



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

05 September 2023

**Mr. LUIS D. CARLOS**

Acting Postmaster General & CEO  
This Corporation

Attention: **Atty. BENJIE S. YOTOKO**  
Acting APMG for MSS

**Ms. MARA BEATRICE GERVACIO**  
Acting Manager, Corporate Planning Department

Dear Sir:

May we respectfully transmit, for Management's information and appropriate action, the attached Secretary's Certificate containing Board Resolution No. 2023-101 approving the submission to the Governance Commission for GOCCs (GCG) of the Performance Targets Monitoring Report of PHLPost for the 2<sup>nd</sup> Quarter of CY 2023.

We have also attached the two (2) copies of the said 2<sup>nd</sup> Quarter Performance Targets, duly signed by Acting Chairman Vidal E. Querol.

Thank you.

Very truly yours,

  
**GILBERT B. JAVIER**  
Acting Corporate Secretary





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**SECRETARY'S CERTIFICATE**

This certifies that during the 13<sup>th</sup> Special Meeting of the Board held on 17 August 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 - 101**

**"APPROVING THE SUBMISSION TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG) OF THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE SECOND (2<sup>ND</sup>) 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. 2023-32 dated 08 August 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 second 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 second (2<sup>nd</sup>) 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 2nd quarter of CY 2023 and to do such acts as may be required/necessary to implement this resolution.

Issued this 5<sup>th</sup> day of September 2023 at the City of Pasay, Philippines.

  
**GILBERT B. JAVIER**  
Acting Corporate Secretary





**PHILIPPINE POSTAL CORPORATION (PHLPost)  
CY2023 PERFORMANCE TARGETS**

Measures by Perspective and Objective		Formula	Rating Scale	Weight	Annual	2nd Quarter			Remarks
						Target	Actual	Rating	
TOTAL RATING				100.0%				80.09%	
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 Money Order received	Actual / Target	0.00%	36.25	18.12	16.30	0.00%	
	Sub-Total > Social Impact			0.00%				0.00%	
CUSTOMERS & STAKEHOLDERS	SO 2 - Continue postal service in the community through sustainable partnership with public and private entities								
	SM 2 - Expansion of Postal Outlets	Actual Number of Postal Outlets in Municipalities without postal access	Actual / Target	5.00%	2022 yearend cumulative total + 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	5.00%	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 0% - if less than 80%	2.50%	90.00%	NA	Deferment of procurement activity due to the revision of TOR for the 2023 CSS incorporating the GCG-ARTA Joint Memorandum Circular No. 1, Series of 2023	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	2nd Quarter			Remarks	
					Target	Actual	Rating		
FINANCIAL	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	10.00%	PhP 5.202 B	2.601	0.987	3.79%	
	SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target	10.00%	PhP 90.795 M	45.397	-168.745	0.00%	
	SM 7 - Budget Utilization Rate (BUR)								
	a. GAA Subsidies - amounts obligated	Amount Obligated / Total GAA Subsidy	Actual / Target	1.00%	90%	NA	100%	1.00%	45,000,000/ 45,000,000
	b. GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated	Actual / Target	1.00%	90%	NA	100%	1.00%	45,000,000/ 45,000,000
	c. Corporate Funds - CO & MOOE	Amount Disbursed / Total Approved COB (both Net of PS Cost)	Actual / Target	3.00%	90%	NA	11.02%	0.37%	334,734,999/ 3,037,116,462
	Sub-Total > Financial			25.00%				6.16%	

FINANCIAL



**PHILIPPINE POSTAL CORPORATION (PHLPost)**  
**CY2023 PERFORMANCE TARGETS**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual	2nd Quarter			Remarks	
					Target	Actual	Rating		
INTERNAL PROCESSES	SO 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								
	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	5.00%	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	81.08% of items delivered within 2 days after posting	4.50%	
	8.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Metro Manila		Actual / Target	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	92.68% of items delivered within 7 days in Luzon and 88.17% 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	5.00%	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	90.15% of items delivered within 2 days after Customs clearance	4.74%	
	8.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department		Actual / Target	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	87.28% of items delivered within 7 days in Luzon and 100% of items delivered within 10 days in Vis/Min after Customs clearance	4.68%	
SM 9 - International Parcel Post Delivery Performance	Actual / Target		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	90.50% of items delivered within 10 days in Luzon and 93.70% of items delivered within 15 days in Vis/Min after Customs clearance	5.00%		



**PHILIPPINE POSTAL CORPORATION (PHLPost)  
CY2023 PERFORMANCE TARGETS**

Measures by Perspective and Objective		Formula	Rating Scale	Weight	Annual	2nd Quarter			Remarks
						Target	Actual	Rating	
INTERNAL PROCESSES	SM 10 - Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time							
	10.1. Domestic Ordinary Letter Post Delivery Performance		Actual / Target	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	85.17% of items delivered within 10 days in Luzon and 85.36% of items delivered within 15 days in Vis/Min after posting	5.00%	
	10.2.Domestic Registered Letter Post Delivery Performance		Actual / Target	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	87.62% of items delivered within 10 days in Luzon and 85.71% of items delivered within 15 days in Vis/Min after posting	5.00%	
	10.3. International Letter Post Delivery Performance		Actual / Target	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	97.47% of items delivered within 10 days in Luzon and 96.74% of items delivered within-15 days in Vis/Min after Customs clearance	5.00%	
	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	Initial discussion on the following: Suspension of the ISO Certification of Manila Central Post Office;	5.00%	
	(b) Express mail Exchange Department (EMED)			5.00%	ISO 9001:2015 Certification	NA	Deferment of the ISO Certification of EMED to prioritize procurement of office furniture and equipment.	5.00%	



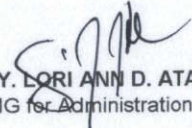
**PHILIPPINE POSTAL CORPORATION (PHLPost)  
CY2023 PERFORMANCE TARGETS**

	Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual	2nd Quarter			Remarks
						Target	Actual	Rating	
INTERNAL PROCESSES	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	5.00%	75%	NA	66.61%	5.00%	
	Sub-Total > Internal Processes			55.0%				53.93%	
	SO 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	5.00%	33.33% of all PHLPost plantilla employees meeting required competencies	NA	Conduct of training to 75 personnel	5.00%	
	Sub-Total > Learning & Growth			5.00%				5.00%	
	TOTAL RATING			100.0%				80.09%	

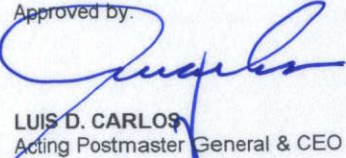
Certified Correct:

  
**MARA BEATRICE M. GERVACIO**  
Acting Manager, Corporate Planning Department


Date: **08 JUL 2023**

  
**ATTY. LORI ANN D. ATAL**  
APMG for Administration and Finance

Date: **10 AUGUST 2023**

Approved by:  
  
**LUIS D. CARLOS**  
Acting Postmaster General & CEO

Date: **11 AUGUST 2023**

  
**VIDAL E. QUEROL**  
Chairman, Board of Directors

Date: