



PHILIPPINE RETIREMENT AUTHORITY

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

2021 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. <i>(The suspension of the acceptance and processing of the SRRV applications that took effect on the last quarter of 2020 was only lifted on 30 April 2021.)</i>	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
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	Ongoing/Continuous.	PRA SRRV Applicants and Retiree-Members

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	<p>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.</p>		<p>Industry Partners</p>
<p>4. PLACEMENT OF ADVERTISEMENTS</p>	<p>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.</p> <p>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.</p>	<p>Ongoing/Continuous.</p>	<p>PRA</p> <p>Potential/Prospective Enrollees and Partners</p> <p>SRRV Applicants and Retiree-Members</p> <p>Industry/Media Partners</p>
<p>5. SOCIAL INTEGRATION PROGRAMS</p>	<p>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 which are educational tours which we call Lakbay-Aral-Saya, health and wellness programs, and agri-tourism or farm tours, to showcase and impart the Filipino cultures and traditions to foreign retirees. There are also annual gatherings like PRA Anniversary and Yuletide celebrations to provide</p>	<p>Ongoing/Continuous.</p>	<p>PRA</p> <p>SRRV Retiree-Members</p>

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	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. enhancement and cascading of relevant documented information; b. procurement of services of 3rd party certifying body; c. conduct of internal quality audit (IQA); d. conduct of management review; and e. conduct of recertification audit. <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
7. CUSTOMER SATISFACTION SURVEY	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	Ongoing.	PRA SRRV Applicants and Retiree-Members

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	<p>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>		Potential/Prospective Enrollees and Partners
8. CONSULTANCY SERVICES FOR THE REVIEW/ ASSESSMENT OF THE SRRV PROGRAM'S COMPETITIVENESS	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.	Ongoing.	PRA All Stakeholders Other Government Agencies
9. AUTOMATION OF PRA PROCESSES	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 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	Ongoing/Continuous.	PRA All Stakeholders

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	Information and Communications Technology (DICT).		
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> <ol style="list-style-type: none"> 1. Applied Integrated Skills Program for PRA Division Heads/Supervisors and Senior Staff (4-Day Training Program); 2. Trainer's Training in Logical Framework Approach as Tool for Competency Development Planning for PRA Supervisors and Senior Staff (4-Day Training Program); and 3. PRA Project Planning & Management Training Program (4-Day Training Program). 	Ongoing.	PRA Employees
11. 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
12. SRRV HOLDERS RE-ENTRY AND EXIT MONITORING DURING COVID- 19 PANDEMIC	In compliance with the guidelines of the Philippine Government on entry of foreign nationals in the country, during this period of pandemic, PRA	Ongoing/Continuous.	PRA SRRV Retiree-Members

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	<p>members requesting re-entry to the country follow a stringent process of evaluation before they are allowed to re-enter our gates. Agencies involved in the vetting of requests are: the PRA, the Department of Tourism (DOT) and the Department of Foreign Affairs (DFA), who issues the final approved list.</p> <p>Early in 2021, SRRV holders are required to secure travel pass from the PRA before departing the country, and the entry exemption document (EED) if they will be entering the Philippine restrictions. Yet, obtainment of EED was lifted on 03 June 2021.</p>		Other Government Agencies