



# Philippine Retirement Authority

## ANNUAL REPORT 2020

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## MESSAGE FROM THE GENERAL MANAGER



My heartiest greetings and wishes of well being, safety, good health, and God's blessings!

Amid the challenges and difficulties of 2020, let me extend my utmost gratitude and appreciation to all, especially our valued members and stakeholders, who have patiently stood with us and by us, and have kept their unwavering faith and trust in us: *Maraming salamat po sa inyong walang sawang suporta at pagtitiwala sa PRA!*

2020 has been a very challenging year – no doubt about that. In our modest effort to fight the wrenching pandemic, apart from adhering to mandated health protocols, we have forthwith implemented various strategic measures such as, among others – procurement of protective materials and equipment, installation of modular work stations, provision of transportation facilities for employees, regular disinfection and misting of offices, regular supply of face masks/shields and vitamins for employees, etc.

However, understandably due to the pandemic and with the imposition of travel bans as well as suspension of SRRV application and processing, we registered a 71.6% decrease in our 2020 enrolment compared to 2019.

But, given our continuing mandate to contribute to the country's economy, we were still able to remit P150M for CY 2020 to the national government.

Likewise, despite the adverse effects of the pandemic and the downturn in our enrolment, I am still happy to cite some of our positive strides and accomplishments.

One, PRA has remained a dependable foreign currency generator for our government, with over \$572 Million in foreign currency deposit. Two, for 2020, we posted a net operating revenue of more than PhP 454 Million.

Three, we were able to maintain our ISO 9001:2015 Certification making us continually compliant with international quality management system standards and practices.

For us at the Philippine Retirement Authority, with or without the pandemic, we shall never falter in our resolve to work ever harder in making the Philippines a competitive retirement destination and providing all the best for our members and stakeholders.

I am reminded of what the former British Prime Minister, Tony Blair, once said: "By the strength of our common endeavor, we can achieve more together than we can alone."

Hence, notwithstanding the pandemic devastation and our diversity, I firmly believe that by our sheer faith and solidarity, we shall overcome and we shall prevail.

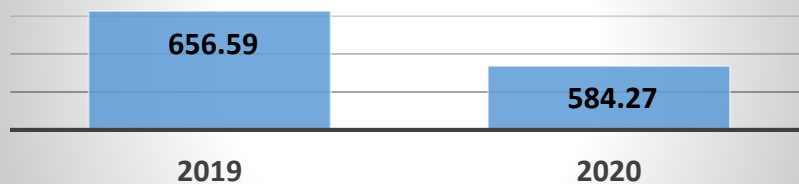
Mabuhay!

  
**Atty. Bienvenido K. Chy**  
General Manager & CEO



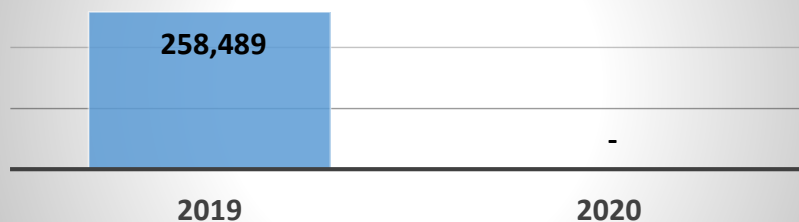
# FINANCIAL HIGHLIGHTS

## Net Operating Income



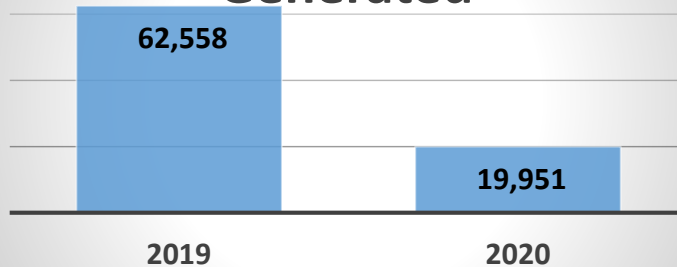
Cumulative: Php4,560,849

## Dividend Remitted



Cumulative = Php 1,816,286

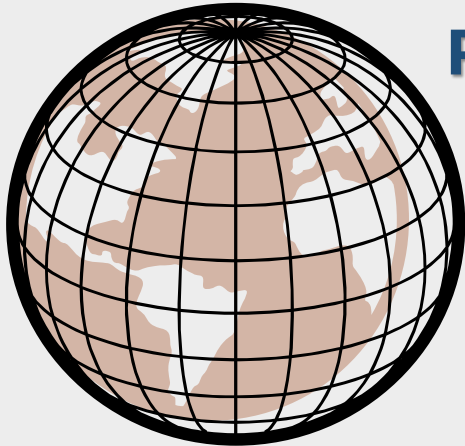
## Foreign Currency Generated



Cumulative - \$572,981

*\*Based on unaudited FS as of December 31, 2020*

# ENROLLMENT HIGHLIGHTS



**PRA Enrolled Retirees**

**55,114**

**As of  
December 31,  
2020**

**Yearly Average Net  
Enrollment of SRRV  
(2017-2020): 4,691**



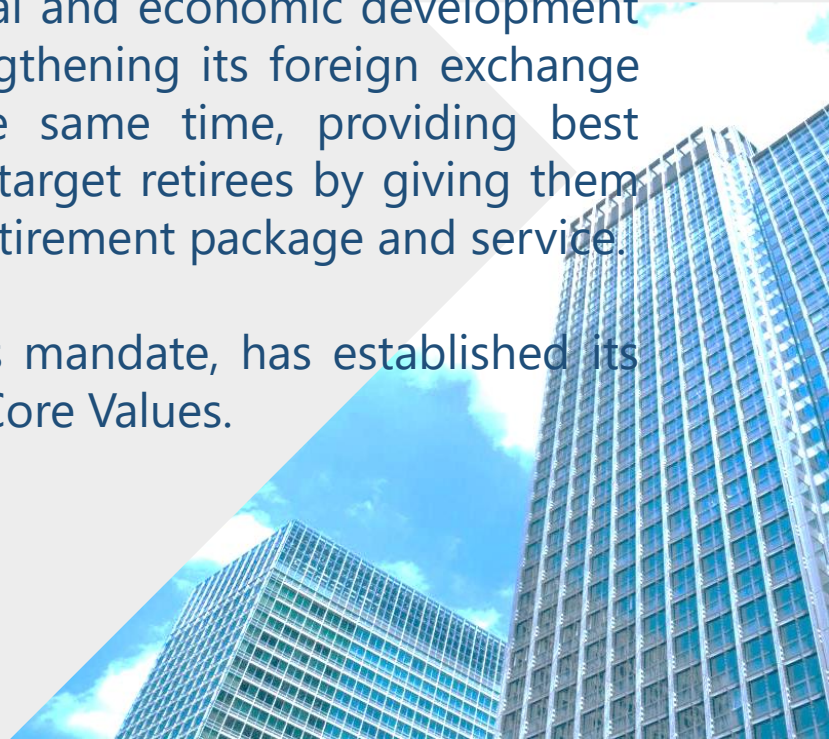
# Who is PRA?

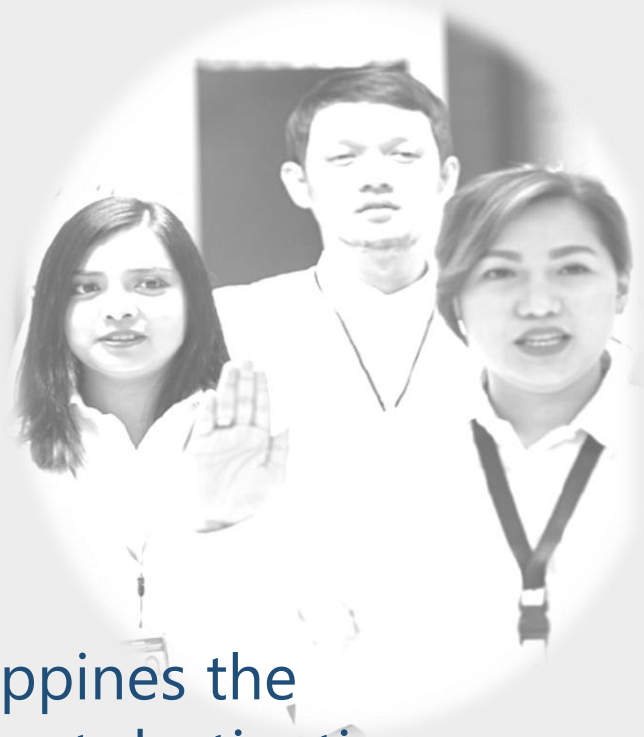
The Philippine Retirement Authority (PRA) is a government-owned and controlled corporation created by virtue of Executive Order No. 1037 (E.O. 1037), signed by former President Ferdinand E. Marcos on 04 July 1985. On 31 August 2001, through Executive Order No. 26 (E.O. 26), the control and supervision 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

