



**PHILIPPINE CHARITY
SWEEPSTAKES OFFICE**

ACCOMPLISHMENT

REPORT

FIRST QUARTER

CY 2023

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I. Introduction

This report covers the achievements of the Philippine Charity Sweepstakes Office (PCSO) in the areas of operations, administration, and customer feedback mechanisms for the period January to March 31, 2023.

To provide a comprehensive assessment, the report includes a comparison of the agency's performance in the same period in 2022, where feasible. The purpose of this document is to fulfill the PCSO's reporting accountabilities to the Office of the President and the Governance Commission for Government-Owned or -Controlled Corporations (GOCCs).

II. About PCSO

The Philippine Charity Sweepstakes Office (PCSO) is a Government-Owned and Controlled Corporation (GOCC) under the Office of the President.

In March 1935, then President Manuel L. Quezon approved Act 4130 – the law passed by the Philippine Legislature on October 30, 1934 creating the Philippine Charity Sweepstakes Office, replacing the then National Charity Sweepstakes. On June 18, 1954, Republic Act 1169 (PCSO Charter), was enacted into law providing for charity sweepstakes and lotteries once a month when there are no Sweepstakes draws and races. The PCSO has since then remained to be an indispensable charity arm of the government, frequently summoned to provide funding for essential health and welfare activities and projects nationwide.

The mandate of the Philippine Charity Sweepstakes Office (PCSO) is to conduct lottery games to raise revenues, provide funds for health-, medical-, and welfare-related activities and charities of national character.

Vision

By 2028, the PCSO shall be an excellent government agency generating sustainable funds for charitable programs through responsible gaming.

Mission

- We hold and conduct transparent sweepstakes races, lotteries, and other similar activities;
- We provide responsive assistance to eligible recipients and beneficiaries;
- We continuously develop our people, innovate, and improve our products and services; and
- We establish strong partnerships with responsible agents and stakeholders.

Core Values

Patriotism | **I**ntegrity | **E**xcellence | **S**pirituality | **C**ompassion

Revenue Allocation

Section 6 of Republic Act No. 1169, otherwise known as the PCSO Charter, provides that the net receipts (gross receipts less 2% printing cost), as shown in *Figure 1*, is divided among three distinct funds: the Prize Fund at 55%, the Charity Fund at 30%, and lastly, the Operating Fund at 15% of the net receipts (*Figure 2*).

The **Prize Fund**, which accounts for 55% of the net receipts, is used to pay prizes to holders and sellers of winning tickets. Unclaimed prizes or balances in the Prize Fund revert to and become part of the Charity Fund after one (1) year.

The **Charity Fund**, which is 30% of the net receipts, is used exclusively to finance and support health programs, medical assistance, and services, and/or charities of national character.

The **Operating Fund** consists of 15% of net receipts and is used to support the PCSO's day-to-day operating/maintenance and capital expenditures. Unutilized Operating Fund at the end of the fiscal year becomes part of the Charity Fund.

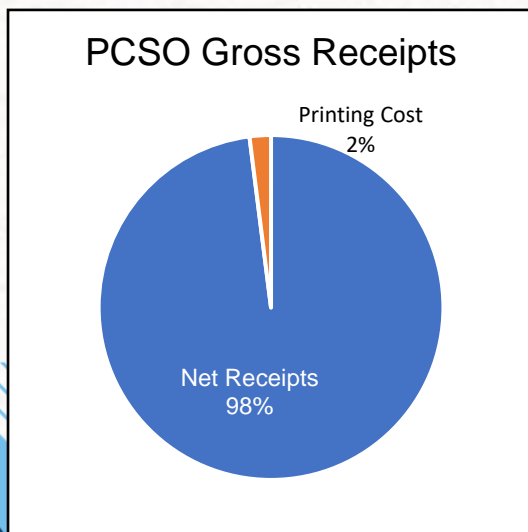


Figure 1 PCSO Gross Receipts

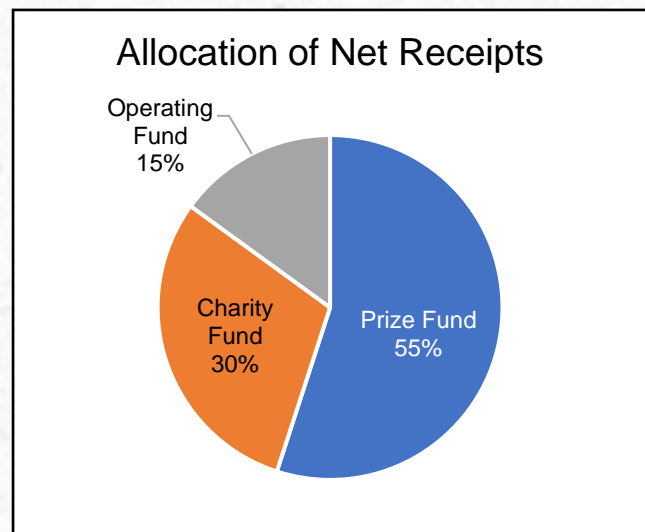


Figure 2 Allocation of Net Receipts

III. Operational Accomplishments

A. Fund Generation Activities

The Philippine Charity Sweepstakes Office (PCSO) had a great start of the year as it exceeded its revenue target by generating a total of P15,148,818,017.89 from January to March. This remarkable achievement is 14% higher than the Agency's quarterly sales target of P13.31 billion (as shown in Figure 3).

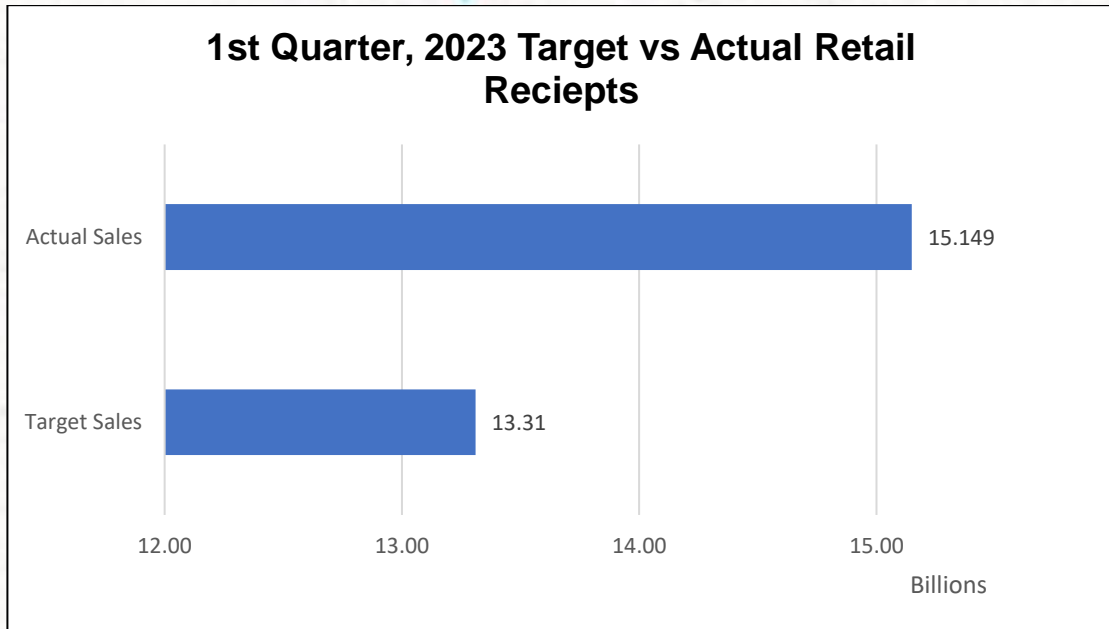


Figure 3 Target vs Actual Retail Receipts, 1st Quarter, 2023

The Philippine Charity Sweepstakes Office (PCSO) had a 22% increase in total retail receipts earned from games during the first quarter of 2023, when compared to the same period in the previous year. Specifically, the Lotto and Digit games showed a 30% increase and the Small Town Lottery increased by 18%. However, the National Instant Sweepstakes Program experienced a decrease of 17% (refer to Table 1 for more details).

