

QUARTERLY PHYSICAL REPORT OF OPERATION (QPRO) BAR 1  
2nd 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 March 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	212,312			214,552	-26,730	PVAO delivered pension benefits to an average of 209,916 pension accounts, and 2,396 non-pension benefits for the 2nd Quarter, or equivalent to 99.60% of the 213,154 target. The intended payment of TAD Arrears to 25,791 beneficiaries (Surviving spouses of deceased WWII Vets and to Post WWII Vets 60yrs. old and above) in the 1st Qtr remained not implemented as of 30 June. The proposed Joint IRR between the DND, PVAO and DBM was returned by the DBM for the review and approval of the new SND.
2 Number of pensioners and beneficiaries		176,502	176,503	176,502	176,503	183,815	171,898	169,355			173,210	-5,630	In terms of warmbodies (pension and miscellaneous benefits), the agency attained a 96% accomplishment in the 2nd Quarter.
<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%	0.083%			0.11%	-0.14%	Technically, PVAO targets a 100% validity rate of its Pensioners List. However, the 0.50% of payments made over the last 3 years later found to be invalid has been instituted as performance target by the DBM for PVAO in the annual GAA since FY 2014. These invalid accounts pertain only to terminated pension accounts because of fraud or remarriage in the case of surviving spouse. As of 30 June 2016, PVAO's Pensioners List attained a 99.89% validity rate over the last 3 yrs., since only 234 of such invalid accounts were discovered and terminated against the average of 215,000 pension accounts from FY 2013 to FY 2016.

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<b>Timeliness</b>														
4 Percentage of valid benefit claims made within 10 working days of receipt of complete documents		90%	90%	90%	90%	90%	90%	93%				91%	1%	PVAO processed 3,771 benefit claims within std time or 93% of the 4071 benefit claims received in the 2nd Quarter, or equivalent to a 103% accomplishment of the 90% target
5 Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%	100%				100%	0%	With respect to delivery of pension benefits, PVAO remitted the regular pensions without delay from April to June 2016 through the agency's partner pension servicing banks via the DRPSS
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	0	PVAO has regularly maintained 8 Military Shrines as of the end of 2nd Quarter
2 No. of veteran commemorative events managed		2	7	3	1	13	2	14				16	7	PVAO managed/participated in fourteen (14) commemorative events in the 2nd Qtr which are covered under Proc No 653 it exceeded the target of 7 for a 200% accomp. The agency also participated in five (5) veterans commemorative events in the same period not covered by the said proclamation
<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%	92%	91%				91%	1%	PVAO attained a 91% customer customer satisfaction in the 2nd Quarter 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%	87%				92%	2%	PVAO attained an 87% customer customer satisfaction with respect to commemorative events in the 2nd Quarter
<b>Timeliness</b>														
5 Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%				100%	0%	All managed commemorative events were completed in accordance with the program schedule
6 Percentage of shrines that are maintained on a daily basis		100%	100%	100%	100%	100%	100%	100%				100%	0%	PVAO has regularly maintained the 8 Military Shrines on a daily basis for a 100% accomplishment

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<b>Part B</b>													
Major Programs/Projects													
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	209,916			209,385	-27,222	PVAO accomplished 99.57% of the target 210,816 pension payments in the 2nd Qtr. The intended payment of TAD Arrears to 25,791 beneficiaries (Surviving spouses of deceased WWII Vets. and to Post WWII Vets 80yrs. old and above) in the 1st Qtr remained not implemented as of 30 June. The proposed Joint IRR between the DND, PVAO and DBM, was returned by the DBM for the review and approval of the new SNO
2. Number of pensioners (warmbodies)		174,165	174,165	174,165	174,165	174,465	169,127	166,959			168,043	-6,122	PVAO accomplished 96% in terms of actual warmbodies vs. target for the 1st Quarter
3. Percentage of valid benefit claims made within 10 working days of receipt of completed documents		90%	90%	90%	90%	90%	90%	93%			91%	1%	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%	0%	Pls. see remarks in Part A
<b>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</b>	301000000												
1. Number of other benefit payments made/beneficiaries		2,337	2,338	2,337	2,338	9,350	2,771	2,396			5,167	492	PVAO accomplished 102% of the target number of non-pension benefit payments made in the 2nd Qtr
<b>III. For the investigation, verification of records, strengthening of internal control system, and the conduct of management and systems audit</b>	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%	0.083%			0.11%	-0.14%	Pls. see remarks in Part A


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<b>KRA No. 4 - Just and Lasting Peace</b>													
<b>I. Administration and development of military shrines</b>													
302000000													
1. Number of shrines maintained		8	8	8	8	8	8	8			8	0	Pis. see remarks in Part A
2. Percentage of shrines that are maintained on a daily basis		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%	92%	91%			91%	1%	
<b>II. Coordination of commemorative activities for veterans</b>													
302000000													
1. No. of veteran commemorative events managed		2	7	3	1	13	2	14			16	7	Pis. see remarks in Part A
2. Percentage of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	100%				100%	10%	
3. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%			100%	0%	

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