

English script

The National Army, through the General Adjutant's Office, has made the Citizen Service Office available to all citizens and military personnel in order to guarantee quality in the process of receiving requests, complaints, claims, queries, complaints and suggestions through our authorized in-person, virtual, telephone and documentary channels. In person you can do it at our main office located at 53rd Street number 5793 in the La Esmeralda neighborhood of the City of Bogotá, during business hours from Monday to Thursday from 8 in the morning to 4 in the afternoon and Friday from 7 in the afternoon. morning to 3 in the afternoon, always with a continuous day. Virtual you can enter our web portal www.pqr.mil.co and present your request, query, complaint, complaint, claim, official statement, request for public information, congratulations and suggestions.

Or for judicial notifications to the email address sac.arroba.busonejercito.mil.co Telephone, from any telephone by dialing line 152 you can report any act that threatens institutional transparency, to receive attention and guidance on requests, complaints, claims, congratulations and suggestions, the toll-free line 018111689 is available, we also have telephone lines 221-6336, 222-0950, 426-1499. Documentary, requests, complaints, claims and suggestions are received through the different correspondence companies in the country, where a receipt for the documentation submitted to this office will be generated. Remember, we are at the service of citizens, transparency and trust.