In pursuit of the PRA's Vision and Mission, the employees of the Philippine Retirement Authority bind themselves to develop and conform their actions in accordance with the following core values:

- **Service Excellence** We push ourselves to provide high quality service at all times, taking on every opportunity as a chance to improve ourselves, in order to meet international standards and realize our ideals for excellence.
- **Innovation** We continuously explore new and dynamic ways to improve our work, drawing on our imagination and creativity in making things happen to produce the desired results. **Teamwork** We believe in working as One Team in order to achieve the PRA Mission and Vision, with each member of the team taking on a significant role towards successfully overcoming each corporate challenge.
- **Integrity** We uphold honesty and financial accountability in all aspects of our work, always maintaining our moral integrity and our dignity as respectable public servants.
- **Discipline** We uphold honesty and financial accountability in all aspects of our work, always maintaining our moral integrity and our dignity as respectable public servants.
- **Good Governance** We hold ourselves accountable and maintain transparency in all our actions, responsive to the needs of our nation and the society as a whole, deliver services that meet the needs of our stakeholders while making the best use of our resources, and follow the rule of the law.
- **Social Responsibility** It is our obligation to act for the benefit of our stakeholders, the environment, and the entire Filipino nation.

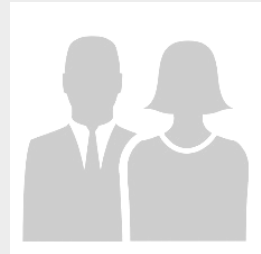
# CORE PRODUCT

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.



# OUR PRODUCT

## SRRV SCHEMES



### 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:

1. 50 years old & above: US\$ 10,000.00 (with a pension)\*\*
2. 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

# OUR PRODUCT

## SRRV SCHEMES



### **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.

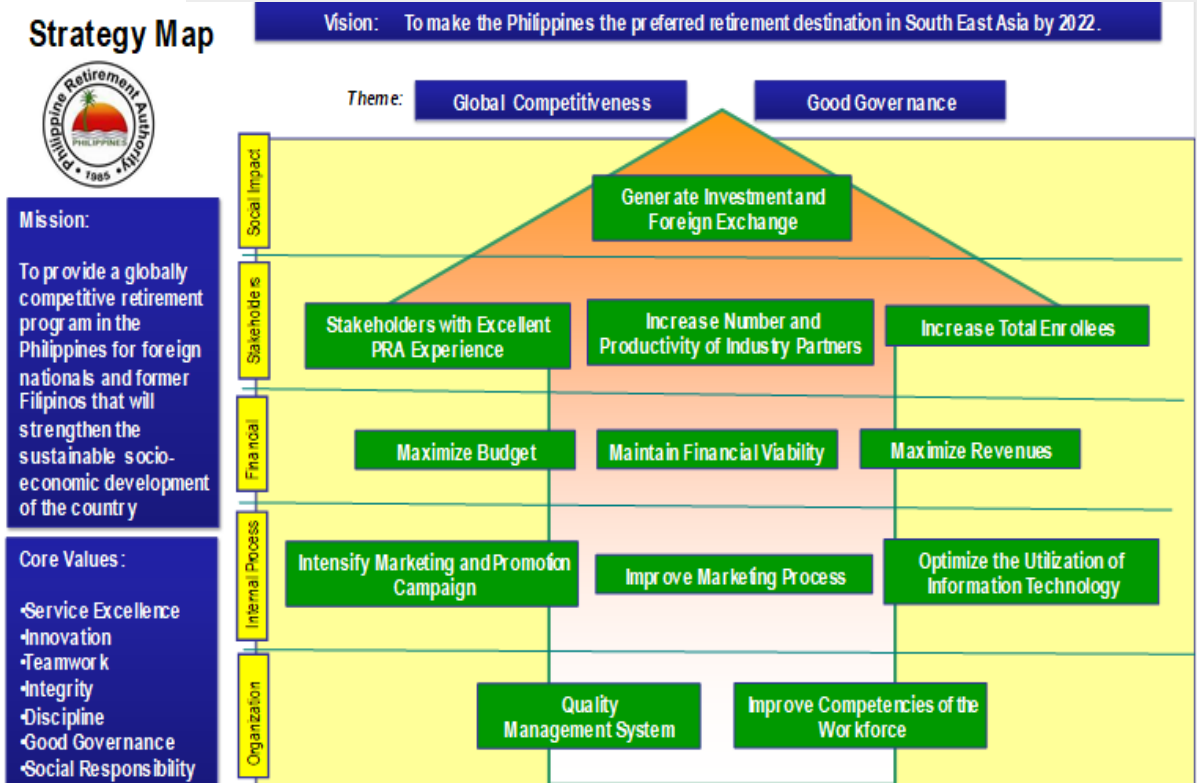


### **SRRV EXPANDED COURTESY**

For foreign nationals, 50 years old & above, who are retired Armed Force officers of foreign countries with existing military ties and/or agreement with the Philippine Government. A monthly pension of at least US\$1,000.00 and an SRR Visa deposit of US\$1,500.00 are required. The SRR Visa deposit includes the principal applicant and 2 dependents. Additional dependent, entails additional SRR Visa deposit of US\$15,000 each (except for former Filipinos). CHILDREN must be legitimate or legally adopted by the Principal Retiree, unmarried and below 21 years old upon joining the program.

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

# STRATEGY MAP

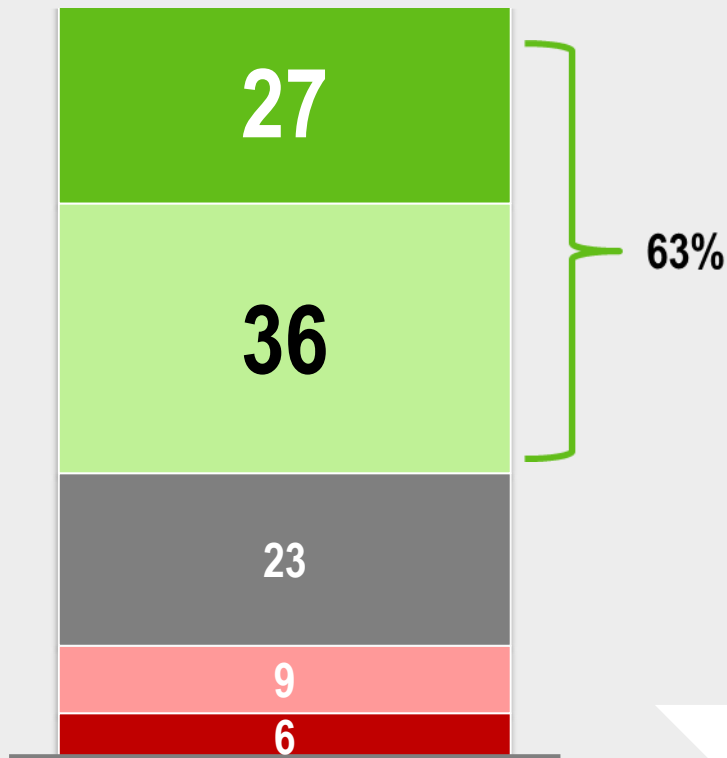


PRA formulates its strategic objectives and measures based on the different strategic perspectives (socio-economic impact, stakeholders, finance, internal process, learning and growth), as agreed upon with the Governance Commission for GOCCs (GCG) through a Technical Panel Meeting (TPM).

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.

# 2020 MEMBER SATISFACTION SURVEY

Over six (6) out of 10 SRRV holders/retirees were satisfied with PRA's services\*



## OVERALL SATISFACTION

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

*\*BASE-Total interviews (500/500) (Unweighted/Weighted) from Final Report by 3<sup>rd</sup> Party Vendor PSRC for Consultancy Service for the Conduct of Customer Satisfaction Survey (CSS) for 2020*

# Marketing Objectives

In pursuit of its mandate to develop and promote the Philippines as a retirement haven, international promotional activities conducted by the Authority 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;
2. To meet and conduct briefings for the Filipino Community about PRA and the business opportunities available to them as potential Marketers;
3. To meet, brief and accredit top travel/tour agents as PRA Marketers; and
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.

# Marketing & Promotions

PRA's marketing initiatives for the year included local and international promotional campaigns, viz:

- Participation in various tourism and retirement-focused activities (EXPOS, Conferences, Roadshows);
- International promotions per target market;
- Advertising in different media outfit; and
- Promotional campaigns

Leads generated from all the various marketing initiatives implemented as of the last quarter of 2020 produced 613 potential retirees.

Due to the COVID-19 lockdown and restrictive quarantine protocols only ten (10) local events were participated in from January to December 2020. PRA did not join any international event in 2020.

For Ads and Promo, only 17 ad placements were contracted for the year. However, despite the restrictive quarantine protocols, various partnerships for the free use of promotional space with 58 government offices including PRA's branches, were contracted. Merchandise were procured relative to the highly-anticipated anniversary events.





# Marketing & Promotions

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 2020, 24 Merchant Partners (MPs) and 96 Retirement Facilities (RFs)\*, were accredited and a total of 151 Marketers were accredited by the PRA .

An official list of Marketers, RFs and MPs is posted at [www.pra.gov.ph](http://www.pra.gov.ph).



*\*Included in the number are partners with provisionally extended accreditation.*

# RETIREMENT FACILITIES

San Lorenzo Place  
Makati CBD Luxury Residences

CALLISTO

Laurel  
VALLEY

Serin<sup>EAST</sup>  
TAGAYTAY  
Avida

Leaf  
RESIDENCES  
SUSANA HEIGHTS, MUNTINLUPA

FAME  
RESIDENCES  
EDSA, MANDALUYONG

THE FLORENCE  
AT MCKINLEY HILL

THE SYMPHONY  
TOWERS

27 ANNAPOLIS  
BOUTIQUE RESIDENCES

Versailles  
ALABANG

Green 2  
RESIDENCES  
DASMARIÑAS, CAVITE

FERN  
AT GRASS RESIDENCES  
QUEZON CITY

Amaia

STEPS  
NUVALI

Versailles

COAST  
RESIDENCES  
BOZAS BOULEVARD

Wil  
TOWER

HILL  
RESIDENCES  
NOVALICHES, QUEZON CITY

bloom  
RESIDENCES  
SUCAT, PARAÑAQUE

Seascape Ridge

SUBIC  
HOMES

ANWAYA  
COVE

VACATION  
VILLAS  
AT SUBIC HOMES

CHARM  
RESIDENCES

Field  
RESIDENCES  
SUCAT, PARAÑAQUE CITY

GLAM  
RESIDENCES  
EDSA, QUEZON CITY

D'HOOPER RESIDENCES  
正得集团  
HENGDE GROUP

Shore 3  
RESIDENCES  
MALL OF ASIA, PASAY CITY

La Vida

Cheer  
RESIDENCES  
SM CITY MARILAO, BULACAN

LANE  
RESIDENCES  
SM LANANG PREMIER, DAVAO CITY

PARK  
RESIDENCES  
STA. ROSA CITY, LAGUNA

Hope  
RESIDENCES  
SM CITY TRECE MARTIRES

CITY CLOUD  
"Golden Top Pear"  
2018

LUSH SAIL  
RESIDENCES  
OFF AYALA AVENUE, MALL OF ASIA, PASAY CITY


\*Included in the number are partners with provi... only ex...

# MERCHANT PARTNERS



*\*Included in the number are partners with provisionally extended accreditation.*

# Marketing & Promotions



*Billboard in Pampanga*

Location: Outside Clark International Airport

March 15 – July 15 2020  
\*free extension until July 15, 2020

Location:  
Outside Siargao Airport


*Billboard in Siargao*



February 15 – June 15 2020  
\*free extension until September 2020

*Billboard in Palawan*

Location: Outside Puerto Princesa International Airport



March – June 2020  
\*free extension until August 2020



# Marketing & Promotions



*The New York Times*

(Chinese magazine with Electronic Direct Mail)

Location: Hong Kong, Taiwan, and Singapore

August & November 2020



*LED Pillars in Japan*



Location:  
Tokyo Station, Japan (20 faces)

March 1-31 2020

*LED Billboard in Japan*



Designs:



Location:  
Shinjuku, Tokyo, Japan

March and July - September 2020

# Marketing & Promotions

## Search Engine Marketing

**Targeted Countries:**

1. Thailand
2. India
3. Japan
4. Malaysia
5. Taiwan
6. Korea
7. United Kingdom
8. Germany
9. Australia
10. Philippines

**CleverAds Campaign Overview Report (July 1, 2020 - Dec 31, 2020):**

Rate & Fluctuation		By Clicks, CTR and Conversions	
Clicks	27,599	Impressions	710,535
	↑ 2,411.3%		↑ 262.5%
CTR	3.88%		↑ 592.7%

July – December 2020

## Search Engine Optimization

**Domain Overview: pra.gov.ph**

Metric	Value
Authority Score	49
Organic Search Traffic	4.7K
PAID Search Traffic	75
Backlinks	288.8K
Display Advertising	2.1K

July – December 2020

## Facebook Management

**Philippine Retirement Authority - PRA**

- 10,873 people like this
- 11,539 people follow this
- 601 people checked in here
- <http://www.pra.gov.ph/>
- Promote Website
- 288481412
- Typically replies within a day
- Send Message
- [inquiry@pra.gov.ph](mailto:inquiry@pra.gov.ph)
- Closed Now
- 7:00 AM - 4:00 PM
- Government Organization - Public & Government Service

# Marketing & Promotions

*Google Display Network*

Overview report Campaign

Rate & Fluctuation  
by CTR, CTR and Impressions

Clicks 19,402  
CTR 0.31%  
Impressions 6,277,616

August – December 2020

*Google Display Network*

Overview report Campaign

Rate & Fluctuation  
by CTR, CTR and Impressions

Clicks 19,402  
CTR 0.31%  
Impressions 6,277,616

August – December 2020

*Japan Guide*

Regions of Japan

HOKKAIDO  
TOHOKU  
KANTO  
CHUBU  
KANSAI  
KYUSHU  
OKINAWA

Kanto Region  
Kyoto  
Tokyo

Learn more about retiring in the Philippines. (+632) 8848 1412 pra.gov.ph

PHILIPPINES

SRR Visa

December 1-31, 2020

# Marketing & Promotions



Brochures

25,000 pieces

Information Guide

2,000 pieces



Kit Folder and Envelope

5,000 pieces

5,000 pieces

Back

Front

Inside Pocket

Envelope Design



# Marketing & Promotions



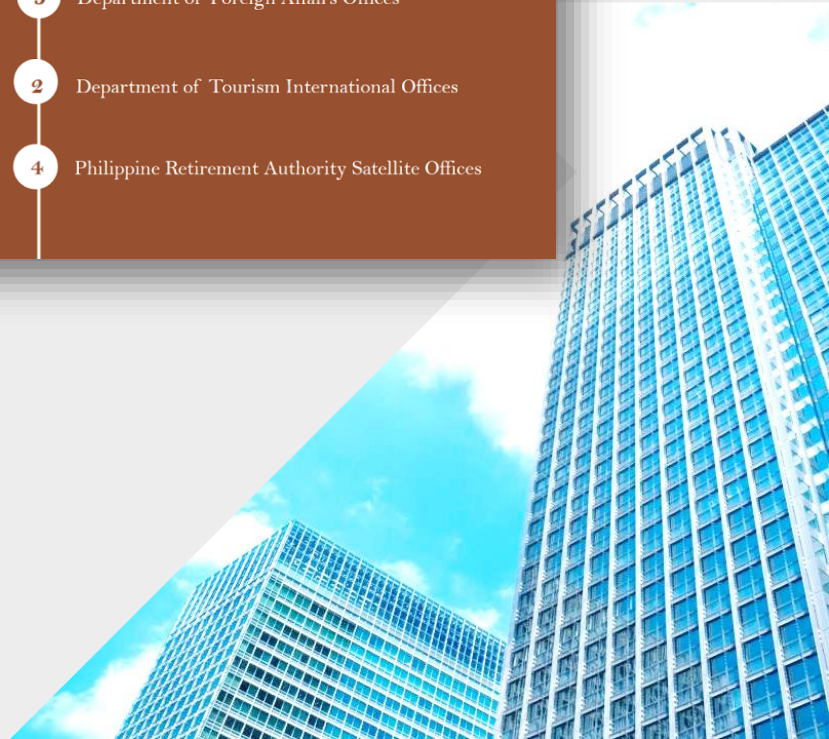
*Promotional items*

1. Wooden Sunglasses – 3,000 pieces
2. Cloth Fan – 2,700 pieces
3. Wooden Pen – 3,000 pieces

*Partnership for free promotional space*

58 Offices

- 27 Bureau of Immigration Satellite Offices
- 22 Department of Foreign Affairs Consular Offices (International)
- 3 Department of Foreign Affairs Offices
- 2 Department of Tourism International Offices
- 4 Philippine Retirement Authority Satellite Offices



# After Enrollment Services

## ID Renewal

PRA retiree members are expected to renew their PRA ID at least annually. This is one of the revenue sources, and monitoring mechanisms employed by the PRA by requiring SRRV holders to update their addresses and contact information during the process of renewal.

PRA already renewed 19,629 IDs of SRRV holders as of the last quarter of the year. This is a 4.63% decrease given that PRA had 20,583 PRA IDs renewed from January to December 2019. This can be attributed to the to coronavirus disease (COVID-19) outbreak and travel bans.



# Social Integration Program

The program include various activities for retirees such as educational tours entitled *Lakbay Saya*, sports fest, summer outings, seasonal gimmicks, wellness program, farm tours, and CSR endeavors. PRA successfully completed four (4) activities for the SRRV members for 2020:

- a) Three (3) Welfare Support Services Program
  - Pre-orientation of retiree members residing in Manila re: Taal Volcano eruption  
(06 February)
  - Orientation Activity at Silang, Cavite  
(11 February)
  - Meeting with retiree-members at Baguio Satellite Office  
(06 March)
  
- b) One (1) Free massage sessions for retiree-members at the PRA Head Office (17 February)

Due to the (COVID-19) outbreak and travel restrictions within the country, no other activities were conducted from the second to the last quarter of the year.



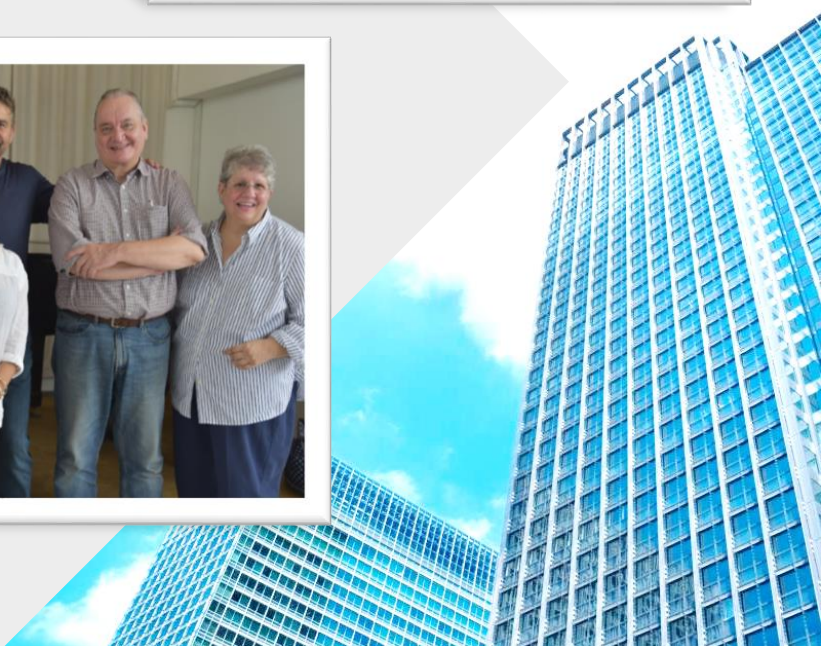
# Social Integration Program



## Orientation at PRA Head Office



# Social Integration Program



# Administrative & Finance 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 PPMs; 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 2020, the Authority, continued the improvement of the competency of its workforce. This GCG-directed initiative was achieved in addition to the recruitment, team-building and administrative requirements that were performed by the division.

Training-related activities, however, were cut short by the second quarter of the year because of the almost 3-month long lockdown caused by the COVID-19 pandemic. Likewise, competency assessment of Division Chiefs and up was concluded for the months of October, November and December.



# Human Resource Development

## Orientation and Post-Competency Assessment





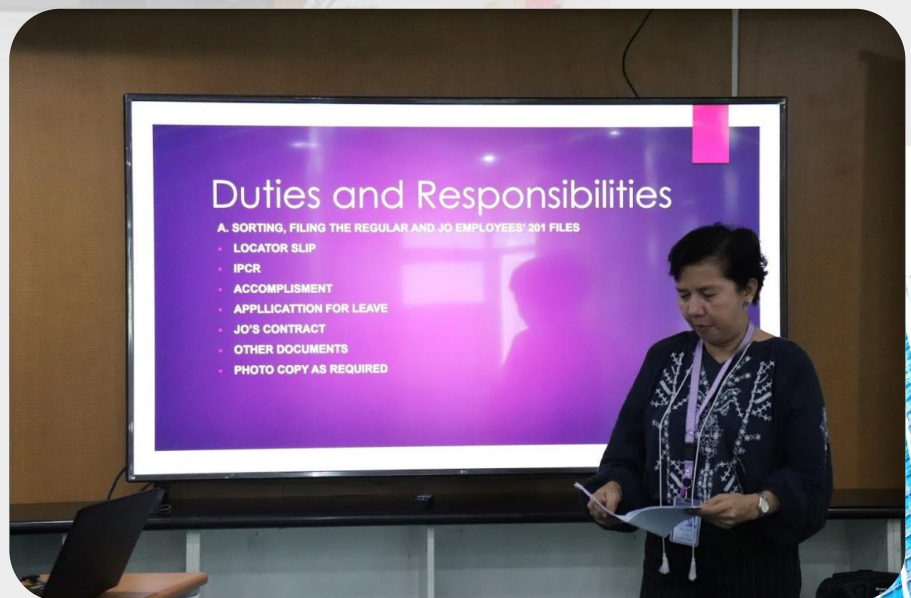
# Human Resource Development

## Competency-Assessment (Division Heads)



# Human Resource Development

## Revalida



# Administrative Support Response to COVID-19 Crisis

As the cases of COVID-19 increased and community quarantine is being extended, the PRA ensured that the officers/employees required to report to PRA office will be COVID-19 free during this period. Through the Administrative Support Division, the following measures and procurement tasks were acted on to ensure the safety of the employees and its stakeholders:

- a) Installation of modular workstations for Servicing and Marketing Front Desk and *Bilis Aksyon* partner;
- b) Posting of COVID-19 Facts, Tips and Prevention at PRA Bulletin Boards for information for employees and clients;
- c) Weekly disinfection of PRA offices;
- d) Provision of PRA vehicles as mode of transportation of PRA employees to and from the office;
- e) Conduct of misting at PRA offices; and
- f) Procurement of the following items:
  - Personal Protective Equipment (PPE)
  - Stanchion Barriers
  - Multi-vitamins
  - Face Shields
  - Face Mask
  - Disinfectant Sprays
  - Surgical gloves
  - Hand Sanitizers
  - Isopropyl alcohols
  - Shoe disinfectant mats
  - Disinfectant multi-purpose cleaner
  - Anti-bacterial mouthwash
  - Hand sanitizers dispensers
  - Handy thermometers



# Gender and Development Initiatives

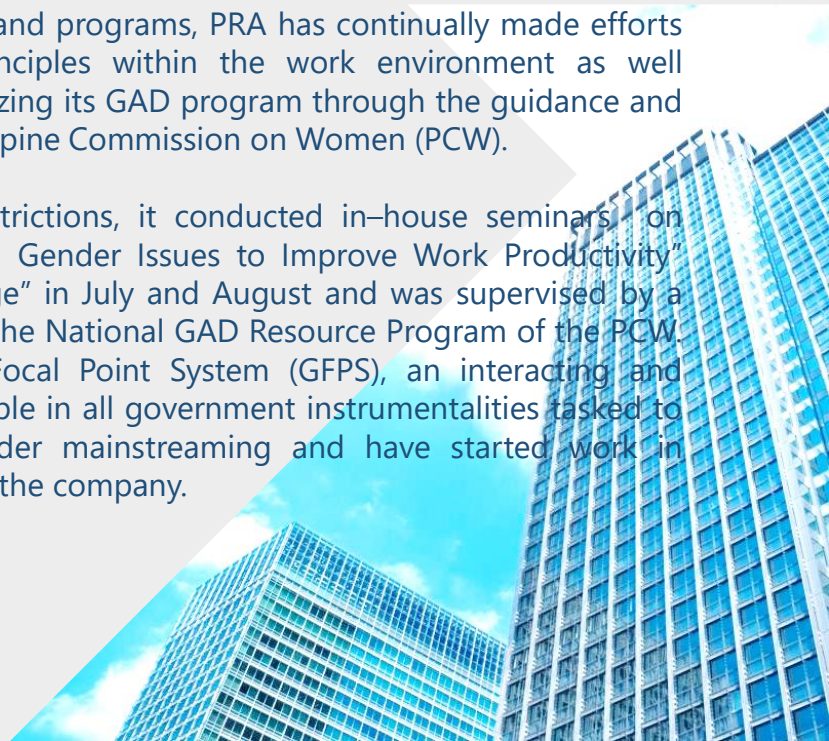
The Magna Carta of Women (Republic Act No. 9710) defines Gender and Development Program (GAD) as the development perspective and process that is participatory and empowering, equitable, sustainable, free from violence, respectful of human rights, supportive of self-determination and actualization of human potentials.

Background/Pertinent Laws relative to RA 9170:

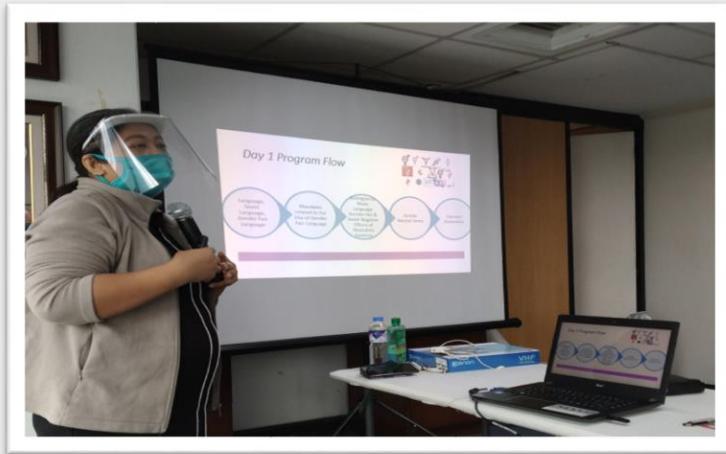
1. Executive Order (EO) 273, issued on September 9, 1995 and signed by President Fidel V. Ramos, adopted the Philippine Plan for Gender Responsive Development (PPGD) 1995-2025. The PPGD 1995-2025 is a 30 year perspective plan that outlines the policies, strategies, programs and projects that the government must adopt to enable women to participate in and benefit from national development while EO 273 directs all government agencies, departments, bureaus, offices and instrumentalities, including government owned and controlled corporations, at the national level, sub-national and local levels to:
  - To take appropriate steps to ensure the full implementation of the policies/strategies and programs/projects outlined in the Plan; and
  - To institutionalize Gender and Development (GAD) efforts in government by incorporating GAD concerns, as spelled out in the Plan, in their planning, programming and budgeting processes
2. Republic Act No. 8760 (Sec. 27) – General Appropriations Act (GAA) On Programs/Projects Related to Gender and Development (GAD);

Aligned with the GAD policy and programs, PRA has continually made efforts to practice GAD-related principles within the work environment as well working towards institutionalizing its GAD program through the guidance and in coordination with the Philippine Commission on Women (PCW).

In 2020, amid pandemic restrictions, it conducted in-house seminars on "Recognizing and Addressing Gender Issues to Improve Work Productivity" and on "Gender Fair Language" in July and August and was supervised by a GAD technical advisor under the National GAD Resource Program of the PCW. PRA also created its GAD Focal Point System (GFPS), an interacting and interdependent group of people in all government instrumentalities tasked to catalyze and accelerate gender mainstreaming and have started work in gender mainstreaming within the company.

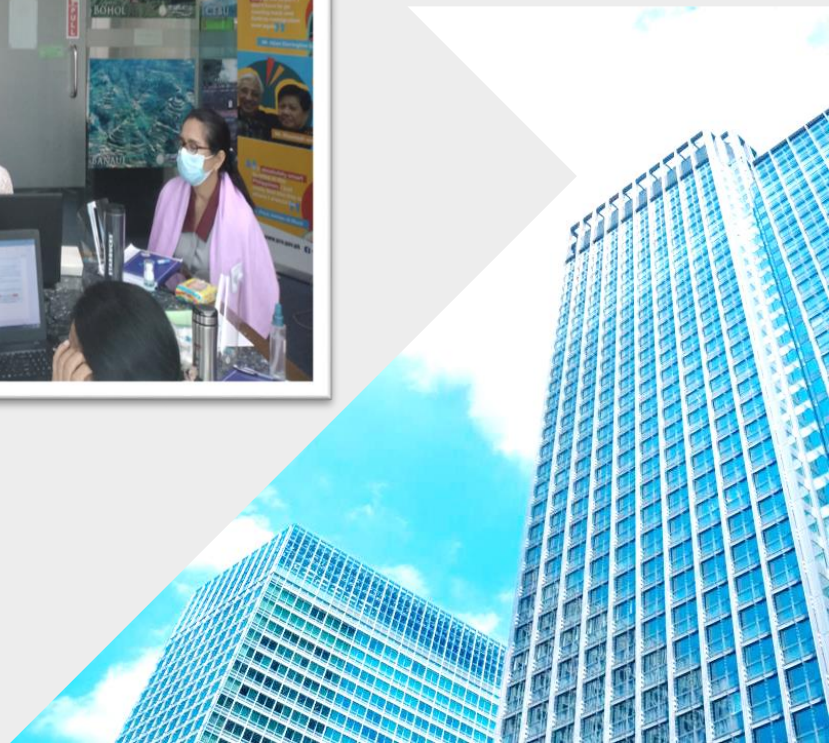


# Gender and Development Initiatives



## In-House Seminar on Gender Fair Language

July 30 & August 3, 2020



# Gender and Development Initiatives



## **In-house Seminar on Recognizing and Addressing Gender Issues to Improve Work Productivity**

(GAD Mental Health, Emotional Intelligence for Women Empowerment ,  
Enhanced Work Productivity and Effective Relationships on Recognizing and  
Addressing Gender Issues to Improve Work Productivity )

July 09-10,2020



# Automation of Processes

In its continuing efforts to streamline its operational processes, the PRA through its ICT division, developed an 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.

As of the last quarter of 2020, PRA made movements to the following Information Systems (Implemented, Deployed and/or enhanced):

1. Point of Payment System
2. Checklist of Requirements for SRRV Application (CRSA) System
3. Retirees Bank Deposit Management Information System
4. Appointment System
5. SRRV Holders Monitoring System
6. Procurement Information System
7. Supply Inventory System
8. Inventory System (IT Equipment)
9. Finance Management Information System
10. Billing System
11. SRRV Servicing Information System
12. Endorsement and B.I. Monitoring
13. Petty Cash System



# 2020 Performance Scorecard Accomplishment

The performance scorecard of an organization is an indicator to measure and monitor the organization's progress based on its strategic objectives and measures. In line with this, the Republic Act (R.A.) No. 10149 mandates the Governance Commission for GOCCs (GCG) to establish a performance evaluation system (PES), including performance scorecards, which shall apply to all GOCCs in general and to the various GOCC classifications.

The PES is intended to help the GCG ascertain whether a GOCC should be reorganized, merged, streamlined, abolished or privatized, in consultation with the department or agency to which a GOCC is attached. The PES is intended to set the organizational targets of the GOCCs.

The Performance Scorecard "refers to a governance and management tool forming part of the performance evaluation system which consists of a set of measures, targets and initiatives that facilitate the achievement of breakthrough results and performance through the effective and efficient monitoring and coordination of the strategic objectives of the GOCC."\*

In this regard, the PRA has twelve (12) strategic objectives (SO) and corresponding measures (SM) to undertake for 2020.

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\* Section 3 (u) of Republic Act No. 10149.





# 2020 Strategic Objectives (SO) and Measures (SM)

COMPONENT					2020		RATING	
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	ANNUAL TARGET	ACCOMPLISHMENT			
SOCIAL IMPACT	<b>SO 1</b> Generate Investment and Foreign Exchange							
	SM 1	Annual Foreign Currency Generated	Outstanding visa deposit in banks at the end of the year	20%	(Actual/Target) X Weight If lower than \$423 Million = 0%	\$608.15 Million	\$572,933,933.48	18.84%
	<b>Sub-total</b>			20%				<b>18.84%</b>
STAKEHOLDERS	<b>SO 2</b> Stakeholders with Excellent PRA Experience							
	SM 2	Percentage of Satisfied Customers	Number of Respondents who gave at least Satisfactory Rating ÷ Total Number of Respondents	10%	(Actual/Target) X Weight If less than 80% = 0%	90%	63%	0%
STAKEHOLDERS	<b>SO 3</b> Increase Number and Productivity of Industry Partners							
	SM 3	Number of Retirees Availing of Merchant Partners' Services and PRA-Accredited Retirement Facilities	Absolute Number	2.5%	(Actual/Target) X Weight	3,500 Retirees (Merchant Partners)	823	0.59%
				2.5%		30 Retirees (Retirement Facilities)	31	2.50%
				2.5%		25 Retirees (Government Partners)	5	0.50%
	<b>SO 4</b> Increase Total Enrollees							
SM 4	Cumulative Net Enrollment by End of the Year	Absolute Number of Cumulative Gross Enrollment at the end of the rating period - Absolute Number of Cumulative Cancellations at the end of the rating period	15%	(Actual/Target) X Weight	60,345	55,114	13.70%	
<b>Sub-total</b>			32.5%				<b>17.29%</b>	

The following results of the 2020 Scorecard are still subject to validation by the GCG:

- **SO 1: Generate Investment & Foreign Exchange**

SM 1 refers to Annual Foreign Currency Generated at the end of the year and comprise 20% of the total weight of the Performance Scorecard. It only generated an 18% ranking for the year.

- **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. Although PRA had a Satisfactory rating of over 6 for every 10 respondents from the total sample of 500, it fell short of the prescribed 80% rating.

- **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. It's total rating only reached 4% because of the low turn-out of retirees' availment of services.

- **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 15% of the total weight of the Performance Scorecard. The effects of lockdown, travel bans and quarantine took a toll on PRA enrollee count and only earned a 13.7% rating for this measure

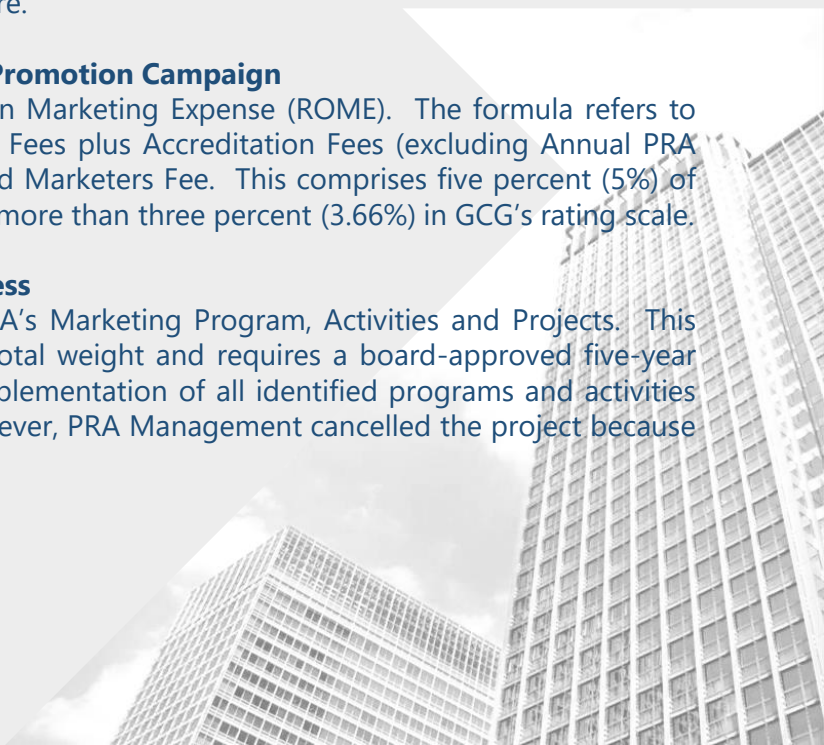
# 2020 Strategic Objectives (SO) and Measures (SM)

COMPONENT					2020		RATING	
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	ANNUAL TARGET	ACCOMPLISHMENT			
FINANCIAL	<b>SO 5 Maintain Financial Viability</b>							
	SM 5	Improve Net Operating Income	(Revenues + Interest Income from Visa Deposits) - Operating Expenses	15%	(Actual/Target) X Weight If below ₱508.56 Million = 0%	₱654.83 Million	₱584,270,596.13 (based on COA-submitted FS)	13.38%
	<b>Sub-total</b>			<b>15%</b>				<b>13.38%</b>
INTERNAL PROCESS	<b>SO 6 Intensify Marketing and Promotion Campaign</b>							
	SM 6	Increase Return on Marketing Expense <sup>1</sup>	Passport and Visa or Application Fees + Accreditation Fees (excluding Annual PRA Fees) ÷ Marketing Expense + Marketers Fee	5%	(Actual/Target) X Weight	312%	228.21% (subject to adjustments)	3.66%
INTERNAL PROCESS	<b>SO 7 Improve Marketing Process</b>							
	SM 7	Rationalize Marketing Program, Activities, and Projects	Actual Accomplishment	5%	Board-Approved Five-Year Marketing Plan = 2.5%  Board-Approved Five-Year Marketing Plan and Implementation of All Identified PAP's for 2020 based on the Board-Approved marketing Plan = 5%	Board-Approved Five-Year Marketing Plan; and Implementation of All Identified Programs and Activities for 2020 based on the Board-Approved Marketing Plan	Project was cancelled by the Management	0.00%

<sup>1</sup> Includes travelling, advertising and promotion, postage and delivery, representation and medical examination fees.

The following were results of the 2020 Scorecard is still subject to validation by the GCG:

- SO 5: Maintain Financial Viability**  
 SM 5 refers to Improve Net Operating Income (NOI). This is equal to Revenues plus Interest Income from Visa Deposits less Operating Expenses. It comprises 15% of the total weight. Based on COA submitted FS, PRA had an NOI of more than P584M which earned more than 13% rating score.
- SO 6: Intensify Marketing and Promotion Campaign**  
 SM 6 refers to Increase Return on Marketing Expense (ROME). The formula refers to Passport and Visa or Application Fees plus Accreditation Fees (excluding Annual PRA Fees) over Marketing Expense and Marketers Fee. This comprises five percent (5%) of the total weight and earned only more than three percent (3.66%) in GCG's rating scale.
- SO 7: Improve Marketing Process**  
 SM 7 is the rationalization of PRA's Marketing Program, Activities and Projects. This covers five percent (5%) of the total weight and requires a board-approved five-year marketing plan as well as the implementation of all identified programs and activities for 2020 based on the Plan. However, PRA Management cancelled the project because of restrictive COVID-19 protocols.



# 2020 Strategic Objectives (SO) and Measures (SM)

COMPONENT					2020		RATING	
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	ANNUAL TARGET	ACCOMPLISHMENT			
INTERNAL PROCESS	<b>SO 8 Streamline Processes Based on Industry Best Practices</b>							
	SM 8	Percentage of Applications Processed Within Prescribed Period <sup>2</sup> from Receipt of Complete Documents						
	8a	Application of SRRV	Number of Applications Processed within Prescribed Period ÷ Total Number of Applications with Complete Documents	3.75%	(Actual/Target) X Weight	100%	54% (FOR OCTOBER - DECEMBER 2020)	2.03%
	8b	Cancellation of SRRV	Number of Applications Processed within Prescribed Period ÷ Total Number of Applications with Complete Documents	3.75%	(Actual/Target) X Weight	100%	100% (FOR OCTOBER - DECEMBER 2020)	3.75%
	SM 9	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certificate	Maintain ISO 9001:2015 Certificate	5%
	<b>Sub-total</b>		<b>22.5%</b>				<b>14.43%</b>	

<sup>2</sup> Prescribed period based on DBP-LC's compliance with Republic Act No. 11032 otherwise known as the Ease of Doing Business and Efficient

The following results of the 2020 Scorecard are still subject to validation by the GCG:

- **SO 8: Streamline Processes Based on Industry Best Practices**

SM 8A refers to Application of SRRV. This is equal to the Number of Applications Processed within Prescribed Period over the Total Number of Applications with Complete Documents. It comprises 3.75% of the total weight. Only 54% of the total weight was achieved for the period October-December, 2020 and earned only 2.03% rating.

