



Licensing and Regulatory Group
Gaming Licensing and Development
Department

IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS

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	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS	Page No.	Page 1 of 13
		Rev. No.	0
	Gaming Licensing and Development Department	Effectivity	AUG 07 2025

EXECUTIVE SUMMARY

The primary objective of these accreditation guidelines is to ensure that problem gambling treatment and rehabilitation centers operate with integrity, accountability and efficacy. It provides a structured framework for evaluating the qualifications, services and operational procedures of rehabilitation centers seeking official recognition from the Philippine Amusement and Gaming Corporation (PAGCOR). Accreditation serves as a benchmark of quality standards, and promotes a continuous improvement in the delivery of rehabilitation services.

It outlines comprehensive accreditation guidelines aimed at establishing consistent, high-quality standards of care and support for individuals affected by gambling addiction. As gambling-related harm becomes an increasing public health concern, there is a critical need for specialized treatment facilities that adhere to professional, ethical and evidence-based practices.

	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS	Page No.	Page 2 of 13
		Rev. No.	0
	Gaming Licensing and Development Department	Effectivity	AUG 07 2025

TABLE OF CONTENTS

DEFINITION OF TERMS	3
GENERAL RULE AND SCOPE	4
SECTION 01: GUIDELINES	4
SECTION 02: REQUIREMENTS	5
SECTION 03: REVIEW AND EVALUATION	6
SECTION 04: ACCREDITATION AND RENEWAL	6
SECTION 05: REVOCATION	7

ANNEXES

ANNEX A: MEMORANDUM OF AGREEMENT	8
ANNEX B: ACCREDITATION CERTIFICATE	12
ANNEX C: MONITORING CHECKLIST	13

	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS	Page No.	Page 3 of 13
		Rev. No.	0
	Gaming Licensing and Development Department	Effectivity	AUG 07 2025

DEFINITION OF TERMS

Accreditation

- A formal recognition by PAGCOR that a rehabilitation center complies with established standards and is authorized to receive referrals and/or funding support

Addiction

- The fact or condition of being addicted to a particular substance, thing or activity.

Aftercare

- Long term management recovery management of clients within the network of community-based recovery support services.

Gambling/Problem Gambling Disorder

- Persistent and recurrent problematic gambling behavior leading to clinically significant impairment or distress, as indicated by the individual exhibiting four (or more) of the nine diagnostic criteria in a 12-month period

Prevention Strategies¹

- Are proactive measures taken to reduce the likelihood or impact of a negative outcome before it occurs

Recovery

- A process of change whereby individuals work to improve their own health and wellness and to live a meaningful life in a community of their choice while striving to achieve their full potential.

Recovery Support²

- Refers to the process of assisting individuals in their journey to improve their health and well-being, live a self-directed life, and reach their full potential, especially after experiencing mental health challenges.

Rehabilitation

- The action of restoring someone to health or normal life through training and therapy after addiction

Responsible Gaming Program

- A PAGCOR program aimed at minimizing the adverse consequences of gambling by promoting awareness programs and access to help

¹ <https://sbnsoftware.com/blog/what-is-the-difference-between-corrective-actions-and-preventive-actions/>

² <https://www.ncbi.nlm.nih.gov/books/NBK590044/>

	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS	Page No.	Page 4 of 13
		Rev. No.	0
	Gaming Licensing and Development Department	Effectivity	AUG 07 2025

GENERAL RULE AND SCOPE

These guidelines apply to all public, private, and non-government treatment and rehabilitation centers seeking accreditation from PAGCOR as qualified providers of , treatment intervention and recovery programs that offer in-patient services for individuals affected by problem gambling.

A Treatment and Rehabilitation Center licensed to operate by the Department of Health (DOH) must have a prior accreditation from PAGCOR, through the Gaming Licensing and Development Department (GLDD), before doing business or conduct gambling-related interventions with any PAGCOR licensed and operated gaming establishment in the Philippines.

Accredited Treatment and Rehabilitation Centers are subject to regular inspections by PAGCOR for compliance with standards subject to applicable Philippine laws, rules, and regulations.

PAGCOR reserves the right to amend these guidelines in line with changes in related policy or regulation.

SECTION 1: GUIDELINES

The Treatment and Rehabilitation Center:

1. Must be duly registered with the Department of Health (DOH) and licensed under relevant laws and regulations (e.g., Republic Act No. 11036 – Mental Health Act).
2. Must be a holder of a valid business permit to operate in accordance with local government regulations.
3. Must have a functional organizational structure, including:
 - a. Licensed psychiatrist/s or clinical psychologist/s
 - b. Certified counselor/s or therapist/s
 - c. Medical and administrative staff
4. Must implement a client-centered, evidence-based treatment program, including, but not limited to:
 - a. Gambling screening and full assessment

	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS	Page No.	Page 5 of 13
		Rev. No.	0
	Gaming Licensing and Development Department	Effectivity	AUG 07 2025

- b. Individual and group counseling and treatment plans
- c. Aftercare and Reintegration plans
- 5. Must have established monitoring and evaluation mechanisms to assess rehabilitation outcome and effectiveness.
- 6. Must provide a quarterly report to PAGCOR showing monthly admissions, after-care services, success/recovery data and information, if any, and other related matters for the enhancement of PAGCOR's Responsible Gaming programs.

SECTION 2: REQUIREMENTS

Applicants must submit the following documentary requirements to PAGCOR's Gaming Licensing and Development Department (GLDD):

1. Letter of Intent
2. Certified true copies of:
 - a. DOH Certificate of Accreditation
 - b. Business permit from the Local Government Unit (LGU)
 - c. Security and Exchange Commission (SEC) registration
 - d. Department of Trade and Industry (DTI) registration
 - e. Secretary Certificate (must recite specific resolutions or board actions that authorized the particular transaction or designation)
 - This is to establish specific individual (Authorized Representative) has the authority to act on behalf of the corporation, as authorized by the Board of Directors/Trustees
 - f. Organizational structure with job descriptions of those specifically handling problem gambling clients.
 - g. Updated curriculum vitae of the center's gambling specialist and their respective licenses from Professional Regulation Commission (PRC), and credentials as gambling counselors
 - h. Data privacy policy
 - i. Business profile (containing brief description of the rehabilitation center, mission, vision, services and programs offered, fees, requirements for admission, procedure, directory of officers/key personnel, contact information/website, etc.)
3. List of past and present affiliations or partnerships (if any)

	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS	Page No.	Page 6 of 13
		Rev. No.	0
	Gaming Licensing and Development Department	Effectivity	AUG 07 2025

4. Complete addresses/es of facility/facilities, including contact information
5. Nearest accredited hospital/s for any medical emergencies

SECTION 3: REVIEW AND EVALUATION

1. Document Review
 - PAGCOR shall conduct a thorough evaluation of submitted documents.
2. Site Inspection
 - PAGCOR or its designated team shall conduct an ocular inspection to verify the following, among others:
 - Cleanliness, safety, and security of the facility
 - Roster of Employees and Staff qualifications
 - List of key personnel (name, position, certification – if applicable) must be provided to ensure that organization has a functional structure

SECTION 4: ACCREDITATION AND RENEWAL

1. Based on the favorable result of the evaluation , GLDD shall recommend the accreditation of the Rehabilitation Center to PAGCOR's Board of Directors for approval.
2. Upon approval of PAGCOR's Board, PAGCOR shall execute a Memorandum of Agreement with the Rehabilitation Center (Annex A).
3. PAGCOR shall issue an Accreditation Certificate (Annex B), valid for three (3) years, subject to annual compliance reviews based on Section 1 of this IRG, and monitoring visits (Annex C).
4. The head of GLDD shall sign the Accreditation Certificate
5. Accredited centers may be listed as official referral partners for PAGCOR's Responsible Gaming Program.
6. Any changes in ownership, management, or operations must be reported within 30 days of effectivity.
7. A renewal application must be filed at least 90 days before expiration, with updated documentation (refer to section 2).

