

QUARTERLY PHYSICAL REPORT OF OPERATION (QPRO) BAR 1  
3rd Quarter FY 2016

Department : Department of National Defense  
 Agency : Philippine Veterans Affairs Office (PVAO)  
 Operating Unit : Philippine Veterans Affairs Office (PVAO)  
 Organization Code (UACS) :

✓	Current Year Appropriations
	Supplemental Appropriations
	Continuing Appropriations
	Off-Budget Account

Particulars	UACS CODE	Physical Targets					Physical Accomplishments					Variance as of 31 March 2016	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total/Ave.		
1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12	13	14
<b>Part A</b>													
<b>I. Operations</b>													
MFO 1 - Administration of Veterans' Pension and Benefits Program	301000000												
<b>Performance Indicators (Set 1):</b>													
<b>Quantity</b>													
1. Number of pension and other benefit payments made		238,944	213,154	213,153	213,154	245,957	211,625	212,312	214,195				PVAO delivered pension benefits to 211,727 pension accounts, and 2,468 non-pension benefits for the 3rd Quarter, or equivalent to 100.5% accomplishment against the 213,153 target. The pension payments made included remittances to 9,859 beneficiaries of TAD Arrears for the month of September, comprised of 5,978 pyts. to Surviving Sps. of deceased WWII Vets, and 3,881 pyts. to Post WWII Vets. aged 80 yrs. old and above.
2. Number of pensioners and beneficiaries		176,502	176,503	176,502	176,503	183,815	171,898	169,355	169,267				In terms of warmbodies (pension and non-pension benefits), the agency attained a 96% accomplishment in the 3rd Quarter (169,267 actual warmbodies vs. the 176,502 target)
<b>Quality</b>													
3. Percentage of payments made over the last three (3) years that are found to be invalid		0.125%	0.125%	0.125%	0.125%	0.50%	0.027%	0.083%	0.083%				For the 3rd Qtr., invalid accts represent only 0.083% invalid accts of the ave. pension accts of 215,000, which is below the 0.125% target. While PVAO targets a 100% validity rate of its Pensioners List, a ceiling of 0.50% payments made over the last 3 years later found to be invalid was imposed by the DBM as a performance indicator in the FY 2016 GAA. These invalid accounts pertain to terminated pension accounts due to fraud or remarriage (in the case of surviving spouse). As of 30 Sept. 2016, PVAO's Pensioners List attained a 99.89% validity rate over the last 3 yrs., as there were only 234 invalid accounts terminated against the average of 215,000 pension accounts from FY 2013 to FY 2016.
4. Percentage of valid benefit claims made within 10		90%	90%	90%	90%	90%	90%	93%	94%				PVAO processed 3,772 benefit claims within

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		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total/Ave.		
1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12	13	14
working days of receipt of complete documents													std time or 94% of the 4,003 benefit claims received in the 3rd Quarter, or equivalent to a 104% accomplishment of the 90% target.
5. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%	100%	100.00%				With respect to delivery of pension benefits, PVAO remitted the regular pensions on time from July to Sept. 2016 through the agency's partner pension servicing banks via the DRPSS.
<b>MFO 2 - Preservation and Development Services for Military Shrines</b>	302000000												
<b>Performance Indicators (Set 2):</b>													
<b>Quantity</b>													
1. Number of shrines maintained		8	8	8	8	8	8	8	8				PVAO continues to maintain 8 Military Shrines as of the end of 3rd Quarter
2. No. of veteran commemorative events managed		2	7	3	1	13	2	14	6				<b>PVAO managed six (6) commemorative events in the 3rd Qtr, or 200% of the target of 3. The agency also participated in three (3) veterans commemorative events managed by LGUs and other stakeholders.</b>
<b>Quality</b>													
3. Percentage of shrine visitors who rated the facility maintenance and customer service as good or better		90%	90%	90%	90%	90%	92%	91%	91%				PVAO attained a 91% customer customer satisfaction in the 3rd Quarter with respect to the maintenance of Military Shrines
4. Percentage of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	100%	87%	90%				PVAO attained an 90% customer customer satisfaction with respect to commemorative events in the 3rd Quarter
<b>Timeliness</b>													
5. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%	100%				All managed commemorative events were completed in accordance with the program schedule
6. Percentage of shrines that are maintained on a daily basis		100%	100%	100%	100%	100%	100%	100%	100%				PVAO has regularly maintained the 8 Military Shrines on a daily basis for a 100% accomplishment

