

Non-financial Highlights:

18

I. Internal Process Improvements

1. ISO certification.—

On December 17-18, 2015, PCSO successfully hurdled the 2nd stage ISO audit by third-party auditor- *TUV Rheinland Philippines*- for the agency's live on-line lottery draw procedures and processing of prize claims of P 5,000.00 and above.

On March 30, 2016, top management gladly received PCSO's designated ISO ID No. 9105085649 and ISO 9001:2008 quality management certificate from TUV- Rheinland Philippines.



2. Baseline 3rd-party customer satisfaction survey for IMAP.—

PCSO is committed to improving its programs for total customer satisfaction such that, the efficient and effective delivery of its flagship charity program- *Individual Medical Assistance Program (IMAP)*- is important in the fulfillment of its social role to provide funds for basic health and medical services for the poor.

For this reason, PCSO partnered with the Development Academy of the Philippines (DAP) in 2015 to determine the satisfaction level of indigents seeking financial assistance for hospitalization needs. PCSO successfully garnered 86.51% satisfaction rating from its IMAP clientele; and the baseline survey helped the agency identify areas for future improvement in its stakeholders' plan for charity (IMAP) beneficiaries.

3. Computerized Accounting System. —

Delivered and installed in 2015, the agency launched its live-test run of Helix Computerized Accounting System Charity Fund Disbursement Module (CAS-CFD) early in the year. CAS-CFD aims to link voucher processing for Individual Medical Assistance Program (for partner hospitals and other medical facilities; and Endowment Fund Program) between the Charity Assistance Department at the PCSO Extension Office-



Above photo: Information Technology Services Department (ITSD) personnel, Charity Assistance Department (CAD) personnel, and EXACT, Inc. representatives pose after the live test operation of CAS-CFD. Present are PCSO ITSD Manager Ramon Ike Señeres (1st row, 5th from left), CAD OIC-Manager Rubin Magno (1st row, 6th from left), ITSD Network Administration and Technical Support Division Chief Orlando Malaca (13th from left), EXACT, Inc. Implementation Manager Juvy Agarpao (1st row, 3rd from right), and Research and Development Director Bien Constantino (1st row, 4th from right). Bottom photos (from left): ITSD Information Technology Officer II Cerecita Abad (left) guides Processing Division Staffer Rita Bueno on using the CAS-CFD module. Mr. Señeres, Mr. Magno, and the ITSD personnel take a photo with the Processing Division staff who encode and prepare disbursement vouchers. CAD OIC-Manager Rubin Magno receives the processed documents from his staff.

Lung Center of the Philippines (PCSO-LCP), Quezon City and the Head Office's Accounting and Budget Department (ABD), and Treasury Department (TD) in Mandaluyong City.

4. Human Resource Information System.—

PCSO launched its Human Resource Information System (HRIS), an on-line and web-based portal, to simplify and fast track the basic HR functions such as: payroll, time and attendance report, leave administration, personnel Actions, Expanded Medical Assistance Program (*a parallel program of IMAP; and intended for sick employees and their qualified beneficiaries*), training and other relevant information on the agency's workforce.

Through the HRIS, PCSO employees can conveniently access the HRIS and make HR-related transactions using either a computer or a smartphone anywhere, anytime, 24/7.

CAS and HRIS are part of the agency's 2015 automation projects geared at providing faster and more effective services for officials and employees in view of the expanding business operations of PCSO nationwide.





From top, counter-clockwise: (1) PCSO Assistant General Manager for Administrative Sector Atty. Larry Patiag (left) and AGM for Gaming, Product Development, and Marketing Sector Conrado Zaballa (right) led the ribbon cutting ceremony, along with (from left) OIC-AGM for Management Services Sector Mercedes J. Hinayon, Department Managers Dorothy Robles (Accounting and Budget Department), Atty. Roman Torres (Security Printing and Production Department), Arnel Casas (Gaming Technology Department), and Ramon Ike Señeres (Information Technology Services Department), and AGM for Charity Sector Dr. Larry Cedro. (2) AGMs and DMs pose with Geodata Solutions, Inc. representatives, and the HRIS Team headed by HRD OIC-Manager Atty. Marissa Medrano (left). (3) AGMs and DMs pose with HRD and ITSD staff. (4) Photo shows AGMs and DMs present during the event. (5) AGM Cedro demonstrates the process of filing a vacation leave using the HRIS. (6) Atty. Patiag holds the Guarantee Letter (GL) after making a request for EMAP using the HRIS.

5. Strategic Performance Management System.—

Effective January 2015, PCSO implemented its agency-wide Strategic Performance Management System (SPMS) geared at aligning individual targets to office and ultimately, agency targets as provided for under PCSO's annual Performance Agreement Negotiation (Strategy Map and Balanced Score Card) with the Governance Commission for GOCCs (GCG). SPMS is mandatory under Civil Service Commission Memorandum Circular No. 6, series of 2012; and shall serve as basis for performance based incentives, promotions, other personnel movements. The SPMS is also a tool to engage the workplace in target setting and execution following the principle of "one team, one goal" approach. The SPMS Performance Management Team, composed of officers and representatives from the agency's registered bargaining unit, meets regularly to monitor, propose calibration of targets, and if necessary, recommend management intervention to ensure that all agency targets are met every semester or on an annual basis.

II. Expansion of Branch Offices

The expansion of PCSO's operations thru the opening of branch offices is intended to: 1) make PCSO games accessible to the gaming public thru the penetration and development of new markets; 2) improve the agency's presence (i.e., reach and depth) for its charity services especially in areas where access to basic health services is wanting; and 3) generate employment (engagement of new PCSO personnel and/or additional lotto agents or distributors, as PCSO's partners in the locality). By December 31, 2015, PCSO has fifty (50) Branch Offices nationwide.



Northern & Central Luzon Region (NCL)
Isabela
Pangasinan
Tarlac
Nueva Ecija
Pampanga
Bataan
Bulacan
Cagayan
Zambales
Benguet
La Union
Mt. Province
Ilocos Norte
Ilocos Sur
Nueva Vizcaya

Mindanao
Agusan del Norte (Butuan)
Misamis Oriental (CDO)
Davao del Sur
Zamboanga del Sur
South Cotabato
Surigao del Norte
Bukidnon
Zamboanga del Norte
Misamis Occidental (Ozamiz)
Davao Oriental

Visayas
Cebu
Ilo-Ilo
Leyte (Tacloban)
Bohol
Western Samar (Calbayog)
Negros Occidental (Bacolod)
Negros Oriental
Capiz
Aklan
Northern Samar
Antique

Southern Tagalog & Bicol Region (STBR)
Rizal
Laguna
Batangas
Cavite
Quezon (Lucena)
Camarines Norte
Camarines Sur
Sorsogon
Albay (Legazpi)
Palawan
Oriental Mindoro
Marinduque
Occidental Mindoro
Masbate

III. Celebrating 81 years of gaming for public good

PCSO celebrated its 81st founding anniversary in 2015 with an array of activities: medical-dental missions, thanks-giving mass, mini-sports festival for officials and employees, trick or treat for the children/dependents of employees, charity services photo exhibit, anniversary horse race, and testimonial dinner for employees who have been in the service for 10 years or more. Management is confident, that the agency will continue to be in the forefront of the Government's universal health care reform program thru fund generation from its gaming activities in the years to come.



2015 Anniversary Sports Festival at the Philippine Sports Complex, Pasig City



2015 Anniversary Photo Exhibit: PCSO Charitable Works



PCSO-SEU 2015 Trick or Treat and kiddie costume contest



Left Photo: PCSO conducted its annual Anniversary Horse Race on November 29, 2015 in Naic, Cavite. The proceeds of the race was donated to the University of Santo Tomas HS BATCH 70, Medical Mission Society.

Lower left photo: The agency also conducted medical-dental mission to celebrate its 81st anniversary .



Right top to bottom photos: PCSO Chairman Erineo "Ayong" S. Maliksi, together with Directors Francisco G. Joaquin III, Mabel V. Mamba, Betty B. Nantes and General Manager Jose Ferdinand M. Rojas II, took time to personally congratulate loyalty and service awardees (employees who have been in the service for 10 years and above) during agency's 81st anniversary celebration at Crowne Plaza Hotel, Ortigas Center, Pasig City.