

OFFICE PERFORMANCE COMMITMENT & REVIEW FORM (OPCR)

I, **MARIA ROBERTA S. MIRAFLOR**, Head of **Records and Archives Office (RAO)** commits to deliver and agree to be rated on the attainment of the following target in accordance with the indicated measures for the period **January - June, 2024**.

**MARIA ROBERTA S. MIRAFLOR**  
Head, Records and Archives Office

Approved:

**RYSAN C. GUINOCOR**  
Director, Administrative Services



Appointment/Status	Position Title	Number
Head	Administrative Officer III	1
Regular Staff	Administrative Aide VI	1
	Administrative Aide II (Utility/Messenger)	1
Casual	Administrative Aide III	1
Job Order	Data Entry Machine Operator II	1
	Administrative Aide III	1
	<b>TOTAL</b>	<b>6</b>

Rating Equivalents:
5 - Outstanding
4 - Very Satisfactory
3- Satisfactory
2- Fair
1 - Poor

RAO - 7/9/24

MFOs/PAPs	Success Indicators	Persons Responsible	Target	Actual Accomplishments	Rating				Remarks
					Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	
UMFO 5: SUPPORT TO OPERATIONS									
VPAF STO 1: ISO aligned management and administrative support services									
ASO STO 1: ISO 9001:2015 aligned documents and compliant processes									
RAO STO 1.1: ISO 9001:2015 aligned documents and compliant processes	PI 1. Percentage of clients served rated the services received at least very satisfactory or higher	All RAO Staff	95% of clients rated services as very satisfactory or higher	100% of clients rated services as very satisfactory or higher	5	5	5	5.00	
	PI 2. Number of quality procedures revised/updated and registered at QAC	MS Miraflor, dDRC, Alternate dDRC	one (1) quality procedures revised and registered	1 QP revised	5	5	5	5.00	
	PI 3. Number of administrative processes implemented in accordance with existing approved quality procedures	All RAO Staff	100% ISO compliant evidences readily available	100% ISO compliant evidences readily available	5	5	5	5.00	3 approved QPs
VPAF STO 2: FREEDOM OF INFORMATION (FOI) ALIGNED COMPLIANCE AND REPORTING REQUIREMENTS									
ASO STO 2. FOI aligned frontline services									
RAO STO 2: FOI aligned frontline services	PI 4. Percentage of requested information acted within the time frame set by FOI	MS Miraflor, dDRC	100% submission of the 3 required reports annually	100% submission of the 3 required reports annually	5	5	5	5.00	FOI Inventory, FOI Registry & FOI Summary



MFOs/PAPs	Success Indicators	Person Responsible	Target	Actual Accomplishments	Rating				Remarks
					Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	
			100% implementation and processing of FOI Requests for Information or Document	100% submission of the 3 required reports annually	5	5	5	5.00	
	PI 5. Percentage of online request responded thru eFOI portal	MS Miraflor	90% responded requests thru the eFOI portal	100% submission of the 3 required reports annually	5	5	5	5.00	
<b>VPAF STO3: ARTA ALIGNED COMPLIANCE AND REPORTING REQUIREMENTS</b>									
<b>ASO STO 3: ARTA aligned frontline services</b>									
<b>RAO STO 3: ARTA aligned frontline services</b>	PI 6. Efficient & customer friendly frontline service	All RAO Staff	Zero percent complaint from clients served	Zero percent complaint from clients served	5	5	5	5.00	Refer to customer satisfaction survey result from QAC
<b>VPAF STO4: INNOVATIONS &amp; BEST PRACTICES</b>									
<b>ASO STO 4: Innovations &amp; new Best Practices Development Services</b>									
<b>RAO STO 4: Innovations &amp; new Best Practices</b>	PI 7. Number of new systems/innovations/proposals introduced and implemented	All RAO Staff	3 approved Quality Procedure; 2 approved forms maintained	3 approved Quality Procedure; 2 approved forms maintained	5	5	5	5.00	
		RC Guinocor MS Miraflor	1 Operations manual	1 Operations manual	5	5	4	4.67	Operations Manual for OHRA
	PI 8. Percent implementation of best practices	MS Miraflor JS Posas	100% Utilization of Network Access Server (NAS) and Google drive	100% Utilization of Network Access Server (NAS) and Google drive	5	5	5	5.00	for back-up storage of scanned documents and other office files
			70% implementation of orientation on updates on the process of records inventory and appraisal	90% implementation of orientation on updates on the process of records inventory and appraisal	5	5	5	5.00	
			70% updating of VSU Records Disposition Schedule (RDS)	90% updating of VSU Records Disposition Schedule (RDS)	5	5	5	5.00	
			100% of staff attended the seminars/trainings	100% of staff attended the seminars/trainings	5	5	5	5.00	Basic RAM Seminar, Disposition of Records, ISO-related seminars
			Takes charge in forwarding the request form to the Decision Maker instead of the requestor	Takes charge in forwarding the request form to the Decision Maker instead of the requestor	5	5	5	5.00	
<b>UMFO 6: GENERAL ADMINISTRATION SUPPORT SERVICE</b>									
<b>VPAF GASS 1: Administrative and Support Services Management</b>									
<b>ASO GASS 3. Administrative Services</b>									
<b>ASO GASS 3.5: Records and Archives Management Services</b>									
<b>RAO GASS 1: Administrative and Support Services</b>	PI 9. Number of administrative services/documents acted within time frame	All RAO Staff	2,500 communications and other documents systematically filed and acted within time frame	3,193 communications and other documents systematically filed and acted within time frame	5	5	5	5.00	
	PI 10. Number of linkages with external agencies maintained	All RAO Staff	6 agencies (NAP Central Office, NAP-RAN Cebu, Baybay Postal Office, VSU Postal Office, PMO-FOI, NPC-DPA)	6 agencies (NAP Central Office, NAP-RAN Cebu, Baybay Postal Office, VSU Postal Office, PMO-FOI, NPC-DPA)	5	5	5	5.00	



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MFOs/PAPs	Success Indicators	Person Responsible	Target	Actual Accomplishments	Rating				Remarks
					Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	

Received by:



**TONI MARC L. DARGANTES**  
Planning Office

Date: JUL 10 2024

Calibrated by:



**ELWIN JAY V. YU** *Chairman*  
VP for Administration & Finance and Chairman, PMT

Date: \_\_\_\_\_

Approved by:



**PROSE IVY G. YEPES**  
President

Date: 9-10-24

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