



**ELIGIBILITY OF DELIVERY UNITS
GRANT OF FY 2021 PERFORMANCE-BASED BONUS (PBB)**

PURPOSE

To establish a system for the eligibility of Murcia Water District delivery units and personnel relative to the grant of Performance Based Bonus (PBB) for fiscal year 2021.

COVERAGE

- a. All officers and employees of the Murcia Water District holding regular plantilla positions, contractual and casual personnel having an employer employee relationship and whose compensation are charged to the Personnel Services and as well as those occupying positions in the DBM-approved contractual staffing pattern.
- b. Excluded from the grant of the PBB are those hired without employer-employee relationships and paid from Non-Personnel Services Budgets.
 - a. Consultants and experts hired to perform specific activities or services with expected outputs
 - b. Laborers hired through job contracts (pakyaw) and those paid on piecework basis,
 - c. Student laborers and apprentices and
 - d. Individuals and groups of people whose services are engaged through job orders, contract of service, or other similarly situated.

ELIGIBILITY OF CRITERIA

To be eligible for the grant of the FY 2021 pbb, each MWD must satisfy the following eligibility requirements:

1. Compliance with the following Philippine National Standards for Drinking Water (PNSDW) requirements:
 - A. Monthly summary of daily residual chlorine test results;
 - B. Water quality reports must have twelve (12) months of compliance with microbiological test results; and
 - C. Compliance with physical-chemical tests results of the LWD's source/s;
2. Current in Debt Service Status;
3. LWUA-approved Water Rates;
4. Compliance with ISO-certification or its equivalent for LWDs under Categories A and B, or Commercial Practice System for LWDs under Categories C and D.
5. On-time submission of the following documents prior to the evaluation of its eligibility to FY 2021 PBB:

- A. Monthly Data Sheet and Financial Statements (January to December 2021);
- B. Approved LWD FY 2021 Budget;
- C. Updated Business Plan covering FY 2021; and
- D. FY 2021 Annual Report.

Murcia Water District must also satisfy the criteria and conditions under the four dimensions of accountability: **PERFORMANCE RESULTS, PROCESS RESULTS, FINANCIAL RESULTS, and CITIZEN SATISFACTION RESULTS** and attain a total score of at least 70 points based on the PBB Scoring System.

FY 2021 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The agency accomplishments for each of the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, as shown in Table 1. The maximum score that may be obtained by the agency is 100 points.

CRITERIA	MAX PTS	CONDITION
A. Performance Results	70	Actual points must be at least 49
B. Process Results	7	Compliance would automatically render 7 points; non-compliance would result in ineligibility to FY 2021 PBB
C. Financial Results	10	Actual points must be at least 7
D. Client/Citizen Satisfaction Results	13	At least 70% of the complaints must be acted upon, with the following equivalent points: At least 70% = 7 At least 75% = 8 At least 81% = 9 At least 86% = 10 At least 91% = 11 At least 94% = 12 At least 97% = 13
TOTAL	100	Overall Total Score must be <u>at least 70 points</u>

1. **PERFORMANCE RESULTS.** The targets under Performance Results will enable agencies to concentrate their efforts and available resources on their mandates and core functions, as well as ensure delivery of high quality and high impact activities.

- For LWDs, achieve each one of the physical targets as identified by LWUA in a Joint Memorandum Circular to be issued by LWUA and DBM.

The Performance Results shall be assessed and scored as follows:

CRITERIA	MAX PTS	CONDITION
Performance Results		Actual points must be at least 49
Major Final Outputs (MFOs):		
a. Access to Potable Water	12	
b. Reliability of Service (24/7 supply)	6	
c. Adequacy	6	
d. COVID-19 Response Measures	5	
e. Non-Revenue Water	12	
f. Potability (Chlorine Residual)	5	
g. Adequacy & Reliability of Service (Response time to restore service)	5	
h. Staff Productivity Index	4	
i. Water Quality Reports (Bacteriological/Physical & Chemical)	15	

2. **PROCESS RESULTS.** The targets under Process Results is the greater ease of transaction of frontline services covering all Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) transactions. This may be achieved through streamlining especially of frontline services, standardization of frontline processes including those implemented at the Regional, Satellite and Extension Offices; digitization; and other process improvements for faster and more efficient public service delivery.

The Process Results shall be assessed and scored as follows:

CRITERIA	CONDITION
Process Results ISO certified QMS for LWDs under Categories A and B; Commercial Practices System Certified for LWDs under Categories C and D	Compliance would render 7 points; non-compliance would result in ineligibility to FY 2021 PBB.

3. **FINANCIAL RESULTS.** Target under Financial Results reflect final payments made from the agency's annual budget allotment to realize their committed programs and projects based in the valid appropriations for FY 2021.

The requirements under the Financial Results shall be scored as follows:

CRITERIA	MAX PTS	CONDITION
Financial Results Collection efforts and financial performance:		Actual points must be at least 7
A. Collection Efficiency	3	
b. Current Ratio	4	
c. Positive Net Balance in the Ave. Net Income for twelve (12) months	3	

4. **CITIZEN/CLIENT SATISFACTION RESULTS.**

Achieve the Citizen/Client Satisfaction through acting on requests/complaints received directly by the LWDs (in-house) and resolution of reported complaints from Hotlines #8888, Contact Center ng Bayan (CCB), and the Presidential Complaint Center (PCC). The LWDs shall ensure resolution of all complaints and grievances on government service procedures, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities reported to Hotline #8888, CCB and PCC. To provide evidence on this, the LWDs shall submit a report summarizing the complaints they have received and those received by Hotline #8888, CCB and PCC in FY 2021, as well as the status of the same, i.e., if resolved or pending.

The requirements under the Citizen/Client Satisfaction Results shall be scored as follows:

CRITERIA	MAX PTS	CONDITION
Client/Citizen Satisfaction Results;	13	At least 70% of the complaints must be acted upon, with the following equivalent points:
a. Hotline #8888		At least 70% = 7
b. Contact Center ng Bayan (CCB)		At least 75% = 8
c. Presidential Complaint Center (PCC)		At least 81% = 9
		At least 86% = 10
		At least 91% = 11
		At least 94% = 12
		At least 97% = 13

AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance to existing government-mandated laws and standards, agencies and their Performance Management Team (PMT) shall continue to implement, monitor and enforce compliance with the following requirements within agency:

- A. Updating of Transparency Seal
- B. Compliance with the Freedom of Information (FOI) Program
- C. Updating of Citizen's or Service Charter
- D. Compliance to Audit Findings and Liquidation of Cash Advances
- E. Submission and Review of SALN
- F. PhilGEPS Posting of all invitations to bids and awarded contracts
- G. Submission of FY 2022 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE), FY 2021 Non-Common Use Supplies and Equipment (APP-non CSE), Indicative FY 2022 APP
- H. Undertaking of Early Procurement Activities covering 2022 Procurement Projects

While the above conditions are no longer required in determining the overall PBB eligibility of the agency, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. The Agency should submit these legal requirements directly to the oversight agencies.

ELIGIBILITY OF INDIVIDUALS

1. For FY 2021 PBB, the delivery units (DUs) of eligible agencies shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.

A. Based on Table 1, to be eligible for the FY 2021, the agency must attain a total score of at least 70 points. To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least three (3) criteria. In such case, while the agency will be eligible, the unit/s most responsible (including its head) for the criteria stated in the Eligibility Criteria with a performance rating of below 4 will be isolated from the grant of FY 2021 PBB.

B. The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities will also be isolated from the grant of FY 2021 PBB.

2. Eligible DUs shall be granted FY 2021 PBB at uniform rates across the agency, including its officials and employees. The corresponding rates of the PBB shall be based on the agency's achieved total score as shown in Table 6.

3. The General Manager's PBB rate for FY 2021 shall be equivalent to the rates as stated in Table 6 of and shall be based on his/her monthly basic salary (MBS) as of December 31, 2021.

4. The Performance Based Incentive (PBI) for the LWD Board of Directors shall be based on the provisions set by Executive Order No. 65, series of 2012 subject to the following conditions:

- A. The LWD has qualified for the grant of the FY 2021 PBB;
- B. The Board Member has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
- C. The Board Member has eleven (11) months aggregated service in the position;
- D. The LWD has submitted the appropriate annual Board-approved Corporate Operating Budget (COB) to LWUA.

5. Employees belonging to the First, Second and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS).

6. Personnel on detail to another government agency for six (6) months or more shall be included in the ranking of employees in the recipient agency that rated his/her performance.

7. Personnel who transferred from one government agency to another shall be rated and ranked by the agency where he/she served the longest. If equal months were served for each agency, he/she will be included in the recipient agency.

8. Officials and employees who transferred from one government agencies that are non-participating in the implementation of the PBB shall be rated by the agency where he/she served the longest; the official/employee shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency.

9. An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least very satisfactory rating may be eligible for the full grant of the PBB.

10. An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least Satisfactory rating shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

LENGTH OF SERVICE	% OF PBB
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%
5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

The following are valid reasons for an employee who may not meet the nine-month actual service requirement to be considered for PBB on pro-rata basis;

- A. Being a newly hired employee
- B. Retirement
- C. Resignation
- D. Rehabilitation Leave
- E. Maternity Leave/or Paternity Leave
- F. Vacation or Sick Leave with or without pay
- G. Scholarship/Study Leave
- H. Sabbatical Leave

In case of unresolved tie among individuals, the following criteria should be considered in particular order as follows:

A. Total Number of Tardiness incurred for the two rating period. The individual with the least number of tardiness shall qualify for the group ranking while the other personnel shall qualify for the next lower group. In case there is still tie, the next criteria be considered.

B. Total Number of Vacation/Sick Leaves availed with or without pay within the two rating periods.

11. An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of the PBB.

12. Personnel found guilty of administrative and/or criminal cases by final and executory judgement in FY 2021 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.

13. Officials and employees who failed to submit the 2020 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN, shall not be entitled to the FY 2021 PBB.

14. Officials and employees who failed to liquidate all cash advances received in FY 2021 within the reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997 and reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2021 PBB.

15. Officials and employees who failed to submit their complete SPMS Forms shall not be entitled to the FY 2021 PBB.

16. Agency heads should ensure that officials and employees covered by RA No. 6713 submitted their 2020 SALN to the respective SALN repository agencies, liquidated their FY 2021 Cash Advances, or completed the SPMS Forms, as these will be the basis for the release of FY 2021 PBB to individuals.

17. Officials and employees responsible for the implementation of the prior year's audit recommendations, QMS certification shall not be entitled to the FY 2021 PBB if the Department/Agency fails to comply with any of these requirements.

RATES OF FY 2021 PBB

The total score yield in all criteria shall be the basis in determining the amount of the PBB an agency is eligible for. The maximum rate of the PBB for agencies that will achieve 100 points shall be 100% of the 65% monthly basic salary (MBS) of an individual as of December 31, 2021.

TABLE 6: RATES OF THE PBB	
TOTAL SCORE	PBB RATES
100 points	65% (100% of the 65% monthly basic salary)
95 points	61.75% (95% of the 65% monthly basic salary)
90 points	58.5% (90% of the 65% monthly basic salary)
85 points	55.25% (85% of the 65% monthly basic salary)
80 points	52% (80% of the 65% monthly basic salary)
75 points	48.75% (75% of the 65% monthly basic salary)
70 points	45.5% (70% of the 65% monthly basic salary)

FUNDING SOURCE

A. The Performance Bonus shall be sourced from the corporate funds;

B. The Murcia Water District is prohibited to source payment of the PBB from the following:

- Loans
- Subsidy from National Government for the LWD's operations; and
- Sale of the MWD's assets for the sole purpose of paying the PBB and is otherwise not in the ordinary course of business.

STRATEGIC PERFORMANCE MANAGEMENT SYSTEM

The SPMS -OPCR and IPCR of the officers and employees based on their actual performance as verified by the concerned personnel or officer shall be submitted to the Performance Management Team and shall be approved by the Agency Head subject for the basis of PBB.

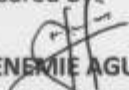
CONTACT INFORMATION

The HRMO shall be the focal person that employees may coordinate with regarding the system of ranking of Delivery Units.

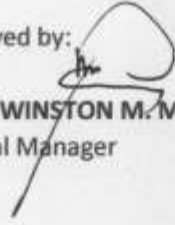
GRIEVANCE MECHANISM

The HRMO shall have the responsibility to handle, act on and respond to the PBB-related issues and complaints raised by any officer/employee.

Prepared by:


RHEMIE AGUILAR
Administrative Services Officer A

Approved by:


ENGR. WINSTON M. MAKILAN
General Manager