



Republic of the Philippines
DEPARTMENT OF NATIONAL DEFENSE
GOVERNMENT ARSENAL

CITIZEN'S CHARTER 2017



Vision

To achieve self-sufficiency in ammunition and other munitions for use of the AFP, PNP and other government agencies.

Mission

To design, manufacture, procure, stockpile and allocate small arms, weapons, ammunition for these weapons and other munitions for the AFP, PNP, and other government law enforcement agencies; and to sell and export excess products.

Service Pledge

We, the officials and personnel of the Government Arsenal (GA) commit ourselves to discharge our respective duties and responsibilities with utmost responsibility, integrity, loyalty, and efficiency to enable GA provide quality products and timely services to the satisfaction of its customers at reduced cost and adopt necessary changes to continually improve products and services.

I. On Product Lines

Given the operational standards and product specifications as well as the required resources, we the GA officials and personnel, pledge to commit to manufacture small arms ammunition (SAA) that are ascertained to be safe, reliable, and accurate in conformity to U.S. Military Standards. Given the required resources, we likewise commit to be dedicated and devoted in the performance of our jobs in pursuit of the GA's thrust to enhance its manufacturing capability.

Specifically, we will:

- report to duty on time;
- strictly observe the standard operating procedures before, during, and after operation;

- fully support the GA "Zero-Defect" Program;
- strictly observe camp/office rules and regulations, particularly on safety and security;
- give timely work feedback to supervisors/superiors;
- render overtime services to meet work deadlines;
- report immediately untoward incidents and violations of camp/office rules and regulations;
- support, complement, and encourage with one another to promote teamwork;
- strictly implement cost-saving measures of the GA;
- continuously upgrade our know-how and improve our skills for higher level of competence;
- subject ourselves fully to the GA Grievance Mechanism and other personnel mechanisms, programs, and undertakings of GA;
- make available competent officials/personnel to meet with AFP in setting its ammunition requirements;
- timely notify the AFP available ammunition for hauling;

- acts timely on the AFP's directive/notice to facilitate issuance of ammunition.

II. On Services Offered:

- **Testing of Small Arms Ammunition**

We, the GA personnel at the Laboratory, Quality Assurance Division, pledge and commit to serve the best interest of government law enforcement agencies and other clients to ensure use of safe and quality ammunition procured from outside sources for the country's men in uniform. Specifically, we will:

- act on the request within two (2) days upon receipt thereof
- notify immediately the client through telephone of any lacking requirements
- make ourselves available for discussion of issues and concerns prior to conduct of testing
- conduct the test based on established specifications and standards adopted by the client
- provide test result one (1) week after receipt of approved request/testing sample

- **Medical/Dental/Laboratory Services**

We, the Arsenal Kalusugan personnel, commit to render services in accordance with the standard practice of medical profession demonstrating sensitivity and appropriate behavior and professionalism to deliver quality health services. Specifically, we will:

- serve with integrity;
- act promptly and timely;
- display procedures, fees, and charges;
- provide adequate and correct information;
- be consistent in applying rules;
- be polite and courteous;
- wear proper uniform and identification;
- be available during office hours;
- respond to complaints;
- provide comfortable waiting area
- treat everyone equally, etc.

- **On-the-Job Training**

As opportunity permits, the GA commits to be an instrument in helping direct dependents of GA personnel in completion of their school requirement by accommodating them as on-the-job trainees. By this, we, the personnel at the

Training and Career Development Section, Administrative Division, pledge and commit to act promptly on the request for on-the-job training, facilitate the process of the application and ensure their assignment to the right office where they can acquire relevant/valuable knowledge and experiences.

- **Educational Tour**

As production schedule permits, the GA pledges and commits to accommodate group of students and visitors for tour of GA manufacturing plants and facilities for an appreciation of the ammunition production process.

- **Familiarization Firing**

As needed, the GA pledges and commits to be part of the marksmanship training of the military, PNP, and personnel from other government agencies/NGOs by making available to them the use of GA Firing Range.

GA Service Profile

I. Product Lines		
Services	Responsible Office	Client
Manufacture/issuance of small arms ammunition (SAA)	<p>Manufacturing divisions:</p> <ul style="list-style-type: none"> - <i>Case and Bullet Division</i> - <i>Explosives Division</i> - <i>Cartridge Assembly and Packaging Division</i> - <i>Engineering Division</i> <p>Technical divisions:</p> <ul style="list-style-type: none"> - <i>Quality Assurance Division</i> - <i>Planning and Logistics Division</i> <p>Administrative Support divisions:</p> <ul style="list-style-type: none"> - <i>Administrative Division</i> - <i>Finance and Management Division</i> 	Armed Forces of the Philippines (AFP)

II. Services Offered		
Services	Responsible Office	Client/s
Testing of small arms ammunition (SAA)	Quality Assurance Division	AFP, Phil. National Police (PNP), other gov't and non-gov't agencies
Medical/dental laboratory services - Emergency Treatment - Out-patient Department - Admission Dental services Laboratory services Radiology and ECG services	Arsenal Kalusugan	<ul style="list-style-type: none"> • Arsenal personnel and their dependents • Military personnel detailed at GA and their dependents • Non-Arsenal personnel, mostly residing in nearby barangays and barrios.
Educational tour	Office of the Director Government Arsenal Safety and Security Office Administrative Division	Group of students and visitors
Familiarization firing (as approved by the DND)	Office of the Director Government Arsenal Safety and Security Office Planning & Logistics Division Quality Assurance Division	<ul style="list-style-type: none"> • AFP • PNP • Other gov't agencies • Non-gov't agencies

*For Display / Posting /
Tarpaulin*

1. Feedback Mechanism

To our valued customers:

We would like to serve you better. Should you feel dissatisfied or have anything to suggest / recommend to improve our services, please send us your:

**Feedback / Complaint – through letter, text, phone, and/or
Suggestions / recommendation to improve our services**

**Through: Superintendent
Administrative Division
Tel. No. : (047) 244-6824
E-mail : arsenaldnd@yahoo.com**

We assure you that we shall act on your complaints appropriately and promptly. Moreover, we shall appreciate your suggestions / recommendations to improve our services and will take due consideration on them.

Thank you for availing our services and for your feedback to help us improve our services.

2. Client Feedback Form

**PARA SA MAS MAHUSAY NA PAGLILINGKOD NG ARSENAL KALUSUGAN,
KUMUHA PO KAYO NG PORMULARYO NA ITO AT IHULOG SA "DROP BOX**

(For better service of the Arsenal Kalusugan, please fill out this form and drop into the drop box.)

Lagyan ng tsek (Put a check mark)

PAPURI (Praise): _____

PUNA (Complaint): _____

MUNGKAHI (Suggestion) _____

PORMULARYO PARA SA MGA KLIYENTE/PASYENTE (Client/patient Feedback Form)

- PANGALAN (Name) _____
- TIRAHAN (Address) _____
- TELEPONE (Phone Number) _____
- E-MAIL ADDRESS _____
- OPISINA NG ARSENAL KALUSUGAN NA BINISITA/PINUNTAHAN (Office of Arsenal Kalusugan transacted with) _____
- ANO PO ANG INYONG PAPURI, REKLAMO, PUNA O MUNGKAHI (What is your comment?)
- ANO PO ANG GUSTO NINYONG GAWIN NAMIN? (What would you like us to do?) _____
- _____
- LAGDA (Signature) _____
- PETA (Date) _____
- NAIS PO BA NINYONG SAGOT NA NAKASULAT? (Would you like a written reply?)
OO (Yes) _____ HINDI (No) _____

*3. The CSC-PRESCRIBED 2ft.x3ft. ANTI-FIXER
CAMPAIGN (attached)*

ARSENAL KALUSUGAN

Hospital Fees and Charges

SERVICES	NEW RATES AND FEES	
	Arsenal Civilian/ Military Personnel 21 years and above	Non-Arsenal Personnel
ROOM RATES:		
a. Private Room		400.00
b. Recovery Room		400.00
c. OB Ward		250.00
d. Medical Ward		200.00
e. Pedia Ward		200.00
f. Nursery (Rooming-in)		200.00
OUT-PATIENT MINOR OPERATION		250.00
DELIVERY ROOM FEE		670.00
RADIOLOGICAL SERVICES:		
a. Chest X-Ray		
AP	120.00	120.00
APL	222.00	267.00
b. Upper/Lower Extremities		
AP	120.00	144.00
APL	222.00	267.00
c. Lumbar/Sacral		
AP	120.00	120.00
APL	222.00	267.00
d. Thoracic APL	222.00	267.00
e. Cervical		
AP	120.00	120.00
APL	222.00	267.00

f. Skull		
AP	120.00	144.00
APL	222.00	267.00
g. Shoulder AP	300.00	360.00
h. KUB-IVP	1,320.00	1,584.00
i. KUB	120.00	144.00
j. Plain Abdomen	120.00	144.00
ELECTROCARDIOGRAM	180.00	216.00
LABORATORY SERVICES:		
a. Clinical Microscopy		
Fecalysis	30.00	36.00
Urinalysis	42.00	51.00
Smear	54.00	65.00
b. Hematology		
CBC	72.00	87.00
Hct/Hgb	30.00	36.00
WBC/deff ct.	42.00	51.00
Widal Test	138.00	167.00
Blood Typing	12.00	15.00
Cross Matching	144.00	173.00
Platelet Count	54.00	65.00
Clotting/Bleeding Time (ct/bt)	54.00	65.00
c. Blood Chemistry		
FBS/Glucose/RBS	96.00	116.00
BUN	96.00	116.00
Creatinine	96.00	116.00
Uric Acid	120.00	144.00
Cholesterol	120.00	144.00
Triglycerides	120.00	144.00
SGPT/SGOT	120.00	144.00
LDL/HDL	240.00	240.00
HBA1C	180.00	180.00
DENTAL SERVICES:		
a. Tooth Extraction		
Anterior	96.00	116.00
Posterior	132.00	159.00
Difficult Extraction	180.00	216.00
b. Fillings		
Temporary	90.00	108.00
Permanent		
Amalgam	126.00	152.00

Lightcuring	216.00	260.00
c. Prophylaxis		
Light	150.00	180.00
Moderate	180.00	216.00
Heavy	240.00	288.00
d. Tooth X-Ray	78.00	144.00

GOVERNMENT ARSENAL-DND

Manufacture and Issuance of Small Arms Ammunition (SAA) for / to the Armed Forces of the Philippines (AFP)

Step	Applicant / Client	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Meets GA Staff	<p>Discusses with the AFP Staff ammunition production workload</p> <p>Procures direct and indirect materials for manufacture of SAA</p> <p>Provides toolings, technical supports, and does production research and development</p> <p>Manufactures the different ammunition components</p> <p>Assemble ammunition components into</p>	Whole year	<p>Superintendent, Planning and Logistics Division</p> <p>Planning and Logistics Division</p> <p>Engineering Division</p> <p>Case and Bullet Division and Explosives Division</p> <p>Cartridge Assembly and Packaging Division</p> <p>Quality Assurance Division</p>		Notice of meeting from the Chief of Staff, AFP (CSAFP)	Meeting schedule and venue is as per notice from AFP

		<p>finished cartridges</p> <p>Conducts in-process and final acceptance testing</p> <p>Packing of ammunition</p> <p>Provides / develops manpower</p> <p>Seeks for the needed budget from DBM to support the annum procurement</p>		<p>Cartridge Assembly and Packaging Division</p> <p>Administrative Division</p> <p>Finance and Management Division</p>			
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2	Issues Letter of Instruction (LOI), Letter Orders and Directives	Prepares RIV and tally-out	Upon receipt of AFP directive / notice	Planning and Logistics Division		AFP Notice / Directive	AFP notice / directive must indicate the following: <ul style="list-style-type: none"> o Distribution of rounds of SAA to the different AFP major services o Information as follows: <ul style="list-style-type: none"> o Date of Hauling o Type / Lot # of SAA o Quantity (# of rounds) o # of wooden boxes o Name of SAO,GHQ, AFP o # of hauling trucks o Names of military officers and men of the hauling team
		Recommends release of SAA using said forms Certifies that the SAA have been accepted for release		Superintendent, Planning and Logistics Division Superintendent, Quality Assurance Division		Tally-out RIS	

		Approves the release		Director, Arsenal			
3	- Presents to GA Main Gate the hauling documents for entry to GA premises and the list of officers and men of the team - Deposits all guns at the designated AFP vehicle before entry	Inspects the hauling documents and checks the names of the hauling team Coordinates with the Chief, Property Management Section, Planning and Logistics Division	30 minutes before entry to the Main Gate	Guard on Duty, GASSO		Hauling Documents List of names of the hauling team	AFP vehicle designated as depository vehicle of all guns shall be parked outside the Main Gate of GA. Guns are strictly prohibited inside the GA premises.
4	SAO, GHQ, AFP witnesses the loading of SAA to hauling vehicles	Facilitates / checks the loading of SAA to AFP hauling vehicles		Chief, Property Management Section / Mr Renato Aldovino			
5	SAO, GHQ, AFP receives and signs the tally out and RIS forms	Releases the SAA		SAO, GA/C, PMS, PLD			
6	Shows the releasing papers to Main Gate	Releases the hauling team		Guard on Duty, GASSO			

GOVERNMENT ARSENAL-DND

Testing of Small Arms Ammunition (SAA)

As requested by AFP, PNP, and other agencies

Step	Applicant / Client	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Forwards request for testing, addressed to the Director, GA	GA formally acknowledges the request, informing the client of testing schedule	Two (2) days after receipt of the request	Quality Assurance Division		Letter request	Request must indicate the number of lots, caliber, type, and projectile model of SAA
2	Undertakes discussion with GA prior to testing schedule	GA meets the client to discuss test details and standards to be applied	One (1) day	Superintendent, Quality Assurance Division		Product specs and standards adopted by the client	
3	Submits testing sample	Receives testing samples Conducts testing of SAA Prepares the billing statement Sends the billing statement thru fax	One (1) week upon receipt of approved request One (1) day upon receipt of test samples 1 hour upon receipt of test result from QAD	Quality Assurance Division Finance and Management Division		Results of test conducted Test result	Request for billing from QAD

		or e-mail Transmits original copy	Three (3) days after receipt of billing statement	GAMMLO Personnel			
4	Returns to GA and pays the testing fee	Processes payment and issues official receipt	2 minutes	Finance Section	P 20,000.00 per lot	Billing statement	Fees vary on labor, material, and equipment costs

GOVERNMENT ARSENAL-DND

Medical Services: Emergency Treatment

Schedule of Availability

Monday – Sunday

24-hour service

Dental, Laboratory, and X-Ray Services

Monday – Friday during office hours

WHO MAY AVAIL OF THE SERVICES: 1. Arsenal Civilian / Military Personnel and their Dependents below 21 years old (Free of charge; 21 years old and above are charged at discounted rate)
2. Non-Arsenal Personnel (mostly residing in nearby barangays and barrios)

HOW TO AVAIL OF THE SERVICES:

Step	Applicant / Client / Patient	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Proceeds to the emergency room for emergency treatment	Obtains patient's data, takes and records vital signs, and refers patient to Medical Officer	5 minutes	Emergency Room (ER) Nurse/s on duty		OPD medical record	

		Examines and treats patient Gives immediate resuscitative measures if needed	30 minutes 30 minutes				
		Writes and signs admitting orders and notifies ward (if patient is for admission)	15 minutes	Medical Officer on Duty (MOD)		Admission record	
		Prepares referral form if patient is for transfer to other hospital for further management	15 minutes			Referral form Trip ticket	
		Makes necessary endorsement to hospital of choice	10 minutes			Prescription pad / Laboratory request form	

GOVERNMENT ARSENAL-DND

Medical Services: Admission

Schedule of Availability
Monday – Sunday
24-hour service

WHO MAY AVAIL OF THE SERVICES: 1. Arsenal Civilian / Military Personnel and their Dependents below 21 years old (Free of charge; 21 years old and above are charged at discounted rate)
2. Non-Arsenal Personnel (mostly residing in nearby barangays and barrios)

HOW TO AVAIL OF THE SERVICES:

Step	Applicant / Client / Patient	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Presents self for admission	Admits for confinement Makes necessary interview for personal data and chief complaints Records to the admission logbook Accomplishes the admission form Carries out doctor's order; render patient's case and vital signs monitoring; refers laboratory results to MOD Accomplishes nurse's notes and makes necessary endorsement	5 minutes 2 minutes 15 minutes 1 hour 10 minutes	Admitting staff		Admission form Prescription pad Laboratory request form	
2	Prepares for discharge	Endorses medical record chart to billing section and gives home medication	20 minutes	Releasing staff		Medical record	

		instructions and health teachings					
3	Pays bills	Processes payment and issues official receipt	5 minutes	Ms Ma. Teresa Santos Ms Mariquita Guila	Fees and charges available at the GA hospital	Discharge slip	

GOVERNMENT ARSENAL-DND

Medical Services: Outpatient Department

Schedule of Availability

Monday – Friday

8:00 AM – 5:00 PM

WHO MAY AVAIL OF THE SERVICES: 1. Arsenal Civilian / Military Personnel and their Dependents below 21 years old (Free of charge; 21 years old and above are charged at discounted rate)
2. Non-Arsenal Personnel (mostly residing in nearby barangays and barrios)

HOW TO AVAIL OF THE SERVICES:

Step	Applicant / Client / Patient	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Secures or presents patient's number and secures OPD record	Issues patient number and OPD record	5 minutes	Medical Records Clerk		OPD record	
2	Forwards OPD chart to Emergency Room and gets subjected to physical examination	<p>Receives the OPD chart; gets vital signs; records findings on the OPD record; turns over to Medical Officer on Duty (MOD)</p> <p>Gives prescription and instructions, if for medical care</p> <p>Gives orders for the laboratory, ECG or X-Ray</p>	<p>2 minutes</p> <p>5-10 minutes</p> <p>5 minutes</p>	<p>OPD Nurse</p> <p>MOD</p> <p>MOD</p>		<p>ID OPD Chart</p> <p>Prescription pad</p> <p>Laboratory request form</p>	

		examination and refers to OPD nurse, if for work-up					
3	Proceeds to laboratory for work-up, gets result/s thereof then returns back to MOD	<p>Receives work-up result/s and gives prescription and instructions</p> <p>Accomplishes Doctor's order sheet and Admitting history sheet</p> <p>Carries out doctor's stat orders and endorses to ward nurse</p> <p>Records observations, impression, diagnosis, and treatment rendered on the OPD chart</p> <p>Files the recorded information on the OPD chart</p>	<p>15 minutes</p> <p>15 minutes</p> <p>5-10 minutes</p> <p>10 minutes</p> <p>2 minutes</p>	<p>MOD</p> <p>MOD</p> <p>OPD Nurse</p> <p>MOD</p> <p>Records Filing Clerk</p>		<p>Prescription pad</p> <p>Admission form</p> <p>OPD record</p> <p>Admission form</p> <p>Patient medical record</p>	
4	Proceeds to billing section and cashier	Processes payment and issues official receipt (if necessary)	2 minutes	Ms Ma. Teresa Santos Ms. Mariquita Guila		Statement of account Official receipt	

GOVERNMENT ARSENAL-DND

Dental Services

Schedule of Availability

Monday – Friday

8:00 AM – 5:00 PM

- WHO MAY AVAIL OF THE SERVICES: 1. Arsenal Civilian / Military Personnel detailed at the camp and their Dependents are entitled to free dental health care services such as dental consultation, oral prophylaxis, tooth extraction, tooth fillings, dental x-ray, and denture repair.
2. Non-Arsenal individuals / patients could be accommodated at reasonable fees.

HOW TO AVAIL OF THE SERVICES:

Step	Applicant / Client / Patient	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Secures dental records at the Dental Clinic	Accomplishes and makes necessary entries in the dental record	5 minutes	Ms Michelle Gaspar		Dental record form	
2	Presents himself / herself to the dentist while statement of account is being prepared	Attends to patient and makes necessary dental procedures needed / Prepares statement of account	20 minutes to 1 hour	Dr Angelica Maria T Maraon / Ms Ma. Teresa Santos		Dental record form / Statement of account	
3	Pays dental fee	Processes payment and issues official receipt	2 minutes	Ms Mariquita Guila		Official receipt	
4	Presents prescription to the pharmacy	Gives the prescribed medicines	5 minutes	Ms Luz Roque		Prescription	

GOVERNMENT ARSENAL-DND

Laboratory Services

Schedule of Availability

Monday – Friday

8:00 AM – 5:00 PM

WHO MAY AVAIL OF THE SERVICES: Arsenal Civilian / Military Personnel and their Dependents, Military Officers, Non-Arsenal Personnel (mostly residing in nearby barangays and barrios)

HOW TO AVAIL OF THE SERVICES:

Step	Applicant / Client / OPD Patient	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Proceeds to laboratory and asks for schedule	Informs schedule of test Gives preparatory instructions	5-10 minutes	Ms Marigae Krista Monilla		Request from the physician	
Blood Chemistry							
2	- Observes fasting requirement (at least 6-8 hours before blood collection)	Performs blood extraction	3 hours	Ms Marigae Krista Monilla	Fees and charges available at the GA hospital	Blood chemistry result form	
Urinalysis / Fecalalysis							

2	- Collects urine sample - Submits to laboratory	Receives sample Conducts the test	10-15 minutes	Ms Marigae Krista Monilla	P 51.00		Urine sample must be at least 5ml in a clean, sterilized bottle. Submission must not be more than 1 hour after the collection of sample. A mid-stream catch of sample is preferable.
	- Collects stool sample	Receives sample Conducts the test	10-15 minutes	Ms Marigae Krista Monilla	P36.00	Fecalysis result form	Sample must be in a wide-mouth sterilized bottle. Submission must not be more than 1 hour after the collection.

Hematology / Serology

2	Presents himself / herself to laboratory for cbc, platelet count, and hematological procedures	Conducts the procedure	30-40 minutes	Ms Marigae Krista Monilla	cbc P87.00 plt P65.00 Hgb/hct P36.00		Blood for cbc, platelet count, and hematological procedures must be at least 1 ml. For widal test, at least 3 ml.
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Radiology and ECG Services

2	<p>Presents request</p> <p>Gets ready for examination</p> <p>Secures the examination result</p>	<p>Informs schedule of examination for Annual Physical Check-up (APE) of personnel and gives necessary instructions</p> <p>Performs examination immediately after receiving the request for in-patient, emergency, and diagnostic cases</p> <p>Performs special examination such as KUB / IVP</p> <p>Releases the examination result</p>	<p>5 minutes</p> <p>20-30 minutes</p> <p>2 hours</p>	Ms Mariquita Guila	Fees and charges available at the GA hospital	<p>X-Ray request form</p> <p>ECG request form</p> <p>X-Ray result form</p> <p>ECG tracing</p> <p>X-Ray request form</p> <p>X-Ray result form</p>	
3	Waits for the statement of account	Secures statement of account from the billing section	2 minutes	Ms Ma. Teresa Santos		Statement of account	
4	Pays bill	Processes payment and issues official receipt	2 minutes	Ms Mariquita Guila		Official receipt	

GOVERNMENT ARSENAL-DND

On-the-Job Training

(as part of school requirement)

WHO MAY AVAIL OF THE SERVICES: Students who are direct dependents of GA employees

HOW TO AVAIL OF THE SERVICES:

Step	Applicant / Client	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Submits request personally or thru e-mail	<p>Receives the request Interviews and gives information / instructions</p> <p>Endorses the request to concerned division superintendent and secures approval for accommodation; with said approval, endorses the request to Chief, GASSO for security clearance</p> <p>Conducts Background Check (BC) and submits result with recommendation to C, TCDS</p> <p>If BC result is not ok, will inform the applicant of his / her denied request. If it is ok, will endorse the request together with the approval</p>	<p>30 minutes</p> <p>Within 1 day</p> <p>1 day</p> <p>Within 1 day</p>	<p>Chief, Training and Career Development (C, TCDS), Administrative Division</p> <p>Government Arsenal Safety and Security Office (GASSO)</p> <p>Superintendent, Administrative Division</p>		<p>Letter request must indicate among others the following:</p> <ul style="list-style-type: none"> -Name/s of student/s -Field of study -Total training hours required, <p>PDS and pertinent credentials</p> <p>BC result</p>	Request addressed to Director, GA through Superintendent, Administrative Division

		for accommodation and the BC result to Director, Arsenal recommending approval thereof Informs the student of the action taken and requires to report	Immediately upon receipt of the Director's approval	C, TCDS			
2	Reports to GA	Explains terms and conditions of MOA, issues Office Order, and conducts orientation	1 hour	C, TCDS		MOA	
3	Proceeds to GASSO	Issues ID	1 hour	GASSO		Office Order of Assignment	
4	Reports to assigned division	Orients the student trainee about his / her division assignment and introduce him / her to its people	1 hour	Superintendent / Section Chief of concerned division			
5	Undertakes on-the-job training	Trains the student Evaluates / rates student trainee	200 hours or as required in the curriculum	Divisions concerned		Rating report	

GOVERNMENT ARSENAL-DND

Familiarization Firing

For marksmanship training

WHO MAY AVAIL OF THE SERVICES: AFP military, PNP, and other personnel

HOW TO AVAIL OF THE SERVICES:

Step	Applicant / Client	Activity	Duration of Activity	Person / Office in Charge	Fees	Form / Required Documents	Remarks
1	Submits request for familiarization firing / training by Commanding Officer / Regional Director	Determines if the request is covered by authority, ammunition requirement, and availability of firing range	Within 15 minutes	Government Arsenal Safety and Security Office (GASSO)		Letter request AFP requirement	Request addressed to the Secretary of National Defense thru the Assistant Secretary for Installations and Logistics Request must cite the following: o type and quantity of ammunition o intended schedule of firing o roster of personnel who will undergo the marksmanship training
		Determines availability of ammunition		Planning and Logistics Division			
		Prepares the corresponding RIV / Tally-out	Within 15 minutes	GASSO			
		Processes the RIV		Planning and Logistics Division			

		Certifies the acceptability of the ammunition		Quality Assurance Division			
		Forwards the request, together with required documents to Director, Arsenal for approval		GASSO			
		Informs client of the approved request		GASSO			
2	<p>Presents to GA Main Gate approval of request</p> <p>Deposits issued ammunition then proceed to the firing range</p>	Allows entry to the camp		<p>GASSO</p> <p>Supply Sergeant / GASSO Storekeeper</p>			Deposit of issued ammunition is for safekeeping to prevent being mixed with the training ammunition
3	<p>The Officer in Charge (OIC) of the group receives the training ammunition, signs on the RIV, and proceeds to the firing range</p> <p>After firing, the firers sign in the designated logbook indicating the</p>	Releases the training ammunition		Supply Sergeant / GASSO Storekeeper		<p>RIV</p> <p>Logbook</p>	

	number of rounds fired						
4	The OIC returns the fired cases and unfired cartridges, after the training	Accounts the rounds of ammunition issued after firing		GASSO			