



16. STAKEHOLDERS' FEEDBACK MANAGEMENT

The *Interim Feedback Management Unit (IFMU)* is responsible for receiving, managing, monitoring, and recording feedback from stakeholders, including suggestions, queries, complaints, and reports from the whistleblowing portal. This covers various areas such as matters pertaining to the *Special Resident Retiree's Visa (SRRV)*, financial transactions with the Authority, accreditation of marketers or retirement facilities, human resource affairs, trainings, official events, and more. The unit ensures that all feedback is promptly directed to the *Concerned Process Owners (CPOs)* for appropriate action, ensuring timely resolution of stakeholders' needs and concerns.

a. Simple Transactions

IFMU shall respond to general inquiries and clarifications received. Inquiries considered as simple transactions include the following: inquiries which can be addressed by readily available data without the need for analysis or a report.

Office/Division:	Interim Feedback Management Unit (IFMU), Interim Legal Services Unit (ILSU)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business G2G - Government to Government	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Feedback related to any basic information, service, or process provided by the Philippine Retirement Authority (PRA or the Authority)	Inquiry@pra.gov.ph



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to inquiry@pra.gov.ph or to IFMU at 29th Floor, BDO Towers, 8741 Paseo De Roxas Bel-Air, Makati City; and/or to Satellite Offices.	1.1. Acknowledge receipt of the email	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers
None	1.2. Review feedback or concern and prepare necessary response.	None	2 Days, 4 Hours	C
2. Receive a response for the inquiry sent to inquiry@pra.gov.ph ; or to IFMU at the 29th Floor, BDO Towers, 8741 Paseo De Roxas, Bel-Air, Makati City, and/or to the Satellite Offices.	2.1. Provide a response to the client's or citizen's email.	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers



TOTAL	None	3 Working Days	
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b. Complex Transactions

IFMU shall refer complex queries or concerns to Controlled Process Owners (CPOs). Inquiries considered as complex transactions include the following: inquiries which require data analysis and reporting.

Office/Division:	IFMU and CPOs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback related to any complex information, service, or process provided by the Authority.		Inquiry@pra.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to inquiry@pra.gov.ph; or to IFMU at 29th Floor, BDO Towers, 8741 Paseo De Roxas Bel-Air, Makati City; and/or to Satellite Offices.	1.1. Acknowledge receipt of the email.	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Forward and refer the email to the CPOs	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers
None	1.3. <i>CPOs shall evaluate the feedback or concern, conduct investigation, and/or prepare the necessary report and documents.</i>			
None	1.3.1. Addressing SRRV related queries	None	3 Days	Vernon Vilorio, IO III - CRPDD
None	1.3.2. Processing of SRRV applications	None	3 Days	Glenez Buna, RAO III - PD
None	1.3.3. Discontinuance of SRRV applications	None	3 Days	Maria Cristina Ariate, RAO I - PD
None	1.3.4. ID Renewal / Replacement	None	3 Days	Shansmine Fatalla, Jr. Servicing Staff I - SD
None	1.3.5. Re-stamping of Special Resident Retiree's Visa (SRRV)	None	3 Days	Paul Amparo, RAO III - SD
None	1.3.6. Conversion of Visa deposit into an active investment	None	3 Days	Naricris Sison, RAO IV - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3.7. Bank Transfer	None	3 Days	Rubie Jane Baguio, RAO II - SD
None	1.3.8. Termination of participation from the retirement program	None	3 Days	Marvelous AW Gismundo, RAO II - SD
None	1.4. Head of the CPO shall review and sign the document or report if everything is in order.			
None	1.4.1. Transactions with other government agencies such as: <ul style="list-style-type: none"> ● Land Transportation Office (LTO) ● Department of Labor and Employment (DOLE) ● Bureau of Internal Revenue (BIR) ● Department of Finance (DOF) ● Philippine Health Insurance Corporation (PhilHealth) 	None	2 Days	Maria Belen Trajano, Jr. Servicing Staff - SD
None	1.4.2. Accreditation of Marketers (new and renewal)	None	2 Days	Jose Nazareth Delas Alas, MS IV - OGM
None	1.4.3. Accreditation of Retirement Facilities (new and renewal)	None	2 Days	Jose Nazareth Delas Alas, MS IV - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4.4. Accreditation of Merchant Partners (new and renewal)	None	2 Days	Jose Nazareth Delas Alas, MS IV - OGM
None	1.4.5. Bank Accreditation	None	2 Days	Remegio Abaigar, Division Chief III - FMD
2. Receive a response for the inquiry sent to inquiry@pra.gov.ph or to IFMU at the 29th Floor, BDO Towers, 8741 Paseo De Roxaas Bel-Air, Makati City; and/or to Satellite Offices.	2.1. <i>CPOs shall provide a response to the client's or citizen's email, copy furnished the IFMU for proper monitoring</i>			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1.1. Withdrawal (full/partial) of Visa Deposit due to various reasons: <ul style="list-style-type: none"> • Discontinuance of SRRV Application • Termination of Membership • Conversion of Visa Deposit into an active investment • Transfer of Visa Deposit to another accredited banks DBP Private Banks	None	1 Day, 2 Hours	Lina Antatico, FA III - FMD
None	2.1.2. Claim/Release of Marketer's Fee	None	1 Day, 2 Hours	Jamilah Amer, FA II - FMD
None	2.1.3. Request for Information under FOI Policy	None	1 Day, 2 Hours	Karla Camille Bartolome, PO II - CPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1.4. Satellite Offices Transactions: <ul style="list-style-type: none"> • SRRV Application Cancellation • ID Renewal • Re-stamping • Conversion to Investment • Marketer Accreditation • Other Servicing Transaction • Accreditation 	None	1 Day, 2 Hours	Marcelina Carbonel, Chief Admin. Officer and Head Satellite Offices CLARK/SUBIC Scarlet Lachica, OIC/RAO III BAGUIO Frederick de Ausen Pati, OIC/RAO III CEBU Elma Corbeta, OIC/RAO III DAVAO Jaime Llames, OIC/RAO III
None	2.1.5. Human Resource Management Transactions <ul style="list-style-type: none"> • Training Invitations • Job Applications • Background Check/Confidential Informant (CI) of previous personnel 	None	1 Day, 2 Hours	Kimberly Ambo-an-Manese, HRMO II - ASD
None	2.1.6. Criminal Record Checking and other legal inquiries	None	1 Day, 2 Hours	Belen Asuelo, HRMO III - ASD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1.7. Official Events/Training Invitations	None	1 Day, 2 Hours	Lemuel Duran, Jr. Admin Staff I - OGM
None	2.1.8. IFMU will record the date of receipt of the email transaction type, response time, and resolution time.	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers
TOTAL		None	7 Working Days	



c. Highly Technical Transactions

IFMU shall refer to CPOs highly technical questions and concerns received. Inquiries considered as highly technical transactions include the following: inquiries which require the preparation of data, reports, analysis, and collaboration among various government agencies and/or private entities to provide the requested information. Such requests shall be answered via an official letter.

Office/Division:	IFMU, CPOs, and OGM			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback related to any highly technical information, service, or process provided by the Authority.		inquiry@pra.gov.ph Hotline 8888 (Contact Center ng Bayan)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to inquiry@pra.gov.ph ; or to IFMU at 29th floor, BDO Towers, 8741 Paseo De Roxas Bel-Air, Makati City; and/or to Satellite Offices	1.1. Acknowledge receipt of the email	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Forward and refer the email to the CPOs	None	2 Hours	Leah Lopena/Sheena Sedon, IFMU Technical Officers
None	1.3. CPOs shall evaluate the feedback or concern, conduct investigation, and/or prepare the necessary report and documents			
None	1.3.1. Addressing SRRV related queries	None	10 Days	Vernon Vilorio, IO III - CRPDD
None	1.3.2. Processing of SRRV applications	None	10 Days	Glenez Buna, RAO III - PD
None	1.3.3. Discontinuance of SRRV applications	None	10 Days	Maria Christina Ariate, RAO I - PD
None	1.4. Prepare a letter to the concerned government agency and/or private entity and transmit the same upon clearance by the head of CPO and/or the Authority's General Manager (GM)			
None	1.4.1. ID Renewal / Replacement	None	1 Day	Shansmine Fatalla, Jr. Servicing Staff I - SD
None	1.4.2. Re-stamping of Special Resident Retiree's Visa (SRRV)	None	1 Day	Paul Manfred Amparo, RAO III - SD
None	1.4.3. Conversion of Visa deposit into an active investment	None	1 Day	Naricris Sison, RAO IV - SD
None	1.4.4. Bank Transfer	None	1 Day	Rubie Jane Bagiuio, RAO II - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5. The head of the CPO shall review and approve the report and documents for endorsement to the Office of the General Manager (OGM)			
None	1.5.1. Termination of participation from the retirement program	None	1 Day	Marvelous AW Gismundo, RAO II - SD
None	1.5.2. Transactions with other government agencies such as: <ul style="list-style-type: none"> • Land Transportation Office (LTO) • Department of Labor and Employment (DOLE) • Bureau of Internal Revenue (BIR) • Department of Finance (DOF) • Philippine Health Insurance Corporation (PhilHealth) 	None	1 Day	Maria Belen Trajano, Jr. Servicing Staff - SD
None	1.6. Transmit report to the OGM for review and approval.			
None	1.6.1. Accreditation of Marketers (new and renewal)	None	1 Hour	Jose Nazareth Delas Alas, MS IV - OGM
None	1.6.2. Accreditation of Retirement Facilities (new and renewal)	None	1 Hour	Jose Nazareth Delas Alas, MS IV - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6.3. Accreditation of Merchant Partners (new and renewal)	None	1 Hour	Jose Nazareth Delas Alas, MS IV - OGM
None	1.6.4. Bank Accreditation	None	1 Hour	Remegio Abaigar, Division Chief III - FMD
None	<p>1.6.5. Withdrawal (full/partial) of Visa Deposit due to various reason:</p> <ul style="list-style-type: none"> • Discontinuance of SRRV Application • Termination of Membership • Conversion of Visa Deposit into an active investment • Transfer of Visa Deposit to another accredited banks <p>DBP</p> <p>Private banks</p>	None	1 Hour	Lina Antatico, FA III - FMD
None	1.7. Review and approve the report and other pertinent documents if in order			
None	1.7.1. Claim Release of Marketer's Fee	None	5 Days	Jamilah Amer, FA II - FMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<i>1.8. Transmit the final and signed report for appropriate action</i>			
None	1.8.1. Request for Information under FOI Policy	None	1 Hour	Karla Camille Bartolome, PO II - CPD
None	1.8.2. Satellite Offices Transaction: <ul style="list-style-type: none"> • SRRV Application • Cancellation • ID Renewal • Re-stamping • Conversion to Investment • Marketer Accreditation • Other Servicing Transaction • Accreditation 	None	1 Hour	Marcelina Carbonel, Chief Admin. Officer and Head Satellite Offices CLARK/SUBIC Scarlet Lachica, OIC/RAO III BAGUIO Frederick de Ausen Pati, OIC/RAO III CEBU Elma Corbeta, OIC/RAO III DAVAO Jaime Llames, OIC/RAO III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive a response for the inquiry sent to inquiry@pra.gov.ph ; or to IFMU at the 29th Floor, BDO Towers, 8741 Paseo De Roxas Bel-Air, Makati City; and/or to Satellite Offices.	2.1. <i>CPOs shall provide a response to the client's or citizen's email, copy furnished the IFMU for proper monitoring.</i>			
	2.1.1. Human Resource Management Transactions: <ul style="list-style-type: none"> • Training Invitations • Job Applications • Background Check/ Confidential Informant (CI) of previous personnel 	None	2 Days	Kimberly Ambo-an-Manese, HRMO II - ASD
	2.1.2. Criminal Record Checking and other legal inquiries.	None	2 Days	Belen Asuelo, HRMO III - ASD
	2.1.3. Official Events/ Trainings/ Invitations	None	2 Days	Lemuel Duran, Jr. Admin Staff - OGM
	2.2. IFMU will record the date of receipt of the email, transaction type, response time, and resolution time.	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers
TOTAL		None	20 Working Days	