PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

		Component				Annual Target	1st Quarter	
		Objective/Measure	Formula	Weight	Rating System		Target	Actual
SOCIAL IMPACT	**SO 1**	**Provide Funds for Health Programs and Charities of National Character**						
	SM 1	Payment of Mandatory Contributions	Number of Recipient Agencies that Received 100% of Mandatory Contributions Due for 2025 / Total Number of Recipient Agencies[1]	20%	(Actual / Target) x Weight	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions to: 1. Commission on Higher Education 2. Dangerous Drugs Board 3. National Council of Disability Affairs 4. Philhealth 5. Department of Energy 6. Various LGUs
	SM 2	Support to Medical Services	Number of Patient Transport Vehicles (PTVs) distributed for 2025	5%	(Actual / Target) x Weight	Distribution of 500 Patient Transport Vehicles (PTVs)	Distribution of 125 Patient Transport Vehicles (PTVs)	No Patient Transport Vehicle (PTV) distributed yet but made preparations for the distribution of PTVs for 2025, as follows: 1. Feb. 4 - Inspection and functionality testing of Patient Transport Vehicle (PTV) Prototype at Tagaytay City 2. March 10 – Meeting with PAGCOR regarding the PTV donated to PCSO 3. March 11-13 – Inspection and functionality testing of 50 PTV units (2nd Batch) in Batangas City and Manila 4. March 25–27 - Inspection and functionality testing of 50 PTV units (3rd Batch) in Batangas City and Manila 5. March 18 - Prepared request letter to the Office of the President to approve the procurement of 395 Patient Transport Vehicles (PTVs) amounting to P999,350,000.00 under the P1B (COB Resolution no. 279 series of 2024)
		Sub-Total		**25%**				
FINANCIAL	**SO 2**	**Increase and Sustain Revenues**						
	SM 3	Gross Revenue/Sales	Actual Accomplishment	20%	(Actual / Target) x Weight	₱70 Billion	₱17.5 Billion	P16,132,797,888.00
	SO 3	**Improve Collection Efficiency and Budget Utilization**						
	SM 4a	Collection Efficiency Rate (Lotto)	Actual Lotto Collections / Amount Due to PCSO[2]	7.50%	(Actual / Target) x Weight[3]	100%	100%	100% (P5,128,701,782.07/P5,128,701,782.07)
	SM 4b	Collection Efficiency Rate (STL)	Actual STL Collections / Amount Due to PCSO[4]	7.50%	(Actual / Target) x Weight[5]	100%	100%	100% (P4,327,643,450.75/P4,327,159,860.19)
	SM 5	Disbursements Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget *(Both Net of PS Cost)*	5%	(Actual / Target) x Weight	90%	22.50%	15.05% (P10,297,606,104.93/P68,419,099,307.38)
		Sub-Total		**40%**				

SO 4	**Ensure High Level of Customer Satisfaction**						
CUSTOMERS	SM 6	Percentage of Satisfied Customers	Number of Respondents who gave a Rating of at Least Satisfactory / Total Number of Respondents[6]	5%	(Actual / Target) x Weight If Below 80% = 0%	90%	90%	Ongoing conduct of Client Satisfaction Measurement (CSM) Survey
		Sub-Total		*5%*				
SO 5	**Improve Process Efficiency**						
INTERNAL PROCESS	SM 7	Percentage of MAP Applications Processed within Prescribed Period	Number of Guarantee Letters Issued Within Prescribed Period[8] / Total Number of Applications	5%	(Actual / Target) x Weight	100%	100%	NCR: 100% (5,688/5,688)* BRANCHES: 100% (53,961/53,961) AVERAGE: 100%
	SM 8	Percentage of Guarantee Letters Processed within Prescribed Period (MAP)	Number of Guarantee Letters Utilized Issued with Checks Processed Within the Prescribed Period[9] / Total Number of GLs Utilized	5%	(Actual / Target) x Weight	100%	100%	NCR: 100% (4,178/4,178)* BRANCHES: 100% (57,358/57,358) AVERAGE: 100% *Data for January and February 2025 only; March data will be submitted upon completion of data from the Accounting and Budget Department and Treasury Department.*
	SM 9	ISO 9001:2015 Certification	Actual Accomplishment	2.50%	All or Nothing	Maintain ISO 9001:2015 Certification for all processes Covered in 2024	Conduct of QMS Planning	PCSO QMS Committee prepared and finalized the 2025 QMS Roadmap which indicates the QMS-related activities which will be conducted this year.
	SM 10	Obtain Level III World Lottery Association (WLA) Certification	Actual Accomplishment	5%	All or Nothing	Attainment of WLA Level III Certification		PCSO conducted the following activities for the WLA Level III certification: 1. High level meeting with stakeholders on January 28, 2025 which was attended by executives from PCSO partners (Powerball Marketing Logistics Corporation, Pinoylotto Technologies Corporation, DFNN, Inc., and Intercontinental Broadcasting Corporation.) 2. Online training on Responsible Gaming (RG) and Corporate Social Responsibility (CSR) for PCSO employees on March 10-12, 2025. A total of 840 out of 1,087 employees already completed and passed the training. 3. Celebration of Responsible Gaming Awareness Day on March 10, 2025 pursuant to PCSO Memorandum Circular No. 2025-049.
		Sub-Total		*17.50%*				

SO 6	Hire, Develop, and Retain Competent and Motivated Personnel						
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	Increase from 2024 Actual Competency	Preparation of the Terms of ReferenceTerms of Reference for the Engagement of a Highly Technical Consultant for the Competency Baseline	• Terms of Reference was prepared and signed Purchase request was submitted on February 26, 2025. • On March 26, 2025, the Bids and Awards Committee (BAC) approved and awarded the engagement of services of a Highly Technical Consultant for the increase of PCSO Competency Baseline Assessment
SM 12	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	2.50%	All or Nothing	Board-Approved Public Service Continuity Plan (PSCP)	Planning and Preparation of DRRMP	Ongoing planning and preparation for the DRRMP
SO 7	**Acquire and/or Develop Relevant Technology to Support Internal Processes**						
SM 13	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2025 Attained / Total Number of Deliverables Due for 2025	5%	(Actual / Target) x Weight	100% Attainment of 2025 Deliverables[10] (Based on the ISSP 2025-2027 as submitted to or as approved by the DICT)	**Medical Assistance Program (MAP)** It is the program for the provision of assistance to male and female individuals with health-related problems seeking financial help, which is embedded on the premise of augmenting their funds, in partnership with government and private hospitals, health facilities, medicine retailers and other partners. • Integration of the MAP with the Short Messaging System (SMS) Facility 25%	**Medical Assistance Program (MAP)** • Study on the Integration of the MAP with the Short Messaging System (SMS) Facility in coordination with the Smart Telecommunication. • Presented the design for the inclusion of SMS in MAP Program. 25%
						Medical Services Information System (MSIS) The Medical Services Information System (MSIS) is a web-based in-house developed system to manage Medical, Dental and Pharmacy services. The -MSIS collects, stores, manages the patient's electronic medical record, and other MSD-related activities. • Review of the previously presented design and presentation of the following MSIS modules to the Medical Services Department and AGM Charity Sector by March 30, 2025: • Patient Records • Pharmacy Module • Medical Module • Dental Module 10%	**Medical Services Information System (MSIS)** • Reviewed and presented system design of the Medical Services Information System (MSIS) to the MSD end-users on March 12, 2025 of the following: 1. Logo and Introduction 2. MSIS Architecture 3. Timeline of Events and Activities System Requirements 4. Hierarchy of Modules Diagram 5. Process Flow Diagram • Presented the system design of the Medical Services Information System (MSIS) to the OAGM Charity Sector on March 27, 2025. 1. Hierarchy of Modules Diagram 2. Process Flow Diagrams: - Provision of Medical Services - Provision of Dental Services - Replenishment and Dispensing of Medicines 10%

| LEARNING & GROWTH | | | | | | **Human Resource System (HRS)**
The HRS aims to enhance human resource-related processes of the PCSO including employee profile, records, compensation, benefits, learning and development, performance management to name a few. Through the implementation of the HRS, all HR operations across the entire Agency will be consolidated into one information system to address Human Resource and employee concerns.

• Market Study
• Finalization of Technical Specification
(primary responsible unit - HRD)

25% | **Human Resource System (HRS)**

• Reviewed and updated the HRS Technical Specification
by the ITSD on March 24, 2025

Incorporation of ITSD comments ie. Completion of the technical specifications by the end-user for the following modules:

• Employee Welfare and Benefits

- MAP - Praise - Housing - Draw Schedule
- Retirement - Wellness (Mental Health)

25% |
| | | | | | | **Electronic Records Management System (ERMS)**
Electronic Records Management System (ERMS) streamlines the process of digitizing hardcopy documents, storage, retrieval, dissemination of documents amongst PCSO departments. It automates the process of records management in establishing and maintaining an active continuing program directed to the application of efficient and economical records management methods relating to the creation, utilization, maintenance, retention, preservation, and disposal of public records (Rule 3.1, Art. III, NAP General Circular No. 1

Rollout of the ERMS
to the Branch Offices:

• NCR, NCL, STBR

25% | **Electronic Records Management System (ERMS)**

• Rollout of ERMS Document Logs, Document Request, and QMS Documents from February 26 to 28, 2025, at the Main Office.

