



PHILIPPINE RETIREMENT AUTHORITY

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

2022 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 MARKETING/PROMOTIONAL ACTIVITIES PROGRAMMED FOR THE YEAR	The PRA's participation in local and international marketing activities is significant as it serves as platform to maintain the PRA's presence as 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. ACCREDITATION AND 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. PLACEMENT OF ADVERTISEMENTS	PRA's participation in local and international marketing activities serves as 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. SOCIAL INTEGRATION PROGRAMS	In keeping up with the PRA's retention thrust, various Social Integration Programs for retiree-members are organized and carried out, through the Servicing Division. Some of these are Educational Tours, Sports, Social Gatherings, Corporate Social Responsibility	Ongoing/Continuous.	PRA SRRV Retiree- Members

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	endeavors, and Farming, which aim to showcase and impart the Filipino culture and traditions to foreign retirees. There are also annual gatherings like PRA Anniversary and Yuletide celebrations to provide a room for PRA and its stakeholders on the recognition and ceremony of their successes		
6. 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 2021, activities would include at least the following:</p> <ul style="list-style-type: none"> a. Review of PRA Documented Information b. Conduct of Internal Quality Audit (IQA) c. Online Review of Effectiveness of IQA responses (Root Cause Analysis and Corrective Action Formulation) d. Conduct of Management Review Meeting e. Conduct of Third-Party Surveillance Audit f. Root Cause Analysis and Corrective Action Formulation (if necessary) <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.	PRA All Stakeholders

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7. CUSTOMER SATISFACTION SURVEY	<p>As a mandatory requirement of the Governance Commission for GOCCs (GCG) to all GOCCs, a third-party consultant shall be contracted to conduct the survey, in order to identify the overall satisfaction of the SRRV members on the services provided by PRA, observing the guidelines provided by GCG, to ensure impartiality.</p> <p>This shall measure the level of satisfaction of the foreign retirees on the services being rendered by the PRA which are considered as 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>
8. 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 an 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 the Southeast Asia and the rest of the world.</p>	Ongoing.	<p>PRA</p> <p>All Stakeholders</p> <p>Other Government Agencies</p>
9. AUTOMATION OF PRA PROCESSES	<p>In order 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</p>	Ongoing/Continuous.	<p>PRA</p> <p>All Stakeholders</p>

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	<p>ensure continuous connection and delivery of data to both frontline and back-end users. These undertakings are indicated in the Information</p> <p>System Strategic Plan (ISSP) endorsed to the Department of Information and Communications Technology(DICT).</p>		
10. COMPETENCY-BASED HR LEARNING AND DEVELOPMENT	<p>The PRA, through its, Administrative Support Division, programmed a continuous implementation and improvement of personnel competencies through the conduct of the following:</p> <p>1) In-house and Off-site Competency Trainings for all employees; and 2) Pre and Post Intervention Assessment for all PRA employees.</p>	Ongoing.	PRA Employees
11. ID RENEWAL SERVICES	<p>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.</p>	Ongoing/Continuous.	PRA SRRV Retiree-Members