



**Philippine
Retirement
Authority**

ANNUAL REPORT 2019



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MESSAGE FROM THE GENERAL MANAGER



Warmest greetings!


First and foremost, let me express my immense gratitude – firstly, to our Almighty God; secondly, to our valued retiree-members, stakeholders, and industry partners; and thirdly, to our empowered and committed employees as well as to all our fellow Filipinos – for PRA’s coveted successes of 2019 and the continued blessings of the present.

Inarguably, striding above the challenges and difficulties, 2019 undoubtedly augured well for the Philippine Retirement Authority, living up to its mandate as a government retirement migration agency. We are therefore more than happy and grateful to present to you our collaborative achievements for the fiscal year of 2019.

First, PRA has remained more than ever a dependable revenue catalyst for our government. Our remittance dividends to our national treasury amounted to Two Hundred Sixteen Million, Three hundred Seventy-Three Thousand, Four Hundred Eight Pesos (PhP 216,373,408.00). For 2019, we have surpassed our generated revenue target by 9.22% or Eighty Five Million, Seven Hundred Forty-Eight Thousand, Six Hundred Eighty-Eight Pesos and Eighty-Two Centavos (PhP 85,748,688.82).

Second, that indeed we have successfully achieved our mandate of making the Philippines a “shining force to reckon with” in terms of retirement migration can be gleaned from the gross number of our enrolled members which already reached to 53,265 from different nationalities worldwide as of yearend of 2019.

Third, we have not failed but remained unrelenting in constantly improving our quality of services, systems and processes, as well as workforce competency. For 2019, based on a Customer Satisfaction Survey conducted by a third party consultant, PRA garnered a remarkable 88% satisfactory rating. We achieved the milestone of fully automating our processes, with a fully operational and functional SRRV servicing information system. We were able to maintain our ISO 9001:2015 Certification, making us continually compliant with international quality management system standards. We have marked a significant improvement in the competency of our workforce, as reflected by the competency baseline audit of our agency.



Lastly, as our valued retiree-members cannot fail to notice, we have significantly renovated and refurbished our head office conducive to the optimum performance of our workforce as well as dispensing best quality services to our clients and members.

In view of these accomplishments, and in closing, let me take a clue from Dag Hammarskjold who five decades ago said: “Only he who keeps his eyes fixed on the far horizon will find the right road.” It is therefore my fervent hope that with our eyes fixed on a bright and sturdy future, we can journey together on the right road of making the Philippines truly a “retiree’s paradise” and an “investor’s haven” as well.

Mabuhay!



ATTY. BIENVENIDO K. CHY
General Manager & CEO

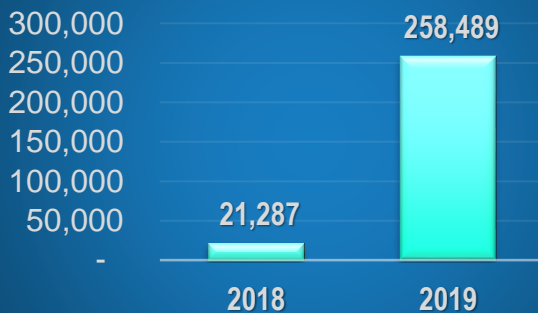
FINANCIAL HIGHLIGHTS

Net Operating Income



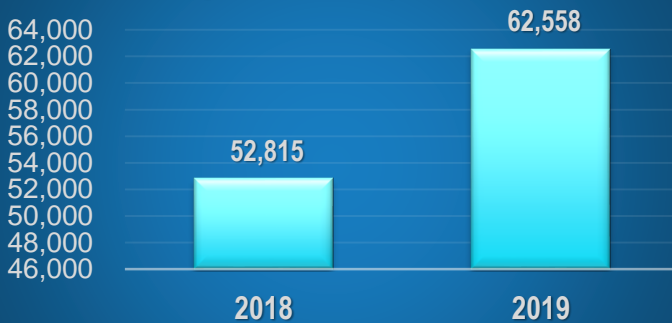
CUMULATIVE: PHP3,976,579

Dividend Remitted



CUMULATIVE: PHP1,816,286

Foreign Currency Generated



CUMULATIVE: \$ 558,997

Complete 2019 Audited Report is posted separately at <https://pra.gov.ph/wp-content/uploads/2021/01/PRA-Annual-Audit-Report-2019.pdf>

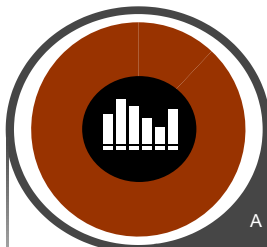
ENROLLMENT HIGHLIGHTS



PRA Enrolled Retirees

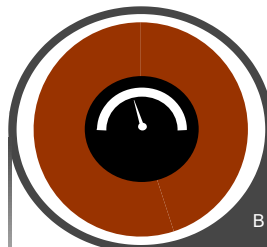
60,359 As of December 31, 2018

68,383 As of December 31, 2019



21.70%

Increase in Gross Enrollment
(2018 vs 2019)



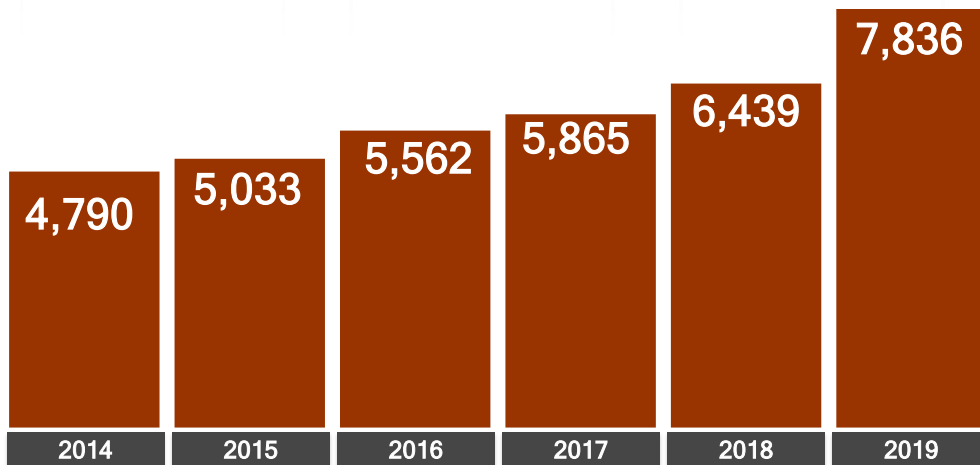
10.81%

Decrease in Cancellation
(2019 vs 2018)



23.74%

Increase in Net Enrollment
(2019 vs 2018)





Who is PRA?

The Philippine Retirement Authority (PRA) is a government-owned and controlled corporation created by virtue of Executive Order No. 1037 (E.O. 1037), signed by former President Ferdinand E. Marcos on 04 July 1985. On 31 August 2001, through Executive Order No. 26 (E.O. 26), the control and supervision of PRA was transferred to the Board of Investment (BOI) Department of Trade and Industry (DTI) from the Office of the President.

On 12 May 2009, by virtue of Republic Act No. 9593 (R.A. 9593), otherwise known as Tourism Act of 2009, PRA became an attached agency of the Department of Tourism (DOT), and was placed under the supervision of the Secretary of DOT.

PRA is mandated to develop and promote the Philippines as a retirement haven as a means of accelerating the social and economic development of the country, strengthening its foreign exchange position, and at the same time, providing best quality of life to the target retirees by giving them the most attractive retirement package and service.

PRA, in pursuit of its mandate, has established its Mission, Vision, and Core Values.



VISION

To make the Philippines the preferred retirement destination in Southeast Asia by 2022

MISSION

To provide a globally competitive retirement program in the Philippines for foreign nationals and former Filipinos that will strengthen the sustainable socioeconomic development of the country.

CORE VALUES

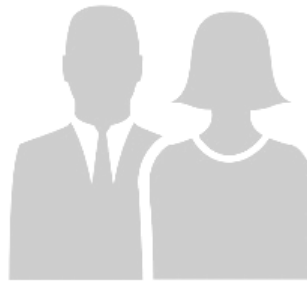
- ▶ **Service Excellence**
- ▶ **Innovation**
- ▶ **Teamwork**
- ▶ **Integrity**
- ▶ **Discipline**
- ▶ **Good Governance**
- ▶ **Social Responsibility**

OUR PRODUCT

PRA's core product is the Special Resident Retiree's Visa (SRRV) – the Philippines' retirement visa. SRRV is a nonimmigrant visa which entitles foreign nationals and former Filipino citizens multiple-entry privileges with the option to stay permanently/indefinitely in the Philippines.



SRRV OPTIONS



SMILE

For active/healthy retirees, who opt to maintain their SRR Visa deposit of US\$20,000.00 in any of the PRA Accredited Bank

CLASSIC

For active/healthy retirees, who opt to use their SRR Visa deposit into active investment such as the purchase of condominium unit* or long term lease of house & lot. The SRR Visa deposit varies follows:

- ▶ 50 years old & above: US\$ 10,000.00 (with a pension)*
- ▶ US\$ 20,000.00 (without pension) 35 to 49 years old: US\$ 50,000.00**

* The value of the property must at least be US\$50,000.00

**Required pension of at least US\$ 800 for single/ US\$1,000 for couple

SRRV OPTIONS



HUMAN TOUCH*

For ailing retirees, 35 years old & above, who need/require medical/clinical care. A monthly pension of at least \$1,500.00, a health insurance policy accepted in the Philippines, and an SRR Visa deposit of US\$10,000.00 are required.

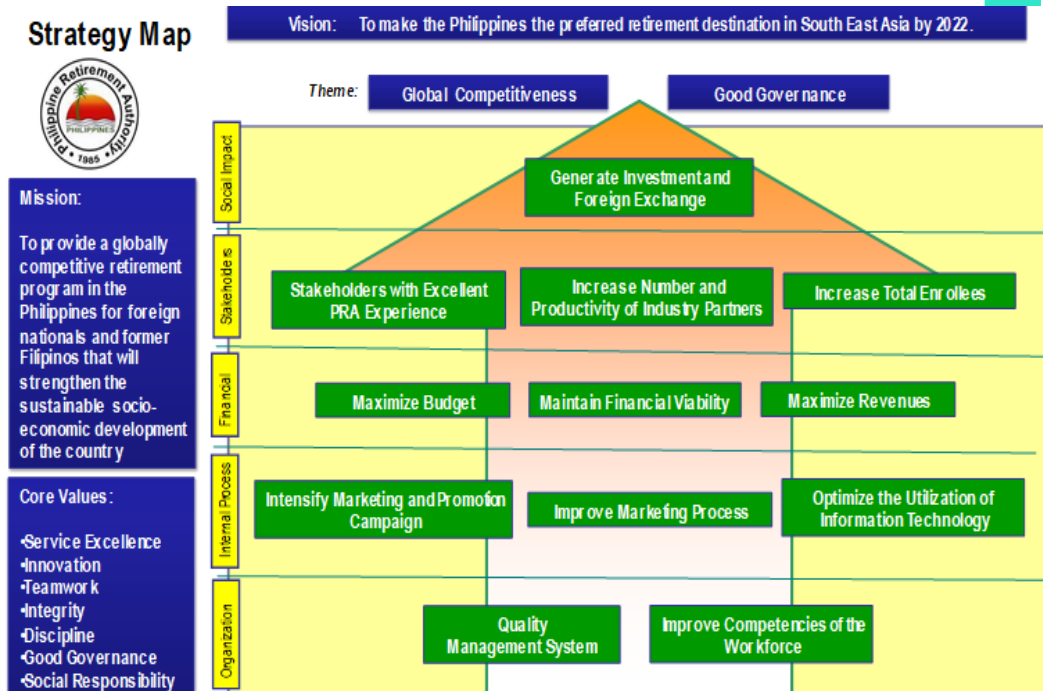


COURTESY *

For former Filipinos, 35 years old & above. For foreign nationals, 50 years old & above, who are retired officers of International Organizations recognized by the Department of Foreign Affairs (DFA). An SRR Visa deposit of US\$1,500.00 is required.

*05 May 2011, PRA introduced and launched various SRRV Options for foreign retirees and former Filipino citizens

STRATEGY MAP

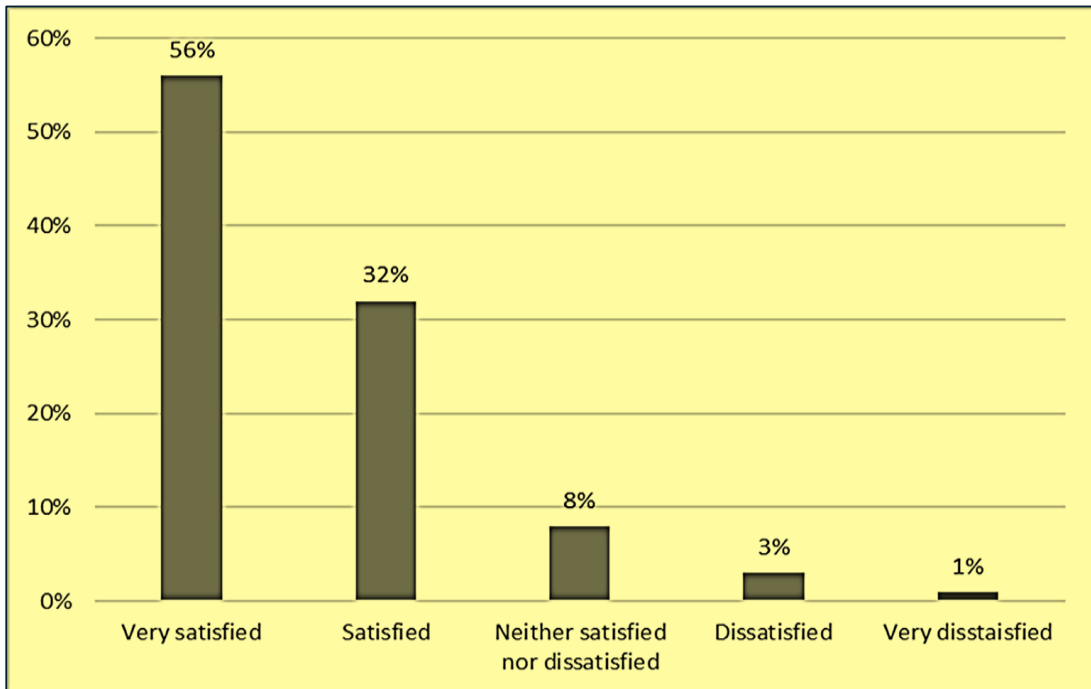


PRA formulates its strategic objectives and measures based on the different strategic perspectives (socio-economic impact, stakeholders, finance, internal process, learning and growth), as agreed upon with the Governance Commission for GOCCs (GCG) through a Technical Panel Meeting (TPM).

These objectives and measures, along with these perspectives, are reflected in a strategy map. It represents PRA's corporate goals and objectives and are monitored, measured, and analyzed in a balanced scorecard. These strategic goals and objectives become the bases and focus of PRA's strategic and corporate planning.

2019 MEMBER SATISFACTION SURVEY

Among PRA's Customers



Of the 97 successful interviews out of a sampling size of 500, around 56% are Very Satisfied with PRA's services.

Marketing & Promotions

The Marketing initiatives for the year called for an intensified local and international promotional campaigns and a reinforced PRA presence in identified target markets. PRA's potential markets are China, Korea, Japan, Taiwan and the US. Thus, it continues to participate in trade shows and exhibitions wherein these markets can be penetrated.

The activities are comprised of the following:

- Participation in tourism and retirement-related activities
- International promotions per target market
- Advertising in different media outfit

Leads generated from these activities reached 3,405 potential retirees.



Marketing Objectives

In pursuit of its mandate to develop and promote the Philippines as a retirement haven, international promotional activities conducted by the Authority generally have the following objectives:

1

To participate as an exhibitor/ sponsor and promote the options of retiring and investing in the Philippines through the Special Resident Retiree's Visa (SRRV) to potential foreign retirees

3

To meet, brief and eventually accredit top travel/tour agents as PRA Marketers; and

2

To meet and conduct briefings for the Filipino Community about PRA and the business opportunities available to them as potential Marketers;

4

To update and apprise the Philippine Embassy and other embassy/ consulate, DOT and DTI officers about the latest on the retirement program for foreign nationals and the business opportunities under the PRA.

International Events



INTERNATIONAL LIVING'S SEA FAST TRACK YOUR RETIREMENT OVERSEAS CONFERENCE 2019

Bangkok, Thailand
20-24 February 2019



ITB BERLIN (INTERNATIONALE TOURISMUS-BÖRSE BERLIN)

Berlin, Germany
04 – 12 March 2019

International Events



KOREA STUDY ABROAD AND EMIGRATION FAIR

Seoul, Korea
21-25 March 2019



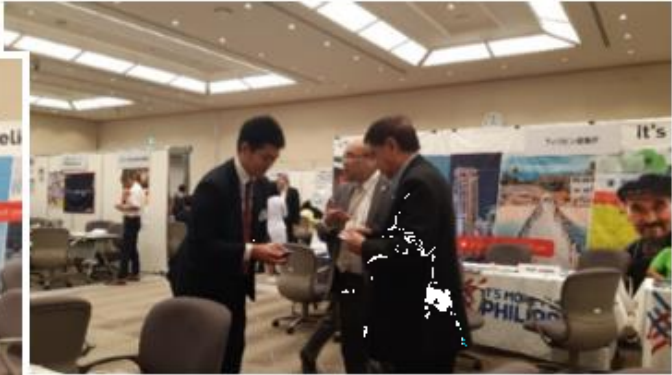
48TH KOREA EMIGRATION AND INVESTMENT FAIR 2019/SPRING

Busan, South Korea
29 March – 01 April 2019

International Events



ASEAN Health/Aged Care Mission
Melbourne, Australia
11-16 May 2019



LONG STAY FAIR 2019
Osaka, Japan
25 May 2019

International Events



Meeting with DOT Osaka
Osaka, Japan
24 May 2019



PHILIPPINE BUSINESS MISSION
Nagoya, Japan
29 May 2019

International Events



Philippine Business Mission
Sapporo, Japan
27 May 2019



PHILIPPINE EXPO 2019 TOKYO
Tokyo, Japan
13 – 17 June 2019

International Events



International Medical, Health and Care Expo
Taipei, Taiwan
27-30 June 2019



50+ Expo
Hong Kong SAR
04-08 July 2019

International Events



1st US Midwest Retirement Summit
Chicago, USA
09-10 August 2019



50 Plus Beurs
Utrecht, The Netherlands
15-23 September 2019

International Events



International Living Overseas Boot camp Conference
Las Vegas, USA
09-15 October 2019



JATA Tourism Expo
Osaka, Japan
23-28 October 2020

Newsletters

www.pra.gov.ph
PHILIPPINE RETIREMENT NEWS
 VOL. 3 MARCH 2019
 A Publication of the Philippine Retirement Authority

PRA joins select ISO 9001:2015 Certified Topnotch Agencies

Out of the 2,783 government agencies in the Philippines, around 200 are duly registered with the latest International Organization for Standardization (ISO) 9001:2015 certification, with the Philippine Retirement Authority (PRA) in the list. The ISO is an international agency composed of the national standard bodies of more than 160 countries.

Having been adjudged compliant with international quality management system standards, the PRA successfully passed the audit for its ISO 9001:2015 certification that covers the provision of marketing and enrollment services to the Special Resident Retiree's Visa (SRRV) program encompassing PRA's registered sites – its main office in Makati, as well as its four (4) satellite offices in Baguio City, Clark-Subic, Cebu City, and Davao City, effective until November 26, 2021.

GM City said after receiving the certification, "I cannot fail to acknowledge the efforts and manifold contribution(s) of all our personnel and employees." With the spiraling number of foreign retirees flocking into the country, ISO certification ensures excellence in the delivery of services to the Authority's stakeholders.

"For barely two years since I assumed into office, we have witnessed a dramatic increase in our retirement enrollment. Now with our coveted certification of ISO 9001:2015, we are not only able to demonstrate our clients like to demonstrate our marketing efforts and stakeholders that, indeed, we are not only aggressive in our marketing efforts, but more so in improving or attaining a standard of excellence in our processes, as well as the capability and competence of our employees," GM City emphasized.

The PRA, created by Republic Act No. 10363, is mandated to develop and deliver retirement services as its main purpose.

A Glimpse at PRA Activities

The year 2018 was another fruitful year, so to speak, for the Philippine Retirement Authority (PRA). Various activities were undertaken, participated in by not only its employees, but also, some Special Resident Retiree's Visa (SRRV) holders.

A glimpse of what transpired during the last quarter of 2018 is worth the while as we take on the new challenges the new year brings.

In line with PRA's Health & Wellness program, primarily aimed to promote the importance of healthy lifestyle and well-being among retiree members, a day trip to famous Sony's Garden Restaurant & Country Bed and Breakfast in Taguig City was organized in September. It was a fun-filled day complete with a nutritious

PHILIPPINE RETIREMENT NEWS

VOL. 3 August 2019

PRA Celebrates 34 Years and More

MANILA, Philippines — The Philippine Retirement Authority (PRA) marked its 34th anniversary on 05 July 2019 at the Philippine International Convention Center with the theme "#34Years and More", led by its General Manager Atty. Bienvenido K. Chy, and graced by no other than the Department of Tourism Secretary Bernadette Romulo-Puyat, who is also the Chairperson of the PRA Board of Trustees.

PRA retirees-members, employees, distinguished guests from other government agencies, media partners, and accredited merchants attended and celebrated the important event through a song number performed by the PRA Dance Troupe. This year's anniversary celebration involved the SRRV holders in the program more than usual. Aside from the cultural dance steps with the PRA dance troupe, some of the retirees were also given their own spots to deliver in between segments of the program. The PRA Indian Club was also given a chance to introduce their organization and invite their fellow Indians to join their group.

As highlight of the event, PRA retirees-members who have significant charitable contributions to the Filipino community were recognized, followed by the launching of the official PRA Audio-Visual Presentation (AVP) capping the event was the awarding of outstanding PRA officers and staff who rendered 5 years up to 31 years of selfless government service.

p1. PRA Celebrates 34 Years and More | p2. On The Move | p3. PRA gets very satisfactory ratings from retiree-members | p3. GM's Corner | p5. Retiree's Corner | p6. PRA Team Building | p7. Partner Merchants | p8. Feature

Foreign Ads and Publications



Daily Manila Shimbun (Japanese)



The Foreign Post



Manila Fun (Korean)

Out-of-Home Advertising



Siargao Airport

Boracay



Japan

Out-of-Home Advertising



Korea



Japan

PRA's **Integrated Marketing Program** also seeks to expand ties with the private sector by accrediting their business establishments as "Merchant Partners" or "Marketers" and facilities (active or assisted living dwellings), as accredited Retirement facilities.

In 2019, 267 individuals were accredited as "Marketers", 20 were accredited Merchant Partners and 43 were accredited Retirement Facilities.



Merchant Partners

Health, Wellness, Insurance and Homecare



三晃マンブカルライフケアホーム
SANKO MAMBUKAL LIFE CARE HOME INC.
 MAMBUKAL RESORT MINOYAN MURCIA NEGROSOCCIDENTAL
 TEL: 09178293339



三晃マンブカルライフケアホーム
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 TEL: 09178293339



Merchant Partners

Travel, Leisure and Education



THE STUDY

ENDERUN TUTORIAL
& LANGUAGE CENTER



SANKO LANGUAGE SCHOOL INC.

2814-B VIOLETA COURT FB HARRISON ST. PASAY CITY
TEL +632-586-1479 MOBILE 0917-572-3249



Business Franchising, Accounting, & Freight Services



PREMIER LOGISTICS



Accreditations: Board of Accountancy (BOA), Bureau of Internal Revenue (BIR),
Bangko Sentral Ng Pilipinas (BSP), Cooperative Development Authority (CDA),
Energy Regulatory Commission (ERC), National Electrification Administration (NEA),
Securities & Exchange Commission (SEC).



Merchant Partners

Travel, Leisure and Education



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Securities & Exchange Commission (SEC).



Merchant Partners

Hotel and Resort Services



BERJAYA
MAKATI - PHILIPPINES
HOTEL




Shangri-La at the Fort
MANILA



 gohotels.ph
a place for every Juan!



AQUABOY
RESORT



SUMMIT
HOTELS AND RESORTS



BAYVIEW
PARK HOTEL
MANILA



 Hotel Seoul

"Your Home by the Bay"

On-line Shopping, F&B, Law Firm



LMA
LAW
EXPERIENCE, EXPERTISE AND EXCELLENCE

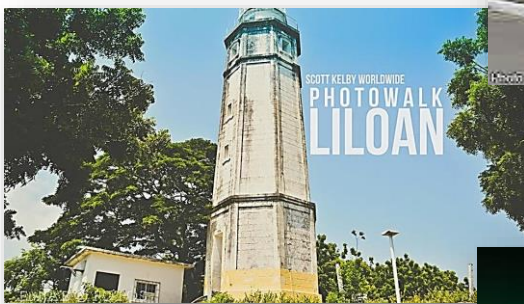
Retirement Areas Deemed as Retirement Friendly (RADAR)

PRA appreciates how the Local Government Units (LGUs) play a vital role in integrating SRRV retirees in their communities. As SRRV members grow in number, PRA has launched a program that recognize LGUs who are deemed as retirement-friendly.

Called Retirement Areas Deemed as Retirement Friendly (RADAR), the initiative gives credit to LGUs based on its index which is a framework by which at any level of disaggregation can align and manage its resources to attract foreign retirees, and entice property developers to invest in their respective localities.

In 2019, PRA awarded three (3) LGUs as Best of RADAR as:

- ▶ Calapan, Oriental Mindoro
- ▶ Liloan, Cebu
- ▶ Bacolod City



Social Integration Program

The program include activities like educational tours like *Lakbay Saya*, Sports Tours, Wellness Program, Familiarization and Farm tours.

In 2019, PRA successfully concluded eight (8) Social Integration activities for retirees, viz:

- ▶ Lakbay Saya: Corregidor and Las Casas Filipina de Acuzar
- ▶ Wellness: Luljetta, Antipolo
- ▶ PRA Anniversary Celebration
- ▶ PRA Yuletide Celebration
- ▶ Agri-Tourism: Gourmet farms
- ▶ Intramuros grounds



Support Services

This function manages the financial resources of PRA through the provision of accounting and budgetary services. It also supports all organizational units through the provisions of human and physical requirements. It is composed of the following divisions:

- ▶ **Financial Management Division**

Plan, organize, control, and coordinate the activities of the department in providing adequate funds for established requirements in a timely manner and at a cost consistent with the prevailing condition, and in keeping with the corporate plans and objectives.

- ▶ **Administrative Support Division**

Render support and assistance to the Department Manager in planning, organizing, directing, and controlling activities of the Division, as well as in the delivery and enforcement of systematic policy systems and procedures.

- ▶ **Procurement Management Division**

Responsible for the planning and monitoring of all procurement activities of the Agency; Provide technical assistance in the preparation of PPMPs; Monitor and manage all phases of procurement process which includes price monitoring of goods and services, as well as list of suppliers, contractors and consultants.



Human Resource Development

In 2019 the Authority, in the improvement of the competency of its workforce, hired a consultancy service to address competency gaps of its personnel.

The activities included the administration of the Online 360 Assessment questionnaire to each employee and the implementation of an Action Plan per identified competency gap by an Assessment Analytic.

A Needs Assessment Report and a 3-year Learning and Development Plan was submitted to GCG.

This GCG-directed initiative was achieved in addition to the regular trainings, recruitment, team-building and administrative requirements that were performed by the division.



Team-building Activities



Revalida and VAWC Seminar



Ease of Doing Business Seminar





Competency Seminar



Human Resource Development

In adherence to GAD-related programs, the Authority conducted activities in observance of the National Women's Month in 2019. It also sponsored seminars that advocates the understanding of LGBT Communities as well as attendance in GAD-related seminars conducted by other government agencies.

In fulfilment of the Program on Awards and Incentives for Service Excellence (PRAISE) of the Civil Service Commission, the Authority also conducted activities Anniversary and Yuletide celebrations, Loyalty Cash Awards and the regular *Salo-Salo* activity of employees. An annual team-building activity was also held at San Juan, Batangas. All these activities were implemented in the interest of enhancing employee morale and furthering team camaraderie.



Administrative Support

As part of the Authority's ongoing initiatives for 2019 with regard infrastructure development it procured carpet installation and implemented the repair of its Head Office flooring. Likewise, an electrical project for one its quadrants was also carried out. These projects form part of the Authority's Quality Management System endeavors.



Procurement Management

To systematize procurement processes and forms and ensure transparency of the Authority, the PRA Procurement Manual was initiated and a Committee was formed to supervise the project.

Likewise, to promote sustainability in its public procurement activities a Green Technical Specifications proposal was introduced that may be applicable to the Authority's operations based on the priority product groups identified by the GPPB.



Automation of Processes

In its continuous efforts to streamline its operational processes, the PRA through its ICT division, developed and in-house information system called Servicing Information Management System which handles automation of the Servicing Division's transactions that support core businesses like ID renewal and other enrollment and finance-related requests/transactions.

To date the modules of the new system were already deployed.



2019 Performance Scorecard Accomplishment



Per GCG, the The Corporate Governance Scorecard (CGS) for GOCCs aims to annually assess the Corporate Governance performance of GOCCs under GCG using a methodology benchmarked against the Principles of Corporate Governance of the Organisation for Economic Co-operation and Development (OECD) and the ASEAN Corporate Governance Scorecard.

The CGS assesses each GOCC's governance policies and practices on Stakeholder Relationships, Disclosure and Transparency, and Responsibilities of the Board. Further it identifies the strengths and weaknesses of the corporate governance practices of GOCCs compared to existing corporate governance provisions. The CGS works together with the PES in improving the transparency of GOCCs' corporate governance initiatives and practices.

In this regard, the PRA has twelve (12) strategic objectives (SO) and corresponding measures (SM) to undertake for 2019.

2019 Strategic Objectives and Measures



STRATEGIC MEASURE	2019 TARGET	ACCOMPLISHMENT
1 Annual Foreign Currency Generated	US\$ 576 Million	US\$ 548,449,703.67
2 Percentage of Satisfied Customers	90%	Preparation of Terms of Reference (TOR)
3 Number of Retirees Availing of Merchant Partner's Services and PRA-Accredited Retirement Facilities	3,000 Retirees (MERCHANT PARTNERS)	1,426 Retirees (MERCHANT PARTNERS)
	25 Retirees (RETIREMENT FACILITIES)	1 Retirees (RETIREMENT FACILITIES)
	20 Retirees (GOVERNMENT PARTNERS)	15 Retirees (GOVERNMENT PARTNERS)

- **SO 1: Generate Investment & Foreign Exchange**
SM 1 refers to Outstanding visa deposit in banks at the end of the year and comprise 15% of the total weight of the Performance Scorecard.
- **SO 2: Stakeholders with Excellent PRA Experience**
SM 2 refers to Percentage of Satisfied Customers and include the number of Respondent who gave, at least, a Satisfactory Rating/Total Number of Respondents. This comprises 10% of the total weight of the Performance Scorecard.
- **SO 3: Increase Number of Retirees Availing of Merchant Partners' Services and PRA-accredited Retirement Facilities**
SM 3 refers to Number of Retirees Availing of Merchant Partner's Services and PRA-Accredited Retirement Facilities. This has an absolute formula and comprises 7.5% of the of the total weight of the Performance Scorecard.

2019 Strategic Objectives and Measures



STRATEGIC MEASURE	2019 TARGET	ACCOMPLISHMENT
4 Cumulative Net Enrollment by End of the Year	53,797	49,271
5 Improve Budget Utilization Rate	Not lower than 90% but not exceeding 100%	33.21% *Based on Proposed 2019 COB
6 Improve Revenue Generation	₱929.59 Million	₱450,698, 000.00

➤ SO 4: Increase Total Enrollees

SM 4 refers to Cumulative Net Enrollment by End of the Year. The computation is equal to Absolute Number of Cumulative Gross Enrollment at the end of the Rating Period less Absolute Number of Cumulative Cancellations at the end of the rating period. This comprises 12.5% of the total weight of the Performance Scorecard.

➤ SO 5: Maximize Budget

SM 5 refers to Budget Utilization Rate and equals to the Total Amount Disbursed (Net of PS)/Total DBM-Approved COB (Net of PS). This comprises 10% of the total weight of the Performance Scorecard.

➤ SO 6: Maintain Financial Viability

SM 6 refers to Improve Revenue Generation. This covers Absolute Amount of Operating Revenues including Interest Income from Visa Deposits of Retirees. It comprises 10% of the of the total weight of the Performance Scorecard.

2019 Strategic Objectives and Measures



STRATEGIC MEASURE	2019 TARGET	ACCOMPLISHMENT
7 Improve Net Operating Income	₱629.65 Million	₱281,424,000.00
8 Increase Return on Marketing Expense	303%	383.23%
9 Rationalize Marketing Program, Activities and Projects	Board-Approved Five-Year Marketing Plan	Schedule for meeting with the SMP Consultancy/ Third-Party Resource Team

➤ **SO 7: Maximize Revenues**

SM 7 refers to Improve Net Operating Income. The computation is equal to (Revenues + Interested Income from Visa Deposits) less Operating Expenses. This comprises 10% of the total weight of the Performance Scorecard.

