



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 3<sup>rd</sup> 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 6<sup>th</sup> Regular Meeting of the Board held on June 7, 2022, via videoconference (Zoom Meeting with ID No. 3726631056) and in person during which a quorum was present and acted throughout, Board Resolution No. 2022-51 was unanimously approved and adopted, as follows:

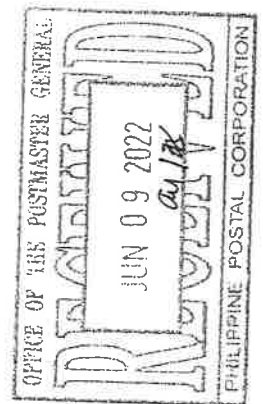
#### Board Resolution No. 2022 - 51

**"APPROVING THE SUBMISSION TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG) OF THE 4<sup>TH</sup> QUARTER PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (POST OFFICE) AND THE CY 2021 ANNUAL PERFORMANCE MONITORING REPORT."**

**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 Post Office 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 Post Office for the second quarter of CY 2021 through its Resolution No. 2021-126 dated October 5, 2021;

**WHEREAS**, the submission of the CY 2021 third quarter Performance Monitoring Report to GCG was approved by the Board through its Resolution No. 2021-135 dated November 16, 2021;

**WHEREAS**, the deadline of the submission for the fourth quarter Monitoring Report for CY 2021 is on January 30, 2022, however, the same was extended by GCG to February 28, 2022 in view of the surge of the COVID-19 during the said period;

**WHEREAS**, the Philippine Postal Corporation requested extension on the submission of the monitoring reports from February 28, 2022 to March 31, 2022 since the actual accomplishment for CY2021 were still being finalized particularly the Financial Statement which was still for adjustment and/or reconciliation;

**WHEREAS**, in its Resolution No. 2022-17 dated 26 May 2022, the Management Executive Committee recommended for approval of the Board of Directors the submission to GCG of the of the 4<sup>th</sup> Quarter Performance Monitoring Report of the Post Office and the CY 2021 Annual Performance Monitoring Report;

**WHEREFORE**, foregoing premises considered, BE IT RESOLVED, as it is hereby RESOLVED, to approve the submission to GCG of the of the of the 4<sup>th</sup> Quarter Performance Monitoring Report of the Philippine Postal Corporation (Post Office) and the CY 2021 Annual Performance Monitoring Report.

**RESOLVED FINALLY**, that Management is hereby directed to upload in Post Office's official website the 4<sup>th</sup> Quarter Performance Monitoring Report of the Philippine Postal Corporation (Post Office) and the CY 2021 Annual Performance Monitoring Report and to do such acts as may be required/necessary to implement this resolution.

Issued this 8<sup>th</sup> day of June 2022 at the City of Manila, Philippines.

  
**ATTY. LINDEZA R. ROGERO-GAVINO**  
Corporate Secretary

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

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Annual			with Request for Renegotiation/ Exclusion	
					Target	Actual	Rating		
<b>TOTAL RATING</b>								<b>82.17%</b>	<b>83.37%</b>
<b>RATING TO BE ELIGIBLE FOR PBB</b>								<b>87.30%</b>	<b>82.80%</b>
<b>SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments</b>									
<b>SOCIAL IMPACT</b>	<b>SM 1 - Postal Traffic</b>								
	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	42.27	42.74	8.00%	8.00%
	<b>Sub-Total &gt; Social Impact</b>			<b>8.0%</b>				<b>8.00%</b>	<b>8.00%</b>
<b>SO 2 - Continue postal service in the community through sustainable partnership with public and private entities</b>									
<b>CUSTOMERS &amp; STAKEHOLDERS</b>	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	68 additional cities and municipalities	A total of 4 additional cities and municipalities	0.29%	0.00%
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	10	10	7 Payout Partners	3.50%	5.00%
	<b>SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management</b>								
	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%	3.0%	Using the GCG Enhanced Guidelines for the conduct of the CSS	Using the GCG Enhanced Guidelines for the conduct of the CSS	78% Satisfaction Rating  Procurement of Services of a Research company was made on 15 September 2021 and awarded the contract to the winning bidder on 12 October 2021. The Survey started in December 2021 where the respondents are corporate clients only and being conducted through telephone interview.	Excluded	Excluded
	a. Individual Customers				90%	90%			
	b. Corporate Clients				90%	90%			
<b>Sub-Total &gt; Customers &amp; Stakeholders</b>				<b>15.0%</b>				<b>3.79%</b>	<b>5.00%</b>

