



# NORZAGARAY WATER DISTRICT

1639 P. DELA MERCED ST., POBLACION, NORZAGARAY, BULACAN  
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## GUIDELINES/MECHANICS ON QUALIFYING OFFICERS/DELIVERY UNITS AND ELIGIBILITY OF INDIVIDUALS FOR THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FY 2021

(Based on AITF Memorandum Circular 2021-1 dated June 3, 2021)

### I. PURPOSE

Norzagaray Water District (NorWD) hereby adopts Memorandum Circular No. 2021-1 dated June 3, 2021 of the Inter-Agency Task Force on Harmonization of National Government Performance Monitoring, Information and Reporting System prescribing the guidelines on the grant of performance-based bonus (PBB) for Fiscal Year (FY) 2021 under Executive Order No. 80, s. 2012 and executive Order No. 201, s. 2016.

Accordingly, NorWD must satisfy 100% of the PBB criteria and conditions set by AO 25 Inter-Agency Task Force (IATF) for the FY 2021. The overarching goal of the PBB is to strengthen the effectiveness of the incentives system to help agencies 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:

- Simplify the PBB process particularly the validation of compliance
- Provide flexibility to the agencies in the implementation of scheme
- Reinforce result focus and their linkages in assessing overall performance of agencies
- Administer a more transparent PBB scoring system
- Strengthen the role of agencies in ensuring accountability of units responsible for the criteria and conditions; and
- Facilitate the timely release of incentives to eligible agencies

FY 2021 PBB shall measure and evaluate the performance of agencies with emphasis on the public's satisfaction on the realization of the agencies' performance targets, quality of service delivery, efficiency in the use of resources, and strengthened agency stewardship.

### II. COVERAGE

The FY 2021 PBB covers the personnel of NorWD holding regular, contractual and casual positions. Excluded are individual engaged without employer-employee relationship and funded from non-personnel services budget.



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## III. CATEGORY OF CRITERIA AND CONDITIONS

In relation to the targets in previous PBB cycles, the FY 2021 PBB criteria and conditions shall be categorized according to four (4) dimensions of accountability:

- Performance Results
- Process Results
- Financial Results
- Citizen/Client Satisfaction Results

Requirements set forth in the Good Governance Conditions shall no longer be included in the criteria to assess the overall eligibility of the agency in the FY 2021 PBB but compliance of such shall be used as basis in determining the eligibility of responsible units and individuals. Monitoring of their compliance shall be the primary responsibility of the Heads of the Agencies and it should be submitted directly to the oversight agencies.

The modification on the PBB assessment process to make the PBB scoring system clear and explicit specified in the Circular shall be adopted. The scoring system aims to simplify and make the final eligibility assessment more transparent, and enable agencies, including NorWD, to undertake self-assessment vis-à-vis the criteria and conditions to ascertain if they could qualify for the grant of the FY 2021 PBB. However, the AO 25 Inter-Agency Task Force (AO 25 IATF) shall still determine the final eligibility of agencies.

## IV. ELIGIBILITY CRITERIA

To be eligible for the grant of FY 2021, NorWD 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 based on the PBB Scoring System.

In the context of the FY 2021 PBB, the following shall be the definition of four (4) dimensions of accountability:

- |                       |   |   |
|-----------------------|---|---|
| • Performance Results | - | Accomplishment of Performance Targets   |
| • Process Results     | - | Achievements in ease of doing business/ease of transaction with agency as a result of streaming, standardization, digitization, and related improvement in the delivery of services |
| • Financial Results   | - | Actual spending of the agency's budget allotment vis-à-vis the realization of the committed programs and projects   |



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- Client Satisfaction Results - Achievements in satisfying the quality expectations of the transacting public

## V. FY 2021 PBB TARGETS, ASSESSMENT AND SCORING SYSTEM

The NorWD 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 2021 PBB, the agency must attain a score of at least 70 points.

TABLE 1: FY 2021 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5pts	10pts	15pts	20pts	25pts
Process Results	5	5pts	10pts	15pts	20pts	25pts
Financial Results	5	5pts	10pts	15pts	20pts	25pts
Citizen/Client Satisfaction Results	5	5pts	10pts	15pts	20pts	25pts
<b>TOTAL SCORE</b>	<b>MAXIMUM = 100 POINTS</b>					

\*Agency must attain a total score of at least 70 points.

For LWDs, achieve each one of the physical targets as identified by LWUA in a Joint MC to be issued by LWUA and DBM.

