

PHILIPPINE AMUSEMENT AND GAMING CORPORATION (PAGCOR)
Result of Revalidation of 2020 Performance Scorecard

	Component					PAGCOR Submission		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
SOCIAL IMPACT	SO 1 Increase Contribution to National Government Coffers in Nation-Building Efforts										
	SM 1 Payment of Mandatory Contributions	Number of Recipient Agencies Which Received 100% of Mandatory Contributions Due for 2020 / Total Number of Recipient Agencies ¹	25%	(Actual / Target) x Weight	100% Payment of Mandatory Contributions to Recipient Agencies	100% Payment of Mandatory Contributions to Recipient Agencies	25%	8 out of 8 Recipient Agencies Received 100% Payment of Mandatory Contributions	25%	Official Receipts, Copies of Checks, Disbursement Vouchers Commission on Audit (COA) Annual Audit Report Bureau of Treasury (BTr) Report Copies of Requests for Payment, Accounts Payable Vouchers, Check Vouchers, Letters to BTr and PSC Board of Claims (BOC) Adjustment Computation Commission on Audit (COA) Audit Observation Memorandums (AOMs) Schedule of Subsidies and Donations for the Twelve Months of CY 2020	<u>The request for reconsideration is APPROVED.</u> <u>The total mandatory contributions for 2020 amounted to ₱38,565,494,565.50. The total amount excludes donations and financial assistance granted to individuals and group beneficiaries.</u>

¹ Of the nine (9) identified recipient agencies, the Philippine Sports Commission (PSC) for the National Sports Development Fund was excluded.

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SOCIAL IMPACT											Secretary's Certificate for the Board-Approved Monthly Host City/Provincial Share Allocations Office of the President (OP) and Board Approval of the Monthly Share of Each Host City/Province Request Letters for the Sampled Accounts/Transactions for Subsidies/ Donations under the Socio-Civic Projects <u>Summary of BOC Share, Monthly Combined Statements of Comprehensive Income, Monthly Balance Statements, and General Posting Journal Entry Voucher</u>	
	SO 2	Increase Gross Gaming Revenue (GGR) of the Industry										
	SM 2	Increase Total Industry Gross Gaming Revenue ²	Absolute Amount	25%	(Actual / Target) x Weight	₱95.080 Billion	₱98.799 Billion	25%	₱98.799 Billion	25%	Monthly Computation of Gross Gaming Revenue (GRR) Summary of Table Games and Slot Machine Winnings	The request for reconsideration is APPROVED.

² 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.

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			Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
											Sample of Official Receipts, Billing Statements, and GRR Income Summary Reports ³	
SOCIAL IMPACT											Industry Statistics Revised GGR Summary Report for CY 2020 Revised GGR Report for each Game Segment/Category for CY 2020	Given the misperceptions in the computation of GRR during the initial validation, the Governance Commission emphasized that the corporation should separately report its GRR for each game category/segment to ensure that the accomplishments will be determined/verified accordingly in the succeeding validations.
		Sub-total		50%				50%		50%		
FINANCE	SO 3 Increase Revenue of PAGCOR											
	SM 3	Increase Income from Gaming Operations	Absolute Amount	20%	(Actual / Target) x Weight	₱29.352 Billion	₱29.995 Billion	20%	₱29.995 Billion	20%	COA Annual Audit Report	Target exceeded.

³ City of Dreams Manila (November), D'Heights Casino (August), Eastbay Resorts Inc. (July), Fontana Casino (August), Fortunegate Casino (June), Midori Casino (March), Okada Manila (January), Thunderbird Resorts and Casinos - Poro Point (September), Royce Casino (December), Resorts World Manila (February), Solaire Resort and Casino (January), and Widus Casino (October).

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			Formula	Weight	Rating Scale	Target	Actual	Rating	Actual			Rating
		Sub-total		20%				20%		20%		
STAKEHOLDERS	SO 4	Ensure a Conducive Business Environment within a Level Playing Field										
	SM 4	Percentage of Satisfied Customers	Total Number of Respondents Which Gave At Least Satisfactory Rating / Total Number of Respondents	10%	(Actual / Target) x Weight If Less Than 80% = 0%	90%	Survey Results for Casino Filipino customers Show that 96.2% of Respondents Rated Satisfied or Higher, while Results for PAGCOR Licensees Show that 99.6% of Respondents Rated Satisfied or Higher	10%	Casino Customers: 96.2% Licensees: 96.6%	10%	Final Report Data Collection Quality Control Memorandum from the Monitoring and Enforcement Group Sample Accomplished Survey Forms	Target exceeded.
		Sub-total		10%				10%		10%		
	SO 5	Improve Service Delivery and Operational Efficiency										
INTERNAL PROCESS	SM 5	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	Retention of ISO 9001:2015 Certification (Pass Surveillance Audit)	PAGCOR Successfully Passed the Surveillance Audit with Zero Nonconformity and has Maintained its Certification of ISO 9001:2015	5%	Retention of ISO 9001:2015 Certification (Passed Surveillance Audit)	5%	Surveillance Audit Report Attestation Certificate	Target met.

18

Result of Revalidation of 2020 Performance Scorecard (Annex A)

Objective/Measure		Component		Rating Scale	Target	PAGCOR Submission		GCG Validation		Supporting Documents	GCG Remarks
		Formula	Weight			Actual	Rating	Actual	Rating		
INTERNAL PROCESS	SM 6	Percentage of Applications Processed Within Prescribed Period	Number of Transactions Processed Within the Prescribed Period / Number of Transactions of the Year	10%	(Actual / Target) x Weight	Process At Least 80% of Transactions Within the Turnaround Time Based on the Citizen's Charter	<u>57.12%</u> of Transactions Have Been Processed Within the Turnaround Time Based on Citizen's Charter	<u>7.14%</u>	<u>51.05%</u>	<u>6.38%</u>	<p>Citizen's Charter (2020 2nd Edition)</p> <p>Quarterly Citizen's Charter/Government Processing Time Report</p> <p>Database of Transactions Processed</p> <p>Screenshot of Email to and from the Anti-Red Tape Authority (ARTA) re. Submission of PAGCOR Citizen's Charter</p> <p>Revised Excel File of Processing Time Reports</p> <p>Justifications from the Treasury Department</p> <p><u>Revised Excel File of Processing Time Monitoring Reports per Process</u></p> <p><u>Documents of Randomly Sampled Transactions</u></p> <p><u>Memorandum on the Interim Guidelines for Corporate Office Work Arrangements During the Implementation of Community Quarantine Due to the COVID-19 Pandemic</u></p>
											<p><u>The request for reconsideration is APPROVED.</u></p> <p><u>PAGCOR was able to process 4,150 out of its 8,130 transactions within the prescribed processing time. The summary of the validation is provided in Appendix 1.</u></p>

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		Formula	Weight			Actual	Rating	Actual	Rating		
										Document on the LMD's Reengineering of Systems and Procedure for the Shipment/Importation of Gaming Equipment and Paraphernalia and the corresponding Secretary's Certificate of its Board approval Justifications from the Table Games Department	
		Sub-total		15%			12.14%		11.38%		
LEARNING & GROWTH	SO 6	Enhance Employee Competency and Motivation									
	SM 7	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	Improvement in the Competency Baseline of the Organization ⁴	Completed Comparative Summary of 2019 and 2020 Competency Assessment Resulting in Improvement in the Competency Baseline of the Organization	5%	Cannot Be Validated	0%	Competency Assessment Results for 2019 and 2020 Workforce Complement for 2019 and 2020 Certification from the Human Resource and Development Group Excel File of the Competency Assessment Results for 2020 <i>The previous rating was RETAINED. Based on the submitted documents, PAGCOR was able to conduct a competency assessment to 9,817 employees. Verification of the assessment forms and position profiles of 26 randomly selected employees (one employee per Group or Branch) showed varying and inconsistent information. PAGCOR</i>

⁴ 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:

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

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

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			Formula	Weight			Actual	Rating	Actual	Rating		
											<p>Guidelines Used for the Computation of the Competency Score</p> <p>Documents on the Changes in the Competency Frameworks</p> <p>Copies of Memoranda on the Conduct of Competency Assessment</p> <p><u>Accomplished Assessment Forms of Randomly Selected Employees</u></p> <p><u>Position Profiles</u></p>	<p><u>was requested to review and correct the forms and was provided sufficient time to do such. However, the revised data/information still showed inconsistent information.</u></p>
		Sub-total		5%				5%		0%		
		TOTAL		100%				97.14%		91.38%		

REVALIDATION OF SM 6: PERCENTAGE OF APPLICATIONS PROCESSED WITHIN PRESCRIBED PERIOD

DEPARTMENT	SERVICE/PROCESS	PAGCOR-REPORTED		GCG VALIDATED	
		NO. OF TRANSACTIONS PROCESSED WITHIN PRESCRIBED PERIOD	NO. OF TRANSACTIONS OF THE YEAR	NO. OF TRANSACTIONS PROCESSED WITHIN PRESCRIBED PERIOD	NO. OF TRANSACTIONS OF THE YEAR
Bingo Department	Processing of Mobile Bingo Application	3	3	3	3
E-Games/E-Bingo Licensing Department	Processing of Application for Establishment and Operation of Gaming Site for Bingo and Electronic Games (Submission of Application Form Part I via email)	107	107	107	107
	Processing of Application for Establishment and Operation of Gaming Site for Bingo and Electronic Games (Submission of Application Form Part II via email)	35	35	35	35
	Site recommendation and approval by PAGCOR Board of Directors	12	26	7	26
Gaming Licensing and Development Department	Gaming Employment License (New Application)	246	861	190	861
	Gaming Employment License (Renewal)	1,382	4,175	1,254	4,175
	Gaming Employment License (System Access)	3	3	3	3
Logistics Management Department	Preparation of DOF Documents	532	532	532	532
	Actual Release of Accomplished and Notarized DOF Documents	532	532	532	532
	Signing of BOC Entry Declaration Form	442	442	442	442

Revalidation of SM 6: Percentage of Applications Processed Within Prescribed Period (Appendix 1)

DEPARTMENT	SERVICE/PROCESS	PAGCOR-REPORTED		GCG VALIDATED	
		NO. OF TRANSACTIONS PROCESSED WITHIN PRESCRIBED PERIOD	NO. OF TRANSACTIONS OF THE YEAR	NO. OF TRANSACTIONS PROCESSED WITHIN PRESCRIBED PERIOD	NO. OF TRANSACTIONS OF THE YEAR
	Preparation of Import Processing Fee (IPF) Payment Slip	442	442	436	442
Offshore Gaming Licensing Department	Offshore Gaming Employment License	496	496	215	496
	Accreditation of Gaming Laboratory	1	1	1	1
	Accreditation of Service Provider	57	57	51	57
	Accreditation of Special Class of BPO	1	1	1	1
	Accreditation of Local Gaming Agent	4	4	4	4
	Evaluation of Shipment Clearance Request	33	33	29	33
Surveillance Department	Certification and Shipment Clearance Request Checklist	26	26	26	26
Slot Machine Department	Shipment Clearance	223	287	215	287
Table Games Department	Issuance of Shipment Clearance and Tax	34	34	34	34
Treasury Department	Approval of CRM Form 17/IGOD Form 17A and Issuance of Certification	33	33	33	33
TOTAL		4,644	8,130	4,150	8,130