

# INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, EDNA O. BALCUEVA of MID - Records Section, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period JULY 2022 TO DECEMBER 2022

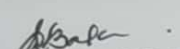
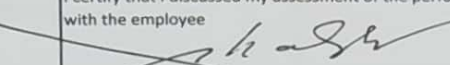

EDNA O. BALCUEVA  
Ratee

Date: February 27, 2023

Reviewed by:	Date	Approved by:	Date				
MA. PERPETUA FELICIDAD R. UBALDO OIC, MID - Records Section	February 27, 2023	CLAUDIO B. BONOL JR Acting Chief, Management Information Division	February 27, 2023				
MAJOR FINAL OUTPUT	SUCCESS FACTOR (Target + Measure)	ACTUAL ACCOMPLISHMENT	RATING				REMARKS
			Q <sup>1</sup>	E <sup>2</sup>	T	A <sup>4</sup>	
<b>STRATEGIC PRIORITY</b>							
Verification of Motor Vehicle	All request are verified through the LTO IT Data base, results printed and released to concerned personnel for preparation of reply, within 4 working hours upon receipt	Printed /Verified Data Prepared information and endorsement	4.85		4.75	4.75	
Validation of verified plate numbers through Land Transportation Management System (LTMS)	All Verified plate numbers are validated through the Land Transportation Management System (LTMS) database.	Validated MV Data within 4 hours upon receipt.	5		5	5	
Implementation of RSUs LETAS Enforcement & Traffice Adjudication System.	RSU Implementatin is based on MC Nos RTD - 2011-1518 and ACL-2009-1139 , without error , wihin 8 working hours upon receipt, RSUs with error shall be returned to customer care	RSUs Implemented within 8 hours upon receipt.	5		5	5	
<b>CORE FUNCTIONS</b>							
Receiving of Motor Vehicle RSU's Letas	Action requires utmost courtesy and proper handling of documents with attachements.	All documents received and released within the day are recorded on the same day.	4.75		4.75	4.75	
<b>SUPPORT FUNCTION</b>							

MAJOR FINAL OUTPUT	SUCCESS FACTOR (Target + Measure)	ACTUAL ACCOMPLISHMENT	RATING				REMARKS
			Q <sup>1</sup>	E <sup>2</sup>	T	A <sup>4</sup>	
Answering phone calls	Courteous and receptive, with clear speaking voice, follows protocol in receiving/marking calls for superior; information noted, screened and relayed properly and accurately.	Phone calls answered promptly (not more than 3 rings.)	4.7		4.8	4.75	
Assistance to Walk-in Clients/ OFFICER OF THE DAY	Assist clients promptly with courtesy and respect, listen attentively to complaints and queries, refer clients to proper offices/persons within an hour upon arrival in the office	Assist clients within an hour upon arrival in the office.	4.5		4.7	4.6	
filing of implemented RSUs Letas	Documents sorted , filed and labelled without error, no missing documents, within the prescribed deadlines, documents retrieved within 2 hous	Documents filed within the prescribed deadlines and retrieved within 2 hours.	5		5	5	
Final Average Rating						4.9	

Comments and Recommendation for Development Purposes

Discussed With	Date	Assessed by	Date	Final Ranking By	Date
 <b>EDNA O. BALCUEVA</b> Administrative Assistant II	February 27, 2023	I certify that I discussed my assessment of the performance with the employee  <b>MA. PERPETUA FELICIDAD R. UBALDO</b> OIC, MID - Records Section	February 27, 2023	 <b>CLAUDIO B. BONSO JR</b> Acting MID	February 27, 2023

Legend: 1 - Quality 2 - Efficiency 3 - Timeliness 4 - Average 5 - Outstanding  
 Rating: 1 - Poor 2 - Unsatisfactory 3 - Satisfactory 4 - Very Satisfactory