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to controllable factors</b>	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to uncontrollable factors</b>	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to controllable factors</b>	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to uncontrollable factors</b>	Met each one of the Congress-approved performance targets for FY 2021 (all performance indicator)

### Process Results

The targets 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-



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government (G2G) transactions. It is achieved through streamlining especially of frontline services, standardization of frontline processes, and digitization.

TABLE 3: RATING SCALE FOR PROCESS RESULTS					
	1	2	3	4	5
For departments/agencies and GOCCs covered by DBM	demonstration ease of transaction	Achieved targets to ease transaction (streamlining, digitization, standardization) only for non-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 frontline services

## Financial Results

Targets under Financial Results reflect final payments made from the NorWD's annual budget allotment to realize their committed programs and projects based on the valid appropriations for FY 2021.

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

## Citizen/Client Satisfaction Results

Accomplishment and submit reports on Client Satisfaction or feedback system as prescribed by LWUA and GCG. Resolution of reported complaints from hotline #8888 and Contact Center ng Bayan.

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



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## VI. NORWD 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:

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

## VII. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

For FY 2021 PBB, the delivery units (DUs) of Norzagaray Water District shall no longer be ranked. However, the unit/s that is/are most responsible for deficiencies shall be **isolated**.

- a. Based on Table 1, to be eligible for the FY 2021 PBB, NorWD must attain a total score of at least 70 points. 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 such case, while the agency will be eligible, the unit/s most responsible (including its head) for the criteria stated in Section IV with a performance rate of below 4 will be isolated from the grant of the FY 2021 PBB.
- b. The unit/s most responsible (including its head) for the non-compliance with NorWD Accountabilities provided in Section IV will also be isolated from the grant of the FY 2021 PBB.

Eligible Delivery Units shall be granted FY 2021 PBB at uniform rates across NorWD, including its officials and employees. The corresponding rates of the PBB shall be based on the agency's achieved total score.

The General Manager of NorWD is eligible only if the NorWD is eligible. If eligible, his/her PBB rate for FY 2021 shall be equivalent to the rate as stated in the succeeding Section and shall be based on his/her monthly basic salary as of December 31, 2021.

The Board Members of NorWD may be eligible only if NorWD is eligible to the PBB with equivalent rates following Section VII and these conditions:



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- A. The NorWD has qualified for the grant of FY 2021 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 nine (9) months aggregated service in the position; and
- D. The NorWD has submitted the appropriate annual Board-approved Corporate Operating Budget to DBM following the Corporate Budget Circular No. 22 dated December 1, 2016.

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 agency’s CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

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.

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 participating implementing agency.

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.

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%



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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

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.

Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2021 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 2020 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 2021 PBB.

Officials and employees who failed to liquidate all cash advances received 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.

## VIII. RATES OF PBB

TABLE 6: RATES OF THE PBB	
TOTAL SCORE	PBB RATES
100 points	<u>65%</u> (100% of the 65% monthly basic salary)
95 points	<u>61.75%</u> (95% of the 65% monthly basic salary)
90 points	<u>58.5%</u> (90% of the 65% monthly basic salary)



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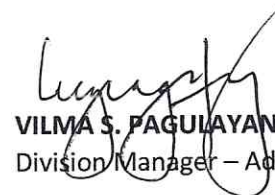


85 points	<b>55.25%</b> (85% of the 65% monthly basic salary)
80 points	<b>52%</b> (80% of the 65% monthly basic salary)
75 points	<b>48.75%</b> (75% of the 65% monthly basic salary)
70 points	<b>45.5%</b> (70% of the 65% monthly basic salary)

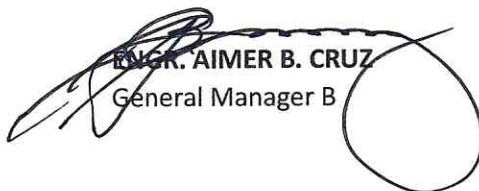
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MEMO 08-04 s.2021

## MEMORANDUM

**DATE:** AUGUST 31, 2021  
**TO:** ALL EMPLOYEES  
**FROM:** OFFICE OF THE GENERAL MANAGER  
**SUBJECT:** **CASCADING OF PBB FY 2021 GUIDELINES**

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Pursuant to Inter-Agency Task Force Memorandum Circular No. 2021-1, Norzagaray Water District hereby adopts and presents the **Guidelines/Mechanics in Ranking Officers/Delivery Units and Eligibility of Individuals for the Grant of Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021**. Please see attached Guidelines/Mechanics for your reference. It is advice to all Division Manager to discuss this guidelines during monthly meeting with division staffs. Should there be any question, kindly contact Help Desk contact person (044) 913-9210 or our HR Section at (044) 815-3964.

  
ENGR. AIMER B. CRUZ  
General Manager