



Department of National Defense
PHILIPPINE VETERANS AFFAIRS OFFICE
Quality Management System for Pension Management System
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Date: 24 January 2022

MEMORANDUM

FOR : THE ASSISTANT SECRETARY FOR FINANCIAL MANAGEMENT
SUBJECT : Submission of FY 2021 4th Quarter Physical Report of Operation (QPRO) – BAR No. 1

1. In accordance with the COA-DBM Joint Circular No. 2019-1 re Updated Guidelines Relative to Budget and Financial Accountability Reports (BFARs), the Philippine Veterans Affairs Office hereby submit its FY 2021 4th Quarter Physical Report of Operation (QPRO) – BAR No. 1 as prescribed.

2. The report contains the agency's physical accomplishments for the period in review against each of the outcome and output performance indicators and physical targets under the FY 2021 General Appropriations Act (GAA). These performance indicators were established in order to measure the effective and efficient implementation of the agency's three (3) major programs, to wit:

Program 1: Veterans Welfare and Benefits Administration Program;

Program 2: Veterans Affairs Management Program;

Program 3: Veterans Memorial and Historical Preservation Program

3. For your perusal.

USEC Ernesto G. Carolina
PVAO Administrator



PHILIPPINE VETERANS
AFFAIRS OFFICE
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QUARTERLY PHYSICAL REPORT OF OPERATION
As of December 31, 2021

Department: Department of National Defense
Agency : Philippine Veterans Affairs Office
Organization Code (UACS) : 17 005 00000000

Particulars	UACS CODE	Physical Target (Budget Year)							Physical Accomplishment (Budget Year)					Variance	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total				
VETERANS WELFARE AND BENEFITS ADMINISTRATION OF OO : Filipino Veterans empowered	3101000000000000	3	4	5	6	7	8	9	10	11	12	13	14		
Outcome Indicator															
1. Percentage of regular pensions paid on or before due date		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			PVAO delivered Php 9,756 B worth of pension benefits to an ave. of 136 K pensioners as of the 4th Quarter	
Output Indicators															
1. Percentage of benefit claims processed within ten (10) working days upon receipt of completed documents		95%	95%	95%	95%	95%	98%	98%	98%	97%	98%	2%		PVAO processed 5,278/5,454 benefit claims within the prescribed time for a 98% accomp. for the 4th Quarter	
2. Number of recipients of non-pension benefits		2916	2916	2916	2917	11665	2,278	5,512	4,268	3,544	15,602	627		PVAO provided non-pension benefits comprised of Hospitalization, Educational and Burial Benefits to 3,544 beneficiaries in the 4th Quarter (Note: For hospitalization, number of beneficiaries are as of October only. VAMMC is still completing the VHMCP liquidation reports for November and December as of report date)	
VETERANS AFFAIRS MANAGEMENT PROGRAM OO : Filipino Veterans empowered	3102000000000000														
Outcome Indicator															
1. Percentage of veterans who are member of veterans organizations		35%	35%	35%	35%	35%	36%	35%	36%	36%	39%	3%		As of 31 Dec. 2021, there are 52,720 PVAO pensioners who are members of the VFP out of the 136,588 target for a 38% accomp.	
Output Indicators															
1. Number of veteran-related engagements		12	12	12	13	43	25	10	10	30	75	17		As of 31 Dec. 2021, PVAO conducted 75 veterans related engagements and assisted 52 veterans organizations	
2. Number of veterans organizations assisted		42	42	42	42	42	51	51	51	52	52	10			
VETERANS MEMORIAL AND HISTORICAL PRESERVATION OO : Filipinos' appreciation and gratitude for veterans' service	3201000000000000														
Outcome Indicator															
1. Number of shrine visitors and attendees to commemorative events		125000	150000	125000	100000	500000	238,515	268704	691,222	162,238	1,360,679	62,238		As of 31 Dec. 2021, there were 203,204 physical shrine visitors, 45,783 virtual tours of National Military Shrines and 1,111,692 facebook reach of veterans related commemorative events, for a total of 1,360,679	
Output Indicators															
1. Number of shrines maintained		9	9	9	9	9	9	9	9	9	9			As of 31 Dec. 2021, PVAO continue to maintain 9 national military shrines	

2. Number of veterans' celebratory events managed		4	3	3	3	13	5	6	2	5	18	2	As of 31 Dec. 2021, all 13 managed veterans related commemorative events were comprised of hybrid or pure virtual commemorations
3. Number of books, journals and other materials published		1	1	1	1	4	1	2	-	3	6	2	As of 31 Dec. 2021, there were 3 re-published veterans related historical books which were republished and 3 electronically published veterans related materials

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In coordination with:

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Approved By: 
JSEC Ernesto G. Carolina
 PVAO Administrator

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