



Office of the President of the Philippines  
**GOVERNANCE COMMISSION**  
 FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS  
 3/F, BDO Towers Paseo, 8741 Paseo De Roxas, Makati City, Philippines 1226



**26 JULY 2024**

**HON. ROBERTO Z. ZOZOBRAO**

*General Manager and CEO*

**PHILIPPINE RETIREMENT AUTHORITY (PRETA)**

29/F BDO Towers (formerly Citibank Tower), Paseo De Roxas, Makati City, Metro Manila, Philippines

**ACKNOWLEDGEMENT RECEIPT**

LETTER **26 JULY 2024**

DATE:

RE: **LETTER FROM PRETA TO GCG SUBMITTING ITS FY 2024 PERFORMANCE SCORECARD MONITORING REPORT AS OF THE SECOND QUARTER**

The said document was officially received by the Governance Commission on 26 July 2024 and has been forwarded to the responsible GCG Officer for appropriate action.

To follow-up for further action on the document, you may contact us through telephone numbers (02) 5328-2030 or (02) 5318-1000. Please cite the GCG Document Management System (DMS) Barcode Number: **0-0359-26-07-2024-018444**.

**THIS RECEIPT IS COMPUTER GENERATED AND DOES NOT REQUIRE SIGNATURE.**

Received by:

*Jessica Jane*

Signature over Printed Name

*07/26/24 3:20PM*

Date and Time

**PRIVACY NOTICE:** Any or all personal data you provided will only be used to process your transaction with the GCG and for other compatible purposes. All collected data will be kept secure and confidential, unless otherwise authorized by law. They will be disposed of as soon as the purpose for their use has been achieved. Only aggregate or anonymized data shall be subject to further processing. We respect your rights under the Data Privacy Act. Should you wish to invoke any such rights in relation to our processing of your personal data, or have questions or clarifications relative to privacy and data protection, you may contact the GCG – Data Privacy Team at [privacy@gcg.gov.ph](mailto:privacy@gcg.gov.ph). You may lodge your complaint or submit an incident report form in the same email address.



Management System  
 ISO 9001:2015

www.tuv.com  
 ID 510500105



26 July 2024

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



**ATTN: MS. JAENA M. ROSAL**  
*Director III, Corporate Governance Office-C*

Dear **HON. CHAIRPERSON CORPUS:**

Mabuhay!

In compliance with the GCG Memorandum Circular (M.C.) No. 2023-01<sup>1</sup>, we are respectfully submitting PRA’s FY 2024 Performance Scorecard Monitoring Report as of the second quarter using the prescribed template. The same shall be uploaded to the PRA’s official website.

Further, we noticed that the rating system on the approved FY 2024 Performance Scorecard for Strategic Measure (SM) 7 – Boost Marketing Programs, Activities, and Projects is marked as “All or Nothing” instead of “(Actual/Target) x Weight”, which is usually applied for SMs of similar nature such as that of SM10 Automation of PRA Processes. Please advise if PRA can monitor this SM using the “(Actual/Target) x Weight” rating system, or wait for a revision from your end, if any.

Thank you very much.

Very truly yours,

**ROBERTO Z. ZOZOBRAO**  
General Manager/CEO

<sup>1</sup> Performance Evaluation System (PES) for the GOCC Sector, 19 January 2023





**PHILIPPINE RETIREMENT AUTHORITY**

	Component				Annual Target	First Quarter		Second Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System		Target	Actual	Target	Actual	
<b>SOCIAL IMPACT</b>	<b>SO 1</b>	<b>GENERATE ECONOMIC GROWTH AND SUSTAINABILITY</b>								
	<b>SM 1</b>	Annual Foreign Currency Generated	Amount of New Visa Deposits in Banks at the End of the Rating Period <sup>1</sup>	20%	(Actual + Target) x Weight	<b>\$36.09 Million</b>	\$7,218,200.00	<b>\$8,333,633.17</b>	\$9,022,750.00	<b>\$11,259,905.43</b> (Total from Jan to June 2024 - \$19,593,538.60)
	<i>Sub-total</i>			20%						
<b>STAKEHOLDERS</b>	<b>SO 2</b>	<b>STAKEHOLDERS WITH EXCELLENT PRA EXPERIENCE</b>								
	<b>SM 2</b>	Percentage of Satisfied Customers	Number of Respondents who gave at least Satisfactory Rating + Total Number of Respondents	5%	(Actual/Target) X Weight  If Below 80% = 0%	<b>90%<sup>2</sup></b>	90%	<b>97.14%</b> (Average rating from January to March 2024)	90%	<b>97.30%</b> (Average rating from January to June 2024)
	<b>SO 3</b>	<b>INCREASE TOTAL ENROLLEES</b>								

<sup>1</sup> Shall include deposits withdrawn for conversion to investment, advance remittances, and excess deposits.

<sup>2</sup> Based on GCG-ARTA Joint Memorandum Circular No. 1, series of 2023. Covers customers availing the GOCC's external services only.

	Component				Annual Target	First Quarter		Second Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight		Rating System	Target	Actual	Target	Actual
	SM 3	Annual Gross Enrollment	Total Number of Gross Enrollment in 2024	20%	(Actual ÷ Target) x Weight	3,850	770	995	962	811 (Total as of June 30, 2024 is 1,806)
	<b>Sub-total</b>			<b>25%</b>						
<b>FINANCE</b>	SO 4	<b>MAINTAIN FINANCIAL VIABILITY</b>								
	SM 4	Improve Net Operating Income	(Revenues + Interest Income from Visa Deposits) – Operating Expenses	15%	(Actual ÷ Target) x Weight	₱517.75 Million	P103.55 Million	P103.44Million	P129.44Million	To follow submission.
	SM 5	Improve Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual ÷ Target) x Weight	90%	10%	12.05%	20%	25.73% (as of May 31, 2024)
	<b>Sub-total</b>				<b>20%</b>					



	Component				Annual Target	First Quarter		Second Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System		Target	Actual	Target	Actual	
<b>INTERNAL PROCESS</b>	<b>SO 5</b>	<b>MAINTAIN AND STRENGTHEN THE BRAND RECALL AWARENESS</b>								
	<b>SM 6</b>	Increase Return on Marketing Expense	(Passport and Visa or Application Fees + Accreditation Fees <sup>3</sup> + Initial Annual PRA Fees) ÷ (Marketing Expenses <sup>4</sup> + Marketers' Fee)	5%	(Actual ÷ Target) x Weight	161%	10%	396.07%	20%	<b>To follow submission.</b>
	<b>SM 7</b>	Boost Marketing Programs, Activities, and Projects	Actual Accomplishment	7.5%	All or nothing	100% attainment of 2024 Deliverables based on the Board-Approved Marketing Communication Plan	0%	N/A (No approved Marketing Plan yet)	30%	<b>42.13%</b>

<sup>3</sup> Fees for the accreditation of marketers.

<sup>4</sup> Includes travelling, advertising and promotion, postage and courier, transportation and deliveries, and representation fees.

	Component				Annual Target	First Quarter		Second Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System		Target	Actual	Target	Actual	
<b>INTERNAL PROCESS</b>	<b>SO 6</b>	<b>STREAMLINE PROCESSES BASED ON INDUSTRY BEST PRACTICES</b>								
	<b>SM 8</b>	Percentage of Applications Processed Within Prescribed Period:								
	<b>8a</b>	Application for SRRV	Number of Applications Processed within Prescribed Period <sup>5</sup> ÷ Total Number of Applications with Complete Documents	2.50%	(Actual ÷ Target) x Weight	100%	100%	99.34%	100%	70.89%
	<b>8b</b>	Cancellation of SRRV		2.50%		100%	100%	37.50%	100%	Citizen's Charter under going revision to include TAT of Satellite Office and Bureau of Immigration, as required by ARTA. second quarter report to be reflected in the third quarter submission.
<b>8c</b>	Withdrawal of Visa Deposit Due to Termination of Membership	2.50%		100%		100%	99.35%	100%	66.47%	

<sup>5</sup> Prescribed period based on PRA's compliance with Republic Act (R.A.) No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.



	Component				Annual Target	First Quarter		Second Quarter			
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight		Rating System	Target	Actual	Target	Actual	
		SM 9	Attain ISO Certification	Actual Accomplishment		5%	All or Nothing	Attain ISO 9001:2015 Recertification	IQA Planning and Review of Existing QMs Manual	Terms of Reference (TOR) and Certificate of Budget Inclusion (CBI) were prepared and submitted to the Office of the Board Secretary last February 28, 2024. The same is scheduled to be included in the PRA Board of Trustees (BOT) meeting agenda on April 2024.	IQA Planning and Review of Existing QMs Manual
	<b>Sub-total</b>			<b>25%</b>							
LEARNING AND GROWTH	SO 7	<b>OPTIMIZE UTILIZATION OF INFORMATION TECHNOLOGY</b>									
	SM 10	Automation of PRA Processes	Total Number of Deliverables Due for 2024 Attained / Total Number of Deliverables Due for 2024	5%	(Actual + Target) X Weight	100% Attainment of 2024 Deliverables <sup>6</sup> (Based on ISSP 2024-2026 as submitted to/endorsed by the DICT)	Actual Accomplishment per Quarter as identified in the DICT-endorsed 2024-2026 ISSP	77.67%	Actual Accomplishment per Quarter as identified in the DICT-endorsed 2024-2026 ISSP	75%	Note: Percentage was reduced as there were additional modules included in the RIMS for the second quarters relative to the new Data-sharing agreement with BI

<sup>6</sup> Deliverables refer to systems/applications.

Component					Annual Target	First Quarter		Second Quarter	
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	Target		Actual	Target	Actual	
<b>SO 8</b>	<b>IMPROVE COMPETENCIES OF THE WORKFORCE</b>								
<b>SM 11</b>	Percentage of Employees with Required Competencies Met	Competency Level 2024 – Competency Level 2023 <sup>7</sup>	5%	All or Nothing	Improvement from the 2024 Competency Level	Intervention	Continuous intervention through training, seminars, mentoring, and coaching	Intervention	Continuous intervention through training, seminars, mentoring, and coaching
<b>Sub-total</b>			<b>10%</b>						
<b>TOTAL</b>			<b>100%</b>						

Approved by:

  
**ROBERTO Z. ZOZOBRAO**  
 General Manager/CEO

<sup>7</sup> Competency Level = Total Number of Employees with Required Competencies Met / Total Number of Employees