

2024 PERFORMANCE SCORECARD (Annex B)

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

	Component				Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
SOCIAL IMPACT	SO 1	Provide Funds for Health Programs and Charities of National Character							
	SM 1	Payment of Mandatory Contributions	Number of Recipient Agencies that Received 100% of Mandatory Contributions Due for 2024 / Total Number of Recipient Agencies <sup>1</sup>	27%	(Actual / Target) x Weight	72.73%	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions
		<b>Sub-Total</b>		<b>27%</b>					
	SO 2	Increase and Sustain Revenues							
	SM 2	Gross Revenue/ Sales	Total Income from Gaming Operations	20%	(Actual / Target) x Weight	₱43.37 Billion	₱57.468 Billion	₱53.23 Billion	₱65 Billion
	SM 3	Net Income After Tax (NIAT)	Total Income – Total Expenses	5%	(Actual / Target) x Weight	N/A	N/A	₱281.32 Million	₱1.845 Billion
FINANCIAL	SO 3	Improve Collection Efficiency and Budget Utilization							
	SM 4a	Collection Efficiency Rate (Lotto)	Actual Lotto Collections / Amount Due to PCSO <sup>2</sup>	7.5%	(Actual / Target) x Weight <sup>3</sup>	Cannot be Validated	99.56%	100%	100%

<sup>1</sup> 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.

<sup>2</sup> Collections with pending and active cases shall be taken out from the universe during the annual validation.

<sup>3</sup> Rating will be applied in actual performance per month; Annual rating will be computed based on the average of monthly ratings.

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	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
CUSTOMERS	SM 4b	Collection Efficiency Rate (STL)	Actual STL Collections / Amount Due to PCSO <sup>4</sup>	7.5%	(Actual / Target) x Weight <sup>5</sup>			100%	100%
	SM 5	Disbursements Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	N/A	99%	90%	90%
		<b>Sub-Total</b>		<b>45%</b>					
	<b>SO 4</b>	<b>Ensure High Level of Customer Satisfaction</b>							
	SM 6	Percentage of Satisfied Customers	Number of Respondents who gave a Rating of at Least Satisfactory / Total Number of Respondents <sup>6</sup>	5%	(Actual / Target) x Weight If Below 80% = 0%	96.84% <sup>7</sup>	98.50% <sup>8</sup>	90%	90%
		<b>Sub-Total</b>		<b>5%</b>					
INTERNAL PROCESS	<b>SO 5</b>	<b>Improve Process Efficiency</b>							
	SM 7	Percentage of MAP Applications Processed within Prescribed Period	Number of Guarantee Letters Issued Within Prescribed Period <sup>9</sup> / Total Number of Applications	5%	(Actual / Target) x Weight	Cannot be Validated	99.36%	100%	100%

<sup>4</sup> Collections with pending and active cases shall be taken out from the universe during the annual validation.

<sup>5</sup> Rating will be applied in actual performance per month; Annual rating will be computed based on the average of monthly ratings.

<sup>6</sup> Covers customers availing the GOCC's **external services** only.

<sup>7</sup> Medical Assistance Claimants/Beneficiaries = 97.87%; Prize Claimants = 97.44%; Lotto Outlet Owners/Operators = 95.22%

<sup>8</sup> Medical Assistance Claimants/Beneficiaries = 98.52%; Prize Claimants = Result not acceptable; Lotto Outlet Owners/Operators = 98.48%

<sup>9</sup> 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.

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
LEARNING & GROWTH	SM 8	Percentage of Guarantee Letters Processed within Prescribed Period (MAP)	Number of Guarantee Letters Utilized Issued with Checks Processed Within the Prescribed Period <sup>10</sup> / Total Number of GLs Utilized	5%	(Actual / Target) x Weight	Cannot be Validated	91.11%	100%	100%
	SM 9a	ISO 9001:2015 Aligned QMS Established	Actual Accomplishment	2.5%	All or Nothing	Maintained ISO 9001:2015 Certification for the Covered Processes in 2019 and 2020	Maintained ISO 9001:2015 Certification for All Processes Covered in 2021	Maintain ISO 9001:2015 Certification for all processes Covered in 2022	Maintain ISO 9001:2015 Certification for all processes Covered in 2023
	SM 9b			2.5%	All or Nothing			Expansion of Audit Scope for Processing of Prize Claims in selected Branch A	Expansion of Audit Scope for Processing of Prize Claims in two (2) Branches (Visayas and Mindanao)
		<b>Sub-Total</b>		<b>15%</b>					
	SO 6	<b>Hire, Develop, and Retain Competent and Motivated Personnel</b>							
SM 10	Competency Framework of the Organization	Total Number of Employees with Required Competencies Met / Total Number of Employees	3%	All or Nothing	No Competency Baseline Established	No Board-Approved Competency Framework	Board-Approved Competency Framework composed of the following: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables	Establish Competency Baseline of the Organization	

<sup>10</sup> 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	2021	2022	2023	2024
						4. Competency Matrix 5. Position Profiles; and 6. Competency-based Job Descriptions	
<b>SO 7</b>	<b>Acquire and/or Develop Relevant Infrastructures to Support Internal Processes</b>						
SM 11	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2024 Attained / Total Number of Deliverables Due for 2024	5%	(Actual / Target) x Weight	100%	100% attainment of 2022 deliverables	100% Attainment of 2023 Deliverables (Based on the ISSP 2022-2024 as submitted to or as Approved by the DICT)
	<b>Sub-Total</b>		<b>8%</b>				
	<b>TOTAL</b>		<b>100%</b>				

For GCG:

  
**ATTY. MARIUS P. CORPUS**  
Chairperson

For PCSO:

  
**MELQUIADES A. ROBLES**  
General Manager

<sup>11</sup> Deliverables refer to systems/applications.