



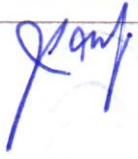
Land-Based Operations
Licensing and Regulatory Group

Gaming Licensing and Development Department

REGULATORY FRAMEWORK FOR OFFENSES AND PENALTIES

(LICENSED LAND-BASED CASINOS)

Revision No.: 0
Effectivity: August 13, 2025

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EXECUTIVE SUMMARY

The Regulatory Framework for Offenses and Penalties (Licensed Land-Based Casinos) is established to strengthen the enforcement of the Casino Regulatory Manual, which is the primary regulatory policy for Licensees. Fundamentally, the framework aims to promote a fair, consistent, and adaptable system for classifying regulatory violations and imposing appropriate penalties.

This framework operates under the following key guiding principles:

First, the penalty structure follows **progressive discipline**, escalating sanctions according to the frequency and severity of the violations. This approach encourages licensees to address and correct behavior before more severe penalties are imposed.

Second, the penalty structure upholds **proportionality**, ensuring that the sanction imposed are commensurate with the classification and frequency of the offense, promoting justice and deterrence without being excessive.

Third, the regulatory proceeding is anchored on an impartial procedure that safeguards **due process**, issuing a formal notice and providing provision for the submission of an answer prior to the imposition of any penalty.

Fourth, the regulatory proceeding is further strengthened by defined timeframes and proper documentation for each stage, promoting **accountability and transparency** in the enforcement of sanctions.

Through this initiative to institutionalize these principles, PAGCOR fosters a collaborative regulatory environment where the regulator and the Licensees are guided by shared

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responsibility, transparency, and commitment to sound and compliant operations - reinforcing public trust in the integrity of gaming oversight.

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DEFINITION OF TERMS

Written Warning This serves as an initial compliance reminder and does not carry any additional penalty or corrective action. It is issued for first-time minor violation.

Monetary Penalty A fine imposed based on the seriousness and frequency of the violation.

Corrective Action Order A formal instruction requiring the Licensee to adopt, vary, cease, or refrain from any practice in respect to the conduct of casino operations, which may be:

- **Standalone** – issued independently for operational issues requiring remedial steps in a first-time minor violation.
- **Accessory** - issued in conjunction with other penalties (e.g., fines or suspensions) to ensure corrective measures are implemented.

Suspension of Operations A temporary prohibition on the conduct of gaming operations due to serious or repeated violations. Suspension may be partial, involving only the specific ancillary or supplemental game offering (e.g., Traditional Bingo, Online Gaming Platform) directly affected by the violation.

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Revocation of License Cancellation of the Provisional/Gaming License due to grave, willful, or persistent violations. Like suspension, revocation may also be applied partially, involving the specific ancillary game or supplemental game offering implicated in the violation, without affecting the entire scope of the license.

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I. PRELIMINARY PROVISIONS

Section 1 – Scope and Coverage

All Licensed Land-Based Casinos shall be subject to regulatory sanctions if adjudged to have committed acts or omissions in violation of Philippine laws, found to be non-compliant with the Casino Regulatory Manual for Licensed Land-Based Casinos (CRM), or fail to adhere to any regulatory directives/orders issued by PAGCOR.

Section 2 – Form of Reports, Complaints, Endorsements, or Referrals

Reports, complaints, endorsements, or referrals intended to serve as the basis for regulatory evaluation shall be made in writing and must clearly state the factual basis of the alleged violation.

Anonymous submissions where the identity of the complainant cannot be ascertained shall not be acted upon and shall be deemed for record purposes only.

Section 3 – Composition of the Evaluation Committee

To ensure consistent and objective review of regulatory violations and compliance matters involving Licensed Land-Based Casinos, an Evaluation Committee shall be constituted to assess the facts, documentation, and circumstances surrounding each incident and recommend appropriate regulatory action.

The Evaluation Committee shall be composed of the following:

Committee Chairperson – The Senior Manager of the Casino Licensing and Regulatory Division shall serve as the Chairperson of the Evaluation Committee. The Chairperson

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shall preside over committee deliberations and ensure that assessments are conducted in an impartial and procedurally sound manner.

Designated Member – The assigned Senior Regulatory Officer overseeing the operations of the Licensee concerned shall serve as a designated member for the specific matter under review. As part of this role, the designated member shall prepare an assessment report to be submitted to the Committee Chairperson for the determination of whether a violation has been committed and the appropriate regulatory action to be taken.

