

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

Component					Annual Target	As of 2nd Quarter	
Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	Target		Actual	
SO 1 Provide Funds for Health Programs and Charities of National Character							
SOCIAL IMPACT	SM 1	Payment of Mandatory Contributions	$\frac{\text{Number of Recipient Agencies that Received 100\% of Mandatory Contributions Due for 2025}}{\text{Total Number of Recipient Agencies}} \times 100$	20%	(Actual / Target) x Weight	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions
	SM 2	Support to Medical Services	Number of Patient Transport Vehicles (PTVs) distributed for 2025	5%	(Actual / Target) x Weight	Distribution of 500 Patient Transport Vehicles (PTVs)	Distributed 107 Patient Transport Vehicles (PTVs)
	Sub-Total			25%			
SO 2 Increase and Sustain Revenues							
	SM 3	Gross Revenue/Sales	Actual Accomplishment	20%	(Actual / Target) x Weight	₱70 Billion	₱35 Billion
SO 3 Improve Collection Efficiency and Budget Utilization							
FINANCIAL	SM 4a	Collection Efficiency Rate (Lotto)	$\frac{\text{Actual Lotto Collections}}{\text{Amount Due to PCSO}} \times 100$	7.50%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	100%	100%
	SM 4b	Collection Efficiency Rate (STL)	$\frac{\text{Actual STL Collections}}{\text{Amount Due to PCSO}} \times 100$	7.50%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	100%	100%
	SM 5	Disbursements Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	45%
Sub-Total			40%				
							37.18% *Data as of May 2025. Data for June 2025 to follow once available

CUSTOMERS		SO 4 Ensure High Level of Customer Satisfaction						
SM 6	Percentage of Satisfied Customers	Number of Respondents who gave a Rating of at Least Satisfactory / Total Number of Respondents [6]	5%	(Actual / Target) x Weight If Below 80% = 0%	90%	90%	Ongoing conduct of Customer Satisfaction Measurement (CSM) Survey	
Sub-Total			5%					
INTERNAL PROCESS		SO 5 Improve Process Efficiency						
SM 7	Percentage of MAP Applications Processed within Prescribed Period	Number of Guarantee Letters Issued Within Prescribed Period [8] / Total Number of Applications	5%	(Actual / Target) x Weight	100%	100%	NCR: 100% Branches: 100% Average: 100%	
SM 8	Percentage of Guarantee Letters Processed within Prescribed Period (MAP)	Number of Guarantee Letters Utilized Issued with Checks Processed Within the Prescribed Period [9] / Total Number of GLs Utilized	5%	(Actual / Target) x Weight	100%	100%	NCR: 100% Branches: 100% Average: 100%	
SM 9	ISO 9001:2015 Certification	Actual Accomplishment	2.50%	All or Nothing	Maintain ISO 9001:2015 Certification for all processes Covered in 2024	Conduct of relevant Seminars and Trainings	The request for the conduct of relevant QMS seminars and trainings, and procurement documents for venue and consultant were submitted for approval of the General Manager on 25 June 2025.	
SM 10	Obtain Level III World Lottery Association (WLA) Certification	Actual Accomplishment	5%	All or Nothing	Attainment of WLA Level III Certification		Submitted the WLA Responsible Gaming Level 3 Certification to the WLA on April 30, 2025	
Sub-Total			17.50%					

LEARNING & GROWTH	SO 6 Hire, Develop, and Retain Competent and Motivated Personnel							
	SM 11	Percentage of Employees with Required Competencies Met	Competency Level 2025 – Competency Level 2024; Where competency level = Total Number of Employees with Required Competencies Met / Total Number of Employees	5%	All or Nothing	Increase from 2024 Actual Competency	<p>1. Interpretation of Competency Assessment Results into Individual Development Plans (IDP)</p> <p>2. Assessment Identify Priority competencies for Development and Finalize Improvement Strategies</p> <p>1. Translated assessment results into Individual Development Plans (IDPs)</p> <p>2. Conducted two (2) workshop sessions with Department Heads and Division Chiefs for handover of IDPs; how to do calibration with subordinates, and tagging of calibrated results per competency</p> <p>3. Validation of GCG target on Competency baseline improvement for 2025</p>	
	SM 12	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	2.50%	All or Nothing	Board-Approved Public Service Continuity Plan (PSCP)	Preparation of DRRMP	<p>1. AGM Julieta F. Aseo wrote a letter to Director Eugenio A. Gepte, Jr. of the Department of National Defense (DND) Civil Defense and Disaster Management Training Institute for the conduct of a management orientation for PCSO key officials and personnel to effectively establish and implement the DRRM plan.</p> <p>2. PCSO has coordinated with Mr. Marvin Arias of the Disaster Risk Governance Division, Strategy Management Service for the development of a DRRM Plan</p> <p>3. While waiting for the conduct of Orientation on Public Service Continuity Planning from DND, PCSO is also coordinating with a prospective highly technical consultant to conduct a training on Public Service Continuity Plan (PSCP) and eventually to draft the PCSO PSCP.</p>
	SO 7 Acquire and/or Develop Relevant Technology to Support Internal Processes							
	SM 13	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2025 Attained / Total Number of Deliverables Due for 2025	5%	(Actual / Target) x Weight	100% Attainment of 2025 Deliverables[10] (Based on the ISSP 2025-2027 as submitted to or as approved by the DICT)	<p>Medical Assistance Program (MAP)</p> <p>Conducted MAP Roll-out to the PCSO Branches</p> <p>May 19-23, 2025 - Cebu, Davao Del Sur, Leyte May 23-30, 2025 - Cebu, Davao Del Sur, Bukidnoon June 2-6, 2025 - Cagayan, Oriental Mindoro, Agusan Del Norte June 9-13, 2025 - Nueva Ecija, Occ. Mindoro, Negros Oriental June 16-20, 2025 - Apayao, Western Samar, Southern Cotabato June 23-27, 2025 - Isabela, Iloilo, Negros Occidental June 30, 2025 - Zamboanga, Palawan, Bohol</p> <p>21 out of 73 Branch offices</p> <p>53%</p>	
							<p>Medical Assistance Program (MAP)</p> <p>• Continuation of the MAP Rollout to Twenty-Four (24) Branch Offices.</p> <p>50%</p>	
							<p>Medical Services Information System (MSIS)</p> <p>Developed the Database and API of the following MSIS Modules:</p> <ul style="list-style-type: none"> • Patient Records • Pharmacy Module (2 out of 4 modules) <p>With on-going development of Graphical User Interface (GUI)</p> <p>30%</p>	
							<p>Medical Services Information System (MSIS)</p> <p>• Development of the following modules by June 30, 2025:</p> <ul style="list-style-type: none"> • Patient Records • Pharmacy Module <p>30%</p>	

						<p style="text-align: center;"><u>Human Resource System (HRS)</u></p> <p>Submission of pertinent procurement documents to the Assistant General Manager for Management Services Sector, by June 30, 2025</p> <ul style="list-style-type: none"> • Technical Specification • Purchase Request • Market Study • Certificate of Fund Availability • Annual Procurement Plan 2025 • ITSD Budget 2025 <p style="text-align: center;">50%</p>	<p style="text-align: center;"><u>Human Resource System (HRS)</u></p> <p>The HRS TOR was signed by the members of the HRS-TWG from ITSD on June 9, 2025 and was returned on the same day to the HR Department.</p> <p style="text-align: center;">50%</p>
						<p style="text-align: center;"><u>Electronic Records Management System (ERMS)</u></p> <p>Enhancement and implementation of ERMS module by June 30, 2025:</p> <ul style="list-style-type: none"> • Record Disposal Module <p>Rollout of the ERMS to the Branch Offices by June 30, 2025:</p> <ul style="list-style-type: none"> • Visayas • Mindanao <p style="text-align: center;">60%</p>	<p style="text-align: center;"><u>Electronic Records Management System (ERMS)</u></p> <ul style="list-style-type: none"> • On-going planning and design of ERMS-Records Disposal Modules <p>Conducted training of ERMS Document Logs, Document Request and QMS Documents on the following dates:</p> <ul style="list-style-type: none"> • April 2-4, 2025 - Davao City • April 22-25, 2025- Cebu City <p style="text-align: center;">50%</p>
						<p style="text-align: center;"><u>Computerized Accounting System (CAS)</u></p> <p>Submission of pertinent procurement documents to the Assistant General Manager for Management Services Sector, Accounting & Budget Department and Office of the General Manager by June 30, 2025</p> <ul style="list-style-type: none"> • Technical Specification • Purchase Request • Market Study • Certificate of Fund Availability • Annual Procurement Plan 2025 • ITSD Budget 2025 <p style="text-align: center;">50%</p>	<p style="text-align: center;"><u>Computerized Accounting System (CAS)</u></p> <p>Submitted the pertinent documents to the AGM for MSS, Accounting and Budget Department, and transmitted to the Office of the General Manager on June 16, 2025:</p> <ul style="list-style-type: none"> • Technical Specification • Purchase Request • Market Study • Certificate of Fund Availability • Annual Procurement Plan 2025 • ITSD Budget 2025 <p style="text-align: center;">50%</p>

						<p align="center"><u>PCSO Corporate Website</u></p> <p>Continuous development of the following sub-systems by June 30, 2025:</p> <ul style="list-style-type: none"> • Content Management System (CMS) • BAC Posting System <p>Presentation of the Layout/Design for the New PCSO Corporate Website to the Office of the General Manager.</p> <p>Full Implementation of the New PCSO Corporate Website</p> <p align="center">50%</p>	<p align="center"><u>PCSO Corporate Website</u></p> <p>Developed the following Content Management System (CMS):</p> <ul style="list-style-type: none"> • Bids and Awards Committee (BAC) • Lotto Draw/Cotejo <p align="center">60%</p>
						<p align="center"><u>Agent Management System (AMS)</u></p> <p>• Plan, design, development and deployment of the following AMS Modules by June 30, 2025:</p> <ul style="list-style-type: none"> • Agency Agreement Procedure • Application Procedure • Transfer of Onwership Procedure <p align="center">80%</p>	<p align="center"><u>Agent Management System (AMS)</u></p> <ul style="list-style-type: none"> • Implemented the AMS-Change Information Module on April 24, 2025 • Successfully developed the AMS-Reports Module and implemented on May 16, 2025 • Successfully developed the AMS-Agent Application and implemented on June 23, 2025 <p align="center">80%</p>
		Sub-Total		12.50%			
		TOTAL		100%			

[1] 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.

[2] Collections with pending and active cases shall be taken out from the universe during the annual validation.

[3] Rating will be applied in actual performance per month; Annual rating will be computed based on the average of monthly ratings.

[4] Collections with pending and active cases shall be taken out from the universe during the annual validation.

[5] Rating will be applied in actual performance per month; Annual rating will be computed based on the average of monthly ratings.

[6] Covers customers availing the GOCC's external services only.

[7] Medical Assistance Claimants/Beneficiaries = 98.52%; Prize Claimants = Result not acceptable; Lotto Outlet Owners/Operators = 98.48%

[8] The start date for the process is the date of the submission of complete documents and the end date is when the client is notified of the availability of the guarantee letter. The prescribed period shall be based on PCSO's Citizen's Charter as approved by or as submitted to ARTA.

[9] The start date for the process is the date of the submission of complete documents and the end date is when the client is notified of the check. The prescribed period shall be based on PCSO's Citizen's Charter as approved by or as submitted to ARTA.

[10] Deliverables refer to systems/applications.

(Based on the ISSP 2025-2027 as submitted to or as approved by the DICT)