

16 April 2024

HON. STEPHEN C. CRUZ

Chairperson

HON. LUIS D. CARLOS

Postmaster General (PMG) and CEO

PHILIPPINE POSTAL CORPORATION (PHLPost)

Central Mail Exchange Center, Domestic Rd.

1301 Pasay City

RE: TRANSMITTAL OF 2024 PERFORMANCE SCORECARD

Dear Chairperson Cruz and PMG and CEO Carlos,

This is to formally transmit the 2024 Charter Statement and Strategy Map (**Annex A**) and 2024 Performance Scorecard (**Annex B**) of PHLPost. The same is to be posted on PHLPost's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The PHLPost-proposed Charter Statement and Strategy Map were **RETAINED** while the Performance Scorecard submitted through its letter dated 31 October 2023² was **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 12 December 2023, evaluation of revised documents submitted through letter dated 27 December 2023³ and finalized during the Performance Target Conference (PTC) held on 16 April 2024.

We remind PHLPost that Item 6 of GCG M.C. No. 2023-01⁴ requires GOCCs to submit their Quarterly Targets within 15 calendar days from receipt of the GCG-approved Performance Scorecard. Moreover, Item 7 of the same Circular directs GOCCs to accomplish the requisite Quarterly Monitoring Reports detailing their progress in accomplishing the performance targets. The Quarterly Monitoring Reports should disclose substantial changes in circumstances that were unforeseen during the TPM that may affect the timely achievement of targets.

FOR PHLPOST'S INFORMATION AND COMPLIANCE.

Very truly yours,

ATTY. MARIUS P. CORPUS

Chairperson

ATTY. BRIAN KEITH F. HOSAKA
Commissioner

ATTY. GERALDINE MARIE B. BERBERABE-MARTINEZ
Commissioner

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by the Governance Commission on 31 October 2023.

³ Officially received by the Governance Commission on 27 December 2023.

⁴ PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 19 January 2023.





OUR VISION

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

Efficient Services

Financial Sustainability

Positive Customer Experience

OUR MISSION

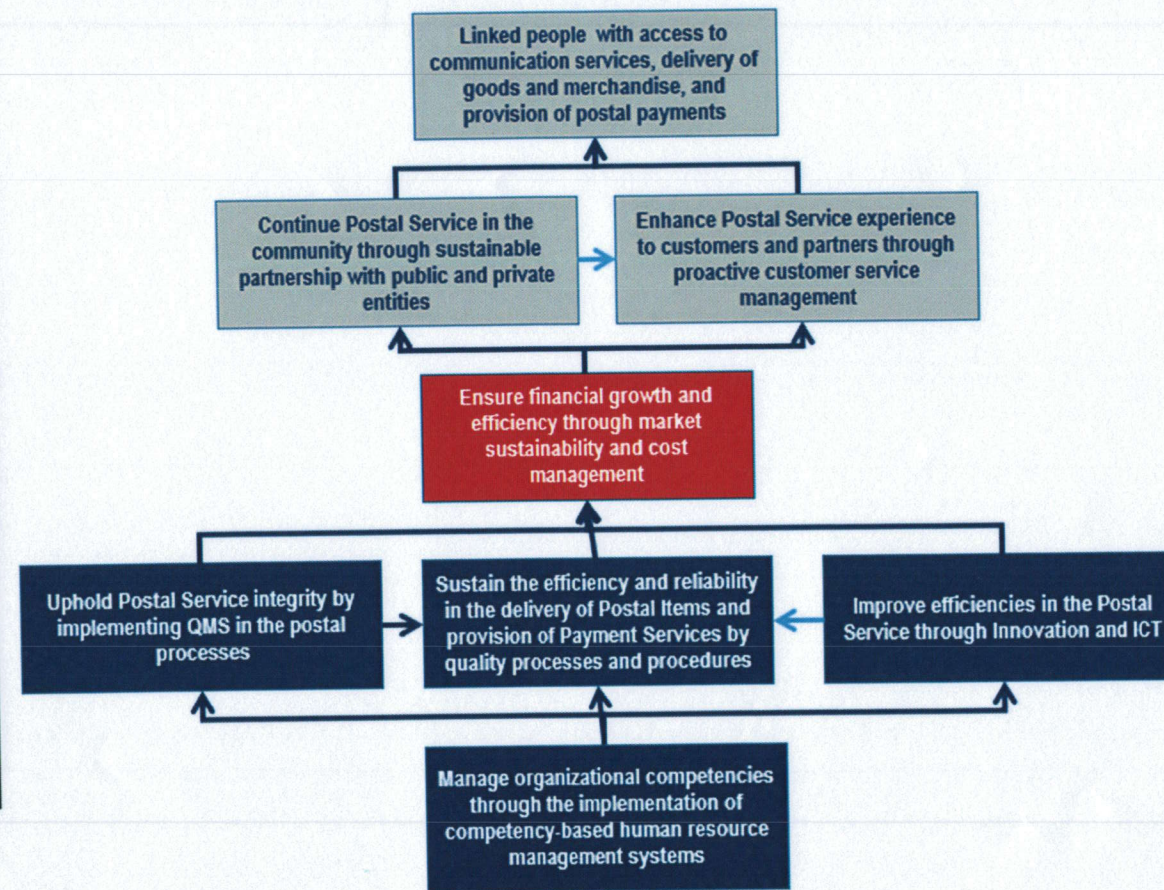
The Philippine Postal Corporation provides **EFFICIENT, COMPETITIVE and ON-TIME DELIVERY** of communications, goods and merchandise, and payment services in **ANY FILIPINO COMMUNITY**

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



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PHILIPPINE POSTAL CORPORATION (PHLPost)

Component					Baseline Data				Target	
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024	
SO 1 Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments										
Volume of Postal Transactions Handled (in million pieces)*										
SM1	a. International Posted	International Express Posted + International Letter Posted + International Parcel Posted	Actual/Target	2%	51.01 Million	1.63 Million	1.20 Million	1.23 Million	36.25 Million	1.25 Million
	b. Domestic Posted	Domestic Express Posted + Domestic Letter Posted + Domestic Parcel Posted + Postal Money Order	Actual/Target	2%	57.67 Million	36.93 Million	40.84 Million	36.88 Million		35.31 Million
	c. International Delivered	International Express Delivered + International Letter Delivered + International Parcel Delivered	Actual/Target	2%	8.05 Million	4.55 Million	5.71 Million	6.85 Million	N/A	7.71 Million
	d. Domestic Delivered	Domestic Express Delivered + Domestic Letter Delivered + Domestic Parcel Delivered	Actual/Target	2%	134.73 Million	73.49 Million	103.63 Million	120.89 Million		101.68 Million
	Sub-total			8%						

SOCIAL IMPACT

* The baseline data is based on the Updated Baseline Data on Volume of Transactions provided by PHLPost. The baseline figures are not GCG-validated since SM 1a-1d are new sub-measures in the performance scorecard.

Component					Baseline Data				Target	
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024	
SO 2 Continue Postal Service in the Community Through Sustainable Partnership with Public and Private Entities										
SM 2	Number of Cities and Municipalities with Postal Access	Actual Number of Cities and Municipalities with postal access as of yearend	Actual/Target	5%	N/A	2 additional cities and municipalities	Measure Excluded	20 additional cities and municipalities	2022 yearend cumulative total + 18 additional cities and municipalities	2023 Year End Cumulative Total + 20 Additional Cities and Municipalities
SM 3	Number of existing partners for payment services	Actual Number of Payment Service Partners with contract effective as of yearend	Actual/Target	5%	6	6	7	7	8	12
SO 3 Enhance Postal Service Experience of Customers and Partners Through Proactive Customer Service Management										
SM 4	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	Actual/Target	5%	91.1%	Using the GCG Enhanced Guidelines for the Conduct of the Customer Satisfaction Survey (CSS)			Using the GCG-ARTA JMC No. 1 series of 2023	
						Individual Customers: Excluded.	Individual Customers: Not conducted	Individual Customers: No survey conducted	90%	90%
						Corporate Clients: No 2020 CSS Conducted	Corporate Clients: 69.42%	Corporate Clients: 82.67%		
Sub-total				15%						

CUSTOMERS & STAKEHOLDERS

Component					Baseline Data				Target	
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024	
FINANCIAL										
SO 4	Ensure Financial Growth and Efficiency Through Market Sustainability and Cost Management									
SM 5	Revenues	Mail Services + Postal Payment Services + Other Service Income + Business Income	Actual/Target	6%	₱4.181 Billion	₱2.158 Billion	₱2.872 Billion	₱2.853 Billion	₱5.202 Billion	₱4.824 Billion
SM 6										
Budget Utilization Rate (BUR)										
a. GAA Subsidies - amounts obligated										
	Amount Obligated / Total GAA Subsidy	Actual/Target	4%	N/A	N/A	N/A	100%	90%	90%	
b. GAA Subsidies - amounts disbursed										
	Amount Disbursed / Total Obligated	Actual/Target	4%	N/A	N/A	N/A	100%	90%	90%	
c. Corporate Funds - CO & MOOE										
	Actual Disbursement / Scheduled Disbursement (Net of PS Cost)	Actual/Target	3%	N/A	N/A	N/A	31.62%	90%	90%	
Sub-Total			17%							
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 7										
Express Post Delivery Performance										
7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered Within the Standard Turnaround Time	Actual/Target	5%	86.97% of items delivered within 1 day after posting	100% of items delivered within 3 days after posting	86.72% of items delivered within 2 days after posting	87.22% 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.	

Component					Baseline Data				Target	
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024	
7.2. Domestic Express Post Delivery Performance, Committed Areas Outside of Metro Manila	Percentage of Postal Items Delivered Within the Standard Turnaround Time	Actual/Target	5%	85.32% of items delivered within 3 days after posting	95.80% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	80.90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	90.34% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	90% of items delivered within 5 days in Luzon and 7 days in VisMin after posting	
7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department	Percentage of Postal Items Delivered Within the Standard Turnaround Time	Actual/Target	5%	96.07% of items delivered within 1 day after Customs clearance	96.88% of items delivered within 3 days after Customs clearance	96.46% of items delivered within 2 days after Customs clearance	94.64% of times delivered within 2 days after Custom clearance	95% of items delivered within 2 days after Customs clearance	90% of items delivered within 2 days after Customs clearance	
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	5%	87.06% of items delivered within 3 days after Customs clearance	98.86% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	96.51% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	98.97% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	90% of items delivered within 5 days in Luzon and 7 days in VisMin after Customs clearance	
SM 8 International Parcel Post Delivery Performance	Percentage of Postal items Delivered within the Standard Turnaround Time	Actual/Target	5%	83.56% of items delivered within 7 days after Customs clearance	97.12% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	91.46% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	90.86% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	85% of Items Delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	


Component					Baseline Data				Target	
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024	
Letter Post Delivery Performance										
SM 9	9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal items Delivered within the Standard Turnaround Time	Actual/Target	5%	82.40% of items delivered within 7 days after posting	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	86.66% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of Items Delivered within 7 days in Luzon and 10 days in VisMin after posting
	9.2. Domestic Registered Letter Post Delivery Performance	Percentage of Postal items Delivered within the Standard Turnaround Time	Actual/Target	5%	83.84% of items delivered within 7 days after posting	95.95% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85.84% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	87.12% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of Items Delivered within 7 days in Luzon and 10 days in VisMin after posting
	9.3. International Ordinary Letter Post Delivery Performance	Percentage of Postal items Delivered within the Standard Turnaround Time	Actual/Target	5%	86.38% of items delivered within 7 days after Customs clearance	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 VisMin after posting	92.70% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of Items Delivered within 7 days in Luzon and 10 days in VisMin after Customs Clearance
SM 6	Uphold Postal Service Integrity by Implementing QMS in the Postal Processes									
SM 10	Compliance with Quality Standards	Actual Accomplishment	All or Nothing	10%	Preparatory Activities for ISO Certification	Preparatory Activities for ISO Certification	Preparatory Activities for ISO Certification	ISO 9001:2015 Certification of Manila Central Post Office	a. Pass 1 st Surveillance Audit for Manila Central Post Office b. ISO 9001:2015 Certification for Express Mail Exchange Department	ISO Certification or its Equivalent Certification

Component		Baseline Data				Target				
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024	
SO 7 Improve Efficiencies in the Postal Service Through Innovation and ICT										
SM 11	Percentage of Postal Outlets with Enabled Track and Trace	Number of Post Offices (PHLPost, private, and LGU-operated) with Enabled Track and Trace / Total Number of Post Offices as of the end of the year	Actual / Target	5%	60.68%	55.29%	58.31%	63.41%	75%	75%
Sub-total				55%						
SO 8 Manage Organizational Competencies Through the Implementation of Competency-Based Human Resource Management Systems										
SM 12	Percentage of Employees Meeting Required Competencies	Plantilla personnel meeting Required Competencies / Total Number of Plantilla Personnel as of yearend	Actual / Target	5%	60.76% of Frontline Personnel Meeting Required Technical Competencies	68.41% of Frontline Personnel Meeting Required Technical Competencies	85.61% Frontline Personnel Meeting Required Technical Competencies	62.28% of Frontline Personnel Meeting Required Technical Competencies	33.33% of all PHLPost plantilla employees meeting required competencies	Improvement from the 2023 baseline
					28.41% of Frontline Personnel Meeting Required Non-Technical Competencies	45.65% of Frontline Personnel Meeting Required Non-Technical Competencies	62.51% of Frontline Personnel Met Required Organizational and Leadership Competencies	24.82% of Frontline Personnel met the required organizational and leadership competencies		

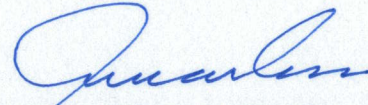
LEARNING & GROWTH

Component					Baseline Data				Target	
Objective/Measure		Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024
					N/A	26.05% of Supervisor 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	56.60% of Supervisors in the Central Office met the required organization and leadership competencies		
Sub-total				5%						
TOTAL WEIGHT				100%						

For GCG:


ATTY. MARIUS P. CORPUS
 Chairperson

For PHLPost:


HON. LUIS D. CARLOS
 Acting Postmaster General and CEO