



Philippine Charity Sweepstakes Office Accomplishment Report 1st Quarter CY 2016

In this issue:

Quarter in Brief.....	1
I. Gaming Revenues.....	3
II. Charity Programs and Services.....	6
III. Operational Highlights.....	10

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.

Quarter in Brief

The first quarter of CY 2016 posted a gross revenue amounting to **Php 9,221,530,423.00**, which comprises the **combined retail receipts from the sales of all PCSO games such as Lotto, Lotto Express (Keno), and Small Town Lottery (STL).**



The revenues generated during the period from January to March 2016 enabled PCSO to uphold its mandate of delivering quality health and medical services to Filipinos nationwide through the agency's charity health programs and services such as the Individual Medical Assistance Program (IMAP), Medical and Dental Mission, Endowment Fund Program, and Medicine Distribution Program. **Through the IMAP alone, the agency allotted Php 1,732,440,006.40 for 57,471 individuals nationwide** who needed financial assistance for health and medical services. The IMAP allocation during the first quarter increased by 13.42% from the IMAP allocation of Php 1,527,367,963.62 during the first quarter of CY 2015; hence, the total number of beneficiaries served during this period also increased by 2.75% from 55,931 patients in 2015. During the period covered, the "At Source Ang Processing" (ASAP) Program has continuously been implemented in partner private and government hospitals to expedite the patients' IMAP requests. This quarter, **four government and nine private hospitals implemented the PCSO ASAP desk**, making the PCSO ASAP desks available to 21 hospitals since its launching in 2015.

In line with the agency's vision of having a timely and responsive presence in every province by 2020, the PCSO opened **new branch offices in Southern Leyte and Romblon** during this quarter, thereby making the PCSO's medical and health services closer to people in the said provinces and nearby municipalities.

Aside from providing medical and financial assistance to Filipinos, the agency also produces millionaires. For the period covered, **14 individuals**



CORE VALUES

Professionalism
Integrity
Teamwork
Creativity
Service Orientation

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.

became millionaires, winning various lotto jackpot prizes. Among the biggest millionaires were the winners of the **Grand Lotto jackpot prize of Php 159,247,240.00**, and the **Super Lotto jackpot prize of Php 119,100,028.00**.

Borne by PCSO's commitment to continually improve its operations and meet customer satisfaction, **PCSO received the ISO 9001:2008 certification from the third-party auditor TUV Rheinland Philippines** on March 30, 2016, at the PCSO Head Office, Conservatory Building, Mandaluyong City. The ISO certification's scope includes the conduct and management of online lottery procedures and processing of prize claims amounting to Php 5,000.00 and above.

I. GAMING REVENUES

- A. Retail Receipts of All Games
- B. Retail Receipt of PCSO Games during the 1st quarter of CY 2016 vs 1st quarter of CY 2015
- C. Sales Performance of Lotto Games
- D. Regional Distribution of the Retail Receipts of PCSO Games
- E. Lotto Winners

II. CHARITY PROGRAMS AND SERVICES

- A. Individual Medical Assistance Program (IMAP)
- B. Medical and Dental Mission
- C. Out-patient Medical Services
- D. Medicine Donation Program
- E. At Source Ang Processing (ASAP) Program
- F. Health Capability Building for Informal Dwellers in Resettlement Areas
- G. Ambulance Donation Program

III. OPERATIONAL HIGHLIGHTS

- A. Management Initiatives
 1. Expansion of Branch Offices
 2. ISO Certification
 3. Construction of PCSO Corporate Center
 4. Corporate Strategic Planning for CY 2017
 5. Third Party Customer Satisfaction Survey
 6. Remittances of Mandatory Contributions
- B. Information System Projects
 1. Human Resource Information System (HRIS)
 2. Computerized Accounting System (CAS)
- C. Information Dissemination
 1. Corporate Image Building
 2. Important PCSO events

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, Sunday



DRAW SCHEDULE
every last Sunday of the month

I. GAMING REVENUES

A. Retail Receipts of All Games

Table 1. Monthly retail receipts of PCSO games for the 1st quarter of CY 2016

Month	Lotto	Lotto Express (Keno)	Small Town Lottery (STL)	Total
January	2,511,578,370.00	349,184,670.00	416,990,508.00	3,277,753,548.00
February	2,330,810,310.00	342,026,230.00	406,573,730.00	3,079,410,270.00
March	2,130,291,640.00	326,281,100.00	407,793,865.00	2,864,366,605.00
Total	6,972,680,320.00	1,017,492,000.00	1,231,358,103.00	9,221,530,423.00

The combined gross sales of Lotto, Lotto Express (Keno), and Small Town Lottery (STL) for the first quarter of CY 2016 amounted to Php 9,221,530,423.00. (table 1).

