



**GUIDELINES ON THE GRANT OF
PERFORMANCE-BASED BONUS (PBB) FOR FISCAL YEAR 2021
(Based on Inter-Agency Task Force Memorandum Circular No. 2021-1 dated June 3, 2021)**

1. PURPOSE

- 1.1** Santa Maria Water District (SMWD) hereby adopts Memorandum Circular No. 2021-1 dated June 3, 2021 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems prescribing the guidelines of the grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016.
- 1.2** This guideline is being issued to prescribe the criteria and conditions on the grant of the PBB for FY 2021 performance, to be given in FY 2022. The overarching goal of the PBB is to strengthen the effectiveness of the incentive system to help SMWD achieve the mission-critical objectives and expected outcomes of the government. For the FY 2021 cycle, the PBB criteria and conditions were hence refined in order to:
- a. Simplify the PBB process particularly the validation of compliance;
 - b. Provide flexibility in the implementation of the scheme;
 - c. Reinforce results focus and linkage in assessing the overall performance of SMWD;
 - d. Administer a more transparent PBB scoring system;
 - e. Strengthen the role of SMWD in ensuring accountability of units/individuals responsible for the criteria and conditions; and,
 - f. Facilitate the timely release of incentives to eligible individuals.
- 1.3** The FY 2021 PBB shall measure and evaluate the performance of SMWD with emphasis on the public's satisfaction on the realization of our performance targets, quality of service delivery, efficiency in the use of resources, and strengthen stewardship.

2. COVERAGE

The FY 2021 PBB covers the personnel of Santa Maria Water District holding regular and casual positions. Excluded are individuals engaged without employer-employee relationship and funded from non-Personnel Services budget.

3. CATEGORY OF CRITERIA AND CONDITIONS

- 3.1** The FY 2021 PBB criteria and conditions shall be categorized according to four (4) dimensions of accountability:
1. Performance Results – refer to the accomplishment of the approved performance Targets
 2. Process Results – refer to the achievements in ease of doing business/ease of transaction with SMWD as a result of streamlining, standardization, digitization, and related improvements in the delivery of service.
 3. Financial Results - refer to the actual spending of the budget allotment vis-à-vis the realization of the committed programs and projects
 4. Citizen/Client Satisfaction Results – refer to the achievements in satisfying the quality expectations of the transacting public.
- 3.2** The Good Governance conditions shall no longer be included in the criteria to assess the overall eligibility for FY 2021 PBB, however, monitoring of its compliance shall be used to determine the eligibility of delivery units and individuals.
- 3.3** This guideline also specifies the modifications in the PBB assessment process to make the PBB scoring system clear and explicit. The scoring system aims to simplify and make the final eligibility assessment more transparent, and enable us to undertake self-assessment vis-à-vis the criteria and conditions to ascertain if we could qualify for the grant of the 2021 PBB. However, the AO25 Inter-Agency Task Force shall determine the final eligibility.

4. ELIGIBILITY CRITERIA

To be eligible for the grant of the 2021 PBB, the SMWD 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.

5. FY 2021 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The SMWD accomplishments for each of the criteria shall be rated using 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 is 100 points. To be eligible for the FY 2021 PBB, SMWD must attain a total score of 70 points.

TABLE 1: FY 2021 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 Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
Citizen/Client Satisfaction Result	5	5 pts	10 pts	15 pts	20 pts	25 pts
TOTAL SCORE	MAXIMUM = 100 POINTS					

1. **Performance Results.** SMWD must achieve each one of the physical targets as identified by LWUA in a Joint MC to be issued by LWUA and DBM.

The performance 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 approved performance targets for FY 2021; deficiencies due to controllable factors	Met less than 80% of performance indicators of the approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the approved performance targets for FY 2021; deficiencies due to controllable factors	Met less than 80% of performance indicators of the approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met each one of the approved performance targets for FY 2021 (All Performance Indicators)

2. **Process Results.** The target 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. It is achieved to streamlining the frontline services, standardization of frontline processes, digitization, and other process improvements for faster and more efficient public service delivery.

The Process Results shall be assessed and scored as follows:

TABLE 3: RATING SCALE FOR PROCESS RESULTS					
	1	2	3	4	5
For department/agencies and GOCCs covered by DBM	No demonstrated ease of transaction	Achieved targets to ease transaction (Streamlining, digitization, standardization) only for frontline services	Achieved targets to ease transaction (Streamlining, digitization, standardization) in less than 80% of frontline services	Achieved targets to ease transaction (Streamlining, digitization, standardization) in at least 80% of frontline services	Achieved targets to ease transaction (Streamlining, digitization, standardization) in all of frontline services

3. **Financial Results.** Targets under Financial Results reflect final payments made from the annual budget allotment to realize the committed programs and projects based on the approved appropriation for FY 2021 and accomplish the Disbursement BUR computed as follows:

Disbursement BUR = Total Actual Disbursement/Total Actual Obligations (both net of Personal Services)

The requirements under Financial Results shall be scored as follows:

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

4. **Citizen/Client Satisfaction Results.** Achieve the Citizen/Client Satisfaction targets. Accomplish and submit reports on Citizen/Client Satisfaction Survey (CCSS) and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB) or feedback mechanism based on standard methodology and corresponding questionnaire prescribed by LWUA and GCG. To provide evidence, submit a report summarizing the #8888 and CCB complaints received in FY 2021 and their status if resolved or pending.

The requirements 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 to Low Satisfaction Rate with unresolved #8888/CCB complaints	Average Satisfaction Rate with 100% #8888/CCB complaints resolved	High Satisfaction Rate with 100% #8888/CCB complaints resolved	High Satisfaction Rate without #8888/CCB complaints

6. SMWD ACCOUNTABILITIES

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

a. Updating of Transparency Seal	b. PhilGEPS posting of all invitation to bids and awarded contracts
c. Compliance with the Freedom of Information (FOI) Program	d. 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, and the results of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI) System
e. Updating of Citizen's or Service Charter	
f. Compliance to Audit Findings and Liquidation of Cash Advances	
g. Submission and Review of SALN	h. Undertaking of Early Procurement Activities covering 2022 Procurement Projects

7. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

- 7.1** For FY 2021 PBB, the eligible delivery units shall no longer be ranked, however, the unit/s most responsible for the deficiencies shall be isolated.
- 7.1.1** Based on Table 1, to be eligible for the FY 2021 PBB, SMWD must attain a total score of at least 70 points and must achieve a performance rating of 4 in at least three (3) criteria. In such case, while SMWD will be eligible, the unit/s most responsible (including its head) for the criteria stated in Section IV with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.
- 7.1.2** The unit/s most responsible (including its head) for the non-compliance with the SMWD accountabilities provided in Section 6 will also be isolated from the grant of the FY 2021 PBB.
- 7.2** Eligible delivery units shall be granted FY 2021 PBB at uniform rates across SMWD, including its officials and employees. The corresponding rates of the PBB shall be based on the achieved total score as shown in Section 8.
- 7.3** The General Manager is eligible only if the SMWD is eligible, which shall be equivalent to the rate as stated in Section 8 and shall be based on the monthly basic salary (MBS) as of December 31, 2021.
- 7.4** The member of the Board of Directors may be eligible to the PBB with the equivalent rates following Section 8 and these conditions:
- The SMWD has qualified for the grant of the FY 2021 PBB;
 - The Board Member has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
 - The Board Member has nine (9) months aggregated service on the position;
 - The SMWD has submitted the appropriate annual Board-approved Corporate Operating Budget.
- 7.5** To be eligible for FY 2021 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the CSC-approved Strategic Performance Management System (SPMS).
- 7.6** Personnel on detail to another government agency for six (6) months or more shall be included in the recipient agency that rated his/her performance. Payment of the PBB shall come from the mother agency.
- 7.7** 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.



7.8 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, as stated in Section 7.10

7.9 An official or employee who was rendered a minimum of nine (9) months of service during the fiscal year and with at least Very Satisfactory rating may be eligible to the full grant of the PBB.

7.10 An official or employee who has rendered less than nine (9) months but a minimum of three (3) months of service and with at least 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 Rate
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-rate 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

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

- 7.12** 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 will not cause disqualification to the PBB.
- 7.13** Officials and employees who failed to submit the 2020 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; and 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.
- 7.14** 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.

8. RATES OF THE PBB

The total score as stated in Section 5 shall be the basis in determining the amount of the PBB.

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)

Evidence of accomplishments of Performance Results, Process Results, Financial Results, and Citizen/Clients Satisfaction Results shall be electronically submitted on or before February 28, 2022 to AO 25 IATF.



Santa Maria

WATER DISTRICT

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