

Value Added Tax (Withheld)	549,886,509.70	3.28%
Other Percentage Taxes Withheld	7,295,486.07	0.04%
Documentary Stamp Tax	12,473,059,526.98	74.38%
Taxes Withheld on Compensation	202,611,512.10	1.21%
Total	P16,769,468,109.06	100%

VI. Customer Feedback Mechanisms

To be more accessible and responsive to its stakeholders especially its gaming patrons and charity program beneficiaries, PCSO utilizes a variety of methods to generate and act on external feedback such as inquiries, complaints, suggestions, as well as commendations/compliments made to PCSO.

These methods and mechanisms include the Office of the President's 8888 Hotline System, online feedback, and official PCSO social media accounts.

A. 8888 Hotline

From January to December 2024, PCSO achieved a 100% resolution rate for concerns received in the 8888 Hotline, answering and resolving 80 out of 80 concerns/complaints received, of which 76 concerns/complaints were addressed within 72 hours.

Table 13. Summary of 8888 Hotline for CY 2024

Month	Number of Concerns/ Complaints Received	Number of Concerns/ Complaints Addressed Within 72 hrs.	Number of Concerns/ Complaints Addressed Beyond 72 hrs.
January	8	7	1
February	3	2	1
March	3	3	0
April	5	5	0
May	9	8	1
June	5	5	0
July	7	6	1
August	9	9	0
September	10	10	0
October	7	7	0
November	5	5	0
December	9	9	0
Total	80	76	4

B. Online Feedback

PCSO replied to 97.11% of online feedbacks received in 2024, while the remaining 2.89% (22 concerns) were referred to respective units, as summarized below.

Table 14. Monthly Online Feedback for CY 2024

Month	Received	Referred	Replied
January	38	0	38
February	52	0	52
March	39	0	39
April	44	1	43
May	44	2	42
June	37	2	35
July	86	1	85
August	73	2	71
September	98	6	92
October	81	1	80
November	111	6	105
December	58	1	57
Total	761	22	739

C. PCSO Social Media Accounts

PCSO's official social media accounts also serve as portals and communication channels with the Agency's customers. The public may visit the Agency's official Facebook pages which are www.facebook.com/pcsoofficialsocialmedia and PCSO Games Online Hub.

VII. Conclusion

As we close another successful year, PCSO takes pride in its strong financial and operational performance, reflecting our commitment to excellence, transparency, and public service. Through strategic initiatives and sound governance, we have strengthened our programs, expanded our reach, and upheld our mission of providing critical assistance to Filipinos in need.

This year, PCSO has also reaffirmed its commitment to responsible gaming, integrating sustainable practices to ensure that our games remain fair, transparent, and socially responsible. By adopting global best practices in gaming regulation and player protection, we continue to promote ethical play while maximizing our contributions to healthcare, social welfare, and charitable initiatives.

PCSO's commitment to responsible gaming has been reinforced through its WLA Level 2 Certification. While the organization has made significant progress, there are several key areas for improvement. By implementing structured research