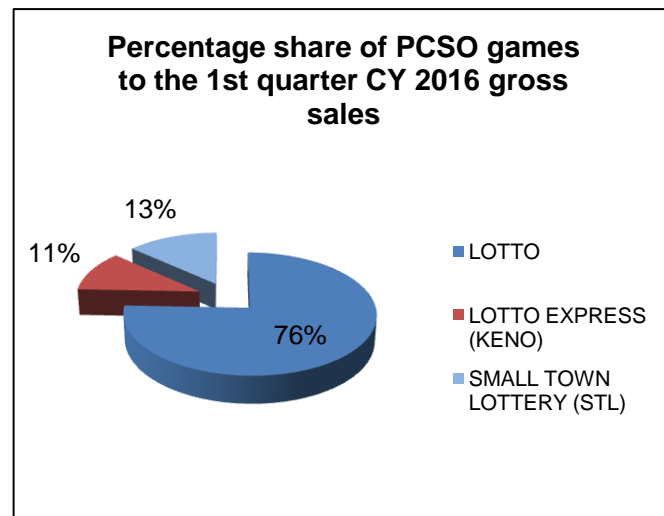


Figure 1. Percentage share of PCSO games during the 1st quarter of CY 2016

Of the total gross sales, Lotto games contributed the highest retail receipts of Php 6,972,680,320.00 or 76% of the total gross sales. Ranking second is the Small Town Lottery, grossing revenue of Php 1,231,358,103.00, representing 13% of the total gross sales, followed by Keno with Php 1,017,492,000.00 or 11% of the total gross sales (figure 1).

The combined gross sales of Lotto, Lotto Express, and STL in the first three months of 2016 amounting to Php 9,221,530,423.00 failed to meet the projected first quarter sales of Php 9,250,000,000.00 by 0.31%.

B. Retail receipts of PCSO games during the 1st quarter of CY 2016 vs 1st quarter of CY 2015

Based on figure 2 and table 2 below, the Php 9,221,530,423.00 combined gross sales posted during the period covered is 0.25% lower than the gross sales posted in the same period in 2015. Indexing the highest increase in retail receipts is the Keno at 28.31%. Posting a 4.21% increase in its retail receipts for the period covered is the STL. Meanwhile, Lotto, despite its 76% contribution to the total gross sales, failed to surpass its January to March 2015 retail receipts, falling short by 4.09%.

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

PCSO Games Sales Revenue January - March 2015 vs. January - March 2016

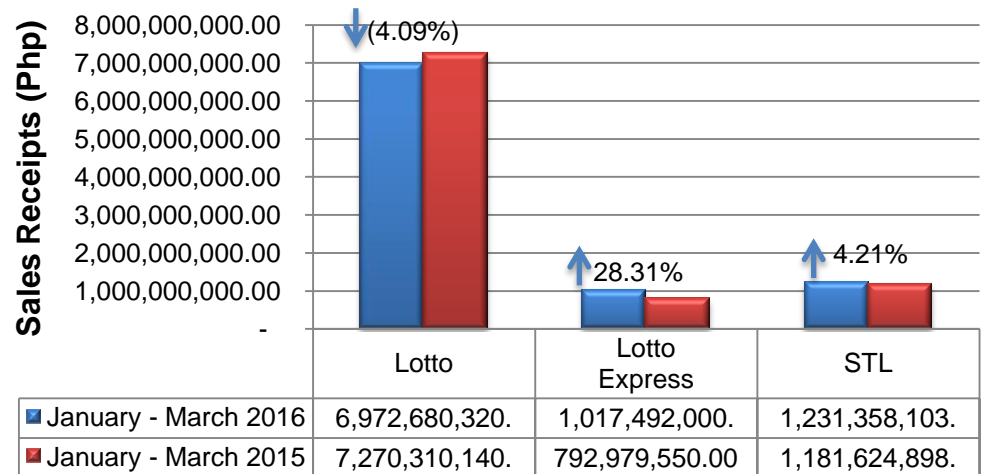


Figure 2. Retail Receipts of PCSO Games for the period January to March 2016 and January to March 2015

