

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 border="1"> <thead> <tr> <th>Transaction</th> <th>2022 Volume</th> </tr> </thead> <tbody> <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> </tbody> </table> <p>At 39.42 million volume actual accomplishment against the 54.22 million target, PHLP 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.</p>	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	<p>Additional cities and municipalities with postal access:</p> <ol style="list-style-type: none"> Gabalidon, Nueva Ecija Santo Tomas, La Union Gen. Emilio Aguinaldo, Cavite Busuanga, Palawan Famy, Laguna Patnanungan, Quezon San Francisco, Quezon Alcantara, Romblon Mawab, Davao de Oro Pantukan, Davao de Oro New Corella, Davao del Norte Jose Abad Santos, Davao Occidental Santa Maria, Davao Occidental Maasim, Sarangani Bangam South Cotabato Tupi, South Cotabato Hinatuan, Surigao del Sur Tagbina, Surigao del Sur Mainit, Surigao del Norte 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	
	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																			
SO 4 Ensure Financial Growth and Efficiency Through Market Sustainability and Cost Management																											
FINANCIAL	SM 5	Revenues <i>(in Billion Php)</i>	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 border="1"> <thead> <tr> <th>Income</th> <th>Amount</th> </tr> </thead> <tbody> <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> </tbody> </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 <i>(in Million Php)</i>	EBITDA Excluding Subsidies <i>(Franking Privilege reimbursed from National Government and from non-shareholders)</i>	6%	Actual / Target	92.179	164.025	6%	(367.683)	0.00%	COA-Audited PHLPost 2022 Financial Statements (FS) and Notes to FS	<table border="1"> <thead> <tr> <th>Item</th> <th>2022</th> </tr> </thead> <tbody> <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> </tbody> </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)																										

Objective/ Measure		Component	Formula	Weight	Rating Scale ^{a/}	Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																
							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 border="1"> <thead> <tr> <th>Item</th> <th>2022</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th>Item</th> <th>2022</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th>Type</th> <th>Adjusted COB (in '000)</th> <th>Disbursement (in '000)</th> <th>%</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th colspan="2">SM 8.1</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th colspan="4">SM 8.2</th> </tr> <tr> <th></th> <th>Luzon</th> <th>VisMin</th> <th>Total</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th colspan="2">SM 8.3</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th colspan="4">SM 8.4</th> </tr> <tr> <th></th> <th>Luzon</th> <th>VisMin</th> <th>Total</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th colspan="4">SM 9</th> </tr> <tr> <th></th> <th>Luzon</th> <th>VisMin</th> <th>Total</th> </tr> </thead> <tbody> <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> </tbody> </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%																												
Letter Post Delivery Performance																															
SM 10	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 border="1"> <thead> <tr> <th colspan="4">SM 10.1</th> </tr> <tr> <th></th> <th>Luzon</th> <th>VisMin</th> <th>Total</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th colspan="4">SM 10.2</th> </tr> <tr> <th></th> <th>Luzon</th> <th>VisMin</th> <th>Total</th> </tr> </thead> <tbody> <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> </tbody> </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%																												

Objective/ Measure		Component				GOCC Submission		GCG Validation		Supporting Documents	Remarks																				
		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 border="1"> <thead> <tr> <th colspan="4">SM 10.3</th> </tr> <tr> <th></th> <th>Luzon</th> <th>VisMin</th> <th>Total</th> </tr> </thead> <tbody> <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> </tbody> </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 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	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 border="1"> <tbody> <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> </tbody> </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%																						

Objective/ Measure		Component			GOCC Submission		GCG Validation		Supporting Documents	Remarks																			
		Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score			Rating																		
SO 8 Developed and Managed Competencies of Effectual and Competent Human Resources																													
LEARNING & GROWTH	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 border="1"> <thead> <tr> <th>SM 13a</th> <th>Filled Plantilla as of 2022 yearend</th> <th>Percentage Meeting Technical Competencies</th> </tr> </thead> <tbody> <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> </tbody> </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 border="1"> <thead> <tr> <th>SM 13b</th> <th>Filled Plantilla as of 31 Dec 2022</th> <th>Percentage Meeting Non-Technical Competencies</th> </tr> </thead> <tbody> <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> </tbody> </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%																											

Objective/ Measure		Component				GOCC Submission		GCG Validation		Supporting Documents	Remarks																								
		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	<table border="1"> <thead> <tr> <th>SM 13c</th> <th>Filled Plantilla as of 31 Dec 2022</th> <th>Percentage Meeting Competencies</th> </tr> </thead> <tbody> <tr> <td>Chief Postal Service Officer (CPSO)</td> <td>15</td> <td>73.33%</td> </tr> <tr> <td>Supervising Postal Service Officer (SPSO)</td> <td>16</td> <td>87.50%</td> </tr> <tr> <td>Senior Postal Service Officer (Sr. PSO)</td> <td>35</td> <td>68.57%</td> </tr> <tr> <td>Postal Service Officer II</td> <td>80</td> <td>65.00%</td> </tr> <tr> <td>Postal Service Officer I</td> <td>106</td> <td>44.34%</td> </tr> <tr> <td>Postage Stamp Custodian</td> <td>13</td> <td>15.38%</td> </tr> <tr> <td>Total Supervisors in the Operations Group</td> <td>265</td> <td>56.60%</td> </tr> </tbody> </table>	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%
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