



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 Special Meeting of the Board held on August 16, 2022, via videoconference (Zoom Meeting with ID No. 3726631056) during which a quorum was present and acted throughout, Board Resolution No. 2022-63 was unanimously approved and adopted, as follows:

Board Resolution No. 2022 – 63

“APPROVING THE SUBMISSION OF THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (POST OFFICE) FOR THE FIRST AND SECOND QUARTERS OF CALENDAR YEAR (CY) 2022 TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG).”

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, pursuant to GCG Memorandum Circular No. 2017-02 dated 30 June 2017, the Quarterly Monitoring Reports should be submitted to the GCG and uploaded in the website within thirty (30) calendar days from the close of each quarter;

WHEREAS, in its Resolution No. 2022-29 dated 04 August 2022, the Management Executive Committee recommended for approval of the Board of Directors the submission of the Performance Monitoring Report of



Post Office for the first and second quarters of CY 2022 to GCG;

WHEREFORE, foregoing premises considered, BE IT RESOLVED, as it is hereby RESOLVED, to approve the submission of the Performance Monitoring Report of Post Office for the first and second quarters of CY 2022 to GCG;

RESOLVED FINALLY, that Management is hereby directed to upload in Post Office's official website the Performance Monitoring Reports of the Corporation for the first and second quarters of CY 2022 and to do such acts as may be required/necessary to implement this resolution.

Issued this 17th day of August 2022 at the City of Manila, Philippines.


ATTY. LINDEZA F. ROGERO-GAVINO
Corporate Secretary

**PHILIPPINE POSTAL CORPORATION (Post Office)
1st Quarter CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks		
					Target	Actual	Rating			
TOTAL RATING							90.46%			
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 + Postal ID + Postal Money Order received	Actual / Target	8.0%	54.22	13.56	9.77	5.77%		
	<i>Sub-Total > Social Impact</i>			8.0%				5.77%		
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%	18 additional cities and municipalities	NA	5	5.00%		
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	7	NA	6	5.00%		
	SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management									
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	Using the GCG Enhanced Guidelines for the conduct of the CSS	None	Excluded		
a. Individual Customers					2.5%	90%				NA
b. Corporate Clients					2.5%	90%				NA
<i>Sub-Total > Customers & Stakeholders</i>			15.0%					12.50%		

PHILIPPINE POSTAL CORPORATION (Post Office)
1st Quarter CY2022 Monitoring Report of Performance Targets

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks	
					Target	Actual	Rating		
SO 4 - Ensure financial growth and efficiency through market sustainability and cost management									
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%	PhP 5,384 B	1,346	0,650	2.90%		
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%	PhP 92,179 M	23,196	230,620	6.00%		
SM 7 Budget Utilization Rate (BUR)									
FINANCIAL	a. GAA Subsidies - amounts obligated	Amount Obligated / Total GAA Subsidy	(Actual / Target) x Weight	1.0%	90%	NA	22.19%	1.00%	114,314,000/ 515,256,000
	b. GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated	(Actual / Target) x Weight	1.0%	90%	NA	70.10%	1.00%	80,130,291/ 114,314,000
	c. Corporate Funds - CO & MOOE	Amount Disbursed / Total Approved COB (both Net of PS Cost)	(Actual / Target) x Weight	2.0%	90%	NA	2.56%	2.00%	79,659,477/ 3,112,004,031
	Sub-Total > Financial			16.0%				12.90%	

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1st Quarter CY2022 Monitoring Report of Performance Targets

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks	
					Target	Actual	Rating		
ISO 5 - Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures									
SM 8 - Express Post Delivery Performance									
INTERNAL PROCESSES	8.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	6.0%	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	87.19% of items delivered within 2 days after posting	5.81%	
	8.2. 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	88.71% of items delivered within 7 days in Luzon and 89.77% of items delivered within 10 days in Vis/Min after posting	5.35%	
	8.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		Actual / Target	6.0%	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	96.25% of items delivered within 2 days after Customs clearance	6.00%	

PHILIPPINE POSTAL CORPORATION (Post Office)
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Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks	
					Target	Actual	Rating		
8.4. 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	6.0%	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	95.38% of items delivered within 7 days in Luzon and 91.30% of items delivered within 10 days in VizMin after Customs clearance	6.00%		
SM 9 - 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	85.29% of items delivered within 10 days in Luzon and 87.10% of items delivered within 15 days in VizMin after Customs clearance	5.00%		
SM 10 - Letter Post Delivery Performance									
INTERNAL PROCESSES	10.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	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	85.79% of items delivered within 10 days in Luzon and 85.88% of items delivered within 15 days in VizMin after posting	6.00%	
	10.2. 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	87.08% of items delivered within 10 days in Luzon and 87.06% of items within 15 days in VizMin after posting	5.00%	
	10.3. 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	92.22% of items delivered within 10 days in Luzon and 90.82% of items delivered within 15 days in VizMin after Customs clearance	6.00%	

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Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks
					Target	Actual	Rating	
INTERNAL PROCESSES								
SO 6 - Uphold postal service integrity by implementing QMS in the postal processes								
SM 11 - ISO Certification	ISO Certification of Frontline Services	All or Nothing	5.0%	ISO 9001:2015 Certification of Manila Central Post Office	NA	The BCJA Training and Consultancy has conducted the Pre-Assessment Audit and Consultancy to the Post Office dated 21 to 23 February 2022 at the Central Office and Mega Manila Area Office to check the effectiveness and readiness of the established Quality Management System prior to a third-party Certification Audit.	5.0%	
SO 7 - Improve efficiencies in the Postal Service through innovation and ICT								
SM 12. Percentage of PHLP-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%	70%	NA		59.34%	4.24%
Sub-Total > Internal Processes			56.0%				54.41%	

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Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	1st Quarter			Remarks
					Target	Actual	Rating	
SC 8 - Manage organizational competencies through the implementation of competency-based human resource management systems								
LEARNING & GROWTH SM 13. Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	2.50%	95% of Frontline Personnel Meeting Required Technical Competencies	NA	A total of 2,472 or 97.90% of Frontline Personnel met the required technical competencies	2.50%	On-going collection of data
	Actual Accomplishment		1.50%	80% of Frontline Personnel Meeting Required Organizational and Leadership Competencies - Non - technical	NA	A total of 1874 or 74.22% of Frontline Personnel met the required organizational and leadership competencies	1.39%	* 990 (39.21%) frontline personnel trained with other competency intervention as of 1st Quarter of 2022 * 884 (35.01%) of frontline personnel fully met the competency through Competency Assessment Form (CAF) as of 2020


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					Target	Actual	Rating	
LEARNING & GROWTH SM 12. Percentage of Employees Meeting Required Competencies	NA	Actual / Target	1.00%	50% of Supervisors in the Central Office (Administrative, Support Service and Offices of Exchange) Required Technical and Non Technical Competencies	NA	A total of 199 (116.37%) Operations personnel met the required organizational and leadership competencies	1.00%	* A total of 143 or 33.63% of supervisors in the operations group <u>met/ surpassed</u> in 2021 through various capacity development interventions to meet the required competency * A total of 56 or 32.75% of the operations personnel fully met the assessment on organizational and/or leadership competency through Competency Assessment Form (CAF) as of 2021
TOTAL RATING			100.0%					90.46%
EXCLUDED WEIGHTS								(5%)

Certified Correct:


MARA BEATRICE M. CERVACIO
 Chairman, Strategic Planning Department

Date: _____


FRANCIS T. CERENO
 Acting APMG for Administration and Finance

Date: _____

Approved by:


NORMAN N. FULGENCIO
 Postmaster General & CEO

Date: _____


RAU B. BENDIGO
 Chairman, Board of Directors

Date: _____