

GOVERNMENT ARSENAL

CITIZEN'S CHARTER

2024 (4th Edition)



I. Mandates:

- Establish, operate and maintain and secure the government arsenal.
- Formulate plans and programs to achieve self-sufficiency in small arms, mortars and other weapons and munitions.
- Design, develop, manufacture, procure, stockpile and allocate arms, mortars, and other weapons and munitions with exemptions from obtaining relevant permits or licenses.
- Devise ways and means for the efficient mobilization of the civilian industry to augment the production of the Arsenal in times of emergency.

II. Vision:

By 2040, a world-class Arsenal that is the hub of the Philippine Defense Self- Reliance.

III. 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.

IV. Service Pledge:

We, the officials and personnel of the Government Arsenal (GA) commits ourselves to discharge our respective duties and responsibilities with utmost integrity, excellence, loyalty, accountability and efficiency to enable GA provide quality products and timely services thereby fulfill the requirements of the external and internal customers at a reduced cost and adopt imperative changes to continually improve products and services.



A. 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 recognized international standard. 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; and
- act timely on the AFP's directive/notice to facilitate issuance of ammunition.



B. On Services Offered:

External Services

Issuance of Small Arms Ammunition

We, the GA personnel at the Planning and Logistics Division pledge and commit to provide timely, accurate and safe issuance of quality ammunition to the Armed Forces of the Philippines, Philippine National Police and other law enforcement agencies.

Internal Services

We, the officials and personnel of the different divisions/office of the GA offering internal services as enumerated below commit to perform our duties and responsibilities with utmost integrity and efficiency to enable us provide accurate and timely services to the fulfillment of GA personnel requirements.

Internal Services

Acceptance Inspection	-	Quality Assurance Division
Issuance of Certificate Division of Employment and Service Record	-	Administrative
Issuance of Supplies Logistics	-	Planning and Division

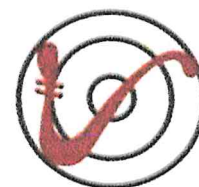


V. List of Services

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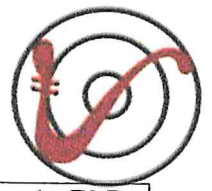
Government Arsenal External Services



1. Issuance of Small Arms Ammunition (SAA)

Issue Finished Ammunition to AFP

Office or Division:	Planning and Logistics Division (PLD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government <i>Agency + Agency</i>			
Who May Avail:	AFP/PNP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance to Issue Hauling Advice (1 original)		PLD Office		
Hauling Advice (1 original and 10 photocopies)		PLD Office		
Letter of Instruction (LOI) (1 photocopy)		J4, Camp General Emilio Aguinaldo, Quezon City		
Requisition Issue Slip (RIS) (3 original and 3 machine copies)		PLD Office		
Tally-Out (3 original and 3 machine copies)		PLD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare Hauling Advice	None	2 hours	Chief, Plans and Programs Group (PPG) / Supt., PLD
	1.2 Approve Hauling Advice			PLD Office
				Director, Government Arsenal (GA) Office of the Director
	2. Distribute approved Hauling Advice to the concerned office	None	1 day	Chief, PPG PLD Office
Response of GHQ by sending GA hauling plan (LOI/OPORD)	3. Accept hauling plan (LOI/OPORD)	None	5 minutes	Supply Accountable Officer (SAO)/ Chief, PPG Property Management Section (PMS) Office/PLD Office
		6		SAO PMS Office



	4.1 Prepare RIS/Tally-Out	None	4 hours	SAO/Supt., PLD PMS Office/PLD Office
	4.2 Approve RIS/ Tally-Out			Director, GA Office of the Director
	5. Hauling Activity per day	None	5 hours	SAO PMS Office
	TOTAL	None	2 Days and 3 Hours	



Government Arsenal Internal Services



1. Acceptance Inspection

Conduct Acceptance Inspection of Finished Cartridges

Office or Division:	Quality Assurance Division (QAD)			
Classification:	Complex5			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Cartridge Assembly and Packaging Division (CAPD)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Acceptance Inspection Test Request (2 original copies)		Requesting Division / Office		
Acceptance Inspection Report Form (3 original copies)		Quality Assurance Division (QAD) Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Acceptance Inspection Test, addressed to Supt., QAD	1. Approve the request and forward to concern Section for appropriate action.	None	30 minutes	Supt., QAD QAD Office
2. Coordinate with QAD prior to sampling	2.1 Conduct sampling prior to acceptance inspection	None	4 hours	Ballisticians, QAD Ballistics Bldg.
	2.2 Conduct the required tests as per established specifications	None	3.5 days	Ballisticians, QAD Ballistics Bldg.
	2.3 Preparation and signature of the Acceptance Test reports	None	4 hours	Chief, Ballistics / Team leader and Ballisticians, / QAD Ballistics Bldg.



	2.4 Advance issuance of Ammo Data Card to expedite the Packaging and Submit acceptance reports to the requesting Division	None	30 minutes	Supt. QAD, QAD Office
	TOTAL		4 Days and 5 Hours	



2. Issuance of Certificate of Employment and Service Record

Issue Certificate of Employment (COE) and Service Record (SR).

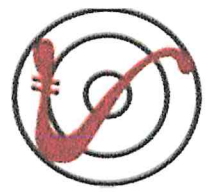
Office or Division:	Records Group, Industrial Relation Section, Administrative Division (IRS,AD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	GA Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disposition Forms (DF) (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DF request addressed to Supt, Administrative Division at Administrative Building	1.1 Receive the request.	None	10 minutes	<i>Message Center Staff</i> AD Office
	1.2 Prepare the COE/SR		30 minutes	<i>Records Staff</i> AD Office
	1.3 Approve/Sign the COE/SR		5 minutes	<i>Supt., Administrative Division</i> AD Office
	1.4 Issue Approved COE/ Service Record.		5 minutes	<i>IRS Staff, AD</i> AD Office
	TOTAL	None	50 Minutes	



3. Issuance of Supplies

Issue Supplies

Office or Division:	Planning and Logistics Division (PLD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Different Divisions/Office/Unit in GA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issue Slip (RIS) (1 original and 4 photocopies)		Storekeeper/End-using Division/Office/Unit		
Inventory Custodian Slip (ICS) (4 original copies)		Office of the Supply Accountable Officer (SAO)/Property Management Section (PMS), PLD		
Property Acknowledgement Receipt (PAR) (5 original copies)		Office of the Supply Accountable Officer (SAO)/Property Management Section (PMS), PLD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit RIS, signed by concerned Division Supt. to PLD Office	1.1. Forward RIS to Planning Production Control Section (PPCS), PLD for processing.	None	4 hours	<i>PPCS Staff, PLD PLD Office</i>
	1.2 Approve RIS			<i>Superintendent, PLD PLD Office</i>
	1.3 Forward approved RIS to PMS for processing and signing prior for issuance	None	4 hours	<i>SAO, PMS Staff, PLD PMS/Storage Office</i>
	1.4 Forward RIS to PLD Responsible	None	4 hours	<i>PLD RSO/ Storekeeper PMS/Storage</i>



	Supply Officer (RSO)/Storekeeper for issuance/receipt of SME.			Office
	TOTAL		12 Hours	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the Client Satisfaction Survey/Complaint Form and drop it at the designated drop boxes at the following offices:</p> <p>External Services</p> <p>Issuance of Small Arms Ammunition Property and Management Section, Planning and Logistics Division (PLD) Contact info: (047) 244-5626 local 6354</p> <p>Internal Services</p> <p>Acceptance Inspection Quality Assurance Division (QAD) Contact info: (047) 244-5626 local 6226</p> <p>Issuance of Certificate of Employment and Service Record Industrial Relations Section, Administrative Division Contact info: (047) 244-5626 local 6340</p> <p>Issuance of Supplies Planning and Logistics Division Contact info: (047) 244-5626 local 6361</p> <p>Email address: miso@arsenal.mil.ph</p>



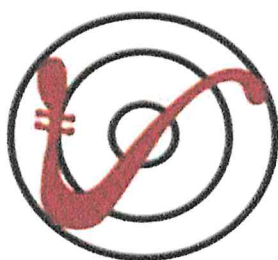
How to file a complaint	<p>Answer the Client Satisfaction Survey/Complaint Form and drop it at the designated drop boxes as stated above.</p> <p>Complaints can also be filed at miso@arsenal.mil.ph or via telephone (047) 244-5626 local 6363/6218 providing the following information:</p> <ul style="list-style-type: none">- Name of the person being complained- Incident- Evidence <p>For inquiries and follow-ups, contact telephone no. (047) 244-5626 local 6363/6218.</p>
How feedback/complaint is processed	<p>Every Friday, the Chief, Industrial Relations Section (IRS), Administrative Division opens the drop box and compiles and records all feedback/complaint submitted.</p> <p>Feedback requiring answers/actions are forwarded to the concerned offices and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client.</p> <p>In case of complaints, the Chief, IRS forwards to GA Legal Assistant for evaluation of each complaint. Upon evaluation, the GA Legal Assistant shall start the investigation and forward the complaint to the concerned offices for explanation.</p> <p>The GA Legal Assistant will create a report after the investigation and shall submit to the Director, Government Arsenal (GA) thru the Superintendent, Administrative Division (SAdmin) for appropriate action.</p> <p>The SAdmin will give feedback to the client.</p> <p>For inquiries and follow-ups, contact telephone no. (047) 244-5626 local 6363/6218.</p>



Contact Information of Government Arsenal, Department of National Defense	<p>Email address: miso@arsenal.mil.ph Contact No.: (047) 244-5626 local 6363/6218 Address: Camp General Antonio Luna, Lamao, Limay, Bataan</p> <ul style="list-style-type: none">- Planning and Logistics Division Contact info: (047) 244-5626 local 6361- Property and Management Section, Planning and Logistics Division (PLD) Contact info: (047) 244-5626 local 6354- Quality Assurance Division (QAD) Contact info: (047) 244-5626 local 6226- Administrative Division (AD) Contact info: (047) 244-5626 local 6218- Industrial Relations Section, Administrative Division Contact info: (047) 244-5626 local 6363
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph : 1 ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)</p>

APPROVED / DISAPPROVED:


GERRY P. AMANTE
Director



Prepared by
GOVERNMENT ARSENAL
Camp General Antonio Luna, Lamao, Limay,
Bataan Tel. No.: (047) 244-5626 local 6218
(047) 244-6824
www.arsenal.mil.ph

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