

2021 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

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

Component		Baseline Data			Target		
Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022
SO 3 Ensure a High Level of Customer Satisfaction							
SM 4	Percentage of Satisfied Customers:						
4a	Medical Assistance Claimants/ Beneficiaries	2.50%	(Actual / Target) x Weight If Below 80% = 0%	Result Not Acceptable		90%	90%
4b	Prize Claimants	2.50%		Cannot Be Validated		90%	90%
4c	Lotto Outlet Owners/Operators	2.50%				90%	90%
SO 4 Rationalize Use of Charity Fund							
SM 5	Payment of Mandatory Contributions (Current)	25%	(Actual / Target) x Weight	Cannot Be Validated	Cannot Be Validated	100% Payment of Mandatory Contributions (Current)	100% Payment of Mandatory Contributions
	Sub-total	32.50%					

CUSTOMERS

¹ Total Current Mandatory Contributions refer to the contributions to various agencies and institutions imposed upon the PCSO by virtue of several laws and executive orders, including Dividends due for the year.

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

² The start date for the process is the date of the submission of complete documents and the end date is when the client is notified of the availability of the guarantee letter. The prescribed period shall be based on PCSO's Citizen's Charter as approved by or as submitted to ARTA.

³ The start date for the process is the date of the submission of complete documents and the end date is when the client is notified of the check. The prescribed period shall be based on PCSO's Citizen's Charter as approved by or as submitted to ARTA.

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

⁴ Deliverables should comply with the minimum requirement provided under the Frequently Asked Questions on Competency Frameworks/Models as uploaded in the GCG Website.
⁵ Deliverables refer to systems/applications.