

PHILIPPINE RETIREMENT AUTHORITY (PRA)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025	
SOCIAL IMPACT	SO 1	Generate Economic Growth and Sustainability							
	SM 1	Annual Foreign Currency Generated	Amount of New Visa Deposits in Banks at the End of the Rating Period ¹	20%	(Actual / Target) x Weight	\$29.87 Million	\$31.85 Million	\$36.09 Million	US\$43.318 Million
		<i>Sub-Total</i>		<i>20%</i>					
	SO 2	Improve Customer Satisfaction							
STAKEHOLDERS	SM 2	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%	80% ²	Non-compliant	90%	90% ³
	SO 3	Increase Total Enrollees							
	SM 3	Annual Gross Enrollment	Total Number of Gross Enrollment in 2025	20%	(Actual / Target) x Weight	2,576	3,108	3,850	4,000

¹ Shall include deposits withdrawn for conversion to investment, advance remittances, and excess deposits.

² The data is based on the survey results using the methodology of the Governance Commission.

³ Based on GCG – ARTA Joint Memorandum Circular No. 1, series of 2023. Covers customers availing the GOCC's **external services** only.

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FINANCE	SO 4	Improve Engagement with Industry Partners							
	SM 4	Number of Active Accredited Partners:							
	SM 4a	Retirement Facilities	Absolute Number of Active Accredited Retirement Facilities ⁴	2%	Actual Accomplishment If less than the previous year = 0%	Not Applicable	Not Applicable	Not Applicable	62
	SM 4b	Merchant Partners	Absolute Number of Active Accredited Merchant Partners ⁵	2%	Actual Accomplishment If less than the previous year = 0%	Not Applicable	Not Applicable	Not Applicable	73
		Sub-Total		29%					
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	₱398.006 Million	₱478.10 Million	₱517.75 Million	₱384.90 Million
	SM 6	Improve Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	58.30%	54.15%	90%	90%
		Sub-Total		20%					

⁴ With accreditation certificate valid until 31 December 2025

⁵ With accreditation certificate valid until 31 December 2025

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SO 6	Maintain and Strengthen the Brand Recall Awareness							
SM 7	Boost Marketing Program, Activities, and Projects	Total Number of Programs, Activities, and Projects Due for 2025 Implemented / Total Number of Programs, Activities, and Projects for Implementation in 2025	7%	(Actual / Target) x Weight	Not Applicable	No Board-Approved Marketing Plan in 2023	100% Attainment of 2024 Deliverables (Based on the Board-Approved Marketing Communication Plan)	100% Attainment of 2025 Deliverables (Based on the Board-Approved Marketing Plan 2024-2025)
SO 7	Streamline Processes Based on Industry Best Practices							
SM 8	Percentage of Applications Processed Within Prescribed Period:							
8a	Processing of SRRV Applications	Number of Applications Processed Within Prescribed Period ⁶ / Total Number of Applications with Complete Documents	2%	(Actual / Target) x Weight	36.97%	Cannot Be Validated	100%	100%
8b	Termination of Participation from the Retirement Program		2%		Cannot Be Validated	Cannot Be Validated	100%	100%
8c	Withdrawal of Visa Deposit Due to Termination of Membership		2%		Not Applicable	Not Applicable	100%	100%

INTERNAL PROCESS

⁶ The prescribed period shall be based on PRA's Citizen's Charter as approved by or submitted to the Anti-Red Tape Authority (ARTA).

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	Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025	
	SM 9	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification Maintained	ISO 9001:2015 Certification Maintained	Attain ISO 9001:2015 Recertification	Maintain ISO 9001:2015 Certification (First Surveillance Audit)
		Sub-Total		18%					
LEARNING AND GROWTH	SO 8	Optimize the Utilization of Information Technology							
	SM 10	Automation of PRA Processes	Total Number of Deliverables Due for 2025 Attained / Total Number of Deliverables Due for 2025	5%	(Actual / Target) x Weight	66.67% of the 2022 Deliverables Attained <i>(Based on ISSP 2022-2024 as submitted to the DICT)</i>	50% of the 2023 Deliverables Attained <i>(Based on ISSP 2023-2025 as submitted to the DICT)</i>	100% Attainment of 2024 Deliverables <i>(Based on ISSP 2024-2026 as submitted to/endorsed by the DICT)</i>	100% Attainment of 2025 Deliverables ⁷ <i>(Based on ISSP 2024-2026 as submitted to/endorsed by the DICT)</i>
	SO 9	Improve Competencies of the Workforce							
	SM 11	Percentage of Employees with Required Competencies Met	Competency Level 2025 – Competency Level 2024; Where Competency Level = Total Number of Employees with Required Competencies Met / Total Number of Employees	5%	All or Nothing	Competency Baseline Established	0.028 improvement in the competency baseline	Improvement from the 2023 Competency Level	Increase from the 2024 Actual Competency Level

⁷ Deliverables refer to systems/applications.

Component					Baseline Data		Target	
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SO 10	Promote a Sustainable, Resilient and Disaster-Ready Organization							
SM 12	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	3%	All or Nothing	Not Applicable	Not Applicable	Not Applicable	Board-Approved Public Service Continuity Plan (PSCP)
	Sub-Total		13%					
	TOTAL		100%					
BONUS STRATEGIC MEASURES:								
FINANCIAL	GAD Budget Utilization Rate	Actual Disbursement for GAD-related Activities / Total COB	1%	All or Nothing	Not Applicable	Not Applicable	Not Applicable	5% of Total COB
	ISO Certification on any of the following Standards:							
INTERNAL PROCESS	i. Environmental Management System (EMS) Certification	Actual Accomplishment	1%	All or Nothing	Not Applicable	Not Applicable	Not Applicable	ISO 14001:2015 Certification
	ii. Business Continuity Management System (BCMS)	Actual Accomplishment		All or Nothing	Not Applicable	Not Applicable	Not Applicable	ISO 22301:2019 Certification

For GCG:



ATTY. GERALDINE MARIE B. BERBERABE – MARTINEZ
Commissioner

For PRA:



HON. ROBERTO Z. ZOZOBRAO
General Manager