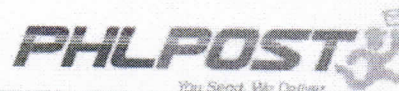


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Republic of the Philippines
PHILIPPINE POSTAL CORPORATION



OFFICE OF THE POSTMASTER GENERAL

13 February 2017

THE RESIDENT AUDITOR

Commission on Audit
5/F Manila Central Post Office Building
Magallanes Drive
1000 Manila

Subject: Consolidated Quarterly Monitoring Report of Programs, Projects and Activities as of 4th Quarter 2016 - Philippine Postal Corporation

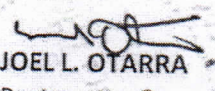
Dear Sir/Madam:

Respectfully submitted is the attached Consolidated Quarterly Monitoring Report of the Programs, Projects and Activities as of 4th Quarter 2016 as well as the Performance Targets for CY 2016 of the Philippine Postal Corporation.

For your information and reference.

Truly yours,




JOEL L. OTARRA
Postmaster General and CEO

cc: APMGs
ADs
Department Managers
Area Support Services Manager
Area AdFin Chief

2017-02-13-0067

13 February 2017

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Quarterly Monitoring Report of PROGRAMS, PROJECTS AND ACTIVITIES

As of 4th Quarter 2016
PHILIPPINE POSTAL CORPORATION

Quarterly Monitoring Report of PROGRAMS, PROJECTS AND ACTIVITIES
Philippine Postal Corporation
As of December 2016

PPA	Location	Total Cost	Date Started	No. of Extensions	Target Completion Date	Project Status		Remarks
						% of Completion	Total Cost Incurred	
1. Integrated Marketing and Communication Program								
1.1. Market Research and Intelligence								
1.1.1. Market Survey for Postal ID	Post Offices	₱500,000.00	October 7, 2016		October 13, 2016	100%	₱1,200.00	Expenses incurred was the cost of the production of the survey forms and transportation of AEs/TLS of FC (taken from their monthly site visit allowance)
1.1.2. Study on Brokerage, Bailkayan Box, eCommerce End-to-End Solution		₱1,000,000.00						Initial study of Bailkayan Box (on going)
1.1.3. Market Survey on EMS		₱1,000,000.00						
1.1.4. Customer Satisfaction Survey on EMS		₱1,000,000.00	4 th Quarter 2015		1 st Quarter 2016	100%	₱2,996,000.00	Assigned Product Manager resigned from service
1.2. Product Management and Development Program								
1.2.1. Custom Bonded Warehouse Rental		₱300,000.00						
1.2.2. Crossborder Processing Personnel		₱5,427,720.00						
1.2.3. Training on the use of DMTS for eRRR		₱1,000,000.00	September 2016					
1.2.4. Barcoded Registered Pouches for eCommerce and government offices		₱10,000,000.00						
1.2.5. Plastic Pouch for ePacket		₱100,000.00						
1.2.6. Hiring of Expert on Hybrid Mail Services		₱1,663,262.00	January 2016			100%		1 Hybrid Mail Services Expert hired
1.2.7. Outsourcing of Trucking Services for Logistics		₱5,000,000.00 Revised – according to rev COB	3 rd quarter 2016		4 th quarter 2016			- Already approved by the Board last July 28, 2016 - TOR and COB submitted to Adfin

Quarterly Monitoring Report of PROGRAMS, PROJECTS AND ACTIVITIES
Philippine Postal Corporation
As of December 2016

PPA	Location	Total Cost	Date Started	No. of Extensions	Target Completion Date	Project Status		Remarks
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1.2.8. Outsourcing: Shipping Lines		P44,169,750.00						- Preparation of Marketing and Operations Plan to be submitted to OPMG c/o Operations
1.2.9. Issuance of 36 Commemorative Stamps		P7,466,780.00	January 2016		December 2016	100%		19 Commemorative Stamps
1.2.10. Issuance of 18 Special Stamps		P4,435,711.00	January 2016		December 2016	100%		17 Special Stamps
1.2.11. Issuance of special Stamps with embellishments		P3,958,500.00	January 2016		December 2016	100%		6 Stamps with embellishments
1.2.12. Expansion of Personalized Selfie stamp		P8,807,500.00	3 rd quarter 2016					- RIS already approved - For procurement/BAC
1.3. Renovation and Relocation Program								
1.3.1. Additional deployment of Data Capturing Station allocated to all areas (PID)		P12,226,100.00 5M allocation						RIS Prepared (5M budget approved by the execom and board, utilizing ePOSTMO computer
1.4. Retail Network Expansion								
1.4.1. Postal Museum		P5,000,000.00						Waiting for new assigned/suggested office
1.4.2. 12 units of Personalized Stamp Booth		P1,200,000.00	2015		2015			Existing as of CY-2015 -10 Unlad - 1 Mega - 1 Lost
1.4.3. 3 Postal Kiosks		P1,500,000.00						No kiosks for the moment because as per advise of mail administration, counter are being established for government service center wherein postal counter is included.

Quarterly Monitoring Report of PROGRAMS, PROJECTS AND ACTIVITIES
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						% of Completion	Total Cost Incurred	
1.5. Strengthening of Sales/Marketing Force								
1.5.1. EMS		₱3,643,057.00	December 2016					
1.5.2. Mail Services		₱5,212,168.00	1 st quarter 2016		December 2016			1 Product Manager hired with the daily rate of ₱1,286.00
1.5.3. Postal Payment		₱1,026,479.00						4 Marketing Staff hired with minimum rate of ₱481.00/day
1.5.4. Postal ID		₱16,219,251.00	March 2016					1 Assistant Marketing Specialist with SG11
1.5.5. Retail Services		₱3,300,000.00						
1.5.6. Logistics		₱7,230,828.00	July 2016					Marketing Specialist hired but resigned by 2 nd quarter
1.6. Trade Marketing								
1.6.1. Implementation of Rewards and Incentive Program for EMS and Postal Payment		₱1,500,000.00 for EMS ₱100,000 for postal payment						TOR and RIS prepared
1.6.2. Product Focus Symposium for EMS and Postal Payment		₱2,000,000.00 for EMS; ₱250,000 for Postal Payment						TOR and RIS prepared
1.6.3. PHLPost - DHL Reseller Partnership		No Budgetary Requirement						
1.7. Customer Service Program								
1.7.1. Free Pick Up Service for Individual Mailer and eCommerce Business (Mobile Post Office Van)		₱4,600,000.00						
1.7.2. EMS Customer Service Representative, Office, and System		₱3,000,000.00						
1.8. Ads and Promos								
1.8.1. Mail Services		₱28,800,000.00						
1.8.2. Postal ID		₱5,000,000.00	January 2016 May 2016		March 2016 June 2016	100% 100%	₱357,962.90 ₱963,474.07	Salamat Poi NLWP Digital Facebook Page: (1 st qtr.) - 8,280

Quarterly Monitoring Report of PROGRAMS, PROJECTS AND ACTIVITIES
Philippine Postal Corporation
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1.8.3. EPost MO		P13,000,000.00	July 2016		September 2016	100%	P979,058.02	(2 nd qtr.) - 5,418.67 Events/Mobile: (1 st qtr.) - 2,201.10 (2 nd qtr.) - 2,848.00 Internal Marketing: (1 st qtr.) - 346,676.80 (2 nd qtr.) - 955,207.40 (3 rd qtr.) - 406,236.01 (4 th qtr.) - 205,992.49
1.8.4. Logistics		P2,500,000.00						For approval of marketing collateral
1.8.5. Retail		P1,800,000.00						Logo Design for approval
1.8.6. EMS		P13,600,000.00						TOR and RIS prepared (IMCP)
2. Operations Improvement Program								
2.1. Enhancement of EMS								
2.1.1. Introduction of POS at Post Office Counters Interfacing IPS & DMTS	Post Offices with internet connectivity nationwide							-Done with TOR -Part of ERP
2.1.2. Web based full tracking and tracing system	Nationwide	P16,000,000.00						Part of ERP
2.1.3. Continuation of creation of EMS hubs in Areas with radius of 50 kilometer delivery coverage	Postal areas	P12,500,000.00 change to areas in PPMP	Continuation from 2015		Network completed by August subject to T&T systems availability from MSD	EMS hubs in all Areas were identified.	Distributed to Postal Areas	Need the E2E track & trace system to monitor live status of mailers
2.1.4. Use of Android-GPS technology (delivery guide & real-time update of information)	EMED and Postal Areas	P5,000,000.00 for android device, license, and software development			4 th qtr 2016			Part of ERP TOR for preparation Hardware not yet procured
2.2. Warehouse and Logistics Solutions								
2.2.1. Construction of Warehouse	SMED and	P25,000,000.00	Not yet		Subject to the			Finished with setup

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2.2.2. Racking System	Postal Areas				requirements from Marketing			requirements but no approved construction implementation
	SMED	P5,000,000.00	Not yet					Layout presented but no purchase approval
2.2.3. Forklifts (Deisel & Battery Operated)	SMED	P1,500,000.00						Subject to Malacanang approval
2.2.4. Establishment of Warehouse Facilities in Areas	Postal Areas	P12,500,000.00			Subject to Area requirements			No movement from Areas
2.2.5. Development of Warehouse Management System	Central Office	P25,000,000.00						Subject to clients requirements No requirements from Marketing
2.3. Improvement of Operational and Mail Security Systems, Procedures & Standards								
2.3.1. Updating of Policies, Processes and Procedures			Continuous issuances of needed policies		Continuous			-Validation of IEMS zoning -issuance policies on machinable mails -Updating of Sorting Scheme to tune up with sorting machine -Updating of mail collection and dropping scheme to align with the Express Hub -Mandatory scanning of 'A', 'H/I' events -Implementation of "volumetric" charging system -Implementation of "Davao Mail Run"
Postal Tellers		P600,000.00						
Back Office Personnel		P600,000.00						
Drivers and Couriers		P600,000.00						

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Letter Carriers		₱600,000.00						
2.3.2. DG Box and packaging materials	Central Office procured	₱40,000,000.00	Continuation from 2015					-Submitted new design to include actual and volumetric chargeable weight -Purchasing is with the Area offices
2.3.3. Cancellng Machine	MDC	₱3,360,000.00			4 th qtr 2016	20%		Drafting of TOR
2.3.4. Global Monitoring System & Reader	NTD	₱5,000,000.00				20%		Subject to UPU approval
2.3.5. X-Ray machines	CMEC, SMED	₱10,800,000.00				20%		For bidding
2.3.6. Heavy Duty Printers for Hybrid Machine	CMEC	₱1,800,000.00	January 2016			10%		For bidding
2.4. Modernization of Mail & Parcel Processing								
2.4.1. Letter Sortation Machine	CMEC	₱100,000,000.00			2 nd qtr 2016	99%		Implemented on regular mails
2.4.2. Flats and Parcels Sortation Machine	CMEC	₱250,000,000.00						Forwarded to 2018 PPA
2.5. National Address System (Procurement of Addressing System through UPU Quality Service Fund)		₱20,000,000.00						Subject to budget approval
2.6. Upgrading of Mail Network and Transport								
2.6.1. 6-wheeler Van	Postal Areas	₱25,500,000.00						Subject to approval from Malacanang
2.6.2. 10-wheeler Van	Postal areas	₱49,000,000.00						Subject to approval from Malacanang
2.6.3. Forklift 3 Tonne	Postal areas	₱3,300,000.00						Subject to approval from Malacanang
2.7. Modernization of CMEC – Temporary Relocation of CMEC Facilities		₱8,400,000.00						Project implementation plan cancelled
2.8. International Hostings	Manila	₱5,720,000.00						No schedule yet
2.9. Implementation of BOC-PhilPost MOA	CMEC, SMED	₱2,400,000.00				90%		Implementation deferred

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3. Human Resource Management Development Program								
3.1. Skills Inventory HRMO Workshop	Central Office	₱100,000.00		1 year	2020			For implementation
3.2. Character Building Program		₱150,000.00		4 years	2020			Integrated in the frontline training programs
3.3. Basic Courses								
3.3.1. Meet and Greet New Employees		₱150,000.00	June	4 years	2020	70%	₱104,870.80	Continuing
3.3.2. Frontline Trainings (Postmasters, Postal Tellers, Letter Carriers)		₱600,000.00	February	4 years	2020	35%	₱208,565.00	
3.3.3. Composite Training at POs Pilot Test Area 4		₱215,000.00		4 years	2020			For implementation
3.4. Training for Operations								
3.4.1. Improvement of Operational and Mail Security Systems, Procedures and Standards								
3.4.1.1. Postmasters/ Postal Tellers		₱350,000.00	April	4 years	2020	167%	₱587,948.56	Continuing
3.4.1.2. Back Office		₱350,000.00	May	4 years	2020	18.77%	₱65,704.98	Continuing
3.4.1.3. Driver/ Couriers		₱350,000.00		4 years	2020			
3.4.1.4. Letter Carriers		₱350,000.00	February	4 years	2020	14%	₱50,358.25	Continuing
3.4.2. Conduct of POS/IPS-DMTS Training								Awaiting for the operationalization of the system
3.4.2.1. Postal Tellers		₱900,000.00			2020			
3.4.2.2. Back Office		₱900,000.00			2020			
3.4.3. Conduct of training on PHLP mobile app								Awaiting for the operationalization of the system
3.4.3.1. Postal Tellers		₱900,000.00			2020			
3.4.3.2. Back Office		₱900,000.00			2020			
3.4.3.3. Train the Trainers for POS/DMTS/IPS		₱200,000.00			2020			
3.4.3.4. Network Workshop		₱200,000.00	April	4 years	2020	25.25%	₱50,500.00	Continuing
3.5. Training for Marketing								

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3.5.1. Assessment & Strategic Marketing		₱500,000.00	November		2020	46.65%	₱233,311.46	
3.5.2. Logistics Training		₱250,000.00	February		2020	31%	₱77,396.30	
3.5.3. Inventory and Warehouse Management		₱200,000.00			2020			
3.5.4. Sales and Key Account Management		₱200,000.00			2020			
3.5.5. Brand and Product Management		₱200,000.00			2020			
3.5.6. Specialized Training for Philately		₱150,000.00			2020			
3.5.7. Postal Station Training		₱130,000.00	July	4 years	2020	7.6%	₱9,893.25	
3.6. Training for Administration and Finance								
3.6.1. Custodianship Training		₱180,000.00			2020			
3.6.2. Cash Management training (petty cash)		₱125,000.00			2020			
3.6.3. Tax Updates with Fiscal Implications on NGAS, GOCCs and LGUs		₱175,000.00	November		2020	2.2%	₱4,000.00	
3.6.4. Training on Financial Accountability (PMS, Cashiers, PT, LCs)		₱3,000,000.00	February		2020	21%	₱635,391.84	
3.6.5. Procurement Officers Workshop		₱180,000.00	September	4 years	2020	55%	₱98,317.37	
3.6.6. Supply & Property Inventory and Warehousing		₱180,000.00	July	4 years	2020	4%	₱7,200.00	
3.6.7. COA Guidelines Orientation		₱100,000.00			2020			
3.6.8. Records Management		₱180,000.00			2020			
3.7. Other Technical and Professional Training								
3.7.1. Seminar for Accountants		₱150,000.00			2020			
3.7.2. Seminar for Auditors		₱150,000.00			2020			

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3.7.3. Seminar for Lawyers		₱100,000.00			2020			
3.7.4. Seminar for Engineers		₱100,000.00	November	4 years	2020	3%	₱3,000.00	Yearly
3.7.5. Training for Inspectors		₱200,000.00	April	4 years	2020	7.1%	₱14,250.00	
3.7.6. HRMO Conference, Assessment/Update		₱300,000.00	March	4 years	2020	59%	₱176,248.78	
3.8. Executive Trainings								
3.8.1. Board of Directors Governance		₱500,000.00		4 years	2020			
3.8.2. APMGs and Area Directors		₱450,000.00	June	4 years	2020	1.6%	₱7,400.00	Continuing
3.8.3. Management Succession		₱350,000.00	August		2020	5%	₱18,000.00	
3.8.4. MANCOM - Leadership/ Coaching/CESB		₱500,000.00	April	4 years	2020	28%	₱141,500.00	Continuing
3.9. Middle Management Training Program								
3.9.1. Supervisory Development Course		₱450,000.00	February	4 years	2020	1%	₱4,800.00	Continuing
3.9.2. Coaching and Mentoring		₱365,000.00	January	4 years	2020	119%	₱434,423.15	Continuing
3.9.3. Leadership Development Program		₱300,000.00	March	4 years	2020	5%	₱15,000.00	Continuing
3.10. Employee Engagement								
3.10.1. Recognition of Retirees		₱200,000.00	July	4 years	2020	3%	₱6,000.00	Continuing
3.10.2. Sportsfest	Central Office & Mega Manila	₱400,000.00	April		2016	36%	₱145,981.45	Yearly
3.10.3. Sports-External (GCAA)	Central Office & Mega Manila	₱350,000.00	March		2020	25%	₱85,760.76	Yearly
3.10.4. Pre-retirement Program		₱250,000.00	June	4 years	2020	21%	₱53,000.00	Continuing
3.10.5. Christmas Party	Central Office & Mega Manila	₱450,000.00	December	4 years	December 2016	100%	₱293,138.00	Yearly
3.11. Other Programs								
3.11.1. Improvement of Trainings Program		₱200,000.00	June	4 years	2017	10%	₱20,000.00	Continuing
3.11.2. Educational Assistance Program		₱350,000.00	January	4 years	2020	14%	₱49,232.25	Continuing
3.11.3. Disaster Preparedness		₱250,000.00	September	4 years	2020	3%	₱7,343.00	Continuing

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3.11.4. Occupational Safety		₱100,000.00		4 years	2020			
3.11.5. Team Building Activity	Mega Manila	₱800,000.00	July	4 years	2020	21%	₱168,526.00	Continuing
4. ICT Development Program								
4.1 Conduct of IT Workshop	Central Office	₱400,000.00			1st Qtr and 3rd Qtr			Deferred until all IT Officers are selected and/or designated
4.2 Interconnectivity of PHL Post Retail Outlets and Offices	Nationwide	439 connected POs ₱26,340,000.00			End of 4th Quarter			400 Post Offices are connected
4.3 Disaster Recovery Plan		₱5,000,000.00			Servers Redundancy Additional Backup Location End of 4th Qtr			Servers not procured
4.4 Servers Upgrade		₱5,000,000.00			Additional Server, Storage for Backup and Archiving End of 4th Qtr			Servers not procured
4.5 Deployment of Computers for Counters	Nationwide	439 units ₱17,560,000.00			End of 4th Qtr			Computers not procured
4.6 Deployment of Barcode Scanners Counter Computers	Nationwide	1,890 units ₱10,508,400.00						Only 542 barcodes were procured
4.7 Installation of Corporate Anti-Virus Software	All Postal Areas	1 license procured ₱2,000,000.00			Installed in all areas by end of 2nd qtr.			Dependent also on the computers to be procured
4.8 Installation of Network Security / VPN Access (Central Office, CMEC & SMED)	All Postal Areas	₱3,000,000.00			Network upgraded with latest technology by end of 4th qtr.			Not procured, re-evaluation of the requirements for network configuration
4.9 Acquisition of Email Server		1 unit ₱1,500,000.00			End of 3rd quarter			Server not procured, discontinued
4.10 Web-based Human Resource Information System (personnel information viewing and updating)	Central Office -system development				Requirements Gathering by 3rd Qtr Development Starts by 4th Qtr			To be part of the ERP
4.11 Hardware Inventory	Postal Areas and Post Offices	₱400,000.00			1st Qtr and 3rd Qtr			To be part of the ERP

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4.12 Development of Cases Management System	Central Office		July 2014		August 2015	90%		Pending for re-definition of the user requirements
4.13 Deployment of Time Keeping and Monitoring System	Central Office System Operational and used by the Post offices	₱5,000,000.00			All areas with connected PO's by EO 2nd qtr			To be part of the ERP
4.14 Development of Statistical Management Information System		₱500,000.00 for the server			Completed by end of 2nd Qtr			Re-defining the user requirement
4.15 Mobile Verification System		₱5,000,000.00 for mobile phones ₱300,000.00 for training			All areas with connected PO's by EO 2nd qtr			On-test stage
4.16 Development and Deployment of Domestic Mails Tracking System (System Operational and used by the Post offices, MDC, SDC)	Central Office	₱2,000,000.00 (Backup Server)			All areas with new connected PO's by EO 4th qtr	100% for PO's with Computer and Internet Connection		No server procured
4.17 Integration of Financial Management Information System (FMS) with other existing systems	Central Office							
4.25.1. PMIS	Central Office				1st Qtr			
4.25.2. PMIS Integration- Inventory	Central Office				3rd Qtr			To be part of the ERP
4.25.3. FMS Integration-FMS	Central Office				2nd Qtr			To be part of the ERP
4.18 Implementation of Funds Management System (FMS) in POS with connectivity		₱55,000.00 (Training)	December 2014		All areas with new connected PO's by EO 4th qtr			Available online, testing
4.19 Development of Point of Sale System (POS)		₱2,000,000.00 (system)			All areas with connected PO's by EO 4th qtr			To be part of the ERP
4.20 Inventory Management System (System is operational and used by all areas)	All Areas	₱1,000,000.00 (Server)	January 2015		All areas offices by EO 1st qtr			To be part of the ERP
4.21 Online Document Tracking System	All Areas with Internet Connectivity				All areas with connected PO's by EO 4th qtr			Re-defining the policies by the system owner/OPR

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5. Postal Safety and Security Program								
5.1. Procurement & installation of Security Door access at SMED	SMED	₱500,000.00 Door Access mechanism & installation						(SMED - end user) no procurement so far as of the end of 4th quarter
5.2. Procurement & installation of new CCTV at big post offices in Mega Manila Area (at least 3 POs per year)	Mega Manila	₱3,000,000.00 CCTV Cameras						(Mega Manila- end user) no procurement & installation yet in any big post office of MMA as of 4th qtr ending Dec 2016
5.3. Maintenance of Security Services (outsourced for CO & Mega Manila)	CO and Mega Manila	₱39,279,044.28	January 2016		December 2016	100%	₱32,894,959.92	total as of end of 4th qtr 2016
5.4. Regularized safety & security monitoring/inspection of postal premises/offices		₱1,231,996.00 Travelling Expense					₱155,826.00	total incurred as of end of 4th qtr 2016
5.5. Intensified conduct of intelligence operations and investigation		₱3,763,010.00 Travelling Expense					₱578,347.00	total incurred as of end of 4th qtr 2016
5.6. Establish database on case profiling (MSD in-charge)		₱70,000.00 For desktop computer set	March 2014	2	December 2016	45%		Completion depends on MSD
5.7. Technical trainings & seminars of Inspectorate Department personnel (local)		₱360,000.00 Travelling Expense					₱28,354.00	total incurred as of end of 4th qtr 2016
5.8. Technical trainings & seminars of Inspectorate Department personnel (foreign)		₱200,000.00 Travelling Expense					₱32,999.00	Total incurred as of end of 3rd qtr 2016
5.9. Hosting of NALECC meetings		₱40,000.00 for Meetings					₱22,874.50	1 hosting of NALECC- SCILEC (Interpol) as of the end of the 3rd qtr 2016
5.10. Attendance to hearings Administrative & Criminal cases conducted outside Central Office		₱211,074.00 Travelling Expense					₱98,712.00	total incurred as of end of 4th qtr 2016
6. Legal Services Program								
6.1. Computerization/establish data base	Docket & files	Project is being	Project is handled	c/o MIS	c/o MIS	Awaiting report	c/o MIS	Project Undertaken By MIS.

Quarterly Monitoring Report of PROGRAMS, PROJECTS AND ACTIVITIES
Philippine Postal Corporation
As of December 2016

PPA	Location	Total Cost	Date Started	No. of Extensions	Target Completion Date	Project Status		Remarks
						% of Completion	Total Cost Incurred	
on case profiling	office of the Manager, Legal Department	handled by MISD	by MISD			from MIS		End User –Legal Department Coordinate with MIS
6.2. Creation of Mediation Board	Per Area							-Coordinated with Area Directors. Out of 9 areas, only 2 have not yet responded to the request as of January 4, 2017. 9 Mediation Center identified and 7 of 9 areas have identified their Mediation Officer. Details of mediation centers available upon request.
6.3. Crafting of Legal Services Manual	Central Office		1 st Quarter 2015		2 nd Quarter 2016			Already submitted to PPC Board
6.4. Provision of space for the Mediation Center	All Postal Areas							-Coordinated with Area Directors. Out of 9 areas, only 2 have not yet responded to the request as of January 4, 2017. 9 Mediation Center identified and 7 of 9 areas have identified their Mediation Officer. Details of mediation centers available upon request.
7. Internal Audit Effectiveness Program								
7.1. Preparation of Risk-based Annual Audit Plan	IAD	₱30,000.00 Audit Standards Established	December 1, 2015		January 31, 2016	100%	₱500.00	Supplies – bond paper and toner
7.2. Financial, Operation, System and Compliance Audit	Area Post Offices/ Accounting	₱3,000,000.00 29% of the total post offices, mdc,	January 18, 2016		December 31, 2016	66%	₱1,600,000.00	Transportation and per diems

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PPA	Location	Total Cost	Date Started	No. of Extensions	Target Completion Date	Project Status		Remarks
						% of Completion	Total Cost Incurred	
7.3. Monitoring of Profit Centers	IAD	sub-dc and accounting related offices audited P280,000.00 10% of the total number of post offices are monitored based on actual revenue	February 10, 2016		December 31, 2016	75%	P140,000.00	Supplies – bond paper, toner, etc.
7.4. Continuation of the Development of Post Office Operation Manual and Computerized Postmaster's Financial Reporting System	IAD	P30,000.00 Manual and Web-based Database	January 2016	2	March 2017	95%		Enhancement in Controls and Security
7.5. Monitoring of Compliance/Implementation of Audit Findings and Recommendations	IAD	P30,000.00 Feedback Mechanism Established	January 2016		December 2016	100%		
7.6. Trainings and Professional Certifications	Manila	P1,450,000.00 Competency Development	January 2016		December 2016	5%	P72,000.00	Training Fee
8. Administrative Efficiency Program								
8.1. Infrastructure Project Management Program								
8.1.1. Construction Manual	Central Office	P100,000.00	January 2015			90%		Submitted for final editing at CorPlan Department.
8.1.2. Conversion of Blueprint Files into Digital Copies through AutoCad	Central Office					On-going		Preparation of plans through AutoCAD fully implemented.
8.2. Repair and Maintenance Program								
8.2.1. All Lighting Fixtures replaced with LED Bulb	Central Office	P5,500,000.00 LEB Bulbs and electrical materials	1 st Quarter 2015			95%	Cost of materials to be determined by the Procurement Division, LPMD	Replacement of lighting fixtures from fluorescent lamp to LED is already 95% accomplished in the Central Office

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PPA	Location	Total Cost	Date Started	No. of Extensions	Target Completion Date	Project Status		Remarks
						% of Completion	Total Cost Incurred	
8.2.2. Repair and Maintenance manual Approved	Central Office	₱100,000.00				93%		Final editing at CorPlan Dept
8.2.3. All Post Office Facilities Upgraded		₱3,500,000 for construction materials						Repair/face-lifting projects programmed for CY 2016 not yet implemented due to pending approval Budget
8.3. Records Management Program		₱1,403,484.00						
8.3.1. Approved and Implemented Records Management Systems and Procedure Manual	Central Office					100%		Manual is already approved by BOD and is now being implemented per Circular No. 16-68 dated 10-21-16.
8.3.2. Digital Archiving	Central Office					On-going		Routinary Function
8.3.3. Records and Documents Classification	Central Office					On-going		Routinary Function
8.3.4. Permanent Records Back-up Storage (Digital Copies)	Area 4 San Pablo City					100%		Now used as storage for digital back-up of permanent records.
8.4. Tiling and Appraisal of Donated Lots and Real Properties	Nationwide for Appraisal	₱6,146,500.00	February 19, 2016	Request for Contract Time Suspension approved on 31 May 2016	31 January 2017	66%	₱3,788,400.00	Appraisal ongoing, 1 st partial payment in process
8.5. Insurance of PHL Post Buildings	For tiling: Dagupan City PO lot Pangasinan				October 1, 2015	100%	c/o Area 2 NWLA	For tiling: Dagupan City PO lot Pangasinan (1,539 sq.m.) TCT No. 029-2016000862 dtd. 30 September 2016
	nationwide	₱4,541,235.75 (4 equal payments)	Term: Fr: October 1, 2015		Term: To: October 1, 2016	100%	₱4,541,235.75	Total of 316 properties plus 1 equipment insured worth ₱858,791,035.53, complete list available upon request.
8.6. Renewal of Insurance for 2016-2017	Nationwide	₱5,034,670.93 (4 equal payments)	Term: Fr: October 1, 2016		Term: To: October 1, 2017	1 st payment already made 25%	₱1,258,667.73	

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PPA	Location	Total Cost	Date Started	No. of Extensions	Target Completion Date	Project Status		Remarks
						% of Completion	Total Cost Incurred	
9. Financial Management Program								
9.1. Budget Management Program	Central Office	₱263,750.00						
9.2. Cash Investment Management Program	Central Office	₱428,000.00						
9.3. Debt Management Program	Central Office	₱26,280,000.00						
9.4. Postage Metered Machine Management Program	All Postal Areas	Interest Expense ₱198,538,400.00 Travelling, supplies, and materials						
9.5. Claims and Processing Management Program	Central Office	₱2,942,927.00 Supplies and Manpower	All year round	No extensions/ changes	All year round	100%	₱2,942,927.00	Enhancement of policies & procedures in processing money claims.

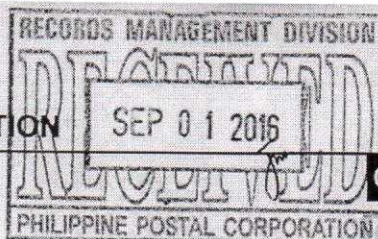
Consolidated by:

Rita Dianne Ramos-Borlongan
RITTA DIANNE RAMOS-BORLONGAN
Planning Officer IV

Noted by

Maria Lourdes L. Rifareal
MARIA LOURDES L. RIFAREAL
Manager, Corporate Planning Department

Approved by:
Joel L. Otarra
JOEL L. OTARRA
Postmaster General and CEO



PHLPost Circular No. 16 - 54

Subject : Performance Targets for CY2016

Date : 12 August 2016



For the information and guidance of all, the CY2016 Performance Targets as negotiated with the Governance Commission for GOCCs (GCG) are as follows:

OBJECTIVES/ MEASURE	Weight	Target	OPR
Objective 1: Linking people through access to communications & information, delivery of goods & provision of postal payments by ICT infrastructure development			
1. Access to e-Commerce of local/domestic micro, small & medium entrepreneurs	5%	200 domestic products available at PHLPost e-Commerce website	APMG-Mktg& MSS Area Directors Business Lines Department Area Marketing Staff
2. Letter Post Delivery Performance			APMG-Operations Service Regulations Department Area Support Services Post Offices
2.1 Domestic letter post delivery performance	4%	85% of postal items delivered within 7 days after posting	
2.2 International letter post delivery performance	4%	85% of postal items delivered within 7 days after Customs clearance	
3. Parcel Post delivery performance			
3.1 Domestic parcel post delivery performance	4%	85% of postal items delivered within 7 days after posting	
3.2 International parcel post delivery performance	4%	85% of postal items delivered within 7 days after Customs clearance	
4. Maintain national government agencies/non-government organizations partnership in payout services	5%	4 NGA/NGO payout partners	APMG-Mktg& MSS Area Directors BLD Area Marketing Staff Post Offices
Objective 2: Continued postal presence in the community			
5. Expansion of postal outlets	5%	171 (79 additional for the year)	APMG-Mktg& MSS APMG-Operations SRD Corporate Planning Department Area Directors Area Support Services Area Marketing Staff
Objective 3: Promote a customer centric postal service			
6. Customer satisfaction rating	5%	Baseline data for customer satisfaction rating	Office of APMGs Offices of Area

2016-08-17-0010

OBJECTIVES/ MEASURE	Weight	Target	OPR
			Director CO Departments Area Support Services Area AdFin Divisions Area Marketing Staff Post Offices
7. Increase number of service agreements with government agencies	3%	19 service agreements	OAPMG-Mktg & MSS Area Directors Area Marketing Staff Post Offices
Objective 4: Institutionalize sound fiscal management policies			
8. Earnings before interest, taxes, depreciation & amortization (EBITDA), excluding franking privilege reimbursed from national government	10%	PhP326M	APMG-AdFin APMG-Mktg & MSS Area Directors BLD Area AdFin Divisions Area Marketing Staff Post Offices
9. Postal Payment Services Revenue	12%	PhP700M	APMG-Mktg & MSS APMG-AdFin BLD Accounting Department Area AdFin Divisions Area Marketing Staff Post Offices
Objective 5: Maintain the integrity of the postal service			
10. Quality certification of core processes	5%	Acquisition of 3 rd party quality certification services	Corplan
11. Quality of service certification by Universal Postal Union	5%	Conduct of QoS audit	APMG-Operations SRD
Objective 6: An efficient delivery of communications, goods & payment services			
12. Express Post Delivery Performance			APMG-Operations Service Regulations Department Area Support Services Post Offices
12.1 Domestic express post delivery performance – committed areas in Metro Manila	5%	90% of postal items delivered within 1 day after posting	
12.2 Domestic express post delivery performance – committed areas outside of Metro Manila	5%	90% of postal items delivered within 3 days after posting	
12.3 International express post delivery performance –committed areas in Metro Manila	5%	95% of postal items delivered within 1 day after Customs clearance	
12.4 International express post delivery performance –committed areas outside of Metro Manila	4%	95% of postal items delivered within 3 days after Customs clearance	
Objective 7: Bridge the digital divide in postal service			

OBJECTIVES/ MEASURE	Weight	Target	OPR
13. Postal outlets with Point-of-Sales system	2%	Acquisition of POS system	APMGs Accounting Department Fiscal Management Department MISD SRD
14. Postal outlets with internet connectivity	3%	60% of postal outlets	APMG-Operations Area Directors MISD Area IT Staff Post Offices
Objective 8: An effectual human resource management & development			
15. Competency framework	2%	Competency framework in accordance with policies prescribed by GCG	APMGs HRMD
16. Maintain the conduct of frontline & operations-related trainings	3%	36 batches of frontline & operations-related trainings conducted	HRMD Area AdFin Divisions
TOTAL WEIGHT / RATING	100%		

Also indicated above are the Offices that are monitoring / responsible for the attainment of these targets.

GCG is monitoring our performance relative to these targets through the submission of the Quarterly Monitoring Report to their office. The overall performance of PHLPPost for CY2016 shall be validated by GCG and shall, along with other requirements, serve as the basis in the granting of the Performance-Based Bonus (PBB) for CY2016.

The attainment of these targets is not solely the responsibility of management but is a result of the concerted efforts of both the Area Offices and the Central Office. Your utmost cooperation and supervision is required in order for us to attain our targets. All are therefore enjoined to disseminate these targets to your Marketing Specialist and Post Offices and closely monitor their performance especially in the areas of revenue generation and delivery performance.

Moreover, attached is the Monitoring Report of Performance Targets as of the 2nd Quarter of CY2016 noting therein the accomplishment at 92.51% and 93.70% for the 1st and 2nd Quarter of CY2016, respectively.

For your information and appropriate action.


JOEL L. OTARRA
Corporate Officer-in-Charge

DTS 2016-08-11-0079

Filename: PerformanceTargets2016

Central Records:

1. PHLPPost-Performance
2. Issuances – Management