



Department of National Defense  
**PHILIPPINE VETERANS AFFAIRS OFFICE**  
 Quarterly Physical Report of Accomplishment  
 For the 1st Quarter Ended 31 March 2015

BAR 1

Program/Activity/Project (P/A/Ps)	Performance Indicators	Physical Target	Actual	Over/(Short) Accomplishment In Numbers	Accomplishment In Percentage	Remarks				
MCO 1 - Administration of Veterans' Pension and Benefits Program  1. Processing of Veterans Pensions and Other Benefits, such as educational benefits, expanded hospitalization program and burial benefits of veterans, their surviving spouses and dependents pursuant to RA Nos. 6948 and 7696)	1. Number of pension and other benefit payments made  a. Pension payments (average)  b. Other benefit payments made  1. Burial Assistance (No. of beneficiaries)	Annual	220,352	213,200	211,604	208,899	210,816	(1,917)	99%	PVAO delivered pension benefits to an average of 208,899 for the 1st Quarter FY 2015, or 99% of the 210,816 target.
		1st Quarter	213,200	211,604	(1,596)	99%				
		1st Quarter	210,816	208,899	(1,917)	99%				
		1st Quarter	2,384	2,705	321	113%				
		1st Quarter	1,875	1,381	(494)	74%	Due to the enactment of RA 10649, the amount of Burial Assistance increased from P10,000 to P20,000 effective 12 December 2014. However, said increase was not appropriated in the FY 2015 Budget although DBM has authorized PVAO to use the agency's savings to cover the additional P10,000 burial assistance.			
		1st Quarter	1,850	462	412	189%	A total of 874 school bills were paid from January to March 2015, or 189% of the 462 target for the 1st Quarter.			
		1st Quarter	186	47	404	968%	Based on the Liquidation Reports submitted by VMAC from January to February 2015, hospitalization benefits were extended to 20 beneficiaries (12 veterans and 8 dependents) due to life threatening illnesses. At the same time, 430 beneficiaries availed of Personal Reimbursements for various medical procedures such as cataract surgery, chemotherapy, coronary angiogram and angioplasty, hearing aid, haemodialysis, orthopaedic implant and pacemaker insertion.			
		1st Quarter	184,001	178,237	182,696	4,459	103%	In terms of number of warm bodies, PVAO catered to an average of 182,696 pensioners and beneficiaries for the 1st Quarter, or 103% of the 178,237 target.		
		1st Quarter								
		1st Quarter								

Sources: Finance, Claims and Management Information Divisions January to March 2015 Accomplishment Reports; Veterans Memorial Medical Center (VMAC) January to February 2015 Liquidation Reports



MFO 1 - Administration of Veterans' Pension and Benefits Program

Program/Activity/Project (p/A/ps)	Performance Indicators	Annual Target	1st Quarter Target	1st Quarter Actual Accomplishment	Over/(Short)	1st Quarter Accomplishment Vs. Target	Remarks
	3. Percentage of payments made over the last three (3) years that are later found to be invalid	0.50%	0.50%	0.09%	-0.41%	99.91% Validity Pensioners List for the last 3 yrs.	For the last 3 years (or 36 months) up to the 1st Quarter of FY 2015, only 212 accounts have been found to be invalid (for reason of remarriage or fraudulent) and were eventually terminated. Such accounts to only 0.09% of the 0.50% target based on the 227,840 average of pension accounts for the last 3 yrs. The low number of invalid accounts translate to a 99.91% validity rate and integrity of the Pensioners List, which PVAO ensures by employing a rationalized and extensive Validation Program which include formal agreements with partner Banks and Financial Institutions, PHILPOST, veteran organizations, government agencies like NSO and local civil registrars, the AFP-PGMC and the PNP for data matching. The system will be further enhanced by the completion of digitization of veterans records that shall support the adoption of a relational data architecture for veterans database.
	4. Percentage of valid benefit claims made within 10 working days of receipt of completed documents	90%	90%	93%	3%	103%	In terms of timeliness, PVAO was able to process 3,594 benefit claims within standard time out of 3,865 applications for an 93% actual accomplishment, or 103% of the of the 90% target for the 1st Quarter.
	5. Percentage of regular pension payments made into the beneficiaries accounts on due date	100%	100%	100%	0%	100%	With respect to delivery of pension benefits, PVAO was able to deliver pensions on due date from January to March 2015 through its partner banks via the DRPS.

Sources: Claims and Finance Divisions January to March 2015 Accomplishment Reports

Program/Activity/Project (P/A/Ps)	Performance Indicators	Annual Target	1st Quarter Target	1st Quarter Actual Accomplishment	Over/(Short)	1st Quarter Accomplishment Vs. Target	Remarks
MFO 2 - Preservation and Development Services For Military Shrines	1. Administration and development of national military shrines	7	7	8	1	114%	In terms of preservation and development of military shrines, PVAO has been maintaining eight (8) military shrines to operational standards, including the PEFTOK Korean War Memorial Hall in accordance with prescribed guidelines and timelines. Not included in the list is Corregidor Island which is currently being maintained by the Department of Tourism and the Tourism Department of Tourism and the Tourism Infrastructure and Enterprise Zone Authority by virtue of a Memorandum of Agreement entered with the Department of National Defense on July 10, 1985 for a period of 50 years.
	2. Percentage of shrines that are maintained on a daily basis	100%	100%	100%	0%	100%	PVAO attained a 90% net satisfaction rating from shrine visitors for the 1st Quarter for a 100% accomplishment of the 90% target.
	3. Percentage of shrine visitors who rated the facility maintenance and customer service as good or better	90%	90%	90%	0%	100%	PVAO managed two (2) commemorative events which is equivalent to 100% accomplishment of the 1st Quarter target. PVAO likewise participated in other commemorative and celebratory events that sought to cultivate historical development and awareness of past military campaigns and battlefield victories in order to sow the seeds of patriotism and develop a sense of national pride especially amongst the Filipino youth.
	4. Number of veteran commemorative events managed	13	2	2	0	100%	The actual accomplishment for the 1st Quarter shall be incorporated in the 2nd Quarter upon the completion of surveys conducted during the 2015 Philippine Veterans Week and 73rd Araw Ng Kagitingan which were conducted from March to April 11, 2015.
	5. Percentage of commemorative events that are completed according to program schedule	100%	100%	100%	0%	100%	
	6. Percentage of stakeholders who rated the commemorative events as good or better	90%	90%	NA	NA	NA	

Sources: Veterans Memorial and Historical Division January to March 2015 Accomplishment Reports

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