

I. EXECUTIVE SUMMARY

As we leave the year 2019 and look forward to year 2020, we see an excellent opportunity to reflect on the progress that the Philippine Charity Sweepstakes Office made in achieving its vision and the ways we have affected the lives of the Filipino People.

For CY 2019 PCSO generated **PhP44,028,405,618.70** from its gaming products namely, Lotto, Keno, Sweepstakes (Instant and Traditional) and Small Town Lottery (STL) despite the enormous internal and external challenges that the agency faced throughout the year. For this, PCSO was able to touched the lives of millions of indigent Filipinos through its various charity, medial and health related programs and services.

Along with touching the lives of every Filipino who received medical aid from PCSO, the agency also drastically changed the lives of Filipinos who dreamed of becoming millionaires, by making their dreams come true and letting them become instant millionaires through the agency's jackpot bearing games. **For the year 2019, PCSO produced 47 instant millionaires with a total jackpot winnings of PhP2.4 Billion.**

In 2019, PCSO provided more than **PhP6.65 Billion in charity programs** to **578,025 beneficiaries and 406 institutions**. The most significant of which is the **PhP5,959,771,103.92 Individual Medical Assistance Program Fund** that **benefited 517,696 Filipinos**. PCSO's various programs provided **PhP684,193,229.00 in support to 48 hospitals and 311 local government units**. The support included **PhP158,065,000.00 in Calamity Assistance Funds for 817,654 Filipinos** who were victims of typhoons, earthquakes and fires.

Apart from providing assistance to individual Filipinos, **PCSO also aided local governments units in the amount of PhP.6 Billion as STL and lotto shares**. This is a way of giving local government units a share of the lotto and STL income, generated in their locality. But also, apart from receiving assistance in times of calamities and getting ambulance units from PCSO, local government units also get a share.

PCSO is immensely contributing to the fulfilment of **Ambisyon Natin 2040** by effectively fulfilling its core function of Fund Generation and Fund Distribution for the Filipino People.

Staying committed to its mandate, **PCSO also made a huge contribution** to the **Build, Build, Build Program** of the government, **through our payment of PhP14.2 Billion in taxes to the Bureau of Internal Revenue (BIR), as well as dividends to the Department of Finance (DOF)**, aside from the massive effect of the PCSO's charity programs to the thousands of indigent Filipino people.

The effect of PCSO's passion to help alleviate the lives of Filipinos flows through all its activities as it also **provided jobs to a total of 265,137 individuals under the Small Town Lottery in the year 2019, and 10,384 as lotto agents**.

PCSO is also continuously working for the realization of the long awaited PCSO Corporate Center Building Project which will unify all PCSO-Sector Offices under one roof and finally give the 85-year-old agency a home to call its own. In fact, PCSO is closely coordinating with concerned officials from the Department of Public Works and Highways (DPWH) for the joint construction of the PCSO Corporate Center.

In order to maintain the integrity and success of the Agency's games and the efficiency of its services, **PCSO instituted reforms in its internal processes** that included cessation of unnecessary activities and substituting them with equally effective but cost-efficient procedures. **PCSO also introduced measures that would bring its clients closer to the organization** by establishing a dedicated Communications and Complaints Receiving team dubbed: **"Ipaalam Kay GM Hotline"**, that allowed Filipinos to directly send their comments, suggestions, complaints of graft and corruption, feedbacks and recommendations about PCSO products and services. This platform strongly expresses PCSO's dedication of providing exemplary public service.

In addition, **PCSO received, responded, and effectively closed 100% of the 1,481 complaints/concerns that were channeled through the 8888 Hotline.** This earned us **five commendations** for the year.

As an organization, we are proud of what the agency has accomplished and contributed to the nation in the past year.

As one PCSO team, we look forward to the year 2020 for greater challenges and opportunities as we build an even stronger gaming industry with the successful implementation of the PCSO Lottery System (PLS) all for the benefit of the Filipino People.

ROYINA M. GARMA

Vice-Chairperson and General Manager