

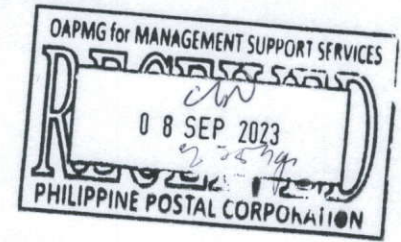
24 August 2023

MR. LUIS D. CARLOS

Acting Postmaster General (PMG)

PHILIPPINE POSTAL CORPORATION (PHLPost)

Central Mail Exchange Center, Domestic Rd.
1301 Pasay City



**RE: VALIDATION RESULTS OF PHLPost's
2022 PERFORMANCE SCORECARD**

Dear Acting PMG Carlos,

We respectfully furnish you with the validation result of PHLPost's 2022 Performance Scorecard (***Annex A***) where PHLPost obtained an overall score of **82.42%**.

Very truly yours,

ATTY. MARIUS P. CORPUS
Chairperson

ATTY. BRIAN KEITH F. HOSAKA
Commissioner

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

cc: COA Resident Auditor – PHLPost

PHILIPPINE POSTAL CORPORATION
Validated 2022 Performance Scorecard

| Component | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | | | | | | | | |
|-----------------------|-------------|---|---|--------|-----------------|---|----------------|--------|---|---------|---|-------------|-------------|------------------|---------|-----------------|------------|-----------------------|---------|----------------------|-----------|-----------|---------|--------------------|---------|-------|------------|
| Objective/ Measure | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | Rating | | | | | | | | | | | | | | | | | | | |
| SOCIAL IMPACT | 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 pcs.) | Domestic Express + Domestic Letter Post + International Express + International Letter post + Postal ID + Postal Money Order received | 8% | Actual / Target | 54.22 | 39.42 | 5.82% | 39.42 | 5.82% | - Report on Monthly and Quarterly Volume of Transactions Accepted CY 2022 | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | <table><tr><th>Transaction</th><th>2022 Volume</th></tr><tr><td>Domestic Express</td><td>530,123</td></tr><tr><td>Domestic Letter</td><td>36,649,549</td></tr><tr><td>International Express</td><td>126,466</td></tr><tr><td>International Letter</td><td>1,081,089</td></tr><tr><td>Postal ID</td><td>915,542</td></tr><tr><td>Postal Money Order</td><td>119,329</td></tr><tr><td>Total</td><td>39,422,098</td></tr></table> At 39.42 million volume actual accomplishment against the 54.22 million target, PHLPPost failed to hit the postal mail traffic target by 27.30%. The 2022 volume also represents a 7.77% decrease from the 2021 volume of 42.74 million. | Transaction | 2022 Volume | Domestic Express | 530,123 | Domestic Letter | 36,649,549 | International Express | 126,466 | International Letter | 1,081,089 | Postal ID | 915,542 | Postal Money Order | 119,329 | Total | 39,422,098 |
| | Transaction | 2022 Volume | | | | | | | | | | | | | | | | | | | | | | | | | |
| Domestic Express | 530,123 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Domestic Letter | 36,649,549 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| International Express | 126,466 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| International Letter | 1,081,089 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Postal ID | 915,542 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Postal Money Order | 119,329 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 39,422,098 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sub-total | | 8% | | | | 5.82% | | 5.82% | | | | | | | | | | | | | | | | | | | |
| STAKEHOLDERS | SO 2 | Continue Postal Services 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 with Postal Access | 5% | Actual / Target | 18 additional cities and municipalities | 5 | 1.39% | 20 additional cities and municipalities | 5.00% | - Breakdown and Summary of Cities and Municipalities with Postal Access | | | | | | | | | | | | | | | | |
| | | Additional cities and municipalities with postal access: 1. Gabaldon, Nueva Ecija 2. Santo Tomas, La Union 3. Gen. Emilio Aguinaldo, Cavite 4. Busuanga, Palawan 5. Famy, Laguna 6. Patnanungan, Quezon 7. San Francisco, Quezon 8. Alcantara, Romblon 9. Mawab, Davao de Oro 10. Pantukan, Davao de Oro 11. New Corella, Davao del Norte 12. Jose Abad Santos, Davao Occidental 13. Santa Maria, Davao Occidental 14. Maasim, Sarangani 15. Bangam South Cotabato 16. Tupi, South Cotabato 17. Hinatuan, Surigao del Sur 18. Tagbina, Surigao del Sur 19. Mainit, Surigao del Norte 20. Tagana-an, Surigao del Norte | | | | | | | | | | | | | | | | | | | | | | | | | |

“Upholding a Transparent and Responsive GOCC Sector for the Filipino People”

| Component | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | |
|-------------------------|--|----------------------------------|----------------------------|--|--|---------------------|----------------|--------|--|---|--------------------|-------------------|----------------------------|--------|---------|--------|--------------|----|-------------------|-------|
| Objective/ Measure | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | Rating | | | | | | | | | | | | |
| SM 3 | Number of NGAs/NGOs Partners for Services | Actual Number of Payout Partners | 5% | Actual / Target | 7 | 7 | 5% | 7 | 5.00% | - List of Contracts as of 31 December 2022 and the Report on 2022 Cash Pay-out Services Payout partners in 2022 are: 1. OXFAM 2. Save the Children Philippines 3. International Committee of the Red Cross 4. Philippine Red Cross 5. DSWD – National Capital Region FO 6. Citizens' Disaster Response Center, Inc. 7. Philippine Deposit Insurance Corporation (PDIC) | | | | | | | | | | |
| SO 3 | Enhance Postal Service Experience for Customers and Partners Through Proactive Customer Service Management | | | | | | | | | | | | | | | | | | | |
| SM 4 | Percentage of Satisfied Customers | | | Actual / Target 0% = If less than 80% | Using the GCG Enhanced Guidelines for the Conduct of the CSS | | | | - Executive Summary on Customer Satisfaction Survey for PHLPost Services - PHLPost 2022 Customer Satisfaction Survey Report prepared by People's Dynamics, Inc. | PHLPost failed to achieve its target on Individual Customer satisfaction rating, as it excluded the said customer segment from the conduct of its 2022 CSS without prior approval from the GCG <table><tr><th>Satisfaction Level</th><th>Corporate Clients</th></tr><tr><td>Very Satisfied & Satisfied</td><td>82.67%</td></tr><tr><td>Neither</td><td>14.67%</td></tr><tr><td>Dissatisfied</td><td>2%</td></tr><tr><td>Very Dissatisfied</td><td>0.67%</td></tr></table> PHLPost's 2022 CSS had a total of 150 sample, 120 of which were government clients and 30 were from the private sector. The percentage of clients satisfied was 81.67% for government and 86.67% for private companies. | Satisfaction Level | Corporate Clients | Very Satisfied & Satisfied | 82.67% | Neither | 14.67% | Dissatisfied | 2% | Very Dissatisfied | 0.67% |
| | Satisfaction Level | Corporate Clients | | | | | | | | | | | | | | | | | | |
| | Very Satisfied & Satisfied | 82.67% | | | | | | | | | | | | | | | | | | |
| Neither | 14.67% | | | | | | | | | | | | | | | | | | | |
| Dissatisfied | 2% | | | | | | | | | | | | | | | | | | | |
| Very Dissatisfied | 0.67% | | | | | | | | | | | | | | | | | | | |
| a. Individual Customers | | 2.5% | 90% | Excluded | | No survey conducted | 0.00% | | | | | | | | | | | | | |
| b. Corporate Clients | Number of respondents giving at least a Satisfactory rating / Total number of respondents | 2.5% | 90% | 82.89% | 2.30% | 82.67% | 2.30% | | | | | | | | | | | | | |
| | Sub-total | | 15% | | | 8.69% | | 12.30% | | | | | | | | | | | | |

| Satisfaction Level | Corporate Clients |
|----------------------------|-------------------|
| Very Satisfied & Satisfied | 82.67% |
| Neither | 14.67% |
| Dissatisfied | 2% |
| Very Dissatisfied | 0.67% |

PHLPost's 2022 CSS had a total of 150 sample, 120 of which were government clients and 30 were from the private sector. The percentage of clients satisfied was 81.67% for government and 86.67% for private companies.

| Component | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | | | | | | | | |
|----------------------------|---|---|---|-----------------|-----------------|---------|----------------|-----------|----------------------|--|---|--|--------|----------------------------|------------|---------------|---------------|-----------------|-------|-------------------|------------|-------------------|---------|-----------------------|-----------|--------|---------------|
| Objective/ Measure | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | Rating | | | | | | | | | | | | | | | | | | | |
| FINANCIAL | 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) | 6% | Actual / Target | 5.384 | 3.370 | 3.76% | 2.853 | 3.18% | COA-Audited PHLPost 2022 Financial Statements (FS) and Notes to FS | <table><tr><th>Income</th><th>Amount</th></tr><tr><td>Service</td><td>2,212,147,942</td></tr><tr><td>Business</td><td>590,745,695</td></tr><tr><td>Other</td><td>51,023,124</td></tr><tr><td>TOTAL</td><td>2,853,916,761</td></tr></table> | Income | Amount | Service | 2,212,147,942 | Business | 590,745,695 | Other | 51,023,124 | TOTAL | 2,853,916,761 | | | | | |
| | Income | Amount | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service | 2,212,147,942 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Business | 590,745,695 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | 51,023,124 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | 2,853,916,761 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SM 6 | Earnings before Interest, Taxes, Depreciation, and Amortization (in Million Php) | EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders) | 6% | Actual / Target | 92.179 | 164.025 | 6% | (367.683) | 0.00% | COA-Audited PHLPost 2022 Financial Statements (FS) and Notes to FS | <table><tr><th>Item</th><th>2022</th></tr><tr><td>COA Bottom Line Net Income</td><td>81,480,401</td></tr><tr><td>Less: Subsidy</td><td>(515,256,000)</td></tr><tr><td>Add: Income Tax</td><td>0</td></tr><tr><td>Add: Depreciation</td><td>58,067,947</td></tr><tr><td>Add: Amortization</td><td>317,118</td></tr><tr><td>Add: Interest Expense</td><td>8,023,810</td></tr><tr><td>EBITDA</td><td>(367,683,842)</td></tr></table> <p>PHLPost is rated zero for this measure since the validated EBITDA for 2022 was at a deficit.</p> | Item | 2022 | COA Bottom Line Net Income | 81,480,401 | Less: Subsidy | (515,256,000) | Add: Income Tax | 0 | Add: Depreciation | 58,067,947 | Add: Amortization | 317,118 | Add: Interest Expense | 8,023,810 | EBITDA | (367,683,842) |
| Item | 2022 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| COA Bottom Line Net Income | 81,480,401 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Less: Subsidy | (515,256,000) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Add: Income Tax | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Add: Depreciation | 58,067,947 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Add: Amortization | 317,118 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Add: Interest Expense | 8,023,810 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EBITDA | (367,683,842) | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Component | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | | | | | | | |
|--------------------------------------|--|--|--|-----------------|-----------------|--|---|--------|---|---|--|--|------------------------|------------------------|-------------|------------------------|---------------|-----------------|--------|---------|--------|-------|-------|-----------|---------|--------|
| Objective/ Measure | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | Rating | | | | | | | | | | | | | | | | | | |
| SM 7 | Budget Utilization Rate (BUR) | | | | | | | | | | | | | | | | | | | | | | | | | |
| | a. GAA Subsidies – amounts obligated | Amount Obligated / Total GAA Subsidy | 1.0% | Actual / Target | 90% | 100% | 1% | 100% | 1.00% | PHLPost's 2022 Statement of Allotment, Obligation and Balances | <table><tr><th>Item</th><th>2022</th></tr><tr><td>Budget Allocated</td><td>515,256,000</td></tr><tr><td>Total Amount Obligated</td><td>515,256,000</td></tr><tr><td>Obligation Rate</td><td>100%</td></tr></table> | Item | 2022 | Budget Allocated | 515,256,000 | Total Amount Obligated | 515,256,000 | Obligation Rate | 100% | | | | | | | |
| | Item | 2022 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Budget Allocated | 515,256,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| | Total Amount Obligated | 515,256,000 | | | | | | | | | | | | | | | | | | | | | | | | |
| Obligation Rate | 100% | | | | | | | | | | | | | | | | | | | | | | | | | |
| b. GAA Subsidies – amounts disbursed | Amount Disbursed / Total Obligated | 1.0% | Actual / Target | 90% | 100% | 1% | 100% | 1.00% | <table><tr><th>Item</th><th>2022</th></tr><tr><td>Budget Allocated</td><td>515,256,000</td></tr><tr><td>Total Amount Obligated</td><td>515,256,000</td></tr><tr><td>Utilization Rate</td><td>100%</td></tr></table> | Item | 2022 | Budget Allocated | 515,256,000 | Total Amount Obligated | 515,256,000 | Utilization Rate | 100% | | | | | | | | | |
| Item | 2022 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Budget Allocated | 515,256,000 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Amount Obligated | 515,256,000 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Utilization Rate | 100% | | | | | | | | | | | | | | | | | | | | | | | | | |
| c. Corporate Funds – CO & MOOE | Actual Disbursement / Total Approved COB (Both Net of PS Cost) | 2.0% | Actual / Target | 90% | 46.96% | 1.04% | 31.62% | 0.70% | Budget Utilization Report for 2022 | <table><tr><th>Type</th><th>Adjusted COB (in '000)</th><th>Disbursement (in '000)</th><th>%</th></tr><tr><td>MOOE</td><td>1,569,278</td><td>694,034</td><td>44.23%</td></tr><tr><td>CO</td><td>679,643</td><td>17,165</td><td>2.53%</td></tr><tr><td>Total</td><td>2,248,921</td><td>711,200</td><td>31.62%</td></tr></table> | Type | Adjusted COB (in '000) | Disbursement (in '000) | % | MOOE | 1,569,278 | 694,034 | 44.23% | CO | 679,643 | 17,165 | 2.53% | Total | 2,248,921 | 711,200 | 31.62% |
| Type | Adjusted COB (in '000) | Disbursement (in '000) | % | | | | | | | | | | | | | | | | | | | | | | | |
| MOOE | 1,569,278 | 694,034 | 44.23% | | | | | | | | | | | | | | | | | | | | | | | |
| CO | 679,643 | 17,165 | 2.53% | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 2,248,921 | 711,200 | 31.62% | | | | | | | | | | | | | | | | | | | | | | | |
| Sub-total | | 16% | | | | 12.80% | | 5.88% | | | | | | | | | | | | | | | | | | |
| INTERNAL PROCESS | SO 5 | Sustain 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 Manila | Percentage of Postal Items Delivered within the Standard Turnaround Time | 6% | Actual / Target | 90% of items delivered within 2 days after posting | 87.22% of items delivered within 2 days after posting | 5.48% | 87.22% of items delivered within 2 days after posting | 5.81% | - 2022 Consolidated Report from the Service Regulations Department | <table><tr><th colspan="2">SM 8.1</th></tr><tr><td>Within:</td><td>901</td></tr><tr><td>Total Sample:</td><td>1,033</td></tr><tr><td>Actual</td><td>87.22%</td></tr></table> | SM 8.1 | | Within: | 901 | Total Sample: | 1,033 | Actual | 87.22% | | | | | | |
| SM 8.1 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Within: | 901 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sample: | 1,033 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Actual | 87.22% | | | | | | | | | | | | | | | | | | | | | | | | | |

| Component | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | | | | | | | | | | | | |
|---|--|---------|-----------------|---|---|---|--|--|---|--|---|---------|-------|---------------|-------|--------|--------|--------------|-------|--------------|-----|--------------|-----|--------------|-----|----------|--------|----------|--------|--------|--------|
| Objective/ Measure | | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | | | Rating | | | | | | | | | | | | | | | | | | | | |
| | 8.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila | | 6% | Actual / Target | 90% of items delivered within 7 days in Luzon and 10 days in VisMin 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 | 6.0% | 90.34% of items delivered within 7 days in Luzon and 10 days in VisMin after posting | 6.00% | - 2022 Consolidated Report from the Service Regulations Department | <table><tr><th colspan="4">SM 8.2</th></tr><tr><th></th><th>Luzon</th><th>VisMin</th><th>Total</th></tr><tr><td>Total Within</td><td>394</td><td>579</td><td>901</td></tr><tr><td>Total Sample</td><td>432</td><td>645</td><td>1,033</td></tr><tr><td>% Within</td><td>91.20%</td><td>89.77%</td><td>90.34%</td></tr></table> | SM 8.2 | | | | | Luzon | VisMin | Total | Total Within | 394 | 579 | 901 | Total Sample | 432 | 645 | 1,033 | % Within | 91.20% | 89.77% | 90.34% |
| | SM 8.2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Luzon | VisMin | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Within | 394 | 579 | 901 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sample | 432 | 645 | 1,033 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % Within | 91.20% | 89.77% | 90.34% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Dept. | | 6% | Actual / Target | 95% of items delivered within 2 days after Customs clearance | 96.99% of items delivered within 2 days after Customs clearance | 6% | 94.64% of items delivered within 2 days after Customs clearance | 5.98% | <table><tr><th colspan="2">SM 8.3</th></tr><tr><td>Within:</td><td>1,608</td></tr><tr><td>Total Sample:</td><td>1,699</td></tr><tr><td>Actual</td><td>94.64%</td></tr></table> | SM 8.3 | | Within: | 1,608 | Total Sample: | 1,699 | Actual | 94.64% | | | | | | | | | | | | | | |
| SM 8.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Within: | 1,608 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sample: | 1,699 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Actual | 94.64% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Dept. | | 6% | Actual / Target | 95% of items delivered within 7 days in Luzon and 10 days in VisMin 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% | 98.97% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance | 6.00% | <table><tr><th colspan="4">SM 8.4</th></tr><tr><th></th><th>Luzon</th><th>VisMin</th><th>Total</th></tr><tr><td>Total Within</td><td>381</td><td>584</td><td>965</td></tr><tr><td>Total Sample</td><td>384</td><td>591</td><td>975</td></tr><tr><td>% Within</td><td>99.22%</td><td>98.82%</td><td>98.97%</td></tr></table> | SM 8.4 | | | | | Luzon | VisMin | Total | Total Within | 381 | 584 | 965 | Total Sample | 384 | 591 | 975 | % Within | 99.22% | 98.82% | 98.97% | | |
| SM 8.4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Luzon | VisMin | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Within | 381 | 584 | 965 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sample | 384 | 591 | 975 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % Within | 99.22% | 98.82% | 98.97% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Component | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|----------------|--|----------------------|--|--|---------|--|-------|--------|-------|---------------|--------|-------|--------------|--------------|------|-------|--------------|----------|--------|--------|----------|--------|--------|--------|
| Objective/ Measure | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | Rating | | | | | | | | | | | | | | | | | | | | | | | |
| SM 9 | International Parcel Post Delivery Performance | Percentage of Postal Items Delivered within the Standard Turnaround Time | 5% | Actual / Target | 85% of items delivered within 10 days in Luzon and 15 days in VisMin 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% | 90.86% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance | 5.00% | - 2022 Consolidated Report from the Service Regulations Department under the Office of the APMG for Operations | <table><tr><th colspan="4">SM 9</th></tr><tr><th></th><th>Luzon</th><th>VisMin</th><th>Total</th></tr><tr><td>Total Within</td><td>395</td><td>520</td><td>915</td></tr><tr><td>Total Sample</td><td>414</td><td>593</td><td>1007</td></tr><tr><td>% Within</td><td>95.41%</td><td>87.69%</td><td>90.86%</td></tr></table> | SM 9 | | | | | Luzon | VisMin | Total | Total Within | 395 | 520 | 915 | Total Sample | 414 | 593 | 1007 | % Within | 95.41% | 87.69% | 90.86% |
| | SM 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Luzon | VisMin | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Within | 395 | 520 | 915 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sample | 414 | 593 | 1007 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % Within | 95.41% | 87.69% | 90.86% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SM 10 | Letter Post Delivery Performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 10.1. Domestic Ordinary Letter Post Delivery Performance | Percentage of Postal Items Delivered within the Standard Turnaround Time | 6% | Actual / Target | 85% of items delivered within 10 days in Luzon and 15 days in VisMin 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% | 86.66% of items delivered within 10 days in Luzon and 15 days in VisMin after posting | 6.00% | - 2022 Consolidated Report from the Service Regulations Department under the Office of the APMG for Operations | <table><tr><th colspan="4">SM 10.1</th></tr><tr><th></th><th>Luzon</th><th>VisMin</th><th>Total</th></tr><tr><td>Total Within</td><td>7859</td><td>2331</td><td>10190</td></tr><tr><td>Total Sample</td><td>9147</td><td>2611</td><td>11758</td></tr><tr><td>% Within</td><td>85.92%</td><td>89.28%</td><td>86.66%</td></tr></table> | SM 10.1 | | | | | Luzon | VisMin | Total | Total Within | 7859 | 2331 | 10190 | Total Sample | 9147 | 2611 | 11758 | % Within | 85.92% | 89.28% | 86.66% |
| | SM 10.1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Luzon | VisMin | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Within | 7859 | 2331 | 10190 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sample | 9147 | 2611 | 11758 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % Within | 85.92% | 89.28% | 86.66% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10.2. Domestic Registered Letter Post Delivery Performance | 5% | Actual / Target | 85% of items delivered within 10 days in Luzon and 15 days in VisMin 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% | 87.12% of items delivered within 10 days in Luzon and 15 days in VisMin after posting | 5.00% | <table><tr><th colspan="4">SM 10.2</th></tr><tr><th></th><th>Luzon</th><th>VisMin</th><th>Total</th></tr><tr><td>Total Within:</td><td>7550</td><td>2355</td><td>9905</td></tr><tr><td>Total Sample</td><td>8670</td><td>2699</td><td>11369</td></tr><tr><td>% Within</td><td>87.08%</td><td>87.25%</td><td>87.12%</td></tr></table> | SM 10.2 | | | | | Luzon | VisMin | Total | Total Within: | 7550 | 2355 | 9905 | Total Sample | 8670 | 2699 | 11369 | % Within | 87.08% | 87.25% | 87.12% | | | |
| SM 10.2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Luzon | VisMin | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Within: | 7550 | 2355 | 9905 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sample | 8670 | 2699 | 11369 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % Within | 87.08% | 87.25% | 87.12% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Component | | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | | | | | | | | | | | |
|---------------------------------------|--|--|--------|----------------------------|--|--|--------|---|--------|--|--|---------------------|-------|---------------------------------------|-----|----------------------|-------|---------------------------------|--------|--------------|------|-----|------|--------------|------|-----|------|----------|--------|--------|--------|
| Objective/ Measure | | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | Rating | | | | | | | | | | | | | | | | | | | | | | |
| | 10.3. International Letter Post Delivery Performance | | 6% | Actual / Target | 85% of items delivered within 10 days in Luzon and 15 days in VisMin 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% | 92.70% of items delivered within 10 days in Luzon and 15 days in VisMin after posting | 6.00% | | <table><tr><th colspan="4">SM 10.3</th></tr><tr><th></th><th>Luzon</th><th>VisMin</th><th>Total</th></tr><tr><td>Total Within</td><td>1107</td><td>785</td><td>1892</td></tr><tr><td>Total Sample</td><td>1181</td><td>860</td><td>2041</td></tr><tr><td>% Within</td><td>93.73%</td><td>91.28%</td><td>92.70%</td></tr></table> | SM 10.3 | | | | | Luzon | VisMin | Total | Total Within | 1107 | 785 | 1892 | Total Sample | 1181 | 860 | 2041 | % Within | 93.73% | 91.28% | 92.70% |
| SM 10.3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Luzon | VisMin | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Within | 1107 | 785 | 1892 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Sample | 1181 | 860 | 2041 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % Within | 93.73% | 91.28% | 92.70% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SO 6 | Uphold Postal Service Integrity by Implementing QMS in the Postal Processes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SM 11 | ISO Certification | Actual Accomplishment | 5% | All or Nothing | 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% | ISO 9001:2015 Certification of Manila Central Post Office | 5.00% | ISO Certificate of Registration 9001:2015 | The ISO 9001:2015 Certificate for the Manila Central Post Office was issued on 24 October 2022 with a 3-year validity and certification scope: "Acceptance, Processing, Dispatching and Delivery of Mails and Parcels to and from the Manila Central Post Office." | | | | | | | | | | | | | | | | | | | | |
| SO 7 | Improve Efficiencies in the Postal Service Through Innovation and ICT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SM 12 | Percentage of PHLPst-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 | 5% | Actual / Target | 70% | 67.92% | 4.85% | 63.41% | 4.53% | - Summary Report on the Number of Post Offices with Internet Connectivity for 2022 | <table><tr><td>No. of Post Offices</td><td>1,219</td></tr><tr><td>With Connectivity and Track and Trace</td><td>773</td></tr><tr><td>Without Connectivity</td><td>446</td></tr><tr><td>2022 Percentage of Connectivity</td><td>63.41%</td></tr></table> | No. of Post Offices | 1,219 | With Connectivity and Track and Trace | 773 | Without Connectivity | 446 | 2022 Percentage of Connectivity | 63.41% | | | | | | | | | | | | |
| No. of Post Offices | 1,219 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| With Connectivity and Track and Trace | 773 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Without Connectivity | 446 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2022 Percentage of Connectivity | 63.41% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sub-total | | | 60% | | | | 55.33% | | 55.32% | | | | | | | | | | | | | | | | | | | | | | |

| Component | | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | | | | | | | |
|---------------------------|--|---|--|--|---|--|---|----------------|--|----------------------|---|---|------------|-------------------------------------|---|---------------|-----|--------|----------------|-------|--------|---------------------------|-------|--------|---------------------------|-------|--------|
| Objective/ Measure | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | Rating | | | | | | | | | | | | | | | | | | | |
| LEARNING & GROWTH | SO 8 | Developed and Managed Competencies of Effectual and Competent Human Resources | | | | | | | | | | | | | | | | | | | | | | | | | |
| | SM 13 | Percentage of Employees Meeting Required Competencies | Personnel meeting Required Competencies/ Total Number of Personnel | 2.5% | Actual / Target | 95% of Frontline Personnel Meeting Required Technical Competencies | 62.28% of Frontline Personnel Meeting Required Technical Competencies | 1.64% | 62.28% of Frontline Personnel Meeting Required Technical Competencies | 1.64% | - Summary Report on the Percentage of Employees Meeting Required Competencies in 2022 and breakdown of competency status of each employee | <table><tr><th>SM 13a</th><th>Filled Plantilla as of 2022 yearend</th><th>Percentage Meeting Technical Competencies</th></tr><tr><td>Postmaster</td><td>481</td><td>73.80%</td></tr><tr><td>Postal Teller</td><td>326</td><td>73.01%</td></tr><tr><td>Letter Carrier</td><td>1,844</td><td>57.38%</td></tr><tr><td>Total Frontline Personnel</td><td>2,651</td><td>62.28%</td></tr></table> | SM 13a | Filled Plantilla as of 2022 yearend | Percentage Meeting Technical Competencies | Postmaster | 481 | 73.80% | Postal Teller | 326 | 73.01% | Letter Carrier | 1,844 | 57.38% | Total Frontline Personnel | 2,651 | 62.28% |
| | | | SM 13a | Filled Plantilla as of 2022 yearend | Percentage Meeting Technical Competencies | | | | | | | | | | | | | | | | | | | | | | |
| | Postmaster | 481 | 73.80% | | | | | | | | | | | | | | | | | | | | | | | | |
| | Postal Teller | 326 | 73.01% | | | | | | | | | | | | | | | | | | | | | | | | |
| | Letter Carrier | 1,844 | 57.38% | | | | | | | | | | | | | | | | | | | | | | | | |
| | Total Frontline Personnel | 2,651 | 62.28% | | | | | | | | | | | | | | | | | | | | | | | | |
| | Personnel meeting Required Competencies/ Total Number of Personnel | 1.5% | Actual / Target | 80% of Frontline Personnel Meeting Required Organizational and Leadership Competencies – Non-technical | 24.82% of Frontline Personnel met the required organizational and leadership competencies | 0.47% | 24.82% of Frontline Personnel met the required organizational and leadership competencies | 0.47% | <table><tr><th>SM 13b</th><th>Filled Plantilla as of 31 Dec 2022</th><th>Percentage Meeting Non-Technical Competencies</th></tr><tr><td>Postmaster</td><td>481</td><td>57.38%</td></tr><tr><td>Postal Teller</td><td>326</td><td>28.22%</td></tr><tr><td>Letter Carrier</td><td>1,844</td><td>15.73%</td></tr><tr><td>Total Frontline Personnel</td><td>2,651</td><td>24.82%</td></tr></table> | SM 13b | Filled Plantilla as of 31 Dec 2022 | Percentage Meeting Non-Technical Competencies | Postmaster | 481 | 57.38% | Postal Teller | 326 | 28.22% | Letter Carrier | 1,844 | 15.73% | Total Frontline Personnel | 2,651 | 24.82% | | | |
| | SM 13b | Filled Plantilla as of 31 Dec 2022 | Percentage Meeting Non-Technical Competencies | | | | | | | | | | | | | | | | | | | | | | | | |
| | Postmaster | 481 | 57.38% | | | | | | | | | | | | | | | | | | | | | | | | |
| Postal Teller | 326 | 28.22% | | | | | | | | | | | | | | | | | | | | | | | | | |
| Letter Carrier | 1,844 | 15.73% | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Frontline Personnel | 2,651 | 24.82% | | | | | | | | | | | | | | | | | | | | | | | | | |

Validated 2022 Performance Scorecard

| Component | | | | | | GOCC Submission | | GCG Validation | | Supporting Documents | Remarks | | | | | | | | | | | |
|--------------------|--|--|--|--------|----------------------------|---|---|----------------|---|----------------------|---|---|------------------------------------|---------------------------------|------|--|--|--|--------|--|--------|--|
| Objective/ Measure | | | Formula | Weight | Rating Scale ^{a/} | Target | Actual | Rating | Score | | | | | Rating | | | | | | | | |
| | | | Personnel meeting Required Competencies/ Total Number of Personnel | 1.0% | Actual / Target | 50% of Supervisors in the Central Office (Administrative , Support Service and Offices of Exchange) meeting Required Technical and Non-Technical Competencies | 56.60% of Supervisors in the Central Office met the required organizational and leadership competencies | 1.00% | 56.60% of Supervisors in the Central Office met the required organizational and leadership competencies | 1.00% | - Summary Report on the Percentage of Employees Meeting Required Competencies in 2022 and breakdown of competency status of each employee | SM 13c | Filled Plantilla as of 31 Dec 2022 | Percentage Meeting Competencies | | | | | | | | |
| | | | | | | | | | | | | Chief Postal Service Officer (CPSO) | 15 | 73.33% | | | | | | | | |
| | | | | | | | | | | | | Supervising Postal Service Officer (SPSO) | 16 | 87.50% | | | | | | | | |
| | | | | | | | | | | | | Senior Postal Service Officer (Sr. PSO) | 35 | 68.57% | | | | | | | | |
| | | | | | | | | | | | | Postal Service Officer II | 80 | 65.00% | | | | | | | | |
| | | | | | | | | | | | | Postal Service Officer I | 106 | 44.34% | | | | | | | | |
| | | | | | | | | | | | | Postage Stamp Custodian | 13 | 15.38% | | | | | | | | |
| | | | | | | | | | | | | Total Supervisors in the Operations Group | 265 | 56.60% | | | | | | | | |
| | | | | | | | | | | | | Sub-total | | | 5% | | | | 3.10% | | 3.10% | |
| | | | | | | | | | | | | TOTAL | | | 100% | | | | 87.64% | | 82.42% | |

a/ But not to exceed the weight assigned per indicator