Secretariat – A fixed member shall be designated to provide administrative support to the Evaluation Committee. The Secretariat shall be responsible for coordinating meetings, maintaining records, monitoring actions taken, and documenting the outcome of each evaluation for reporting and compliance tracking.

The recommendation of the Evaluation Committee shall be submitted to the Assistant Vice President of the Gaming Licensing and Development Department (GLDD) for final review and approval, subject to applicable regulatory policies and procedures.

II. PROCEDURE FOR THE CONDUCT OF REGULATORY PROCEEDINGS

Section 4 – Initiation

Regulatory proceedings may be initiated by the Gaming Licensing and Development Department (GLDD) either:

- on its own initiative, or
- upon the formal transmission of the following to GLDD, citing potential violations of Philippine laws, the CRM, and/or regulatory directives/orders:

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1. A complaint from patrons or concerned citizens, claiming alleged violation(s) accompanied by supporting evidence.
2. An observation report from the PAGCOR Compliance Monitoring and Enforcement Department – Integrated Resorts, citing the violation(s) committed and the basis for such findings.
3. A referral or endorsement from other PAGCOR departments or a relevant government agency, indicating the alleged violation(s) and any supporting documentation(s).

Section 5 – Initial Evaluation

Upon receipt of the complaint, report, referral, or endorsement, the Evaluation Committee shall conduct an initial evaluation within ten (10) business days.

Based on the results of its initial evaluation, the Evaluation Committee may take any of the following regulatory actions:

- Refer the matter to the appropriate PAGCOR department or government agency if the issue is determined to be outside GLDD's regulatory jurisdiction.
- Request additional information or clarification from the source of the submission if the initial documentation is insufficient to proceed with regulatory evaluation. In such instances, the ten (10)-day evaluation period shall be suspended until the required information is received.
- Archive the complaint without further action if it is deemed manifestly unmeritorious or frivolous and/or the identity of the complainant cannot be ascertained.

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- Keep records on file for future reference if the subject matter has already been resolved or is presently under review by another PAGCOR department or government agency. In such case, the Licensee shall be informed accordingly.
- Issue a Notice to Show Cause Order (NCO) to the concerned Licensee to explain or justify its actions relative to the alleged violation(s), within a specified period.

Section 6 – Issuance of Notice to Show Cause Order and Submission of an Answer

6.1. Issuance of Notice to Show Cause Order (NCO)

Upon determination that a regulatory proceeding is warranted, the Evaluation Committee shall issue an NCO, stating why no regulatory sanction should be imposed on the concerned Licensee.

The NCO shall formally state:

- the alleged violation
- the factual basis, offense committed, and the corresponding penalty.
- an instruction to submit the written explanation within ten (10) business days from receipt.

6.2. Submission of Answer

The Licensee shall submit its written Answer to the NCO within the prescribed ten (10) business days.

The Answer must:

- respond to each cited violation.

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- present any supporting evidence.
- indicate any corrective or remedial actions already undertaken, if applicable.

6.3. Request for Extension to file an Answer.

A request for reasonable extension of time to submit the Answer may be granted by the Evaluation Committee upon written request, stating justifiable grounds.

Failure to submit a timely Answer shall be construed as a waiver of the opportunity to be heard. In such case, the Evaluation Committee shall proceed with the evaluation of the matter based on the submissions and/or documents on file.

Section 7 – Final Disposition

Upon receipt of the Licensee's Answer to the NCO or expiration of the period to respond without submission, the Evaluation Committee shall conduct a Final Evaluation. The Evaluation Committee shall submit a formal recommendation to the AVP of GLDD for final review and approval of its regulatory action.

The following rules shall apply in the disposition of its recommendation:

7.1. Recommendation Guidelines

7.1.1. For Minor and Moderate Offenses

a. Request for clarification or opinion

The Evaluation Committee may, if deemed necessary, request clarification or opinion from the PAGCOR

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Legal Group (LG) or other PAGCOR departments concerned.

b. Issuance of Notice

Based on the available facts and any obtained opinion, the Evaluation Committee shall issue either:

- A Notice of Imposition of Penalty (NIP), if there is sufficient ground to impose a regulatory penalty; or
- A Notice of Dismissal (ND), if the Licensee's explanation adequately addresses the issue and negates the basis for imposing a penalty.

