



**Philippine Charity
Sweepstakes Office
Accomplishment Report
Second Quarter,
CY 2025**



TABLE OF CONTENTS

I. Introduction	4
II. About PCSO	4
III. Fund Generation Activities	5
A. Sales Comparison: 2nd Quarter, CY 2025 vs. 2nd Quarter, CY 2024	5
B. Percent Contribution of PCSO Games to the Total Revenue	6
C. Sales Breakdown per PCSO Games	6
IV. Changed Lives: Jackpot Winners for 2nd Quarter, CY 2025	8
V. Contributions to Nation-Building	9
A. 9	
VI. Fund Provision	9
A. 9	
B. Compliance with Mandatory Contributions	17
C. Corporate Social Responsibility (CSR) Initiatives	18
D. Non-Financial Highlights	20
VII. Responsible Gaming (RG) Initiatives	21
VIII. Customer Feedback Mechanisms	21
A. 8888 Hotline	28
B. Online Feedback	29
C. PCSO Social Media Accounts	29
IX. Conclusion	29



PHILIPPINE CHARITY SWEEPSTAKES OFFICE

LIST OF TABLES

Table 1. PCSO Retail Receipts, 2 nd Quarter, 2025 and 2024	6
Table 2. STL Monthly Retail Receipts, 2 nd Quarter, 2025 and 2024	6
Table 3. Lotto Retail Receipts, 2 nd Quarter, CY 2025 vs CY 2024	7
Table 4. Digit Games Retail Receipts, 2 nd Quarter, CY 2025	7
Table 5. Number of Jackpot Winners and Total Winnings, 2 nd Quarter, 2025	8
Table 6. Jackpot Winners and Jackpot Prizes per Game, 2 nd Quarter, 2025	8
Table 7. Breakdown of Taxes Paid, 2 nd Quarter, CY 2025	9
Table 8. PCSO Taxes Paid to BIR, 2 nd Quarter, CY 2025 vs CY 2024	9
Table 9. Summary of Fund Provision Activities under the Charity Programs, 2 nd Quarter, 2025	10
Table 10. Breakdown of MAP Assistance, 2 nd Quarter, CY 2025	11
Table 11. Breakdown of Regular MAP Assistance, 2 nd Quarter, 2025	11
Table 12. Breakdown of MAP Assistance in Malasakit Centers, 2 nd Quarter, 2025	12
Table 13. List of IPP Recipients, 2 nd Quarter, CY 2025	13
Table 14. List of PTV Recipients, 2 nd Quarter, CY 2025	14
Table 15. List of Medical Missions Conducted, 2 nd Quarter, CY 2025	16
Table 16. Mandatory Contributions Released, 1 st Semester, 2025	17
Table 17. Breakdown of Medical Devices and Mobility Aids Distributed, 2 nd Quarter, CY 2025	18
Table 18. Breakdown of Rescue Devices Distributed, 2 nd Quarter, 2025	19
Table 19. Breakdown of Charitimba Distributed, 2 nd Quarter, 2025	19
Table 20. Summary of 8888 Hotline, 2 nd Quarter, CY 2025	25
Table 21. Summary of Online Feedback, 2 nd Quarter, CY 2025	25

LIST OF FIGURES

Figure 1. Gross Receipts	5
Figure 2. Allocation of Net Receipts	5
Figure 3. Breakdown of PCSO Games, 2 nd Quarter, 2025	6
Figure 4. Lotto Retail Receipts per Game, 2 nd Quarter, 2025	7
Figure 5. Digit Games Retail Receipts, 2 nd Quarter, 2025	8



I. Introduction

In line with PCSO's commitment to transparency, accountability and good governance conditions, the Philippine Charity Sweepstakes Office (PCSO) reports its key operational and administrative accomplishments for the period April 1, 2025 to June 30, 2025. The report shall be uploaded to the Transparency Seal of the agency pursuant to GCG Memorandum Circular No. 2012-07 on the Code of Corporate Governance for Government Owned and Controlled Corporations (GOCCs).

II. About PCSO

Pursuant to Section 1, Republic Act No. 1169, as amended, the Philippine Charity Sweepstakes Office shall be the principal government agency for raising and providing funds for health programs, medical assistance and services, and charities of national character and as such shall have the general powers conferred in Section 13 of Act No. 1049, as amended and shall have the authority:

A. To hold and conduct charity sweepstakes races, lotteries and other similar activities, in such frequency and manner, as shall be determined, and subject to such rules and regulations as shall be promulgated by the Board of Directors.

B. Subject to the approval of the Minister of Human Settlements, to engage in health and welfare-related investments, programs, projects and activities which may be profit-oriented, by itself or in collaboration, association or joint venture with any person, association, company or entity, whether domestic or foreign, except for activities mentioned in the preceding paragraph A, for purpose of providing for permanent and continuing sources of funds for health programs, including the expansion of existing ones, medical assistance and services, and/or charitable grants, provided, that such investments will not compete with the private sector in areas where investments are adequate, as may be determined by the National Economic Development Authority (NEDA).

C. To undertake any other activity that will enhance its fund generation operations and fund management capabilities, subject to the same limitations provided for in the preceding paragraph.

Vision

The PCSO is the principal government agency committed to excellence in generating sustainable funds for health programs and charities of national character through responsible gaming towards a prosperous, inclusive, and resilient society.

Mission

- We hold and conduct transparent and sustainable gaming activities; we continuously innovate and improve our products and services.
- We provide equal access, timely, and responsive assistance to eligible recipients and beneficiaries.
- We develop and train our people's skills and environmental awareness towards operational resilience.



- 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 for 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.

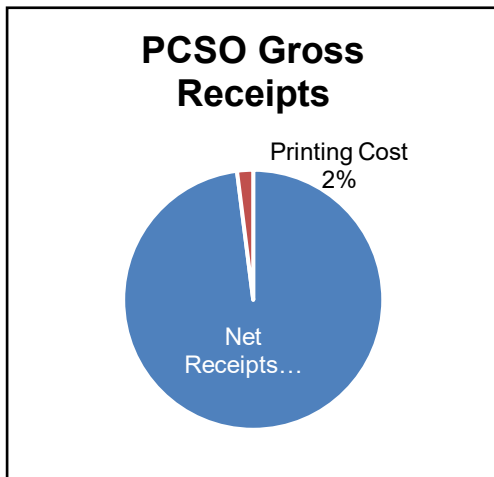


Figure 1 PCSO Gross Receipts

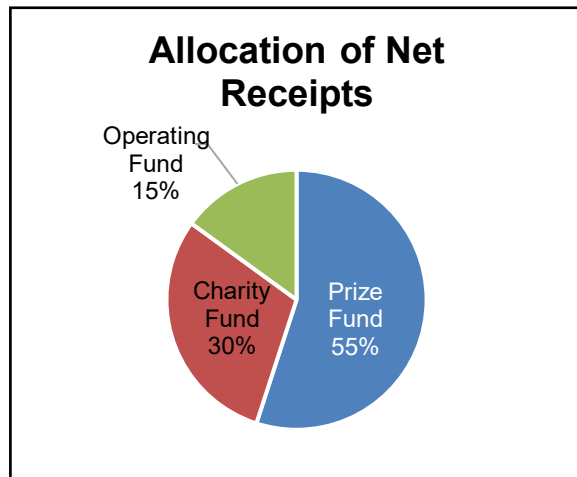


Figure 2 Allocation of Net Receipts

III. Fund Generation Activities

A. Sales Comparison between 2nd Quarter, CY 2025 vs. 2nd Quarter, CY 2024

PCSO has gained momentum in the second quarter of CY 2025 by generating P15,752,825,638.00 in total revenues from its gaming operations from April to June 2025.



Based on the table below, PCSO revenues for this quarter posted a 7% increase compared to the same period in 2024. A significant contribution to this growth came from the Small Town Lottery (STL), generating revenues of P8.73 billion and reflects a 13% increase over the STL sales recorded in the same period last year.

Table 1. PCSO Retail Receipts, 2nd Quarter, 2025 and 2024

PCSO Games	Retail Receipts		Variance (%)
	2 nd Quarter, 2025	2 nd Quarter, 2024	
Lotto and Digit Games	P6,760,212,680.00	P6,751,283,550.00	-
Small Town Lottery	8,730,112,958.00	7,716,330,367.00	13%
National Instant Sweepstakes Program	262,500,000.00	262,500,000.00	-
Total	P15,752,825,638.00	P14,730,113,917.00	7%

B. Percent Contribution of PCSO Games to the Total Revenue

As shown in Figure 3, the STL stands out as the leading revenue generator for this quarter, contributing 55% of the total retail receipts. Following closely is the Lotto and Digit Games which accounted for 43% of the total earnings, while the National Instant Sweepstakes Program (NISP) represented a smaller share of only 2%.

