploma
4	Sign Client Feedback Form	Give Service Feedback Form	3 minutes	Any Personnel of OTR	None	Client Service Feedback Form

END OF TRANSACTION

3.. PROCESSING OF APPLICATION FOR SERVICE RECORDS

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday : 8:00 am – 4:30pm
 Office of the MA1 , Room 319
 Lim Hall , Philippine Military Academy
 Telephone No. 074-447- 3292/3686/2634 loc 6701
 Email: [ma1 @yahoo.com](mailto:ma1@yahoo.com)

WHO MAY AVAIL

Retired or Separated Civilian Employees
 Immediate Family of close relatives of the retired or separated employees

REQUIREMENTS:

Requisition Slip to be filled by the requesting individual

HOW TO AVAIL THE SERVICE

Step	Applicant/Client	Office Activity	Duration of Activity	Person in Charge	Fees	Form
1	Fill –up the requisition slip	Logs in the request	5 minutes	Ms Desiree Kate Gonayon	None	OMA1-SR-Civ-01
2	Wait for the release	Checking of Old Service Records If e-copy is available, print If not in e-copy for, research and print	15 minutes 5 minutes 2 days	-do-	None	
		Process for signature of the authorized person	1-2 days	Chief CE		
3	Sign Logbook	Release the Document using the logbook	3 minutes	Kate Gonayon	None	Signed Service Record
4	Sign Client Feedback Form	Give Service Feedback Form	3 minutes	Kate Gonayon	None	Client Service Feedback Form

END OF TRANSACTION

4. PROCESSING OF APPLICATION FOR EMPLOYMENT

SCHEDULE OF AVAILABILITY OF SERVICE (with specified starting and cut-off date)

Monday to Friday : 8:30 am – 4:30pm
Office of the MA1 , Room 319
Lim Hall , Philippine Military Academy
Telephone No. 074-447- 3292/3686/2634 loc 6701
Email: [ma1 @yahoo.com](mailto:ma1@yahoo.com)

WHO MAY AVAIL

All qualified applicants who meet the minimum requirements of the QS
All qualified applicants who are already within the existing workforce of PMA

REQUIREMENTS:

1. Application Letter
2. Resume
3. Transcript of Records and Diploma
4. Eligibility
5. Certificate of Good Moral Character
6. Local Clearances

HOW TO AVAIL THE SERVICE:

Step	Applicant/Client	Office Activity	Duration of Activity	Person in Charge	Fees	Forms/Docs
1	Submission of application at OMA1 Civilian Branch	Receive Inform the applicant of vacancy if any	5 minutes	Chief CE / HRMO II	None	
2	Initial Interview	Conduct Initial Interview to verify qualifications and check documents submitted	5- 10 minutes	Chief CE / HRMO II	None	
3	Wait for notice by call or by email	Consolidate all applications by specific positions applied. Check completeness of documents Give feedback by email or	1 month after the	Designated personnel in charge	none	

		call or text message	application is submitted			
4	Interview	For vacant positions: Conduct short listing		-HRMO for admin positions -CAB -HAG for Faculty Positions (initial interview until recommendations). -End users: Medical/Dental/Allied (initial interview/initial recommendations)	None	Individual Worksheets
5	Written Exam and Physical Examination	Conduct the proficiency tests	1 day	Designated person in charge CPSB, PMA	None	Exam Paper Practical Exam Evaluation Sheet
6	Submission of other requirements for Local PSB	Selection and approval of endorsement letter for filling-up. Transmittal to General Headquarters (GHQ, Camp Aguinaldo)	1 month	HRMO/ CPSB,PMA	None	As required
	Final Interview in GHQ	Interview of contenders	As notified by GHQ		None	Individual Worksheets
7	Wait until appointment is issued by the General Headquarters	Follow up	To follow		None	Appointment Orders
8	Report to PMA for Orientations				None	

END OF TRANSACTION



PHILIPPINE MILITARY ACADEMY
Fort Gregorio H del Pilar, Baguio City

FEEDBACK MECHANISM

To Our Valued Clients:

We would like to serve you better. Should you feel dissatisfied or have complaints with our services or of any of our service providers, please send us your feedback, complaints, and/or suggestions/recommendations to improve our service through letter, text, phone or email.

Through: Office of the Ethical Standards and Public Accountability
Philippine Military Academy
Fort Gregorio H del Pilar
Baguio City, 2602

Contact No: 074-447- 3292/3686/2634 local 6613

Email Address: kimberlybcruz@yahoo.com

Text: 09998879096 (Smart)
09178267074 (Globe)

We assure you that we shall act on your complaints appropriately and promptly. Moreover, we shall appreciate your suggestions/recommendations to improve our service.

Thank you for helping us improve the quality of our services.



PHILIPPINE MILITARY ACADEMY
Fort Gregorio H del Pilar, Baguio City

CITIZEN'S CHARTER FEEDBACK FORM

DATE	
NAME	
ADDRESS	
PHONE NUMBER	
EMAIL ADDRESS	
Person/Unit/Office Transacted with(Opisinang binisita):	
Purpose of Visit (Pakay sa pagbisita):	
What is your comment?	
Complaint (if any) (Ano po ang inyong reklamo kung meron man)	
How can we improve the quality of our service? (Paano po namin magampanan ang mas magandang serbisyo sa inyo?)	
Signature	
Would you like a written reply? (Nais po ba ninyo ng sagot na nakasulat?)	
Yes () No ()	

Customer Satisfaction Rating

CLIENT FEEDBACK FORM
Service Records Section
PERSONNEL OFFICE (OMA1)
Philippine Military Academy

Date: _____

1. Records Requested:

Service Record () Certificate of Employment ()

2. Performance Standard: **2 working days**

The Office of PMA Personnel would like to provide you with quality service. Please help us determine how we can serve you better by giving us feedback on our services. Please put a checkmark (/) to indicate your responses using the rating scale

How satisfied are you with our service?

4 - Very Satisfied (Lubos na nasiyahan sa Serbisyo)

3 - Satisfied (Nasiyahan sa Serbisyo)

2- Moderately Satisfied (Hindi masyadong nasiyahan sa Serbisyo)

1-Not Satisfied (Hindi nasiyahan sa Serbisyo)

SERVICE QUALITY INDICATORS	4	3	2	1
FRIENDLY: Serves with a smile				
COURTEOUS: Treats client with respect				
PATIENT: Responds to request without complaint. Maintains calmness even under stress.				
TIMELY: Acts immediately on requests; delivers services on schedule				
COMPETENCE: Service provider's competence or skill in delivering the service.				
UNDERSTANDING THE CLIENT: Extensiveness of information/understanding provided to help you.				
Do you have any suggestions/comments that may help us improve our service?				

/OMA1 Client Form 01

CLIENT FEEDBACK FORM
Office of Cadet Admission
Philippine Military Academy

Date: _____

1. Service :Submission of Application for Cadetship

2. Performance Standard (Duration of Transaction): 5 minutes

The Office of PMA Office of the Registrar would like to provide you with quality service. Please help us determine how we can serve you better by giving us feedback on our services. Please put a checkmark (/) to indicate your responses using the rating scale

How satisfied are you with our service?

- 4 - Very Satisfied (Lubos na nasiyahan sa Serbisyo)
- 3 - Satisfied (Nasiyahan sa Serbisyo)
- 2- Moderately Satisfied (Hindi masyadong nasiyahan sa Serbisyo)
- 1-Not Satisfied (Hindi nasiyahan sa Serbisyo)

SERVICE QUALITY INDICATORS	4	3	2	1
FRIENDLY: Serves with a smile				
COURTEOUS: Treats client with respect				
PATIENT: Responds to request without complaint. Maintains calmness even under stress.				
TIMELY: Acts immediately on requests; delivers services on schedule				
COMPETENCE: Service provider's competence or skill in delivering the service.				
UNDERSTANDING THE CLIENT: Extensiveness of information/understanding provided to help you.				
Do you have any suggestions/comments that may help us improve our service?				

/OCA Client Form 01

CLIENT FEEDBACK FORM
Office of the Registrar
Philippine Military Academy

Date: _____

1. Records Requested:

Diploma () Transcript of Records () Certification ()

Others (specify)

2. Performance Standard: **2 working days for TOR and Certifications**
2 weeks for Diploma

The Office of PMA Office of the Registrar would like to provide you with quality service. Please help us determine how we can serve you better by giving us feedback on our services. Please put a checkmark (/) to indicate your responses using the rating scale

How satisfied are you with our service?

4 - Very Satisfied (Lubos na nasiyahan sa Serbisyo)

3 - Satisfied (Nasiyahan sa Serbisyo)

2- Moderately Satisfied (Hindi masyadong nasiyahan sa Serbisyo)

1-Not Satisfied (Hindi nasiyahan sa Serbisyo)

SERVICE QUALITY INDICATORS	4	3	2	1
FRIENDLY: Serves with a smile				
COURTEOUS: Treats client with respect				
PATIENT: Responds to request without complaint. Maintains calmness even under stress.				
TIMELY: Acts immediately on requests; delivers services on schedule				
COMPETENCE: Service provider's competence or skill in delivering the service.				
UNDERSTANDING THE CLIENT: Extensiveness of information/understanding provided to help you.				
Do you have any suggestions/comments that may help us improve our service?				

/OTR Client Form 01