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					Target	Actual	Rating		
<b>SO 4 - Ensure financial growth and efficiency through market sustainability and cost management</b>									
<b>FINANCIAL</b>	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	3.273	3.395	6.00%	6.00%
	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	92.782	177.396	6.00%	6.00%
	<b>Sub-Total &gt; Financial</b>			<b>12.0%</b>				<b>12.00%</b>	<b>12.00%</b>
<b>SO 5 - Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures</b>									
<b>SM 7 - Express Post Delivery Performance</b>									
<b>INTERNAL PROCESSES</b>	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	86.72% of items delivered within 2 days after posting	6.74%	6.74%
	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	80.20% of items delivered within 7 days in Luzon and 81.60% of items delivered within 10 days in Vis/Min after posting	5.39%	5.39%
	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	96.46% of items delivered within 2 days after Customs clearance	7.00%	7.00%

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

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					Target	Actual	Rating		
INTERNAL PROCESSES	7.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange	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	96.43% of items delivered within 7 days in Luzon and 96.57% of items delivered within 10 days in Vis/Min after Customs clearance	7.00%	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	91.55% of items delivered within 10 days in Luzon and 91.37% of items delivered within 15 days in Vis/Min after Customs clearance	5.00%	5.00%
	SM 9 - Letter Post Delivery Performance								
	9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	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	78.54% of items delivered within 10 days in Luzon and 85.73% of items delivered within 15 days in Vis/Min after posting	6.74%	6.74%
	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	84.77% of items delivered within 10 days in Luzon and 86.90% of items delivered within 15 days in Vis/Min after posting	5.00%	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	94.67% of items delivered within 10 days in Luzon and 93.75% of items delivered within 15 days in Vis/Min after posting	6.00%	6.00%

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					Target	Actual	Rating	
<b>SO 6 - Uphold postal service integrity by implementing QMS in the postal processes</b>								
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	ISO 9001:2015 Certification of Manila Central Post Office	<ul style="list-style-type: none"> <li>1. A re-scoping of the Post Office ISO certification was done to ONLY include the Manila CPO;</li> <li>2. Quality Manual was approved by the Post Office Board of Directors and 15 standard procedures handled by Manila CPO was implemented;</li> <li>3. Procurement of Services for ISO Certifying Body was awarded on 07 September 2021 to the successful bidder;</li> <li>4. On-going installation of equipment and repair of the tellers' counter at the Manila CPO;</li> <li>5. Refresher training to personnel at Manila Central Post Office was conducted;</li> <li>6. Internal Quality Audit Team already conducted their audit and submitted their audit findings to the QMR.</li> </ul>	0.0%	0.0%

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					Target	Actual	Rating	
<b>SO 7 - Improve efficiencies in the Postal Service through innovation and ICT</b>								
SM 11. Percentage of PHLPost-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%	65%	58.39%	4.49%	4.49%
<b>Sub-Total &gt; Internal Processes</b>			<b>60.0%</b>				<b>53.37%</b>	<b>53.37%</b>
<b>SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems</b>								
<b>LEARNING &amp; GROWTH</b>	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	2.50%	80% of Frontline Personnel Meeting Required Technical Competencies	80% of Frontline Personnel Meeting Required Technical Competencies	A total of 2,412 or 84.42% of Frontline Personnel met the required technical competencies	2.50%	2.50%
	SM 12. Percentage of Employees Meeting Required Competencies		Actual Accomplishment	1.50%	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	A total of 1,786 or 62.51% of Frontline Personnel met the required organizational and leadership competencies	1.50%

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					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	10% Increase on the Baseline of Supervisors in the Operations Group Meeting the Required Competencies	A total of 187 (86.98%) Operations personnel met the required organizational and leadership competencies	1.00%	1.00%
<i>Sub-Total &gt; Learning &amp; Growth</i>			5.0%					
<b>TOTAL RATING</b>			100.0%				5.0%	5.0%
<b>EXCLUDED WEIGHTS</b>							82.17%	83.37%
Certified Correct:							(3%)	(8%)

*for: [Signature]*  
**MARA BEATRICE M. GERVACIO**  
 Officer-in-Charge, Corporate Planning Department

Date: \_\_\_\_\_

*[Signature]*  
**FRANCIS T. CERENO**  
 Acting APMG for Administration and Finance

Date: \_\_\_\_\_

Approved by:  
*[Signature]*  
**NORMAN N. FULGENCIO**  
 Postmaster General & CEO

Date: \_\_\_\_\_

*[Signature]*  
**RAUL B. BENDIGO**  
 Chairman, Board of Directors

*6/14/2022*  
 Date: \_\_\_\_\_