



# Accomplishment Report

4<sup>th</sup> Quarter

October – December 2015

## In This Issue

The Quarter in brief.....	1
I. Gaming Revenues.....	3
<i>(Unaudited Figures)</i>	
II. Fund Provision/ Fund Augmentation.....	7
III. Operational Highlights.....	12

## 4<sup>th</sup> Quarter in Brief

The last quarter of 2015 posted a gross retail receipts of **Php9,619,077,374.00**. The amount represents the combined retail receipts from the sales of all PCSO gaming products namely; Lotto, Lotto Express (Keno), Sweepstakes, Small Town Lottery (STL) and Peryahan.



The revenues generated enabled PCSO to sustain its mandate of delivering health and medical services by distributing **98** ambulance units nationwide. Likewise, a total of **82,573** individual indigent patients, **51** institutions/organizations and **458** local government units (LGU's) around the country were given medical and financial assistance through its various charity programs.

In keeping with the Agency's vision of putting by 2020, a timely and responsive presence in every province, the Philippine Charity Sweepstakes Office opened new branch offices in **Nueva Vizcaya**, **Masbate** and **Davao Oriental** so that people in the said provinces and nearby municipalities can have access to the agency's medical and health services.

To be able to provide better and more accessible health and welfare-related assistance to the growing number of individuals who are in dire need of help, PCSO partnered with several dependable private and government hospitals through the PCSO Help Desk otherwise known as ASAP (**A**t **S**ource **A**ng **P**rocessing). For the period covered, six (6) hospitals namely Ospital ng Muntinlupa, Quirino Memorial Medical Center, Rizal Medical Center, East Avenue Medical Center, Jose Reyes Memorial Medical Center and Las Piñas General Hospital and Satellite Trauma Center signed a memorandum of agreement with PCSO for the implementation of the program.



### **MISSION**

To generate funds for health programs and charities of national character through charity sweepstakes races, lotteries and other similar activities.

### **VISION**

The PCSO, as the principal government agency for raising and providing funds for health programs, medical assistance and services shall by 2020 have a timely and responsive presence in every province.

### **CORE VALUES**

Professionalism  
Integrity  
Teamwork  
Creativity  
Service Orientation

PCSO does not only provide medical and financial assistance to the less fortunate members of the community but also creates millionaires. For the period covered, the agency was able to produce 14 millionaires who won the various lotto jackpot prizes. Among the biggest millionaires were the winners of Grand Lotto jackpot prize of P277,977,308.00 in October and Super Lotto jackpot prize of P212,501,452.00 in December.

Borne by PCSO's commitment to continually improve its operations and public service delivery and meet customer satisfaction, the agency geared for ISO certification. On December 18, 2015, third-party auditor TUV Rheinland Philippines recommended PCSO for ISO 9001:2008 certification after conducting audits on December 3 and December 17-18, 2015.

## Quality Policy

The PCSO is committed to the pursuit of quality, excellence and continual improvement in the conduct and management of online lottery procedures and processing of prize claims to meet customer needs and satisfaction as outlined in the scope of its QMS, in compliance with applicable laws, rules and regulations.

### I. GAMING REVENUES

#### A. PCSO Games Sales Performance

1. Retail Receipts of PCSO Main Games (Lotto, Lotto Express, Sweepstakes)
2. Retail Receipts of Other Games (STL, Peryahan)

#### B. Lotto and Digit Games Sales Performance

#### C. Lotto Winners

### II. FUND PROVISION / FUND AUGMENTATION FOR HEALTH, MEDICAL, SOCIAL SERVICES AND CHARITIES OF NATIONAL CHARACTER

#### A. Individual Medical Assistance Program

#### B. Endowment Fund Program

#### C. Institutional Partnership Program

#### D. Out-Patient Medical Services

#### E. Medical and Dental Missions

#### F. Medicine Donation Program

#### G. Health Capability Building for Informal Dwellers in Resettlement Area

#### H. Financial Assistance for the Purchase of Medicines and Supplies and Medical Equipment

#### I. PCSO Desk – ASAP (At Source ang Processing)

#### J. Ambulance Donation

#### K. Remittances of Mandatory Contributions

### III. OPERATIONAL HIGHLIGHTS

#### A. Management Initiatives

1. Increased Number of On-Line Lottery Outlets
2. Expansion of Operations
3. ISO Certification
4. Construction of PCSO Corporate Center

