





PHILIPPINE VETERANS AFFAIRS OFFICE

ELIGIBLE Eligible personnel of PVAO are entitled to 61.75% of monthly basic salary	 PERFORMANCE RESULTS Achieved 100% (10 out of 10) Congress-approved performance targets for FY 2023.	 PROCESS RESULTS Achieved substantial improvements to ease transaction in priority core service (external) and internal service	 FINANCIAL RESULTS Achieved 99.30% Disbursement BUR.	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 100% resolution and 98.21% compliance of #8888 complaints; and 100% resolution and 80% compliance of CCB complaints.
19 TOTAL SCORE	5 SCORE	5 SCORE	5 SCORE	4 SCORE
95 TOTAL POINTS	25 POINTS	25 POINTS	25 POINTS	20 POINTS

AGENCY ACCOUNTABILITY REQUIREMENTS

Transparency Seal COMPLIANT	PhilGEPS Posting COMPLIANT	Sustained Compliance to Audit Findings COMPLIANT	Client Satisfaction Measurement NON-COMPLIANT	Committee on Anti-Red Tape COMPLIANT
FY 2023 APP Non-CSE COMPLIANT	FY 2024 Indicative APP Non-CSE COMPLIANT	FY 2024 APP-CSE COMPLIANT	FY 2022 APCPI COMPLIANT	Early Procurement Activities COMPLIANT
ISO-QMS Certification COMPLIANT	SALN Review and Compliance Procedure COMPLIANT	Report on Digitization COMPLIANT	Compliance with Freedom of Information COMPLIANT	Compliance with National Competition Policy NOT APPLICABLE

