



## PHILIPPINE RETIREMENT AUTHORITY

29F BDO Towers Valero (formerly Citibank Tower),  
8741 Paseo de Roxas, Makati City, Metro Manila, Philippines

### 2024 PROJECTS, PROGRAMS, AND ACTIVITIES, BENEFICIARIES, AND STATUS OF IMPLEMENTATION

PROGRAMS/PROJECTS/ ACTIVITIES	DESCRIPTION	STATUS	BENEFICIARIES
1. ENROLLMENT OF FOREIGN RETIREES	The processing of enrollment of foreign retirees to the Special Resident Retiree's Visa (SRRV) is the primary activity of the PRA, as mandated. It includes endorsement of SRRV applications, preparation of visa stickers and ID cards, and requisition of Marketer's fees. The PRA aims to process the SRRV applications promptly in order to increase the satisfaction of the foreign retiree applicants.	Ongoing/Continuous.	PRA SRRV Applicants Industry Partners
2. SPONSORSHIP AND PARTICIPATION IN LOCAL AND INTERNATIONAL MARKETING/PROMOTIONAL ACTIVITIES	The PRA's participation in local and international marketing activities is significant as it serves as a platform to maintain the PRA's presence at the forefront in promoting the Philippines as a retirement destination through the SRRV. It includes participation in various tourism and retirement-focused activities (expos, conferences, roadshows) and international promotions per target market.	Ongoing/Continuous.	PRA Potential/Prospective Enrollees and Partners SRRV Applicants and Retiree-Members Industry Partners

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3. MANAGEMENT OF INDUSTRY PARTNERS – MARKETERS, MERCHANT PARTNERS (MPs), AND RETIREMENT FACILITIES (RFs)	The PRA is continuously expanding its connection with the private sector through its Accreditation Program. Businesses have the option to be accredited as Merchant Partners or Marketers, while various dwelling and accommodation facilities, active or assisted-living, may opt to be certified as Retirement Facilities. This intends to have an integrated retirement program with the private sectors/entities to amplify the reach of the SRRV Program.	Ongoing/Continuous.	PRA SRRV Applicants and Retiree-Members Industry Partners
4. CAMPAIGN DEVELOPMENT & PLACEMENT OF ADVERTISEMENTS	PRA's participation in local and international marketing activities serves as a platform to widen the PRA's reach, and to open doors for the expatriates and business entities to take part in the SRRV program.  Similarly, to maintain the awareness campaign of the PRA about retiring in the Philippines through the SRRV program, and to access a broader market, various advertisements are being placed, produced, published, and disseminated to reach different stakeholders using the traditional and non-traditional media to intensify the image of the PRA.	Ongoing/Continuous.	PRA Potential/Prospective Enrollees and Partners SRRV Applicants and Retiree-Members Industry/Media Partners
5. COORDINATION MEETINGS, SALES CALLS WITH INDUSTRY STAKEHOLDERS	This activity/project aims to better understand the clients' needs and preferences and offers personalized solutions to address those needs. The main objective is to persuade the clients to avail SRRV or promote SRRV.	Ongoing/Continuous.	PRA Potential/Prospective Enrollees and Partners SRRV Applicants and Retiree-Members

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6. RESIDENT RETIREE CROSS-CULTURAL AND SOCIAL INTEGRATION PROGRAM (CONNECT, COMMUNE, COMMUNICATE)	This activity/project is planned to be carried out through the PRA's Servicing Division to retain the retiree members to the SRRVisa program. The activity includes cultural understanding and integration, local community involvement and volunteerism, social support networks, cultural immersion, and social events and networking.	Ongoing/Continuous.	PRA SRRV Retiree-Members
7. SPORTS FELLOWSHIP	PRA through the Satellite Offices will organize and host Retirees' Sports and Outdoor Activities to promote the physical and mental well-being of retirees. This activity aims to create an enjoyable and enriching environment that enhances the overall quality of life during the warmer season in the Philippines.	Ongoing.	PRA SRRV Retiree-Members
8. FAMILIARITY TOUR	Familiarization Tour for PRA's potential clients aims to provide an opportunity to experience firsthand what it's like to retire in the Philippines. The tour is designed to showcase the best that the country has to offer in terms of retirement destinations, recreational activities, and cultural experiences. By participating in the tour, potential clients can make informed decisions about retiring in the Philippines and can gain a better understanding of what their retirement lifestyle could look like.	Ongoing.	PRA Potential/Prospective Enrollees
9. MULTI-SECTORAL COORDINATION AND COLLABORATION ACTIVITIES	This activity is intended to meet with relevant government agencies and private institutions to establish/strengthen linkages and collaboration with them. This aims to strengthen the monitoring of the retiree-members and to streamline PRA processes thru a Data Sharing Agreement, if needed. Lastly, this aims to promote the welfare of PRA retiree-members.	Ongoing.	PRA SRRV Retiree-Members Other Government Agencies

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10. IMMERSION AND EXCHANGE STUDY WITH TOP-NOTCH RETIREMENT VISA-ISSUING COUNTRIES	This activity aims to provide an opportunity for PRA to gain firsthand knowledge and experience in the host country's retirement visa; its benefits, requirements, and procedures including understanding the eligibility criteria, financial requirements, healthcare services, and other relevant information related to the retiree retention program. This can help in making informed decisions on visa processing and post-enrollment (welfare) services.	Ongoing.	PRA All Stakeholders Other Government Agencies
11. FOCUS GROUP DISCUSSION WITH SRRV MEMBERS/ CLUBS/ORGANIZATIONS	Consultation/collaboration meetings with Clubs/Organizations & Groups of PRA members to gather inputs relevant to their organization's activities, programs, and recommendations on policy enhancements (if any).	Ongoing.	PRA SRRV Members Retiree-
12. MARKETING RESEARCH AND DEVELOPMENT	<p>The Philippine Retirement Authority's Research and Development program is a strategic initiative aimed at improving the overall retirement experience and services for foreign retirees in the Philippines.</p> <p>The program involves conducting research, gathering data, and analyzing trends to identify areas for improvement and develop new programs and services. The goal is to enhance the attractiveness of the Philippines as a retirement destination and provide a better quality of life for foreign retirees.</p> <p>The Research and Development program also aims to create partnerships with other organizations and stakeholders to maximize the benefits and resources available to retirees. By continuously improving its programs and services, the Philippine Retirement Authority can maintain its position as a leading</p>	Ongoing.	PRA All Stakeholders Other Government Agencies

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	retirement destination and attract more retirees to the country		
13. QUALITY MANAGEMENT SYSTEM - ISO 9001:2015 RECERTIFICATION	<p>Maintaining PRA's Quality Management System (QMS) requires activities that will sustain and continually improve the system certifiable to ISO 9001:2015 Standard. As PRA eyes recertification in FY 2024, activities would include at least the following:</p> <ul style="list-style-type: none"> <li>a. Review of PRA Documented Information</li> <li>b. Conduct of Internal Quality Audit (IQA)</li> <li>c. Review of Effectiveness and Acceptability of Root Cause Analysis and Corrective Actions for the findings raised during IQA and Third-Party Audit</li> <li>d. Conduct of Management Review Meeting</li> <li>e. Conduct of Third-Party Surveillance Audit</li> </ul> <p>This activity aspires to continuously maintain an efficient and effective operations, improve the quality of service to its stakeholders to increase customer satisfaction and retention, and develop a culture of quality service within the organization.</p>	Ongoing/Continuous	PRA All Stakeholders

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14. CUSTOMER SATISFACTION MEASUREMENT (CSM) SURVEY	<p>As a mandatory requirement of the Anti-Red Tape Authority (ARTA) and Governance Commission for GOCCs (GCG), PRA will conduct its 2024 CSM in-house via the Google Form Link, QR code scanning and Pen and Paper Survey, observing the guidelines provided by ARTA and the GCG, to ensure impartiality.</p> <p>This shall measure the level of satisfaction of the external and internal clients on the services being rendered by the PRA which are considered valuable inputs to the review, formulation, and/or enhancement of programs, activities, and projects (PAPs), and relevant policies and system development in order to fulfill the stakeholder's needs and expectations.</p>	Ongoing.	<p>PRA</p> <p>SRRV Applicants and Retiree-Members</p> <p>Potential/Prospective Enrollees and Partners</p>
15. CONSULTANCY SERVICES FOR THE REVIEW/ ASSESSMENT OF THE SRRV PROGRAM'S COMPETITIVENESS	<p>As directed by the PRA Board of Trustees, the project will obtain independent research that will revolutionize the total retirement program and business model of the PRA from the assessment of its current state of affairs to a more competitive program vis-a-vis other best retirement destinations in Southeast Asia and the rest of the world.</p>	Completed	<p>PRA</p> <p>All Stakeholders</p> <p>Other Government Agencies</p>
16. THIRD-PARTY ENGAGEMENT: PRA SUSTAINABLE RETIREMENT DEVELOPMENT PLAN AND ROADMAP	<p>This five (5) year Development Plan covering FY 2025 to 2030, aims to come up with PRA's medium-term roadmap based on the findings and recommendations in the PIDS' policy review study. It will likewise address the gaps identified in the implementation and promotion of a competitive Philippine Retirement Program/System. The Plan is anchored on the following strategic objectives in the scorecard spectrum, as follows:</p> <p>1) Generate investment and foreign exchange</p>	Continuous/Ongoing	<p>PRA</p> <p>All Stakeholders</p> <p>Other Government Agencies</p>

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	2) Stakeholders with excellent PRA experience 3) Increase total enrollees 4) Rebound and Rebuild the Marketing and Promotion Campaign 5) Strengthen the Monitoring and Regulation of Members		
17. AUTOMATION OF PRA PROCESSES	To satisfy the requirements of its customers/stakeholders through expeditious processing of the SRRV transactions, the PRA through its ICT Division, is unceasingly developing and improving its IT infrastructure and network management, covering both hardware and software, to ensure continuous connection and delivery of data to both frontline and back-end users. These undertakings are indicated in the Information System Strategic Plan (ISSP) endorsed to the Department of Information and Communications Technology (DICT).	Ongoing/Continuous.	PRA All Stakeholders
18. AUTOMATION OF ACCOUNTING SYSTEM	PRA through its Financial Management Division (FMD) will shift from a manual to a computerized system of accounting.	Ongoing.	PRA All Stakeholders
19. PLANNING INFORMATION SYSTEM	This activity aims to provide a user-friendly and automated system that is linked to various planning and monitoring activities of PRA's Corporate Planning Division and shall also connect to other relevant systems of other divisions for monitoring and reporting purposes.  This system shall be capable of providing real-time information on status of corporate targets, PAP	Ongoing.	PRA Other Government Agencies

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	<p>accomplishment and budget utilization, the OPCR, and reporting templates of various agencies.</p> <p>Lastly, this system shall be capable of showing real-time infographics and red flag indicators for strategic measures and PAPs that are either unaccomplished or behind/below target or timeline.</p>		
20. REVISED ACCOUNTING MANUAL	PRA through its FMD to revise current or existing accounting manual.	Ongoing.	PRA All Stakeholders
21. DIGITIZATION OF FINANCIAL DOCUMENTS AND RECORDS	PRA through its FMD ensures the safekeeping of financial documents and records and promotes a paperless method.	Ongoing.	PRA All Stakeholders
22. PRA PROCUREMENT PROFESSIONALIZATION PROGRAM	The PRA will establish and conduct regular training/orientation programs to professionalize and develop the capability of PRA officers and staff involved in procurement activities of their respective divisions/units,	Ongoing.	PRA Employees Other Government Agencies
23. PREPARATORY ACTIVITIES FOR THE FULL IMPLEMENTATION OF MODERNIZED PHILGEPS	The PRA will be conducting preparatory activities for the full implementation of the M-PhilGEPS, an end-to-end e-government procurement solution designed by the GPPB which aims to achieve transparency in all stages of government procurement from procurement planning to contract implementation, with the end-view of providing an improved public procurement process.	Ongoing.	PRA Employees Industry Partners Other Government Agencies



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24. COMPETENCY-BASED LEARNING AND DEVELOPMENT PROGRAM	<p>The PRA, through its Administrative Support Division, aims to integrate competencies in training and employee development. The Competency-Based Learning and Development Program (CBLDP) directly addresses the problem of Competency gaps as identified during the Annual Competency Assessment.</p> <p>As aptly suggested by GCG, the primary aim of the project is to undertake a comprehensive and objective competency assessment of the PRA workforce.</p>	Ongoing.	PRA Employees
25. INTEGRATION OF PRIME-HRM	<p>This project aims to assess the maturity level of PRA's competencies, systems, and practices in four HR systems: (1) recruitment, selection, and placement; (2) learning and development; (3) performance management; and (4) rewards and recognition in coordination with the Civil Service Commission.</p>	Ongoing.	PRA Employees Prospective employee Other Government Agencies
26. PRA RE-ORGANIZATION PLAN	<p>The reorganization is expected to result in an established lean and efficient organization. This will be based on GCG Memorandum Circular No. 2015-04 which provides guidelines on the reorganization, rationalization, and personnel planning in the GOCC Sector.</p>	Ongoing.	PRA All Stakeholders
27. PRA BUSINESS PROCESS REENGINEERING	<p>Pursuant to Section 5 of R.A. 11032, mandating all government agencies and offices to regularly undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time, the PRA will seek the assistance of a business process reengineering (BPR) firm/consultant reengineering that will critically examine, rethink, and redesign processes of PRA.</p>	Ongoing	PRA All Stakeholders

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	Deliverables for this project are (1) a reengineering manual and (2) an updated citizen's charter.		
28. ACQUISITION OF PRA OFFICE BUILDING	To promote growth and to oversee an expansion in the PRA, an acquisition of PRA Office Building is essential which can also lead to an increase in revenue.	Ongoing	PRA All Stakeholders
29. ELECTRONIC SRRVISA	The introduction of an Electronic SRRVvisa is intended for applicants who cannot come personally to the Philippines to undertake the traditional visa application process. This E-Visa allows the application process to take place entirely in a virtual environment.	Ongoing.	PRA SRRV Applicants
30. ID RENEWAL SERVICES	PRA retiree members are expected to renew their PRA ID 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.	Ongoing/Continuous.	PRA SRRV Retiree-Members
31. RETOOLING ACTIVITIES	Meetings with PRA Satellite Offices and other divisions/departments for proper cascading of updates on PRA policies, circulars, advisories, streamlined processes, and transactions concerning SRRV retiree-members	Ongoing	PRA All Stakeholders