

E. PHILIPPINE VETERANS AFFAIRS OFFICE (PVAO) – PROPER

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Stable national security environment achieved.

ORGANIZATIONAL OUTCOME

Filipinos' appreciation and gratitude for veterans' service demonstrated.

PERFORMANCE INFORMATION

KEY STRATEGIES

Immediate and adequate care, benefits and other forms of assistance to war veterans and veterans of military campaigns, their surviving spouses and orphans.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)BASELINE2017 TARGETS

Filipinos' appreciation and gratitude for veterans' service demonstrated.

Timely payment of of regular pension and benefits

100% of regular pension paid on or before the end of the corresponding pension month

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)2017 Targets

MFO 1: ADMINISTRATION OF VETERANS' PENSION AND BENEFITS PROGRAM

Number of pension and other benefit payments made	212,618
Number of pensioners and beneficiaries	185,506
Percentage of payments made over the last three (3) years that are found to be invalid	0.50%
Percentage of valid benefit claims made within ten (10) working days of receipt of completed documents	90%
Percentage of regular pension payments made into beneficiaries accounts on due date	100%

MFO 2: PRESERVATION AND DEVELOPMENT SERVICES FOR MILITARY SHRINES

Number of shrines maintained	7
Number of veteran commemorative events managed	13
Percentage of stakeholders who rated the commemorative events as good or better	90%
Percentage of shrine visitors who rated the facility maintenance and customer services as good or better	90%
Percentage of commemorative events that are completed within program schedule	100%
Percentage of shrines that are maintained on a daily basis	100%