	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS	Page No.	Page 7 of 13
		Rev. No.	0
	Gaming Licensing and Development Department	Effectivity	AUG 07 2025

SECTION 5: REVOCATION

Accreditation may be revoked instantaneously on the following grounds:

1. Submission of false or misleading information
2. Non-compliance with PAGCOR or DOH regulations
3. Verified cases of client abuse, malpractice, or ethical violations
4. Refusal to allow conduct of inspection
5. Feedback or actions deemed detrimental to public interest or PAGCOR's mandate

In case the Rehabilitation Center disputes PAGCOR's decision on the revocation of its accreditation, the Rehabilitation Center shall submit a written explanation to PAGCOR on why their accreditation should not be cancelled. Only upon compliance and/or submission of pertinent documents under protest will PAGCOR commence the processing of the reconsideration. **Failure by the Rehabilitation Center to comply and/or submit the pertinent documents will be considered as acceptance of revocation of its accreditation.**



IMPLEMENTING RULES AND GUIDELINES FOR
THE ACCREDITATION OF PROBLEM GAMBLING
TREATMENT AND REHABILITATION CENTERS

Gaming Licensing and Development Department

Page No.

Page 8 of 13

Rev. No.

0

Effectivity

AUG 07 2025

ANNEX A

MEMORANDUM OF AGREEMENT

This Memorandum of Agreement made and executed between:

Philippine Amusement and Gaming Corporation, a government-owned and controlled corporation created and existing by virtue of Presidential Decree No. 1869, as amended, with office/business address at PAGCOR Met Live Building, Macapagal Avenue corner EDSA Extension, Pasay City, represented herein by its Chairman and Chief Executive Officer, **ALEJANDRO H. TENGCO**, Chairman and Chief Executive Officer, hereinafter referred to as "**PAGCOR**."

and

_____, a corporation duly organized and existing under the laws of the Republic of the Philippines, with office address at _____, represented in this act by its _____, duly authorized for this purpose, as per **Secretary's Certificate** dated _____, hereto attached as Annex "A", herein referred to as "_____".

Witnesseth:

1. That the parties hereby bind themselves to undertake a Memorandum of Agreement for the purpose of supporting PAGCOR'S Responsible Gaming Program in its licensed and operated-casinos, under the following terms and conditions:
 - a. _____ shall provide PAGCOR with informational materials such as brochures and flyers, among others, and significant updates about the facility and its services;
 - b. PAGCOR shall include _____, its programs and services, and contact details in its Responsible Gaming Program and in certain collaterals for the promotion of the same;
 - c. PAGCOR shall orient its employees about _____, its mission, programs, services and contact details;
 - d. PAGCOR employees assigned to carry out its Responsible Gaming Program shall refer customers who inquire about life coaching, counseling, psychological, alternative wellness services and treatment facilities for individuals and families with gambling addiction problems to _____;
 - e. PAGCOR shall ensure the confidentiality of the personal information of any client who inquire about or are given assistance by _____ subject to the provisions of existing laws;
 - f. _____ shall provide life coaching, counseling, wellness, and rehabilitation services when necessary based on the outcome of _____ in-depth interview to clients referred by PAGCOR, and shall ensure client's confidentiality;

	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS Gaming Licensing and Development Department	Page No.	Page 9 of 13
		Rev. No.	0
		Effectivity	AUG 07 2025

g. If a client/patient referred by PAGCOR to _____ suffers injuries/ailments in the course of treatment, PAGCOR shall not be held liable therefor;

h. Costs that will arise from a customer's treatment by _____ shall be solely for the account of the customer and not of PAGCOR;

i. There is no employer-employee relationship between PAGCOR and _____;

j. That _____ shall provide a quarterly report to PAGCOR showing monthly admissions, particularly of patients/residents suffering from gambling addiction, after-care services, success/recovery data and information, if any, and other related matters for the enhancement of the responsible gaming program.

2. That any violation of the foregoing agreements will warrant the cancellation of this Memorandum of Agreement by either party within thirty (30) days upon notice to the other party;

3. That this Memorandum of Agreement shall be effective upon signature of both parties and implementation will begin immediately and shall continue to be valid within three (3) years from date of effectivity, renewable at the option of PAGCOR in accordance with law.

In witness whereof the parties have signed this Memorandum of Agreement at _____, _____ this _____ day of _____, 2025.

**PHILIPPINE AMUSEMENT
AND GAMING CORPORATION**
TIN: 033-000-887-972

TIN: _____

By:

By:

ALEJANDRO H. TENGCO
TIN: _____

TIN: _____

SIGNED IN THE PRESENCE OF



**IMPLEMENTING RULES AND GUIDELINES FOR
THE ACCREDITATION OF PROBLEM GAMBLING
TREATMENT AND REHABILITATION CENTERS**

Gaming Licensing and Development Department

Page No.