SM 8B refers to Cancellation of SRRV. This is equal to the Number of Applications Processed within Prescribed Period over the Total Number of Applications with Complete Documents. It comprises 3.75% of the total weight. PRA achieved a 100% rating for the measure for the period October-December, 2020.

SM 9 is the Attainment of ISO Certification. PRA was able to achieve 100% score for this measure which is to maintain the ISO 9001:2015 Certification. This comprises five percent (5%) of the total rating score.



# 2020 Strategic Objectives (SO) and Measures (SM)

	COMPONENT				2020		RATING	
	OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	ANNUAL TARGET	ACCOMPLISHMENT		
LEARNING & GROWTH	<b>SO 9 Optimize the Utilization of Information Technology</b>							
	SM 10	Automation of PRA Processes	Actual Accomplishment	5%	All or Nothing	2019-2021 100% Attainment of 2020 Deliverables (based on DICT-endorsed ISSP )	84% Accomplishment of 2020 Deliverables	0%
	<b>SO 10 Improve Competencies of the Workforce</b>							
	SM 11	Improved Competency Baseline of the Organization	Competency Baseline <sup>3</sup> 2020 - Competency Baseline 2019	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	-0.368 PRA Ave., CY 2020 = 1.046 PRA Ave., CY 2019 = 1.414 (There is a decrease in the index by 0.368.)	0%
	<b>Sub-total</b>			<b>10%</b>			<b>0</b>	
	<b>TOTAL</b>			<b>100%</b>			<b>63.95%</b>	

<sup>3</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

$$\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A (\text{competency}_a)}{A} \right]_b$$

The following results of the 2020 Scorecard are still subject to validation by the GCG:

- SO 9: Optimize the Utilization of Information Technology**  
 SM 10 refers to Automation of PRA Processes. This is equal to “Actual Accomplishment” and “All or Nothing” rating. It comprises five percent (5%) of the total weight. The annual target for this measure is the 100% attainment of 2020 Deliverables (based on DICT-endorsed ISSP ). PRA was able to complete only 84% of the deliverables.
- SO 10: Improve Competencies of the Workforce**  
 SM 11 indicates Improved Competency Baseline of the Organization. It formula equals Competency Baseline 2020 less Competency Baseline 2019. This covers five percent (5%) of the total weight and is also an “All or Nothing” rating. PRA failed to meet the score for the year given the unusual circumstances during 2020.

Overall scorecard rating of PRA was at 64%. Given the unexpected health crisis that transpired within the year, business as usual for PRA almost came to full standstill since most of its clientele members are foreigners who frequently travel within and outside the country.



# ISO 9001: 2015 Certification



GOCCs are mandated to secure ISO Certification as part PES Scorecard commitments and IATF Compliance (IATF on AO 25 MC 2020-01). Under this MC, is the "Support to Operations (STO)" targets and the ISO 9001:2015 QMS certification (Section 5.5.a) is part of its continuing requirement.

PRA's ISO 9001-based quality management system covers the provision of marketing and enrolment services to the Special Resident Retiree's Visa (SRRV) program and 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 3<sup>rd</sup> party certifying body, SOCOTEC Certification International (formerly AJA Registrars, Inc.) in 2019.

PRA was re-assessed by SOCOTEC Certification Philippines, Inc. and has successfully completed their Annual Surveillance Audit conducted in February, 2021 the scope of which is the "Provision of Marketing and Enrollment Services to the Special Resident Retiree's Visa Program". A recommendation of continued certification for 2020 was issued to PRA after the audit.

# 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 Disclosure of Information.

As of December 2020, PRA received and processed only one (1) request.

# 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 effectiveness 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;
- 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.;

# Board Level Committees

- 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.

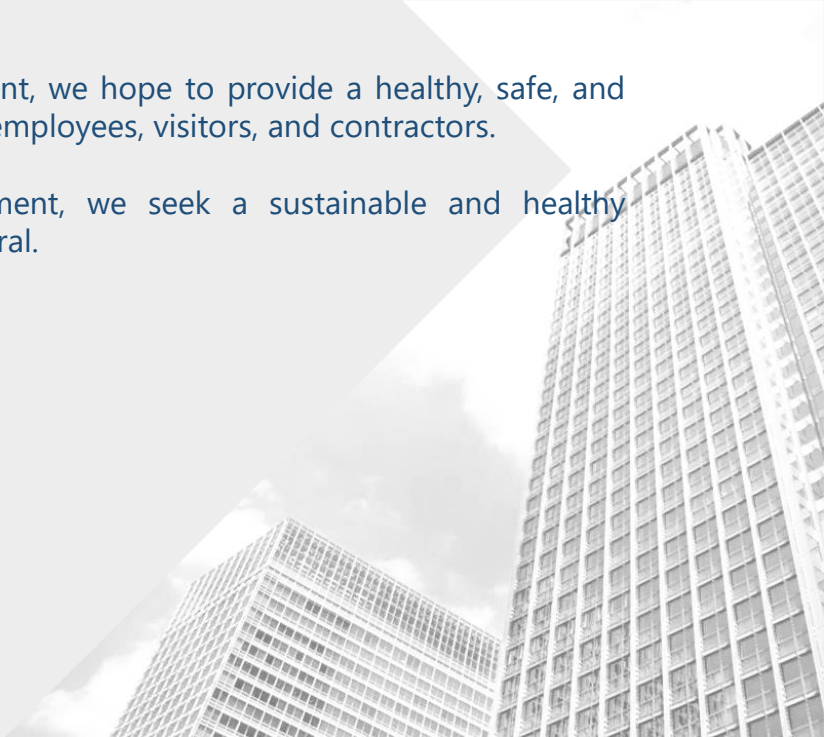
Since majority of the Board members (principal and alternates) are ex-officio or acting by virtue of one's title to another office, they are bound to serve their respective offices on top of their memberships outside the office. For this reason, the Board meetings are scheduled one (1) year in advance 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

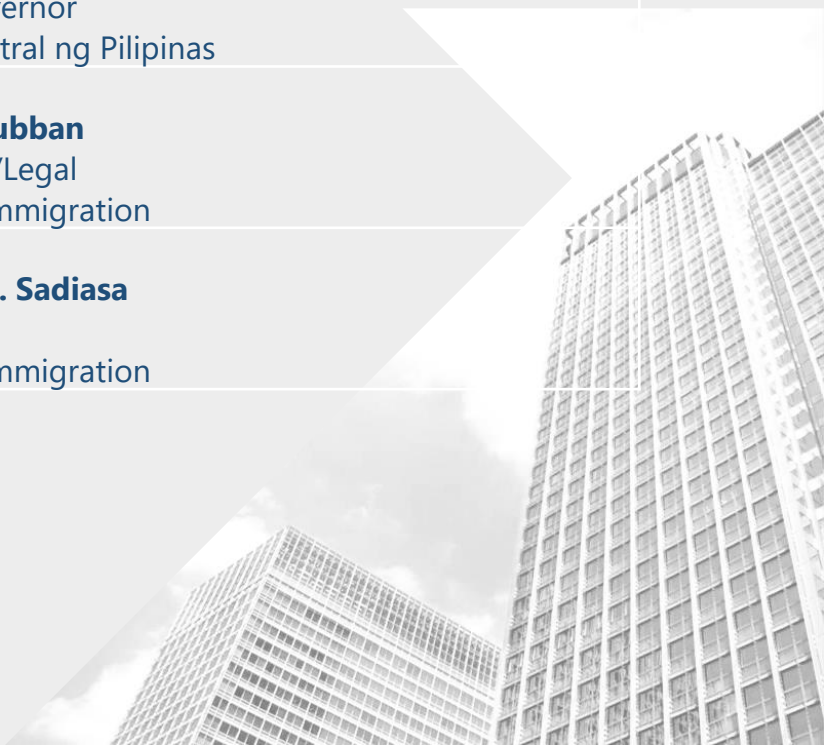
- For the Philippines, our Motherland, we are committed to establish programs/activities geared towards making the Philippines a leading and significant destination for the worlds seniors, retirees, and elderly, as a primary driver for increasing local employment and promoting inclusive socio-economic 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 December, 2020)

