

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

Strategic Objective (SO) / Strategic Measure (SM)		Component Formula		Weight	Rating System	Annual Target	Target (3rd Qtr)	Actual
As of 3rd Quarter								
SOCIAL IMPACT								
SO 1	Provide Funds for Health Programs and Charities of National Character							
SM 1	Payment of Mandatory Contributions	Number of Recipient Agencies that Received 100% of Mandatory Contributions Due for 2025 / Total Number of Recipient Agencies ^[1]	20%	(Actual / Target) x Weight	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions (14 Agencies)	
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)	Distribution of 375 Patient Transport Vehicles (PTVs)	Distributed 687 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	₱2.5 Billion	₱48,332,663,664.44	
SO 3								
Improve Collection Efficiency and Budget Utilization								
SM 4a	Collection Efficiency Rate (Lotto)	Actual Lotto Collections / Amount Due to PCSO ^[2]	7.50%	(Actual / Target) x Weight ^[3]	100%	100%	100%	
SM 4b	Collection Efficiency Rate (STL)	Actual STL Collections / Amount Due to PCSO ^[4]	7.50%	(Actual / Target) x Weight ^[5]	100%	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%	67.5%	65.44%	
Sub-Total			40%					

FINANCIAL

CUSTOMERS		INTERNAL PROCESS	
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)	(Actual / Target) x Weight If Below 80% = 0%
		5%	90%
	Sub-Total	5%	90%
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	(Actual / Target) x Weight
		5%	100%
			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	(Actual / Target) x Weight
		5%	100%
			100%
SM 9	ISO 9001:2015 Certification	Actual Accomplishment	Maintain ISO 9001:2015 Certification for all processes Covered in 2024
		2.50%	Conduct of relevant Seminars and Trainings
			<ul style="list-style-type: none"> • OMS Road Mapr Approved • Relevant trainings were conducted: <ul style="list-style-type: none"> • July 4, 2025 QMS Awareness Incl. CSS Awareness • July 9-10, 2025 QMS Documentation Enhancement • July 11, 2025 Understanding Business Continuity Management Systems (BCMS) ISO 22391:2019 • August 5, 2025 ISO 9001:2015 Document and Records Control Training • August 19, 2025 Understanding Information Security Management System (ISMS) ISO 27001:2022 • August 27, 2025 Understanding Environmental Management Systems (EMS) ISO 14001:2015 • September 4-5, 2025 Internal Quality Audit (IQA) Training and Report Writing • September 8, 2025 ISO Principles and Application of 5S/7S of Good Housekeeping • September 9, 2025 IQA Root Cause Analysis and Corrective Actions • September 24-26, 2025 Risk Awareness, Risk Assessment and Risk Workshop
SM 10	Obtain Level III World Lottery Association (WLA) Certification	Actual Accomplishment	Attainment of WLA Level III Certification
		5%	
	Sub-Total	17.50%	
			<ul style="list-style-type: none"> • Submitted the Report on Responsible Gaming Framework to WLA on April 30, 2025 • Submitted updated report on Responsible Gaming Framework to WLA through the DigitalRG online platform on September 30, 2025.

LEARNING & GROWTH	
SO 6	Hire, Develop, and Retain Competent and Motivated Personnel
SM 11	<p>Percentage of Employees with Required Competencies Met</p> <p>Competency Level 2025 – Competency Level 2024:</p> <p>Where competency level = Total Number of Employees with Required Competencies Met / Total Number of Employees</p> <p>5%</p> <p>All or Nothing</p> <p>Increase from 2024 Actual Competency</p> <p>•Documentation on recent coaching with coaches</p> <p>•Conduct of Coaching and Mentoring Activity</p> <p>Translated assessment results into Individual Development Plans (IDPs). 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>Started August 26, 2025</p> <p>•Progress Check 25: September 15, 2025</p> <p>•Final Update: October 20, 2025</p> <p>•July 30, 2025 to August 1, 2025 (Batch 1)</p> <p>•August 6-8, 2025, (Batch 2)</p> <p>August 13-15, 2025</p> <p>Development of Individual Development Plans (IDP) of 65 coaches</p> <p>Ongoing Conduct of Coaching Sessions for 65 identified coaches. Monitoring of coaching progress and review of coaching logs.</p>
SM 12	<p>Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan</p> <p>Actual Accomplishment</p> <p>2.50%</p> <p>All or Nothing</p> <p>Board-Approved Public Service Continuity Plan (PSCP)</p> <p>Preparation of DRRM Plan</p> <p>Completed the procurement of Highly Technical Consultant for the establishment of a Public Service Continuity Plan (PSCP)</p>
SO 7	Acquire and/or Develop Relevant Technology to Support Internal Processes
SM 13	<p>Percentage of Completion / Implementation of ISSP</p> <p>Number of Deliverables Accomplished / Total Number of 2025 Deliverables.</p> <p>5%</p> <p>(Actual / Target) x Weight</p> <p>100% attainment of 2025 deliverables based on the approved ISSP 2025-2027 as submitted to the MITHI Secretariat</p> <p>Medical Assistance Program (MAP)</p> <p>Continuation of MAP Rollout to seventy-three (73) Branch offices on or before December 31, 2025</p> <p>100%</p> <p>Medical Assistance Program (MAP)</p> <p>Conducted MAP Roll-out to the PCSO Branch Offices</p> <p>July 7-11, 2025 Bulacan, Pampanga, Bataan</p> <p>July 14-18, 2025 La Union, Cavite, Rizal</p> <p>July 21-25, 2025 Tarlac, Laguna, Misamis Oriental</p> <p>July 28-29, 2025, to August 1, 2025</p>

<p>Medical Services Information System (MSIS)</p> <p>Deployment of the following modules not later than October 31, 2025:</p> <ul style="list-style-type: none"> 1. Patient Module 2. Pharmacy Module <p>50%</p> <p>Deployment of the following modules not later than December 31, 2025:</p> <ul style="list-style-type: none"> 1. Dental Module 2. Medical Module <p>100%</p>	<p>Medical Services Information System (MSIS)</p> <ul style="list-style-type: none"> • The enhancement work has been completed for the following MSIS modules: <ul style="list-style-type: none"> o Patient Profiling o Pharmacy <p>60%</p>
<p>Human Resource System (HRS)</p> <p>Assist the end-user (HRD) in creating the Terms of Reference and submitting the pertinent procurement documents for the HRS to the Bids and Awards Committee on or before October 31, 2025.</p> <p>(primary responsible unit - HRD)</p> <p>100%</p>	<p>Human Resource System (HRS)</p> <p>The final Terms of Reference (TOR) for the HRS was transmitted to the HR Department on June 3, 2025, and approved by the General Manager on July 7, 2025.</p> <p>75%</p>
<p>Electronic Records Management System (ERMS)</p> <p>Enhancement and deployment of ERMS Records Disposal Module not later than December 31, 2025</p> <p>(primary responsible unit - CRLD, GSD)</p> <p>100%</p>	<p>Electronic Records Management System (ERMS)</p> <p>100% completion of enhancement for the following modules / functionalities:</p> <ul style="list-style-type: none"> o Dissemination o Generation of spreadsheet reports o Table sorting <p>75%</p>

<u>Computerized Accounting System (CAS)</u>	<u>Computerized Accounting System (CAS)</u>
<p>Provision of assistance to the end user (ABD) in the preparation of pertinent procurement documents for the CAS</p> <p>(primary responsible unit - ABD)</p> <p>100%</p>	<p>Submitted the pertinent procurement documents to the AGM for MSS, Accounting and Budget Department, and transmitted to the Office of the General Manager on June 16, 2025:</p> <p>Ongoing conduct of comprehensive market scoping to identify appropriate technology providers, assess deployment models, and determine budgetary benchmarks.</p> <p>75%</p> <p><i>Note: The provision of assistance is subject to the end-user's (ABD) request and the receipt of complete documents required in the preparation of procurement documents.</i></p>
<p><u>PCSO Corporate Website</u></p>	<p><u>PCSO Corporate Website</u></p>

	<p>Continuous development of the following systems by in coordination with OGM Creatives Team)</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 on or before December 31, 2025</p> <p>100%</p>	<ul style="list-style-type: none"> • 100% developed of the new PCSO Corporate Website and Content Management System (CMS) based on Design from the Creatives & Production, OGM. • Presented the updates of new PCSO Corporate Website to the IT Manager. • Deployed the new PCSO Corporate Website to the Test Server on August 10, 2025 • Presented the new PCSO Corporate Website to the Creative & Production, OGM, on August 20, 2025. • Presented the new PCSO Corporate Website to the Corporate Planning Department (CPD) on August 20, 2025. • Conducted the VAPT of new PCSO Corporate Website on August 27, 2025 • Conducted the UAT of new PCSO Corporate Website to CPD on August 28, 2025 <p>90%</p>
	<p>Agent Management System (AMS)</p> <p>Full Implementation of the AMS on or before December 31, 2025</p> <p>100%</p>	<p>Agent Management System (AMS)</p> <ul style="list-style-type: none"> • Successfully developed the AMS-Change of Information Module on April 4, 2025 • Implemented the AMS-Changed Information Module on April 15, 2025 • Successfully developed the AMS-Reports Module and implemented on May 16, 2025 • Agency Application deployed on June 23, 2025 <p>80%</p> <p><i>Note: Awaiting instruction from the end-user for the development of Notice of Extension Module</i></p>
		<p>100%</p>

[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]