Table 1 PCSO Retail Receipts, 1st Quarter, 2023 and 2022

PCSO Games	Retail Receipts		Variance (%)
	1st quarter, 2023	1st quarter, 2022	
Lotto and Digit Games	7,413,360,490.00	5,714,146,920.00	30%
Small Town Lottery	7,528,907,830.71	6,361,315,489.00	18%
Keno	-	54,466,787.90	
National Instant Sweepstakes Program	206,549,697.18	250,000,002.00	-17%
Total	15,148,818,017.89	12,379,929,198.90	22%

BREAKDOWN OF PCSO GAMES, 1ST QUARTER, 2023

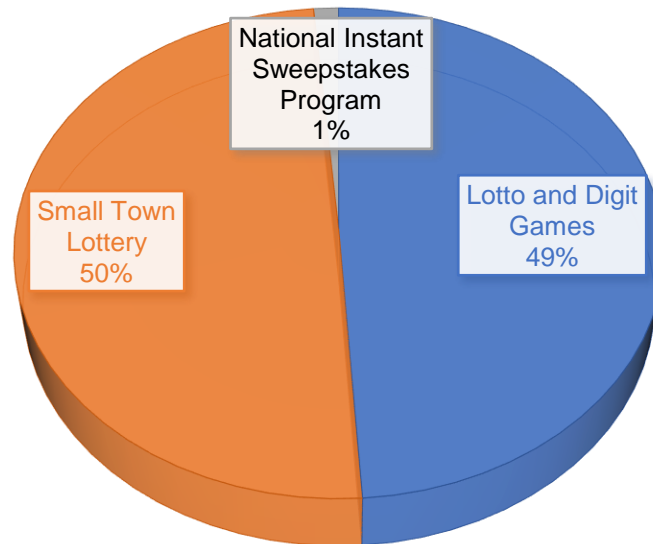


Figure 4 Breakdown of PCSO Games, 1st Quarter, 2023

Based on the data presented in Figure 4, it appears that the Small Town Lottery (STL) performed exceptionally well during the first quarter of 2023. In fact, it was the highest earner, contributing 50% of the total revenues raised. Following STL, Lotto and Digit Games also made a substantial contribution of 49%, while the National Instant Sweepstakes Program (NISP) only accounted for 1% of the total retail receipts.

Furthermore, according to Table 2, the STL generated a total of P7,528,907,830.71 during the January-March period of 2023. This is an increase of 18% compared to the retail receipts generated during the same period in 2022, which was only P6.36 billion. The table also breaks down the monthly retail receipts of STL for this quarter.

Table 2 STL Monthly Retail Receipts, 1st Quarter, 2023 and 2022

Month	2023	2022	Inc/Dec	%
January	2,491,498,548.00	1,934,777,928.00	556,720,620.00	29%
February	2,502,082,501.71	2,223,245,550.00	278,836,951.71	13%
March	2,535,326,781.00	2,203,292,011.00	332,034,770.00	15%
Total	7,528,907,830.71	6,361,315,489.00	1,167,592,341.71	18%

The lotto games contributed a total of P4,282,765,320.00 to the overall sales for the first quarter. Of these games, the Ultra Lotto 6/58 generated the highest revenue, totaling P925.92 million as depicted in Figure 5.

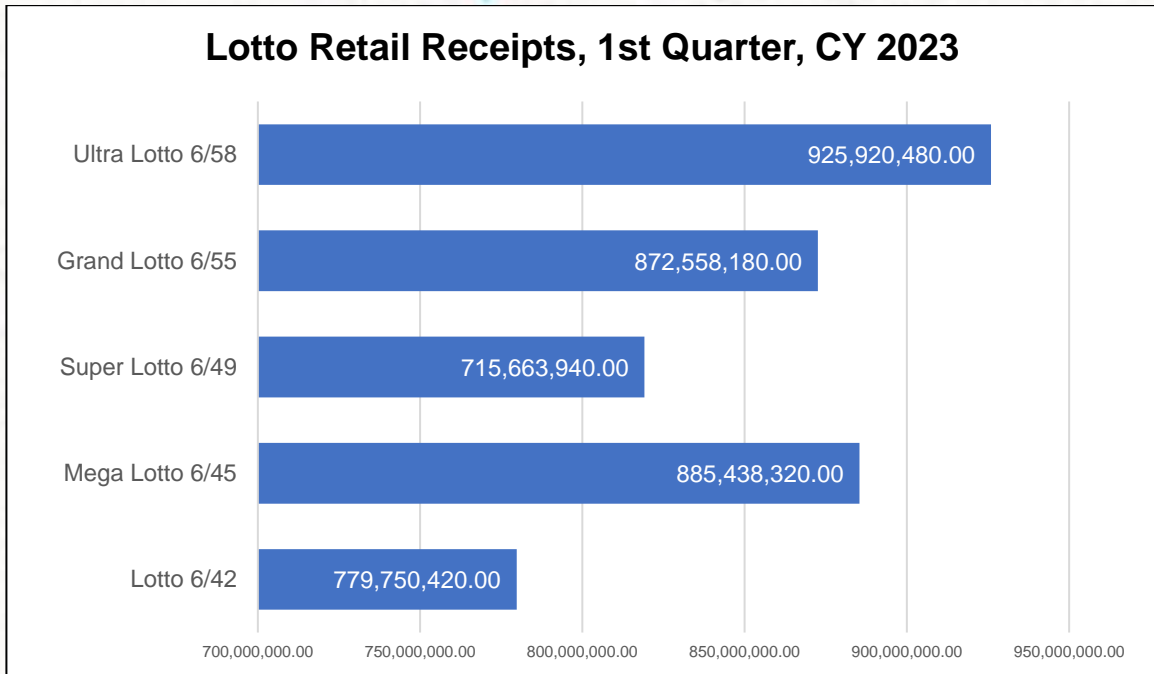


Figure 5 Lotto Sales per Game, 1st Quarter, 2023

Meanwhile, the digit games posted a total of P3,130,595,170.00 from January to March. The highest contributor with P1.64 Billion is the 2D (Figure 6).

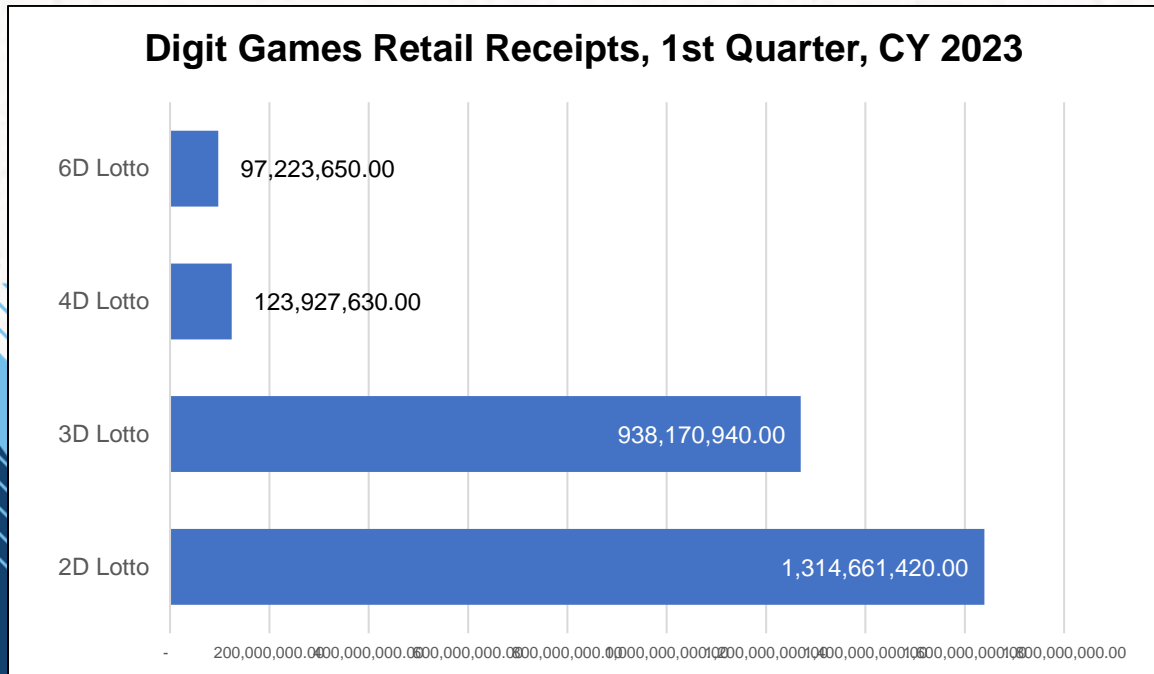


Figure 6 Digit Games Retail Receipts, 1st Quarter, 2023

B. Jackpot Winners

The beginning of 2023 has proved to be very prosperous for 26 lucky lotto players, all of whom have become instant millionaires by winning jackpot-bearing games. This marks a notable increase from the 21 jackpot winners during the same

period in 2022. The Agency released a total amount of P1,002,595,185.60 as jackpot prizes for this quarter, marking an impressive sum.

Table 3 Number of Jackpot Winners and Total Winnings, 1st Quarters of 2023 and 2022

	1 st Quarter, 2023	1 st Quarter 2022
Number of Jackpot Winners	26	21
Total Jackpot Winnings (P)	1,002,595,185.60	913,380,357.40

During the reporting period, five (5) lotto players won in the Lotto 6/42 with a total of P133.86 million, seven (7) lucky players won a total of P154.04 million in the Mega Lotto 6/45, five (5) won in the Super Lotto 6/49 amounting to P194.71 million, and six (6) players won from the Grand Lotto 6/55 with a total of P311.35 million. Lastly, for the Ultra Lotto 6/58, three (3) players won a total of P208.63 million.

Table 4 Jackpot Winners and Jackpot Prizes per Game, 1st Quarter, 2023

Lotto Game	No. of Jackpot Winners	Net Jackpot Prize (less 1% commission)
Lotto 6/42	5	133,860,723.80
Mega Lotto 6/45	7	154,038,709.40
Super Lotto 6/49	5	194,712,788.00
Grand Lotto 6/55	6	311,352,818.40
Ultra Lotto 6/58	3	208,630,146.00
Total	26	1,002,595,185.60

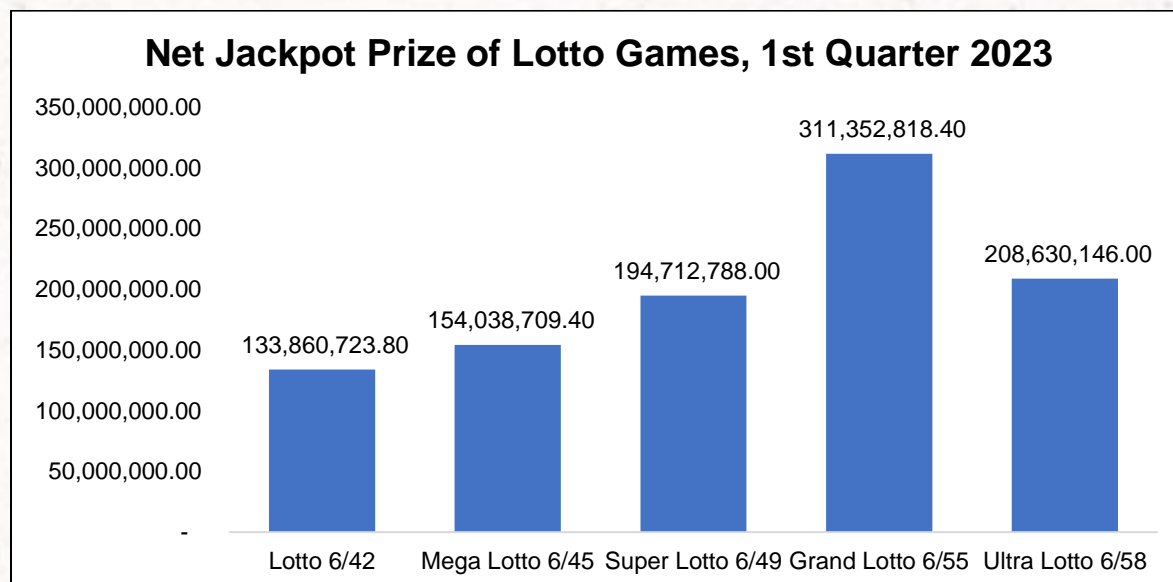


Figure 7 Total Jackpot Prize Winnings, 1st Quarter, 2023

Meanwhile, figure 7 shows jackpot prize winnings from January to March 2023 where Grand Lotto 6/55 had the highest jackpot prize amounting to P311.35 million while the lowest jackpot prize winning is from Lotto 6/42 with P133.86 million.

C. Fund Provision Activities

The PCSO provides funds through its various charity and medical programs and services like the Medical Access Program (MAP), Medical Access in Malasakit Centers Program (MAM), Institutional Partnership Program, Medical Equipment Donation Program, and Medicine Donation Program, among others.

