



CALUMPIT WATER DISTRICT

Calumpit, Bulacan

GUIDELINES/MECHANICS IN RANKING OFFICES/DELIVERY UNITS FOR THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FY 2023

(Based on Inter-Agency Task Force Memorandum Circular No. 2023-1 dated August 22, 2023)

I. PURPOSE

The Calumpit Water District (CWD) hereby adopts Memorandum Circular No. 2023-1 dated August 22, 2023, of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems prescribing the guidelines on the grant of Performance-Based Bonus (PBB) for Fiscal Year (FY) 2023 under Executive Order No. 80, s. 2012 and Executive Order No. 201 s. 2016.

This guideline is being issued to prescribe the criteria and conditions on the grant of the PBB for FY 2023 performance, to be given in FY 2024.

The FY 2023 PBB cycle shall continue to observe the simplified PBB scheme. The FY 2023 PBB will sustain focus on results especially on the delivery of agency performance commitments and optimum utilization of agency budget and make stronger the roles of agencies in ensuring accountability for results of their delivery units. Further, the FY 2023 PBB shall measure and evaluate agency performance highlighting the public's satisfaction with the quality of public service delivery, utilization of resources and strengthened agency stewardship. The FY 2023 PBB shall facilitate a more transparent and objective assessment of performance and timely release of the PBB to eligible agencies.

II. COVERAGE

The FY 2023 PBB covers all CWD personnel holding regular positions. Excluded are individuals engaged without employer-employee relationship and funded from non-Personnel Services budget.

III. ELIGIBILITY CRITERIA AND CONDITIONS

To be eligible for the grant of FY 2023 PBB, CWD must satisfy the criteria and conditions under four (4) dimensions of accountability; **Performance Results, Process Results, Financial Results and Citizen/Client Satisfaction Results** and attain a total score of at least 70 points and achieve at least a rating of four (4) for at least three (3) in the four (4) dimensions of accountability based on the PBB Scoring System.

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In the context of FY 2023 PBB, the four (4) dimensions of accountability shall be defined as follows:

- Performance Result - Accomplishment of Performance Targets
- Process Results - Achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, digitization, standardization, systems and procedures of reengineering, and other related improvements.
- Financial Results - Actual spending of the agency's budget allotment vis-à-vis the realization of the committed programs and projects
- Citizen/Client Satisfaction Results - Achievements in satisfying the quality expectations of the transacting public/client

For FY 2023 PBB, the Agency Accountability requirements shall be maintained and used to determine the eligibility of responsible units and individuals.

IV. FY 2023 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The CWD's accomplishments for each of the criteria shall be rated using the 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. To be eligible for the FY 2023 PBB, CWD must attain a total score of at least 70 points and achieve at least a rating of four (4) for at least three (3) criteria.

CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 points	10 points	15 points	20 points	25 points
Process Results	5	5 points	10 points	15 points	20 points	25 points
Financial Results	5	5 points	10 points	15 points	20 points	25 points
Citizen/Client Satisfaction Results	5	5 points	10 points	15 points	20 points	25 points
MAXIMUM = 100 POINTS						

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PERFORMANCE RESULTS

The targets under Performance Results enable agencies to intensify transparency in public spending, concentrate their efforts and available resources on their mandates and core functions, as well as ensure delivery of high-quality and high-impact activities.

CWD must achieve each one of the physical targets as identified by LWUA through separate guidelines.

The requirements under Performance Results shall be assessed and scored as follows:

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met below 50% of performance indicators of the approved performance targets for FY 2023	Met 50% to less than 70% of performance indicators of the approved performance targets for FY 2023	Met 70% to less than 80% of performance indicators of the approved performance targets for FY 2023	Met 80% to less than 100% of performance indicators of the approved performance targets for FY 2023	Met each one or 100% of the approved performance targets for FY 2023 (all performance indicators)

PROCESS RESULTS

For FY 2023 PBB, the target will be substantive improvements in ease of doing business/ease of transaction with respect to two (2) critical services consisting of one (1) core service (external) based on the mandated function of the agency and one (1) support/administrative service (internal) as declared in the agency updated Citizen's Charter and in line with the Anti-Red Tape Authority (ARTA)'s Whole-of-Government (WOG) Reengineering Manual.

The requirements under Process 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 service	Achieved substantial improvements to ease transactions in external service only	Achieved substantial improvements to ease transaction in external but non-priority core service and internal service	Achieved substantial improvements to ease transaction in priority core service (external) and internal service

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agencies are required to submit report on the digitalization initiatives or digital transformation of external and internal services through development of electronic and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions; utilization of disruptive and emerging technologies in system development and integration (e.g., blockchain, application programming interface, robotic process automation, cloud services, etc.); enabling data linkages and interoperability capacities among information systems; creating capacities for data management and analytics; modernization of existing systems and applications; and other process improvements using information technology.

FINANCIAL RESULTS

Targets under Financial Results reflect final payments made from the CWD's annual budget allotment to realize their committed programs and projects based on the valid appropriations for FY 2023.

For agencies and GOCCs covered by DBM, the FY 2023 Disbursement Budget Utilization Reports (BURs) shall be attained.

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

TABLE 4: RATING SCALE FOR FINANCIAL RESULTS				
1	2	3	4	5
Below 40% Disbursements BUR	40%-55% Disbursements BUR	55%-70% Disbursements BUR	70%-85% Disbursements BUR	85%-100% Disbursements BUR

CITIZEN/CLIENT SATISFACTION RESULTS

Accomplish and submit reports on the results of Client Satisfaction or feedback as prescribed by LWUA and GGC.

CWD shall also ensure the resolution of all complaints and grievances reported to Hotline #8888 and Contact Center ng Bayan (CCB), and their compliance to the 72-hour prescribed period to take actions on complaints.

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

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TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
0% resolution and compliance rate to #8888/CCB complaints	At least 1% resolution and compliance rate to #8888/CCB complaints	At least 50% resolution and compliance rate to #8888/CCB complaints	<p style="text-align: center;">At least 75% resolution and compliance rate if there are more than 250 tickets to #8888/CCB complaints</p> <p style="text-align: center;">At least 80% resolution and compliance rate for 250 or less tickets to #8888/CCB complaints</p>	100% resolution and compliance to #8888/CCB complaints

V. AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance with 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:

TABLE 6: AGENCY ACCOUNTABILITIES	
Continuing Agency Accountabilities	<ul style="list-style-type: none"> 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. Establishment and Conduct of the Agency Review and Compliance of Statement of Assets, Liabilities and Networth (SALN) e. PhilGEPS posting of all invitations to bid and awarded contracts - Notices of Award/Bid Results, Actual Approved/Awarded Contracts, and Notices to Proceed/Purchase Orders for public bidding transactions above one Million (P1,000,000) f. FY 2023 Non-Common Use Supplies and Equipment (APP Non-CSE) g. Posting of Indicative FY 2024 APP Non-CSE h. FY 2024 Annual Procurement Plan-Common Used Supplies and Equipment (APP-CSE) i. Undertaking of Early Procurement Activities covering FY 2024 Procurement Projects j. Designation of the Agency's Committee on Anti-Red Tape (CART)
New Agency Accountabilities beginning FY 2023 PBB	<ul style="list-style-type: none"> k. For GOCCs (DBM), continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process l. Administered Client Satisfaction Measurement (CSM) m. Report on the digitalization initiatives or digital transformation of external and internal services

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

VI. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

For FY 2023 PBB, the delivery units (DUs) of CWD shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.

- a. CWD must attain a total score of at least 70 points and achieve at least 70 points and achieve at least a rating of four (4) for at least three (3) in the four (4) accountability dimensions.

In case the agency fails to meet a rating of four (4) in at least three (3) criteria, the unit/s most responsible (including its head) with a performance of below four (4) will be isolated from the grant of FY 2023 PBB.

