



21 March 2024

HON. MA. ESPERANZA CHRISTINA GARCIA-FRASCO

DOT Secretary and PRA Chairperson

HON. ROBERTO Z. ZOZOBRADO

Acting General Manager (GM)

PHILIPPINE RETIREMENT AUTHORITY (PRA)

29/F BDO Towers Valero, 8741 Paseo de Roxas

Makati City

RE: TRANSMITTAL OF 2024 PERFORMANCE SCORECARD

Dear Secretary Garcia-Frasco and Acting GM Zozobrado,

This is to formally transmit the 2024 Charter Statement and Strategy Map (**Annex A**) and 2024 Performance Scorecard (**Annex B**) of PRA. The same is to be posted on PRA's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The PRA-proposed Charter Statement and Strategy Map were RETAINED while the Performance Scorecard submitted through its letter dated 30 November 2023² were MODIFIED based on the discussions made during the Technical Panel Meeting (TPM) held on 19 December 2023, evaluation of revised documents submitted through letters/email communications dated 03 January 2024, 29 February 2024, 01 March 2024, 06 March 2024, 15 March 2024 and 20 March 2024,³ and Performance Target Conference (PTC) held on 21 March 2024.

We remind PRA that Item 6 of GCG M.C. No. 2023-01⁴ requires GOCCs to submit its Quarterly Targets within fifteen (15) calendar days from receipt of the GCG-approved Performance Scorecard. Moreover, Item 7 of the same Circular directs GOCCs to accomplish the requisite Quarterly Monitoring Reports detailing their progress in accomplishing its performance targets. The Quarterly Monitoring Reports should disclose substantial changes in circumstances that were unforeseen during the TPM that may affect the timely achievement of targets.

FOR PRA'S INFORMATION AND COMPLIANCE.

Very truly yours,

ATTY. MARIUS P. CORPUS

Chairperson

ATTY. BRIAN KEITH F. HOSAKA

Commissioner

ATTY. GERALDINE MARIE B. BERBERABE-MARTINEZ

Commissioner

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs.

² Officially received by the Governance Commission on 01 December 2023.

³ Officially received by the Governance Commission on 05 January 2024, 29 February 2024, 04 March 2024, 06 & 08 March 2024, 18 March 2024, and 20 March 2024.

⁴ Performance Evaluation System (PES) for the GOCC Sector dated 19 January 2023.



PHILIPPINE RETIREMENT AUTHORITY (PRA)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
SOCIAL IMPACT	SO 1 Generate Economic Growth and Sustainability								
	SM 1	Annual Foreign Currency Generated	Amount of New Visa Deposits in Banks at the End of the Rating Period ¹	20%	(Actual / Target) x Weight	N/A	\$29.87 Million	\$31.77 Million	\$36.09 Million
		<i>Sub-total</i>		20%					
STAKEHOLDERS	SO 2 Stakeholders with Excellent PRA Experience								
	SM 2	Percentage of Satisfied Customers	Number of Respondents Who Gave At Least Satisfactory Rating / Total Number of Respondents	5%	(Actual / Target) x Weight If Below 80% = 0%	75.80%	80%	90%	90% ²
	SO 3 Increase Total Enrollees								
	SM 3	Annual Gross Enrollment	Total Number of Gross Enrollment in 2024	20%	(Actual / Target) x Weight	N/A	2,576	3,850	3,850
	<i>Sub-total</i>		25%						

¹ Shall include deposits withdrawn for conversion to investment, advance remittances, and excess deposits.

² Based on GCG-ARTA Joint Memorandum Circular No. 1, series of 2023. Covers customers availing the GOCC's *external services* only.

FINANCE	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024
	SO 4	Maintain Financial Viability						
SM 4	Improve Net Operating Income	(Revenues + Interest Income from Visa Deposits) – Operating Expenses	15%	(Actual / Target) x Weight	₱448.59 Million	₱398.006 Million	₱323.63 Million	₱517.75 Million
SM 5	Improve Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	N/A	58.30%	90%	90%
	Sub-total		20%					
SO 5	Maintain and Strengthen the Brand Recall Awareness							
SM 6	Increase Return on Marketing Expense	(Passport and Visa or Application Fees + Accreditation Fees ³ + Initial Annual PRA Fees) / (Marketing Expenses ⁴ + Marketer's Fee)	5%	(Actual / Target) x Weight	Cannot Be Validated	246.24%	160.35%	161%

³ Fees for the accreditation of marketers.

⁴ Includes travelling, advertising and promotion, postage and courier, transportation and deliveries, and representation fees.

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
SM 7	Boost Marketing Programs, Activities, and Projects	Actual Accomplishment	7.50%	All or Nothing	N/A	N/A	Board-Approved Strategic Marketing Plan	100% Attainment of 2024 Deliverables Based on the Board-Approved Marketing Communication Plan
SO 6	Streamline Processes Based on Industry Best Practices							
SM 8	Percentage of Applications Processed Within Prescribed Period:							
8a	Application for SRRV	Number of Applications Processed Within Prescribed Period ⁵ / Total Number of Applications with Complete Documents	2.50%	(Actual / Target) x Weight	Cannot Be Validated	36.97%	100%	100%
8b	Cancellation of SRRV		2.50%		Cannot Be Validated	Cannot Be Validated	100%	100%
8c	Withdrawal of Visa Deposit Due to Termination of Membership		2.50%		N/A	N/A	N/A	100%

INTERNAL PROCESS

⁵ Prescribed period based on PRA's compliance with Republic Act (R.A.) No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

LEARNING AND GROWTH	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024
	SM 9	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certificate Maintained	ISO 9001:2015 Certification Maintained	Maintain ISO 9001:2015 Certificate
	Sub-total		25%					
SO 7	Optimize the Utilization of Information Technology							
SM 10	Automation of PRA Processes	Total Number of Deliverables Due for 2024 Attained / Total Number of Deliverables Due for 2024	5%	(Actual / Target) x Weight	23.09% or Six (6) out of 23 ISSP Deliverables for 2021 Attained	66.67% of the 2022 Deliverables Attained	100% Attainment of 2023 Deliverables (Based on DICT-Endorsed ISSP 2022-2024)	100% Attainment of 2024 Deliverables ⁶ (Based on ISSP 2024-2026 as submitted to/endorsed by the DICT)
SO 8	Improve Competencies of the Workforce							
SM 11	Percentage of Employees with Required Competencies Met	Competency Level 2024 – Competency Level 2023 (where Competency Level = Total Number of Employees with Required Competencies Met / Total Number of Employees)	5%	All or Nothing	Cannot Be Validated	Competency Baseline Established	Improvement in the Competency Baseline of the Organization	Improvement from the 2023 Competency Level
	Sub-total		10%					
	TOTAL		100%					

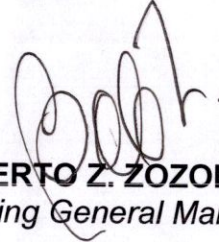
⁶ Deliverables refer to systems/applications.

For GCG:



ATTY. MARIUS P. CORPUS
Chairperson

For PRA:



ROBERTO Z. ZOZOBRADO
Acting General Manager