



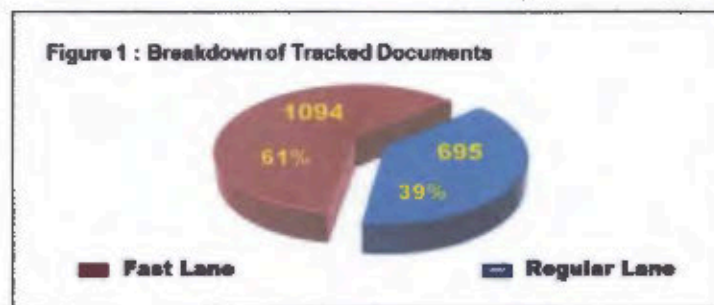
February 3, 2020

MEMORANDUM

FOR : **THE ADMINISTRATOR**
DEPUTY ADMINISTRATORS
DEPARTMENT MANAGERS/HEADS OF OFFICES

SUBJECT : **Status of Tracked Documents for CY 2019***

The Records Management Unit (RMU) processed a total of 1,789 documents distributed to various departments/offices for action. As reflected in Figure 1, there were 1,094 documents or 61% under the Fast Lane service and 695 documents or 39% under the Regular Lane.



The overall response rate is registered at 98.94% with 1,770 documents already responded while 1.06% or 19 documents are still being processed as of cut-off date. A breakdown per quarter on the number of received and responded documents is shown below:

DETAILS	FAST LANE					REGULAR LANE				
	1st QTR	2nd QTR	3rd QTR	4th QTR	TOTAL	1st QTR	2nd QTR	3rd QTR	4th QTR	TOTAL
No. of Documents received/processed	214	211	317	352	1094	197	144	209	145	695
No. of documents responded	214	211	317	352	1094	195	141	202	138	676
% response rate	100	100	100	100.00	100.00	98.98	97.92	96.65	95.17	97.27

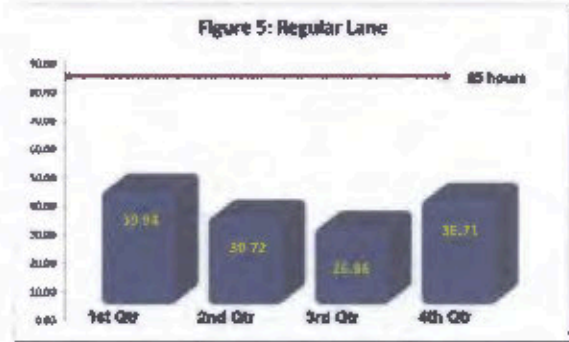
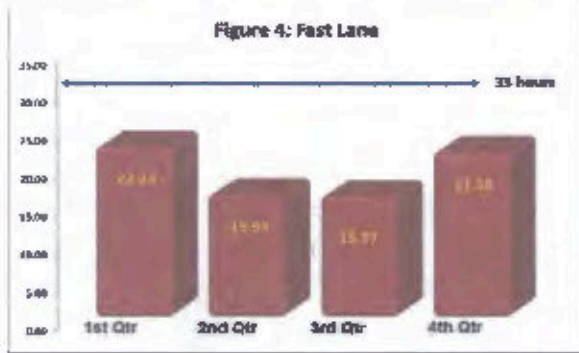
For the Fast Lane service, the average response time computed is 18.88 hours which is lower by 14.12 hours compared with the corporate target of 33 hours and 14.39 hours lower than last year's performance of 33.27 hours.



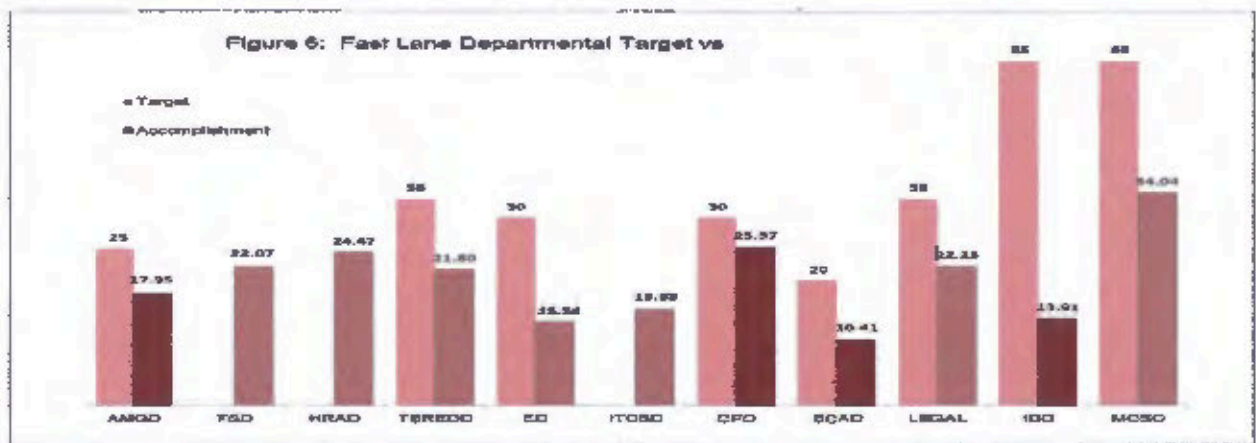
Under the Regular Lane, the average response time is 33.56 hours which is lower by 51.44 hours compared with the corporate target of 85 hours and 14.47 hours lower than last year's performance of 48.03 hours.

* The approved revisions in the Policy of Tracked Documents dated December 6, 2019 took effect on January 2, 2020.

The quarterly performance is presented as:



The departmental targets vis-à-vis actual performance for both fast lane and regular lane for 2019 are reflected in Figures 6 and 7 respectively:



For your information and guidance.

Roderick N. Padua
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 Information Technology and Communication Services