#### B. Information System Projects

1. Human Resource Information System
2. Computerized Accounting System

#### C. Personnel Development

1. Strategic Training Plan

#### D. Public Relations and Corporate Communications

1. PCSO Event Coverage
2. Corporate Image Building

## MAJOR GAMES



**DRAW SCHEDULE**

Tuesday – Thursday – Saturday



**DRAW SCHEDULE**

Monday – Wednesday – Friday



**DRAW SCHEDULE**

Tuesday – Thursday – Sunday



**DRAW SCHEDULE**

Monday – Wednesday – Saturday



**DRAW SCHEDULE**

Friday and Sunday



**DRAW SCHEDULE**

Every last Sunday of the month

## I. GAMING REVENUES

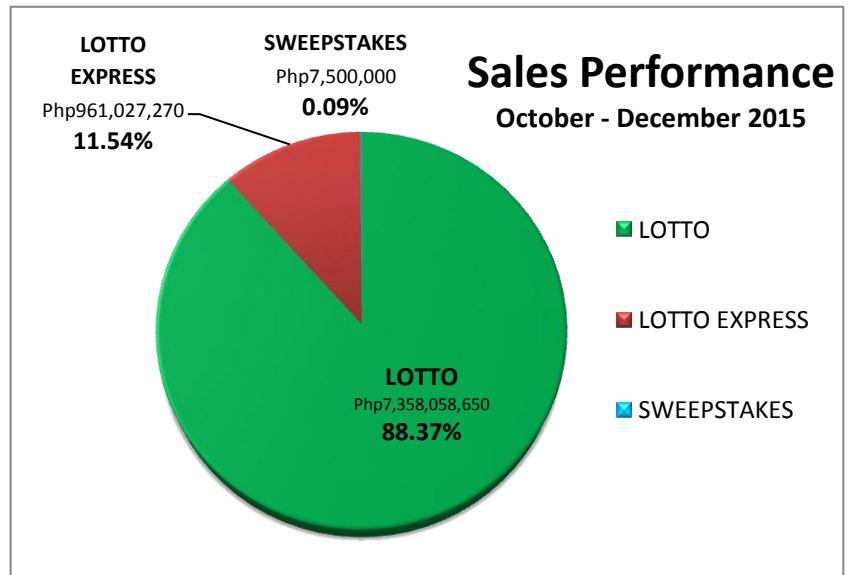
### A. PCSO Games Sales Performance

- Retail Receipts of PCSO Main Games (Lotto, Lotto Express, Sweepstakes)

The table and figure below show the retail receipts of PCSO Games for the fourth quarter of 2015:

**Table 1. Retail Receipts of PCSO Main Games for the Fourth Quarter of CY 2015**

Games	Retail Receipts		Variance	
	July to Sept. 2015	Oct. to Dec. 2015	(Php)	(%)
<b>LOTTO</b>	7,111,513,180.00	7,358,058,650.00	246,545,470.00	3.47%
<b>LOTTO EXPRESS</b>	907,222,960.00	961,027,270.00	53,804,310.00	5.93%
<b>SWEEPSTAKES</b>	7,500,000.00	7,500,000.00	0.00	0.00%
<b>TOTAL</b>	<b>8,026,236,140.00</b>	<b>8,326,585,920.00</b>	<b>300,349,780.00</b>	<b>3.74%</b>



**Figure 1. Percentage Share of PCSO Games to the total gross sales in the Fourth Quarter of CY 2015**

The combined retail receipts of Lotto, Lotto Express, and Sweepstakes for the fourth quarter of 2015 amounted to **Php8,326,585,920.00**. Analysis of the sales performance of the said games as reflected in Table 1 and exhibited in Figure 1 reveals that Lotto games posted the highest retail receipts of **Php7,358,058,650.00** comprising 88.37% of the combined retail receipts. Ranking 2nd in the contribution to the total retail receipts is the Lotto Express, grossing a revenue of **Php961,027,270.00**, corresponding to 11.54% of the total retail receipts. The Sweepstakes contributed **Php7,500,000.00** which represents 0.09% of the total retail receipts.

## DIGIT GAMES



**DRAW SCHEDULE**  
Monday to Sunday – 3x/day



**DRAW SCHEDULE**  
Monday to Sunday – 3x/day



**DRAW SCHEDULE**  
Monday – Wednesday – Friday



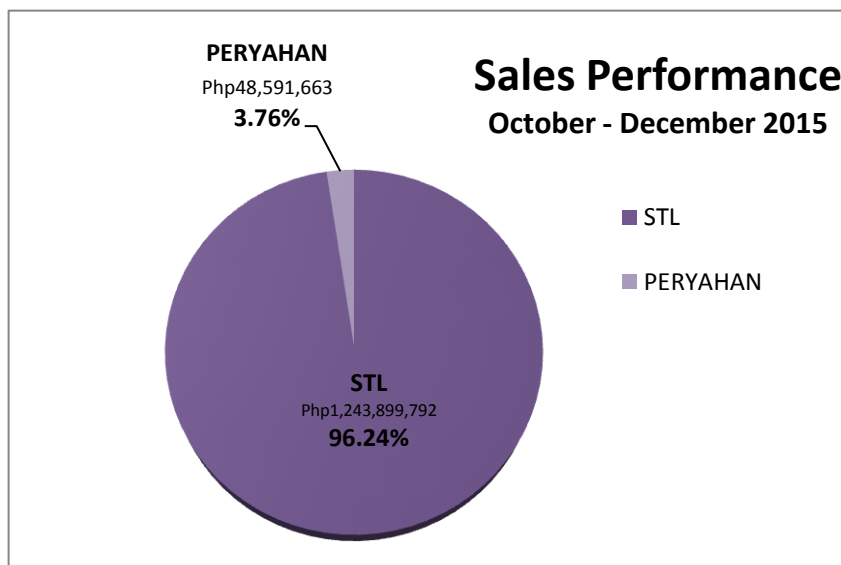
**DRAW SCHEDULE**  
Tuesday – Thursday – Saturday

In comparison with the previous quarter, the total retail receipts increased by 3.74% or **Php300,349,780.00**. The total retail receipts of **Php8,326,585,920.00** is indicative of a sales performance which exceeded the sales target of **Php8.3B** for the fourth quarter of 2015. The rate of variance is 0.32%, representing the amount of **Php26,585,920.00**

### 2. Retail Receipts of Other Games (STL, Peryahan)

**Table C.2** Retail Receipts of PCSO Other Games for the Fourth Quarter of CY 2015

Games	Retail Receipts July to Sept. 2015	Retail Receipts Oct. to Dec. 2015	Variance (Php)	Variance (%)
STL	1,188,245,737.00	1,243,899,792.00	55,654,055.00	4.68%
PERYAHAN	46,025,693.00	48,591,663.00	2,565,970.00	5.58%
<b>TOTAL</b>	<b>1,234,271,430.00</b>	<b>1,292,491,455.00</b>	<b>58,220,025.00</b>	<b>4.72%</b>



**Figure 2** Percentage Share to the total gross sales of Other Games in the Fourth Quarter of CY 2015

The sales from other games such as STL and Peryahan reached **Php1,292,491,455.00**. STL sales amounted to **Php 1,243,899,792.00**, comprising 96.24% while Peryahan contributed **Php48,591,663.00** or 3.76% to the sales.

## OTHER GAMES



### DRAW SCHEDULE

Monday to Sunday  
11 am, 1 pm, 4 pm,  
8 pm and 9 pm

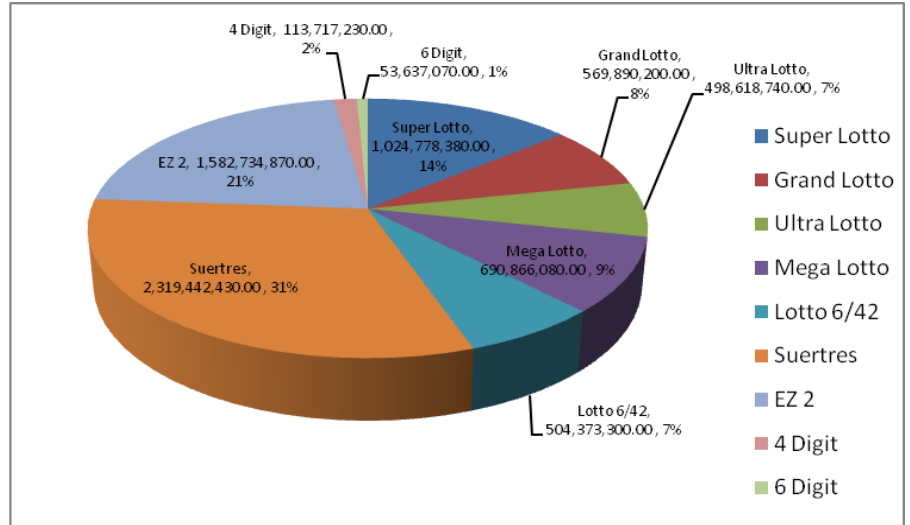


### DRAW SCHEDULE

Monday to Sunday  
7 am – 12 midnight  
Draw is held every 10 minutes

## B. Lotto Sales Performance

The combined sales of Lotto and Digit games in the amount of Php7,358,058,300.00 in the fourth quarter of 2015 demonstrated a boost by 3.3% or Php246,545,120.00 compared to the combined sales of Php7,111,513,180.00 in the third quarter.



**Figure 3. Combined Lotto and Digit Games Sales Performance**

As exhibited in Figure 3, Suertres recorded as the highest selling game among the Lotto and Digit games with its sales of Php2,319,442,430 which is equivalent to 31% of the total sales. EZ 2 followed with sales in the amount of Php1,582,734,870, equivalent to 21% of the total sales. Super lotto with sales of Php1,024,778,380 registered a 14% contribution to the total sales and came in as the third highest sales contributor. Mega Lotto, Grand Lotto, Ultra Lotto, 4 Digit and 6 Digit followed respectively. 6 Digit proved to be the least sales contributor in the fourth quarter with sales of Php53,637,070 which is merely 1% of the total sales.



**Individual Medical Assistance Program (IMAP)**

Individual Medical Assistance Program aims to provide financial assistance to individual patients through guarantee letters (GL) addressed to hospitals, diagnostic laboratories/centers, pharmacies and other health care facilities. The program covers the cost of hospitalization, medicines, medical supplies, diagnostic procedures, chemotherapy drugs, dialysis, hearing aid/implant, implants and prosthesis and medical needs of the beneficiaries.



Hundreds of Filipinos line up as early as 4:00 am every day at the PCSO Extension Office at the Lung Center of the Philippines to seek financial assistance for various medical and hospital needs.

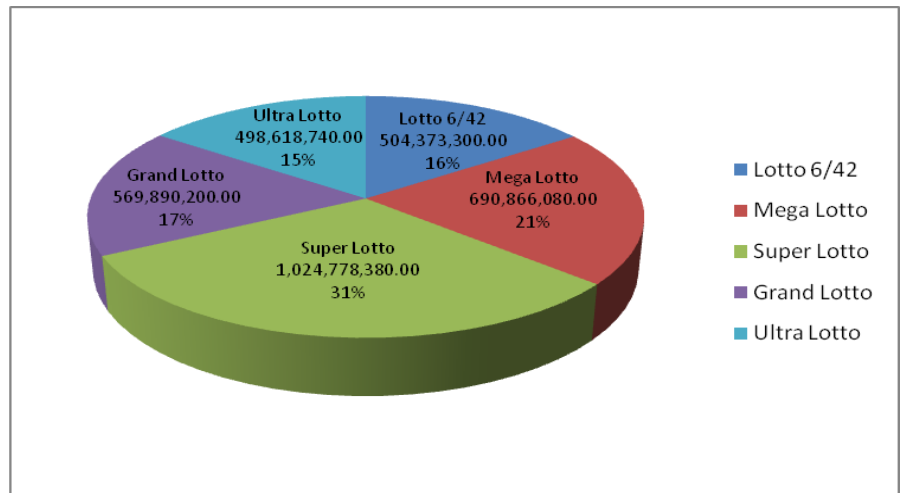


Figure 4. Lotto Games Sales Performance

Figure 4 reveals that among the Lotto games, Super Lotto is the most patronized by the playing public while Ultra Lotto seemed to be the least appealing to the playing public.

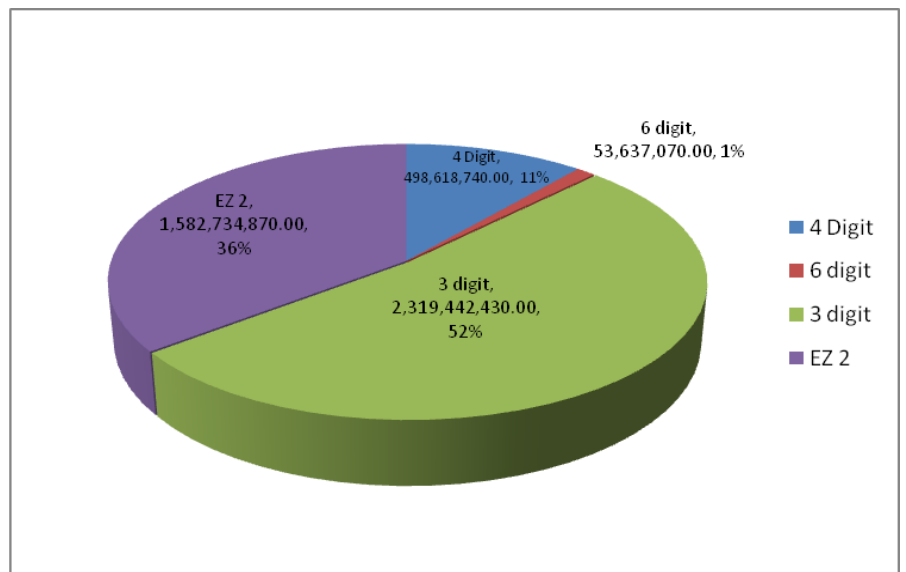


Figure 5. Digit Games Sales Performance

As expected based on prior years' sales performance of digit games, the Suertres and EZ 2 prevailed in the gross receipt sales for the last quarter of 2015, registering 52% or Php2,319,442,430.00 and 36% or P 1,582,734,870.00 respectively.



