

**QUARTERLY PHYSICAL REPORT OF OPERATION (QPRO) BAR 1**  
4th Quarter FY 2017 (as of 31 December 2017)

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 vs. Annual Target	Remarks
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total/Ave. (as of 30 Sep)		
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>													
<b>MFO 1 - Administration of Veterans' Pension and Benefits Program</b>	301000000												
<b>Performance Indicators (Set 1):</b>													
<b>Quantity</b>													
1. Number of pension and other benefit payments made		205,380	205,381	205,380	205,381	212,618	206,424	222,096	207,261	208,531	219,880	7,262	PVAO has provided regular pensions to an ave. of 208,144 pension accounts for FY 2017 and assistance to 11,736 beneficiaries of non-pension benefits comprised of educational and burial assistance as of 31 Dec. 2017 and hospitalization benefits as of 30 Nov. 2017 (VMMC has not yet completed its VHMCP Liquidation Report for December 2017 as of this date), for a total of 219,880 pension and other benefit payments made. This translated to a 103% accomplishment of the annual target of 212,618 as of end of 4th Quarter FY 2017.
2. Number of pensioners and beneficiaries		178,268	178,269	178,268	178,269	185,506	175,782	181,212	178,802	176,532	186,884	1,378	With respect to actual beneficiaries or warmbodies, there were an average of 175,148 pensioners and a total of 11,736 recipients of non-pension benefits as of 31 December 2017 for a total of 186,884 warmbodies, which is equivalent to 101% of the annual target of 185,506 warmbodies.

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Particulars 1	UACS CODE 2	Physical Targets					Physical Accomplishments					Variance vs. Annual Target 13	Remarks 14	
		1st Qtr 3	2nd Qtr 4	3rd Qtr 5	4th Qtr 6	Total 7=(3+4+5+6)	1st Qtr 8	2nd Qtr 9	3rd Qtr 10	4th Qtr 11	Total/Ave. (as of 30 Sep) 12			
<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%	0.10%	0.10%	0.10%	0.10%	0.10%	-0.40%	In terms of maintaining the integrity of PVAO's pensioners list, the agency sustained a high 99.90% validity rate considering that only 0.10% invalid payments were made for the last 3 years. The invalid payments are equivalent to 203 invalid accounts which were terminated due to fraud or remarriage against the 205,000 ave. pension accounts for the last 3 yrs. The 0.10% invalid payments is way below the 0.50% ceiling in the FY 2017 GAA.	
<b>Timeliness</b>														
4. Percentage of valid benefit claims made within 10 working days of receipt of complete documents		90%	90%	90%	90%	90%	91%	90%	93%	96%	91%	1%	On timeliness, PVAO attained an overall 91% accomplishment as of 31 Dec. 2017 on processing valid benefit claims within standard time upon receipt of complete documents. The 91% accomp. is equivalent to 14,526 benefit claims made within std. time against 16,029 claim applications.	
5. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	As for the delivery of pension benefits, PVAO remitted all regular pensions on time in FY 2017 through the agency's partner pension servicing banks via the Direct Remittance Pension Servicing System (DRPSS).	

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Particulars	UACS CODE	Physical Targets					Physical Accomplishments					Variance vs. Annual Target	Remarks
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total/Ave. (as of 30 Sep)		
1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12	13	14
<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		7	7	7	7	7	8	8	8	8	8	1	For MFO 2, PVAO continuously maintain 8 Military Shrines in line with its mandate to memorialize and develop these vivid reminders of the veterans' heroic deeds which will inspire the future veterans of the nation.
2. Number of veteran commemorative events managed		4	7	1	1	13	4	11	2	1	18	5	PVAO already managed 18 commemorative events as of 31 December 2017 against the annual target of 13 for a 138% accomplishment.
<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%	9%	On Customer Satisfaction, PVAO sustained a 99% ave. satisfaction rating from shrines' visitors with regard to the quality of facilities and customer service as of 31 December 2017.
4. Percentage of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	NA	100%	NA	NA	100%	10%	The customer survey of commemorative events covered the FY 2017 pre-veterans week activities which were conducted in the 2nd Quarter which yielded a 100% satisfaction from surveyed attendees.
<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 eighteen (18) managed commemorative events were completed in accordance with the program schedule.

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Particulars	UACS CODE	Physical Targets					Physical Accomplishments					Variance vs. Annual Target	Remarks
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total/Ave. (as of 30 Sep)		
1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12	13	14
6. Percentage of shrines that are maintained on a daily basis		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	All eight (8) Military Shrines managed by PVAO were maintained on a daily basis.
<b>Part B Major Programs/Projects</b>													
<b>I. Processing of Veterans' Claims</b>	301000000												
1. Number of pension payments made		202,968	202,968	202,968	202,968	202,968	204,024	219,672	205,019	203,861	208,144	5,176	Remarks in Part A
2. Number of pensioners (warmbodies)		175,856	175,856	175,856	175,856	175,856	173,382	178,788	176,560	171,862	175,148	-708	
3. % of valid benefit claims made within 10 working days of receipt of completed documents		90%	90%	90%	90%	90%	91%	90%	93%	96%	91%	1%	
4. % of reg. pension pyts. made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100%	0%	
<b>II. For educational, hospitalization and burial benefits of veterans, their wives and dependents pursuant to RA No. 6948, as amended by RA No. 7696</b>													
1. No. of other benefit payments made (beneficiaries)		2,412	2,413	2,412	2,413	9,650	2,400	2,424	2,242	4,670	11,736	2,086	
<b>III. For the investigation, verification of records, strengthening of internal control system, and the conduct of management and systems audit</b>													
1. % of invalid payments made over the last three (3) years		0.125%	0.125%	0.125%	0.125%	0.50%	0.10%	0.10%	0.10%	0.10%	0.10%	-0.400%	Remarks in Part A
<b>IV. Administration and development of military shrines</b>													
1. Number of shrines maintained	302000000	7	7	7	7	7	8	8	8	8	8	1	Remarks in Part A
2. % of shrines maintained on daily basis		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	
3. % 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%	
<b>V. Commemoration activities for veterans</b>													
1. Number of veteran commemorative events managed	302000000	4	7	1	1	13	4	11	2	1	18	5	Remarks in Part A
2. % of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	NA	100%	NA	NA	100%	10%	
3. % 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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