Chairperson	<b>Bernadette Fatima T. Romulo-Puyat</b> Secretary, Department of Tourism
Alternate Chairperson	<b>Reynaldo L. Ching</b> OIC, Undersecretary for Administration and Finance Department of Tourism
Vice Chairperson	<b>Atty. Bienvenido K. Chy</b> General Manager/CEO Department of Tourism
Members	<b>Benjamin A. Diokno</b> Governor Bangko Sentral ng Pilipinas
	<b>Jaime H. Morente</b> Commissioner Bureau of Immigration
	<b>Verna Esmeralda C. Buensuceso</b> Assistant Secretary, Product and Market Development Department of Tourism
Alternate Members	<b>Maria Almasara Cyd N. Tuaño-Amador</b> Deputy Governor Bangko Sentral ng Pilipinas
	<b>Henry B. Tubban</b> Attorney III/Legal Bureau of Immigration
	<b>Gregorio G. Sadiasa</b> Attorney IV Bureau of Immigration



# Table of Organization



# OUR ORGANIZATION



**Atty. Bienvenido K. Chy**  
General Manager / CEO



**Atty. Maria Milagros R. Lisaca**  
Deputy General Manager  
Head, Satellite Offices



# OUR ORGANIZATION

## Department Heads

**Orlando H. Habitan**  
Department Manager  
Resident Retiree Servicing  
Department



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



# OUR ORGANIZATION

## Department Heads

**Atty. Antonio V. Rivera**  
Department Manager III  
Management Services Department



**Noehl D. Bautista**  
Department Manager III  
Marketing Department



# OUR ORGANIZATION

## Division Chiefs



### **John Oliver Q. Sanota**

Division Chief III  
Procurement Management Division  
Administrative & Finance Services  
Department



### **Marcelina T. Carbonel**

Administrative Officer V/Division Chief  
Administrative Support Division  
Administrative & Finance  
Services Department



# OUR ORGANIZATION

## Division Chiefs

### **REMEGIO P. ABAIGAR**

Officer in Charge  
Financial Management Division  
Administrative & Finance  
Services Department



### **Desiree M. Santos**

Internal Auditor V  
Internal Audit Division





# OUR ORGANIZATION

## Division Chiefs



**Divina O. Hernandez**

Planning Officer V  
Corporate Planning Division  
Management Services Department



**Remus Erlan S. Palmos**

Information Technology Officer III/Division Chief  
Information and Communications  
Technology Division  
Management Services Department

# OUR ORGANIZATION

## Division Chief/Heads

### **Lerma G. Abesamis**

Division Chief III  
Servicing Division  
Resident Retiree Servicing Department



### **Annalyn A. Eria**

Division Chief III  
Processing Division  
Resident Retiree Servicing Department



# OUR ORGANIZATION

## Division Chiefs

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



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



# OUR ORGANIZATION

## Division Chiefs



**Reynamae D. Cabangon**  
Acting Board Secretary  
Office of the Board Secretary



# OUR ORGANIZATION

## Satellite Office Heads



**FREDERICK DE AUSEN PATI**  
Officer in Charge  
Baguio Satellite Office



**SCARLET L. LACHICA**  
Officer in Charge  
Clark /Subic Satellite Office



**ELMA A. CORBETA**  
Officer in Charge  
Cebu Satellite Office



**JAIME B. LLAMES**  
Officer in Charge  
Davao Satellite Office



# **DIRECTORY OF PRA OFFICERS**

(as of December 31, 2020)

## ***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

Email Address: [dgm@pra.gov.ph](mailto:dgm@pra.gov.ph)

Tel#: 8848-1412 to 16 loc. 2002

## ***OFFICE OF THE BOARD SECRETARY***

**REYNAMAE D. CABANGON**

Acting Board Secretary

Email Address: [corsec@pra.gov.ph](mailto:corsec@pra.gov.ph)

Tel#: 8848-1412 to 16 loc.2008

## ***INTERNAL AUDIT DIVISION***

**DESIREE M. SANTOS (DBA)**

Internal Auditor V

Email Address: [internalaudit@pra.gov.ph](mailto:internalaudit@pra.gov.ph)

Tel#: 8848-1412 to 16 loc. 2006

## ***MARKETING DEPARTMENT***

**NOEHL M. BAUTISTA**

Department Manager III

Marketing Department

Tel#: 8848-1412 to 16 loc. 2013

**MERVIN A. MAGBUHAT**

Division Chief III

Client Relations and Program Development Division

Email Address: [clientrelations@pra.gov.ph](mailto:clientrelations@pra.gov.ph)

Tel#: 8848-1412 to 16 loc. 2014

**ANNIE MARIE T. ORTEGA**

Division Chief III

Advertising and Promotions Division

Email Address: [adspromo@pra.gov.ph](mailto:adspromo@pra.gov.ph)

Tel#: 8848-1412 to 16 loc. 2015

## ***ADMINISTRATIVE AND FINANCE SERVICES DEPARTMENT***

**PHILIP JOHN B. MORENO**

Department Manager III

Administrative and Finance Services Department

Tel#: 8848-1412 to 16 loc. 2019



# **DIRECTORY OF PRA OFFICERS**

(as of December 31, 2020)

## **MARCELINA T. CARBONEL**

Administrative Officer V / Division Chief  
Administrative Support Division  
Email Address: admin@pra.gov.ph  
Tel#: 8848-1412 to 16 loc. 2021

## **REMEGIO P. ABAIGAR**

Officer in Charge  
Financial Management Division  
Email Address: finance@pra.gov.ph  
Tel#: 8848-1412 to 16 loc. 2019

## **JOHN OLIVER Q. SANOTA**

Division Chief III  
Procurement Management Division  
Email Address: procurement@pra.gov.ph  
Tel#: 8848-1412 to 16 loc. 2024

## ***MANAGEMENT SERVICES DEPARTMENT***

### **ATTY. ANTONIO V. RIVERA**

Department Manager III  
Management Services Department  
Head, Interim Legal Services Unit  
Email Address: legal@pra.gov.ph  
Tel#: 8848-1412 to 16 loc. 2003

### **REMUS ERLAN S. PALMOS**

Information Technology Officer III / Division Chief  
Information & Communications Technology Division  
Email Address: ictd@pra.gov.ph  
Tel#: 8848-1412 to 16 loc. 2017

### **DIVINA O. HERNANDEZ**

Planning Officer V / Division Chief  
Corporate Planning Division  
Email Address: corplan@pra.gov.ph  
Tel#: 8848-1412 to 16 loc. 2016

## ***RESIDENT RETIREE SERVICING DEPARTMENT***

### **ORLANDO H. HABITAN**

Department Manager III  
Resident Retiree Servicing Department  
Tel#: 8848-1412 to 16



# **DIRECTORY OF PRA OFFICERS**

(as of December 31, 2020)

## **ANNALYN A. ERIA**

Division Chief III  
Processing Division  
Email Address: [processing@pra.gov.ph](mailto:processing@pra.gov.ph)  
Tel#: 8848-1412 to 16 loc. 2013

## **LERMA G. ABESAMIS**

Division Chief III  
Servicing Division  
Email Address: [servicing@pra.gov.ph](mailto:servicing@pra.gov.ph)  
Tel#: 8848-1412 to 16 loc. 2013

## ***SATELLITE OFFICES***

### **ATTY. MARIA MILAGROS R. LISACA**

Head, Satellite Offices  
Email Address: [satellite@pra.gov.ph](mailto:satellite@pra.gov.ph)  
Tel#: 8848-1412 to 16 loc. 2008

### **BAGUIO SATELLITE OFFICE**

#### **FREDERICK DE AUSEN PATI**

Retiree Assistance Officer III  
OIC, Baguio Satellite Office  
Email Address: [baguio@pra.gov.ph](mailto:baguio@pra.gov.ph)  
Tel#: (074) 424-1423  
Cellphone #: 0917 575 5605

### **CLARK/SUBIC SATELLITE OFFICE**

#### **SCARLET L. LACHICA**

Retiree Assistance Officer III  
OIC, Clark/Subic Satellite Office  
Email Address: [clarksubic@pra.gov.ph](mailto:clarksubic@pra.gov.ph)

### **CEBU SATELLITE OFFICE**

#### **ELMA A. CORBETA**

Retiree Assistance Officer III  
OIC, Cebu Satellite Office  
Email Address: [cebu@pra.gov.ph](mailto:cebu@pra.gov.ph)  
Tel#: (032) 238-8001

### **DAVAO SATELLITE OFFICE**

#### **JAIME B. LLAMES**

Retiree Assistance Officer III  
OIC, Davao Satellite Office  
Email Address: [davao@pra.gov.ph](mailto:davao@pra.gov.ph)  
Tel#: (082) 224-5691

