

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

w	Component				Annual Target	As of 4th Quarter		
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
SOCIAL IMPACT	SO 1	Provide Funds for Health Programs and Charities of National Character						
	SM 1	Payment of Mandatory Contributions	$\frac{\text{Number of Recipient Agencies that Received 100\% of Mandatory Contributions Due for 2025}}{\text{Total Number of Recipient Agencies[1]}}$	20%	(Actual / Target) x Weight	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions	100% Mandatory Contributions Paid (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 125 Patient Transport Vehicles (PTVs)	Distributed 990 Patient Transport Vehicles (PTVs)
	Sub-Total			25%				
FINANCIAL	SO 2	Increase and Sustain Revenues						
	SM 3	Gross Revenue/Sales	Actual Accomplishment	20%	(Actual / Target) x Weight	₱70 Billion	₱70 Billion	₱64.86 Billion
	SO 3	Improve Collection Efficiency and Budget Utilization						
	SM 4a	Collection Efficiency Rate (Lotto)	$\frac{\text{Actual Lotto Collections}}{\text{Amount Due to PCSO[2]}}$	7.50%	$\frac{\text{(Actual / Target) x Weight[3]}}{\text{Weight[3]}}$	100%	100%	100%
	SM 4b	Collection Efficiency Rate (STL)	$\frac{\text{Actual STL Collections}}{\text{Amount Due to PCSO[4]}}$	7.50%	$\frac{\text{(Actual / Target) x Weight[5]}}{\text{Weight[5]}}$	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%	90%	80.66% (As of November 2025)	
Sub-Total				40%				

CUSTOMERS	SO 4	Ensure High Level of Customer Satisfaction						
	SM 6	Percentage of Satisfied Customers	<u>Number of Respondents who gave a Rating of at Least Satisfactory / Total Number of Respondents</u> [6]	5%	(Actual / Target) x Weight If Below 80% = 0%	90%	90%	Completed Client Satisfaction Measurement on December 31, 2025. The report on results of the 2025 CSM is being prepared for submission to ARTA on or before April 30, 2026 pursuant to ARTA MC No. 2023-04, S. 2023
		Sub-Total		5%				
INTERNAL PROCESS	SO 5	Improve Process Efficiency						
	SM 7	Percentage of MAP Applications Processed within Prescribed Period	<u>Number of Guarantee Letters Issued Within Prescribed Period</u> [8] / <u>Total Number of Applications</u>	5%	(Actual / Target) x Weight	100%	100%	NCR: (37,761 Processed /37,761 Received) 100% as of December 31, 2025 Branches: (53,053) Processed / 53,058 Received) 99.99% Average: (90,814 Processed / 90,809 Received) 99.99%
	SM 8	Percentage of Guarantee Letters Processed within Prescribed Period (MAP)	<u>Number of Guarantee Letters Utilized Issued with Checks Processed Within the Prescribed Period</u> [9] / <u>Total Number of GLs Utilized</u>	5%	(Actual / Target) x Weight	100%	100%	NCR: (28,831/ 28,831) 100% Branches: (50,608 GLs/ 50,608 No. of GLs Processed) 100% Average: (79,439 Processed / 79,439 Received) 100.00%
	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 1st Surveillance Audit	First Surveillance Audit conducted by DQS Philippines on December 3-5, 2025 revealed five (5) Positive Observations, Eleven (11) Opportunities for Improvement and Zero (0) Non-Conformities. The audit team recommended the maintenance of existing ISO 9001:2015 Certification of the Agency.
	SM 10	Obtain Level III World Lottery Association (WLA) Certification	Actual Accomplishment	5%	All or Nothing	Attainment of WLA Level III Certification	Attainment of WLA Level Certification	PCSO successfully attained WLA Level 3 Responsible Gaming Certification.
		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	1. Compute Baseline Improvement and Measure Overall Progress 2. Submission of results to the GCG 3. Increased Competency Level of PCSO A point increment of 5.41% increment in the competency level of PCSO was achieved. The final report on the competency baseline was approved by the Board of Directors on December 15, 2025 and submitted to GCG on December 17, 2025.
	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)	Board Approved DRRMP; Submission to GCG The Public Service Continuity Plan (PSCP) was approved by the Board on December 15, 2025 and submitted to GCG on December 17, 2025.
SO 7 Acquire and/or Develop Relevant Technology to Support Internal Processes							
SM 13	Percentage of Completion / Implementation of ISSP	Number of Deliverables Accomplished / Total Number of 2025 Deliverables.	5%	(Actual / Target) x Weight	100% attainment of 2025 deliverables based on the approved ISSP 2025-2027 as submitted to the MITHI Secretariat	<p>1. Medical Assistance Program (MAP)</p> <ul style="list-style-type: none"> Continuation of the MAP Rollout to Twelve (12) Branch Offices. <p>100%</p> <p>2. Medical Services Information System (MSIS)</p> <p>Continues development of the following modules by September 30, 2025</p> <ul style="list-style-type: none"> Medical Module Dental Module <ul style="list-style-type: none"> Full implementation OF MSIS. <p>100%</p> <p>3. Human Resource System (HRS)</p> <p>Participation of ITSD in the Bidding Process as directed by the Bids and Awards Committee</p> <ul style="list-style-type: none"> Pre-Bid Conference Opening of Bids Technical Evaluation of Bids <p>100%</p>	<p>Medical Assistance Program (MAP)</p> <p>Conducted MAP Roll-out to the PCSO Branch Offices</p> <p>A total of 67 Branches have been deployed with two (2) systems</p> <p>100%</p> <p>Medical Services Information System (MSIS)</p> <p>The following MSIS modules were fully implemented:</p> <ol style="list-style-type: none"> Medical Module Dental Module <p>100%</p> <p>Human Resource System (HRS)</p> <p>The final Terms of Reference (TOR) of the HRS approved by the General Manager on July 7, 2025.</p> <p>Prepared the HRS presentation and submitted to the IT consultant.</p> <p>Forwarded the revised HRS TOR to the TWG Head for review and finalization based on IT Consultant's recommendation on November 13, 2025.</p> <p>75%</p>

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<p><u>4. Computerized Accounting System (CAS)</u></p> <p>Participation of ITSD in the Bidding Process as directed by the Bids and Awards Committee</p> <ul style="list-style-type: none"> • Pre-Bid Conference • Opening of Bids • Technical Evaluation of Bids <p style="text-align: center;">100%</p>	<p style="text-align: center;"><u>Computerized Accounting System (CAS)</u></p> <p>The Purchase Request (PR No. 05-07-250203), together with the complete pertinent procurement documents, was prepared by the IT Services Department.</p> <p>However, the Purchase Request was cancelled on October 17, 2025.</p> <p>The procurement of the Computerized Accounting System (CAS) will be resubmitted for early procurement in 2026.</p> <p style="text-align: center;">100%</p> <p>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. .</p>
<p style="text-align: center;"><u>5. PCSO Corporate Website</u></p> <p>Full implementation of the sub-system by December 31, 2025:</p> <ul style="list-style-type: none"> • Content Management System (CMS) <p style="text-align: center;">100%</p>	<p style="text-align: center;"><u>PCSO Corporate Website</u></p> <p>The following sub-systems was fully implemented on the new PCSO Website (pending switchover):</p> <ul style="list-style-type: none"> •Content Management System •Lotto Result Information System (LRIS) •Cotejo Uploading •BAC Posting System <p style="text-align: center;">100%</p>
<p style="text-align: center;"><u>6. Agent Management System (AMS)</u></p> <p>Full Implementation of the AMS</p> <p style="text-align: center;">100%</p>	<p style="text-align: center;"><u>Agent Management System (AMS)</u></p> <p>Successfully developed the AMS-Agency Agreement Module on October 7, 2025</p> <p>The Notice of Extension module was completed on December 2, 2025 with User Acceptance Test (UAT)</p> <p style="text-align: center;">100%</p>
<p style="text-align: center;"><u>7. Electronic Records Management System (ERMS)</u></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 style="text-align: center;">100%</p>	<p style="text-align: center;">Electronic Records Management System (ERMS)</p> <p>100% Electronic Records Management System (ERMS) was successfully implemented.</p>