## Endowment Fund Program

The Endowment Fund Program provides direct fund assistance to partner health care facilities particularly government-run hospitals making medical assistance more accessible to charity patients. The program immediately addresses the medical care needs, medicines, medical and surgical supplies, diagnostic procedures needed for the management and treatment of the various illnesses of patients as funds are readily available to the partner hospitals making the program more responsive to the health needs of the beneficiaries.



PCSO Vice-Chairman and General Manager Atty. Jose Ferdinand Rojas II, together with Directors: Francisco Joaquin III, Betty Nantes, Mabel Mamba and Corporate Secretary Ramon Rodrigo pose with Charity Assistance Department Manager Rubin Magno and Endowment Fund beneficiaries during the ceremonial turn over of assistance to select public and private hospitals.

## C. Lotto Winners

During the last quarter of 2015, a total of fourteen (14) lucky patrons won the jackpot prize in all the lotto games. The Grand Lotto game with the highest jackpot prize of P277,977,308.00 during the quarter was bagged by a solo winner in the October 30, 2015 draw while the second highest jackpot prize of P212,501,452.00 in the Super Lotto Game also generated one (1) winner on its December 13, 2015 draw.

## II. FUND PROVISION / FUND AUGMENTATION FOR HEALTH, MEDICAL, SOCIAL SERVICES AND CHARITIES OF NATIONAL CHARACTER

### A. Individual Medical Assistance Program (IMAP)

For the period October to December 2015, PCSO approved the allocation of P1,981,434,470.11 for the benefit of 69,536 individuals nationwide who were in dire need of financial assistance for hospitalization, laboratory and/or medical procedures for various ailments including surgeries and treatment for terminal diseases (chemotherapy and dialysis, etc.).

REGION	No. of Indigent Patients Served			IMAP Assistance Granted (In Pesos)		
	Main Office	Branch Offices	Total	Main Office	Branch Offices	Total
NCR	14,991	0	14,991	715,257,325.20	0.00	715,257,325.20
CAR	74	205	279	4,402,000.00	8,287,588.00	12,689,588.00
Region I	304	1,774	2,078	17,311,680.00	41,581,445.00	58,893,125.00
Region II	255	2,242	2,497	14,688,600.00	34,436,926.02	49,125,526.02
Region III	3,165	8,378	11,543	155,071,725.00	194,275,320.54	349,347,045.54
Region IV - A	4,802	8,972	13,774	239,036,161.00	171,443,299.00	410,479,460.00
Region IV - B	217	1,345	1,562	12,787,000.00	16,038,648.73	28,825,648.73
Region V	268	3,231	3,499	14,596,800.00	48,002,960.54	62,599,760.54
Region VI	122	4,312	4,434	8,117,400.00	83,209,750.45	91,327,150.45
Region VII	43	3,347	3,390	4,200,400.00	53,139,235.91	57,339,635.91
Region VIII	163	949	1,112	7,974,700.00	16,857,583.81	24,832,283.81
Region IX	27	1,428	1,455	1,719,200.00	15,578,746.64	17,297,946.64
Region X	32	2,228	2,260	2,426,100.00	26,240,452.75	28,666,552.75
Region XI	17	2,488	2,505	1,035,500.00	33,880,456.40	34,915,956.40
Region XII	18	1,339	1,357	622,800.00	16,180,000.00	16,802,800.00
Region XIII	23	2,757	2,780	910,700.00	21,201,365.12	22,112,065.12
ARMM	20	0	20	922,600.00	0.00	922,600.00
<b>TOTAL</b>	<b>24,541</b>	<b>44,995</b>	<b>69,536</b>	<b>1,201,080,691.20</b>	<b>780,353,778.91</b>	<b>1,981,434,470.11</b>

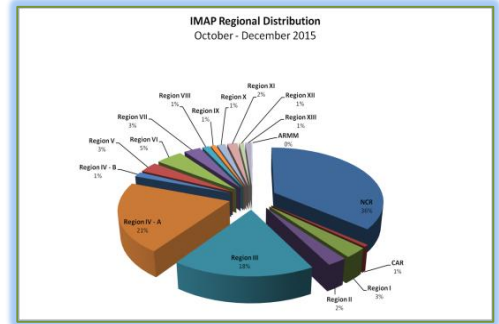


**Institutional Partnership Program**  
(Support to charities of national character)

*The PCSO Institutional Partnership Program is envisioned to provide and/or augment funds of charitable organization for the upgrading of health care facilities; purchase of medical supplies and equipment; construction and renovation of hospitals, municipal health center, day care centers; and sustenance of sick, elderly, the abandoned, the abused, and other disadvantaged groups of the society.*



Out of the 69,536 indigent patients who sought the agency's assistance during the period covered, 24,541 (35.29%) were served at the PCSO Main Office including its Extension Office at the Lung Center of the Philippines in Metro Manila while the remaining 44,995 patients (64.71%) were attended to in the 50 PCSO Branch Offices nationwide; and average financial assistance per patient amounted to P28,495.09 for the period. Similarly, from the P1,981,434,470.11 approved IMAP allocation, about 36% (P715,257,325.20) went to 14,991 indigent patients from the National Capital Region (NCR) followed by 13,774 indigent patients from Region 4-A with 21% share (P410,479,460.00) then Region 3 with 18% (P349,347,045.54) and benefitting 11,543 indigent patients and the remaining 25% of the total assistance were distributed in the other regions of the country.



The total approved amount is 6.93% more than the IMAP assistance of P1,853,104,853.27 granted in the 3<sup>rd</sup> quarter of 2015. A 3.96% increase in the number of individuals granted assistance during the period covered vis-a-vis the number of beneficiaries in the period July to September was also noted.

**B. Endowment Fund Program**

For the last quarter of 2015, financial assistance in the amount of seventeen million pesos (P17,000,000.00) under the Endowment Fund Program was released to the following partner hospitals: Dr. Jose N. Rodriguez Memorial Hospital (P2Million), Rizal Medical Center (P2Million), East Avenue Medical Center (P5Million), Lung Center of the Philippines (P5Million) and Bataan General Hospital (P3Million). During the same period, monitoring of the implementation of the program by the twenty-two (22) partner hospitals was conducted.

REGION	NO. OF PARTNER HOSPITALS MONITORED
• NCR	5
• Region 1	5
• Region 2	8
• CARAGA	4
<b>TOTAL</b>	<b>22</b>



### Out-Patient Medical Services

The PCSO provides basic medical services for walk-in or referred indigent patients thru its Medical Services Department located at its Lung Center of the Philippines (LCP) Extension Office. The agency also engaged the services of medical specialist and other health care professionals to provide free consultation, treatment of minor surgeries, emergency care and provision of free medicines.



### C. Institutional Partnership Program

During the period covered, 12 institutional partners from the National Capital Region (NCR) and Region 13 (CARAGA) were visited and monitoring of the implementation of the program was conducted under the Institutional Partnership Program.

INSTITUTIONAL PARTNERS MONITORED	REGION
1. Asilo de San Vicente de Paul	NCR
2. Asociacion de Damas de Filipinas	NCR
3. Boy's Home Unit	NCR
4. Foundling Home Unit	NCR
5. Friendship Home Luis Amigo	NCR
6. Girl's Home Unit	NCR
7. Luwalhati ng Maynila	NCR
8. White Cross Children's Home	NCR
9. Manila Youth Reception Center – City of Manila	NCR
10. Philippine Band of Mercy	NCR
11. Reception and Action Center – City of Manila	NCR
12. Silong Tanglaw Foundation, Inc.	NCR
13. Gesu Eucaristico Children's Inc.	Region 13
14. Balay Silonganan Home for Street Children	Region 13
15. Por Cristo Foundation, Inc. Home of the Abandoned Elderly	Region 13

### D. Out-Patient Medical Services

For the 4<sup>th</sup> quarter of 2015, a total of 9,968 walk-in and referred indigent patients and PCSO officials and employees and their dependents and retirees availed of PCSO's free basic medical and dental consultation and services. A total of P161,435.45 worth of free medications were dispensed and distributed to qualified patients.

SERVICES	NO. OF BENEFICIARIES	APPROVED AMOUNT OF ASSISTANCE (PHP)
• Out-patient Consultation & Management	5,695	69,968.26
• Employees & Dependents Consultation & Management	4,016	73,815.99
• Retirees Consultation & Management	32	409.02
• Out-patient Services (OLOPH)	225	17,242.18
<b>TOTAL</b>	<b>9,968</b>	<b>161,435.45</b>

## Medical and Dental Missions

PCSO resident doctors and nurses attend to the medical and dental needs, diagnose and treat patients and communicate primary health care to local communities through the conduct of free medical and dental missions. This program provides direct consultation and access to medicines along with hands-on medical work and is being implemented in partnership with Local Government Units (LGUs), Non-government Organizations (NGOs), civic and religious organizations and other government agencies.



