



**CVA Matrix: Processing of Old Age Pension**

**Annex C**

Processing of Old Age Pension [For Veteran (OV) or Surviving Spouse (OW)] - PVAO

	Activity	Responsible Unit/Person	Objective	Risk Factors	Likelihood of Occurrence	Significance of Impact	Control Activities/Mechanisms	Assessment	Remarks
1	Preliminary steps	Public Assistance Information Center/Field Team Personnel							
1.1	Issuance of number for queuing	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.		
1.2	Advising of applicants	Officer of the Day (OAPD Staff)	To ensure that applicants are properly advised	Misinformation. Applicants may be given inaccurate/insufficient information	Low	Low	Officer of the day/FT personnel are given orientation and have actual experience; Information can be confirmed through the checklist at the back of the application	No formal training for frontliners.	SMILES, training on customer relations
			To check the availability of MSR.						MSR requirement for OW is unnecessary since record is already in the system
1.3	Issuance of application forms	PAIC; Veteran Organizations; Field Teams	To standardize information requirements.	Abuse of discretion by selling application forms; misrepresentation	Low	Low	Application forms have control numbers and are recorded in the logbook; Only claimants with MSR are given Afs (for Ovs only); A "Not for Sale" Note is inscribed on the application form	Recording is not strictly observed in some areas	
2	Receipt of AF and support docs	Field Team personnel	To receive and screen applications as to completeness per checklist	Abuse of discretion by Frontliner in receiving applications	Low	Low	Applications are reviewed anew by the OAPD; Assignment of claim numbers	Authenticity of docs is not yet determined. No capability at receiving points. FTs do not have access to IVDMS, thus, cant verify double filing.	