

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)
Validation Result of the 2021 Performance Scorecard

		Component				PCSO Submission		GCG Validation		Supporting Documents	GCG Remarks														
Objective/Measure		Formula	Weight	Rating Scale	Target	Actual	Rating ¹	Actual	Rating																
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	<u>₱44.71 Billion</u>	₱43,365,206,299.95	-	₱43.37 Billion	24.25%	Commission on Audit (COA) Annual Audit Report Monthly Report Game Location Sales per and	<p>Considering the impact of the imposition of Enhanced Community Quarantine (ECQ) and Modified Enhanced Community Quarantine (MECQ) and Typhoon Odette in the operations of PCSO, the annual target is REVISED from ₱46.36 Billion to ₱44.71 Billion.</p> <p>Below is the breakdown of PCSO's accomplishments:</p> <table border="1"> <thead> <tr> <th>Game</th> <th>Amount (in billion ₱)</th> </tr> </thead> <tbody> <tr> <td>STL</td> <td>21.55</td> </tr> <tr> <td>Lotto</td> <td>20.55</td> </tr> <tr> <td>NISP</td> <td>0.95</td> </tr> <tr> <td>Keno</td> <td>0.31</td> </tr> <tr> <td>Sweepstakes</td> <td>-</td> </tr> <tr> <td>Total</td> <td>43.36</td> </tr> </tbody> </table>	Game	Amount (in billion ₱)	STL	21.55	Lotto	20.55	NISP	0.95	Keno	0.31	Sweepstakes	-	Total
Game	Amount (in billion ₱)																								
STL	21.55																								
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Sweepstakes	-																								
Total	43.36																								

¹ No self-rating submitted.

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Validation Result of the 2021 Performance Scorecard (Annex A)

Objective/Measure		Component			PCSO Submission		GCG Validation		Supporting Documents	GCG Remarks	
		Formula	Weight	Rating Scale	Target	Actual	Rating ¹	Actual			Rating
SO 2 Improve Collection Efficiency											
SM 2	Collection Efficiency Rate	(Amount of Collection / Amount Due to PCSO)	10%	All or Nothing	At least 98% (With No Monthly Collection Below 98%)	100%	-	Cannot be validated	0%	<p>Collection Efficiency Rate (CER) Reports</p> <p>Sales and Remittance Report for Lotto and Keno</p> <p>Sales and Remittance Reports for STL</p> <p>Monthly Sales and Remittance Reports</p> <p>Deposit Slips, Board Resolution, and Sales Reports for randomly selected Authorized Agent Corporations (AACs)</p> <p>Revised Implementing Rules and Regulations on STL</p>	<p>No consolidated CER Reports for Lotto and Keno Games and STL. The reports were submitted per Department.</p> <p>For Lotto and Keno: The Sales Remittance Reports only showed the amount due to and the remittance received by PCSO. The report did not indicate the amount of sales, which is the basis for the computation of the amount due.</p> <p>The findings for STL, based on the review of randomly selected AACs, are presented in Appendix 1.</p>
	Sub-total		35%						24.25%		

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Validation Result of the 2021 Performance Scorecard (Annex A)

Objective/Measure	Component				PCSO Submission		GCG Validation		Supporting Documents	GCG Remarks	
	Formula	Weight	Rating Scale	Target	Actual	Rating ¹	Actual	Rating			
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%	90%	Waiting for Final Report (data analysis from Third-Party)	-	97.87%	2.5%	CSS Final Report Pre-Test Report Training Manual and Training Report Supervision/ Observation Report Sample accomplished survey forms	Target exceeded.
3b	Prize Claimants		2.5%		90%			97.44%	2.5%		
3c	Lotto Outlet Owners/ Operators		2.5%		90%			95.22%	2.5%		
SO 4 Rationalize Use of Charity Fund											
SM 4	Payment of Mandatory Contributions (Current)	<u>Number of Recipient Agencies that Received 100% of Mandatory Contributions Due for 2021 / Total Number of Recipient Agencies</u>	20%	<u>(Actual / Target) x Weight</u>	100% Payment of Mandatory Contributions (Current)	Mandatory Contributions (Current) paid for the period of January to December 2021 amounting to ₱251,071,481.37	-	72.73%	14.55%	Summary on Mandatory Contributions Paid Monthly Sales Report Official Receipts Checks Orders of Payment Disbursement Vouchers	Eight (8) out of eleven (11) agencies received 100% of their mandatory contributions. The details are provided in Appendix 2.