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Particulars 1	UACS CODE 2	Physical Targets					Physical Accomplishments					Variance as of 31 March 2016 13	Remarks 14
		1st Quarter 3	2nd Quarter 4	3rd Quarter 5	4th Quarter 6	Total 7=(3+4+5+6)	1st Quarter 8	2nd Quarter 9	3rd Quarter 10	4th Quarter 11	Total/Ave. 12		
<b>Part B</b>													
<b>Major Programs/Projects</b>													
<b>KRA No. 2 - Poverty Reduction and Empowerment of the Poor and the Vulnerable</b>													
<b>I. Processing of Veterans' Claims</b>	301000000												
1. Number of pension payments made		236,607	210,816	210,816	210,816	236,607	208,854	209,916	211,727				PVAO made 211,727 pension payments in the 3rd Qtr for a 100.43% accomplishment of the 210,816 target. This actual accomplishment is comprised of payment of an ave. of 201,868 regular pensions from July to Sep. and 9,859 TAD Arrears for Sep. (5,978 pyts. to Surviving Sps. of deceased WWII Vets, and 3,881 pyts. to Post WWII Vets. aged 80 yrs. old and above)
2. Number of pensioners (warmbodies)		174,465	174,465	174,465	174,465	174,465	169,127	166,959	166,799				The ave. pensioner warmbodies of 166,799 in the 3rd Qtr. is equivalent to 96% of the 174,465 target
3. Percentage of valid benefit claims made within 10 working days of receipt of completed documents		90%	90%	90%	90%	90%	90%	93%	94%				Pls. see remarks in Part A
4. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%	100%	100.00%				Pls. see remarks in Part A
<b>II. For educational benefits, expanded hospitalization program and burial benefits of veterans, their wives and dependents pursuant to RA No. 6948, as amended by RA No. 7696</b>	301000000												
1. Number of other benefit payments made/beneficiaries		2,337	2,338	2,337	2,338	9,350	2,771	2,396	2,468				PVAO made 2,468 payments for non-pension benefits in the 3rd Qtr. for a 106% accomplishment of the 2,337 target for hospitalization, educational and burial benefits
<b>III. For the investigation, verification of records, strengthening of internal control system, and the conduct of management and systems audit</b>	301000000												
1. Percentage of payments made over the last three (3) years that are found to be invalid		0.125%	0.125%	0.125%	0.125%	0.50%	0.027%	0.083%	0.083%				Pls. see remarks in Part A


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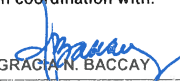
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<b>KRA No. 4 - Just and Lasting Peace</b>													
<b>I. Administration and development of military shrines</b>													
	302000000												
1. Number of shrines maintained		8	8	8	8	8	8	8	8	8			Pls. see remarks in Part A
2. Percentage of shrines that are maintained on a daily basis		100%	100%	100%	100%	100%	100%	100%	100%	100%			
3. Percentage of shrine visitors who rated the facility maintenance and customer service as good or better		90%	90%	90%	90%	90%	92%	91%	91%				
<b>II. Coordination of commemorative activities for veterans</b>													
	302000000												
1. No. of veteran commemorative events managed		2	7	3	1	13	2	14	6				Pls. see remarks in Part A
2. Percentage of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	100%	87%	90%				
3. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%	100%				

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