

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

Component					Proposed Target	
Objective/Measure	Formula	Weight	Rating System	1st Quarter		
				Annual Target	Actual	
SO 1 Provide Funds for Health Programs and Charities of National Character						
SOCIAL IMPACT	SM 1	Payment of Mandatory Contributions	Number of Recipient Agencies that Received 100% of Mandatory Contributions Due for 2026 / Total Number of Recipient Agencies [1]	20%	(Actual / Target) x Weight	100% Payment of Mandatory Contributions 100% Payment of Mandatory Contributions to: 1. Commission on Higher Education 2. National Council of Disability Affairs 3. Philippine Sports Commission 4. Dangerous Drugs Board 5. National Council on Disability Affairs
	SM 2	Support to Medical Services	Number of Patient Transport Vehicles (PTVs) distributed for 2026	5%	(Actual / Target) x Weight	Distribution of 258 Patient Transport Vehicles (PTVs) Distributed 8 Patient Transport Vehicles (PTVs)
			Number of Landing Craft Vessels (LCVs) distributed for 2026	2%	(Actual / Target) x Weight	Distribution of Five (5) Landing Craft Vessels (LCVs) Conducted market study on the procurement of Landing Craft Vessels (LCVs) for the preparation of the Terms of Reference for the procurement of Landing Craft Vessels (LCVs)
	Sub-Total			27%		
SO 2 Increase and Sustain Revenues						
SM 3	Gross Revenue/Sales	Actual Accomplishment	20%	(Actual / Target) x Weight	P68.702 Billion	P16,269,499,514.47
SO 3 Improve Collection Efficiency and Budget Utilization						

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FINANCIAL	SM 4a	Collection Efficiency Rate (Lotto)	Actual Lotto Collections / Amount Due to PCSO[2]	7.50%	(Actual / Target) x Weight[3]	100%	100% 5,699,340,125.24/ 5,699,340,125.24
	SM 4b	Collection Efficiency Rate (STL)	Actual STL Collections / Amount Due to PCSO[4]	7.50%	(Actual / Target) x Weight[5]	100%	99% 4,032,706,835.17/ 4,032,961,571.30
	SM 5	Disbursements Budget Utilization Rate	Total Disbursements / Total DBM-Approved Corporate Operating Budget (<i>Both Net of PS Cost</i>)	5%	(Actual / Target) x Weight	90%	15.54%
		Sub-Total		40%			
SO 4	Ensure High Level of Customer Satisfaction						

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CUSTOMERS	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%	Ongoing conduct of Client 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 [7] / Total Number of Applications	5%	(Actual / Target) x Weight	100%	NCR: 100% (6,359/ 6,359) Branches: 100% (53,071/ 53,071) 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[8] / Total Number of GLs Utilized	5%	(Actual / Target) x Weight	100%	NCR: 99.98% (5,220/ 5,219) Branches: 100% (50,824/ 50,824) Average: 99.99%
	SM 9	ISO 9001:2015 Certification	Actual Accomplishment	2.50%	All or Nothing	Maintain ISO 9001:2015 Certification for all processes Covered in 2025 (Second Audit Surveillance)	Ongoing procurement of a Highly Technical Consultant for the Conduct of QMS Trainings

INT	SM 10	World Lottery Association (WLA) Certification	Actual Accomplishment	3%	All or Nothing	Submission of Application to Obtain World Lottery Association-Security Control Standard: 2024 Level 1 Certification	Approval of 13 Security Control Standard Policies by the PCSO Board: 1. Encryption Policy 2. Environmental Security Policy 3. Incident and Problem Management Policy 4. Internal Application Security Policy 5. Patch Management and Testing Methodology Policy 6. Policy on Segregation of Duties for Lottery Operations 7. PCSO Vetting and INtegrity Policy 8. Responsible Disclosure Policy 9. Personnel Security and Protection Policy 10. Supplier Management Policy 11. Secure Coding Policy 12. Physical Security and Access Control Policy 13. Risk Management Policy
	SO 6	Acquire and/or Develop Relevant Infrastructures to Support Internal Processes					
	SM 11	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2026 Attained / Total Number of Deliverables Due for 2026	5%	(Actual / Target) x Weight	100% Attainment of 2026 Deliverables[9] (Based on the ISSP 2025-2027 as submitted to or as approved by the MITHI)	<p style="text-align: center;">Medical Assistance Program (MAP)</p> <p>Enhancement of the following MAP Modules:</p> <ul style="list-style-type: none"> • MAP Portal (End-user) • MAP Online MAP (Applicant) <p style="text-align: center;">30%</p> <hr/> <p style="text-align: center;">Medical Services Information System (MSIS)</p> <p>Development of the following modules:</p> <ul style="list-style-type: none"> • Patient Profiling Module • Pharmacy Module <p style="text-align: center;">100%</p> <ul style="list-style-type: none"> • March 3, 2026 - Conducted UAT of MSIS - Pharmacy Module • March 16, 2026 - Conducted demonstration of MSIS - Patient Profiling Module.

