

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)
Revalidation Result of the 2022 Performance Scorecard

Component						PCSO Submission ¹		GCG Validation		Supporting Documents	GCG Remarks													
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating																
FINANCE	SO 1 Sustained Revenues																							
	SM 1	Gross Revenues / Sales	Actual Accomplishment	25%	(Actual / Target) x Weight	P46.1 Billion	P57,467,795,449.95	25%	P57.468 Billion	25%	2022 Commission on Audit (COA) Annual Audit Report Consolidated Revenue Report per Department Annual Sales Remittance Report per Department Branch Operations Sector (BOS) Sales Report per sampled Authorized Agent	Below is the breakdown of PCSO's accomplishment after considering the findings of the Commission on Audit (COA). <table><tr><th>Game</th><th>Amount (in billion P)</th></tr><tr><td>Lotto</td><td>27.92</td></tr><tr><td>Keno</td><td>.05</td></tr><tr><td>STL</td><td>28.43</td></tr><tr><td>NISP</td><td>1.11</td></tr><tr><td>Total</td><td>57.51</td></tr></table>	Game	Amount (in billion P)	Lotto	27.92	Keno	.05	STL	28.43	NISP	1.11	Total	57.51
	Game	Amount (in billion P)																						
Lotto	27.92																							
Keno	.05																							
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NISP	1.11																							
Total	57.51																							
SO 2 Improve Collection Efficiency and Budget Utilization																								
SM 2	Collection Efficiency Rate	Actual Collection / Amount Due to PCSO	15%	All or Nothing	At least 98% (With No Monthly Collection Below 98%)	Lotto: 99.74% STL: 99.77%	14.96%	99.56%	15%	Collection Efficiency Rate (CER) Summary Report Sales and Remittance Report for Lotto/Keno and Small-Town Lottery Daily Sales Report Subsidiary Ledgers	The validated CER was computed based on total amount due to PCSO amounting to P35,592,824,515 and total amount collected equal to P35,437,478,386. The Governance Commission excluded the advance payments in the computation of monthly an annual CER.													

¹ Based on the Accomplishment Report dated 03 August 2023.

Revalidation Result of the 2022 Performance Scorecard (Annex A)

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
									Sales Journal Report Agency Agreement and Board Resolution for the selected samples Copies of Deposit Slips, ONCOLL, EPP Reports and Official Receipts	
SM 3	Disbursements Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	115.27%	5%	99%	5%	2022 DBM-Approved Corporate Operating Budget 2022 COA Annual Audit Report Statement of Comprehensive Income Statement of Appropriation, Allocation, Obligation, Disbursement and Balances as submitted to the ICERS The validated BUR was computed based on the budget of ₱43,420,456,412 and total disbursements of ₱42,985,089,399, both net of PS and mandatory contributions. The Governance Commission excluded the Payment to Mandatory Contributions in the computation of PCSO's BUR as it is dependent on the actual income/sales generated and a separate measure (SM 5) already captures the corporation's performance for the said item. The GCG excluded disbursements totaling to ₱25.115 Million which was obligated and charged against the 2021 COB but was paid in 2022.
	Sub-total		45%			44.96%		45%		

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating				
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	2.5%	(Actual / Target) x Weight If Below 80% = 0%	90%	1. Customer satisfaction survey conducted. 2. Procurement for third party data analysis of CSS ongoing On 30 March 2023, CSS Analysis Report and other supporting documents were submitted to the GCG	7.5%	98.52%	2.5%	Customer Satisfaction Survey Final Report Fieldwork Progress Report Backchecking Report Pre-Test Report Spot-checking Reports Sample Accomplished Survey Forms	The survey was conducted from January to September 2022 using intercept interviews. PCSO failed to use a systematic random sampling for the conduct of the CSS for prize claimants, which is not in compliance with the GCG Enhanced Standard Methodology for the Conduct of the CSS.
	4b	Prize Claimants		2.5%		90%			Result not acceptable	0%		
	4c	Lotto Outlet Owners/ Operators		2.5%		90%			98.48%	2.5%		
	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 ²	25%	(Actual / Target) x Weight	100% Payment of Mandatory Contributions (Current)	100% Payment of Mandatory Contributions amounting to ₱3,414,768,189.73 (12/12 agencies)	25%	100% Payment of Mandatory Contributions	25%	Report of Disbursed Checks for Mandatory Contributions Disbursement Vouchers Checks and Official Receipts Schedule of Sales Summary Board Resolutions Revenue Allocation Computation	<u>PCSO's request for reconsideration is APPROVED.</u> PCSO was able to pay 100% of the mandatory contributions due for 2022 for <u>14 out of 14</u> recipient agencies. The details are presented in Appendix 1.

² 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.

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Component						PCSO Submission ¹		GCG Validation		Supporting Documents	GCG Remarks	
Objective/Measure		Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
										2022 COA Annual Audit Report 2021 COA Annual Audit Report Quarterly Financial Statements		
		Sub-total		32.5%			32.5%		30%			
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 ³ / Total Number of Applications	5%	(Actual / Target) x Weight	100%	CAD (NCR): 99.03% BOS (Branches): 100% Average: 99.52%	4.98%	99.36%	4.97%	PCSO's Citizen's Charter Turnaround Time (TAT) Monitoring Reports per Branch and per Department Application and Approval documents of Sampled Accounts	PCSO was able to process 252,937 transactions within the prescribed TAT out of 254,567 total transactions. MAP applications shall be processed within the day based on PCSO's Citizen's Charter.
	SM 7	Percentage of Guarantee Letters Processed Within Prescribed Period (MAP)	Number of Guarantee Letters Utilized Issued with Checks Processed Within Prescribed Period ⁴ / Total Number of GLs Utilized	5%	(Actual / Target) x Weight	100%	CAD (NCR): 99.86% BOS (Branches): 95.95% Average: 97.91%	4.9%	91.11%	4.56%	PCSO's Citizen's Charter TAT Monitoring Reports per Branch and per Department Application and Approval documents of Sampled Accounts	PCSO was able to process 190,447 transactions within the prescribed TAT out of 209,027 total transactions. MAP applications shall be processed within 45 days based on PCSO's Citizen's Charter.

³ The start date is the date of the submission of complete documents and the end date is the date when the client is notified of the availability of the guarantee letter. The prescribed period shall be based on the Citizen's Charter of the PCSO as submitted to the Anti-Red Tape Authority (ARTA).

⁴ The start date is the date of the submission of complete documents and the end date is the date when the client is notified of the availability of the check. The prescribed period shall be based on the Citizen's Charter of the PCSO as submitted to the Anti-Red Tape Authority (ARTA).

Revalidation Result of the 2022 Performance Scorecard (Annex A)

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Objective/Measure	Formula	Weight	Rating Scale	Target		Actual	Rating	Actual	Rating		
SM 8	ISO 9001:2015 Aligned QMS Established	Actual Accomplishment	2.5%	All or Nothing	Maintain ISO 9001:2015 Certification for All Processes Covered in 2021	PCSO successfully passed the ISO 9001:2015 Surveillance Audit conducted last December 5 and 6, 2022 with zero (0) major and minor conformities; TUV Rheinland recommended the award of new certificates for the ff. Management of Gaming Operations (Online Lottery Draw and Prize Claims), Charity Program, Fund Payments (Charity and operating) including support processes.	2.5%	Maintained ISO 9001:2015 Certification for All Processes Covered in 2021	2.5%	ISO 9001:2015 Certification for various PCSO Sites Surveillance Audit Report	The surveillance audit was conducted on 05 to 06 December 2022.
	Sub-total		12.50%				12.38%		12.03%		

Revalidation Result of the 2022 Performance Scorecard (Annex A)

Component						PCSO Submission ¹		GCG Validation		Supporting Documents	GCG Remarks	
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating				
LEARNING, GROWTH & RESOURCE MANAGEMENT	SO 6	Hire, Develop, and Maintain Competent and Motivated Personnel										
	SM 9	Competency Framework of the Organization	Actual Accomplishment	5%	All or Nothing	Board-approved Competency Framework ⁵ 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	Memorandum of Agreement (MOA) with Civil Service Institute for the conduct of training for the preparation of the Competency Framework is for execution	0%	No Board-approved Competency Framework	0%	Board Resolution Memorandum of Agreement Communication letters and e-mails Internal Memoranda Contract Reviews BAC Resolution No. 211 Series of 2022	The GCG notes PCSO's explanation that scheduling conflicts and the transition to the new administration and management affected the finalization and signing of the MOA with the third-party. It should be highlighted, however, that the Governance Commission does not require a third-party in the development of a corporation's competency framework.
	SO 7	Acquire and/or Develop Advanced Technology to Support Internal Process										
	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	100% Attainment of 2022 Deliverables ⁶ (Based on the ISSP 2022-2024 as submitted to or as Approved by the DICT)	100% Attainment of 2022 Deliverables (4 out of 4 deliverables)	5%	100% attainment of 2022 Deliverables	5%	Secretary's Certificate No. 008 Series of 2023 approving the revised ISSP Certificate of User Acceptance Tests Sample of System Generated Reports	PCSO' accomplishment refers to: 1. Charity Services Information System (Medical Assistance Program System and Malasakit Center System) 2. Computerized Accounting System

⁵ Deliverables should comply with the minimum requirement provided under the Frequently Asked Questions on Competency Frameworks/Models as uploaded in the GCG Website.⁶ Deliverables refer to systems/applications.

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
									<p>Monthly Summary Reports for October to December 2022</p> <p>CAS Online Help Desk (OHD) Tickets</p> <p>Screenshots of Enhancements made on the CAS</p> <p>Project Plan for the 2nd Semester of 2022 (Leave Administration Module)</p> <p>Memorandum requesting for a meeting with the HRS and HRD (System Demo – Validation)</p>	<p>3. Human Resources System (Leave Administration Module)</p> <p>GCG excluded the cloud services subscription considering that the measure pertains to Information Systems / Applications Deliverables only.</p>
Sub-total		10%				5%		5%		
TOTAL		100%				94.84%		92.03%		



SM 5: Payment of Mandatory Contributions (Current)

PCSO - Reported				GCG Validated																			
No.	Beneficiary / Item	Legal Basis	Particulars	Total Amount Remitted (in absolute P)	Total Amount Due (in absolute P)	Total Amount Remitted (in absolute P)	Remarks																
1	Philippine Health Insurance Corporation (PhilHealth)	Sec. 37(c) of R.A. No. 11223 (Universal Health Care Act)	Forty percent (40%) of the Charity Fund, net of Documentary Stamp Tax Payments, and mandatory contributions as provided for in R.A. No. 1169, as amended.	2,711,906,184.55	1,259,031,029.40	2,711,906,184.55	<p>Acceptable.</p> <p>Total remittance made in 2022 is as follows:</p> <table><tr><th>Year</th><th>Amount</th></tr><tr><td>2019</td><td>271,288,364.25</td></tr><tr><td>2020</td><td>545,782,959.75</td></tr><tr><td>2021</td><td>924,574,473.23</td></tr><tr><td>2022 – 1st Q</td><td>415,815,695.98</td></tr><tr><td>2022 – 2nd Q</td><td>422,166,775.00</td></tr><tr><td>2022 – 3rd Q</td><td>132,277,916.34</td></tr><tr><td>TOTAL</td><td>2,711,906,184.55</td></tr></table> <p><i>The Governance Commission notes that although the UHC Act was approved on 20 February 2019, the joint circular on the Guidelines on the Operationalization of the Allocations/Appropriations for Republic Act No. 11223 Otherwise Known as the Universal Health Care Act was only signed on 30 May 2022. Hence, PCSO was only able to remit its share for period 2019-2022 in 2022 resulting to an over-remittance.</i></p>	Year	Amount	2019	271,288,364.25	2020	545,782,959.75	2021	924,574,473.23	2022 – 1 st Q	415,815,695.98	2022 – 2 nd Q	422,166,775.00	2022 – 3 rd Q	132,277,916.34	TOTAL	2,711,906,184.55
		Year	Amount																				
2019	271,288,364.25																						
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TOTAL	2,711,906,184.55																						
Sec. 41(j) of R.A. No. 11223 (Universal Health Care Act)	For the first two (2) years from the effectivity of the UHC Act, PCSO shall transfer at least 50% of the 40% of Charity Fund per year to enable PCSO to conclude and liquidate its Individual Medical Assistance Program At-Source-Ang-Processing (IMAP-ASAP) obligations.																						
2	Commission on Higher Education (CHED)	Section 10 of R.A. No. 7722	One percent (1) of Lotto gross sales	266,457,014.90	266,675,982.60	266,457,014.90	<p>Acceptable.</p> <p>The ₱218,967.70 variance represents PY Adjustments/Over remittance of PCSO, breakdown as follows:</p> <p>January - ₱138,992.30 February - ₱196.60 March - ₱ (40.010) April - ₱ (137,489.30) November - ₱217,308.20</p>																

No.	Beneficiary / Item	Legal Basis	PCSO - Reported		GCG Validated		
			Particulars	Total Amount Remitted (in absolute P)	Total Amount Due (in absolute P)	Total Amount Remitted (in absolute P)	Remarks
3	Dangerous Drugs Board (DDB)	Section 87 of R.A. No. 9165	Ten percent (10%) share of all unclaimed and forfeited sweepstakes and lotto prizes but not less than ₱12 Million per year	39,332,279.10	39,332,279.17	39,332,279.10	Acceptable.
4	Philippine Sports Commission (PSC) – Sports Development Program	R.A. No. 6847	Six (6) Draws per annum based on lotto 6 Digit Game <i>Draw date/s per Board Resolution (BR) No. 0015.</i>	529,309.47	529,309.47	529,309.47	Acceptable.
5	Share of Local Government Units	E.O. No. 357 E.O. No. 357-A	A proportionate grant from the 30% lotto charity fund in favor of LGUs where lotto tickets were sold.	164,437,124.31	164,437,124.31	164,437,124.31	Acceptable.
6	Girl Scouts of the Philippines (GSP)	R.A. No. 620	One (1) draw per annum <i>Draw date/s per Board Resolution (BR) No. 0015.</i>	92,968.34	92,968.34	92,968.34	Acceptable.
7	Boy Scouts of the Philippines (BSP)	C.A. No. 595	One (1) draw per annum <i>Draw date/s per Board Resolution (BR) No. 0015.</i>	85,354.14	85,354.14	85,354.14	Acceptable.
8	National Council on Disability Affairs (NCDA)	R.A. No. 4564	One (1) draw per annum	85,485.22	85,485.22	85,485.22	Acceptable.

No.	Beneficiary / Item	Legal Basis	PCSO - Reported		GCG Validated		
			Particulars	Total Amount Remitted (in absolute P)	Total Amount Due (in absolute P)	Total Amount Remitted (in absolute P)	Remarks
			<i>Draw date/s per Board Resolution (BR) No. 0015</i>				
9	Philippine Red Cross (PRC)	R.A. No. 3867	One (1) draw per annum based on lotto 6 Digit game <i>Draw date/s per Board Resolution (BR) No. 0015</i>	78,677.83	78,677.83	78,677.83	Acceptable.
10		R.A. No. 10072	One (1) draw per annum based on lotto 6 Digit game <i>Draw date/s per Board Resolution (BR) No. 0015</i>	84,643.81	84,643.81	84,643.81	Acceptable.
11	Quezon Institute	R.A. No. 4703	One (1) draw per annum based on lotto 6 Digit game <i>Draw date/s per Board Resolution (BR) No. 0015</i>	88,650.99	88,650.99	88,650.99	Acceptable.
12	Nutrition Foundation of the Philippines (NFP)	R.A. No. 4621	One (1) draw per annum based on lotto 6 Digit game <i>Draw date/s per Board Resolution (BR) No. 0015</i>	93,941.69	93,941.69	93,941.69	Acceptable.
13	Bureau of Treasury	R.A. No. 7656	Dividends due for the year	1,568,102,891.25	1,568,102,891.25	1,568,102,891.25	Acceptable.
14	Cooperative Development Authority (CDA)	R.A. No. 11364	As approved by BR No. 0151, s 2021	709,050.43	709,050.43	709,050.43	Acceptable.
TOTAL				4,752,083,576.03	<u>3,299,427,388.65</u>	4,752,083,576.03	