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 2023 PBB.

- b. Eligible DUs shall be granted FY 2023 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.
- c. To be eligible for FY 2023 PBB, employees belonging to First, Second and Third Levels should receive a rating of at least "Very Satisfactory" based on agency's CSC-approved Strategic Performance Management System (SPMS).
- d. Personnel in detail to another government agency for six (6) months or more shall be included in the recipient agency that rated his/her performance. The payment of the PBB shall come from the mother agency.
- e. Personnel who transferred from one government agency to another agency shall be included 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.
- f. 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 the PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency.

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- g. An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least a Very Satisfactory rating may be eligible for the full grant of the PBB.
- h. 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 the 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 the valid reasons for an employee who may not meet the nine-month actual service requirement to be considered for PBB on a 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; and/or
 - h. Sabbatical Leave
- i. An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of PBB.
 - j. Personnel found guilty of administrative and/or criminal cases by final and executory judgement in FY 2023 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.
 - k. Officials and employees who failed to submit 2022 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3, 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 2023 PBB.

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- I. Officials and employees who failed to liquidate all cash advances received FY 2023 within the reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997, and reiterated in COA Circular 2009-02 dated May 18, 2009, shall not be entitled to the FY 2023 PBB.

VII. RATES OF PBB

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, 2023. For illustration, see Table 8 below.:

TABLE 8: 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

VIII. TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

The quarterly BFARs of the agencies which will be used to assess and validate Performance Results shall be submitted through the DBM URS in a timely manner. Non-compliance thereto must be supported with relevant justification.

All agencies should submit evidence of accomplishments of Performance Results, Process Results, Financial Results and Citizen/Client Satisfaction Results on or before February 29, 2024, thru an electronic submission (scanned or digital copy of the official submission and editable MS Word or Excel files for use of the AO25 Secretariat).

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Late submission of complete PBB requirements of agencies that are assessed to be eligible to the grant of FY 2023 PBB, shall be subject to a penalty (5% reduction in the rates of incentives).

Agencies shall ensure that all explanations and justifications for deficiencies are already attached in their submission.

The AO25 IATF shall conduct spot checks to validate claims and certifications made by the agencies on their submitted/posted reports and/or requirements.

Agencies are encouraged to provide information to the AO25 Secretariat on compliance with the Agency Accountabilities.

IX. EFFECTS OF NON-COMPLIANCE

A LWD, which, after due process by the oversight agency has been determined to have committed a prohibited act, shall be disqualified from the PBB in the succeeding year of its implementation.

Moreover, CSC or Ombudsman shall file the appropriate administrative case for misrepresentation in the submitted/posted reports and requirements for the PBB, a commission of fraud in the payment of the PBB, and violation of the provisions of this Circular.

X. COMMUNICATION AND CHANGE MANAGEMENT

Head of agencies with the support of their PMTs should enhance the implementation of their internal communications strategy on the PBB and fulfill the following:

- a. Engage their respective employees in understanding the PBB, the performance targets of their respective agencies, as well as the services and outputs that they will need to deliver to meet these targets.
- b. Disseminate the performance targets and accomplishments of their agencies to their employees through the intranet and other means, as well as publish these on their respective websites for the public's information.
- c. Set up a Help Desk to respond to queries and comments on the targets and accomplishments of their agencies. The Help Desk may be a facility that is embedded in the respective websites of agencies.

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- d. Set up a Complaints Mechanism to respond to the PBB-related issues and concerns raised by officials and employees of their respective agencies. Such may be incorporated in the functions of their Grievance Committee.

The Head of Agency shall designate a senior official who shall serve as a PBB Focal Person. The offices responsible for the performance management may be tasked to provide secretariat support to the PMT and to recommend strategies to instill a culture of performance within the agency. The name, position, and contact details (e-mail, landline, facsimile, cellular phone) of the PBB focal persons should be submitted to the AO25 Secretariat.

Agencies should strengthen their communications strategy and ensure transparency and accountability in the implementation of the PBB.

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