



VICTORIAS CITY WATER DISTRICT

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1. PURPOSE

This is to prescribe the criteria and conditions on the grant of Performance-Based Bonus (PBB) for FY 2023 performance to be given in FY 2024.

2. COVERAGE

All officers and employees of VCWD holding regular plantilla positions; contractual and casual personnel having an employer- employee relationship.

3. ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2023 PBB, the VCWD 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 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 VCWD's source/s;
2. Current in debt Service Status;
3. LWUA-approved Water Rates;
4. Compliance with Commercial Practice System for Category C;
5. 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 LWD FY 2023 Budget;
 - c. Updated Business Plan covering FY 2023; and
 - d. FY 2023 Annual Report.

Each agency 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 three (3) criteria based on the PBB Scoring System:

3.1. Performance Results, refer to the accomplishment of VCWD targets under Major Final Outputs;

3.2. Process Results refer to the achievements in ease of doing business/ease of transaction with the VCWD as a result of streamlining, standardization;

3.3. Financial Results refer to financial viability and sustainability of VCWD 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).

3.4. Citizen/Client Satisfaction Results refer to the achievements in satisfying the quality expectations of the transacting public.

3.5. The Good Governance Conditions (GGCs) shall no longer be required in determining the overall PBB eligibility of VCWD. Nonetheless, compliance with these conditions shall be used as the basis in determining the eligibility of responsible unit and individuals.

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

VCWD 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, VCWD must attain a total score of at least 70 percent (%) of each criterion, except for the Process Results, and an overall total score of at least 70 points.

Table No. 01

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 2023 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 at least 70 points

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

4.1. Performance Results shall be assessed and scored as follows:

CRITERIA	MAX PTS	CONDITION
Performance Results Major Final Outputs (MFOs):		Actual points must be 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 (<i>Chlorine Residual</i>)	5	
g. Adequacy & Reliability of Service (<i>Response time to restore service</i>)	5	
h. Staff Productivity Index	4	
i. Water Quality Reports (Bacteriological/Physical & Chemical)	15	

4.2. Process Results shall be assessed and scored as follows:

CRITERIA	CONDITION
Process Results Commercial Practices System Certified for Category C	Compliance would render 7 points; non-compliance would result in ineligibility to FY 2023 PBB.

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

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

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

CRITERIA	MAX PTS	CONDITION
Citizen/ Client Satisfaction Results: a. Hotline #8888 b. Contact Center ng Bayan (CCB) c. Presidential Complaint Center (PCC)	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

5. AGENCY ACCOUNTABILITIES

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

a. Updating of Transparency Seal	e. Submission and Review of SALN
b. Compliance with the Freedom of Information (FOI) Program	f. PhilGEPS posting of all invitations to bids and awarded contracts
c. Updating of Citizen's or Service Charter	g. Submission of FY 2024 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE), FY 2023 Non-Common Use Supplies and Equipment (APP-non CSE). Indicative FY 2024 APP.
d. Compliance to Audit Findings and Liquidation of Cash Advances	h. Designation of the Agency's Committee on Anti-Red Tape (CART)

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

6. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

6.1. For FY 2023 PBB, the delivery units of the agency 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 2023 PBB, VCWD must attain a total score of at least 70 points.
- b. The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5 will also be isolated from the grant of the FY 2023 PBB.

6.2. Eligible DUs shall be granted FY 2023 PBB at uniform rates across VCWD, including its officials and employees. The corresponding rates of the PBB shall be based on VCWDs achieved total score as shown on Section 7.

6.3. VCWD General Manager is eligible only if VCWD is eligible. If eligible, the PBB rate for FY 2023 shall be equivalent to the rates stated in Section 7.

6.4. For the VCWD Board of Directors may be eligible to the PBB subject to the following conditions:

- a. The VCWD has qualified for the grant of the FY 2023 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 aggregate service in the position; and,
 - d. The VCWD has submitted the appropriate annual Board-approved Corporate Operating Budget (COB) to LWUA.
 - e. Submission of Board Member's FY 2023 accomplishments (policies or resolutions made that will help address the operations as well as the guidelines of VCWD).
- 6.5 Employees belonging to the First, Second and Third Level should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS).
- 6.6. 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. Payment of the PBB shall come from the mother agency.
- 6.7. 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.
- 6.8. 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. If equal months were served for each agency, he/she will be included in the recipient agency.
- 6.9. 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 to the full grant of the PBB.
- 6.10. An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least 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	90%
7 months but less than 8	80%
6 months but less than 7	70%
5 months but less than 6	60%
4 months but less than 5	50%
3 months but less than 4	40%

The following are the valid reasons for an employee who may not meet the nine- month actual service to be considered for PBS 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
- h. Sabbatical Leave

- 6.11. 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.
- 6.12. Personnel found guilty of administrative and/or criminal cases in FY 2023 by final and executory judgment 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.
- 6.13. 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 2023 PBB.
- 6.14. 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.
- 6.15. Excluded from the grant of the PBB are those hired without employer- employee relationships and paid from non-Personnel Services budgets, as follows:
- 6.15.1. Consultants and experts hired to perform specific activities or services with expected outputs;
 - 6.15.2. Laborers hired through job contracts (pakyaw) and those paid on piecework basis;
 - 6.15.3. Student laborers and apprentices; and
 - 6.15.4. Individuals and groups of people whose services are engaged through job orders, contracts of service, or others similarly situated.

7. RATES OF PBB

The total score as stated in Section 4 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 December 31, 2023. See table below:

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)

8. EFFECTS OF NON-COMPLIANCE

Upon determination after due process by the oversight agency of misrepresentation in the submitted reports for the PBB, commission of fraud in the payment of the PBB and violation of the provisions of these Guidelines, the VCWD shall be disqualified from the PBB in the succeeding year of its implementation. Moreover, the CSC or Ombudsman shall file the appropriate administrative case.

9. COMMUNICATION AND CHANGE MANAGEMENT

9.1 The Head of the VCWD, with the support of the Performance Management Team (PMT) should enhance the implementation of the internal communications strategy on the PBB and fulfill the following:

9.1.1 Engage their respective employees in understanding the PBB, the performance targets of their respective delivery units as well as the services and outputs that they will need to deliver in order to meet these targets.

9.1.2 Disseminate the performance targets and accomplishments of their delivery units to their employees through the intranet and other means as well as publish these on their respective websites for public information.

9.1.3 Set up a Help Desk to respond to queries and comments on the targets and accomplishments of their delivery units. The Help Desk may be a facility that is embedded in the respective websites of VCWD.

9.1.4 Set up a Complaints Mechanism to respond to the PSIS-related issues and concerns raised by officials and employees of their respective units. Such may be incorporate in the functions of their Grievance Committee.

9.2 The VCWD's Head 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 delivery units.

10. FUNDING SOURCE

10.1 The PBB shall be sourced from their respective corporate funds.

10.2 VCWD is prohibited to source payment of the PBB from the following:

10.2.1 Loans;

10.2.2 Subsidy from the National Government for the VCWD's operations; and

10.2.3 Sale of the VCWD's assets for the sole purpose of paying the PBB and is otherwise not in the ordinary course of business.

11 EFECTIVITY

This System of Ranking of Delivery Units shall take effect immediately unless amended or revoked by operation of law pursuant to the issuance of relevant circulars or orders including but not limited by the DBM, LWUA, COA and IATF.

Approved:


ENGR. ABRAHAM J. DE DIOS, JR.
General Manager