



Audit report

SAMPLING SITE PROCEDURE - FINAL REPORT

ISO 9001:2015

Recertification Audit Management of Gaming Operations and Processing of Prize Claims including Support Process, Conduct & Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims

Philippine Charity Sweepstake Office

Sun Plaza Bldg., 1507 Shaw Blvd. Corner Princeton Street
1552 Sun Plaza Bldg-Mandaluyong City,
Philippines

Main site with sampling sites

Audit date:

From: 2024/12/10 to: 2024/12/13

REF No.: 50502367

1. Certificate recommendation

Thank you for your cooperation during the recent audit of your organization. This report describes the audit results including strengths, opportunities, and weaknesses. These results, the system evaluation and its recommendation for certification were presented to your management at the closing meeting of the audit. You should now use these results to further strengthen your management system. We look forward to continue our partnership towards sustainable business success.

ISO 9001:2015

Overall evaluation

- ☒ The management system is fully effective and fulfils the requirements of the applied standard(s). No nonconformities were identified.

The audit team recommends to DQS in reference to the applied standard:

- ☒ The issuance of the certificate.

The conditions of sampling site procedures according to IAF rules MD01 are met.

2. Audit results

2.1 Executive summary

The audit team confirms that the audited company has implemented and maintains a management system in accordance with the applied standard(s). Detailed audit results were presented, explained and, as necessary, discussed with the organization's management during the closing meeting.

The following chart provides a graphic overview of the respective audit findings and evaluations, which are stated explicitly in chapter 3 of this audit report.

No.	Process	Standard	Requirement	Verified during audit	Conform	Evaluations			
						str	OFI	nc	NC
	GPDMS-Gaming Technology Department (Data Center Division)	ISO 9001:2015	4.4; 6.1; 7.1; 7.2; 7.3; 8.1; 9.1	✓	Yes	0	0	0	0
	Management Sector Div. - Operating Fund Div. - Branch Accounting Div.	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	1	0	0	0
	Charity Sector - Individual Charity Assistance Div / Branch Charity Assistance Div)	ISO 9001:2015	4.4; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
	Customer Satisfaction and Handling of Customer Complaint	ISO 9001:2015	6.1; 9.1	✓	Yes	1	0	0	0
	Control of Documented Information	ISO 9001:2015	6.1; 7.5; 9.1	✓	Yes	1	1	0	0
	Processing of Claims	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	1	2	0	0
	Administrative Sector- Treasury Dept. (Prize Payment Division)	ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	1	0	0
	Administrative Sector- Assets & Supply Management Department	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
	Administrative Sector- Gen. Services Dept. (Procurement Division/Central Records & Library Div./Gen. Services)	ISO 9001:2015	4.4; 6.1; 7.1; 7.5; 8.4; 9.1	✓	Yes	2	2	0	0
	Administrative Sector-HR (Provision on Competency and Awareness)	ISO 9001:2015	6.1; 7.2; 7.3; 7.4; 9.1	✓	Yes	1	3	0	0
	Management Services Sector- Information Technology Services Sector	ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	1	2	0	0
	Management Services Sector- Accounting Department (Charity Fund Div. & Prize Fund Div.)	ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0

	Charity Sector - Medical Services Department	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
	GPDMS-Gaming Technology Department (Draw Division & Creative Division)	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
	EO-Legal Department	ISO 9001:2015	6.1; 7.4; 8.1; 8.5; 8.6; 9.1	✓	Yes	0	2	0	0
	EO- Data Security Division	ISO 9001:2015	4.4; 7.1; 7.2; 7.4; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	1	0	0
	EO - Internal Audit and Corrective Action	ISO 9001:2015	7.2; 9.1; 9.2; 10.2	✓	Yes	0	1	0	0
	EO - Management Review and Improvements	ISO 9001:2015	9.1; 9.3; 10.1; 10.2; 10.3	✓	Yes	1	0	0	0
	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	ISO 9001:2015	4.1; 4.2; 4.3; 4.4; 5.1; 5.2; 5.3; 6.1; 6.2; 6.3; 7.1	✓	Yes	6	2	0	0

NC | major nonconformity was identified, conformity to standard requirement was not evident or potential risk for providing nonconforming product/service to customer

OFI | conforming, all requirements are fully met, (with or without potential for improvement)

nc | minor nonconformity was identified, single or isolated deficiencies were identified without impact onto the system's effectiveness

str | conforming, all requirements are fully met and significant strength was identified, evident through excellent results

All audit findings are based on a sampling process, targeted towards reliable evidence for effective implementation and compliance of the management system. Where applicable findings and required corrective action plans were or will be agreed upon with the responsible managers or management representatives, steps have been or will be defined to resolve such non-conformity. Further business aspects may exist, positive or negative, which have not been reviewed by the audit team. It is the organization's responsibility to investigate and evaluate the potential impact and scope of findings, thus continuously ensuring full compliance to the applied standard(s).

2.2 Strength(s) - Exceed(s) the requirements of the standard/specification

No.	Standard	Requirement	Process	Statement	Evaluation
1	ISO 9001:2015	7.5;8.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment; Control of Documented Information	SITE: 50502367 The Documented Information including the Operational Controls and records are comprehensive and well documented.	Strength
2	ISO 9001:2015	9.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	SITE: 50502367 PCSO has received 98.1% Rating for CY 2023 Performance scorecard for GOCC.	Strength
3	ISO 9001:2015	9.1	Customer Satisfaction and Handling of Customer Complaint	SITE: 50502367 Commendable achievements for the customer satisfaction survey; a. 71 complaints from Jan-Nov 2024 received from 8888Hotline were 100% closed within 72 hrs. b. From the Happy and Sad chip survey result, Medical services, Lucena Branch consistently achieved 100% Happy result from 2023-2024 YTD.	Strength
4	ISO 9001:2015	8.4;7.2	Administrative Sector- Gen. Services Dept. (Procurement Division/Central Records & Library Div./Gen. Services)	SITE:50502368 Commendable requirement for Job Orders of Motorpool to have NC II.	Strength
5	ISO 9001:2015	8.2	Administrative Sector- Gen. Services Dept. (Procurement Division/Central Records & Library Div./Gen. Services)	SITE:50502368 Comprehensive monitoring of PR-PO transactions.	Strength
6	ISO 9001:2015	10.3	Management Services Sector- Information Technology Services Sector	SITE:50502368 It is worthy to mention commitment to improvement by upgrading the electronic Client Satisfaction Measurement system.	Strength
7	ISO 9001:2015	6.1;10.3	Management Sector Div. - Operating Fund Div. - Branch Accounting Div.	SITE: 50502368 It is worthy to mention risk based thinking practice to reduce risks associated with delay in processing of vouchers. CIP: Code of approving signatories and back up signatories under Approved Resolution No 124 series of 2023	Strength
8	ISO 9001:2015	10.3;6.2	Administrative Sector-HR (Provision on Competency and Awareness)	SITE: 50502368 Commendable commitment to continual improvement as observed with the following; Planned implementation of Job Order performance evaluation Upgrade of applicant examination testing to latest psychological techniques CIP: TOGRA	Strength

No.	Standard	Requirement	Process	Statement	Evaluation
9	ISO 9001:2015	7.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	SITE: 50502367 The Top Management and the whole organization are very engaging on their commitment to the maintenance and continuous implementation of quality management system.	Strength
10	ISO 9001:2015	7.1;8.1;7.5	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	SITE: 50502367 Commendation for adapting digitalization process, Gaming technology IT – infrastructure ERMS – Electronic Records Management System	Strength
11	ISO 9001:2015	8.1;9.1;7.1	Processing of Claims	SITE: 50502371 Commendable for its provision of good working environment for the employee and stakeholder, welcoming and accommodating employees. Furthermore, also recognized as Best Branch for Year-2024	Strength
12	ISO 9001:2015	9.3	EO - Management Review and Improvements	SITE: 50502367 The Management Review Minutes of meeting provides a very comprehensive information and monitoring on updates and review of the performance on the effectiveness of the organizations' quality management system.	Strength
13	ISO 9001:2015	5.2;6.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	SITE: 50502367 Top Management has demonstrated their full commitment and support in the maintenance of the quality management for promoting continuous improvement and process approach risk-based thinking planning and addressing the needs of the organization and its' stakeholders CIP: Medical Assistance – expansion thru online for 12 branches Upgrading of the hardware of the branches Have utilized their WEBSITE for provision of information and services of "ease in doing business" for reaching & serving the people by any means.	Strength
14	ISO 9001:2015	5.2;6.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	SITE: SITE: 50502367 The organization has achieved excellent performances as recognized for the following; Awards / Recognition (GCG – Best Performers Top-10 2024, Most Improved Award 2023, Performance of 98.1% Achievement 2024 Freedom of Information Award – consistent awardee ARTA- Ease of doing business Best Performing Agencies (Anti-Red Tape)- Main+ 4 various PCSO Site was also awarded. Champion for the Urban Poor 2024 Recognized as Level -2 in Responsible Gaming by World Lottery Association	Strength

2.3 Opportunities for improvement and non-conformities

Nonconformities identified during the audit must be demonstrably and effectively closed within the established period (see chapter 5). Identified potential for improvement should be evaluated by the organization and, if necessary, used for continuous improvement.

nc = minor nonconformity, NC = Major nonconformity, OFI = Opportunity for improvement

No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
1	ISO 9001:2015	7.5	GPDMS-Gaming Technology Department (Data Center Division, Draw Division & Creative Division)	Statement : SITE: 50502368 It fulfills the requirements of the audit standard however, the process owner may consider establishment of documented framework for the management of its electronic data	OFI
2	ISO 9001:2015	7.2	Administrative Sector-HR (Provision on Competency and Awareness)	Statement : SITE: 50502367 The process is conforming, however there is an opportunity to improve on the following areas found : 1. how to maintain records of all attendees from MS TEAMS/ virtual platform . Case point : none from branch participants for IQA Root Cause Analysis and Corrective Action , 19 June 2024 . 2. records of training evaluation and its effectiveness . Case In - point : none for Record Custodian of the QMS training , 26 June 2024 .	OFI
3	ISO 9001:2015	7.5	EO-Legal Department	Statement : SITE: 50502369 The process is conforming, however there is an opportunity to improve the existing LDCS database and utilize other electronic system (ie. google sheet / Outlook) for tracking , monitoring , and data retention . To note Digitization was part of the identified Opportunity .	OFI
4	ISO 9001:2015	7.3	Administrative Sector-Treasury Dept. (Prize Payment Division); Processing of Claims	Statement : SITE: 50502368 and 50502370 The process is conforming, it will be beneficial if JO personnel will be part of QMS awareness / orientation .	OFI

No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
5	ISO 9001:2015	6.1	EO- Data Security Division	Statement : SITE: 50502367 The process is conforming, for the medium risk identified in Risk and Opportunity Register , dated 13 May 2024 , it will be beneficial if the nominated action plan is defined and specific for common understanding and reference for monitoring .	OFI
6	ISO 9001:2015	6.1	EO-Legal Department	Statement : SITE: 50502367 The process is conforming, however for the sampled Medium Risk, the action plan was marked as None . It will be beneficial to review and identify an action since the requirement of internal procedure is to “ address risk within 2 years”	OFI
7	ISO 9001:2015	10.3	Administrative Sector- Gen. Services Dept. (Procurement Division/Central Records & Library Div./Gen. Services)	Statement : SITE:50502367 Improvement conforms to requirements. Organization may consider programs to reduce occurrence of repairs. CIP: plumbing repairs at comfort rooms	OFI
8	ISO 9001:2015	8.4	Administrative Sector- Gen. Services Dept. (Procurement Division/Central Records & Library Div./Gen. Services)	Statement : SITE:50502367 Procurement process conforms with requirements. May consider to review current controls for the following; Documented procedure for Other alternative procurement methods Monitoring of competency for BAC personnel and/or TWG Analysis of procurement delays.	OFI
9	ISO 9001:2015	10.3	Management Services Sector- Information Technology Services Sector	Statement : SITE: 50502368 Analysis of Data and continual improvement conforms with requirement. There is an opportunity to create programs to reduce top repairs CIP: Printer sharing	OFI

No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
10	ISO 9001:2015	7.1	Management Services Sector- Information Technology Services Sector	Statement : SITE: 50502368 Infrastructure maintenance conforms with requirements. May consider to review in the preventive maintenance form the following; Confirmation and acceptance of End User Provision for applicability of inspection checks CIP: X – checking of printer, actual: not applicable Identification of breakdown/repair issues CIP: Internet connection	OFI
11	ISO 9001:2015	8.4	Administrative Sector-HR (Provision on Competency and Awareness)	Statement : SITE: 50502367 Control of externally provided services conforms with requirements. May consider to include in the performance evaluation planning the recently acquired services for applicant examination. CIP: Profiles Asia Pacific Incorporated	OFI
12	ISO 9001:2015	7.5	GPDMS-Product & Standard Development Dept.	Statement : SITE: 50502368 Documented information conforms with requirements. May consider to review controls associated with documented information pertaining to Number, Value and payment of prizes calculation.	OFI
13	ISO 9001:2015	7.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	Statement : SITE: 50502367 Though the organization has determined their process and conforming to requirement, may consider the following for improvement; Consider to define clearly criteria and handling for the planning of change affecting the quality management of change. CP: Quality Manual – PCSO-QM-06 Rev 5 (Section 6.3 Planning of Change) page 2 of 3 Consider to review PCSO-QM-06 Rev 5 (Section 7.1.3 Organizational Knowledge page 3 of 6 – harmonize with the Training and competency procedure/process of HR CIP: Central Records and Library Division (Manual)	OFI

No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
14	ISO 9001:2015	7.5	Control of Documented Information	<p>Statement : SITE: 50502367</p> <p>The process are determined and conforming to requirement, you may consider the following improvement;</p> <p>Inclusion of the Doc. Control rules to review document request Request For Document Creation / Revision / Deletion Form QF-QMS-01 Rev 2</p> <p>Consider review of the documents posted in website for restriction to download (data privacy act)</p> <p>Improve storage area, on visual controls based may consider retention</p> <p>Consider Health Safety reminders on storage room</p>	OFI
15	ISO 9001:2015	9.1	Processing of Claims	<p>Statement : SITE: 50502371</p> <p>Though the process are determined and conforming to requirement, you may consider review the following;</p> <p>Provide measurable target (Scanning of DV / Receiving of Incoming Document)</p>	OFI

No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
16	ISO 9001:2015	7.1	Administrative Sector-HR (Provision on Competency and Awareness)	<p>Statement : SITE: 50502367</p> <p>Though the process is compliant to requirement, there is an opportunity to consider review the Training Procedure (OP-HRD-02 Rev 5) for the following; Criteria for evaluation of the training request prior to processing for approval, to satisfy the need to pursue the training request.</p> <p>CIP: Special Projects/ Programs/ Improvement Plans Competency Results driven Performance Appraisal Result</p> <p>Clearly define the requirements of the training effectiveness (CIP: After Activity Report)</p> <p>SITE: 50502367 Harmonization of the Training Procedure for determining training needs and effectiveness with individual performance evaluation CIP: After Activity Report -Seminar Report on Corporate Governance, Roles, Responsibilities and Liabilities of Corporate Director. Competency Assessment Result Performance Appraisal / Evaluation</p>	OFI
17	ISO 9001:2015	9.2	EO - Internal Audit and Corrective Action	<p>Statement : SITE: 50502367</p> <p>The process is determined and conforming to requirement, however you may wish to consider improvement to the following;</p> <p>1) Use the analysis on the IQA findings to drive motivation for improvement horizontally across other departments/processes applicable to their functions.</p> <p>2) Use the analysis on results in iso clause requirement to initiate improvements on the side of IQA Auditors / Auditee to further calibrate understanding of the ISO clause requirements, as part of continuous learning and development program provisions.</p>	OFI

No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
18	ISO 9001:2015	6.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	Statement : SITE: 50502367 Though the organization has implemented some initiatives in support to climate change, it is worth to revisit the Risk and Opportunity Register to consider the impact of climate change to the organization and to its' stakeholder in reference with the current initiatives implemented controls.	OFI

3. Audit results in detail

Evaluation of management system and its processes/subjects

3.1 General

The audit team confirms that the audited company has implemented and maintains a management system in accordance with the applied standard(s). The pre-conditions of the audit have been verified as valid during the assessment. Detailed audit results were presented, explained and discussed with the organization during the closing meeting.

The organization has taken the following aspects of climate change into account:

The organization have various initiative programs implemented related to climate change impact as mandated by the national government, (CIP: Solar System, minimizing paper consumption thru digitalization, tree planting),

3.2 Evaluation of the processes defined by the organization

In the following chapter you will find the evaluation of the processes and/or subjects audited during the audit with comments on the achievement of objectives, reference to the standard requirements, key figures for process evaluation and references to audit findings and the verified documents and evidences that have been viewed:

Process No.		Process / Process group	Management Sector Div. - Operating Fund Div. - Branch Accounting Div.	
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	
Audited owner/responsible		Maria Carida Pamparo (Division Chief III), Veronica Penetrante (Technical Assistant), Arlynn-Kate Darene S. Bonto (Fiscal Controller II), Ana Gia Relova (Financial Analyst IV), Maria Kristina Gregorio (Department Manager)		
Reference documents (procedures, process, descriptions, etc.)		Preparation of Disbursement voucher OP-ABD-02 revision 5		
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE		
Performance				
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend
Achieve Report Accuracy		100%	yes	positive
Audit details (Audited activities, projects, verified objective evidences etc.)				
Location: 50502367 Participants: Maria Carida Pamparo (Division Chief III), Veronica Penetrante (Technical Assistant), Arlynn-Kate Darene S. Bonto (Fiscal Controller II), Ana Gia Relova (Financial Analyst IV), Maria Kristina Gregorio (Department Manager)				
Document Name/No: <ul style="list-style-type: none">Operating Fund – processing of vouchers, PCSO fund (30% charity), (Operating is 15%), (55% prize fund)Staff – total of 11, 9 permanent and 2 Job Orders – receiving, releasing and documentationPreparation of Disbursement voucher OP-ABD-02 revision 5, Sept 12, 2024, changes include revisionsAccomplishment report – proceed disbursement voucher, April-June 2024, quarterly monitoring, simple transactions: April = 524, May = 607, June 560Sample Simple transactions:<ul style="list-style-type: none">Voucher No 2405004143, Quirino State University, student No 185-194, amounting to 41,300, requeste by Chairman – June E. Cua, requirements – with original voucher, stopped CAS (stoppage of Computerized Accounting System)Checklist based on Citizen Charter, 1st edition 2023, Donations and contributions [?] letter of request, SOA of school, proof of enrolment, Photocopy of ID, Whole body picture of studentDone by Janette A. Estubo, with units at Accountancy subjectsRequested April 30, 2024, released May 7, 2024, working days (4 working days, 3 days target for simple), processed beyond 3 days – 1 transactionSample Highly technical transactions,<ul style="list-style-type: none">Request for payment – GSD, Focal Crest Builders, VND Accnt 009915, October 4, 2024, around 11,664,615.69Php gross,Return slip for incomplete documentation requirements, final billing last November 2024, Certificate of Completion dated Sept 4,				

2024

- o Code of approving signatories for back up signatories – resolution number 124 series 2023, fast processing of jobs and allocation
- o Awareness of process through website, citizen charter and display of charter
 - No Audit Observation from COA
 - Objectives – generally achieved,
- o Bank reconciliation – timely submission, 100% balance,
- o Payroll – good performance, Very satisfactory = 4.46
- o APP and PPMP alignment

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	0	0	0

Process No.		Process / Process group	GPDMS-Gaming Technology Department (Draw Division & Creative Division)
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible		• Eugene Muyot: OIC-DC / Draw Div • Aimee De Viterbo: DC / Creativeness Div	
Reference documents (procedures, process, descriptions, etc.)		<ul style="list-style-type: none"> OP-GTD-01 Rev 4 Preparation for the Pre-Draw Procedure OP-GTD-02 Rev 4 Draw Procedure OP-GTD-03 Rev 4 Post-Draw Procedure 	
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE	

Performance

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
Success Indicators: Evaluate and testing of STL draw machine and Draw balls, within 2 days after receipt of STL draw machines and draw balls	3	yes	positive
Evaluate and testing of STL draw machine and Draw balls, within 2 days after receipt of STL draw machines and draw balls	3.0	yes	positive

Audit details (Audited activities, projects, verified objective evidences etc.)

STE: 50502368

Owner / Responsible (Name and Job Title):

- Eugene Muyot: OIC-DC / Draw Div
- Aimee De Viterbo: DC / Creativeness Div

Ref. Documents (Title, Doc. #, Rev Date):

- OP-GTD-01 Rev 4 Preparation for the Pre-Draw Procedure
- OP-GTD-02 Rev 4 Draw Procedure
- OP-GTD-03 Rev 4 Post-Draw Procedure
- Preventive Maintenance done by Pacific Online dated 11 Nov 2024, Draw Equipment – for the Console, GSD1, GSD2, GSD3, Saturn 1, Console 6, GSD 11, GSD12, GSD13, GSD14 Saturn 2 for the form F-DRA-004 Rev 5. Draw Equipment PM Report for the month of November 2024.
- PGMC- LOTTO Machine PM Checklist PSDOD-PMF-2019 rev 3, Draw Equipment No. M-06, D-30, D-29, C-26, D-31, dated 12/8/2024

Records (Title, ID, Date):

PCSO-F-GTD-DD0112: Certification of Draw Machine Testing (2PM) (Completed every game). Completed date 11 Dec 2024 the following draws:

- 2D LOTTO, 3D LOTTO, 4D LOTTO, 6/45 LOTTO, and 6/55 LOTTO draws
- Live Draw Record: Declaration 2PM: 2D and 3D LOTTO Declaration of winning Numbers Draw Identification LVM2D241211A and LVM3D241211A Declaration of winning Numbers Draw Ident
- Draw Equipment Calibration Preparation Checklist: Dated 12/11-2024 item#3 Prepare and test the weighing scale. All passed and within the tolerance. Issued by Pacific Online Loto
- Sequence guide PCSO-F-GTD-CDC-CD025 Dec 11, 2024 draw 2mm, 2D LOTTO, 3D LOTTO, LOTTO Hosted by Tracey Perez with the approval by the Div Chief.
- Draw Equipment Checklist/Air Monitor records: PCSO-F-GTD-DD0134, dated 12-10-24, Equipment Nos. C-26 D30, D29, D36, D35, D34, D32, D31 checked at 11am, 4pm and 9pm, input pressure min 80psi-max80psi, output pressure min 25-max 30psi. The parameters of inspection include: initial reading, after reading, after draw, and final draw readings: Actual Result is within the parameters.
- Analytical Balance Calibration Record: Certificate No.: 09-240737-S001 issued to Pacific Online System Corporation (external provider), Date Issue: Sep-25-2024, Equipment Description-Analytical Balance; Manufacturer's Name-Mettler Toledo; Model No.-XSE204; Serial No.- B616374753; Capacity-220 g; Date Calibrated-Sep-09-2024; Date Due-Sep-09-2025 certificate issued by Applied Calibration & Instrumentation Systems Inc.
- Validation Test record (F-DRA-003 Rev. 5 (06-04-24) for the Analytical Balance: Date validated 12/11/2024, Mettler Toledo; Model No.-XSE204; Serial No.- B616374753, performed by J Batislaong, video by E Rabaca and noted by J Batislaong

Creative Division: Performance Commitment and review (DPCR)

1. Improve process Improved: Efficiency

Strategic Objective / Measure-ISO 9001:2015 aligned QMS established Processes: Success Indicator: Maintain compliance of requirements under Operating Procedures ISO 9001:2015 (Draw Ops, Data Center Ops, Gaming Tech Department): Actual Rating

4.5:

Draw Division: Performance Commitment and review (DPCR)

1. Strategic Objective: ISO 9001:2015 aligned QMS established:

Success Indicator: IQA confirm with OFI during audit. Actual Rating 5:

2. Core Function: Conduct the following on line lottery draws in six months: Success Indicators: 100% conduct of all on line draws with the following frequencies: Actual rating=5

- Morning and Afternoon: Total draws=708: 2d/3D lotto=2x/day x 6 months=354+354=708

- Evening Draws: Total draws-886 draws

- 2D-177 draws, 3D-177 draws, 4D-76 draws, 6D-76 draws, Lotto 6/42 77 draws, Mega Lotto 6/45-75 draws, Super Lotto 6/49-76 draws, Grand Lotto 6/55-76 draws, Ultra Lotto 6/58 - 76 draws: Actual Rating 5:

3. Support function: Evaluate and Testing of STL draw machine and Draw balls: Success Indicators: Evaluate and testing of STL draw machine and Draw balls, within 2 days after receipt of STL draw machines and draw balls: Actual Rating-4.29

Average Rating: 4.76, Adjectival Rating-O (outstanding)

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	
Applicable standard requirements		ISO 9001:2015	4.1; 4.2; 4.3; 4.4; 5.1; 5.2; 5.3; 6.1; 6.2; 6.3; 7.1	
Audited owner/responsible		Laoro Patiag – AGM-MSS/GDPMS/DQMR Arnel Casas – AGM-CS Jerusa C. Amante-Homo DC-SPD/Head (QMS) Anna Liza Inciong – Dep Head QMS Lyssa Grace Pagano – COS-OGM		
Reference documents (procedures, process, descriptions, etc.)		Risk Management Procedure – SP-QMS-14 Rev 7 Quality Manual - PCSO-QM-i Rev 5		
Relevant legal or other requirements (if applicable), permits approvals, etc.		none		
Performance				
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend
Conduct periodical review of Risk and Opportunity Assessment		100%	yes	positive
Audit details (Audited activities, projects, verified objective evidences etc.)				
Auditee: Laoro Patiag – AGM-MSS/GDPMS/DQMR Arnel Casas – AGM-CS Jerusa C. Amante-Homo DC-SPD/Head (QMS) Anna Liza Inciong – Dep Head QMS Lyssa Grace Pagano – COS-OGM				
Documents Reviewed: Major Changes / Improvements : 4) Changes in the table of the organization 5) Medical Assistance – expansion thru online 12 branches 6) Upgrades the hardware of the branches 7) GAMES – introduce corporation agents (expanded)- provision of system- more opportunities (LOTTO-MATIC) 8) Turned 90 years old 9) National Day of Charity – Oct 30, 2024 (National Charity Activities) 10) EO #598 (Oct. 30 2024) National Day of Charity 11) Awards / Recognition (GCG – Best Performers Top-10 2024, Most Improved Award 2023, Performance of 98.1% Achieved 12) Freedom of Information Award – consistent awardee of 2024 13) ARTA- Ease of doing business Best Performing Agencies (Anti-Red Tape)- various agencies was also awarded -4 branches+Main 14) Champion for the Urban Poor 2024 15) Ground Breaking – Corp. Center (San Marcelino – Manila) 16) MAP Online – 24 out 74 (Self Develop by IT)				
Responsible Gaming – Level 1 going to Level -2 (International – World Lottery Association)				
CLIMATE CHANGE: 1) Digitalization of the gaming process 2) Procurement process – requires paper instead of plastics 3) Solar Panels 4) 2025 – Reduce for paper consumption Target of 10% 5) DRRM Plan 6) DENR – Tree Planting Activities (National Day Activity) 7) Reducing – duplication documents to MAP (Medical Assistance Program) 8) WEBSITE – utilization serve the purpose of the organization				
RISK AND OPPORTUNITY : Auditee: Ral Lavin – ITO-III Risk Management Procedure – SP-QMS-14 Rev 7 • Risk and Action Plan (IT SOLUTIONS) – 5 Programs initiative due for implementation (twice a year) – November 11, 2024 was the latest presented to Board of Approval • Updating of ROA is conducted twice a year				
Audit results(for details refer to chapter 2)				

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	6	2	0	0

Process No.		Process / Process group	Charity Sector - Individual Charity Assistance Div / Branch Charity Assistance Div)
Applicable standard requirements		ISO 9001:2015	4.4; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible		Nancy Filart- Financial Analyst III Ethel Panchita Lovino- Social Welfare Officer III Dr. Pinky Casas- OIC Div Chief	
Reference documents (procedures, process, descriptions, etc.)		QP-CAD-10 Rev 0, MAP Online application system procedure • QP-CAD-10 Rev 0, Interim Process for MAP Program Using @PCSO.GOV.PH • QP-CAD-09 Rev 0, Process Flow for Processing of Payment for MAP NCR using Computerized Accounting System 9CAS) • QP-CAD-08 Rev 0, Interim Process Flow Manual Processing of Payments for NCR MAP • OP-CAD-06 Rev 0- Interim Process flow foe MAP application in Malasakit Center	
Relevant legal or other requirements (if applicable), permits approvals, etc.		Board Resolution No. 049 s2024	
Performance			
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
Utilize GLs are processed and transmitted to ADB within 10 days from receipt of complete documentary requirements from partners health facilities (for Department)	100%	yes	positive
Audit details (Audited activities, projects, verified objective evidences etc.)			
SITE: 50502368 Owner / Responsible (Name and Job Title): Department: Charity Assistance Department (CAD) Division: Individual Charity Assistance Division (ICAD) Interviewed: Nancy Filart- Financial Analyst III Ethel Panchita Lovino-Social Welfare Officer III Dr. Pinky Casas- OIC Div Chief Ref. Documents (Title, Doc. #, Rev Date): • QP-CAD-10 Rev 0, MAP Online application system procedure • QP-CAD-10 Rev 0, Interim Process for MAP Program Using @PCSO.GOV.PH • QP-CAD-09 Rev 0, Process Flow for Processing of Payment for MAP NCR using Computerized Accounting System 9CAS) • QP-CAD-08 Rev 0, Interim Process Flow Manual Processing of Payments for NCR MAP • OP-CAD-06 Rev 0- Interim Process flow foe MAP application in Malasakit Center • List of see in the Website: Records (Title, ID, Date): Sample of records: 1. GL No. 20241209-17975 dated 12/9/2024, Applied date 12/9/2024, Ms. Catherine Rivera, approved sane day. 2. GL No. MAP-20241210-19046 date application 12/10/2024, Analyn Balmores Medical assistance. 3. Reference: CAD-MR 202411-00484 received completed documentary requirement for payment (Statement of Account) dated 12/4/2024, approved forwarded to ABD dated 12/10/2024 (4 working days) 4. CAD MR-202411.005242 SOA received 12/4/2024 forwarded to ABD 12/10/2024. (4 working days) • Summary of disbursement voucher for approval and budget department Charity assistance Department. Transmittal number: CFIMAP320243214810 / PCSO f-CAD-MAP10. Rev 0 • Medical Assistance Program Assistance for the following: 1. Confinement, Erythropoietin (Dialysis Injection), Hemodialysis, 2. Chemotherapy Drugs, Radiation Therapy 3. Specialty Medicines (Hemophilia, Post Kidney/Liver Transplant medicines, Rheumatoid Arthritis, Anti-Lupus, Hematologic and ...			

4. Laboratory, Diagnostic and Imaging Requests (except for routine laboratory examination)
5. Implant and Medical Devices (pacemaker etc)
6. Rehabilitation Therapy (Physical/Occupational/Speech)
7. Catastrophic Illnesses

Personnel Training:

- Certificate of attendance to Nancy Filart 4th PCSO Accountants Conference date Nov 13-15, 2024 issued by PCSO
- Certificate of Completion Eden Grace Nonato and Zarah Huang-Anula convention cum Seminar dated Oct 8-11, 2024 issued by Association of Gov internal auditor, inc.
- Certificate of Participation Ms. Dian De Sagun & 5th Platinum Jubilee National Convention date Nov 8-10 2023 issued By Phil Ass of social workers, Inc.
- Webinar training on counselling strategies dated May 29-30 and 5-6 Jun 2021
- Certificate of participation on 2023 National Convention – dated April 19 -23 2023 issued by association of Medical Social Workers of the Philippines Inc.

Relevant legal reqts:

- Board Resolution No. 049 s2024

Objectives and Targets: OTP

- OTP1. Approved GL in 24hrs application, Target 24hrs, Applicants-Jan-Jun 27,046., Actual-All met, 4 hrs.
- OTP2: 100% utilized GLs are processed and transmitted to ADB within 10 days from receipt of complete documentary requirements from partners health facilities (for Department), Average 7 days for last year, Jan-Jun 2024: result- (11, 693 cases), in 10 days 11, 673 cases. Result: Target - met.
- Risk management procedure – SP-QMS-14 Rev 7
- Anti-Red Tape (ARTA) Client Satisfaction Measurement Prescribed Form (External)

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	Customer Satisfaction and Handling of Customer Complaint		
Applicable standard requirements		ISO 9001:2015	6.1; 9.1		
Audited owner/responsible		Roselle Dela Umbalia , Andrew Limjoco , R. Dela Pena , Christine Mercullo , Belen Bantang , Pinky Casas , Maica Garnica , Maritess Jose , Ma. Lorna , Estela Divina , Ms. Christines V.			
Reference documents (procedures, process, descriptions, etc.)		SP-QMS-10 System Procedure - Customer Satisfaction Survey , Rev 5			
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE			
Performance					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
To achieve customer satisfactory rating		3.0	yes	positive	
Audit details (Audited activities, projects, verified objective evidences etc.)					
SITE: 50502367					
Owner / Responsible (Name and Job Title):Roselle Dela Umbalia , Andrew Limjoco , R. Dela Pena , Christine Mercullo , Belen Bantang , Pinky Casas , Maica Garnica , Maritess Jose , Ma. Lorna , Estela Divina , Ms. Christines V.					
Ref. Documents (Title, Doc. #, Rev Date):					
Records (Title, ID, Date):					
Relevant legal reqts:					
☑ Tools to measure client satisfaction: Happy and Sad chip (applicable to Treasury , Branches , Accounting , MSD) ; Client Satisfaction Measurement - QR Code (with ARTA Committee)					
☑ For Happy and Sad survey - sampled Record : Jan - Nov 2024 , out of 12, 580 respondents with 100% happy ; 2023 - 10,788 - 100% . Consistently meeting the customer satisfaction from 2023 - 2024 YTD . For Medical services department - OP Medical Services , OP Dental Services , Medical and Dental Services during Medical mission and Pharmacy Services - 100% , Branch -100%					
☑ Accounting / Treasury - Average consolidated CSS Results for CY 2024 - ie November 2024, 979 respondents and 99.69% happy . For 2023 - 99.60%. Process improvements were noted such as slow processing					
☑ Committee on the Anti Red Tape ,as of Dec 5 , 20204 ; SO # 2024-309 , Reconstitution of the QMS Committee					
☑ Presented for Client Satisfaction Measurement Report , Year 2023 , Signed and Approved by GM and CART and submitted to committee for verification . Uploaded in public website of PCSO.					
☑ 5 sites of PCSO - HO , Binan , Cebu , Cabarroguis and Zamboanga were Silver awardee as result of 2023 RCS 2.0 Cycle					
☑ From QR code - number of respondents from HO - 12,590 ; Cebu - 15 , Davao Del Sur - 720 . Quezon - 1790 . Wherein scores for Awareness , visibility , helpfulness , responses rate were rated an with overall of 99.17% . Effective Jan 2025 with 200 tablet units were purchased for the monitoring of CSS. Reference PR # 02-29-240118 / with Notice of proceed (200 units).					
☑ SP-QMS-10 System Procedure - Customer Satisfaction Survey , Rev 5 , as of 25Nov 2024					
☑ From Jan - November 2024 YTD , with 71 complaints with 100% closed . October : 7 -100% for 72 hrs ; Sept: 10 - 100%					
☑ Checked information received from 8888 Citizens Complaint Hotline. For Jan - Sept 2023 - 100% within 72 hrs .					
☑ PCSO has received 98.1% Rating for CY 2023Performance scorecard for GOCC.					
☑ Training for Customer handling training - ie. June 2024 , Customer Service Training , 169 . Checked some actions taken on how to improve the system from CAD , Recommendation for Job Order Personnel for Customer Care system for the set up of call center like to respond queries via telephone , emails , PCSO website					
Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	0	0	0

Process No.		Process / Process group	Control of Documented Information		
Applicable standard requirements		ISO 9001:2015	6.1; 7.5; 9.1		
Audited owner/responsible		Sherry Catherine Pamintuan – Archivist -II Ma. Ruchi Eva T. Jimenez – Team Head DRCT Edwin Michael Coronalo – Deputy Team Head Maricar Ramirez – Member DRCT			
Reference documents (procedures, process, descriptions, etc.)		Control of Internal Documents SP-QM-01A Rev 5			
Relevant legal or other requirements (if applicable), permits approvals, etc.		National Archives of Documents RA9470 Vol. 119 No. 52 Item 17 (International Organization for Standardization Files (Dec. 25, 2023)			
Performance					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
Timely issuance of approved request documents		100%	yes	positive	
Audit details (Audited activities, projects, verified objective evidences etc.)					
<p>AUDITEE: Sherry Catherine Pamintuan – Archivist -II Ma. Ruchi Eva T. Jimenez – Team Head DRCT Edwin Michael Coronalo – Deputy Team Head Maricar Ramirez – Member DRCT</p> <p>Documents Reviewed: Control of Internal Documents SP-QM-01A Rev 5 CHANGES 1) Date Format 2) Foot note inclusion Sample: Request for Document for Document Creation Revision / Deletion Form QF-QMS-01 Rev 2 DRCT# QMS-2024-150 Internal Document Masterlist QF-QMS-02 Request for Document Reproduction QF-QMS-05 Control of External Documents – SP-QMS-018 Rev 5 External Documents Masterlist as of Nov 2024 LEGAL : National Archives of Documents RA9470 Vol. 119 No. 52 Item 17 (International Organization for Standardization Files (Dec. 25, 2023) Records of Disposition Schedule -NAP Form No. 2, 2008 (Sept. 17, 2023) Records Masterlist QF-QMS-08 Rev 2 Internal Document Distribution / Retrieval List QF-QMS-03 AS OF Nov 25, 2024 QM Certificate of Disposal of Records CRLD-2024-491 System : ERMS (Electronic Records Management System) 2024</p> <p>RISK AND OPPORTUNITY REGISTER – June 11, 2024</p> <p>DPCR: 90% activities for the filing and preservation of the office / issuances documents are reviewed and checked. = Achieved</p>					
Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	1	0	0

Process No.		Process / Process group	Processing of Claims
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible	Dr. Earnieli Dancel – Branch Manager (Baguio)		
Reference documents (procedures, process, descriptions, etc.)	Processing of Prize Claims – OP-BOS-01 Rev 2		
Relevant legal or other requirements (if applicable), permits approvals, etc.	None		
Performance			
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
Timely processing of prize claims	100%	yes	positive
Audit details (Audited activities, projects, verified objective evidences etc.)			
<p>SITE : 50502370 (Baguio) Auditee : Dr. Earnieli Dancel – Branch Manager</p> <p>Documents Reviewed: Best Branch for 2024 - (Northern Luzon) – performer RISK: MAP ONLINE – adaptation of the process due to indigenous people/community, NCL- only branch to adapt Established the process on adapting the online process How to apply for medical assistance in PCSO – (Leafleats)</p> <p>Processing of Prize Claims – OP-BOS-01 Rev 2 TSN# 5910-77D-8365 Draw Date : March 17, 2024 Pay Receipto 10K on March 18 2024 Elpidion Andrada – Process Claims Log and Monitoring Sheet (for Cash Payment only) – for 10K prize and below amount Petty Cash Voucher -PF 1037-24-03-0037</p> <p>CHEQUE PAYMENT – MORE THAN 10k TO 300k AMOUNT Fostiner Tawali -Layagan – winning amount Ph 29,102 SN# 534-AF08-A6OC-85E1 Nov. 18, 2024 Official Draw Results – Nov 18, 2024 (drwa results) Disbursement Voucher - PF 24-11-315 Prize Claim Form – PCSO-F-BOS-001 #ben-0400 Warrant Register (Book) – 11/19/2024 STR: - Extra mile service of free coffee and candies. Risk and Opportunity Register: October 2024</p> <p>AWARDS: lyanan Cert. Appreciation for the generous donation to Child and Family Service Phils. Inc.that help on aid in the educational future</p> <p>Cert. of Appreciation – continuous support and valuable partnership with the hospital – Sept. 23 2024</p> <p>Bagong Pilipinas Serbisyo Fair – Benguet April 21-22, 2024</p> <p>-----</p> <p>SITE: 50502371 (LUCENA CITY)</p> <p>Owner / Responsible (Name and Job Title): Ref. Documents (Title, Doc. #, Rev Date): Records (Title, ID, Date): Relevant legal reqts: Process details: ☑ 10 perosnnel + 1 JO . With approved plantilla (15) . Special Order of JO - SO # 2024-536 / Renewal of Job Order Services. ☑ Office was recently transferred to new location last 16 Sept 2024 from Tayabas Quezon to Lucena. Registered address : Provincial Capitol Compound Belen Drive Baranagay 10 , Lucena City Quezon . Reference : Barangay Certification and BIR</p>			

registration (on going)

☐ Verified the effective implementation of Processing of claims . Checked BPCR from Jan - June 2024 - with VS / 4.47 rating . Sampled SO2 - Increase and sustain revenues - SM2 Sales Target - Lotto - 100% / 197,143,000.00 , and as of Nov 2024 , with 75.48% (Reference : Monitoring and Accompaniment Report) and with 102 % for STL . Plan for construction of PCSO Branch Office - next year plan Document : Processing of Prize Claims , OP-BOS-01 , Rev 2 ,01 Nov 2024 ; Record : Cash Profile Cash in Bank Register - Prize Fund , Prize Pay Receipt , Winners Profile Form , Processes Claim Log and Monitoring Sheet ,Acknowledgement Receipts , ID Photocopy , Prize Pay out , Winning Tickets

☐ Document : Internal Document Masterlist . Retention of records for the claimant . Retention of documents - 1 yr such as Prize Claims , . Reference : CRLD-2024-650 / General Services Departments , Disposal of Valueless Records , 28 June 2024 . Record : Transmittal Letter (to COA) - ie. Jan - Nov 2023 were transferred to COA last Jan 2024 .

☐ Has attended training for the following : Risk Awareness , Risk Assessment and Risk Workshop (ie May 28-30 , 2024 at Crowne Plaza and MS Teams) ; IQA Root Cause Analysis and Corrective Action (ie. 19 June 2024) and Records Custodian of the QMS (ie Attendance record , 26 June 2024)

☐ Monthly meeting / cascading ; Monday flag ceremony and visual

☐ Customer satisfaction : Happy and Sad chips . For Nov 29 , 2024 - 100% Happy (29 respondents) , Oct 2024 - 100% Happy (23 respondents) and Sept 2024 - 100% Happy (23respondents)

☐ Checked risk and opportunity assessment , as of Sept 2024 . No identified high risk and has identified Medium Risk : System offline > action plan : updated training for troubleshooting - hotline . Checked IPCR for the IPCR of ECET Technician - 100% performance With Medium risk - Tampered Tickets - Reputation tickets - SP-QMS 13 Procedure for Verification and Validation of Defective Lottery Tickets

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	2	0	0

Process No.		Process / Process group	Administrative Sector- Treasury Dept. (Prize Payment Division)		
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1		
Audited owner/responsible		Belen Baltazar (Dept Manager) , Estella Santos Divina (Div . Chief of Prize Payment) , Christine Viernesto (Dev. Chief Of Cahrity Fund) , Lorna Alfaro (Div Chief Disbursement Division)			
Reference documents (procedures, process, descriptions, etc.)		Collection and Monitoring , Branch Cash Transaction - Not yet enrolled in QMS certification . Prize Fund Disbursement, Charity Fund Disbursement and Operating Disbursement Division - Enrolled in QMS			
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE			
Performance					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
Customer satisfaction		100%	mostly	stable	
Audit details (Audited activities, projects, verified objective evidences etc.)					
SITE: 50502367					
Owner / Responsible (Name and Job Title): Belen Baltazar (Dept Manager) , Estella Santos Divina (Div . Chief of Prize Payment) , Christine Viernesto (Dev. Chief Of Cahrity Fund) , Lorna Alfaro (Div Chief Disbursement Division)					
Ref. Documents (Title, Doc. #, Rev Date):					
Records (Title, ID, Date):					
Relevant legal reqts:					
Process details					
☑ 41 personnel including JO (9) - Sampled Special Order - JO . Plantalia - Ms Erestain as of Feb 08 , 2024 > HR for Orientation ISO / SO 2024-095					
☑ For Prize Fund with 10 approved plantilla , 4 warm bodies with on going hring and recruitment , record : Request for Publication of Vacant Position as of 08 Oct 2024					
☑ Collection and Monitoring , Branch Cash Transaction - Not yet enrolled in QMS certification . Prize Fund Disbursement, Charity Fund Disbursement and Operating Disbursement Division - Enrolled in QMS					
☑ Checked status of DPCR Jan - June 2024 - VS or 4.38 for review .					
☑ Core Functions - Processing of payable that are chargeable . Indicstor : 3 hrs and 25 min upon rcpt of Disbursement voucher with complete documents from ABD - 100% . Actual : Jan - June 2024 : 100% . for month : November 2024 - with 100% , ave of 2.88 min / checks					
☑ Verified processing of claims - Cash - 60K and below due to customer feedback , with revised procedure , Rev 3 , 01 Dec 2024 Processing of Prize Claims . Reference Memorandum # TD-ODM-2024-670 , as of Nov 05, 2024 ; Record : Prize Payment Disbursement Division Accomplishment Report.					
☑ From accounting for ticket validation (signature at winning ticket , Prize Claim Processing Slip , WPF) > Endorsed to treasury for claimant (record : Abstract of Paid Winning Tickets - Ticket Serial Number / Claimant # 241200172) , with Acknowledgement Receipt					
☑ Other records maintained : Jackpot Profile From , DV/ Disbursement Voucher , Prize Claim Processing Slip , Winners Certification , Monitoring Slip .					
☑ Checked Risk and opportunity : Medium Risk - Manual Processing of Check - Develop Software as of 23 Sept 2024 . With TWG / Technical Working Group for the Computerize Accounting System , SO # 2024-0677 / 05 Aug 2024 , Treasury Manager as Member of TWG .					
☑ Computerized System for Queing System - BAC . With Notice to Porceed as on Dec 2, 2024					
☑ Checked Customer Satisfaction- Accounting and Budget Department - ie. Nov 2024 : 980 respondents - 99.29% , and with actions taken and verification of Claims					
☑ Memo : 12-HRD-029 , Submission of IPCR / DPCR					
Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	1	0	0

Process No.		Process / Process group	Administrative Sector- Assets & Supply Management Department
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible		Rowena Coral-DC: Assets Management Division Head Ma. Leonora Deron: OIC-Supply Management Division Head	
Reference documents (procedures, process, descriptions, etc.)		<ul style="list-style-type: none"> OP-ASMD-01 Rev5 Receiving storage and issuance of supplies, materials and Equipment. OP-ASMD-02 Rev0 Inventory Control Management 	
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE	

Performance

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
On-time submission of monthly reports	100%	yes	positive

Audit details (Audited activities, projects, verified objective evidences etc.)

SITE: 50502367

Owner / Responsible (Name and Job Title):

Early Estrella: Department Manager: Asset and Supply Dept Manager:

Supply Management: Office Supplies, Gaming Supplies, Medical Supplies

Rowena Coral-DC: Assets Management Division Head

Ma. Leonora Deron: OIC-Supply Management Division Head

Ref. Documents (Title, Doc. #, Rev Date):

- OP-ASMD-01 Rev5 Receiving storage and issuance of supplies, materials and Equipment.
- OP-ASMD-02 Rev0 Inventory Control Management

Sample:

PCSO-F-ASMD-SMD001 Requisition and issue Slip dated 11 29 2024 requested by corporate planning Department. Materials issued same day at 10:10, received 10:07, Requested by, Approved, Issued and received APP-CSE 2024 departmental Annual procurement Consumable Supplies monitoring sheet.

PCSO-F-ASMD-SMD002 Report on Physical Count of warehouse in stock

- OP-ASMD-01 Rev5 Receiving storage and issuance of supplies, materials and Equipment (Jan-Nov 2024)

Total employee: ASMD-34 employees, 22 permanent (12 JO),

Records (Title, ID, Date):

- Physical count- of office supplies and Stock dated Nov 30, 2024, Form PCSO-F-ASMD-SMD002
- Physical count- of Gaming supplies and Stock dated Nov 30, 2024
- Consumption report on Office Supplies Nov 30, 2024, Form PCSO-F-ASMD-SMD003 (Jan-Nov 2024)
- Release of office supplies monitoring Tool Nov 30, 2024, Form PCSO-F-ASMD-SMD004 (Jan-Nov 2024 montly report
- Survey Form for printer /Inks dated Nov 30, 2024, Form PCSO-F-ASMD-SMD005.
- Report of supplies and Material Issued monthly reports issued to COA 9Controlled appendix 59).
- Pepetual Bin Card Form PCSO-F-ASMD-SMD002???
- Stock Card Controlled: calculator Balance 5, dated as of Jan 8, 2024.
- Stock Card Controlled: Ink cartridge-Balance 37 as of Nov 19, 2024.
- Medical – temeprature, RH and Temperature,

Pasig Warehouse-Gaming Supplies: inventory records:

Report on assets and Supplies for the gaming Suplies. Gaming suppplies invmtory monthly dated Jan-Nov 2024 repoet issued dated 3 Dec 2024. Example: betslip FLX, 2D balance 14512000 and qty 14512000 actaul; Betslip FLX 6/55 26, 792,000, actual 26,792,000.

Consevatory warehose-Office supplies visted with sample

- Mr Antoni Baylosis-Supply officer II,
- Sample matrial receied dated 12/2/2024

Shaw Plaza warehouse-medical and dental warehouse: inventory

Hygrometer on Shaw warehouse – TA318 – 21 Dec C and RH 47%

- Recording Daily reporting Office syupplies wahrehouse management weekly check sheet – Montoting of Temp and RH: for the month of Dec
- Weekly all year round. Expiration of medical and dental supplied are recorded in the Report on the Physical count of inventoirs

appendix 66 of COA.
- Sample: Office Supplies Warehouse, Antonio Baylosis-
Item: receival of black ink HP CE278A for HP pro P1566 /P1606 received 15 units received date 12/2/2024, Supplier: Integrated Computer Systems Inc. Mr Antoni Baylosis-Supply officer II, Sample matrial recevied dated 12/2/2024; Another stock sample Epson ink 003 magenta-Actual inventory 38, computer inventory 38: Another Sample: Clips backfolder 1" boxes 16x12 +1 actual stock: Inventpry stock-193: ok., Another example: Epson Ink T6642 cyan, actual inventory 213 pcs;match with the inventory 213 pcs

Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	Administrative Sector- Gen. Services Dept. (Procurement Division/Central Records & Library Div./Gen. Services)
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 7.5; 8.4; 9.1
Audited owner/responsible		ose Antonio Flores (OIC-Division Chief Procurement), Grandeur Pepito Guererro (Security Officer III), Agnes Ibero (Department Manager-GSD), Nelson Orejudos (Engineer IV-Electrica), Renier Luistro (Engineer V-ODM), Arnold Bryll Tan (Engr IV-Civil Section), Arwin Esperanzate (Engineer IV-Motorpool), Mark Vergabera (Engineer IV-Mechanical)	
Reference documents (procedures, process, descriptions, etc.)		Small Value Procurement procedure OP-GSD-04, revision 6	
Relevant legal or other requirements (if applicable), permits approvals, etc.		RA 9184	

Performance

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
Timeliness in completion of minor/major works	100%	yes	positive

Audit details (Audited activities, projects, verified objective evidences etc.)

Location: 50502367

Participants: Jose Antonio Flores (OIC-Division Chief Procurement), Grandeur Pepito Guererro (Security Officer III), Agnes Ibero (Department Manager-GSD), Nelson Orejudos (Engineer IV-Electrica), Renier Luistro (Engineer V-ODM), Arnold Bryll Tan (Engr IV-Civil Section), Arwin Esperanzate (Engineer IV-Motorpool), Mark Vergabera (Engineer IV-Mechanical)

Document Name/No:

Procurement Division – 5 regular positions, 4 Job orders – functions on canvassing, recording

- Small Value Procurement procedure OP-GSD-04, revision 6 November 15, 2024, Bidding process is under BAC – no procedure for bidding process, other alternative pathways
- BAC – SO No 20 February 1, 2024, as per Board Resolution No 177 series 2024, headed by Ms Agnes Ibero, Vice Chair Atty Isidro Martin F. Reyes Jr,
- Checked May Cerelles – provision for monitoring of trainings for RA 9184
- Sample PR-13-240499 dated Aug 28, 2024, supporting documents in the PR form PCSO-F-GSD-PD022, with APP, contract duration and certificate of non availability of stock (Assets) checked by Yvette Darlucio dated Oct 28, 2024
 - o Routing slip – with remarks „ok“, checked, detached
 - o Request for Qotation BAC 24-171, form NoPCSO-F-GSD-PD024, typing from PR to RFQ – review SO III,
 - o Minimum 3 days posting at PhilGEPS, conspicuous places
 - o Canvasser – Eric Disederio (JO),
 - o Abstract of qotation PCSO-F-GSD-PD005, End User ABC – Unit cost and Total Cost – verified for Jonric Enterprises, Innovalite Inc, Dalero Construction and General Merchandise – verified
 - o BAC Resolution No 412 series of 2024 dated November 25, 2024
 - o PO 2411-0174 dated November 28, 2024 based on procurement monitoring tool 2024 – request for inspection, assets MR, request for payment – until closure
 - o Technical Working Group – as per special Order
- Sample On going, PR 01-17-2024, Airing of radio segment 1M, media services – negotiated procurement dated February 15, 2024, PR to RFQ = 1, target timeline, target = TBD
- Analysis of delays – failed and cancelled, programs associated with delays

Building Maintenance

- Sample: Water supply System Fixtures and Fitting system – PCSO-F-GSD-GD110, PCSO Sun Plaza Bldg – December 2024, Front Runners – external providers
- Pest control maintenance – monthly conduct, yearly conduct – form No PCSO-F-GSD-GD007 – JMC Pest Control Management – semestral evaluation
- Job request form PCSO-F-GSD-GD001, November 27, 2024 by Ground floor Conservatory – bidet repair, Adjust and repair 30 minutes time done by V. Saenz, casual – plumber, acknowledge by Carlo Alvarez, feedback is very Good – 5.0
- Program for improvement of Comfort rooms

Vehicle Maintenance

- 19 Shuttle buses and passenger Van
- Sample Plate Number P4N-689, Toyota Coaster, mileage and work performed, Cary Natividad – Foreman with NC II, professional driver license
- Job Order – with TESDA NC II, Ian Linio dated January 23, 2026 until January 25, 2028
- PTOfor Gen Set PTO-OL-NCR-2022-01321-R, issued 2022 until 2026
- Support equipment – Generator set, 35KVA, November 2024 Daily Generator PM Checklist form No PCSO-F-GSD-GD023,

Rodolfo Matrias – experienced permanent

- Spare parts – with available bidet
- AC – In house maintenance – available
- Sample Job request form – Dec 9, 2024, NCL Department, ACU leak, completed around 2 hours and 30 minutes

Objectives:

- SO 11, minor repairs – within 1 working days – monitoring of works, 5.0, January to June performance
- Minor works Civil 129/129 = 100% within 1 day
- Minor works Mechanical 19/19 = 100%
- Minor works Electrical 42/42 = 100%
- Major works Motorpool 17/17 = 100%, transmission issues

Risk Assessment

- R-GSD-18, Fatigue with accident – 2 drivers policy for long trips (6 hours maximum for shuttle buses), risk rating is 5, or low rating
- Existing control – supplemental guidelines, revision 1 July 2024

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	2	2	0	0

Process No.		Process / Process group	Administrative Sector-HR (Provision on Competency and Awareness)	
Applicable standard requirements		ISO 9001:2015	6.1; 7.2; 7.3; 7.4; 9.1	
Audited owner/responsible		Lea V. Ortega – HR Dv. Chief-III (Personnel Relations & Services Div.)		
Reference documents (procedures, process, descriptions, etc.)		Training Procedure OP-HRD-02 Rev 5		
Relevant legal or other requirements (if applicable), permits approvals, etc.		ORA-ORAH 2018 Series		
Performance				
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend
100% appointments submitted to CSC within 30 days, rating is 5.0		100%	yes	positive
Audit details (Audited activities, projects, verified objective evidences etc.)				
Location: 50502367 Auditee: Lea V. Ortega – HR Dv. Chief-III (Personnel Relations & Services Div.) Document Reviewed: DPCR: 2024 Mobilization /Kick-off Deck 1st Half = Done Baseline Assessment Tool / Deployment Orientation 1st Half) Initial Assessment = Completed # OF Employee = 1095 SAMPLE: 2024 Mobilization /Kick-off Deck 1st Half <ul style="list-style-type: none">• PCSO Competency Level – determined the competency level by Div Heads (on by position)• Competency evaluation was conducted – as self assessment• Result of Self Assessment on Competency Level – November 2024 (Competency at 47%) Training Procedure OP-HRD-02 Rev 5 Invitation (Memorandum 02-HRD-095 on MERIT SELECTION, PLACEMENT, AND PROMOTION TRAINING Jan. 31 2024 SO# 2024-194 Feb 23 2024 Attended March 14 2024 <ul style="list-style-type: none">• Roger C. Ramirez• Randy Dizon 2024 Annual Learning and Development Plan = 77% -Updated budget utilization 2024 Competency Baseline Assessment (PCSO COMPETENCY FRAMEWORK) Legal Reqt: ORA-ORAH 2018 Series Individual Performance Commitment and Review (IPCR) January to June 2024 NOTE: Achieved Level-2 Responsible Gaming Operation under World Lottery Association (Europe) HR: By GCG- Best performer				
Location: 50502367 Participants: Angeline Calleja (Senior Personnel Specialist) Document Name/No: <ul style="list-style-type: none">• Procedure OP-HRD-01 revision No 5, effective September 6, 2024• List of Vacant positions for Publication• Sample Manpower requesto Memorandum dated August 12, 2024, Accounting and budget with item numberso Sample: Item number 1372, Accountant IV, JG 12/ SG 22, based on GCG approved plantilla – PCSO Database personnel 2024 as of November 30, 2024, Manpower Request formo CS form No 9 – for next year 2024				

- o Publication period – May 20, 2024 to June 4, 2024, PCSO website, CSC website, Bulletin Board at site, received by CSC last May 20, 2024
 - BOS Publication 2024 – inventory of applications, applications and for endorsement to Board
- o Sample: Item 329, Senior Management Specialist, Qualification – Bachelors degree, 8 hours of relevant training, 2 years experience, CS Eligibility based on PDS
- o Joanne Sta Cruz Bunsalan – PDS – verified, CS professional/ exam 2nd level
- o Decision Qualified ☒ promotional examination, no medical examination required, Appointment CS form 33-A effective Oct 14, 2024, received Nov 24,
 - Special Order 2024-951, under Board resolution 218 s. 2024 dated Oct 14, 2024
- o Human Resource Merit Promotion and Selection Board – review committee, rating sheet PCSO-F-HRD-PRSD005, Summary PCSO-F-HRD-PRSD006, rank 3 – first 2 ranks was selected to other positions
 - Sample Job Order, per recommendation – with JO performance evaluation form PCSO-F-HRD-PRSD____, still to be implemented, template with IPCR with duties based on contract
 - Clearance control – turnover before clearance, under ER and Benefits
 - Resignation and Retirement, acceptance of resignation memo, then control of clearance – c/o ER and Benefits
 - Turn over – resignation,
 - Use of TOGRA – Tests of general reasoning and ability, Profiles ability, Supervisory skills test, Profiles ethics oriented,
 - Objectives/OPCR
- o Recruitment and Selection, completion of terms of reference for 3rd party service provider, rating is 5.0 (Q-5, T-5), outstanding, Profiles Asia Pacific Incorporated PR-PO, sample PR-12-22/231321, Terms of reference
- o 100% of appointments submitted to CSC within 30 days, rating is 5.0
 - Risk Registry
- o Moderate and low risk, delay in bidding and other services

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	3	0	0

Process No.		Process / Process group	Management Services Sector- Information Technology Services Sector		
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1		
Audited owner/responsible		May V. Cerelles (IT Services Department Manager), Dennis Cruz (Division Chief) – 7 permanent 3 JO, Omar Bagul (Division Chief) – 4 permanent, Cerelita M. Abad (OIC Division Chief)			
Reference documents (procedures, process, descriptions, etc.)		Technical Support for ICT and Network Concerns OP-ITSD-05 rev 4 Preventive Maintenance of ICT Equipment OP-ITSD-04 rev 4 Website Content Uploading Procedure OP-ITSD-01 rev 4 Database back up system – OP-ITSD-02, revision 4			
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE			
Performance					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
Timely completion of request per plan		100%	yes	positive	
Audit details (Audited activities, projects, verified objective evidences etc.)					
<p>Location: 50502368</p> <p>Participants: May V. Cerelles (IT Services Department Manager), Dennis Cruz (Division Chief) – 7 permanent 3 JO, Omar Bagul (Division Chief) – 4 permanent, Cerelita M. Abad (OIC Division Chief) – 11 plantilla, 3 JO programmer, 1 JO Assistant to IT</p> <p>Document Name/No:</p> <ul style="list-style-type: none">• LDCS back up – legal, stand alone drive – One Drive, Custodian – verified file One Drive/MS Fox / LDCS• 72 branches support plus satellite offices, internet connectivity – and network and equipment / Accent Micro• Three Divisions (Network admins & Technical Support – Data Center Management), (Database Admin – system admin) & (Systems & Web graphics Division – applications development)• Technical Support afor ICT and Network Concerns OP-ITSD-05 rev 4, Oct 18, 2023• Preventive Maintenance of ICT Equipment OP-ITSD-04 rev 4 Oct 18, 2023• Website Content Uploading Procedure OP-ITSD-01 rev 4 Oct 18, 2023, Job order doing coding – to support operations• Database back up system – OP-ITSD-02, revision 4, effective Oct 18, 2018• Sample:<ul style="list-style-type: none">o Preventive Maintenance Monioring plan PCSO-F-ITSD-NATS011, based on preventive maintenance lan dated January 31, 2024,o Proposal – program for 5 years replacement plan, ICT policyo PM form PCSO-F-ITSD-NATS013, dated Dec 4, 2024 mindanao – surigaodel sur, result: ok, inspected software and hardware condition – result: ok, recommendation for upgrade of RAM – satisfactory accepted by Branch Manager, may need to restateo PM form PCSO-F-ITSD-NATS013, NCL Department, July 31, 2024 with Job order form once with repair needed, X-checked printero Online Help Desk (OHD) – branches, monthly reporting and monitoring sample month: September 2024 – total of 333 tickets, 25 PM – printer sharing problem is 102o Sample: N 8858 – printer sharing issue, attended by Jeno Rae Encinares (IT) – Job Order, Action: check host PC IP address, total of 10 minutes satisfied, no answer – confirmation of feedback, analysis: Wifi printers analysis, Corporate printerso Provision for internet connectivity, optimizationo Network management solutions – procurement, systems based analysis plan, application and server – ITSD monitoring• Database Microsoft 365, ticket No D-3616, JO dated Dec 10, 2024, account laptop, log in details, change in celpphone – main office and Branches, Cloud subscription – license with DBM, 15min actual – deployment, at least 1 hour• Website Online – Ticket No 4459, posting of procurement, Gen 250KVA at Conservatory Building, requested Dec 9, 2024, uncue ☐ open, Responder: Remar Caballero (permanent), simple transactions – 6 minutes, target is within a day, No answer to feedback notification to email to End User, verified posted Dec 9 2024• Sample application – Client Satisfaction Measurement System, (Maria Catherine Reyes / OIC Technical Assistant/IT Officer I), preivously MS forms – application in house, address difficulty in generation of reports, long forms from MS Forms• Address reports from ARTA, project design – development documentation based on ARTA requirements					
Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	2	0	0

Process No.		Process / Process group	Management Services Sector- Accounting Department (Charity Fund Div. & Prize Fund Div.)		
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1		
Audited owner/responsible		Ma. Amparo A. Amigo (Division Chief III),), Arlynn-Kate Darene S. Bonto (Fiscal Controller II)			
Reference documents (procedures, process, descriptions, etc.)		Preparation of Disbursement Voucher OP-ABD-02 rev 5			
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE			
Performance					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
Timely generation of quarterly report		100%	partially	negative	
Audit details (Audited activities, projects, verified objective evidences etc.)					
Location: 50502367 Participants: Ma. Amparo A. Amigo (Division Chief III),), Arlynn-Kate Darene S. Bonto (Fiscal Controller II)					
Document Name/No: <ul style="list-style-type: none">Preparation of Disbusrement Voucher OP-ABD-02 rev 5, Sept 12, 2024Tmeline for processing is 20 working days from date received of complete documentary requirements based on Citizen CharterCharter is 30%, add up year on year basis, 2024 approved budget – 18,551,376,932.53Php, updated as of Octobe 31, 2024, includes Mandatory expenses, medical assistance program, Health and Welfare program, Medical Transport Vehicle donation program by RA’s, GCG direction – monitored paymentSample:Voucher No CF2407006469 Universal Health Care, Bureau of Treasury remittance, 2nd quarter – 817,524,876.34 from calculations based on retail receipts, 30% charity fund, doc stamp taxSample Voucher Medical Assistance program, Voucher No N/A, request for payment – from account 401-16-424-2A6, 100,000 Php amount from 2 patients (max of 50,000 Php, while exemption for catastrophic illness,Checklist of requirements – form PCSO, Computerized Assistance System CAS, checking verified – ok with signature, based on Multi Stage processceing of payment of MAP Utilized Guarantee Letters 1.0 confinement, 2.0 Chemo, etc, verified Medical AbstractQuarterly report – 4-7, 2,540 transactions for MAP, 68.24%, generally achieved within 20 working days,, critical area: breakdown of CAS, plan to change supplierSample: Voucher PF24110229387, winners profile form, ID, Validation ticket, official draw results – tax withheld					
Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	Charity Sector - Medical Services Department
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible		Dr. Clarissa B. Ferrer OIC-Manager Medical Services Department	
Reference documents (procedures, process, descriptions, etc.)		OP-MSD-01 Rev 3 provision of Outpatient medical and dental Services • OP-MSD-01A Rev 0 provision of Teleconsultation for the Outpatient Services • OP-MSD-02 Rev 3 Conduct of Medical and Dental Mission.	
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE	
Performance			
Key performance indicators (KPIs)		Process objectives	Objectives achieved? Trend
Comply the training plan within tolerance		100%	yes positive
Audit details (Audited activities, projects, verified objective evidences etc.)			
<p>SITE: 50502369</p> <p>Owner / Responsible (Name and Job Title):</p> <ul style="list-style-type: none"> Dr. Clarissa B. Ferrer OIC-Manager Medical Services Department <p>Ref. Documents (Title, Doc. #, Rev Date):</p> <ul style="list-style-type: none"> OP-MSD-01 Rev 3 provision of Outpatient medical and dental Services OP-MSD-01A Rev 0 provision of Teleconsultation for the Outpatient Services OP-MSD-02 Rev 3 Conduct of Medical and Dental Mission. <p>Records (Title, ID, Date):</p> <ul style="list-style-type: none"> Welltech Certificate of calibration Digital Thermohydrometer Model HTC-1 SN 160701, date calibration 28 May 2024 calibration due date 28 may 2025 issued by well tech calibration certificate 24-05PCSO-DTH12532 Welltech Certificate Bio Ref. brand Sanyo, Model MPR-720R, SN 40202580 Date Cal 22 Jul 2024, Cal due 22 Jul 2025 <p>Strength: Documented information, such that operational procedures and recordings are comprehensive and are well documented.</p> <p>Case-in-Point</p> <ul style="list-style-type: none"> Operational Procedures Recordings: The Out-Patient Services provides end-to-end traceability (from incoming, consultation process up to completion / dispensing of medicines). Calibration of Analytical Balance <p>Training:</p> <ul style="list-style-type: none"> Clarissa Ferrer-Basic Life Support-Cardiopulmonary resuscitation (BLS-CPR) Training, 18-19 June 2024 Issued by Phil Coast Guard Basic Life Support Training for medical Services Department attended on 18-19 June 2024 and 24-25 Jun 2024 respectively attended by 65 PCSO employees namely Fernando Aguila, Gerlie Nohay, Joanne Alonzo, Ursula Aguilar amongst others. Clarissa Ferrer-Standard First Aid Training, 26-28 Nov 2024 Issued by Phil Coast Guard amongst others Carlos Pascua, Sonia De Leon, Elizabeth Abana, Pamela Manjares, <p>Functional Objective:</p> <p>Medical and dental division: OTP: Efficiency Number of patients medical / Dept. Coming in for consult / achieved less than 60 min completion service time: Jan-Nov: 100% 2/60 min process time, check tracker. Total 4051-100% Jan – Nov 2024.</p> <p>Pharmacy and Laboratory Division: OTP 1: Dispense available medicine with in 5 min., 100%., achieved: Jan-Nov-2926 number of prescriptions served; 100%, achieved:</p> <p>Record: Appropriation of medicines for medicines Donations program PCSO-F-MSD-PLD-006 dated 17 Jan 2024, Lab for all, medicines 13 items issued date 17 Jan 2024.</p> <p>Satellite Clinic Division: OTP: 100% of request assessed within 3 working days: Carry out Medical and dental Missions 3 each month (100%)</p> <p>Process details:</p> <ul style="list-style-type: none"> Input to the process, training and development, are communicated by the different head to the HR. These inputs are triggered by a memo from HR. From here, HR will generate the training plan for approval of the GMP 			

- Output of the process is the approved training plan ready for implementation.
- KPI sampled: Comply the training plan, target: 100%, tolerance: 70-79%; Achieved: Jan- July is 75% (within the tolerance)

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	GPDMS-Gaming Technology Department (Data Center Division)
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 7.2; 7.3; 8.1; 9.1
Audited owner/responsible		<ul style="list-style-type: none"> Jay Castillejos Information Tech Officer I Margarette Georgina Ortega Information Technology I Aimee De Viterbo-Creative Div: Division Chief Eugenio Muyot: OIC-Div Chief Draw Div 	
Reference documents (procedures, process, descriptions, etc.)		<ul style="list-style-type: none"> OP-GTD-01 Rev 4 Preparation for the Pre-Draw Procedure OP-GTD-02 Rev 4 Draw Procedure OP-GTD-03 Rev 4 Post-Draw Procedure OP-GTD-00E Rev 3 Alternate Procedure RAMT 	
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE	
Performance			
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
: Maintain compliance of requirements under Operating Procedures ISO 9001:2015 (Draw Ops, Data Center Ops, Gaming Tech Department): Actual Rating 5:	5.0	yes	positive
Audit details (Audited activities, projects, verified objective evidences etc.)			
<p>SITE: 50502368</p> <p>Owner / Responsible (Name and Job Title):</p> <ul style="list-style-type: none"> Jay Castillejos Information Tech Officer I Margarette Georgina Ortega Information Technology I Aimee De Viterbo-Creative Div: Division Chief Eugenio Muyot: OIC-Div Chief Draw Div <p>Ref. Documents (Title, Doc. #, Rev Date):</p> <ul style="list-style-type: none"> OP-GTD-01 Rev 4 Preparation for the Pre-Draw Procedure OP-GTD-02 Rev 4 Draw Procedure OP-GTD-03 Rev 4 Post-Draw Procedure OP-GTD-00E Rev 3 Alternate Procedure RAMT Communication Link Failure WI-GTD-008 Rev 4 Reinstallation WI-GTD-007 Agency Termination WI-GTD-003 Agency Definitions RAMP-Remote Access Management Terminal Doc number-04-00613-01 Jan 6, 2021, PGMC_ILTS TrakII Systems Functional Specifications (Data-Makati, Cebu Center) + Stand Alone System (Data Security), Doc number-04-00615-01 Aug 10, 2023, PGMC_ILTS TrakII Systems Functional Specifications (Data-Makati, Cebu Center) + Stand Alone System (Data Security), GCG-Governance Commissions for GOCC- PCSO Competency Framework, sample of the competency-Senior Communication Development Officer, item 123, Requirement, Bachelors' Degree relevant to job, 2 years relevant experience, 8 hours relevant training, CS-Professional second level) Capacity Data Base Capacity: 500GB <p>Records (Title, ID, Date):</p> <ul style="list-style-type: none"> Start of the day Checklist for Datatrak2FLX System form no ISQMS-TO-FR-0014 dated 11 Dec 2024, completed by PCSO computer operation Maria Gracia Catlin /data security C Clarito, Jason Siocon PLTC Representative, @ 180C , with CCTV () Data Operation, Terminal pull out, Call Center Operation, pertaining terminals, Lottery Data, Close Sales Report; Draw Action Sheet – RAMT PCSO-F-GTD-DCD016 6/58 / 6/49 3D LOTTO / 2D LOTTO draw date Dec 1, 2024: OFI-electronic data record framework LOTTO Drawn Panel of the Judges data sheet PCSO-F-GTD-CD01, chairperson-Ruby de Guzman Dizon, member-Patrick santos Del a Rosa, pre drawn 2PM. PCSO-F-GTD-DD-0134-Analytical Balance calibration / validation report: Data Center Division Performance Commitment and Review (DPCR) <p>I. Strategic Objectives: Improve process Improved: Efficiency Strategic Objective / Measure-ISO 9001:2015 aligned QMS established Processes: Success Indicator: Maintain compliance of requirements under Operating Procedures ISO 9001:2015 (Draw Ops, Data Center Ops, Gaming Tech Department): Actual Rating 5:</p>			
Audit results(for details refer to chapter 2)			

