



25 January 2021

MR. NORMAN N. FULGENCIO

Chairman

MR. JOEL L. ZAMUDIO

Officer-in-Charge (OIC)

PHILIPPINE POSTAL CORPORATION (PHLPost)

3rd Floor Central Office Building

Liwasang Bonifacio, Manila

**RE : TRANSMITTAL OF RECALIBRATED
2020 PERFORMANCE SCORECARD**

Dear Chairman Fulgencio and OIC Zamudio,

This is to formally transmit the Recalibrated 2020 Performance Scorecard (**Annex A**) of PHLPost. The same is to be posted in PHLPost's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The PHLPost Recalibrated Performance Scorecard submitted through a letter dated 29 September 2020² was reviewed and evaluated in view of the circumstances brought about by the COVID-19 pandemic, and in accordance with the residual authority of the Governance Commission as stated in GCG M.C. No. 2017-02.³ Note that in the Notice to all GCG Stakeholders dated 04 September 2020, the respective targets, weights, and rating scales pertaining to ISO Certification and Employees Meeting Required Competencies shall be retained.

PHLPost is further directed to submit its 4th Quarter Monitoring Report, based on the Recalibrated 2020 Performance Scorecard, **within thirty (30) days** from receipt of this letter.

FOR PHLPOST'S INFORMATION AND GUIDANCE.

Very truly yours,

Digitally signed by:
CHAIRMAN SAMUEL G. DAGPIN, JR.

Digitally signed by:
COMMISSIONER MICHAEL P. CLORIBEL

Digitally signed by:
COMMISSIONER MARITES C. DORAL

cc: COA Resident Auditor – PHLPost

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by the Governance Commission on 30 September 2020.

³ INTERIM PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 30 June 2017.

**PHILIPPINE POSTAL CORPORATION (PHLPost)
Recalibrated 2020 Performance Scorecard**

Component					Baseline Data		Targets		
Objective		Weight	Formula	Rating Scale ^{a/}	2017	2018	2019	2020	
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments							
	SM 1	Postal Mail Traffic (Transactions Handled in Millions)	8%	Actual Figure	Actual / Target	64.41	51.97	61.86	31.57
		Subtotal	8%						
STAKEHOLDERS	SO 2	Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities							
	SM 2	Number of Municipalities and Cities with Postal Access (out of a total of 1,628)	5%	Number of Municipalities with PHLPost-operated, Local Government Unit (LGU)-operated or Private-operated postal outlet/s	Actual / Target	-	-	-	9 additional cities and municipalities
	SM 3	Number of NGAs/NGOs Partners for Services	5%	Actual Number of Payout Partners (Should not be for free or at a loss)	Actual / Target	5	6	5	6
	SO 3	Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management							
	SM 4	Percentage of Satisfied Customers		Number of Customers Who Rated Satisfactory or Very Satisfactory / Total Number of Customers Sampled	Actual / Target	N/A	N/A	90%	
		a. Individual Customers	(3%)						Excluded
	b. Corporate Clients	2%						90%*	
	Subtotal	15%							

* Using the GCG Enhanced Guidelines for the Conduct of the CSS.

Component					Baseline Data		Targets		
Objective	Weight	Formula	Rating Scale ^{al}	2017	2018	2019	2020		
FINANCIAL	SO 4	Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management							
	SM 5	Revenues	6%	Total Revenues	Actual / Target	₱3.530 B	₱3.675 B	₱3.535 B	₱3.179 B
	SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	6%	EBITDA Excluding Subsidies (<i>Franking Privilege reimbursed from National Government and from non-shareholders</i>)	Actual / Target	₱197.63 M	₱28.89 M	₱30 M	₱80.308 M
	Subtotal		12%						
INTERNAL PROCESS	SO 5	Sustain Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures							
	SM 7	<i>Express Post Delivery Performance</i>							
		7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	7%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	90% of items delivered within 1 day after posting	90.19% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	90% of items delivered within 3 days after posting
		7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	7%		Actual / Target	90% of items delivered within 3 days after posting	90.05% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	90% of items delivered within 10 days in Luzon and 15 days in VisMin after posting
		7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department	7%		Actual / Target	97% of items delivered within 1 day after Customs clearance	100% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 3 days after Customs clearance
7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department	7%	Actual / Target	96% of items delivered within 3 days after Customs clearance		96.10% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	95% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance		

Component					Baseline Data		Targets			
Objective	Weight	Formula	Rating Scale ^{al}	2017	2018	2019	2020			
INTERNAL PROCESS	SM 8	International Parcel Post Delivery Performance	4%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	90% of items delivered within 7 days after Customs clearance	94.75% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	
	SM 9	<i>Letter Post Delivery Performance</i>								
		9.1. Domestic Ordinary Letter Post Delivery Performance	7%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	87% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	
		9.2. Domestic Registered Letter Post Delivery Performance	7%		Actual / Target	87% of items delivered within 3 days after posting	86% of items delivered within 3 days after posting	85% of items delivered within 7 days after posting	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	
		9.3. International Letter Post Delivery Performance	4%		Actual / Target	97% of items delivered within 7 days after Customs clearance	95% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs Clearance	
	SO 6 Uphold Postal Service Integrity by Strengthening Security in Postal Processes									
	SM 10	ISO Certification	5%	ISO Certification of Frontline Services	All or Nothing	ISO-Aligned Documentation of QMS for the Improved Postal ID	ISO-Aligned Documentation of its QMS for Post Office Operations	ISO 9001:2015 Certification of Manila Central Post Office	ISO 9001:2015 Certification of Post Offices within the City of Manila and in the Offices of Exchange	

Component					Baseline Data		Targets	
Objective	Weight	Formula	Rating Scale ^{a/}	2017	2018	2019	2020	
SO 7	Improve Efficiencies in the Postal Service Through Innovation and ICT							
SM 11	Percentage of PHLPost-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace	5%	Number of PHLPost-operated Postal Outlets with Internet Connectivity Enabling Track and Trace / Total Number of PHLPost-Operated Postal Outlets	Actual / Target	60%	70%	60%	60%
Subtotal		60%						
SO 8	Manage Organizational Competencies by Developing Effectual and Competent Human Resources							
LEARNING AND GROWTH	SM 12	Percentage of Employees Meeting Required Competencies	Personnel Meeting Required Competencies/ Total Number of Personnel	Actual / Target	Manual on Competency Model	Completed Competency Assessment of 19.48% [631 out of 3,240 Front Line Positions]. Out of the 631, only 4.91% meet the required competencies	50% of Frontline Personnel Meeting Required Technical Competencies	a. 100% of Frontline Personnel Meeting Required Technical Competencies
							Establish Baseline Data on Non-Technical Competencies of Frontline Personnel (Postmasters, Tellers and Letter Carriers)	b. 35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies
								c. Establish Baseline on Competency of Supervisors in the Operations Group
Subtotal		5%						
TOTAL EXCLUDED WEIGHTS		100% (3%)						
RECALIBRATED TOTAL		97%						

a/ But not to exceed the weight assigned per indicator.