

# PHILIPPINE VETERANS AFFAIRS OFFICE

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

## AGENCY ACCOUNTABILITY REQUIREMENTS

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