CUSTOMERS

Validation Result of the 2021 Performance Scorecard (Annex A)

		Component				PCSO Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective/Measure		Formula	Weight	Rating Scale	Target	Actual	Rating ¹	Actual	Rating			
	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	Reconciliation of Arrears with 100% of Recipients Identified in the Financial Roadmap	100% of Scheduled Recipients Identified in the Financial Roadmap Reconciled for the period January to December 2021	-	95.24% or 20 out of 21 accounts reconciled	0%	Confirmation/ Reconciliation Letters	The only unreconciled account is the <i>Program for LGUs</i> . The total arrears is adjusted from ₱3.767 Billion to ₱2.224 Billion as of 31 December 2021.
	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	100% Payment of Mandatory Contribution (Arrears)	No scheduled payment of mandatory contributions (arrears) for January to December 2021	-	₱1.976.28 Billion or 89% of the adjusted amount of the arrears as of 31 December 2021.	0%	Copies of Disbursement Vouchers, Checks, Official Receipts	PCSO paid ₱80.296 Million to CHED in 2021. The unpaid balance corresponds to the <i>Programs for LGUs</i> .
	Sub-total				37.5%					22.05%		
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 ² / Total Number of Applications	6.25%	(Actual / Target) x Weight	100%	Head Office: 98.50% (37,915 / 38,491) Branch Offices: 99.76% (187,534 / 187,089) Average: 99.13%	-	Cannot be validated	0%	Processing Time Monitoring Reports	The prescribed processing period is one (1) day. The figure generated through the Charity Services Information System did not match the reported number of applications.

² 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).

Validation Result of the 2021 Performance Scorecard (Annex A)

Objective/Measure		Component				PCSO Submission		GCG Validation		Supporting Documents	GCG Remarks
		Formula	Weight	Rating Scale	Target	Actual	Rating ¹	Actual	Rating		
											The Governance Commission noted incorrect date format for 7,059 entries in the re-submitted Processing Time Monitoring Reports. Hence, the number of transactions processed within the prescribed period cannot be objectively established.
SM 7	Percentage of Guarantee Letters Processed Within Prescribed Period (IMAP)	Number of Guarantee Letters Utilized Issued with Checks Processed Within Prescribed Period ³ / Total Number of GLs Utilized	6.25%	(Actual / Target) x Weight	100%	Head Office within 60 days: 99.04% (35,839 / 36,185) Branch Offices: 85.17% (115,285 / 135,132) Average: 92.11%	-	Cannot be validated	0%	Processing Time Monitoring Reports Copies of Statements of Accounts and Checks for randomly selected samples	The prescribed processing period is forty-five (45) days. The Governance Commission noted incorrect date format for 5,977 entries in the database. Hence, the number of transactions processed within the prescribed period cannot be objectively established. Moreover, the submitted copies of checks could not be matched with the Statements of Account.

³ 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 guarantee letter. The prescribed period shall be based on the Citizen's Charter of the PCSO as submitted to the Anti-Red Tape Authority (ARTA).

Validation Result of the 2021 Performance Scorecard (Annex A)

Objective/Measure		Component				PCSO Submission		GCG Validation		Supporting Documents	GCG Remarks
		Formula	Weight	Rating Scale	Target	Actual	Rating ¹	Actual	Rating		
SM 8	ISO 9001:2015 Aligned QMS Established	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification for the Covered Processes in 2019 and 2020	Maintained ISO 9001:2015 Certification for the Covered Processes in 2019 and 2020	-	Maintained ISO 9001:2015 Certification for the Covered Processes in 2019 and 2020	5%	ISO Certificate issued by the Third-Party Surveillance Audit Report	Target met.
SO 6 Hire, Develop, and Maintain Competent and Motivated Personnel											
SM 9	Improved Competency Level of the Organization	Competency Baseline ⁴ 2021 – Competency Baseline 2020	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	15% competency improvement as of 31 December 2022 205 participants with competency-based training Q1 – 28 employees Q2 – 96 employees Q3 – 23 employees Q4 – 58 employees	-	No Competency Baseline Established	0%	-	Target not met.
Sub-total			22.5%						5%		

⁴ Improvement in the competency baseline shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

Validation Result of the 2021 Performance Scorecard (Annex A)

		Component				PCSO Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating ¹	Actual	Rating				
SO 7 Acquire and/or Develop Advanced Technology to Support Internal Processes												
LEARNING, GROWTH & RESOURCE MANAGEMENT	SM 10	Percentage of Completion / Implementation of ISSP	Number of Deliverables Accomplished / Total Number of 2021 Deliverables	5%	(Actual / Target) x Weight	100% Attainment of 2021 Deliverables Based on the Board-Approved ISSP 2019-2021 as submitted to DICT	100% Compliant to ITSD Projected Schedule for 2021	-	100%	5%	ISSP 2019-2021, as endorsed by the DICT End-User Acceptance Forms Certificate Completion of	Target met. The following systems were completed: 1. Enhancement of Charity Services Information System (CSIS) 2. Development of Document Tracking System (DTS) v2 3. Development of Computerized Accounting System (CAS) 4. Development of Human Resource System (HRS) 5. Development of PCSO STL Management System The Acquisition and Development of PCSO Lottery System (PLS) was issued Notice to Proceed on 07 December 2021. However, it was removed from the computation of PCSO's accomplishment considering that the delay of the projects was due to factors beyond PCSO's control.
	Sub-total		5%							5%		
TOTAL		100%							56.30%			

SM 2: Collection Efficiency Rate

AAC	Month	Findings
NCR Department		
AAC 1	July	Amount due to PCSO cannot be validated, no Sales Report for July 20
AAC 2	October	-
AAC 3	November	Collected/remitted amount based on deposit slips did not match with the collected/remitted amount in the Sales and Remittance Report
AAC 4	August	Amount due to PCSO cannot be validated, no Sales Report for August 4
NCL Department		
		The average CER for January was 96% with the lowest recorded CER of 26% for AAC Sahara Games and Amusement Philippines Corporation.
AAC 5	February	-
AAC 6	May	-
AAC 7	June	Deposit slips submitted for 14 and 29 June only; Amount due to PCSO was computed based on sales, however, GMMRR was greater than sales, hence, amount due should be based on GMMRR ¹
AAC 8	November	No deposit slip for 05 November
AAC 9	October	-
STBR Department		
AAC 10	January	GMMRR stated in the Board Resolution and the CER Report did not match
AAC 11	August	GMMRR stated in the Board Resolution and the CER Report did not match
AAC 11	November	-
Visayas Department		
AAC 12	September	GMMRR, Due to PCSO and Remittance reflected in the Monthly Sales and Remittance Report for the AAC was inconsistent with the CER Report
AAC 13	December	GMMRR stated in the Board Resolution and the CER Report did not match
Mindanao Department		
		Per CER Report, no average monthly CER below 98%, however, monthly CERs of some AACs were below 98%
AAC 14	February	No sales report submitted for all sampled accounts
AAC 15	June	No sales report submitted for all sampled accounts Proof of remittance (deposit slips) not submitted
AAC 16	August	No deposit slip for 01 August remittance
AAC 17	December	No sales report submitted for all sampled accounts
AAC 18	May	No sales report submitted for all sampled accounts The amount remitted per Monthly Sales and Remittance Report did not match with the amount remitted per deposit slips.
AAC 19	April	No sales report submitted for all sampled accounts

¹ Per the 2020 Small Town Lottery Revised Implementing Rules and Regulations, amount due to PCSO shall be 52.295% of sales/gross receipts; however, in instances when sales/gross receipts are lower than the Guaranteed Minimum Monthly Retail Receipts (GMMRR), amount due to PCSO shall be based on the GMMRR.

SM 4: Payment of Mandatory Contributions (Current)

No.	Beneficiary / Item	Legal Basis	PCSO - Reported		GCG Validation		
			Particulars	Total Amount Remitted (in absolute ₱)	Total Amount Due (in absolute ₱)	Total Amount Remitted (in absolute ₱)	Remarks
1	Philippine Health Insurance Corporation (PhilHealth)	<p>Sec. 37(c) of R.A. No. 11223 (Universal Health Care Act)</p> <p>Sec. 41(j) of R.A. No. 11223 (Universal Health Care Act)</p>	<p>Forty percent (40%) of the Charity Fund, net of Documentary Stamp Tax Payments, and mandatory contributions as provided for in R.A. No. 1169, as amended.</p> <p>For the first two (2) years from the effectivity of the UHC Act, PCSO shall transfer at least 50% of the 40% of Charity Fund per year to enable PCSO to conclude and liquidate its Individual Medical Assistance Program At-Source-Ang-Processing (IMAP-ASAP) obligations.</p>	-	-	-	<p>For exclusion.</p> <p>PCSO budgeted ₱924,574,473.23 for UHC Share in 2021.</p> <p>The UHC Act was approved on 20 February 2019 with the corresponding Implementing Rules and Regulations. However, Joint Circular No. 0001, s. 2022 between the DBM, DOF, PAGCOR, PCSO, and Philhealth with subject Guidelines on the Operationalization of the Allocations/ Appropriations for R.A. No. 11223 was signed on 30 May 2022.¹</p>
2	Commission on Higher Education (CHED)	Section 10 of R.A. No. 7722	One percent (1) of Lotto gross sales	204,328,995.00	Cannot be validated	204,328,995.00	<p>Cannot be validated.</p> <p>Due to the timing of remittance, PCSO's reported remitted amount covered the period December 2020 to November 2021, which is acceptable.</p> <p>Upon review of the Monthly Sales Report, total sales for December 2020 to November 2021 amounted to ₱20,443,899,490. Consequently, the amount due shall be ₱204,338,994.90. However, the</p>

¹ Barcode No. 2022-013106

No.	Beneficiary / Item	Legal Basis	PCSO - Reported		GCG Validation		
			Particulars	Total Amount Remitted (in absolute ₱)	Total Amount Due (in absolute ₱)	Total Amount Remitted (in absolute ₱)	Remarks
							remitted amount is less than the computed amount due. Moreover, the total Lotto sales for period January to December 2021 based on the Monthly Sales Report did not match with the total Lotto sales per the COA Annual Audit Report (AAR) equal to ₱20,553,529,410.
3	Dangerous Drugs Board (DDB)	Section 87 of R.A. No. 9165	Ten percent (10%) share of all unclaimed and forfeited sweepstakes and lotto prizes but not less than ₱12 Million per year	40,481,114.00	40,935,755.50	40,481,114.00	Not acceptable. The amount remitted is less than the amount due. Prizes not claimed by the public within one (1) year from date of draw shall be considered as forfeited and shall form part of the Charity Fund for disposition. Per the 2021 COA AAR, forfeitures of unclaimed prizes for 2020 amounted to ₱409,357,555, 10% of which amounts to ₱40,935,755.50.
4	Philippine Sports Commission (PSC) – Sports Development Program	R.A. No. 6847	Six (6) Draws per annum based on lotto 6 Digit Game <i>Draw date/s per Board Resolution (BR) No. 0015.</i>	2,496,205.10	2,496,205.10	2,496,205.10	Acceptable. The draw schedules were 06 April, 24 July, 24 August, 04 November, 20 November, and 23 December 2021. Includes 2020 mandatory contribution. The scheduled sweepstakes/ 6-digit Lotto draws were suspended in 2020 due to the imposition of ECQ and MECQ.

No.	Beneficiary / Item	Legal Basis	PCSO - Reported		GCG Validation		
			Particulars	Total Amount Remitted (in absolute ₱)	Total Amount Due (in absolute ₱)	Total Amount Remitted (in absolute ₱)	Remarks
5	Share of Local Government Units	E.O. No. 357 E.O. No. 357-A	A proportionate grant from the 30% lotto charity fund in favor of LGUs where lotto tickets were sold.	No total amount reported	Computed per LGU	Cannot be validated	Cannot be validated. NCR (STL) – Some remittances were not supported by official receipts and check (San Juan City – February, San Juan City – April, Marikina City – July) NCR (Lotto) – The sales reflected in the computation of LGU shares of the randomly selected accounts did not match the sales as reflected in the “AR vs Collection PGMC” Report Other Branches (STL and Lotto) – No consolidated report; For the sampled accounts, CGO-A could not match the supporting documents with the summary report.
6	Girl Scouts of the Philippines (GSP)	R.A. No. 620	One (1) draw per annum <i>Draw date/s per Board Resolution (BR) No. 0015.</i>	739,216.06	739,216.06	739,216.06	Acceptable. The draw schedule was 25 May 2021. Includes 2020 mandatory contribution. The scheduled sweepstakes/ 6-digit Lotto draws were suspended in 2020 due to the imposition of ECQ and MECQ.
7	Boy Scouts of the Philippines (BSP)	C.A. No. 595	One (1) draw per annum <i>Draw date/s per Board Resolution (BR) No. 0015</i>	505,488.85	505,488.85	505,488.85	Acceptable. The draw schedule was 26 October 2021. Includes 2020 mandatory contribution. The scheduled sweepstakes/ 6-digit Lotto draws

No.	Beneficiary / Item	Legal Basis	PCSO - Reported		GCG Validation		
			Particulars	Total Amount Remitted (in absolute ₱)	Total Amount Due (in absolute ₱)	Total Amount Remitted (in absolute ₱)	Remarks
							were suspended in 2020 due to the imposition of ECQ and MECQ.
8	National Council on Disability Affairs (NCDA)	R.A. No. 4564	One (1) draw per annum <i>Draw date/s per Board Resolution (BR) No. 0015</i>	451,004.04	451,004.04	451,004.04	Acceptable. The draw schedule was 02 December 2021. Includes 2020 mandatory contribution. The scheduled sweepstakes/ 6-digit Lotto draws were suspended in 2020 due to the imposition of ECQ and MECQ.
9	Philippine Red Cross (PRC)	R.A. No. 3867	One (1) draw per annum based on lotto 6 Digit game <i>Draw date/s per Board Resolution (BR) No. 0015</i>	520,978.75	520,978.75	520,978.75	Acceptable. The draw schedule was 06 July 2021. Includes 2020 mandatory contribution. The scheduled sweepstakes/ 6-digit Lotto draws were suspended in 2020 due to the imposition of ECQ and MECQ.
10		R.A. No. 10072	One (1) draw per annum based on lotto 6 Digit game <i>Draw date/s per Board Resolution (BR) No. 0015</i>	522,265.02	522,265.02	522,265.02	Acceptable. The draw schedule was 06 July 2021. Includes 2020 mandatory contribution. The scheduled sweepstakes/ 6-digit Lotto draws were suspended in 2020 due to the imposition of ECQ and MECQ.
11	Quezon Institute	R.A. No. 4703	One (1) draw per annum based on lotto 6 Digit game <i>Draw date/s per Board Resolution (BR) No. 0015</i>	498,462.01	498,462.01	498,462.01	Acceptable. The draw schedule was 21 August 2021. Includes 2020 mandatory contribution. The scheduled sweepstakes/ 6-digit Lotto draws

No.	Beneficiary / Item	Legal Basis	PCSO - Reported		GCG Validation		
			Particulars	Total Amount Remitted (in absolute ₱)	Total Amount Due (in absolute ₱)	Total Amount Remitted (in absolute ₱)	Remarks
							were suspended in 2020 due to the imposition of ECQ and MECQ.
12	Nutrition Foundation of the Philippines (NFP)	R.A. No. 4621	One (1) draw per annum based on lotto 6 Digit game <i>Draw date/s per Board Resolution (BR) No. 0015</i>	527,752.54	527,752.54	527,752.54	Acceptable. The draw schedule was 15 July 2021. Includes 2020 mandatory contribution. The scheduled sweepstakes/ 6-digit Lotto draws were suspended in 2020 due to the imposition of ECQ and MECQ.