

SILAY CITY WATER DISTRICT ELIGIBILITY OF DELIVERY UNITS GRANT OF **FY 2022** PERFORMANCE-BASED BONUS (PBB)

PURPOSE

To establish a system for the eligibility of Silay City Water District delivery units and personnel relative to the grant of Performance Based Bonus (PBB) for fiscal year 2022.

COVERAGE

- a. All officers and employees of the SILAY CITY 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, contracts of service, or other similarly situated.

ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2022 PBB, Silay City Water District must satisfy the criteria and conditions under the four dimensions of accountability: **PERFORMANCE RESULTS**, **PROCESS RESULTS**, **FINANCIAL RESULTS**, and **CITIZEN/CLIENT SATISFACTION RESULTS** and attain a total score of at least 70 points based on the PBB 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.

TABLE 1: FY 2022 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 pts.	10 pts.	15 pts.	20 pts.	25 pts.
Process Results	5	5 pts.	10 pts.	15 pts.	20 pts.	25 pts.
Financial Result	5	5 pts.	10 pts.	15 pts.	20 pts.	25 pts.
Citizen/Client Satisfaction Results	5	5 pts.	10 pts.	15 pts.	20 pts.	25 pts.
TOTAL SCORE		MAXIMUM = 100 POINTS				

As can be gleaned in Table 1, a performance rating of 4 in all criteria will yield a total score of 80 points for the agency. In case the agency fails to meet a rating of 4 in at least three (3) criteria, the unit most responsible (including its head) for the criteria with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.

1. **PERFORMANCE RESULTS.** The targets under Performance Results 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 through separate guidelines.

The Performance Results shall be assessed and scored as follows:

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met less than 80% of performance indicators of the Congress-	Met less than 80% of performance indicators of the Congress-	Met at least 80% of performance indicators of the Congress-	Met at least 80% of performance indicators of the Congress-	Met each one of the Congress-approved performance

approved performance targets for FY 2022; deficiencies due to controllable factors	approved performance targets for FY 2022; deficiencies due to uncontrollable factors	approved performance targets for FY 2022; deficiencies due to controllable factors	approved performance targets for FY 2022; deficiencies due to uncontrollable factors	targets for FY 2022 (all performance indicators)
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2. **PROCESS RESULTS.** The target under Process Results is the greater ease of transaction of core services based on mandated functions (external) covering Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions, and the administrative and supporting services (internal) within the agency.

The Performance Results shall be assessed and scored as follows:

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvements to ease transactions in internal services	Achieved substantial improvements to ease transactions in external services only	Achieved substantial improvements to ease transactions in external but non-priority core service and internal service	Achieved substantial improvements to ease transactions in priority core service (external) and internal service

3. **FINANCIAL RESULTS.** Targets under Financial Results reflect final payments made from the agency's annual budget allotment to realize their committed programs and projects based on the valid appropriations for FY 2022. Hence for FY 2022, agencies shall accomplish the following Disbursements BUR:

- **Disbursements BUR** – is measured by the ratio of total disbursements (cash and non-cash, excluding PS) to the total obligations for MOOE and CO made in 2022, net of goods and services obligated by December 31, 2021, but paid only in 2022. The total obligations for MOOE and CO shall refer to those made from the current appropriations under the FY 2022 GAA and the continuing appropriations under FY 2021, respectively. The Objective is to measure the disbursements for the obligations for MOOE and CO made in 2022 from all valid appropriations. Transfers to other agencies shall not be considered as disbursements until such time such transferred funds have been actually utilized for payment, inspection and acceptance of goods delivered and services rendered.

TABLE 4: RATING SCALE FOR FINANCIAL RESULTS				
1	2	3	4	5
1-19% Disbursement BUR	20-39% Disbursement BUR	40-59% Disbursement BUR	60-79% Disbursement BUR	80-100% Disbursement BUR

4. CITIZEN/CLIENT SATISFACTION RESULTS. For LWDs and GOCCs covered by RA No. 10149, accomplish and submit reports on Client Satisfaction or feedback system as prescribed by LWUA and GCG.

- a) For evidence on the citizen/client satisfaction results, agencies may report the results of the CSS using Annex 5 of MC No. 2022-1. Said report should follow the prescribed requirements and rating scale as stated in Annex 5. The report should include a description of the methods and rating scale used in determining the FY 2022 Overall Satisfaction Score for its services. The agencies shall report the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.

LWDs and GOCCs covered by RA No. 10149 shall report the results of their CCSS or feedback mechanism based on the standard methodology and corresponding questionnaire prescribed by LWUA and GCG.

- b) Resolution and compliance to reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB). Agencies shall ensure the resolution of all complaints and grievances reported to Hotline #8888 and CCB, and their compliance to the 72-hour prescribed period to take action on complaints as provided in EO No. 6, s. 2016.

Reported complaints and grievances shall cover government service and procedures of the agencies, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals or instrumentalities.

To provide evidence on this, agencies may submit a report summarizing the Hotline #8888 and CCB complaints received in FY 2022 and their status if resolved or pending. The validation shall be complemented with reports and collected data on feedback and complaints from citizens/clients gathered by the Office of the President, Presidential Management Staff, Civil Service Commission, and Presidential Communications Operations Office from Hotline #8888 and CCB databases, as well as the Freedom Of Information (FOI) portals.

To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, agencies may refer to item IV of Annex 5 or with the definitions provided in Section 2.4.2c of MC No. 2021-2.

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

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/ Did not conduct CCSS	Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB	More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB

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 the agency:

- a. Updating of Transparency Seal
- b. Compliance to Audit Findings and Liquidation of Cash Advances
- c. Compliance with the Freedom of Information (FOI) Program
- d. Submission and Review of Statement of Assets, Liabilities, and Net Worth (SALN)
- e. PhilGEPS posting of all invitations to bids and awarded contracts
- f. FY 2022 Non-Common Use Supplies and Equipment (APP-non CSE)
- g. Posting of Indicative FY 2023 APP-non CSE
- h. FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)
- i. Designation of the Agency's Committee on Anti-Red Tape (CART)

While the above-mentioned 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 validating agencies.

ELIGIBILITY OF INDIVIDUALS

1. For FY 2022 PBB, similar to 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 2022 PBB, the agency must attain a total score of at least 70 points and achieve at least a rating of 4 for at least three (3) criteria. 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 case the agency fails to meet a rating of 4 in at least three (3) criteria, 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 the FY 2022 PBB.

- b) The unit/s most responsible (including its Head) for the non-compliance with the Agency Accountabilities shall also be isolated from the grant of FY 2022 PBB.
2. Eligible DUs shall be granted FY 2022 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 2022 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, 2022.
 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 2022 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 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 a Very 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 and/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 judgment in FY 2022 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 2021 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 2022 PBB.

14. Officials and employees who failed to liquidate all cash advances received in FY 2022 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 2022 PBB.
15. Officials and employees who failed to submit their complete SPMS Forms shall not be entitled to the FY 2022 PBB.
16. Agency heads should ensure that officials and employees covered by RA No. 6713 submitted their 2021 SALN to the respective SALN repository agencies, liquidated their FY 2022 Cash Advances, or completed the SPMS Forms, as these will be the basis for the release of FY 2022 PBB to individuals.
17. Officials and employees responsible for the implementation of the prior years' audit recommendations, QMS certification shall not be entitled to the FY 2022 PBB if the Department/Agency fails to comply with any of these requirements.

RATES OF FY 2022 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, 2022.

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 Silay City Water District is prohibited to source payment of the PBB from the following:

- Loans
- Subsidy from the National Government for the LWD's operations; and
- Sale of the SICIWA'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.

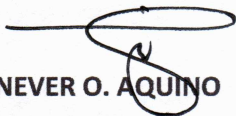
CONTACT INFORMATION

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

GRIEVANCE MECHANISM

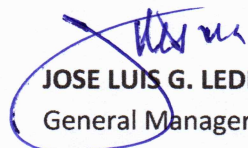
The HRMO shall have the responsibility to handle, act on and respond to the PBB-related issues and complains raised by any officer/employee.

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