



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 10th Regular Meeting of the Board held on October 5, 2021, via videoconference (Zoom Meeting with ID No. 3726631056) during which a quorum was present and acted throughout, Board Resolution No. 2021-126 was unanimously approved and adopted, as follows:

Board Resolution No. 2021 – 126

“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 2ND 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, in its Resolution No. 2021-78 dated September 20, 2021, the Management Executive Committee recommended for approval of the Board of Directors the submission to GCG of the Performance Targets Monitoring Report of the Post Office for the second 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 Post Office for the second 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 first quarter of CY 2021 and to do such acts as may be required/necessary to implement this resolution.

Issued this 6th day of October 2021 at the City of Manila, Philippines.


ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

PHILIPPINE POSTAL CORPORATION (PHLPost)
2nd Quarter CY2021 Monitoring Report of Performance Targets

Measures by Perspective and Objective		Formula	Rating Scale	Weight	Annual Target	2nd Quarter			Remarks
						Target	Actual	Rating	
SOCIAL IMPACT	SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments								
	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	21.13	22.47	8.00%	
	Sub-Total > Social Impact			8.0%				8.00%	
CUSTOMERS & STAKEHOLDERS	SO 2 - Continue postal service in the community through sustainable partnership with public and private entities								
	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	no additional cities and municipalities for this quarter	5.00%	
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	10	NA	7	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		Opening of Bids for the procurement of services for the conduct of 2021 CSS was conducted on 7 April 2021. The lone bidder was declared non complying to eligibility requirements. The MR submitted was denied. Failure of bidding was declared on 28 April 2021 per BAC Reso No. 2021-42.		
	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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						Target	Actual	Rating	
FINANCIAL	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%	3.273	1.637	1.390	5.09%	
	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	46.391	45.829	5.93%	
	Sub-Total > Financial			12.0%				11.02%	
	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	85.02 items delivered within 2 days after posting	6.61%	
	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	86.95% of items delivered within 7 days in Luzon and 82.98% of items delivered within 10 days in Vis/Min after posting	5.66%	
	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	97.05% of items delivered within 2 days after Customs clearance	7.00%	

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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 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 88.57% of items delivered within 10 days in Vis/Min after Customs clearance	6.95%	
	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	88.68% of items delivered within 10 days in Luzon and 91.43% of items delivered within 15 days in Vis/Min after Customs clearance	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	88.37% of items delivered within 10 days in Luzon and 86.78% 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	88.60% of items delivered within 10 days in Luzon and 86.18% 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	95.28% of items delivered within 10 days in Luzon and 95.26% of items delivered within 15 days in Vis/Min after posting	6.00%	

PHILIPPINE POSTAL CORPORATION (PHLPost)
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					Target	Actual	Rating	
INTERNAL PROCESSES	SO 6 - Uphold postal service integrity by implementing QMS in the postal processes							
	SM 10 - ISO Certification	ISO Certification of Frontline Services	All or Nothing	5.0%	ISO 9001:2015 Certification of Manila Central Post Office	NA	1. Updates on the QMS Implementation: a. Reduction of scope from Post Offices in the City of Manila, the Offices of Exchange and Imus Post Office to only the Manila Central Post Office. b. Reduction in the number of procedures from 91 to only 65. 2. Review on the standard procedures, risk-registers, ISO forms, Quality Manual, and TOR are currently being done; 3. Continuous monitoring on the implementation of the QMS procedures and the ISO requirements; 4. On-going procurement of equipment for the Manila CPO; and, 5. On-going 5S Program in concerned Offices and trainings to personnel.	5.0%

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	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	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	55%	5.00%	
	Sub-Total > Internal Processes			60.0%				59.22%	
LEARNING & GROWTH	SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems								
	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 2,325 (81.38%) Frontline Personnel Meeting Required Technical Competencies	2.50%	On-going collection of data
		Actual Accomplishment		1.50%	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	NA	A total of1,559 (54.57%) Frontline Personnel Meeting Required Organizational and Leadership Competencies	1.50%	*675 (23.63%) frontline personnel trained with other competency intervention as of 2nd Quarter 2021 *884 (30.94%) of frontline personnel fully met the competency through Competency Assessment Form (CAF) as of 2019

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LEARNING & GROWTH SM 12. Percentage of Employees Meeting Required Competencies	NA	Actual / Target	1.0%	10% Increase on the Baseline of Supervisors in the Operations Group Meeting the Required Competencies	NA	A total of 126 (58.60%) Operations Personnel meeting the Required Organizational and Leadership Competencies	1.00%	* A total of 70 (32.56%) operations personnel were subjected with other various development/ intervention 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 (CAI as of 2020
Sub-Total > Learning & Growth			5.0%				5.0%	
TOTAL RATING EXCLUDED WEIGHTS			100.0%				95.25% (3%)	

Certified Correct:


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

Date: _____


FRANCIS T. CERENO
 Acting APMG for Administration and Finance

Date: _____

Approved by:


NORMAN N. FULGENCIO
 Postmaster General & CEO

Date: _____


RAUL B. BENDIGO
 Chairman, Board of Directors

Date: _____