



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

SECRETARY'S CERTIFICATE

This certifies that during the 7th Regular Meeting of the Board held on 04 July 2023, via zoom videoconference (meeting ID: 644 838 1447), wherein a quorum was present and acted throughout, the following Resolution was adopted:

Board Resolution No. 2023 - 78

“APPROVING THE SUBMISSION TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG) OF THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 1ST QUARTER OF CALENDAR YEAR (CY) 2023”

WHEREAS, Item 7 of GCG Memorandum Circular No. 2023-01 dated 19 January 2023, requires Government-Owned and Controlled Corporations (GOCCs) to submit and upload in its official websites their Quarterly Performance Monitoring Reports;

WHEREAS, in its Resolution No. 2023-25 dated 27 June 2023, the Management Executive Committee recommended for approval of the Board of Directors the submission to GCG of the Performance Monitoring Report of PHLPost for the first quarter of CY 2023;

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 PHLPost for the first quarter of CY 2023;

RESOLVED FINALLY, that Management is hereby directed to upload in PHLPost's official website the Performance Monitoring Report of PHLPost for the first quarter of CY 2023 and to do such acts as may be required/necessary to implement this resolution.

Issued this 25th day of July 2023 at the City of Manila, Philippines


GUZMAN B. MELGAREJO, JR.
Assistant Corporate Secretary



PHILIPPINE POSTAL CORPORATION (PHLPost)
CY2023 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual	1st Quarter			Remarks	
					Target	Actual	Rating		
TOTAL RATING			100.0%				81.09%		
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) x Weight	0.00%	36.25	9.06	9.20	0.00%	
	Sub-Total > Social Impact			0.00%				0.00%	
SO 2 - Continue postal service in the community through sustainable partnership with public and private entities									
CUSTOMERS & STAKEHOLDERS	SM 2 - Expansion of Postal Outlets	Actual Number of Postal Outlets in Municipalities without postal access	(Actual / Target) x Weight	5.00%	2022 yearend cumulative total + 18 additional cities and municipalities	NA	2	5.00%	
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	(Actual / Target) x Weight	5.00%	8	NA	8	5.00%	
	SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management								
SM 4 - Percentage of Satisfied Customers									
(a) Individual Customers	Number of respondents which gave atleast a Satisfactory rating / Total number of respondents	(Actual / Target x Weight) 0% - if less than 80%	2.50%	90.00%	NA	Preparation of TOR for the 2023 CSS	2.50%		
(b) Corporate Clients			2.50%	90.00%	NA		2.50%		
Sub-Total > Customers & Stakeholders			15.00%				15.00%		

PHILIPPINE POSTAL CORPORATION (PHLPost)
CY2023 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual	1st Quarter			Remarks
					Target	Actual	Rating	
SO 4 - Ensure financial growth and efficiency through market sustainability and cost management								
SM 5 - Revenues	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	(Actual / Target) x Weight	10.00%	PhP 5.202 B	1.301	0.548	4.22%	
SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	(Actual / Target) x Weight	10.00%	PhP 90.795 M	22.699	-10.622	0.00%	
SM 7 - Budget Utilization Rate (BUR)								
a. GAA Subsidies - amounts obligated	<i>Amount Obligated / Total GAA Subsidy</i>	(Actual / Target) x Weight	1.00%	90%	NA	100%	1.00%	45,000,000/ 45,000,000
b. GAA Subsidies - amounts disbursed	<i>Amount Disbursed / Total Obligated</i>	(Actual / Target) x Weight	1.00%	90%	NA	100%	1.00%	45,000,000/ 45,000,000
c. Corporate Funds - CO & MOOE	<i>Amount Disbursed / Total Approved COB (both Net of PS Cost)</i>	(Actual / Target) x Weight	3.00%	90%	NA	3.85%	0.13%	127,841,512/ 3,321,564,271
Sub-Total > Financial			25.00%				6.35%	
SO 5 - Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures								

FINANCIAL

PHILIPPINE POSTAL CORPORATION (PHLPost)
CY2023 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual	1st Quarter			Remarks
					Target	Actual	Rating	
SM 8 - 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	(Actual / Target) x Weight	5.00%	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	85.33% of items delivered within 2 days after posting	4.74%	
8.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila		(Actual / Target) x Weight	5.00%	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	92.75% of items delivered within 7 days in Luzon and 90.06% of items delivered within 10 days in Vis/Min after posting	5.00%	
8.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		(Actual / Target) x Weight	5.00%	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	100% of items delivered within 2 days after Customs clearance	5.00%	
8.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department		(Actual / Target) x Weight	5.00%	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 98.35% of items delivered within 10 days in Vis/Min after Customs clearance	5.00%	
SM 9 - International Parcel Post Delivery Performance		(Actual / Target) x Weight	5.00%	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	90.71% of items delivered within 10 days in Luzon and 89.10% of items delivered within 15 days in Vis/Min after Customs clearance	5.00%	

INTERNAL PROCESSES

PHILIPPINE POSTAL CORPORATION (PHLPost)
CY2023 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual	1st Quarter			Remarks
					Target	Actual	Rating	
SM 10 - Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	(Actual / Target) x Weight	5.00%	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	86.91% of items delivered within 10 days in Luzon and 85.16% of items delivered within 15 days in Vis/Min after posting	5.00%	
10.1. Domestic Ordinary Letter Post Delivery Performance								
10.2. Domestic Registered Letter Post Delivery Performance								
10.3. International Letter Post Delivery Performance								
SO 6 - Uphold postal service integrity by implementing QMS in the postal processes								
SM 11 - ISO Certification								
(a) Manila Central Post Office	ISO Certification of Frontline Services	All or Nothing	5.00%	Pass 1st Surveillance Audit	NA	QMS Documentation	5.00%	
(b) Express mail Exchange Department (EMED)			5.00%	ISO 9001:2015 Certification	NA		5.00%	

PHILIPPINE POSTAL CORPORATION (PHLPost)
CY2023 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual	1st Quarter			Remarks
					Target	Actual	Rating	
SO 7 - Improve efficiencies in the Postal Service through innovation and ICT								
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	(Actual / Target) x Weight	5.00%	75%	NA	63%	5.00%	
Sub-Total > Internal Processes			55.0%				54.74%	
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	(Actual / Target) x Weight	5.00%	33.33% of all PHLPost plantilla employees meeting required competencies	NA	No training conducted	5.00%	Training of employees was moved to 2nd Quarter 2023 due to the following: 1. All HR trainings were put on hold due to the absence of signatories/resignation of the former Postmaster General 2. Transition to new management of PHLPost in which the Acting Postmaster General and CEO was only appointed last March 2023
Sub-Total > Learning & Growth			5.00%				5.00%	
TOTAL RATING			100.00%				81.09%	

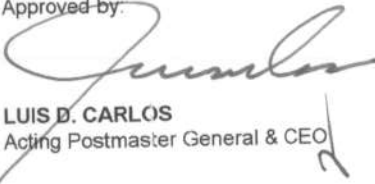
Certified Correct:


MARA BEATRICE M. GERVACIO
 Acting Manager, Corporate Planning Department

Date:


ATTY. LOR ANN D. ATAL
 OIC, OAPMG for Administration and Finance

Date:

Approved by:

LUIS D. CARLOS
 Acting Postmaster General & CEO

Date:


VIDAL E. QUEROL
 Chairman, Board of Directors

Date: