

2021 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE CHARITY AND SWEEPSTAKES OFFICE (PCSO)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
FINANCE	SO 1	Optimize the Level of Increase in Gross Revenue							
	SM 1	Increase in Gross Revenue/Sales	Actual Accomplishment	25%	(Actual / Target) x Weight	₱63.567 Billion	₱44.028 Billion	₱16.2 Billion	₱46.36 Billion
	SO 2	Improve Collection Efficiency							
	SM 2	Collection Efficiency Rate	Amount of Collection / Amount Due to PCSO	10%	All or Nothing	N/A	N/A	At Least 98% (With No Monthly Collection Below 98%)	At Least 98% (With No Monthly Collection Below 98%)
		Sub-total		35%					
CUSTOMERS	SO 3	Ensure High Level of Customer Satisfaction							
	SM 3	Percentage of Satisfied Customers:							
	3a	Medical Assistance Claimants/Beneficiaries	Number of Respondents who gave a Rating of at least Satisfactory / Total Number of Respondents	2.5%	(Actual / Target) x Weight If Less Than 80% = 0%	Result Not Acceptable	Result Not Acceptable	90%	90%
	3b	Prize Claimants		2.5%				90%	90%
3c	Lotto Outlet Owners/Operators	2.5%		90%				90%	

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Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
CUSTOMERS	SO 4	Rationalize Use of Charity Fund							
	SM 4	Payment of Mandatory Contributions (Current)	Current Mandatory Contributions Paid / Total Current Mandatory Contributions	20%	(Actual / Target) x Weight If Less Than 90% = 0%	N/A	Cannot be Validated	100% Payment of Mandatory Contributions (Current)	100% Payment of Mandatory Contributions (Current)
	SM 5a	Reconciliation of Arrears Arising from Mandatory Contributions	Number of Accounts Reconciled / Total Number of Accounts Identified in the Financial Roadmap	5%	All or Nothing	Reconciled Arrears in Mandatory Contribution with Seven (7) Recipients in the Financial Roadmap	17 out of 21 the 21 accounts were reconciled	Reconciliation of Arrears with 100% of Recipients Identified in the Financial Roadmap	Reconciliation of Arrears with 100% of Recipients Identified in the Financial Roadmap
	SM 5b	Settlement of Arrears Arising from Mandatory Contributions	Mandatory Contributions (Arrears) Paid / Reconciled Amount with 100% of Recipients Identified in the Financial Roadmap	5%	All or Nothing	₱145 Million	81% of arrears paid	100% Payment of Mandatory Contributions (Arrears)	100% Payment of Mandatory Contributions (Arrears)
		Sub-total		37.5%					
INTERNAL PROCESS	SO 5	Improve Process Efficiency							
	SM 6	Percentage of IMAP Applications Processed Within Prescribed Period	Number of Guarantee Letters Issued within Prescribed Period ¹ / Total Number of Applications	6.25%	(Actual / Target) x Weight	N/A	N/A	90%	100%

¹ The start date is the date of the submission of complete documents and the end date is the date when the client is notified of the availability of the check. The prescribed period shall be based on the Citizen's Charter of the PCSO as submitted to the Anti-Red Tape Authority (ARTA).

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Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
SM 7 Percentage of Guarantee Letters Processed Within Prescribed Period (IMAP)	Number of Guarantee Letters Utilized Issued with Checks Processed Within Prescribed Period ² / Total Number of GLs Utilized	6.25%	(Actual / Target) x Weight	Cannot be Validated	Cannot be validated	90%	100%	
SM 8 ISO 9001:2015 Aligned QMS Established	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification issued by TUV Rheinland valid until 08 March 2019	ISO 9001:2015 Certification Management of Gaming Operations (Online Lottery Draw and Prize Claims) and Charity Programs including Support Process (scope and locations covered) and ISO 9001:2015 Certification for Charity Fund Payment Process Obtained	Maintain ISO 9001:2015 Certification for the Covered Processes in 2019; and Obtain ISO 9001:2015 Certification for Operating Fund Payment Process	Maintain ISO 9001:2015 Certification for the Covered Processes in 2019 and 2020	

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

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	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
LEARNING, GROWTH & RESOURCE MANAGEMENT	SO 6	Hire, Develop, and Maintain Competent and Motivated Personnel							
	SM 9	Improved Competency Level of the Organization	Competency Baseline ³ 2021 - Competency Baseline 2020	5%	All or Nothing	Cannot be Validated	No competency assessment conducted in 2019	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
		Sub-total		22.5%					
	SO 7	Acquire and/or Develop Advanced Technology to Support Internal Processes							
	SM 10	Percentage of Completion/ Implementation of ISSP	Number of Deliverables Accomplished / Total Number of 2021 Deliverables	5%	(Actual / Target) x Weight	N/A	Cannot be Validated	100% Attainment of 2020 Deliverables Based on the Board-approved ISSP 2019-2021 as submitted to DICT	100% Attainment of 2021 Deliverables ⁴ Based on the Revised Board-Approved ISSP 2019-2021 as submitted to DICT
		Sub-total		5%					
		TOTAL		100%					

³ Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})}{A} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

⁴ Deliverables refer to systems/applications.