

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

<p><b>MANDATE</b> RA 1169 AN ACT PROVIDING FOR CHARITY SWEEPSTAKES HORSE RACES AND LOTTERIES</p>	<p><b>VISION</b> The PCSO is the government agency committed to excellence in generating sustainable funds for health programs and charities of national character primarily through responsible gaming towards a prosperous, inclusive and resilient society.</p>		
<p><b>Enhanced Contribution to Social Protection</b></p>			
<p><b>MISSION</b> We champion transparent, sustainable and responsible gaming by continuously innovating and enhancing our products and services.  We provide equal access, and deliver timely and responsive assistance to eligible recipients and beneficiaries.  We develop our people's competencies, and increase environmental awareness towards operational resilience.  We establish strong partnerships with responsible agents and stakeholders.</p>	<p><b>SOCIAL IMPACT</b></p>	<p>PROVIDE FUNDS FOR HEALTH PROGRAMS AND CHARITIES OF NATIONAL CHARACTER</p>	
	<p><b>FINANCE</b></p>	<p>INCREASE AND SUSTAIN REVENUES</p>	<p>IMPROVE COLLECTION EFFICIENCY AND BUDGET</p>
	<p><b>CUSTOMERS</b></p>	<p>ENSURE HIGH LEVEL OF CUSTOMER SATISFACTION</p>	
	<p><b>INTERNAL PROCESS</b></p>	<p>IMPROVE PROCESS EFFICIENCY</p>	<p>ACQUIRE AND/OR DEVELOP RELEVANT INFRASTRUCTURES TO SUPPORT INTERNAL PROCESSES</p>
	<p><b>LEARNING AND GROWTH</b></p>	<p>HIRE, DEVELOP, AND RETAIN COMPETENT AND MOTIVATED PERSONNEL</p>	
	<p><b>VALUES</b> Patriotism   Integrity   Excellence   Spirituality   Compassion</p>		

2026 PERFORMANCE SCORECARD (Annex B)

PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026	
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 2026 / Total Number of Recipient Agencies <sup>1</sup>	20%	(Actual / Target) x Weight	92.86% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions	100% Payment of Mandatory Contributions
	SM 2	Support to Medical Services	Number of Patient Transport Vehicles (PTVs) distributed for 2026	5%	(Actual / Target) x Weight	N/A	N/A	Distribution of 500 Patient Transport Vehicles (PTVs)	Distribution of 258 Patient Transport Vehicles (PTVs)
			Number of Landing Craft Vessels (LCVs) distributed for 2026	2%	(Actual / Target) x Weight	N/A	N/A	N/A	Distribution of 5 Landing Craft Vessels (LCVs)
		<b>Sub-Total</b>		<b>27%</b>					
SO 2	Increase and Sustain Revenues								
FINANCIAL	SM 4	Gross Revenue/ Sales	Actual Accomplishment	20%	(Actual / Target) x Weight	₱61.46 Billion	₱62.354 Billion	₱70 Billion	₱68.702 Billion

<sup>1</sup> 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.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026
<b>SO 3</b>	<b>Improve Collection Efficiency and Budget</b>							
SM 4a	Collection Rate (Lotto) Efficiency	Actual Lotto Collections / Amount Due to PCSO <sup>2</sup>	7.5%	(Actual / Target) x Weight <sup>3</sup>	99.62%	99.91%	100%	100%
SM 4b	Collection Rate (STL) Efficiency	Actual STL Collections / Amount Due to PCSO <sup>4</sup>	7.5%	(Actual / Target) x Weight <sup>5</sup>	99.92%	99.99%	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	95.36%	89.71%	90%	90%
	<b>Sub-Total</b>		<b>40%</b>					

<sup>2</sup> Collections with pending and active cases shall be taken out from the universe during the annual validation.  
<sup>3</sup> Rating will be applied in actual performance per month; Annual rating will be computed based on the average of monthly ratings.  
<sup>4</sup> Collections with pending and active cases shall be taken out from the universe during the annual validation.  
<sup>5</sup> Rating will be applied in actual performance per month; Annual rating will be computed based on the average of monthly ratings.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026	
<b>CUSTOMERS</b>	<b>SO 4</b>	<b>Ensure High Level of Customer Satisfaction</b>							
	SM 6	Percentage of Satisfied Customers	Number of Respondents who gave a Rating of at Least Satisfactory / Total Number of Respondents <sup>6</sup>	5%	(Actual / Target) x Weight If Below 80% = 0%	99.17%	98.75%	90%	90%
		<b>Sub-Total</b>		<b>5%</b>					
<b>INTERNAL PROCESS</b>	<b>SO 5</b>	<b>Improve Process Efficiency</b>							
	SM 7	Percentage of MAP Applications Processed within Prescribed Period	Number of Guarantee Letters Issued Within Prescribed Period <sup>7</sup> / Total Number of Applications	5%	(Actual / Target) x Weight	99.58%	99.99%	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 <sup>8</sup> / Total Number of GLs Utilized	5%	(Actual / Target) x Weight	97.16%	99.98%	100%	100%

<sup>6</sup> Covers customers availing the GOCC's **external services** only.  
<sup>7</sup> 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.  
<sup>8</sup> 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.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026	
SM 9	ISO 9001:2015 Certification	Actual Accomplishment	2.5%	All or Nothing	Maintained ISO 9001:2015 Certification for all processes Covered in 2022	Maintained ISO 9001:2015 Certification for all processes Covered in 2023	Maintain ISO 9001:2015 Certification for all processes Covered in 2024	Maintain ISO 9001:2015 Certification for all processes Covered in 2025 (Second Surveillance Audit)	
				All or Nothing	Audit Scope Expanded for Benguet and Quezon Branches	ISO 9001:2015 Certificate on Processing of Prize Claims Includes Two (2) New Branches			
SM 10	World Lottery Association (WLA) Certification	Actual Accomplishment	3%	All or Nothing	N/A	N/A	Attainment of WLA Level III Certification	Submission of Application to Obtain World Lottery Association – Security Control Standard (WLA-SCS:2024) Level I Certification	
<b>SO 6</b>	<b>Acquire and/or Develop Relevant Infrastructures to Support Internal Processes</b>								
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 2023 Deliverables (4 out 4 deliverables)	100% Attainment of 2024 Deliverables (2 out 2 deliverables)	100% Attainment of 2025 Deliverables (Based on the ISSP 2025-2027 as submitted to or as approved by the DICT)	100% Attainment of 2026 Deliverables <sup>9</sup> (Based on the ISSP 2025-2027 as submitted to or as approved by the MITHI)	
	<b>Sub-Total</b>		<b>20.5%</b>						

<sup>9</sup> Deliverables refer to systems/applications.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026	
<b>LEARNING &amp; GROWTH</b>	<b>SO 7</b>	<b>Hire, Develop, and Retain Competent and Motivated Personnel</b>							
	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	Board-approved Competency Framework	Competency Baseline Established	Increase from 2024 Actual Competency	Increase from 2025 Actual Competency
	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 <sup>10</sup>	2.5%	(Actual/ Target) x Weight	N/A	N/A	Board-Approved Public Service Continuity Plan (PSCP)	Implementation of the Board-Approved Public Service Continuity Plan (PSCP)
	<b>Sub-Total</b>			<b>7.5%</b>					
<b>TOTAL</b>			<b>100%</b>						
<b>BONUS STRATEGIC MEASURES:</b>									
<b>FINANCIAL</b>	GAD Budget Utilization	Actual Disbursement for GAD-related Activities / Total COB	1%	All or Nothing	N/A	7.79%	5% of Total COB	5% of Total COB	

<sup>10</sup> As enumerated under the Testing and Maintenance Section of the PSCP.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2023	2024	2025	2026
INTERNAL PROCESS	ISO Certification on any of the following standards: i. Environmental Management System ii. Business Continuity Management Systems	Actual Accomplishment	1%	All or Nothing	N/A	N/A	ISO 14001:2015 Certification or ISO 22301:2019 Certification	Certification on Environmental Management System (ISO 4001:2015) or Business Continuity Management System (ISO 22301:2019)