



# **PHILIPPINE CHARITY SWEEPSTAKES OFFICE**

**YEAR-END REPORT CY 2023**



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# I. MESSAGE FROM THE GENERAL MANAGER



The Philippine Charity Sweepstakes Office (PCSO) experienced a year of significant accomplishment as it ends CY 2023 with a remarkable increase in sales from our gaming products. PCSO generated an impressive revenue of Php 61.4 Billion from our various games, namely; Lotto, Digit Games, Small Town Lottery, and the National Instant Sweepstakes Program (NISP). This success has allowed PCSO to assist more than 291,000 individuals and 467 institutions across the Philippines. We attribute our achievements to our transparent gaming operations, proactive management, and strong corporate governance.

Over the past year, PCSO has consistently fulfilled its obligations on mandatory contributions, dividends, and taxes, demonstrating our unwavering commitment to the Philippine Government.

PCSO has successfully implemented several projects, including the seamless migration to the advanced and state-of-the-art Philippine Lottery System (PLS). This upgrade has significantly enhanced efficiency by centralizing sales reports, enabling real-time identification of lotto winners, and improving access to ticket validation. In addition, the maintenance of ISO 9001:2015 certification by PCSO proves the Agency's commitment to upholding global standards of quality assurance, leading to enhanced business efficiency, productivity, and customer satisfaction. By the end of the year, PCSO also introduced the E-Lotto test-run which serves as an online betting platform for our Lotto games, tapping into the expansive web market and capturing the interest of a diverse range of players drawn to digital experiences that offer both excitement and potential for significant rewards.

As evident in this report, PCSO has received recognition from various government agencies, highlighting its commitment to being an outstanding charity arm of the government. The Agency's recognition by the Governance Commission for GOCCs (GCG) on November 20, 2023 as one of the most improved GOCCs, highlights the remarkable accomplishments, outstanding disclosure practices, and high-performance rating of 92.03% achieved by the PCSO in its 2022 Performance Scoreboard. It is a testament to the Agency's dedication and commitment to excellence. In addition, PCSO has been recognized by the Presidential Communications Office (PCO) for its transparency and as one of the most sought-after and top-performing government agencies on the electronic FOI (eFOI) portal.

I would like to express my gratitude to our gaming patrons, charity beneficiaries, and valuable partners who have placed their trust in PCSO, as well as our dedicated employees who have played a crucial role in the Agency's day-to-day operations. The remarkable achievements we have made in CY 2023 are a testament to the unwavering trust and loyalty of the people. We want to assure you that in the years ahead, PCSO remains committed to upholding its core principles of transparency, integrity, and responsibility, ensuring the continued trust and confidence of the Filipino people.

PCSO, Hindi Umuurong sa Pagtulong!



# II. PCSO BOARD OF DIRECTORS



**Junie E. Cua**  
Chairperson



**Melquiades A. Robles**  
General Manager



**Jennifer E. Liongson-Guevara**  
Board Member



**Judge Felix P. Reyes (Ret.)**  
Board Member



**Janet De Leon Mercado**  
Board Member



# III. ABOUT PCSO

The Philippine Charity Sweepstakes Office (PCSO) is the principal government agency mandated to raise revenues through the conduct of lottery games in the Philippines and to provide funds for health programs, medical assistance and services, and charities of national character.

## Vision

By 2028, PCSO shall be an excellent government agency generating sustainable funds for charitable programs through responsible gaming.

## Mission

- We hold and conduct transparent sweepstakes races, lotteries, and other similar activities.
- We provide responsive assistance to eligible recipients and beneficiaries.
- We continuously develop our people, innovate and improve our products and services.
- We establish strong partnerships with responsible agents and stakeholders.

## Core Values

Patriotism | Integrity | Excellence | Spirituality | Compassion

## Revenue Allocation

Republic Act No. 1169 or the PCSO Charter, specifically Section 6, provides that the net receipts (gross receipts less 2% printing cost), as shown in Figure 1, is divided among three distinct funds: The Prize Fund at 55%, the Charity Fund at 30%, and the Operating Fund at 15% (Figure 2).

The **Prize Fund**, which accounts for 55% of the net receipts, is used to pay prizes to holders and sellers of winning tickets. Unclaimed prizes or balances in the Prize Fund revert to and become part of the Charity Fund after one (1) year.

The **Charity Fund**, which is 30% of the net receipts, is used exclusively to finance and support health programs, medical assistance, and services, and/or charities of national character.



# III. ABOUT PCSO

The **Operating Fund** consists of 15% of net receipts and is used to support the PCSO's day-to-day operating/maintenance and capital expenditures. Unutilized Operating Fund at the end of the fiscal year also becomes part of the Charity Fund.

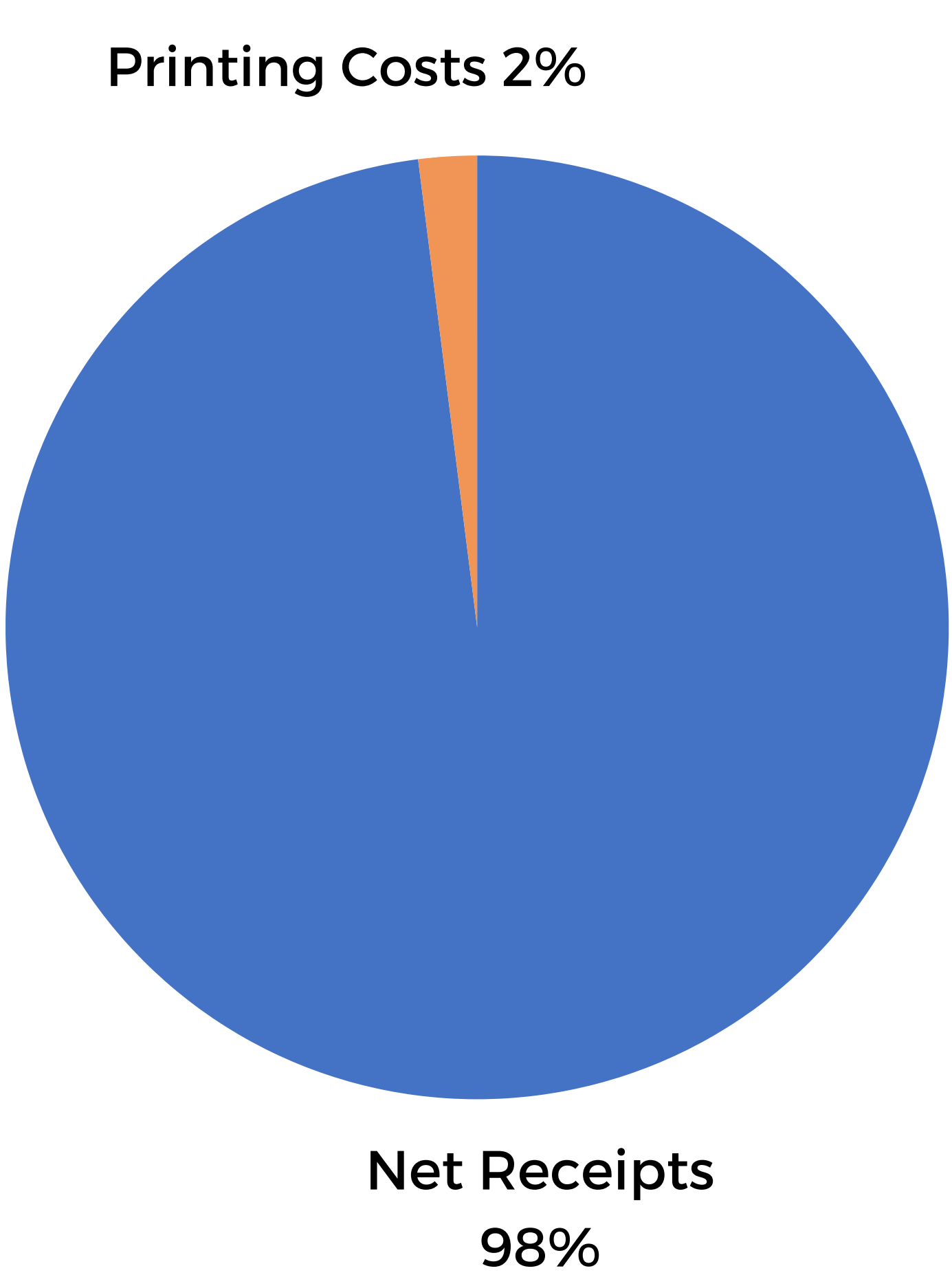


Figure 1. PCSO Gross Receipts

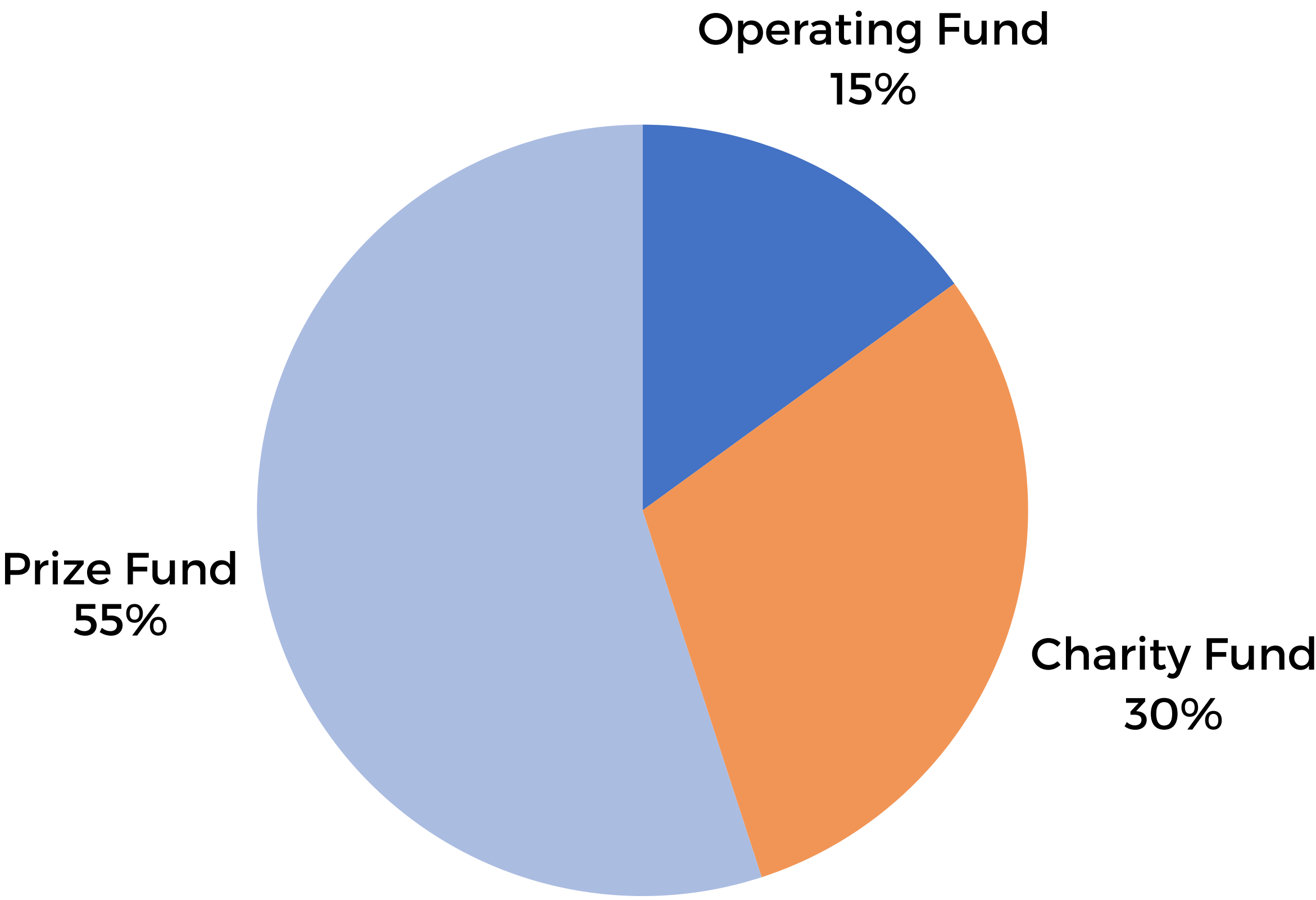


Figure 2. Allocation of the Net Receipts to the Three (3) PCSO Funds



# IV. OPERATIONAL ACCOMPLISHMENTS



## A. Fund Generation Activities

The Philippine Charity Sweepstakes Office (PCSO) demonstrated exceptional performance in CY 2023 by generating a total of P61,456,027,455.88 from its gaming products, including Lotto, Digit Games, Small Town Lottery, and Instant Sweepstakes.

During the period from January to December 2023, the PCSO exceeded its annual sales target of P53.23 billion for CY 2023 by 15% (Figure 3).

**Actual Sales versus Year-end Target for CY 2023**

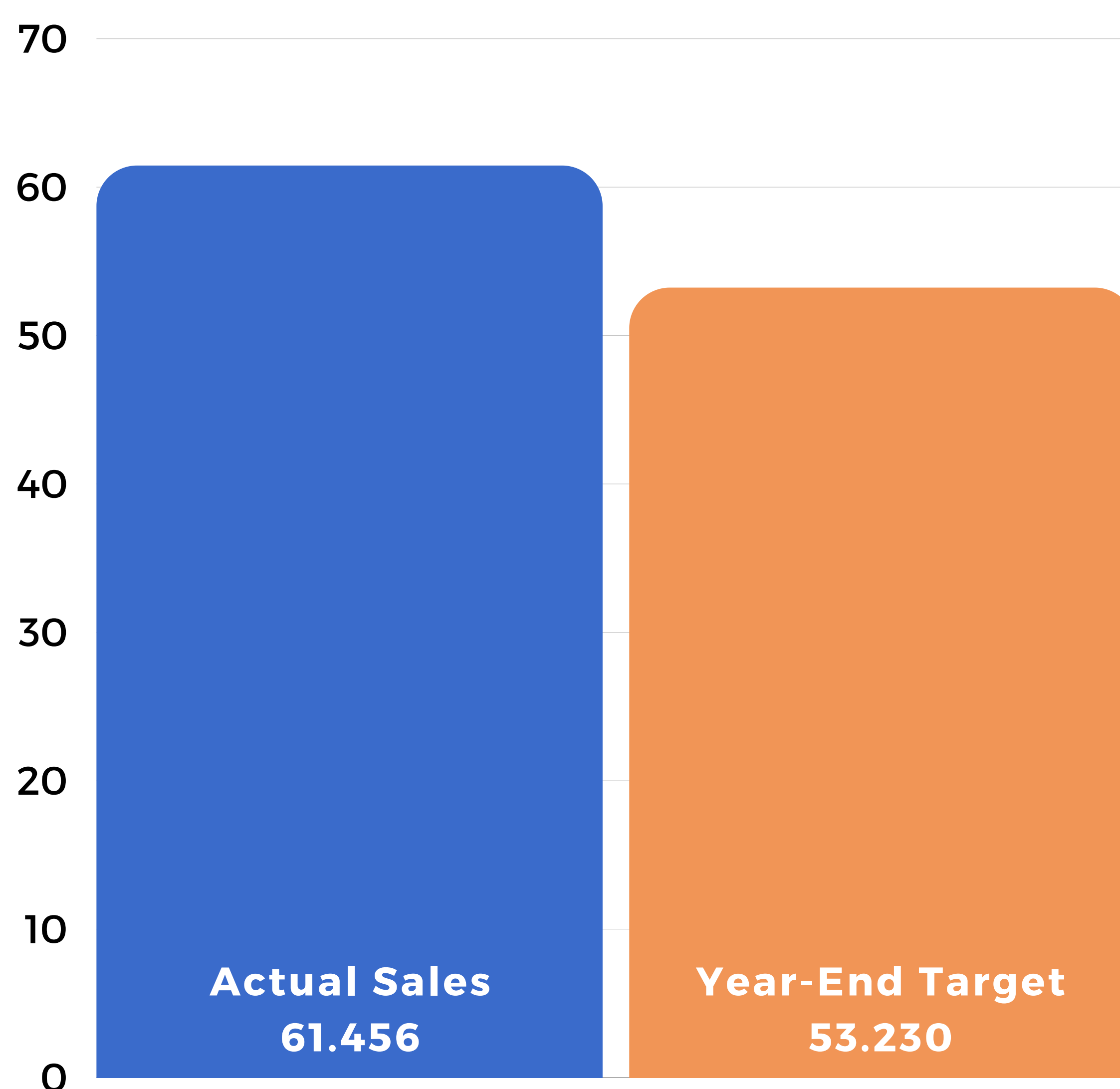


Figure 3. Actual Sales versus Year-end Target for CY 2023



# IV. OPERATIONAL ACCOMPLISHMENTS

## 1.Sales Comparison between CY 2023 vs. CY 2022

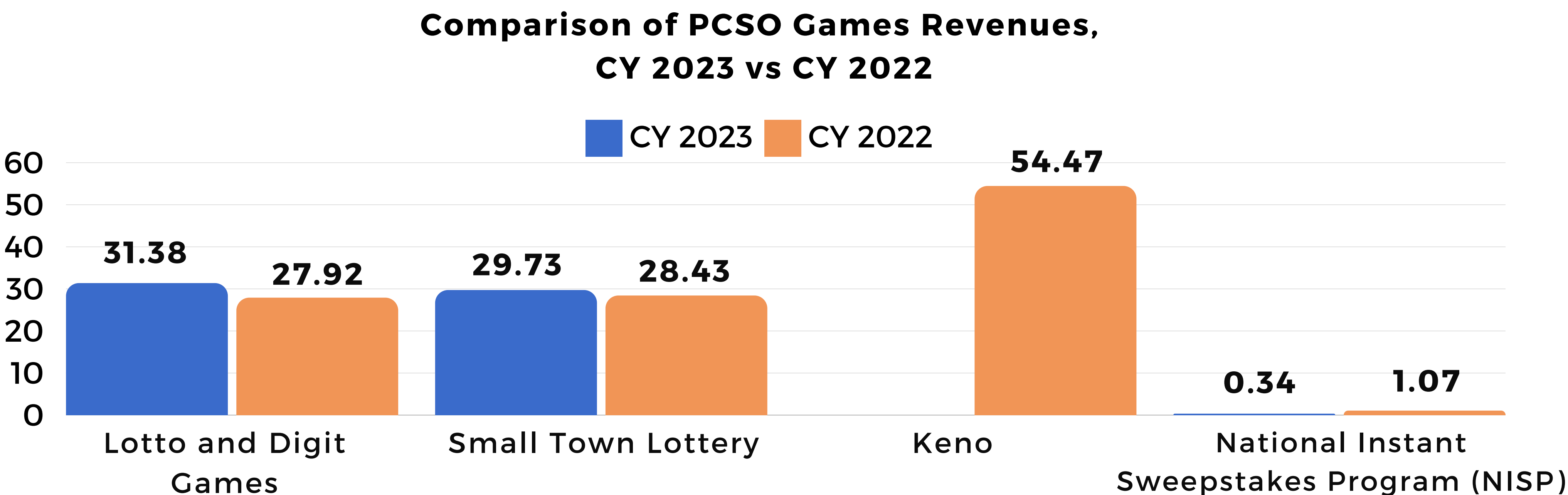
The sales for CY 2023 have increased by 7% compared to CY 2022, as shown in Table 1. This growth has been achieved despite the discontinuation of Keno from the Philippine Charity Sweepstakes Office's (PCSO) selection of games starting April 2022.

**Table 1. Comparison of PCSO Retail Receipts between CYs 2023 and 2022**

PCSO Games	Retail Receipts		% Variance
	CY2023	CY2022	
Lotto and Digit	31,377,413,790.00	27,916,438,190.00	12%
Small Town Lottery	29,734,364,169.24	28,428,040,573.00	5%
Keno*	-	54,466,787.90	-
National Instant Sweepstakes Program (NISP)	344,249,496.64	1,068,849,899.05	-68%
<b>TOTAL</b>	<b>61,456,027,455.88</b>	<b>57,467,795,449.95</b>	<b>7%</b>

\*Keno was removed from the roster of official PCSO games starting April 2022

Figure 4 further illustrates the comparison of retail receipts per PCSO game for CYs 2023 and 2022. Based on the graph, the gross retail receipts from Lotto, Digit Games, and Small Town Lottery in CY 2023 are higher than the gross retail receipts of the same games in CY 2022, except for Instant Sweepstakes and Keno.



**Figure 4. Comparison of PCSO Games Gross Retail Receipts, CY 2023 vs CY 2022**



# IV. OPERATIONAL ACCOMPLISHMENTS

## 2. Sales Breakdown of PCSO Games

In 2023, Lotto and Digit games emerged as the top revenue generators. The gross retail receipts of P31,377,413,790.00 for Lotto and Digit games for CY 2023 are broken down as P18,962,788,400.00 for Lotto games and P12,414,625,390.00 for Digit games.

Figure 5 below details the performances of the Lotto games, with the Ultra Lotto 6/58 generating the highest revenue at P4,621,165,920.00 out of the total of P18,962,788,400.00.

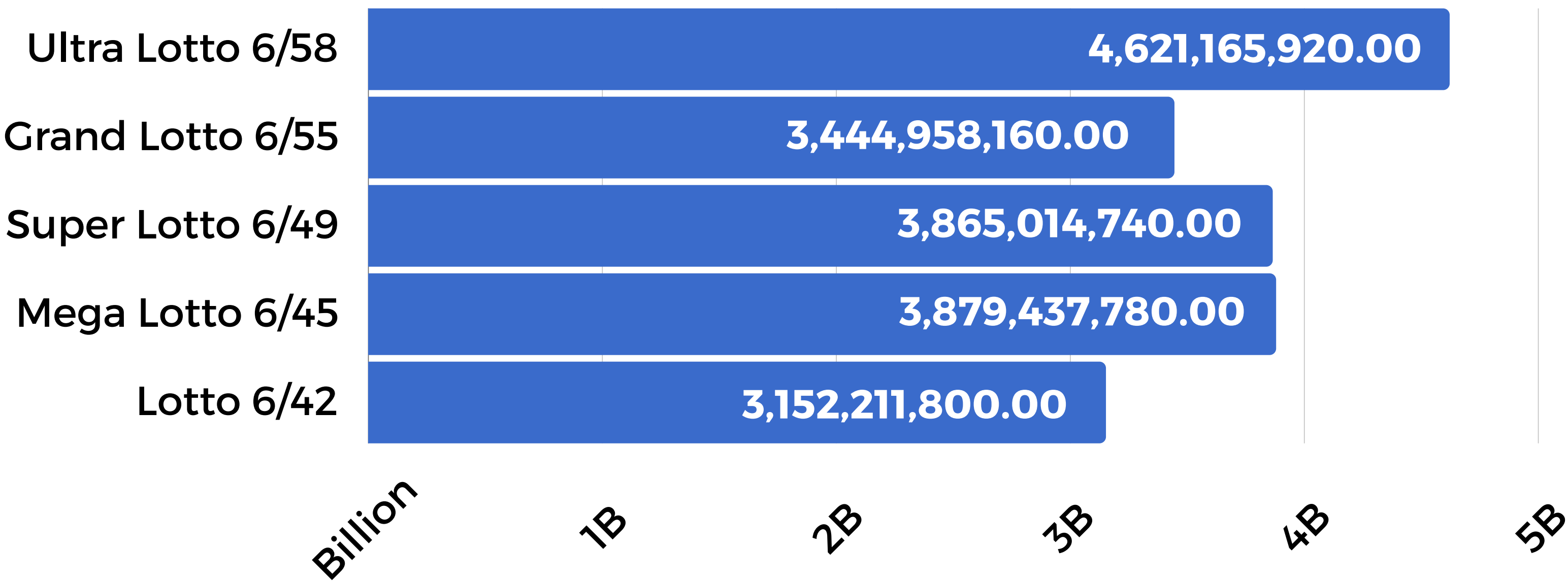


Figure 5. Lotto Games Retail Receipts for CY 2023

For the Digit Games which generated a total of P12,414,625,390.00 for CY 2023, the 2D Lotto is the highest sales contributor with P6,458,399,300.00 revenues (Figure 6).

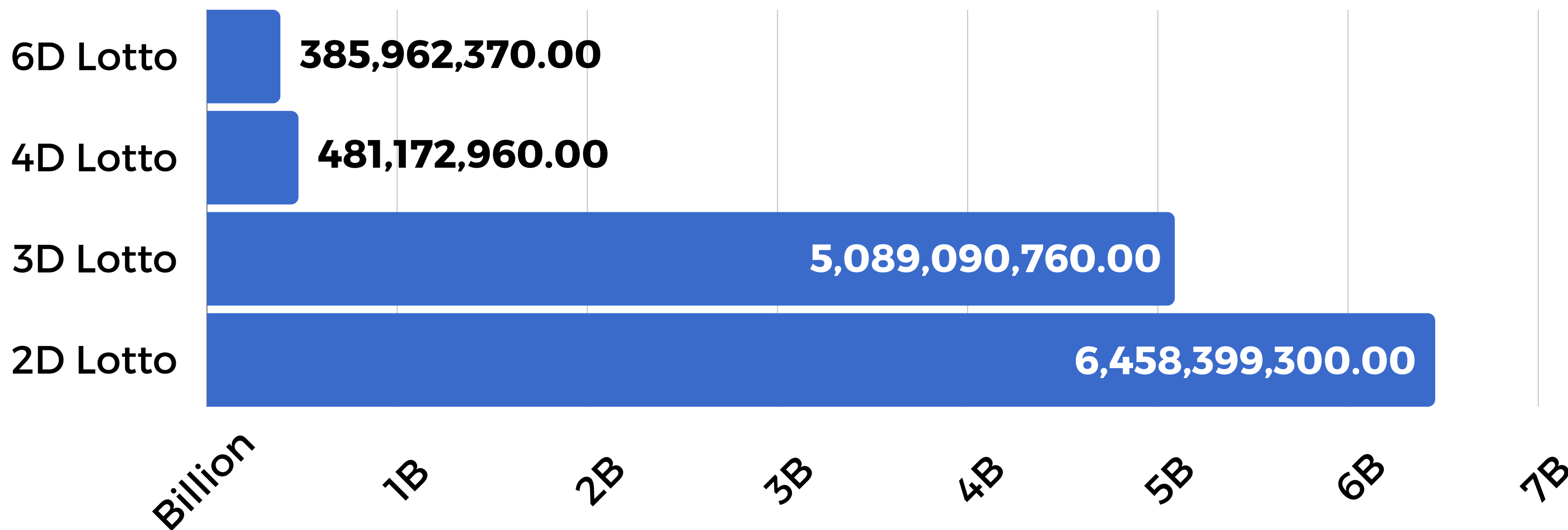
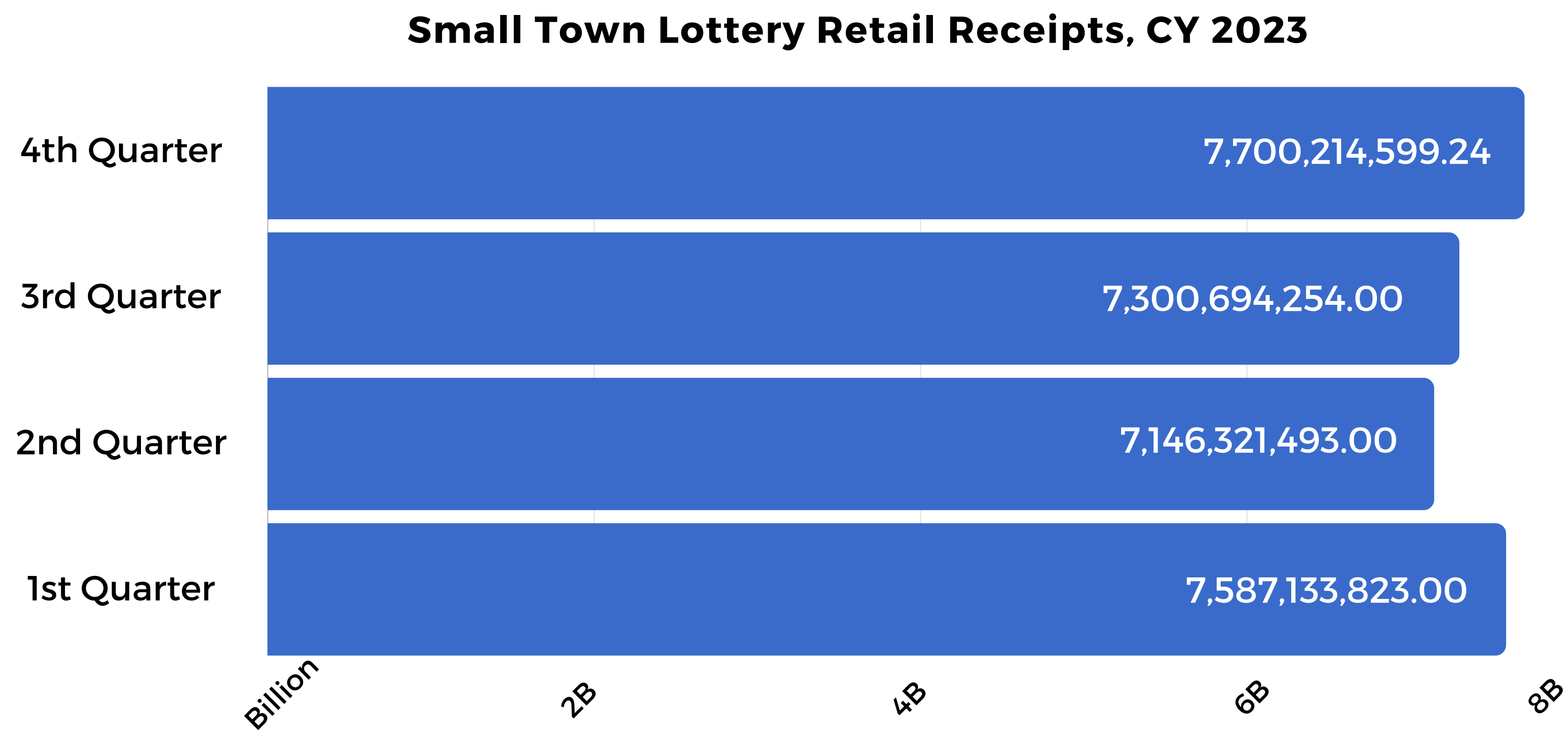


Figure 6. Digit Games Retail Receipts for CY 2023



# IV. OPERATIONAL ACCOMPLISHMENTS

The Small Town Lottery (STL) ranked as the second highest revenue generator, following Lotto and Digit Games, with gross retail receipts amounting to P29,734,364,169.24. The accompanying graph illustrates the STL's quarterly gross retail receipts for the calendar year 2023.



**Figure 7.** Small Town Lottery (STL) Retail Receipts for CY 2023

Furthermore, the Instant Sweepstakes produced revenues totaling P344,249,496.64 from January to December 2023.

**3. Percent Contribution of PCSO Games to the Total Revenue**

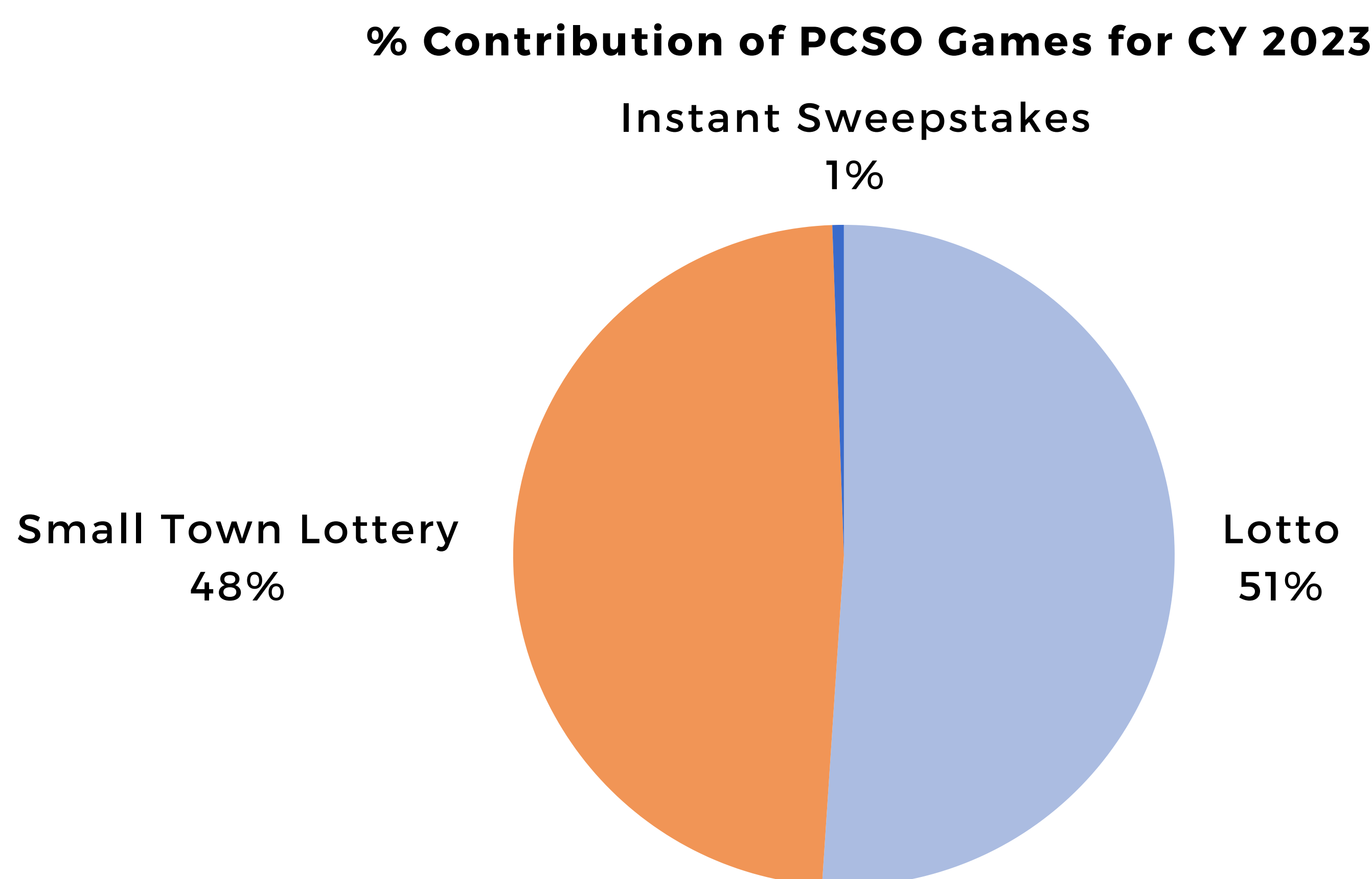
An analysis of the sales data shows that Lotto, along with Digit games, accounted for 51% of total gross retail receipts, followed closely by the Small Town Lottery, which contributed 48%.

**Table 2.** Percent Contributions of PCSO Games to the Total Gross Retail Receipts for CY 2023

PCSO Games	Retail Receipts for CY 2023	% Contribution
Lotto and Digit Games	31,377,413,790.00	51%
Small Town Lottery	29,734,364,169.24	48%
National Instant Sweepstakes Program (NISP)	344,249,496.64	1%
TOTAL	P61,456,027,455.88	100.00%



# IV. OPERATIONAL ACCOMPLISHMENTS



**Figure 8.**Percentage contribution of PCSO Games for CY 2023

**B. Changed Lives: Jackpot Winners for 2023**

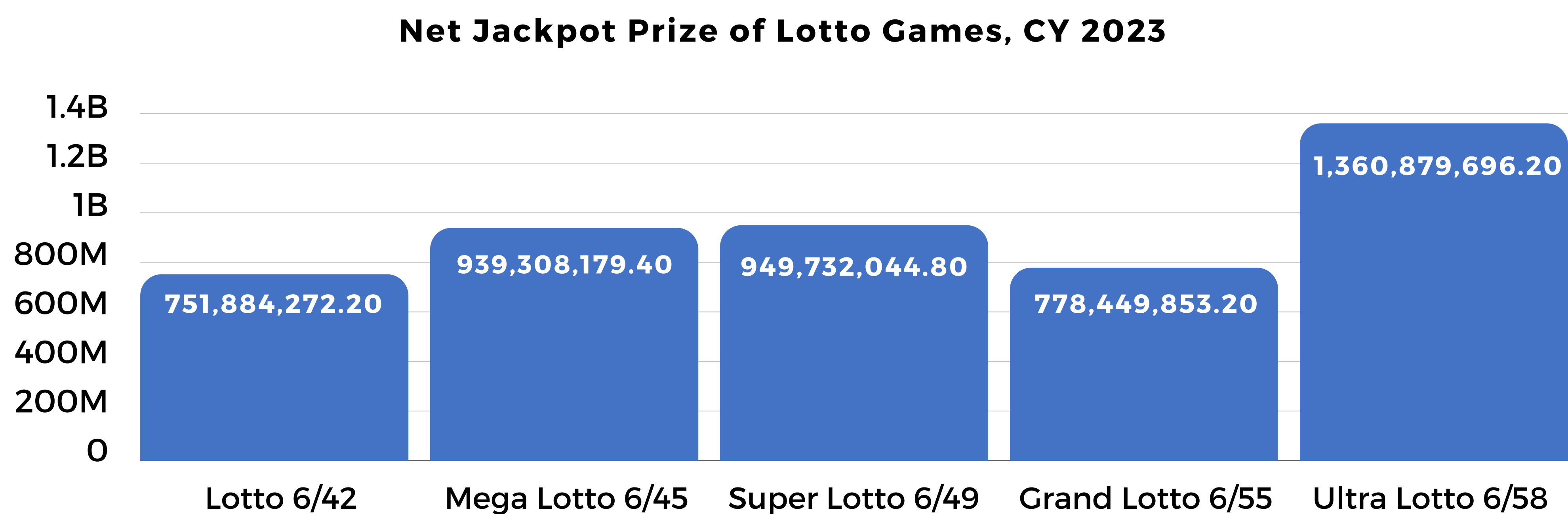
In 2023, a total of 90 lucky individuals won the jackpot prizes of the various Lotto games which has a total of P4,780,254,045.80. Table 3 shows the accumulated jackpot prizes per game and the accumulated number of winners for each lotto game.

**Table 3.** Number of Lotto Jackpot Winners and Total Winnings for CY 2023

Lotto Game	Net Jackpot Prize (less 1% commission)	No. of Jackpot Winners
Lotto 6/42	751,884,272.20	26
Mega Lotto 6/45	939,308,179.40	23
Super Lotto 6/49	949,732,044.80	18
Grand Lotto 6/55	778,449,853.20	15
Ultra Lotto 6/58	1,360,879,696.20	8
Total	4,780,254,045.80	90



# IV. OPERATIONAL ACCOMPLISHMENTS



**Figure 9. Total Jackpot Prize Winnings for CY 2023**

The Ultra Lotto 6/58 produced the highest accumulated jackpot prize share for the whole year at P1,360,879,696.20, while the lowest accumulated jackpot prize share came from Lotto 6/42 at P751,884,272.20.

### C. Fund Provision

The Philippine Charity Sweepstakes Office (PCSO) is mandated to provide funds for various charity programs, including direct assistance to indigent patients, collaboration with local government units, and partnerships with other government agencies.

#### 1. Charity Assistance Programs

Currently, the PCSO has been offering various institutional programs that assist indigents and financially incapacitated individuals needing financial and medical assistance.

In 2023, there are nine (9) primary programs funded by the Charity Fund, namely, a.) Medical Access Program (MAP), provided through the i.) PCSO offices and ii.) Malasakit Centers; b.) Institutional Partnership Program; c.) Medical Transport Vehicle Donation Program; d.) Medical Equipment Donation Program; e.) Out-patient Services; f.) Medicine Donation Program; g.) Medical and Dental Mission; h.) Employees Consultation and Management; and i.) Ambulance Conduction.

From January to December 2023, the PCSO provided charity assistance and medical services to a total of 291,480 individuals and 467 institutions, amounting to P2,224,283,437.11. Table 4 illustrates the performance of PCSO's charity programs for CYs 2022 and 2023.



# IV. OPERATIONAL ACCOMPLISHMENTS

**Table 4. Comparison of Fund Provision Activities, CY 2023 vs CY 2022**

No.	PCSO Charity Programs	CY 2023		CY 2022	
		No. of Beneficiaries	Amount of Assistance	No. of Beneficiaries	Amount of Assistance
1.1	Medical Access Program (MAP)	237,329	1,527,301,840.64	210,731	1,395,310,206.43
1.2	Medical Access in Malasakit Centers Program (MAM)	31,209	324,547,020.82	44,789	617,271,234.53
3	Medical Access Program for Catastrophic Illnesses	1	600,000.00	0	-
4	Institutional Partnership Program	23	17,700,000.00	62	28,300,000.00
5	Endowment Fund Program	0	-	1	3,000,000.00
6	Medical Transport Vehicle Donation Program (MTVDP)	133	281,829,000.00	376	747,415,000.00
7	Medical Equipment Donation Program	4	63,623,000.00	2	19,580,000.00
8	Calamity Assistance Program*	0	-	20,318	8,584,000.00
9	Medicine Donation Program	283	8,102,250.94	654	11,206,086.80
10	Out-Patient Services	4,535	135,012.85	2,580	190,226.84
11	Medical and Dental Mission	24	325,899.18	8	350,595.16
12	Employees Consultation and Management	18,398	119,412.68	18,051	201,295.80
13	Ambulance Conduction	8	-	0	-
Total		291,480 individuals	2,224,283,437.11	276,151 individuals	2,831,408,645.56
		467 institutions		21,421 families, LGUs, hospitals, & institutions	

\*The funds for the Calamity Assistance Program were transferred to the Corporate Planning Department starting April 2022 for PCSO's Corporate Social Responsibility initiatives.



# IV. OPERATIONAL ACCOMPLISHMENTS

The subsequent sections outline the fund provision activities of the PCSO through its programs and services.

## a. Medical Access Program

The Medical Access Program (MAP) is the flagship program of the PCSO in which patients who need assistance to defray medical expenses incurred from treatment or confinement are assessed and granted a certain amount through the issuance of a Guarantee Letter to help them deal with costly medical expenses.

**Table 5. Summary of MAP assistance for CY 2023**

Nature of Request	No. of Requests		Amount of Assistance		Total	
	F	M	F	M	No. of Requests	Amount of Assistance
Confinement	61,391	63,862	492,330,534	532,195,938	125,253	1,024,526,473
Chemo Drugs	20,455	6,738	195,797,186	73,701,319	27,193	269,498,505
Dialysis (Treatment)	35	50	338,700	471,200	85	809,900
Dialysis (epo)	43,364	54,148	175,196,498	214,902,480	97,512	390,098,978
Radiation Therapy	1,208	363	10,743,269	3,440,049	1,571	14,183,317
Hemophilia Medicines	131	336	327,576	2,109,299	467	2,436,875
Hemophilia Treatment	-	1	-	10,000	1	10,000
Post-Transplant/ Operative Medicines	853	853	9,491,099	9,963,263	1,706	19,454,362
Rheumatoid Arthritis Medicines	153	69	1,626,945	870,622	222	2,497,566
Anti-Lupus Medicines	282	20	2,420,265	163,589	302	2,583,853
Neuro-Psychiatric Medicines	317	375	1,247,316	1,508,350	692	2,755,666
Laboratory/ Diagnostic Procedures	6,208	4,763	47,225,433	36,363,067	10,971	83,588,500
Psoriasis Medicines	150	115	2,205,427	1,616,183	265	3,821,610
Bone Implants	596	1,249	10,958,858	20,975,043	1,845	31,933,902
Idiopathic Thrombocytopenic Purpura (ITP) Medicines	156	113	1,660,238	1,043,113	269	2,703,351



# IV. OPERATIONAL ACCOMPLISHMENTS

Thalassemia Medicines	65	45	540,886	349,817	110	890,703
Orphan Disease Medicines	8	7	61,718	46,797	15	108,515
Immunocompromised Disease (IVIg) Medicines	28	12	244,506	100,905	40	345,411
PCI Device	4	4	24,000	18,374	8	42,374
Pacemaker	4	3	57,000	26,000	7	83,000
Cochlear Implant	-	1	-	50,000	1	50,000
Valves	4	-	26,000	-	4	26,000
<b>TOTAL</b>	<b>135,412</b>	<b>133,127</b>	<b>952,523,453.59</b>	<b>899,925,407.87</b>	<b>268,539</b>	<b>1,852,448,861.46</b>

For CY2023, PCSO assisted 268,539 beneficiaries under the Medical Access Program, with assistance amounting to P1,852,448,861.46 (Table 5).

The following sections show the PCSO MAP assistance per category.

## i. Regular Medical Access Program through PCSO offices

The Regular Medical Access Program (MAP) aids persons with health-related problems in partnership with government and private hospitals, health facilities, medicine retailers, and other partners. Services covered by the program are confinement, erythropoietin (dialysis injection), chemo drugs, specialty medicines, hemodialysis, laboratory (blood chemistry), diagnostic/imaging procedures, and implant/medical devices.

In the period from January to December 2023, PCSO provided P1,527,301,840.64 to 237,329 beneficiaries under the Regular Medical Access Program (MAP). Of these beneficiaries, 117,964 (49.70%) are males and 119,365 (50.30%) are females.

During CY 2023, the most frequently requested assistance was for confinement, with 109,910 requests. This was followed by 94,996 requests for erythropoietin (dialysis injection) and 20,645 requests for chemotherapy drugs. Additional details regarding patient requests are outlined in the table below.



# IV. OPERATIONAL ACCOMPLISHMENTS

**Table 6. Summary of Regular MAP Assistance for CY 2023**

Nature of Request	No. of Requests		Amount of Assistance		Total	
	F	M	F	M	No. of Requests	Amount of Assistance
Confinement	54,578	55,332	422,458,116	439,097,469	109,910	861,555,585
Chemo Drugs	15,668	4,977	143,005,575	50,957,460	20,645	193,963,036
Dialysis (Treatment)	35	48	338,700	461,200	83	799,900
Dialysis (epo)	42,268	52,728	170,799,769	209,476,921	94,996	380,276,689
Radiation Therapy	1,030	303	9,394,284	2,946,049	1,333	12,340,332
Hemophilia Medicines	128	304	277,576	1,645,699	432	1,923,275
Hemophilia Treatment	0	1	0	10,000	1	10,000
Post-Transplant/ Operative Medicines	429	538	4,734,658	6,310,805	967	11,045,463
Rheumatoid Arthritis Medicines	139	63	1,421,763	794,622	202	2,216,385
Anti-Lupus Medicines	273	20	2,299,345	163,589	293	2,462,933
Neuro-Psychiatric Medicines	303	362	1,187,581	1,427,485	665	2,615,067
Laboratory/ Diagnostic Procedures	4,102	2,834	28,183,103	18,581,821	6,936	46,764,924
Psoriasis Medicines	80	59	1,090,814	805,167	139	1,895,980
Bone Implants	141	245	2,651,552	4,036,238	386	6,687,789
Idiopathic Thrombocytopenic Purpura (ITP) Medicines	95	82	750,338	617,213	177	1,367,551
Thalassemia Medicines	59	44	461,186	339,817	103	801,003
Orphan Disease Medicines	8	7	61,718	46,797	15	108,515
Immunocompromised Disease (IVIg) Medicines	25	12	229,506	100,905	37	330,411
PCI Device	1	1	6,000	5,000	2	11,000
Pacemaker	3	3	50,000	26,000	6	76,000
Cochlear Implant	0	1	0	50,000	1	50,000
<b>TOTAL</b>	<b>119,365</b>	<b>117,964</b>	<b>789,401,583.77</b>	<b>737,900,256.87</b>	<b>237,329</b>	<b>1,527,301,840.64</b>



# IV. OPERATIONAL ACCOMPLISHMENTS

## ii. Medical Access in Malasakit Centers (MAM) Program

In 2019, President Rodrigo Roa Duterte signed Republic Act No. 11463 or the Malasakit Center Act which seeks to establish Malasakit Centers in hospitals run by the Department of Health (DOH) nationwide. These centers serve as a one stop-shop for indigent and financially incapacitated individuals seeking financial and medical assistance. These facilities are established to provide Filipinos with convenient, free, accessible, and efficient medical services.

By the end of 2023, the PCSO had successfully established and approved the budget of PCSO Desks in 159 Malasakit Centers nationwide. Additionally, the PCSO provided assistance to 31,209 beneficiaries in Malasakit Centers for CY 2023, amounting to P324,547,020.82 worth of aid.

**Table 7. MAP Assistance in Malasakit Centers for CY 2023**

Nature of Request	No. of Requests		Amount of Assistance		Total	
	F	M	F	M	No. of Requests	Amount of Assistance
Confinement	6,813	8,529	69,872,418	92,498,469	15,342	162,370,887
Chemo Drugs	4,787	1,761	52,791,610	22,743,859	6,548	75,535,469
Dialysis (Epo)	1,096	1,420	4,396,729	5,425,559	2,516	9,822,289
Hemodialysis Treatment	-	2	-	10,000	2	10,000
Radiation Therapy	178	60	1,348,985	494,000	238	1,842,985
Hemophilia Medicines	3	32	50,000	463,600	35	513,600
Post-Transplant/ Operative Medicines	424	315	4,756,441	3,652,458	739	8,408,899
Rheumatoid Arthritis Medicines	14	6	205,182	76,000	20	281,182
Anti-Lupus Medicines	9	-	120,920	-	9	120,920
Neuro-Psychiatric Medicines	14	13	59,735	80,864	27	140,599
Laboratory/Diagnostic Procedures	2,106	1,929	19,042,330	17,781,246	4,035	36,823,576
Psoriasis Medicines	70	56	1,114,613	811,016	126	1,925,629
Bone Implants	455	1,004	8,307,306	16,938,806	1,459	25,246,112
Idiopathic Thrombocytopenic Purpura (ITP) Medicines	61	31	909,900	425,900	92	1,335,800
Thalassemia Medicines	6	1	79,700	10,000	7	89,700



# IV. OPERATIONAL ACCOMPLISHMENTS

PCI Device	3	3	18,000	13,374	6	31,374
Valves	4	-	26,000	-	4	26,000
Pacemaker	1	-	7,000	-	1	7,000
Immunocompromised Disease (IVIg) Medicines	3	-	15,000	-	3	15,000
<b>Total</b>	<b>16,047</b>	<b>15,162</b>	<b>163,121,869.82</b>	<b>161,425,151.00</b>	<b>31,209</b>	<b>324,547,020.82</b>

## iii. Medical Access Program - Catastrophic Illnesses

The PCSO MAP also covers expenses for catastrophic illnesses particularly for kidney/liver transplant and coronary artery bypass graft. For this year, PCSO helped one individual with assistance amounting to P600,000.00.

## b. Institutional Partnership Program

PCSO's Institutional Partnership Program (IPP) assists and supports various welfare agencies and charitable medical facilities nationwide by augmenting their resources to further extend charity services to poor and marginalized sectors in local communities.

From January to December CY 2023, PCSO assisted 23 institutions with a total amount of P17.7 million (Table 8).

**Table 8. List of Recipients under the Institutional Partnership Program for CY 2023**

No.	Partner Agency	Amount of Assistance
1	Social Action Center of Pampanga, Inc.	300,000.00
2	The Ruth Foundation for Palliative and Hospice Care	300,000.00
3	Enhancing, Nurturing, Disciplining, Empowering, Restoring Daycare Inc.	300,000.00
4	Specs Foundation Inc.	300,000.00
5	Noordhoff Craniofacial Foundation Philippines, Inc.	300,000.00
6	Childhope Philippines Foundation, Inc	300,000.00
7	Willing Hearts Orphanage, Inc.	300,000.00
8	People's Recovery, Empowerment and Development Assistance (PREDA) Inc.	300,000.00



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9	St. Joseph Home for Special Children, Inc.	300,000.00
10	Buklod-Unlad ng Batangas, Inc.	500,000.00
11	Bahay Tuluyan Foundation, Inc.	300,000.00
12	Haven for the Elderly	300,000.00
13	Bahay Kanlungan (A Haven for Women and Children)	300,000.00
14	Parenting Foundation of the Philippines, Inc.	300,000.00
15	A Home for the Angels Crisis Home for Abandoned Babies Foundation, Inc.	1,000,000.00
16	Tahanang Carmela D'amore Inc.	300,000.00
17	DSWD – Field Office III Regional Home for Girls	300,000.00
18	Children's Joy Foundation, Inc. (Calamba City, Laguna)	300,000.00
19	Children's Joy Foundation, Inc. (Mandaue City, Cebu)	300,000.00
20	Buddhist Compassion Relief Tzu Chi Foundation Philippines, Inc.	300,000.00
21	Children's Joy Foundation, Inc. (Davao City, Davao del Sur)	300,000.00
22	Cebu City Government	10,000,000.00
23	Tahanan ng Pagmamahal Children's Home, Inc.	500,000.00
<b>Total</b>	<b>23</b>	<b>17,700,000.00</b>

## c. Medical Transport Vehicle Donation Program

The Medical Transport Vehicle Donation Program (MTVDP) provides Patient Transport Vehicles (PTVs) to provinces, municipalities, and cities located in conflict-stricken or vulnerable communities, as well as the Geographically Isolated and Disadvantaged Areas (GIDA). These PTVs are used to transport patients requiring immediate medical treatment quickly and safely to, from, and between medical facilities.

For CY 2023, PCSO donated 133 PTVs amounting to P281.829 million to various LGUs nationwide. Below is the list of recipients under the program.



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**Table 9. List of PTV Recipients for CY 2023**

No.	Region	Province	City/ Municipality	Recipient	Amount of Assistance	Date Released
1	CAR	Abra		LGU	2,120,000.00	July 15, 2023
2	CAR	Apayao		LGU	2,120,000.00	July 15, 2023
3	CAR	Benguet		LGU	2,120,000.00	July 15, 2023
4	CAR	Ifugao		LGU	2,120,000.00	July 15, 2023
5	CAR	Kalinga		LGU	2,120,000.00	July 15, 2023
6	CAR	Mt. Province		LGU	2,120,000.00	July 15, 2023
7	CAR	Abra	Peñarrubia	LGU	2,120,000.00	Aug 5, 2023
8	I	Ilocos Sur		LGU	2,120,000.00	Aug 4, 2023
9	IV-A	Cavite	Bacoor	LGU	2,120,000.00	Aug 17, 2023
10	VII	Cebu		LGU	1,989,000.00	Aug 25, 2023
11	I	Ilocos Norte		LGU	2,120,000.00	Sept 23, 2023
12	I	Ilocos Norte	Bacarra	LGU	2,120,000.00	Sept 23, 2023
13	I	Ilocos Norte	Piddig	LGU	2,120,000.00	Sept 23, 2023
14	I	Ilocos Norte	Pagudpud	LGU	2,120,000.00	Sept 23, 2023
15	I	Ilocos Norte	Pasauquin	LGU	2,120,000.00	Sept 23, 2023
16	I	Palawan	Busuanga	LGU	2,120,000.00	October 2, 2023
17	I	Davao de Oro	Pantukan	LGU	2,120,000.00	October 11, 2023
18	I	Nueva Ecija	Palayan	Palayan City Infirmary Hospital	2,120,000.00	October 13, 2023
19	CAR	Benguet	Atok	LGU	2,120,000.00	November 22, 2023
20	VII	Negros Occidental	Binalbagan	LGU	2,120,000.00	December 08, 2023
21	I	Ilocos Norte	Currimao	LGU	2,120,000.00	December 11, 2023
22	I	La Union	Bangar	LGU	2,120,000.00	December 11, 2023
23	I	La Union	Santol	LGU	2,120,000.00	December 11, 2023
24	I	Pangasinan	Bani	LGU	2,120,000.00	December 11, 2023
25	I	Pangasinan	Bautista	LGU	2,120,000.00	December 11, 2023
26	I	Pangasinan	Bolinao	LGU	2,120,000.00	December 11, 2023
27	I	Pangasinan	Mapandan	LGU	2,120,000.00	December 11, 2023
28	I	Pangasinan	Tayug	LGU	2,120,000.00	December 11, 2023
29	II	Isabela	Quirino	LGU	2,120,000.00	December 11, 2023
30	II	Isabela	San Manuel	LGU	2,120,000.00	December 11, 2023



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31	III	Nueva Ecija	Llanera	LGU	2,120,000.00	December 11, 2023
32	III	Tarlac	Anao	LGU	2,120,000.00	December 11, 2023
33	IV-A	Batangas	Cuenca	LGU	2,120,000.00	December 11, 2023
34	IV-A	Batangas	Laurel	LGU	2,120,000.00	December 11, 2023
35	IV-A	Batangas	San Pascual	LGU	2,120,000.00	December 11, 2023
36	IV-A	Laguna	Alaminos	LGU	2,120,000.00	December 11, 2023
37	IV-A	Laguna	Cavinti	LGU	2,120,000.00	December 11, 2023
38	IV-A	Laguna	Nagcarlan	LGU	2,120,000.00	December 11, 2023
39	IV-A	Occidental Mindoro	Calintaan	LGU	2,120,000.00	December 11, 2023
40	V	Sorsogon	Donsol	LGU	2,120,000.00	December 11, 2023
41	V	Sorsogon	Gubat	LGU	2,120,000.00	December 11, 2023
42	V	Sorsogon	Iroson	LGU	2,120,000.00	December 11, 2023
43	VI	Iloilo	Guimbal	LGU	2,120,000.00	December 11, 2023
44	CAR	Mt. Province	Besao	Besao District Hospital	2,120,000.00	December 11, 2023
45	I	Ilocos Norte	Banna	LGU	2,120,000.00	December 12, 2023
46	I	Ilocos Sur	Cervantes	LGU	2,120,000.00	December 12, 2023
47	I	Ilocos Sur	Nagbukel	LGU	2,120,000.00	December 12, 2023
48	I	Ilocos Sur	Vigan	LGU	2,120,000.00	December 12, 2023
49	II	Isabela	Dinapigue	LGU	2,120,000.00	December 12, 2023
50	II	Isabela	Gamu	LGU	2,120,000.00	December 12, 2023
51	II	Isabela	Jones	LGU	2,120,000.00	December 12, 2023
52	II	Isabela	Roxas	LGU	2,120,000.00	December 12, 2023
53	II	Isabela	San Agustin	LGU	2,120,000.00	December 12, 2023
54	II	Isabela	San Guillermo	LGU	2,120,000.00	December 12, 2023
55	III	Bataan	Balanga City	LGU	2,120,000.00	December 12, 2023
56	III	Bataan	Bataan General Hospital and Medical Center	LGU	2,120,000.00	December 12, 2023
57	IV-A	Laguna	Luisiana	LGU	2,120,000.00	December 12, 2023
58	IV-A	Occidental Mindoro	Lubang	LGU	2,120,000.00	December 12, 2023
59	IV-A	Quezon	Buenavista	LGU	2,120,000.00	December 12, 2023
60	IV-A	Quezon	Catanauan	LGU	2,120,000.00	December 12, 2023
61	IV-A	Quezon	General Luna	LGU	2,120,000.00	December 12, 2023



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62	IV-A	Quezon	Padre Burgos	LGU	2,120,000.00	December 12, 2023
63	V	Camarines Sur	Cabusao	LGU	2,120,000.00	December 12, 2023
64	V	Sorsogon	Sta. Magdalena	LGU	2,120,000.00	December 12, 2023
65	VI	Aklan	Altavas	LGU	2,120,000.00	December 12, 2023
66	VI	Capiz	Cuartero	LGU	2,120,000.00	December 12, 2023
67	VI	Capiz	Dumalag	LGU	2,120,000.00	December 12, 2023
68	CAR	Mt. Province	Barlig	LGU	2,120,000.00	December 12, 2023
69	CAR	Mt. Province	Besao	LGU	2,120,000.00	December 12, 2023
70	CAR	Mt. Province	Natonin	LGU	2,120,000.00	December 12, 2023
71	CAR	Mt. Province	Sadanga	LGU	2,120,000.00	December 12, 2023
72	CAR	Mt. Province	Tadian	LGU	2,120,000.00	December 12, 2023
73	I	Ilocos Sur	Sta. Cruz	LGU	2,120,000.00	December 12, 2023
74	NCR	Metro Manila	Parañaque	Ospital ng Parañaque	2,120,000.00	December 12, 2023
75	III	Nueva Ecija	Lupao	LGU	2,120,000.00	December 14, 2023
76	IV-A	Batangas	San Luis	LGU	2,120,000.00	December 14, 2023
77	IV-A	Laguna	Pangil	LGU	2,120,000.00	December 14, 2023
78	IV-A	Laguna	Siniloan	LGU	2,120,000.00	December 14, 2023
79	V	Marinduque	Gasán	LGU	2,120,000.00	December 14, 2023
80	IV-A	Oriental Mindoro	Magsaysay	LGU	2,120,000.00	December 14, 2023
81	IV-A	Occidental Mindoro	Sta. Cruz	LGU	2,120,000.00	December 14, 2023
82	V	Albay	Polangui	LGU	2,120,000.00	December 14, 2023
83	V	Camarines Sur	Magarao	LGU	2,120,000.00	December 14, 2023
84	VI	Antique	Barbaza	LGU	2,120,000.00	December 14, 2023
85	VII	Cebu	Ronda	LGU	2,120,000.00	December 14, 2023
86	CAR	Benguet	Kibungan	LGU	2,120,000.00	December 14, 2023
87	CAR	Benguet	Itogon	LGU	2,120,000.00	December 14, 2023
88	CAR	Benguet	Sablan	LGU	2,120,000.00	December 14, 2023
89	II	Isabela	Santiago City	LGU	2,120,000.00	December 14, 2023
90	VI	Capiz	Dumarao	LGU	2,120,000.00	December 14, 2023
91	III	Bulacan	San Rafael	LGU	2,120,000.00	December 14, 2023
92	IV-A	Laguna	Kalayaan	LGU	2,120,000.00	December 16, 2023
93	IV-A	Romblon	San Andres	LGU	2,120,000.00	December 16, 2023
94	V	Catanduanes	Panganiban	LGU	2,120,000.00	December 16, 2023



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95	V	Masbate	Cataingan	LGU	2,120,000.00	December 16, 2023
96	V	Masbate	Monreal	LGU	2,120,000.00	December 16, 2023
97	V	Camarines Norte	Jose Panganiban	LGU	2,120,000.00	December 16, 2023
98	VI	Capiz	Dao	LGU	2,120,000.00	December 16, 2023
99	IV-A	Oriental Mindoro	Victoria	LGU	2,120,000.00	December 16, 2023
100	IV-A	Laguna	Pila	LGU	2,120,000.00	December 16, 2023
101	CAR	Ifugao	Banaue	LGU	2,120,000.00	December 16, 2023
102	CAR	Ifugao	Kiangan	LGU	2,120,000.00	December 16, 2023
103	CAR	Ifugao	Asipulo	LGU	2,120,000.00	December 16, 2023
104	CAR	Ifugao	Alfonso Lista	LGU	2,120,000.00	December 16, 2023
105	IV-A	Quezon	Quezon	LGU	2,120,000.00	December 16, 2023
106	I	La Union	San Gabriel	LGU	2,120,000.00	December 16, 2023
107	VI	Capiz	Panay	LGU	2,120,000.00	December 18, 2023
108	VI	Capiz	Pilar	LGU	2,120,000.00	December 18, 2023
109	VI	Antique	Laua-an	LGU	2,120,000.00	December 18, 2023
110	VI	Masbate	San Jacinto	LGU	2,120,000.00	December 18, 2023
111	VI	Aklan	Malinao	LGU	2,120,000.00	December 18, 2023
112	VI	Aklan	Nabas	LGU	2,120,000.00	December 18, 2023
113	CAR	Mt. Province	Bauko	LGU	2,120,000.00	December 18, 2023
114	VI	Iloilo	Igbaras	LGU	2,120,000.00	December 18, 2023
115	X	Bukidnon	Cabanglasan	LGU	2,120,000.00	December 18, 2023
116	IV-A	Laguna	Paete	LGU	2,120,000.00	December 18, 2023
117	VIII	Siquijor	Larena	LGU	2,120,000.00	December 18, 2023
118	VIII	Siquijor	Siquijor	LGU	2,120,000.00	December 18, 2023
119	VIII	Biliran	Culaba	LGU	2,120,000.00	December 18, 2023
120	VIII	Eastern Samar	Hernani	LGU	2,120,000.00	December 18, 2023
121	VIII	Eastern Samar	Oras	LGU	2,120,000.00	December 18, 2023
122	VIII	Leyte	Isabel	LGU	2,120,000.00	December 18, 2023
123	VIII	Leyte	Hilongos	LGU	2,120,000.00	December 18, 2023
124	VIII	Leyte	Barugo	LGU	2,120,000.00	December 18, 2023
125	I	La Union	Burgos	LGU	2,120,000.00	December 18, 2023
126	III	Bulacan	Sta. Maria	LGU	2,120,000.00	December 18, 2023
127	CAR	Benguet	Mankayan	LGU	2,120,000.00	December 18, 2023
128	VIII	Leyte	Mahaplag	LGU	2,120,000.00	December 18, 2023



# IV. OPERATIONAL ACCOMPLISHMENTS

128	VIII	Leyte	Mahaplag	LGU	2,120,000.00	December 18, 2023
128	VIII	Leyte	Mahaplag	LGU	2,120,000.00	December 18, 2023
128	VIII	Leyte	Mahaplag	LGU	2,120,000.00	December 18, 2023
128	VIII	Leyte	Mahaplag	LGU	2,120,000.00	December 18, 2023
128	VIII	Leyte	Mahaplag	LGU	2,120,000.00	December 18, 2023
<b>Total</b>					<b>281,829,000.00</b>	

## d. Medical Equipment Donation Program

Medical Equipment Donation Program refers to the provision of funding assistance to government health institutions to support the upgrading of their medical facilities through acquisition of medical equipment.

For 2023, a total of P63.6 million in assistance was provided to four (4) hospitals for the purchase of various medical equipment, as shown in the following table.

**Table 10. Recipients of the Medical Equipment Donation Program for CY 2023**

No.	Recipient	Location	Amount of Assistance
1	Major Danilo A. Atienza Air Base Hospital	Cavite City	18,282,000.00
2	Wallace Air Base Station Medical Infirmary	San Fernando, La Union	8,777,000.00
3	BGen. Benito N. Ebuena Air Base Hospital	Cebu City	18,282,000.00
4	Edwin Andrews Air Base Hospital	Zamboanga City, Zamboanga del Sur	18,282,000.00
<b>Total</b>	<b>4</b>		<b>63,623,000.00</b>

## e. Medicine Donation Program

The Medicine Donation Program provides basic medicines and supplies to government and non-government, non-profit organizations, and health facilities to enable them to help sick individuals.

From January to December 2023, the agency donated P8,102,250.94 worth of medicines to 283 LGUs and health/government facilities.



# IV. OPERATIONAL ACCOMPLISHMENTS

## f. Out-Patient Services

Under the Out-Patient Services, PCSO doctors and nurses accommodate the public who need free medical and dental consultation.

For 2023, the Medical Services Department gave free consultations and medicines to 4,535 individuals with assistance amounting to P135,012.85.

## g. Medical and Dental Mission

Through the Medical and Dental Mission, the PCSO provides medical consultations, basic dental services like tooth extraction, and basic medicines to various recipients.

In CY 2023, the PCSO conducted 24 medical and dental missions and two (2) special missions in various areas where the agency assisted 5,330 individuals and provided P325,899.18 worth of assistance.

**Table 11. Medical and Dental Missions Conducted in CY 2023**

No.	Region	Place of Activity	Date of Activity	No. of Beneficiaries	Amount of Assistance
1	IV-A	Brgy. Banay-banay, Lipa City	February 21, 2023	240	79,052.35
2	IV-B	Brgy. Sta. Ana, Taytay, Rizal	March 31, 2023	219	32,468.10
3	V	Brgy. Daang Bukid, Bacoor, Cavite	April 28, 2023	294	37,298.25
4	NCR	Marikina Convention Center	May 22, 2023	142	11,837.75
5	NCR	Nagkakaisang Mamayan sa Barangay, Brgy. Sauyo, Quezon City	June 7, 2023	206	10,810.50
6	NCR	Klinikalayaan Serbisyong Kalusugan para sa Bayan, Noli Me Tangere, Rizal Park	June 11, 2023	121	7,415.96
7	NCR	Brgy.14 Zone 2 District 2, Dagat-Dagatan, Caloocan City	June 16, 2023	326	8,334.25
8	NCR	Marillac Hills National Training School for Girls & The Haven Center, Muntinlupa City	June 20, 2023	119	3,427.69
9	NCR	Gothong Southern Foundation, Tondo, Manila	June 27, 2023	194	602.55
10	III	Kaisa Convention Hall, Tarlac City	July 14, 2023	256	6,288.13
11	CAR	Lepanto Consolidated Mining, Brgy. Bulalacao, Benguet	July 20, 2023	239	636.8



# IV. OPERATIONAL ACCOMPLISHMENTS

12	CAR	Lepanto Consolidated Mining, Brgy. Poblacion, Benguet	July 21, 2023	451	540.05
13	IV-A	Brgy. Sto Niño, Cainta, Rizal	August 3, 2023	163	489.3
14	NCR	Missionary of the Poor, San Andres Bukid, Manila	August 4, 2023	208	558.9
15	IV-A	Brgy. Janosa, Talim Island, Rizal	August 11, 2023	246	751.85
16	IV-A	United San Isidro, Waltermart, Taytay, Rizal	August 23, 2023	189	6,362.85
17	IVA	Brgy. Cayabu, Tanay, Rizal	August 24, 2023	188	2,823.15
18	III	San Idelfonso, Bulacan	September 5, 2023	254	5,768.10
19	NCR	Lab for All, Cuneta Astrodome, Pasay City	September 13, 2023	272	0
20	IV-A	Philippine Councilors League, Pililia, Rizal	September 14, 2023	226	5,753.65
21	NCR	National Commission of Seniors Citizens, AMC, Pateros	October 5, 2023	172	9,365.30
22	III	Anao, Tarlac	November 14, 2023	206	39,657.82
23	CAR	Atok, Benguet	November 21, 2023	282	54,001.17
24	III	Calumpit, Bulacan	December 22, 2023	117	1,654.71
<b>Total</b>				<b>5,330</b>	<b>325,899.18</b>

## h. Employees Consultation and Management

This program provides in-house consultations and medicines to employees, their dependents, and retirees. For CY 2023, medical and dental supplies totalling P119,412.68 were used for the consultation and treatment of 18,398 cases.

## i. Ambulance Conduction

The Ambulance Conduction provides free ambulance services to patients needing transport from hospital to their homes, from hospital to hospital, or from any PCSO facility to hospital. For 2023, PCSO provided free transportation to eight (8) individuals.



# IV. OPERATIONAL ACCOMPLISHMENTS

## 2. Compliance with Mandatory Contributions

In compliance with various laws and regulations, PCSO disbursed a total of P5,472,587,435.88 to various institutions in CY 2023.

In the same year, the Department of Finance received the largest portion of PCSO's mandatory contributions, amounting to P2,665,781,213.78, which constitutes the agency's dividends. This was followed by PhilHealth, which received a total of P2,004,610,960.43 as contributions, in accordance with Republic Act No. 11223, also referred to as the Universal Health Care (UHC) Act. This legislation mandates PCSO to remit 40% of its Charity Fund, net of documentary stamp tax payments and mandatory contributions, to PhilHealth.

Also included in the mandatory contributions are the 5% lotto shares for various local government units (LGUs) nationwide in the amount of P382,778,037.08.

**Table 12. List of Mandatory Contributions, CY 2023 vs CY 2022**

Legal Basis	Recipient Agency	Amount Released		% Inc/ Dec
		CY 2023	CY 2022	
RA 7722	Commission on Higher Education (CHED)	311,216,542.90	266,457,014.90	17%
RA 9165	Dangerous Drugs Board (DDB)	42,257,358.47	39,332,279.10	7%
RA 4564	National Council on Disability Affairs	110,210.47	85,485.22	29%
RA 6847	Philippine Sports Commission	746,172.71	529,309.47	41%
RA 11364	Cooperative Development Authority	126,310.98	709,050.43	-82%
CA 595	Boy Scouts of the Philippines	97,307.31	85,354.14	14%
RA 620	Girl Scouts of the Philippines	85,021.47	92,968.34	-9%
RA 3867	Philippine Red Cross	128,845.58	78,677.83	64%
RA 10072	Philippine Red Cross	99,898.15	84,643.81	18%
RA 4621	Nutrition Foundation of the Philippines	141,024.57	93,941.69	50%
RA 4703	Quezon Institute	113,081.64	88,650.99	28%
RA 11223	Universal Health Care	2,004,610,960.43	2,711,906,184.55	-26%
RA 9513	Department of Energy (DOE)	64,295,450.34	-	
EO Nos. 357, 357-A	Local Government Units (LGUs)	382,778,037.08	395,224,629.26	-3%
RA 7656 (Dividends Law)	Department of Finance (DOF)	2,665,781,213.78	1,568,102,891.25	70%
<b>TOTAL</b>		<b>5,472,587,435.88</b>	<b>4,982,871,080.98</b>	<b>10%</b>



# IV. OPERATIONAL ACCOMPLISHMENTS

## 3. Corporate Social Responsibility (CSR) Initiatives

The PCSO is committed to serve its stakeholders such as its beneficiaries, clients, its workforce, and the society in general, within the scope of its mandate through the Agency's Corporate Social Responsibility (CSR) initiatives in the areas of education, disaster preparedness, relief programs, medical-related causes for the marginalized sectors, environmental awareness, and volunteerism.

In 2023, the PCSO turned over a total of 2,310 medical and assistive devices such as wheelchairs, crutches, walkers, oxygen tank, and nebulizer, among others, to 27 proponents.

**Table 13.** List of Proponents for Medical and Assistive Devices for CY 2023

No.	Proponents	No. of Medical Devices Received									
		A	B	C	D	E	F	G	H	I	Total
1	Roxas, Palawan	50	20	20		20	20				130
2	Malay, Aklan					25		25			50
3	Brgy. New Zaniga, Mandaluyong City	10									10
4	Brgy. Bukal, Pagbilao, Quezon	25		25	25	25		25		25	150
5	Brgy. Sto. Niño, Cainta, Rizal	25	10	10							45
6	3rd District of Manila	50			20	25		25			120
7	5th District of Manila	100									100
8	Dinalupihan, Bataan	20		100			20				140
9	Ninth City Council, Tuguegarao City	20	10	10	30	50	50				170
10	Famy, Laguna	40					40				80
11	Brgy. Malhakan, Meycauayan, Bulacan	10	10		20	25	25				90
12	1-Rider Party-list	50									50
13	Lone District of Quirino	100									100
14	Amulung, Cagayan	50	20	20	20						110
15	Janiuay, Iloilo	25	15		25		25				90
16	Brgy. General Paulino Santos, City of Koronadal	20									20
17	Tagbina, Surigao del Sur	25				10	15				50
18	GP Partylist	50									50
19	4Ps Partylist	15	15								30
20	2nd District of Antipolo	50									50
21	1st District of Zambales	50					25				75



# IV. OPERATIONAL ACCOMPLISHMENTS

22	1st District of Northern Samar	50	30	30							110
23	Eastern Samar	25									25
24	1st District of Caloocan City	100		100							200
25	Brgy. San Juan, Taytay, Rizal	25	10		10	10	10				65
26	4Ps Partylist	50									50
27	Municipality of Calatagan, Batangas	25	25	25	25	25		25			150
<b>Total</b>		<b>1,060</b>	<b>165</b>	<b>340</b>	<b>175</b>	<b>215</b>	<b>230</b>	<b>100</b>	<b>0</b>	<b>25</b>	<b>2,310</b>

Legend: A: Wheelchair; B: Walker; C: Crutches; D: Cane; E: BP Apparatus  
F: Nebulizer; G: Glucometer; H: Thermal Scanner; I: Pulse Oximeter

Aside from medical devices, PCSO also distributed a total of 50,500 food packs to various beneficiaries such as marginalized individuals and disaster and calamity victims nationwide.

**Table 14. No. of Food Packs Distributed for CY 2023**

Beneficiaries	No. of Food Packs Distributed
<b>Rear, Assist, Inspire, Support, and Enhance (RAISE) Program</b>	<b>38,955</b>
Indigents	34,315
Senior Citizens	2,000
Overseas Filipino Workers (OFWs)	1,000
Solo Parents	940
Indigenous People	300
Victims of sexual abuse	250
Victims of drug abuse	150
<b>Disaster Preparedness and Relief</b>	<b>11,545</b>
Typhoon victims	4,975
Oil spill victims	2,420
Fire victims	1,976
Evacuees (volcanic eruption)	1,500
Evacuees (armed conflict)	500
Flood victims	174
<b>Grand Total</b>	<b>50,500</b>



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

The following are the significant activities implemented and recognitions received by the PCSO for the year 2023.

## **JANUARY**

### **Conduct of Bloodletting Activity with the Philippine Red Cross**

On January 20, 2023, the PCSO, together with the Philippine Red Cross, conducted a bloodletting activity at the PCSO Head Office, Conservatory Building, Shaw Boulevard, Mandaluyong City which contributed to the blood reserves of the country. During the activity, a total of 83 blood units were generated from PCSO employees and other volunteers.

## **FEBRUARY**

### **Conduct of Strategic Performance Management System (SPMS) Training**

The PCSO conducted a two-day Strategic Performance Management System (SPMS) Training on February 7 and 8, 2023, at the Training Room, Shaw Plaza Building, Mandaluyong City. This was facilitated by Civil Service Commission (CSC) NCR Director Judith Dongallo-Chicano and Senior Human Resource Specialist Vincent N. Fabella.

During the training, 56 employees composed of the PCSO SPMS Performance Management Team (PMT) and Division Chiefs were reoriented on the guidelines of the SPMS to ensure the alignment of employee performance with organizational goals. The topics discussed include performance planning and commitment, monitoring and coaching, performance rewarding, and development planning.

A second training was conducted on May 4-5, 2023 in the same venue, where 65 officials and employees attended.

## **MARCH**

### **PCSO Celebrates 2023 Women's Month**

During the first quarter of 2023, the PCSO showed its commitment to make the Agency a gender responsive institution through its various activities during the celebration of the 2023 National Women's Month with the theme "WE for gender equality and inclusive society".



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

On March 8, 2023, the PCSO, through its Product and Standard Development Department (PSDD), launched the "Super Ticket Para Kay Super Pinay", where a total of 1,910 lotto players at the PCSO Head Office and Branch Offices nationwide, and 431 PCSO employees received free P100.00 worth of Super Lotto 6/49 tickets for every purchase of a single ticket. The cost of said marketing activity is P234,100.00.

Further, on March 10, 2023, the Agency, through its Human Resources Department, hosted a Zumba dance session at the Shaw Plaza Building, Mandaluyong City. Thirty-four (34) participants participated in the activity which was led by Zumba Zen Mark D. Pangalanan.

Also, during the flag honoring ceremonies of PCSO in March 2023, PCSO honored accomplished and empowered women in the public sector. Among the distinguished guests were Senator Maria Lourdes Nancy Binay, Associate Justice of the Supreme Court of the Philippines Maria Filomena D. Singh, Cavite Representative Lani Mercado-Revilla, and Quirino Representative Midy N. Cua.

The PCSO also showed support by joining the "Purple Wednesdays" or wearing of purple attire every Wednesdays of March.

## **PCSO Signs 2023 Performance Scorecard with GCG**

Pursuant to Governance Commission for GOCCs (GCG) Memorandum Circular Nos. 2013-02 and 2017-02, PCSO General Manager Melquiades A. Robles and Governance Commission for Government-Owned and -Controlled Corporations (GCG) Chairperson Alex L. Quiroz signed the PCSO's 2023 Performance Scorecard on March 17, 2023 at the GCG Office in Makati City. The scorecard serves as a blueprint which presents the targets that the Agency needs to achieve by December 31, 2023.

Present during the signing are Chief-of-Staff Atty. Lyssa Grace S. Pagano, Assistant General Manager (AGM) for Branch Operations Sector Remeliza Jovita Gabuyo, AGM for Administrative Sector Julieta F. Aseo, AGM for Gaming, Product Development and Marketing Sector Arnel N. Casas, AGM for Charity Sector Dr. Larry R. Cedro, and AGM for Management Services Sector Atty. Lauro A. Patiag.

## **APRIL**

### **PCSO Maintains and Receives ISO 9001:2015 QMS Certification**

For CY 2023, PCSO's maintenance of ISO 9001:2015 certification proved that it adheres to the global standards of quality assurance in its business, by improving business efficiency, productivity, and customer satisfaction. Further, the PCSO showed that PCSO was able to improve the quality of its products and services by maintaining quality management system guidelines in its way of doing business.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

During the PCSO Flag Honoring Ceremony on April 3, 2023, the PCSO received its ISO 9001:2015 Certification from TUV Rheinland. The certification covers the management of gaming operations, online lottery draws and prize claims, as well as fund payments (charity and operating) and support processes. The ISO certification is valid from February 20, 2023, to March 8, 2025.

## **“Regalong Lotto Ticket Para Kay PCSO Kalaro!” Project**

The PCSO launched “Regalong Lotto Ticket Para Kay PCSO Kalaro” on April 19, 2023, as part of the Grand Lotto 6/55’s 13th Anniversary. During the event, the PCSO gave free Grand Lotto 6/55 tickets to early lotto players in the PCSO Head Office and Branch Offices nationwide.

## **PCSO Conducts Competency-Based Human Resource System (CBHRS) Workshop**

As part of PCSO’s 2023 Performance Scorecard target under the Strategic Objective to Hire, Develop, and Retain Competency and Motivated Personnel to establish the PCSO Competency Framework by December 31, 2023, the PCSO conducted a Competency-Based Human Resource System (CBHRS) Training on April 12-14, 2023, for its employees at the Philippine International Convention Center (PICC). The training aims to assist the management in developing PCSO's Competency Framework, composed of a Competency Catalogue; Competency Framework; Competency Tables; Competency Matrix; Position Profiles, and Competency-based Job descriptions, which will be integrated with PCSO Human Resource Systems.

The training, attended by 55 officials and employees from various departments, was conducted by the Civil Service Institute (CSI) with Mr. Angelito Lupeña as the facilitator.

## **MAY**

## **PCSO Conducts 2024 Strategic Planning Seminar/Workshop**

The Philippine Charity Sweepstakes Office (PCSO) conducted its 2024 Strategic Planning Seminar/Workshop on May 31 to June 2, 2023, at the Seda Lio Hotel, El Nido, Palawan. During the seminar, the PCSO Board of Directors, Assistant General Managers, and Department Managers discussed the targets that the Agency shall achieve for 2024.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

In said Strategic Planning, the PCSO officials discussed the challenges encountered in achieving the previous targets and came up with the PCSO targets for 2024, as follows:

- 100% payment of mandatory contributions
- P65 Billion target revenues/sales
- 100% collection efficiency rate for Lotto and STL
- At least 90% disbursements budget utilization rate
- At least 90% customer satisfaction
- 100% MAP applications processed within prescribed period
- 100% Guarantee Letters (GLs) processed within prescribed period
- Maintenance of ISO 9001:2015 certification
- Establishment of competency baseline of PCSO
- 100% completion of information Systems Strategic Plan (ISSP) deliverables for CY 2024



In photo: PCSO Executives and Officials during the 2024 Strategic Planning Seminar/Workshop held at El Nido, Palawan (seated from left to right) – Board Secretary VI Atty. Charles Frederick T. Co, Board Secretary V Adrian James Guanzon, Chief-of-Staff Atty. Lyssa Grace S. Pagano, Board Member (BM) Jennifer E. Liongson-Guevara, BM Janet De Leon-Mercado, Chairman Junie E. Cua, General Manager Melquiades A. Robles, BM (Ret.) Judge Felix P. Reyes, Assistant General Manager (AGM) for Administrative Sector Julieta F. Aseo, AGM for Branch Operations Sector Remeliza Jovita M. Gabuyo, AGM for Gaming, Product Development, and Marketing Sector Arnel N. Casas, and AGM for Charity Sector Dr. Larry O. Cedro; (standing from left to right) National Capital Region (NCR) Department OIC-Manager Atty. Eufracio R. Fufugal, Jr., Security Printing and Production Department OIC-Manager Ariel R. De Ocampo, Legal Department Manager Atty. John Derek N. Porciuncula, Resource Speaker Audie B. Masigan, Gaming Technology Department Manager Roger C. Ramirez, Information Technology and Services Department Manager May V. Cerelles, Internal Audit Services Manager Ma. Teresita V. Carbonel, Visayas Department Manager Gloria C. Ybañez, Product and Standard Development Department Manager Laila D. Galang, Mindanao Department OIC-Manager Ellyn A. Ostan, Southern Tagalog and Bicol Region Department Manager Irma S. Guemo, Executive Assistant VI Atty. Maria Katrina Nicole C. Contacto, Accounting and Budget Department Manager Ma. Cristina J. Gregorio, Treasury Department Manager Belen E. Baltazar, Assets and Supply Management Department Manager Agnes S. Ibera, Medical Services Department OIC-Manager Dr. Krisch Trine D. Ramos, Human Resources Department Manager Atty. Anamarie V. Gonzalez, General Services Department OIC-Manager Demosthenes D. Magno, Charity Assistance Department Manager Atty. Marissa O. Medrano, and Corporate Planning Department Manager Atty. Anna Liza P. Inciong.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

## **“Regalong Lotto Ticket Para Kay PCSO Kalaro!” Project**

On May 17, 2023, the PCSO launched “Regalong Lotto Ticket Para Kay PCSO Kalaro” to celebrate Mega Lotto 6/45’s 26th Anniversary. During the event, the PCSO gave free Mega Lotto 6/45 tickets to early lotto players in the PCSO Head Office and Branch Offices nationwide.

This marketing activity aims to thank the Lotto players who have been patronizing the Lotto games. It also aims to strengthen Lotto games patronage and loyalty among regular patrons and create product awareness among non-Lotto players. Lastly, it aims to increase Lotto games ticket sales during and after the promotions campaign.

## **JUNE**

### **PCW Endorses PCSO’s 2023 GAD Plan and Budget**

On June 30, 2023, the Philippine Commission on Women (PCW) endorsed PCSO’s 2023 GAD Plan and Budget (GPB) after meeting the required five percent (5%) GAD budget allocation and compliance with all the requested revisions in the GPB within the prescribed deadline.

## **JULY**

### **PCSO Conducts Gender Mainstreaming Evaluation Framework (GMEF) and GAD Agenda Formulation Workshop**

On July 4-5, 2023, the PCSO GAD Focal Point System (GFPS) conducted a Gender Mainstreaming Evaluation Framework (GMEF) and GAD Agenda Formulation Workshop at the Ace Hotel and Suites, Pasig City.

During the event, GAD Expert Ms. Reina P. Olivar assisted the PCSO GFPS in formulating its GAD Agenda to serve as a guide in the implementation of gender-responsive programs and initiatives in the years to come.



PCSO GAD Consultant/Specialist Reina P. Olivar (seated center) and PCSO GAD Focal System Chairperson Atty. Anna Liza P. Inciong (seated, 4th from left) pose with the attendees of the GMEF and GAD Agenda Formulation Workshop on July 4-5, 2023 at the Ace Hotel and Suites, Pasig City.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

## **PCSO Launches “Regalong Lotto Ticket Para Kay PCSO Kalaro!” Project**

To thank the Lotto players who have been patronizing Lotto games, the PCSO launched the “Regalong Lotto Ticket Para Kay PCSO Kalaro” on July 13, 2023 as part of the 23rd Anniversary of the Super Lotto 6/49.

During the event, the PCSO gave free Lotto 6/42 tickets amounting to P268,500.00 to early lotto players in the PCSO Head Office and Branch Offices nationwide.

## **AUGUST**

## **PCSO Conducts 2023 Performance and Operational Review**

The PCSO successfully conducted its 2023 Mid-year Performance and Operational Review on August 1-2, 2023 in Baguio City. In the two-day activity, the PCSO Management Committee evaluated the critical factors affecting the accomplishment of targets and discussed catch-up plans to attain the remaining targets. The event was facilitated by a highly technical consultant, Mr. Romeo Ramirez.





# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

## OCTOBER

### **PCSO Migrates to Automated Lottery System for Enhanced Efficiency, Transparency**

The Philippine Charity Sweepstakes Office (PCSO) on October 1, 2024 launched the brand-new Philippine Lottery System (PLS), which would bring a host of benefits, including centralization of sales reports, generation of winning numbers, and more accessible validation of tickets, ultimately leading to improved efficiency and transparency for both the PCSO and lottery players.

PCSO General Manager Mel Robles and other agency officials, including the Commission On Audit, witnessed the successful transition from the old lottery system to the latest state-of-the-art technology in accordance with world-class standards at the PLS Command and Control Center at the PCSO Conservatory Building in Mandaluyong City.

For the past two decades, the PCSO has used two separate lottery systems nationwide for its lotto outlet's ticket-selling operations. The Philippine Gaming and Management Corporation (PGMC) system for Luzon and the Pacific Online Systems Corporation (POSC) system for Visayas and Mindanao.

Though the Agency's plan to install a centralized lottery system has been in the works for around a decade, it was stalled due to numerous unforeseen circumstances and the COVID-19 pandemic.

The project, which cost P5.6 billion, was initiated by the previous administration of the PCSO and underwent public bidding. The winning bidder was granted a Notice to Proceed last Dec. 06, 2021, and initially given 14 months to implement the PLS, but was granted an extension of eight more months to complete manufacturing processes amid supply chain problems because of the pandemic.

Now, the PLS enables the PCSO to efficiently generate draw results, leading to quicker announcements of jackpot winners and their respective locations. Moreover, the Agency can conduct more advanced draws.

The new lottery system has been certified to comply with the World Lottery Association security control standards (WLA-SCS), including the ISO 27001 standards, ensuring the system's integrity and security.

The PCSO is committed to delivering exceptional customer service and experience by continually improving its operations.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

## **PCSO Opens Abra and Sarangani Branches**

PCSO expanded its operations by opening its 72nd branch office in Abra on October 18, 2023. Present during the opening ceremony were Assistant General Manager for Branch Operations Sector Remeliza M. Gabuyo, Northern and Central Luzon Department Manager Josefina Sarsonas-Aguas, Product and Standard Development Department Manager Laila D. Galang, Southern Tagalog and Bicol Region Department Manager Irma Guemo, Branch Manager Elizabeth Posadas, and OIC-Branch Head Rena Raguin.

Meanwhile, on December 14, 2023, PCSO's 73rd branch office was opened in Sarangani.

## **PCSO Celebrates its 89th Anniversary**

The PCSO celebrated its 89th Anniversary on October 27, 2023, at the Blue Leaf Cosmopolitan, Pasig City. During the event, PCSO recognized its stakeholders such as its longstanding government partners, and lotto and STL agents, for their unwavering partnership with PCSO. Governance Commission for GOCCs (GCG) Chairperson Atty. Marius P. Corpus was one of the guests of honor who also delivered a speech during the event.

To thank all its patrons for their unwavering support to its lotto games and charity services, and as part of its 89th anniversary celebration, the PCSO also set the minimum jackpot prizes for all its jackpot-bearing games to P89 million on October 30, 2023.

## **PCSO Conducts GAD Orientation for PCSO Employees**

As part of its Gender and Development (GAD) activities for 2023, the PCSO conducted a Gender Sensitivity Training (GST) Workshop for PCSO employees at the Richmond Hotel, Ortigas, Pasig City, in three batches: October 12-13, October 19-20, and November 23-24, 2023.

The training aims to achieve several objectives such as raising awareness on GAD concepts, analyzing gender roles in the workplace, identifying factors that influence workplace dynamics, promoting gender-fair language usage, addressing gender bias, understanding relevant laws related to gender mainstreaming, and fostering a commitment to building a gender fair organization. The seminar which was attended by a total of 97 employees was facilitated by GAD Specialist Reina P. Olivar.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

## **PCSO Conducts Basic GAD Orientation and Harmonized GAD Guidelines (HGDC) Workshop for its PCSO GAD Focal Point System (GFPS)**

The PCSO GAD Focal Point System (GFPS) participated in the Basic GAD Orientation and Harmonized GAD Guidelines (HGDC) workshop on October 10-11, 2023, at the Richmond Hotel, Ortigas, Pasig City. During the seminar, the GFPS learned about basic GAD concepts, laws, and issuances, and conducted a HGDC workshop for the GAD programs and activities of PCSO.

## **NOVEMBER**

## **PCSO Recognized by GCG as the “Most Improved GOCC”**

The Governance Commission for Government-Owned and -Controlled Corporations (GOCC) recognized the PCSO as the most improved GOCC on November 20, 2023, during its inaugural GOCC Governance Awards Ceremony held at the Philippine International Convention Center (PICC). The award was given to PCSO for its remarkable accomplishments, outstanding disclosure practices, and high performance rating of 92.03% in its 2022 Performance Scorecard, from only 56.30% rating in 2021.



LOOK: (From L to R) PCSO Director Jennifer Liongson-Guevara; GCG Commissioner Atty. Brian Keith Hosaka; GCG Commissioner Atty. Geraldine Marie Berberabe-Martinez; PCSO Chairman Junie Cua; Executive Sec. Lucas Bersamin; PCSO General Manager Melquiades Robles; GCG Chairperson Atty. Marius Corpus; PCSO Director Judge Felix Reyes (Ret); and Director Janet De Leon-Mercado during the GCG Governance Awards in PICC, Pasay City on Nov. 20, 2023.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

## **PCSO Awarded by the PCO during the Freedom of Information (FOI) Summit**

The PCSO once again proved its promotion of transparency during the Freedom of Information (FOI) Summit organized by the Presidential Communications Office (PCO) on November 21, 2023, where PCSO was recognized as one of the most requested and high-performing government agencies in the electronic FOI (eFOI) portal.

The award is given to agencies that attain a closure rate of at least 90% for transactions ranging from 250 to 499 requests from Filipinos on the eFOI portal. Requests received by PCSO were related to its Medical Access Program (MAP), lotto concerns, and Small Town Lottery (STL) franchises and operations, among others.



## **PCSO Conducts Annual Accounting Conference**

On November 15 to 17, 2023, the PCSO conducted an annual Accounting Conference at the Royce Hotel, Clark, Pampanga. During the seminar, the participants were updated on the taxes applicable to PCSO, latest issuances of the Bureau of Internal Revenue (BIR), preparation of financial statements and accounting reports for Branch Offices. Further, the conference discussed the recurring Audit Observations of Commission on Audit (COA), and latest COA issuances governing the PCSO. The seminar was attended by employees, accountants, and accounting personnel from various departments at the PCSO Main Office, and Branch Offices in Northern and Central Luzon (NCL), Southern Tagalog and Bicol Region (STBR), Visayas, and Mindanao.

## **PCSO Conducts GAD Planning and Budgeting Workshop**

On November 28-29, 2023, the PCSO GAD Focal Point System (GFPS) conducted a GAD Planning and Budgeting Workshop with GAD Consultant Ms. Reina Olivar as the Facilitator.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

During the workshop, the PCSO GFPS discussed and finalized the 2024 GAD Plan and Budget (GPB). Further, the GFPS met with the GFPS of the Commission on Higher Education (CHED) to discuss the attribution of the mandatory contribution of PCSO to CHED.

## **DECEMBER**

### **PCSO Conducts 2023 Charity Conference**

The PCSO, through the Charity Assistance Department, conducted the 2023 Charity Conference on December 5 to 6, 2023, at the Shaw Plaza Conference Room, Mandaluyong City. The conference aims to build a harmonious relationship among the policy and decision makers, frontliners, and implementers of the charity programs nationwide. It also aims to intensify collaboration among various PCSO offices and determine relevant and pressing issues on the agency's charity programs. They also aim to identify measures to address the issues that may be raised during the conference. The conference was attended by assistant general managers, managers, branch managers, and division chiefs of various PCSO offices nationwide.

### **PCSO Starts E-Lotto Test Run**

The Philippine Charity Sweepstakes Office (PCSO) announced on December 15, 2023 the test run of its highly anticipated Web-based Application Betting Platform known as E-Lotto.

The E-Lotto is a digital version of the traditional lottery games that aims to provide a safe, modern, and accessible gaming experience to the Filipino people.

GM Melquiades A. Robles stated that "E-Lotto is a significant milestone for PCSO as we embrace the digital era and cater to the evolving needs of our players. With E-Lotto, players can now conveniently place bets, choose their lucky numbers, and win exciting cash prizes from the comfort of their own homes."

During the trial run which will last for one year, players can already place their bets online and also receive payments for their winnings electronically.

The primary goal of E-Lotto is to offer players convenience, security, and transparency.

The online platform's accessibility will attract more players on the country and abroad, leading to increased revenue for charitable initiatives ultimately uplifting the lives of millions across the nation.

One of the key advantages of E-Lotto is its ability to curb the proliferation of illicit online number games and ensure that revenue is remitted to government coffers, contributing to the nation's progress.



# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

Players can access E-Lotto through the PCSO website ([www.pcsso.gov.ph](http://www.pcsso.gov.ph)) by scanning the provided QR code and completing the registration process.

Next year, the E-Lotto application will be available for download on both Google Play and iOS platforms.

Payment methods include Gcash, and negotiations are underway to introduce additional third-party gateway payments such as banks and e-wallets.

The registration process creates multiple layers of identity verification, making it significantly challenging for minors to bypass the system.

The system can also suspend and perpetually block the account if any misrepresentation is found on the player's part.

The one-year testing period not only underscores the PCSO's commitment to providing a secure and reliable online betting experience but also reflects the dedication to upholding the highest standards of transparency and accountability in implementing modern technological advancements in lotto gaming.





# V. OTHER SIGNIFICANT ACCOMPLISHMENTS

## **PCSO Launches “Handog Pakabog” Promotions Campaign**

Before 2023 ends, the PCSO raised the minimum jackpot prizes of its Ultra Lotto 6/58 and Grand Lotto 6/55 games to P500 million each. General Manager Robles stated that this initiative aims to bring joy to Filipinos, especially those who patronize PCSO products during the holiday season.

## **PCSO Distributes 114 PTVs to Various LGUs**

The PCSO donated a total of 114 Patient Transport Vehicles (PTVs) to various LGUs on December 8, 11, 12, 14, 16, and 18, 2023. Each PTV unit costs around P2.2 Million, with basic equipment such as stretcher, oxygen tank, blood pressure (BP) monitor, and wheelchair for medical emergencies.





# VI. CONTRIBUTIONS TO NATION-BUILDING

## A. Tax Remittances

PCSO contributes to nation-building by diligently paying its taxes to the Bureau of Internal Revenue (BIR).

For CY 2023, the Agency paid the BIR a total of P17,335,415,120.89. The Documentary Stamp Tax accounts for 70.92% of all taxes paid, amounting to P12,294,990,304.75 (Table 15).

**Table 15. Taxes Paid for CY 2023**

Type of Tax Payment	Amount Paid	% Share
Corporate Income Tax	2,388,634,553.00	13.78%
Creditable Income Taxes Withheld (Expanded)	911,880,047.67	5.26%
Documentary Stamp Tax	12,294,990,304.75	70.92%
Final Income Tax – 20% winnings	1,096,678,646.83	6.33%
Final Income Tax – Other winnings	80,000.00	0.0005%
Final Income Tax - Horse prize	60,000.00	0.0003%
Taxes Withheld on Compensation	172,069,900.76	0.99%
Value Added Tax and Other Percentage Taxes	471,021,667.88	2.72%
<b>Total</b>	<b>17,335,415,120.89</b>	<b>100.00%</b>

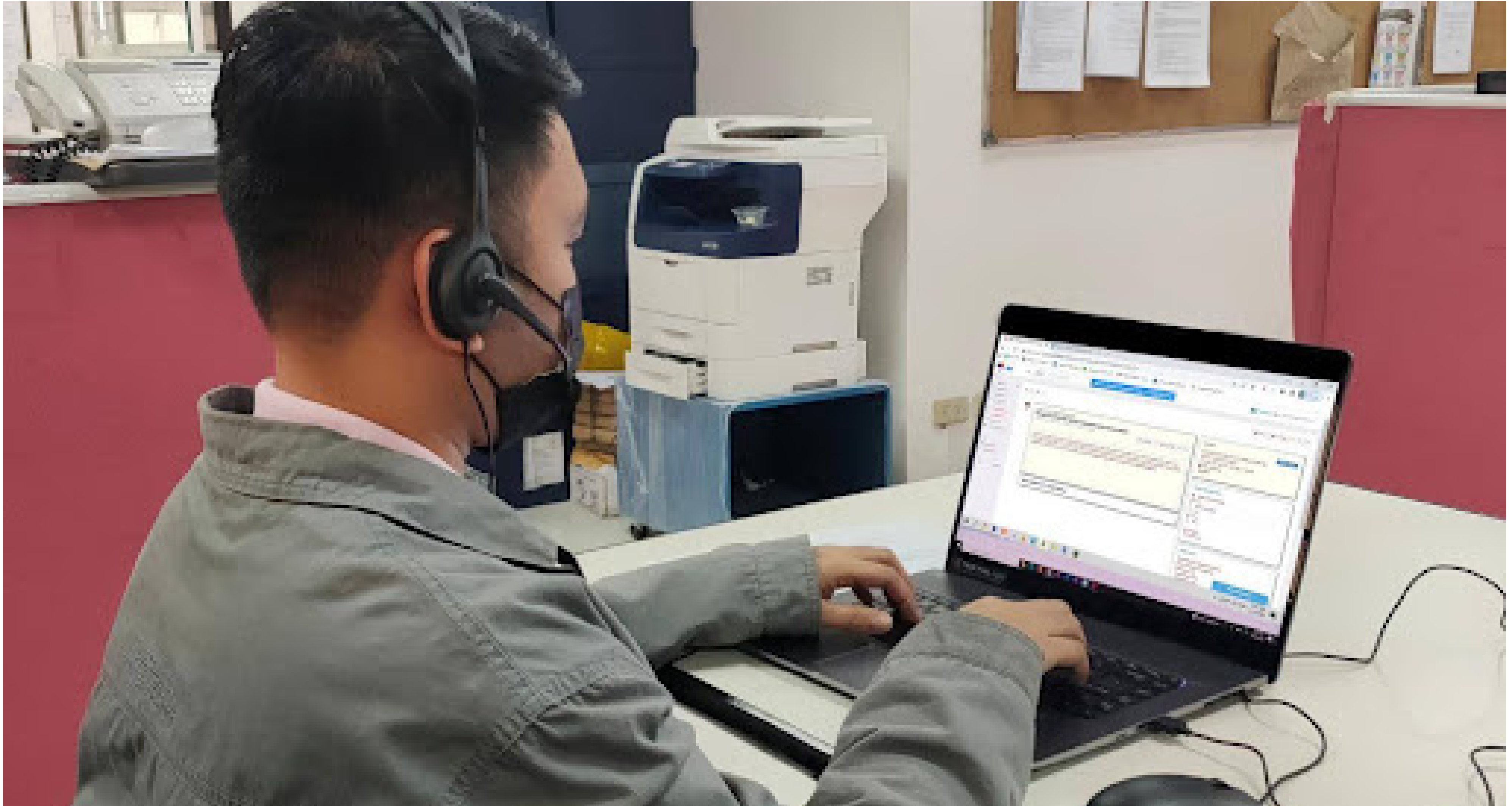
## B. Dividends

The PCSO, as a GOCC, is mandated to declare and remit at least fifty percent (50%) of its annual net earnings as dividends to the National Government.

For 2023, a total of P2,665,781,213.78 was remitted to the Bureau of Treasury.



# VII. 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 feedbacks 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, the online feedback, and the official PCSO social media accounts.

## **A. 8888 Hotline**

From January to December 2023, the PCSO achieved a 100% resolution rate for concerns received in the 8888 Hotline, answering and resolving 202 out of 202 concerns/complaints received.



# VII. CUSTOMER FEEDBACK MECHANISMS

**Table 16. Summary of 8888 Hotline for CY 2023**

Month	No. of Tickets Received	No. of Tickets Closed	Percentage of Closed Tickets
January	95	95	100%
February	11	11	100%
March	15	15	100%
April	9	9	100%
May	8	8	100%
June	8	8	100%
July	8	8	100%
August	8	8	100%
September	8	8	100%
October	15	15	100%
November	9	9	100%
December	8	8	100%
<b>Total</b>	<b>202</b>	<b>202</b>	<b>100%</b>

## B. Online Feedback

PCSO replied to 98.23% of online feedback received in 2023, while the remaining 1.77% (17 concerns) were referred to respective units, as summarized below.

**Table 17. Monthly Online Feedback for CY 2023**

Month	Received	Replied	Referred
January	69	66	3
February	82	78	4
March	96	96	0
April	92	92	0
May	99	99	0
June	85	85	0
July	68	68	0
August	76	74	2
September	87	86	1
October	81	80	1
November	78	75	3
December	48	45	3
<b>Total</b>	<b>961</b>	<b>944</b>	<b>17</b>



# VII. CUSTOMER FEEDBACK MECHANISMS

## 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](https://www.facebook.com/pcsoofficialsocialmedia) and the PCSO Games Online Hub.



