KORPORASYONG PANGKOREO NG PILIPINAS

PHLPOST
You Send. We Deliver.

GABAY NG MAMAMAYAN
CITIZEN’S CHARTER

phlpost.gov.ph  facebook.com/PHLPost  youtube.com/PHLpost  phlpostofficial  @Ppostofficial
## Table of Contents

1. Talaan ng Nilalaman (Table of Contents)
2. Mandates, Mission, Vision and Pledge of Commitment
3. Phlpost Customer Care
4. Legends
5. Ordinary Mail — Lokal / Pandaigdig  
   (Steps in Sending an Ordinary Mail – Domestic / International)
6. Registered Mail — Lokal / Pandaigdig  
   (Steps in Sending a Registered Mail – Domestic / International)
7. E-Registered Mail  
   (Steps in Sending an e-Registered Mail)
8. Express Mail - Lokal/Pandaigdig  
   (Steps in Sending a Domestic/International Express Mail)
9. Ordinary Parcel (Lokal) at Air/Surface/SAL Parcel (Pandaigdig)  
   (Steps in Sending Domestic Ordinary Parcel and International Air/Surface/SAL Parcel)
10. Registered/Express Mail  
    (Steps in Claiming Parcel and Registered/Express Mail)
11. Electronic Postal Money Order  
    (Steps in Sending Electronic Postal Money Order)
12. Paper-Based Postal Money Order  
    (Steps in Sending Paper-Based Money Order)
13. Bills Gamit Ang Bayad Center  
    (Steps in Paying Bills through Bayad Center)
14. Pagbabayad Ng PhilHealth Premium Contribution  
    (Steps in Paying PhilHealth Premium Contribution)
15. Pagkuha Ng Postal ID  
    (Steps in Applying for a Postal ID)
16. Mga Polisiya  
    (Karatula ng Patakaran)
**M A N D A T E**

I. To provide for the collection, handling, transportation, delivery, forwarding, returning and holding of mails, parcels, and like materials, throughout the Philippines, and, pursuant to agreements entered into, to and from foreign countries;

II. To determine and dispose of in a manner it deems most advantageous, with law and settled jurisprudence, confiscated or non-mailable mail matters, prohibited articles, dead letters and undelivered mails, except the sale of prohibited drugs, dangerous materials, and other banned articles as defined by law;

III. To plan, develop, promote, and operate a nationwide postal system with a network that extends or makes available, at least ordinary mail service, to any settlements in the country.

**V I S I O N**

By 2022, PHLPost is a universal delivery service provider of quality-driven communications, goods and merchandise, and payment services in every Filipino community.

**M I S S I O N**

The Philippine Postal Corporation provides efficient, competitive and on-time delivery of communications, goods and merchandise, and payment services in any Filipino community.

**P l e d g e o f C o m m i t m e n t**

“I am a postal worker, to the Postal Service, I pledge, my loyalty, honesty and dedication to duty. I pledge to do the best I can in rendering efficient and courteous services, to achieve the goals of the Philippine Postal Corporation. I impose this obligation upon myself voluntarily, without mental reservation or purpose of evasion. SO HELP ME GOD”. 
For inquiries, suggestions or complaints, you may contact us through:

Customer Care Hotline : (02) 288-POST
Website : https://www.phlpost.gov.ph
E-Mail Address : customercare@phlpost.gov.ph
Mailing Address : PHLPost Customer Care
Office of the APMG for Marketing and Management Support Services
Philippine Postal Corporation, 3/F Central Office Building
1000 Liwasang Bonifacio, Manila

HOW TO FILE A COMPLAINT?

Who may file? :
The General Public and all Clients/Mailing patrons of the Corporation

Contents of the complaint:
1. Full name of the Complainant/s
2. Contact details : Mailing/e-mail Address and/or Contact Number/s
3. Concern/Issue to be addressed (For mail-related complaints, please include the Tracking Number, if available)
4. Signature of the Complainant (for written complaints)

Procedures in the handling of complaint:
1. All inquiries/complaints received thru mail, e-mail, fax and other means of communications must be acted upon and/or resolved within fifteen (15) working days upon receipt thereof in consonance with paragraph (a) Section 5 (Duties of Public Officials and Employees) of RA 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.
2. Customer Service Officers are required to reply to customer complaints/inquiries using the same means/social media sites as soon as possible.
3. Inquiries/complaints received shall be endorsed to the concerned office/s for their appropriate action within 3 working days from receipt.
PARAAN NG PAGPAPADALA
(Process of Sending)

NAKATALAGANG KAWANI
(Person-in-Charge)

KABUUANG TAGAL NG PAGPROSESO
(Total Transaction Time)

MGA KAILANGAN
(Requirements)

BABAYARANG HALAGA
(Fees to be Paid)

PAMANTAYAN NG PAGLILINGKOD
(Service Standard)

ITIM NA LETRA PARA SA TAGALOG AT PULA NA LETRA PARA SA ENGLISH
(Black font for Tagalog and Red font for English)
ORDINARY MAIL – LOKAL / PANDAIGDIG
(Steps in Sending an Ordinary Mail – Domestic / International)

1. Dalhin ang liham sa nakatalagang Postal Teller para malaman ang timbang ng liham at halaga ng selyong kailangan.
   (Present mail to the designated Postal Teller to determine its weight and the amount of postage needed.)
2. Bayaran ang kaukulang halaga ng ibinigay na selyo o itinatak na Postage Metered Machine impression.
   (Pay the amount of stamps issued or Postage Metered Machine impression.)
3. Kung binigyan ng selyo, idikit ito sa itaas na kanang bahagi ng sulat at ihulog ang liham sa mailbox na matatagpuan sa loob ng opisina o ibabot sa itinalagang counter.
   (If provided with stamps, attach the stamps in the upper right-hand corner of the letter and drop the mail at mailbox located at the post office lobby or hand it over to the designated counter.)
4. Kung tinatakan ng Postage Metered Machine impression, ihulog ang liham sa buson na matatagpuan sa loob ng opisina o ibabot sa itinalagang counter.
   (If with Postage Metered Machine impression, drop the mail at mailbox located at the post office)

Stamps or Metered Machine Teller
1-2 minuto bawat pirason ng sulat (1-2 minutes per piece of mail)
Selyo o tatak mula sa Postage Metered Machine
(Postage Stamp or Postage Metered Machine Impression)
Ang babayarang halaga ay batay sa:
  a. Timbang
  b. Destinasyon
  c. Paraan ng pagpapadala
     (Rates are based on the following:
      a. Weight
      b. Destination
      c. Mode of conveyance)
Mangyaring tingnan ang PHLPost Rate Guide para sa babayarang halaga
   (Kindly refer to PHLPost Rate Guide for amount.)

Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar
   (Within 1-2 working days for mails Within Locality)
Sa loob ng 4 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon
   (Within 4 working days for Intra-Regional mails)
Sa loob ng 7 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon
   (Within 7 working days for Inter-Regional mails)
Para sa mga liham na papunta sa ibang bansa:
- Asia-Pacific (8-10 araw)
- Europe/Middle East (10-12 araw)
- Americas (10-14 araw)
- Africa (12-16 araw)
   (For outgoing mails:
    - Asia-Pacific (8-10 working days)
    - Europe/Middle East (10-12 working days)
    - Americas (10-14 working days)
    - Africa (12-16 working days)
7 REGISTERED MAIL – LOKAL / PANDAIGDIG
(Steps in Sending a Registered Mail – Domestic / International)

1. Dalhin ang liham sa nakatalagang Postal Teller para malaman ang timbang ng liham at halaga ng selyong kailangan. (Present mail to designated Postal Teller to determine its weight and the amount of postage needed.)

2. Kung nais lagyan ng return card, humingi at punan ng mga kailangang impormasyon ang naturang card. (If with return card, request and fill up the said return card with the needed information.)

3. Bayaran ang kaukulang halaga ng inilagay na selyo o itinatak na Postage Metered Machine impression. (Pay the amount of stamps issued or Postage Metered Machine impression.)

4. Kung binigyan ng selyo, idikit ito sa itaas na kanang bahagi ng sulat at iabot ang liham sa nakatalagang Postal Teller para ipa-rehistro sa Registry Book at lagyan ng bilang o barcode sticker. (If provided with stamps, attach the stamps in the upper right-hand corner of the letter and present mail to designated Postal Teller for recording at Registry Book and assignment of Registry Number or barcode sticker.)

5. Kung tinatakna ng Postage Metered Machine impression, iabot ang liham sa nakatalagang Postal Teller para ipa-rehistro sa Registry Book at lagyan ng bilang o barcode sticker. (If with Postage Metered Machine impression, present mail to designated Postal Teller for recording at Registry Book and assignment of Registry Number or barcode sticker.)

6. Kunin ang Registry Receipt mula sa Postal Teller. (Get Registry Receipt from the Postal Teller.)

Stamps or Metered Machine Teller

2-4 minuto bawat piraso ng sulat (2-4 minutes per piece of mail)

Selyo o tatak mula sa Postage Metered Machine
(Postage Stamp or Postage Metered Machine Impression)

Registry Window Teller

Registry Return Card - kung gusto ng nagaapadala
(Registry Return Card - at sender’s option)

Barcode Sticker - para sa mga sulat pandaigdig lamang
(Barcode sticker - for international mails only)

Ang babayarang halaga ay batay sa:
  a. Timbang
  b. Destinasyon
  c. Paraan ng pagpapadala
(Rates are based on the following:
  a. Weight
  b. Destination
  c. Mode of conveyance)

Mangyaring tingnan ang PHLPost Rate Guide para sa babayarang halaga
(Kindly refer to PHLPost Rate Guide for amount.)

Para sa mga liham na papunta sa ibang bansa:
- Asia-Pacific (8-10 araw)
- Europe/Middle East (10-12 araw)
- Americas (10-14 araw)
- Africa (12-16 araw)
(For outgoing mails:
- Asia-Pacific (8-10 working days)
- Europe/Middle East
(10-12 working days)
- Americas (10-14 working days)
- Africa (12-16 working days)

Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar
(Within 1-2 working days for mails Within Locality)

Sa loob ng 5 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon
(Within 5 working days for Intra-Regional mails)

Sa loob ng 7 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon
(Within 7 working days for Inter-Regional mails)
**E-REGISTERED MAIL**

*Steps in Sending an e-Registered Mail*

1. Dalhin ang liham sa nakatalagang Postal Teller para malaman ang timbang ng liham at halaga ng selyong kailangan.
   (Present mail to designated Postal Teller to determine its weight and the amount of postage needed.)

2. Bayaran ang kaukulang halaga ng inilagay na selyo o itinatak na Postage Metered Machine impression.
   (Pay the amount of stamps issued or Postage Metered Machine impression.)

3. Kung binigyan ng selyo, idikit ito sa itaas na kanang bahagi ng sulat at iabot ang liham sa nakatalagang Postal Teller para maipasok sa system.
   (If provided with stamps, attach the stamps in the upper right-hand corner of the letter and present mail to the designated Postal Teller for encoding into the system.)

   (If with Postage Metered Machine impression, present mail to the designated Postal Teller for encoding into the system.)

5. Pagkatapos maipasok sa system, kunin ang Electronic Registry Return Receipt mula sa nakatalagang Postal Teller.
   (After encoding in the system, get Electronic Registry Return Receipt from the Postal Teller.)

---

**Ang babayarang halaga ay batay sa:**
- a. Timbang
- b. Destinasyon
- c. Paraan ng pagpapadala
   (Rates are based on the following:
   a. Weight
   b. Destination
   c. Mode of conveyance)

Mangyaring tingnan ang PHLPost Rate Guide para sa babayarang halaga
(Kindly refer to PHLPost Rate Guide for amount)

---

Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/lugar
(Within 1-2 working days for mails Within Locality)

Sa loob ng 5 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyon
(Within 5 working days for Intra-Regional mails)

Sa loob ng 7 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon
(Within 7 working days for Inter-Regional mails)

Para sa mga liham na papunta sa ibang bansa:
- Asia-Pacific (8-10 araw)
- Europe/Middle East (10-12 araw)
- Americas (10-14 araw)
- Africa (12-16 araw)

For outgoing mails:
- Asia-Pacific (8-10 working days)
- Europe/Middle East (10-12 working days)
- Americas (10-14 working days)
- Africa (12-16 working days)
Express Mail - Lokal/Pandagdig
(Steps in Sending a Domestic/International Express Mail)

1. Dalhin ang liham/kalakal sa nakatalagang Postal Teller para malaman ang timbang nito at ang halaga ng selyong kailangan. Ang mga kalakal na ipapadala ay inspeksyonin muna upang maatend na wala mga pinagbabawal o delikadong bagay. (Present mail/merchandise to designated Postal Teller to determine its weight and the amount of postage needed. Merchandise to be mailed shall be inspected first to ensure that there are no prohibited items or dangerous goods.)

2. Punan ang ibinigay na Consignment Note ng mga kinakailangang impormasyon at ilagay sa nakatalagang Teller. (Fill-up the provided Consignment Note with the required information and enclose the mail/merchandise in the mailing pouch/envelope.)

3. Iasa ang pouch/kahon ng naglalaman ng mga ihuhulog na liham/kalakal sa kahon. (Seal the pouch box containing the letter/merchandise to be mailed and write the name, address and contact no. of the sender and the addressee. Mailers clients without box and packaging materials may buy the appropriate PHLPost Pak box and pay the packaging service fee.)

4. Bayaran ang kaugaling halaga ng ihuhulog na liham/kalakal. (Pay the corresponding amount for the mail/merchandise to be posted.)

5. Iabot ang suport/kahon at Consignment Note sa nakatalagang Postal Teller at kung ang iyong kopya ng Consignment Note matapos itong maikabit sa kahon ng nagasabing Teller. (Give the pouch/envelope and Consignment Note to the Designated Postal Teller and get your copy of the Consignment Note after it has been attached to the box by the said Teller.)

EXPRESS MAIL - LOKAL/PANDAIGDIG
(Steps in Sending a Domestic/International Express Mail)
1. Dalhin ang kalakal sa nakatalagang Postal Teller para malaman ang timbang nito at ang halaga ng selyong kailangan. Ang mga kalakal na ipapadala ay linspektukyun muna upang mabigyan na wala ang mga pinagbabawal o delikadong bagay. (Present merchandise to designated Postal Teller to determine its weight and the amount of postage needed. Merchandise to be mailed shall be inspected first to ensure that there are no prohibited items or dangerous goods.)

2. Punan ang ibinigay na Consignment Note ng mga kinakailangan impormasyon at ilagay ang mga kalakal sa kahon. (Fill-up the provided Consignment Note with the required information and enclose the mail/merchandise in the mailing pouch/box.)

3. Isara ang kahon na naglalaman ng mga ihuhulog na kalakal at isulat sa kahon ang pangalan, tirahan at contact no. ng nagpadala at padadalhan. Kung walang saniling kahon at pambalot, maaaring bumili ng kahong PHLPost Pak box at pagbili ng packaging service fee. (Seal the pouch/box containing the letter/merchandise to be mailed and write the name, address and contact no. of the sender and the addressee. Mailers/clients without box and packaging materials may buy the appropriate PHLPost Pak box and pay the packaging service fee.)

4. Bayaran ang kaukulang halaga ng ihuhulog na liham/kalakal. (Pay the corresponding amount for the mail/merchandise to be posted.)

5. Iabot ang supot/kahon at Consignment Note sa nakatalagang Postal Teller at kunin ang iyong kopya ng Consignment Note matapos itong maikabit sa kahon ng nasabing Teller. (Give the pouch/box and Consignment Note to the Designated Postal Teller and get your copy of the Consignment Note after it has been attached to the box by the said Teller.)

10-15 minuto bawat kahon na naglalaman ng mga gamit o kalakal (10-15 minutes per box containing goods or merchandise)

Para sa Lokal na Ordinary Parcel: (For Domestic Ordinary Parcel)
- Post Shop Teller and/or Parcel Window Teller
- Stamps or Metered Machine Teller
- Parcel Window Teller
- Post Office

Para sa Pandaigdig na Air/Surface/SAL Parcel: (For International Air/Surface/SAL Parcel)
- PHLPost Pak box
- PHLPost Pak box
- Barcode Sticker
- International Parcel Manifold Set (CP72)

Ang babayarang halaga ay batay sa:
- Timbang o timbang base sa sukat para sa mga parcel o kahalon
- Destinasyon
- Paganap pagpadala
  - (Rates are based on the following:
    - Weight or volumetric weight for parcels/merchandise
    - Destination
    - Mode of conveyance)

Mangyaring tingnan ang PHLPost Rate Guide para sa babayarang halaga
(Kindly refer to PHLPost Rate Guide for amount of postage to be paid)

Sa loob ng 1-2 araw para sa mga liham na papunta sa parehong bayan/ lugar
(Within 1-2 working days for mails Within Locality)

Sa loob ng 4 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa parehong rehiyong (Within 4 working days for Intra-Regional mails)

Sa loob ng 7 araw para sa mga liham na papunta sa ibang bayan/lugar na nasa ibang rehiyon
(Within 7 working days for Inter-Regional mails)

Para sa mga liham na papunta sa ibang bansa:
- Sa pamamagitan ng eroplano
  - Para sa mga liham sa ibang rehiyon (15-30 araw)
  - Sa pamamagitan ng barko at/o eroplano (30-90 araw)
  (For outgoing mails:
    - By Air (15-30 working days)
    - By Surface/SAL (30-90 working days)
CLAIMING PARCEL

1. Pumunta sa bintana ng nakatalagang Postal Teller at ipakita ang Notice Card at ang inyong 2 valid ID. Kung hindi makukuha ng may-ari, kailangang may dalang Authorization Letter at mga valid IDs ang kinatawan ng may-ari.

(Proceed to the designated window and present the Notice Card and 2 valid IDs. If the addressee cannot claim their item, authorized representative should have an Authorization Letter and valid IDs.)

2. Kung lokal na Registered mail lamang, pirmahan ang Notice Card at Delivery Book matapos iabot ng nakatalagang Postal Teller ang inyong sulat.

(If domestic Registered Mail only, Sign the Notice Card and Delivery Book after the mail item is released by the designated Postal Teller.)

3. Para sa mga pandaigdig na Parcel, Registered/Express mails, ito ay kailangang suriin ng kawani ng Bureau of Customs.

(For international Parcel or Registered/Express Mails, item will be examined by a Bureau of Customs personnel.)

4. Kung ang laman ng Parcel, Registered/Express Mail ay taxable, bayaran ang kaukulang halaga sa nakatalagang kawani ng Bureau of Customs o magbayad sa pamamagitan ng Money Order kung wala ang opisina ng Bureau of Customs.

(If item is taxable, pay the corresponding charges to the designated Bureau of Customs personnel or pay through Money Order if there is no office of the Bureau of Customs.)

5. Bayaran ang Presentation to Customs Charge sa Cashier ng Post Office.

(Pay the Presentation to Customs Charge to the Post Office Cashier)

6. Ipakita ang mga resibo sa nakatalagang Postal Teller para makuha ang Parcel o Registered/Express mail.

(Present receipts to claim Parcel or Registered/Express mail.)
ELECTRONIC POSTAL MONEY ORDER
(Steps in Sending Electronic Postal Money Order)

1. Para sa magpapadala ng pera gamit ang Electronic Postal Money Order, kumuha at mag-fill out ng Customer Information Sheet and Transaction Form.
   (For those sending money through electronic Postal Money Order, fill-out the Customer Information Sheet and Transaction Form.)

2. Bayaran ang kaukulang fee kasabay ng halagang ipapadala.
   (Pay the Postal Money Order fee and give the corresponding amount to be sent.)

   (For those who used the electronic Postal Money Order, Get receipt and inform recipient of the tracking number.)

Postal Money Order Teller and/or Post Office Cashier

Stamps or Metered Machine Teller and Registry

3-5 minuto bawat transaksyon
(3-5 minutes per transaction)

Postal Money Order Application Form
Postal Money Order Receipt
Postal Money Order Check
Customer Information Sheet

Mangyaring tingnan ang PHLPost Rate Guide para sa babayarang halaga
(Kindly refer to PHLPost Rate Guide for amount of fees to be paid)

Ang electronic Postal Money Order ay maaring matanggap sa loob lamang ng 5 minuto.
(The electronic Postal Money Order is received within 5 minutes.)
13 PAPER-BASED POSTAL MONEY ORDER
(Steps in Sending Paper-Based Money Order)

1. Para sa magpapadala ng pera gamit ang paper-based Postal Money Order, kumuha ng Money Order Application Form sa nakatalagang Postal Teller at punan ng mga kinakailangang impormasyon.
(For those sending money through paper-based Postal Money Order, get Postal Money Order Application Form from the designated Postal Teller and fill-in the necessary information.)

2. Bayaran ang kaukulang fee kasabay ng halagang ipapadala.
(Pay the Postal Money Order fee and give the corresponding amount to be sent.)

(For those who used the paper-based Postal Money Order, get the Money Order check and tearoff the stub. Said check should be sent through Registered Mail.)
1. Present billing statement for scanning or ask for a Payment Form if billing statement is not available and fill in the necessary information.

2. Pay the bill and corresponding transaction fee, if applicable.

3. Get copy of billing statement and/or Payment Form after it has been validated by the designated Postal Teller.

Bayad Center Teller

1-3 minutes per transaction

Billing Statement and/or Payment Form

Depends on the amount of bills to be paid.

Transaction Fee depends on the kind of bill to be paid.

1-2 working days after encoding of the details of payment.
PAGBAYAD NG PHILHEALTH PREMIUM CONTRIBUTION
(Steps in Paying PhilHealth Premium Contribution)

1. Humingi ng dalawang (2) piraso ng PhilHealth Premium Payment Slip at punan ng mga kinakailangang impormasyon.
   (Ask for 2 pieces of PhilHealth Premium Payment Slip in fill-in the needed information.)

2. Bayaran ang kaukulang halaga ng PhilHealth premium.
   (Pay corresponding amount of PhilHealth premium.)

3. Pagkatapos magbayad, kunin ang inyong kopya ng PhilHealth Agency Receipt na may tatak ng Post Office kung saan binayaran.
   (After payment, get your copy of the PhilHealth Agency Receipt with the amount paid printed by the Post Office.)

1-3 minuto bawat transaksyon
(1-3 minutes per transaction)

Depende sa halaga ng babayarang PhilHealth Premium contribution
( Depends on the amount of PhilHealth contribution to be paid)

Ang mga nakolektang bayad mula sa ika-1 hanggang ika-15 araw ng buwan ay iremit sa ika-25 araw ng parehong buwan at ang mga nakoleta naman mula ika-16 hanggang ika-31 ng buwan ay iremit sa ika-10 araw ng susunod na buwan.
(Collected payments for the 1st to the 15th day of the month shall be remitted on the 25th day of the same month and payments collected from the 16th to the 31st day of the month shall be remitted on the 10th day of the following month.)
1. Fill out the Postal ID Application Form with the necessary information.
2. Submit the application forms along with the required documents.
3. Pay the corresponding Postal ID fee.
4. Proceed to the Data Capture Station to encode the biometric data.
5. Data Capture Operator will encode the applicant's details and capture biometrics data and photo.
6. Wait for acknowledgement.
7. Collect the postal ID card.
**Signage of Policies**

- **No Smoking**: BAWAL MANIGARILYO
- **No Fixers Allowed**: BAWAL ANG FIXER
- **No Noon Break**: NO NOON BREAK
- **No Gift Policy**: BAWAL NA PAGTANGGAP NG REGALO