Table 2. Retail receipts of PCSO games for the 1st quarter of CY 2015 vs 1st quarter of CY 2016

PCSO games	Retail Receipts (January – March 2015)	Retail Receipts (January – March 2016)	Variance	
			(Php)	(%)
LOTTO	7,270,310,140.00	6,972,680,320.00	-297,629,820.00	-4.09%
LOTTO EXPRESS (KENO)	792,979,550.00	1,017,492,000.00	224,512,450.00	28.31%
SMALL TOWN LOTTERY (STL)	1,181,684,898.00	1,231,358,103.00	49,673,205.00	4.21%
TOTAL	9,244,974,588.00	9,221,530,423.00	-23,444,165.00	-0.25%

C. Sales Performance of Lotto Games

Figure 3 below shows the percentage of each Lotto game to the total revenue earned for the Lottery games. Topping the games is the 3Digit with sales revenue of Php 2,218,371,360.00, contributing 32% to the total lotto earnings. Ranking 2nd is another digit game EZ2 with gross sales of Php 1,593,445,110.00, representing 23% of the total revenue. Adding 11% each to the total lotto sales are jackpot-bearing games Super Lotto 6/49 and Grand Lotto 6/55, yielding total sales of Php 792,177,200.00 and Php 762,428,160.00, respectively. Following closely is the Mega Lotto 6/45 with a percentage share of 9% or an earning of Php 645,737,400.00. Lotto 6/42 added 7% to the lotto sales with gross sales of Php 500,570,280.00. Ultra Lotto 6/58 posted retail receipts of Php 292,334,800.00, chipping in a 4% share to the lotto earnings during the period covered. Digit games 4Digit and 6Digit, on the other hand, were able to contribute a percentage share of 2% (Php114,531,660.00) and 1% (Php53,084,350.00) to the total lotto revenue.



OTHER GAMES



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

Philippine Charity Sweepstakes Office

Lotto Games Sales Revenue

January - March 2016

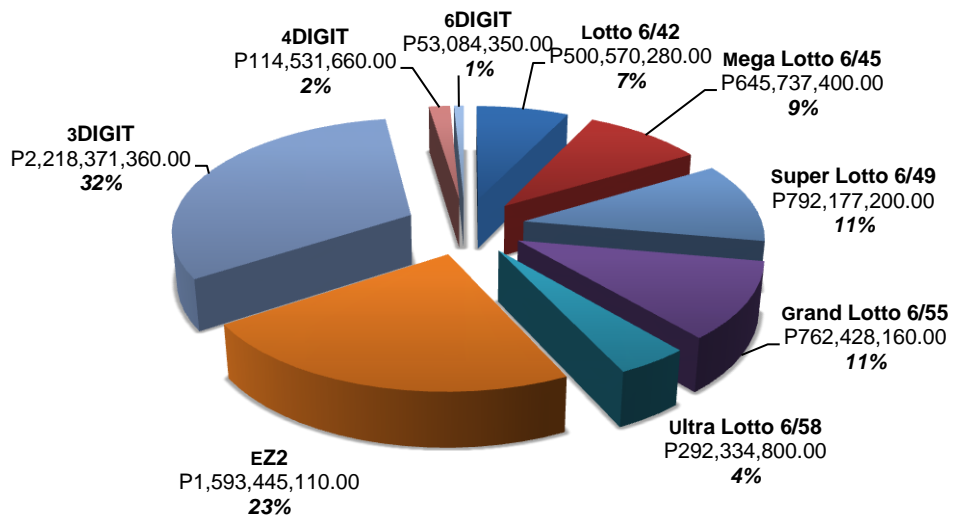


Figure 3. Sales performance of Lotto games for the period January to March 2016

Detailed sales performance of the Lottery games in table 3 below revealed that only Ultra Lotto 6/55 and E22 posted raise in their retail receipts with 36.39% and 4.81% increase in retail receipts, respectively. Meanwhile, the rest of the lotto games failed to surpass their January to March 2015 sales performance.

Table 3. Retail Receipts of Lotto games for January to March 2016

LOTTO GAMES	Retail Receipts		Variance
	January – March 2016	January – March 2015	
Lotto 6/42	500,570,280.00	604,294,980.00	(17.16%)
Mega Lotto 6/45	645,737,400.00	729,497,280.00	(11.48%)
Super Lotto 6/49	792,177,200.00	859,537,140.00	(7.84%)
Grand Lotto 6/55	762,428,160.00	887,987,480.00	(14.14%)
Ultra Lotto 6/58	292,334,800.00	214,330,000.00	36.39%
EZ2	1,593,445,110.00	1,520,365,750.00	4.81%
Suertres 3D	2,218,371,360.00	2,273,244,290.00	(2.41%)
4D	114,531,660.00	122,440,110.00	(6.46%)
6D	53,084,350.00	58,613,110.00	(9.43%)
TOTAL	6,972,680,320.00	7,270,310,140.00	(4.09%)

D. Regional Distribution of the Retail Receipts of PCSO games

For the first quarter of CY 2016, the National Capital Region (NCR) achieved the highest retail receipts of the combined Lotto, Lotto Express, and STL sales with the amount of Php 2,984,667,340.00, representing 32% of the total gross sales. The Southern Tagalog and Bicol Region



The PCSO holds and conducts charity sweepstakes, races and lotteries and engages in health and welfare-related investments, projects and activities to provide for permanent and continuing sources of funds for its programs.

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, medical supplies, medicines, dialysis, diagnostic procedures, chemotherapy drugs, hearing aid/implant, implants and prosthesis and medical needs of the beneficiaries.

(STBR) ranked second with total gross receipts of Php 1,919,382,397.00 or 21% of the total gross sales, followed by Visayas Region with Php 1,916,191,082.00, Northern and Central Luzon Region (NCL) with Php 1,483,568,444.00, and Mindanao Region with Php 917,721,160.00 respectively (table 4).

Table 4. Regional Distribution of retail receipts of PCSO games for the 1st quarter, CY 2016

Region	Lotto	Lotto Express (Keno)	Small Town Lottery	Total
NCR	2,530,857,740.00	453,809,600.00	-	2,984,667,340.00
NCL	701,560,710.00	166,438,720.00	615,569,014.00	1,483,568,444.00
STBR	1,210,096,740.00	266,462,910.00	442,822,747.00	1,919,382,397.00
Visayas	1,634,790,840.00	108,433,900.00	172,966,342.00	1,916,191,082.00
Mindanao	895,374,290.00	22,346,870.00	-	917,721,160.00
Total	6,972,680,320.00	1,017,492,000.00	1,231,358,103.00	9,221,530,423.00

E. Lotto Winners

Table 5. Lotto winners for the 1st quarter of CY 2016

Lotto Games	Draw Date	No. of Winners	Jackpot Prize
Lotto 6/42	January 23, 2016	1	49,562,348.00
	January 30, 2016	1	7,150,756.00
	February 6, 2016	1	7,088,836.00
	February 20, 2016	1	15,293,772.00
	March 3, 2016	2	6,539,368.00
	March 12, 2016	1	10,017,740.00
Mega Lotto 6/45	February 3, 2016	1	56,442,224.00
	March 2, 2016	1	43,376,412.00
	March 28, 2016	1	32,940,388.00
Super Lotto 6/49	February 16, 2016	1	119,100,028.00
Grand Lotto 6/55	January 30, 2016	1	159,247,240.00
	March 14, 2016	1	59,736,300.00
Ultra Lotto 6/58	January 3, 2016	1	50,000,000.00
TOTAL		14	Php 616,495,412.00

Fourteen (14) lucky Lotto players won a total of Php 616,495,412.00 jackpot prize for the period January to March 2016. One fortunate Grand Lotto 6/55 patron won the highest recorded jackpot prize for the first quarter of CY 2016 amounting to Php 159,247,240.00. Also, a solo winner of the Super Lotto 6/49 bagged a total of Php 119,100,028.00, the second highest jackpot prize registered during the period covered (table 5).