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	EO-Legal Department		
Applicable standard requirements		ISO 9001:2015	6.1; 7.4; 8.1; 8.5; 8.6; 9.1		
Audited owner/responsible		Atty Leah Christine Jimenez - OIC / Atty V ; Atty Rosalyn Cortes - Atty V ; Atty Anna Katrina Adre - Legal Officer IV			
Reference documents (procedures, process, descriptions, etc.)		Contract Preparation Procedure , OP-LD-02 , rev 4 , 15 Oct 2024 ; Contract Review Procedure , OP-LD-03 ; Legal Opinion / Comment Preparation Procedure , Rev 4 , 15 Oct 2024			
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE			
Performance					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
Timely preparation of contracts		100%	yes	positive	
Audit details (Audited activities, projects, verified objective evidences etc.)					
SITE: 50502367					
Owner / Responsible (Name and Job Title): Atty Leah Christine Jimenez - OIC / Atty V ; Atty Rosalyn Cortes - Atty V ; Atty Anna Katrina Adre - Legal Officer IV Ref. Documents (Title, Doc. #, Rev Date):Contract Preparation Procedure , OP-LD-02 , rev 4 , 15 Oct 2024 ; Contract Review Procedure , OP-LD-03 ; Legal Opinion / Comment Preparation Procedure , Rev 4 , 15 Oct 2024 Records (Title, ID, Date): Relevant legal reqts: Process details: ☑ Personnel - 7 Permanent and JO staff 10 . Checked Approved Plantilla - Record: Plantilla of Positions with Duties and Responsibilities (Litigation Division , Business Legal Advisory). ☑ Mandate - support services including Administrative investigation ; drafting and reviewing of contracts . Serving also branches nationwide . ☑ Checked OPCR , January - June 2024 / Form 1 and Form 2 : Very Satisfactory / 4.35 rating for 1st half 2024. ☑ Sampled Preparation of contract - Target 8 working days for Simple ; 20 working days for Moderate ,and 45 day for complex contract . Raw data are available and generally achieved ☑ LDCS / Legal Dept Compilation System , database ; develop by in house database . However , opportunity to improve ☑ New too/platform - “Lottomatic” . Document : Agency Agreement , For Level 2 Corporate - Owned Chain Business as of November 7 , 2024 . Document : Operational Guidelines for Level 2 Corporate - Owned Chain Business As PCSO Lotto Authorized Agent ; Secretary’s Certificate , approval date 14 Oct 2024 by Board of Directors ☑ All approved contract are endorsed to Central Records and Library Division of General Service ☑ Sampled 3rd Quarter 2024 performance / Contract Prep : 112 ; Contract review 185 . Sampled : Deed of Donations / BGHMC ; Memorandum dated 15 August 2024 . Record : Assignment Slip ☑ Sampled Legal Opinion / Comment Preparation . Sampled request from Branch Memo : MO-2024-001 , Jan 12, 2024 for Protocol on All Endorsement to The Legal - all opinions shall be endorsed by OGM					
Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	2	0	0

Process No.		Process / Process group	EO- Data Security Division
Applicable standard requirements		ISO 9001:2015	4.4; 7.1; 7.2; 7.4; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible		Ral Lavin / IT Officer III ; Bernard Cuevas Jr / IT Officer II	
Reference documents (procedures, process, descriptions, etc.)		OP-OGM-01 Start Of Day Monitoring Procedure ; OP-OGM-07 End of Day Monitoring . Record : CCC SOD / EOD Monitoring Form , PCSO-F-OGM-DSD -007	
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE	

Performance

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
Achieve all DPCR performance indicator	3.0	yes	positive

Audit details (Audited activities, projects, verified objective evidences etc.)

SITE: 50502367

Owner / Responsible (Name and Job Title): Ral Lavin / IT Officer III ; Bernard Cuevas Jr / IT Officer II

Ref. Documents (Title, Doc. #, Rev Date):

Records (Title, ID, Date):

Relevant legal reqts:

Process details:

☑ Reporting to OGM . 12 personnel (including JO) . Documents : Special Order of assignment of duties . Document : Form 1 Summary of JO Workers Recommended for Renewal of Services , as of 10 Dec 2024.

☑ Mandate includes data protection and information security related to lottery operations .

☑ Checked DPCR Jan - June 2024. For 2023 overall performance - with VS (4.41 and 4.42)

☑ E-Lotto Know Your Customer (KYC_ Validation process - supervise and perform verification procedure with system provider on E-Lotto KYC registrant identity by checking User Information provided with submitted ID pictures selfies with ID Shots > With public announcement regarding the stoppage of process . Announcement are uploaded by the IT approved by CP/ Corporate planning . Has presented internal memo, dated 12 July 2024 - ELotto end of Test Run Period , as per Board Resolution #139 Series of 2024.12.11

☑ Back up system thru USB (OSS / MIS) . With COA , Accounting representative during RAMT and CCC Midday monitoring. Document : RAMT / Remote Access Management Terminal; CCC Mid day Draw Monitoring Procedures . Target : Monitoring 100% of All draw activities , within 5-working days (4.14 rating) .

☑ Checked Draw Operations monitoring . Document : OP-OGM-01 SSITE: 50502367

Owner / Responsible (Name and Job Title): Ral Lavin / IT Officer III ; Bernard Cuevas Jr / IT Officer II

Ref. Documents (Title, Doc. #, Rev Date):

Records (Title, ID, Date):

Relevant legal reqts:

Process details:

☑ Reporting to OGM . 12 personnel (including JO) . Documents : Special Order of assignment of duties . Document : Form 1 Summary of JO Workers Recommended for Renewal of Services , as of 10 Dec 2024.

☑ Mandate includes data protection and information security related to lottery operations .

☑ Checked DPCR Jan - June 2024. For 2023 overall performance - with VS (4.41 and 4.42)

☑ E-Lotto Know Your Customer (KYC_ Validation process - supervise and perform verification procedure with system provider on E-Lotto KYC registrant identity by checking User Information provided with submitted ID pictures selfies with ID Shots > With public announcement regarding the stoppage of process . Announcement are uploaded by the IT approved by CP/ Corporate planning . Has presented internal memo, dated 12 July 2024 - ELotto end of Test Run Period , as per Board Resolution #139 Series of 2024.12.11

☑ Back up system thru USB (OSS / MIS) . With COA , Accounting representative during RAMT and CCC Midday monitoring. Document : RAMT / Remote Access Management Terminal; CCC Mid day Draw Monitoring Procedures . Target : Monitoring 100% of All draw activities , within 5-working days (4.14 rating) .

☑ Checked Draw Operations monitoring . Document : OP-OGM-01 Start Of Day Monitoring Procedure ; OP-OGM-07 End of Day Monitoring . Record : CCC SOD / EOD Monitoring Form , PCSO-F-OGM-DSD -007 ; Attendance Sheet (as witness - DSD, PLTC) ; SOD Checklist .

☑ Checked Draw logger Tape . Record PLS Media Storage Log sheet . Library Storage with Control - CCTV and smoke detector . Record : Incident Assessment Form (ie. DSD 2024 -0007 . 11/11/ 2024 ; Weekly Summary Of Activities PLTC as service provider , evaluation was done by Gaming

☑ Record : Risk and Opportunity Register , 13 May 2024 . No high risk only medium risk (8) - Calamities , weather disturbances and accidents - action plan : external provider contingencies / may consider a specific action plan

☑ Document : PCSO-QM-06 Section 6 Planning ; SP-QMS-14 Risk Management Procedure , Revision 7 , 25 Nov 2024.

Records Masterlist : 1yr retention and 1 yr archive

Start Of Day Monitoring Procedure ; OP-OGM-07 End of Day Monitoring . Record : CCC SOD / EOD Monitoring Form , PCSO-F-OGM-DSD -007 ; Attendance Sheet (as witness - DSD, PLTC) ; SOD Checklist .

☐ Checked Draw logger Tape . Record PLS Media Storage Log sheet . Library Storage with Control - CCTV and smoke detector . Record : Incident Assessment Form (ie. DSD 2024 -0007 . 11/11/ 2024 ; Weekly Summary Of Activities PLTC as service provider , evaluation was done by Gaming

☐ Record : Risk and Opportunity Register , 13 May 2024 . No high risk only medium risk (8) - Calamities , weather disturbances and accidents - action plan : external provider contingencies / may consider a specific action plan

☐ Document : PCSO-QM-06 Section 6 Planning ; SP-QMS-14 Risk Management Procedure , Revision 7 , 25 Nov 2024. Records Masterlist : 1yr retention and 1 yr archive

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	1	0	0

Process No.		Process / Process group	EO - Internal Audit and Corrective Action		
Applicable standard requirements		ISO 9001:2015	7.2; 9.1; 9.2; 10.2		
Audited owner/responsible		Jocelyn Goronio – DC / IQAT Head Aimee D. Viterbo – Internal Auditor			
Reference documents (procedures, process, descriptions, etc.)		Internal Quality Audit Procedure SP-QMS-03 Rev 8			
Relevant legal or other requirements (if applicable), permits approvals, etc.		NONE			
Performance					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
Compliance to annual plan of internal audit		100%	yes	positive	
Audit details (Audited activities, projects, verified objective evidences etc.)					
SITE: 50502367 Sun Plaza Bldg. Mandaluyong City					
Auditee: Jocelyn Goronio – DC / IQAT Head Aimee D. Viterbo – Internal Auditor Internal Auditors = 29 Auditors					
Documents Reviewed:					
List of Internal Quality Auditors for IQA 2024 IQA Training and Report Writing – June 13, 2024 <ul style="list-style-type: none">Alfaro, Lorna – Treasury Dept.Christian Cunanan – Sec. PrintingAmor Tanguilig – Charity Assistance Internal Quality Audit Procedure SP-QMS-03 Rev 8 <ul style="list-style-type: none">Conducts once a year auditInternal Quality Audit Plan Program (IQA 14-2024)August 30-Sept 10 2024 Internal Quality Audit Report Form (QF-QMS-13 Nov 5 2018) <ul style="list-style-type: none">Gaming Technology Department Sept. 16 2024 Auditor: Dennis C../Arnold Oiga / Roberto Riotoc)Medical Services – Sept 9Benguet Site and Quezon SiteTop Management -Sept 10 2024Internal Quality Audit Executive Summary 2024Conformities= 80OFI= 69NC = 0 NCAR – IQA-13-NC-HRD-02 Sept. 8 2024 (closed) Risk and Opportunity Register – QF-QMS-22 DPCR: Conduct internal every Sept 15, 2024 - Ok					
Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	1	0	0

Process No.		Process / Process group	EO - Management Review and Improvements		
Applicable standard requirements		ISO 9001:2015	9.1; 9.3; 10.1; 10.2; 10.3		
Audited owner/responsible		Jerusa C. Amante-Homo DC-SPD/Head (QMS)			
Reference documents (procedures, process, descriptions, etc.)		2024 PCSO Management Review – October 18, 2024			
Relevant legal or other requirements (if applicable), permits approvals, etc.		RA-1169			
Performance					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
Conduct of Management Review as planned		100%	yes	positive	
Audit details (Audited activities, projects, verified objective evidences etc.)					
SITE: 50502367 Jerusa C. Amante-Homo DC-SPD/Head (QMS) Anna Liza Inciong – Dep Head QMS Laoro Patiag – AGM-MSS/GDPMS/DQMR Dennis Cruz – Div. Chief Documents Reviewed: RA-1169 2024 PCSO Management Review – October 18, 2024 (Once a year) Previous Actions Improvement : <ul style="list-style-type: none">• Timeliness in the issuance of Guarantee Letter (w/in 24 hrs)• Provision of standard cut-off time all across branches• Reduced processing time in releasing cash prizes Customer Survey shifted to online (QR Code approach) – 7.5 Rating <ul style="list-style-type: none">• Tablet use for survey, ARTA mandates as reference STRENGTH: IT Talent and Infrastructure (Cyber Security Modern Workplace and Office Productivity) MR Minutes is comprehensively reported and monitored KPI: Increase of revenue 63B, - achieving <ul style="list-style-type: none">• Expansion of STL(Small Town Lottery) – to provinces• Several Marketing Programs -partnering w/ conventions (Booth) Sept. 18, 2024 - Management Review Meeting					
Audit results(for details refer to chapter 2)					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	0	0	0

