



# Audit report

## ISO 9001:2015

1. Surveillance Audit Management of Gaming Operations and Processing of Prize Claims including Support Process, Conduct & Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims

## Philippine Charity Sweepstakes Office

Sun Plaza Bldg., 1507 Shaw Blvd., Corner Princeton Street,  
1552 Mandaluyong City,  
Philippines

### Audit date:

From: 2025/12/03 to: 2025/12/05

REF No.: 50502367

## 1. Certificate recommendation

Thank you for your cooperation during the recent audit of your organization. This report describes the audit results including strengths, opportunities, and weaknesses. These results, the system evaluation and its recommendation for certification were presented to your management at the closing meeting of the audit. You should now use these results to further strengthen your management system. We look forward to continue our partnership towards sustainable business success.

### ISO 9001:2015

#### Overall evaluation

- The management system is fully effective and fulfils the requirements of the applied standard(s). No nonconformities were identified.

#### The audit team recommends to DQS in reference to the applied standard:

- The maintenance of the existing certificate.

## 2. Audit results

### 2.1 Executive summary

The audit team confirms that the audited company has implemented and maintains a management system in accordance with the applied standard(s). Detailed audit results were presented, explained and, as necessary, discussed with the organization's management during the closing meeting.

The following chart provides a graphic overview of the respective audit findings and evaluations, which are stated explicitly in chapter 3 of this audit report.

No.	Process	Standard	Requirement	Verified during audit	Conform	Evaluations			
						str	O/I	nc	NC
	EO- Data Security Division	ISO 9001:2015	4.4; 7.1; 7.2; 7.4; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
	Administrative Sector-HR (Provision on Competency and Awareness)	ISO 9001:2015	6.1; 7.2; 7.3; 7.4; 9.1	✓	Yes	0	0	0	0
	Charity Sector - Individual Charity Assistance Div / Branch Charity Assistance Div)	ISO 9001:2015	4.4; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
	Management Services Sector- Information Technology Services Department	ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	1	0	0	0
	Customer Satisfaction and Handling of Customer Complaint	ISO 9001:2015	6.1; 9.1	✓	Yes	0	1	0	0
	GPDMS-Gaming Technology Department (Draw Division & Creative Division)	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	1	0	0
	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	ISO 9001:2015	4.1; 4.2; 4.3; 4.4; 5.1; 5.2; 5.3; 6.1; 6.2; 6.3; 7.1	✓	Yes	2	2	0	0
	EO-Legal Department	ISO 9001:2015	6.1; 7.4; 8.1; 8.5; 8.6; 9.1	✓	Yes	0	0	0	0
	Charity Sector - Medical Services Department	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
	Processing of Claims	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	1	0	0	0
	Control of Documented Information	ISO 9001:2015	6.1; 7.5; 9.1	✓	Yes	0	1	0	0
	Management Services Sector - Accounting and Budget Department (Charity Fund Div. & Prize Fund Div.)	ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0

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GPDMS-Gaming Technology Department (Data Center Division)	ISO 9001:2015	4.4; 6.1; 7.1; 7.2; 7.3; 8.1; 9.1	✓	Yes	0	1	0	0
EO - Internal Audit and Corrective Action	ISO 9001:2015	7.2; 9.1; 9.2; 10.2	✓	Yes	0	0	0	0
Administrative Sector- Treasury Department (Prize Payment Division)	ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
GPDMS - Product & Standard Development Department - Product Research and Development Division	ISO 9001:2015	4.4; 6.1; 7.1; 7.2; 7.3; 8.1; 8.2; 8.3; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0
EO - Management Review and Improvements	ISO 9001:2015	9.1; 9.3; 10.1; 10.2; 10.3	✓	Yes	1	1	0	0
Administrative Sector- Gen. Services Department (Procurement Division/Central Records & Library Div./Gen. Services)	ISO 9001:2015	4.4; 6.1; 7.1; 7.5; 8.4; 9.1	✓	Yes	0	0	0	0
Management Services Sector - Accounting and Budget Department, Operating Fund Div. - Branch Accounting Div.	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	✓	Yes	0	0	0	0

NC | major nonconformity was identified, conformity to standard requirement was not evident or potential risk for providing nonconforming product/service to customer

OFI | conforming, all requirements are fully met, (with or without potential for improvement)

nc | minor nonconformity was identified, single or isolated deficiencies were identified without impact onto the system's effectiveness

str | conforming, all requirements are fully met and significant strength was identified, evident through excellent results

All audit findings are based on a sampling process, targeted towards reliable evidence for effective implementation and compliance of the management system. Where applicable findings and required corrective action plans were or will be agreed upon with the responsible managers or management representatives, steps have been or will be defined to resolve such non-conformity. Further business aspects may exist, positive or negative, which have not been reviewed by the audit team. It is the organization's responsibility to investigate and evaluate the potential impact and scope of findings, thus continuously ensuring full compliance to the applied standard(s).

## 2.2 Strength(s) - Exceed(s) the requirements of the standard/specification

No.	Standard	Requirement	Process	Statement	Evaluation
1	ISO 9001:2015	10.3	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	The following achievement is evidence of effective Management System: Champion for Freedom of Information 1st Runner-up Nov.28, 2025 Sept. 25, 2025 Rank 8: GOCC with Highest Attributed GAD Allocation Rank 8: GOCC with Highest Total GAD Budget Allocation Rank 5: GOCC with Highest Total GAD Budget Expenditure Rank 1: GOCC with Highest Attributed GAD Expenditure Top Performing GOCC 100.63% rating Dec.01, 2025 Client Satisfaction Rating 2024: 98.75%. ARTA Validation Certificate of Accreditation Responsible Gaming Framework Level 1 of the WLA (World Lottery Association) Responsible Gaming Framework Certification date Oct.2023 Valid until Oct.2026 Certificate of Accreditation Responsible Gaming Framework Level 2 of the WLA Responsible Gaming Framework Certification date Dec.2024 Valid until Dec.2027	Strength
2	ISO 9001:2015	7.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	Management provision of GO Bag for disaster preparedness, of all employees .	Strength
3	ISO 9001:2015	7.1;10.3	Management Services Sector- Information Technology Services Department	The ITSD has demonstrate their full support and commitment for continuous improvements to other processes in making transaction more efficient / digital manner; CSMS -Client Satisfaction Measurement System MAP – Medical Assistance Programs FORMS – Draw Forms (Mobile System) Strengthening network system and data protection	Strength
4	ISO 9001:2015	7.1;10.3	Processing of Claims	Commendable use of electronic devices, such as tablets, to enhance efficiency in receiving and monitoring customer-related concerns.	Strength
5	ISO 9001:2015	10.3	EO - Management Review and Improvements	The management commitment to continuously improve / upgrade its resources is evident. It is worth mentioning that there is a current PCSO Corporate Center being constructed as the future location. Completion is planned on 2027	Strength

## 2.3 Opportunities for improvement and non-conformities

Nonconformities identified during the audit must be demonstrably and effectively closed within the established period (see chapter 5). Identified potential for improvement should be evaluated by the organization and, if necessary, used for continuous improvement.

nc = minor nonconformity, NC = Major nonconformity, OFI = Opportunity for improvement

No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
1	ISO 9001:2015	6.2	GPDMS-Product & Standard Development Department -Product Research and Development Division	<p>Statement : The process is compliant with the standard; however, consider reviewing and improving the following:</p> <ul style="list-style-type: none"> <li>- In the In-house Development and Implementation of New Games OP-PSDD-04; consider including the decision process at “Endorse the GRR and Logo to the Board of Directors for Approval.”</li> <li>- Review the setting of quality targets to verify the effectiveness based on a rating of 1, lowest, and 5 is the highest;</li> </ul> <p>Timeliness-Description: 5 (outstanding-Performance met on the target date) 4 (very satisfactory-0.01-10% late). “Outputs reviewed and submitted to the Department Manager on or before the set deadline”.</p>	OFI
2	ISO 9001:2015	8.5	GPDMS-Gaming Technology Department (Data Center Division)	<p>Statement : The process is compliant with the standard; however, consider reviewing and improving the following:</p> <ul style="list-style-type: none"> <li>- Confirmation of SOD result by supervisor prior Pre-Draw procedure to ensure that proper start-up checking was conducted.</li> <li>- Inclusion of containment action in the NCAR format and attachment of NCAR to Incident Report</li> </ul>	OFI
3	ISO 9001:2015	7.1	GPDMS-Gaming Technology Department (Draw Division & Creative Division)	<p>Statement : The process is compliant with the standard; however, consider reviewing and improving the following:</p> <ul style="list-style-type: none"> <li>- Procedure for conducting test weight verification</li> <li>- Quality targets for calibration in DPCR</li> <li>- Inclusion of calibration in the Risk Register</li> <li>- Review of calibration results by Person In-charge in Draw Operations and Maintenance Procedure OPM 7.5</li> </ul>	OFI

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No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
4	ISO 9001:2015	7.5	Management Services Sector - Accounting and Budget Department; Operating Fund Div. - Branch Accounting Div.	Statement : The process is conforming to requirement, however may consider to register the documented process for Branch Accounting to Control of documented information.	OFI
5	ISO 9001:2015	9.1	Management Services Sector - Accounting and Budget Department; Operating Fund Div. - Branch Accounting Div.	Statement : The process are determined and established, though it conforms to requirement, you may consider to review the DPCR target / measurement to aligned with the IPCR Target.	OFI
6	ISO 9001:2015	4.2	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	Statement : The processes are determined and established, though they conform to requirements, you may consider reviewing and improving the following: - Standardizing in the Quality Manual the identified Interested Parties and their needs & expectations. - May consider defining a periodic monitoring of the inventory of the go bag and the validity of other items/medicine kits for its efficacy. Thus, controls lead to the sustainability of this initiative.	OFI
7	ISO 9001:2015	6.1	Management Services Sector- Accounting and Budget Department (Charity Fund Div. & Prize Fund Div.)	Statement : Although the process has met the requirements, the organization may benefit from improvements in the following area: reviewing and strengthening the re-assessment process within the risk register.	OFI
8	ISO 9001:2015	9.1	Customer Satisfaction and Handling of Customer Complaint	Statement : Although the process has demonstrated fulfillment of the requirements, the organization may consider revisiting/aligning how to capture the remarks/comments from the claimant (extracted from ARTA file) so that it can monitor and address actionable items in a faster manner (monthly). Also, officially enroll the form they will be using here.	OFI
9	ISO 9001:2015	9.3	EO - Management Review and Improvements	Statement : Although the management review process has demonstrated fulfillment of the requirements, the organization may consider reviewing how it can also capture online attendees of this meeting (and other similar meetings) to effectively and efficiently demonstrate that all required attendees are present and have participated here.	OFI

No.	Standard	Requirement	Process	Statement / Objective evidence	Evaluation
10	ISO 9001:2015	6.1	Control of Documented Information	Statement : Although the process was able to demonstrate fulfillment of the requirement, the organization has the opportunity to make it's process more effective and efficient. In the written procedure, it may be worth considering inclusion/documenting the periodic checking of the requirements, needs and expectations of the relevant interested parties via their web-site or FB or the like, on a defined frequency to ensure that organization is abreast with the latest legal or emerging issues.	OFI
11	ISO 9001:2015	6.1	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment	Statement : Although the Risk and Opportunity Register process was able to demonstrate fulfillment of the requirement, the organization may consider the following: <ul style="list-style-type: none"> <li>• To consider issues related to the number of client feedback received, to elevate issues that the division level cannot address, and be raised to the management risk register for their consideration on strat -planning prioritization for long-term programs.</li> <li>• Date that the ROR was last updated and the frequency of review.</li> <li>• Reviewing and updating climate change-related concerns in the Risk Register.</li> <li>• Identifying and assessing new opportunities</li> <li>• Divisions may consider determining Opportunities on the Risk and Opportunity Register for planning prioritization of the activities.</li> </ul>	OFI

### 3. Audit results in detail

Evaluation of management system and its processes/subjects

#### 3.1 General

The audit was conducted on-site and on time, based on the audit agenda. The audit team confirms that the audited organization has implemented and maintains a management system in accordance with the applied standard(s). Detailed audit results were presented, explained, and discussed with the organization's management during the closing meeting.

The organization has taken the following aspects of climate change into account:

The organization considered the aspects of climate change and its requirements in the following:

- Energy-Saving Measure Memorandum Sept.06, 2023 (Light and Electric Equipment, Conditioning Unit)
- Disaster risk management procedure. Public Service Continuity Plan (PCSO PSC 2025)

#### 3.2 Evaluation of the processes defined by the organization

In the following chapter you will find the evaluation of the processes and/or subjects audited during the audit with comments on the achievement of objectives, reference to the standard requirements, key figures for process evaluation and references to audit findings and the verified documents and evidences that have been viewed:

Process No.		Process / Process group	EO- Data Security Division (EO-Data Security Division)	
Applicable standard requirements		ISO 9001:2015	4.4; 7.1; 7.2; 7.4; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	
Audited owner/responsible		Ral A. Lavin – Manager Bernardo Cuevas Jr		
Reference documents (procedures, process, descriptions, etc.)		SOD Monitoring Procedure OP-OGM-01 Rev 3		
Relevant legal or other requirements (if applicable), permits approvals, etc.		None		
<b>Performance</b>				
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend
Monitored 100% of all draw activities (SOD, EOD, RAMT, Data Center, LRIS) submitted reports within 5 working days)		100%	yes	positive
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>				
Location: 50502369 Mandaluyong City				
Participants: Ral A. Lavin – Manager Bernardo Cuevas Jr.				
Procedure/Document: SOD Monitoring Procedure OP-OGM-01 Rev 3				
Process Details: >6AM-10PM >Oversight and check balances, information system focus on lottery operation. >10 Head counts (2 JO's) >Start of Day Checklist for Datatrak2Flx System Dec 3, 2025 Start of Day Monitoring – CCC SOD/EOD Monitoring Form PCSO-F-OGM-DSD-007 Day: >End of Day Checklist for Datarakcs2 FLX System Dec 3, 2025				
<ul style="list-style-type: none"> <li>• RAMT MIDDAY DRAW MONITORING PROCEDURE OP-OGM-02 Rev 2</li> <li>• RAMT MIDDAY DARW FORM PCSO-OGM-F-OGM-DSD-001 12/03/2025 Wednesday approved</li> </ul>				
PLS Media Logger Storage Procedure OP-OGM-06 Rev 5				

- Monitoring based on NAP National Archiving Policy (Digital documentation), seal and controlled (everyday records)  
Risk and Opportunity Register QP-QMS-22 Sept 25, 2025

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	EO-Legal Department (EO- Legal Department)		
Applicable standard requirements		ISO 9001:2015	6.1; 7.4; 8.1; 8.5; 8.6; 9.1		
Audited owner/responsible		Leah Christine Jimenez – Legal Manager Anna Katrina Adre – Legal Officer			
Reference documents (procedures, process, descriptions, etc.)		Anti Fraud Procedure OP-LD-01 Re 15			
Relevant legal or other requirements (if applicable), permits approvals, etc.		None			
<b>Performance</b>					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
90% Satisfaction Rating		90%	yes	positive	
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Location: 50502369 Mandaluyong City</p> <p>Participants: Leah Christine Jimenez – Legal Manager Anna Katrina Adre – Legal Officer</p> <p>Procedure/Document: Anti Fraud Procedure OP-LD-01 Re 15</p> <p>Process Details: Support Service for PCSO basically address legal issue of agency operation.</p> <ul style="list-style-type: none"> <li>• Business and legal advise div (issuance of legal opinion / contract review, personnel concerns, COA issues)</li> <li>• Litigation and Investigation – cases, civil, criminal, administrative filed against the office, investigation irregularities in operations, administrative concerns to employees)</li> <li>• Checklist of documents needed for anti—fraud cases / tampered ticket f-ld-010 for May 30 2025thru email</li> <li>• Sinumpaang Salaysay of Mr. Arnel Almeneza June 18 2025</li> <li>• Endorsed to Medical Agency</li> <li>• Monitoring from Jan-June (4 claims)</li> </ul> <p>Contract Preparation Procedure OP-LD-02 Rev 4</p> <ul style="list-style-type: none"> <li>• PROJECT : PARTNERSHIP PROPOSAL FOR THE IMPLEMENTATION OF THE PHILHEALTH YAKAP (Konsulta) PROGRAM WITHINPCSO DESIGNATED AREA</li> <li>• Assignment Slip (to Business Legal &amp; Advise )</li> <li>• A project Philhealth – partner with government agency. August 26, 2025</li> <li>• Execution of the contract is handle d by Charity, branch and Medical</li> <li>• Currently 19 Preparations of Contract (Jan-June 2025)</li> </ul> <p>Contract Review Procedure OP-LD-03 Rev 4</p> <ul style="list-style-type: none"> <li>• INPUT: Submit Amended Agency Agreement Nov 14 2025</li> <li>• Nov 28 2025 – Contract Review : Amended to the Agency Agreement for Level 2 Corp Owned Chain Business</li> </ul> <p>Legal Opinion / Comment Preparation Procedure OP-LD-04 Rev 3</p> <ul style="list-style-type: none"> <li>• Checklist of Documents Needed for Request for Legal Opinion P-FL-008 Sept. 25 2025</li> <li>• Assignment Slip F-lf-002</li> <li>• Sept 25, 2025</li> <li>• Legal Opinion : Request of pacific Online Corp. Oct 14 2025</li> </ul> <p>Human Resource Department (Submission of IPCR/DPCR/BPCR memorandum# 11-hrd-135 Nov 21, 2025</p>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

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Philippine Charity Sweepstakes Office



Process No.		Process / Process group	Charity Sector - Individual Charity Assistance Div / Branch Charity Assistance Div) (Charity Sector)		
Applicable standard requirements		ISO 9001:2015	4.4; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1		
Audited owner/responsible		Ethel Lovento– OIC Div. Chief Nancy Filart – CAD FA-III Diana De Sagum – CAD SMO III Eden Nonato – CAD FA III			
Reference documents (procedures, process, descriptions, etc.)		Interim Process Flow For Medical Assistance Program (MAP) Using email NCRMAP@PCSO.GOV.H OP-CAD-05 Rev 1; Interim Process Flow For Medical Assistance Program (MAP) MAP ; Online Application System Procedure OP-CAD-10 Rev 1 OP-CAD-05 Rev 1			
Relevant legal or other requirements (if applicable), permits approvals, etc.		PCSO Resolution 090 Series of 2025			
<b>Performance</b>					
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend		
100% MAP Applications with complete Documentary requirements processed with approved within 244 hrs	100%	yes	positive		
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Location: 50502368 Mandaluyong City</p> <p>Participants: Ethel Lovento– OIC Div. Chief Nancy Filart – CAD FA-III Diana De Sagum – CAD SMO III Eden Nonato – CAD FA III</p> <p>Procedure/Document: &gt;Interim Process Flow For Medical Assistance Program (MAP) Using email NCRMAP@PCSO.GOV.H OP-CAD-05 Rev 1 &gt;Interim Process Flow For Medical Assistance Program (MAP) MAP &gt;Online Application System Procedure OP-CAD-10 Rev 1 OP-CAD-05 Rev 1</p> <p>Process Details: Responsible in handling medical assistance (Request for Application for Medical Assistance and Processing of Payment)  <ul style="list-style-type: none"> <li>• Online (WEB)</li> <li>• Email</li> </ul>                     Headcount – 27 (17 permanent + 10 J.O.)                      Interim Process Flow For Medical Assistance Program (MAP) Using email NCRMAP@PCSO.GOV.H OP-CAD-05 Rev 1 (5 Social Workers.)  <ul style="list-style-type: none"> <li>• 73 Branches provides medical assistance</li> <li>• Matrix Assistance MAP Online Application System (PCSO Resolution 090 Series of 2025) – provides information and criteria of when to accept and grant funs assistance to any medical conditions requested from the patients. The team is working in 7 days work a week to ensure provision of support to public request/ assistance.</li> <li>• MAP System execution July 2024 (Business Continuity Plan, for disruption of online process)</li> <li>• Guarantee Letter Oct 30 2025 is release online when request was approved, together with the notification of the grant.</li> <li>• SM7: Percentage of MAP Applications Processed within the Prescribed Period for NCR (Jan-June 2025)</li> </ul>                     Actual Tour and browsing of the MAP Online system , Medical Assistance processing and assessment of patient request until approval of the assistance.                 </p>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	Management Services Sector - Accounting and Budget Department (Charity Fund Div. & Prize Fund Div.) (Management Sector Division)
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible	Rina Sebastian – ASD-OFD; Ma. Christina Tiangco – OIC – Div. Chief		
Reference documents (procedures, process, descriptions, etc.)	Preparation of Disbursement Voucher OP-ABD-02 Rev 7; Manual of Operations (Rationalized PCSO)		
Relevant legal or other requirements (if applicable), permits approvals, etc.	Updated Description of Accounts (COA Circular No. 2015-010 dated Dec 1 2015 and 2016-006 dated Dec 29 2016)		

**Performance**

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
90% Timeliness request for payment with complete	90%	yes	positive
Timely generation of quarterly report	100%	yes	positive

**Audit details (Audited activities, projects, verified objective evidences etc.)**

Location: 50502368 Mandaluyong City

**Participants:**

Rina Sebastian – ASD-OFD  
Ma. Christina Tiangco – OIC – Div. Chief

**Procedure/Document (Operating Fund Div.):**

>Preparation of Disbursement Voucher OP-ABD-02 Rev 7

**Process Details (Operating Fund Div.) :**

Receipt process for payment (from departments), for preparation of vouchers (operating expenses)

- On-going procurement of new CAS
- To ensure timely and accurate payment of accounting payable charge to respective funds
- Accomplishment Report-Processed Disbursement Vouchers Operating Fund Division for the period July-Sept 2025
  - o Simple = 98.65%
  - o Complex =97.46%
  - o Highly Technical = 100%
- Request for Payment CTR#2512042961 Dec 3, 2025 ( Transmittal TN-25-12-00170); Transmittal No. OFI20253900346 Received Dec. 3 and Forwarded at the same date
- Disbursement Voucher AP2512041513 Dec 3, 2025 (generated from CAS Disbursement Voucher)
- Functional Quality Objectives & Accomplishment 2025

CAS – Computerized Accounting System

Risk and Opportunity Register : June 17 2025

**Procedure/Document (Branch Accounting Div.):**

>Manual of Operations (Rationalized PCSO)

**Process Details (Branch Accounting Div.):**

Monitor and record all prize, charity and prize fund disbursements in the branch and Satellite Offices. (monthly to Annual generation of reports)

- Consolidation of monthly transactions (Recapitulation of accounts, Statement of Cashflows
- Monthly Alphabet
- Schedule of taxes to be remitted
- Validates details in the certificate of credible tax withheld at source (BIR form 2307 prior to issuance to NCR Agents)

**Sample: Consolidation of Benguet Branch Financial Reports**

- 2025Recap Format
- Cashflow Template 2025
- Cash On Hand 2025
- Fund Transfer 2025
- Journals and Bank Recon (Ja. 2025)
- Working Paper Jan. 2025

- Alphabetical List of Payees for the month of February 2025 (Benguet Branch)
- Alphalist Validation (BIR System Platform) – actual browsing of validation to BIR System

Cut-off Schedule of submission of reports from Branches

- Reiteration on Deadlines for Regular Periodic Accounting Report (Memo Date: Sept. 21. 2023)

Nov. 19 2025 Email to Gen. Accounting

Provision of Accounts are coming from COA – Updated Description of Accounts (COA Circular No. 2015-010 dated Dec 1 2015 and 2016-006 dated Dec 29 2016)

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	Management Services Sector- Information Technology Services Department (Management Service Sector)		
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1		
Audited owner/responsible		May V. Cerelles (IT Services Department Manager), Dennis Cruz (Division Chief)			
Reference documents (procedures, process, descriptions, etc.)		Technical Support for Information System & Corporate Website Concerns – OP-ITSD-09 Rev 4			
Relevant legal or other requirements (if applicable), permits approvals, etc.		None			
<b>Performance</b>					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Location: 50502368 Mandaluyong City</p> <p>Participants: May V. Cerelles (IT Services Department Manager), Dennis Cruz (Division Chief)</p> <p>Procedure/Document: Technical Support for Information System &amp; Corporate Website Concerns – OP-ITSD-09 Rev 4</p> <p>Process Details: lantilla 35 Filled-up =29 JO = 10 Uses Microsoft 360 (Sharepoint)</p> <ul style="list-style-type: none"> <li>• System, WEB &amp; Graphics Division (Enhancement, ITSD feature website, all system)- 11 systems <ul style="list-style-type: none"> <li>o CAS</li> <li>o AMS (Agent Mgt System)</li> <li>o CSMS CLient Satisfaction Measurement System</li> <li>o MAP – Medical Assistance Programs</li> <li>o FORMS – Draw Forms (Mobile System)</li> <li>o Projects, Services, Licences and Subscriptions Acquired by ITSD 2025</li> </ul> </li> <li>• Certificate of User Acceptance Test (UAT) SMS Feature Intergration onto Online Medical Assistance Program (MAP)Oct. 28, 2025 (tect / email notification)</li> <li>• Database Administration Division – managing database and security, operating systems, availability of the data.</li> <li>• Network Administration &amp; Technical Support Division – connectivity, internet, technical support, PLDT, EASTERN TELECOM, DICT, Starlink <ul style="list-style-type: none"> <li>o Quarterly PM Schedule and Outsource (EGM Systems Global Technologies, Inc.) – Service Report #4157 Oct. 22, 2025</li> </ul> </li> </ul> <p>Competency- plan to have an IT profession on per branch RG3 – Responsible Gaming Level 3- play responsible on-going roll-up Member of of the WLA – World lottery</p> <p>Risk and Opportunity Register – Nov. 2025- considered Cloud Storage business continuity)</p>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	0	0	0

Process No.		Process / Process group	Processing of Claims (Processing of Claims)		
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1		
Audited owner/responsible	Charlene Damolo – OIC Branch Manager				
Reference documents (procedures, process, descriptions, etc.)	Processing of Prize Claims OP-BOS-01 Rev 2				
Relevant legal or other requirements (if applicable), permits approvals, etc.	RA 1169 PCSO Mandate BIR – OCN#4RC0000711679 Certificate of Registration				
<b>Performance</b>					
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend		
Timely processing of prize claims	100%	yes	positive		
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Locations: 50502371 Baguio City</p> <p>Participants: Charlene Damolo – OIC Branch Manager</p> <p>Procedure/Document: &gt;Processing of Prize Claims OP-BOS-01 Rev 2</p> <p>Process Details: &gt;6/49 Draw Sept 18, 2025 winning number is 03-23-25-36-44-45 date client: Sept 18 9:42AM; Draw date Sept. 18 2025 15:32 &gt;Client: LIU Diane Lam (w/ 2 Govt ID -Voters ID / SSS) &gt;Prize Pay Receipt – issued Sept 25, 2025 (Benguet Code: 206) &gt;20% Final WTax ( for More than 10k Winning Prizes) (Check release Net is 40K from 50K winning amount (Sept 25, 2025) &gt;Winner Profile Form PCSO-F-BOS-002 Log to Warrant Register the releasing of Check to the client (2025 w/ check number)</p> <p>IMPROVEMENT: &gt;Prize Claim Form PCSO-F-BOS-001 – to Spreadsheet Format from Manual writing</p> <p>LOWTIER : -Gualberto B. ISASI - Ph4000 -Draw on oct 5, 2025 -Paid on Oct 6, 2025 with Petty Cash Voucher released on Oct 6 2025</p> <p>&gt;Risk and Opportunity Register as of Oct, 2025 – may consider to revisit the details of the natural disaster risk and controls to mitigate issues, opportunities.</p>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	0	0	0

Process No.		Process / Process group	EO - Internal Audit and Corrective Action (QMS)		
Applicable standard requirements		ISO 9001:2015	7.2; 9.1; 9.2; 10.2		
Audited owner/responsible	Aimee De Viterbo, DCIII; Jocelyn Gegorio, DC III/IQA; Shiel Marie Moreno, PEO IV, IQA				
Reference documents (procedures, process, descriptions, etc.)	Internal Audit procedure, SP-QMS-03, REV 9; Corrective Action Procedure, SP-QMS-05, REV 6				
Relevant legal or other requirements (if applicable), permits approvals, etc.	None				
<b>Performance</b>					
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend		
Compliance to annual plan of internal audit. Rating of 4	100%	yes	positive		
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Location: 50502367,50502368, 50502369</p> <p>Participants: Aimee De Viterbo, DCIII; Jocelyn Gegorio, DC III/IQA; Shiel Marie Moreno, PEO IV, IQA</p> <p>Process brief overview:</p> <ul style="list-style-type: none"> <li>Process defines how the Internal Quality audit is to be conducted in their organization and should there be any finding, how is this being documented and acted upon</li> </ul> <p>Procedure &amp; Doc. Code / Revision#</p> <ul style="list-style-type: none"> <li>Internal Audit procedure, SP-QMS-03, REV 9;</li> <li>Corrective Action Procedure, SP-QMS-05, REV 6</li> </ul> <p>Records Sample &amp; Date:</p> <ul style="list-style-type: none"> <li>Internal Quality audit program, IQA15-2025, PCSO-QF-QMS-09</li> <li>Internal quality audit plan,PCSO-QF-QMS-10</li> <li>Sampled auditor assigned in Team 5, Mr. Paul Hidalgo Tumulay</li> <li>Training record of Mr. Paul Hidalgo Tumubik, attendance sheet for the ISO 9001:2015 awareness, conducted on Feb 2018</li> <li>NCAR, QF-QMS-12, on the nonconformance #3 for the dept: Assets and Supply Management. Current status- still open as committed date of closure is on March 2026</li> </ul> <p>Input-Process-Output :</p> <ol style="list-style-type: none"> <li>Input of the process is the audit program for the year. From this, the audit plan will generated and will be the basis for the audit in the current year.</li> <li>Assigned internal auditors will conduct the audit accordingly. Finding will be noted/recorded in the applicable audit checklist, NCAR will be issued for the nonconformances</li> <li>Output of the process is the audit summary report that will be distributed across the organization. This will also be an input in their management review process</li> </ol>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	Customer Satisfaction and Handling of Customer Complaint (Customer Satisfaction and Handling of Customer Complaint)		
Applicable standard requirements		ISO 9001:2015	6.1; 9.1		
Audited owner/responsible		Belen Baltazar, Dept Manager; Andrew Limjoco, OIC Chief; Roselle Dela Umbrin, PRO III; Mark Lester Tajada, Comm.Dev. Officer II; Marites Jose, Devtr Mgt Officer V			
Reference documents (procedures, process, descriptions, etc.)		Customer Satisfaction Survey, SP-QMS-10, rev 7; Handling of Customer Complaint Procedure, SP-QMS -11, rev 6			
Relevant legal or other requirements (if applicable), permits approvals, etc.		None			
<b>Performance</b>					
Key performance indicators (KPIs)		Process objectives	Objectives achieved?	Trend	
To achieve customer satisfactory rating		90%	yes	positive	
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Location: 50502367,50502368, 50502369</p> <p>Participants: Belen Baltazar, Dept Manager; Andrew Limjoco, OIC Chief; Roselle Dela Umbrin, PRO III; Mark Lester Tajada, Comm.Dev. Officer II; Marites Jose, Devtr Mgt Officer V</p> <p>Process brief overview:</p> <ul style="list-style-type: none"> <li>Process defines how the organization gathers and measures the customer satisfaction, address customer complaints and drives actions to improve the organizations processes.</li> </ul> <p>Procedure &amp; Doc. Code / Revision#</p> <ul style="list-style-type: none"> <li>Customer Satisfaction Survey, SP-QMS-10, rev 7</li> <li>Handling of Customer Complaint Procedure, SP-QMS -11, rev 6</li> </ul> <p>Records Sample &amp; Date:</p> <ul style="list-style-type: none"> <li>Tabulation of Client Satisfaction Measurement', sampled the Nov 2025 result. There are items identified here as - "Actionables" and "Not Actionables"</li> <li>Risk and Opportunity Register, QF-QMS-22, risk identified, risk ID: R-CSST-01</li> </ul> <p>Input-Process-Output :</p> <ol style="list-style-type: none"> <li>Input of the process are the response of from its customers, there are the people that goes in their offices, ex. Claimants of prizes.</li> <li>This will be process by the organization according to the established procedure.</li> <li>Output will be the rating of the customers and possible actions to address actionable issues.</li> </ol>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	1	0	0

Process No.		Process / Process group	EO - Management Review and Improvements (QMS)		
Applicable standard requirements		ISO 9001:2015	9.1; 9.3; 10.1; 10.2; 10.3		
Audited owner/responsible	Aimee De Viterbo, DCIII; Jocelyn Gegorio, DC III/IQA; Shiel Marie Moreno, PEO IV, IQA				
Reference documents (procedures, process, descriptions, etc.)	Quality Manual, PCSO-QM-09, rev 6, section 9.3 Management Review; Management Review , SP-QMS-07				
Relevant legal or other requirements (if applicable), permits approvals, etc.	None				
<b>Performance</b>					
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend		
Conduct of Management Review as planned	100%	yes	positive		
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Location: 50502367,50502368, 50502369</p> <p>Participants: Aimee De Viterbo, DCIII; Jocelyn Gegorio, DC III/IQA; Shiel Marie Moreno, PEO IV, IQA</p> <p>Process brief overview:</p> <ul style="list-style-type: none"> <li>Process defines how the organization reports the performance of the organization vs the strat plan, also the improvement plans that are needed or current status of this plans</li> </ul> <p>Procedure &amp; Doc. Code / Revision#</p> <ul style="list-style-type: none"> <li>Quality Manual, PCSO-QM-09, rev 6, section 9.3 Management Review</li> <li>Management Review , SP-QMS-07</li> </ul> <p>Records Sample &amp; Date:</p> <ul style="list-style-type: none"> <li>Mins of the meeting (2025 PCSO MR), dated Nov 20, 2025, time 1-5 pm</li> <li>Attendance sheet, QF-QMS-16</li> <li>Sample on item 4 of the minutes, "Information on the performance...", re the "Happy and Sad customer rating", Satisfaction rating, achieved = 99.95 -100%</li> <li>Sampled Internal audit result : There were 12 nonconformances and 93 OFIs.</li> </ul> <p>Input-Process-Output :</p> <ol style="list-style-type: none"> <li>Input of the process are items defined in the Management Review procedure.</li> <li>These items will be presented during the MR</li> <li>Output of the process is the mins of the meeting which records the actions needed, if any, and the improvement actions that needs to be implemented or if it is on-going, what is its current status.</li> </ol>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	1	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	Control of Documented Information (Document Control)		
Applicable standard requirements	ISO 9001:2015	6.1; 7.5; 9.1			
Audited owner/responsible	Ma. Ruchiella Jimenez, DC III; Edwin Coronado, RO III; Maricar Ramirez, RO II; Joseph Reynaldo, ITO-I; Roman Caballero, ISA III; Amor Taguilig, SWO III; Sherry Cathering Pamintuan, Archivist II				
Reference documents (procedures, process, descriptions, etc.)	Control of Internal Document, SP-QMS-01A rev 7				
Relevant legal or other requirements (if applicable), permits approvals, etc.	None				
<b>Performance</b>					
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend		
Timely issuance of approved request documents	100%	yes	positive		
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Location: 50502367, 50502368, 50502369</p> <p>Participants: Ma. Ruchiella Jimenez, DC III; Edwin Coronado, RO III; Maricar Ramirez, RO II; Joseph Reynaldo, ITO-I; Roman Caballero, ISA III; Amor Taguilig, SWO III; Sherry Cathering Pamintuan, Archivist II</p> <p>Process brief overview:</p> <ul style="list-style-type: none"> <li>Process defines how the internal and external documented information of the organization is handled from creation, revision and retention until disposal</li> </ul> <p>Procedure &amp; Doc. Code / Revision#</p> <ul style="list-style-type: none"> <li>Control of Internal Document, SP-QMS-01A rev 7</li> </ul> <p>Records Sample &amp; Date:</p> <ul style="list-style-type: none"> <li>Internal Document Distribution List, QF-QMS-03 - sampled record is the "Records Disposal Procedure / rev 3 of Aug 2023 that was superseded by rev 4 of Nov 2024</li> <li>Customer Satisfaction Survey procedure, SP-QMS-10 rev 7 - this is the current version of the procedure and verified the issued rev at location/ sector handling this process.</li> <li>Access of the Customer Satisfaction Survey procedure, SP-QMS-10 rev 7, both hardcopy and softcopy at department concerned proved successful</li> <li>Training record of Ms. Ma. Ruchiella Jimenez, who is handling this process (Control of Documented Information) was checked. Latest training conducted on ISO 9001:2015, Document and Records Control was on Aug 5, 2025. Training is done annually.</li> <li>Training records of records custodian handling Customer Satisfaction Survey, Ms. Christine Viernesto, verified also attendee of the training last Aug 2025</li> <li>Risk and Opportunity Register, QF-QMS-22</li> </ul> <p>Input-Process-Output :</p> <ol style="list-style-type: none"> <li>Input of the process are the documents for control</li> <li>This will be processed according to the established procedure. Hardcopy mastercopy will be kept by DPCT in their area, then a scanned copy will be also be kept in the electronic file so that documented information can also be accessed digitally.</li> <li>Output of the process is the controlled documented information</li> </ol>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	1	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	Administrative Sector- Gen. Services Department (Procurement Division/Central Records & Library Div./Gen. Services) (Gen. Services Department)
Applicable standard requirements	ISO 9001:2015		4.4; 6.1; 7.1; 7.5; 8.4; 9.1
Audited owner/responsible	Cynthia Roldan Ma. Ruchiella Jimenez Nelson Orejudos		
Reference documents (procedures, process, descriptions, etc.)	Supplier Performance Evaluation – OP-GSD-07 Summary / Abstract of Quotation – PCSO-F-GSD-PD0005		
Relevant legal or other requirements (if applicable), permits approvals, etc.	None		

**Performance**

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
90% endorsement of approved PRs within 10 calendar days.	90%	yes	positive

**Audit details (Audited activities, projects, verified objective evidences etc.)**

Location: 50502367 Mandaluyong City

Participants:  
Cynthia Roldan  
Ma. Ruchiella Jimenez  
Nelson Orejudos  
Renier Luistro  
Mark Vergabara  
Jennie Nabong  
Arwin Esperanzate  
Jose Antonio Flores  
Ma. Rosario Maravilla

Document Name/No. Reviewed  
>Supplier Performance Evaluation – OP-GSD-07  
>Summary / Abstract of Quotation – PCSO-F-GSD-PD0005

Process / Audit Notes / Records / Evidence  
>Procurement and Supplier Management  
-Verified Gakken Philippines as supplier for ink cartridges.  
-Verified Outs Copy System Inc. as supplier for photocopiers.  
-End-user initiates procurement through a Purchase Request (PR).  
-Supplier database consists of 300+ accredited suppliers.  
-Sampled supplier (ribbon ink provider) has a total performance rating of 4.6, indicating a passing evaluation.

>Control of Outsourced Processes  
-Sampled outsourced service: Front Runner for Janitorial Services, with a Very Satisfactory rating of 4.49.  
-Security service providers reviewed: King Eleazar, Envisage, and D' Virthus Security and Investigation.  
-Verified availability of security contracts submitted and filed.

Fleet and Preventive Maintenance  
Sampled preventive maintenance record for Wingvan Truck (SDA-7826).  
-Driver assigned: Gilbert Coccolo.  
Reviewed Motor Pool Job Order Form and Preventive Maintenance Inspection Checklist (quarterly monitoring).

>Records and Document Management  
-Verified records housed at Central Records, including disposition of documents such as board resolutions, charters, and administrative files.  
-Audit files retention: 5 years (as applicable).  
-Reviewed Resolution No. 134, Series of 2024 and amendments issued by the Records Management Improvement Committee.

>Building and Facility Maintenance  
-Processes include maintenance of electrical, mechanical, and plumbing systems.  
-Sampled Work Request Process (OP-GSD-02) and reviewed associated Job Request Forms.  
-Verified Building Exterior and Grounds Checksheet – PCSO-F-GSD-GD004.

Objectives and Performance:

-Functional objective: 90% endorsement of approved PRs within 10 calendar days.  
-Actual performance: 97% achievement, meeting the target.

**Risk Assessment:**

-Risk Assessment last reviewed on October 3, 2025.  
-GSD Records monitoring noted and verified.

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	Management Services Sector - Accounting and Budget Department, Operating Fund Div. - Branch Accounting Div. (Accounting Department)
Applicable standard requirements	ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1	
Audited owner/responsible	Mavin Caridad Panpo Ma. Amparo Amigo Arlynn Kate Daerene Bonto Maricar Ramuiy		
Reference documents (procedures, process, descriptions, etc.)	Preparation of Disbursement Voucher, OP-ABD-02; Processing of Prize Claim, OP-ABD-TD-01		
Relevant legal or other requirements (if applicable), permits approvals, etc.	RA 1169		
<b>Performance</b>			
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>			
<p>Location: 50502367 Mandaluyong City</p> <p>Participants:  Mavin Caridad Panpo  Ma. Amparo Amigo  Arlynn Kate  Daerene Bonto  Maricar Ramuiy</p> <p>Documents Reviewed:  &gt;Preparation of Disbursement Voucher, OP-ABD-02  &gt;Processing of Prize Claim, OP-ABD-TD-01</p> <p>Process / Audit Notes / Records / Evidence  &gt;Disbursement Voucher Process  Process starts with the Request for Payment (RFP).  &gt;Sampled Guarantee Letter (GL) with a maximum assistance amount of P50,000.00.  &gt;Verified Transmittal No. CFIMAP320251018283 under the Medical Assistance Program.  &gt;Sampled RFP: VND001475 – Philippine Children's Medical Center  Patients: Angana and Laquio  Total amount: P90,000.00  &gt;Checklist and Guarantee Letter were approved by the Department Manager and the General Manager (required for amounts above P100,000).  &gt;Hospital billing includes the total billing amount minus the Guarantee Letter value.  Submitted attachments included:  Patient ID  &gt;Supporting documents  Medical Assessment Form  Functional Quality Objectives</p> <p>-Processing of Disbursement Vouchers: 20 working days target  -Quarterly Monitoring: 100% achieved  -Accuracy and Timely Pre-audit &amp; Processing of Vouchers (Jan–Oct): 100%</p> <p>&gt;Verified Treasury receipt under Transmittal No. CAFGM20253808147  For approval under the Charity Assistance Department  &gt;Risk Assessment  Conducted annually.  Manual processing risk rating improved from High to Low.</p> <p>&gt;Prize Fund Process  -Requirements: Two valid IDs and original ticket with signature.  -Ticket validation conducted using two machines.  -Process objectives (timeliness):  -P10,000 and below (cash): within 10 minutes per ticket  -P60,000 and above: within 40 minutes</p>			

-Prize claim monitoring includes timeliness, using ticket validation printouts with timestamps.  
-Accuracy and Timeliness Objective: Within 3 days.

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

Process No.		Process / Process group	Processing of Claims (Processing of Claims)
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible		Maricris Villapando – Branch manager Ma. Rizali Gayeta – Cashier IV Camille Esperanza Morales – AO III Roberto Riotoc - TAB	
Reference documents (procedures, process, descriptions, etc.)		Processing of Prize Claims, OP-BOS-01	
Relevant legal or other requirements (if applicable), permits approvals, etc.		RA1169	

**Performance**

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
Timely processing of prize claims	100%	yes	positive

**Audit details (Audited activities, projects, verified objective evidences etc.)**

Location: 50502370 Lucena City

**Participants:**

Maricris Villapando – Branch manager  
Ma. Rizali Gayeta – Cashier IV  
Camille Esperanza Morales – AO III  
Roberto Riotoc - TAB

**Document Name/No. Reviewed:**

>Processing of Prize Claims, OP-BOS-01  
>Prize Claim Form – PCSO-F-BOS-001  
>Winners Profile Form – PCSO-F-BOS-002  
>Processed Claims Log and Monitoring Sheet – PCSO-F-BOS-003

**Process/Audit Notes/Records/Evidence:**

-Total employees – 13 (10 regular 3 renewable)  
-Verified actual process  
-Sampled Records of prize claims  
-Actual check amounting to P25,624.00, check no. 0003881749, dated October 3, 2025  
-Payee Name: Corazon Cahilig from Pagbilao Quezon  
Prize claim form No. QUE202510-211  
Valid IDs were presented – Philhealth and Senior ID  
30 mins processing  
-Winners Profile Form – PCSO-F-BOS-002  
-Megalotto 6/45 claims  
Control NO. 4780-314B-04D0-A313  
-Verified Transmittal Letter – Dated March 19, 2025  
-5 winners claimed – received by COA auditors  
-Objectives – processing of claims within 30 mins  
-Lotto Fund monitoring  
January to October 2025 – total of 271,129,320.00  
-Time tracker for claimant – 30 mins maximum  
-Yearly revenue monitoring  
-Monthly target of 28,049,790  
-Target is 281,644,525.00  
Actual is 271,129,320.00 (Not achieved)

**Training verified:**

-Memorandum QUE-2025-03-062, dated March 13, 2025  
Sampled Participants – Online Training on Responsible Gaming and Corporate Social Responsibility  
Ms. Leticia Renomeron – Branch manager  
Maricris Villapando  
Ma. Rizali Gayeta  
-Others  
Meeting with Retailers and Stakeholders – September 24, 2025  
QMS Training – ISO Documentation Enhancement – July 9~10, 2025  
-Risk Register - Quezon Province Site  
Identified risk – Unavailable approving officer – Low risk

<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	1	0	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	Charity Sector - Medical Services Department (Charity Sector)
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible		Rouel C. Aparato MD (Medical Officer VI) Zelda A. Ganancial MD (Medical Officer VI) Catherine V. Magno DMD (Dentist IV)	
Reference documents (procedures, process, descriptions, etc.)		Provision of Out-Patient Medical and Dental Services OP-MSD-01 Rev.5; Conduct of Medical and Dental Mission OP-MSD-02 Rev.4	
Relevant legal or other requirements (if applicable), permits approvals, etc.		None	

### Performance

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
100% of office-initiated projects or approved requests including Special Missions under the Medical and Dental Mission Program. Rating of 4	100%	yes	positive

### Audit details (Audited activities, projects, verified objective evidences etc.)

Location: 50502369 Mandaluyong City

**Participants:**

- Rouel C. Aparato MD (Medical Officer VI)
- Zelda A. Ganancial MD (Medical Officer VI)
- Catherine V. Magno DMD (Dentist IV)
- Marie Louise U. Serojales (Nurse VI)
- Pamela S. Manjares RN (Nurse III)

**Document Name/No. Reviewed:**

- Provision of Out-Patient Medical and Dental Services OP-MSD-01 Rev.5 Nov.21, 2025  
This procedure covers the activities from registration up to management of patients. This procedure does not cover emergency cases. Referral to admit to other Hospital. Even minor injurie if cause of accident not accepted.
- Conduct of Medical and Dental Mission OP-MSD-02 Rev.4 Nov.24, 2025  
This process starts from receipt of letter request to its approval up to actual conduct of Medical and Dental Mission and Submission of report. Request from different LGUs, NGO, Religious group and other sector. Request letter, contact person, date and target beneficiaries. CSR activities with medical mission. Charity October, National Day of Charity. All medical mission undergo assessment; check the data location, date and other information for the resources needed. Schedule, then prepare all the needed resources.
- Dispensing of Medicine OP-MSD-03 Rev.4 Nov.20, 2025  
This process starts from the queuing of patients with prescriptions from the In-house physicians and dentists to the collation of prescription for recording in the Prescription Book to the updating of the Medicine Stock Ledger.
- Appropriation and Preparation of Medicines for Medical and Dental Mission and Medicine Donation OP-MSD-05 Rev.4 Nov.20, 2025  
This process starts from receipt of the approved Recommendation Memorandum for Medicine Donation and Medical and Dental Mission from the Satellite Clinic Division to the appropriation, preparation and endorsement of the prepared medicines to the same division.
- Provision of Multi-Specialty Services to Out-Patients OP-MSD-08 rev.1 Nov.21, 2025  
This process covers the activities from scheduling and registration up to management of patients in the Multi-Specialty Clinic.

**Process/Audit Notes/Records/Evidence:**

- Data Privacy Consent Form PCSO-F-MSD-MDD-035
- Name: Mona Liza S. Leyna Sex: Female Birthday: Sept.23, 1959 Age:65 Date: Jan
- PCSO Outpatient ID Card
- ID No.: U-017 Name: Enecito Ubales Jr. M. Address: 6C Herbs St. Extn P2A Lower Bicutan, Taguig City Date of Birth: Sept.08, 1983
- Contact No. 0997962434 Date ID Issued: 090624 Patient Category: Regular Sex: Male
- PCSO Prescription (In-House) PCSO-F-MSD-MDD-004
- PCSO Prescription (Outside) PCSO-F-MSD-MDD-005
- PCSO Certificate of Appearance
- This is to certify that the following personnel were present during the Medical and Dental Mission at KAIC Casile Outreach Cabuyao, Laguna City on November 26, 2025.
  - Revival of laboratory (CBC, Urinalysis, Blood Chem, X-ray) On-going but target date early 2026.
  - PCSO Maintenance Medicine PCSO-F-MSD-PLD-001 Monitoring of issuance of medicine (Maintenance Medicine)
  - PCSO Memorandum No: SCD-2025-11-05-1 For: The General Manager Thru: The Assistant General Manager, Charity Sector

From: The Manager, Medical Services Department Subject: Request for Medical and dental Mission in Cabuyao Laguna Date : 05 November 2025. Request Letter King's Ambassador International Church Casile Outreach, Purok 5 Barangay Casile Cabuyao Laguna. Received 28 Oct. 2025

- PCSO Appropriation of Medicines (Medical and Dental Mission) PCSO-F-MSD-PLD-007 Date: 19-Nov-2025 Requesting Party: King Ambassador International Church Inc. , Cabuyao, Laguna c/o Pastor John C. Panganiban Approved Amount: Php 30,000.00 Date of Mission: 26-Nov-2025. Prepared by: Sonia P. De Leon (Pharmacist IV) Certified correct: Zelda A. Ganancial MD (Medical Officer V) Approved by: Clarissa B. Ferrer MD (Manager)

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	GPDMS-Gaming Technology Department (Data Center Division)
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 7.1; 7.2; 7.3; 8.1; 9.1
Audited owner/responsible		Jay R. Castillejos (Information Technology Officer I) Margarette Georgina O. Ortega (Information Technology Officer I) Darwin C. Rhame (Communications Equipment Operator III) Bernardo C. Talento (OIC Division Chief)	
Reference documents (procedures, process, descriptions, etc.)		Preparation for the Pre-Draw Procedure OP-GTD-01 Rev.5 ; Alternate Procedure RAMT OP-GTD-00E Rev 3	
Relevant legal or other requirements (if applicable), permits approvals, etc.		None	

**Performance**

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
100% Daily monitoring of Terminal Status, overall activities of the PLS System, and PLTC compliance relative to the Terms of Reference. Rating of 5	100%	yes	positive

**Audit details (Audited activities, projects, verified objective evidences etc.)**

Location: 50502369 Mandaluyong City

**Participants:**

Jay R. Castillejos (Information Technology Officer I)  
 Margarette Georgina O. Ortega (Information Technology Officer I)  
 Darwin C. Rhame (Communications Equipment Operator III)  
 Bernardo C. Talento (OIC Division Chief)

**Document Name/No. Reviewed:**

> Alternate Procedure RAMT OP-GTD-00E Rev 3  
 >Preparation for the Pre-Draw Procedure OP-GTD-01 Rev.5 Nov.12, 2025  
 -Perform Start-of-Day (SOD) Procedure. Before 7:00 am, check the environmental/ physical conditions of the Data Center- Command and Control Center (DC-CCC). Any deviations encountered will be reported to the Supervisor of Systems/ equipment provider for appropriate action (Pinoylotto), the PCSO Data Center Division Chief, who will make the initial report to PCSO higher authorities. Initiate NCAR if necessary.

**Process/Audit Notes/Records/Evidence:**

>SOD Checklist For each system provider (ISQMS-TO-FR-FR-0014)  
 Checked by: Noel Magallanes (PLTC Representative) Day: Friday Date 05-Dec-2025 Time: 05:59 Primary Site DCF Standby site: MF  
 A. Environmental Checks; Room Temperature Level (18°C), UPS Indicator/ Status REMAX (Normal)  
 B. OSS System Check  
 C. Check CP's  
 D. PRE SOD  
 E. POST -SOD Procedure  
 F. Checked Winning Numbers Recording

Completed By: MG. Maluag & C. Andrade  
 Witnessed by: C. Clarito

>Incident Report Form PCSO -F-GTD-DCD041  
 Location Data Center (CCC) Components: MIW (Management Information Workstation) and CP (1-4). Extend of Damage (Percentage Affected- Sales/ No. of Agents): 100% Loss of Sales.  
 Date/ Time: May 03, 2025/5:59 AM Start: 5:59 AM End: 7:30 AM  
 Nature / Description of Incident: The Start-of-Day (SOP) procedure was not able to complete within the prescribed time, which is before the start of selling time at 7:00 AM. This is due to the inaccessibility of the Management Information Workstation (MIW) apps for the enabling of Selling and the four (4) Communications.  
 Action Taken: The assigned PLTC staff informed and coordinated with the ILTS regarding the MIW error. The SOD command was initiated and completed on the OSS. The assigned PLTC staff was able to access the MIW, then immediately performed the enabling of selling and the four (4) Cps. Afterwards, PLS terminals were not yet able to connect to the PLS for selling.

>Risk and Opportunity Register QF-QMS-22  
 Department: Gaming Technology Department Year 2025  
 11 Moderate Risk were identified.

Internal Connectivity Failure of OLSS (Communication Links Failure between Online Lottery Systems Server and Communications Server) was considered but identified as low risk. Need to re-assess since the established ROR was dated 2/3/22, and the problem occurred on May 03, 2025. Existing Control System and Communication Redundancy Provision in the ELA to indemnify PCSO for the revenue loss (Stated in Equipment Lease agreement/ Contract page 70 of 275 ii)

>Service Order ActiveLink IT Solutions Customer: Pinoy Lotto Technologies Corp. Job Site: PCSO Conservatory Contact Person: Arnold Datinguino Work Date: Sep. 29, 2025 Technician: F. Gabriel/ Jay Cutayan Reference: P.O. # A0000634 Device Access Control PMS (UBIO X-FACE 1-unit, EM Lock, Power Supply) CCTV PMS (NVR 2-units, IP Camera 14-units)

