



May 28, 2026

ATTY. MARIUS P. CORPUS
Chairperson
GOVERNANCE COMMISSION FOR GOCCS (GCG)
3/F BDO Towers Paseo
8741 Paseo de Roxas,
Makati City, Philippines 1226



ATTN: ANNA MIREN C REYES
CGO V, Corporate Governance Office-C

Dear **Hon. Corpus:**

In compliance with GCG Memorandum Circular (M.C.) No. 2024-01, the Philippine Retirement Authority is resubmitting its updated CY 2026 Performance Scorecard Monitoring Report for the first quarter.

The revisions in the attached report pertain to the accomplishments for strategic measures (SM) previously marked as "to follow submission," as well as updates to other SMs.

Additionally, as required, this Quarterly Accomplishment Report will be uploaded to the PRA's official website.

Very truly yours,


ROBERTO Z. ZOZABRADO
General Manager/CEO



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PHILIPPINE RETIREMENT AUTHORITY

		COMPONENT			TARGETS	FIRST QUARTER		
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		FORMULA	WEIGHT	RATING SYSTEM	ANNUAL	TARGET	ACTUAL	
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	\$94.22 Million	\$17.31 Million	\$17.86 Million
		<i>Sub-total</i>		20%				
STAKEHOLDERS	SO 2	IMPROVE CUSTOMER SATISFACTION						
	SM 2	Percentage of Satisfied Customers	No. of Respondents Who Gave At Least Satisfactory Rating / Total Number of Respondents	5%	(Actual ÷ Target) x Weight If below 80% = 0%	90% ²	90%	99.06%
	SO 3	INCREASE TOTAL ENROLLEES						
	SM 3	Annual Gross Enrollment	Total Number of Gross Enrollment in 2026	20%	(Actual ÷ Target) x Weight	4,700	940	1,128

¹ Shall include deposits withdrawn for conversion to investment, advance remittances, and excess deposits.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

		COMPONENT			TARGETS	FIRST QUARTER		
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		FORMULA	WEIGHT	RATING SYSTEM	ANNUAL	TARGET	ACTUAL	
	SO 4	IMPROVE ENGAGEMENT WITH INDUSTRY PARTNERS						
	SM 4	Number of Active Accredited Partners						
	SM 4a	Retirement Facilities	Absolute Number of Active Accredited Retirement Facilities ³	2%	Actual Accomplishment If less than the previous year = 0	71	10	43
	SM 4b	Merchant Partners	Absolute Number of Active Accredited Merchant Partners ⁴	2%	Actual Accomplishment If less than the previous year = 0	108	20	82
		Sub-total			29%			
FINANCE	SO 5	MAINTAIN FINANCIAL VIABILITY						
	SM 5	Improve Net Operating Income	(Revenues + Interest Income from Visa Deposits) – Operating Expenses	15%	(Actual + Target) x Weight	P837.86 Million	P209.31 Million	P175.41 Million
	SM 6	Improve Budget Utilization Rate (BUR)	Total Disbursements/ Total DBM-Approved COB (Both net of PS Cost)	5%	(Actual + Target) x Weight	90%	10%	10.15%
		Sub-total			20%			

³ With accreditation certificate valid until 31 December 2026

⁴ With accreditation certificate valid until 31 December 2026


		COMPONENT			TARGETS	FIRST QUARTER		
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		FORMULA	WEIGHT	RATING SYSTEM	ANNUAL	TARGET	ACTUAL	
INTERNAL PROCESS	SO 6	MAINTAIN AND STRENGTHEN THE BRAND RECALL AWARENESS						
	SM 7	Boost Marketing Programs, Activities, and Projects	Total Number of Programs, Activities, and Projects due for 2026 Implemented / Total Number of Programs, Activities, and Projects for Implementation in 2026	7%	(Actual + Target) x Weight	100% attainment of 2026 Deliverables (Based on the Board-Approved Marketing Plan 2026-2028)	17.50%	15.75%
	SO 7	STREAMLINE PROCESSES BASED ON INDUSTRY BEST PRACTICES						
	SM 8	Percentage of Application Processed within Prescribed Period						
	8a	Processing of Application of SRRV	Number of Applications Processed within Prescribed Period ⁵ ÷ Total Number of Applications with Complete Documents	2%	(Actual + Target) x Weight	100%	100%	100%
	8b	Termination of Participation in the Retirement Program		2%		100%	100%	63.44%
	8c	Withdrawal of Visa Deposits Due to Termination of Membership		2%		100%	100%	95.86%

⁵ The prescribed period shall be based on PRA's Citizen's Charter as approved by or submitted to the Anti-Red Tape Authority (ARTA)

		COMPONENT			TARGETS	FIRST QUARTER		
STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		FORMULA	WEIGHT	RATING SYSTEM	ANNUAL	TARGET	ACTUAL	
	SM 9	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certificate (Second Surveillance Audit)	Maintain ISO 9001:2015 Certificate (Second Surveillance Audit)	Maintain ISO 9001:2015 Certificate (Second Surveillance Audit)
	<i>Sub-total</i>			18%				
LEARNING AND GROWTH	SO 8	OPTIMIZE UTILIZATION OF INFORMATION TECHNOLOGY						
	SM 10	Automation of PRA Processes	Total Number of Deliverables due for 2026 Attained / Total Number of Deliverables Due for 2026	5%	(Actual ÷ Target) X Weight	100% Attainment of 2026 Deliverables (Based on ISSP 2024-2026 as submitted to/endorsed by the DICT)	25%	33%
	SO 9	IMPROVE COMPETENCIES OF THE WORKFORCE						
	SM 11	Percentage of Employees with Required Competencies Met	Competency Level 2026 – Competency Level 2025 Where Competency Level = Total Number of Employees with Required Competencies Met / Total Number of Employees	5%	All or Nothing	Increase from the 2025 Actual Competency Level	Identify the target individuals and the competencies that need to be improved. The target individuals and competencies will be based on the end of the year's competency assessment results.	As of March 31, 2026, PRA has sent 66 personnel to participate in eight (8) off-site and in-house training programs/seminars conducted through face-to-face and online modalities by CSC-accredited training institutions.

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STRATEGIC OBJECTIVE (SO)/ STRATEGIC MEASURE (SM)		FORMULA	WEIGHT	RATING SYSTEM	ANNUAL	TARGET	ACTUAL
SO 10	PROMOTE A SUSTAINABLE, RESILIENT AND DISASTER-READY ORGANIZATION						
SM 12	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Total Number of Exercise/Drills/Tests Conducted in 2026 over Total Number of Exercises/Drills/Tests Scheduled in 2026 ⁶	3%	(Actual ÷ Target) x Weight	Implementation of the Board-Approved PSCP	Cascading of PRA Public Service Continuity Plan	As of March 31, 2026, the Administrative Support Division is drafting the PRA Disaster Risk Reduction and Management (DRRM) Plan. Implementation of activities will commence upon approval by the PRA Board of Trustees.
	Sub-total		13%				
	TOTAL		100%				

Approved by:


ROBERTO Z. ZOZOBRAO
 General Manager/CEO

⁶ As enumerated under the Testing and maintenance Section of the PSCP.