Process No.		Process / Process group	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	
Applicable standard requirements		ISO 9001:2015	4.1; 4.2; 4.3; 4.4; 5.1; 5.2; 5.3; 6.1; 6.2; 6.3; 7.1	
Audited owner/responsible		Laoro Patiag – AGM-MSS/GDPMS/DQMR Arnel Casas – AGM-CS Jerusa C. Amante-Homo DC-SPD/Head (QMS) Anna Liza Inciong – Dep Head QMS Lyssa Grace Pagano – COS-OGM		
Reference documents (procedures, process, descriptions, etc.)		PCSO-QM-I Rev 5 Quality Manual		
Relevant legal or other requirements (if applicable), permits approvals, etc.		RA 4130		
Performance				
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend
Conduct periodical review of Risk and Opportunity Assessment		100%	yes	positive
Audit details (Audited activities, projects, verified objective evidences etc.)				
Location: 50502367 Participants: Management				
Document Name/No: <ul style="list-style-type: none">• Changes – organizational, from 5 AGM's to 4AGM's, 24 online MAP (medical assistance program) out of 74• New agent (Corp bets) – partners / outsourced service provider (Lotomatic) at no cost under approved guidelines – limited number of terminals (8000 terminals, available is 6500)• Turned 90 years old milestone, national day of charity (Sept 5), Charity summit conducted, Oct 30 – proclaimed National Day of Charity• Received recognition from GCG (regulation for GOCC's), best performers in performance evaluation system + most improved award from last year 2023, Freedom of Information award – 2024, ARTA recognition for branches, Champion for Urban poor award• San Marcelino – Corporate Center, beside Adamson, groundbreaking already – expected Dec 2025 to be finished• Challenge on internet connection – with bidding approved for new TELCO – availability and connectivity• External politics – social media, strengthen ISO, responsible gaming (level 1), joining World lottery association• Climate change provisions – solar panels power, 2025 – reduce 10% budget for paper supplies, DRRM plan, tree planting part of National Day of Charity• Reduce voluminous of documentation – unnecessary reports not printing, supported by GCG, other Government agencies				
Documents Reviewed: Major Changes / Improvements : <ul style="list-style-type: none">4) Changes in the table of the organization5) Medical Assistance – expansion thru online 12 branches6) Upgrades the hardware of the branches7) GAMES – introduce corporation agents (expanded)- provision of system- more opportunities (LOTTO-MATIC)8) Turned 90 years old9) National Day of Charity – Oct 30, 2024 (National Charity Activities)10) EO #598 (Oct. 30 2024) National Day of Charity11) Awards / Recognition (GCG – Best Performers Top-10 2024, Most Improved Award 2023, Performance of 98.1% Achieved12) Freedom of Information Award – consistent awardee of 202413) ARTA- Ease of doing business Best Performing Agencies (Anti-Red Tape)- various agencies was also awarded -4 branches+Main14) Champion for the Urban Poor 202415) Ground Breaking – Corp. Center (San Marcelino – Manila)16) MAP Online – 24 out 74 (Self Develop by IT)				
Responsible Gaming – Level 1 going to Level -2 (International – World Lottery Association) CLIMATE CHANGE: <ul style="list-style-type: none">1) Digitalization of the gaming process2) Procurement process – requires paper instead of plastics3) Solar Panels4) 2025 – Reduce for paper consumption Target of 10%5) DRRM Plan6) DENR – Tree Planting Activities (National Day Activity)				

- 7) Reducing – duplication documents to MAP (Medical Assistance Program)
- 8) WEBSITE – utilization serve the purpose of the organization

RISK AND OPPORTUNITY :

Auditee: Ral Lavin – ITO-III

Risk Management Procedure – SP-QMS-14 Rev 7

- Risk and Action Plan (IT SOLUTIONS) – 5 Programs initiative due for implementation (twice a year) – November 11, 2024 was the latest presented to Board of Approval
- Updating of ROA is conducted twice a year

Audit results(for details refer to chapter 2)

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	6	2	0	0

3.3 Evaluation and information on standard-specific requirements

ISO 9001:2015	Evaluation and information on rule-specific requirements	
4.3	The scope of the certified management system is determined by the organization in:	SCOPE: Quality Manual PCSO-QM-04 Rev 6 page 1 of 2 Section 4.3
5.1,5.2	The quality policy was documented by the organization in:	QUALITY POLICY: Quality Manual PCSO-QM-04 Rev 5 page 2 of 11 Section 5.2.1
6.2	The following quality objectives were validated / audited	1) To increase revenue of Ph63B by the end of Yr2024 - Achieved (in-progress) 2) To achieve 100% over-all satisfactory rating of customer satisfaction survey - Achieved
7.1	The following monitoring and measurement resources and measurement tools to verify the effectiveness of the traceability assurance process were audited:	<ul style="list-style-type: none"> Welltech Certificate of calibration Digital Thermohydrometer Model HTC-1 SN 160701, date calibration 28 May 2024 calibration due date 28 May 2025 issued by well tech calibration certificate 24-05PCSO-DTH12532 Welltech Certificate Bio Ref. brand Sanyo, Model MPR-720R, SN 40202580 Date Cal 22 Jul 2024, Cal due 22 Jul 2025
7.2,7.3	The following documented information is available as evidence of competence and for appropriate actions/methods to acquire competence (list of audited positions/employees and their methods):	ISO 9001:2015 Awareness – June 13, 2024 <ul style="list-style-type: none"> Alfaro, Lorna – Treasury Dept. Christian Cunanan – Sec. Printing Amor Tanguilig – Charity Assistance
8.3	The following design project(s) and their evidences for effectiveness are audited:	<ul style="list-style-type: none"> Game Development (In house and Implementation) OP-PSSD-04 revision 4, effective November 24, 2025 Project Name : Lotto Bilyonaryo
8.4	The following (outsourced) external provided processes, products and/or services were audited:	1) Jonric Enterprises - office supplies 2) Innovalite Inc, - IT Supplies 3) Dalero Construction and General Merchandise - Construction Services
9.2	The following documented information has been validated/audited as audit evidence of the effectiveness of the internal audit program:	Internal Quality Audit Executive Summary 2024 <ul style="list-style-type: none"> Conformities= 80 OFI= 69 NC = 0
9.3	The date of the last management review and the main actions and decisions resulting from it were:	2024 PCSO Management Review – October 18, 2024 (Once a year) Previous MR with Actions Improvement : <ul style="list-style-type: none"> Timeliness in the issuance of Guarantee Letter (w/in 24 hrs) Provision of standard cut-off time all across branches Reduced processing time in releasing cash prizes
10.1	The following improvements were implemented in the past 12 months by the organization:	1) Medical Assistance – expansion thru online for 12 branches 2) Upgrading of the hardware of the branches 3) Have utilized their WEBSITE for provision of information and services of “ease in doing business” for reaching & serving the people by any means.
10.2	The major nonconformities (identified by the organization) and their subsequent corrective actions can be described as follows:	There is no non-conformities recorded or identified by the organization
10.2	The following systemic corrective actions due to non-conformities identified by the previous DQS audit were taken:	This is the first time that DQS conducted an audit to the organization
10.2	The following evidence of effective closure of non-conformances identified by the previous DQS audit was	There is no nc raised from previous certification body

	provided:	
--	-----------	--

4. Further audit results

4.1 Audited shifts

Does the organization work in multiple shifts? ☐ Yes ☒ No

Is any part of this audit based on remote auditing? ☐ Yes ☒ No

4.2 Further locations of certificate scope

Ref.No.	Name	Division	Address	Employees	Standard
50502371	PCSO		PPC Bldg., Post Office Loop, Upper Session Road 2600 Baguio City Philippines	14	ISO 9001:2015
Audited: Yes Scope local language: Scope English: Processing of Prize Claims					
50502370	PCSO		Lucena 4327 Lucena City, Quezon Philippines	12	ISO 9001:2015
Audited: Yes Scope local language: Scope English: Processing of Prize Claims					
50502369	PCSO		2nd/Floor Shaw Plaza One and Two Buildings, 1552 2nd/Floor Shaw Plaza - Mandaluyong City, Shaw Blvd Philippines	81	
Audited: Yes Scope local language: Scope English: Management of Branch Offices Operation specific to Benguet and Tayabas Branch Offices and Provision of Data Security Support to Gaming Operation					
50502368	PCSO		Conservatory Shaw Plaza Bldg., 605 1552 Conservatory Shaw Plaza Bldg. -Mandaluyong City Shaw Blvd Philippines	267	
Audited: Yes Scope local language: Scope English: Conduct & Management of Online Lottery Draw and Charity Programs					

5. Next steps

5.1 Process to resolve nonconformities / findings

No nonconformities were identified.

5.2 Next regular audit planning

Type of audit:	Surveillance Audit
Planned date for next audit:	2025/11/17 - 2025/11/18 The exact audit duration will be calculated and determined individually by your customer service person approx. 90 days before the next audit due date.
The estimated amount of time for verification of action plans for the next audit/year is:	N/A
Main emphasis will be on the following subjects:	Management Review Internal Audit Process Controls
Remarks:	

6. Audit and Certification Data

6.1 Certification data

ISO 9001:2015	
Current scope of certification/registration	
Current scope in English language	Management of Gaming Operations and Processing of Prize Claims including Support Process, Conduct & Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims

Customer's business sectors

EAC 39.3

6.2 Certificate, logos and their use

☐ The symbols and logos of DQS, the accreditation bodies and IQNet are being used appropriately

6.3 Changes, identified during the audit

Basic data changes identified during the audit (if applicable) are incorporated into the audit report and are automatically transmitted to DQS.

Please remember to inform DQS immediately of any significant changes to your management system. We will analyse the changes and inform you about the possible impact to your certification.

6.4 Fulfillment of audit objectives and audit schedule

☒ Audit objectives and audit schedule were fulfilled without changes.

6.5 Audit data

Name of the organisation(client):	Philippine Charity Sweepstake Office
Division	
Main address:	Sun Plaza Bldg., 1507 Shaw Blvd. Corner Princeton Street 1552 Sun Plaza Bldg-Mandaluyong City, Philippines
Ref. No.:	50502367
Audit type:	Recertification Audit
Surveillance frequency (mth):	12
Date of audit:	2024/12/10 - 2024/12/13
Total number of audit days:	15
Exclusions, if applicable:	
Total number of employees of ref.no. above:	

6.6 Contact data

Top management:	Catherine Salvaleon
Telephone:	8-846-8790
E-Mail:	Catherine B. Salvaleon <csalvaleon@pcso.gov.ph>

Management Representative:	Catherine Salvaleon
Telephone:	8-846-8790
E-Mail:	Catherine B. Salvaleon <csalvaleon@pcso.gov.ph>

Lead-Auditor (Team leader)	Jenny Barachina
Telephone:	+639614471886
E-Mail:	jenny.barachina@dqs-phils.org

Co-Auditor	Rafael Santelices
Telephone:	0917-809-1767
E-Mail:	rafael_santelices28@yahoo.com

Co-Auditor	Gwendolyn Red
Telephone:	0917-860-2630
E-Mail:	mariagwendolynred@gmail.com

Co-Auditor	Edgardo Peria
Telephone:	0917-845-1262
E-Mail:	edgar_peria@yahoo.com.ph

DQS Customer service person:	Romeo Zamora
------------------------------	--------------

Telephone: +639178211148
E-Mail: romeo.zamora@dqs-phils.org

Report last version date: 2024/12/27
Lead Auditor: Jenny Barachina

This report was provided to the management of the audited organization on 2024/12/13

☐ by personal handover ☒ electronically ☐ by other means (please specify)

Disclaimer

DQS maintains ownership of this report. The content of this report and all information received in relation to the audit and certification of the audited organization will be treated confidential and not disclosed to third parties. For exceptions e.g. disclosure to accreditation body refer to DQS Certification and Assessment Regulations.

This report is considered as final by the audit team, if you do not get any adverse information from DQS within 14 days after the last audit day. The recommendation of the audit team is subject to review and approval by DQS technical certification experts, who take binding certification decision. An appeal process is defined in DQS Certification and Assessment Regulations. Should DQS obtain any information indicating nonconformity of the certified management system, DQS will notify the certified organization timely and initiate investigation and evaluation of such information.

Distribution:

DQS
Philippine Charity Sweepstake Office