



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
<i>At Field Teams</i>	Field Team personnel	To receive and screen applications as to completeness per checklist	Abuse of discretion by Frontliner in receiving applications	Low	Low	Investigators/Heads, FTs notarize application	FTs do not have access to IVDMS, thus, cant verify double filing.
						Issuance of Claim Number	
Transmission of 201 Files	Field Team personnel to MBD	To forward 201 files to CO	Loss or damage of 201 files due to mishandling or force majeure	Low	High	Transmission thru reputable courier service providers.	Acknowledgement receipt is not institutionalized.
			Delayed transmission of 201 files (by batch)	Low	Low	None	Lack of monitoring re: dispatch period



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Transmission of Applications	MBD	To transmit application from PAIC to OAPD	Loss or tampering of 201 files	Low	High	PAIC signs transmittal form as acknowledgement	
Encode application	Public Assistance Information Center	To input info into the IVDMS	Wrong entries	Medium	High	No mechanism to detect errors. No sanctions on erring personnel.	
<i>if OV, Verify if applicant has previously approved claim, print file and submit to OAPD</i>							
<i>If Surviving Spouse, verify if veteran previously received benefits or if he is still alive</i>							
Transmission of Applications	PAIC to OAPD Records Section	To distribute applications for processing	none				
Assignment of Application to Examiners	OAPD Records Control Section					date of receipt recorded; equally distributed to all examiners	previous date nabubura na; old system has capability to compute ageing; separate system, runs against IVDMS
Verification of Documents	Examiners	To check sufficiency and authenticity of documents and consistency of information				IRR (DO A-49) Sec 11	



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Checks sufficiency of documents	Examiners		Abuse of discretion. Examiner may ignore/overlook insufficiency	Low	High	Next level review	If walk in, frontline receives; if courier, communications section receives.
<i>If insufficient, notifies applicant to submit docs 30 days upon receipt of letter</i>			Abuse of discretion. Examiner may require additional requirements	Low	High	The Asst Div Chief issues notice to applicant. (cursory review)	
Verifies authenticity of documents (e.g. MC, BC, MSR)	Examiners		No standards to check authenticity	High	High	Some docs are required to be authenticated by appropriate agencies, e.g. marriage, birth and death certs by NSO and MSR by OTAG	
<i>If in doubt, checks with appropriate agencies re authenticity of submitted docs</i>	Examiner						
<i>Refers to FT to check if SS remarried (spot check), if necessary</i>	Field Team						
<i>If spurious/fraudulent docs, recommends disapproval of claim/application</i>							If fake, recommends disapproval
Check consistency of information in various documents			Abuse of discretion. Examiner may ignore/overlook inconsistencies.	Low	High	Next level review	
<i>If in doubt, refers OV with OW to ID for comparison</i>							



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<i>In cases of double filing and inconsistency of info, refer to LID</i>	Examiner/Division Chief		Delays due to unnecessary referrals to LID	High	Low	Div Chief issues the referral. LID checks propriety of referral.	
Recommendation for approval/disapproval	Examiner					Review by Section Chief	
Review of Application	Section Chief	To review	Neglect of duty	Low	Low	Review by Asst Div Chief	
Review of Application	Asst Division Chief	To review	Neglect of duty	Low	Low	Review by Div Chief	
Preparation of Masterlists (encodes pertinent data, prepares masterlist for approved and disapproved applications)	Masterlisting Section	To facilitate retrieval of information on status of claims recommended for approval.	Manipulation of priority list during masterlisting.	Medium	Low	None	Data can always be altered. Check security mechanism for info. What if this should be read only.
		To ensure correct entry of data	Alteration of information (magingit ng ibang name or baguhin ang info). The data is not secured.	Medium	High	Review by Asst Div Chief	
<i>If disapproved, prepare notice of disapproval for each applicant</i>		To notify applicants					
Review of Masterlist	Asst Division Chief	To compare masterlist and attached individual folders	Neglect of duty	Low	High		Tedious
Review of Masterlist	OAP Div Chief	To ensure integrity of masterlist	Neglect of duty	Low	High	Review of Approved Masterlist of Dir III	



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<i>If disapproved, sign masterlist and letter of notification to applicants and transmit 201 files to Records Section</i>							
<i>If recommended for approval, forward to Dir III</i>							
Review of Masterlist recommended for approval	Dir III	To ensure integrity of masterlist	Neglect of duty	Low	Low	Review of Administrator	
Approval	Administrator	To confer entitlement	Abuse of authority by Administrator in conferring entitlement	Low	Low		