

**PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)  
Validation Result of the 2023 Performance Scorecard**

Component					PCSO Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks															
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating																	
<b>FINANCIAL</b>																									
<b>SO 1 Sustain Revenues</b>																									
SM 1	Gross Revenues/ Sales	Actual Accomplishment	20%	(Actual / Target) x Weight	₱53.23 Billion	20%	₱61.46 Billion	20%	Consolidated Annual Sales Report 2023 Commission on Audit (COA) Annual Audit Report	<p>The details of PCSO's accomplishment are as follows:</p> <table border="1"> <thead> <tr> <th>Game</th> <th>Amount (in billions)</th> <th>% share</th> </tr> </thead> <tbody> <tr> <td>Lotto</td> <td>31.38</td> <td>51.06%</td> </tr> <tr> <td>Instant Sweepstakes</td> <td>0.34</td> <td>0.56%</td> </tr> <tr> <td>Small-Town Lottery</td> <td>29.73</td> <td>48.38%</td> </tr> <tr> <td><b>Total</b></td> <td><b>61.46</b></td> <td><b>100%</b></td> </tr> </tbody> </table>	Game	Amount (in billions)	% share	Lotto	31.38	51.06%	Instant Sweepstakes	0.34	0.56%	Small-Town Lottery	29.73	48.38%	<b>Total</b>	<b>61.46</b>	<b>100%</b>
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SM 2	Net Income After Tax (NIAT)	Total Income – Total Operating Expense <sup>2</sup> and Tax Expense	5%	(Actual / Target) x Weight	₱281.32 Million	5%	₱5.81 Billion	5%	2023 COA Annual Audit Report	<p>The computation of the validated NIAT is presented below:</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Amount (in billions)</th> </tr> </thead> <tbody> <tr> <td>Total Income</td> <td>62.50</td> </tr> <tr> <td>Total Operating Expenses</td> <td>51.52</td> </tr> <tr> <td>Income Tax Expense</td> <td>1.40</td> </tr> <tr> <td>Financial Assistance/ Subsidy</td> <td>5.22</td> </tr> <tr> <td>Other Comprehensive Income</td> <td>0.01</td> </tr> <tr> <td><b>Total<sup>3</sup></b></td> <td><b>4.37</b></td> </tr> </tbody> </table>	Item	Amount (in billions)	Total Income	62.50	Total Operating Expenses	51.52	Income Tax Expense	1.40	Financial Assistance/ Subsidy	5.22	Other Comprehensive Income	0.01	<b>Total<sup>3</sup></b>	<b>4.37</b>	
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<sup>1</sup> Officially received by the Governance Commission on 28 June 2024.

<sup>2</sup> Includes Financial Assistance / Subsidy / Contribution made by PCSO.

<sup>3</sup> May not add-up due to rounding off errors

	Component				PCSO Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks		
	Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual			Rating	
<b>SO 2 Improve Collection Efficiency and Budget Utilization</b>												
FINANCIAL	SM 3a	Collection Efficiency Rate (Lotto)	Actual Lotto Collection / Amount Due to PCSO <sup>4</sup>	7.5%	(Actual / Target) x Weight <sup>5</sup>	100%	100.06%	7.5%	99.62%	7.47%	Collection Efficiency Rate (CER) Summary Report Sales and Remittance Report for Lotto/Keno and Small-Town Lottery Daily Sales Report Subsidiary Ledgers and Sales Journal Reports of Sampled Accounts	The validated accomplishment is based on the total collection of ₱22,782,273,429 over total amount due amounting to ₱22,868,578,961.
	SM 3b	Collection Efficiency Rate (STL)	Actual STL Collection / Amount Due to PCSO <sup>6</sup>	7.5%	(Actual / Target) x Weight <sup>7</sup>	100%	100.17%	7.5%	99.92%	7.49%	Agency Agreement and Board Resolution for the selected samples Copies of Deposit Slips, ONCOLL, EPP Reports and Official Receipts	The validated accomplishment is based on the total collection of ₱14,763,482,744 over total amount due amounting to ₱14,775,755,977.

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

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## Validation Result of the 2023 Performance Scorecard (Annex A)

		Component				PCSO Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
FINANCIAL	SM 4	Disbursements Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	107.63% <sup>8</sup>	5%	95.36%	5%	<p>2023 DBM-Approved Corporate Operating Budget</p> <p>2023 COA Annual Audit Report</p> <p>2023 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances as uploaded to the ICRS</p> <p>The validated BUR is based on the total disbursements of ₱51,401,195,721 over the total COB amounting to ₱53,902,241,630, both net of PS Cost and Mandatory Contributions.</p> <p>The Governance Commission excluded the Payment to Mandatory Contributions in the computation of PCSO's BUR as it is dependent on the actual income/sales generated and a separate measure (SM 6) already captures the corporations' performance for the said item.</p> <p>The validated accomplishment also excluded transactions amounting to ₱249,755,340 that were paid in 2023 but were charged against the 2022 COB.</p>
	<b>Sub-total</b>				<b>45%</b>				<b>45%</b>		<b>44.96%</b>
CUSTOMERS	<b>SO 3 Ensure a High Level of Customer Satisfaction</b>										
	SM 5	Percentage of Satisfied Customers	Number of Respondents who gave a Rating of at least Satisfactory / Total Number of Respondents	7.5%	(Actual / Target) x Weight If Below 80% = 0%	90%	CSM result and analysis submitted to ARTA.	Pending	99.17%	7.5%	<p>Harmonized Client Satisfaction Measurement Results of GOCCs Covered by R.A. 10149 as endorsed by the Anti-Red Tape Authority (ARTA)</p> <p>The result is based on the responses of clients availing external services only.</p> <p>The CSM score refers to the percentage of respondents who rated 'Agree' and 'Strongly Agree' for <i>Service Quality Dimension 0: "I am satisfied with the service that I availed"</i>.</p>

<sup>8</sup> PCSO revised its accomplishment which was officially received by the Governance Commission on 14 August 2024.

	Component				PCSO Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks		
	Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual			Rating	
<b>SO 4 Comply with Mandatory Contributions</b>												
CUSTOMERS	SM 6	Payment of Mandatory Contributions	Number of Recipient Agencies that Received 100% of Mandatory Contributions Due for 2023 / Total Number of Recipient Agencies <sup>9</sup>	25%	(Actual / Target) x Weight	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions	25%	92.86%	23.21%	Summary of the Disbursements for Mandatory Contributions Disbursement Vouchers/ Order of Payments Checks and Acknowledgement/ Official Receipts Schedule of Sales Summary Board Resolution on the Schedule of Draws Revenue Allocation Computation	The Governance Commission was able to validate 13 out of 14 recipient agencies that received 100% mandatory contributions. The total amount due to the Bureau of Treasury (Dividends) amounted to ₱2,811,314,829.71 of which ₱2,665,781,213.78 was paid in 2023 while the balance was settled only in 2024. The details of the validation are further presented in <b>Appendix 1</b> .
	<b>Sub-total</b>			<b>32.5%</b>				<b>25%</b>		<b>30.71%</b>		
<b>SO 5 Improve Process Efficiency</b>												
INTERNAL PROCESS	SM 7	Percentage of MAP Applications Processed within Prescribed Period	Number of Guarantee Letters Issued within Prescribed Period <sup>10</sup> / Total Number of Applications	5%	(Actual / Target) x Weight	100%	NCR (CAD): 100% BOS: 99.60%	4.99%	99.58%	4.98%	PCSO's Citizen's Charter Turnaround Time (TAT) Monitoring Reports per Branch and per Department Application and Approval Documents of Sampled Accounts	PCSO processed 267,248 transactions within the prescribed period out of 268,375 total transactions.

<sup>9</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>10</sup> 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 2023 Performance Scorecard (Annex A)

INTERNAL PROCESS	Component					PCSO Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
SM 8	Percentage of Guarantee Letters Processed Within Prescribed Period (MAP)	Number of Guarantee Letters Utilized Issued with Checks Processed Within Prescribed Period <sup>11</sup> / Total Number of GLs Utilized	5%	(Actual / Target) x Weight	100%	NCR (CAD): 100% BOS: 98.31%	4.96%	97.16%	4.86%	PCSO's Citizen's Charter TAT Monitoring Reports per Branch and per Department Application and Approval Documents of Sampled Accounts	PCSO processed 245,642 transactions within prescribed period out of 252,833 total transactions.
SM 9a	ISO 9001:2015 Aligned QMS Established	Actual Accomplishment	2.5%	All or Nothing	Maintain ISO 9001:2015 Certification for All Processes Covered in 2022	The 3 <sup>rd</sup> party surveillance audit was conducted on 13-15 December 2023. TUV Rheinland recommended the maintenance of the existing certification and awarded new certificates for Benguet and Quezon Branch (Management of Branch Offices Operations & Provision of Data Security, and Processing of Prize Claims	5%	Maintained ISO 9001:2015 Certification for All Processes Covered in 2022	2.5%	Surveillance Audit Report Issued by TUV Rheinland ISO Certificates Issued by TUV Rheinland for New Sites	The 2 <sup>nd</sup> surveillance audit was conducted on 13-15 December 2023 with no non-conformities. ISO 9001:2015 Certificates were awarded to new sites, Quezon and Benguet Branch Offices.
SM 9b			2.5%	All or Nothing	Expansion of Audit Scope for Processing of Prize Claims in selected Branch A			Audit Scope Expanded for Benguet and Quezon Branches	2.5%		
<b>Sub-total</b>			<b>15%</b>				<b>14.95%</b>		<b>14.84%</b>		

<sup>11</sup> 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).

Objective/Measure	Component				PCSO Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks	
	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
<b>SO 6 Hire, Develop, and Maintain Competent and Motivated Personnel</b>											
SM 10	Competency Framework of the Organization	Actual Accomplishment	2.5%	All or Nothing	Board-approved Competency Framework composed of the following: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles; and 6. Competency-based Job Descriptions	Board Resolution No. 282, s. 2023 approving the Competency Catalogue, Competency Framework, and Competency Tables  Board Resolution No. 331, s. 2023 approving the Competency Matrix, Position Profiles, and Competency-based Job Descriptions	2.5%	Board-approved Competency Framework	2.5%	Board Resolutions No. 282 and 331, s. 2023  Copy of the Competency Framework, Catalogue and Tables, Competency Matrix, Position Profiles, and Competency-based Job Descriptions	Target met.
<b>SO 7 Acquire and/or Develop Relevant Technology to Support Internal Process</b>											
SM 11	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2023 Attained / Total Number of Deliverables Due for 2023	5%	(Actual / Target) x Weight	100% Attainment of 2023 Deliverables <sup>12</sup> (Based on the ISSP 2022-2024 as submitted to or as Approved by the DICT)	Implemented and completed 7 out of 7 deliverables (100%), as follows: - Charity Services Information System (CSIS) -Medical Services	5%	100% Attainment of 2023 Deliverables (4 out of 4 deliverables)	5%	User Acceptance Test (UAT) Screenshots of the enhancements in the Information Systems Feedback/Progress Reports Sample of System Generated Reports Memorandum on the Inaccessibility and	The 2023 deliverables cover the following systems: (1) PCSO Lottery System (PLS); (2) Enhancement of Human Resource System (HRS); (3) Enhancement of Charity Service Information System (CSIS)

LEARNING AND GROWTH

<sup>12</sup> Deliverables refer to systems/applications.

Validation Result of the 2023 Performance Scorecard (Annex A)

Component					PCSO Submission <sup>1</sup>		GCG Validation		Supporting Documents	GCG Remarks
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
					Information System (MSIS) -Computerized Accounting System (CAS) -Human Resources System (HRS) -Modernizing Nationwide IT Infrastructure (MNTI) Project Phase II -PCSO Cloud Primary Site (Cloud Services) -Modern Workplace and Office Productivity (Software License, Cloud Security and Management Solutions Subscriptions)				Security Risk of the CAS Memorandum Order for the Orientation/Training on the Leave Administration Module (LAM) Rollout Presentation Reports Certification to PCSO entitled to Unlimited/Perpetual User License – CAS Software	(4) Enhancement of Computerized Accounting System (CAS)
	<b>Sub-total</b>	<b>7.5%</b>				<b>7.5%</b>		<b>7.5%</b>		
	<b>TOTAL</b>	<b>100%</b>				<b>92.45%</b>		<b>98.01%</b>		

**Strategic Measure 6: Payment of Mandatory Contributions**

No.	Beneficiary / Item	Legal Basis	PCSO Reported		CGO C Validation		Remarks
			Particulars	Total Amount Remitted (in absolute ₱)	Total Amount Due (in absolute ₱)	Total Amount Remitted (in absolute ₱)	
1	PhilHealth	Sec. 37(c) of R.A. No. 11223 (Universal Health Care Act)	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.	2,004,610,960.43	2,004,610,960.43	2,004,610,960.43	<b>Acceptable.</b> The total amount remitted to PhilHealth in 2023 is broken down as follows: 2022 Q4 - 636,911,907.86 2023 Q1 - 197,307,435.29 2023 Q2 - 698,813,383.93 2023 Q3 - 471,578,233.35
2	Commission on Higher Education (CHED)	Section 10 of R.A. No. 7722	One percent (1) of Lotto gross sales	311,216,542.90	311,216,542.90	311,216,542.90	<b>Acceptable.</b>
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	42,257,358.47	42,257,358.47	42,257,358.47	<b>Acceptable.</b>
4	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>	85,021.47	85,021.47	85,021.47	<b>Acceptable.</b>
5	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>	110,210.47	110,210.47	110,210.47	<b>Acceptable.</b>



No.	Beneficiary / Item	Legal Basis	PCSO Reported		CGO C Validation		Remarks
			Particulars	Total Amount Remitted (in absolute ₱)	Total Amount Due (in absolute ₱)	Total Amount Remitted (in absolute ₱)	
6	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>	128,845.58	128,845.58	128,845.58	<b>Acceptable.</b>
7		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>	99,898.15	99,898.15	99,898.15	<b>Acceptable.</b>
8	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>	746,172.71	746,172.71	746,172.71	<b>Acceptable.</b>
9	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>	113,081.64	113,081.64	113,081.64	<b>Acceptable.</b>
10	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>	97,307.31	97,307.31	97,307.31	<b>Acceptable.</b>

No.	Beneficiary / Item	Legal Basis	PCSO Reported		CGO C Validation		
			Particulars	Total Amount Remitted (in absolute ₱)	Total Amount Due (in absolute ₱)	Total Amount Remitted (in absolute ₱)	Remarks
11	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>	141,024.57	141,024.57	141,024.57	<b>Acceptable.</b>
12	Cooperative Development Authority (CDA)	R.A. No. 11364	As approved by BR No. 0151, s 2021	126,310.98	126,310.98	126,310.98	<b>Acceptable.</b>
13	Department of Energy (DOE)	R.A. 9513	1.5% of the net annual income of PCSO.	64,295,450.34	64,295,450.34	64,295,450.34	<b>Acceptable.</b>
14	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.	382,778,037.08	382,778,037.08	382,778,037.08	<b>Acceptable.</b>
15	Bureau of Treasury	R.A. No. 7656	Dividends due for the year	2,665,781,213.78	2,811,314,829.71	2,665,781,213.78	<b>Target not met.</b> The variance amounting to ₱145,533,615.77 was only paid in April 2024.