

STEP-WISE GUIDE FOR OPERATING THE MAX ONLINE SYSTEM

A) LOGIN INTO MAX SYSTEM

Step 1 - Choose Regular/Contract from the dropdown list

Step 2 – Use EID as “Username”

Step 3 - Type in “Password” (*Initial password is the date of birth as recorded in the CV as per the given format: YYYY-MM-DD*)

Step 4 – Click on “Log in”

Note:

In case, the password is forgotten, click on “Click here to reset the password” button in the login page. A system-generated password will be sent to the registered email ID in MaX Online System.

B) PLANNING PHASE

The IWP Planning Phase involves the following processes:

1. Managing Division/Services output by supervisors
2. Preparation of individual work plan by employees
3. Verification of individual work plan by supervisors

1. Managing Division/Services Output by Supervisors (Chiefs/Officiating Chiefs and Executives (Head of Agencies/Department)).

The Planning Phase of IWP starts with formulation of Division/Services Output by Executives (Head of the Department/Agency), Chiefs/officiating Chiefs and those who have delegated roles as a “Supervisor”.

Step 1.1 – Click on “Manage Outputs” button (to provide Division/Services outputs for the employee to prepare their IWP)

Step 1.2 – Select FYP

Step 1.3 – Select Performance Period Year

Step 1.4 – Type the Division/Sector/Office “Output”

Step 1.5 - Choose the relevant APA Objective from the dropdown list (Choose the most relevant, if there is no direct output)

Step 1.6 – Click on “Save”

Continues Step 1.1 –1.5 Repeat until all outputs are updated

2. Preparation of Individual Work Plan by all employees (except Executives)

The second step in IWP planning involves preparation of individual activities by all employees (S5-P1) and ES3-ES1 **EXCEPT** Executives/Specialist heading Department/Agencies.

Following are the steps:

Step 2.1 - Under the Planning tab – Click on “Plan My IWP”

Step 2.2 - Click on “Add Activity” under “Section B: Performance”

Step 2.3 – Choose the Relevant Output for the activity. *If there is no Division output, it means, the supervisor has not inserted the output.*

Step 2.4 - Type activities as per the work plan and against each activity set the target values for Level 4, 3, 2 and 1. It is mandatory to set target value for Level 2, and not necessary for Level 1, 3 and 4. Type NA – for 3, 4 and 1.

Step 2.5 - Click on “Save” button after inserting each activity.

Repeat Step 2.1 – 2.5 to insert all the “Activities”. All the activities that have been entered will be displayed, when each activity is saved.

Step 2.6 – To Submit the IWP - Scroll down to the bottom of the page – click on the “Submit IWP” button.

Note:

The Process of the IWP submission completes, only after the individual employee submits the IWP. If not submitted, the system will automatically convert the IWP as “DRAFT”, which will then block all the process of IWP thereafter.

3. Verification of individual work plan by Supervisors (Chief/Officiating Chiefs & Executives/Specialist)

The third step in IWP planning involves verification of activities by supervisors. Verification of activities is to ensure that the activities are in line with the Division/Services output and IWP targets are set as per the requirement of Agencies Performance Targets (APA/APT).

Following are the steps:

As a Supervisor Role:

Step 3. 1 – Under the Planning Tab – Click on “Review/verify IWP of Employees” button

Step 3.2 – Against each employee – Go to the last Column – and Click on “View Form”

Step 3.3 – Supervisors can “edit” and “delete” the activities of the employee’s IWP

Step 3.4 – Scroll down to the bottom of the page and click on “**Verify by Supervisor**” after editing and agreeing to the activities and target that are submitted.

Note:

- A. *Supervisors shall verify their own IWP during this phase.*
- B. *Supervisors can “edit” and “delete” the activities of the employees’ IWP during this phase if the activities are not in line with Division/Services output and if target settings are not satisfactory, and accordingly ask employees to resubmit.*
- C. *The Process of the Planning Phase completes, only after the Supervisor Verifies the IWP submitted by each individual under the Division/Sector/Office (D/S/O).*

C) MID TERM REVIEW PHASE

This phase is to enable civil servants to make any changes to their IWP, add new activities, which are not captured during the planning phase and also to remove/delete if there are any activities which cannot be executed because of reasons beyond one's control and change in agencies APA/APT. The change in the activities/target values has to be done based on the agreement between supervisor and subordinates. Following processes are involved to complete IWP Midterm Review phase:

1. Review by all employees
2. Verification by supervisors

1. Review by all employees- Except Executives

The first process in "IWP Review Phase" is review and change of activities by all the employees.

A. If the activities require review/changes, click on "Review my IWP" button under the Review Tab and proceed with the following steps:

Step 1.1 - Select FYP

Step 1.2 - Select Performance Period Year

Step 1.3 - Go to the end column of each activity that requires review - and click on "Edit".

Step 1.4 - Edit the "Activity" and "4 Target Values" - as required.

Repeat the process for all the activities, which require revision.

Step 4 - Scroll down to the end page - and click on "Submit" button.

B. If the activities don't require revision/change (from what has been prepared during the planning phase), click on "No Changes in My IWP" button.

2. Verification by Supervisors (Chief/Officiating Chiefs, Executives/Specialist)

The second process involves verification of changes by the supervisors. Review by supervisors is to verify and accept the changes in activities/targets made by employees during the review phase.

For the verification process, follow the following steps:

Step 2.1 - Under the Review Tab – Click on “View Appraisal Form (IWP) of my Employees

The list of employees under the D/S/O will appear. But, the employee(s) of the section/unit that have delegated supervisory role will not appear, as it will be appearing in the page of the employee’s dashboard for which the delegation is given.

Step 2.2 – Against each employee – Go to the last Column – and Click on “View Form”

Step 2.3 - Supervisors can “edit and delete” the activities and change target values if required.

Step 2.4 - Scroll down to the bottom of the page and click on “Verify by Supervisor”.

Continue Step 2.2- 2.4 to “verify” the IWP of all employees under the Division/Services/Unit

D) EVALUATION PHASE

The IWP Evaluation Phase involves the following process:

1. Evaluation by all employees
2. Final evaluation by supervisors

1. Evaluation by all employees (Except Executives)

This process is for the self-assessment of the performance by individuals against each activity in the IWP. To complete this process, following are the steps:

Step 1.1- Under the Evaluation Tab – Click on “My IWP”

Step 1.2 - Select FYP

Step 1.3 - Select Performance Period Year

Step 1.4 - Go to column 6 of Section B of the IWP and type the Target value achieved

Step 1.5 – Go to column 7 of Section B and type Justification (if any).

Repeat Step 1.4 and 1.5 – to enter the “Target Achieved” and “Justification” against all the activities.

Step 1.6 – Scroll down to the last page of the window and click on “Submit Achievement and Justification”.

Note:

One can edit and retype the target achievement and justification, until the supervisor rates.

2. Evaluation by Supervisor (Chiefs/Officiating Chiefs and Executives/Specialist)

Step 2.1- Under the Evaluation Tab – Click on “Review Appraisal Form of my Employee”

Step 2.2 - Select FYP

Step 2.3 - Select Performance Period Year

Step 2.4 - Against each employee - Go to the last column - and Click on “View Form”

Step 2.5 –Based on the “Target Achieved” and “Justification” in column 6 and 7, given by the employee, provide the rating of the particular activity in the range of 1 – 4 in column 8. Give remarks (IF ANY) in column 10.

Step 2.6 – Scroll down to Section C – and at the end of the column, rate the employee’s “Competency Behavior” as per the indicator prescribed by RCSC

Step 2.7 – Scroll down to the bottom of the page – and Click on “Save”. The Section D rating will be auto-generated by the system.

Repeat Step 2.4 – 2.7 to complete evaluation of performance for all employees under the D/S/O.

E. DELEGATION OF SUPERVISORY ROLE

The “Delegate Role” feature in the MaX Online system is to enable delegation of supervisory role by Executives and Chief/officiating Chiefs to the Services/Section/Unit heads in an Agency where there is a large number of Services/Section/Unit which are directly reporting to them to achieve following objectives:

- A. Fix accountability to respective Services/Section/Unit heads
- B. To ensure proper planning and monitoring of performance of the employees
- C. To ensure fair assessment of the performance of an employee
- D. To ease workload of Executives/Chiefs.

To assign the delegation role (if any), proceed with the following steps:

Step 3.1 – Click on the “Delegate Role” button

Step 3.2 – Select the Five-Year Plan

Step 3.3 – Select the Financial Year

Step 3.4 - Select the Division/Services/Section from the Drop down list. The list of employees under this particular Services/Section/Unit will appear.

Step 3.5 - Click on the “Delegate Role” against the individual to whom the delegation role is to be assigned.

Note:

1. *The Services/Section/Unit will appear in the drop down only if it is formally approved by RCSC and the organogram in the ZEst is updated.*
2. *By delegating the role to a particular person, the right to verify, review and evaluate IWP of employees under that particular Services/Section/Unit will be automatically delegated to that person, for that particular year ONLY.*
3. *Supervisors/Executives should assign delegation roles every year if required.*
4. *The employees of the Services/Section/Unit for which the role is delegated will not appear, as it will be appearing in the page of the employee’s dashboard to whom the role is delegated.*
