

Department of National Defense PHILIPPINE VETERANS AFFAIRS OFFICE

Quality Management System for Adjudication of Pension Claims
ISO 9001:2008 Certified



Certificate Number: AJA13/16840

14 February 2018

HONORABLE BENJAMIN E. DIOKNO

Chairman, AO 25 Inter Agency Task Force Department of Budget and Management Gen. Solano St. San Miguel Manila

Attn: AO 25 IATF Secretariat
Development Academy of the Philippines
DAP Bldg., San Miguel Avenue
Ortigas Center, Pasig City

Hon. Secretary Diokno,

We respectfully submit the physical and financial accomplishments of the Philippine Veterans Affairs Office (PVAO) as of 31 December 2017 through Form A (Agency Performance Accomplishment) and Form A1 (Details of Bureau/Office Performance Indicators and Accomplishments) for the validation of the AO 25 Inter Agency Task Force and other concerned government agencies.

The submission of abovementioned forms is in compliance with Memorandum Circular (MC) No. 2017-1 on Guidelines for the Grant of Performance Based Bonus (PBB) for Fiscal Year 2017, and MC No. 2017-2 on Procedures on Ensuring Quality of Validation/Assessment of Requirements for the Grant of FY 2017 PBB.

With highest esteem and warmest regards.

Very truly yours,

LT GEN ERNESTO G CAROLINA ASP (RET)

PVAO Administrator

FORM A1 DETAILS OF BUREAU/OFFICE PERFORMANCE INDICATORS AND ACCOMPLISHMENTS FY 2017

CY: PHILIPPINE VETERANS AFFAIRS OFFICE (PVAO)

s/ Delivery Unit (1)	Performance Indicator 1 (2)	FY 2017 TARGET for Performance Indicator 1	FY 2017 ACCOMPLISHMENT for Performance	Performance Indicator 2 (5)	FY 2017 TARGET for Performance Indicator 2	FY 2017 ACCOMPLISHMENT for Performance	Performance Indicator 3 (8)	FY 2017 TARGET for Performance Indicator 3	FY 2017 ACCOMPLISHMENT for Performance	REMARKS (11)
		(3)	Indicator 1 (4)		(6)	Indicator 2 (7)	(0)	(9)	Indicator 3 (10)	
ajor Final O	utputs (MFOs)			郑杨廷/冷 珍城		1977年 李明 李明				
ır Final Outp	out 1: Administ	ration of Vetera	ns' Pension and Be	nefits Program	<u>, , i,</u>				100 - 100 -	
ice & is ions	No. of pension and other benefit	212,618	219,880	No. of pensioners and beneficiaries	185,506	186,884	Percentage of regular pension payments	100%	100%	Pls. see Form A Annex 1
	payments made			beneficialités			made into beneficiaries accounts on due date			
s/ Delivery Unit	Performance Indicator 4	FY 2017 TARGET for Performance Indicator 4	FY 2017 ACCOMPLISHMENT for Performance Indicator 4	Performance Indicator 5	FY 2017 TARGET for Performance Indicator 5	FY 2017 ACCOMPLISHMENT for Performance Indicator 5			,	REMARKS
Affairs &	Percentage	0.50%	0.11%							Pls. see
rans rds Mgt.	of payments	(or 99.50% Validity Rate	(or 99.89% Validity Rate of							Form A Annex 1
ions	made over	of Pensioners	Pensioners List)							
	the last three (3) years that are found to be invalid	List)								110000
ns Division				Percentage of valid benefit claims made within 10 working days of receipt of completed documents	90%	91%				Pis. see Form A Annex 1

			pment Services for							
s/ Delivery Unit (1)	Performance Indicator 1 (2)	FY 2017 TARGET for Performance Indicator 1 (3)	FY 2017 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2017 TARGET for Performance Indicator 2 (6) 13	FY 2017 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2017 TARGET for Performance Indicator 3 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 3 (10)	REMARKS (11)
	No. of	7	8	No. of	13	18	Percentage of	(9) 90%	100%	Pis. see
	shrines			veterans			stakeholders	Í		Form A
	maintained			commemo-			who rated			Annex 1
			ļ	rative			the			
	ŀ			events			commemorat		1	
İ	į			managed			ive events as			
ļ	:						good or			
							better			
	Performance Indicator 4	FY 2017 TARGET for Performance	FY 2017 ACCOMPLISHMENT	Performance Indicator 5	FY 2017 TARGET for Performance	FY 2017 ACCOMPLISHMENT	Performance Indicator 6	FY 2017 TARGET for Performance	FY 2017 ACCOMPLISHMENT	
ans a	illuicator 4	Indicator 4	for Performance	illuscator 5	Indicator 5	for Performance	mulcator 6	Indicator 6	for Performance	
orial &			Indicator 4		į .	Indicator 5			Indicator 6	
rical	Percentage	90%	99%	Percentage	100%	100%	Percentage	100%	100%	Pls. see
on	of shrine	į		of			of shrines			Form A
	visitors			commemo-	ļ		that are]	Annex 1
	who rated			rative	1		maintained			
	the facility			events that	1		on a daily			}
	mainte-	ļ		are			basis	ţ		
ĺ	nance and			completed		1				
ĺ	customer			according to	1					
ĺ	service as			program						
	good or			schedule						
<u> </u>	better	<u> </u>	A M. C. S.	Acceptance of the Control of the Con	 (2.74				Brandski stransk vist	l Caralographical
water it and life. I states that have	perations (STO)			odstabilitation	lähinden suute			file and the second		\$ 14.54 E. A
ery Unit	a. QMS Certif	100%	100%							
e of the	Posting of	100%	100%							Pls. see
	Quality									Form A
ity	Manage-									Annex 1
inistrator/	ment									
ity	System									Į.
-	(QMS) ISO 9001:									
agement	2008									
esentative	Standards		-							

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n				% of payment	100%	100%	Pls. see
:e				to PS Claims			Form A
ment				and other			Annex 1
1 -				entitlements			Alliex
				within the			
				prescribed		·	
				standard and			
				timelines			
				timelines			
10.00							
eral Admir	nistration and Su	ipport Services (G	ASS)				
ry Unit	A. Budget Uti	lization Rate					
cerned	Obligations	100%	99.84%	Disbursement	100%	98.60%	Pls. see
Divisions	BUR			BUR			Form A
							Annex 1
		Submission of B					
12 y 1		ountability Repo					
ng &	BFARS (1st	100%	100%				Pls. see
gement n	to 4th						Form A
	Quarter FY						Annex 1
	2017)			<u> </u>			
	C. Fuil Comm	llance with at le	ast 30% of the n	rior years' COA Aud	iit recommend	atimus	
cerned	(as mentioned	30%	85%	Tiol years COA Aut	art recommend	ations	 Dla sac
Divisions	above)		1				Pls. see
-141310113	anovei						Form A
	L						Annex 1

<u></u>			Annex 1
Recommending Approval: VIRGINIA D. LOPEZ Acting Chief, Planning and Management Division	<u>02/14/18</u> Da te	Prepared by: ROBERTO C. DELA CRUZ Admin Officer V	02/14/18
Approved by: LTGEN ERNESTO G CAROLINA AFP (RET) PVAO Administrator	02/14/18 Date		

FORM A AGENCY PERFORMANCE ACCOMPLISHMENT FY 2017

AGENCY: PHILIPPINE VETERANS AFFAIRS OFFICE (PVAO)

MFOS AND PERFORMANCE. INDICATORS MAJOR FINAL OUTPUTS MFO 1: Administration (to the second se	talfel til find and de til de transfer en filt find and de find finde en	RESPONSIBLE OFFICES Program	AGENCY FY 2017 AGTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
2017 Budget: Performance Indicator 1: Number of pension and other benefit payments made	241,378	212,618	Finance & Claims Divisions	219,880	103%	PVAO attained a 103% accomp. In terms of payment of pension and
Performance Indicator 2: Number of pensioners and beneficiaries	205,754	185,506	Finance & Claims Divisions	186,884	101%	non-pension benefits, and 101% accomp. In terms of number of beneficiaries or warmbodies in FY 2017
Performance Indicator 3: Percentage of regular pension payments made	100%	100%	Finance Division	100%	100%	On the delivery of pension benefits, PVAO remitted all
into beneficiaries accounts on due date						regular pension benefits through its partner pension servicing banks on time through the Direct Remittance Pension Servicing System (DRPSS) for a 100% accomp. in FY 2017
Performance Indicator 4: Percentage of payments made over the last three (3) years that are found to be invalid	0.11% (or 99.89% Validity Rate of Pensioners List)	0.50% (or 99.50% Validity rate of Pensioners List)	Legal Affairs & Veterans Records Management Divisions	0.10% (or 99.90% Validity Rate of Pensioners List)	100.4% (99.90%/99.50%)	On maintaining the integrity of the Pensioners List, only 0.10% were found to be invalid over the last three (3) years, which translated to a 99.90% validity

