

05 March 2020

THE CHAIRMAN AND MEMBERS
Governance Commission on GOCCs
3/F, Citibank Center, 8741 Paseo de Roxas
1226 Makati City, Metro Manila



Subject: Submission of the 4th Quarter and CY2019 Monitoring Report of Performance Scorecard, Philippine Postal Corporation

Madam/Sirs:

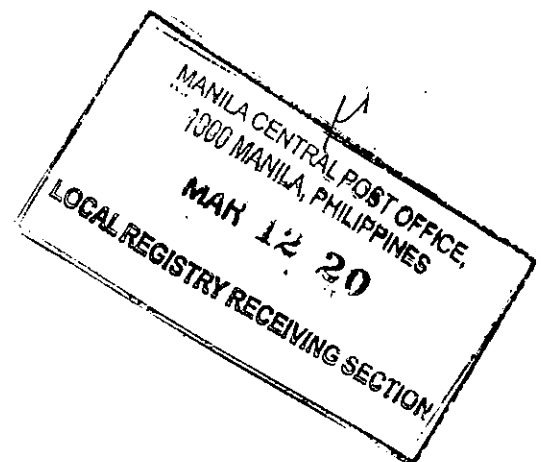
Pursuant to GCG No. 2017-02 or the Interim Performance Evaluation System (PES) for the GOCC Sector, respectfully submitted herewith are the 4th Quarter 2019 and the CY2019 Monitoring Reports of PHLPost duly signed by the Chairman of our Board of Directors.

We have already sent an advance copy via email of the said Monitoring Reports last 27 February 2020.

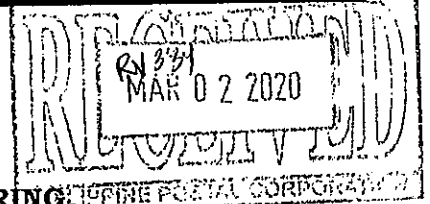
For the Commission's reference.

Respectfully yours,


JOEL L. OTARRA
Postmaster General & CEO



2020-07-06-0015



Board Resolution No. 2020 - 16

“APPROVING THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 4TH QUARTER OF CALENDAR YEAR 2019 THAT WILL BE SUBMITTED TO THE GOVERNMENT COMMISSION ON GOCCs (GCG) AND ITS SUBSEQUENT UPLOADING IN THE CORPORATE WEBSITE.”

RESOLVED, as it hereby resolves, to approve the Performance Monitoring Report of the Philippine Postal Corporation (PHLPost) for the 4th Quarter of Calendar Year 2019 that will be submitted to the Government Commission on GOCCS (GCG) and its subsequent uploading in the corporate website.

Adopted during the 2nd Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 27 February 2020 at the City of Manila, Philippines.

Approved by:


NORMAN H. FULGENCIO
Chairman


JOEL L. OTARRA

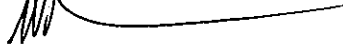
Vice Chairman & Postmaster General


CRISTINA E. CARINGAL
Member


RIDGWAY M. TANJILI
Member


RAUL B. BENDIGO
Member


LIBERTY C. AVILA
Member


PELAGIO S. PAGUICAN
Member

Attested by:


ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY


GUZMAN B. MELGAREJO JR.
LINE ASSISTANT CORPORATE SECRETARY

PHILIPPINE POSTAL CORPORATION (PHLPost)

Component		2019 Annual				4th Quarter		
Objective	Formula	Weight	Rating System	Target	Target	Actual	Rating	Remarks
SD 2: Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures Express Post Delivery Performance								
INTERNAL PROCESSES	SM 7	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	6.00%	Actual / Target x Weight	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	6.00%	
		7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	6.00%	Actual / Target x Weight	90% of items delivered within 3 days after posting	87% of items delivered within 3 days after posting	5.80%	
		7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department	6.00%	Actual / Target x Weight	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	6.00%	
		7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department	6.00%	Actual / Target x Weight	95% of items delivered within 3 days after Customs clearance	90% of items delivered within 3 days after Customs clearance	5.68%	
	SM 8	International Parcel Post Delivery Performance	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	4.00%	
Letter Post Delivery Performance								
INTERNAL PROCESSES		9.1. Domestic Ordinary Letter Post Delivery Performance	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	4.00%	
		9.2. Domestic Registered Letter Post Delivery Performance	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	4.00%	
		9.3. International Letter Post Delivery Performance	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	4.00%	

PHILIPPINE POSTAL CORPORATION (PHLPost)

Component		2019 Annual			4th Quarter		
Objective	Formula	Weight	Rating System	Target	Actual	Rating	Remarks
SO 10: Uphold Postal Services Integrity by Strengthening Security in Postal Processes							
SM 10	ISO Certification of Frontline Services	5.00%	All or Nothing	ISO 9001:2015 Certification of Manila Central Post Office	Implementation of Quality Management System (QMS)	0.00%	
SO 11: Improve Efficiencies in the Postal Service through Innovation and Cost-Effectiveness							
SM 11	Percentage of Postal Outlets with Internet Connectivity Enabling Track and Trace	5.00%	Actual / Target x Weight	60% of Postal Outlets with Internet Connectivity	63%	5.00%	814 Postal Outlets
Subtotal		50.00%				44.48%	
SO 12: Manage Organizational Competencies by Developing Effective and Competent Human Resources							
SM 12	Personnel meeting Required Competencies / Total Number of personnel	3.00%	Actual / Target x Weight	50% of frontline Personnel Meeting Required Technical competencies	1891	3.00%	
	Percentage of Employees Meeting Required Competencies	2.00%	Actual / Target x Weight	Establish baseline data on Non-Technical Competencies of frontline Personnel (Postmasters, Tellers and Letter Carriers)	3112	2.00%	
Subtotal		5.0%				5.0%	
TOTAL		100%				90.91%	

Certified Correct:

DONABELLA CASUNCIÓN
Manager, Corporate Planning Department

Approved by:

JOEL L. OTARRA
Postmaster General & CEO

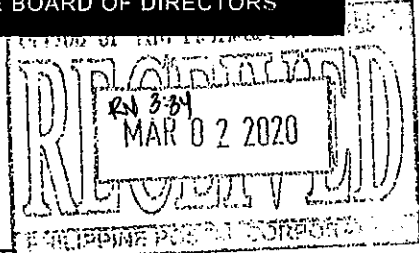
Date:

MARVIN M. BAGHARI-REGIS
APMG for Administration and Finar

Date:

NORMAN V. JULGENCIO
Chairman, Board of Directors

OFFICE OF THE BOARD OF DIRECTORS



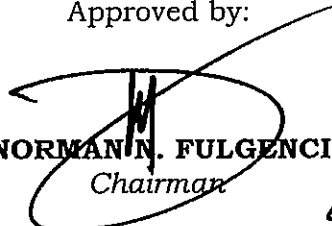
Board Resolution No. 2020 - 17

“APPROVING THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR CALENDAR YEAR 2019 THAT WILL BE SUBMITTED TO THE GOVERNMENT COMMISSION ON GOCCs (GCG) AND ITS SUBSEQUENT UPLOADING IN THE CORPORATE WEBSITE.”

RESOLVED, as it hereby resolves, to approve the Performance Monitoring Report of the Philippine Postal Corporation (PHLPost) for Calendar Year 2019 that will be submitted to the Government Commission on GOCCS (GCG) and its subsequent uploading in the corporate website.

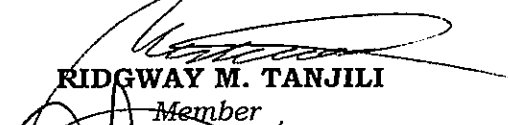
Adopted during the 2nd Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 27 February 2020 at the City of Manila, Philippines.

Approved by:


NORMAN N. FULGENCIO
Chairman

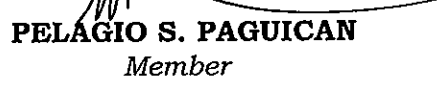

JOEL L. OTARRA
Vice Chairman & Postmaster General


CRISTINA E. CARINGAL
Member


RIDGWAY M. TANJILI
Member


RAUL B. BENDIGO
Member


LIBERTY C. AVILA
Member


PELAGIO S. PAGUICAN
Member

Attested by:


ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY

LIZAMAN B. MELGAREJO JR
LINE ASSISTANT, CORPORATE SECRETARY

2020-07-02-0129

PHILIPPINE POSTAL CORPORATION (PHLPost)

Component		Formula	Weight	Rating System	2019 Annual Target	Actual	Rating	Remarks
SO 1: Limited People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Services								
SOCIAL IMPACT								
SM 1	Postal Traffic (in Million pieces)							
	1.1. Volume of Postal Transactions Handled	Actual Figure	8.00%	Actual / Target x Weight	61.86	100.27	8.00%	
	1.2. Volume of Postal Items Delivered	Actual Figure	5.00%	Actual / Target x Weight	8.86	7.80	4.40%	
	<i>Subtotal</i>		13%				12.40%	
SO 2: Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities								
SM 2	Expansion of Postal Outlets	Number of Postal Outlets: PHLPost-operated, LGU-operated and private-operated	5.00%	Actual / Target x Weight	Additional 13 (from 2018 baseline)	7	2.69%	
SM 3	Maintain NGAs/NGOs Partners for Payout Services	Actual Number of Payout Partners	5.00%	Actual / Target x Weight	5	6	5.00%	
SO 3: Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management								
SM 4	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	10.00%	Actual / Target x Weight 0% = if less than 80%	90%	84.00%	9.33%	88% - Retail 80% - Corporate
	<i>Subtotal</i>		20.00%				17.03%	
SO 4: Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management								
FINANCIAL								
SM 5	Revenues	Total Revenues	6.00%	Actual / Target x Weight	3,535	4,726.95	6.00%	
SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	EBITDA Excluding Subsidiaries (Franking Privilege reimbursed from National Government and from non-shareholders)	6.00%	Actual / Target x Weight	30	80.13	6.00%	
	<i>Subtotal</i>		12.00%				12.00%	

PHILIPPINE POSTAL CORPORATION (PHLPPost)

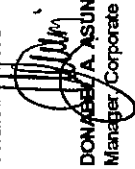
Component		2019 Annual Target			Actual	Rating	Remarks
Objective	Formula	Weight	Rating System	Actual	Rating	Remarks	
INTERNAL PROCESS							
SO. 5.1 Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures							
Express Post Delivery Performance							
SM 7	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	6.00%	Actual / Target x Weight	90% of items delivered within 1 day after posting	87% of items delivered within 1 day after posting	5.80%	
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	6.00%	Actual / Target x Weight	90% of items delivered within 3 days after posting	85% of items delivered within 3 days after posting	5.87%	
SM 7	7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department	6.00%	Actual / Target x Weight	95% of items delivered within 1 day after Customs clearance	96% of items delivered within 1 day after Customs clearance	6.00%	
	7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department	6.00%	Actual / Target x Weight	95% of items delivered within 3 days after Customs clearance	87% of items delivered within 3 days after Customs clearance	5.48%	
SM 8	International Parcel Post Delivery Performance	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	84% of items delivered within 7 days after Customs clearance	3.95%	
Letter Post Delivery Performance							
SM 9	9.1. Domestic Ordinary Letter Post Delivery Performance	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after posting	82% of items delivered within 7 days after posting	3.86%	
	9.2. Domestic Registered Letter Post Delivery Performance	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after posting	84% of items delivered within 7 days after posting	3.95%	
	9.3. International Letter Post Delivery Performance	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	86% of items delivered within 7 days after Customs clearance	4.00%	
INTERNAL PROCESS							

PHILIPPINE POSTAL CORPORATION (PHILPost)

Objective	Component	Formula	Weight	Rating System	2019 Annual Target	Actual	Rating	Remarks
SM 10	ISO Certification	ISO Certification of Frontline Services	5.00%	All or Nothing	ISO 9001:2015 Certification of Manila Central Post Office	Implementation of Quality Management System (QMS)	0.00%	
SM 11	Percentage of Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of Post Offices with Internet Connectivity / Total Number of Post Offices with Internet Connectivity as of end of previous year	5.00%	Actual / Target x Weight	60% of Postal Outlets with Internet Connectivity	63%	5.00%	814 Postal Outlets
Subtotal			50.00%				43.73%	
SM 12	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of personnel	3.00%	Actual / Target x Weight	50% of frontline Personnel Meeting Required Technical competencies	1891	3.00%	
		Actual Accomplishment	2.00%	Actual / Target x Weight	Establish baseline data on Non-technical Competencies of frontline Personnel (Postmasters, Tellers and Letter Carriers)	3112	2.00%	
Subtotal			5.0%				5.0%	
TOTAL			100%				90.15%	

LEARNING AND GROWTH

Certified Correct


DONABELLA ASUNCION
 Manager, Corporate Planning Department

Date: _____

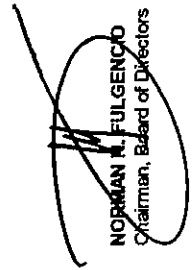
Approved by:


JOEL L. OTARRA
 Postmaster General & CEO

Date: _____


MAURINA MACAPAGAL-REES
 APMG for Administration and Finance

Date: _____


NORMAN FULGENCIO
 Chairman, Board of Directors

Date: _____