Law Enforcement Service - Intelligence and Investigation Division Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Investigation of Complaints against LTO Officials and Employees	100% written complaints against LTO Officials and employees are investigated according to standards (accurate, unbiased and consistent to Revised Rules on Administrative Cases in the Civil Service and other pertinent rules and regulations) based on planned schedules and set deadlines as instructed	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Intelligence and Investigation Division
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Investigation of Complaints relative to R.A. 4136 and related laws	100% complaints regarding fake license, double license, illegal transfer of ownership, unauthorized modification of details, issuance of driver's license with spurious supporting documents, and other violations to R.A. 4136 and related laws are investigated according to standards (accurate, unbiased and consistent to pertinent rules and regulations) based on planned schedules and set deadlines as instructed	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		Intelligence and Investigation Division
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
Processing/Printing of Resolutions	100% issued resolutions are processed according to standards (completeness and accurate) within the day	5	Always according to standards	100% meeting the success indicators	Within the day		Intelligence and Investigation Division
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		

		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	1 day beyond delayed	
Issuance of Pay Order Slip (POS)	100% POS as additional payment for the settlement of the overloading violations are issued according to standards (completeness and accurate) within the day	5	Always according to standards	100% meeting the success indicators	Within the day	Intelligence and Investigation Division
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A	
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A	
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	1 day beyond delayed	