



PHILIPPINE RETIREMENT AUTHORITY (PRA)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026	
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	\$31.85 Million	\$37.27 Million	\$43.32 Million	\$94.22 Million
		Sub-Total		20%					
STAKEHOLDERS	SO 2	Improve Customer Satisfaction							
	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%	Non-compliant	97.29%	90%	90% ²
	SO 3	Increase Total Enrollees							
	SM 3	Annual Gross Enrollment	Total Number of Gross Enrollment in 2026	20%	(Actual / Target) x Weight	3,108	3,741	4,000	4,700

¹ Shall include deposits withdrawn for conversion to investment, advance remittances, and excess deposits.

² 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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SO 4	Improve Engagement with Industry Partners							
SM 4	Number of Active Accredited Industry Partners							
SM 4a	Retirement Facilities	Absolute Number of Active Accredited Retirement Facilities ³	2%	Actual Accomplishment If less than the previous year = 0%	N/A	N/A	62	71
SM 4b	Merchant Partners	Absolute Number of Active Accredited Merchant Partners ⁴	2%	Actual Accomplishment If less than the previous year = 0%	N/A	N/A	73	108
	Sub-Total		29%					
SO 5	Maintain Financial Viability							
SM 5	Improve Net Operating Income	(Revenues + Interest Income from Visa Deposits) – Operating Expenses	15%	(Actual / Target) x Weight	₱478.10 Million	₱587.463 Million	₱384.90 Million	₱837.86 Million

FINANCE

³ With accreditation certificate valid until 31 December 2026.

⁴ With accreditation certificate valid until 31 December 2026.

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026	
SM 6	Improve Budget Utilization Rate (BUR)	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	54.15%	51.61%	90%	90%
	Sub-Total		20%					
SO 6	Maintain and Strengthen Brand Recall Awareness							
SM 7	Boost Marketing Programs, Activities, and Projects	Total Number of Programs, Activities, and Projects Due for 2026 Implemented / Total Number of Programs, Activities, and Projects for Implementation 2026	7%	(Actual / Target) x Weight	No Board-Approved Marketing Plan in 2023	93.33% 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)	100% Attainment of 2026 Deliverables (Based on the Board-Approved Marketing Plan 2026-2028) ⁵
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	Cannot Be Validated	Cannot Be Validated	100%	100%

INTERNAL PROCESS

⁵ Based on the schedule of programs, activities and projects to be submitted by PRA on or before 31 March 2026.

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).

Component					Baseline Data		Target	
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8b	Termination of Participation from the Retirement Program	2%		Cannot Be Validated		100%	100%	
8c	Withdrawal of Visa Deposits Due to Termination of Membership	2%		N/A		100%	100%	
SM 9	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification Maintained	ISO 9001:2025 Recertification Attained	Maintain ISO 9001:2015 Certification (First Surveillance Audit)	Maintain ISO 9001:2015 Certification (Second Surveillance Audit)
	Sub-Total		18%					
SO 8	Optimize the Utilization of Information Technology							
SM 10	Automation of PRA Processes	Total Number of Deliverables Due for 2026 Attained / Total Number of Deliverables Due for 2026	5%	(Actual / Target) x Weight	50% of the 2023 Deliverables Attained (Based on ISSP 2023-2025 as submitted to the DICT)	58.82% Attainment of 2024 Deliverables (Based on ISSP 2023- 2025 as submitted to DICT)	100% Attainment of 2025 Deliverables (Based on ISSP 2024-2026 as submitted to/endorsed by the DICT)	100% Attainment of 2026 Deliverables ⁷ (Based on ISSP 2024-2026 as submitted to/endorsed by the DICT)

⁷ Deliverables refer to systems/applications.

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026	
SO 9	Improve Competencies of the Workforce							
SM 11	Percentage of Employees with Required Competencies Met	Competency Level 2026 – Competency Level 2025 (Where Competency Level = Total Number of Employees with Required Competencies Met / Total Number of Employees)	5%	All or Nothing	0.028 improvement in the competency baseline	Improvement from the 2023 Competency Level	Increase from the 2024 Actual Competency Level	Increase from the 2025 Actual Competency Level
SO 10	Promote a Sustainable, Resilient and Disaster-Ready Organization							
SM 12	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Total Number of Exercise/Drills/Tests Conducted in 2026 over Total Number of Exercise/Drills/Tests Scheduled in 2026 ⁷	3%	(Actual / Target) x Weight	N/A	N/A	Board-Approved Public Service Continuity Plan (PSCP)	Implementation of the Board-Approved 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	N/A	8.75%	5% of Total COB	5% of Total COB

⁷ As enumerated under the Testing and Maintenance Section of the PSCP.

Component					Baseline Data		Target	
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ISO Certification on any of the following Standards:								
INTERNAL PROCESS	i. Environmental Management System (EMS) Certification	Actual Accomplishment	1%	All or Nothing	N/A	N/A	ISO 14001:2015 Certification	Certification on Environmental Management System (ISO 14001:2015) or Business Continuity Management System (ISO 22301:2019)
	ii. Business Continuity Management System (BCMS)				Not Applicable	N/A	ISO 22301:2019 Certification	

For GSG:



ATTY. GERALDINE MARIE B. BERBERABE – MARTINEZ
Commissioner

For PRA:



HON. ROBERTO Z. ZOZOBRADO
General Manager