

24 April 2023

**MR. RAUL B. BENDIGO**

*Chairman*

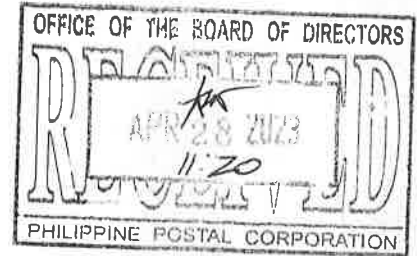
**MR. LUIS D. CARLOS**

*Acting Postmaster General (PMG)*

**PHILIPPINE POSTAL CORPORATION (PHLPost)**

3rd Floor Central Office Building

Liwasang Bonifacio, Manila



**RE: TRANSMITTAL OF 2023 CHARTER STATEMENT AND  
STRATEGY MAP AND PERFORMANCE SCORECARD**

Dear Chairman Bendigo and Acting PMG Carlos,

We respectfully furnish you with the SIGNED 2023 PHLPost Charter Statement and Strategy Map (**Annex A**) and Performance Scorecard (**Annex B**).

Your compliance with GCG M.C. No. 2012-07 and GCG M.C. No. 2023-01 will be highly appreciated.

Very truly yours,

**Justice ALEX L. QUIROZ (ret.)**

*Chairperson*

cc: Pinag-isang Organisasyon ng mga Samahang TAGapangalaga ng Liham  
(P.O.S.T.A.L.)

**PHLPOST**  
**STRATEGY MAP**

**OUR MISSION**

The Philippine Postal Corporation provides **EFFICIENT, COMPETITIVE and ON-TIME DELIVERY** of communications, goods and merchandise, and payment services in **ANY FILIPINO COMMUNITY**

**CORE VALUES**

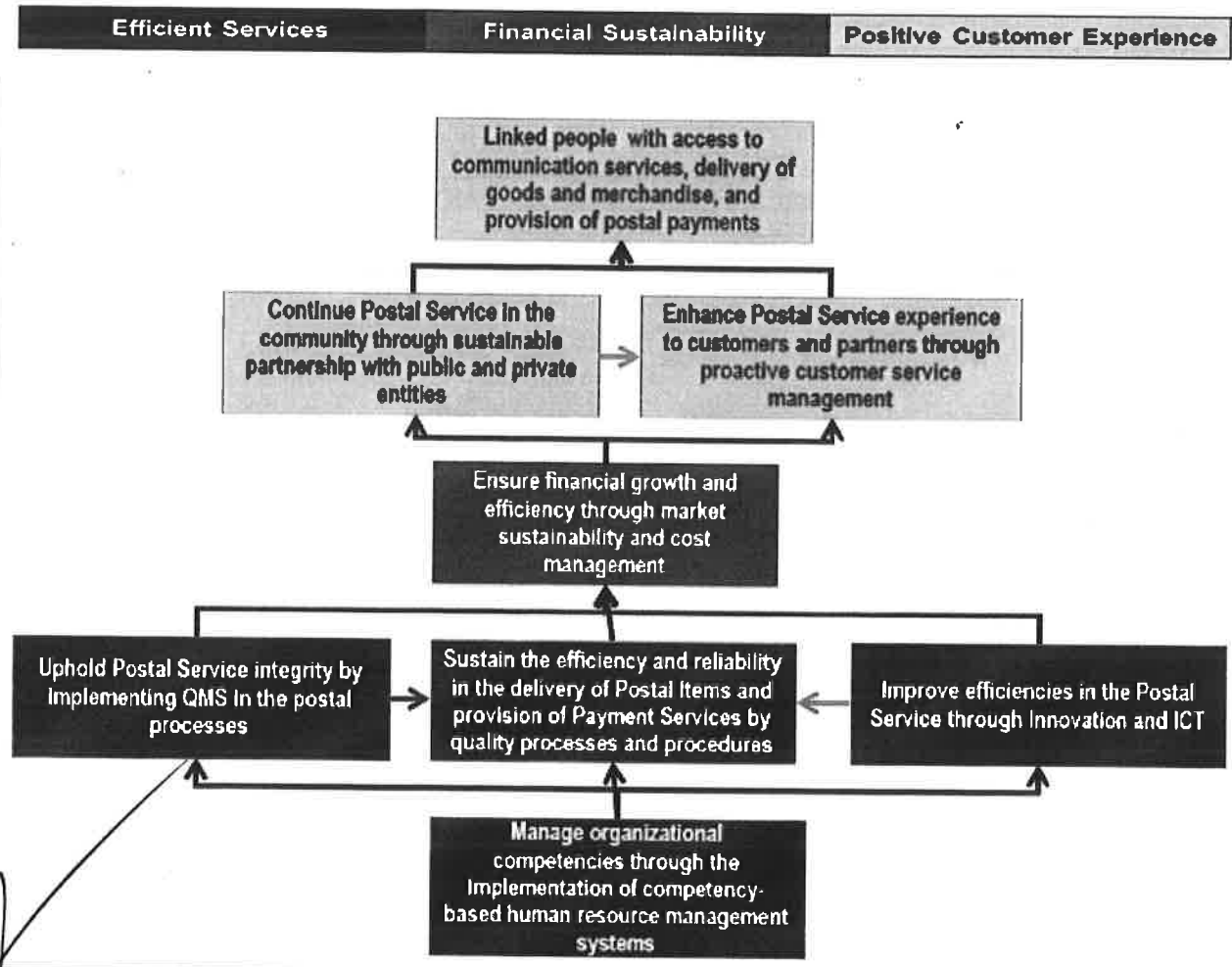
PHLPost's work ethics are founded by:

- Commitment
- Innovation
- Teamwork
- Entrepreneurial Spirit
- Patriotism
- Integrity
- Excellence
- Spirituality

Social Impact  
 Customers & Stakeholders  
 Financial  
 Internal Processes  
 Learning & Growth

**OUR VISION**

By 2025, the Post Office is the **PREFERRED UNIVERSAL DELIVERY SERVICE PROVIDER** of communications, goods and merchandise, and payment services in **EVERY FILIPINO COMMUNITY**



*[Handwritten signatures]*

PHILIPPINE POSTAL CORPORATION (PHLPost)

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Weight	Rating Scale <sup>a/</sup>	2020	2021	2022	2023	
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments							
	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	0%	Actual / Target	38.48	42.74	54.22	36.25
		<b>Subtotal</b>		<b>0%</b>					
	SO 2	Continue Postal Service in the Community Through Sustainable Partnerships with Public and Private Entities							
CUSTOMERS & STAKEHOLDERS	SM 2	Number of Cities and Municipalities with Postal Access	Actual Number of cities and municipalities	5%	Actual / Target	2 additional cities and municipalities  (Reported baseline: 1,134 cities and municipalities with postal access)	<i>Measure Excluded</i>  (Reported baseline: 1,041 cities and municipalities with postal access)	18 additional cities and municipalities	2022 yearend cumulative total + 18 additional cities and municipalities
	SM 3	Number of NGAs/NGOs Partners for Services	Actual Number of Payout Partners	5%	Actual / Target	6	7	7	8

Objective/Measure	Component				Baseline Data		Targets	
	Formula	Weight	Rating Scale <sup>a/</sup>	2020	2021	2022	2023	
<b>SO 3</b>	<b>Enhance Postal Service Experience of Customers and Partners Through Proactive Customer Service Management</b>							
SM 4	Percentage of Satisfied Customers							
	(a) Individual Customers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	2.5%	Actual / Target 0% = If less than 80%	No 2020 CSS Conducted	-	90%	90%
	(b) Corporate Clients		2.5%			69.42%	90%	90%
		<b>Subtotal</b>	<b>15%</b>					
<b>SO 4</b>	<b>Ensure Financial Growth and Efficiency Through Market Sustainability and Cost Management</b>							
SM 5	Revenues	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	10%	Actual / Target	2.158 Billion	2.872 Billion	5.384 Billion	5.202 Billion
SM 6	Earnings before Interest, Taxes, Depreciation, and Amortization	EBITDA Excluding Subsidiaries (Franking Privilege reimbursed from National Government and from non-shareholders)	10%	Actual / Target	(670.90) Million	(342.859) Million	92.179 Million	90.795 Million

FINANCIAL

	Component				Baseline Data		Targets	
	Objective/Measure	Formula	Weight	Rating Scale <sup>a/</sup>	2020	2021	2022	2023
SM 7	Budget Utilization Rate (BUR)							
	(a) GAA Subsidies - amounts obligated	Amount Obligated / Total GAA Subsidy (Net of PS Cost)	1%	Actual / Target	N/A	N/A	90%	90%
	(b) GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated (Net of PS Cost)	1%	Actual / Target	N/A	N/A	90%	90%
	(c) Corporate Funds - CO & MOOE	Actual Disbursement / Scheduled Disbursement (Net of PS Cost)	3%	Actual / Target	N/A	N/A	90%	90%
	<b>Subtotal</b>		<b>25%</b>					
<b>SO 5</b>	<b>Sustain the Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures</b>							
INTERNAL PROCESS	Express Post Delivery Performance							
	(8.1) Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	5%	Actual / Target	100% of items delivered within 3 days after posting	86.72% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting
	(8.2) Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	5%	Actual / Target	95.80% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	80.90% 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	90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting

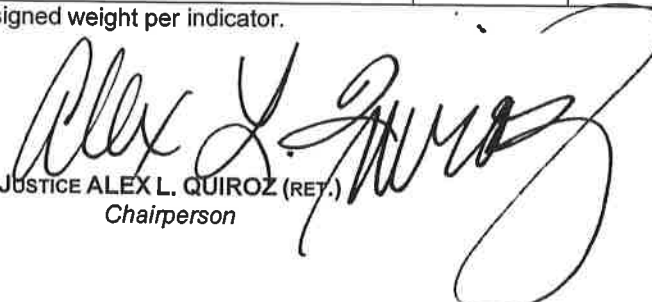
Objective/Measure		Component	Weight	Rating Scale <sup>a/</sup>	Baseline Data		Targets	
		Formula			2020	2021	2022	2023
	(8.3) International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		5%	Actual / Target	96.88% of items delivered within 3 days after Customs clearance	96.46% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance
	(8.4) International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department		5%	Actual / Target	98.86% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	96.51% 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% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance
SM 9	International Parcel Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	5%	Actual / Target	97.12% of items delivered within 15 days in Luzon and 30 days in Vis/Min after Customs clearance	91.46% 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% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance
SM 10	Letter Post Delivery Performance							
	(10.1) Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	5%	Actual / Target	98.47% of items delivered within 15 days in Luzon and 30 days in Vis/Min after posting	82.14% 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% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting
	(10.2) Domestic Registered Letter Post Delivery Performance		5%	Actual / Target	95.95% of items delivered within 15 days in Luzon and 30 days in Vis/Min after posting	85.84% 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% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting

Component					Baseline Data		Targets	
Objective/Measure	Formula	Weight	Rating Scale <sup>a/</sup>	2020	2021	2022	2023	
(10.3) International Letter Post Delivery Performance		5%	Actual / Target	98.13% of items delivered within 15 days in Luzon and 30 days in Vis/Min after Customs clearance	94.21% 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% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	
<b>SO 6</b>	<b>Improve Efficiencies in the Postal Service Through Innovation and ICT</b>							
SM 11	ISO Certifications							
	a. Manila Central Post Office	Actual Accomplishment	5%	All or Nothing	Preparatory Activities for ISO Certification	No Accomplishment	ISO 9001:2015 Certification	Pass 1 <sup>st</sup> Surveillance Audit
	b. Express Mail Exchange Department (EMED)	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	ISO 9001:2015 Certification
<b>SO 7</b>	<b>Improve Efficiencies in the Postal Service Through Innovation and ICT</b>							
SM 12	Percentage of PHLPost-Operated Postal Outlets with Enabled Track and Trace	Number of Post Offices with Enabled Track and Trace / Total Number of Post Offices as of the end of the year	5%	Actual / Target	55%	58.31%	70%	75%
	<i>Subtotal</i>		<b>55%</b>					

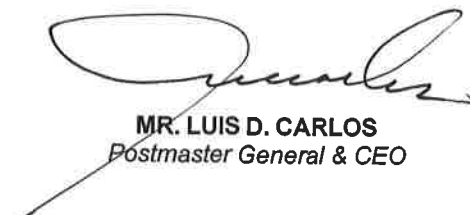
Objective/Measure		Component			Baseline Data			Targets	
		Formula	Weight	Rating Scale <sup>a/</sup>	2020	2021	2022	2023	
LEARNING & GROWTH	SO 8	Manage Organizational Competencies Through the Implementation of Competency-Based Human Resource Management Systems							
	SM 13	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	5%	Actual / Target	68.41% of Frontline Personnel Met Required Technical Competencies	85.61% of Frontline Personnel Met Required Technical Competencies	95% of Frontline Personnel Meeting Required Technical Competencies	33.33% of all PHLPost plantilla employees meeting required competencies
					45.65% of Frontline Personnel Met Required Non-Technical Competencies	62.51% of Frontline Personnel Met Required Organizational and Leadership Competencies	80% of Frontline Personnel Meeting Required Organizational and Leadership Competencies - Non-technical		
					26.05% of Supervisors in the Operations Group Meeting the Required Competencies	60.93% increase from the 2020 baseline of Supervisors in the Operations Group Meeting the Required Competencies	50% of Supervisors in the Central Office (Administrative Support Service and Offices of Exchange) meeting Required Technical and Non-technical Competencies		
		<b>Subtotal</b>		<b>5%</b>					
		<b>TOTAL</b>		<b>100%</b>					

a/ But not to exceed the assigned weight per indicator.

For GCG:

  
JUSTICE ALEX L. QUIROZ (RET.)  
Chairperson

For PHLPost:

  
MR. LUIS D. CARLOS  
Postmaster General & CEO