From January to March 2023, the PCSO assisted 67,226 individuals and 160 LGUs and institutions by providing a total of P478.58 million. Tables 5 shows the performance of PCSO's charity programs for the reporting period.

Table 5 Summary of Fund Provision Activities, 1st Quarter, 2023 and 2022

No.	Period	1st Quarter, 2023		1st Quarter, 2022	
	Program	No. of Beneficiaries	Amount of Assistance	No. of Beneficiaries	Amount of Assistance
1-A	Regular Medical Assistance Program (MAP)	55,131 individuals	344,664,225.47	39,385 individuals	242,133,211.22
1-B	Medical Access in Malasakit Centers Program (MAM)	5,679 individuals	66,245,171.78	10,204 individuals	143,389,720.73
2	Institutional Partnership Program	1 institution	300,000.00	25 health/government facilities	17,200,000.00
3	Medical Equipment Donation Program	4 LGUs	63,623,000.00	1 health/government facility	16,300,000.00
4	Employees Consultation and Management (including dependents and retirees)	5,611 individuals	36,200.36	5,773 individuals	87,991.69
5	Out-Patient Services	745 individuals	24,274.07	398 individuals	36,563.84
6	Multi-Specialty Clinic	60 individuals	-		
7	Medical and Dental Mission	2 LGUs	111,520.45		
8	Medicine Donation Program (Main and Branch Offices)	153 organizations	3,575,768.00	119 organizations	2,159,301.70

Note: subject to adjustments

The succeeding sections detail the accomplishments of PCSO's fund provision activities through its programs and services.

1. Charity Programs

a. Medical Access Program

i. Regular Medical Access Program

The Regular Medical Access Program provides assistance to persons with health-related problems in partnership with government and private hospitals, health facilities, medicine retailers, and other partners. Services covered by the program are confinement, erythropoietin (dialysis injection), chemo drugs, specialty medicines, hemodialysis, laboratory (blood chemistry), diagnostic, and imaging procedures, and implant/medical devices.

Patients availing of the Regular MAP are served through the PCSO Head Office and Branch Offices nationwide. For the first quarter, the PCSO released P344.66 million as assistance to 55,131 beneficiaries under the MAP.

In terms of sex disaggregated data, the patients served are almost equal where there are 27,357 male beneficiaries (50.38%) and 27,774 females (49.62%) who received assistance from the MAP.

In terms of nature of requests, confinement is the top requested assistance with 25,241 requests, followed by dialysis (Epo) with 21,709 requests. Ranking third is chemodrugs with 5,291 requests. Other requests of patients may be found in table 6.

Table 6 Summary of Regular MAP Assistance, 1st Quarter, 2023

Nature of Request	Number of Requests		Amount of Assistance		Total	
	F	M	F	M	Number of Requests	Amount of Assistance
Confinement	12,401	12,840	93,199,003.60	98,299,755.00	25,241	191,498,758.60
Chemo Drugs	4,009	1,282	34,282,480.43	12,115,599.06	5,291	46,398,079.49
Dialysis (epo)	9,683	12,026	37,599,019.36	45,808,235.20	21,709	83,407,254.56
Radiation Therapy	244	76	2,512,940.03	728,156.00	320	3,241,096.03
Hemophilia Medicines	1	19	10,000.00	219,700.00	20	229,700.00
Post-Transplant/ Operative Meds	108	133	1,201,299.15	1,480,806.35	241	2,682,105.50
Rheumatoid Arthritis	37	9	419,260.00	128,000.00	46	547,260.00
Anti-Lupus	62	4	502,570.30	40,916.90	66	543,487.20
Neuro-Psychiatric Medicines	75	80	285,801.00	300,755.00	155	586,556.00
Laboratory/ Diagnostic Procedures	1,061	761	7,202,543.89	4,973,198.07	1,822	12,175,741.96
Psoriasis	13	13	177,115.70	169,108.70	26	346,224.40
Bone Implant	40	76	851,000.00	1,519,737.56	116	2,370,737.56
Idiopathic Thrombocytopenic Purpura (ITP)	21	19	162,477.85	122,913.21	40	285,391.06
Thalassemia	13	12	92,716.82	101,211.29	25	193,928.11
Orphan Disease	2	0	16,000.00	-	2	16,000.00
Immunocompromised Diseases (IVlg)	2	3	26,000.00	23,905.00	5	49,905.00
PCI Device	1	0	6,000.00	-	1	6,000.00
Pacemaker	1	3	10,000.00	26,000.00	4	36,000.00

Cochlear Implant	0	1	-	50,000.00	1	50,000.00
Total	27,774	27,357	178,556,228.13	166,107,997.34	55,131	344,664,225.47

Note: subject to adjustments

Comparing the regular MAP disbursements for the first quarters of 2023 and 2022 (Table 7), it can be noted that the amount of assistance and number of beneficiaries increased by 42% and 40% respectively; thus, the PCSO was able to reach more clients and aid them in their health and medical needs.

Table 7 Regular MAP Assistance, 1st Quarter, 2023 and 2022

Regular Medical Access Program	1 st Quarter, 2023	1 st Quarter, 2022	Variance	%
Amount of Assistance (P)	344,664,225.47	242,133,211.22	102,531,014.25	42%
No. of Requests/Beneficiaries	55,131	39,385	15,746	40%

ii. Medical Access in Malasakit Centers (MAM) Program

In 2019, President Rodrigo Roa Duterte signed Republic Act No. 11463 or the Malasakit Center Act which seeks to establish Malasakit Centers in hospitals run by the Department of Health nationwide. These centers serve as a one stop-shop that provides financial and medical assistance to indigent and financially incapacitated. These centers are created for Filipinos to have a convenient, free of charge, accessible and efficient medical services.

As of March 31, 2023, there are 157 Malasakit Centers supported by PCSO nationwide (Annex A). During the period, the PCSO assisted 5,679 beneficiaries from Malasakit Centers, with assistance amounting to P66.25 million. (Table 8).

Table 8 Summary of MAP Assistance in Malasakit Centers, 1st Quarter, 2023

Nature of Request	Number of Requests		Amount of Assistance		Total	
	F	M	F	M	Number of Requests	Amount of Assistance
Confinement	1,171	1,454	13,919,441.33	17,696,244.97	2,625	31,615,686.30
Chemo Drugs	1,139	419	12,304,097.31	5,185,545.29	1,558	17,489,642.60
Dialysis (Epo)	202	201	919,997.63	872,338.08	403	1,792,335.71
Radiation Therapy	24	10	239,000.00	72,000.00	34	311,000.00
Hemophilia Medicines	-	14	-	178,600.00	14	178,600.00
Post-Transplant/ Operative Meds	61	43	583,740.65	457,299.00	104	1,041,039.65
Rheumatoid Arthritis	5	1	64,181.52	16,000.00	6	80,181.52
Anti-Lupus	2	-	18,600.00	-	2	18,600.00
Neuro-Psychiatric Medicines	1	7	1,469.10	46,092.85	8	47,561.95
Laboratory/ Diagnostic Procedures	281	246	3,163,985.78	2,775,704.04	527	5,939,689.82
Psoriasis	19	6	314,000.00	102,000.00	25	416,000.00
Bone Implant	96	235	2,164,628.00	4,649,132.23	331	6,813,760.23

Idiopathic Thrombocytopenic Purpura (ITP)	21	9	298,000.00	115,000.00	30	413,000.00
Thalassemia	4	1	44,700.00	10,000.00	5	54,700.00
PCI Device	2	3	8,000.00	13,374.00	5	21,374.00
Valves	1	-	5,000.00	-	1	5,000.00
Pacemaker	1	-	7,000.00	-	1	7,000.00
Total	3,030	2,649	34,055,841.32	32,189,330.46	5,679	66,245,171.78

Note: subject to adjustments

To summarize the MAP for this quarter, PCSO assisted 60,810 patients with assistance amounting to P410.91 million in PCSO Head and Branch offices, and Malasakit Centers nationwide (Table 9).

Table 9 MAP Assistance in PCSO Offices and Malasakit Centers, 1st Quarter, 2023

Nature of Requests	Number of Requests		Amount of Assistance		Total	
	F	M	F	M	Number of Requests	Amount of Assistance
Confinement	13,572	14,294	107,118,444.93	115,995,999.97	27,866	223,114,444.90
Chemo Drugs	5,148	1,701	46,586,577.74	17,301,144.35	6,849	63,887,722.09
Dialysis (epo)	9,885	12,227	38,519,016.99	46,680,573.28	22,112	85,199,590.27
Radiation Therapy	268	86	2,751,940.03	800,156.00	354	3,552,096.03
Hemophilia Medicines	1	33	10,000.00	398,300.00	34	408,300.00
Post-Transplant/ Operative Meds	169	176	1,785,039.80	1,938,105.35	345	3,723,145.15
Rheumatoid Arthritis	42	10	483,441.52	144,000.00	52	627,441.52
Anti-Lupus	64	4	521,170.30	40,916.90	68	562,087.20
Neuro-Psychiatric Medicines	76	87	287,270.10	346,847.85	163	634,117.95
Laboratory/ Diagnostic Procedures	1,342	1,007	10,366,529.67	7,748,902.11	2,349	18,115,431.78
Psoriasis	32	19	491,115.70	271,108.70	51	762,224.40
Bone Implant	136	311	3,015,628.00	6,168,869.79	447	9,184,497.79
Idiopathic Thrombocytopenic Purpura (ITP)	42	28	460,477.85	237,913.21	70	698,391.06
Thalassemia	17	13	137,416.82	111,211.29	30	248,628.11
Orphan Disease	2	-	16,000.00	-	2	16,000.00
Immunocompromised Diseases (IVlg)	2	3	26,000.00	23,905.00	5	49,905.00
PCI Device	3	3	14,000.00	13,374.00	6	27,374.00
Pacemaker	2	3	17,000.00	26,000.00	5	43,000.00
Cochlear Implant	-	1	-	50,000.00	1	50,000.00
Valves	1	-	5,000.00	-	1	5,000.00
Total	30,804	30,006	212,612,069.45	198,297,327.80	60,810	410,909,397.25

b. Institutional Partnership Program (IPP)

This program assists various welfare agencies and charitable medical facilities to further extend the charity services of the government, particularly in the medical and health needs of the poor and disadvantaged sector in the local communities.

From January to March 2023, PCSO granted P300,000.00 for the Social Action Center of Pampanga, Inc. located in San Fernando City, Pampanga.

c. Medical Equipment Donation Program

For the 1st quarter of 2023, PCSO released a total of P63,623,000.00 to four (4) hospitals.

Table 10. Medical Equipment Donation Program Recipients for 1st Quarter, 2023

Region	Province	City/ Municipality	Recipient	Amount of Assistance
IV-A	Cavite	Cavite City	Major Danilo A. Atienza Air Base Hospital	18,282,000.00
I	La Union	San Fernando	Wallace Air Base Station Medical Infirmary	8,777,000.00
VII	Cebu	Cebu City	BGen. Benito N. Ebuena Air Base Hospital	18,282,000.00
IX	Zamboanga del Sur	Zamboanga City	Edwin Andrews Air Base Hospital	18,282,000.00
TOTAL				63,623,000.00

d. Medicine Donation Program

Medicine Donation Program is the provision of basic medicines and supplies to support government and non-government organizations with their advocacy on providing efficient and effective medical and healthcare services.

For the first quarter of 2023, PCSO granted P3,575,768.00 worth of medicines to 153 organizations.

e. Medical and Dental Mission Program

Through the Medical and Dental Mission, the PCSO provides medical consultations, basic dental services like tooth extraction, and basic medicines to various recipients.

During the first quarter of 2023, the PCSO conducted two (2) medical and dental missions in various areas where the agency provided P111,520.45 worth of assistance.

Table 11 Medical and Dental Mission, 1st Quarter, 2023

Date	Venue
February 21, 2023	Banaybanay, Lipa City
March 31, 2023	Taytay, Rizal

f. Multi-Specialty Clinic

PCSO launched its multi-specialty clinic on March 27, 2023 at the PCSO Head Office, Conservatory Building, Shaw Boulevard, Mandaluyong City. This program provides the public with free consultations from medical specialists such as cardiologist, neuropsychiatrist, pulmonologist, orthopedic surgeon, gastroenterologist, endocrinologist, ears, nose, and throat (ENT) doctor, and ophthalmologist.

Since its launch, 60 patients availed the free medical consultations at the PCSO Head Office.

g. Out-Patient Services

On June 1, 2022, PCSO resumed its out-patient services for the public.

From January to March 31, 2023, the PCSO provided 745 patients with free consultations and P24,274.00 worth of medicines.

h. Employees Consultation and Management

For the first quarter of 2023, PCSO provided 5,611 employees, their dependents, and retirees with free medicines, in-house consultations from PCSO doctors and medical and dental supplies totaling to P36,200.36.

2. Compliance with Mandatory Contributions

a. Universal Health Care Program

The Universal Health Care Program seeks to (a) progressively realize universal health care in the country through a systemic approach and clear delineation of roles of key agencies and stakeholders towards better performance in the health system; and (b) ensure that all Filipinos are guaranteed equitable access to quality and affordable health care goods and services, and protected against financial risk.

RA 11223 otherwise known as the Universal Health Care Act (UHC) mandates PCSO to remit 40% of its Charity Fund net of documentary stamp tax payments and mandatory contributions.

In April 2023, the PCSO remitted a total of P197,307,435.29 as UHC share to the PhilHealth.

Table 12 UHC Share as of March 31, 2023

UHC Share (January to March 31, 2022)			
Period	UHC Share	Amount Allotted	Amount Remitted (100% of the 40% UHC Share)
January to March 31, 2022	197,307,435.29	197,307,435.29	197,307,435.29

Note: Subject for adjustment based on the actual expenses of the Charity Fund on Financial Statements as of March 31, 2023

b. Assistance to Government Institutions

The PCSO also contributes to various agencies and institutions. For the first quarter of 2023, PCSO paid a total of P729,097,375.30 as its contributions in compliance with various laws and issuances.

Table 13 Mandatory Contributions Released, 1st Quarter, 2023 and 1st Quarter, CY 2022

Recipient Agency	Legal Basis	Amount Paid		Variance (%)
		1st Quarter, CY 2023	1st Quarter, CY 2022	
Commission on Higher Education	RA 7722	82,176,035.50	57,305,139.50	43%
National Council on Disability Affairs	RA 4564	110,210.47	85,485.22	29%
Philippine Sports Commission	RA 6847	136,371.09	79,499.77	72%
Cooperative Development Authority	RA 11364 RA 11	126,310.98	0	
Philhealth (for UHC)*	RA 11223	636,911,907.86	0	
Dangerous Drugs Board	RA 9165	9,636,539.40	8,103,640.00	19%
Total		729,097,375.30	65,573,764.49	1,012%

*UHC share is for the period 4th quarter, 2022

c. Lotto Shares

As mandated by Executive Order No. 357, the PCSO shall allocate 5% share for the LGUs from the Lotto Charity Fund and provide the sharing scheme thereof.

For the period January to March 2023, the PCSO released P197,770,151.35 as Lotto Shares to various LGUs nationwide.

3. Corporate Social Responsibility (CSR) Initiatives

The PCSO is committed to serve its stakeholders such as its beneficiaries, clients, its workforce, and the society in general, within the scope of its mandate through the Agency's Corporate Social Responsibility (CSR) initiatives in the areas of education, disaster preparedness, relief programs, medical-related causes for the marginalized sectors, environmental awareness, and volunteerism.

During this quarter, the PCSO released P5,214,408.36 worth of items for the CSR projects.

D. Other Significant Accomplishments

1. Gender and Development (GAD) Activities

During the first quarter of 2023, the PCSO showed its commitment to make the Agency a gender responsive institution through its various activities during the celebration of the 2023 National Women's Month with the theme "*WE for gender equality and inclusive society*".

On March 8, 2023, the PCSO, through its Product and Standard Development Department (PSDD), launched the "Super Ticket Para Kay Super Pinay", where a total of 1,910 lotto players at the PCSO Head Office and Branch Offices nationwide, and 431 PCSO employees received free P100.00 worth of Super Lotto 6/49 tickets for every purchase of a single ticket. The marketing activity costed P234,100.00.

Further, the PCSO donated hygiene kits for female residents of Marillac Hills at the Department of Social Welfare and Development's (DSWD) Haven for National Center for Women, Alabang, Muntinlupa on March 28, 2023. Marillac Hills is a rehabilitation center for young women who were abused, exploited or are in conflict with the law, while Haven for Women provides shelter and protective custody to women who are victims of prostitution and illegal recruitment. It also caters to battered and abused women.

The PCSO, through its Medical Services Department, also conducted a the Dynamic Training on Image for its female employees on March 29, 2023, at the PCSO Shaw Plaza Building, Mandaluyong City. The event, which was attended by PCSO Directors Janet De Leon Mercado and Jennifer Liongson-Guevara and Charity Sector Assistant General Manager Dr. Larry R. Cedro, covered the topics on integrity, manner, appearance, gesture, and enthusiasm.

Moreover, during the flag honoring ceremonies of PCSO in March 2022, PCSO honored accomplished women in the public sector. Among the distinguished guests were Senator Maria Lourdes Nancy Binay, Supreme Court of the Philippines Associate Justice Maria Filomena D. Singh, Cavite Congresswoman Lani Mercado-Revilla, and Quirino Congresswoman Midy N. Cua.

The PCSO also showed support by joining the "Purple Wednesdays", or wearing of purple attire every Wednesdays of March.

2. Conduct of Strategic Performance Management System (SPMS) Training

The PCSO conducted a two-day Strategic Performance Management System (SPMS) Training on February 7 and 8, 2023, at the Training Room, Shaw Plaza Building, Mandaluyong City, which was facilitated by Civil Service Commission (CSC) NCR Director Judith Dongallo-Chicano and Senior Human Resource Specialist Vincent N. Fabella.

During the training, 56 employees composed of the PCSO SPMS Performance Management Team (PMT) and Division Chiefs were reoriented on the guidelines of

the SPMS to ensure the alignment of employee performance with organizational goals. The topics discussed include performance planning and commitment, monitoring and coaching, performance rewarding, and development planning.

3. Conduct of Bloodletting Activity with the Philippine Red Cross

On January 20, 2023, the PCSO, together with the Philippine Red Cross, conducted a bloodletting activity at the PCSO Head Office, Conservatory Building, Shaw Boulevard, Mandaluyong City which contributed to the blood reserves of the country. During the activity, a total of 83 blood units were generated from PCSO employees and other volunteers.

IV. Contributions to Nation-Building

A. Tax Remittances

PCSO has been diligently paying its taxes to the Bureau of Internal Revenue (BIR).

The Agency paid a total of P3,590,170,476.45 to the BIR for the period January to March 2023. Bulk of the taxes paid represents the documentary stamp tax which is P2.988 billion. Table 21 illustrates the breakdown of the taxes paid for the first quarter of 2023.

Table 14 Taxes Paid, 1st Quarter, 2023

Type of Tax/Payment	Amount Paid
Final Income Tax – 20% winnings	300,962,634.08
Creditable Income Taxes Withheld (Expanded)	161,869,451.96
Value Added Tax and Other Percentage Withheld	103,143,326.72
Documentary Stamp Tax	2,988,453,664.14
Taxes Withheld on Compensation	35,741,399.55
Total	3,590,170,476.45

Compared to the tax remittance of P2.810 billion for the first quarter of 2022, PCSO's tax remittance for the first quarter of 2022 went up by 22%.

Table 15 PCSO Taxes Paid to BIR, 1st Quarter, 2023 and 2022

Period	1 st Quarter, 2023	1 st Quarter, 2022
Total Taxes Paid	3,590,170,476.45	2,810,152,957.51

V. Customer Feedback Mechanisms

To be accessible and responsive to its clientele, PCSO utilizes the online feedback system, 8888 Hotline, and the PCSO official social media accounts to generate and act upon external feedback which includes inquiries, complaints, suggestions, and commendations made to PCSO.

A. 8888 Hotline

Concerns and complaints regarding government services is now just a text away through the 8888 Citizens Complaint Hotline, the 24 hour a day and 7 days a week public service hotline.

During the first quarter of 2023, PCSO achieved a 100% resolution rate when it closed 117 concerns/complaints received via the 8888 Hotline. Most of the concerns of the public were about the Agency's medical assistance, as shown in Table 24.

