



PHLPOST CIRCULAR NO: 25-39

SUBJECT : **GCG-APPROVED PHLPOST 2025 CHARTER STATEMENT, STRATEGY MAP AND 2025 PERFORMANCE SCORECARD**


DATE : 26 March 2025


For the information of all PHLPost Officials and employees, the Governance Commission for Government-Owned and Controlled Corporations (GCG) has approved the attached Charter Statement, Strategy Map and Performance Scorecard for CY2025.

At the end of the year, the overall performance of PHLPost vis-à-vis the Performance Targets shall be validated by GCG and, along with other good governance requirements, shall serve as the bases in the grant of our Performance-Based Bonus (PBB) for CY2025. Thus, the attainment of these targets shall be the collective efforts of the PHLPost Management and all employees of the Corporation.

All Assistant Postmasters General, Area Directors, Department Managers and supervisors are hereby enjoined to closely monitor the performance of their respective offices to contribute to the overall attainment of these targets, especially in the areas of revenue generation and delivery performance. All concerned Officials shall ensure that these targets are properly disseminated to all postal employees and posted in a conspicuous place in their respective offices.

For the information and guidance of all.


LUIS D. CARLOS
Postmaster General & CEO


LPV / ZYM / RVP

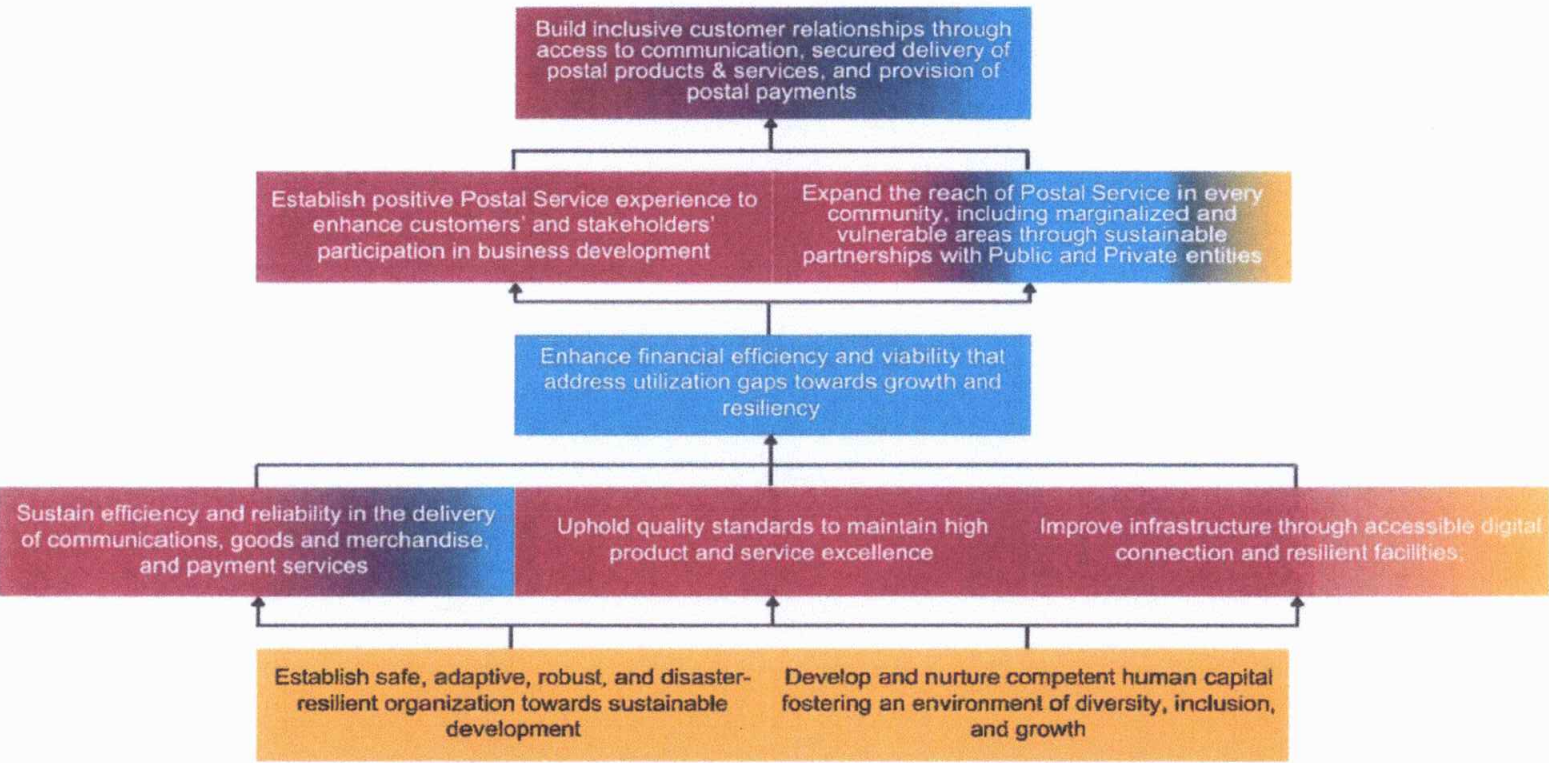
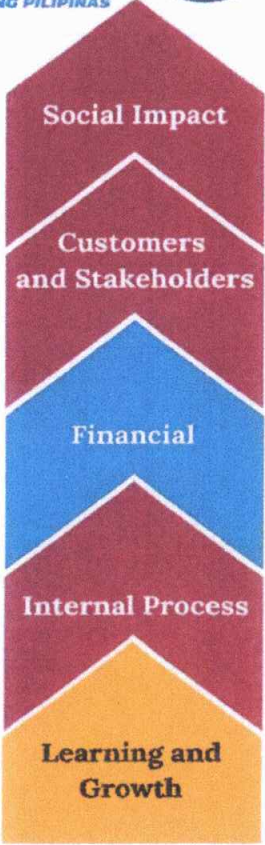
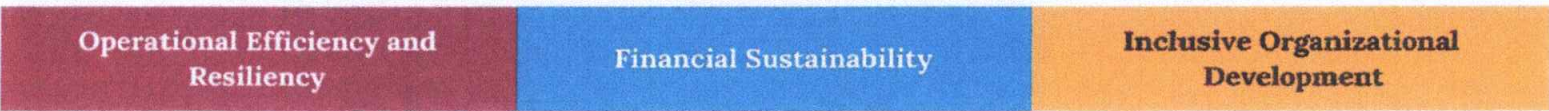
cc: The Chairman and Members, Board of Directors
The Corporate Compliance Officer



STRATEGY MAP



Mission: To provide efficient, competitive, environmentally friendly and on-time delivery of communications, goods, and payment services within the Philippines and across the world with an empowered team of postal workers



Core Values : Integrity, Commitment, Innovation, Teamwork, Entrepreneurial Spirit, Excellence

Vision: By 2028, PHLPost is the leader in the reliable delivery of communications, goods and payment services, bridging communities within the Philippines and across the world

PHILIPPINE POSTAL CORPORATION (PHLPost)
2025 Performance Scorecard

Component		Component			Baseline		Targets		
		Objective/Measure	Formula	Weight	Rating System	2022	2023*	2024	2025
SOCIAL IMPACT	SO 1	Build Inclusive Customer Relationships Through Access to Communication, Secured Delivery of Postal Products and Services, and Provision of Postal Payments							
		Volume of Postal Transactions Handled (in million pieces)							
		a. International Posted	International Express + International Letter + International Parcel	2%	Actual / Target	1.23	35.91 M	1.25 M	1.25 M
		b. Domestic Posted	Domestic Express + Domestic Letter + Domestic Parcel + Postal Money Order + Postal ID	2%		36.88		35.31 M	36.5 M
	SM 1	c. International Delivered	International Express + International Letter + International Parcel	2%		6.85		7.71 M	7.71 M
	d. Domestic Delivered	Domestic Express + Domestic Letter + Domestic Parcel	2%	120.89		101.68 M		119.17 M	
		Sub-total	8%						

		Component			Baseline		Targets		
Objective/Measure		Formula	Weight	Rating System	2022	2023*	2024	2025	
CUSTOMERS & STAKEHOLDERS	SO 2	Expand the Reach of Postal Service in Every Community, Including Marginalized and Vulnerable Areas Through Sustainable Partnerships with Public and Private Entities							
	SM 2	Number of Municipalities and Cities with Postal Access	Actual Number of Cities and Municipalities	6%	Actual / Target	20 additional cities and municipalities	15 additional cities and municipalities	2023 Yearend Cumulative Total + 20 Additional Cities and Municipalities	2024 Yearend Cumulative Total + 20 Additional Cities and Municipalities
CUSTOMERS & STAKEHOLDERS	SO 3	Establish Positive Postal Service Experience to Enhance Customers' and Stakeholders' Participation in Business Development							
	SM 3	Customer Satisfaction Survey (CSS)	Number of Respondents Which Gave at Least a Satisfactory Rating / Total Number of Respondents	6%	Actual / Target 0% = if less than 80%	Using the GCG Enhanced Guidelines for the Conduct of the Customer Satisfaction Survey (CSS) Individual Customers: No survey conducted	Using the GCG-ARTA JMC No. 1 series of 2023		90%
			<i>Subtotal</i>	12%					
FINANCIAL	SO 4	Enhance Financial Efficiency and Viability that Address Utilization Gaps Towards Growth and Resiliency							
	SM 4	Revenues	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	8%	Actual / Target	P2.853 B	P2.670 B	P4.824 B	P4.008 B

		Component			Baseline		Targets		
		Objective/Measure	Formula	Weight	Rating System	2022	2023*	2024	2025
FINANCIAL		Budget Utilization Rate (BUR)							
	SM 5	a. National Government (NG) Subsidy – Obligation Rate	Total Obligated / Total NG Subsidy <i>(Both net of PS Cost)</i>	4%	Actual / Target	100%	80.25%	90%	90%
		b. NG Subsidy – Disbursement Rate	Total Disbursement/ Total Obligations <i>(Both net of PS Cost)</i>	4%	Actual / Target	100%	100%	90%	90%
	SM 5	c. Corporate Funds - CO & MOOE	Total Disbursements from IGF / Total COB from IGF <i>(Both net of PS Cost)</i>	3%	Actual / Target	31.62%	84.32%	90%	90%
		Subtotal		19%					
INTERNAL PROCESS	SO 5	Sustain Efficiency and Reliability in the Delivery of Communications, Goods and Merchandise, and Payment Services							
		Express Post Delivery Performance							
	SM 6	a. Domestic Express Post in Metro Manila	Number of Samples Delivered within Standard Delivery Days / Total Number of Samples for a Given Year	6%	Actual / Target	87.22% of items delivered within 2 days after posting	84.36% 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		Objective/Measure			Baseline		Targets		
		Formula	Weight	Rating System	2022	2023*	2024	2025	
INTERNAL PROCESS		b. Domestic Express Post, Committed Areas Outside of Metro Manila**		6%	Actual / Target	N/A	N/A	N/A	85% of Items Delivered: Within Locality – 2 days Intra Area – 3 days Inter Area – 5 days
	SM 6	c. International Express Post for Delivery in Metro Manila	Number of Samples Delivered within Standard Delivery Days / Total Number of Samples for a Given Year	6%	Actual / Target	94.64% of times delivered within 2 days after Custom clearance	93.81% of items delivered within 2 days after Customs clearance	90% of items delivered within 2 days after Customs clearance	90% of Items Delivered Within 2 Days After Customs Clearance
		d. International Express Post for Delivery Outside Metro Manila (Key Cities)		6%	Actual / Target	98.97% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	95.02% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	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
SM 7	International Parcel Post Nationwide Delivery	Number of Samples Delivered within Standard Delivery Days / Total Number of Samples for a Given Year	5%	Actual / Target	90.86% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	90.78% 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	85% of Items Delivered Within 7 Days in Luzon and 10 days in VisMin After Customs Clearance	

Component					Baseline		Targets	
Objective/Measure	Formula	Weight	Rating System	2022	2023*	2024	2025	
INTERNAL PROCESS								
Letter Post Delivery Performance								
SM 8	a. Domestic Ordinary Letter Nationwide Delivery***	Number of Samples Delivered within Standard Delivery Days / Total Number of Samples for a Given Year	5%	Actual / Target	N/A	N/A	N/A	85% of items delivered: Within Locality – 5 days Intra Area – 10 days Inter Area – 15 days
SM 8	b. Domestic Registered Letter Nationwide Delivery***	Number of Samples Delivered within Standard Delivery Days / Total Number of Samples for a Given Year	5%	Actual / Target	N/A	N/A	N/A	85% of items delivered: Within Locality – 5 days Intra Area – 10 days Inter Area 15 days
	c. International Letter Post Nationwide Delivery		5%	Actual / Target	92.70% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	92.75% 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	85% Of Items Delivered Within 7 Days in Luzon and 10 Days in VisMin After Customs Clearance
SO 6	Uphold Quality Standards to Maintain High Product and Service Excellence							
SM 9	Compliance to Quality Standards	Actual Accomplishment	3%	All or Nothing	ISO 9001:2015 Certification of Manila Central Post Office	N/A	ISO Certification or its Equivalent Certification	ISO Certification or its Equivalent Certification

		Component			Baseline		Targets		
		Objective/Measure	Formula	Weight	Rating System	2022	2023*	2024	2025
INTERNAL PROCESS	SO 7	Improve Infrastructure Through Accessible Digital Connection and Resilient Facilities							
	SM 10	Number of Postal Outlets with Enabled Track and Trace	Absolute Number	5%	Actual / Target	773 out of 1,219 Postal Outlets	818 out of 1,215 Postal Outlets	75% of Postal Outlets	2024 Yearend Cumulative Total + 30 Postal Outlets
	SM 11	Repair / Rehabilitation of Vulnerable Postal Facilities	Absolute Number	1%	Actual / Target	N/A	N/A	N/A	5 Postal Outlets
	Subtotal			53%					
LEARNING & GROWTH	SO 8	Develop and Nurture Competent Human Capital Fostering an Environment of Diversity, Inclusion, and Growth							
	SM 12	Percentage of Employees with Required Competencies Met	Personnel Meeting Required Competencies / Total Number of Personnel	3%	All or Nothing	62.28% of Frontline Personnel Meeting Required Technical Competencies 24.82% of Frontline Personnel met the required organizational and leadership competencies	N/A	Improvement from the 2023 baseline	Improvement from the 2024 Baseline
LEARNING & GROWTH	SO 9	Establish Safe, Adaptive, Robust, and Disaster-Resilient Organization Towards Sustainable Development							
	SM 13	Development of Disaster Risk Reduction Management (DRRM) Plan	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	Board-approved Public Service Continuity Plan (PSCP)
	Subtotal			8%					
TOTAL			100%						


Component				Baseline		Targets	
Objective/Measure	Formula	Weight	Rating System	2022	2023*	2024	2025
BONUS STRATEGIC MEASURE:							
GAD Budget Utilization		1%	All or Nothing		N/A		5% of Total Budget


submitted by PHLPost (not yet GCG validated)
 previous years (2022-2024), the accomplishments/targets of PHLPost were based on the turnaround time of items delivered within 5 days in Luzon and 7 days in VisMin after posting
 previous years (2022-2024), the accomplishments/targets of PHLPost were based on the turnaround time of items delivered within 7 days in Luzon and 10 days in VisMin after posting

For GCG:


**ATTY. GERALDINE MARIE
 BERBERABE-MARTINEZ**
 Commissioner

For PHLPost:


HON. LUIS D. CARLOS
 Postmaster General and CEO


ATTY. WENDELL V. DIMACULANGAN
 Member, Board of Directors