

QUARTERLY PHYSICAL REPORT OF OPERATION (QPRO) BAR 1  
2nd Quarter FY 2017 (as of 30 June 2017)

Department : Department of National Defense  
 Agency : Philippine Veterans Affairs Office (PVAO)  
 Operating Unit : Philippine Veterans Affairs Office (PVAO)  
 Organization Code (UACS) :

<input checked="" type="checkbox"/>	Current Year Appropriations
<input type="checkbox"/>	Supplemental Appropriations
<input type="checkbox"/>	Continuing Appropriations
<input type="checkbox"/>	Off-Budget Account

Particulars	UACS CODE	Physical Targets					Physical Accomplishments					Variance as of 15 June 2017	Remarks
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total/Ave. (1st Sem)		
1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12	13	14
Part A													
I. Operations													
MFO 1 - Administration of Veterans' Pension and Benefits Program	301000000												
Performance Indicators (Set 1):													
Quantity													
1. Number of pension and other benefit payments made		205,380	205,381	205,380	205,381	212,618	206,424	222,096			216,672	11,291	In terms of payment of pension and non-pension benefits, PVAO provided regular pensions to an ave. of 211,848 pension accounts and assistance to 4,824 beneficiaries of non-pension benefits comprised of hospitalization, educational and burial assistance in the 1st Semester, or a total of 216,672 number of pension and other benefit payments made. This translated to a 106% accomplishment of the target of 205,381 number of pension and non-pension benefits for the period in review.
2. Number of pensioners and beneficiaries		178,268	178,269	178,268	178,269	185,506	175,782	181,212			180,909	2,641	With respect to actual beneficiaries or warmbodies, there were an average of 176,085 pensioners and a total of 4,824 recipients of non-pension benefits in the 1st Semester for a total of 180,909 warmbodies, equivalent to 101% accomplishment of the target of 178,269 in the 1st semester.

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1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12	13	14
<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%	-0.025%	In terms of maintaining the integrity of PVAO's pensioners list, the agency only had a low 0.10% invalid payments for the last 3 years, equivalent to 204 invalid accounts which were terminated due to fraud or remarriage against the 205,000 ave. pension accounts for the last 3 yrs. This translated to a 99.90% validity rate of the pensioners list. The 0.10% invalid payments is very much 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%			91%	1%	In terms of timeliness, PVAO attained an overall 91% accomplishment in the 1st semester with respect to processing valid benefit claims within 10 days of receipt of completed documents.
5. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%	100%			100%	0%	As for the delivery of pension benefits, PVAO remitted all regular pensions on time from January to June 2017 through the agency's partner pension servicing banks via the Direct Remittance Pension Servicing System (DRPSS).

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MFO 2 - Preservation and Development Services for Military Shrines	302000000												
<b>Performance Indicators (Set 2):</b>													
<b>Quantity</b>													
1. Number of shrines maintained		7	7	7	7	7	8	8			8	1	For MFO 2, PVAO maintains 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	12			16	5	PVAO managed sixteen (16) commemorative events against the target of 11 commemorative events in the 1st Semester for a 145% accomplishment.
<b>Quality</b>													
3. Percentage of shrine visitors who rated the facility maintenance and customer service as good or better		90.00%	90.00%	90.00%	90.00%	90.00%	99.00%	99.00%			99.00%	9.00%	On Customer Satisfaction, PVAO attained a 99% ave. satisfaction rating from shrines' visitors with regard to the quality of facilities and customer service in the 1st Semester.
4. Percentage of stakeholders who rated the commemorative events as good or better		90.00%	90.00%	90.00%	90.00%	90.00%	NA	100%			100%	10%	The survey results of pre-veterans week activities yielded a 100% satisfaction from surveyed stakeholders 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 fifteen (15) 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%	All eight (8) Military Shrines managed by PVAO were maintained on a daily basis.

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<b>Part B Major Programs/Projects</b>													
<b>I. Processing of Veterans' Claims</b>													
1. Number of pension payments made	301000000												
		202,968	202,968	202,968	202,968	202,968	204,024	219,672			211,848	8,880	Remarks in Part A
2. Number of pensioners (warmbodies)		175,856	175,856	175,856	175,856	175,856	173,382	178,788			176,085	229	
3. % of valid benefit claims made within 10 working days of receipt of completed documents		90%	90%	90%	90%	90%	91%	90%			91%	1%	
4. % of reg. pension pyts. made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%	100%			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			4,824	-1	
<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%	-0.025%	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	1	Remarks in Part A
2. % of shrines maintained on daily basis		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%	9%	
<b>V. Commemoration activities for veterans</b>													
1. Number of veteran commemorative events managed	302000000												
		4	7	1	1	13	4	11			15	11	Remarks in Part A
2. % of stakeholders who rated the commemorative events as good or better		90%	90%	90%	90%	90%	NA	100%			100%	10%	
3. % of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%	100%			100%	0%	

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