Table 16 Summary of 8888 Hotline, 1st Quarter, 2023

Month	JANUARY		FEBRUARY		MARCH	
Nature of Cases/Category	Tickets Received	Acted Upon	Tickets Received	Acted Upon	Tickets Received	Acted Upon
Medical Assistance for Hospital Bill	41	41	0	0	2	2
Medical Assistance for Dialysis	30	30	0	0	0	0
Medical Assistance for Cancer Treatment	9	9	0	0	0	0
Medical Assistance for Laboratory and Diagnostic Procedures	2	2	0	0	0	0
Concerns about PCSO MAP Online Application	5	5	1	1	3	3
Complaint Against PCSO Regulations/Processes/Games/Services	2	2	5	5	6	6
Comments or Suggestions	4	4	5	5	3	3
Other concerns	2	2	0	0	1	1
TOTAL	95	95	11	11	15	15

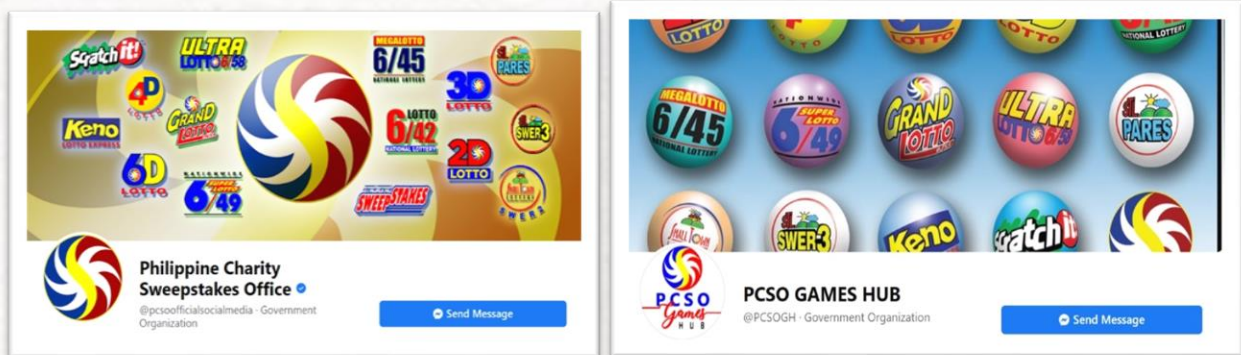
B. Online Feedback

Out of the 244 feedbacks received online from January to March 2023, PCSO replied to 240 messages and referred seven (7) queries to concerned units for appropriate response or action.

Table 17 Summary of Online Feedback, 1st Quarter, 2023

Month	Received	Replied	Referred to concerned units
January	69	66	3
February	82	78	4
March	96	96	0
Total	247	240	7

C. PCSO Social Media Accounts



The official social media accounts of PCSO are also portals for interacting with the clients of the Agency. Further, the Agency posts the live lotto draws, and announcements for information of the public.

Annex A. List of Malasakit Centers as of March 2023

No.	Area/ Region	Name of Hospitals	Branches
NCR DEPARTMENT			
1	NCR	Dr. Jose N. Rodriguez Memorial Hospital	Main Office Charity Assistance Department (CAD)
2	NCR	Las Piñas General and Satellite Trauma Center	
3	NCR	Ospital Ng Malabon	
4	NCR	San Lorenzo Ruiz Women's Hospital	
5	NCR	National Center for Mental Health	
6	NCR	Dr. Jose Fabella Memorial Hospital	
7	NCR	Jose R. Reyes Memorial Medical Center	
8	NCR	UP - Philippine General Hospital	
9	NCR	San Lazaro Hospital	
10	NCR	Tondo Medical Center	
11	NCR	Amang Rodriguez Medical Center	
12	NCR	Research Institute for Tropical Medicine	
13	NCR	Navotas City Hospital	
14	NCR	Novaliches District Hospital	
15	NCR	Ospital Ng Parañaque	
16	NCR	Pasay City General Hospital	
17	NCR	Rizal Medical Center	
18	NCR	East Avenue Medical Center	
19	NCR	Lung Center of the Philippines	
20	NCR	National Children's Hospital	
21	NCR	National Kidney and Transplant Institute	
22	NCR	Philippine Children's Medical Center	
23	NCR	Philippine Heart Center	
24	NCR	Philippine Orthopedic Center	
25	NCR	Quirino Memorial Medical Center	
26	NCR	Veterans Memorial Medical Center	
27	NCR	PNP General Hospital	
28	NCR	San Juan Medical Center	
29	NCR	Taguig -Pateros District Hospital	
30	NCR	Valenzuela City Emergency Hospital	
31	NCR	Valenzuela Medical Center	
Ncl Department			
32	CAR	Luis Hora Memorial Regional Hospital	Mt. Province Branch
33	CAR	Baguio General Hospital and Medical Center	Benguet Branch
34	CAR	Benguet General Hospital	Benguet Branch
35	CAR	Conner District Hospital	Apayao Branch
36	CAR	Far North Luzon General Hospital and Training Center	Apayao Branch

37	CAR	Bontoc General Hospital	Mt. Province Branch
38	I	Ilocos Sur Provincial Hospital	Ilocos Sur Branch
39	I	Ilocos Training and Regional Medical Center	La Union Branch
40	I	Mariano Marcos Memorial Hospital and Medical Center	Ilocos Norte Branch
41	I	Gov. Roque B. Ablan Sr. Memorial Hospital	Ilocos Norte Branch
42	I	Region I Medical Center	Pangasinan Branch
43	II	Batanes General Hospital	Cagayan Branch
44	II	Cagayan Valley Medical Center	Cagayan Branch
45	II	Gov. Faustino Dy Memorial Hospital	Isabela Branch
46	II	Batanes General Hospital	Isabela Branch
47	II	Region II Trauma and Medical Center	Nueva Vizcaya Branch
48	II	Southern Isabela Medical Center	Isabela Branch
49	II	Quirino Memorial Provincial Hospital	Quirino Branch
50	III	Aurora Memorial Hospital	Aurora Branch
51	III	Bataan General Hospital and Medical Center	Bataan Branch
52	III	Bulacan Medical Center	Bulacan Branch
53	III	Ospital Ng Lungsod Ng San Jose Del Monte	Bulacan Branch
54	III	Dr. Paulino J. Garcia Memorial Research and Medical Center	Nueva Ecija Branch
55	III	Eduardo L. Joson Memorial Hospital	Nueva Ecija Branch
56	III	Jose B. Lingad Memorial General Hospital	Pampanga Branch
57	III	Rafael Lazatin Memorial Medical Center	Pampanga Branch
58	III	Ofw Hospital	Pampanga Branch
59	III	Mariveles Mental Wellness and General Hospital	Bataan Branch
60	III	President Ramon Magsaysay Memorial Hospital	Zambales Branch
61	III	Rogaciano M. Mercado Memorial Hospital	Bulacan Branch
62	III	Talavera General Hospital	Nueva Ecija Branch
63	III	Tarlac Provincial Hospital	Tarlac Branch
Stbr Department			
64	IV-A	Antipolo City Hospital System Annex 4 - Mambungan	Rizal Branch
65	IV-A	Casimiro A. Ynares Sr. Memorial Hospital	Rizal Branch
66	IV-A	Batangas Medical Center	Batangas Branch
67	IV-A	Batangas Provincial Hospital	Batangas Branch
68	IV-A	Bagong Cainta Municipal Hospital	Rizal Branch
69	IV-B	Culion Sanitarium and General Hospital	Palawan Branch
70	IV-A	Gen. Emilio Aguinaldo Memorial Hospital	Cavite Branch
71	IV-A	Laguna Medical Center	Laguna Branch
72	IV-A	San Pablo City General Hospital	Laguna Branch
73	IV-A	Margarito Duavit Memorial Hospital	Rizal Branch
74	IV-B	Occidental Mindoro Provincial Hospital	Occidental Mindoro Branch
75	IV-B	Oriental Mindoro Provincial Hospital	Oriental Mindoro Branch

