DIVISION PEFORMANCE COMMITMENT AND REVIEW (DPCR)
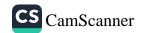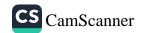
I, **CLAUDIO B. BONSOL JR.,** Acting Chief of the Management Information Division, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **July to December 2022.**

_____
CLAUDIO B. BONSOL JR.
Acting Chief, Management Information Division
Date:_____

Approved by:

_____
ATTY. JOSE ARTURO M. TUGADE
Assistant Secretary

Date

5- Outstanding
4- Very Satisfactory
3- Satisfactory
2- Unsatisfactory
1- Poor

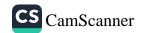| MFO/PAP	SUCCESS INDICATORS (TARGETS + MEASURES)	ALLOTED BUDGET	INDIVIDUAL/S ACCOUNTABLE	ACTUAL ACCOMPLISHMENTS	RATING				REMARKS
					Q	E	T	Ave.	
STRATEGIC PRIORITY									
Implementation of Driver's License with Five (5)-year validity									
Technical Support in the Printing of Driver's License Card	Active Participation in the trainings and deployment of Dermalog peripherals and other related activities; within two working days upon receipt		Computer Section	Trainings and deployment of dermalog peripherals are 100% performed; according to program and schedule	5	4.95	4.8	4.92	
Development and Maintenance of Implemented Request for System Update (RSU-D)	Application system developed and tested is in accordance with the requirements of end user; correctly functioning; properly installed		Computer Section	Application system developed and tested is 100% functioning and properly installed; based on the specified requirements	5	5	5	5.00	
Monitoring of Equipment and peripheral relative to the printing of DL Card	Complaints from sites nationwide are received properly via various media; provides basic troubleshooting. Also, create ticket number to Dermalog; advises site on the required action based on Dermalog recommendation (e.g. solution can be done remotely, ship malfunctioning hardware to MID, etc); prepare Memorandum to Property Section (delivery of defective equipment/peripheral); repairs damaged equipment/peripheral; prepare Memorandum to Property (Delivery of repaired equipment/peripherals) to ship the equipment/peripheral back to the site. If for pick up, advises site that the equipment is already repaired and can be picked up from MID; problem relayed immediately upon receipt or upon availability of parts Note: If replacement of part is required, duration of repair is dependent on the availability of the same		Computer Section	100% Complaints from sites nationwide were received properly via various media; had provided basic troubleshooting; created ticket number to Dermalog; advised site on the required action based on Dermalog recommendation (e.g. solution can be done remotely, ship malfunctioning hardware to MID, etc); prepared Memorandum to Property Section (delivery of defective equipment/peripheral); repaired damaged equipment/peripheral; prepared Memorandum to Property (Delivery of repaired equipment/peripherals) to ship the equipment/peripheral back to the site. If for pick up, advised site that the equipment is already repaired and can be picked up from MID; problem were relayed immediately upon receipt or upon availability of parts	5	5	5	5.00	

Transfer of Driver's License Cards per Agency	Online request (activation/transfer) per agency are received accurately from Property Section; requests are approved promptly by immediate supervisor; Monitors and checks if DL cards are correctly activated to agency based on submitted request; accurately generates inventory reports within 8 working hours upon receipt		Computer Section	100% Online requests (activation/transfer) per agency are received accurately from Property Section; requests are approved promptly by immediate supervisor; Monitors and checks if DL cards are correctly activated to agency based on submitted request; accurately generates inventory reports within 8 working hours upon receipt	5	5	5	5.00	
Handling of Hit List Adjudication Report of Transactions with Exceptions/Issues a. Rejection of Transaction	Implements accurately adjudication with exceptions/issues (twice enrolled, wrong biometric captured, wrong encoding of license number, request for correction, etc); verifes DL license number through the LTO IT System to validate its authenticity; rejects transaction;informs site to prepare RSU-D if necessary (only in case of wrong encoding of license number and wrong capture of biometric); implements within 10 minutes upon receipt		Computer Section	Adjudication with exceptions/issues (twice enrolled, wrong biometric captured, wrong encoding of license number, request for correction, etc) are 100% accurately implemented; verifed DL license number through the LTO IT System to validate its authenticity; reject transaction; has informed site to prepare RSU-D if necessary (only in case of wrong encoding of license number and wrong capture of biometric); implemented within 10 minutes upon receipt	5	4.95	4.85	4.93	
b. Implementation of RSU-D due to wrong encoding of license number, wrong biometric captured and underage	Receives online/hand carried requests; monitors and evaluates license cards with exceptions/issues; verifies DL number through the LTO-IT System to validate its authenticity; approves requesta and correctly delete request; implements in accordance with Memorandum Circular No. 2017-2123; properly documented; within 48 hours upon receipt		Computer Section	100 % online/hand carried requests are received; monitored and evaluated ; verified DL number through the LTO-IT System to validate its authenticity; approved and correctly deleted request; implemented in accordance with Memorandum Circular No. 2017-2123; properly documented; within 48 hours upon receipt	5	4.95	4.8	4.92	
DOTR-LTO Road Transportation IT Infrastructure Project									
Participation with the Acceptance Committee for the Approval of Business Requirements for the establishment of On-premise private cloud and development of core application systems (DLS, MVRS, EIS, LETAS, RCS, Portal, OAAS)	Attend discussions for the review, analysis and acceptance of Business Requirements Specifications (BRS) based on the specified office requirements/terms of reference; 3 revisions; BRS are finalized within the project schedule		MID Chiefs and Staff	100% attendance in discussions for the review, analysis and acceptance of Business Requirements Specifications (BRS) based on the specified office requirements/terms of reference; revisions are based on specified requirements; BRS are finalized within the project schedule	5	5	5	5.00	
Quality Assurance Testing of Core Applications System (MVRS, DLS, Portal, OAAS, RCS, EIS, LETAS)	Successfully perform thorough quality testing according to test plans and approved business requirements; conduct use case tests to check compliance on business rules and requirements; identify bugs/errors; provide report to fix bugs/errors; perform re-testing to check if bugs/errors are fixed; accept/approve application system based on project schedule; submit report according to deadline/instruction		MID Chiefs and Staff	Successfully performed the core systems quality testing according to test plans and approved business requirements; conducted use case tests based on business rules and requirements; 100% identified bugs/errors are fixed and re-tested; accepedt/approved application system based on project schedule; submitted report according to deadline/instruction	4.8	4.8	4.75	4.78	

...n of Core Application Systems (MVRS, DLS, LETAS, RCS, EIS, LTO Portal, OAAS)	developed core application systems are 100% delivered in accordance with the business requirements/ terms of reference; systems are acceptable to users and clients; systems are properly and successfully working; no error; completed and implemented based on project schedule		MID Chiefs and Staff	developed core application systems are 100% delivered in accordance with the business requirements/ terms of reference; systems are acceptable to users and clients; systems are properly and successfully working and operational; no error; completed and implemented based on project schedule	4.75	4.75	4.5	4.67	
Monitoring, Inspection and Acceptance/Approval of the established On-premise Private Cloud	Established On-premise Private Cloud are monitored, inspected and approved based on specified design and office requirements; building construction is 100% completed based on project deadline/schedule		MID Chiefs and Staff	Established On-premise Private Cloud are monitored, inspected and approved on a daily basis based on specified design and office requirements; building construction is 100% completed based on project deadline/schedule	5	4.75	5	4.92	
Conduct of Users' Training for the Core Application Systems to all LTO sites nationwide	Trainings and Seminars are conducted based on formulated training plans and schedule; properly orient and trained concerned personnel according to user's role; new learnings/guidelines are properly explained/clarified, workout gaps within the day, if any; based on planned schedule		MID Staff	Trainings and Seminars are 100% conducted based on formulated training plans and schedule; properly oriented and trained concerned personnel according to user's role; new learnings/guidelines are properly explained/clarified, workout gaps within the day, if any; based on planned schedule	5	5	5	5.00	
Technical Support for the implementation of the new core application systems	Receives online/hand carried/phone in requests; monitors, verifies, evaluates, and provide proper action to issues and concerns; properly documented; within 8 working hours upon receipt		MID Technical Support Staff	100% received online/hand carried/phone in requests; monitored, verified, evaluated, and acted upon issues and concerns; properly documented; within the specied time frame	5	4.75	4.75	4.83	
LTO-IT Project under BOO Agreement									
Analysis and Evaluation of Impact of the New Policy Issuance to the LTO IT System	Recommendations are based on the policy direction of the office, appropriately documented, no error; no revision, submit report based on deadline/instruction		Computer Section	100% submitted recommendations are based on the policy direction of the office with appropriate documentation, no error, no revision; submitted according to deadline/instruction	4.8	4.75	4.75	4.77	
CORE FUNCTIONS									
Processing of Request for User Security Update (RUSU)	Evaluation of RUSUs based on MC Nos. RIB-2007-870 and VPT-2010-1439 with complete documentary requirements, approval released to Stradcom for implementation, no errors, process within 8 working hours upon receipt		Computer Section	100% RUSUs received are evaluated based on MC Nos. RIB-2007-870 and VPT-2010-1439 with complete documentary requirements and released to Stradcom upon approval, no errors, processed within the timeframe	5	5	5	5.00	
System Testing	Testing is in accordance with the User's Test Plan, appropriately documented; submit report based on planned schedules/ deadlines		Computer Section	System Testings are in accordance with User's Test Plan and are properly documented; reports submitted according to schedule/deadline	5	4.75	4.8	4.85	

...or Audit Trail Request from Various Sources	Request for audit trail reports are evaluated, printed and endorsed to the requesting party based on Memorandum dated 28 October 2009 or endorsed to Stradcom Corporation, if necessary; within 8 working hours upon receipt		Computer Section	100% Requests for audit trail reports were evaluated, printed and endorsed to the requesting party or to Stradcom Corporation, if necessary, based on set guidelines; within the prescribed time	5	5.00	5	5.00
Updating of MVRS Database								
Processing of Requests for System Updates (RSUs) Pertaining to Motor Vehicle Registration System (MVRS), Law Enforcement & Traffic Adjudication System (LETAS) and Revenue Collection System (RCS)	All received RSUs are correctly recorded, attachments noted; encoded with 100% accuracy, no errors; evaluated for completeness of supporting documents, duly signed by the Chief/Asst. Chief of the requesting DO/EO; those with incomplete requirements are returned to Customer Care within 24 hours; under normal conditions RSUs are successfully implemented with 100% accuracy and correctness. For RSUs that encountered system errors during implementation, these are photocopied and recorded in the logbook, no error, no missing document, to be returned to Customer Care, within 24 hours; RSUs are processed within 8 hours upon receipt		Computer Section and Records Section	100% RSUs received are recorded, evaluated for completeness of supporting documents and implemented with accuracy and correctness under normal conditions; returned those with incomplete requirements and those that encountered system errors to Customer Care; no missing document; processed within the timeframe	5	4.8	4.8	4.87
Validation of Generated Reports of RSUs against the Source Documents	Generated reports are validated for 100% accuracy, checked if implemented system update has a corresponding request; based on planned deadline		Records Section	100% generated reports are validated for accuracy and for checking if implemented system update has corresponding request; according to set deadline	5	5	5	5.00
Processing of MV Verification Request	All requests are received and recorded, noted with attachments if there is any; verified motor vehicle data from the LTO-IT database with 100% accuracy and correctness of information, no error; screenshots are printed; submitted within 4 hours or needs considerable time depending on the number of motor vehicles requested for verification		Records Section	100% MV verification requests received are recorded and verified from the LTO-IT database with 100% accuracy and correctness of information with printed screenshots; submitted within the timeframe	4.8	5	4.8	4.87
Processing of MV Data Take-On Request	All requests received for DTO shall be stamped with Control Number immediately upon receipt, for easy identification, attachments noted; no missing document; evaluated for completeness of requirements based on MC No. VPT-2011-1451 within 8 hours upon receipt, duly signed by authorized officials; sites whose requests have incomplete requirements are notified thru MIRC of their Site Supports within 8 hours after evaluation; approved requests for DTO are encoded with 100% accuracy, no errors, within 8 hours upon approval		Records Section	100% MV DTO requests received are evaluated in accordance with MC No. VPT-2011-1451; notified site support for request with incomplete requirements thru MIRC; approved and implemented request with 100% accuracy, no errors, within the timeframe	5	4.75	4.75	4.83
Updating/Enhancement of the LTO Website	Updating of the website based on MC No. 2016-2041 with complete documentary requirements; accurate and complete, feedback of accomplished task relayed to the requesting official; within 3 working days		Computer Section	Maintained and updated the LTO website according MC No. 2016-2041 with complete documentary requirements and with 100% accuracy; feedback of accomplished task relayed to the requesting official; within the prescribed period	5	4.75	4.5	4.75
Management Information System (MIS) Services								

...imation/Projection	MIS transactions wherein estimates/projections/targets are calculated according to standards; statistical estimates are accurate, unbiased and consistent; based on planned schedules and set deadlines/instructions		Statistics Section	MIS transactions wherein estimates/projections/targets were calculated according to standards; statistical estimates were accurate, unbiased and consistent; based on planned schedules and set deadlines/instructions	4.8	4.75	4.75	4.77
Evaluation of Regional Offices based on Statistical Accomplishment vs. Performance Target; and based on the Submission of MIS Reports	Regional Offices are evaluated according to standards and based on the following aspects: a.) Statistical Accomplishment vs. Performance Target, b.) Completeness, Accuracy and Timeliness in Submission of MIS Reports; must be accurate, reliable and valid; should be measurable and consistently applied to allow consistent comparison of Regional Office's Accomplishment vis-a-vis Performance Target;based on planned schedules and set deadlines/instruction		Statistics Section	Regional Offices evaluated according to standards and based on the following aspects: a.) Statistical Accomplishment vs. Performance Target, b.) Completeness, Accuracy and Timeliness in Submission of MIS Reports;was accurate, reliable and valid; was measurable and consistently applied to allow consistent comparison of Regional Office's Accomplishment vis-a-vis Performance Target;based on planned schedules and set deadlines/instruction	4.75	4.75	4.5	4.67
Generation & Analysis of Statistical Reports	MIS Reports are prepared with an effective and accurate statistical reports/analysis; there must be an accurate encoding, prooflisting, reports generation and reliable verification as to the correctness of MIS reports; should be accurate, unbiased and consistent based on planned schedules/set deadlines/instruction		Statistics Section	MIS Reports prepared with an effective and accurate statistical reports/analysis; there were accurate encoding, prooflisting, reports generation and reliable verification as to the correctness of MIS reports; were accurate, unbiased and consistent based on planned schedules/set deadlines/instruction	4.75	4.5	4.8	4.68
MIS Reports Monitoring	LTO Regional/District Offices who were monitored as to the completeness and timeliness of MIS Reports Submission; a journal of the date of submission, completeness and deficiencies,if any, of submitted MIS reports are properly recorded and appropriate action be undertaken; Regional/LTO Offices that have deficiencies must be notified via memorandum or telephone call within 2 days		Statistics Section	LTO Regional/District Offices who were monitored as to the completeness and timeliness of MIS Reports Submission; a journal of the date of submission, completeness and deficiencies,if any, of submitted MIS reports are properly recorded and appropriate action be undertaken; Regional/LTO Offices that have deficiencies have been notified via memorandum or telephone call within 2 days	4.75	4.75	4.75	4.75
Preparation of LTO Quarterly/Annual Accomplishment and Status Reports	Quarterly/Annual accomplishment reports are well-organized and accurate; should be concise, easy to understand, based on facts and verified information; clear and gramatically correct; data are accurate and up-to-date; based on planned schedule & set deadline/instruction		Statistics Section	Submitted Quarterly/Annual accomplishment reports based on planned schedule & set deadline/instruction	4.8	4.8	4.8	4.80
Design/Development/Redesign of Statistical Report Formats	Developed/designed/redesigned statistical report formats according to set standards; easy to understand/accomplish, well-organized and captured the complete reportorial requirement; submitted on planned schedules and set deadlines/instruction		Statistics Section	Developed/designed/redesigned statistical report formats according to set standards; easy to understand/accomplish, well-organized and captured the complete reportorial requirement; submitted on planned schedules and set deadlines/instruction	4.75	4.75	4.75	4.75

	Conduct of trainings on the proper preparation of MIS reports according to standards; must be suitably handled for MIS-in-charge to appropriately fulfill their roles; new learnings/guidelines are properly explained/clarified, workout gaps within the day,if any; ensure new MIS trainings/development feeds into the review of the trained personnel performance as to accuracy, completeness and timeliness in submission of reports; based on planned schedules/instruction		Statistics Section	Conducted trainings on the proper preparation of MIS reports according to standards; were suitably handled for MIS-in-charge to appropriately fulfill their roles; new learnings/guidelines were properly explained/clarified, workout gaps within the day,if any; ensured new MIS trainings/development feeds into the review of the trained personnel performance as to accuracy, completeness and timeliness in submission of reports; based on planned schedules/instruction	5	5	5	5.00

SUPPORT FUNCTIONS

Staff Supervision

	Communicates in a clear, concise manner; Discusses the policies, programs, and issues intelligently and comprehensively to staff; Enforces policies and procedures consistently; Monitors staff work performance, and coaches/motivates for improved performances and reinforced strengths; Delegates activities to qualified staff; Manages staff performance/productivity in alignment with the Division plans and programs and consistent with the Department's mission/goals using team approach; Identifies performance gaps and discusses learning and development options with the staff; Continuously gives clear and objective performance feedback and reinforcement; Handles workplace relationships and objectively resolves conflicts, if any; Based on planned schedules and deadlines;for coaching and/or resolution of conflicts, however, the action should be at least 1 hour after the knowledge of the existence of issues or conflicts.		Records Section, Computer Section and Statistics Section	Communicated in a clear, concise manner; Discussed the policies, programs, and issues intelligently and comprehensively to staff; Enforced policies and procedures consistently; Monitored staff work performance, and coached/motivated for improved performances and reinforced strengths; Delegated activities to qualified staff; Managed staff performance/productivity in alignment with the Division plans and programs and consistent with the Department's mission/goals using team approach; Identified performance gaps and discussed learning and development options with the staff; Continuously gave clear and objective performance feedback and reinforcement; Handled workplace relationships and objectively resolved conflicts, if any; Based on planned schedules and deadlines; for coaching and/or resolution of conflicts, the action was taken at least 1 hour after the knowledge of the existence of issues or conflicts.	5	5	4.5	4.833

Review of Official Correspondences

	Follow the grammatical rules, CSW, documentation properly noted, no revision; Release within 30 minutes for simple correspondences / 1 hour for complex communications		Division/Section Chief	followed the grammatical rules, CSW, documentation properly noted, no revision; Released within 30 minutes for simple correspondences / 1 hour for complex communications\	5	5	5	5.00

Policy Formulation/Reformulation

	Per instruction/if any, Department Order/Office Order/ Special Order, Memorandum, prepare/submit based on existing issuances, research or references, with comprehensive discussion of issues and recommendations, CSW, with 1-2 revisions, within 3 weeks after instruction		Division/Section Chief	Department Order/Office Order/ Special Order, Memorandum, prepared/submitted based on existing issuances, research or references, with comprehensive discussion of issues and recommendations,per instruction/if any, CSW	4.8	4.5	4.5	4.60

Preparation of Communications

Routine Communications

	Simple memoranda, Letters, Reports, job requests, requests for supplies, materials and equipment, endorsements, shall follow prescribed formats, no revision		Records Section, Computer Section and Statistics Section	Routine Communications prepared without revision;CSW; submitted within the timeframe	5	5	5	5.00

			MFO		1	2	3	4	
	...anda, Letters, Reports, Endorsements, Opinion, that require research prior to performance of task and technical competence, no precedent case; CSW; 1 revision; submitted within five (5) days after instruction		Division/Section Chief	Non-Routine Communications prepared without revision;CSW; submitted within the timeframe	5	4.75	4.5	4.75	
Attendance to Various Committee Meetings	Attended the meeting as scheduled and actively provided inputs		Division/Section Chief	Attended the meeting and actively provided inputs; according to schedule	5	5	5	5.00	
Records Management									
Receiving/Recording and Recording/Releasing of Documents	Action requires utmost courtesy and proper handling of documents, with attachments noted, subject matter and origin or recorded in the logbook; no error; no missing document;all documents received and for release within the day are encoded or recorded on the same day		Records Section, Computer Section and Statistics Section	Documents are properly handled and with utmost courtesy, with attachments noted, subject matter and origin or recorded in the logbook; no error; no missing document;all documents received and for release within the day are encoded or recorded on the same day	5	5	5	5.00	
Updating of Encoded Data/Generation of Reports	Encoded data are updated promptly and reports are printed properly, accurately, correctly and neatly; no error; based on planned deadline		Records Section, Computer Section and Statistics Section	Encoded data are updated promptly and reports are printed properly, accurately, correctly and neatly; no error; according to planned deadline	5	4.75	4.5	4.75	
Filing of Documents	Documents sorted, filed and labeled without error; no missing document;within the prescribed deadlines (every end of the month)		Records Section, Computer Section and Statistics Section	Documents sorted, filed and labeled without error; no missing document;within the prescribed deadlines (every end of the month)	5	4.8	4.75	4.85	
Records Disposal	Records to be disposed shall follow the applicable procedures of the National Archives of the Philippines (NAP); no error in the disposal and transmittal;all records gathered within the day for disposal shall be transmitted to GSD on the following day		Records Section, Computer Section and Statistics Section	Records disposed following the procedures of NAP and according to schedule	4.5	4.5	4.5	4.50	

AVERAGE RATING

Category	MFO		Rating			
Strategic Priority			4.95	4.90	4.86	4.90
Core Functions			4.89	4.82	4.80	4.84
Support Functions			4.93	4.83	4.73	4.83
Total Overall Rating			14.77	14.55	14.39	14.57
Final Overall Rating			4.92	4.85	4.80	4.86
Adjectival Rating					VERY SATISFACTORY	

Assessed by:

	Date			Date	Final Rating by:			Date
GIOVANNI Z. LOPEZ			PMT		**ATTY. JOSE ARTURO M. TUGADE**			
Executive Director					Assistant Secretary			

Legend: 1- Quality 2- Efficiency 3- Timeliness 4- Average