• Training was conducted for NCR, NCL, and STBR - PCSO Branch from February 26 to 28, 2025.

25% |

					Computerized Accounting System (CAS)	Computerized Accounting System (CAS)
					A web-based outsourced developed information system designed to generate accurate financial reports according to its corresponding schedule, bank reconciliation statements, ageing of accounts receivables and accounts payables, periodic budget utilization reports, periodic consumption reports, schedule of fixed assets and depreciation. Preparation of pertinent procurement documents by March 30, 2025 • Market Study • Finalization of Technical Specification (primary responsible unit - ABD) 25%	• CAS TOR signed by the CAS TWG and approved by the OAGM MSS • On-going market study • On-going technical Support to the current Computerized Accounting System (88 out of 58) issues reported which are resolved within the day from receipt of request: January 2025 = 58 tickets February 2025 = 28 tickets March 2025 = 2 tickets TOTAL = 88 tickets 25%
					PCSO Corporate Website The PCSO website project is an in-house initiative focused on developing a website and web application using the latest technology to enhance performance and security. The new interface is designed to make the PCSO Corporate website more user-friendly and appealing to stakeholders. This project consists of two sub-projects, each with its own set of modules. • Public Facing Website • Website Content Management System (CMS) Plan, design, development and presentation to the ITSD Department Manager of the final layout and design of the New PCSO Corporate Website by March 30, 2025. (in coordination with OGM Creatives Team) 20%	PCSO Corporate Website • Designed and developed the new Website in coordination with the the OGM Creatives team. • Presented the final layout and approved design of the new PCSO Corporate Website to the ITSD Manager on March 24, 2025. 20%

						Agent Management System (AMS)	**Agent Management System (AMS)**
						The AMS is an in-house developed system with a goal to provide better client service through the automation of lotto agent-related processes. This project includes the following modules: • Lotto Application • Lotto Agent Information • Lotto Sales Information • Lotto Remittances Information • Lotto Agent's Concerns and other transactions • Agents Compliance Monitoring Reporting Plan, design, development and deployment of the following AMS Modules by March 30, 2025: • Profiling of Agent • Tranfer of Site • Termination 40%	• Developed the Agent Management System (AMS) with the following Modules: - Profiling of Agent - Tranfer of Site - Termination of SIte - Blocking & Unblocking • Accomplished the Quality Assurance Test (QAT) of the following AMS Modules: - Agent Profile – January 24, 2025 - Transfer of Site Module – Feb. 9, 2025 -Termination of Site Module - March 5, 2025 - Bocking/Unblocking – March 19, 2025 • Accomplished User Acceptance Test (UAT) and Training of the following AMS Modules: - Agent Profile – January 27, 2025 - Transfer of Site Module – Feb. 10, 2025 - Termination of Site Module - March 6, 2025 - Bocking/Unblocking – March 19, 2025 • Successfully deployed and implemented on March 20, 2025 60%
Sub-Total			12.50%				
TOTAL			100%				

[1] Total Current Mandatory Contributions refer to the contributions to various agencies and institutions imposed upon the PCSO by virtue of several laws and executive orders, including Dividends due for the year.

[2] Collections with pending and active cases shall be taken out from the universe during the annual validation.

[3] Rating will be applied in actual performance per month; Annual rating will be computed based on the average of monthly ratings.

[4] Collections with pending and active cases shall be taken out from the universe during the annual validation.

[5] Rating will be applied in actual performance per month; Annual rating will be computed based on the average of monthly ratings.

[6] Covers customers availing the GOCC's external services only.

[7] Medical Assistance Claimants/Beneficiaries = 98.52%; Prize Claimants = Result not acceptable; Lotto Outlet Owners/Operators = 98.48%

[8] The start date for the process is the date of the submission of complete documents and the end date is when the client is notified of the availability of the guarantee letter. The prescribed period shall be based on PCSO's Citizen's Charter as approved by or as submitted to ARTA.

[9] The start date for the process is the date of the submission of complete documents and the end date is when the client is notified of the check. The prescribed period shall be based on PCSO's Citizen's Charter as approved by or as submitted to ARTA.

[10] Deliverables refer to systems/applications.

(Based on the ISSP 2025-2027 as submitted to or as approved by the DICT)