76	IV-B	Marinduque Provincial Hospital	Marinduque Branch
77	IV-B	Ospital Ng Palawan	Palawan Branch
78	IV-B	Southern Palawan Provincial Hospital	Palawan Branch
79	IV-A	Quezon Medical Center	Quezon Branch
80	IV-A	Maria L. Eleazar General Hospital	Quezon Branch
81	IV-B	Romblon Provincial Hospital	Romblon Branch
82	IV-A	Southern Tagalog Regional Hospital (Formerly Bacoor District Hospital)	Cavite Branch
83	V	Bicol Regional Training & Teaching Hospital	Albay Branch
84	V	Bicol Region General Hospital And Geriatric Medical Center (Formerly Bicol Sanitarium)	Camarines Sur Branch
85	V	Bicol Medical Center	Camarines Sur Branch
86	V	Camarines Norte Provincial Hospital	Camarines Norte Branch
87	V	Dr. Fernando B. Duran, Sr. Memorial Hospital	Sorsogon Branch
88	V	Masbate Provincial Hospital	Masbate Branch
89	V	Eastern Bicol Medical Center	Catanduanes Branch
Visayas Department			
90	VI	Dr. Rafael S. Tumbokon Memorial Hospital	Aklan Branch
91	VI	Angel Salazar Memorial General Hospital	Antique Branch
92	VI	Corazon Locsin Montelibano Memorial Regional Hospital	Negros Occidental Branch
93	VI	Don Jose Monfort Medical Center Extension Hospital	Iloilo Branch
94	VI	Dr. Catalino Gallego Nava Provincial Hospital	Guimaras Branch
95	VI	Roxas Memorial Provincial Hospital	Capiz Branch
96	VI	Western Visayas Medical Center	Iloilo Branch
97	VI	Western Visayas Sanitarium	Iloilo Branch
98	VI	West Visayas State University Medical Center	Iloilo Branch
99	VII	Don Emilio Del Valle Memorial Hospital	Bohol Branch
100	VII	Eversley Childs Sanitarium and General Hospital	Cebu Branch
101	VII	Carcar Provincial Hospital	Cebu Branch
102	VII	Cebu City Medical Center	Cebu Branch
103	VII	Gov. Celestino Gallares Memorial Hospital	Bohol Branch
104	VII	Lapu Lapu City Hospital	Cebu City
105	VII	Negros Oriental Provincial Hospital	Negros Oriental Branch
106	VII	Siquijor Provincial Hospital	Siquijor Branch
107	VII	St. Anthony Mother and Child Hospital	Cebu Branch
108	VII	Cebu South Medical Center	Cebu Branch
109	VII	Vicente Sotto Memorial Medical Center	Cebu Branch
110	VIII	Biliran Provincial Hospital	Biliran Branch
111	VIII	Eastern Samar Provincial Hospital	Eastern Samar Branch
112	VIII	Eastern Visayas Regional Medical Center	Leyte Branch
113	VIII	Northern Samar Provincial Hospital	Northern Samar Branch
114	VIII	Ormoc District Hospital	Leyte Branch

115	VIII	Leyte Provincial Hospital	Leyte Branch
116	VIII	New Western Leyte Provincial Hospital	Leyte Branch
117	VIII	Salvacion Oppus Yniguez Memorial Provincial Hospital	Southern Leyte Branch
118	VIII	Samar Provincial Hospital	Western Samar Branch
119	VIII	Gov. Benjamin T. Romualdez General Hospital and Schistosomiasis Center	Leyte Branch
Mindanao Department			
120	IX	Basilan General Hospital	Zamboanga del Sur Branch
121	IX	Dr. Jose Rizal Memorial Hospital	Zamboanga del Norte Branch
122	IX	Margosatubig Regional Hospital	Zamboanga del Sur Branch
123	IX	Zamboanga City Medical Center	Zamboanga del Sur Branch
124	IX	Zamboanga Del Sur Medical Center	Zamboanga del Sur Branch
125	IX	Zamboanga Del Norte Medical Center	Zamboanga del Norte Branch
126	IX	Labuan Public Hospital	Zamboanga del Sur Branch
127	IX	Mindanao Central Sanitarium	Zamboanga del Sur Branch
128	IX	Dr. George Toca Hofer Medical Center	Zamboanga Sibugay Branch
129	X	Amai Pakpak Medical Center	Lanao del Norte Branch
130	X	Gregorio T. Lluch Memorial Hospital	Lanao del Norte Branch
131	X	Jr Borja Medical Center	Misamis Oriental Branch
132	X	Kapatagan Provincial Hospital	Lanao del Norte Branch
133	X	Mayor Hilarion A. Ramiro Sr. Medical Center	Misamis Occidental Branch
134	X	Dona Maria D. Tan Memorial Hospital	Misamis Occidental Branch
135	X	Northern Mindanao Medical Center	Misamis Oriental Branch
136	X	Bukidnon Provincial Hospital	Bukidnon Branch
137	XI	Davao De Oro Provincial Hospital - Montevista	Davao del Sur Branch
138	XI	Davao Del Sur Provincial Hospital	Davao del Sur Branch
139	XI	Davao Oriental Provincial Medical Center	Davao Oriental Branch
140	XI	Davao Regional Medical Center	Davao del Norte Branch
141	XI	Southern Philippines Medical Center	Davao del Sur Branch
142	XII	Cotabato Sanitarium	South Cotabato Branch
143	XII	Dr. Jorge P. Royeca Hospital	South Cotabato Branch
144	XII	Sultan Kudarat Provincial Hospital	Sultan Kudarat Branch
145	XII	South Cotabato Provincial Hospital	South Cotabato Branch
146	XII	Cotabato Provincial Hospital	North Cotabato Branch
147	CARAGA	Butuan Medical Center	Agusan del Norte Branch
148	CARAGA	D.O Plaza Memorial Hospital	Agusan del Sur Branch
149	CARAGA	Adela Serra Ty Memorial Medical Center	Surigao del Sur Branch
150	CARAGA	Caraga Regional Hospital	Surigao del Norte Branch
151	CARAGA	Siargao District Hospital	Surigao del Norte Branch
152	CARAGA	Lianga District Hospital	Surigao del Sur Branch
153	BARMM	Cotabato Regional and Medical Center	South Cotabato Branch

154	BARMM	Datu Halun Sakilan Memorial Hospital	Zamboanga del Sur Branch
155	BARMM	Maguindanao Provincial Hospital	South Cotabato Branch
156	BARMM	Sulu Sanitarium	Zamboanga del Sur Branch
157	BARMM	Sulu Provincial Hospital	Zamboanga del Sur Branch

As of 3/24/2023 data from DOH-Malasakit Program Office