

QUARTERLY PHYSICAL REPORT OF OPERATION (QPRO) BAR 1
4th 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 4th 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	201,031	212,720	-12,640	For FY 2015, PVAO attained a 97% accomplishment in terms of pension and non-pension payments made. The actual delivery of pension payments averaged 202,810 while for non-pension, 9,910 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	165,488	178,886	-11,832	In terms of warm bodies, PVAO attained a 97% 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%	0.13%	0.11% (or 99.89% Validity Rate of Pensioners List)	0.005%	As of 31 Dec. 2015, only 248 pension accounts have been terminated for the last 3 years for the reasons of remarriage or fraud, or 0.11% of the 219,000 average pension accounts. This translated to a 99.89% Validity Rate of the Pensioners List.
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%	92.00%	92%	2%	In terms of timeliness, PVAO was able to process 14,800 benefit claims within standard time out of the 16,098 applications received in 2015 for a 92% actual accomplishment, or 102% accomplishment 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%	100.00%	100%	0%	With respect to delivery of pension benefits, PVAO was able to deliver 100% of pensions on due date in 2015 through the agency's partner banks via the DRPSS.

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Part 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	196,958	202,810	-13,858	
2. Number of pensioners (warmbodies)		174,465	174,465	174,465	174,465	174,465	178,525	175,434	160,530	161,415	168,976	-13,050	
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%	92%	2.00%	
4. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	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	4,073	9,910	1,218	
2. Number of other benefit beneficiaries		1,914	1,912	2,855	2,855	9,536	4,171	4,522	4,006	4,073	9,910	1,218	
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%	0.13%	0.11% (or 99.89% validity of Pensioners List)	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	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%	92%	92%	2%	
3. % of shrines that are maintained on a daily basis		100%	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	0	13	0	
2. Percentage of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	100%	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%	100%	0%	

Prepared By:


Roberto C. Dela Cruz

Chief, Management Evaluation Section
Date: 01/13/16

Reviewed By:


Col Omar L. Tonsay PN(M) (Ret)

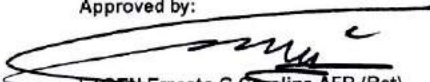
Chief, Planning and Management Division
Date: 01/13/16

In coordination with:


Virginia D. Lopez

Chief, Budget Section
Date: 01/13/16

Approved by:


LTGEN Ernesto G. Carolina AFP (Ret)

Administrator, PVAO
Date: 01/13/16