						rate of PVAO's
						Pensioners List, for
		[į		a 100.4% accomp.
						of the target of
						99.50% , net of
						0.50% cap for
						invalid payments
						over the last three
			i.			
Danfarra Ladia da E	92%	0004			45454	years.
Performance Indicator 5:	92%	90%	Claims Division	91%	101%	On timeliness of
Percentage of valid						processing benefit
benefit claims made						claims application,
within ten (10) working				}		PVAO attained a
days of receipt of]		101% accomp.
completed documents						through 14,526
completed documents						benefit claims
		•				application
						processed and
		Ì				approved within
				}		the standard time
				[vs. 16,029
		i				
		1		}		Lapplications
				į.		applications
						received in FY
MFO 2: Preservation and I	Development Service	s for Military Sh	rines		<u> </u>	
MFO 2: Preservation and I 2017 Budget:		s for Military Sh	rines			received in FY 2017.
	Development Service 8	s for Military Sh	rines Veterans	8	114%	received in FY 2017.
2017 Budget:				8	114%	received in FY 2017.
2017 Budget: Performance Indicator 1: Number of shrines			Veterans Memorial and	8	114%	received in FY 2017. On the
2017 Budget: Performance Indicator 1:			Veterans Memorial and Historical	8	114%	On the maintenance of military shrines,
2017 Budget: Performance Indicator 1: Number of shrines			Veterans Memorial and	8	114%	On the maintenance of military shrines, PVAO continue to
2017 Budget: Performance Indicator 1: Number of shrines			Veterans Memorial and Historical	8	114%	On the maintenance of military shrines, PVAO continue to manage 8 military
2017 Budget: Performance Indicator 1: Number of shrines			Veterans Memorial and Historical	8	114%	On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the
2017 Budget: Performance Indicator 1: Number of shrines			Veterans Memorial and Historical	8	114%	received in FY 2017. On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY
2017 Budget: Performance Indicator 1: Number of shrines			Veterans Memorial and Historical	8	114%	On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114
2017 Budget: Performance Indicator 1: Number of shrines maintained		7	Veterans Memorial and Historical			received in FY 2017. On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2:	. 8		Veterans Memorial and Historical	18	114%	On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans	. 8	7	Veterans Memorial and Historical			On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans commemorative events	. 8	7	Veterans Memorial and Historical			received in FY 2017. On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative events, PVAO
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans	. 8	7	Veterans Memorial and Historical			received in FY 2017. On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative events, PVAO managed 18
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans commemorative events	. 8	7	Veterans Memorial and Historical			received in FY 2017. On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative events, PVAO managed 18 commemorative
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans commemorative events	. 8	7	Veterans Memorial and Historical			On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative events, PVAO managed 18 commemorative veterans related
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans commemorative events	. 8	7	Veterans Memorial and Historical			On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative events, PVAO managed 18 commemorative veterans related events last year for
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans commemorative events	. 8	7	Veterans Memorial and Historical			On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative events, PVAO managed 18 commemorative veterans related
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans commemorative events	. 8	7	Veterans Memorial and Historical			On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative events, PVAO managed 18 commemorative veterans related events last year for
2017 Budget: Performance Indicator 1: Number of shrines maintained Performance Indicator 2: Number of veterans commemorative events	. 8	7	Veterans Memorial and Historical			On the maintenance of military shrines, PVAO continue to manage 8 military shrines against the target of 7 per FY 2017 GAA for a 114 accomplishment On managing commemorative events, PVAO managed 18 commemorative veterans related events last year for a 138%

Performance Indicator 3:	99%	90%	Veterans	100%	111%	In terms of
Percentage of			Memorial and			customer service,
stakeholders who rated			Historical			PVAO was able to
the commemorative			Division			exceed the target
events as good or better						percentages of
Performance Indicator 4:	99%	90%		99%	110%	customers
Percentage of shrine		}				satisfaction for both management
visitors who rated the						of commemorative
facility maintenance and		ļ				events and
customer services as						maintenance of
good or better		ļ				military shrines in
						FY 2017
Performance Indicator 5:	100%	100%		100%	100%	In terms of
Percentage of					ţ	programming
commemorative events						commemorative
that are completed		ļ				events and daily
within program schedule						maintenance of
Performance Indicator 6:	100%	100%	-	100%	100%	military shrines,
Percentage of shrines				200,0	100,0	PVAO achieved a
that are maintained on a						100%
daily basis					•	accomplishment
auny sasis						for both activities in FY 2017
SUPPORT TO OPERATIONS (S	(OT	 		· • • • • • • • • • • • • • • • • • • •		III F1 ZU1/
2017 Budget:	,,, <u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>				* * * * * * * * * * * * * * * * * * * *	
a. Posting of Quality	100%	100%	Office of the Deputy	100%	100%	PVAO's QMS for
Management			Administrator/	**************************************		Adjudication of
System (QMS) ISO						
9001:2008			Quality Management			Pension Claims has
Standards		1	Representative			been ISO certified
Certificate						for the last five years
Continuate						1
						(since CY 2013)
b. 2 ND STO Indicator:	100%	100%	Human Resource	100%	100%	All PS Claims and
Percentage of			Development			other entitlements
payments of PS		}				
Claims and other			Division (HRDD)]	were provided on
entitlements within						time to all PVAO
prescribed		1				personnel in FY 2017
standards and		1				
timelines						
		<u> </u>	<u> </u>	· · · · · · · · · · · · · · · · · · ·	<u> </u>	

MFOs AND PERFORMANCE INDICATORS	AGENCY FY 2016 ACTUAL ACCOMPLISH- MENT	AGENCY FY 2017 TARGET	RESPONSIBLE OFFICES	AGENCY FY 2017 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
GASS			I			
A. Budget Utilization Rate a1. Obligations BUR	97%	100%	All concerned PVAO	100%	99.84%	PVAO attained
			Divisions			99.84%, or close to
					<u> </u>	100% Obligation Rate
						in FY 2017 based on
						total obligations of
						Php777,253,268.92 vs.
						total allotments of
					,	Php778,475,704.87
						for MOOE and Capital
						Outlay. PVAO gained
						savings from
						procurement activities
						because of lower
	<u> </u>					Calculated Responsive
<u> </u>						Bids vs. the Approved
						Budget for the
				<u> </u>		Contract (ABC) which
						accounts mostly for
						the 0.16% differential.
a2. Disbursement BUR	99%	100%	4	99%	98.60%	PVAO also attained a
azi bissaiscinene bon						high 98.60%
						Disbursement Rate in
						FY 2017 based on
						total disbursements of
						Php735,526,655.57
						vs. the total
		†				obligations (net of

					·	not yet due and
		ļ	-			demandable items)
						of
						Php745,975,213.65
			1			for MOOE and
						Capital Outlay.
B. Quarterly Submission of Bud	lget and Financial	Accountability	Reports			
b.1 1st Quarter BFAR	100%	100%	Planning and	100%	100%	PVAO has fully
b.2 2 ND Quarter BFAR	100%	100%	Management	100%	100%	submitted all BFARs
b. 3 3 rd Quarter BFAR	100%	100%	Division	100%	100%	required from the 1st
b.4 4 th Quarter BFAR	100%	100%		100%	100%	to 4th Quarter for a
D.T - Quarter Birth						100%
						accomplishment
C. Full Compliance with at	NA	30%	All concerned PVAO	85%	283%	Overall, PVAO has
least 30% of the prior			Divisions			fully implemented
year COA Audit						85% or 34 out of 40
recommendations						COA
		ļ				recommendations in
		}			l	its CY 2016 Annual
				·		Audit Report

Recommending Approval:	02.14.18	Prepared by: ROBERTO C. DELA CRUZ	02.14.18
AC, Planning & Management Division		Admin Officer V	Date
Approved by:			
ATGEN ERNESTO G CAROLINA AEP(RET)	02.14.18		

Date

Administrator, PVAO