➤ **SO 8: Intensify Marketing & Promotion Campaign**

SM 8 refers to Increase Return on Marketing Expense and equals to the Passport and Visa or Application Fees + Accreditation Fees (excluding Annual PRA Fees) over Marketing Expense + Marketers Fees. This comprises 5% of the total weight of the Performance Scorecard.

➤ **SO 9: Improve Marketing Process**

SM 9 refers to Rationalize Marketing Program, Activities and Projects. This covers Actual Accomplishment (All or Nothing). It comprises 5% of the of the total weight of the Performance Scorecard.

2019 Strategic Objectives and Measures



	STRATEGIC MEASURE	2019 TARGET	ACCOMPLISHMENT
10	Automation of PRA Processes	Fully Operational and Functional SRRV Servicing Information System	35% of the project was completed
11	Attain ISO Certification	Maintain ISO 9001:2015 Certificate	<ul style="list-style-type: none"> The QMS Core Team was reconstituted. All the applicable and necessary trainings/seminars were identified, and schedules for such were agreed. Reviewed, enhanced, and cascaded all the documented information procedures and forms.
12	Improve Competency of the Organization	Improvement in the Competency Baseline of the Organization	<ul style="list-style-type: none"> Needs Assessment Report and 3-Year Learning & Devt Plan submitted to GCG Target 40% compliance on Action Plan submitted to GCG

➤ **SO 10: Optimize Utilization of Information Technology**

SM 10 refers to Automation of PRA Processes. This covers Actual Accomplishment (All or Nothing). This comprises 5% of the total weight of the Performance Scorecard.

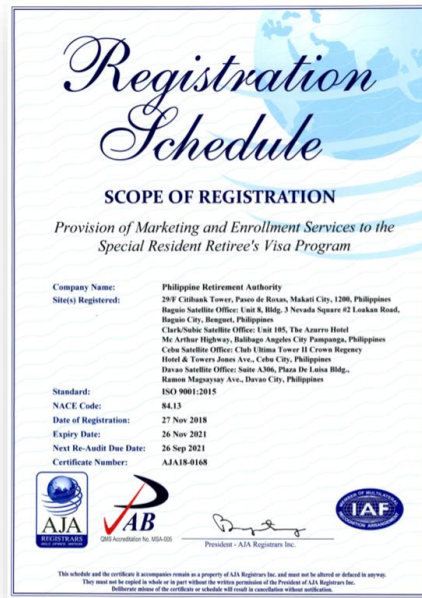
➤ **SO 11: Quality Management System**

SM 11 refers to Attaining ISO Certification and equals to Maintaining the ISO Certification (All or Nothing). This comprises 5% of the total weight of the Performance Scorecard.

➤ **SO 12: Improve Competencies of the Workforce**

SM 9 refers to Improve Competency of the Organization and it refers to Number of employees meeting competency standards / Total number of employees for the year. It comprises 5% of the of the total weight of the Performance Scorecard.

ISO 9001: 2015 Certification



GOCCs are mandated to secure ISO Certification as part of Good Governance Compliance. At the same time, PRA also values the significance of establishing QMS within its organization. The ISO 9001-based quality management system that covers the provision of marketing and enrolment services to the Special Resident Retiree's Visa (SRRV) program, requires sustained focus and commitment after achieving the initial certification. Thus, PRA conducted compulsory activities to prepare for a Surveillance audit.

PRA's conformance to the requirements of the ISO 9001:2015 standards were assessed by a 3rd party certifying body, SOCOTEC Certification International (formerly AJA Registrars, Inc.)

After the conduct of the audit on 28 October and 5/6 November, 2019, PRA was recommended for another ISO 9001:2015 Certification in its Main Office as well as its Satellite Offices- Baguio, Clark, Cebu and Davao.

PRA also initiated to develop its own QMS core team who will serve as dedicated personnel/staff in carrying out consequent QMS-related projects.

Corporate Governance



FREEDOM TO SPEAK UP

PRA adopted a corporate-wide Whistleblowing Policy consistent with GCG Memorandum Circular No. 2016-02, which requires all GOCCs to establish their own whistleblowing policy/system.

In July 2017, the Board approved the policy applicable to all the members of the Board of Trustees, and the officers and employees of PRA, who are covered by the provisions of R.A. No. 10149. The purpose of the policy is to enable any concerned individual to report and provide Information, anonymously if he/she desires, and even testify on matters involving the actions or omissions of any of the Directors/Trustees, Officers, and Employees of PRA that are illegal/unlawful, unethical, violates good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, and/or grossly disadvantageous to PRA, the government and/or any of its stakeholders.

Whistleblowers are encouraged to submit reports electronically through the online-based reporting channel established by GCG or to any alternative reporting channels, such as face-to-face meetings with officers and employees of PRA, through its trunk lines at the Main Office, or through personal delivery or mail to 29/F Citibank Tower, Paseo de Roxas, Makati City.

PRA shall ensure confidentiality of all information arising from whistle-blowing reports submitted, including the identity of the whistleblower and the person/s complained of, and treat the same in a confidential and-sensitive manner.

The policy provides that retaliatory acts against whistleblowers who submit reports in good faith shall not be tolerated. These acts include discrimination or harassment in the workplace, demotion, reduction in salary benefits, termination of contract, evident bias in performance evaluation, and any act or threat that adversely affect the rights and interests of the whistleblower.

Moreover, reported cases against the Board of Trustees are endorsed to the Office of the General Counsel of the Governance Commission for GOCCs, which may either dismiss the whistleblowing report for want of merit, or submit its recommendations on proposed sanctions against the respondents to the Commission.

Corporate Governance



FREEDOM OF INFORMATION

On 23 July 2016, President Rodrigo Roa Duterte signed Executive Order No. 02 (EO No. 02), titled Operationalizing in the Executive Branch of the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor, also known as the Freedom of Information (FOI) Executive Order (EO).

The executive order covers the national government and all its offices, departments, bureaus, offices, and instrumentalities, including government owned and controlled corporations (GOCCs), and state universities and colleges. Its purpose is to provide full public disclosure of all government records involving public interest and upholds the constitutional right of people to information on matters of public-concern, except for matters affecting national security.

The Office of the President, through the Presidential Communications Operations Office (PCOO), is tasked to oversee the implementation and operationalization of the FOI program as they are responsible for monitoring compliance and performance of government agencies.

In February 2017, the PRA Board approved the PRA FOI manual. On even date, PRA started receiving requests from various citizens who wanted to know and obtain vital information about the PRA, specifically the SRRV program. No person was denied access as the information sought did not fall under any of the exceptions stated in the existing law or in the list of exceptions provided in the manual.

FOI requests were directly sent to the PRA office and through email using the standard FOI form with attached proof of identification. All FOI requests received were accepted, and the requested information or data were processed and disclosed in accordance with the provisions of FOI Executive Order and the PRA Manual on Dis-closure of Information.

As of December 2019, PRA obtained and processed a total of twelve (12) requests with an average processing time of five (5) days, all from the standard FOI forms or letters. Most of the requests were for thesis/research purposes.

Board Level Committees

The Board of Trustees is primarily responsible in setting policy direction and monitoring the implementation of strategic and long-term goals. As stated in the Charter, the PRA Board of Trustees are ex-officio members holding office relevant to the nature of the PRA program, its products and services, and activities.

Pursuant to the provisions of Tourism Act of 2009, and E.O. No. 26 dated 12 May 2009 and 31 August 2001, respectively, the Board of Trustees of the Authority as of December 31, 2017, are the following:

Chairman: Secretary of the Department of Tourism
Vice Chairman: Chief Executive Officer / General Manager of PRA
Members:

1. Commissioner of the Bureau of Immigration (BI) or his duly designated representative/alternate
2. Governor of Bangko Sentral ng Pilipinas (BSP) or his duly designated representative/alternate
3. Duly designated representative from DOT

To effectively discharge and assist the Board in performing their duties and responsibilities, different Board Committees were created, specifically, the Audit Committee and Immigration Committees.

The **Audit Committee** is responsible for the following:

- a) Oversee, monitor, and evaluate the adequacy and effective-ness of the internal control system, engage and provide oversight of the internal and external auditors, and coordinate with the Commission on Audit (COA);
- b) Review and approve audit scope and frequency, and the annual internal audit plan, and the quarterly, semi-annual and annual financial statement before submission to the Board, focusing on changes in accounting policies and practices, major judgmental areas that require the use of judgement, significant adjustments resulting from the audit, going concern assumptions, compliance with accounting standards, and compliance with tax, legal, regulatory and COA requirements;

Board Level Committees

- c) Receive and review reports of internal and external auditors and regulatory agencies, and ensure that Management takes appropriate corrective actions in a timely manner in addressing the control and compliance functions of PRA with the rules and regulations prescribed by regulatory agencies.;
- d) Ensure that internal auditors have free and full access to all of the Authority's PRA's records, properties, and personnel relevant to and required by its function, and that the internal audit activity shall be free from interference in determining its scope, performing its work, and communicating the results of its Audit; and
- e) Develop a transparent financial management system that will ensure the integrity of internal control activities throughout the GOCC, with procedures and policies contained in a handbook that will be used by the entire organization.

The functions of the **Immigration Committee** are as follows:

- a) To resolve immigration-related issues;
- b) To oversee the proper implementation of immigration laws in consonance with the PRA charter;
- c) To review PRA processes relative to B.I.'s approval and cancellation of SRRV;
- d) To review the documents of SRRV holders with pending and resolved cases in B.I.; and
- e) To secure from B.I. the names of all foreign nationals included in the Blacklist, Hold Departure List, Watch List, and Alert List Orders.

Since majority of the Board members (principal and alternates) are ex-officio or acting by virtue of one's title to another office, they are bound to serve their respective offices on top of their memberships outside the office. For this reason, the Board meetings are scheduled one (1) year in advance or at least marked in the calendar at the beginning of the year. Minutes of the meetings are circulated to the Board to keep all members of the Board updated on the activities, projects, requirements, and issues of PRA. The Corporate Secretary records and maintains minutes of all the meetings of the Board.

Corporate Social Responsibility Statement

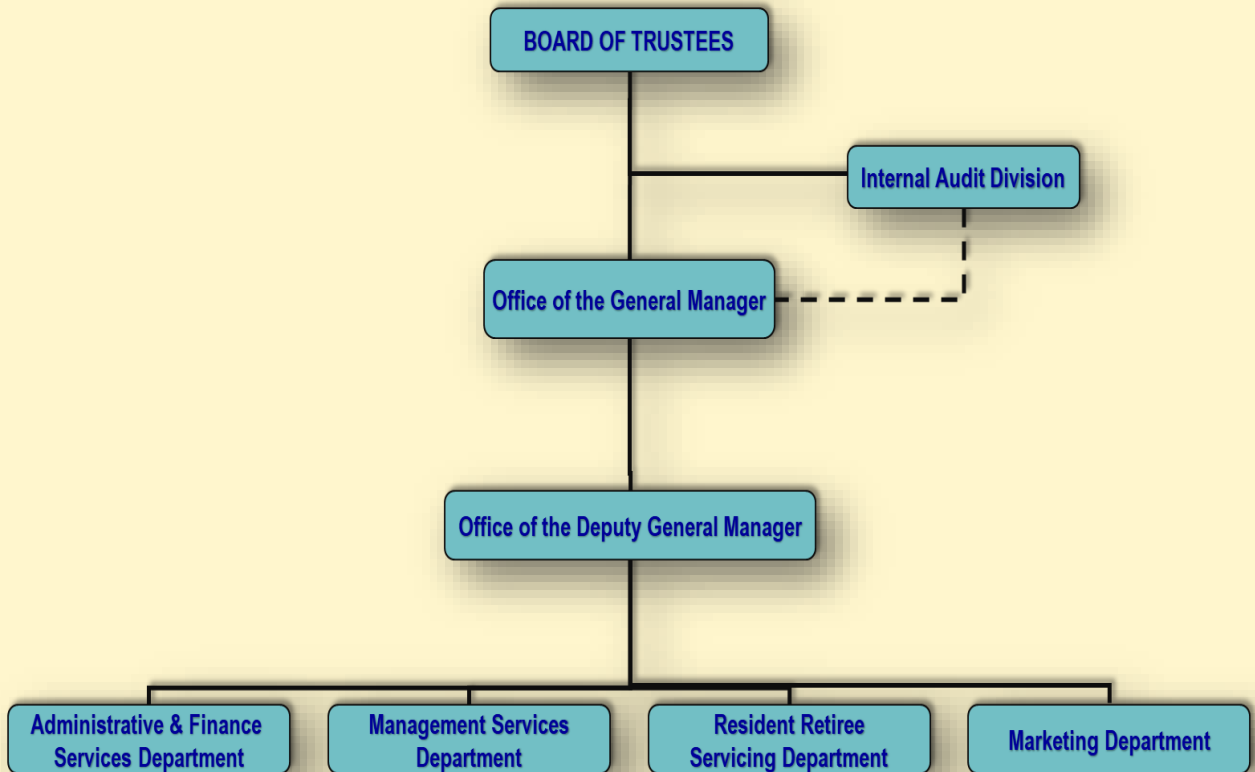
- For the Philippines, our Motherland, we are committed to establish programs/activities geared towards making the Philippines a leading and significant destination for the worlds seniors, retirees, and elderly, as a primary driver for increasing local employment and promoting inclusive socio-economic development.
- For the National Government, our sole stockholder, we pledge to safeguard its stockholdings, increase taxes paid and its dividend earnings remitted to the National Treasury.
- For our Retiree Applicants, we will constantly devise tools/activities that will increase the awareness of and the attractiveness to foreign retirees, of the Philippines as a retirement destination.
- For our Retiree Members, we are committed to enabling and empowering segments of the public and private sectors for excellent service to our members.
- For our Officers and Employees, we are committed to producing a caring and supportive working environment conducive towards the full development of their human potential.
- For our Suppliers, both from the public and private sectors, we are providing a level playing field that will give them equal opportunity in promoting their products and services, thus adding value to their businesses.
- For our Internal Environment, we hope to provide a healthy, safe, and enjoyable environment for our employees, visitors, and contractors.
- For our External Environment, we seek a sustainable and healthy environment for society in general.

Board of Trustees

(As of November, 2019)

Chairperson	Bernadette Fatima T. Romulo-Puyat Secretary, Department of Tourism
Alternate Chairperson	Reynaldo L. Ching OIC, Undersecretary for Administration and Finance Department of Tourism
Vice Chairperson	Atty. Bienvenido K. Chy General Manager/CEO Department of Tourism
Members	Benjamin A. Diokno Governor Bangko Sentral ng Pilipinas
	Jaime H. Morente Commissioner Bureau of Immigration
	Verna Esmeralda C. Buensuceso Assistant Secretary, Product and Market Development Department of Tourism
Alternate Members	Maria Almasara Cyd N. Tuaño-Amador Deputy Governor Bangko Sentral ng Pilipinas
	Estanislao R. Canta Acting Chief, Board of Special Inquiry Bureau of Immigration
	Vicente G. Uncad Acting Chief, SM North Immigration Satellite Office, Bureau of Immigration

Table of Organization



*Co-terminous with the official being served

OUR ORGANIZATION



Atty. Bienvenido K. Chy
General Manager / CEO



Atty. Maria Milagros R. Lisaca
Deputy General Manager

OUR ORGANIZATION

Department Heads



Atty. Joseph Daniel S. Tarraya
Board Secretary
Office of the Board Secretary



Orlando H. Habitan
Department Manager
Resident Retiree Servicing Division

OUR ORGANIZATION

Department Heads

Atty. Antonio V. Rivera
Department Manager
Management Services Department



Noehl D. Bautista
Department Manager
Marketing Department

OUR ORGANIZATION

Department Heads

Philip John B. Moreno
Department Manager
Administrative & Finance
Services Department



Atty. Jerome C. Castro
Officer in Charge
Satellite Offices

OUR ORGANIZATION

Division Heads



John Oliver Q. Sanota
Division Chief
Procurement Management Division
Administrative & Finance Services Department



Marcelina T. Carbonel
Division Chief
Administrative Support Division
Administrative & Finance
Services Department

OUR ORGANIZATION

Division Heads

Evelyn R. Tansiongco
Division Chief
Financial Management Division
Administrative & Finance
Services Department



Divine O. Hernandez
Division Chief
Corporate Planning Division
Management Services Department

OUR ORGANIZATION

Division Heads

Remus Erlan S. Palmos
Information Technology Officer
Information Communications
Technology Division
Management Services Department



Annalyn A. Eria
Division Chief
Processing Division
Resident Retiree Servicing Department

OUR ORGANIZATION

Division Heads

Lerma G. Abesamis
Division Chief
Resident Retiree Servicing Department



Annie Marie T. Ortega
Division Chief
Ads. & Promo Division
Marketing Department

OUR ORGANIZATION

Division Heads

Mervin A. Magbuhat
Division Chief
Client Relations and Program
Development Division
Marketing Department



Desiree M. Santos
Internal Auditor
Internal Audit Division

OUR ORGANIZATION

Satellite Office Heads



FREDERICK DE AUSEN PATI
Officer in Charge
Baguio Satellite Office



SCARLET L. LACHICA
Officer in Charge
Clark Satellite Office



ELMA A. CORBETA
Officer in Charge
Cebu Satellite Office



JAIME B. LLAMES
Officer in Charge
Davao Satellite Office

DIRECTORY OF PRA OFFICERS

OFFICE OF THE GENERAL MANAGER

ATTY. BIENVENIDO K. CHY

CEO/General Manager

OFFICE OF THE DEPUTY GENERAL MANAGER

ATTY. MARIA MILAGROS R. LISACA

Deputy General Manager

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Tel#: 8848-1412 to 16 loc. 2002

OFFICE OF THE BOARD SECRETARY

Atty. JOSEPH DANIEL S. TARRAYA

Board Secretary

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INTERNAL AUDIT DIVISION

DESIREE M. SANTOS (DBA)

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MARKETING DEPARTMENT

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Marketing Department

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MERVIN A. MAGBUHAT

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ANNIE MARIE T. ORTEGA

Division Chief III

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ADMINISTRATIVE AND FINANCE SERVICES DEPARTMENT

PHILIP JOHN B. MORENO

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Administrative and Finance Services Department

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DIRECTORY OF PRA OFFICERS

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EVELYN R. TANSIONGCO

Division Chief
Financial Management Division
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JOHN OLIVER Q. SANOTA

Division Chief III
Procurement Management Division
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Tel#: 8848-1412 to 16 loc. 2024

MANAGEMENT SERVICES DEPARTMENT

ATTY. ANTONIO V. RIVERA

Department Manager III, Management Services
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REMUS ERLAN S. PALMOS

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DIVINA O. HERNANDEZ

Planning Officer V / Division Chief
Corporate Planning Division
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RESIDENT RETIREE SERVICING DEPARTMENT

ORLANDO H. HABITAN

Department Manager III
Resident Retiree Servicing Department
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DIRECTORY OF PRA OFFICERS

ANNALYN A. ERIA

Division Chief III

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LERMA G. ABESAMIS

Division Chief III

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SATELLITE OFFICES

ATTY. JEROME CASTRO

Head, Satellite Offices

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BAGUIO SATELLITE OFFICE

FREDERICK DE AUSEN PATI

Retiree Assistance Officer III

OIC, Baguio Satellite Office

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Cellphone#: 0917 575 5605

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ELMA A. CORBETA

Retiree Assistance Officer III

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CLARK/SUBIC SATELLITE OFFICE

SCARLET L. LACHICA

Retiree Assistance Officer III

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DAVAO SATELLITE OFFICE

JAIME B. LLAMES

Retiree Assistance Officer III

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