Rewards Recommendation System (RRS)

User Manual

Confidential Information: The information provided in this document is intended solely for the use of **Rewards Recommendation System (RRS)**. The contents of this document may not be reproduced or divulged outside the intended organizations without the express written permission of PRAL.

PAKISTAN REVENUE AUTOMATION (PVT.) LTD
PRAL – Head office, Software Technology Park-III, Plot No. 156, Service Road (North), Industrial Area, I-9/3, Islamabad. Pakistan

Document Information

Category	Information
Document	User Manual
Project-Module Title	Rewards Recommendation System (RRS) User Guide
Version	1.0
Author	Rana Kanwal
Status	Issued
Reviewer(s)	Iqra Yasin
Review Date	08-May-25
Updated By	
Updated Date	
Approver	Q/A Team
Issue Date	
Distribution	SD Wing
Document Category	Internal ☒ External ☐
Privacy Level	Public ☐ PRAL Confidential ☒ Customer Confidential ☒
Disclaimer	This document contains confidential information and must not be distributed without prior approval from PRAL.

PRAL © 2025 – All rights reserved

Contents

Document Information 1

Introduction 3

Objective 3

Scope of the Document 3

1st Peer Review 4

Quality of Work Review: 8

Introduction

The Reward Recommendation System (RRS) User Guide provides comprehensive instructions for navigating the RRS platform, a digital tool designed to facilitate transparent and structured performance evaluations. The document is intended to facilitate a clear understanding of how officers interact with the RRS to conduct performance reviews, submit ratings, and manage evaluations seamlessly. It also aims to promote continuous professional development and uphold the integrity of administration within the Pakistan Revenue Automation Limited (PRAL) by maintaining high performance standards.

Objective

The objective of this document is to provide a comprehensive user manual for the Reward Recommendation System (RRS), guiding users through the functionalities, processes, and steps involved in using the system effectively. It aims to facilitate a clear understanding of how officers interact with the system to conduct performance reviews and submit ratings.

Scope of the Document

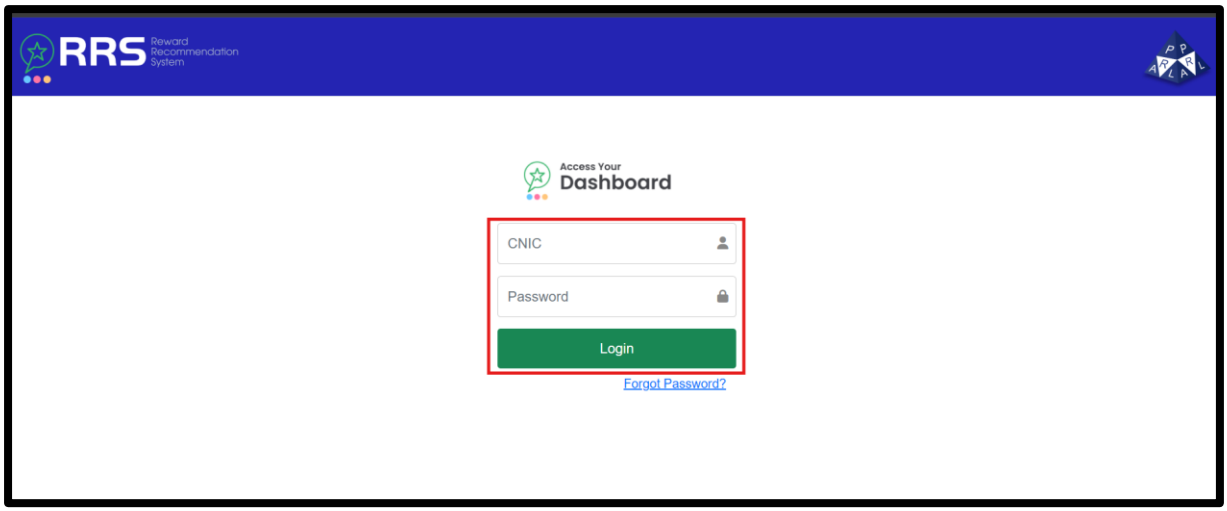
The scope of this document is to provide a comprehensive user manual for the Reward Recommendation System (RRS). The document is designed to guide officers through the functionalities, processes, and steps involved in using the RRS effectively. The manual aims to promote transparency and accountability while fostering a culture of recognition and appreciation for exceptional performance across the organization.

The document outlines the following key areas:

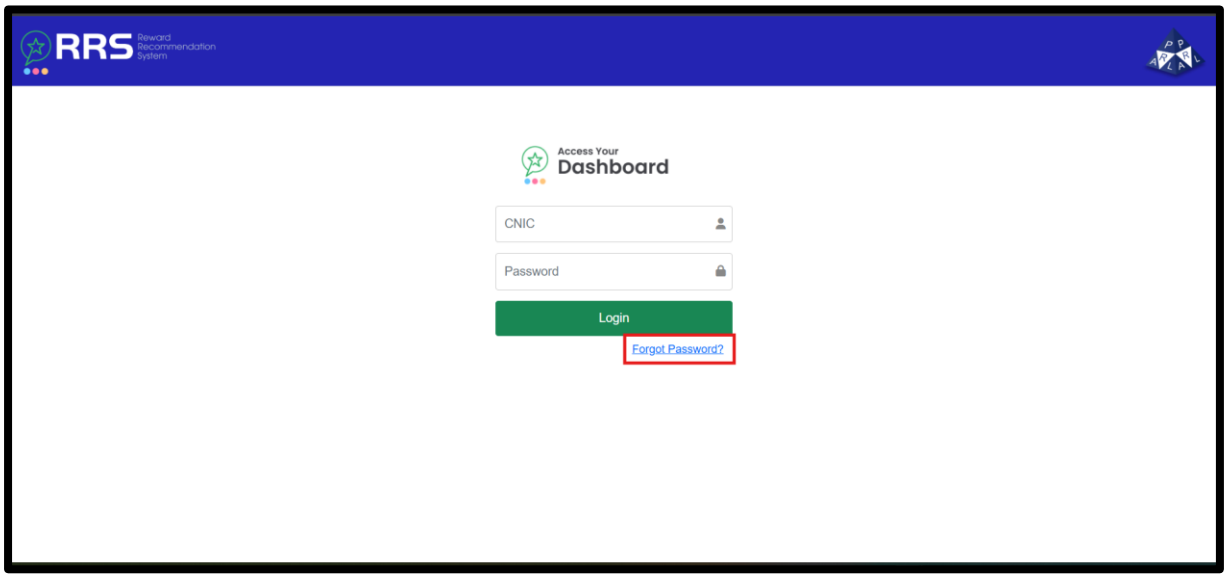
1. **User Roles & System Access:**
   Authentication procedures for officers, including secure login protocols and password recovery options.
2. **Performance Review & Rating Mechanism:**
   Peer Review Process: Grading officers based on predefined criteria to ensure fair distribution of ratings.
3. **Workflow & Review Management:**
   Submission & Finalization: Saving drafts, confirming submissions, and managing review deadlines.
4. **Extension Management:**
   Executive functionality to modify review periods if necessary.
5. **Security & Compliance:**
   Data Confidentiality Measures: Ensuring restricted access and preventing unauthorized information disclosure.

1st Peer Review

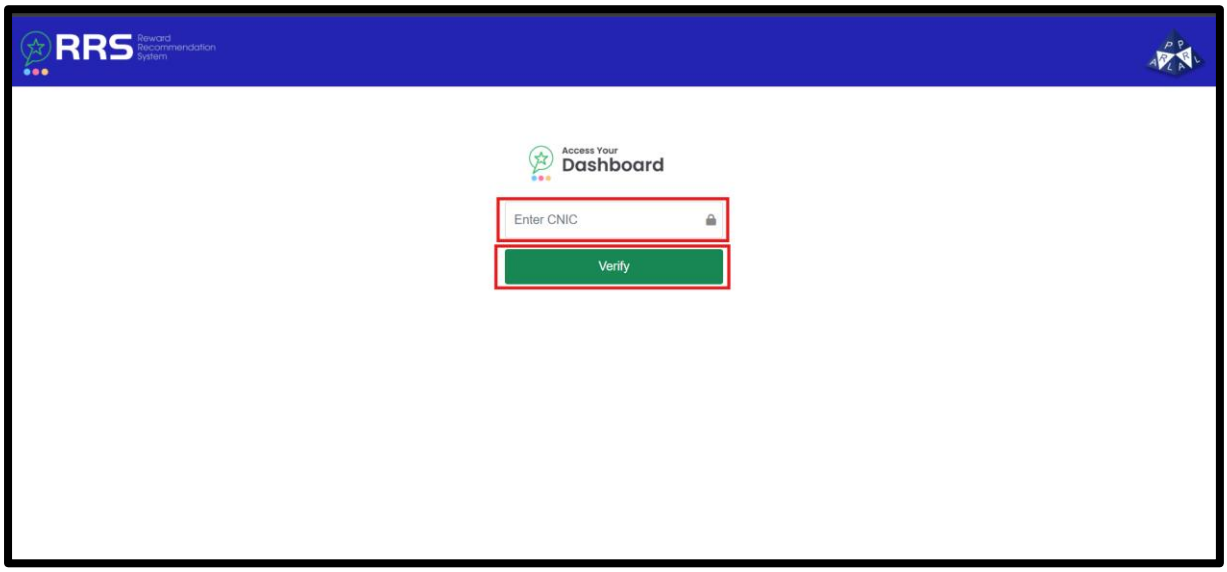
1. The user will log in by providing their **CNIC** with dashes (00000-0000000-0) and default **password will be first 05 digits of your CNIC**, then click the "**Login**" button.



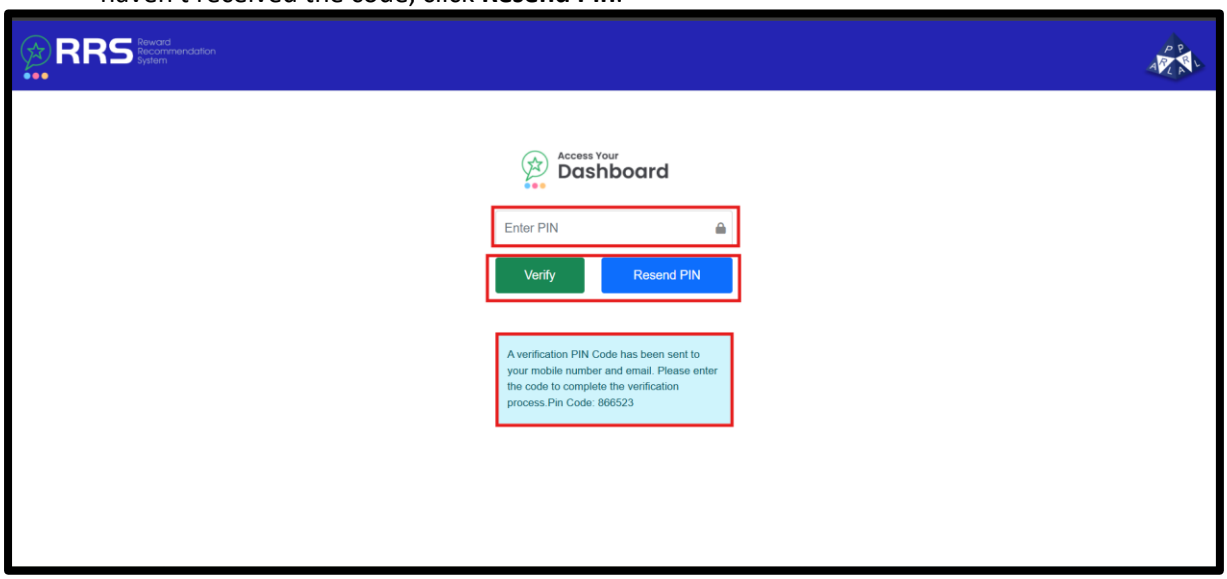
2. If you have forgotten your password, then click **Forgot Password.**



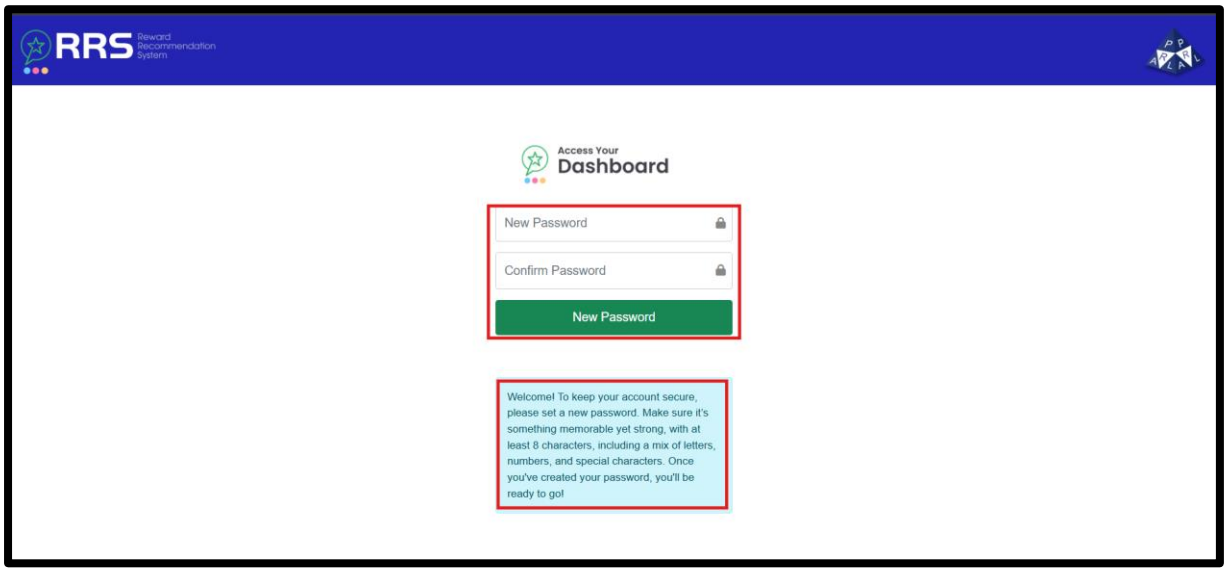
3. You will be redirected to a page where you need to enter your CNIC and click **Verify**. A **Pin Code** will be sent to the registered email and phone number associated with your CNIC.



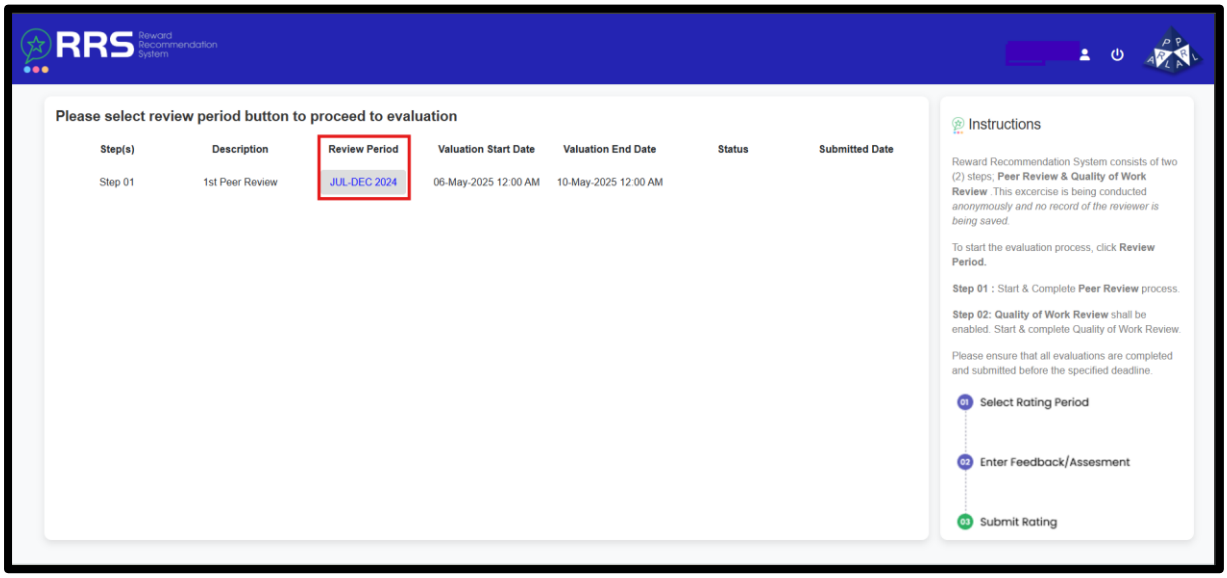
4. Enter the Pin Code received on your email and phone number, then click **Verify**. If you haven't received the code, click **Resend Pin**.



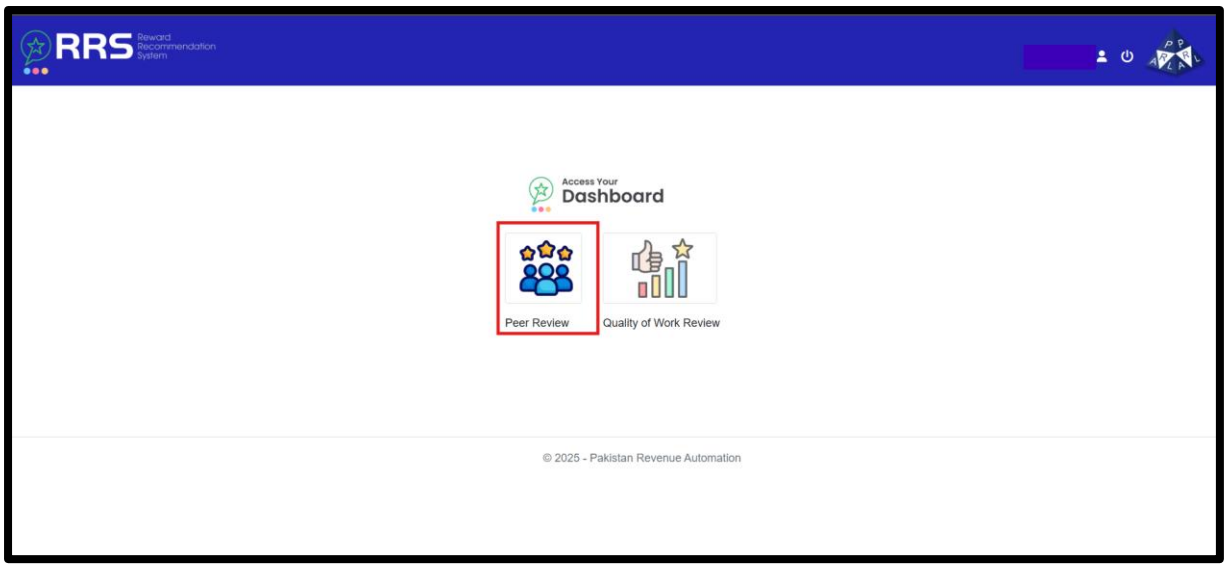
5. Once the **Pin Code** is verified, you will be prompted to set a new password. Enter and confirm your new password, then click **New Password** to finalize the change.



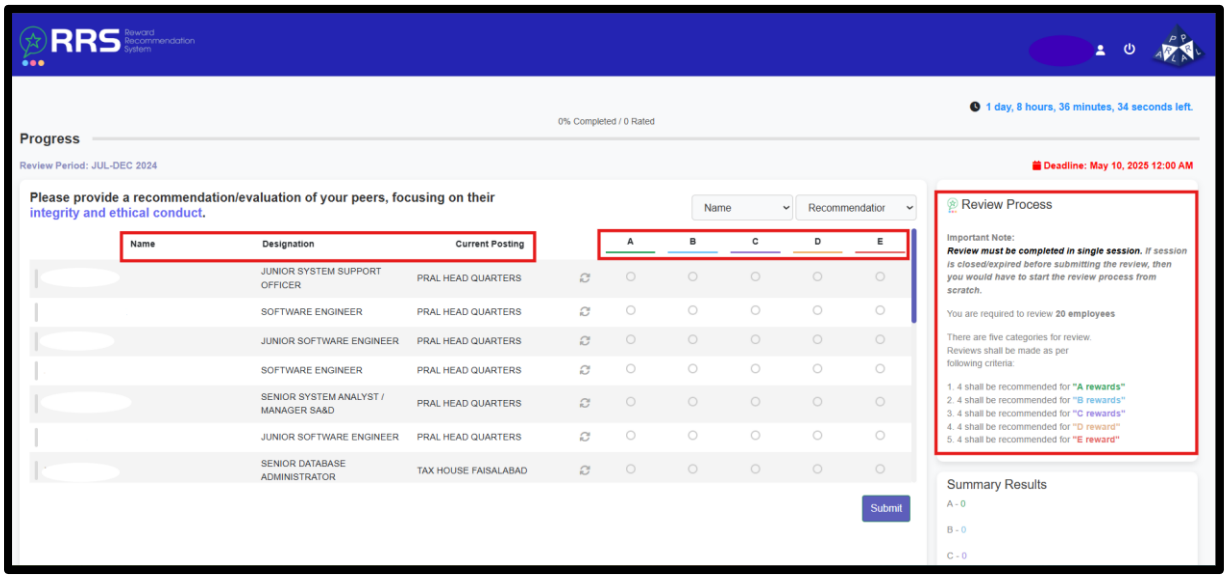
6. On the main dashboard, select "**1st Peer Review**" by clicking on "**Review Period**."



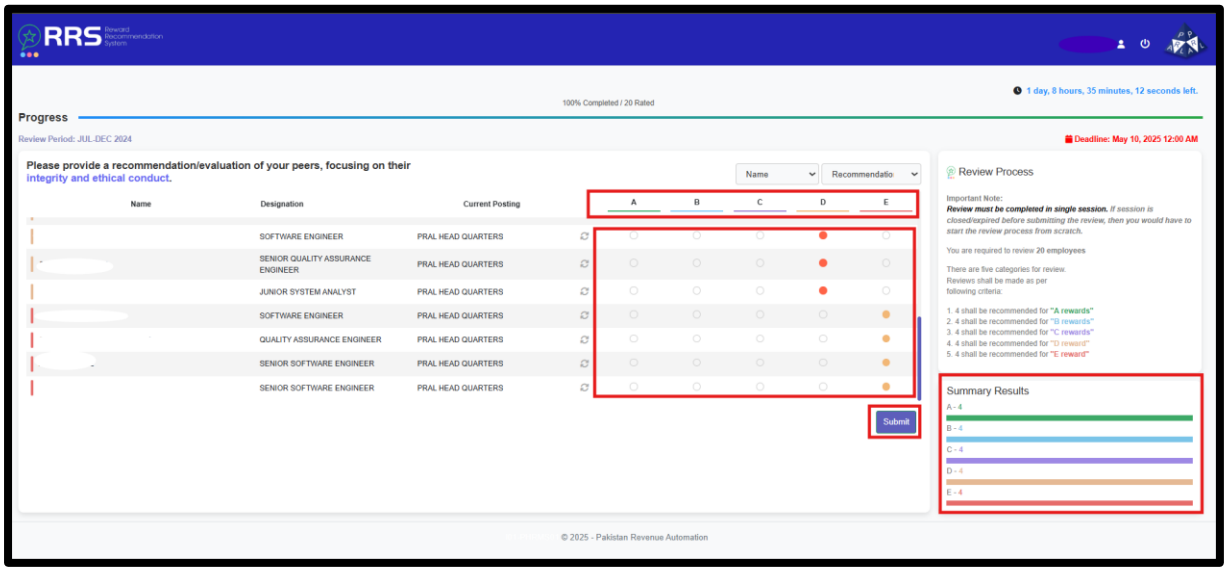
7. Select the "**Peer Review**" tab.



8. A list of employees will be displayed in a table format, along with their Name, Designation, and Current Posting and click "**Submit**" button.

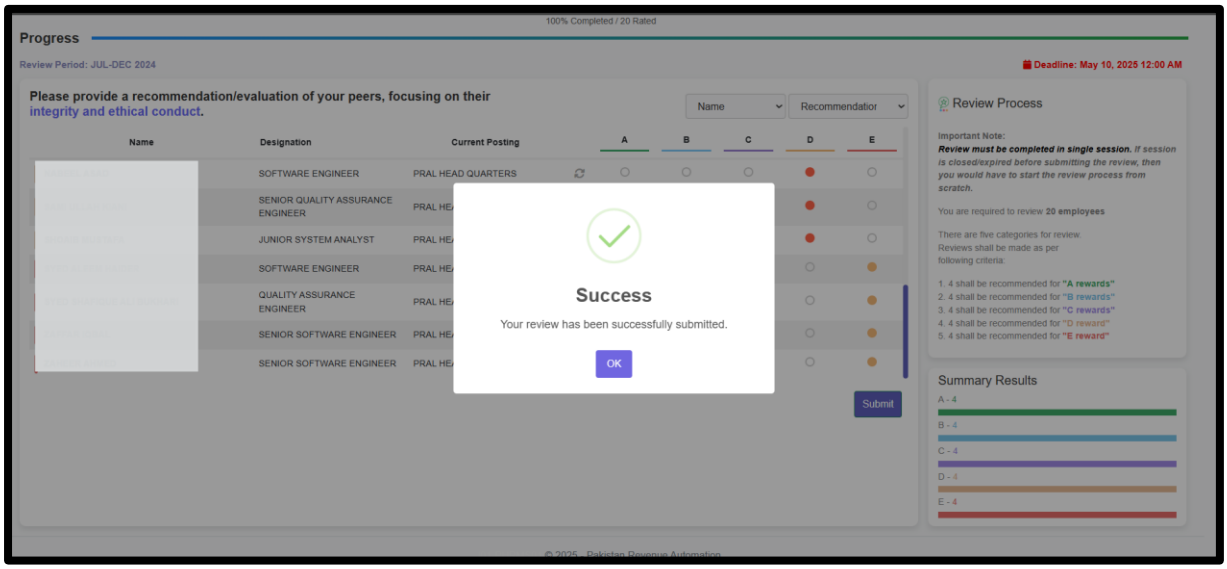


9. Rate each employee by selecting a radio button from "**A**" to "**E**," by selecting the appropriate option in the respective column.
    - A - Outstanding
    - B - Excellent
    - C - Very Good
    - D - Good
    - E – Ordinary
10. A rate-wise **summary of results** can be viewed in the right-hand column on the dashboard.

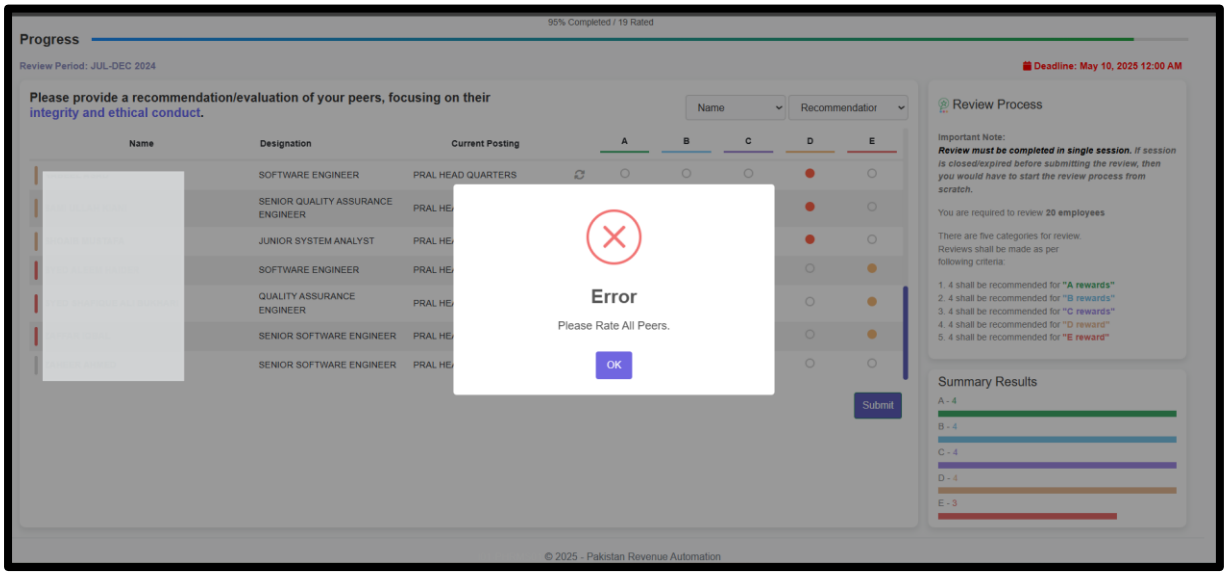


Note: You must distribute the employees evenly across the four grades. The total number of employees is divided by four, determining how many employees you can assign to each grade. Assigning more or fewer officers than required will prevent you from proceeding.

11. Upon clicking the “**Submit**” button, a success prompt will appear. Click the “**OK**” button to return to the dashboard.’

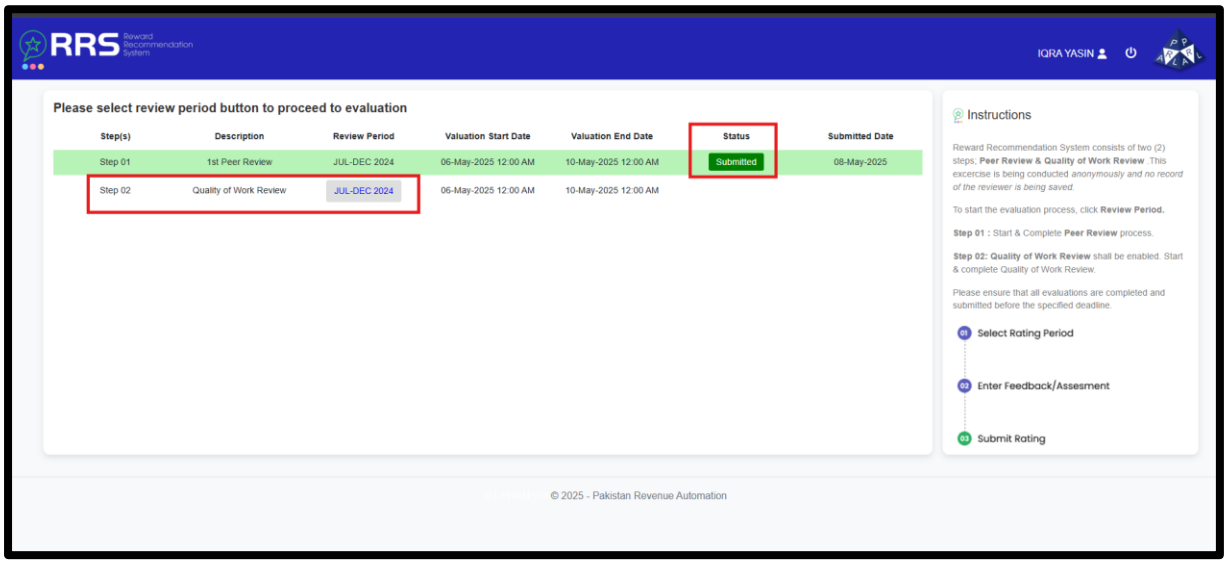


12. In case an employee does not select any grade radio button, an error message appears as a pop-up. Additionally, the progress percentage does not display 100% at the top, and the status of the already rated items is also displayed.

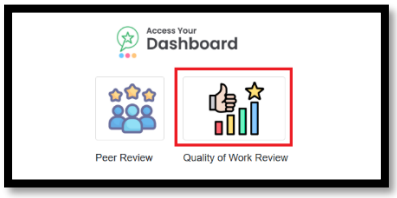


Quality of Work Review:

1. The second step, “**Quality of Work Review**,” will appear on the main dashboard. Click “**Review Period**” to proceed with the second peer review.

