

QUARTERLY PHYSICAL REPORT OF OPERATION (QPRO) BAR 1
3rd Quarter FY 2015

Department : Department of National Defense
 Agency : Philippine Veterans Affairs Office (PVAO)
 Operating Unit : Philippine Veterans Affairs Office (PVAO)
 Organization Code (UACS) : 170050000000

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

Particulars	UACS CODE	Physical Targets					Physical Accomplishments					Variance 3rd Quarter 2015	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total/Ave.	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total/Ave.		
1	2	3	4	5	6	7	8	9	10	11	12	13	14
Part A													
I. Operations													
MFO 1 - Administration of Veterans' Pension and Benefits Program	301000000												
Performance Indicators (Set 1):													
Quantity													
1. Ave. Number of pension and other benefit payments made		212,730	212,728	213,671	213,671	220,352	211,604	208,352	207,026		212,979	-6,645	For the 3rd Quarter, PVAO attained a 97% accomplishment in terms of pension and non-pension payments made. The actual delivery of pension payments averaged 199,927 while for non-pension, 7,099 payments were made comprised of hospitalization, educational and burial assistance.
2. Ave. Number of pensioners and beneficiaries		176,379	176,377	177,320	177,320	184,001	182,696	179,956	164,536		179,714	-12,784	In terms of warm bodies, PVAO attained a 93% accomplishment in terms of beneficiaries of pensions and non-pension benefits. A pensioner may receive one or more pension accounts, as in the case of Old Age pensioners with Disability benefits.
Quality													
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%	0.09%	0.09%	0.12%		0.10%	-0.005%	An additional 24 pension accounts were terminated in the 3rd Quarter for the reason of remarriage or being fraudulent. Overall, 242 accounts for the last 3 years (36 mos.) have been terminated for the given reasons, or 0.12% of the 204,762 average pension pension accounts for the last 3 yrs. The low percentage of invalid accounts has translated to a high 99.88% validity rate of the Pensioners List which is attributable to the extensive Validation Program of the agency.
Timeliness													
4. Percentage of valid benefit claims made within 10 working days of receipt of complete documents		90%	90%	90.00%	90.00%	90.00%	93.00%	90.00%	93.00%		92%	3%	In terms of timeliness, PVAO was able to process 3,909 benefit claims within standard time out of the 4,209 applications received for the 1st Semester for a 93% actual accomplishment, or 103% of the of the 90% target.
5. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100%	0%	With respect to delivery of pension benefits, PVAO was able to deliver 100% of pensions on due date from July to September 2015 through its partner banks via the DRPSS.

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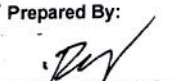
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MFO 2 - Preservation and Development Services for Military Shrines	302000000												
Performance Indicators (Set 2):													
Quantity													
1. Number of shrines maintained		7	7	7	7	7	8	8	8		8	1	The excess of 1 military shrine is attributable to the PEFTOK Korean War Memorial Hall which was turned over to PVAO's supervision in 2014, for a 114% accomplishment.
2. Number of veteran commemorative events managed		2	7	3	1	13	3	7	3		13	0	PVAO met its target of three (3) commemorative events for the 3rd Quarter FY 2015 for a 100% accomplishment. On top of the managed commemorative events, the agency also participated in four (4) other commemorative or celebratory events.
Quality													
3. Percentage of shrine visitors who rated the facility maintenance and customer service as good or better		90%	90%	90%	90%	90%	86%	92%	95%		91%	5%	In terms of client satisfaction, PVAO attained a net client satisfaction rating of 95% and 100% in terms of maintenance of shrine facilities and conduct of commemorative events, respectively for the 3rd Quarter
4. Percentage of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	100%	100%	100%		100%	10%	
Timeliness													
5. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%	100%		100%	0%	For the 3rd Quarter, PVAO was able to provide daily maintenance services to all military shrines and implement all planned commemorative events according to program schedules for a 100% accomplishment.
6. Percentage of shrines that are maintained on a daily basis		100%	100%	100%	100%	100%	100%	100%	100%		100%	0%	


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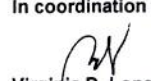
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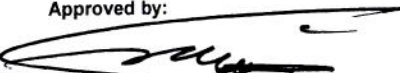
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B													
Major Programs/Projects													
KRA No. 2 - Poverty Reduction and Empowerment of the Poor and the Vulnerable													
I. Processing of Veterans' Claims	301000000												
1. Number of pension payments made		210,816	210,816	210,816	210,816	210,816	208,899	205,457	199,927		204,761	-10,889	
2. Number of pensioners (warmbodies)		174,465	174,465	174,465	174,465	174,465	178,525	175,434	160,530		171,496	-13,935	
3. Percentage of valid benefit claims made within 10 working days of receipt of completed documents		90%	90%	90%	90%	90%	93%	90%	93%		92%	3%	
4. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%	100%	100%		100%	0%	
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	301000000												
1. Number of other benefit payments made		1,914	1,912	2,855	2,855	9,536	2,705	2,895	7,099		8,218	4,244	
2. Number of other benefit beneficiaries		1,914	1,912	2,855	2,855	9,536	4,171	4,522	4,006		8,218	1,151	
III. For the investigation, verification of records, strengthening of internal control system, and the conduct of management and systems audit	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%	0.09%	0.09%	0.12%		0.10%	0.005%	
KRA No. 4 - Just and Lasting Peace													
I. Administration and development of military shrines	302000000												
1. Number of shrines maintained		7	7	7	7	7	8	8	8		8	1	
2. Percentage of shrine visitors who rated the facility maintenance and customer service as good or better		90%	90%	90%	90%	90%	86%	92%	95%		91%	5%	
3. Percentage of shrines that are maintained on a daily basis		100%	100%	100%	100%	100%	100%	100%	100%		100%	0%	
II. Coordination of commemorative activities for veterans	302000000												
1. Number of veteran commemorative events managed		2	7	3	1	13	3	7	3		13	0	
2. Percentage of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	100%	100%	100%		100%	10%	
3. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%	100%		100%	0%	

Prepared By:

 Roberto C. Dela Cruz
 Chief, Management Evaluation Section

Reviewed By:

 Col Omar L. Tonsay PN(M) (Ret)
 Chief, Planning and Management Division

In coordination with:

 Virginia D. Lopez
 Chief, Budget Section

Approved by:

 LTGEN Ernesto G. Carolina AFP (Ret)
 Administrator, PVAO