Page 10 of 13

Rev. No.

0

Effectivity

AUG 07 2025

ACKNOWLEDGEMENT

Republic of the Philippines)
_____) S.S.

Before me, a Notary Public for and in the above jurisdiction this ____ day of _____
2025, personally appeared:

NAME

GOVERNMENT ID PRESENTED

ALEJANDRO H. TENGCO

Issuance Date: _____

Expiration Date: _____

Place of Issuance: _____

known to me and by me known to be the same person who executed the foregoing
Memorandum of Agreement consisting of four (4) pages, including the page wherein this
Acknowledgment is written, and acknowledged before me that the same is her free and
voluntary act and deed and of the entity she represents.

WITNESS MY HAND AND NOTARIAL SEAL, at the place and on the date and place above
written.

Doc. No. _____
Page No. _____
Book No. _____
Series of _____



**IMPLEMENTING RULES AND GUIDELINES FOR
THE ACCREDITATION OF PROBLEM GAMBLING
TREATMENT AND REHABILITATION CENTERS**

Gaming Licensing and Development Department

Page No.

Page 11 of 13

Rev. No.

0

Effectivity

AUG 07 2025

ACKNOWLEDGEMENT

Republic of the Philippines)
_____) S.S.

Before me, a Notary Public for and in the above jurisdiction this _____ day of _____
2025, personally appeared:

NAME

GOVERNMENT ID PRESENTED

Issuance Date: _____

Expiration Date: _____

Place of Issuance: _____

known to me and by me known to be the same person who executed the foregoing
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Page No. _____

Book No. _____

Series of _____

	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS	Page No.	Page 12 of 13
		Rev. No.	0
	Gaming Licensing and Development Department	Effectivity	AUG 07 2025

ANNEX B

 CERTIFICATE OF ACCREDITATION <i>for</i> PROMBLEM GAMBLING TREATMENT AND REHABILITATION CENTER ACCREDITATION NO. : XXXXXXXXX	This is granted to << INSTITUTION NAME >> This Certificate of Accreditation applies to the Problem Gambling Treatment and Rehabilitation Center located at << ADDRESS OF THE INSTITUTION >> This Certificate shall be non-assignable, non-transferable and valid from <<START DATE>> until <<END DATE>> This Certificate is renewable every three (3) years and subject to revocation, if found in violation of the Implementing Rules and Guidelines for Problem Gambling Treatment and Rehabilitation Center of PAGCOR and its related issuances. In WITNESS HEREOF, with authority from the Board of Directors of PAGCOR, I have hereunto set my hand and caused the seal of PAGCOR to be affixed herein the on this <<DAY>> day of <<MONTH>> at the City of Pasay, Philippines <<DEPARTMENT HEAD>> <<POSITION>> Philippine Amusement and Gaming Corporation
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	IMPLEMENTING RULES AND GUIDELINES FOR THE ACCREDITATION OF PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTERS Gaming Licensing and Development Department	Page No.	Page 13 of 13
		Rev. No.	0
		Effectivity	AUG 07 2025

ANNEX C

	GAMING LICENSING AND DEVELOPMENT DEPARTMENT PROBLEM GAMBLING TREATMENT AND REHABILITATION CENTER ACCREDITATION AND MONITORING CHECKLIST	Page No. Form No. Revision No. Effectivity	Page 1 of 1 RGLD/RS XX
DATE : _____ INSTITUTION : _____ ADDRESS : _____ CHECKLIST : ☐ Letter of Intent ☐ DOH Registration ☐ Business Permit ☐ SEC Registration ☐ DTI Registration ☐ Secretary Certificate ☐ Organizational Structure (Provide list with job description) ☐ Updated Curriculum Vitae of Center's Gambling Specialist ☐ Business Profile ☐ List of past and present affiliation or partnership (if any) ☐ Contact Information ☐ List of nearest accredited hospital/s			
REMARKS : _____ _____ _____			
WITNESSED BY: _____		CHECKED AND VERIFIED BY: _____	
_____ SIGNATURE OVER PRINTED NAME DATE		_____ SIGNATURE OVER PRINTED NAME DATE	
APPROVED BY: _____			
_____ SIGNATURE OVER PRINTED NAME DATE			