

Corplan



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

SECRETARY’S CERTIFICATE

This certifies that during the 5th Regular Meeting of the Board held on 11 May 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 – 51

“APPROVING THE SUBMISSION OF THE FOURTH QUARTER PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (POST OFFICE) FOR CALENDAR YEAR (CY) 2022 AND THE CY 2022 ANNUAL PERFORMANCE MONITORING REPORT 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, 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 while the Annual Performance Report and its supporting documents shall be submitted not later than the last working day of April of the immediately succeeding calendar year;

WHEREAS, in its Resolution No. 2023-10 dated 17 April 2023, the Management Executive Committee recommended for approval of the Board of Directors the submission of the Performance Monitoring Report of Post Office for the 4th Quarter of CY 2022 and the Annual Performance Monitoring Report for CY 2022, based on the reports and/or documents provided by accountable and/or responsible offices for the Strategic Measures;

WHEREFORE, foregoing premises considered, BE IT RESOLVED, as it is hereby RESOLVED, to approve the submission of the Fourth Quarter Performance Monitoring Report of the Philippine Postal Corporation (Post Office) for Calendar Year



2023-05-18-6027

(CY) 2022 and the CY 2022 Annual Performance Monitoring Report to the Governance Commission for GOCCS (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 third quarter of CY 2022 and to do such acts as may be required/necessary to implement this resolution.

Issued this 18th day of May 2023 at the City of Manila, Philippines



GUZMAN B. MELGAREJO, JR.
Assistant Corporate Secretary

**PHILIPPINE POSTAL CORPORATION (Post Office)
4th Quarter CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	4th Quarter			Remarks		
					Target	Actual	Rating			
TOTAL RATING							91.46%			
RATING TO BE ELIGIBLE FOR PBB							87.75%			
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	8.0%	54.22	54.22	39.42	5.82%		
	Sub-Total > Social Impact			8.0%				5.82%		
	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	18 additional cities and municipalities	21	5.00%		
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	7	7	7	8.00%		
	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			
	a. Individual Customers			2.5%	90%	90.00%	Excluded	Excluded		
b. Corporate Clients	2.5%			90%	90.00%	82.80%	2.30%			
Sub-Total > Customers & Stakeholders			15.0%					12.30%		

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**PHILIPPINE POSTAL CORPORATION (Post Office)
4th Quarter CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	4th 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	PhP 5.384 B	3.370	3.76%		
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	PhP 92.179 M	164.025	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%	90%	100.00%	1.00%	515256000/ 515,256,000
	b. GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated	(Actual / Target) x Weight	1.0%	90%	90%	100.00%	1.00%	515256000/ 515,256,000
	c. Corporate Funds - CO & MOOE	Amount Disbursed / Total Approved COB (both Net of PS Cost)	(Actual / Target) x Weight	2.0%	90%	90%	32.08%	0.71%	729,171,568/ 2,273,221,000
	Sub-Total > Financial			16.0%				12.47%	

**PHILIPPINE POSTAL CORPORATION (Post Office)
4th Quarter CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	4th Quarter			Remarks
					Target	Actual	Rating	
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	2.50%	95% of Frontline Personnel Meeting Required Technical Competencies	95% of Frontline Personnel Meeting Required Technical Competencies	A total of 2,537 or 100.5% of Frontline Personnel met the required technical competencies	2.50%	
	Actual Accomplishment		1.50%	80% of Frontline Personnel Meeting Required Organizational and Leadership Competencies - Non - technical	80% of Frontline Personnel Meeting Required Organizational and Leadership Competencies - Non - technical	A total of 2,453 or 97.1% of Frontline Personnel met the required organizational and leadership competencies	1.50%	* 1,569 (62.1%) frontline personnel trained with other competency intervention as of 4th 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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**PHILIPPINE POSTAL CORPORATION (Post Office)
4th Quarter CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	4th Quarter			Remarks
					Target	Actual	Rating	
LEARNING & GROWTH SM 13. 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	50% of Supervisors in the Central Office (Administrative, Support Service and Offices of Exchange) Required Technical and Non-technical Competencies	A total of 205 or 119.9% Operations personnel met the required organizational and leadership competencies.	1.00%	* A total of 149 or 87.13% of supervisors in the operations group subjected to various capacity development/ interventions to meet the required competency. * A total of 56 (32.7%) of the operations personnel fully met the assessment on organizational and/or leadership competency through Competency Assessment Form (CAF) as of 2021
TOTAL RATING EXCLUDED WEIGHTS			100.0%				91.46% (2.5%)	


Certified Correct:


MARA BEATRICE M. GERVACIO
Acting Manager, Corporate Planning Department

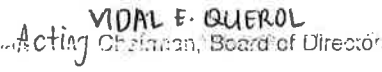
Date:


LORLANN D. ATAL
OIC, OAPMG for Administration and Finance

Date:

Approved by:

LUIS D. CARLOS
Acting Postmaster General & CEO

Date:


VIDAL F. QUEROL
Acting Chairman, Board of Directors

Date:

PHILIPPINE POSTAL CORPORATION (Post Office) Annual CY2022 Monitoring Report of Performance Targets

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Annual			Remarks	
					Target	Actual	Rating		
TOTAL RATING							91.05%		
RATING TO BE ELIGIBLE FOR PBB							87.75%		
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%	54.22	54.22	39.42	5.82%	
	Sub-Total > Social Impact			8.0%				5.82%	
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%	18 additional cities and municipalities	18 additional cities and municipalities	21	5.00%	
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	7	7	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%	2.5%	90%	90.00%	Excluded	Excluded	
a. Individual Customers									
b. Corporate Clients									
Sub-Total > Customers & Stakeholders			15.0%				12.30%		

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**PHILIPPINE POSTAL CORPORATION (Post Office)
Annual CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Annual			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	PhP 5.384 B	3.370	3.76%		
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	PhP 92.179 M	164.025	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%	90%	100.00%	1.00%	515,256,000/ 515,256,000
	b. GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated	(Actual / Target) x Weight	1.0%	90%	90%	100.00%	1.00%	515,256,000/ 515,256,000
	c. Corporate Funds - CO & MOOE	Amount Disbursed / Total Approved COB (both Net of PS Cost)	(Actual / Target) x Weight	2.0%	90%	90%	32.08%	0.71%	729,171,568/ 2,273,221,000
	Sub-Total > Financial			16.0%				12.47%	

**PHILIPPINE POSTAL CORPORATION (Post Office)
Annual CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Annual			Remarks	
					Target	Actual	Rating		
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									
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	87.22% of items delivered within 2 days after posting	5.48%	
	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	91.20% of items delivered within 7 days in Luzon and 91.16% of items delivered within 10 days in VizMin after posting	6.00%	
	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	96.99% of items delivered within 2 days after Customs clearance	6.00%	

**PHILIPPINE POSTAL CORPORATION (Post Office)
Annual CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Annual			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	99.21% of items delivered within 7 days in Luzon and 98.81% 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	95.41% of items delivered within 10 days in Luzon and 91.73% of items delivered within 15 days in VizMin after Customs clearance	5.00%	
SM 10 - Letter Post Delivery Performance								
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	85.91% of items delivered within 10 days in Luzon and 86.28% 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 87.25% 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	93.65% of items delivered within 10 days in Luzon and 91.27% of items delivered within 15 days in VizMin after Customs clearance	6.00%	

INTERNAL PROCESSES

PHILIPPINE POSTAL CORPORATION (Post Office) Annual CY2022 Monitoring Report of Performance Targets

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	Annual			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	ISO 9001:2015 Certification of Manila Central Post Office	The Manila Central Post Office's Quality Management System PASSED the ISO 9001:2015 Certification	5.0%	
SO 7 - Improve efficiencies in the Postal Service through innovation and ICT								
SM 12. 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%	70%	70%	69.73%	4.98%	
Sub-Total > Internal Processes			56.0%				55.46%	

**PHILIPPINE POSTAL CORPORATION (Post Office)
Annual CY2022 Monitoring Report of Performance Targets**

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**PHILIPPINE POSTAL CORPORATION (Post Office)
Annual CY2022 Monitoring Report of Performance Targets**

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				Sub-Total > Learning & Growth			5.0%	
TOTAL RATING EXCLUDED WEIGHTS			100.0%				91.05% (2.5%)	


Certified Correct:


MARA BEATRICE M. GERVACIO
 Acting Manager, Corporate Planning Department

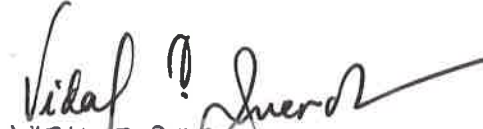
_____ Date:


LORDANN D. ATAL
 OIC, OAPMG for Administration and Finance

_____ Date:

Approved by:

LUIS D. CARLOS
 Acting Postmaster General & CEO

_____ Date:


VIDAL E. QUEROL
 Acting Chairman, Board of Directors

_____ Date: