



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 AFP (RET)**  
PVAO Administrator

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

**OFFICE: PHILIPPINE VETERANS AFFAIRS OFFICE (PVAO)**

Service/ Delivery Unit (1)	Performance Indicator (2)	FY 2017 TARGET for Performance Indicator 1 (3)	FY 2017 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator (5)	FY 2017 TARGET for Performance Indicator 2 (6)	FY 2017 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator (8)	FY 2017 TARGET for Performance Indicator 3 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 3 (10)	REMARKS (11)
<b>Major Final Outputs (MFOs)</b>										
<b>Major Final Output 1: Administration of Veterans' Pension and Benefits Program</b>										
Office & Divisions	No. of pension and other benefit payments made	212,618	219,880	No. of pensioners and beneficiaries	185,506	186,884	Percentage of regular pension payments made into beneficiaries accounts on due date	100%	100%	Pls. see Form A Annex 1
Service/ 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
Philippine Veterans Affairs & Pensions Mgt. Divisions	Percentage of payments made over the last three (3) years that are found to be invalid	0.50% (or 99.50% Validity Rate of Pensioners List)	0.11% (or 99.89% Validity Rate of Pensioners List)							Pls. see Form A Annex 1
Philippine Veterans Affairs Division	Percentage of valid benefit claims made within 10 working days of receipt of completed documents	90%	91%							Pls. see Form A Annex 1

**Final Output 2: Preservation and Development Services for Military Shrines**

Service/ 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)	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)
Administrative & Operational	No. of shrines maintained	7	8	No. of veterans commemorative events managed	13	18	Percentage of stakeholders who rated the commemorative events as good or better	90%	100%	Pls. see Form A Annex 1
	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	Performance Indicator 6	FY 2017 TARGET for Performance Indicator 6	FY 2017 ACCOMPLISHMENT for Performance Indicator 6	
	Percentage of shrine visitors who rated the facility maintenance and customer service as good or better	90%	99%	Percentage of commemorative events that are completed according to program schedule	100%	100%	Percentage of shrines that are maintained on a daily basis	100%	100%	Pls. see Form A Annex 1

**Support to Operations (STO)**

Service/ Delivery Unit	a. QMS Certification									REMARKS (11)	
Representative of the Ministry of the Interior/ Administration	Posting of Quality Management System (QMS) ISO 9001: 2008 Standards Certificate	100%	100%								Pls. see Form A Annex 1

an urce :lopment ion		% of payment to PS Claims and other entitlements within the prescribed standard and timelines	100%	100%		Pls. see Form A Annex 1
-------------------------------	--	--	------	------	--	-------------------------------

**General Administration and Support Services (GASS)**

<b>ery Unit</b>	<b>A. Budget Utilization Rate</b>						
ncerned O Divisions	Obligations BUR	100%	99.84%	Disbursement BUR	100%	98.60%	Pls. see Form A Annex 1

	<b>B. Quarterly Submission of Budget and Financial Accountability Reports BFARS</b>						
ning & agement ion	BFARS (1st to 4th Quarter FY 2017)	100%	100%				Pls. see Form A Annex 1

	<b>C. Full Compliance with at least 30% of the prior years' COA Audit recommendations</b>						
ncerned O Divisions	(as mentioned above)	30%	85%				Pls. see Form A Annex 1

Recommending Approval:

  
 VIRGINIA D. LOPEZ  
 Acting Chief, Planning and Management Division


02/14/18  
 Date

Prepared by:

  
 ROBERTO C. DELA CRUZ  
 Admin Officer V

02/14/18  
 Date

Approved by:

  
 LT GEN 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	AGENCY FY 2016 ACTUAL ACCOMPLISHMENT	AGENCY FY 2017 TARGET	RESPONSIBLE OFFICES	AGENCY FY 2017 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
<b>MAJOR FINAL OUTPUTS (MFOs) / OPERATIONS</b>						
<b>MFO 1: Administration of Veterans' Pension and Benefits Program</b>						
<b>2017 Budget:</b>						
<b>Performance Indicator 1:</b> 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 non-pension benefits, and 101% accomp. In terms of number of beneficiaries or warmbodies in FY 2017
<b>Performance Indicator 2:</b> Number of pensioners and beneficiaries	205,754	185,506	Finance & Claims Divisions	186,884	101%	
<b>Performance Indicator 3:</b> Percentage of regular pension payments made into beneficiaries accounts on due date	100%	100%	Finance Division	100%	100%	On the delivery of pension benefits, PVAO remitted all 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
<b>Performance Indicator 4:</b> 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 a 100.4% accomp. of the target of 99.50% , net of 0.50% cap for invalid payments over the last three years.
<b>Performance Indicator 5:</b> Percentage of valid benefit claims made within ten (10) working days of receipt of completed documents	92%	90%	Claims Division	91%	101%	On timeliness of processing benefit claims application, PVAO attained a 101% accomp. through 14,526 benefit claims application processed and approved within the standard time vs. 16,029 applications received in FY 2017.

**MFO 2: Preservation and Development Services for Military Shrines**

**2017 Budget:**

<b>Performance Indicator 1:</b> Number of shrines maintained	8	7	Veterans Memorial and Historical Division	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 accomplishment
<b>Performance Indicator 2:</b> Number of veterans commemorative events managed	14	13		18	138%	On managing commemorative events, PVAO managed 18 commemorative veterans related events last year for a 138% accomplishment. vs. the target of 13.

<u>Performance Indicator 3:</u> Percentage of stakeholders who rated the commemorative events as good or better	99%	90%	Veterans Memorial and Historical Division	100%	111%	In terms of customer service, PVAO was able to exceed the target percentages of customers satisfaction for both management of commemorative events and maintenance of military shrines in FY 2017
<u>Performance Indicator 4:</u> Percentage of shrine visitors who rated the facility maintenance and customer services as good or better	99%	90%		99%	110%	
<u>Performance Indicator 5:</u> Percentage of commemorative events that are completed within program schedule	100%	100%		100%	100%	In terms of programming commemorative events and daily maintenance of military shrines, PVAO achieved a 100% accomplishment for both activities in FY 2017
<u>Performance Indicator 6:</u> Percentage of shrines that are maintained on a daily basis	100%	100%		100%	100%	

**SUPPORT TO OPERATIONS (STO)**

**2017 Budget:**

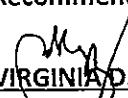
a. Posting of Quality Management System (QMS) ISO 9001:2008 Standards Certificate	100%	100%	Office of the Deputy Administrator/ Quality Management Representative	100%	100%	PVAO's QMS for Adjudication of Pension Claims has been ISO certified for the last five years (since CY 2013)
b. 2 <sup>ND</sup> STO Indicator: Percentage of payments of PS Claims and other entitlements within prescribed standards and timelines	100%	100%	Human Resource Development Division (HRDD)	100%	100%	All PS Claims and other entitlements were provided on time to all PVAO personnel in FY 2017

MFOs AND PERFORMANCE INDICATORS	AGENCY FY 2016 ACTUAL ACCOMPLISHMENT	AGENCY FY 2017 TARGET	RESPONSIBLE OFFICES	AGENCY FY 2017 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
GASS						
2017 Budget						
A. Budget Utilization Rate						
a1. Obligations BUR	97%	100%	All concerned PVAO Divisions	100%	99.84%	PVAO attained 99.84%, or close to 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 Calculated Responsive
						Bids vs. the Approved Budget for the Contract (ABC) which accounts mostly for the 0.16% differential.
a2. Disbursement BUR	99%	100%		99%	98.60%	PVAO also attained a high 98.60% Disbursement Rate in FY 2017 based on total disbursements of Php735,526,655.57 vs. the total obligations (net of



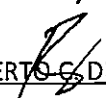
						not yet due and demandable items) of Php745,975,213.65 for MOOE and Capital Outlay.
<b>B. Quarterly Submission of Budget and Financial Accountability Reports</b>						
b.1 1 <sup>st</sup> Quarter BFAR	100%	100%	Planning and Management Division	100%	100%	PVAO has fully submitted all BFARs required from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

Recommending Approval:

  
 VIRGINIA D. LOPEZ  
 AC, Planning & Management Division

02.14.18  
 Date

Prepared by:

  
 ROBERTO C. DELA CRUZ  
 Admin Officer V

02.14.18  
 Date

Approved by:

  
 LT GEN ERNESTO G. CAROLINA AEP (RET)  
 Administrator, PVAO

02.14.18  
 Date