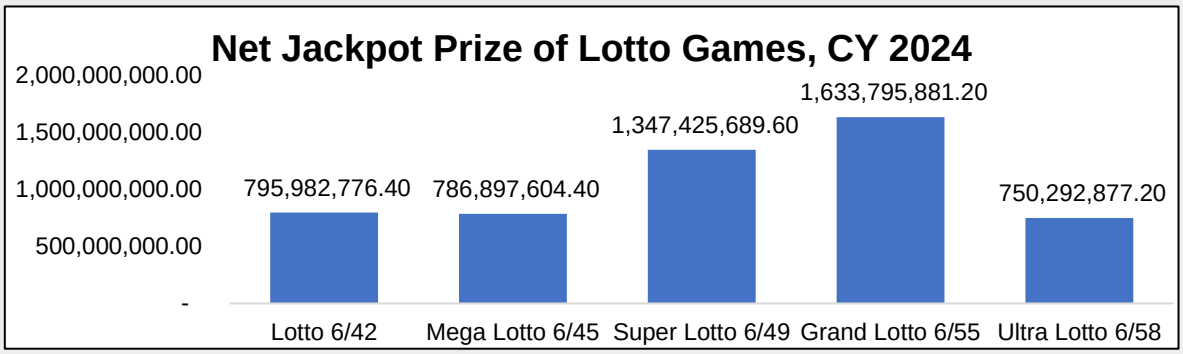

Figure 7. Total Jackpot Prize Winnings for CY 2024

Grand Lotto 6/55 produced the highest accumulated jackpot prize share for the whole year at P1,633,795,881.20, while the lowest accumulated jackpot prize share came from Ultra Lotto 6/58 at P750,292,877.20.

D. Fund Provision

PCSO is mandated to provide funds for various charity programs, including direct assistance to indigent patients, collaboration with local government units, and partnerships with other government agencies.

1. Charity Programs

PCSO has been implementing various charity programs that assist indigents and financially incapacitated individuals needing financial and medical assistance.

In 2024, nine (9) programs were funded by the Charity Fund, namely: a.) Medical Assistance Program (MAP), provided through the i.) PCSO Offices and ii.) Malasakit Centers; b.) Institutional Partnership Program; c.) Medical Transport Vehicle Donation Program; d.) Medical Equipment Donation Program; e.) Out-patient Services; f.) Medicine Donation Program; g.) Medical and Dental Mission; h.) Employees Consultation and Management; and i.) Patient Transport Services.

From January to December 2024, PCSO provided charity assistance and medical services to a total of 345,001 individuals and 523 institutions, amounting to P4,219,695,160.50. Table 5 illustrates the performance of PCSO's charity programs for CYs 2023 and 2024.

Table 5. *Comparison of Fund Provision Activities, CY 2024 vs CY 2023*

No.	PCSO Charity Programs	CY 2024		CY 2023	
		No. of Beneficiaries	Amount of Assistance	No. of Beneficiaries	Amount of Assistance
1	Medical Assistance Program (MAP)	330,023	3,271,647,766.94	268,539	1,852,448,861.46
1.1	Regular Medical Assistance Program (MAP)	269,755	2,543,791,520.96	237,329	1,527,301,840.64
1.2	Medical Assistance in Malasakit Centers Program (MAM)	60,252	718,972,468.32	31,209	324,547,020.82

1.3	Medical Assistance Program for Catastrophic Illnesses	16	8,883,777.66	1	600,000.00
2	Institutional Partnership Program	19	11,980,000.00	23	17,700,000.00
3	Medical Transport Vehicle Donation Program (MTVDP)	431	913,720,000.00	133	281,829,000.00
4	Medical Equipment Donation Program	8	20,467,988.00	4	63,623,000.00
5	Medicine Donation Program	17	1,200,103.52	267	8,182,266.94
6	Multi-Specialty Clinic	2,532	4,753.00	1,835	400.00
7	Out-Patient Services	4,851	219,669.01	4,535	135,012.85
8	Medical and Dental Mission	27	232,217.96	20	325,899.13
9	Special Mission	21	-	2	-
10	Employees Consultation and Management	7,576	222,662.07	18,398	119,412.68
11	Patient Transport Services	19	-	8	-
Total		**345,001 Individuals** **523 Institutions**	**4,219,695,160.50**	**291,480 Individuals** **467 Institutions**	**2,224,283,437.11**

The subsequent sections outline the fund provision activities of PCSO through its programs and services.

a. Medical Assistance Program

The Medical Assistance Program (MAP) is the flagship program of PCSO, through which patients in need receive financial assistance to defray medical expenses incurred from treatment or confinement. This support is granted through the issuance of a Guarantee Letter, easing the burden of costly healthcare.

For CY2024, PCSO assisted 330,023 beneficiaries under the Medical Assistance Program, with assistance amounting to P3,271,647,766.94.

The following sections show the PCSO MAP assistance per category.

i. Regular Medical Assistance Program through PCSO Offices

The Regular Medical Assistance Program (MAP) aids persons with health-related problems in partnership with government and private hospitals, health facilities, medicine retailers, and other partners. Services covered by the program are confinement, erythropoietin (dialysis injection), chemo drugs, specialty medicines, hemodialysis, laboratory (blood chemistry), diagnostic/imaging procedures, and implant/medical devices.

From January to December 2024, PCSO provided P2,543,791,520.96 to 269,755 beneficiaries under the Regular Medical Assistance Program (MAP).

ii. Medical Assistance in Malasakit Center (MAM) Program

Republic Act No. 11463, or the Malasakit Center Act seeks to establish Malasakit Centers in hospitals run by the Department of Health (DOH) nationwide. These centers serve as a one stop-shop for indigent and financially incapacitated individuals seeking financial and medical assistance. These facilities are established to provide Filipinos with convenient, free, accessible, and efficient medical services.

As one of the participating agencies mandated by the law, PCSO provides assistance to patients in these Malasakit Centers. By the end of 2024, PCSO helped 60,252 beneficiaries with assistance amounting to P718,972,468.32.

iii. Medical Assistance Program – Catastrophic Illnesses

PCSO's MAP also covers expenses for illnesses categorized as catastrophic requiring management and treatment that entails huge amounts of money, i.e. kidney/liver transplant and coronary artery bypass graft. For this year, PCSO helped sixteen individuals undergo treatment for their catastrophic illnesses with assistance amounting to P8,883,777.66.

b. Institutional Partnership Program

PCSO's Institutional Partnership Program (IPP) assists and supports various welfare agencies and charitable medical facilities nationwide by augmenting their resources to further extend charity services to poor and marginalized sectors in local communities.

From January to December CY 2024, PCSO assisted 19 institutions with a total amount of P11.98 million (Table 6).

Table 6. *Recipients under the Institutional Partnership Program for CY 2024*

No.	*Partner Agency*	*Amount of Assistance*
1	Bidlisiw Foundation, Inc.	300,000.00
2	Casa Dei Bambini San Giuseppe, Inc.	480,000.00
3	Philippine Tuberculosis Society, Inc. – Cagayan Chest Clinic and Dispensary	300,000.00
4	Sos Children's Village Lipa Inc.	500,000.00
5	Saint Rita Orphanage, Inc.	500,000.00
6	Pangarap Foundation, Inc.	800,000.00
7	First Love International Ministries (Phils.), Inc.	800,000.00
8	Buklod-Unlad ng Batangas, Inc. (Bubi)	1,000,000.00
9	Speech Language and Beyond Therapy Inc. (SLBTI)	1,000,000.00
10	Bata ng Calabnugan	800,000.00
11	The Good Shepherd for Children, Inc.	500,000.00
12	Rehoboth Children's Home, Inc.	500,000.00
13	Bethany Home of the Missionary Sisters of Mary, Inc.	300,000.00

14	Simon of Cyrene Community Rehabilitation and Development Foundation, Inc.	1,000,000.00
15	Acay Missions Philippines	500,000.00
16	Katilingban sa Kalambuan Org., Inc.	1,000,000.00
17	SOS Children's Village, Inc.	1,000,000.00
18	Por Cristo Foundation, Inc.	300,000.00
19	Children's Bible Ministries Philippines, Inc.	400,000.00
Total		**P11,980,000.00**

c. Medical Transport Vehicle Donation Program

The Medical Transport Vehicle Donation Program (MTVDP) provides Patient Transport Vehicles (PTVs) to provinces, municipalities, and cities located in conflict-stricken or vulnerable communities, as well as the Geographically Isolated and Disadvantaged Areas (GIDA). The PTVs are used to transport patients requiring immediate medical treatment quickly and safely to, from, and between medical facilities.

For CY 2024, PCSO donated 431 PTVs amounting to P913.72 million to various LGUs nationwide.

d. Medical Equipment Donation Program

Under the Medical Equipment Donation Program, PCSO provided eight (8) beneficiaries with funds for medical equipment totaling P20,467,988.00.

***Table 7**. Recipients of Medical Equipment Donation Program, CY 2024*

No.	Region	Recipient	Amount of Assistance
1	NCR	Philippine Orthopedic Center	9,988,988.00
2	V	Camp Elias Angeles Station Hospital	1,497,000.00
3	VI	Camp General Macario Peralta, Jr. Station Hospital	1,497,000.00
4	X	Camp Edilberto Evangelista Station Hospital	1,497,000.00
5	II	Camp Melchor Dela Cruz Station Hospital	1,497,000.00
6	XII	Camp BGen. Gonzalo Siongco Station Hospital	1,497,000.00
7	III	Fort Magsaysay Army Station Hospital	1,497,000.00
8	VIII	Camp Vicente Lukban Station Hospital	1,497,000.00
Total			**P20,467,988.00.**

e. Medicine Donation Program

The Medicine Donation Program provides basic medicines and supplies to government and non-government, non-profit organizations, and health facilities to enable them to help sick individuals.

From January to December 2024, the agency donated P1,200,103.52 worth of medicines to 17 LGUs and health/government facilities.

f. Multi-Specialty Clinic

Under the Multi-Specialty Clinic, partner doctors who specialize in various fields like neuropsychiatry, OB-GYN, ENT, orthopedics, among others, accommodate the public who need free medical consultation.

In 2024, PCSO assisted 2,532 patients who visited the Agency's multi-specialty clinic.

g. Out-Patient Services

Under the Out-Patient Services, PCSO doctors and nurses accommodate the public who need free medical and dental consultation.

For 2024, the Medical Services Department gave free consultations and medicines to 4,851 individuals with assistance amounting to P219,669.01.

h. Medical and Dental Mission

Through Medical and Dental Missions, PCSO provides medical consultations, basic dental services like tooth extraction, and basic medicines to various recipients.

In CY 2024, PCSO conducted 27 medical and dental missions including special missions in various areas where the agency assisted 5,527 individuals and provided P232,217.96 worth of assistance.

Table 8. *Medical and Dental Missions Conducted in CY 2024*

No.	Medical and Dental Mission	Total No. of Beneficiaries	Total Amount of Assistance
1	Brgy. 157, Bagong Bario, Caloocan City	211	15,302.71
2	San Antonio, Quezon	310	23,097.55
3	Capas, Tarlac	194	20,615.44
4	San Rafael, Bulacan	272	26,293.25
5	Taytay, Rizal	246	17,505.88
6	Norzagaray, Bulacan	154	16,760.63
7	Cauayan, Isabela	266	6,687.92
8	Laoag City, Ilocos Norte	175	0.00
9	Brgy. Pantok, Binangonan, Rizal	143	8,417.67
10	Rizal Park, Manila	185	6,083.83
11	Palmera Hills, Taytay, Rizal	95	3,430.60
12	Pateros City	170	1,638.22
13	Brgy. San Juan, Taytay, Rizal	142	7,138.80
14	Brgy. Sta. Ana, Taytay, Rizal	165	2,674.98
15	Paseo De Blas, Valenzuela City	278	2,777.70

16	Pulilan, Bulacan	215	0.00
17	Brgy. Libtong, Roxas, Oriental Mindoro	249	6,047.50
18	Taytay, Rizal	155	1,714.55
19	Baseco, Tondo, Manila	149	1,452.05
20	Rodriguez, Rizal	273	3,668.50
21	Cainta, Rizal	253	4,715.95
22	Pio Duran, Albay	236	3,529.10
23	San Jose, Antipolo City	209	2,399.75
24	Candelaria, Quezon	113	30,721.70
25	Angeles City, Pampanga	144	14,917.36
26	Brgy. Palaspas, Pio Duran, Albay	228	2,212.89
27	Brgy. Banawa, Pio Duran, Albay	297	2,413.53
Total		**5,527**	**P232,217.96**

i. Employees Consultation and Management

This program provides in-house consultations and medicines to employees, their dependents, and retirees. For CY 2024, medical and dental supplies totaling P222,662.07 were used for the consultation and treatment of 7,576 cases.

j. Patient Transport Service (Ambulance Conduction)

The Patient Transport Service provides free ambulance services to patients needing transport from hospital to their homes, from hospital to hospital, or from any PCSO facility to hospital. For 2024, PCSO provided free transportation to 19 individuals.

2. Compliance with Mandatory Contributions

In compliance with various laws and regulations, PCSO disbursed a total of P5,345,947,962.04 to various institutions in CY 2024.

Table 9. *List of Mandatory Contributions, CY 2024 vs CY 2023*

No.	Legal Basis	Recipient Agency	Amount Released		% INC/ DEC
			CY 2024	CY 2023	
1	RA 7722	Commission on Higher Education (CHED)	306,470,380.70	311,216,542.90	-2%
2	RA 9165	Dangerous Drugs Board (DDB)	62,280,309.98	42,257,358.47	47%
3	RA 4564	National Council on Disability Affairs	100,091.53	110,210.47	-9%
4	RA 6847	Philippine Sports Commission	1,807,991.51	746,172.71	142%
5	CA 595	Boy Scouts of the Philippines	319,330.73	97,307.31	228%

6	RA 620	Girl Scouts of the Philippines	224,783.37	85,021.47	164%
7	RA 3867	Philippine Red Cross	244,432.14	128,845.58	90%
8	RA 10072	Philippine Red Cross	287,282.14	99,898.15	188%
9	RA 4621	Nutrition Foundation of the Philippines	233,200.72	141,024.57	65%
10	RA 4703	Quezon Institute	322,275.34	113,081.64	185%
11	RA 11223	Universal Health Care	2,126,052,005.84	2,004,610,960.43	6%
12	EO Nos. 357, 357-A	Local Government Units (LGUs)	308,205,578.71	382,778,037.08	-19%
13	RA 7656	Department of Finance (DOF)	2,539,400,299.33	2,665,781,213.78	-5%
14	RA 11364	Cooperative Development Authority	-	126,310.98	-100%
15	RA 9513	Department of Energy	-	64,295,450.34	-100%
	TOTAL		**P5,345,947,962.04**	**P5,472,587,435.88**	-2%

3. Corporate Social Responsibility (CSR) Initiatives

PCSO is committed to serving its stakeholders, including its beneficiaries, clients, workforce, and society at large, within the scope of its mandate through comprehensive Corporate Social Responsibility (CSR) initiatives. These initiatives are aimed at addressing critical societal needs and fostering sustainable development in education, disaster preparedness, relief programs, medical-related causes, environmental awareness, and volunteerism.

The purpose of PCSO's CSR efforts is to create a meaningful and lasting positive impact on society by addressing key areas of need and fostering a culture of compassion, resilience, and responsibility. Through these initiatives, PCSO aims to contribute to the overall well-being and development of its stakeholders, while upholding its mission of service and social responsibility.

In 2024, PCSO turned over a total of 5,241 medical and assistive devices such as wheelchairs, crutches, walkers, oxygen tank, and nebulizer, among others, to various proponents.

Table 10. *Medical and Assistive Devices Donated for CY 2024*

Medical and Assistive Devices	No. of Units Released
Wheelchairs	2335
Walkers	440
Crutches	285
Canes	610
BP Apparatus	642
Nebulizers	505
Glucometer	241
Thermal Scanner	95

Pulse Oximeter	88
TOTAL	**5,241**

Aside from medical devices, PCSO also distributed a total of 91,728 “charitimba” or food buckets to various beneficiaries such as marginalized individuals and victims of calamity victims nationwide.

Table 11. *Regional Distribution of Charitimba Donated for CY 2024*

Regions		Number of Food Buckets
CAR	Cordillera Administrative Region	3,000
NCR	National Capital Region	11,605
I	Ilocos	8,320
II	Cagayan Valley	6,500
III	Central Luzon	16,220
IV-A	CALABARZON	19,183
IV-B	MIMAROPA	3,000
V	Bicol	13,150
VI	Negros	3,250
VII	Central Visayas	1,500
VIII	Eastern Visayas	1,500
IX	Zamboanga Peninsula	3,000
X	Northern Mindanao	1,500
	Grand Total	**91,728**

IV. Other Significant Highlights

The following are the significant activities including recognitions received by PCSO for 2024.

A. Corporate Activities

PCSO Implements Data Privacy Act
May 16-17, 2024

In line with its commitment to implement data privacy and security, PCSO conducted a Privacy Impact Assessment (PIA) Workshop attended by selected officials and employees. This workshop aimed at identifying and mitigating privacy risks associated with PCSO’s operations, thereby ensuring the protection of personal information and reinforcing the agency’s adherence to best practices in data management.

PCSO Conducts 2025 Strategic Planning Workshop
April 15-16, 2024

PCSO conducted the 2025 Strategic Planning Workshop for its Top Management including its Board of Directors. As a result of the workshop, the PCSO was able to craft its 2025 Performance Scorecard containing the targets and planned achievements of the agency for CY 2025.

Malacañang Appoints New Members of the Board of Directors
May / June 2024

Judge Felix P. Reyes (Ret.) was appointed as the Chairperson of the Philippine Charity Sweepstakes Office on May 28, 2024 followed by the appointment of Ms. Imelda A. Papin on June 10, 2024 as Member of the Board of Directors. The complete line-up of officials strengthened the commitment of PCSO to ensure the fulfillment of its mandate to raise and provide funds for the Filipino people.

PCSO Corporate Center Groundbreaking Ceremony
August 1, 2024

PCSO held a Groundbreaking Ceremony to commence the construction of its Corporate Center in San Marcelino, Manila. This new facility aims to centralize operations, improve efficiency, and enhance service delivery to the public. The activity was graced by Executive Secretary Lucas Bersamin, representing the Office of the President.

PCSO Conducts 2024 Mid-Year Performance and Operational Review
August 1-2, 2024

PCSO conducted the 2024 Mid-Year Performance and Operational Review with Top Management in Mabalacat, Pampanga. During the activity, the management reviewed the accomplishments of the agency and crafted catch-up plans for its unachieved and remaining targets.

PCSO Inks Memorandum of Agreement with Clark International Airport Corporation
August 2, 2024

PCSO and Clark International Airport Corporation (CIAC) have entered into a Memorandum of Agreement to establish a new backup draw court facility at the Clark Aviation Complex. The backup facility is envisioned to ensure the uninterrupted conduct of lotto operations in the event of power interruptions in its Mandaluyong Draw Court or as an alternate draw facility for its games. By guaranteeing business continuity and operational efficiency, this facility will help maintain the integrity and reliability of PCSO's lotto draws.

PCSO Participates in the Asia Pacific Lottery Association Conference
September 2-5, 2024

PCSO participated during the 2024 Asia Pacific Lottery Association (APLA) Regional Conference in Hanoi, Vietnam. During the event, GM Melquiades Robles was elected as a member of the Executive Committee. GM Robles is the first Filipino to be elected to the APLA.

PCSO Conducts Charity Summit
September 5, 2024

PCSO conducted the first Charity Summit participated by various institutional partners, foundations, and non-government organizations. The summit provided a platform for knowledge exchange and best practices sharing among the participants to advance goals, initiatives, and advocacies with the end-view of improving the well-being and quality of life of all beneficiaries.

PCSO Holds Charity Run
October 20, 2024

PCSO held its inaugural Charity Run in celebration of the National Day of Charity where almost 2,000 personnel from the PCSO and external agencies participated fostering camaraderie. The activity was highlighted by the participation of Institutional Partners (IPs) of the agency who displayed their charity and welfare-related activities.

PCSO Celebrates the First National Day of Charity
October 30, 2024

Under Proclamation No. 598 issued on June 13, 2024, October 30 of each year is declared as the National Day of Charity. The Proclamation designates PCSO as the lead agency responsible for organizing, coordinating and overseeing the observance of this day. It also tasks PCSO with identifying and implementing programs, activities, and projects to commemorate the occasion.

Pursuant to this, PCSO issued a Memorandum Circular to the PCSO, Civil Service Commission, Department of Interior and Local Government and Governance Commission for GOCCs to enjoin other offices, National Agencies and other GOCCs to participate in the celebration of the National Day of Charity by conducting charity-related programs and projects on October 30, 2024. As a result, several agencies and foundations conducted charity-related programs on said day. Majority of gaming partners, Small Town Lottery Agents and Non-Government Organizations also participated by conducting their own charity activities.

The list of government agencies, organizations and foundations which participated during the activity are as follows:

a. **Government Agencies:**

Games And Amusement Board
Department of Environment and Natural Resources and its Provincial Offices
TESDA Provincial Training Center-Paliparan
National Center for Mental Health - Public Health Unit
Pamahalaang Bayan ng Binangonan, Rizal
Philippine Sports Commission
Department of Budget and Management

Metro Manila Development Authority
Philippine Coast Guard
Philippine Sports Commission
Philippine Health Insurance Corporation
Philippine Gaming Corporation
Capas Information Office
Municipality of Poro
903rd Infantry “Patriot” Brigade, 9ID, PA
LGU Passi City
Light Rail Transit Authority
Supreme Court of The Philippines
Metro Manila Development Authority
Department of Public Works and Highways
Philippine Racing Commission
Department of Health
Philippine Tuberculosis Society Inc.
People’s Television 4
Games and Amusement Board
National Privacy Commission
Department of Social Welfare and Development
Department of Human Settlements and Urban Development
TESDA Provincial Training Center-Paliparan

b. Non-Government Organizations/Foundations

NGO/Foundation	Activity	Beneficiaries
Metrobank Foundation, Inc. (MBFI) Manila Water Foundation MBFI Disaster Response Task Force Members Alagang Kapatid Foundation, Inc. RMN Foundation, Inc	Distribution of food packs and shelter repair materials	8,459 families
Manila Doctors Hospital	Promotion of voter education and responsible civic engagement	General public
Sumisho Motor Finance Corporation’s League of Volunteer Employees (LOVE)	Feeding program, milk donations, and an engaging book-reading activity	Children at the Asociacion de Damas de Filipinas
Federal Land, Inc	Providing nourishing meals	Hundreds of students
Toyota Financial Services Philippines	School supplies and financial literacy talks	Elementary students

Manila Tytana Colleges	Distribution of food packs	Typhoon Kristine victims
Zuellig Pharma Corporation	Turnover of household supplies and toiletries	SOS Children's Village (Muntinlupa)

c. Lotto/Small Town Lottery Authorized Agents/ Non-Government Organizations

The celebration of National Day of Charity in the National Capital Region and the provinces was spearheaded by the various departments/branch offices of PCSO. Lotto agents and STL AACs were mobilized to conduct their charitable activities, as follows:

i. National Capital Region

a. Lotto Agents

No.	Agency No.	Agency Name	Area	Activity
1.	109-0140-5	Vincent Jocson	Parañaque	Snacks
2.	106-0101-1	Nestor Abacan	Marikina	Basic medicines
3.	109-0158-8	Mercy Lita Magbanua	Parañaque	Free tickets
4.	109-0183-9	Socorro Martin	Parañaque	Free tickets
5.	109-0168-5 101-01506	Marilou Adan	Parañaque Las Piñas	Groceries
6.	115-0169-9	Araceli Dabi	Taguig	Snacks
7.	108-0101-0	Cecilia Tamayo	Navotas	Snacks
8.	102-0172-1	Catherine Rose Lin	Manila	Snacks / Free tickets
9.	102-0221-3	Madeline Mariano	Manila	Snacks
10.	101-0186-7	Zaldy Butlig	Las Piñas	Snacks / Free tickets
11.	102-0149-7	Ira Liwanag	Manila	Free tickets
12.	102-0208-6 102-0239-6	Gloria Bumanlag	Manila	Snacks
13.	110-0119-0 110-0140-8	Lorelie Enriquez	Pasig	Free tickets
14.	110-0176-9	Rufina Cabulay	Pasig	Free tickets
15.	102-0256-6	John Emmanuel Pastoral	Manila	Free tickets
16.	110-0110-6	Celestino Dela Paz	Pasig	Free tickets
17.	108-0107-9	Susana Francisco	Navotas	Candies
18.	102-0180-2 103-0114-9	Ma. Socorro Martin	Manila Makati	Free Tickets / Pens / Giveaways
19.	116-0102-2	Azenith Celon	Valenzuela	GCash Donations
20.	102-0111-0	Ma. Elena Macomb	Manila	Free tickets
21.	103-0127-1	Christine Ausencia	Makati	Free tickets
22.	102-0197-7	Bernardino Diongzon	Manila	Free tickets
23.	103-0128-9	Gerald Supagan	Makati	Snacks

24.	110-0117-3 110-0603-5 110-0147-5 110-0148-3 304-0232-4	Ma. Teresa Inson	Pasig Pasig Pasig Pasig Cavite	Free tickets / Snacks
25.	110-0113-1	Jocelyn Pederico	Pasig	Free tickets
26.	110-0139-4	Ana Rose Alcantara	Pasig	Free tickets
27.	110-0126-2	Imelda Halog	Pasig	Free tickets
28.	111-0104-6	Reah Viloria	Pasay	Free tickets
29.	110-0103-3 110-0123-8	Emmanuel De Guzman	Pasig	Free tickets
30.	103-0101-7 103-0148-3	Marlon Ilagan	Makati	Free tickets / Groceries / Snacks
31.	111-0165-8 111-0130-5 109-0197-9	Beverly Ranolo	Pasay Pasay Parañaque	Free tickets
32.	107-0132-5 107-0117-1	Josefina Ligueran	Muntinlupa	Snacks / Candies
33.	106-0170-3	Aimee Malaluan	Marikina	Rice
34.	107-0124-4	Lourdes Manalo	Muntinlupa	Free tickets / Candies
35.	101-0160-3	Eunnel Largo	Las Piñas	Rice
36.	102-0336-8 103-1104-1 103-1105-9	Athena Bromeo	Manila Makati Makati	Free tickets / Snacks
37.	106-0149-5	Elizabeth Araos	Marikina	Free tickets
38.	106-0173-8 106-3604-3 110-0177-7	Imee Fuderanan	Marikina Marikina Pasig	Free tickets / Snacks
39.	105-0130-0	Clairene Umali	Mandaluyong	Giveaways
40.	105-0155-5	Clairene Umali	Mandaluyong	Free tickets
41.	113-0228-9	Leodolfo Baguio III	Quezon City	Rice
42.	113-0276-9	Kristine Molina	Quezon City	Free tickets / Snacks
43.	102-0154-3	Michael Aris Peña	Manila	Rice / Snacks / Free tickets
44.	113-0194-1	Michael Aris Peña	Quezon City	Rice / Snacks / Free tickets
45.	113-0337-4	Michael Aris Peña	Quezon City	Rice / Snacks / Free tickets
46.	113-0155-0	Michael Aris Peña	Quezon City	Rice / Snacks / Free tickets
47.	113-0208-4	Romulo Peña Jr.	Quezon City	Rice / Snacks / Free tickets
48.	113-0227-1	Romulo Peña Jr.	Quezon City	Rice / Snacks / Free tickets
49.	113-0216-5	Jose Mari Peña	Quezon City	Rice / Snacks / Free tickets

50.	113-0254-8	Jose Mari Peña	Quezon City	Rice / Snacks / Free tickets
51.	113-0216-5	Jose Mari Peña	Quezon City	Rice / Snacks / Free tickets
52.	113-0453-2	Melchor Profugo	Quezon City	Free tickets
53.	105-0139-3	Shirley Obra	Mandaluyong	Discounted tickets
54.	113-0261-1	Daisy Fernandez	Quezon City	Free tickets
55.	113-0215-7	Estela Torqueza	Quezon City	Candies / Free tickets
56.	113-0401-0	Estela Torqueza	Quezon City	Candies / Free tickets
57.	113-0136-3	German Magnaye	Quezon City	Free tickets
58.	102-0153-5	Gracia Bernal	Manila	Free tickets/Candies/ Giveaways
59.	102-0179-9	Lea Manalo	Manila	Candies
60.	100-0154-4	Frumencio Bernal III	Caloocan	Free tickets
61.	110-0104-1	Arlene Gonzales	Pasig	Candies

b. STL Authorized Agents Corporations

	NCR Area	Partner AAC	Activity	Beneficiaries
1	**Eastern District, NCR** **Marikina City** **Mandaluyong City** **San Juan City** **Pasig City**	Chivalric Incorporated	Gift-Giving with snacks	P.W.R.D. PWD Group of Brgy. Calumpang, Marikina City
2	**Muntinlupa City**	Great Mind Games and Amusement Corporation	Gift Giving with program	Teresa Orsini Home for the Aged Tunasan, Muntinlupa City
3	**Quezon City**	Lucent Gaming and Entertainment Corporation	Gift Giving, cash donation	Holy Trinity Home for Children Novaliches, Quezon City
4	**Taguig City**	Bet and Win Gaming Corporation	Feeding Program	Barangay Palingon-Tipas, Taguig
5	**Caloocan City**	Ludis Bay Corporation	Gift-Giving	Tahanang Mapagpala Caloocan City
			Gift-Giving	Our Lady of Lujan Mission Center South Caloocan
6	**Manila City**	Plutus Gaming Corporation	Gift-Giving, Feeding and free haircut	Better World Smokey Mountain - Manila

7	**Malabon City**	Winning Pick Gaming Corporation	Medicine drive and free check-up	Barangay Longos, Malabon City
8	**Parañaque City**	OT 7 Gaming Corporation	Gift-Giving with snacks	Bahay Kalinga Parañaque City,
9	**Las Piñas City**	2528 Iris Gaming Corporation	Gift-Giving	Bahay Pag-Asa Las Piñas City
10	**Pasay City**	Tiger Claw Leisure Incorporated	Gift-Giving	Social Development Center – Pasay City
11	**Pateros Municipality**	MOA GGG Corporation	Rice assistance	Aguho, Pateros
12	**Makati City**	Nexgen Lottery and Gaming Corporation	Gift-Giving	Bangkal, Makati City

ii. Northern and Central Luzon Department

BRANCH OFFICE	Lotto/STL/NGOs/ Government Partner	ACTIVITY	NO. OF BENEFICIARIES
Abra Branch	Lotto Agent (1)	Free tickets	15
	STL-AAC (1)	Distribution of educational materials, hygiene kits, sports equipment and 25kg sack of rice to residents of Bahay Pag-asa	9
		Distribution of medicine kits to the Senior Citizen Association of Abra	100
Nueva Ecija Branch	LGU Solano	Distribution of medicine kits and free snacks	150
	Female & Youth Dormitory Provincial Jail Nueva Vizcaya	Distribution of medicine kits, beddings, recreational items and free snacks	72
	Lotto Agents	Gift giving, promo free tickets, free food and 1 free wheelchair	7
Aurora Branch	Lotto Agent (1)	Free ballpen distribution	50
	STL-AAC (1)	Distribution of medicine kits to Baler Solo Parent Municipal Federation	50
		Distribution of medicine kits to Association of Senior Citizen - Brgy Esteves, Casiguran, Aurora	50
Pangasinan Branch	Lotto Agents	Free tickets, free snacks, school supplies & clothing	20
	STL AAC	Distribution of wheelchair, hygiene kits, food packs & cleaning products	37
	PENRO	Distribution of seedlings	500
Quirino	Lotto Agents	Free tickets and snacks	60

	STL AAC	Medicine kits	100
		Gift packs	90
Ilocos Sur Branch	STL-AAC - S Grande Corporation	Distribution of toiletries, towels, clothes	18
	Balay Taripatu, Cabugao, Ilocos Sur	Feeding Program	
Apayao	STL AGENTS	Distribution of food packs to selected Multi-tribal Indigenous People and Forest Developers Organization Recipients at Lappa, Luna, Apayao.	35
		Distribution of medicine kits to tricycle drivers of Quirino, Luna, Apayao.	36
		Turnover of 50 pcs. fruit-bearing tree seedlings to the barangay of Capagaypayan, Luna, Apayao.	
Ifugao	Lotto Agents	Free snacks	108
		Gift items	15
La Union	DENR La Union	Donation of cacao seedlings to Barangay Oaquing, San Juan, La Union	200
		Donation of cacao seedlings to LGU Burgos	300
	First La Union Leisure Entertainment and Gaming Corporation	Distribution of basic medicine kits to tricycle drivers, market vendors and sidewalk vendors	200
	La Union Branch	Free 4d lotto tickets	125
	Lotto Agents	Distribution of free scratch cards, grocery packs rice, sports equipment	855
		Feeding Program and free snacks to bettors	
		Medicine donation	
		Free lotto tickets	
Nueva Ecija	Lotto Agents	Free tickets, free food, free grocery packs, and free medicines and vitamins	100
	STL AAC	Medicine kits	100
		Food packs, grocery Items, sacks of rice and medicine kits	50
Ilocos Norte Branch	PCSO Ilocos Norte Branch employees	Free snacks	50
Isabela	Fairways Management and Gaming Corporation		
	a. Sefton Village Children's Home Inc.	Distribution of grocery items/free food - Jollibee super meal)	20
	b. Bureau of Jail Management and Penology - Santiago City	Distribution of medicine kits	100
	Grand 88 Gaming Corporation		

	a. FLDP Gaudete et Exultate Development Community Foundation Inc.	Distribution of grocery items/food packs	100
	b. 4P's, Cauayan City, Isabela	Distribution of medicine kits/snacks	100
	Lotto Agents	Distribution of tokens/ballpen/t-shirts/ soap/biscuits/cups/dread/discounts in Gcash/discount in lotto ticket/free gupit/ free lugao/ free BP	56
	LGU Cauayan City, Isabela	Feeding program – Palugaw	100
	LGU San Guillermo, Isabela	Medicine donation drive	600
Cagayan	STL	Food medicine	100
	STL	Food medicine	200
	Lotto	Lotto tickets, vitamins, mugs	1200
Kalinga	KAC Leisure and Gaming Corporation		
	Barangay Pinoco	Distribution of medicine kits	30
	Served Snack to PENRO/CENRO for tree planting Activity	PCSO employees feeding program	30
	Lotto Agents	Distribution of tokens, snacks and free lotto tickets	7
Mountain Province	DENR	Community cleaning	20
	Rising Arrows Gaming Corporation	Distribution of basic medicine kits to wage earners of Bontoc, Mountain Province	22
	Mountain Province Branch Personnel - Giving Back	Food packs to college students	5
	Lotto Agents	Groceries	5
Pampanga	Lotto	Snacks	36
Bulacan	Lotto Agents	Free food packs / free lotto tickets, free medical check-up / free vitamins/tokens	15
	Diamond Gaming	Food packs	50
		Medicine kits with first aid kit	150
	Bulacan Branch Employees	Free food (Jollibee Burger & Drinks)	100
	Branch	Free lotto tickets	50

iii. Southern Tagalog and Bicol Region

BRANCH OFFICE	STL/NGOs PARTNER	ACTIVITY	BENEFICIARIES
Laguna	Kalinga ng Angel Foundation Davelara Gaming Corporation	Offers various free services including haircut, massage, manicure, pedicure, zumba dance and distribution of lotto tickets - Milk and biscuits	Cancer patients
Marinduque	Black Talon Gaming Corporation	Feeding program	Students and parents of Bantay Elementary School and some PWDs
Palawan	Philprize Agent Amusement Corporation Tyche Games and Amusement Corporation	Gift giving and feeding program	Children supported and cared for by Bahay ni Nanay Maddalena Starace
Quezon	Pirouette Corporation	Goods distribution, feeding program and Lotto tickets giveaway	Patients at the Quezon Memorial Center
Rizal	Nineteen Aces Gaming and Amusement Corp. Anawim Lay Missions Foundation	Feeding and outreach program	64 elderly; 100 students
Romblon	Pines Estate Gaming Corporation	Gift giving, medicine and hygiene kits, foods, slippers, free tickets and learning materials(tablets)	Pre-school children's
Albay	Royal Fortune Gaming Corporation	Distribution of foods packs, hygiene, medicine kits and free tickets	Vendors, Drivers and Senior Citizens
Catanduanes	Black Talon Gaming Corporation	Distribution of maternity kits, free lotto tickets, medicine kits and food packs	Pregnant women and barangay indigents
Masbate	The New Economic Tiger Gaming Corporation	Free tickets, free consultation and food packs	Senior Citizen and underprivileged communities
Sorsogon	Oceania Sur Gaming Corp.	Distribution of medicine kits and food packs	Barangay indigents

iv. Visayas Department

BRANCH OFFICE	STL PARTNER	ACTIVITY	BENEFICIARIES
Antique	888 Good Fortune Gaming Ventures Corporation Municipality of Belison	Distribution of school supplies, free lotto tickets and gift giving	Elementary students, patients and general public
Biliran	Super Valiant Amusement Corporation	Distribution of rehabilitation kits, medicine kits, hygiene kitd, groceries and snacks	Patients, PDL and victims of Typhoon Kristine

Bohol	Brigantine Management Solution Inc	Distribution of medical kits, hygiene kits and food packs	Speech Language and Beyond Therapy Inc. and general public
Capiz		Distribution of medicine kits, gift giving and snacks	Street sweepers and home for the aged
Cebu	Lucky 7 Games and Amusement Corporation, Piona Gaming and Supply Corporation King Dragon Gaming and Amusement Corporation	Distribution of medicine kits, rice and food packs	Senior citizens, pre-school children and general public
Eastern Samar	Felicity Games and Amusement	Gift giving	General public
Guimaras		Distribution of meals	Children
Iloilo	Iloilo (City) Host Lions Club 301-B1 Iloilo City Host Lions Club International Holy Rosary Academy, Inc. - Molo, Iloilo City Eagle Roar Gaming Corporation Rosarian Red Cross Youth, Dominican Sisters Molo 604th Community Defense Center - Iloilo Community Defense Center, Rescom Philippine Army	Distribution of meals, food packs, free lotto tickets and medicine kits	Fire victims, day care students and general public
Negros Oriental	Gabrione Games, Inc.	Distribution of food packs and free lotto tickets	PWDs and general public
Northern Samar		Distribution of meals	60 children
Siquijor	Red Carpet Gaming Corporation	Distribution of medicine kits	General public
Southern Leyte	Soule Gaming Corporation	Distribution of medicine kits, free lotto tickets and meals	Children and general public
Western Samar	Heritage Lottery, Inc.	Distribution of medicine kits, bags, meals and snacks	Home for the Aged and Children

v. Mindanao Department

BRANCH OFFICE	STL/NGOs PARTNER	ACTIVITY	BENEFICIARIES
Agusan del Norte	Whitesun Pharma and Medical Supplies Trading	Distribution of maintenance medicines	30 Senior Citizens
Agusan del Sur	Ouano Gaming and Leisure Corporation	Distribution of hygiene kits and meals	Women Deprived of Liberty
Basilan	ZIAN Gaming Recreation Inc	Distribution of medicine kits and snacks	100 General public
Bukidnon	Trento Gaming and Leisure Corporation	Distribution of meals, educational books and balloons	Provincial Medical Center (BPMC) Pedia Wards patients

Davao de Oro	Oro Swerte Gaming and Leisure Corp	Distribution of medicine kits, gift giving and free medical certificate and anti-rabies injection	General public, tricycle drivers, children and Vendors
Davao del Norte	Northman Gaming Corp	Distribution of medicine kits, snacks and feeding program	General public and home for the aged
Davao del Sur	Jambhala Gaming Corporation	Distribution food packs	General public
Davao Oriental	Aeon Management and Gaming Corppration	Distribution food packs	Students
Dinagat Island	Loteria de Parvus Pueblo Inc. Gaming Corporation	Distribution of food packs, free tickets, seeds and medicine kits	Lotto bettors
Lanao del Norte	AAC Glowing Fortune OPC LDN	Medicine kits, food packs and snacks	MILF Members and General public
Misamis Occidental	STL Donel Philippines Corporation	Distribution of medical kits and food packs	Market vendors and motorcycle drivers
Misamis Oriental	Hexaprime Inc.	Distribution of hygiene packs and groceries	YWAM Nehemiah House, Inc
North Cotabato	Miracle Pick Gaming Corporation	Distribution of school supplies, free tickets, medicine kits and free snacks	Underprivileged children and general public
Sarangani	JGM Gaming and Leisure Corporation	Distribution of school supplies and free meals	Pre-school children
South Cotabato	Trento Gaming and Leisure Corporation Imperial Gaming OPC	Distribution of medical kits and food packs	General public
Sultan Kudarat	Sonaki Gaming Corporation	Distribution food packs	General public
Surigao del Norte	JGM Gaming & Leisure Corporation	Distribution of food packs and sack of rice	General public
Surigao del Sur	Felicity Games and Amusement Corporation	Grocery packs	150 patients
Zamboanga del Norte		Feeding program	Children
Zamboanga del Sur	Mekas Gaming & Entertainment Corp	Distribution of school supplies and packed lunches	100 students (Kinder to Grade 6 students)
Zamboanga Sibugay	Golden 74 Amusement and Management Corporation	Distribution of food packs	Women and children

PCSO Celebrates 90th Anniversary
October 30, 2024

PCSO celebrated its 90th anniversary with a grand event that honored the dedication and commitment of its employees and their contribution to PCSO's success. The celebration also recognized long-standing partners and supporters to PCSO's programs and services. The event served as a testament to the agency's unwavering commitment to serving the Filipino people through its various initiatives. The event was graced by His Excellency President Ferdinand R. Marcos and First Lady Liza Araneta-Marcos as Guests of Honor.

PCSO Officials Attend 2024 Year-end Assessment and 2025 Target Setting
December 12, 2024

PCSO conducted its PCSO 2024 Year-end Assessment and 2025 Target Setting in Pasig City. This enabled the management to assess the challenges encountered in the implementation of the programs and services of PCSO. Targets for 2025 have also been set to guide the various offices in their implementation in 2025.

B. Recognitions

ARTA Report Card Survey (RCS) 2.0 Silver Award
October 30, 2024

PCSO was recognized by the Anti-Red Tape Authority (ARTA) and bestowed with an ARTA Silver Award during the ARTA awards night at the Conrad Hotel, Pasay City for achieving a rating of 94.64% (Outstanding) in the 2023 Report Card Survey in compliance to the requirements of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (Republic Act 11032) thereby providing quality service to the public. The specific PCSO offices awarded were:

1. PCSO Head Office
2. Laguna Branch Office
3. Quirino Branch Office
4. Cebu Branch Office
5. Zamboanga Del Sur Branch Office

Performance Scorecard Award and Stakeholders Relationship Award under the Corporate Governance Scorecard
November 25, 2024

PCSO was awarded as one of the top-ranking GOCCs in the 2023 Performance Scorecard having achieved a rating of 98.01% in its Performance Scorecard, and for consistently achieving a perfect score in the Stakeholder Relationship Section of the Corporate Governance Scorecard, for the calendar years 2021 – 2023 during the GCG Awards Night at the PICC, Pasay City.

These recognitions signify the exemplary performance of the agency, strong and positive relationships with its stakeholders, including the public, employees, and partners, transparent corporate governance and highlights the credibility of PCSO in its service to the Filipino people.

Freedom of Information Award
November 25, 2024

PCSO has been honored as one of the top requested and highest-performing government agencies on the eFOI portal, boasting an impressive closure rate of at least 90% for transactions ranging from 250 to 499 requests. This recognition was

bestowed upon PCSO during the 2024 Freedom of Information (FOI) Awards held at the Hilton Hotel in Pasay City.

This underscores PCSO's unwavering commitment to transparency, accountability, and excellence in public service. By consistently meeting a high volume of information requests with efficiency and responsiveness, PCSO not only demonstrates its dedication to upholding the principles of open government but also enhances its reputation and trust among the citizens it serves.

PCSO Receives World Lottery Association Level II Certification on Responsible Gaming
December 2024

PCSO achieved a significant milestone by securing Level II International Certification for Responsible Gaming from the World Lottery Association (WLA). This enhances its reputation and trust among the citizens it serves, joining an elite group of lottery operators globally recognized for their commitment to responsible gaming practices. This recognition affirms PCSO's development of comprehensive policies, staff training programs, and strategies designed to ensure the safe and sustainable operation of its gaming activities. Achieving the WLA Level II Certification demonstrates PCSO's ongoing commitment to balancing revenue generation for charitable causes with the promotion of responsible gaming.

PCSO is Recertified under ISO 9001:2015
December 10-13, 2024

PCSO successfully passed the ISO 9001:2015 recertification audit conducted by DQS Certification Philippines. This attests to PCSO's meeting international standards for quality management which helps in consistently providing high-quality services to the public and ensures customer satisfaction. Overall, the ISO 9001:2015 certification demonstrates PCSO's commitment to excellence and its dedication to providing reliable and high-quality services to the Filipino people.

V. Contributions to Nation-Building

A. Tax Remittances

PCSO contributes to nation-building by diligently paying its taxes to the National Government through the Bureau of Internal Revenue (BIR).

For CY 2024, the Agency paid BIR a total of P16,769,468,109.06. Documentary Stamp Tax accounts for 74.38% of all taxes paid, amounting to 12,473,059,526.98 (Table 12).

Table 12. *Taxes Paid for CY 2024*

Type of Tax Payment	Amount Paid	% Share
Corporate Income Tax	1,088,649,374.00	6.49%
Final Income Taxes Withheld	1,393,419,441.56	8.31%
Creditable Income Taxes Withheld (Expanded)	1,054,546,258.65	6.29%

Value Added Tax (Withheld)	549,886,509.70	3.28%
Other Percentage Taxes Withheld	7,295,486.07	0.04%
Documentary Stamp Tax	12,473,059,526.98	74.38%
Taxes Withheld on Compensation	202,611,512.10	1.21%
Total	**P16,769,468,109.06**	**100%**

VI. Customer Feedback Mechanisms

To be more accessible and responsive to its stakeholders especially its gaming patrons and charity program beneficiaries, PCSO utilizes a variety of methods to generate and act on external feedback such as inquiries, complaints, suggestions, as well as commendations/compliments made to PCSO.

These methods and mechanisms include the Office of the President's 8888 Hotline System, online feedback, and official PCSO social media accounts.

A. 8888 Hotline

From January to December 2024, PCSO achieved a 100% resolution rate for concerns received in the 8888 Hotline, answering and resolving 80 out of 80 concerns/complaints received, of which 76 concerns/complaints were addressed within 72 hours.

***Table 13**. Summary of 8888 Hotline for CY 2024*

Month	Number of Concerns/ Complaints Received	Number of Concerns/ Complaints Addressed Within 72 hrs.	Number of Concerns/ Complaints Addressed Beyond 72 hrs.
January	8	7	1
February	3	2	1
March	3	3	0
April	5	5	0
May	9	8	1
June	5	5	0
July	7	6	1
August	9	9	0
September	10	10	0
October	7	7	0
November	5	5	0
December	9	9	0
Total	**80**	**76**	**4**

B. Online Feedback

PCSO replied to 97.11% of online feedbacks received in 2024, while the remaining 2.89% (22 concerns) were referred to respective units, as summarized below.

Table 14. *Monthly Online Feedback for CY 2024*

Month	Received	Referred	Replied
January	38	0	38
February	52	0	52
March	39	0	39
April	44	1	43
May	44	2	42
June	37	2	35
July	86	1	85
August	73	2	71
September	98	6	92
October	81	1	80
November	111	6	105
December	58	1	57
Total	**761**	**22**	**739**

C. PCSO Social Media Accounts

PCSO's official social media accounts also serve as portals and communication channels with the Agency's customers. The public may visit the Agency's official Facebook pages which are www.facebook.com/pcsoofficialsocialmedia and PCSO Games Online Hub.

VII. Conclusion

As we close another successful year, PCSO takes pride in its strong financial and operational performance, reflecting our commitment to excellence, transparency, and public service. Through strategic initiatives and sound governance, we have strengthened our programs, expanded our reach, and upheld our mission of providing critical assistance to Filipinos in need.

This year, PCSO has also reaffirmed its commitment to responsible gaming, integrating sustainable practices to ensure that our games remain fair, transparent, and socially responsible. By adopting global best practices in gaming regulation and player protection, we continue to promote ethical play while maximizing our contributions to healthcare, social welfare, and charitable initiatives.

PCSO’s commitment to responsible gaming has been reinforced through its WLA Level 2 Certification. While the organization has made significant progress, there are several key areas for improvement. By implementing structured research