

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, DOLORES C. LEE of the Records Section, Division of Management Information commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period January 2022 to June 2022.

DOLORES C. LEE

Ratee


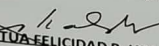

Date: February 10, 2023

Reviewed by: <u>MA. PERPETUA FELICIDAD R. UBALDO</u> QIC, MID - Records Section		Date February 10, 2023	Approved by: <u>CLAUDIO B. BONSON, JR.</u> Acting Chief, Management Information Division		Date February 10, 2023		
OUTPUT	SUCCESS FACTOR (Target + Measure)	ACTUAL ACCOMPLISHMENT	RATING				REMARKS
			Q ¹	E ²	T	A ⁴	
STRATEGIC PRIORITY							
Evaluation of all RSUs on Motor Vehicle Registration System(MVRS) from Customer Care STRADCOM prior to Implementation	Evaluation of all RSUs is based on MC No. RTD-2011-1518 with complete documentary requirements, recommendation submitted/forwarded to Stradcom for implementation, no error, within 8 working hours from receipt	Forwarded to Stradcom within 8 working hours from receipt	5		4.5	4.8	
Implementation of approved RSUs on Motor Vehicle Registration System(MVRS)	RSU Implementation is based on MC No. RTD-2011-1518 and ACL-2009-1139 without error, within 8 working hours upon receipt	RSUs implemented within 8 working hours upon receipt. RSUs returned to Customer Care within 24 hours upon receipt	5		5	5.0	
	RSUs with errors shall be returned to Customer Care within 24 hours for further action	RSUs returned to Customer Care within 24 hours upon receipt					
CORE FUNCTION							
Validation of implemented RSUs and submission of report (Daily Accomplishment report)	Reports on RSU implementation are validated vis-à-vis approved RSU, submitted daily report to the supervisor at the end of the day, without error	Submitted daily report at the end of the day	5		4.5	4.8	

OUTPUT	SUCCESS FACTOR (Target + Measure)	ACTUAL ACCOMPLISHMENT	RATING				REMARKS
			Q ¹	E ²	T	A ⁴	
Answering email from Customer Care STRADCOM and assistance to walk-in client for RSUs on Motor Vehicle Registration System(MVRS)	Answered email from Customer Care STRADCOM and assists clients promptly with courtesy and respect; listens attentively to complaints and queries for RSUs within an hour upon arrival in the office	Answered email within 4 working hours upon receipt, and assists clients within an hour upon arrival in the office	5		4.5	4.8	
SUPPORT FUNCTION							
Recording and Releasing of Documents	Action requires utmost courtesy and proper handling of documents with attachments noted, subject matter and origin correctly encoded and updated in the document tracking system or recorded in the logbook, no error	All documents for release within the day are recorded on the same day	5		5	5.0	
Filing of Documents and Retrieval of Documents	Documents sorted, filed and labelled without error, no missing document, within the prescribed deadlines, documents retrieved within 2 hours	Documents filed within the prescribed deadlines and retrieved within 2 hours	5		5	5.0	
Reproduction of Official Documents	Properly arranged and collated, no missing documents, no necessary wastage in toner and paper, immediately upon instruction	No unnecessary wastage in paper and toner Under normal condition, action shall be immediately done upon instruction (i.e. no other interfering or priority work or task that needs more urgent attention, equipment is in good running condition) For RSUs within 24 hours	5	5	5	5.0	
Final Average Rating						4.9	

VERY SATISFACTORY

Comments and Recommendation for Development Purposes

Discussed With	Date	Assessed by	Date	Final Ranking By	Date
 DOLORES C. LEE Statistician I	February 10, 2023	I certify that I discussed my assessment of the performance with the employee  MA. PERPETUA FELICIDAD R. UBALDO OIC, MID - Records Section	February 10, 2023	 CLAUDIO B. BONSOL JR. Acting Chief, MID	February 10, 2023

Legend:
Rating:

1 - Quality
1 - Poor

2 - Efficiency
2 - Unsatisfactory
3 - Timeliness
3 - Satisfactory

4 - Average
4 - Very Satisfactory
5 - Outstanding