

E. PHILIPPINE VETERANS AFFAIRS OFFICE (PVAO) - PROPER

STRATEGIC OBJECTIVES

MANDATE

The PVAO shall provide immediate and adequate care, benefits, and other forms of assistance to war veterans and veterans of military campaigns, their surviving spouses and orphans. (Sec. 7, Art XVI, 1987 Philippine Constitution and Executive Order No. 292).

VISION

A dynamic, committed, and effective organization imbued with the highest standards of integrity, competence, and professionalism in delivering benefits and services to all veterans, and their beneficiaries, promoting their general welfare and perpetuating the memory of their heroic deeds

MISSION

Deliver Veterans' benefits and services with utmost dedication, efficiency and compassion to improve their general welfare and to perpetuate the memory of Veterans' heroic deeds

KEY RESULT AREAS

1. Poverty reduction and empowerment of the poor and vulnerable
2. Just and lasting peace and the rule of law

SECTOR OUTCOME

Stable national security environment achieved

ORGANIZATIONAL OUTCOME

Filipinos' appreciation and gratitude for veterans' service demonstrated

PERFORMANCE INFORMATION

KEY STRATEGIES

Immediate and adequate care, benefits and other forms of assistance to war veterans and veterans of military campaigns, their surviving spouses and orphans.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2015 TARGETS

Filipinos' appreciation and gratitude for veterans' service demonstrated

Timely payment of regular pension and benefits

100% of regular pension paid on or before the end of the corresponding pension month

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2015 Targets

MFO 1: ADMINISTRATION OF VETERANS' PENSION AND BENEFITS PROGRAM

Number of pension and other benefit payments made	220,352
Number of pensioners and beneficiaries	184,001
Percentage of payments made over the last three (3) years that are found to be invalid	0.5%
Percentage of valid benefit claims made within 10 working days of receipt of completed documents	90%
Percentage of regular pension payments made into the beneficiaries accounts on the due date	100%

MFO 2: PRESERVATION AND DEVELOPMENT SERVICES FOR MILITARY SHRINES

Number of shrines maintained	7
Number of veteran commemorative events managed	13
Percentage of stakeholders who rated the commemorative events as good or better	90%
Percentage of shrine visitors who rated the facility maintenance and customer service as good or better	90%
Percentage of commemorative events that are completed according to program schedule	100%
Percentage of shrines that are maintained on a daily basis	100%