



PCSO

Charitable-Adaptable-Responsible-Engaging-Services
..through innovative gaming



HEADLINE

PCSO receives public service excellence award

The Philippine Charity Sweepstakes Office (PCSO) Tarlac Branch Office received the Citizen's Satisfaction Center Seal of Excellence from the Civil Service Commission for being an exemplary practitioner of The Anti-Red Tape Act.

The said award is in line with R.A. 9485, otherwise known as the Anti-Red Tape Act of 2007. It was conferred to PCSO at Widus Resort and Casino, Clark Freeport Zone, Pampanga last December 18, 2013.

The survey was conducted by CSC last March 18, 2013 wherein the PCSO Tarlac Branch Office under the supervision of Branch Head Ma. Lourdes Soliman, the OIC-Manager of Northern and Central Luzon and the OIC-Assistant General Manager for Branch Operations Sector, obtained an excellent rating.

With this award, PCSO joins reform-oriented government agencies that have demonstrated a high level of compliance with ARTA provisions and were given an excellent overall satisfaction rating by their clients.

Also in 2013, the PCSO Quezon City Extension Office located at the Lung Center of the Philippines compound also bagged the same award for simplifying its frontline services such as putting up a Public Assistance and Office Desk for easy access to PCSO services by the general public. The PCSO provides a comfortable waiting area, with TV monitors for the queuing system. Free mineral water is also provided to clients. The agency implements the "no-lunch break" policy and all the employees do their best to be courteous and friendly at all times. (Bong Ortaliz)



FEATURE

LET 2014 BE OUR YEAR OF SERENITY

It's New Year once again- one year has passed and another year to welcome. New Year gives us the time to revisit past events and reflect on lessons learned, as well as to look forward and redesign our lives.

The greatest thing about New Year is the opportunity for a new beginning and great chance – at life, work, love and relationship. It is like unfolding new beginnings and possibilities before our eyes despite the many uncertainties that the future holds.

The mere fact that we are still breathing and kicking up to this moment is reason enough for everyone to be thankful despite the challenges and trials we experienced in 2013- a time for us to move on, not to be hasty and be frustrated. For it is certain that things will work out at their own sweet pace in your life, in our lives.

A lot of challenges happened in 2013: the meteorite explosion in Russia on February 15, 2013, the election of Pope Francis on March 13, 2013, the Bangladesh Factory Disaster on April 24, 2013, Syria's Civil war on August 21, 2013, Bohol Earthquake on October 15, 2013 and lastly, the visit of Super Typhoon Yolanda on November 8, 2013 which hit the Philippines with wind speed that reached up to 170mph, which was 20mph faster than hurricane Katrina. It smashed Central Philippines and the coastal city of Tacloban. More than 6,100 people were killed and more than two million people were left



homeless. Indeed, super typhoon Yolanda is considered as one of the strongest typhoons that has ever been recorded in the world. Our people experienced so many blows from natural disasters, politics and other conflicts which brought untold sufferings and pain to millions of our people.

A number of our own employees who were assigned in Branch Office - Tacloban/Bohol were affected and died during the earthquake and typhoon. The entire PCSO family mourned for them. I might have been spared with the beatings of super typhoon Yolanda but the loss of my younger brother "BOOGIE" on October 18, 2013, was the hardest part for me. His death was just like a storm that devastated my entire family. Death is unexpected, but I believe that

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there is always a reason for everything. I must accept the fact that he is gone, but his memories will always stay in my heart forever.

For all of us who are experiencing different storms in our lives today, our well-meaning friends would readily give solutions or advice: be sad, cry, stumble for a time, but after which, MOVE ON!

However, moving on is easier said than done. It is very difficult to move on if you only rely on your strength alone, for everyone has his own limitations and personal threshold. God will never allow "storms" to visit and torment us if He knows that we won't be able to overcome them. All He wants us is to trust Him, to be true to Him and to ourselves, to put everything in

His hands and believing that He will continue to take care of us.

2013 was a bad year to a lot of people but there are so many reasons to be thankful and grateful for: the blessings of life, contentment, family, peace of mind, happiness, friends, promotions, good bosses and colleagues, wonderful moments, delicious foods and many more.

We must be thankful, proud and happy that we survived 2013.

Another year has come and whether we will make a promise, a New Year's resolution or not, let us continue counting our blessings, surrendering everything to God, praying that 2014 will be our year. Let us create aspirations and build dreams for ourselves and those we love. With perseverance, determination and faith in God, everything will turn out right in 2014.

HAPPY NEW YEAR! (Leila N. Valencia)

OPERATIONAL HIGHLIGHTS

PCSO Bontoc Branch, Bukas Na

Mas maligaya ang kapaskuhan ng ating mga kababayan sa Mountain Province noong nakaraang taon dahil binuksan na ng Philippine Charity Sweepstakes Office ang pinaka-bagong branch nito na matatagpuan sa Bontoc Municipal Hall noong ika-12 ng Disyembre, 2013.

Ang pagpapasinaya ay ginanap sa munisipyo ng bayan sa pangunguna nina PCSO OIC-Assistant General Manager for Branch Operations Sector Remeliza M. Gabuyo, Northern & Central Luzon Dept. Manager Romeo S. Rigodon, National Capital Region Dept. Manager Josefina A. Sarsonas, at mga pinuno ng LGU na sina Representative Maximo B. Dalog Sr., Governor Leornard G. Mayaen, Vice Governor Bonifacio C. Lacwasan Jr. at Bontoc Municipal Mayor Franklin Odsey.

Ang naturang branch ay pangangasiwaan ng limang kawani ng PCSO na binubuo ng administrative officer, cashier, clerk, courier, at social worker.

Sa kasalukuyan, may halos 150,000 ang residente ng naturang lalawigan mula sa sampung bayan nito. Samantala apat naman ang lotto agents ng PCSO na nag-ooperate sa naturang lugar.

Ang mga serbisyong ibinibigay sa PCSO main office sa Pasay City tulad ng pagpo-proseso ng medical assistance at pag-kubra ng panalo ay ginagawa rin sa mga branch offices.

Sa kasalukuyan, mayroon ng higit sa 30 opisina ang PCSO na nakakalat at matatagpuan sa mga malalayong lalawigan sa ng bansa.

Ayon kay PCSO General Manager Atty. Ferdinand M. Rojas II, "ang layunin ng pagpapatayo ng mga branch offices sa probinsya ay upang mailapit ang serbisyo ng PCSO sa mga mamamayan at maibsan ang problema sa transportasyon ng mga nag-susumite ng mga sulat kahilingan."

"Hindi na nila kailangan pang lumuwas patungong Metro Manila, ilalapit natin ang ahensya sa kanilang mga tahanan." dagdag pa ni Rojas.

Alinsunod din ito sa direktiba ni Pangulong Aquino ukol sa pagkakaroon ng universal healthcare programs para sa mahihirap na lugar ng bansa

Ang pondong ginagamit ng PCSO sa kaniyang mga programa ay mula sa kita ng mga palaro nito gaya ng Lotto, Bingo Milyonaryo, Keno at iba pa. Sa bawat piso na kita ng ahensya, 55% ang napupunta sa prize money; 15% ang sa operation expenses, at 30% ang sa Charity Fund.

Para sa mga nais humingi ng tulong sa PCSO Bontoc Branch, maaari kayong tumawag sa (074)422-44-62 at hanapin si Ernieli Dancel.

Bright sales forecast for 2014

PCSO Sweepstakes and Lotto sales are expected to increase this 2014 with the introduction and launching of the recently approved new games such as the Rainbow Game, Lotto 6/58, High Tres, Digit Plus and Pick One.

While there was a 2% drop in sales revenue for the year 2013 as compared to the sales in 2012 due to economic reasons and the natural calamities that hit the country, the Keno game posted an 85.40% increase, generating gross sales of one billion nine hundred twenty-three million four hundred two thousand one hundred ninety pesos (Php 1,923,402,190.00) in comparison to its 2012 sales performance of one billion thirty-seven million four hundred nine thousand three hundred ninety pesos (Php

1,037,409,390.00).

The latest PCSO game product, the Bingo Milyonaryo, launched in May 2013, generated a total sales revenue of P5,845,315.00.

Another variant of the traditional Sweepstakes called the "Mini Sweepstakes" is also expected to be launched this year.

With the soon-to-be-launched additional games, and the continuing patronage by the millions of our loyal gaming public of all the tried and tested lotto games, a favorable and bright forecast in sales is expected in 2014. (Elizabeth Q. Singson, Laura M. Jacinto, Archie S.J. Sopenasky)

Establishment and Implementation of the BingoMilyonaryo

The first evening draw of the PCSO BingoMilyonaryo game was conducted on May 30, 2013. The new game is envisioned to generate additional funds to expand the PCSO's health services and projects for the poor, the disadvantaged and the underprivileged in our society.

PCSO BingoMilyonaryo allows one to play five (5) games in one (1) draw. These games are Bingo3, Bingo4, Bingo5, Bingo6, and Bingo 2. Each ticket for each game costs five pesos (P5.00). The PCSO Bingo Milyonaryo is drawn three (3) times a day at 11am, 4pm and 9pm.

Maintained the Credibility of the Online Lottery Draws



The PCSO online lottery draws are conducted thrice daily at 11am, 4pm and 9pm. The Gaming, Product Development and Marketing Sector has maintained the confidence of the betting public on the transparency and credibility of the conduct of the draws as PCSO follows very stringent procedures in the conduct of every lottery draw.

Maintained the Online Selling Operations

The PCSO has maintained the online selling operations. It has also ensured the integrity of the Lottery data in both the Luzon and Cebu data centers. The operations and integrity of the Lotto and Lotto Express online lottery system's software, database, hardware and network were also maintained.

Reformatted the TV program in time for the Christmas Season



The online lottery draws are broadcast live daily over PTV4 at 9:00pm via PCSO's TVprogram "Philippine Lottery Draws." The program was reformatted in time for the Christmas season with "Neon Lights" as theme/motif. Remixed Christmas jingles, graphics and Christmas messages from the Chairman and the General Manager were used to highlight the show.

Promotion of Gaming Products

The Gaming, Product Development and Marketing Sector produced and/or aired various information materials over the "Philippine Lottery Draws" TV program to promote PCSO and its gaming products. For the year 2013, the following materials were produced and aired during the said program:

- Charity Assistance Weekly Accomplishment Report;
- * BingoMilyonaryo Game commercials;
- PCSO 79th Anniversary Feature;
- MOA Signing of Presidential Gold Cup;
- PCSO-PMAAI Sweepstakes Draw;
- The Chairman's and GM's Christmas messages;
- Y2013 Lottery Game Yuletide Schedule; and
- Materials advocacy for "Pamaskong Alay ng PCSO"

Success of the Mayflower Festival Draw

PCSO held successfully last May 12, 2013 the Sweepstakes Mayflower Festival Draw. The noon draw was telecast at Channel 4. Twenty-five thousand (25,000) booklets were sold. The draw helped raise more funds for medical services and charities for the needy through the various charitable programs and projects of PCSO.

Sweepstakes Race



The Philippine Charity Sweepstakes Office is mandated by its charter to support the horse racing industry. In coordination with the Philippine Racing Club, San Lazaro Leisure Park, Metro Manila Turf Inc. and the Philippine Racing Commission, the PCSO sponsored the following: Eight (8) Maiden Race; one (1) Freedom Cup Race; one (1) Silver Cup Race; one (1) PCSO Anniversary Race; one (1) PCSO National Grand Derby Race; and the Presidential Gold Cup Race. These horse races gave their corresponding entry fee to PCSO.

The other PCSO sponsored races for the year 2013 were: Philippine Thoroughbred Owners and Breeders Organization (Philtobo) Race; Metropolitan Association of Race Horse Owners (MARHO) Race; Klub Don Juan de Manila (KDJM) Race; New Philippine Jockey Association (NPJA) Race; and the Philippine Race Horse Trainer's Association (PRHTA) Race.

Printing of Booklets

The Security Printing and Production Department has maintained the quality of the printing equipment and the printing materials. Aside from the office forms and structural materials produced for 2013, the department has printed 675,000 booklets (unaudited) for STL tickets and 100,000 booklets (unaudited) for Sweepstakes. (Elizabeth Q. Singson, Laura M. Jacinto, Archie S.J. Sopenasky)

2013 Training Sessions



The Human Resources Department of the Philippine Charity Sweepstakes Office (PCSO) conducted a series of trainings last year aimed at enhancing the skills of employees.

A total of four hundred eighteen (418) employees from various departments and offices benefitted from the trainings.

Training sessions included courses on leadership, communication, and customer relations, among others.

Employee improvement

Trainings given included a seminar on writing in the workplace and effective communications. Writing in the workplace focused on helping participants achieve a comprehensive and deeper understanding of what makes successful writing, as well as equipping them with guidelines on how to produce office documents that are precise, clear, and more effective.

Effective communications, meanwhile, targeted the frontliners' ability to exercise choice and control for various types

of conversation in order to improve quality of relationships with clients and coworkers and personal productivity.

The Human Resources Department also conducted a Livelihood Training Program on "Setting Up A Carindaria Business" and "Meat and Fish Processing." This particular course targeted retiring employees. During the training, participants were presented possible alternatives to help them prepare for life after retirement and for them to judiciously use their retirement benefits.

A training on "Perception Management" was also held. This course was designed for assistant general managers and department managers to be better equipped in dealing with their subordinates, office clients and with the general public by focusing on positive perception of individuals and of situations. On the other hand, the division chiefs underwent the "Operational Leadership Enhancement Training" which was aimed at enhancing their knowledge, supervisory skills and attitudes.

Other training programs for employees were on "Phone Call Skills Enhancement", "Delighting Customers", "Public Accountability", "Graft Prevention and Anti-Red Tape Act of 2007" and "Philippine Government Electronic Procurement System" (PhilGEPS).

These trainings were organized as part of the ongoing efforts to raise the employees' level of competence to help them improve their individual performance in their respective work place.

The Human Resources Department is committed to continue this initiative of providing training and development programs for more employees based on the result of training needs analysis to be conducted on a more extensive scope this year. (Antoinette S. Escario)

PCSO Adopts "No-Gift Policy"

The Philippine Charity Sweepstakes Office (PCSO) implemented a no gift policy beginning November 2013 by virtue of Board Resolution No. 303, series 2013.

Under Republic Act 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees, government employees are banned from receiving gifts which could affect or influence how they do their jobs.

RA 6713 defines government employees, or public officials, as "elective and appointive officials and employees, permanent or temporary, whether in the career or non-career service, including military and police personnel, whether or not they receive compensation, regardless of amount."

Under the law, "gift" refers to a thing or a right to dispose of gratuitously, or any act or liberality, in favor of another who accepts it, and shall include a simulated sale or an ostensibly onerous disposition thereof.



"It shall not include an unsolicited gift of nominal or insignificant value not given in anticipation of, or in exchange for, a favor from a public official or employee," the law also said.

It defined "receiving any gift" as the act of accepting directly or indirectly, a gift from a person other than a member of his family or relative, even on the occasion of a family celebration or national festivity like Christmas, if the value of the gift is neither nominal nor insignificant, or the gift is given in anticipation of, or in exchange for, a favor.

The law further promotes "simple living" among government employees.

"Public officials and employees and their families shall lead modest lives appropriate to their positions and income. They shall not indulge in extravagant or ostentatious display of wealth in any form," RA 6713 read. (Antoinette S. Escario)

PCSO Rationalization

On October 4, 2004, former President Gloria Macapagal Arroyo issued Executive Order No. 366 directing a strategic review of the operations and organizations of the Executive Branch and providing options and incentives for government employees who may be affected by the rationalization of the functions and agencies of the executive.

The Philippine Charity Sweepstakes Office (PCSO), in response to the said directive initiated the creation of the Agency's Rationalization Plan (RP). It was approved by the PCSO's Governing Board with the issuance of Board Resolution No. 040 s. 2012 on February 1, 2012.

On March 30, 2012, the Agency requested the Department of Budget and Management Secretary Florencio B. Abad to approve the PCSO Rationalization Plan. It was forwarded to the Governance Commission on Government Owned or Controlled Corporations (GCG), pursuant to Section 5(a) of the "GOCC Governance Act of 2011" (R.A. No. 10149), being mandated to "evaluate the performance and determine the relevance of the GOCC, to ascertain whether such GOCC should be reorganized, merged, streamlined, abolished or privatized, in consultation with the department or agency to which a GOCC is attached."

Following a series of Technical Working Group meetings/discussions and negotiations between the representatives from the PCSO Change Management Team (CMT) and the GCG, PCSO officially submitted to the Commission its Revised RP endorsed by the PCSO Chairman on February 12, 2013.

On April 1, 2013, the GCG issued Memorandum Order Number 2013-21 stating that the PCSO Rationalization Plan was approved with modifications. The memorandum was signed by GCG Chairperson Cesar Villanueva, OIC John Sevilla (for DOF Secretary Cesar V. Purisima), GCG Commissioners Ma. Angela E. Ignacio and Rainier B. Butalid, and DBM Secretary Florencio B. Abad. Copy furnished were Executive Secretary Paquito Ochoa Jr., CSC Chairman Francisco T. Duque III and the Resident COA Auditor of PCSO.

PPFD-CPD conducts Cascading Workshop of the 2014 PCSO Corporate Strategic Planning Seminar

Inspired by the success of the 2014 PCSO Corporate Strategic Planning Seminar/Workshop last October 24-25, 2013 at Club Balai Isabel, Talisay, Batangas, the Planning and Policy Formulation Division, Corporate Planning Department conducted a series of cascading workshop for PCSO employees. Four batches of employee holding positions from salary grade 18-24 including employees from Rizal, Laguna and Cavite Branch Offices numbering to 165 underwent the cascading workshop.

The highlights of the approved RP are as follows:

1. The RP reduced PCSO's existing plantilla by 22% or 497 positions from 2,223 to 1,726,
2. Realignment of PCSO's Functional Sectors, to wit: (1) Gaming, Product Development & Marketing; (2) Branch Operations; (3) Charity; (4) Management Support, and (5) Administrative;
3. Creation of the following units: (1) Internal Audit Service; (2) General Services Department; (3) Product and Standard Development Department, and (4) Gaming Technology Department;
4. Realignment of the Legal Services and the Data Security Division to be organizational units directly reporting to the General Manager;
5. Abolition of existing Offices of the Assistant General Managers (AGMs), Offices of the Regional Operations Managers, Sales Department and Internal Audit Department;
6. Decoupled the Visayas and Mindanao Department into two (2) separate units/department;
7. Branch Geographical Division composed of National Capital Region (NCR), Northern and Central Luzon (NCL), Southern Tagalog and Bicol Region (STBR), Visayas and Mindanao; and
8. Creation of eighty (80) Branches categorized into A, B and C categorization is based on PCSO's expected lottery and charity operations.

