

2021 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022
FINANCE	SO 1	Sustained Revenues							
	SM 1	Gross Revenue/Sales	Actual Accomplishment	25%	(Actual / Target) x Weight	₱44.028 Billion	₱18.63 Billion	₱46.36 Billion	₱46.1 Billion
	SO 2	Improve Collection Efficiency and Budget Utilization							
	SM 2	Collection Efficiency Rate	Actual Collections / Amount Due to PCSO	15%	All or Nothing	N/A	Cannot Be Validated	At least 98% (With No Monthly Collection Below 98%)	At least 98% (With No Monthly Collection Below 98%)
	SM 3	Disbursements Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget <i>(Both Net of PS Cost)</i>	5%	(Actual / Target) x Weight	N/A	N/A	N/A	90%
		Sub-total			45%				

## 2022 Performance Scorecard (Annex B)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
CUSTOMERS	SO 3	Ensure a High Level of Customer Satisfaction							
	SM 4	Percentage of Satisfied Customers:							
	4a	Medical Assistance Claimants/ Beneficiaries	Number of Respondents who gave a Rating of at Least Satisfactory / Total Number of Respondents	2.50%	(Actual / Target) x Weight If Below 80% = 0%	Result Not Acceptable	Cannot Be Validated	90%	90%
	4b	Prize Claimants		2.50%				90%	90%
	4c	Lotto Outlet Owners/Operators		2.50%				90%	90%
	SO 4	Rationalize Use of Charity Fund							
	SM 5	Payment of Mandatory Contributions (Current)	Number of Recipient Agencies that Received 100% of Mandatory Contributions Due for 2022 / Total Number of Recipient Agencies <sup>1</sup>	25%	(Actual / Target) x Weight	Cannot Be Validated	Cannot Be Validated	100% Payment of Mandatory Contributions (Current)	100% Payment of Mandatory Contributions
		Sub-total		32.50%					

<sup>1</sup> 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.

## 2022 Performance Scorecard (Annex B)

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022
INTERNAL PROCESS	SO 5	Improve Process Efficiency							
	SM 6	Percentage of MAP Applications Processed Within Prescribed Period	Number of Guarantee Letters Issued Within Prescribed Period <sup>2</sup> / Total Number of Applications	5%	(Actual/Target) x Weight	N/A	Cannot Be Validated	100%	100%
	SM 7	Percentage of Guarantee Letters Processed Within the Prescribed Period (MAP)	Number of Guarantee Letters Utilized Issued with Checks Processed Within the Prescribed Period <sup>3</sup> / Total Number of GLs Utilized	5%	(Actual/Target) x Weight	Cannot Be Validated	Cannot Be Validated	100%	100%
	SM 8	ISO 9001:2015 Aligned QMS Established	Actual Accomplishment	2.50%	All or Nothing	ISO 9001:2015 Certification Management of Gaming Operations (Online Lottery Draw and Prize Claims) and Charity Programs including Support Process (scope and locations covered) and ISO 9001:2015 Certification for Charity Fund Payment Process Obtained	Cannot Be Validated	Maintain ISO 9001:2015 Certification for the Covered Processes in 2019 and 2020	Maintain ISO 9001:2015 Certification for All Processes Covered in 2021
			Sub-total		12.50%				

<sup>2</sup> 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.

<sup>3</sup> 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.

## 2022 Performance Scorecard (Annex B)

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022
LEARNING, GROWTH & RESOURCE MANAGEMENT	SO 7	Hire, Develop, and Maintain Competent and Motivated Personnel							
	SM 9	Competency Framework of the Organization	Actual Accomplishment	5%	All or Nothing	No Competency Assessment Conducted in 2019	No Competency Assessment Conducted in 2019 and 2020	Improvement in the Competency Baseline of the Organization	Board-approved Competency Framework <sup>4</sup> composed of the following: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles; and 6. Competency-based Job Descriptions
	SO 8	Acquire and/or Develop Advanced Technology to Support Internal Processes							
	SM 10	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2022 Attained / Total Number of Deliverables Due for 2022	5%	(Actual/Target) x Weight	Cannot Be Validated	33.33%  (1 out of 3 Deliverables)	100% Attainment of 2021 Deliverables Based on the Revised Board-Approved ISSP 2019-2021 as submitted to DICT	100% Attainment of 2022 Deliverables <sup>5</sup> (Based on the ISSP 2022-2024 as Submitted to or as Approved by the DICT)
			Sub-total		10%				
		TOTAL		100%					

<sup>4</sup> Deliverables should comply with the minimum requirement provided under the Frequently Asked Questions on Competency Frameworks/Models as uploaded in the GCG Website.

<sup>5</sup> Deliverables refer to systems/applications.