

QUARTERLY PHYSICAL REPORT OF OPERATION (QPRO) BAR 1  
1st Quarter FY 2017

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 1	UACS CODE 2	Physical Targets					Physical Accomplishments					Variance as of 31 March 2016 13	Remarks 14
		1st Quarter 3	2nd Quarter 4	3rd Quarter 5	4th Quarter 6	Total 7=(3+4+5+6)	1st Quarter 8	2nd Quarter 9	3rd Quarter 10	4th Quarter 11	Total/Ave. 12		
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				206,424	1,044	In terms of payment of pension and non-pension benefits, PVAO provided the regular pensions of an ave. of 204,024 pension accounts and assistance to 2,400 beneficiaries of non-pension benefits comprised of hospitalization, educational and burial assistance in the 1st Quarter.
2. Number of pensioners and beneficiaries		178,268	178,269	178,268	178,269	185,506	175,782				175,782	-2,486	On warmbodies, there were an average of 173,382 and 2,400 recipients of regular pension and non-pension benefits for the period.
Quality													
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%	-0.025%	In terms of maintaining the integrity of PVAO's pensioners list, the agency only made a low 0.10% invalid payments for the last 3 years which is equivalent to 210 invalid accounts against the 205,000 ave. pension accounts from FYs 2014 to 2016. This translated to a 99.90% validity rate of the pensioners list. The 0.10% invalid payments made to pension accounts which were eventually terminated because of fraud or remarriage, is way below the 0.50% error rate or ceiling provided in the FY 2017 GAA. The high validity rate of pensioners list is attributable to PVAO's Enhanced Pensioners Validation Program, continuous strong partnerships with various Veterans Organizations and AFP-PGMC, renewal or forging of Memorandum of Agreements with Pension Servicing Banks and other government agencies such as the PSA and PhilPost.

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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>Timeliness</b>													
4. Percentage of valid benefit claims made within 10 working days of receipt of complete documents		90%	90%	90%	90%	90%	98%				98%	8%	In terms of timeliness, PVAO attained a 98% accomplishment as regard the processing of valid benefit claims within std. time upon receipt of completed documents. This is equivalent to 4,121 claims made within 10 working days vs. 4,185 claims received in the 1st Quarter.
5. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%				100%	0%	With respect to delivery of pension benefits, PVAO remitted the regular pensions on time from January to March 2017 through the agency's partner pension servicing banks via the DRPSS.
<b>MFO 2 - Preservation and Development Services for Military Shrines</b>	302000000												
<b>Performance Indicators (Set 2):</b>													
<b>Quantity</b>													
1. Number of shrines maintained		7	7	7	7	7	8				8	1	PVAO has regularly maintained 8 Military Shrines which serves as vivid reminders of the veterans' heroic deeds for the nation. Not yet included is the newly declared Balete Pass Military Shrine which shall be turned over to PVAO by the municipal government of Sta. Fe Nueva Vizcaya within the year after it was declared a national shrine by virtue of RA No. 10796 on May 15, 2016. The shrine served as one of the main battlefields during WWII between the joint American and Filipino soldiers against the Japanese Imperial Army.

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2. Number of veteran commemorative events managed		4	7	1	1	13	4				4	0	PVAO managed four (4) commemorative events in the 1st Quarter for a 100% accomplishment of the target. These were comprised of the (a) 72nd Lingayen Gulf landings, (b) 72nd Landing in Nasugbu Batangas, (c) 72nd Liberation of Manila and (d) 72nd Anniversary of Panay, Guimaras and Romblon. Aside from this, PVAO also participated in 6 other veterans related events in the 1st Quarter.
<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%	9.00%	On Customer Satisfaction, PVAO attained a 99.71% ave. satisfaction rating from shrines' visitors with regard to the quality of facilities and customer service in the 1st Quarter.
4. Percentage of stakeholders who rated the commemorative events as good or better		90.00%	90.00%	90.00%	90.00%	90.00%	NA				NA	NA	The survey results of pre-veterans week activities will be incorporated in the 2nd Quarter upon the completion of the FY 2017 Philippine Veterans Week.
<b>Timeliness</b>													
5. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%				100%	0%	All four (4) managed commemorative events in the 1st Quarter were completed in accordance with the program schedule for a 100% accomplishment.
6. Percentage of shrines that are maintained on a daily basis		100%	100%	100%	100%	100%	100%				100%	0%	All eight (8) Military Shrines managed by PVAO have been maintained on a daily basis in the 1st Quarter for a 100% accomplishment.

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<b>Part B</b>													
<b>Major Programs/Projects</b>													
<b>KRA No. 2 - Poverty Reduction and Empowerment of the Poor and the Vulnerable</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				204,024	1,056	Remarks in Part A
2. Number of pensioners (warmbodies)		175,856	175,856	175,856	175,856	175,856	173,382				173,382	-2,474	
3. Percentage of valid benefit claims made within 10 working days of receipt of completed documents		90%	90%	90%	90%	90%	98%				98%	8%	
4. Percentage of regular pension payments made into beneficiaries accounts on the due date		100%	100%	100%	100%	100%	100%				100%	0%	
<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>													
1. Number of other benefit payments made/beneficiaries	301000000	2,412	2,413	2,412	2,413	9,650	2,400				2,400	-12	
<b>III. For the investigation, verification of records, strengthening of internal control system, and the conduct of management and systems audit</b>													
1. Percentage of payments made over the last three (3) years that are found to be invalid	301000000	0.125%	0.125%	0.125%	0.125%	0.50%	0.10%				0.10%	-0.025%	Remarks in Part A
<b>KRA No. 4 - Just and Lasting Peace</b>													
<b>I. Administration and development of military shrines</b>													
1. Number of shrines maintained	302000000	7	7	7	7	7	8				8	1	Remarks in Part A
2. Percentage of shrines that are maintained on a daily basis		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		90.00%	90.00%	90.00%	90.00%	90.00%	99.00%				99.00%	9.00%	
<b>II. Coordination of commemorative activities for veterans</b>													
1. Number of veteran commemorative events managed	302000000	4	7	1	1	13	4				4	0	Remarks in Part A
2. Percentage of stakeholders who rated the commemorative events as good or better		90.00%	90.00%	90.00%	90.00%	90.00%	NA				NA		
3. Percentage of commemorative events that are completed according to program schedule		100%	100%	100%	100%	100%	100%				100%	0%	

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