						<p>Medical Services Information System (MSIS)</p> <ul style="list-style-type: none"> • Dental Module • Medical Module <p>Development of MSIS Dental Module 100%</p> <p>Development of Medical Module 20%</p> <p style="text-align: center;">60%</p> <ul style="list-style-type: none"> • Conducted demonstration of MSIS Dental Module to MSD on March 16, 2026 • On-going development of Medical Module
						<p style="text-align: center;">Regional Bids and Awards Committee (RBAC)</p> <ul style="list-style-type: none"> • Prepared the RBAC Process Flow Diagram procedure from the Branch Operations Sector (BOS) and List of Fields On January 15, 2026 • The RBAC Process Flow Diagram and List of Fields were forwarded to the SWGD-RBAC Development Team on February 24, 2026 • The timeline for development submitted by the RBAC Development Team was approved by the ITSD Manager and transmitted to the BOS on March 25, 2026 <p style="text-align: center;">50%</p>

						<p>Electronic Records Management System (ERMS)</p> <ul style="list-style-type: none"> • Encoding of General Record Disposition Schedule and PCSO Recirds Disposition Schedule - 100% developed • Classifying of Records - 100% developed • Conducted demonstration of Encoding of GRDS and PCSO RDS module and Classifying of Records module on February 25, 2026 • Conducted UAT for Encoding of GDRS and PCSO RDS module and Classifying of Records module on February 27, 2025 • CRLD conducted the training for Encoding of GDRS and PCSO RDS module and Classifying of Records module on March 31, 2026 <p style="text-align: center;">100%</p>
						<p>System Integration Charity Assistance Programs (SICAP)</p> <ul style="list-style-type: none"> • Development of Institution Partnership Program (IPP) <p style="text-align: center;">100%</p> <ul style="list-style-type: none"> • Conducted UAT of SICAP- Institution Partnership Program (IPP) on February 5,2026 - • Requested to DAD to deploy into Production Server for deployment on February 11, 2026
						<p>Enterprise Licenses Agreement and Unified Support (3 years)</p> <p>The Terms of Reference (TOR) was forwarded to the Office of the General Manager on February 2, 2026 and has been validated by the consultant.</p> <p style="text-align: center;">100%</p>

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					<p style="text-align: center;">PCSO Cloud Primary Site (Cloud Infrastructure) (3 years)</p> <p>The existing Cloud Primary Site will be renewed for a period of six (6) months</p> <p style="text-align: center;">100%</p>
					<p style="text-align: center;">Managed Security Operations Center (MSOC) and Vulnerability Assessment and Penetration Test (VAPT)</p> <p>The Terms of Reference (TOR) was forwarded to the Office of the General Manager on February 2, 2026.</p> <p style="text-align: center;">100%</p>
					<p style="text-align: center;">Hybrid Data Protection and Recovery Platform</p> <p>The Terms of Reference (TOR) was forwarded to the Office of the General Manager on January 30, 2026.</p> <p style="text-align: center;">100%</p>
					<p style="text-align: center;">Enhancement of Existing Bitdefender Next Generation Anti-Virus (NGAV) with Full-Spectrum Managed Extended Detection and Response (MXDR)</p> <p>The Terms of Reference (TOR) was forwarded to the Office of the General Manager on February 6, 2026.</p> <p style="text-align: center;">100%</p>

						<p style="text-align: center;">Establishment and Enhancement of Corporate Network and Data Center</p> <p>On-going market scoping and preparation of pertinent procurement documents</p> <p style="text-align: center;">25%</p>
						<p style="text-align: center;">Enterprise IT Infrastructure Expansion Project</p> <p>On-going market scoping and preparation of pertinent procurement documents</p> <p style="text-align: center;">25%</p>
						<p style="text-align: center;">Data Center Facilities Maintenance (Quarterly Maintenance)</p> <p>The technical specifications for the Data Center Facilities Maintenance were forwarded to the Office of the General Manager for review and approval on February 26, 2026.</p> <p style="text-align: center;">100%</p>
	Sub-Total		20.5%			
SO 7	Hire, Develop, and Retain Competent and Motivated Personnel					
SM 12	Percentage of Employees with Required Competencies Met	Competency Level 2026 – Competency Level 2025; Where competency level = Total Number of Employees with Required Competencies Met / Total Number of Employees	5%	All or Nothing	Increase from 2025 Actual Competency	Procured services of Highly Technical Consultant for Comptency-Based Human Resource System.(March 4, 2026)

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SM 13	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Total Number of Exercise/Drills/Tests Conducted in 2026 over Total Number of Exercise/Drills/Tests Schedules in 2026[10]	2.50%	(Actual/Target) x Weight	Implementation of the Board-Approved Public Service Continuity Plan (PSCP)	Ongoing coordination for the conduct of exercise/drills/test: 1. Quarterly Nationwide Simultaneous Earthquake Drill (Emergency Preparedness and Response Sub-Committee (EPRSC) / Disaster Control Group) 2. Occupational First Aid and Basic Life Support Cardiopulmonary Resuscitation with Automated External Defibrillator 3. Basic Occupational Safety and Health Training (Occupational Safety and Health Center)
	Sub-Total		7.5%			
	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.

[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] 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.

[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 check. The prescribed period shall be based on PCSO's Citizen's Charter as approved by or as submitted to ARTA.

[9] Deliverables refer to systems/applications.

[10] As enumerated under the Testing and Maintenance Section of the PSCP.