PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)
Recalibrated 2020 Performance Scorecard

Component				Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 1 **Optimize the Level of Increase in Gross Revenue**							
SM 1 Increase in Gross Revenue/Sales	Absolute Amount	20%	(Actual/Target) x Weight	34%	20%	11% Increase from 2018 Actual	₱16.2 Billion
SO 2 **Improve Collection Efficiency**							
SM 2 Collection Efficiency Rate	(Amount of Collection / Amount Due to PCSO)	10%	All or Nothing	-	-	N/A	At least 98% (with no monthly collection below 98%)
Sub-total		*30%*					
SO 3 **Ensure High Level of Customer Satisfaction**							
SM 3a Percentage of Satisfied Customers (Medical Assistance Claimants/Beneficiaries)	Number of Stakeholders who gave a Rating of at least Satisfactory / Total Number of Respondent	2.5%	(Actual / Target) x Weight If Less Than 80% = 0%	94%	92.29%	90%	90%
SM 3b Percentage of Satisfied Customers (Prize Claimants)		2.5%					90%
SM 3c Percentage of Satisfied Customers (Lotto Outlet Owners/Operators)		2.5%					90%

FINANCE (row group label for SO 1 and SO 2)

CUSTOMERS (row group label for SO 3)

Component					Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
CUSTOMERS	SO 4	**Rationalize Use of Charity Fund**							
	SM 4	Payment of Mandatory Contributions (Current)	Current Mandatory Contributions paid / Total Current Mandatory Contributions	20%	(Actual / Target) x Weight If below 90% = 0%	N/A	N/A	100% Payment of Mandatory Contributions (Current)	100% Payment of Mandatory Contributions (Current)
	SM 5a	Reconciliation of Arrears Arising from Mandatory Contributions	Actual Accomplishment	5%	All or Nothing	Reconciled amount only covers Dangerous Drugs Board and Department of Justice	Reconciled arrears in mandatory contribution with seven (7) recipients in the Financial Roadmap	Reconciliation of Arrears with 100% of Recipients Identified in the Financial Roadmap	Reconciliation of Arrears with 100% of Recipients Identified in the Financial Roadmap
	SM 5b	Settlement of Arrears Arising from Mandatory Contributions	Actual Accomplishment	5%	All or Nothing	No payment for 2nd Tranche	₱145 Million	100% Payment of Mandatory Contributions (Arrears)	100% Payment of Mandatory Contributions (Arrears)
		Sub-total		**37.5%**					
INTERNAL PROCESS	SO 5	**Develop Better / Improve Highly Enticing Gaming Products**							
	SM 6	Gaming, Product Development and Marketing Sector Roadmap Implemented	Number of Projects Implemented / Total Number of Projects	7.5%	(Actual / Target) x Weight	4 out of the 29 scheduled projects were accomplished	N/A	N/A	Implementation of the Board-approved *"Gaming, Product Development and Marketing Sector Roadmap for 2020"*

Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 6	**Improve Process Efficiency**							
SM 7	Percentage of IMAP Applications Processed Within Prescribed Period	Number of GLs Issued within Prescribed Period[1] / Total Number of Applications	5%	(Actual / Target) x Weight	-	-	N/A	90%
SM 8	Percentage of Guarantee Letters Processed Within Prescribed Period (IMAP)	Number of GLs Utilized Issued with Checks Processed Within Prescribed Period[2] / Total Number of GLs Utilized	5%	(Actual / Target) x Weight	Cannot be validated	Cannot be validated	90%	90%
SM 9	ISO 9001:2015 Aligned QMS Established	Actual Accomplishment	5%	Maintain ISO 9001:2015 Certification for the covered processes in 2019 **or** ISO 9001:2015 Certification for Operating Fund Payment Process = 2.5% Maintenance of ISO 9001:2015 Certification for the covered processes in 2019 **and** ISO 9001:2015 Certification for Operating Fund Payment Process = 5%	Various activities, trainings, and seminars conducted in preparation for the transition to the ISO 9001:2015 version and 9001:2008 ISO Certification maintained	ISO 9001:2015 Certification issued by TUV Rheinland valid until 08 March 2019	Maintain ISO 9001:2015 Certification for Management of Gaming Operations (online Lottery Draw and Prize Claims) and Charity Programs including Support Process (scope and locations covered) Obtain ISO 9001:2015 Certification for Charity Fund Payment Process	Maintain ISO 9001:2015 Certification for the covered processes in 2019; and Obtain ISO 9001:2015 Certification for Operating Fund Payment Process

(The leftmost vertical label for this group of rows reads **INTERNAL PROCESSES**.)

[1] Prescribed period based on PCSO's compliance with Republic Act No. 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
[2] Processing period within 60 days

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
		Sub-total		**22.5%**					
LEARNING, GROWTH & RESOURCE MANAGEMENT	SO 7	Hire, Develop, and Maintain Competent and Motivated Personnel							
	SM 10	Improved Competency Level of the Organization	Actual accomplishment[3]	5%	All or Nothing	-	No Training Needs Analysis submitted	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
	SO 8	Acquire and/or Develop Advanced Technology to Support Internal Processes							
	SM 11	Percentage of Completion / Implementation of ISSP	Number of Deliverables Accomplished / Total Number of 2020 Deliverables	5%	(Actual / Target) x Weight	CAS not rolled-out	N/A	100% Attainment of 2019 Deliverables Based on the Board-approved ISSP 2019-2021 as submitted to DICT	100% Attainment of 2020 Deliverables Based on the Board approved ISSP 2019-2021 as submitted to DICT
		Sub-total		*10%*					
		TOTAL		**100%**					

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[3] 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:

$$\frac{\sum_{b=1}^{B}\left[\frac{\sum_{a=1}^{A}\left(\frac{\text{Actual Competency Level}}{\text{Required Competency Level}}\right)_a}{A}\right]_b}{B}$$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled