



26 August 2021

MS. BERNADETTE ROMULO-PUYAT

Secretary, Department of Tourism and PRetA Chairperson

ATTY. BIENVENIDO K. CHY

General Manager

PHILIPPINE RETIREMENT AUTHORITY (PRETA)

29/F Citibank Tower, 8741 Paseo de Roxas

Makati City

RE : TRANSMITTAL OF 2021 PERFORMANCE SCORECARD

Dear Secretary Romulo-Puyat and GM Chy,

This is to formally transmit the 2021 Charter Statement and Strategy Map (**Annex A**) and 2021 Performance Scorecard (**Annex B**) of PRetA.

The PRetA proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 30 June 2021¹ was **MODIFIED** based on the evaluation of submissions and revised documents submitted through e-mail communications dated 17 August 2021 and 19 August 2021.

We take this opportunity to **REMIND** PRetA that Item 5 of GCG Memorandum Circular (M.C.) No. 2017-02² mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter.

Finally, under GCG M.C. No. 2017-02, GOCCs can no longer renegotiate the targets set in their Performance Scorecards for the current year. Thus, any request for modification in the 2021 Performance Scorecard will instead be considered during the validation of the reported annual accomplishments.

FOR PRETA'S INFORMATION AND COMPLIANCE.

Very truly yours,

¹ Officially received by the Governance Commission on 01 July 2021.

² INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

PHILIPPINE RETIREMENT AUTHORITY (PRETA)

STRATEGY MAP

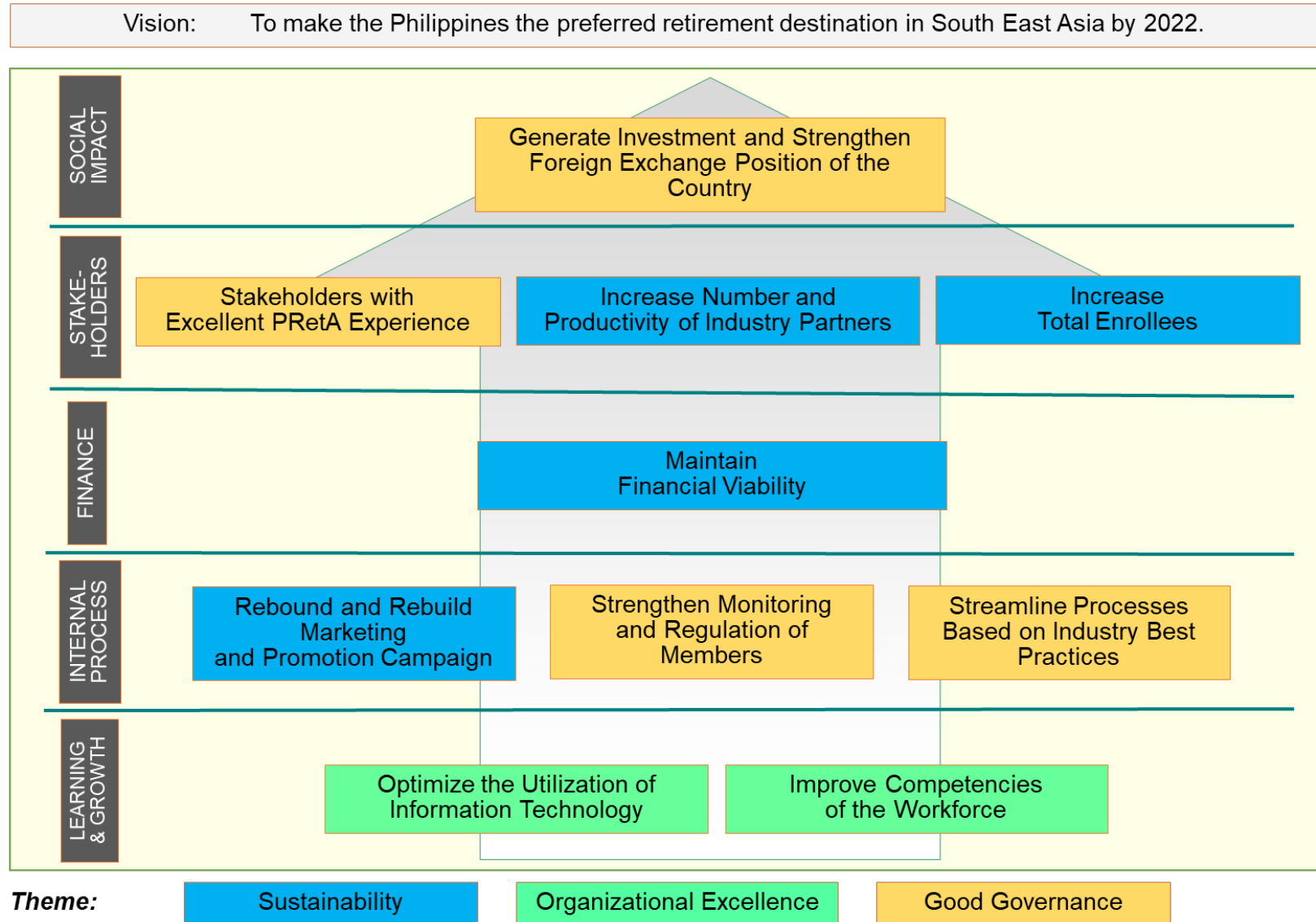


Mission:

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

Core Values:

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



PHILIPPINE RETIREMENT AUTHORITY (PRETA)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
SOCIAL IMPACT	SO 1	Generate Investment and Strengthen Foreign Exchange Position of the Country							
	SM 1	Annual Foreign Currency Generated	Outstanding visa deposit in banks at the end of the year	15%	(Actual / Target) x Weight	\$520.13 Million	Cannot be validated	\$608.15 Million	\$553.08 Million
		Sub-total		15%					
STAKEHOLDERS	SO 2	Stakeholders with Excellent PRetA Experience							
	SM 2	Percentage of Satisfied Customers	Number of Respondents who gave at least Satisfactory Rating / Total Number of Respondents	7.5%	(Actual / Target) x Weight If Below 80% = 0%	90%	Result not acceptable	90%	90%
	SO 3	Increase Number and Productivity of Industry Partners							
	SM 3	Number of Retirees Availing of Industry Partners' Services							
	SM 3	Retirement Facilities	Absolute Number	5%	(Actual / Target) x Weight	Cannot be validated	39 Retirees	30 Retirees	20 Retirees
		Government Partners		5%	(Actual / Target) x Weight	N/A	24 Retirees	25 Retirees	25 Retirees
SO 4	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	20%	Actual/Target x Weight	46,596	Cannot be validated	60,345	54,704	

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
		end of the rating period							
	Sub-total		37.5%						
FINANCE	SO 5	Maintain Financial Viability							
	SM 5	Improve Net Operating Income	(Revenues + Interest Income from Visa Deposits) - Operating Expenses	15%	(Actual / Target) x Weight	₱623.18 Million	₱656.59 Million	₱654.83 Million	₱314.73 Million
		Sub-total		15%					
INTERNAL PROCESS	SO 6	Rebound and Rebuild Marketing and Promotion Campaign							
	SM 6	Increase Return on Marketing Expense	(Passport and Visa or Application Fees + Accreditation Fees + Initial Annual PRetA Fees ¹) / (Marketing Expense + Marketers' Fee)	7.5%	(Actual / Target) x Weight	246%	193.23%	312%	94.48%
	SO 7	Strengthen Monitoring and Regulation of Members							
	SM 7	Board-Approved Integrated Masterplan for Monitoring of SRRV Members	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	Board-Approved Integrated Masterplan for Monitoring of SRRV Members
	SO 8	Streamline Processes based on Industry Best Practices							
	SM 8	Percentage of Applications Processed within Prescribed Period from Receipt of Complete Documents							
	SM 8a	Application of SRRV	Number of Applications Processed within	2.5%	(Actual / Target) x Weight	N/A	N/A	100%	100%

¹ Initial annual PRetA Fees pertains to annual fee paid by new enrollees at the time of enrollment.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
	SM 8b	Cancellation of SRRV	Prescribed Period ² + Total Number of Applications with Complete Documents	2.5%	(Actual / Target) x Weight	N/A	N/A	100%	100%
	SM 9	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certified	ISO 9001:2015 Certification Maintained	Maintain ISO 9001:2015 Certificate	Maintain ISO 9001:2015 Certificate
		Sub-total		22.5%					
LEARNING & GROWTH	SO 9	Optimize the Utilization of Information Technology							
	SM 10	Automation of PRetA Processes	Actual Accomplishment	5%	(Actual / Target) x Weight	SRRV Application Processing Information system (SAP-IS) Fully Operational	Fully Operational and Functional SRRV Servicing Information System	100% Attainment of 2020 Deliverables (based on DICT-endorsed ISSP 2019-2021)	100% Attainment of 2021 Deliverables ³ (based on DICT-approved ISSP 2021-2023)
	SO 10	Improve Competencies of the Workforce							
	SM 11	Improved Competency Baseline of the Organization	Competency Baseline 2021 ⁴ - Competency Baseline 2020	5%	All or Nothing	Needs Assessment Report and Action Plan for Year II (2019)	Reported Competency Score not acceptable	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
		Sub-total		10%					
		TOTAL		100%					

² Prescribed period based on the processing time provided under the Citizen's Charter as submitted by PRetA as part of its compliance with Republic Act No. 11032 or the Ease of Doing Business Law.

³ Deliverables refer to systems (applications).

⁴ Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})}{(\text{Required Competency Level})_a} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled