



Republic of the Philippines
Office of the President
Philippine Postal Corporation
Office of the Corporate Secretary

SECRETARY'S CERTIFICATE

1. I am presently the Corporate Secretary of the Philippine Postal Corporation;
2. The Office of the Corporate Secretary holds office at the 3rd Floor, Manila Central Post Office Building, Magallanes Drive, Liwasang Bonifacio, Barangay 659-A, Ermita, Manila;
3. I am the custodian of the records of the Corporation, including the Minutes of Meetings and Resolutions;
4. In the 11th Regular Meeting of the Board held on November 16, 2021, via videoconference (Zoom Meeting with ID No. 3726631056) during which a quorum was present and acted throughout, Board Resolution No. 2021-135 was unanimously approved and adopted, as follows:

Board Resolution No. 2021 - 135

"APPROVING THE SUBMISSION TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG) OF THE PERFORMANCE TARGETS MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (POST OFFICE) FOR THE 3RD QUARTER OF CALENDAR YEAR (CY) 2021."

WHEREAS, Item 5 of GCG Memorandum Circular No. 2013-02 (Re-Issued) dated 23 June 2014, requires Government-Owned and Controlled Corporations (GOCCs) to submit and upload in its official websites their Quarterly Performance Targets Monitoring Reports based on their GCG-approved performance scorecards;

WHEREAS, in its letter dated April 16, 2021, GCG approved the Performance Scorecard of the Philippine Postal Corporation for CY 2021;

WHEREAS, on May 26, 2021, in its Resolution No. 2021-67, the Board of Directors approved the submission of the CY 2021 first quarter Performance Monitoring Report to GCG as recommended by the



Management Executive Committee per Management
EXECOM Resolution No. 2021-40;

WHEREAS, the Board of Directors likewise approved the submission to GCG of the Performance Monitoring Report of PHLPost for the second quarter of CY 2021 through its Resolution No. 2021-126 dated October 5, 2021;

WHEREAS, the Management Executive Committee, in its Resolution No. 2021-86 dated November 11, 2021, recommended for approval of the Board of Directors the submission to GCG of the Performance Targets Monitoring Report of the Philippine Postal Corporation for the third quarter of CY 2021;

WHEREFORE, foregoing premises considered, BE IT RESOLVED, as it is hereby RESOLVED, to approve the submission to GCG of the Performance Targets Monitoring Report of the Philippine Postal Corporation for the third quarter of CY 2021;

RESOLVED FINALLY, that Management is hereby directed to upload in the Post Office's official website the Performance Targets Monitoring Report of the Post Office for the third quarter of CY 2021 and to do such acts as may be required/necessary to implement this resolution.

Issued this 17th day of November 2021 at the City of Manila,
Philippines.


ATTY. LINDEZA R. ROCERO-GAVINO
Corporate Secretary

**PHILIPPINE POSTAL CORPORATION (Post Office)
3rd Quarter CY2021 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	3rd Quarter			Remarks					
					Target	Actual	Rating						
SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments													
SOCIAL IMPACT	SM 1 - Postal Traffic												
	SM 1 - Volume of Postal Transactions Handled (in million pcs)	Domestic Express + Domestic Letter Post + International Express + International Letter post + Postal ID + Postal Money Order received	Actual / Target	8.0%	42.27	31.70	31.36	7.91%					
	Sub-Total > Social Impact			8.0%				7.91%					
SO 2 - Continue postal service in the community through sustainable partnership with public and private entities													
CUSTOMERS & STAKEHOLDERS	SM 2 - Number of Municipalities and Cities with Postal Access	Actual Number of Postal Outlets in Municipalities without postal access	Actual / Target	5.0%	68 additional cities and municipalities	NA	A total of 4 additional cities and municipalities (3 additional cities and municipalities for this quarter)	5.00%	Kabayan, Benquet Cervantes, Ilocos Sur Lidlidda, Ilocos Sur				
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	10	NA	7 Payout Partners	5.00%					
	SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management												
CUSTOMERS & STAKEHOLDERS	SM 4 - Percentage of Satisfied Customers	Number of respondents which gave atleast a Satisfactory rating / Total number of respondents	Actual / Target 0% - if less than 80%		Using the GCG Enhanced Guidelines for the conduct of the CSS		· The BAC declared failure of bidding on 28 April 2021 · Considering the time involved in the procurement process PHLPost can no longer conduct the 1st wave (lean season May-June) Pursuant to GCG Guidelines for 2020 and 2021 allowing GOCCs to modify the conduct of the CSAT in view of the circumstances brought about by the COVID19 pandemic, PHLPost shall adopt the following modifications: ✓The survey to only include the peak season (November-December) ✓To conduct survey to corporate clients only through telephone interview						
	a. Individual Customers									3.0%	90%	NA	Excluded
	b. Corporate Clients									2.0%	90%	NA	2.0%
Sub-Total > Customers & Stakeholders			15.0%					12.00%					

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3rd Quarter CY2021 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	3rd Quarter			Remarks	
					Target	Actual	Rating		
SO 4 - Ensure financial growth and efficiency through market sustainability and cost management									
FINANCIAL	SM 5 - Revenues (in Billion PhP)	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	Actual / Target	6.0%	3.273	2.455	2.143	5.24%	
	SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target	6.0%	92.782	69.587	68.315	5.89%	
	Sub-Total > Financial			12.0%				11.13%	
SO 5 - Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures									
INTERNAL PROCESSES	SM 7 - Express Post Delivery Performance								
	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	7.0%	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	87.59% of items delivered within 2 days after posting	6.81%	
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Metro Manila		Actual / Target	6.0%	90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting	90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting	85.71% of items delivered within 7 days in Luzon and 89.65% of items delivered within 10 days in Vis/Min after posting	5.85%	
	7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		Actual / Target	7.0%	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	95.99% of items delivered within 2 days after Customs clearance	7.00%	

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Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	3rd Quarter			Remarks	
					Target	Actual	Rating		
7.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	7.0%	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	100% of items delivered within 7 days in Luzon and 96.29% of items delivered within 10 days in Vis/Min after Customs clearance	7.00%		
SM 8 - International Parcel Post Delivery Performance		Actual / Target	5.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	94.44% of items delivered within 10 days in Luzon and 90.00% of items delivered within 15 days in Vis/Min after Customs clearance	5.00%		
SM 9 - Letter Post Delivery Performance									
INTERNAL PROCESSES	Percentage of Postal Items Delivered within the Standard Turnaround Time	9.1. Domestic Ordinary Letter Post Delivery Performance	Actual / Target	7.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85.95% of items delivered within 10 days in Luzon and 85.83% of items delivered within 15 days in Vis/Min after posting	7.00%	
		9.2. Domestic Registered Letter Post Delivery Performance	Actual / Target	5.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85.41% of items delivered within 10 days in Luzon and 86.34% of items delivered within 15 days in Vis/Min after posting	5.00%	
		9.3. International Letter Post Delivery Performance	Actual / Target	6.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	93.80% of items delivered within 10 days in Luzon and 86.58% of items delivered within 15 days in Vis/Min after posting	6.00%	

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Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	3rd Quarter			Remarks	
					Target	Actual	Rating		
SO 6 - Uphold postal service integrity by implementing QMS in the postal processes									
INTERNAL PROCESSES	SM 10 - ISO Certification	ISO Certification of Frontline Services	All or Nothing	5.0%	ISO 9001:2015 Certification of Post Offices within the City of Manila, Imus CPO and the Offices of Exchange	NA	1. Revision of the Quality Manual and finalization of the Document Control Manual; 2. Continuous monitoring on the implementation of the QMS procedures and the ISO requirements; 3. On-going procurement, delivery and installation of equipment at the Manila CPO and concerned offices; 4. On-going 5S Program in concerned Offices and trainings to personnel; and, 5. On-going procurement of services of a Certifying Body for the ISO 9001:2015 Certification of Manila CPO	5.0%	

**PHILIPPINE POSTAL CORPORATION (Post Office)
3rd Quarter CY2021 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	3rd Quarter			Remarks
					Target	Actual	Rating	
SO 7 - Improve efficiencies in the Postal Service through innovation and ICT								
SM 11. Percentage of PHL Post-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of Post Offices with Enabled Track and Trace / Total Number of Post Offices as of the end of the year	Actual / Target	5.00%	65%	NA	57.38%	5.00%	
Sub-Total > Internal Processes			60.0%				59.66%	
SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems								
LEARNING & GROWTH SM 12. Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	2.50%	80% of Frontline Personnel Meeting Required Technical Competencies	NA	A total of 2,409 or 84.32% of Frontline Personnel met the required technical competencies (equivalent to 2.57% weighted scores)	2.50%	On-going collection of data
	Actual Accomplishment		1.50%	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	NA	A total of 1,630 or 57.05% of Frontline Personnel met the required organizational and leadership competencies (equivalent to 1.39% weighted scores)	1.50%	* 746 (26.11%) of frontline personnel trained with other competency intervention as of 3rd Quarter of 2022 * 884 (30.94%) of frontline personnel fully met the competency through Competency Assessment Form (CAF) as of 2020

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Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	3rd Quarter			Remarks
					Target	Actual	Rating	
LEARNING & GROWTH SM 12. Percentage of Employees Meeting Required Competencies	NA	Actual / Target	1.00%	10% Increase on the Baseline of Supervisors in the Operations Group Meeting the Required Competencies	NA	A total of 178 (82.79%) Operations personnel met the required organizational and leadership competencies.	1.00%	* A total of 122 or 56.74% of supervisors in the operations group was subjected to go through various capacity development/ interventions to meet the required competency. * A total of 56 (26.05%) of the operations personnel fully met the assessment on organizational and/or leadership competency through Competency Assessment Form (CAF) as of 2021
TOTAL RATING EXCLUDED WEIGHTS			100.0%				95.70% (3%)	

Certified Correct:


MARA BEATRICE M. GERVACIO
 Officer-in-Charge, Corporate Planning Department

11 NOV 2021
 Date:


FRANCIS T. CERENO
 Acting APMG for Administration and Finance

12 NOV 2021
 Date:

Approved by:


NORMAN N. FULGENCIO
 Postmaster General & CEO

 Date:


RAUL B. BENDIGO
 Chairman, Board of Directors

 Date: