



**Annex B**

ACTIVITY: Processing of Old Age Pension [For Veteran (OV) or Surviving Spouse (OW)] - PVAO	RESPONSIBLE UNIT/ PERSON	OBJECTIVE	RISK FACTORS	LIKELIHOOD OF OCCURRENCE	SIGNIFICANCE OF RISK	CONTROL ACTIVITIES	ASSESSMENT
Issuance of App form	Public Assistance Information Center/Field Team Personnel	To standardize information requirements.	Sale of application forms by employees and/or fixers, esp at regions	High	Low	Application forms have control numbers and are recorded in the logbook. Only claimants with MSR are given AFs.	
	Guard	To ensure that applicants are entertained on a first-come-first-served basis	Disruption of queuing system	Low	Low	Guard issues number accdng to transaction.	
	Officer of the Day (OAPD Staff)	To ensure that applicants are properly advised.	Misinformation. Applicants may be given inaccurate/insufficient information	High	High	Officer of the Day provides guidance on the application process and doc requirements. Checks if a similar claim has been filed.	No formal training for frontliners.
	Veteran Organizations	To improve access to PVAO application forms (issuance & submission of forms)	Abuse of discretion, e.g. sale of application forms, misrepresentation	Medium	Medium		
Receipt of AF and support docs	Frontliner					Officer checks if a similar claim has been filed.	
At CO	Frontliner	To receive and screen applications as to completeness per checklist	Abuse of discretion by Frontliner in receiving applications	Low	Low	Review completeness of supporting docs based on checklist. Interview applicants	Authenticity of docs is not yet determined. No capability at receiving points