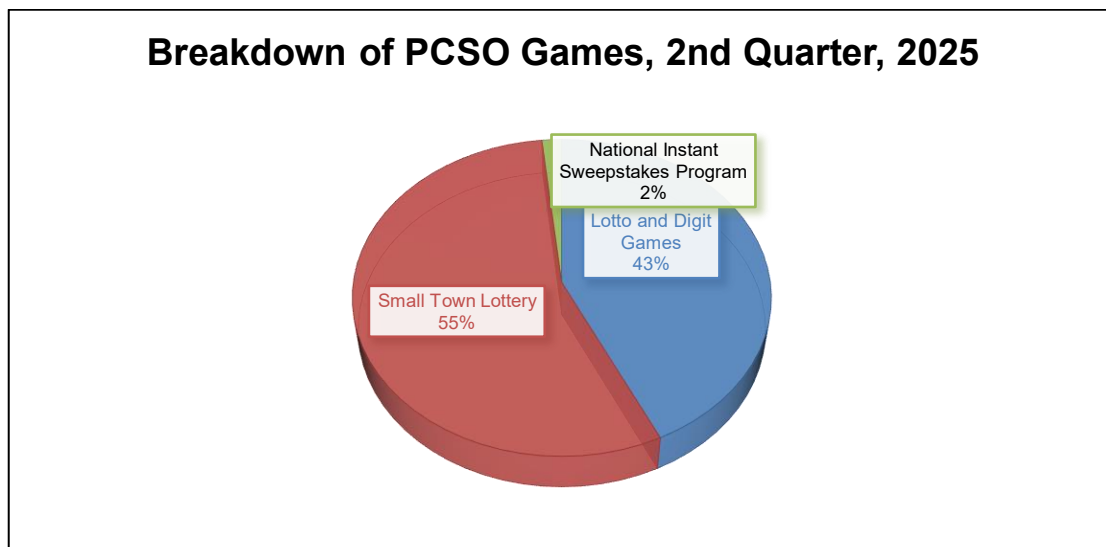


Figure 1 Breakdown of PCSO Games, 2nd Quarter, 2025

C. Sales Breakdown per PCSO Games

Small Town Lottery Retail Receipts, 2nd Quarter, CY 2025

For the period April to June 2025, the Small Town Lottery (STL) Authorized Agent Corporations (AACs) nationwide generated P8,730,112,958.00 as contributions to the revenues of the agency. Table 2 details the monthly retail receipts of STL from April to June 2025 which shows an increase of 13%.

Table 2. STL Monthly Retail Receipts, 2nd Quarter, 2025 and 2024

Month	2 nd Quarter, 2025	2 nd Quarter, 2024
April	P2,729,179,613.00	P2,598,380,311.00
May	2,998,162,775.00	2,591,480,148.00
June	3,002,770,570.00	2,526,469,908.00



Total	P8,730,112,958.00	P7,716,330,367.00
--------------	--------------------------	--------------------------

Lotto Retail Receipts, 2nd Quarter, CY 2025

Based on Table 3, retail receipts from Lotto games for this quarter increased by 6% compared to the same period in 2024. Lotto games contributed a total of P3,986,793,920.00, with Grand Lotto 6/55 recording the highest revenue at P1.055 billion. Meanwhile, Super Lotto 6/49 generated the lowest sales among the variants, with P673.92 million in retail receipts.

Table 3. Lotto Retail Receipts, 2nd Quarter, CY 2025 vs CY 2024

Lotto Game	Retail Receipts		% Inc/Dec
	2 nd Quarter, 2025	2 nd Quarter, 2024	
Lotto 6/42	P711,757,220.00	P778,047,440.00	-9%
Mega Lotto 6/45	683,859,900.00	707,079,900.00	-3%
Super Lotto 6/49	673,924,740.00	725,445,260.00	-7%
Grand Lotto 6/55	1,055,903,340.00	768,136,340.00	37%
Ultra Lotto 6/58	861,348,720.00	772,723,840.00	11%
Total	P3,986,793,920.00	P3,751,432,780.00	6%

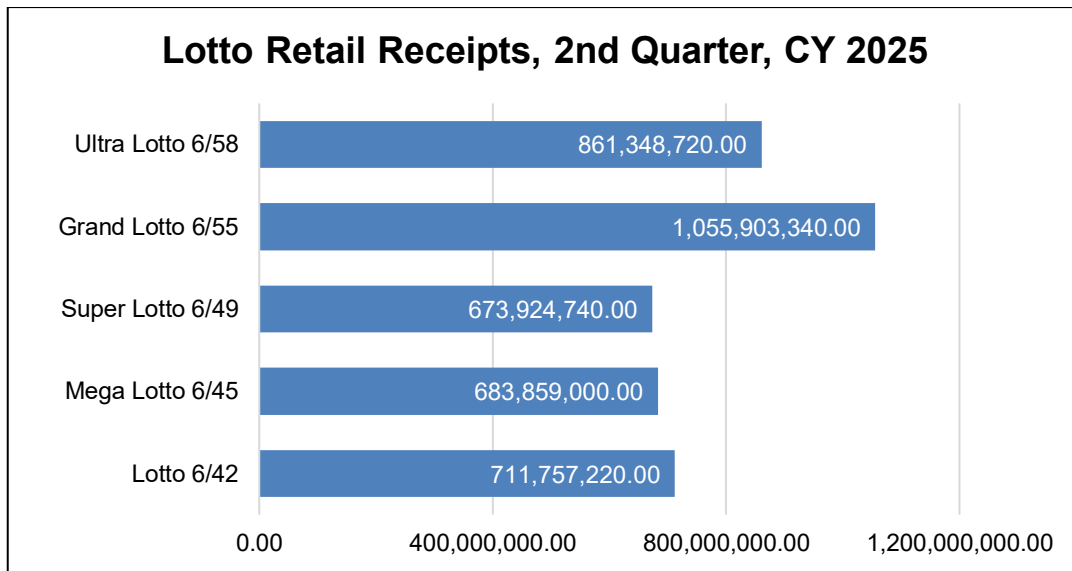


Figure 2 Lotto Retail Receipts per Game, 2nd Quarter, 2025

Digit Games Retail Receipts, 2nd Quarter, CY 2025

Meanwhile, the digit games posted a total of P2,773,418,760.00 from April to June 2025 (Table 4).

Table 4. Digit Games Retail Receipts, 2nd Quarter, CY 2025

Digit Games	Retail Receipts (2 nd Quarter, 2025)
2D Lotto	1,550,623,680.00
3D Lotto	1,005,898,900.00
4D Lotto	116,339,440.00
6D Lotto	100,556,740.00



Total	2,773,418,760.00
--------------	-------------------------

Based on Figure 5, 2D had the highest contribution amounting to P1.55 billion, while 6D contributed the least with P100,556,740.00.

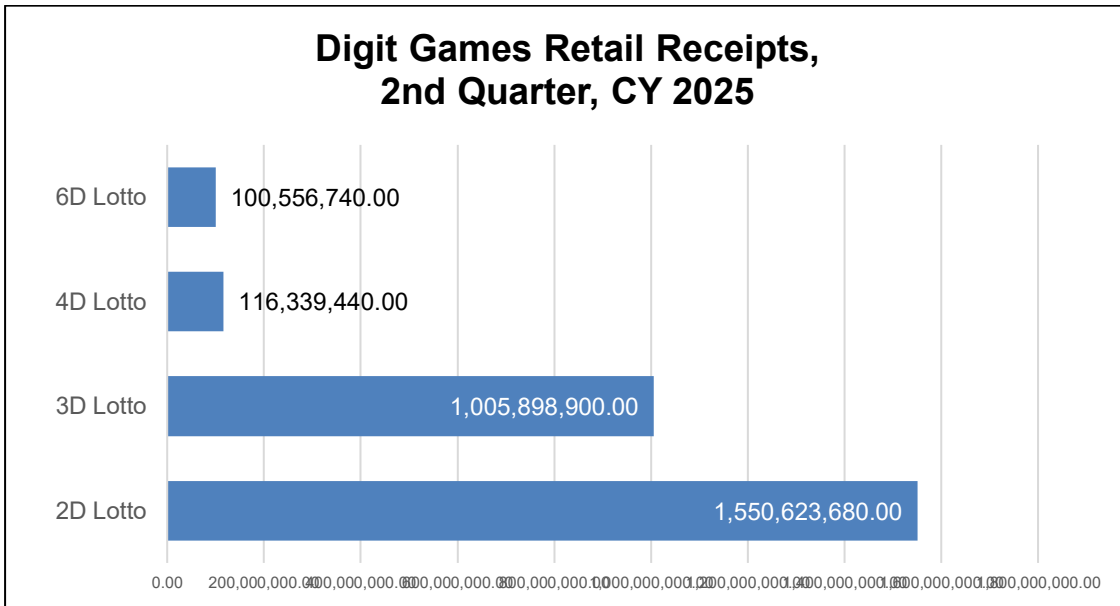


Figure 3 Digit Games Retail Receipts, 2nd Quarter, 2025

IV. Changed Lives: Jackpot Winners for 2nd Quarter, CY 2025

From April to June 2025, the PCSO produced sixteen (16) new millionaires, releasing a total of P1,126,268,503.80 in jackpot prizes.

Table 5. Number of Jackpot Winners and Total Winnings, 2nd Quarter, 2025

	2nd Quarter, 2025
Number of Jackpot Winners	16
Total Jackpot Winnings	P1,126,268,503.80

Of the 16 jackpot winners recorded this quarter, six (6) were from Lotto 6/42, while four (4) players secured the jackpot in Super Lotto 6/49. Mega Lotto 6/45 produced three (3) jackpot winners, followed by Grand Lotto 6/55 with two (2) winners. Ultra Lotto 6/58 registered a single (1) jackpot winner during the period.

Table 6. Jackpot Winners and Jackpot Prizes per Game, 2nd Quarter, 2025

Lotto Game	No. of Jackpot Winners	Net Jackpot Prize (less 1% commission)
Lotto 6/42	6	158,931,917.60
Mega Lotto 6/45	3	144,001,876.80
Super Lotto 6/49	4	195,880,522.00
Grand Lotto 6/55	2	403,726,022.20
Ultra Lotto 6/58	1	223,728,165.20
Total	16	1,126,268,503.80



V. Contributions to Nation-Building

A. Tax Remittances

The PCSO continues to demonstrate its unwavering commitment to fiscal responsibility by diligently fulfilling its tax obligations to the Bureau of Internal Revenue (BIR). From April to June 2025, PCSO remitted a substantial total of P3,779,863,494.11 in taxes to the BIR.

The documentary stamp tax comprised the majority of this amount, accounting for P3,150,565,127.60, underscoring the agency's significant contributions to government revenue.

A detailed breakdown of the taxes paid during this period is provided below:

Table 7. Breakdown of Taxes Paid, 2nd Quarter, CY 2025

Type of Tax or Payment	Taxes Paid
Final Income Tax – 20% winnings	257,748,597.76
Final Income Tax - Others	24,000.00
Creditable Income Taxes Withheld (Expanded)	182,086,642.69
Value Added Tax and Other Percentage Withheld	203,400,207.80
Documentary Stamp Tax	3,150,565,127.60
Taxes Withheld on Compensation	81,182,504.89
Corporate Income Tax	654,184,039.00
Total	4,529,191,119.74

In a clear reflection of its growing fiscal contributions, the Philippine Charity Sweepstakes Office (PCSO) increased its tax remittance to the Bureau of Internal Revenue (BIR) by 3% in the second quarter of 2025, compared to the same period in 2024.

PCSO paid a total of P4,529,191,119.74 in Q2 2025, surpassing the P4,388,656,604.39 remitted in Q2 2024.

Table 8. PCSO Taxes Paid to BIR, 2nd Quarter, CY 2025 vs CY 2024

Period	2 nd Quarter, 2025	2 nd Quarter, 2024
Total Taxes Paid	4,529,191,119.74	4,388,656,604.39

VI. Fund Provision

A. Charity Assistance Programs

PCSO continues to implement a wide array of charitable and medical programs. These include the Medical Assistance Program (MAP), Institutional Partnership Program, Medical Transport Vehicle Donation Program (MTVDP), Medical Equipment



Donation Program (MEDP), and Medicine Donation Program (MDP), among others, all designed to provide critical support to individuals and communities in need.

Between April and June 2025, PCSO extended aid to 60,781 individuals and 117 partner institutions and local government units (LGUs), with total disbursements amounting to P979,359,666.26.

Table 9. Summary of Fund Provision Activities under the Charity Programs, 2nd Quarter, 2025

No.	Period	2nd Quarter, 2025	
	Program	No. of Beneficiaries	Amount of Assistance
1	Medical Assistance Program (MAP)	56,582	728,434,118.31
1-A	Regular MAP	48,484	614,340,725.75
1-B	Medical Assistance in Malasakit Centers (MAM) Program	8,098	114,093,392.56
2	Institutional Partnership Program	9	4,700,000.00
3	Medical Transport Vehicle Donation Program (MTVDP)	107	246,100,000.00
6	Medical and Dental Mission	1,209	112,071.05
	Special Mission	1	-
7	Multi-Specialty Clinic	597	129.00
8	Out-Patient Services	862	9,154.70
9	Employees Consultation and Management (including dependents)	1,522	4,193.20
10	Patient Transport Services	9	-
	Total Individuals	60,781	979,359,666.26
	Total Partner Agencies	117	6

a. Medical Assistance Program

The Medical Assistance Program (MAP) is a cornerstone of PCSO's commitment to public welfare, providing crucial financial support to both male and female individuals grappling with health-related challenges. Designed to ease the burden of medical expenses, MAP operates in close partnership with government and private hospitals, health facilities, medicine retailers, and other trusted collaborators.

To ensure targeted and efficient delivery of aid, MAP is structured into two categories:

- a. Regular MAP – Direct medical assistance provided through PCSO's standard channels.
- b. Medical Assistance in Malasakit Centers (MAM) Program – Support extended via Malasakit Centers, streamlining access to medical aid in one-stop service hubs.

Together, these programs embody PCSO's mission to make healthcare more accessible and compassionate for all Filipinos.



For the second quarter, a total of 56,582 patients benefitted from the MAP, with the PCSO allocating P728,434,118.31 in assistance (Table 10).

Table 10. Breakdown of MAP Assistance, 2nd Quarter, CY 2025

No.	MAP Category	No. of Beneficiaries	Amount of Assistance
1	Regular MAP	48,484	614,340,725.75
2	Medical Assistance in Malasakit Centers (MAM) Program	8,098	114,093,392.56
	Total	56,582	P728,434,118.31

The following sub-sections detail the MAP assistance per category.

i. Regular Medical Access Program

The Regular Medical Assistance Program (MAP) serves as a lifeline for individuals facing serious health challenges, made possible through strategic partnerships with government and private hospitals, health facilities, medicine retailers, and other healthcare providers.

This program offers financial assistance for a wide spectrum of medical services, including:

- Hospitalization and hemodialysis
- Erythropoietin injections for dialysis patients
- Chemotherapy drugs and specialty medicines
- Laboratory tests (e.g., blood chemistry), diagnostic and imaging procedures
- Implants and medical devices
- Treatment for catastrophic illnesses, such as kidney and liver transplants and Coronary Artery Bypass Graft (CABG) procedures

Patients may avail of Regular MAP services through the PCSO Head Office and Branch Offices nationwide, ensuring accessible and equitable healthcare support across the country.

For the second quarter of 2025, the PCSO released P614,340,725.75 million as assistance to 48,484 beneficiaries under the Regular MAP.

In terms of sex disaggregated data, PCSO assisted more female patients (53%) than males (47%). The program records confinement as the top requested assistance with 32,624 requests, followed by chemo drugs with 7,497 requests. Ranking third is laboratory/diagnostic procedures with 4,592 requests. Other requests of patients may be found in Table 11.

Table 11. Breakdown of Regular MAP Assistance, 2nd Quarter, 2025

No.	Nature of Request	Male		Female		Total	
		No. of Patients	Amount of Assistance	No. of Patients	Amount of Assistance	No. of Patients	Amount of Assistance
1	Confinement	16,684	221,097,262	15,940	202,712,366.64	32,624	423,809,629.03
2	Dialysis Injection	22	118,657	32	176,835.98	54	295,492.98
3	Chemo Drugs	2,085	37,751,984	5,412	78,833,837.06	7,497	116,585,820.85
4	Radiation Therapy	41	529,665	132	1,755,258.23	173	2,284,923.03



5	Hemophilia Medicine	115	2,272,173	2	31,000.00	117	2,303,173.28
6	Rheumatoid Arthritis Medicines	44	798,617	100	1,378,110.56	144	2,176,727.48
7	Anti-Lupus Medicines	15	106,022	160	1,473,702.66	175	1,579,725.06
8	Immunocompromised Diseases (Ivig)	23	258,754	27	402,345.60	50	661,099.60
9	Psoriasis Medicines	42	727,199	65	1,127,337.21	107	1,854,535.78
10	Orphan Disease	1	5,100	-	-	1	5,100.00
11	Idiopathic Thrombocytopenic Purpura (ITP) Medicines	19	283,408	31	504,135.57	50	787,543.45
12	Thalassemia Medicines	9	96,426	8	116,649.94	17	213,076.37
13	Neuro-Psychiatric Medicines	130	567,008	103	430,370.52	233	997,378.07
14	Laboratory/Diagnostic Procedures	1,803	14,788,618	2,789	22,181,719.57	4,592	36,970,337.98
15	Bone Implant	244	3,699,600	101	1,424,946.76	345	5,124,546.76
16	Pacemaker	1	10,000	-	-	1	10,000.00
17	Septal Occluder	-	-	-	-	-	-
18	PCI Device	-	-	-	-	-	-
19	Valves	-	-	-	-	-	-
20	Post Transplant	162	2,760,344	115	1,890,523.67	277	4,650,867.20
21	Hemodialysis Treatment	-	-	-	-	-	-
22	Rehabilitation Therapy	1,370	7,917,033	652	3,919,357.83	2,022	11,836,390.33
23	Catastrophic	4	1,704,003	1	490,355.57	5	2,194,358.50
	Total	22,814	295,491,872	25,670	318,848,853.37	48,484	614,340,725.75

Note: subject to adjustments

ii. Medical Access in Malasakit Centers (MAM) Program

Republic Act No. 11463 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. They are created for Filipinos to have a convenient, free of charge, accessible and efficient medical services.

During the second quarter, the PCSO assisted 8,098 beneficiaries from Malasakit Centers nationwide, with assistance amounting to P114,093,392.56. (Table 12).

Table 12. Breakdown of MAP Assistance in Malasakit Centers, 2nd Quarter, 2025

No.	Nature of Requests	Male		Female		Total	
		No of Patients	Amount of Assistance	No. of Patients	Amount of Assistance	No. of Patients	Amount of Assistance
1	Confinement	2,805	37,099,485	2,178	26,838,768	4,983	63,938,252.91
2	Dialysis Injection	-	-	2	5,968	2	5,968.00
3	Chemo Drugs	274	8,163,176	612	14,065,588	886	22,228,764.13
4	Radiation Therapy	3	25,000	31	354,000	34	379,000.00
5	Hemophilia Medicine	2	60,000	-	-	2	60,000.00
6	Rheumatoid Arthritis Medicines	4	109,900	5	92,167	9	202,067.00



7	Anti-Lupus Medicines	2	18,000	7	126,844	9	144,844.00
8	Immunocompromised Diseases (Ivig)	3	87,000	4	61,700	7	148,700.00
9	Psoriasis Medicines	23	535,000	43	1,191,720	66	1,726,720.00
10	Orphan Disease	-	-	-	-	-	-
11	Idiopathic Thrombocytopenic Purpura (Itp) Medicines	5	128,000	16	361,472	21	489,472.44
12	Thalassemia Medicines	4	81,700	3	50,000	7	131,700.00
13	Neuro-Psychiatric Medicines	-	-	1	5,000	1	5,000.00
14	Laboratory/Diagnostic s Procedures	730	5,935,318	995	8,100,257	1,725	14,035,575.00
15	Bone Implant	160	5,259,050	94	3,439,691	254	8,698,740.68
16	Post Transplant	42	944,088	39	884,100	81	1,828,188.40
17	Rehabilitation Therapy	8	55,400	3	15,000	11	70,400.00
	Total	4,065	58,501,118	4,033	55,592,275	8,098	114,093,392.56

Note: subject to adjustments

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 for the medical and health needs of the poor and disadvantaged sectors in local communities.

From April to June 2025, PCSO released a total of P4,700,000.00 for nine (9) partner agencies.

Table 13. List of IPP Recipients, 2nd Quarter, CY 2025

No.	Partner Agency	Amount of Assistance
1	Blessed Virgin Missionaries of Mt. Carmel Children's Home, Inc.	500,000.00
2	Holy Cross Children's Home Foundation, Inc.	800,000.00
3	Gloria Christi Regis Center for Street and Abandoned Children, Inc.	300,000.00
4	Onesimo Foundation, Inc. - Bagong Silang Center	400,000.00
5	Onesimo Foundation, Inc. - Mendez Center	300,000.00
6	Hope Worldwide Philippines, Inc.	800,000.00
7	Kasanag Daughters Foundation, Inc.	500,000.00
8	Tahanan ng Pagmamahal Children's Home, Inc.	800,000.00
9	House of Refuge Foundation, Inc.	300,000.00
Total	9	P4,700,000.00

c. Medical Transport Vehicle Donation Program

The Medical Transport Vehicle Donation Program aims to enhance access to healthcare by providing Patient Transport Vehicles (PTVs) to local government units (LGUs) to be used for the safe transport of patients to and from healthcare facilities, particularly in remote and underserved communities. The program's goal is to ensure that every city and municipality across the country receives at least one PTV, helping

bridge the gap in medical transport services and improving health outcomes nationwide.

During the second quarter of 2025, PCSO distributed 107 PTVs worth P246,100,000.00. Below is the list of PTV recipients for this period.

Table 14 List of PTV Recipients, 2nd Quarter, CY 2025

No.	Region	Province	City/ Municipality	Amount of Assistance
1	BARMM	Lanao del Sur	Marantao	2,300,000.00
2	BARMM	Lanao del Sur	Piagapo	2,300,000.00
3	BARMM	Lanao del Sur	Picong (Sultan Gumander)	2,300,000.00
4	BARMM	Lanao del Sur	Saguiaran	2,300,000.00
5	BARMM	Lanao del Sur	Wao	2,300,000.00
6	X	Bukidnon	Baungon	2,300,000.00
7	X	Bukidnon	Damulog	2,300,000.00
8	X	Bukidnon	Dangcagan	2,300,000.00
9	X	Bukidnon	Don Carlos	2,300,000.00
10	X	Bukidnon	Impasug-ong	2,300,000.00
11	X	Bukidnon	Kadingilan	2,300,000.00
12	X	Bukidnon	Kalilangan	2,300,000.00
13	X	Bukidnon	Kibawe	2,300,000.00
14	X	Bukidnon	Kitaotao	2,300,000.00
15	X	Bukidnon	Lantapan	2,300,000.00
16	X	Bukidnon	Libona	2,300,000.00
17	X	Bukidnon	Malaybalay City	2,300,000.00
18	X	Bukidnon	Malitbog	2,300,000.00
19	X	Bukidnon	Manolo Fortich	2,300,000.00
20	X	Bukidnon	Maramag	2,300,000.00
21	X	Bukidnon	Pangantucan	2,300,000.00
22	X	Bukidnon	Quezon	2,300,000.00
23	X	Bukidnon	San Fernando	2,300,000.00
24	X	Bukidnon	Sumilao	2,300,000.00
25	X	Bukidnon	Talakag	2,300,000.00
26	X	Bukidnon	Valencia City	2,300,000.00
27	X	Lanao del Norte	Bacolod	2,300,000.00
28	X	Lanao del Norte	Baloi	2,300,000.00
29	X	Lanao del Norte	Baroy	2,300,000.00
30	X	Lanao del Norte	Iligan City	2,300,000.00
31	X	Lanao del Norte	Kapatagan	2,300,000.00
32	X	Lanao del Norte	Kauswagan	2,300,000.00
33	X	Lanao del Norte	Kolambugan	2,300,000.00
34	X	Lanao del Norte	Lala	2,300,000.00
35	X	Lanao del Norte	Magsaysay	2,300,000.00
36	X	Lanao del Norte	Nunungan	2,300,000.00
37	X	Lanao del Norte	Pantao Ragat	2,300,000.00
38	X	Lanao del Norte	Pantar	2,300,000.00
39	X	Lanao del Norte	Poona Piagapo	2,300,000.00
40	X	Lanao del Norte	Salvador	2,300,000.00
41	X	Lanao del Norte	Sapad	2,300,000.00



42	X	Lanao del Norte	Sultan Naga Dimaporo (Karomatan)	2,300,000.00
43	X	Lanao del Norte	Tangcal	2,300,000.00
44	X	Lanao del Norte	Tubod	2,300,000.00
45	X	Misamis Occidental	Aloran	2,300,000.00
46	X	Misamis Occidental	Baliangao	2,300,000.00
47	X	Misamis Occidental	Calamba	2,300,000.00
48	X	Misamis Occidental	Clarin	2,300,000.00
49	X	Misamis Occidental	Concepcion	2,300,000.00
50	X	Misamis Occidental	Don Victoriano Chiongbian	2,300,000.00
51	X	Misamis Occidental	Jimenez	2,300,000.00
52	X	Misamis Occidental	Lopez Jaena	2,300,000.00
53	X	Misamis Occidental	Oroquieta City	2,300,000.00
54	X	Misamis Occidental	Ozamiz City	2,300,000.00
55	X	Misamis Occidental	Panaon	2,300,000.00
56	X	Misamis Occidental	Plaridel	2,300,000.00
57	X	Misamis Occidental	Sapang Dalaga	2,300,000.00
58	X	Misamis Occidental	Tangub City	2,300,000.00
59	X	Misamis Occidental	Tudela	2,300,000.00
60	X	Misamis Oriental	Province of Misamis Oriental	2,300,000.00
61	X	Misamis Oriental	Alubijid	2,300,000.00
62	X	Misamis Oriental	Balingasag	2,300,000.00
63	X	Misamis Oriental	Balingoan	2,300,000.00
64	X	Misamis Oriental	Binuangan	2,300,000.00
65	X	Misamis Oriental	Cagayan de Oro City	2,300,000.00
66	X	Misamis Oriental	Claveria	2,300,000.00
67	X	Misamis Oriental	El Salvador City	2,300,000.00
68	X	Misamis Oriental	Gingoog City	2,300,000.00
69	X	Misamis Oriental	Gitagum	2,300,000.00
70	X	Misamis Oriental	Initao	2,300,000.00
71	X	Misamis Oriental	Jasaan	2,300,000.00
72	X	Misamis Oriental	Kinoguitan	2,300,000.00
73	X	Misamis Oriental	Lagonglong	2,300,000.00
74	X	Misamis Oriental	Laguindingan	2,300,000.00
75	X	Misamis Oriental	Libertad	2,300,000.00
76	X	Misamis Oriental	Lugait	2,300,000.00
77	X	Misamis Oriental	Magsaysay	2,300,000.00
78	X	Misamis Oriental	Manticao	2,300,000.00
79	X	Misamis Oriental	Medina	2,300,000.00
80	X	Misamis Oriental	Naawan	2,300,000.00
81	X	Misamis Oriental	Salay	2,300,000.00
82	X	Misamis Oriental	Sugbongcogon	2,300,000.00
83	X	Misamis Oriental	Talisayan	2,300,000.00
84	X	Misamis Oriental	Villanueva	2,300,000.00
85	XI	Davao Oriental	Mati City	2,300,000.00
86	XI	Davao Oriental	Baganga	2,300,000.00
87	XI	Davao Oriental	Banaybanay	2,300,000.00
88	XI	Davao Oriental	Cateel	2,300,000.00
89	XI	Davao Oriental	Lupon	2,300,000.00



90	XI	Davao Oriental	Tarragona	2,300,000.00
91	XI	Davao Oriental	Caraga	2,300,000.00
92	II	Cagayan	Iguig	2,300,000.00
93	III	Nueva Ecija	Peñaranda	2,300,000.00
94	XIII	Agusan del Sur	Bayugan City	2,300,000.00
95	XIII	Agusan del Sur	Bunawan	2,300,000.00
96	XIII	Agusan del Sur	Esperanza	2,300,000.00
97	XIII	Agusan del Sur	La Paz	2,300,000.00
98	XIII	Agusan del Sur	Loreto	2,300,000.00
99	XIII	Agusan del Sur	Prosperidad	2,300,000.00
100	XIII	Agusan del Sur	Rosario	2,300,000.00
101	XIII	Agusan del Sur	San Francisco	2,300,000.00
102	XIII	Agusan del Sur	San Luis	2,300,000.00
103	XIII	Agusan del Sur	Santa Josefa	2,300,000.00
104	XIII	Agusan del Sur	Sibagat	2,300,000.00
105	XIII	Agusan del Sur	Talacogon	2,300,000.00
106	XIII	Agusan del Sur	Trento	2,300,000.00
107	XIII	Agusan del Sur	Veruela	2,300,000.00
Total				246,100,000.00

d. Medical and Dental Mission Program

The Medical and Dental Mission Program offers free medical consultations, basic dental procedures such as tooth extractions, and essential medicines to individuals with medical and dental concerns.

From April to June 2025, PCSO conducted 12 missions across various locations, providing assistance to 1,209 individuals and allocating a total of P113,100.60 worth of medical and dental support.

Table 15. List of Medical Missions Conducted, 2nd Quarter, CY 2025

No.	Venue	Date	No. of Beneficiaries	Amount of Assistance
1	Brgy. San Juan Floodway, Taytay, Rizal	April 8, 2025	146	7,924.15
2	Brgy. Muzon, Taytay, Rizal	April 11, 2025	140	2,224.55
3	Brgy. Sta. Ana, Taytay, Rizal	April. 23, 2025	137	2,044.30
4	Brgy. Sta. Ines, Taytay, Rizal	April 24, 2025	155	2,254.35
5	Brgy. Dolores, Taytay, Rizal	April 30, 2025	140	1,832.81
6	Purok 6, Taytay, Rizal	May 8, 2025	174	2,573.66
7	Arayat, Pampanga	May 20, 2025	197	26,265.33
8	Morong, Rizal	May 22, 2025	120	2,334.44
9	Odiongan, Romblon	May 28, 2025	166	2,933.50
10	Brgy. Imatong, Pililia, Rizal	June 5, 2025	151	26,591.97
11	Independence Day, Klinikalayaan, Luneta	June 10, 2025	137	1,687.00
12	North Fairview, Quezon City	June 18, 2025	187	33,595.94



Total	1,209	P113,100.60
--------------	--------------	--------------------

e. Multi-Specialty Clinic

This program offers the public free consultations with a range of medical specialists, including cardiologists, neuropsychiatrists, pulmonologists, orthopedic surgeons, gastroenterologists, endocrinologists, ENT (ear, nose, and throat) doctors, and ophthalmologists.

During the second quarter of 2025, a total of 597 patients benefited from these free specialist consultations.

f. Out-Patient Services

This program delivers essential healthcare services to the public, including general medical consultations, basic and minor surgical procedures, dental check-ups and treatments, as well as free medicines.

From April to June 2025, PCSO served a total of 862 patients, providing free consultations and distributing medicines.

g. Employees Consultation and Management

For the second quarter of 2025, PCSO provided 1,522 employees and their dependents with free medicines, in-house consultations from PCSO doctors, and medical and dental supplies.

h. Patient Transport Services

The PCSO provides vital ambulance services to individuals requiring urgent transportation between their residences and hospitals. This initiative ensures timely medical assistance and supports to patients in critical situations.

For this quarter, the PCSO Head Office facilitated ambulance transport for nine (9) patients, demonstrating the agency’s ongoing commitment to public health and emergency response.

B. Compliance with Mandatory Contributions

The PCSO continues to support various government agencies and institutions through contributions mandated by law. From January to June 2025, PCSO remitted a total of P3,461,068,962.16 in mandatory contributions. This amount includes P1.18 billion allocated to the Universal Health Care (UHC) program and P1.77 billion paid to the Department of Finance as dividends for Calendar Year 2024.

Table 16. Mandatory Contributions Released, 1st Semester, 2025

Legal Basis	Recipient Agency	Amount Paid (January to June 2025)
RA 7722	Commission on Higher Education (CHED)	142,150,529.60
RA 9165	Dangerous Drugs Board (DDB)	62,026,259.90



RA 4564	National Council on Disability Affairs	289,103.88
RA 6847	Philippine Sports Commission	246,010.33
RA 620	Girl Scouts of the Philippines	279,516.34
RA 3867	Philippine Red Cross	239,027.41
RA 11223	Philhealth (Universal Health Care)	1,176,016,493.64
RA 9513	Department of Energy (DOE)	57,400,701.81
EO Nos. 357, 357-A	Local Government Units (LGUs)	253,312,928.51
RA 7656	Department of Finance (Dividends)	1,769,108,390.74
Total		3,461,068,962.16

C. Corporate Social Responsibility (CSR) Initiatives

The PCSO remains steadfast in its commitment to serve its stakeholders, including beneficiaries, clients, employees, and the broader society, through initiatives aligned with its mandate. This dedication is reflected in the Agency's Corporate Social Responsibility (CSR) programs which focus on key areas such as education, disaster preparedness, relief operations, medical assistance for marginalized sectors, environmental sustainability, and volunteerism.

From April to June 2025, PCSO distributed a total of 3,159 mobility aids and medical/assistive devices to 27 proponents, amounting to P6,711,035.15. These provisions aim to improve the quality of life for individuals in need, particularly those from underserved communities. Table 17 presents a detailed breakdown of the medical and assistive devices distributed during this quarter.