7.1.2. For Major Offenses

The Evaluation Committee shall apply the following process:

a. Request for Opinion

The Evaluation Committee shall request a legal opinion from LG, and, if deemed necessary, a technical or subject matter opinion from other concerned PAGCOR departments.

b. Submission of Recommendation for the approval of the PAGCOR Board of Directors (BOD)

Upon receipt of the required legal and/or technical opinion, the Evaluation Committee shall prepare and

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submit the recommendation, signed by the AVP, to the BOD for consideration and approval.

c. Issuance of Notice and Implementation of BOD Instructions

Based on the BOD's decision, the Evaluation Committee shall either:

- Issue an NIP or an ND of the regulatory proceedings, as approved.
- Implement any other instructions issued by the BOD, if applicable.

7.2. Release of Decision

The Evaluation Committee shall issue a decision within ninety (90) calendar days from receipt of the Licensee's written reply, or in the absence thereof, from the lapse of the prescribed period for submission.

7.3. Issuance of Notice of Referral

Where jurisdictional limitations are established only after further fact-finding or upon receipt and review of the Licensee's written answer, the Evaluation Committee shall refer the matter to the appropriate PAGCOR department or relevant government agency and issue a Notice of Referral to the concerned Licensee.

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Section 8 Submission of Motion for Reconsideration

The Licensee may file a Motion for Reconsideration (MR) within fifteen (15) working days from receipt of the decision.

Upon receipt of the MR, the Evaluation Committee shall evaluate the same and issue a final decision within thirty (30) working days, either affirming or reversing its earlier ruling.

Only one (1) Motion for Reconsideration shall be entertained for the same matter. No further reconsideration shall be allowed.

Section 9 Payment of Penalty

The Licensee must pay the corresponding monetary penalty within fifteen (15) days from receipt of the NIP, if applicable. In case of a pending MR, the Licensee shall pay under protest the penalty imposed within the same prescribed period, without prejudice to the resolution of the MR.

A 12% annual interest (pro-rated daily) shall be applied to any amount unpaid after the 15-day period.

Section 10 Proof of Payment

Proof of payment must be submitted to PAGCOR Fund Management Department by the concerned Licensee for issuance of Official Receipt and proper recording.

A copy of the Official Receipt shall also be furnished to GLDD for monitoring and compliance tracking purposes.

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III. PENALTY STRUCTURE

This section provides an overview of the penalty matrix and outlines the guidelines on interpreting and applying its provisions.

Section 11 Classification Guidelines

Offenses shall be categorized into Minor, Moderate, or Major based on their impact on public order, financial losses to the government, and integrity of gaming operations. The corresponding sanction may include a Corrective Action Order to address underlying issue.

11.1. Offense Classification and Corresponding Sanctions

Classification	Definition	Penalty
Minor	Technical or administrative non-compliance with the Casino Regulatory Manual (CRM) that has minimal or no adverse impact on: - Public trust and order - Government revenue - Fairness and credibility of game integrity	First Instance : Written Warning /Corrective Action Order Second Instance : ₱ 20,000.00 Third Instance : ₱ 30,000.00

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	Minor offenses arise from simple negligence, characterized by unintentional oversight or a lack of due care in fulfilling regulatory obligations.	
Moderate	Technical or administrative non-compliance with the CRM that has significant adverse implications for: • Public trust and order • Government revenue • Fairness and credibility of game integrity Moderate offenses involve either: • Gross negligence, defined as a serious failure to exercise the level of diligence or control expected	First Instance : ₱ 40,000.00 Second Instance : ₱ 50,000.00 Third Instance : Suspension/ ₱ 60,000.00 Accessory Penalty: Corrective Action Order

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	in gaming operations, or Malicious intent, where the act is committed deliberately or with willful disregard for regulatory requirements.	
Major	A serious breach involving any local or national law of the Philippines that has an adverse effect on national security and interest.	Suspension or Revocation of License

11.2. Application and Interpretation

- Monetary Thresholds for Penalty Classification

Monetary Thresholds		
Monetary Range	Description	Penalty Classification
₱ 50, 000.00 and below	No or minimal impact on Gross Gaming Revenue (GGR).	Minor
above ₱ 50,000.00	Significant adverse implications on GGR, affecting accuracy or traceability.	Moderate

Note: The monetary thresholds are general guidelines for classifying violations based on GGR impact. PAGCOR may reclassify any offense at

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its discretion, considering factors such as recurrence and/or risk to public trust and order, fairness, and credibility of game integrity, and on national security and interest, among others.

- **Determination of Repeat Offenses for Penalty Escalation**

For penalty escalation purposes, repeated commission of the same offense under the same offense code shall be counted as subsequent instances of that offense. Separate or unrelated offenses shall be treated independently when determining the applicable escalation level.

- **Habitual Violation**

Repeated commission of the same offense under the same offense code for the fourth (4th) time and beyond and within the applicable penalty cycle shall warrant elevation of the penalty to the next higher classification.

IV. TABLE OF OFFENSES AND PENALTIES

The table below enumerates the list of regulatory offenses and corresponding penalties applicable to Licensed Land-based Casinos. Each entry consists of the following components:

- **Offense Code** – A unique reference number assigned for tracking and documentation.
- **Description of the Offense** – A brief outline of the violation, specifying the act or omission involved.

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- **Penalty Classification** – The prescribed sanction based on the nature and gravity of the offense.

For purposes of assessing violations, multiple instances of the same offense occurring under the same operational condition and discovered within a single audit or monitoring period shall be considered as one count of violation, unless committed across different gaming areas, separate operational days, or involving materially distinct circumstances.

For further guidance, please refer to the Penalty Structure under Regulation III for the corresponding definitions and application of the Penalty Classification.

Offense Code	Description of the Offense	Penalty Classification
CRM 01	Unauthorized implementation or modification of gaming operational activities that require <i>prior submission of CRM-prescribed forms or securing of regulatory approval</i> , where such act or omission has minimal or no material impact on Gross Gaming Revenue (GGR) and/or game integrity.	Minor
CRM 02	<i>Non-compliance with CRM-prescribed standards, or internal control procedures, including but not limited to deviations in game rules, table procedures, card handling, usage of gaming equipment or paraphernalia, or system configurations, where such act or omission has minimal or no material impact on GGR or game integrity.</i>	Minor
CRM 03	Any other technical or administrative non-compliance, where such act or omission has	Minor

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	minimal or no material impact on GGR or game integrity.	
CRM 04	Submission of falsified, invalid, materially erroneous, or misleading reports, whether deliberate or due to gross negligence.	Moderate
CRM 05	Non-compliance with any issued corrective order, any other relevant communication or memorandum issued by PAGCOR, and/or any national/local laws of the Philippines	Moderate
CRM 3.1	Breach of the PAGCOR-approved gaming capacity for gaming tables.	Moderate
CRM 3.2	Breach of the prescribed Table Games Mix Ratio	Moderate
CRM 3.3	Unauthorized installation and operation of gaming tables	Moderate
CRM 3.4	Unauthorized implementation of a Progressive Wagering System for Table Games.	Moderate
CRM 3.5	Unauthorized implementation/cessation of linked Jackpot for Table Games	Moderate
CRM 4.1	Breach of the PAGCOR-approved gaming capacity for Electronic Gaming Machines (EGMs).	Moderate
CRM 4.2	Unauthorized installation and operation of EGMs	Moderate

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CRM 4.3	Configuration of EGMs below or above the prescribed Return-to-Player (RTP) percentage	Moderate
CRM 4.4	Implementation of promotional Baccarat or Baccarat tournaments without PAGCOR approval	Moderate
CRM 5.1	Use of any gaming equipment not approved by PAGCOR or which has been revoked or suspended.	Moderate
CRM 5.2	Use of any approved gaming equipment which has been modified without PAGCOR's approval.	Moderate
CRM 6.1	Use of unapproved Casino Management System, features, or unauthorized software changes.	Moderate
CRM 6.2	Failure to ensure integrity of player tracking, credit issuance, or reporting functionalities within the CMS.	Moderate
CRM 6.3	Alteration of critical CMS data during emergency software patch implementation without an audit trail or where the system operates in a default "enabled" or unprotected mode.	Moderate
CRM 6.4	Implementation of remote access to the Casino Management System (CMS) without the required access controls (e.g., identity	Moderate



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	verification, authorized and temporary access, activity logs, security system protections).	
CRM 7.1	Modifying the surveillance system or plan without prior PAGCOR approval	Moderate
CRM 7.2	Unauthorized tampering with or compromise of the surveillance system or its recordings.	Moderate
CRM 7.3	Failure to retain or secure surveillance footage as required.	Moderate
CRM 8.1	Issuance or redemption of chips and/or plaques not approved by PAGCOR	Moderate
CRM 8.2	Circulation or acceptance of counterfeit chips and/or plaques	Moderate
CRM 9.1	Improper documentation, handling, or disposal of playing cards, including failure to record, sort, store, or discard cards in accordance with prescribed procedures.	Moderate
CRM 10.1	Unauthorized procurement of gaming equipment from suppliers not enrolled with GLDD	Moderate
CRM 10.2	Importation of gaming equipment without prior PAGCOR clearance	Moderate
CRM 12.1	Unauthorized pull-out or transfer of gaming equipment and paraphernalia without the	Moderate



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	approval of PAGCOR and/or permit from the Department of Finance (DOF) or the Special Economic Zone Authority (SEZA) or other government agencies as may be applicable, resulting in uninspected, unverified, or unregistered equipment being used in operations.	
CRM 12.2	Use or storage of gaming equipment not inspected by the PAGCOR Inspection Team following the pull-out or transfer.	Moderate
CRM 13.1	Unauthorized decommissioning of gaming equipment without DOF and/or SEZA clearance, and/or without required oversight by PAGCOR	Moderate
CRM 13.2	Failure to destroy sensitive components of decommissioned equipment (e.g., EGM cabinets, chips), or falsification of destruction records	Moderate
CRM 14.1	Circumvention of internal control procedures (e.g., cage, count, drop box processes).	Moderate
CRM 14.2	Implementation of unapproved deviations from the approved CORG or related control procedures.	Moderate



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CRM 15.1	Manipulating game outcomes to favor certain players, whether deliberately or through repeated procedural failures.	Moderate
CRM 15.2	Repeated dealing or payout errors resulting from failure to observe standard procedures or controls.	Moderate
CRM 16.1	Unauthorized issuance or removal of gaming chips/plaques from gaming tables without required documentation, inventory records, or PAGCOR approval.	Moderate
CRM 16.2	Failure to open, count, reconcile, or document the contents of drop boxes in accordance with prescribed procedures.	Moderate
CRM 16.3	Use, circulation, or redemption of expired, invalid, or unapproved gaming chips or chip purchase vouchers.	Moderate
CRM 16.4	Permitting visibly intoxicated individuals to engage in gaming activities, posing risks to public order, player safety, and the reputation of regulated casino operations.	Moderate
CRM 16.5	Unauthorized photography or recording of gaming operations or surveillance-restricted areas, compromising game security, surveillance integrity, or player privacy.	Moderate
CRM 17.1	Unauthorized implementation of rebate or rolling commission programs without	Moderate

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	PAGCOR's approval or in violation of prescribed guidelines, resulting in potential GGR misstatement or abuse of incentives.	
CRM 18.1	Unauthorized implementation of marketing and/or casino promotions.	Moderate
CRM 19.1	Engaging in junket agreements without the required notification to PAGCOR, resulting in unmonitored activities that impact GGR and regulatory oversight.	Moderate
CRM 19.2	Entering junket agreements with individuals or entities identified or classified as banned personalities, posing significant risk to public interest and regulatory integrity.	Moderate
CRM 19.3	Failure to verify suspicious entries and regularly update the Junket Player Database, allowing ineligible players to participate and compromising regulatory safeguards.	Moderate
CRM 19.4	Video streaming of junket tables without PAGCOR's notification or beyond permitted platforms, or geographic restrictions.	Moderate
CRM 19.5	Hiring or deploying junket runners without securing prior written approval from PAGCOR, enabling unregulated player solicitation and gaming activity.	Moderate
CRM 19.6	Employing junket runners with known criminal backgrounds, derogatory records, or inclusion	Moderate

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	in PAGCOR's banned list, undermining the integrity of casino operations and increasing reputational and compliance risks.	
CRM 21.1	Gross Misstatement, under-declaration, or falsification of GGR report from table games.	Moderate
CRM 21.2	Omission or misclassification of income components from table gaming operations (e.g., side bets, bad beat jackpots, fees).	Moderate
CRM 21.3	Adoption of unapproved formulas, systems, or adjustments in computing GGR from table games without prior PAGCOR approval, thereby violating standard financial reporting frameworks.	Moderate
CRM 22.1	Gross Misstatement, under-declaration, or falsification of GGR report from EGMs.	Moderate
CRM 22.2	Unauthorized clearing or reset of EGM Random Access Memory (RAM) without PAGCOR oversight	Moderate
CRM 22.3	Tampering with, or unauthorized access to, EPROMs, logic doors, or seals of EGMs, posing risks to game integrity, audit reliability, and the credibility of regulated EGM operations.	Moderate
CRM 24.1	Failure to immediately notify the PAGCOR Monitoring Team (PMT) of an unresolved	Moderate



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	patron dispute and to inform the patron of their right to request a PMT investigation, resulting in denial of due process and regulatory oversight.	
CRM 24.2	Failure to pay a patron's validated claim within 30 days of final resolution by the Patron Dispute Committee, without securing PAGCOR exemption, constituting a breach of regulatory settlement procedures and patron trust.	Moderate
CRM 24.3	Failure to maintain complete and verifiable records of dispute proceedings, undermining auditability, transparency, and potential re-examination of decisions.	Moderate
CRM 27.1	Refusal or willful failure to cooperate with PAGCOR Monitoring Team (PMT) audit, inspection, or surveillance activities	Moderate
CRM 27.2	Deliberate denial of access to gaming records, surveillance systems, electronic logs, or restricted physical areas to authorized PMT personnel.	Moderate
CRM 29.1	Non-remittance or under-remittance of license fees from bingo operations due to inaccurate reporting or intentional misstatement of gross receipts.	Moderate



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CRM 29.2	Use or circulation of unapproved, counterfeit, or improperly inventoried bingo cards, compromising game integrity and traceability.	Moderate
CRM 29.3	Maintaining bingo hall facilities in a condition that compromises the security, accuracy, or fairness of the game.	Moderate
CRM 29.4	Implementation of unauthorized bingo game formats or prize structures without PAGCOR review or approval, leading to unregulated payout liabilities and untracked player incentives.	Moderate
CRM 29.5	Failure to adhere to prescribed dispute or game cancellation protocols, resulting in unresolved patron claims and potential abuse of game results.	Moderate
CRM 29.6	Non-resolution or mismanagement of technical failures in linked electronic bingo games, affecting game outcomes and undermining player confidence.	Moderate
CRM 29.7	Operation of sports betting games, systems, formats, events without prior evaluation and approval from PAGCOR.	Moderate
CRM 29.8	Failure to maintain or establish a secure offsite backup database server for the betting system, risking total data loss, revenue misstatement, and post-event audit failure.	Moderate



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CRM 29.9	Breach of sworn undertakings on legal, secure, and compliant sports betting operations, potentially exposing the enterprise to legal liability, and endangering public trust.	Moderate
CRM 30.1	Operation of cruise ship casino without valid PAGCOR authority or outside the terms of issued approval, constituting unauthorized gaming activity under Philippine jurisdiction.	Moderate
CRM 30.2	Failure to notify PAGCOR of ship arrival or to allow inspection prior to or during gaming operations, compromising regulatory presence, jurisdictional control, and oversight of GGR-generating activities.	Moderate
CRM 06	Any act or omission not specifically listed but which, through deliberate intent or gross negligence, reduces government revenue, undermines public trust and order, or compromises the fairness and credibility of gaming operations.	Moderate
GO 01	Engaging in or facilitating unauthorized or illegal gambling activities, including operations without appropriate licenses or beyond permitted scope, in violation of R.A. No. 9287 and other applicable laws.	Major

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GO 02	Obstruction of justice or willful concealment of material facts relevant to ongoing regulatory, legal, or criminal investigations, affecting national security and interest.	Major
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GO 03	Use of the casino premises or systems for any unlawful purpose, including fraud, identity theft, or cybercrime activities punishable under R.A. No. 10175 (Cybercrime Prevention Act).	Major
GO 04	Commission of acts or omissions in violation of applicable national or local laws that materially compromise national security, public interest, or the integrity of government-regulated gaming operations.	Major
GO 05	Deliberate refusal or failure to cooperate with duly authorized investigations, audits, or compliance reviews conducted by the AMLC, BIR, or other competent authorities, where such non-cooperation undermines lawful enforcement mechanisms and poses a material threat to national security, financial system integrity, or public interest.	Major
GO 06	The failure of the Licensee to remit, in full or in part, the required License Fee within the prescribed period, without valid justification and despite notice or demand.	Major

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V. MISCELLANEOUS PROVISIONS

- The Regulatory Framework for Offenses and Penalties for Licensed Land-Based Casinos shall repeal previous issuances, the provisions of which are inconsistent with the same.
- This framework shall apply to all pending cases decided upon its approval.
- Any prior infractions or offenses committed before its effectivity shall not be carried over or counted to determine repeated violations.
- The penalty cycle applicable to each Licensee shall be renewed every three (3) years, reckoning from the date of approval of this framework by the PAGCOR Board of Directors.

For this purpose, the computation of repeat offenses, escalation of penalties, and related monitoring shall reset at the start of each new penalty cycle.

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ANNEXES

LIST OF FORMS

Name of Form	Form No.
Notice to Show Cause	1
Notice of Imposition of Penalty	2
Corrective Action Order	3



NOTICE TO SHOW CAUSE

Page No.	Page 1 of 2
Form No.	GLDD- 1677
Revision No.	0
Effectivity	AUG 13 2025

Date: _____

RP Docket No: _____

Licensed Land-Based Casino: _____

Address: _____

Reference:

SECTION A. NATURE OF INCIDENT

1. Date: Time:

2. Place:

3. Factual Details:

SECTION B. OFFENSE AND PENALTY

Offense	Penalty

	NOTICE TO SHOW CAUSE	Page No.	Page 2 of 2
		Form No.	GLDD -1677
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SECTION C. SHOW CAUSE

Pursuant to the Regulatory Framework for Offenses and Penalties (Licensed Land-Based Casinos), this document formally notifies the Licensee of the alleged violation(s) committed. The Licensee is required to submit a written reply within ten (10) business days from receipt of this Notice. Failure to comply shall be construed as a waiver of the Licensee's right to be heard, in which case PAGCOR shall proceed to render a decision based solely on the available records and evidence.

In accordance with the prescribed process under the framework, PAGCOR shall issue a decision on the matter within ninety (90) calendar days from receipt of the Licensee's written reply, or in the absence thereof, from the lapse of the prescribed period for submission.

MA. VINA CLAUDETTE P. OCA

Assistant Vice President

ACKNOWLEDGEMENT RECEIPT *(To be filled out by the authorized signatory of Licensee)*

By:

Printed Name:	_____	Signature:	_____
Position Title:	_____	Date:	_____

	NOTICE OF IMPOSITION OF PENALTY	Page No.	Page 1 of 1
		Form No.	GLDD – 1676
		Revision No.	0
		Effectivity	AUG 13 2025

Date: _____

RP Docket No: _____

Licensee: _____

Address: _____

Reference: _____

SECTION A. VIOLATION

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SECTION B. PENALTY

Particulars:	
Total Amount Due	
Due Date	15 days upon receipt of NIP

We shall appreciate the settlement of the total amount due on or before due date to Landbank of the Philippines with the following account details:

Account Name	Account Number
PAGCOR OPEX Fund	C/A No. 3402-1036-70

SECTION C. REMINDERS

1. The Licensee may file a Motion for Reconsideration within fifteen (15) days from receipt of this Notice, provided the total penalty imposed has been paid under protest.
2. Payment will only be considered upon GLDD's receipt of the bank validated deposit slip or issued Official Receipt.

MA. VINA CLAUDETTE P. OCA
Assistant Vice President

cc: AVP, CMED-IR

ACKNOWLEDGEMENT RECEIPT *(To be filled out by the authorized signatory of Licensee/Gaming Operator)*

By:

Printed Name: _____	Signature: _____
Position Title: _____	Date: _____

	CORRECTIVE ACTION ORDER	Page No.	Page 1 of 1
		Form No.	GLDD - 1675
		Revision No.	0
		Effectivity	AUG 13 2025

Date: _____

RP Docket No: _____

Licensee: _____

Address: _____

Reference: _____

SECTION A. BASIS OF ORDER

- ☐ First-time minor violation involving operational practice
- ☐ Accessory penalty
- ☐ Others: _____

SECTION B. INSTRUCTION(S)

SECTION C. NON-COMPLIANCE WARNING

Failure to comply with this Corrective Action Order within the prescribed timeline may result in the imposition of further regulatory sanctions, including but not limited to monetary penalties, suspension of operations, or other regulatory actions deemed appropriate.

MA. VINA CLAUDETTE P. OCA

Assistant Vice President

cc: AVP, CMED-IR

ACKNOWLEDGEMENT RECEIPT *(To be filled out by the authorized signatory of Licensee/Gaming Operator)*

By:

Printed Name: _____ Signature: _____

Position Title: _____ Date: _____