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	1	0	0

Process No.		Process / Process group	Administrative Sector- Treasury Department (Prize Payment Division) (Administrative Sector)		
Applicable standard requirements		ISO 9001:2015	4.4; 6.1; 6.3; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1		
Audited owner/responsible	Estela S. Divina (OIC-Division Chief)				
Reference documents (procedures, process, descriptions, etc.)	Processing of Prize Claims OP-ABD-TD-01 Rev.5				
Relevant legal or other requirements (if applicable), permits approvals, etc.	None				
<b>Performance</b>					
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend		
Releases checks to Jackpot claimants to prize within four (4) hours upon receipt of complete documents in a sealed envelope from ABD	100%	yes	positive		
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>					
<p>Location: 50502368 Mandaluyong City</p> <p>Participants: Estela S. Divina (OIC-Division Chief)</p> <p>Document Name/No. Reviewed: -Processing of Prize Claims OP-ABD-TD-01 Rev.5 Nov.14, 2025 This procedure starts from the receipt and validation of the winning ticket and preparation of the prize claim disbursement voucher (DV) up to the release of the prize to the claimant for a winning ticket validated within one (1) year from the date when the draw was conducted. -The process starts with the validation of Tickets by the Accounting and Budget Department (Criteria: Signs of multilation (s) such as torn tickets and signs of exposure to heat, water, or oil (Blackening of ticket), Tampering, Illegibility (faint/ blurred). Then Prize claims. Claiming of prize depends on the amount of the prize.</p> <p>Process/Audit Notes/Records/Evidence: -Acknowledgment Receipt Payee: Marielle De Guzman Mendoza Address: Paranaque City Check No.0000498470 Date: 12/04/2025 Ref. No.: PF2512031079 Grand Total Php357,920.00 (less 20% tax) -Disbursement Voucher. Voucher No.: PF2512031079 -Prize Fund Division Prize Claim Processing Slip PCSO-F-ABD-PFD-005 QN PR-007 DV Number PF 2512031079 No. of Tickets 1 Net Amount (after 20% final tax) Php 357,920.00 Date Dec.04, 2025 -Php10,000 and below non tax and cash issuance Winning Ticket no. 4480-7CF3-7DF7-0252 Pay Php 8,000.00. With Receiving Copy -The interview for the jackpot winner is recorded and kept in the secure vault of the Department Manager. Confidential. -2 Valid ID for prize claim- Government-issued ID</p>					
<b>Audit results(for details refer to chapter 2)</b>					
Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	Administrative Sector-HR (Provision on Competency and Awareness) (Administrative Sector)
Applicable standard requirements		ISO 9001:2015	6.1; 7.2; 7.3; 7.4; 9.1
Audited owner/responsible	Lea V. Ortega (Division Chief III) Anamarie V. Gonzales (Department Manager III) Angeline B. Calleja (Senior Personnel Specialist) Blesilda B. Pilapil (Supervising Personnel Specialist) Gian Carla J. Bulaong (Senior Personnel Specialist)		
Reference documents (procedures, process, descriptions, etc.)	Training Procedure OP-HRD-02 Rev.5; Recruitment and Promotion Procedure OP-HRD-01 Rev.5		
Relevant legal or other requirements (if applicable), permits approvals, etc.	None		
<b>Performance</b>			
Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
100% of payroll for salaries, allowances, and other benefits is prepared and endorsed to all departments on the 5th and 25th of each month. Rating of 5	100%	yes	positive
<b>Audit details (Audited activities, projects, verified objective evidences etc.)</b>			
<p>Location: 50502368 Mandaluyong City</p> <p>Participants:                      Lea V. Ortega (Division Chief III)                      Anamarie V. Gonzales (Department Manager III)                      Angeline B. Calleja (Senior Personnel Specialist)                      Blesilda B. Pilapil (Supervising Personnel Specialist)                      Gian Carla J. Bulaong (Senior Personnel Specialist)</p> <p>Document Name/No. Reviewed:                      -Training Procedure OP-HRD-02 Rev.5 Oct.07, 2024                      This process covers the training procedures by the Human Resources Department.                      -Recruitment and Promotion Procedure OP-HRD-01 Rev.5 Sept.06, 2024                      This process starts from the preparation of the manpower request to the provision of orientation for the newly hired/ promoted PCSO employee.</p> <p>Process/Audit Notes/Records/Evidence:                      -Training Program 2025                      Memorandum Order No. 2025-218                      June 16, 2025. Total of 12 Training schedules from July to December 2025. As of Dec.04 accomplished 14 trainings.                      - Attendance Sheet QF-QMS-016                      QMS ISO 9001:2015 Awareness July 04, 2025. A total of 38 attendees from different departments. Event locations 1898 Hotel Colonia En Las Filipinas                      -Memorandum                      For: Atty. Anamarie V. Gonzalez (Department Manager Human Resources Department)                      From: The Manager, Corporate Planning Department                      Subject: Endorsement to attend the Online Seminar on "The Next Level in ESG and Sustainability: Going Beyond Compliance and Reporting."                      Date: 08 Sept.2025                      Anna Liza P. Inciong                      -Manpower Request Form PCSO-F-HRD-PRSD001                      For: The Human Resources Department                      Thru: The Office of the General Manager                      From: The OIC-Department Manager III, Legal Department                      Date: 06 May 2025                      List of Positions For Publication: Item Number 81 Position Attorney V Salary Grade 25 Department Legal Department. Item Number 84 Position Administrative Aide III Salary Grade 3 Department Legal Department.                      -Appointment Processing Checklist                      Name: Anna Katrina C. Adre Date of Birth: Feb.18, 1991 Position Title: Attorney IV Agency Philippine Charity Sweepstakes Office – Legal Department                      Criteria – Education (Bachelor of Laws), Experience (1 year of relevant experience) , Training (4 hours of relevant training) , Eligibility (RA1080)                      -CS Form No.33-A Appointment Republic of the Philippines (PCSO) Anna Katrina C. Adre Attorney IV Permanent Legal Department                      Date of Signing Aug.29, 2025. With attachment Panunumpa sa Katungkulan CS Form No.32. Certificate of Assumption to Duty CS</p>			

Form No.4

QMS ISO 9001:2015 Awareness July 04, 2025 Attendance Sheet QF-QMS-016

1. Margarete Georgina O. Ortega (Gaming Technology Department)
2. Marites C. Jose (Product and Standard Development Department)
3. Diana D. De Sagun (Charity Assistance Department)

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	GPDMS - Product & Standard Development Department - Product Research and Development Division (GPDMS)
Applicable standard requirements	ISO 9001:2015	4.4; 6.1; 7.1; 7.2; 7.3; 8.1; 8.2; 8.3; 8.5; 8.6; 8.7; 9.1	
Audited owner/responsible	Marites Jose (Development Management Officer) Demosthenes Magno (Department Manager III)		
Reference documents (procedures, process, descriptions, etc.)	In-house Development and Implementation of New Games OP-PSDD-04 Rev.6; Data Management and Analysis WI-PSDD-01 Rev.6; Analysis of existing game OP-PSDD-02 Rev.8		
Relevant legal or other requirements (if applicable), permits approvals, etc.	None		

**Performance**

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
Accuracy in Report Submission	Rating of 5	yes	positive

**Audit details (Audited activities, projects, verified objective evidences etc.)**

Location: 50502368 Mandaluyong City

Participants:  
 Marites Jose (Development Management Officer)  
 Demosthenes Magno (Department Manager III)

Document Name/No. Reviewed:  
 -In-house Development and Implementation of New Games OP-PSDD-04 Rev.6 Sept.3, 2025  
 This procedure covers the conceptualization to implementation of in-house development of new games.  
 -Data Management and Analysis WI-PSDD-01 Rev.6 Nov.20, 2025  
 This procedure covers gathering, receiving, and encoding of lottery data up to submission of reports to the relevant department/ unit/ office.  
 -Analysis of existing game OP-PSDD-02 Rev.8 Nov.20, 2025  
 This procedure covers the processes from collecting sales and payouts data to conducting analysis and/or simulation on potential innovations, improvements, and promotional activities for existing PCSO games, including suggestions from the Sales and Marketing Division.

Process/Audit Notes/Records/Evidence:  
 >Data gathering and analysis were conducted for almost 6 months. Project preparation until approval took almost 1 year.  
 The process starts with the results of the sales and payout data. If required, innovation or the establishment of new games. Also consider the resources needed.  
 -Memorandum No. PSDD-2025-317  
 For: The Assistant General Manager (Gaming, Product Development and Marketing Sector -GPDMS)  
 From: The Department Manager III (Product and Standard Development Department -PSDD)  
 Subject: Endorsement Letter and PowerPoint Presentation Re: Proposal to Increase the ticket cost of the Jackpot bearing games from Php20.00 to Php25.00 per standard bet. Demosthenes D. Magno. Atty. Lyssa Grace S. Pagano Assistant General Manager for GPDMS.  
 Date: 27 June 2025  
 -Routing Slip. Subject: Submission of the Proposal to increase the ticket cost of the Jackpot bearing games from Php20.00 to Php25.00 per standard bet.  
 -Memorandum from the executive secretary  
 To: Secretary Ralph G. Recto (Department of Finance -DOF)  
 Through: Director Joanna P. Castillo (Corporate Operations Office)  
 CC: General Manager Melquiades A. Robles (PCSO)  
 Date: Feb.28, 2025  
 Subject: Request for Approval of the various requests of the Philippine Charity Sweepstakes Office.  
 By the authority of the President, Luacs P. Bersamin (Office of the President, Malacanang Records Office)  
 Received date: Mar.04, 2025  
 -Memorandum from the Executive Secretary (Re-approval for revised project)  
 TO: Chairperson Felix P. Reyes (General Manager Melquiades A. Robles - PCSO)  
 Subject: Request for Approval of the Various Requests of the Philippine Charity Sweepstakes Office (PCSO)  
 Date: Sept. 19, 2025  
 By authority of the President: Lucas P. Bersamin  
 Office of the President, Malacanang Records Office)  
 Received date: Sep.24, 2025

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	0	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	GPDMS-Gaming Technology Department (Draw Division & Creative Division) (GPDMS)
Applicable standard requirements	ISO 9001:2015		4.4; 6.1; 7.1; 8.1; 8.2; 8.5; 8.6; 8.7; 9.1
Audited owner/responsible	Aimee De Viterbo (Division Chief); Shiela Marie V. Moreno (PED IV) ; Eugene V. Muyot (PCSO Draw Coordinator)		
Reference documents (procedures, process, descriptions, etc.)	Preparation for the pre-draw procedures OP-GTD-01 Rev5 ; Draw Procedure OP-GTD-02 Rev5; Post draw Procedures OP-GTB-03 Rev.5		
Relevant legal or other requirements (if applicable), permits approvals, etc.	None		

**Performance**

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
100% conduct of all Online Lottery Draws with the following frequencies. Rating of 5	100%	yes	positive

**Audit details (Audited activities, projects, verified objective evidences etc.)**

Location: 50502368 Mandaluyong City  
 Participants: Aimee De Viterbo (Division Chief); Shiela Marie V. Moreno (PED IV) ; Eugene V. Muyot (PCSO Draw Coordinator)  
 Document Name/No. Reviewed:  
 - Preparation for the pre-draw procedures OP-GTD-01 Rev5 Nov.12, 2025  
 This procedure covers processes from the performance of start-of-day (SOD) procedures up to the completion of pre-draw requirements/ documents.  
 Pre-draw procedure- trial run using test balls. Selection of draw balls. Weighing of each draw ball.

- Draw Procedure OP-GTD-02 Rev5 Nov.11, 2025  
 This procedure starts with the playing of the Program's Opening billboard (OBB) and ends with the playing of the closing billboard (CBB)  
 Draw proper- using official balls, in 1 draw 3 cases with 3 sets of draw balls available for selection of chairperson. Assigning is provided by the office of Gen Manager. Criteria 18 yrs old and above. Representative from the gaming public 18 yrs old and above.

- Post draw Procedures OP-GTB-03 Rev.5 Nov.12, 2025  
 This procedure covers the processes after airing/ broadcasting of the lottery draw program, from the recording of Canned Video material on Draw Results for the Day up to the performance of End-of-Day (EOD) activities.  
 Post draw conducted after the whole day draw  
 Draw procedure  
 Post-draw- retrieval of official balls and return to the case and sealing. Witness with COA representative 1 person.  
 Lotto- grand lotto 6/55 total of 55 draw balls, 6/45. Total of 9 games. Depends on the draw, the number of draw balls per case.

Witness- 1 representative from Accounting, 1 representative from COA, and 3 panel of judges from the public. Daytime draws a minimum of 1 judge and a maximum of 3 judges. Nighttime draws a minimum of 2 judges and a maximum of 3. Broadcast and 12 hosts from an external service provider. Conduct quarterly evaluation of 3rd party service provider; host and broadcast provider.

- Draw Operations and Maintenance Procedure OPM 7.5 Rev.0 March 01, 2019 at 3.6 Calibration of Instruments (A.11.2.4) to include/ indicate checking of result of calibration by person in- charge.  
 - Total 26 employees in the drawing and creative dept.

Process/Audit Notes/Records/Evidence:  
 -Witness actual 2D and 3D draw Dec.03, 2025 2PM. Winning numbers for 2D are 28 and 22. Winning numbers for 3D are 7,0, and 0.  
 -A total of 22 equipment were calibrated, including 2 weighing scales. Installed Official Calibration Gauge Record 2025-2026

-DIGIBC JV- broadcast and host provider  
 PINOY LOTTO TECHNOLOGIES CORPORATION – provider of draw machines, balls, and weighing scales.

-Pinoylotto Technologies Corp.  
 Test weight Verification Checklist  
 Date 12-02-25 Area: PCSO Draw Court Actual Monitoring Display Time: 0809 Weight by: Jhonny N. Verified by: Reymond N. Time Start: 0809 Time End: 0811 tw1 sn 10011672 tw2 sn 10009269 Model : XSE 204 SN# B616374753. No. Test 1 to 10 Test weight (g) 1, 2 and 2+1 all with check marks.  
 Date 12-03-25 Area: PCSO Draw Court Actual Monitoring Display Time: 0739 Weight by: Jhonny N. Verified by: Reymond N. Time Start: 0739 Time End: 0741 tw1 sn 10011672 tw2 sn 10009269 Model : XSE 204 SN# B616374752. No. Test 1 to 10 Test weight (g) 1, 2 and 2+1 all with check marks.  
 -Calibration  
 Standard weight calibration date Jan.31, 2025 RTS# W25-59148-04 S/N 10011672 Cal. Range 1g Remarks: Cal. Due date Jan.31,

2026. Calibration Certificate RTS No. W25-59171-01-A. Total of 22 equipment were calibrated, including 2 weighing scales. Installed Official Calibration Gauge Record 2025-2026.  
 Analytical Balance Manufacturer's name: METTLER TOLEDO Model No.: XSE204 S/N B616374753 Capacity: 220g resolution: 0.1g Location: PCSO Draw Court Date Calibrated Sep-05-2025 Date Due: Sep-05-2026 Calibration Certificate No:09-250880-S001 Applied Calibration & Instrumentation System Inc.  
 Pressure Gauge Brand: Norgren S/N Y15-PG12403 Range 0 to 160 psi Resolution: 5 psi Location: PCSO Draw Court Date of Calibration: 13-Jan-2025 Calibration due date: 13-Jan-2026 Calibration Certificate No. 25-01-POSC-PG00966 Welltech Service Corporation.

-Draw Equipment Preparation Checklist  
 Draw date 12-31-24 Lotto Game Super Lotto 6/49 Draw Time 9PM Draw Machine Serial No. Mega Gem4 0709322301. Technical Specialist R. Naoe and R. Lozada  
 -Pre-draw and Afternoon Draws Monitoring Sheet PCSO-F-GTD-CD001  
 Date: Nov.28, 2025 Briefer: Renz Disonglo Time Start: 10:00AM Time End: 10:52AM. 3D Lotto Winning no. 4, 4, 1. 2D Lotto Winning no. 7, 2.  
 -Announcement Monitoring Sheet PCSO-F-GTD-CD027  
 -Evaluation Sheet PCSO-F-GTD-CD009  
 -Equipment Provider Evaluation Sheet PCSO-F-GTD-DD0147 Period Covered: Oct.01-31, 2025 Equipment Provider: Philippine Gaming Management Corporation (PGMC) rating 5. Evaluated by Arnel A. Domingo, Draw Equipment Maintenance Specialist II, Draw Division. Noted by Eugene V. Muyot, OIC- Division Chief, Draw Division.  
 - Draw Equipment Preventive Maintenance Report Monthly Draw Machine Date 11-29-2025 Machine Console 6 1116525800/ GSD 11 1111377502/ GSD 12 1111377504/ GSD 13 1111377503/ GSD14 1111377501 Performed By: E. Rabaca (Draw Security Officer) Verified By: Junar Batislaong (Draw Security Supervisor) Noted By: Arnold Datinguino (PSDOD Sr. Manager)

- Draw Equipment Turn-Over Slip PCSO-F-GTD-DD0051 (PRE-DRAW) 2PM/ 5PM/ 9PM 3D LOTTO DRAW EQUIPMENT TURN-OVER SLIP Draw No.: 16904-21338/ 16905-21339/ 169-6-21340 Draw Date: December 02, 2025 Draw I.D. : LVM3D251202A/ LVM3D251202P/ LVM3D251202E Draw Venue: PCSO Draw Court Time Started: 9:17:01AM Time Finished: 9:32:29 AM.  
 All Draw Machines/s that will be used for the draw has been tested and found to be in good condition. Turned-over by: R. Naoe 12-02-25 Received by: A. Hilario 12-02-25 Tested by: L. Competente.
- Certification of Draw Machine Testing PCSO-F-GTD-DD0052 (PRE-DRAW) (2PM/ 5PM/9PM) 3D LOTTO CERTIFICATION OF DRAW MACHINE INSPECTION & TESTING. The undersigned, hereby, certify that the three (3) Draw Machines to be used for the 16904th-16906th 3D Lotto Draw for Luzon & Visayas/ Mindanao, with Draw Identification No. LVM3D251202A, LVM3D251202P & LVM3D251202E have just been INSPECTED & PROPERLY TESTED Checked and Certified Correct by: Alma P. Lita (Chairperson, Panel of Judges) Estefanio C. Boquiren, Jr. (Draw Team Member) Randy P. Melencio (Member, Panel of Judges) Aida D. Liwanag (Accounting and Budget Representative) Witnessed by: Maximo V. Valenzuela ( Commission On Audit Representative)
- Selection Case Record Sheet PCSO-F-GTD-DD0053 (PRE-DRAW) 2PM/5PM/9PM 3D LOTTO Selection Case "S5" Record Sheet Draw No.: 16904-21338/ 16905-21339/ 16906-21340 Draw I.D.: LVM3D251202A/ LVM3D251202P/ LVM3D251202E Draw Venue: PCSO Draw Court Time: 10:22:48 AM to 10:24:10 AM Verification/ Examination of Crimp-seal No.:43787 Color: Green Crimp seal broken and padlock opened. Verified / Examined By: Alma P. Lita (Chairperson, Panel of Judges) Abner D. Hilario ( Draw Team Member)
- Draw Ball Case Record Sheet PCSO-F-GTD-DD0054 (PRE-DRAW) 2PM/5PM/9PM/ 3D LOTTO Draw Ball Case "P" Record Sheet Draw No: 16904-21338/ 16905-21339/ 16906-21340 Draw I.D.: LVM3D251202A/ LVM3D251202P/ LVM3D251202E Draw Venue: PCSO Draw Court Draw date: December 02, 2025 II.  
 Verified / Examined By: Alma P Lita (Chairperson, Panel of Judges) Abner D. Hilario (Draw Team Member)
- Weighing Record Sheet PCSO-F-GTD-DD0055 WEIGHING OF OFFICIAL DRAW BALLS: (AM/PM/EVE) 3D LOTTO Draw Date: 12/02/25 Case: P Time Started: 10:25:12 AM Time Ended: 10:27:22 Weighed by: E. Diego Recorded By: Judith Equesbio Checked/ Certified By: A. Liwanag (Accounting & Budget Rep.) Witnessed By: M. Valenzuela (Commission On Audit Rep.)
- Declaration of Winning Numbers PCSO-F-GTD-DD0016 (LIVE-DRAW) 2PM 3D LOTTO DECLARATION OF WINNING NUMBERS winning Combination for the 16904th 2:00PM joint 3D Lotto Draw for Luzon & Visayas / Mindanao, with Draw Identification Nos. LVM3D251202A, held this 2nd day of December 2025, at Conservatory Bldg., Shaw Blvd., Mandaluyong City 2 4 4 (IN EXACT ORDER) 332 CHECK SUM Checked and Certified Correct By: Alma P. Lita (Chairperson, Panel of Judges) Leila M. Competente (Draw Team Member) Randy P Melencio (Member, Panel of Judges) Verified/ Examined By: Jenifer V. Orolfo (Accounting and Budget Rep.) Rhen Rhen U. Aguilar (Member of Panel of Judges) Witnessed By: Ryan Cesar M. Alfonso (Commission on-audit Draw Member rep.)
- Draw Ball Case Record Sheet PCSO-F-GTD-DD0057 (POST-DRAW) 2PM/ 5PM/ 9PM 3D LOTTO Draw Ball Case "P" Record Sheet Draw No.: 16904-21338/ 16905-21339/ 169-6-21340 Draw Date: December 02, 2025 Draw I.D. : LVM3D251202A/ LVM3D251202P/ LVM3D251202E Draw Venue: PCSO Draw Court Time Started 9:30:48PM Time Finished: 9:34:36 PM Part 1 After the Live T.V. Draw 1.)Accomplished By: A. Hilario (Draw Team Member) 12-02-25 E. Diego (Draw Team Member) 12-02-25
- Selection Case Record Sheet PCSO-F-GTD-DD0058 (POST-DRAW) 3D LOTTO Selection Case "S5" Record Sheet Draw No.: 16904-21338/ 16905-21339/ 169-6-21340 Draw Date: December 02, 2025 Draw I.D. : LVM3D251202A/ LVM3D251202P/ LVM3D251202E Draw Venue: PCSO Draw Court Time Start 9:36:48 PM Time Finished: 9:38:10PM Part 2 Closing/ Sealing/ Securing. Secured By: A.Hilario (Draw Team Member) 12-02-25 E. Diego (Draw Team Member) 12-02-25 Checked/ Certified by: Gerald Cabrera (Accounting & Budget Rep) 12-02-25 Witnessed By: Maximo Valenzuela (Commission On-Audit Rep.) 12-02-25 Noted By: Eugene V. Muyot (PCSO Draw Coordinator)
- Draw Ball case Record Sheet PCSO-F-GTD-DD0059 (POST-DRAW) 3D LOOTO Draw Ball Case "P" record Sheet Draw No.: 16904-21338/ 16905-21339/ 169-6-21340 Draw Date: December 02, 2025 Draw I.D. : LVM3D251202A/ LVM3D251202P/ LVM3D251202E Draw Venue: PCSO Draw Court Time Started: 9:38:12 PM Time Finished: 9:38:20 PM Part 3 Closing/ Sealing. Sealed & Secured By: A. Hilario ( Draw Team Member) 12-02-25 E. Diego ( Draw Team Member) 12-02-25 Checked/ Certified By: Gerald Cabrera (Accounting & Budget Rep) 12-02-25 Witnessed By: Maximo Valenzuela (Commission on Audit Rep) 12-02-25

Noted By: Eugene V. Muyot (PCSO Draw Coordinator)

• Draw Equipment Turn-Over Slip PCSO-F-GTD-DD0060 (POST-DRAW) 2PM/ 5PM/ 9PM 3D LOTTO Draw Equipment Turn-over Slip Draw No.: 16904-21338/ 16905-21339/ 169-6-21340 Draw Date: December 02, 2025 Draw I.D. : LVM3D251202A/ LVM3D251202P/ LVM3D251202E Draw Venue: PCSO Draw Court Time Started: 9:40;01 PM Time Finished : 9:40:10 PM .  
Checked By: E. Diego (Draw Team Member) 12-02-25 Turned-Over By: A. Hilario (Draw Team Member) 12-02-25 Received By: R. Lozada (P O S C) 12-02-25

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	0	1	0	0

# Audit report

Philippine Charity Sweepstakes Office



Process No.		Process / Process group	EO- Interview with Top Management (Context of the organization, Needs and Expectations of the interested parties, Corp. Strat Planning, Scope & Quality Objectives, and Risk and Opportunity Assessment (QMS)
Applicable standard requirements		ISO 9001:2015	4.1; 4.2; 4.3; 4.4; 5.1; 5.2; 5.3; 6.1; 6.2; 6.3; 7.1
Audited owner/responsible		yssa Grace Pagano (AGM, GPDMS); Lauro A. Patiag (AGM CS/ QMR); Arnel N. Casas (AGM, MSS/ DQMR); Anna Liza P. Inciong (DM-Corporate Planning); Aimee C. De Viterbo (Division Chief)	
Reference documents (procedures, process, descriptions, etc.)		Quality Manual PCSO-QM-i Rev6; Risk Assessment and Reviews Procedure, SP-QMS 15	
Relevant legal or other requirements (if applicable), permits approvals, etc.		RA 4130	

**Performance**

Key performance indicators (KPIs)	Process objectives	Objectives achieved?	Trend
Conduct periodical review of Risk and Opportunity Assessment	100%	yes	positive

**Audit details (Audited activities, projects, verified objective evidences etc.)**

Location: 50502367 Mandaluyong City  
 Participants: Lyssa Grace Pagano (AGM, GPDMS); Lauro A. Patiag (AGM CS/ QMR); Arnel N. Casas (AGM, MSS/ DQMR); Anna Liza P. Inciong (DM-Corporate Planning); Aimee C. De Viterbo (Division Chief)

Process brief overview:

- Part of the process of the Top Management is the strategic Planning. This is where the strategic objectives are discussed and established.

Document Name/No. Reviewed:

>Quality Manual PCSO-QM-i Rev6 Section 1 to 10 Nov.03, 2025  
 >Management of Change SP-QMS-16 Rev.0 Sep.01, 2025  
 This procedure applies to all proposed and actual changes affecting processes, products, services, documentation, equipment, personnel, and infrastructure that impact the Quality Management System across the organization, from the identification of need to verification of the effectiveness of change implementation.  
 > Risk Assessment and Reviews Procedure, SP-QMS 15, Rev 8

Process/Audit Notes/Records/Evidence:

- Request for Change (RFC) Form QF-QMS-34
- For the climate change issue: they are currently establishing a disaster risk management procedure. The draft procedure is titled "Public Service Continuity Plan" (PCSO PSPC 2025)
- Risk and Opportunity Register, QF-QMS-22, sampled department "Top Management, risk ID: 0-TM-0, action plan related to climate change
- Sample 2, department "QMS Committee, risk ID 0-QMS/EMS-01
- Management Review memo dated Nov 17, 2025
- Strat Plan 2025, strategic objective (SO)2 - Increase and sustain revenue, target=PHP 70 B
- Action item on the mid year performance as it was not meeting it performance, expected to be PHP 35 B (only PHP 31.88 B was achieved or 93.68%)

Input-Process-Output :

- Input of the process are generally coming from the directives of the existing government administration
- This will be planned and processed according to the established procedure
- Output will be the establishment of the strategic direction, which will be monitored, measure, analyzed and evaluated periodically

>As of Oct.31, 2025

Total Manpower- Filled plantilla position – 1715  
 Job order- 427  
 Contract of service- 71  
 Vacant positions- 612  
 Total workforce – 1601

**Audit results(for details refer to chapter 2)**

Standard	Statement about conformity and effectiveness	Strengths	Opportunities for improvement	Minor nonconformities	Major nonconformities
ISO 9001:2015	Conform	2	2	0	0

### 3.3 Evaluation and information on standard-specific requirements

ISO 9001:2015	Evaluation and information on rule-specific requirements	
4.3	The scope of the certified management system is determined by the organization in:	SCOPE: Quality Manual PCSO-QM-04 Rev 8 page 1 of 2 Section 4.3
5.1,5.2	The quality policy was documented by the organization in:	QUALITY POLICY: Quality Manual PCSO-QM-05 Rev 6 page 2 of 12 Section 5.2.1
6.2	The following quality objectives were validated / audited	1) To achieve 100% over-all satisfactory rating of customer satisfaction survey - Achieved 2) Increase and sustain revenue, target=PHP 70 B (in-progress) 3) 100% conduct of all Online Lottery Draws - Achieved
7.1	The following monitoring and measurement resources and measurement tools to verify the effectiveness of the traceability assurance process were audited:	1) Analytical Balance Manufacturer's name: METTLER TOLEDO Model No.: XSE204 S/N B616374753 Calibrated Sep-05-2025 Date Due: Sep-05-2026 Calibration Certificate No:09-250880-S001 Applied Calibration & Instrumentation System Inc. 2) Pressure Gauge Brand: Norgren S/N Y15-PG12403 Date of Calibration: 13-Jan-2025 Calibration due date: 13-Jan-2026 Calibration Certificate No. 25-01-POSC-PG00966 Welltech Service Corporation.
7.2,7.3	The following documented information is available as evidence of competence and for appropriate actions/methods to acquire competence (list of audited positions/employees and their methods):	QMS ISO 9001:2015 Awareness- July 04, 2025 1. Margarete Georgina O. Ortega (Gaming Technology Department) 2. Marites C. Jose (Product and Standard Development Department) 3. Diana D. De Sagun (Charity Assistance Department)
8.3	The following design project(s) and their evidences for effectiveness are audited:	Game Development (In house and Implementation) Memorandum No. PSDD-2025-317 By authority of the President: Lucas P. Bersamin Office of the President, Malacanang Records Office) Received date: Sep.24, 2025 Project Name : Increase the ticket cost of the Jackpot bearing games from Php20.00 to Php25.00 per standard bet
8.4	The following (outsourced) external provided processes, products and/or services were audited:	1. Verified Gakken Philippines (ink cartridges) 2. King Eleazar, Envisage, and D' Virthus Security and Investigation (Security service providers ) 3. Verified Outs Copy System Inc. (photocopiers)
9.2	The following documented information has been validated/audited as audit evidence of the effectiveness of the internal audit program:	Internal Quality Audit Executive Summary 2025 • Conformities= 79 • OFI= 93 • NC = 12
9.3	The date of the last management review and the main actions and decisions resulting from it were:	2025 PCSO Management Review – Nov. 20, 2025 (Once a year) Previous MR with Actions Improvement : -Changes in position (Organizational Chart- indicated in the QM) -Memorandum Order No. 2025-491 Nov.24, 2025 PCSO Vetting and Integrity Policy for Sensitive Lottery Operations Changes: 4. Employee Wagering Policy
10.1	The following improvements were implemented in the past 12 months by the organization:	PCSO Corporate Project and other infrastructure- Target completion late 2026 or early 2027 Building construction (in-progress) - San Marcelino Ermita Manila Construction of Branch Offices (2 story building-in-progress)- PCSO Northern Samar Branch, Camarines Sur, and La-Union Branch

10.2	The major nonconformities (identified by the organization) and their subsequent corrective actions can be described as follows:	There is no non-conformities recorded or identified by the organization
10.2	The following systemic corrective actions due to non-conformities identified by the previous DQS audit were taken:	There is no nc raised from previous DQS audit
10.2	The following evidence of effective closure of non-conformances identified by the previous DQS audit was provided:	There is no nc raised from previous DQS audit

## 4. Further audit results

### 4.1 Audited shifts

Does the organization work in multiple shifts?  Yes  No

Is any part of this audit based on remote auditing?  Yes  No

### 4.2 Further locations of certificate scope

Ref.No.	Name	Division	Address	Employees	Standard
50502375	PCSO	Processing of Prize Claims	G/F Maharlika Center, J.P. Cabaguio Avenue, Brgy Governor Paciano Bangoy, Agdao, 8000 Davao City Davao del Sur Philippines	9	ISO 9001:2015
Audited: No Scope local language: Scope English: Management of Gaming Operations and Processing of Prize Claims including Support Process, Conduct & Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims					
50502374	PCSO	Processing of Prize Claims	Phil. Charity Sweepstakes Office Bldg., Sergio Osmeña St., 6000 Cebu City NRA, Carreta Philippines	11	ISO 9001:2015
Audited: No Scope local language: Scope English: Management of Gaming Operations and Processing of Prize Claims including Support Process, Conduct & Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims					
50502371	PCSO	Processing of Prize Claims	PPC Bldg., Post Office Loop 2600 Baguio City Upper Session Road Philippines	14	ISO 9001:2015
Audited: Yes Scope local language: Scope English: Management of Gamig Operations and Processing of Prize Claims including Support Process, Conduct & Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims					

Ref.No.	Name	Division	Address	Employees	Standard
50502370	PCSO	Trade and Investment Center,	Provincial Capitol Compound, Belen Drive Brgy. 10 4301 Lucena City Quezon Philippines	12	ISO 9001:2015
<p>Audited: Yes</p> <p>Scope local language:</p> <p>Scope English: Management of Gamig Operations and Processing of Prize Claims including Support Process, Conduct &amp; Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims</p>					
50502369	PCSO		2nd/Floor Shaw Plaza One and Two Buildings, 1552 Mandaluyong City, Shaw Blvd Philippines	81	ISO 9001:2015
<p>Audited: Yes</p> <p>Scope local language:</p> <p>Scope English: Management of Gamig Operations and Processing of Prize Claims including Support Process, Conduct &amp; Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims</p>					
50502368	PCSO		Conservatory Shaw Plaza Bldg., 605 1552 Mandaluyong City Shaw Blvd Philippines	267	ISO 9001:2015
<p>Audited: Yes</p> <p>Scope local language:</p> <p>Scope English: Management of Gamig Operations and Processing of Prize Claims including Support Process, Conduct &amp; Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims</p>					

## 5. Next steps

### 5.1 Process to resolve nonconformities / findings

No nonconformities were identified.

### 5.2 Next regular audit planning

Type of audit:	Surveillance Audit
Planned date for next audit:	2026/11/17 - 2026/11/18 The exact audit duration will be calculated and determined individually by your customer service person approx. 90 days before the next audit due date.
The estimated amount of time for verification of action plans for the next audit/year is:	N/A
Main emphasis will be on the following subjects:	Risk and Opportunity Management, Quality Objectives
Remarks:	The exact audit duration will be calculated and determined individually by your customer service person approx. 90 days before the next audit due date.

## 6. Audit and Certification Data

### 6.1 Certification data

ISO 9001:2015	
Current scope of certification/registration	
Current scope in English language	Management of Gaming Operations and Processing of Prize Claims including Support Process, Conduct & Management of Online Lottery Draw and Charity Programs and Processing of Prize Claims

Customer's business sectors

EAC 39.3

### 6.2 Certificate, logos and their use

- The symbols and logos of DQS, the accreditation bodies and IQNet are being used appropriately

### 6.3 Changes, identified during the audit

Basic data changes identified during the audit (if applicable) are incorporated into the audit report and are automatically transmitted to DQS.

Please remember to inform DQS immediately of any significant changes to your management system. We will analyse the changes and inform you about the possible impact to your certification.

### 6.4 Fulfillment of audit objectives and audit schedule

- Audit objectives and audit schedule were fulfilled without changes.

## 6.5 Audit data

Name of the organisation(client):	Philippine Charity Sweepstakes Office
Division	
Main address:	Sun Plaza Bldg., 1507 Shaw Blvd., Corner Princeton Street, 1552 Mandaluyong City, Philippines
Ref. No.:	50502367
Audit type:	1. Surveillance Audit
Date of audit:	2025/12/03 - 2025/12/05
Total number of audit days:	9.5
Exclusions, if applicable:	
Total number of employees of ref.no. above:	

## 6.6 Contact data

Top management:	Jerusa Amante-Homo
Telephone:	
E-Mail:	jamante-homo@pcso.gov.ph

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DQS Customer service person:	Romeo Zamora
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Report last version date: 2025/12/10  
Lead Auditor: Ivy Macatangay

This report was provided to the management of the audited organization on 2025/12/05

by personal handover       electronically       by other means (please specify)

## Disclaimer

DQS maintains ownership of this report. The content of this report and all information received in relation to the audit and certification of the audited organization will be treated confidential and not disclosed to third parties. For exceptions e.g. disclosure to accreditation body refer to DQS Certification and Assessment Regulations.

This report is considered as final by the audit team, if you do not get any adverse information from DQS within 14 days after the last audit day. The recommendation of the audit team is subject to review and approval by DQS technical certification experts, who take binding certification decision. An appeal process is defined in DQS Certification and Assessment Regulations. Should DQS obtain any information indicating nonconformity of the certified management system, DQS will notify the certified organization timely and initiate investigation and evaluation of such information.

### **Distribution:**

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Philippine Charity Sweepstakes Office