II. CHARITY PROGRAMS AND SERVICES

A. Individual Medical Assistance Program (IMAP)

For the period January to March 2016, PCSO allocated a total of Php 1,732,440,006.40 for 57,471 individuals nationwide who needed financial assistance for hospitalization, laboratory and/or medical procedures for



various ailments including surgeries, and treatment for terminal diseases such as chemotherapy and dialysis (table 6).

Table 6. Individual Medical Assistance Program (IMAP) regional distribution

REGION	No. of indigent patients served			IMAP assistance granted (in pesos)		
	Main Office	Branch Offices	Total	Main Office	Branch Offices	Total
NCR	14,757	0	14,757	660,107,787.00	0.00	660,107,787.00
CAR	59	266	325	3,322,500.00	13,228,555.00	16,551,055.00
Region I	286	908	1,194	16,092,700.00	23,697,500.00	39,790,200.00
Region II	252	744	996	14,344,300.00	16,323,274.93	30,667,574.93
Region III	3,181	6,220	9,401	145,217,462.00	156,572,060.10	301,789,522.10
Region IV – A	5,344	7,000	12,344	249,634,791.90	130,523,365.79	380,158,157.69
Region IV – B	200	1,071	1,271	9,880,600.00	12,667,901.80	22,548,501.80
Region V	318	2,443	2,761	17,138,800.00	41,921,083.99	59,059,883.99
Region VI	122	3,648	3,770	7,840,900.00	65,438,538.72	73,279,438.72
Region VII	35	1,833	1,868	2,092,500.00	30,979,812.21	33,072,312.21
Region VIII	155	902	1,057	8,257,187.31	14,114,692.13	22,371,879.44
Region IX	31	1,016	1,047	1,837,700.00	10,802,207.00	12,639,907.00
Region X	40	1,881	1,921	2,793,900.00	21,562,803.21	24,356,703.21
Region XI	21	1,438	1,459	1,508,400.00	22,144,735.00	23,653,135.00
Region XII	16	565	581	1,193,800.00	8,202,742.00	9,396,542.00
Region XIII (CARAGA)	17	2,679	2,696	1,289,400.00	19,272,706.31	20,562,106.31
ARMM	23	0	23	2,435,300.00	0.00	2,435,300.00
TOTAL	24,857	32,614	57,471	1,144,988,028.21	587,451,978.19	1,732,440,006.40



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.



Medical and Dental Mission in barangay Dulong Bayan, Bacoor, Cavite, on January 29, 2016

Out of 57,471 patients who received the agency's assistance, 24,857 (43%) were served at the PCSO Main Office in Mandaluyong City and Extension Office at the Lung Center of the Philippines in Quezon City, while the remaining 32,614 patients (57%) were attended to at the 52 PCSO Branch Offices nationwide.

Similarly, from the Php 1,732,440,006.40 IMAP allocation, 26% (Php 660,107,787.00) went to 14,757 patients from the National Capital Region (NCR), while 21% (Php 380,158,157.69) was granted to 12,344 patients from Region IV – A (CALABARZON). Region III got the third largest IMAP allocation where 16% (Php 301,789,522.10) benefitted 9,401 patients. Meanwhile, the remaining 37% was distributed among the other regions in the country (figure 4).

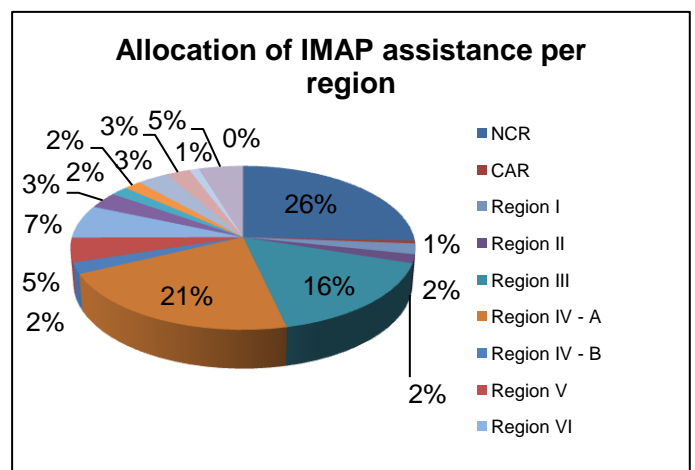


Figure 4. Allocation of IMAP assistance per region



Medical and Dental Mission

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.



Medical and Dental Mission at Pasig Catholic College, on February 19, 2016



ASAP desk at the UERM Memorial Medical Center with their social workers

B. Medical and Dental Mission

Table 7 below shows that a total of 1,923 adults, dental patients, and children benefitted from seven medical and dental missions in various locations where free medical and dental consultations, treatment, and medicines were offered by PCSO. During the period, Php 143,120.73 was disbursed for the program's implementation.

Table 7. Regional Distribution of PCSO's Medical and Dental Mission

Region	No. of medical missions	No. of beneficiaries	Amount of assistance (in pesos)
National Capital Region	4	1064	56,091.57
Region II	1	served*	49,984.10
Region IV – A	2	859	37,045.06
Total	7	1,923	143,120.73

*the medical mission was cancelled due to bad weather condition and unavailability of a bigger boat to transport the team to the location; however, medicines were endorsed to the requesting party.

C. Out-patient Medical Services

For the first quarter of CY 2016, a total of 5,909 walk-in and referred indigent patients, and 4,583 PCSO officials, employees, and their dependents, availed of the free basic medical and dental consultation and services of PCSO amounting to Php 86,005.75 and Php 77,914.46 respectively.

D. Medicine Donation Program

Under the Medicine Donation Program, a total of 32 beneficiaries throughout the country received a total of Php 774,285.84 worth of medicines during the 1st quarter (table 8).

Table 8. Monthly distribution of the Medicine Donation Program

Month	No. of beneficiaries	Amount of assistance granted (in pesos)
January	9	294,650.92
February	17	319,691.28
March	6	159,943.64
Total	32	774,285.84

E. At Source Ang Processing (ASAP) Program

The PCSO ASAP Desk brings the agency's Individual Medical Assistance Program (IMAP) closer to patients by establishing help desks to partner private and government hospitals which directly provide medical services



Health Capability Building for Informal Settlers on at barangay Cabuco, Trece martirez, Cavite



Ambulance Donation to Tamparan District Hospital, Lanao del Sur, on February 1, 2016, at the PCSO Head Office, Mandaluyong City



Ambulance Donation to Panganiban, Catanduanes, on January 5, 2016, at the PCSO Head Office, Mandaluyong City

to clients. The program was conceived in response to the growing number of individuals who seek assistance to PCSO for health-related concerns.

Table 9. Hospitals which implemented the PCSO ASAP Program during the 1st quarter of CY 2016

Hospital	Date of ASAP desk implementation
Amang Rodriguez Memorial Medical Center	January 5, 2016
Dr. Jose Fabella Memorial Hospital	January 25, 2016
National Children's Hospital	February 2, 2016
Philippine Heart Center	February 2016
UERM Memorial Medical Center	January 13, 2016
FEU-Dr. Nicanor Reyes Medical Foundation Medical Center	January 5, 2016
Manila Doctors Hospital	January 7, 2016
Cardinal Santos Medical Center	January 25, 2016
De Los Santos Medical Center	January 6, 2016
MCU-FDTM Foundation, Inc.	January 25, 2016
Metropolitan Medical Center	January 18, 2016
Hospital of the Infant Jesus	January 25, 2016
Mary Johnston Hospital	March 30, 2016

For the period covered, four (4) government and nine (9) private hospitals implemented the PCSO ASAP desk, making the PCSO ASAP desk already available to 21 hospitals since its launching in 2015. Table 9 below shows the hospitals which implemented the PCSO ASAP desk during the first quarter (table 9).

F. Health Capability Building for Informal Dwellers in Resettlement Areas

The Health Capability Building for Informal Dwellers in Resettlement Areas is a project of PCSO, National Housing Authority (NHA), and local government unit (LGU), which supports the President's commitment to provide a safe and healthy environment for the relocated informal settlers.

During the first quarter, 1,160 relocated residents in Trece Martirez, Cavite, benefitted from the once-a-week medical and dental consultation of the PCSO Medical and Dental Team. A total of 615 relocated residents of Sunshineville 1, Phase 1, barangay Cabuco, Trece Martirez, Cavite, were provided with medical and dental consultation worth Php 22,274.8420, while 545 relocated residents from Southville 2, Phase 3, barangay Aguado, Trece Martirez, Cavite, were given free medical and dental consultation and medicines from PCSO amounting to Php 21,417.6580.

G. Ambulance Donation Program

Keeping in mind PCSO's mandate of raising funds for medical and health services, the agency continues to distribute ambulances nationwide. For the 1st quarter of 2016 alone, a total of 112 ambulances were distributed to



Opening of PCSO Southern Leyte Branch Office, on February 1, 2016



Opening of PCSO Romblon Branch Office on February 4, 2016



ISO certification logo from TUV Rheinland



ISO certificate

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 to efficiently serve the Filipino people.

IV. OPERATIONAL HIGHLIGHTS

A. Management Initiatives

1. Expansion of Branch Offices

PCSO has been persistent in establishing future market and service opportunities nationwide. For the 1st quarter of 2016, the Branch Operations Sector opened two Branch Offices (*table 10*).

Table 10. Branch Offices opened for the 1st quarter of CY 2016

Branch Office	Start of Operations	Address
Southern Leyte	February 1, 2016	City Wharf Building, Demetrio St., barangay Abgao, Maasin City
Romblon	February 4, 2016	Upper Ground, Romblon Provincial Hospital, barangay Liwanag, Odiongan, Romblon

2. ISO Certification



PCSO Chairman Maliksi (3rd from left) receives the ISO 9001:2008 certification from TUV Rheinland Philippines Managing Director Tristan Loveres (2nd from left) during the awarding ceremony at the PCSO Head Office. With them are (from left) PCSO Gaming Sector AGM and Deputy Quality Management Representative Conrado C. Zaballa, Vice-Chairman and General Manager Atty. Rojas, and Directors Nantes, Atty. Mamba, Atty. Naidas, and Atty. Joaquin.

In pursuit of the agency's commitment to continually improve its services to the public and meet customer satisfaction, PCSO finally received its ISO 9001:2008 certification from TUV Rheinland on March 30, 2016, after having passed the first and second stage audit conducted by TUV Rheinland on December 3, 17, and 18, 2015. The scope of the ISO certification includes the conduct and management of online lottery procedures and processing of prize claims amounting to Php 5,000 and above.

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.



Architectural design of the PCSO Corporate Center



PCSO Corporate Strategic Planning for CY 2017 on March 14 and 15, 2016, at the Taal Vista Hotel, Tagaytay City

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.”

3. Construction of PCSO Corporate Center

After going through several feasibility studies on the most effective mode for the construction of the PCSO Corporate Center at the San Marcelino Office in Ermita, Manila, the Board, by virtue of Board Resolution No. 117 series 2013, finally agreed to proceed with the construction of the office through Architectural and Engineering. The scope of works technical specifications for the Architectural and Engineering construction of the office was submitted to the Special Bids and Awards Committee (SBAC) for appropriate bidding as required by law.

With the construction of the proposed PCSO Center which will house all the offices of PCSO in Metro Manila, PCSO services will be centralized, making it more convenient for all stakeholders to transact business with PCSO compared to the present set-up of PCSO offices today where offices are scattered in three cities—Mandaluyong City (Head Office), Quezon City (Extension Office for charity programs), and Manila (Extension Office for Security Printing and Production Department).

4. Corporate Strategic Planning for CY 2017

In their desire to build a more efficient and productive agency that would



PCSO Chairman Erineo “Ayong” S. Maliksi (3rd from left) and Vice-Chairman and General Manager Atty. Jose Ferdinand M. Rojas II (3rd from right) with the Directors (seated left to right) Atty. Francisco G. Joaquin III, Atty. Arnel Naidas, Betty B. Nantes and Atty. Mabel V. Mamba, and (standing left to right) Internal Audit Services Department Manager Mercedes J. Hinayon, Charity Sector AGM Dr. Larry R. Cedro, Administrative Sector AGM and Management Services Sector concurrent OIC-AGM Atty. Lauro A. Patiag, Gaming, Product Development, and Marketing Sector AGM Conrado C. Zabella, and Branch Operations Sector AGM Remeliza M. Gabuyo.

offer enhanced charity services to the Filipino people, the executives and officers of the Philippine Charity Sweepstakes Office attended the 2017 Corporate Strategic Planning with the theme, “Bawat Taya, para sa Kawanggawa” (Fostering global sustainable development goals to alleviate poverty and promote health care for Filipinos) on March 14 and 15, 2016 at the Taal Vista Hotel, Tagaytay City. During the seminar,

Vice-Chairman and General Manager Atty. Jose Ferdinand M. Rojas II presented the 2015 Operational Highlights and made a recap of the 2016 PAN, while Chairman Erineo “Ayong” S. Maliksi discussed the corporate



Soft-launching of the HRIS at the Conservatory Shaw Plaza Building, Mandaluyong City



direction for 2016 and transition plan for the incoming Board of Directors after the May 2016 National Election. The two-day seminar workshop was facilitated by Louie Ramos of Guthrie Jensen Consultants, Inc., an accredited learning provider of the Civil Service Commission.

5. Third Party Customer Satisfaction Survey

Customer satisfaction is every institution's goal. For PCSO to determine customer satisfaction from the clients served at the Charity Assistance Department, the agency acquired the services of the Development Academy of the Philippines (DAP) to conduct a baseline survey for IMAP patients. After several months of survey, the overall satisfaction of PCSO is 86.51%, which is a manifestation of how PCSO and its employees serve its IMAP clients.

With the end view of making the customer satisfaction survey agency-wide, another baseline survey is being conceptualized to cover the Branch Offices and the Gaming operations, while a follow through survey is being conceptualized for the Charity Assistance Department.

6. 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 first quarter.

B. Information System Projects

1. Human Resource Information System (HRIS)

As part of the agency's goals to create a paperless transaction through computerization of its operations, the HRIS has officially been rolled out. At present, PCSO employees can view and edit their respective personal information and training using the system.

2. Computerized Accounting System (CAS)

To make services faster and more reliable, full automation of the charity voucher processing from PCSO Extension Office at the Lung Center of the Philippines to the Budget and Accountign Department at the PCSO Head Office was successfully launched on January 27, 2016, and is now fully operational. Likewise, full automation of the charity payment at the Treasury Department was also conducted through a live run on January 29, 2016, and is also operational. With the computerized accounting system of charity voucher processing and payment, reports can easily be produced and the waiting time for payment to hospitals is shortened.



PCSO Annual Lenten Recollection on March 18, 2016, at the Villa San Miguel Chapel, Mandaluyong City



PCSO Maiden Race on March 12, 2016, at the Philippine Racing Club Inc., Naic, Cavite



Opening of PCSO Sectoral Badminton Tournament on March 17, 2016, at the Power Play Badminton Center, Quezon City

C. Information Dissemination

1. Corporate Image Building



2016 March



2016 February



2016 January

For the 1st quarter, January, February and March newsletters are already available on our website to inform not only the employees but also the public about the latest activities of the agency. The January issue discusses the operational highlights of CY 2015. The February issue is about PCSO's newest charity program which is the ASAP Help desk in various hospitals in Metro Manila, while the March issue headlines the certification for ISO 9001:2008 of PCSO by TUV Rheinland.

Meanwhile, 87 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 on the PCSO website to keep the PCSO stakeholders well-informed of the worthy undertakings of PCSO.

Moreover, press releases on ASAP Help Desk were published in several print publications to create awareness among the public of the new program and its availability in several hospitals in Metro Manila.

2. Important PCSO events



Several significant events occurred during the first quarter of CY 2016. Among these are turnover of new ambulances, opening of branch offices, medical and dental missions, and check releases. All of these events are directed towards the continuing improvement of health services and charities nationwide.
