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## Guidelines/Mechanics in Ranking MARIWAD Offices/Delivery Units and Individuals for the Grant of Performance-Based Bonus (PBB) for FY 2023

(Based on IATF Memorandum Circular No. 2023-1, dated August 22, 2023)

#### 1.0 BACKGROUND AND RATIONALE

The Mariveles Water District a government owned and/or controlled corporation created pursuant to PD 198, as amended is covered by the Civil Service Commission's rules and regulations.

In line with this, the water district adopts measures to:

- 1.1 To strengthen the role of the agencies in ensuring the effectiveness of the incentives system to help achieve the mission-critical objectives and expected outcomes of units/individuals responsible for the criteria and conditions;
- 1.2 To administer a more transparent scoring system; and
- 1.3 To provide flexibility to the agencies in the implementation of the scheme.

#### 2.0 COVERAGE

The FY 2023 PBB covers the personnel of all departments and division of Mariveles Water District (MARIWAD) holding regular, contractual and casual positions. Excluded from the coverage herein are individuals engaged without employer-employee relationship and funded from non-Personnel Services (PS) budget.

#### 3.0 ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2023 PBB, MARIWAD must first satisfy the following eligibility requirements:

- 1. Compliance with the following Philippine National Standards for Drinking Water (PNSDW) requirements:
  - a. Monthly summary of daily residual test results;
  - b. Water quality reports must have twelve (12) months of compliance with microbiological test results; and
  - c. Compliance with physical-chemical test results of the MARIWAD's source/s
- 2. LWUA approved water rates;





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- 3. Compliance with ISO-certification or its equivalent;
- 4. On-time submission of the following documents prior to the evaluation of its eligibility to FY 2023 PBB;
  - a. Monthly Data Sheet and Financial Statements (January to December 2023);
  - b. Approved FY 2023 Budget;
  - c. Updated Business Plan covering FY 2023; and
  - d. FY 2023 Annual Report

MARIWAD must also 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* and achieve at least a rating of 4 for at least three (3) in the four (4) dimensions of accountability based on the PBB Scoring System.

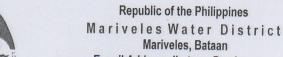
In the context of the FY 2023 PBB, MARIWAD Performance Results refer to the accomplishment of the LWUA Approved Physical Targets of the FY 2023. MARIWAD Process Results refer to the achievements in ease of doing business/ease of transaction with MARIWAD as a result of streamlining, standardization i.e., through the ISO-certified QMS of its equivalent, digitization and related improvements in the delivery of services. MARIWAD Financial Results refer to financial viability and sustainability of MARIWAD as indicated by the liquidity ratio, which determines the capacity to meet short-term obligations (current ratio), positive net income balance and collection performance (collection efficiency). MARIWAD Citizen/Client Satisfaction Results refer to the achievements in satisfying the quality expectations of the transacting public.

### 4.0 FY 2023 PBB TARGETS, ASSESSMENT AND SCORING SYSTEM

MARIWAD 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. To be eligible for the FY 2023 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.

TABLE 1: FY 2023 PBB SCORING SYSTEM				
CRITERIA	MAX PTS CONDITION			
Performance Results	70	Actual points must be at least 49		
Process Results	7	Compliance would automatically render 7 points; non-compliance would result in ineligibility to FY 2023 PBB		
Financial Results	10	Actual points must be at least 7		
Citizen/Client Satisfaction Results	13	At least 70% of the complaints must be acted upon, with the following equivalent points:  At least 70% = 7		





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		At least 75% = 8
Cornellation with the end of		At least 81% = 9
		At least 86% = 10
CONCESS CRASHE BOWAVER, Inch		At least 91% = 11
district to the FY 2012 PBD.		At least 94% = 12
		At least 97% = 13
TOTAL 10	00	Overall Total Score must be at least 70 points

In such case, while MARIWAD will be eligible, the unit/s most responsible for the criteria with a performance rating of below 70% will be isolated from the grant of the FY 2023 PBB.

### 4.1 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.

MARIWAD needs to 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
Major F	inal Outputs (MFOs):		at least 49
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		5	
	(Response time to restore service)		
h.	Staff Productivity Index	4	Citerry Satisface
i.	Water Quality Reports	15	
	(Bacteriological/Physical & Chemical)		THE TRANSPORTER

#### 4.2 Process Results

The target under Performance Results is the greater ease of transaction of frontline services covering all government-to-citizens (G2C), government-to-businesses (G2B) and government-to-government (G2G) transactions. This may be achieved through streamlining especially of frontline services: standardization of frontline processes.

The target is to assure the quality-of-service delivery through ISO-certified QMS or its equivalent certification of frontline services.





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Compliance with the criteria would automatically render seven (7) points for the Process Results. However, failure to do so would result in the ineligibility of the water district to the FY 2023 PBB.

The Process Results shall be assessed and scored as follows:

TABLE 3: RATING SCALE FOR PROCESS RESULTS		
CRITERIA	CONDITION	
Process Results	Compliance would render	
	7 points; non-compliance	
ISO certified QMS for LWD's	would result in	
under Categories A and B	ineligibility to FY 2023 PBB	
Commercial Practices System		
Certified for LWD's under		
Categories C and D		

#### 4.3 Financial Results

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

	TABLE 4: RATING SCALE FOR	FINANCIAL RES	SULTS
CRITERIA		MAX PTS	CONDITION
Financial Results		I BUSINES	Actual points must be
Collect	ion efforts and financial performance:	Editorius .	at least 7
a.	Collection Efficiency	3	en er la litte ton
b.	Current Ratio	4	inst Professore In
c.	Positive Net Balance in the Ave. Net	3	
	Income for twelve (12) months	they all there is	portained decision a

#### 4.4 Citizen/Client Satisfaction Results

MARIWAD will accomplish and submit reports on Client Satisfaction or feedback system based on the standard methodology and corresponding questionnaire prescribed by LWUA and GCG (Governance Commission for GOCC).

MARIWAD 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 and CCB (Contact Center ng Bayan) and PCC (Presidential Complaint Center). To provide evidence on this, MARIWAD may submit a report summarizing the complaints received and those received by Hotline #8888, CCB and PCC in FY 2023, as well as the status of the same, i.e., if resolved or pending.





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

CRITERIA	MAX PTS	CONDITION
citizens/Client Satisfaction Results:  a. Hotline #8888 b. Contact Center ng Bayan (CBB) c. Presidential Complaint Center (PCC) d. Direct requests/complaints to the water district(in-house)		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

### 5.0 AGENCY ACCOUNTABILITIES

MARIWAD and its Performance Management Team (PMT) shall continue to implement, monitor and enforce compliance with the requirements as basis in determining the eligibility of responsible units and individuals.

a. Updating of Transparency Seal	g. Posting of indicative FY 2024 APP-non CSE
b. Compliance to Audit Findings and Liquidation of Cash Advances	h. FY 2024 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE) (Annex 8)
c. Compliance with the Freedom of Information (FOI) Program	i. Submission of the results of FY 2023 Agency Procurement Compliance and Performance Indicators (APCPI) System
d. Submission and Review of SALN	j. Undertaking of Early Procurement Activities covering 2023 Procurement Projects
e. PHILGEPS posting of all invitations to bids and awarded contracts	k. Designation of the agency'c committee on Anti-Red Tape (CART)
f. Submission of FY 2023 Annual Procurement Plan- Non-Common Use Supplies and Equipment (APP- Non CSE)	I. Compliance with the National Competetion Policy (NCP) (Annex 5 to 5.4)

#### 6.0 ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

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

Based on Table 1, to be eligible for the FY 2023 PBB, MARIWAD must attain a <u>total score of at least 70 points and achieve at least a rating of 4 for at least three (3) in the four (4) accountability dimensions.</u> To be able to attain at least 70 point, the agency should achieve a performance rating of 4 in at least three (3) criteria, the unit/s most responsible (including its





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head) for the criteria stated in Section 3.0 with a performance rating of below 4 will be isolated from the grant of the FY 2023 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 shall also be isolated from the grant of the FY 2023 PBB.

The eligible DU's shall be granted FY 2023 PBB at uniform rates across MARIWAD, including its officials and employees. The corresponding rates of the PBB shall be based on the agency's achieved total score as shown in Section 7.0.

The General Manager of MARIWAD is eligible only if MARIWAD is eligible. If eligible, his/her PBB rate for FY 2023 shall be equivalent to the rate as stated in Section 7.0 and shall be based on his/her monthly basic salary (MBS) as of December 31, 2023.

The Board of Directors of MARIWAD may be eligible to the PBB subject to the following conditions:

- a. MARIWAD has qualified for the grant of the FY 2023 PBB;
- b. The Board of Directors has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
- c. The Board of Directors has nine (9) months aggregated service in the position;
- d. MARIWAD has submitted the appropriate annual Board-approved Corporate Operating Budget to LWUA; and
- e. Submission of Board of Directors FY 2023 accomplishments (policies or resolutions made that will help address the operations as well as the guidelines of the water district).

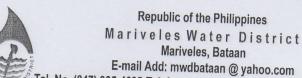
To be eligible for FY 2023 PBB, MARIWAD employees belonging to the First, Second and Third levels should receive a rating of at least "Very Satisfactory" based on MARIWAD's CSC-approved Strategic Performance Management System (SPMS).

Personnel in detail to another government agency for six (6) months or more shall be included in the MARIWAD that rated his/her performance. The payment of the PBB shall come from their mother agency.

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.

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 MARIWAD.





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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.

An official or employee who 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 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 employees;
- 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

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

Personnel found guilty of administrative and/or criminal cases by final and executory judgment 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.

Officials and employees who failed to submit the 2023 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 2023 PBB.





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Officials and employees who failed to liquidate all cash advances received in FY 2023 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 2023 PBB.

#### 7.0 RATES OF THE PBB

The total score as stated in Section 4.0 of the MC shall be the basis in determining the amount of the PBB of MARIWAD is eligible. The maximum rate of the PBB for MARIWAD that will achieve the 100 points shall be 100% of the 65% monthly basic salary (MBS) of an individual as of December 31, 2023.

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

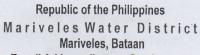
Should MARIWAD be assessed eligible to the grant of the PBB, the rates of incentives will be reduced by 5% if it failed to submit the complete PBB requirements on time.

#### 8.0 TIMELINE AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

MARIWAD should submit Form A and A1 as evidence of accomplishments of Performance Results, Process Results, Financial Results and Citizen/Client Satisfaction Results on or before February 29, 2024.

The PMT reserves the right to utilize additional criteria for forced ranking of employees to reflect superior accomplishment that validate the status of the MARIWAD as a benchmark-setting organization.





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Performance Management Team (PMT) Members:

Eng'r. Joseph B. delos Reyes

Highest Planning Officer

Cynthia S. Cruz

Eulogio S. Enriquez, Jr. - Highest Finance Officer

Zlamady

Athens A. Maerid - Representative from 2<sup>nd</sup> Level employee

Aldrich Macaraig - Representative from 1st Level employee

Wint Carlas - Acting Human Resource Management Officer

Approved by:

CRISTINELA RUTH I. L'AMAYRA

**General Manager B**