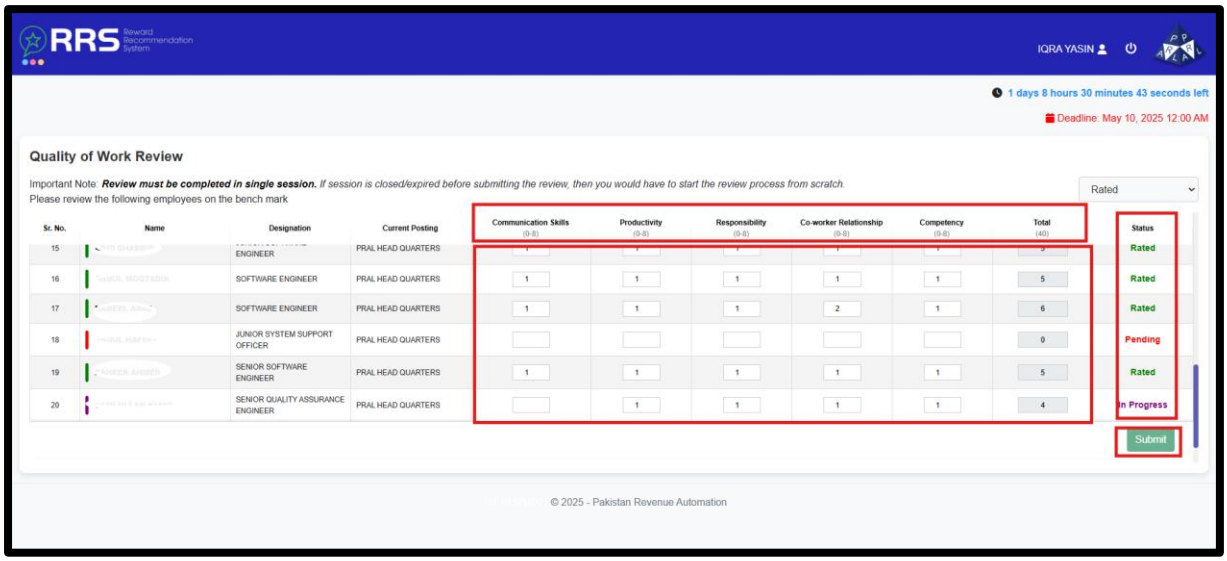


2. Select the "**Quality of Work Review**" tab.

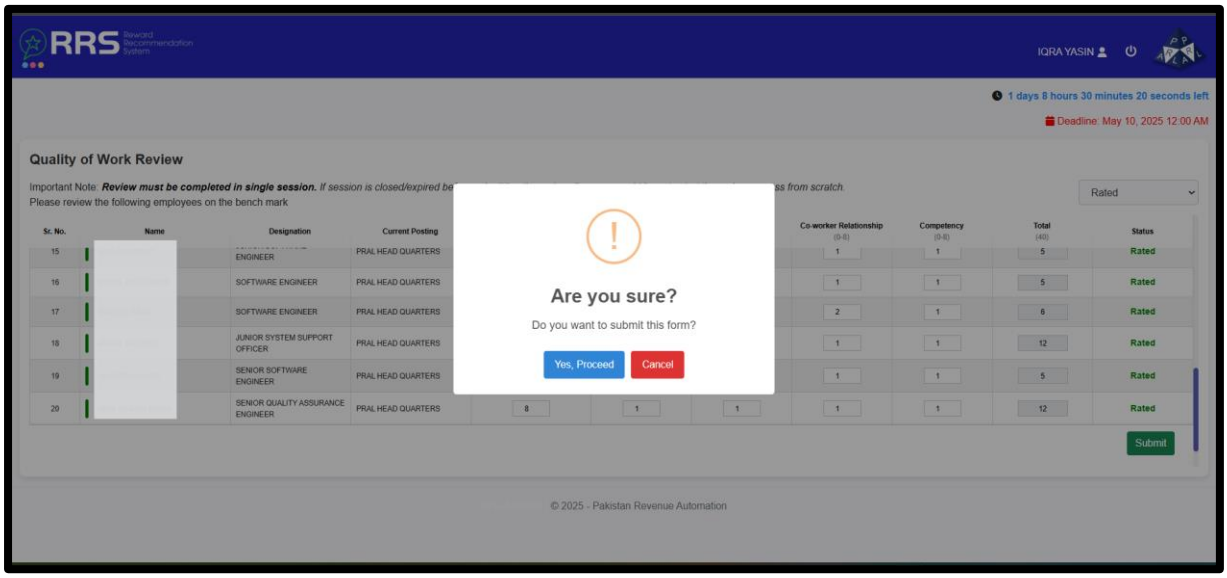
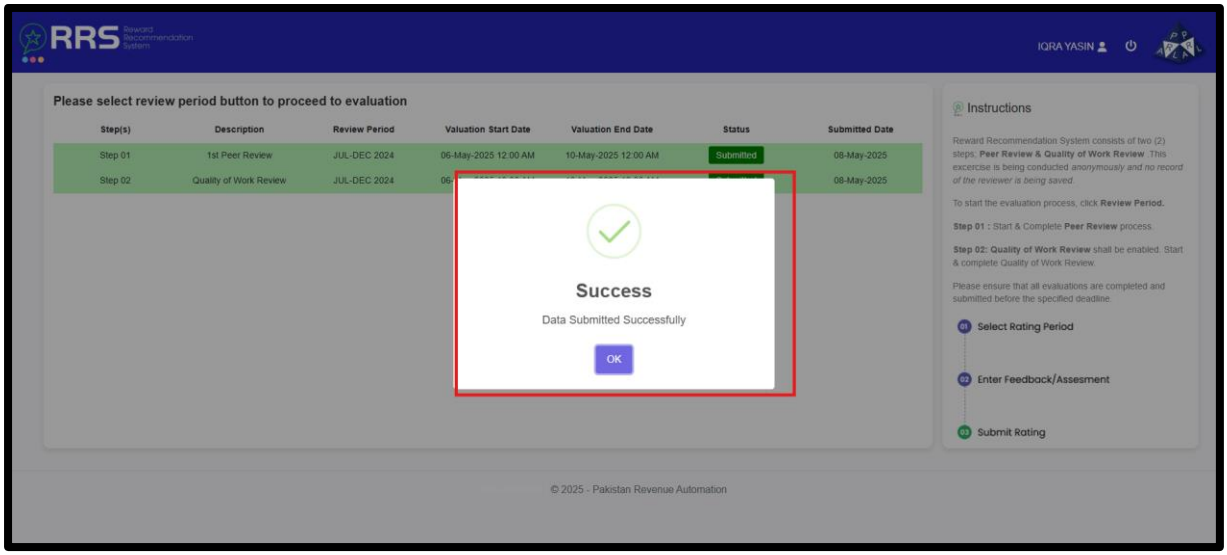


3. On the next page, you will see the names of the employees you need to review. Assign ratings using the appropriate scale (0–8) in the columns next to each employee's name. The total score for all criteria will be out of 40. The aspects to be rated are:
    - communication
    - Productivity
    - Responsibility
    - Co-worker Relationship
    - Competency

    Rate each officer based on their skills from "**0**" to "**40**," where "**40**" is the highest.



4. Upon clicking the "**Submit**" button, a confirmation prompt will appear. Click the "**Yes, Proceed**" button.



5. Upon returning to the main dashboard, a successful submission prompt will appear. Click the "**OK**" button to close the prompt box.