

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)



MANDATE

RA 1169 AN ACT PROVIDING
FOR CHARITY SWEEPSTAKES
HORSE RACES AND LOTTERIES

MISSION

We hold and conduct transparent
and sustainable gaming activities;
we continuously innovate and
improve our products and services.

We provide equal access, timely,
and responsive assistance to
eligible recipients and beneficiaries.

We develop and train our people's
skills and environmental awareness
towards operational resilience.

We establish strong partnerships
with responsible agents and
stakeholders.

VISION

The PCSO is the principal government agency committed to excellence in generating sustainable funds for health programs and charities of national character through responsible gaming towards a prosperous, inclusive and resilient society.

Enhanced Contribution to Social Protection

SOCIAL IMPACT

PROVIDE FUNDS FOR HEALTH PROGRAMS AND CHARITIES OF
NATIONAL CHARACTER

FINANCE

INCREASE AND SUSTAIN
REVENUES

IMPROVE COLLECTION
EFFICIENCY AND BUDGET
UTILIZATION

CUSTOMERS

ENSURE HIGH LEVEL OF
CUSTOMER SATISFACTION

INTERNAL PROCESSES

IMPROVE PROCESS EFFICIENCY

LEARNING AND GROWTH

HIRE, DEVELOP, AND
RETAIN COMPETENT AND
MOTIVATED PERSONNEL

ACQUIRE AND/OR DEVELOP
RELEVANT INFRASTRUCTURES TO
SUPPORT INTERNAL PROCESSES

VALUES

Patriotism | Integrity | Excellence | Spirituality | Compassion

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

Component					Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
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	92.86% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions
SM 2	Support to Medical Services	Number of Patient Transport Vehicles (PTVs) distributed for 2025	5%	(Actual / Target) x Weight	N/A	N/A	N/A	Distribution of 500 Patient Transport Vehicles (PTVs)
	Sub-Total		25%					
SO 2	Increase and Sustain Revenues							
SM 3	Gross Revenue/Sales	Actual Accomplishment	20%	(Actual / Target) x Weight	P57.468 Billion	P61.46 Billion	P65 Billion	P70 Billion

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.

Component					Baseline Data		Target		
Objective/Measure			Formula	Weight	Rating System	2022	2023	2024	2025
SO 3	Improve Collection Efficiency and Budget Utilization								
SM 4a	Collection Rate (Lotto)	Efficiency	Actual Lotto Collections / Amount Due to PCSO ²	7.5%	(Actual / Target) x Weight ³	99.56%	99.62%	100%	100%
SM 4b	Collection Rate (STL)	Efficiency	Actual STL Collections / Amount Due to PCSO ⁴	7.5%	(Actual / Target) x Weight ⁵		99.92%	100%	100%
SM 5	Disbursements Utilization Rate	Budget	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	99%	95.36%	90%	90%
	Sub-Total			40%					

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.

Component				Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
SO 4	Ensure High Level of Customer Satisfaction							
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%	98.50% ⁷	99.17%	90%	90%
	Sub-Total		5%					
SO 5	Improve Process Efficiency							
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	99.36%	99.58%	100%	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	91.11%	97.16%	100%	100%

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.

Component				Baseline Data			Target
Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025
SM 9 ISO 9001:2015 Certification	Actual Accomplishment	2.5%	All or Nothing	Maintained ISO 9001:2015 Certification for the Covered Processes in 2021	Maintained ISO 9001:2015 Certification for all processes Covered in 2022	Maintain ISO 9001:2015 Certification for all processes Covered in 2023	Maintain ISO 9001:2015 Certification for all processes Covered in 2024
			All or Nothing		Audit Scope Expanded for Benguet and Quezon Branches	Expansion of Audit Scope for Processing of Prize Claims in two (2) Branch A (Visayas and Mindanao)	
SM 10 Obtain Level III World Lottery Association (WLA) Certification	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	Attainment of WLA Level III Certification
Sub-Total		17.5%					

Component				Baseline Data			Target	
Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
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	No Board-Approved Competency Framework	Board-approved Competency Framework	Establish Competency Baseline of the Organization	Increase from 2024 Actual Competency
SM 12	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Public Service Continuity Plan (PSCP)
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%	100% Attainment of 2023 Deliverables (4 out 4 deliverables)	100% Attainment of 2024 Deliverables (Based on the ISSP 2022-2024 as submitted to or as approved by the DICT	100% Attainment of 2025 Deliverables ¹⁰ (Based on the ISSP 2025-2027 as submitted to or as approved by the DICT)
Sub-Total			12.5%					
TOTAL			100%					

¹⁰ Deliverables refer to systems/applications.

Component				Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025
BONUS STRATEGIC MEASURES:							
GAD Budget Utilization		1%	All or Nothing		N/A		5% of the Total Budget
ISO Certification on any of the following standards: i. Environmental Management System ii. Business Continuity Management Systems		1%	All or Nothing		N/A		ISO 14001:2015 Certification or ISO 22301:2019 Certification

For GCG:

ATTY. BRIAN KEITH F. HOSAKA
Commissioner

For PCSO:

HON. MELQUIADES/A. ROBLES
General Manager