

**PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)  
Revalidation Result of 2018 Performance Scorecard**

	Component					PCSO Submission		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
<b>CUSTOMERS</b>	SO 1	Expanded, Efficient and Decentralized Health and Charity Services									
	SM 1	Settlement of Arrears arising from Mandatory Contributions	Absolute Amount	15%	All or Nothing	100% of Arrears Paid	Paid the amount of ₱540,300,020.56 out of the ₱722,745,678.02	13.11%	₱145 Million	0%	<p>Summary of 2018 Releases of Mandatory Contributions</p> <p>Disbursement Vouchers</p> <p>Certification from PDEA</p>

Revalidation Result of 2018 Performance Scorecard (Annex A)

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Objective/Measure			Formula	Weight	Rating Scale	Target	Actual	Rating			Actual	Rating
			Actual Accomplishment	5%	(Actual / Target) x Weight	Reconciliation of Arrears with 100% of Recipients identified in the Financial Roadmap	Reconciled arrears in mandatory contributions with the concerned Government Agencies as follows: 1. Phil. Crop Insurance Corp. 2. National Museum Endowment Fund 3. Natl. Voluntary Blood Services 4. Congressional Migrant Workers 5. Ancestral Domain Fund 6. Quirino Memorial Medical Center	5.00%	Reconciled arrears in mandatory contribution with seven (7) recipients in the Financial Roadmap	1.84%	Certifications from recipient agencies  Reply Slips	Target not met. The target pertains to 100% of recipients identified under the financial roadmap. Per GCG's validation, PCSO was only able to reconcile its arrears with 7 agencies out of the total 19 agencies identified in the financial roadmap. The other agencies with PCSO-reported reconciliated amounts had no final reconciliation documents submitted.  Note: the GCG-validated accomplishment included the Philippine Drug Enforcement Agency.

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SM 2	Rationalize Use of the Charity Fund	Mandatory Contributions / Total Charity Fund Expenses	15%	All or Nothing	45% - 55% = Mandatory Contributions	Mandatory = 10.8B (54%) Medical and Charity Programs = 9.1B (45%) Other charges = 106.5M (1%)  TOTAL: 16.476B	15%	Mandatory = 21.23%	0%	Unaudited FS as submitted to COA	Target not met. The actual amounts reflected in PCSO's Unaudited FS as submitted to COA yielded significant discrepancies compared to PCSO's submitted report, especially on the mandatory contributions. Moreover, per GCG's validation, the share of Medical, Charity and Financial Assistance is at 77%, which substantially exceeded the prescribed share at 45% maximum. These findings shall be looked into closely as this will likely result to additional arrears in PCSO's mandatory contributions.
		Medical and Charity and Financial Assistance Program / Total Charity Fund Expenses			30% - 45% = Implementation of Medical and Charity and Financial Assistance Program			Implementation of Medical and Charity and Financial Assistance Program = 77.06%			
Other Charges to Charity Fund over Total Charity Fund Expenses	5% - 10% = Other Charges to Charity Fund	Other Charges to Charity Fund = 1.70%									
SM 3	Processing Time of Guarantee Letter Payments (Individual Medical Assistance Program)	Number of Guarantee Letters (GLs) processed for payment and settled for the year / Number of GLs released or utilized until	10%	(Actual / Target) x Weight  0% = If lower than 80%	90% of Released and/or Utilized Guarantee Letters (GLs) issued until November 15 of the current year	CAPS: 3,141 / 10,542 Manual: 64,647 / 129,044 Total: 67,788 / 139,586  50%	5%	Cannot be validated	0%	Consolidated Report for IMAP Payments Processed (Manual Transactions and Computerized Accounts)	Accomplishment cannot be verified due to inconsistencies found in the reporting of the agency. Although the overall transactions reported by the PCSO totaled to 139,586, only 73,162 were verifiable

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		November 15 of the Current Year			are processed for payment and settled within forty-five (45) days from date of receipt of complete documents					Payable System (CAPS)  Copies of Application Documents	using the supporting documents provided. Moreover, the request to be awarded 5% rating is <b>DENIED</b> for lack of basis to do so.
<b>SO 2 Highly Satisfied and Delighted Agents and Gaming Public</b>											
SM 4	Percentage of Satisfied Customers	Number of Respondents who gave at least Satisfactory / Total Number of Respondents	5%	(Actual / Target) x Weight  0% = If less than 80%	90%	Satisfied = 344 Very Satisfied = 3210 Total; 654 No. of Respondents = 710  92.11%	5%	92.29%	5%	Customer Satisfaction Survey Terminal Report from Third Party Provider  Sample Accomplished Survey Forms	Based on the revalidation conducted, the Governance Commission deems that the initially submitted accomplishment acceptable.
		<b>Sub-total</b>	<b>50%</b>				43.11%		6.84%		
<b>SO 3 Sustained Revenue Growth from Gaming Activities</b>											
SM 5	Increase Presence PCSO	Number of Branches	10%	(Actual / Target) x Weight	81% +4 Branches (total of 66)	+ 4 Branches 1. Maguindanao 2. Surigao del Sur	10%	+4 Branches	10%	News Clippings;	The request to reduce the target from eight (8) to four (4) is <b>APPROVED</b> .

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				Branches in 2018)	3. Guimaras 4. Agusan del Sur				Comparative Lotto Sales per Province	
SM 6	Number of Outlets	5%	(Actual / Target) x Weight	+400 (11,405)	Lotto: 1,123 KENO: 551 Total: 1,674	5%	1,658	5%	List of New Lotto Agents	PCSO exceeded the target. The GCG-validated accomplishment excluded items marked as deleted, pulled-out, terminal only, and re-installed.
SM 7	Gross Revenue / Sales	20%	₱56 Billion and Above = 20% ₱51 Billion – ₱55 Billion = 15% ₱46 Billion – ₱50 Billion = 10% ₱41 Billion to ₱45 Billion = 5% ₱40 Billion and Below = 0%	₱58.68 Billion	Lotto: 31.9B KENO: 4.4B STL: 26.1B Trad. Sweepstakes: 0.005B Instant Sweepstakes: 1.15B  ₱63.555 B	20%	₱63.567 Billion	20%	Unaudited FS as submitted to COA	PCSO exceeded the target. The GCG-validated accomplishment was based on the submitted supporting document.
<b>Sub-total</b>		<b>35%</b>				<b>35%</b>		<b>35%</b>		

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<b>INTERNAL PROCESS</b>	<b>SO 4 Sustained Quality Management System</b>											
	SM 8	ISO 9001:2015 Aligned QMS Established	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification for Gaming Processes (Live Lotto Draws) and Prize Claim Services	ISO 9001: 2015 Certification issued by TUV Rheinland 1. Online Lottery Draw 1. Prize Claim 3. Charity Programs 4. Support Processes	5%	ISO 9001:2015 Certification issued by TUV Rheinland valid until 08 March 2019	5%	Copies of the Certificates issued by the TUV Rheinland  Audit Report	Acceptable. Target met.
	<b>Sub-total</b>		<b>5%</b>				<b>5%</b>		<b>5%</b>			
	<b>SO 5 Empowered Professional Workforce</b>											
<b>LEARNING &amp; GROWTH</b>	SM 9	Percentage of Employees Meeting Required Competencies	Number of Positions Assessed / Total Number of Positions	5%	(Actual / Target) x Weight	Conduct Competency Assessment of the Remaining 50% of Manpower Resources (Permanent Rank-and-File and Officers)	702 employees have undergone competency assessment in 2018 (378 employees in 2017) out of the total 1,080 employees as of 31 December 2018	5%	Cannot be validated	0%	Competency Assessment Tally; Competency Assessment List of Examinees; Competency Examination Results from People Dynamics, Inc.	Total number of employees as of 31 December 2018 cannot be established due to inconsistent information provided by PCSO.

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Objective/Measure		Formula	Weight	Rating Scale	Target	Actual	Rating	Actual			Rating
		Total Number of Employees covered by Training Needs Analysis / Total Number of Positions	5%	(Actual / Target) x Weight	Conduct of Training Needs Analysis of the first 50% of Employees	Gap Analysis conducted for 578 out of 1,080 personnel (53.52%)	5%	No Training Needs Analysis submitted	0%	HRD Gap Assessment per Employee	Target not met. Gap Assessment is not equivalent to Training Needs Analysis.
		<b>Sub-total</b>	10%				10%		0%		
		<b>TOTAL</b>	<b>100%</b>				<b>93.11%</b>		<b>46.84%</b>		