The PCSO Rationalization Plan was implemented on July 22, 2013. It started with the evaluation and placement of permanent employees. On the Second Phase, Residual Permanent Employees and Casual Employees were placed. As of this date, 984 positions have been already filled up.

The agency is now implementing the Third Phase of the RP wherein all interested applicants (including outside applicants) for the vacant positions posted are now being entertained and properly screened before they undergo all the necessary processes prescribed by the CSC and by the PCSO that may lead to their eventual employment. (Roselle S. Dela Umbria)

The cascading workshop aims to inform and engage middle management of PCSO in the attainment of the Key Result Areas set by Governance Commission for GOCC (GCG) for 2014. Participants are expected to cascade to their subordinates the highlights of the strategic corporate plans of PCSO. With the positive response from the participants, plans are in place to make this a yearly activity and involve employees from different branch offices nationwide.



The Management Services Sector, consisting of three (3) departments, namely: Corporate Planning Department, Accounting & Budget Department and the Information Technology Services Department, is tasked to provide support services to all the other sectors from technical assistance on financial matters up to maintaining the delivery and timely, adequate and appropriate services to the internal and external clienteles of the PCSO. As we start another year, let's review what have been done and what have been accomplished by the departments concern which contributed in meeting the Plans and Targets set by the office.

The Corporate Planning Department took the initiative in the preparation, documentation and actual conduct of the various seminars such as 2013 Corporate Strategic Planning Seminar, Seminar/ Workshop on "Synergy of Internal Processes" for the Management and the Cascading of the Corporate Strategic Planning for the rank-and-file employees at the Head Office and nearby Branch Offices. As the department assigned to do the photo and video coverage of all the events and activities, 90% of them were covered and documented. The department already started the on-line distribution of News Clippings within the office, though it has not yet been fully implemented due to several internal factors.

The Corporate Planning Department has been actively engaged in the PCSO ISO 9001:2008 Certification Project since October last year.

The department is now finalizing the details for the 2014 Asia Pacific Lottery Association/World Lottery Association (APLA/WLA) Business Seminar which will be hosted by the PCSO on April 28-May 01, 2014. The preparation for the event started

October last year.

Some of the programs and projects of the Information Technology Services Department include the Hardware Refresh (Servers and Storage, Next Generation Firewall – Network Security, Application Delivery Firewall – Application Security), Computerized Accounting (CAS), HR Information System (HRIS) and Improvement of Data Center Environment which (Procurement of UPS and Precision Air Conditioning Unit). As of this date, the Terms of Reference (TOR) of those mentioned were already submitted to the Bids and Awards Committee (BAC) for the bidding process. The Information System Strategic Plan (ISSP) which is the Agency's major program and projects is now on its final stage and has already been submitted to the National Computer Center for approval. Their Connectivity Project that will connect all PCSO Branch Offices to the Head Office is another project in the pipeline.

The efforts of the Accounting and Budget Department to pay the Agency's Tax Deficiency on Basic Documentary Stamps Tax for the Years 2010 and 2011 in the total amount of P783,226,492.26 is part of the major accomplishments of the Management Services Sector.

It is significant to note that the GCG requires the head of GOCCs like the PCSO to issue a certification that all the taxes due the BIR have been actually paid.

With the cited accomplishments, the Management Services Sector is committed to improve the execution of its plans, programs and projects that would help the office in rendering and sustaining support to our internal and external clienteles. (Roselle S. Dela Umbria)

Birthday Celebrants - January

DATE	NAME	DEPARTMENT
1	Jose Antimano	Medical Services
	Jesusa Jomoc	Legal
2	Bernardo Talento	Product & Standard Dev't
3	Adelaida Domingo	Office of the General Manager
5	Alejandro Claro Oñate	Treasury
6	Imelda Pagdanganan	General Services
7	Carlos Dagui	Security Printing & Prod.
	Marco Divina	Corporate Planning
	Irma Guemo	Southern Tagalog & Bicol Region
	Jester Ramos	Southern Tagalog & Bicol Region
	Reynaldo Sornoza	Treasury
8	Ma. Teresita Carbonel	Accounting
9	Eliseo Andres Jr.	Gaming Technology
	Jessie Delos Reyes	Gaming Technology
10	Jane Abustan	Treasury
	Jovita Cecilio	Corporate Planning
11	Josefina Sarabia	Treasury
	Francisca Bernal	National Capital Region
15	Michael Aguirre	Assets & Supply Management
	Carlos Castillo	Product & Standard Dev't
	George Ocampo	National Capital Region
16	Jimmy Aguihap	General Services
	Atty. Venus Buado	Legal
	Gerard Oquendo	National Capital Region
18	Ma. Virginia Ricafranca	Medical Services

21	Reynante Baturi	Northern & Central Luzon
	Melrose Dela Vega	Medical Services
	Roberto Umbao	Charity Assistance
24	Paz Maria Carmita Yutangco	Medical Services
25	Elenita Policarpio	Treasury
	Maricel Ruiz	Treasury
	Edwin Sangalang	Treasury
	Rodolfo Suzara III	Medical Services
26	Sotero Miguel	General Services
	Agnes Rañoa	Gaming, Product Development & Marketing Sector
	Erlinda Yano	Northern & Central Luzon
27	Jerwin Nohay	Legal
28	Ma. Amparo Amigo	Accounting
	Mary Ann Belda	OAGM for Administration
	Mary Jane De Guzman	Medical Services
	Ria Gunao	Assets & Supply Management
	Danilo Rigotti	General Services
29	Ma. Lualhati Paragas	Medical Services
	Dazzelo Zapata	General Services
30	Betsy Paruginog	Southern Tagalog & Bicol Region
	Israel Salcedo	Gaming Technology

Did you know that...

The very first Sweepstakes draw was held on September 8, 1935. The winning horse was named "Sugar Babe" with Jockey Ordiales.

Mr. Bernardo P. Garcia is the First PCSO employee recruited by then Chairman Elpidio Quirino in March 1935 and has retired in 1955.

PCSO reaches out to “Yolanda victims”

Staying true to its mandate of providing medical assistance services, health programs, and charities of national character, PCSO has actively reached out and continues to help Yolanda's victims. The agency assisted by providing funds, kits, much-needed equipment, and the necessary manpower to our battered countrymen.

Too close to home

Several PCSO employees who work in the Visayas were not spared from the brunt of the super typhoon since the agency has a Department Office and six (6) branches in the Visayas. One particular employee, Ms. Eufemia Perez, a Leyte resident, is believed to have drowned at sea though her body has not been recovered. The houses and properties of 15 other employees residing in Cebu, Bohol, Leyte, and Samar suffered partial or heavy damage.

Moreover, the possessions of two employees, Mr. Antonio Nino Rubio and Mr. Dexter Logarta were also looted. The others affected include the following: Mr. Dwight de Arca, Ms. Myla Catadman, Mr. Genciano Creer, Mr. Edmund Hidalgo, Mr. Joseph Malquisto, Mrs. Mila Beltran, Bella Hatton, Mrs. Ester Magdalaga, Mrs. Rowena Torres, Mrs. Anania Erroba, Mr. Ulysses Ausa, and Mr. Jose Montillano.

PCSO already provided water, foodstuff, blankets, trapal, and other necessities like milk, medicines, diapers, and hygiene items to the affected employees. Further, in a November 14, 2013 Board Resolution, financial assistance was also granted to these employees through the PCSO's Calamity Assistance Program at Php 50,000 to each individual.

Urgent medical assistance

Under PCSO's Individual Medical Assistance Program (IMAP), financial assistance amounting to Php 857,800 was released for the hospitalization expenses, hemodialysis, chemotherapy, and implant expenses of 17 typhoon victims who were treated in various hospitals in Cebu and Manila.

Logistical support

Since health, disease, and the possibility of an epidemic are major post-Yolanda issues, the Department of Health (DOH) was one of the primary agencies involved in relief and restorative initiatives. Historically, PCSO has always been a supportive agency to DOH. True to form, PCSO again took an active role in cooperating with the DOH by providing 50 million pesos (Php 50M) for logistical support for Yolanda victims. Additional funds for logistical support amounting to two million pesos (Php 2M) was also provided to Cebu through its governor, Hilario Davide, Jr.

Much-needed equipment

PCSO also purchased three sets of water treatment equipment for Bohol, Leyte, and Samar and generators for two areas in Palawan. The water treatment equipment was relatively light, easily transportable, and costs Php 2.4M per unit. Two generators costing Php 540,000 each were provided to the hospitals in Culion and Coron in Palawan.

Daily bread and water

Understanding that hunger is another daily concern, a total of 1,450 sacks of rice were also provided by the PCSO specifically for Eastern Samar, Leyte, Palawan, Biliran, Capiz, Iloilo, and other parts of Visayas. In addition, 1,144 assorted relief goods and 186 boxes of bottled water were provided to Capiz while 600 food bags and 142 boxes of bottled water were donated to Eastern Samar.

Medicines for the vulnerable

Yolanda victims rendered homeless by the super typhoon were exposed and at risk to the elements. The days were scorching hot while the nights were bitterly cold. Unfortunately, some of the most susceptible to colds and cough were the children and the elderly. As a response, PCSO prepared two kinds of kits, the Family Emergency Kits (FEM) and survival kits.

PCSO prepared a hundred thousand (100,000) FEM kits, each kit containing a standard set of medicines for colds, cough, fever, and diarrhea. Twenty thousand (20,000) of these were provided to DOH, 10,000 kits each to Palawan ad Aklan, 1,000 each for Capiz, Akbayan Party list, and the Office of Cong. Rodolfo Fariñas, among others. Anticipating additional requests for these kits, the rest were stored, ready for distribution should the need again arise.

The agency also packed a total of 16,450 survival kits which contained mats, blankets, and mosquito nets thru requesting NGOs and LGUs.

A helping hand



Appreciating the necessity for much-needed manpower, PCSO deployed 15 personnel on four-hour shifts, 24/7 to the Ninoy Aquino stadium to repack relief goods although they were called to pack only for a day.

PCSO also sent a 12-man medical team to Villamor Air Base on 8am to 5pm shifts on six dates in November and on four dates of December. All refugees needing medicines and hospitalization were also under the care of PCSO. Our agency donated 4,000 Family Emergency Medicine Kits for the refugees.

PCSO has always given preferential treatment to the poor and the marginalized and those in dire need of the agency's succor. Through these endeavors, PCSO has not merely fulfilled its mandate, but it has also been a genuine brother's keeper to the victims of Yolanda and to the victims of natural and man-made calamities. (Miriam Tan-Fabian)



Kalahati ng PCSO Charity Fund, inilaan para sa mga biktima ni “Yolanda”

Inilaan ng Philippine Charity Sweepstakes Office ang kalahati ng kaniyang net Charity Fund na malilikom mula sa 'holiday fundraising' para sa mga biktima ng supertyphoon Yolanda/Haiyan.

Ayon kay PCSO General Manager Atty. Jose Ferdinand M. Rojas II, “ibibigay ng PCSO ang 50% ng net Charity Fund na galing sa kita ng Lotto, Keno Lotto Express at Bingo Milyonaryo mula Disyembre 16 hanggang 24 sa walong lalawigan at isang lungsod sa Visayas.”

Ang programa, pagpapaliwanag niya, ay pinamagatang “Pamaskong Alay ng PCSO: Nine Days of Christmas”. Isa itong pagsasalamin ng siyam na araw na tradisyon ng Simbang Gabi.

Alinsunod sa itinatakda ng batas, sa ganitong paraan hinahati ang kita ng PCSO: 55% sa Prize Fund (ang premyo sa mga palaro ng PCSO), 30% sa Charity Fund (ang pondo para sa mga programang pang-kawanggawa ng PCSO), at 15% sa Operating Fund (ang pangtustos sa gastusin ng opisina).

Inaprubahan ng PCSO Board of Directors, sa pangunguna ni Chairman Margarita P. Juico, ang cash donations para sa mga

biktima ng dalawang kalamidad na halinhinang nanalanta sa maraming bahagi ng Visayas.

Batay sa average daily sales ng PCSO, ang donasyon ay maaaring umabot ng P6 milyon hanggang P10 milyon kada araw.

Ang aprubadong donasyon sa Disyembre 16 ay ibibigay sa Tacloban City; Dis. 17, Samar; Dis. 18, Leyte; Dis. 19, Cebu; Dis. 20, Iloilo; Dis. 21, Capiz; Dis. 22, Aklan; Dis. 23, Palawan; at Dis. 24, Bohol.

Idineklara ni Pangulong Benigno S. Aquino III ang state of calamity sa bansa sa pamamagitan ng Proclamation No. 682, habang mas maagang ipinasa ang Sangguniang Panlalawigan Resolusyon Blg. 2013-453 at 2013-454 upang ilagay ang lalawigan ng Bohol sa state of calamity. Ito ang naging basehan ng PCSO kung aling lugar ang bibigyan ng ayuda.

“Nakiki-usap kami sa sambyanan na lubos na suportahan ang mga PCSO games”, ani ni Rojas, “lalo na sa “Nine Days of Christmas” activity. Habang dumarami ang naglalaro, mas maraming kita ang maibibigay sa ating mga kababayan, mas malaki rin ang tiyansa para sa mga bagong milyonaryo.”

Giving hope to the shattered and shaken: PCSO helps the Bohol earthquake victims

PCSO extended its hands to the victims and survivors of the devastating Bohol earthquake that hit the province on October 15, 2013. The agency provided financial assistance, medical kits, medicines, and other provisions to the survivors to lead them to the road to recovery.

Assistance to individuals

Under one of PCSO's flagship programs, the Individual Medical Assistance Program or IMAP, the agency paid Php 298,720.50 for the hospitalization expenses of eighteen (18) earthquake victims. The patients were admitted in three Bohol hospitals, namely, the Tagbilaran Community Hospital, Medical Mission Group Hospital, and the Ramiro Community Hospital.

Answering basic needs

Since natural disasters underscore the urgent need to satisfy basic needs, PCSO provided 200 sacks of rice through the AKBAYAN Party List and the Society of St. Vincent De Paul. PCSO also donated one portable water treatment facility endorsed to the provincial government.

The agency likewise gave away 3,900 sets of survival provisions which included sleeping mats, blankets, and mosquito nets. In addition, PCSO donated to the provincial government of Bohol 10,032 Family Emergency (FEM) Kits which contained a standard set of medicines for fever, colds, cough, and diarrhea.



Medicines for additional needs

One of the major hospitals in Loon, Bohol is the Cong. Natalio Castillo Sr. Memorial Hospital, where many of the earthquake victims were admitted. Empathizing with the suffering of the sick, PCSO provided medicines worth Php 100,000 to the aforementioned hospital.

Indeed, PCSO perpetually reaches out to our countrymen, the sick, the needy, and the victims of natural disasters. Through many concrete ways, PCSO maintains a heart for the poor and a ready hand to reach out to all who need assistance from the agency. (Miriam Tan-Fabian)

MANAGEMENT CORNER

PCSO's 2014 Corporate STRATEGIC PLANNING Seminar Theme: Adaptable, Committed, Engaging Services (ACES)

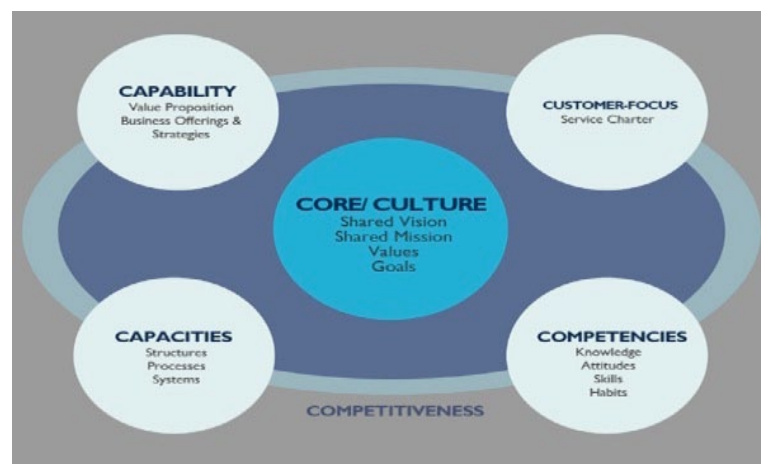
The Philippine Charity Sweepstakes (PCSO) 2014 Corporate Strategic Planning Seminar was held last October 24-25, 2013 at Club Balai Isabel, Talisay, Batangas. The said event was facilitated by Mr. Romulo "Omy" S. Romero, CEO & Principal Consultant, OTi Philippines, Associate Partner, Capelle Consulting Singapore and Director, OTi Canada & OTi Thailand.

HIGHLIGHTS OF THE TWO-DAY SEMINAR: DAY 1

Objectives of the 2014 Corporate Strategic Planning Seminar:

- To revisit PCSO's mission, vision and values;
- To re-articulate PCSO's desired future conditions;
- To affirm and/or develop new strategies that will bridge the gap between current and future conditions;
- To discuss changes that may be required to address strategies;
- To identify medium term priorities, key means and measures; and
- To translate these strategies into concrete action plans that will identify the activities, persons responsible, resources needed, and definite time lines.

These objectives set the tone and direction for the two (2) days seminar, emphasizing the rationale for the planning exercise and what to expect from participants of the 2-day seminar.



AGENDA:

I. Where Are We Going?

The Chairperson articulated the desired future of PCSO. This will likewise be an opportune time to revisit and re-validate PCSO's Mission, Vision and Values.

- To alleviate poverty through health and charitable purposes;
- Expand health reform agenda;
- Generate more revenues to broaden our reach;
- PHP100B by 2016;
- Begin with the end in mind; cascade plans downwards;
- We are done with RatPlan

This was followed by a consensus building process wherein participants, in groups, shared their response and insights according to the following issues and topics:

- What excite us?
- What causes anxiety?
- What's not clear?

II. Where Are We Now?

- Year-to-Date Performance Up to the 3rd Quarter of 2013;
- Stakeholders/Parameters/Considerations;
- KRAs a. Revenue Enhancement b. Expanded and improved medical and charitable

Each sector was asked to discuss and present their Gap Analysis taking into consideration the approved PCSO Rationalization Plan.

III. Who's With Us On The Journey? Leveraging On Our People Dimensions

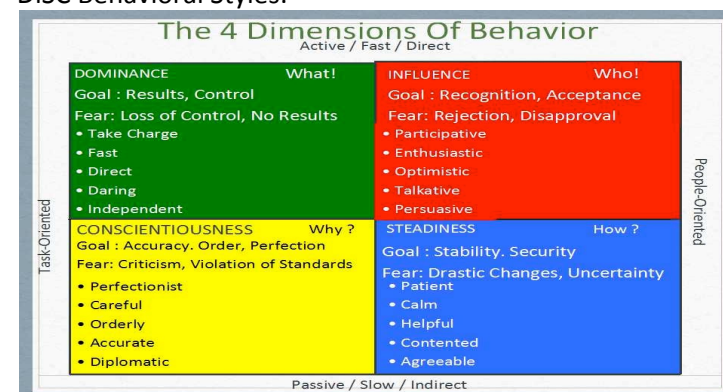
In this activity during the seminar, (Objective of Mapping) the participants were asked, as to their best natural contribution to a planning process. The participants devoted their time (an hour) on the following pointers and factors as discussed by Mr. Romero:

- 4 Thinking Styles (Z Process), represents: Spontaneous, Normative, Conceptual and Methodical. This would help the group to grow in awareness of their individual and group thinking profile to ensure maximum productivity in discussions.
- Understand Your Thinking Styles
- 3 A's To Successful Change Management
- Understand Your Working Style Strengths and Limitations
- Develop Ways to Adapt For Interpersonal and Team Effectiveness

A film clip was presented by Mr. Omero, "Choose Your Co-Worker!". The participants were asked to decipher and realize what type of co-workers they want to work with and why. Mr. Omero also cited in the seminar that "We judge ourselves by our intentions; others judge us by our behaviors." (Stephen M. R. Covey, Speed of Trust). Mr. Omero also presented and explained to the participants "The DiSC Behavior Style". This would help the participants (DMs and AGMs) understand the following:

- Understanding How We Misunderstand Others
- Having a common language to manage organizational change

DiSC Behavioral Styles:



From page 10...CorPlan...

After the presentation, discussion and analysis of each working style strengths and limitations, participants were challenged on how to attain and become an effective PCSO leader, taking into account the following:

The effective PCSO Leaders are...

- Aware: of how their behavior affects others and of their reactions to other people;
- Accept: their strengths and weaknesses and the fact that people are different;
- Adapt: Know how to adapt their behavior to meet the needs of other people and particular situations

Mr. Romero also discussed with the participants that it is very important to take note of the following:

PERSONALITY (Who You Are) + ENVIRONMENT (Where You Are) = BEHAVIOR (What You Do)

Additional Motivational Principles:

- A strength over-used or used when inappropriate becomes a weakness;
- There is no single best, or all purpose motivational pattern;
- Different is not wrong; Different is just Different;
- Don't use your profile as an excuse for negative behavior

IV. How Do We Get There? Evolving Our Strategy Story

The facilitator discussed with the participants the following:

- PCSO Rationalization Plan (GCG and MTDP Mandates and Expected Outputs);
- The Strategy Story as a framework for implementation;
- Balancing the Strategic Intentions using the Strategy Story Framework;
- Building consensus on our customer and financial desired outcomes;
- What will Processes and Organizational drivers will impact our desired outcomes;
- PCSO's Strategy Map and Scorecard, the Balanced Scorecard has 4 quadrants which need to be balanced, 1) Customer Perspective, 2) Financial Perspective, 3) Process Perspective, and 4) Employee Learning, Growth and Culture Perspective;
- Advancing Strategic Intentions into Action Registers, which will show/reflect how the strategic intentions are translated into action plans with the corresponding performance indicators.;
- Customer-Enabler Dynamics would allow functions/departments to strengthen cross-functional interdependence, away from silo dynamics.

Through all these topics and issues, the participant understood



the Strategy Framework as an implementation tool. The situation analysis in "Where are we now" was translated into strategic intents, which will be validated vis-à-vis the Strategy Framework. Strategic intents and Key Result Areas will be advanced with smart goals and objectives, i.e., specific, measurable, achievable, realistic and time-bound action plans.

FINANCIAL OUTCOMES CUSTOMER

- What's our mandate?
- What's our unique value proposition?
- What's our promise?

CAPABILITIES

What do we need to do exceedingly well to deliver on our promise?

RESOURCES & ENABLERS

What do we need to make sure our employees are competent and motivated?

What resources do we need to put in place to support our capabilities?

Day 2

Getting There

Mr. Romy Romero did a review of the first day activities and discussions. As agreed and discussed by the participants, the key output workshop was the Action Registers, the first presentation task for each group or Sector. Role clarification and negotiation was facilitated to ensure alignment and customer-enabler dynamic. As a result, the functional commitments will be aligned to the PCSO-wide goals and objectives.

On the last day of the seminar, the Assistant General Managers and Department Managers signed their individual, departmental and sectoral Undertaking of Commitment. This would be their commitments and targets in implementing 2013-2014 KRAs of PCSO and are thus, duty bound to do all things legal and possible to help attain the targets of PCSO as mandated under RA 1169, as amended.

All commitments will be revisited on the next Corporate Strategic Planning to see if targets were reached and implemented. (Marifi Baladad)

Continue to page 11...

“Where are we going?” (Strategic Directions for 2014)

Delivered by Chairman Margarita P. Juico during the Corporate Planning Workshop in Talisay, Batangas last October 24, 2013:



Good morning!

I hope you had a pleasant ride going to Balai Isabel earlier and the management welcomes you to our agency's strategic corporate planning workshop for 2014.

We are devoting these next two (2) days to reflect, assess and plan on how we can better our services to the [gaming] public, our stakeholders and indigent clientele.

Pnoy's administration ushered reforms in the way PCSO do business.

Although the administrative supervision and control of PCSO is lodged with the Office of the President under Executive Order No. 19, series 2010, the passage of RA 10149 made the Governance Commission for GOCCs (GCG) as our agency's over-sight body, with authority to formulate, implement and coordinate policies in so far as our business performance and corporate social responsibility programs are concerned.

True to our mandate under Republic Act 1169, as amended, the GCG categorized PCSO as a gaming public corporation with a social purpose to alleviate poverty thru health and charitable services. This means that we hold and conduct gaming to fund, sustain and at most, expand the Government's health reform programs.

As such, we are tasked and have committed two (2) key result areas to help Pnoy realize his Medium Term Development Plans thru (1) increase gaming revenues; and (2) deliver efficient medical services and provide financial assistance for the hospitalization of indigent beneficiaries. Simply stated, our task for 2014 is to generate more revenues to fund health/medical programs and be able to reach and serve as many indigents, LGUs and socio-civic medical, health and charitable groups that are in need of financial assistance.

For revenue generation:

Our gaming policies and program for 2014 aims to: (1) provide for better and effective gaming practices such as but not limited to: improvement of existing games; development of new and dynamic games; penetration and expansion of new market niche; and provision for effective and efficient gaming operation at par with regional and world industry standards; and (2) mitigation if not, eradication of illegal gaming competition.

For health and charitable services:

Our revenue enhancement programs would directly improve our capacity to better and expand our health and charitable services. Thus, making our corporate reach wider, sustained and faster thru systematic, effective and rationalized fund provision for hospitalization or medical services for indigents; health programs for LGUs/socio-civic organizations; preventive health practices and programs to name a few. The recent and succeeding calamities and natural disasters prompted the Management to explore how PCSO can be of help to victims aligned with the National Government relief missions. There is now a need for PCSO to provide for quick aid and relevant response in terms of medical or charitable assistance.

The foregoing performance targets of PCSO and its social impact compel us to review our current systems and processes.

Do we deliver right on the first time?

Is the quality of our services assured at any time and all the time?

Are we observing best practices and industry standards?

You may tentatively answer yes, maybe, sometimes or worse, no.

However, the Management expects that our services are done right, the first time. Hence, the management desires to have our GAMING and CHARITY SERVICES ISO or INDUSTRY CERTIFIED including our Human Resource Information System (HRIS) and Computerized Accounting and Fund Management System in 2014.

These systems-based business processes would result in fast, effective and efficient services to the public and lead us to the attainment of our Key Result Areas (KRAs) towards nation building.

Here, our core function is to raise revenues and our mandate and social function is to improve and expand charitable services. Put these two together and you have PCSO's contribution to nation building.

At this juncture, you may ask- “Why are we devoting time to do this exercise? Why doesn't management simply issue a memo on this? Why the fuss?”

The answer is simple, we need and we must have a paradigm shift.

The rationalization plan including the setting of our agency's performance measurement and targets progressively, every year, since 2011 demand from us to: change the way we think and do business. That is, if we want to contribute to nation building or from the standpoint of economic motivation—your annual performance based bonus as a “top-up” bonus under Executive Order No, 80.

All of us need to ADAPT or innovate despite operational limitations. We need solution, brilliant ideas like thinking “outside of the box” to address problems and constraints at work.

“Where are we now, how do we get there?” (Parameters to achieve our strategic directions for 2014)

Delivered by GM Jose Ferdinand Rojas II during the Corporate Planning Workshop in Talisay, Batangas last October 25, 2013:



Good afternoon!

In the same vein as the Chairperson vividly described and explained the management's initiatives or strategic directions for 2014 this morning, allow me to discuss the parameters or considerations we must take into account as we strive to achieve our committed performance targets for 2013 until 2014.

First, the National Government under President Aquino is pursuing and implementing a Philippine Development Program from 2011-2016 programs or Medium Term Development Plan to reform, renew and develop our country under five major areas of concerns.

To this end and to align the goals and functions of the GOCCs like PCSO under the MTDP, the Governance Commission for GOCCs resorted to classifying corporation by CATEGORY or core functions and SOCIAL IMPACT or role in nation building.

PCSO is categorized under the sui generis GAMING category, along with PAGCOR, to raise funds for social development and welfare services aligned with the priority programs for the National Government.

Our SOCIAL IMPACT category is HUMAN DEVELOPMENT or KEY AREA OF UNIVERSAL HEALTH CARE specifically POVERTY ALLEVIATION thru medical and charitable services.

Thus, our key result areas under the Medium Term Development Plan are: (1) Revenue enhancement; and (2) expanded and improved medical and charitable services to benefit the public.