## E. Medical and Dental Missions

A total of 3,011 patients gained access to free medical and dental consultation, treatment and distribution of free medicines during the 11 medical and dental missions conducted by the agency from October to December 2015. A total of P107,496.71 was disbursed for the implementation of the program during the period covered.

REGION	NO. OF REQUESTS GRANTED	NO. OF BENEFICIARIES	APPROVED AMOUNT OF ASSISTANCE (PHP)
• NCR	8	2,169	75,592.01
• Region 3	1	371	14,056.59
• Region 4A	2	471	17,848.11
<b>TOTAL</b>	<b>11</b>	<b>3,011</b>	<b>107,496.71</b>

## F. Medicine Donation Program

For the period October to December 2015, 33 requesting parties received a total of P661,701.12 worth of medicines under the PCSO Medicine Donation Program.

REGION	NO. OF BENEFICIARIES	APPROVED AMOUNT OF ASSISTANCE (PHP)
• NCR	14	197,669.04
• Region 1	2	29,928.36
• Region 2	1	19,796.00
• Region 3	4	129,630.82
• Region 4A	10	254,703.30
• Region 5	1	9,999.60
• Region 7	1	19,974.00
<b>TOTAL</b>	<b>33</b>	<b>661,701.12</b>

The total number of requests granted during the period covered is upped by 313% while the total amount of approved assistance is 482% more than the P113,677.39 approved assistance in the same quarter of the previous year.

## Health Capability Building



Trece Martires, Cavite  
December 2015

### G. Health Capability Building for Informal Dwellers in Resettlement Area

On December 10, 2015, the team of PCSO doctors, dentists, nurses, allied medical practitioners and social workers led the opening of the satellite clinic in Sunshineville, Brgy. Cabuco, Trece Martires, Cavite under the Health Capability Building for Informal Dwellers in Resettlement Area Program. Fifty-eight (58) relocated residents availed of the free medical and dental consultation and treatment and P1,078.74 worth of basic medicine were distributed.

The Health Capability Building for Informal Dwellers in Resettlement Area Program is a response of PCSO, NHA and concerned local government unit to the call of the President to provide a safe and healthy environment for the relocated informal settlers who once lived in areas that have been exposed to diseases and imminent dangers during rainy season. The joint undertaking aims to establish a functional health facility which will attend to the medical and dental and other non-health related needs of the relocated families, primarily sick children and elderly through the provision of capability-building activities to Barangay Health Workers (BHWs).

### H. Financial Assistance for the Purchase of Medicines and Supplies and Medical Equipment

During the 4<sup>th</sup> quarter of 2015, a total of P9,600,000.00 of financial assistance under the Financial Assistance for the Purchase of Medicines and Medical Supplies was received by 458 Local Government Units (LGUs) while 2 medical facilities and 1 LGU received a total of P26,504,000.00 worth of financial assistance under the Financial Assistance for the Purchase of Medical Equipment.

### I. PCSO Desk – ASAP (At Source ang Processing)

The PCSO Desk, otherwise known as ASAP (At Source ang Processing) is a point of access to the Individual Medical Assistance Program (IMAP) established through a partnership between PCSO and health and social welfare facilities that directly provide various health interventions and welfare services to clients. The program was conceived in response to the growing number of individuals who seek PCSO assistance for health-related concerns.

During the period covered, the following hospitals (1) Ospital ng

## Ambulance Donation Program



General Santos City  
October 20, 2015



Marilao, Bulacan  
November 8, 2015



Bukidnon  
November 6, 2015

Muntinlupa, (2) Quirino Memorial Medical Center, (3) Rizal Medical Center, (4) East Avenue Medical Center, (5) Jose Reyes Memorial Medical Center, and (6) Las Pinas General Hospital and Satellite Trauma Center, signed an agreement with PCSO to implement the Program and facilitate the provision of assistance to individuals who seek PCSO help.

### J. Ambulance Donation

Keeping in mind PCSO's mandate of raising funds for medical and health services, the agency continues to distribute ambulances nationwide. For the 4<sup>th</sup> quarter of 2015 alone, a total of **98** ambulances were distributed to several local government units, municipal health offices and government hospitals under the PCSO Ambulance Donation Program. The Program aims to equip local government units, government hospitals, municipal health offices and other government health institutions/facilities with ambulance in order to efficiently serve the Filipino people.

### K. Remittances of Mandatory Contributions

The agency was able to process and remit its employees' monthly mandatory contributions for BIR, GSIS, PAG-IBIG, Philhealth, and the like, including loan payments, ahead of time during the fourth quarter.