Table 17. Breakdown of Medical Devices and Mobility Aids Distributed, 2nd Quarter, CY 2025

No	Proponent	A	B	C	D	E	F	G	H	I	J	K	Total
1	Cuenca, Batangas					30		30	30		30	10	139,263.40
2	Brgy. San Buenaventura, Luisiana, Laguna	5	5	5	5	5	5			5			41,600.00
3	Brgy. Buenavista, Magdalena, Laguna	10			10	10	10	10	10	10			86,247.80
4	2nd District of Bataan					50							104,688.00
5	2nd District of Batangas					50	50						196,830.50
6	1st District of Rizal										10	7	90,629.00
7	Lucsuhin, Silang, Cavite	20		20									97,000.00
8	Balangiga, Eastern Samar	30					15						142,245.00
9	Talavera, Nueva Ecija										15	0	127,050.00
10	Brgy Bantug, Talavera, Nueva Ecija				3	5	5	5				5	28,633.90
11	Brgy Oloy Buaya, Gerona, Tarlac											2	6,860.00
12	Surallah, South Cotabato	30					20	20	20	20	50	10	275,205.60
13	Presidential Action Center	30											129,000.00
14	Bato, Catanduanes					20	20	20	20	20	50	10	157,145.60
15	National Historical Commission	10											43,000.00
16	Barangay Wawa, Lumban, Laguna	10					10						51,830.00
17	c/o OGM	1											4,300.00



18	1st District of Catanduanes	50											215,000.00
19	1st District of Tarlac	50	30	30	20		30						301,490.00
20	Brgy. San Bartolome, Gerona, Tarlac											2	6,860.00
21	Quezon, Nueva Ecija					20	20	20	20	20	100	10	239,827.80
22	Presidential Action Center	15	15	15			15	15			15		127,751.70
23	Presidential Action Center						30	30			30		72,503.40
24	Brgy. Poblacion, Malasiqui, Pangasinan				5	5		5	5	5			14,758.90
25	Cuenca, Batangas	30	30	30	30		30						218,490.00
26	Calapan City, Oriental Mindoro	50				30	30						257,900.00
27	Bongabong, Oriental Mindoro	36					30						181,290.00
	Grand Total	1,080	110	130	138	290	400	175	135	120	532	49	6,711,035.15

Legend: A: Wheelchair; B: Walker; C: Crutches; D: Cane; E: BP Apparatus; F: Nebulizer; G: Glucometer; H: Thermal Scanner; I: Pulse Oximeter; J: First Aid Kit; K: Weighing Scale

Additionally, PCSO also distributed 783 rescue devices such as Trauma Bag, Handheld Radio, Stretcher, and Oxygen Tank, among others, to various local government units (LGUs) for this period, allocating a total of P3,658,535.00 for this endeavor.

Table 18. Breakdown of Rescue Devices Distributed, 2nd Quarter, 2025

No.	Proponent	Trauma Bag	Oxygen Tank	Handheld Radio	Heavy Duty Search Light	Rescue Helmet	Rescue Rope	Stretcher	Life Jacket	Amount
1	Various Municipalities across 6th, 7th, 8th District of Cavite	15								201,465.00
2	Cuenca, Batangas	25	20	20		20	20	10	20	665,995.00
3	1st District of Rizal	25								335,775.00
4	Talavera, Nueva Ecija	10	20	20	10	20	10	10	20	444,580.00
5	Brgy Bantug, Talavera, Nueva Ecija		2	2	1	2	1	1	2	31,027.00
6	Brgy Oloy Buaya, Gerona, Tarlac	5	2							75,061.00
7	Surallah, South Cotabato	25	20	20	20		20		20	633,225.00
8	Bato, Catanduanes		25	20	20	20	20	15	20	389,810.00
9	Brgy. San Bartolome, Gerona, Tarlac	1	2							21,337.00
10	Quezon, Nueva Ecija	25	20	20	20	20	20	15	20	705,820.00
11	Barangay Kalayaan, Angono, Rizal	2	2	4	4	2	2	1	2	73,775.00
12	Brgy. Poblacion, Malasiqui, Pangasinan	2	2	4	4	4	2	1	4	80,665.00
Total		135	115	110	79	88	95	53	108	3,658,535.00

Finally, aside from medical devices, PCSO also distributed “Charitimbas” or food packs to a total of 18,530 indigents and flood victims across the country.



Table 19. Breakdown of Charitimba Distributed, 2nd Quarter, 2025

No.	Region	Province	City/Town/District	Number of food packs distributed	Amount
1	BARMM	Maguindanao Del Sur	Datu Piang	2,500	4,050,000.00
2	Cordillera Administrative Region	Ifugao	Asipulo	500	810,000.00
3	III - Central Luzon	Bulacan	Paombong	100	162,000.00
4	III - Central Luzon	Bulacan	5th District	500	810,000.00
5	III - Central Luzon	Nueva Ecija	Aliaga	1,000	1,620,000.00
6	IV A - CALABARZON	Rizal	Teresa	1,500	2,388,280.00
7	IV A - CALABARZON	Rizal	Sta. Ines	630	1,020,600.00
8	IV A - CALABARZON	Rizal	1st District	1,000	1,620,000.00
9	IV A - CALABARZON	Rizal	1st District	1,000	1,620,000.00
10	IV A - CALABARZON	Batangas	San Pascual	500	810,000.00
11	IV A - CALABARZON	Rizal	Morong	100	162,000.00
12	IV A - CALABARZON	Rizal	Rodriguez	500	810,000.00
13	IV A - CALABARZON	Laguna	Sta. Cruz	400	648,000.00
14	IV A - CALABARZON	Laguna	Victoria	300	486,000.00
15	IV A - CALABARZON	Rizal	Antipolo City	500	810,000.00
16	IV B - MIMAROPA	Romblon	Odiongan	1,000	1,620,000.00
17	IV B - MIMAROPA	Romblon	Alcantara	1,000	1,620,000.00
18	National Capital Region	NCR IV	1st District	500	810,000.00
19	National Capital Region	NCR II	Quezon City	1,000	1,620,000.00
20	National Capital Region	NCR IV	Las Pinas City	1,500	2,430,000.00
21	National Capital Region	NCR II	Quezon City	500	810,000.00
22	VI - Western Visayas	Iloilo	Lucena	1,500	2,430,000.00
23	X - Northern Mindanao	Misamis Oriental	1st District	500	810,000.00
TOTAL				18,530	29,976,880.00


D. Non-Financial Highlights

a. Maintenance of ISO 9001:2015 Certification

The PCSO successfully received its ISO 9001:2015 Quality Management System (QMS) Certification on June 9, 2025 after passing the recertification audit in December 2024. The certification covers the agency's key functions, including gaming operations, prize claims, and various support processes.

The Certificate was officially presented at the PCSO Main Office in Mandaluyong City by Romeo Zamora, Managing Director of DQS Certification Philippines Inc. It was received by PCSO Chairperson Judge (Ret.) Felix Reyes, General Manager Melquiades Robles, Board Members Jennifer Guevara, Janet Mercado, and Imelda Papin, as well as Assistant General Managers Atty. Lyssa Grace Pagano, Atty. Lauro Patiag, Arnel Casas and Julieta Aseo.

The milestone marks the third consecutive ISO recertification for PCSO, highlighting the agency's unwavering commitment to service excellence, operational



efficiency, continuous improvement, and good governance, all for the benefit of the Filipino people.

b. Conduct of 1st Social Workers Conference

The PCSO held its first Social Workers Conference on June 19 to 20, 2025, in Mabalacat City, Pampanga. The event was attended by the 81 PCSO social workers, branch managers, and key officials from PCSO. The conference aimed to strengthen their collective commitment to providing responsive and excellent public service.

During the event, GM Robles acknowledged the social workers' dedication and hard work in serving Filipinos in need, often under challenging circumstances. The event was also attended by members of the PCSO Board of Directors Janet Mercado, Jennifer E. Liongson-Guevara, and Imelda Papin, as well as PCSO Chief-of-Staff Jeremy Regino

Upcoming initiatives aimed at modernizing PCSO's charity services were presented in the conference, including an orientation on Republic Act No. 9433 or the Magna Carta for Public Social Workers. The responsibilities and standards expected of social workers in their vital role as front-line service providers were highlighted with attendees sharing their experiences and perspectives as they worked together to address emerging issues in program implementation and service delivery.

c. Gender and Development (GAD) Activities

During the second quarter of 2025, the PCSO actively promoted gender equality and inclusivity through the following GAD-related activities:


- i. Gender Sensitivity Training (GST) for PCSO employees, conducted in two batches on June 24–25 and June 26–27, 2025, aimed at fostering a more inclusive and respectful workplace culture.
- ii. Turnover of 100 hygiene kits to Barangay Bantug, Talavera, Nueva Ecija on June 11, 2025, as part of PCSO's continuing support for community health and well-being.

d. Participation in the 127th Philippine Independence Day Celebration in Manila

The PCSO actively took part in the 127th Philippine Independence Day festivities held in Manila from June 10 to 12, 2025.