Now the specifics of what we need to consider to get to where we plan to go or how we will achieve our targets. We have among others, the PCSO Rationalization Plan; improved fund generation programs; improved fund provision programs and the management's call for a paradigm shift in the way we do business.

The Rationalization Plan

1. New Corporate Structure:

We have expanded and downsized some sectors and departments with a view of having a lean, mean and effective organization.

Under the RATPLAN, there are five (5) major sectors- Gaming, Product Development and Marketing Sector; Branch

Operations Sector; Charity Sector, Management Services Sector; Administrative Sector- and that under my office (Legal Services and Internal Audit Services).

2. Re-defined Sector and Department functions:

For convenience, I have categorized our sectors and departments into three:

1. CORE FUNCTION (Our lifeblood)- Gaming, Product Development and Marketing Sector and Branch Operations Sector;
2. SOCIAL FUNCTION (Our reason for being) - Charity Sector; and
3. CRITICAL/SUPPORT FUNCTION (Who will support and make sure that we get there or attain our targets)- Office of the General Manager thru the Legal Services and IAS; Administrative Sector and Management Services Sector- the host of our workshop.

The changes in our corporate structure and re-defined functions are aimed at providing better, efficient and effective fund generation and fund provision for medical and charitable services which if taken together and delivered in full would result in PCSO's aiding government's initiatives to alleviate lives of the poor, needy and disadvantaged Filipinos. This, I believe is PCSO's direct contribution in nation building.

Let us now discuss PCSO's Performance Measurement and Targets for 2013 as discussed and agreed with the GCG yesterday.

We have two (2) result areas: (1) improved revenues to fund our medical and charitable services; (2) fast, improved and expanded medical/charitable services that will have maximum reach, not just number of indigents, LGUs, NGOs or socio-civic groups served but one with nationwide presence.

Internally or within our organization, I have identified 5 key result areas that we must address in order to deliver our medium term development plan and GCG performance targets:

1. Responsive and effective policies and programs;
2. Improved revenue generation thru responsible and dynamic gaming practices;
3. Better, fast, effective sustained and dependable social services (medical and charitable programs);
4. Sustainable and effective fiscal, human and resource management; and
5. Last but not the least, customer care and engagement of all stakeholders.

In fine, let us heed and support the call of our beloved Chairperson to have a paradigm shift in the way we serve and do business. We must rise up to the demands of the changing times and do our share in nation building by being ADAPTABLE, COMMITTED and ENGAGING in fulfilling our mandate and corporate social responsibilities. Indeed, we must work as ONE “ONE TEAM, ONE DIRECTION- SERVE OUR COUNTRY”.

Thank you.

TOWARDS NATION BUILDING

PCSO INTENSIFIES CHARITY ASSISTANCE



Philippine Charity Sweepstakes Office (PCSO), the principal government charitable institution duty-bound to respond to the financial and medical needs of the poor, allotted in 2013 a total of Php4,090,214,494.03 (unaudited). The amount was used to fund the following PCSO programs and projects implemented by the departments under the Charity Sector (Charity Assistance Dept. and Medical Services Dept.): Individual Medical Assistance Program (IMAP), Endowment Fund Program, Institutional Assistance Program, Calamity Assistance, Fire Victim Assistance, Medical and Dental Services (OPD Consultation Services), Medical and Dental Mission and Medicine Donation.

A total of 163,722 individuals benefitted from the Php3,953,564,201.10 IMAP funding which accounts for 96.66% of the total charity fund expended in 2013. Medical and dental services through the Out-patient Consultation and Medical and Dental Missions programs were provided to 95,639 patients in need of medical and dental attention. A total of Php6,042,533.24 was allocated for the implementation of the programs.

The agency, through its Institutional Programs – Purchase of Medical Equipment/Upgrading of Medical Facilities, Purchase of Medicines and Supplies and Financial Assistance to Regular Beneficiaries – extended its charitable works to 61,781 beneficiaries affording them Php85,129,121.41 worth of assistance.

Partnering with 18 health and medical facilities, Php28,300,000 PCSO Endowment Fund was easily accessed by indigent patients seeking financial and medical assistance.

Medicines worth Php5,632,138.28, through the Medicine Donation Program of the Medical Services Department, were made available to the PCSO beneficiaries in partnership with 480 institutions and LGUs.

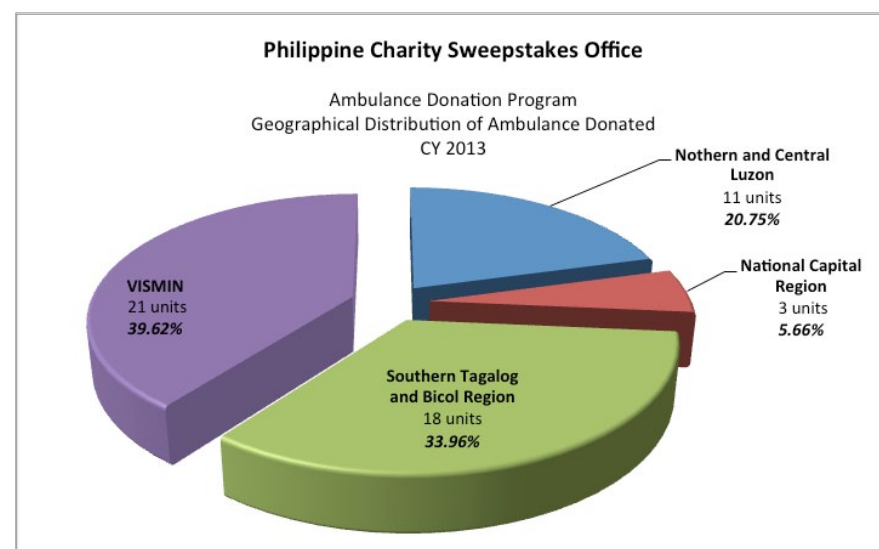
Responding to the financial needs of the 400 families that were victims of fire, agency allotted a total of Php800,000.00 for the 400 families that were victims of fire. To extend its quick and responsive charitable works to the victims of disaster brought about by the 7.2 magnitude earthquake in Bohol and the storm surges in Eastern Visayas, PCSO allocated a total of Php10,746,500.00 assistance to 7 provinces – Albay, Eastern Samar, Leyte, Palawan, Biliran, Catanduanes and Bohol and 5 municipalities – Sapián, Capiz; San Dionisio, Iloilo; Ubay, Bohol; Daanbatayan, Cebu; and

Estancia, Iloilo.

The total charity fund used in 2013 was 17.49% higher than the charity assistance allocated for the various programs and projects of the agency in 2012.

(Source: CY 2013 Accomplishment Report, Charity Assistance Department and Medical Services Department) (Lowela Lupisan)

PCSO DONATES MEDICAL AMBULANCE



PCSO in 2013 through its Ambulance Donation Program donated a total of 51 ambulance units to its partners in providing timely and responsive charity assistance. PCSO partners were 38 Local Government Units (LGUs), 8 Hospitals and Medical Facilities and 5 Non-government Organizations (NGOs)/Government Organizations (GOs)/Agency/Private Organizations. A total of Php43,074,200.00 was allotted for the Ambulance Donation Program.

Geographical distribution of the donated ambulance units shows that PCSO assistance is equitably distributed as 41.18% or 21 units were given to partners from the VISMIM area. Partners from the Southern Tagalog and Bicol regions assumed responsibility of the 17 units donated amounting to Php14,614,800.00. Eleven (11) units of ambulance amounting to Php8,810,200.00 were received by partners from the Northern and Central Luzon (NCL). Philippine Judicial Academy (Supreme Court) and Medical and Dental Bureau of the Senate of the Philippines from the National Capital Region each received ambulance unit from the agency.

The PCSO Ambulance Donation Program is availed by the beneficiaries through the 100% Donation Scheme- entire cost of the vehicle is shouldered by PCSO and the 60% - 40% Donation Scheme - beneficiaries from the 1st, 2nd and 3rd class municipalities were obligated a 40% participation cost with PCSO taking 60% of the unit price. Forty-three (43) of the total ambulance units donated were availed by partners through the 100% Donation Scheme, while the remaining eight (8) ambulance units were distributed to partners via the 60%-40% Donation Scheme.

For 2014, PCSO is set to widen its reach and make its timely and responsive assistance nationwide as it is ready to procure and distribute 700 units of ambulance.

(Source: Assets and Supply Management Dept. Accomplishment report CY 2013 - Ambulance Donation Program)

FEATURED EMPLOYEE

Married to PCSO



There is perhaps no career person in PCSO as committed and devoted to his job as Carlos “Boy” Castillo.

Should Boy be blessed with one more year, he could very well chalk forty-eight (48) solid years of employment, the longest service record ever in PCSO when he goes on normal retirement at the age of 65. Such long years also makes him a rich source of

PCSO history, including stuff that did not make it to the books because of its highly controversial nature.

If you’re doing your math, you should arrive at the conclusion that Boy started working at this government institution, barely an adult, at the tender age of 17. Not that he had much choice in the matter, having been forced to assume the role of padre de familia on the death of his father when he was just 10 years old.

“Tumanda ako kaagad.” He recounts those early days when his mother would rely on him to collect the family’s meager share of palay harvest from tenants of a modestly-sized farm in Batangas left by his Tatay. “I became the de facto family administrator,” representing his mother in remitting tax payments, keeping all asset assessments current, and even paying bills.

It was only natural that Boy should become a working student. Even while still in grade school, he was all too aware of the life-and-death value of every centavo earned, even from shining shoes, to help keep a decent roof over the family’s head and to bring warm food to the table.

Even as he was pursuing a college degree, Boy was grateful for the help of an uncle who had instructed him one day to immediately report to PCSO. Boy ungrudgingly rolled up his sleeves when assigned janitorial duty, cleaning up the comfort rooms at the old San Marcelino building.

His CR duty however was cut short after just three days, as quickly as it took to discover he was the nephew of Executive Secretary Ernesto Maceda, his unassuming patron at PCSO, and yet one of the more popular power wielders at that time under the administration of President Ferdinand Marcos.

24/7 Boy’s relation to Maceda proved crucial in charting his career in PCSO, especially during the Marcos years. After being moved

to the sales department to do clerical work, he was requested by former chairman Nereo C. Andolong as an all-around staff, a privileged position of intimacy and unequivocal trust.

“I was with him 24 hours a day, seven days a week,” Boy said. The assignment helped him observe at close hand the operations of PCSO including its special relationship with Malacanang. “I even served coffee to President Marcos,” he narrates, during one of the frequent visits that Andolong made to the Palace.

“Marcos was at his desk in his study and talking to a number of people. But he kept looking back to what looked like his coffee caddy. I immediately rose and said: Mr. President, would you want some coffee? The President said ‘Yes, please,’ and after finding out how he liked his coffee, I served it. When Chairman Andolong came in from an adjoining room, Marcos asked ‘Sino ba itong bata mo, Nering?’ After learning that I was Maceda’s nephew, the President said, ‘Ok itong bata mo.’”

But One day, word leaked out that Andolong was being replaced. “It was that three-letter word,” Boy relates, that had decided his Chairman’s fate. According to Boy, First Lady Imelda Marcos had called up asking for a funding commitment for one of her pet projects, which Andolong gave. “But let me just clear this with the Board,” the Chairman added. That three-letter word, “but,” did it. In less than 24 hours, PCSO had a new Chairman.

Boy was assigned once again to the daily grind of the Sales Department, but this time in a position of more responsibility. He found himself once again blessed with a competent mentor and superior, Atty. Romeo V. Pefianco, who initiated and exposed him to the actual operations of sweepstakes draws and races.

During succeeding years, Boy learned the more intricate side of the agency’s fund-raising activities – from the printing, distribution and sales of sweepstakes tickets, to the expansion in the 70s to lotto, and to recent changes involving new lottery games such as the instant scratch-and-match games.

Switching Among the memorable stories he remembers involved then Sen. Benigno Aquino, Jr.’s “exposition” of a sweepstake ticket “switching” collusion within PCSO after it had been noted that reputed smuggler Lino Bocalan and several employees of the Bureau of Customs were repeated “winners” of major winning numbers.

This grabbed headline attention in national papers and a legislative inquiry ensued. As a detailed investigation ensued, a different story emerged: the “switching” turned out to be a lucrative money laundering activity for smuggled money, but still apparently involving the infamous Bocalan.

“When someone wins any of the sweepstakes’ major prizes, the claimant would arrive at the PCSO office with a jeepload

of family and friends. Someone would approach them and offer to buy the ticket. Often, the winner would take the quick cash, sometimes with an additional thousand pesos or more, in exchange for the ticket," Boy narrates.

The ticket was then exchanged – for an additional fee, of course – with Bocalan or his people, or with any of the Customs' people supposedly involved in the money-laundering operations. No one could be prosecuted because there was no law that limited the number of times you could win a sweepstakes draw.

To prevent such abuse from happening, PCSO started to require buyers to sign at the back of their purchased tickets. "If there was so much as a hint of tampering on the signature," the ticket may be subjected to scrutiny and further validation, Boy said. This added safeguard, however, effectively put a halt to the "switching" brouhaha.

Cut and paste
There were other criminal activities involving the sweepstakes tickets. "There was this highly skilled counterfeiting operation that cut and pasted winning number combinations on sweepstakes tickets, thereby defrauding PCSO of millions of pesos. When you dipped the tampered ticket in water, the cut numbers would fall off, exposing the fraud," he recounted.

As an added security precaution, random perforations were added to PCSO sweepstakes tickets. Again, this put a stop to the counterfeiters' nefarious activities.

Another memorable incident that Boy likes to retell was an illegal jueteng lord's attempt to rig a sweepstakes draw to conform to his favored ending numbers. As the balls were being called, the last two numbers drawn were dropped, making it seem like an accident, but actually the switching took place.

Those near the tamboliolo who witnessed the switching were starting to feel nervous when, irony of all ironies, the very same set of numbers that had been tampered came up in the same draw, but for another prize. Immediately, Boy was called to lock the cabinet that showed two identical set of numbers in one draw, a clear demonstration of an irregularity.

To mitigate future incidents that could compromise the credibility of the sweepstakes draws, one measure that was adopted was to air it on television and make it as transparent as possible. Such challenges were essential to safeguard the popular support for the sweepstakes draws.

In 1979, even as the frequency of sweepstakes draws and races was increased, PCSO found its earnings being outstripped by the various commitments and requests for funding and support. It was time to innovate.

Lotto
Among the more widely accepted measures adopted geared towards replenishing the charity fund's dwindling resources was the holding of the lotto, or instant online lottery. "We even had to go to Baguio where the Supreme Court held its summer sessions to defend lotto as a legitimate gaming operation," Boy remembers.

With the high tribunal ruling in favor of lotto, PCSO launched

Lotto 6/42 whereby a player chooses any set of six numbers from one to 42 and wins when these numbers are drawn in any sequence during the draw date. "Lotto was an instant hit" Boy declared. To further bolster revenue generation, variations of lotto were successfully introduced.

Lotto, to date, is still PCSO's biggest revenue channel. Boy attributes the success of online lottery to the Filipino psyche's yearning for games that do not cost a lot but could give a jackpot prize reaching hundreds of millions. Plus, the wait is not that long. "You can buy a ticket on the day of the draw, and will be able to know the next day – or even in the evening – if your pick had won," he says.

New forms
Recognizing the immense amount of funds required to support the government's various health and social welfare projects, Boy is acutely aware of the role that PCSO plays in generating more revenues from gaming activities. "We are always on the lookout for new forms of gaming," he says.

Small Town Lottery (STL) and instant scratch are just two of the newer games introduced. STL is intended to replace the informal jueteng and masiao operations. With instant scratch, gamers just peel off the wax on the card and are able to glean if they won.

Changes continue to sweep PCSO. These include doing away with games that do not make money. "Kung hindi kayang bilhin ng tao, why have a draw?" says Boy, referring to high-priced sweepstakes tickets sold to raise funds for the victims of Mt. Pinatubo.

Like Pefianco, his boss of many years, Boy believes in serving PCSO with integrity, honesty and loyalty. He has always been a good soldier, even risking his life, to be able to deliver. As OIC-Sales Manager for many years, he continued to find ways of pursuing the mandate that had been entrusted to PCSO.

On the side, but more importantly, aside from being a member of important committees like the Racing Committee, Boy has been the unchallenged Chairman of the Sweepstakes Credit Union (SCU) since 1996. He recalls that when he took over as the head of the Sweepstakes Credit Union, he found out that there was only P2,266.00 left in the money box which was turned over to him.

Through the years, under Mang Boy's stewardship, the moribund SCU regained the trust and confidence of employees who continuously patronized its services, being the only place to go when the employees have nowhere to turn to for their immediate financial need. With the judicious management and utilization of the SCU's resources, Boy, together with his fellow officers, has been giving a yearly twenty percent (20%) dividend to the loyal patrons of the SCU with assets reaching a high of seventy-eight million pesos (P78,000,000.00) from a measly P2,266.00 when he took over the management of the PCSO employees' credit union.

Verily, this man, called "Boy" by many at the office, who has served this charitable institution for more than four decades, deserves recognition for his contributions to the PCSO and to our people.

EVENTS

Charity Sector celebrates Christmas

On December 20, 2013, what seemed to be an ordinary day of waiting in line to be served for the more than a thousand recipients of PCSO financial assistance, medical and dental services at the PCSO Satellite Office at the Lung Center of the Philippines turned out to be an unexpected day of surprises as officers and staff of the Charity Sector prepared a simple yet meaningful Christmas program for the beneficiaries.

The occasion set off at around 9:30 am with a mass officiated by Rev. Father Tex Bunton, M.I., chaplain of the LCP. Dr. Elisa B. Baroque acted as lector while Dr. Prudencio Dequina Jr. read the first reading. Father Bunton gave an inspirational message that one should not lose hope despite the hard circumstances one is facing for the best lessons are learnt during the worst times. After the mass, the staff sang Christmas carols while packs of fruits were distributed to the surprise of the patients. Hot from the pot Arroz caldo was also served to clientele. Free eye check – up and reading glasses were given away by Ideal Vision during the celebration. The event was also graced by some celebrity friends to the amusement of the patients. Ms. Laarnie Lozada, grand winner of the ABS-CBN Pinoy Dream Academy, serenaded the crowd with her angelic voice, while comedians Long Mejia and Dagul entertained them with their funny antics, temporarily forgetting their predicament.

The event was spearheaded by Dr. Elisa B. Baroque, Manager of the Medical Services Department, and jointly arranged by the personnel of the Medical Services and Charity Assistance Departments under the Charity Sector to share their blessings in this season of giving and sharing. The celebration was also made possible by the generosity of friends and partners of the Charity Sector. The Charity Sector thanked MeadPharma, PITC, Fiscal Randy Esteban, Atty. Percival Salamera, Mr. Eldrin Ferido and friends who opted not to be named for the packed fruits, the PCSO – LCP Food Concessionaires headed by Mr. Robert Leyson for sponsoring the hot arroz caldo, Dr. Evelyn Dalida of Ideal Vision for the reading glasses, Ms. Cecil Gomez of AC Clark Entertainment, handler of Laarni Lozada, Long Mejia and Dagul, and M8 Janitorial Services for the logistical support in the preparation of the said event.

The smiles brought to the faces of the crowd are reflections of the gratefulness for the generosity shown to them by the people who served them with great compassion especially during the season of giving and sharing. The warm appreciation of the pack of people in return showed the true meaning of the season of giving and sharing, making the simple occasion a worthy undertaking and an exciting event to look forward to in the coming years. (Lowela Lupisan)



PCSO Shooting Team regains glory in GCAA

The stage was set for the most anticipated Government Corporations Athletic Association (GCAA) 2013 Shooting Competition which is held annually. Defending Champion Manila International Airport Authority (MIAA) graced last year's event at the Philippine Air Force Gun Club Inc. shooting range, Villamor Airbase, in Pasay City.

Seeking redemption from its 2012 placing, the PCSO Shooting Team, last year's PCSO shooting team participants aimed not only to make noise in the overall competition, but regain their strut as the perennial dominating agency since its inauguration in 2002.

2013's two day event culminated the Classic Division for single stock, Hi-cap standard and the 9MM production competitions. Unlike the previous year, a lot of the participating teams were not able to finish the last course because of night time and poor lighting. Of course, safety was also considered.

Redeem the PCSO team indeed, composed only of an 11-person roster, the PCSO Shooting Team not only proved that it's not about the quantity, but the quality of results. The PCSO contingent bagged Team Overall 3rd Place and Classic Single Stock Division Championship with PCSO lady shooter Agnes Ibera garnering 2 individual awards under her belt. The complete list of Individual Awards the members of the PCSO Shooting Team also bagged is:

Classic Single Stock Ladies Category Champion
Agnes Ibera (Corplan)
1st Runner up Aggregate Division
Agnes Ibera (Corplan)

Top 10 Finishes for the HI-Cap Division:

4th Overall Victor Manalad (Product & Standard Dev't. Dept.)

Top 10 Finishes for the Single Stock Division:

5th Overall Benito Montallana (General Services Dept.)
6th Overall Joel Pastores (Charity Assistance Dept.)

In an interview with the longest participating member of the team, Mr. Hernando Laquindanum, in behalf of the team, expressed his gratitude to PCSO management for the full support to the team. Bong Manalad, also a veteran of the team, said that for the coming future competitions, new breed of shooters are welcome for try outs: "Mas maganda sana yung sa mga bago na interesado ay una, may experience na sa basic at buo ang loob kasi malaki impact ka agad sa team pag dating sa actual competition. Kailangan din kase sa Hi-Cap at sa Production Division ng members. Ang laro sa baril ay dapat din may disiplina kasi may safety na kinokonsider". Lastly he added practice is the key to this sport. The more experience you gain, the better you become.

When asked about how it feels to win an award in such a prestigious event, Dem Magno replied: "Not just the GCAA or for any competition you join, you think about the long hours of dedication trying to perfect your skills and those out-of-pocket expenses you dish out on bullets, venue and licenses, It's truly an indescribable feeling of self-accomplishment to hold that trophy and be part of a team who devotes it all for the name they represent on their chests."

The Complete Line Up of the PCSO Shooting Team:
Noy Consolacion, Agnes Ibera, Dem Magno, Hernando Laquindanum, Bong Manalad, Rommel Ricardo, Jhie Artuz, Crispin Belonio, Nonoy Montallana, Rolando Bautista, Joel Pastores and Coach August Rosales. (Justin Santos)



Winners podium

2013 was a year for records. PCSO In-house Basketball Inter-Color Tournament held at the PICC Open Court Grounds featured a couple of back-to-back winners in the Juniors and Seniors Division. PCSO's Green & Gold Juniors Team bagged their 2nd consecutive title by dismantling the White Team. Skipper Jasor Javier headed the charge with a group of reliable and athletic ballers: Nino Balangue, Aaron Austria, Arnold Ramos, Randy Cuya, Mark Vergabera, Carlo Clarito, Christian Cunanan, Bong Tamondong. It was a rare feat indeed, when the last teams to repeat as multiple champions where the Mighty STBR Grandslam Team followed the Team COD Back to Back Champs as well. Coach Jod Penson and Mark Victoria orchestrated the well-balanced attack from the sidelines. Team Manager Sir Vince Juico was there to support his team see it thru until the final horn sounded. While the Alex Asuit - led seniors team also captured their 2nd Title in as many years.



2013 Team - Different Faces Same Result



Team Manager Vince Juico Celebrates with the Champs

UPCOMING PROGRAMS and PROJECTS

PCSO gears for ISO certification

The Philippine Charity Sweepstakes Office (PCSO) steps up to its mandate of service with its recent application for an International Organization for Standardization (ISO) certification.

To ensure that Quality Management Systems (QMS) would be in place and high operations standard are being implemented, PCSO engaged the services of the Development Academy of the Philippines (DAP) last November 13, 2013. DAP constituted a Project Team headed



by DAP-CQC Project Manager Aileen A. Ricohermoso.

This January 2014, the PCSO QMS Core Team is already drafting PCSO's Quality Management System, only shy of a few levels before it is ready for DAP's clearance for audit by an authorized accreditation body which

will give its imprimatur and final clearance leading to the issuance of PCSO's ISO Certification.

PCSO aims to submit its final approved revision of all the requirements for ISO certification in June this year.

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On December 20, 2013, personnel of the Medical Services and Charity Assistance Departments surprised their clients with a simple yet meaningful Christmas presentation at the PCSO Satellite Office at the Lung Center of the Philippines. The event was spearheaded by Dr. Elisa B. Baroque, Manager of the Medical Services Department, and jointly arranged by the personnel of the two departments under the Charity sector to share their blessings in this season of giving and sharing.

The occasion set off at around 9:30 am with a mass officiated by Rev. Father Tex Bunton, M.I., chaplain of the LCP. Father Bunton gave an inspirational message that one should not lose hope despite the hard circumstances one is facing for the best lessons are learnt during the worst times. The charity sector workforce serenaded patients with Christmas carols while 700 packs of fruits were distributed. Packed food (arroz caldo) was also given to clients. Free eye



check-up was provided in partnership with Ideal Vision. Seven hundred pairs of reading glasses were given also given away during the simple celebration.

The event was also graced by some celebrity friends to entertain the patients. Ms. Larnie Lozada, grand winner of the ABS-CBN Pinoy Dream Academy.

So the public may know...

PHILIPPINE CHARITY SWEEPSTAKES OFFICE

To the public we serve:

The Philippine Charity Sweepstakes Office (PCSO) under the present Board of Directors, appointed by President Benigno S. Aquino III in August 2010, has always been guided in its actions and decisions by good governance and transparency.

Thus, we would like to clarify the issues on the P54.8 million in agency bonuses and allowances for 2012 that recent media reports say the Commission on Audit is requiring our agency to refund.

Around half on the questioned amount was for payment of the Cost Of Living Allowance (COLA) of officers and rank-and-file employees. The rest of the amount went to weekly draw allowances (WDA) for certain extra duties of officers and employees.

The grant of COLA and WDA bears post facto approval and continuing authority from the Office of the President in its letter dated 19 May 2011. The presidential post facto approval is part of the President's powers under the 1987 Constitution and Joint Resolution No. 4. S 2009, which authorizes the President to modify the compensation and position classification of civilian personnel.

The Supreme Court acknowledged the President's authority to issue post facto approval in *SRA vs COA*, GR No. 134740, dated 23 October 2001.

PCSO, as a revenue-generating government corporation, has always received such post facto approvals throughout the decades.

There has been no increase in the COLA nor WDA since 08 September 2010, after Executive Order, s. 2010, imposed a moratorium on increases in salaries, allowances, and benefits. Status Quo is preserved until the present, even as Republic Act No. 10149 (GOCC Governance Act 2011) provides for a "non -diminution of authorized salaries as of 31 December 2010 of incumbent employees of GOCCs".

Moreover, with regard to Notices of Disallowances (ND), PCSO strictly follows the rules promulgated by COA itself for due process. COA rules and regulations allow for appeals within six months of receipt of ND to the COA Director, after which the matter goes to the Adjunction and Settlement Board, then to the Commission Proper, and from there to the Supreme Court by certiorari.

All bonuses, allowances and other forms of compensation given to PCSO Directors, officers, and employees are all proper and in order and have legal and administrative bases, in accordance with appropriate guidelines.

In fact, the five appointive members of the PCSO Board of Directors have only been receiving per diem allowances for actual attendance in Board and committee meetings, giving up 70 percent of their past compensation.

Neither have the Board members received any 13th month of Christmas bonuses for the past two years.

Any such payments found after due process to be unlawful or not in accordance with existing rules and regulations will be returned in full.

We will continue to work closely with COA and the Governance Commission for GOCCs (GCG) to further enhance the quality of PCSO's financial transactions.

The Board continues to lead PCSO in adhering to the highest standards of government service with honesty and integrity, in fulfillment of its duty and sworn commitment to the Filipino people.**

The PCSO Board of Directors
MARGARITA P. JUICO, Chairman
Atty. MABEL v. MAMBA, Director
BETTY B. NANTES, Director
Atty. MA. ALETA L. TOLENTINO, Director
Atty. FRANCISCO MANUEL G. JOAQUIN III, Director
Atty. JOSE FERDINAND M. ROJAS II, General Manager