## Branch Opening



Masbate  
December 2, 2015

## III. OPERATIONAL HIGHLIGHTS

### A. Management Initiatives

#### 1. Increased Number of On-Line Lottery Outlets

Additional outlets for Lotto and Lotto Express were opened in different areas nationwide for the period of October to December 2015. There were 299 additional lotto outlets and 144 new lotto express outlets. All in all, 443 outlets commenced their operations during the last quarter of 2015. STBR had the highest number of installed outlets with 81 Lotto and 47 Lotto Express. These additional outlets made PCSO products more accessible to its patrons.

Table B.1 No. of New Lotto and Express Lotto Outlets

DEPARTMENT	LOTTO	LOTTO EXPRESS
NCR	62	38
NCL	39	31
STBR	81	47
VISAYAS	80	27
MINDANAO	37	1
TOTAL	299	144

#### 2. Expansion of Operations

PCSO continuously expand its operations through establishment of branch offices in strategic locations across the country. For the fourth quarter of 2015, PCSO opened its branches in Nueva Viscaya, Masbate and Davao Oriental. The sector was able to avail of rent-free office spaces. The additional branches aim to generate savings for the Office and make PCSO services more accessible to the residents of the aforementioned provinces.

#### 3. ISO Certification

As part of the agency's commitment to continually improve its services to the public, PCSO passed the first and second stage audit conducted by TUV-Rheinland on December 3, 17, and 18, 2015, and thus, has been recommended to be ISO 9001:2008 certified. PCSO being ISO certified would enable the agency to continually monitor and manage quality in its operations, increase productivity, reduce unnecessary costs, ensure quality of processes, services, and products, enhance organizational performance, and achieve customer satisfaction. Indeed, PCSO, as stated in its Quality Policy, is "committed to the pursuit of

*quality, excellence, and continual improvement in the conduct and management of online lottery procedures and processing of prize claims to meet customer needs and satisfaction, as outlined in the scope of its QMS, in compliance with applicable laws, rules, and regulations”.*

#### **4. Construction of PCSO Corporate Center**

More than 1 year after the groundbreaking ceremony for the construction of the PCSO Corporate Center at the San Marcelino Office in Ermita Manila a feasibility study on the mode of construction of the proposed building is still in study. A memorandum for the feasibility of a design and build scheme together with the draft Terms of Reference (TOR) for the Design and Build Scheme was submitted by the Office of the AGM for Administrative Sector through the General Services Department.



### **B. Information System Projects**

#### **1. Human Resource Information System (HRIS)**

As of December 2015 data population into the HRIS system was conducted by the ITSD and the HRD. Soft copy of employee's master list for the creation of User Accounts in the following order of priority; the General Manager, Assistant General Managers, Department Managers, Division Chiefs and Employees was provided to the ITSD. The HRD together with the ITSD checked the HRIS software based on the TOR/Technical Specifications with GSI to ensure that the software is in accordance with the specifications of the approved TOR. Actual roll-out of functioning HRIS of all six (6) modules at the PCSO Head Office and pilot testing using live data from ICTO Server at the Bulacan Branch for NCL Department, Cavite Branch for STBR Department, Cebu Branch for Visayas Department and Davao del Sur for Mindanao Department.



#### **2. Computerized Accounting System (CAS)**

To make services faster and more reliable, the agency aspires to computerize the prize claim processing. During the 4<sup>th</sup> quarter, CAS servers are already installed and operational at the ICTO. A parallel test run for the Prize Fund was held on October 2015. And from December 14 to 29, 2015, PCSO conducted a test and live run of prize payment, where computerization of prize claim processing has been on-going.



## PCSO Events



PCSO 82<sup>nd</sup> Anniversary  
Celebration



Gold Cup MOA Signing  
Manila Golf Club East



GCAA Bowling Championship  
2015



## C. Personnel Development

### 1. Strategic Training Plan

An estimate of 919 PCSO employees were authorized to attend various trainings and seminars in order to enhance and upgrade their knowledge and skills.

## D. Public Relations and Corporate Communications

### 1. PCSO Event Coverage



To keep its employees and clientele well-informed of the agency's activities and programs, PCSO covered 71 events such as ambulance donation, medical and dental missions, horse races, MOA signing, and check releases during the 4<sup>th</sup> quarter.

### 2. Corporate Image Building

For the 4<sup>th</sup> quarter, October and November newsletters can already be accessed on the PCSO website to inform not only the employees but also the public about the latest activities of the Agency.



Meanwhile, 73 photo releases regarding various events such as the PCSO Ambulance Donation Program, Medical and Dental Mission, horse races, seminars/trainings, MOA signing, check releases, Feeding Program, and other projects and programs were uploaded to keep the PCSO stakeholders well-informed of the worthy undertakings of PCSO. Moreover, seven documents such as schedule of draws and press releases regarding agency-related endeavors were uploaded on the PCSO website.