As part of the celebration, PCSO participated in the "Pampamahalaang Programa at Serbisyo" exhibit at Luneta Park, where various government agencies showcased their services to the public. At the PCSO booth, visitors were introduced to the agency's mission through interactive displays, including a lotto terminal, a mini gallery highlighting PCSO's charitable initiatives, and the distribution of informational materials detailing its programs such as medical assistance and other support services.

Additionally, PCSO's Medical Team contributed to the "Klinikalayaan" initiative by providing free medical and dental services to 127 patients during the event.



PCSO reaffirms its commitment to supporting national events that promote public service, healthcare, and Filipino pride.

VII. PCSO Responsible Gaming Initiatives

A. Research Program

On March 24, 2025, PCSO launched a research initiative entitled “*Conduct of Nationwide Survey on Responsible Gaming for PCSO Games*” by distributing survey questionnaires across its branches nationwide. This effort reflects PCSO’s proactive approach to embedding Responsible Gaming (RG) principles into its programs and policies through evidence-based decision-making.

The survey was designed to gather critical insights on how players engage with PCSO games, their awareness and practice of RG behaviors, and the potential personal, social, and financial impacts of gaming. Specifically, the study aimed to:

- Assess the extent of RG practices among players of PCSO games;
- Identify possible negative consequences of gaming on players’ well-being; and
- Generate research-based recommendations for programs and policies that will further strengthen PCSO’s Responsible Gaming framework.

The survey evaluated four key RG principles:

- Player Protection – safeguarding players from potential gaming-related harm;
- Informed Decision-Making – empowering players with knowledge to make responsible choices;
- Support Services – assessing the accessibility and effectiveness of assistance for at-risk players;
- Stakeholder Engagement – involving partners in the development and implementation of RG initiatives.

With 518 respondents nationwide, the findings revealed that while many PCSO players are aware of Responsible Gaming messages, challenges remain. However, areas of concern, such as spending more money on PCSO games than originally intended, financial and personal impacts, and a lack of information on how and where to seek help if they or someone they know is showing signs of addiction, highlight the need for improved responsible gaming campaigns.

These results provide PCSO with valuable evidence to enhance its RG campaigns, improve the visibility of support services, and design stronger policies to protect players. This accomplishment underscores PCSO’s commitment to proactive, research-driven, and socially responsible gaming operations.

B. Employee Program

To measure the effectiveness of the RG Education Program, PCSO applies a set of indicators designed to capture employee learning, participation, and satisfaction. These indicators ensure that training efforts translate into meaningful awareness and responsible practices.



By end of the first semester, six RG trainings were conducted for employees, such as:

- a) Orientation Program for Newly Hired Employees with RG Concepts
- b) PCSO Responsible Gaming Program for Regular Employees - Digital RG Training: Responsible Gaming and Corporate Social Responsibility: The Basics
- c) Product Knowledge and Responsible Gaming
- d) Training on RG and the PC&VA tool for PCSO employees responsible for broadcasting our lottery draws.
- e) PCSO Officials trained in Regulating the Game Conference in Sydney Australia on March 10-13, 2025
- f) PCSO Officials trained in the Prague Gaming and Tech Summit on March 25-26, 2025

In terms of training completion rates:

- a) 94.68% or 1036 out of 1092 PCSO employees were also trained in Basic Responsible Gaming & Corporate Social Responsibility: The Basics
- b) 43 newly hired employees trained on Onboarding with RG Concepts
- c) 12 PSDD employees were trained for Product Knowledge and Responsible Gaming
- d) 7 PSDD employees were trained on Product Communications and Visual Assessment
- e) 10 PCSO officials and all members of the PCSO Board of Directors trained in Regulating the Game Conference in Sydney Australia on March 10-13, 2025
- f) 5 PCSO Officials trained in the Prague Gaming and Tech Summit on March 25-26, 2025

On employee knowledge retention, 96.45% of the 355 employees surveyed from December 2024 to April 2025 had knowledge retention on the training on Responsible Gaming and Corporate Social Responsibility: The Basic. It is to be noted that 95.89% was satisfied with the training.

C. Retailer Program

RG modules are a mandatory component of both onboarding and refresher training programs for PCSO retailers and STL-AACs (owners and tellers). Currently, a total of 3,956 retailers and STL-AACs have undergone RG-related training, ensuring broad awareness of expectations, compliance responsibilities, and harm minimization practices.

To measure the effectiveness of these training sessions, a Post-Training Evaluation process is in place. This system collects feedback, reinforces learning, and provides insights into areas requiring further improvement.

As of 2025, the scope of post-training evaluation expanded significantly, reaching a far larger base of retailers compared to the previous year. There are already 3,054 retailers that were evaluated out of the 3,050 targeted, achieving an overall completion rate of 90%.

D. Game Design



Under the in-house development and implementation of new games, the conceptualization stage explicitly covers the assessment of the risk potential of proposed games. This ensures that any new offering is designed to pose only low to moderate risk levels for players, consistent with PCSO's commitment to responsible gaming. The design of games is further guided by the approved Policy on Game Design which mandates the use of a structured monitoring tool for evaluating risk factors and tracking player behavior post-launch.

Moreover, in-house development and implementation of new games is governed by PCSO's ISO 9001:2015-certified Quality Management System (QMS), which ensures a structured, transparent, and responsible process from conceptualization to implementation.

In 2025, a total of 60 game proposals were reviewed with RG lens to check compliance with RG principles. Additional policies and procedures on responsible gaming were either crafted or revised, such as:

- a) Responsible Game Research
- b) Responsible Game Design
- c) Responsible Gaming for Player Education
- d) Updated Operating Procedure (QMS) for the In-House Game Development and Implementation to include risk assessment
- e) Updated Operating Procedure for Analysis of Existing Games to include risk assessment

E. Advertising and Marketing

The PCSO aligns its responsible gaming and advertising practices with international and local standards, particularly those of the World Lottery Association (WLA) and the Ad Standards Council (ASC).

As of the 2nd Quarter of 2025, 47 scripts and storyboard were reviewed and evaluated. Two out of the 47 scripts were corrected:

- a) A talent of minor age was removed from the script/storyboard
- b) Revised the phrase "rush to the nearest lotto outlet" to remove the sense of urgency. Instead, the phrase "go to the nearest lotto outlet near you".

PCSO published, posted and aired RG materials in print and digital platforms or out-of-home advertisements (billboard, static). This costed a total of P11,171,616.50 or 196,000 USD. A total of 657,638 was recorded from RG awareness articles published by People's Journal and Philstar Daily, Inc. (Pang-Masa) all carrying neutral sentiment. Responsible Gaming advocacy also gained wide media exposure through the coverage of the PCSO Agents' Summit, achieving a combined audience of 1,709,112 across multiple platforms:

1. *Malaya Business Insight* (online) published the article 'PCSO Responsible Gaming Revolution: Strengthening Integrity, Driving Innovation, and Building Lasting Impact,' reaching 1,190,933 readers; it was also featured in *Malaya Special Feature* (print) with an additional reach of 88,179.



2. *Pilipino Mirror* published the article ‘Responsible Gaming Tops Agenda as PCSO Holds Agents’ Summit,’ reaching 300,000 readers.
3. *Daily Tribune* highlighted the Agents’ Summit theme ‘Beyond the Jackpot: A Commitment to Responsible Gaming,’ reaching 130,000 readers.

The impressions made on RG articles was reported by Isentia, the Media Intelligence Third Party Provider of the PCSO.

F. Player Education

Under the program, PCSO ensures RG awareness and measures reach of educational campaigns being conducted by the agency.

In 2025, 3 marketing campaigns were launched aimed on ensuring RG awareness:

- a. **“Wheel It to Win It! Spin the Wheel Game”** – An interactive and gamified educational booth featured during Responsible Gaming (RG) Awareness Day, designed to engage participants while promoting key RG messages.
- b. **Responsible Gaming Video Integration in Lotto Draws** – Regular airing of RG videos three times daily, seven days a week, during lotto draws. These are broadcast nationwide via television and simultaneously streamed on the official PCSO Facebook page, ensuring broad and continuous public reach.
- c. **Branch-Level Video Campaign** – Consistent playing of RG videos across all 73 PCSO Branch Offices nationwide, providing lotto bettors and walk-in clients with constant exposure to responsible gaming reminders.

Ten (10) articles and graphic materials for RG Awareness were also posted on the RG Section in the PCSO website, and graphic materials included in social media cards on jackpot estimates and winner announcements posted daily on Facebook page and Viber group chats and website (i.e. Responsible Gaming tagline and 18+ Logo).

Additionally, PCSO distributed 1,426 flyers and 1,000 stickers to the gaming public / players regarding the following:

- a. What is Responsible Gaming
- b. Problematic Gamblers

Area	Target	Actual
NCR	315	315
NCL	1,111	1,111
Total	1,426	1,426

Responsible Gaming flyers were also distributed to the public during the following events:

- a. 127th Philippine Independence Day Anniversary on June 10-11, 2025
- b. Philippine Dispute Resolution Center Inc. (PDRC) Golf Cup on June 13, 2025

G. Treatment Referral



PCSO has formally established a Treatment Referral Policy for Gaming-Related Harm, which is currently in effect and publicly accessible. This policy defines the procedures, institutional partnerships, and funding mechanisms that enable the timely referral of individuals experiencing gambling-related harm to appropriate treatment services. A dedicated Customer Relationship Management (CRM) system supports the program by streamlining referral tracking, patient engagement, and follow-up care coordination.

As part of its broader RG initiatives, PCSO operates a Treatment Referral Program under the Medical Assistance Program to provide holistic support for individuals affected by gambling-related harm. The program is anchored on multi-tiered partnerships with both clinical and community-based organizations, ensuring that referrals are responsive to diverse needs.

In close collaboration with the Department of Health (DOH), particularly the National Center for Mental Health (NCMH), PCSO facilitates access to psychiatric consultations, behavioral therapy, and specialized programs aligned with the Philippine Mental Health Act of 2018 (RA 11036). The NCMH, located in the same city as the PCSO Main Office, also operates a 24/7 Crisis Hotline (1553 or 0917-899-8727) for individuals requiring immediate assistance. Beyond NCMH, PCSO may also refer patients to other DOH-accredited treatment centers nationwide, depending on their geographical location.

Complementing these clinical pathways, PCSO also partners with Gamblers Anonymous Philippines (GAP), a peer-led support group offering confidential meetings, recovery programs, and hotline coordination. This partnership integrates community-based interventions with professional treatment, reinforcing a comprehensive and accessible support network for those in need.

H. Stakeholder Engagement Program

For 2025, PCSO significantly expanded its stakeholder engagement efforts, achieving the following milestones:

- a) 100% orientation coverage on RG for both new and existing retailers (agents and tellers) during onboarding and re-orientation activities.
- b) Successful conduct of the 2025 Agents' Summit with the theme "Beyond the Jackpot: A Commitment to Responsible Gaming" on May 13, attended by 669 retailers, featuring sessions on Responsible Gaming practices, digital transformation, the launch of LottoMatik, and measures against illegal gambling.

In his opening remarks, PCSO General Manager Mel Robles emphasized the vital role of agents in promoting ethical gaming practices. He also outlined PCSO's efforts toward digital transformation, including modernized remittance systems, enhanced cybersecurity measures, and alignment with global standards, initiatives that are all aimed at strengthening operational efficiency and public trust.

The summit featured distinguished guests and experts who tackled critical topics on responsible gaming and the fight against illegal gambling:



- Police Major General Nicolas D. Torres III, Chief of the Criminal Investigation and Detection Group (CIDG), discussed “Beyond Regulation: The Role of Responsible Gaming in Stopping Illegal Gambling.”
 - Undersecretary Gilbert Cruz of the Presidential Anti-Organized Crime Commission (PAOCC) addressed the “Challenges on the Proliferation of Illegal Gambling Activities.”
 - Ms. Fe Celebrado, Division Chief of the Product Standard Development Division (PSDD), gave an in-depth look into “Responsible Gaming Practices: Ensuring Fair Play and Social Responsibility.”
 - Department Manager May Cerelles of the Information Technology and Services Department presented PCSO’s advancements in “Digital Information of PCSO Lottery.”
 - Donald Limcaco of DFNN introduced “Lottomatik: A New Betting Platform, Revolutionizing Your Lottery Experience.”
- c) Feedback mechanisms institutionalized: RG Feedback Forms are provided during orientations, re-orientations, and consultative meetings. For 2025, 3,755 feedback forms have been collected from stakeholders.

The RG awareness events conducted are the Stakeholders’ Meeting on RG for PCSO Gaming Partners and broadcast networks, Powerball Marketing and Logistics Corporation, DFNN Inc., PinoyLotto Technologies Corporation and IBC-13 and 261 meetings were held separately with 3,755 retailers and partners, marking a 235% increase from CY 2024.

In terms of ensuring game sustainability to ensure revenue streams, 1,140 illegal gaming social media sites were monitored and reported, 300 of these were taken down and 5 cases were filed in coordination with law enforcement.

In addition, gaming partners and broadcast network partners already included RG materials on their website and ad materials during the conduct of lottery draws and lotto and STL outlets nationwide now display RG posters and information materials.


I. Reporting and Monitoring

PCSO upholds transparency and accountability in Responsible Gaming (RG) through structured reporting and monitoring mechanisms for both internal and external stakeholders.

- **Internal Reporting:**

On February 24, 2025, the RG Committee presented to the Board of Directors a comprehensive report on PCSO’s RG initiatives, validated by the World Lottery Association (WLA). The report detailed current efforts, areas for enhancement, and future improvements. A similar presentation was made to senior management during the Management Committee Meeting on March 17, 2025.

- **External Reporting:**



PCSO integrated RG performance into its 2024 Year-End Report, which is published on the official website for continuous stakeholder access and submitted to the Governance Commission for GOCCs (GCG). The 2024 Year-End Report highlighted PCSO's achievements and its commitment to sustainability, fairness, and Responsible Gaming—securing the long-term future of its charitable mission.

- Drawing on best practices from WLA members such as Lotterywest (Australia) and Lotto New Zealand, PCSO has moved to:
 - a) Integrate RG reporting into mainstream disclosures.
 - b) Publish dedicated RG updates online for stakeholder access.
 - c) Adopt KPI-based measurement, including employee training rates, retailer compliance scores, ads carrying RG messages, and number of illegal sites taken down.

At the same time, PCSO recognizes that the Philippine context presents unique challenges, including the persistence of illegal games and cultural stigma toward problem gambling. Hence, the RG reporting framework is designed to balance international standards with local realities, ensuring practical, effective, and culturally relevant approaches.

For 2025, RG initiatives, were reported and measured in the following:

- a) PCSO's First Quarter Accomplishment Report for 2025 includes RG initiatives and actual accomplishments published on the PCSO website
- b) PCSO's Second Quarter Accomplishment Report for 2025 includes RG initiatives and actual accomplishments published on the PCSO website
- c) PCSO's Responsible Gaming Reporting and Measurement Systems for the First Semester of 2025 is published on the PCSO website under the Responsible Gaming webpage

The yearly reporting of RG initiatives and accomplishments is on track.

VIII. Customer Feedback Mechanisms

To uphold its commitment to accessibility and responsiveness, PCSO actively utilizes a diverse range of feedback channels. These include its online feedback system, the 8888 Citizens' Complaint Center Hotline, and official social media platforms. Through these avenues, the Agency efficiently gathers and addresses public inquiries, complaints, suggestions as well as commendations. This multi-channel approach enables the PCSO to continuously refine its services, ensuring they remain aligned with the evolving needs and expectations of its stakeholders.

A. 8888 Hotline

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

In the second quarter of 2025, PCSO demonstrated its strong commitment to public service by achieving a 100% resolution rate. All 38 concerns and complaints



received through the 8888 Citizens' Complaint Center Hotline were successfully addressed and closed within the prescribed 72-hour timeframe.

Table 20. Summary of 8888 Hotline, 2nd Quarter, CY 2025

Month	Received	Closed within 72 Hours
April	16	16
May	13	13
June	9	9
Total	38	38

B. Online Feedback

From April to June 2025, PCSO received a total of 275 online queries. Of these, 271 were promptly responded to, while the remaining four were referred to the appropriate units for further action, ensuring that all concerns were duly acknowledged and addressed.

Table 21. Summary of Online Feedback, 2nd Quarter, CY 2025

Month	Received	Replied	Referred
April	80	79	1
May	83	83	0
June	112	109	3
Total	275	271	4

C. PCSO Social Media Accounts

The official social media accounts of the PCSO serve as dynamic platforms for engaging with the public. These channels not only facilitate direct interaction with clients but also serve as reliable sources of the latest news, updates, and events related to the Agency. Additionally, PCSO regularly posts live lotto draws and official announcements to keep the public well-informed and connected.

VIII. Conclusion

In conclusion, as the PCSO enters the final stretch of 2025, it remains steadfast in its commitment to sustaining strong revenue performance in support of its vital charitable programs. By embracing continuous innovation, delivering responsive and efficient services, and fostering strategic partnerships with stakeholders, the Agency aims to further elevate its contributions to national welfare. With optimism and a shared sense of purpose, we look forward to achieving even greater milestones in the remaining quarters, all in pursuit of our mission to serve the Filipino people with integrity and compassion.