

SECRETARY'S CERTIFICATE

This certifies that during the 10th Special Meeting of the Board of Directors held on 19 November 2024 at BOD Conference Room, Annex II Building, Central Post Office Compound, Magallanes Drive, Liwasang Bonifacio, Brgy. 659-A, Manila, and via Zoom (Meeting ID: 6448381447), wherein a quorum was present and acted throughout, the following Resolution was adopted:

Board Resolution No. 2024 – 167

APPROVING THE 3RD QUARTER OF CALENDAR YEAR (CY) 2024 PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) WITH A RATING OF 94.22% AND ITS SUBMISSION TO THE GOVERNANCE COMMISSION FOR GOCCs (GCG)

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, Management, through Management Executive Committee Resolution No. 2024-46 dated 11 November 2024, recommended for approval of the Board of Directors the CY 2024 3rd Quarter Performance Monitoring Report with a rating of 94.22% and its submission to GCG;

WHEREFORE, foregoing premises considered, BE IT RESOLVED, as it is hereby RESOLVED to approve the CY 2024 3rd Quarter Performance Monitoring Report with a rating of 94.22% and its submission to GCG;

RESOLVED FINALLY, that Management is hereby directed to upload to PHLPost's official website the Performance Monitoring Report of PHLPost for the Third Quarter of CY 2024 and to do such acts as may be required/necessary to implement this Resolution and promptly comply with GCG Memorandum No. 2023-01 dated 19 January 2023.

Issued this 28th day of November 2024 in Manila City, Philippines.


WENDELL V. DIMACULANGAN
Corporate Secretary



PHILIPPINE POSTAL CORPORATION (The Post Office)
3RD QUARTER CY2024 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Weight	Rating Scale	Annual	3rd Quarter			Remarks	
					Target	Actual	Rating		
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 pieces)									
SOCIAL IMPACT	a. International Posted	International Express + International Letter + International Parcel	2.00%	Actual / Target	1.25	0.93	0.58	1.25%	
	b. Domestic Posted	Domestic Express + Domestic Letter + Domestic Parcel + Postal Money Order	2.00%	Actual / Target	35.31	26.48	26.86	2.00%	
	c. International Delivered	International Express + International Letter + International Parcel	2.00%	Actual / Target	7.71	5.78	4.25	1.47%	
	d. Domestic Delivered	Domestic Express + Domestic Letter + Domestic Parcel	2.00%	Actual / Target	101.68	76.26	83.04	2.00%	
	Sub-Total > Social Impact			8.00%					6.72%

PHILIPPINE POSTAL CORPORATION (The Post Office)
3RD QUARTER CY2024 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Weight	Rating Scale	Annual	3rd Quarter			Remarks	
					Target	Actual	Rating		
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 cities and municipalities	5.00%	Actual / Target	2023 yearend cumulative total + 20 additional cities and municipalities	NA	17	5.00%	
	SM 3 - Number of existing partners for payment services	Actual Number of Payment Services	5.00%	Actual / Target	12	NA	12	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	5.00%	Actual / Target 0% - if less than 80%	90.00%	NA	96.53%	5.00%	
Sub-Total > Customers & Stakeholders			15.00%					15.00%	

PHILIPPINE POSTAL CORPORATION (The Post Office)
3RD QUARTER CY2024 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Weight	Rating Scale	Annual	3rd 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)	6.00%	Actual / Target	PhP 4.824 B	3.618	1.340	2.22%	
SM 6 - Budget Utilization Rate (BUR)								
a. GAA Subsidies - amounts obligated	Amount Obligated / Total GAA Subsidy (Net of PS Cost)	4.00%	Actual / Target	90%	NA	100%	4.00%	70,000,000 / 70,000,000
b. GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated (Net of PS Cost)	4.00%	Actual / Target	90%	NA	100%	4.00%	70,000,000 / 70,000,000
c. Corporate Funds - CO & MOOE	Amount Disbursement / Scheduled Disbursement (Net of PS Cost)	3.00%	Actual / Target	90%	NA	83%	2.78%	634,725,779 / 760,815,457
Sub-Total > Financial		17.00%					13.00%	

FINANCIAL

PHILIPPINE POSTAL CORPORATION (The Post Office)
3RD QUARTER CY2024 PERFORMANCE TARGETS

Measures by Perspective and Objective	Formula	Weight	Rating Scale	Annual	3rd Quarter			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 7 - Express Post Delivery Performance									
INTERNAL PROCESSES	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	5.00%	Actual / Target	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	84.92% of items delivered within 2 days after posting	4.72%	
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila		5.00%	Actual / Target	90% of items delivered within 5 days in Luzon and 7 days in VisMin after posting	90% of items delivered within 5 days in Luzon and 7 days in VisMin after posting	86.32% of items delivered within 5 days in Luzon and 87.30% of items delivered within 7 days in VisMin after posting	4.82%	
	7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		5.00%	Actual / Target	90% of items delivered within 2 days after Customs clearance	90% of items delivered within 2 days after Customs clearance	95.22% of items delivered within 2 days after Customs clearance	5.00%	
	7.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department		5.00%	Actual / Target	90% of items delivered within 5 days in Luzon and 7 days in VisMin after Customs clearance	90% of items delivered within 5 days in Luzon and 7 days in VisMin after Customs clearance	91.86% of items delivered within 5 days in Luzon and 90.30% of items delivered within 7 days in VisMin after Customs clearance	5.00%	
	SM 8 - International Parcel Post Delivery Performance		5.00%	Actual / Target	85% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	85% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	87.09% of items delivered within 7 days in Luzon and 95.12% of items delivered within 10 days in VisMin after Customs clearance	5.00%	

**PHILIPPINE POSTAL CORPORATION (The Post Office)
3RD QUARTER CY2024 PERFORMANCE TARGETS**

Measures by Perspective and Objective	Formula	Weight	Rating Scale	Annual	3rd Quarter			Remarks
					Target	Actual	Rating	
INTERNAL PROCESSES								
SM 9 - Letter Post Delivery Performance								
9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	5.00%	Actual / Target	85% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	85% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	984.93% of items delivered within 7 days in Luzon and 85.89% of items delivered within 10 days in VisMin after posting	5.00%	
9.2. Domestic Registered Letter Post Delivery Performance		5.00%	Actual / Target	85% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	85% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	83.15% of items delivered within 7 days in Luzon and 85.16% of items delivered within 10 days in VisMin after posting	4.95%	
9.3. International Letter Post Delivery Performance		5.00%	Actual / Target	85% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	85% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	91.32% of items delivered within 7 days in Luzon and 90.62% of items delivered within 10 days in VisMin after Customs clearance	5.00%	
SO 6 - Uphold postal service integrity by implementing QMS in the postal processes								
SM 10 - Compliance with Quality Standards	Actual Accomplishment	10.00%	All or Nothing	ISO Certification or its Equivalent Certification	NA	Re-application of UPU Quality Service Certification	10.00%	

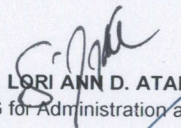
PHILIPPINE POSTAL CORPORATION (The Post Office)
3RD QUARTER CY2024 PERFORMANCE TARGETS

	Measures by Perspective and Objective	Formula	Weight	Rating Scale	Annual	3rd Quarter			Remarks
						Target	Actual	Rating	
INTERNAL PROCESSES	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 with Enabled Track and Trace / Total Number of Post Offices as of the end of the year	5.00%	Actual / Target	75.00%	NA	66.84%	5.00%	
	Sub-Total > Internal Processes		55.00%					54.49%	
LEARNING & GROWTH	SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems								
	SM 12 - Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	5.00%	Actual / Target	Improvement from the 2023 baseline	NA	39.38%	5.00%	17.39% as of CY2023 21.99% as of 3rd Quarter
	Sub-Total > Learning & Growth		5.00%					5.00%	
TOTAL RATING		100.00%					94.22%		

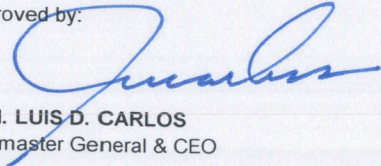
Certified Correct:


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

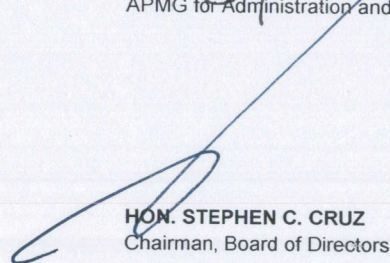
Date:


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

Date:

Approved by:

HON. LUIS D. CARLOS
 Postmaster General & CEO

Date:


HON. STEPHEN C. CRUZ
 Chairman, Board of Directors

Date: