

QUARTERLY PHYSICAL REPORT OF OPERATION (QPRO) BAR 1  
4th 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 Dec. 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	200,814	199,871	230,155	241,378	-4,579	The 241,378 payments made in CY 2016 were comprised of payments of 231,193 regular pension and TAD Arrears, as well as 10,185 payments of non-pension benefits covering hospitalization, educational and burial assistance. These payments benefitted 205,754 pensioners and beneficiaries of miscellaneous other benefits.
2. Number of pensioners and beneficiaries		176,502	176,503	176,502	176,503	183,815	171,898	169,355	169,267	191,446	205,754	21,939	
<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%	0.028%	0.027%	0.028%	0.11%	-0.39%	For the last 3 yrs. only 234 invalid accts., or 0.11% of the 3-yr. ave. of 215,000 pension accts. were discovered and duly terminated. The 0.11% actual percentage is below the 0.50% ceiling for invalid accounts (fraudulent and remarried) allowed per CY 2016 GAA. The same translates to a high 99.89% validity rate of the Pensioners List which PVAO has sustained through the years because of its extensive pensioners validation program.
4. Percentage of valid benefit claims made within 10 working days of receipt of complete documents		90%	90%	90%	90%	90%	90%	93%	94%	91%	92%	2%	Consistent with its Quality Objective in the agency's Quality Management System for Adjudication of Pension Claims which has been certified under ISO 9001:2008 Standards for 4 consecutive years, 14,639 benefit claims were processed within standard time, or 92% of the 15,854 initial pension applications in 2016.
5. Percentage of regular pension payments made into beneficiaries account on due date		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	In line also with the QMS Quality Objective, 100% of regular pensions were remitted on time in CY 2016 through the agency's partner banks via the Direct Remittance Pension Servicing System (DRPSS).

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MFO 2 - Preservation and Development Services for Military Shrines	302000000												
<b>Performance Indicators (Set 2):</b>													
<b>Quantity</b>													
1. Number of shrines maintained		8	8	8	8	8	8	8	8	8	8	0	In CY 2016, the agency regularly maintained all 8 Military Shrines under its supervision
2. No. of veteran commemorative events managed		2	7	3	1	13	2	8	3	1	14	1	PVAO managed fourteen (14) commemorative events in CY 2016 which exceeded the target of 13. Also participated by the agency were twenty one (21) veterans commemorative events spearheaded by the LGUs
<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%	99%	99%	99%	99%	99%	0	PVAO attained a 99% customer customer satisfaction in CY 2016 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%	99%	99%	99%	99%	0	PVAO attained a 99% customer customer satisfaction with respect to the management of commemorative events in CY 2016
<b>Timeliness</b>													
5. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	All managed commemorative events were completed in accordance with the program schedule in CY 2016
6. Percentage of shrines that are maintained on a daily basis		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	PVAO regularly maintained the 8 Military Shrines on a daily basis for a 100% accomplishment
<b>Part B</b>													
<b>Major Programs/Projects</b>													
KRA No. 2 - Poverty Reduction and Empowerment of the Poor and the Vulnerable													
<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	198,418	197,403	227,605	231,193	-5,414	Pls. see remarks in Part A
2. Number of pensioners (warmbodies)		174,465	174,465	174,465	174,465	174,465	169,127	166,959	166,799	189,562	196,235	21,770	
3. Percentage of valid benefit claims made within 10 working days of receipt of completed documents		90%	90%	90%	90%	90%	90%	93%	94%	91%	92%	2%	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%	100%	100%	0%	Pls. see remarks in Part A

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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 pyts. made/beneficiaries		2,337	2,338	2,337	2,338	9,350	2,771	2,396	2,468	2,550	10,185	835	Pls. see remarks in Part A
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%	0.027%	0.028%	0.027%	0.028%	0.11%	-0.39%	Pls. see remarks in Part A
KRA No. 4 - Just and Lasting Peace													
I. Administration and development of military shrines	302000000												
1. Number of shrines maintained		8	8	8	8	8	8	8	8	8	8	0	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%	100%	0	
3. Percentage of shrine visitors who rated the facility maintenance and customer service as good or better		90%	90%	90%	90%	90%	99%	99%	99%	99%	99%	9%	
II. Coordination of commemorative activities for veterans	302000000												
1. No. of veteran commemorative events managed		2	7	3	1	13	2	8	3	1	14	1	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%	99%	99%	99%	99%	0	
3. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	

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