

**PHILIPPINE AMUSEMENT AND GAMING CORPORATION (PAGCOR)
Validation Result of the 2022 Performance Scorecard**

Objective/Measure	Component				PAGCOR Submission ¹		GCG Validation		Supporting Documents	GCG Remarks	
	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
SO 1 Increase Contribution to National Government Coffers and Nation-Building Efforts											
SOCIAL IMPACT	SM 1 Payment of Mandatory Contributions	Number of Recipient Agencies Which Received 100% of Mandatory Contributions Due for 2022 / Total Number of Recipient Agencies ²	25%	(Actual / Target) x Weight ³	100% Payment of Mandatory Contributions to Recipient Agencies	Computed for the corresponding mandatory contributions based on the recorded income	25%	100% of Mandatory Contributions Paid to Recipient Agencies	25%	Summary Reports of PAGCOR Mandatory Contributions Due for Each Recipient Agency	The total mandatory contribution for the calendar year 2022 amounted to ₱39,878,215,673.07.
										Copies of Accounts Payable Vouchers, Check Vouchers, Checks, Official Receipts, and Deed of Donations.	The recipient agencies are Bureau of Treasury (50% National Government Share and Dividends), Bureau of Internal Revenue, Dangerous Drugs Board, Philippine Sports Commission (PSC Share and National Sports Development Fund), Board of Claims, Office of the President, and Host Cities.
									Copies of Summary Reports and Transmittal Letter supporting the PYAs	Similar to the prior years' validation, donations and financial assistance extended to groups and individuals are excluded.	
									Memorandum from PAGCOR on Host Cities' Share for 2022		

¹ Based on the Accomplishment Report dated 06 June 2023.

² There are nine (9) identified recipient agencies. All Host Cities are considered as one (1) recipient agency.

³ The numerator "actual" refers to the recipient agencies which received 100% of mandatory contributions due for 2022. The denominator "target" refers to the nine (9) recipient agencies.

Validation Result of the 2022 Performance Scorecard (Annex A)

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	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
									Secretary's Certificate on the Approval of the Financial Support to the Host Cities for 2022 Schedule of Subsidies and Donations for the CY 2022 Copies of Request Letters for the Sampled Accounts/ Transactions for Subsidies/ Donations under Socio-Civic Projects for 2022		
SO 2 Increase Gross Gaming Revenue of the Industry											
SM 2	Increase Total Industry Gross Gaming Revenue ⁴	Absolute Amount	25%	(Actual / Target) x Weight	<u>₱147.906 Billion</u>	₱214.338 Billion	25%	₱212.314 Billion	25%	Overall GGR Summary Report and Summary Report per Segment/ Sector Philippine Gaming Industry Data/ Industry Statistics	The original annual target of ₱183.906 Billion was adjusted to exclude the GGR for e-sabong considering the suspension of all e-sabong operations in May 2022. With this, the validated accomplishment

⁴ Gross Gaming Revenue, also referred to as Casino Gross Revenue, as defined by PAGCOR's regulatory manuals, includes revenues from licensees and PAGCOR casinos (table games, slot machines, bingo (traditional and e-bingo, PeGS/Instawin), but excludes offshore gaming.

Validation Result of the 2022 Performance Scorecard (Annex A)

Objective/Measure	Component				PAGCOR Submission ¹		GCG Validation		Supporting Documents	GCG Remarks
	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
									Monthly Summary Report of GGR and Winnings Monthly Summary Report of Table Games and Slot Machine Winnings Income Summary Reports and copies of Billing Statements and Official Receipts of Sampled Licensees Monthly Report on GGR and PAGCOR Share Summary Report on GGR and PAGCOR Share of All Operators for the months of February, May, September and December 2022. Copies of Billing Statements and Official Receipts of Sampled Operators	also excluded the GGR for e-sabong.
		Sub-Total	50%				50%		50%	

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Validation Result of the 2022 Performance Scorecard (Annex A)

Objective/Measure	Component			PAGCOR Submission ¹		GCG Validation		Supporting Documents	GCG Remarks	
	Formula	Weight	Rating System	Target	Actual	Rating	Actual			Rating
SO 3 Increase Revenue of PAGCOR										
SM 3	Increase Income from Gaming Operations	Absolute Amount	15%	(Actual / Target) x Weight	₱50.139 Billion ⁵	₱55.053 Billion	15%	₱55.027 Billion	15%	2022 Commission on Audit (COA) Management Letter The validated accomplishment considered the following COA observation: "Prior period adjustments pertaining to Income from Licensed Casinos for the Calendar Years 2014 to 2021 totaling to ₱26.431 million were recorded as income for the current year resulting in the overstatement of income from gaming operations by the same amount." ⁶
SO 4 Improve Budget Utilization Rate										
SM 4	Disbursements Budget Utilization Rate	Total Disbursement / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	97.86%	5%	90.50%	5%	2022 DBM-approved Corporate Operating Budget 2022 Unaudited Financial Statements as submitted to COA Statement of Appropriation, The GCG excluded the Contribution to Nation Building (CNB) in the computation of the BUR as it is already captured in SM 1. The validated accomplishment was computed based on the total budget of ₱6,878,118,194 and total

FINANCE

⁵ Target based on the revised Statement of Financial Performance submitted to the DBM.
⁶ 2022 COA Management Letter, Part V - Observations and Recommendations, pp. 9-10

Validation Result of the 2022 Performance Scorecard (Annex A)

Objective/Measure	Component				PAGCOR Submission ¹		GCG Validation		Supporting Documents	GCG Remarks	
	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
									Allocation, Obligation, Disbursement and Balances as submitted to the ICRS Justification on the Capital Outlay Utilization	disbursements amounting to ₱6,224,973,470, both net of PS Cost and CNB.	
		Sub-Total	20%				20%		20%		
SO 5 Ensure a Conducive Business Environment within a Level Playing Field											
STAKEHOLDERS	SM 5a	Percentage of Satisfied Customers (Casino Filipino Customers)	5%	(Actual / Target) x Weight If Less Than 80% = 0%	90%	95.20%	5%	95.20%	5%	CSS Report (including the data collection quality control report) Sample e-mail communication to licensees	The survey was conducted from 21 November to 14 December 2022.
	SM 5b	Percentage of Satisfied Customers (Licensees)	5%		90%	95.02%	5%	95.02%	5%		
			Sub-Total	10%				10%		10%	

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SO 6 Improve Products, Services, and Operational Efficiency												
INTERNAL PROCESS	SM 6	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	Retention of ISO 9001:2015 Certification	DQS recommended for a single multi-site ISO 9001:2015 Certification	5%	ISO 9001:2015 Certificate Retained	5%	Letter of Attestation from DQS Certification Phils, Inc.	PAGCOR has successfully completed the audit conducted on 19 to 22 December 2022. The scope of the certificate is "Gaming Operations, Casino Licensing and Regulation and Corporate Social Responsibility" covering eight (8) of PAGCOR's sites: Casino Filipino Ilocos, Casino Filipino Cebu, PAGCOR Corporate Annex, PAGCOR Executive Office, Casino Filipino Tagaytay, Casino Filipino Angeles, Citystate Tower Hotel, and Casino Filipino Malate.
	SM 7	Percentage of Applications Processed Within Prescribed Period	Number of Transactions Processed Within the Prescribed Period ⁷ / Number of Transactions Received during the Year	5%	(Actual / Target) x Weight	100% of Transactions Processed Within the Prescribed Period	96.39% of Transactions Processes within the Prescribed Period	4.82%	[See Appendix 1]	4.46%	Turnaround Time Monitoring Reports Application and Approval Documents of randomly selected transaction	The 5% weight allocation was divided equally to the 17 processes covered by the measure. The details of the validation are presented in Appendix 1 .

⁷ Applicable processing time based on PAGCOR's compliance with Republic Act No. 11032 as provided in PAGCOR's Citizen's Charter.

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SM 8 Percentage of Completion of the ISSP	Actual Accomplishment	5%	(Actual / Target) x Weight	100% Attainment of 2022 Deliverables ⁸	Attained 100% of the 2022 deliverables	5%	100% of 2022 Deliverables Attained	5%	User Acceptance Certificates Memorandum on the Procurement Process Request Terms of Reference	The four (4) systems with deliverables due for 2022 are: Table Game Operations Management System, Anti-Money Laundering Monitoring System, Human Resource Information System, and Enterprise Resource Planning.
Sub-total		15%				14.82%		14.46%		
SO 7 Enhance Employee Competency and Motivation										
SM 9 Percentage of Employees Meeting Required Competencies	Competency Baseline ⁹ 2022 – Competency Baseline 2021	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	5.28% Improvement in the Organization's Competency Level	5%	5.28% Improvement in the Competency Baseline of the Organization	5%	Competency Assessment Report for 2022 Excel File of the Competency Assessment Results Position Profile Checklist Randomly Sampled Response Sheets	The 2022 competency baseline was 138.08% which is a 5.28% increase from the 2021 competency level. The competency assessment was conducted from July to November 2022 covering 9,847 employees.
Sub-total		5%				5%		5%		
TOTAL		100%				99.82%		99.46%		

LEARNING & GROWTH

⁸ Deliverables refer to Information Systems.

⁹ 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:

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

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

STRATEGIC MEASURE 7: PERCENTAGE OF APPLICATIONS PROCESSES WITHIN PRESCRIBED PERIOD

No.	DEPARTMENT	Total no. of requests received	Total no. of requests processed within prescribed TAT	% of transactions processed within prescribed TAT	Validated Rating
	Bingo Department				
1	<i>Application for Mobile Bingo</i>	3	2	66.7%	0.20%
	E-Games/E-Bingo Licensing Department				
	<i>Processing of Application for the Establishment of Gaming Site for Bingo Games and Electronic Games</i>				
2	<i>Submission of Application Form Part I via electronic mail</i>	117	117	100%	0.29%
3	<i>Conduct of ocular site inspection</i>	37	37	100%	0.29%
4	<i>Submission of Application Form Part II via electronic mail</i>	43	43	100%	0.29%
5	<i>Site recommendation and approval by the PAGCOR Board of Directors</i>	39	23	58.97%	0.17%
	Gaming Licensing & Development Department				
6	<i>Gaming Employment License (New Application)</i>	4,508	4,027	89.33%	0.26%
7	<i>Gaming Employment License (Renewal)</i>	3,475	Cannot be validated		0.00%
	Offshore Gaming Licensing Department				
8	<i>Accreditation of Gaming Laboratory</i>	2	2	100%	0.29%
9	<i>Accreditation of Local Gaming Agent</i>	16	16	100%	0.29%
10	<i>Accreditation of Probity Checker</i>	1	1	100%	0.29%
11	<i>Accreditation of Service Provider</i>	86	86	100%	0.29%
12	<i>Accreditation of Special Class of BPO</i>	5	5	100%	0.29%
13	<i>Evaluation of Local Purchase Request</i>	3	3	100%	0.29%
14	<i>Evaluation of Shipment Clearance Request</i>	24	24	100%	0.29%
15	<i>Issuance of Offshore Gaming Employment License</i>	16,324	16,324	100%	0.29%
16	<i>Issuance of Offshore Gaming License for Offshore Based Operator</i>	15	15	100%	0.29%
17	<i>Issuance of Offshore Gaming License for Philippine Based Operator</i>	3	3	100%	0.29%
	TOTAL				4.46%

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