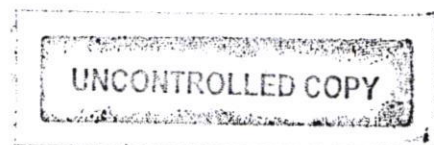


Polomolok Water District
National Highway, Polomolok, South Cotabato

**GUIDELINES / MECHANICS IN
RANKING OFFICES / DELIVERY
UNITS AND INDIVIDUAL FOR
THE GRANT OF PERFORMANCE-
BASED BONUS (PBB) FY 2021
v.2**



POG-00176



Guidelines / Mechanics in Ranking Offices / Delivery Units and Individual For the Grant of Performance-Based Bonus (PBB) FY 2021

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With reference to Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System (MC No. 2021-1 dated June 03, 2021), the Polomolok Water District (PoLWD) shall adopt the following guidelines / mechanics in ranking delivery units and individuals:

I. COVERAGE

The FY 2021 PBB covers all officers and employees of PoLWD holding Plantilla positions.

II. ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2021 PBB, each agency must satisfy the criteria and conditions under four (4) dimensions of accountability:

1. Performance Results refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the 2021 GAA.
2. Process Results refer to the achievements in ease of doing business / ease of transaction with the agency as a result of streamlining, standardization i.e. through the ISO-certified QMS or its equivalent, digitalization, and related improvements in the delivery of services.
3. Financial Results refer to the actual spending of the agency's budget allotment vis-à-vis the realization of the commitment programs and projects based on the FY 2021. The Disbursements BUR as well is a prevailing common target of all agencies.
4. Citizen/ Client Satisfaction Results refer to the achievements in satisfying the quality expectations of the transacting public.

III. FY 2021 PBB TARGETS, ASSESSMENT AND SCORING SYSTEM

The agency 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 below. 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 total score of at least 70 points.

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TABLE 1: FY 2021 PBB SCORING SYSTEM

CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Result	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
TOTAL		MAXIMUM = 100 POINTS				

As can be gleaned in Table 1, a performance rating of 4 in all criteria will yield a total score of 80 points for the agency. To be able to attain a total score of at least 70 points, the agency should aim for a performance rating of 4 in at least three (3) criteria. In such case, while the agency will be eligible, the unit most responsible for the criteria with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

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

The Performance Results shall be assessed and scored as follows:

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS

1	2	3	4	5
Met less than 80% of the performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met less than 80% of the performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met at less 80% of the performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met at less 80% of the performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2021 (all indicators)

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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. This may be achieved through streamlining especially of frontline services; standardization of frontline process including those implemented at the Regional, Satellite, and Extension Offices; digitalization e.g. by developing electronic or online paperless systems, new service delivery channels, contactless transactions, and other process improvements for faster and more efficient public service delivery.
 - For departments/ agencies and GOCCS covered by the DBM, 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.

TABLE 3: RATING SCALE FOR PROCESS RESULTS

AGENCY	1	2	3	4	5
a. For departments/ agencies and GOCCs covered by DBM	No demonstrated ease of transaction	Achieved targets to ease transaction (streamlining, digitalization, 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.

3. **Financial Results.** For agencies and GOCCS covered by the DBM, attainment of the FY 2021 Disbursement BURs.

- BUR for GOCC is computed as follows:

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

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

TABLE 4: RATING SCALE FOR FINANCIAL RESULTS

1	2	3	4	5
1-19%	20-39%	40-59%	60-79%	80-100%
Disbursements BUR	Disbursements BUR	Disbursements BUR	Disbursements BUR	Disbursements BUR

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- Citizen / Client Satisfaction Results. Achieve the Citizen / Client Satisfaction targets as provided below. For LWDs and GOCCs covered by RA No. 10149, accomplish and submit reports on Client Satisfaction or feedback system as prescribed by LWUA and GCG.

- To determine the effectiveness of streamlining, standardization, digitization and other process improvements in easing transactions with the public, agencies have been encouraged to embed feedback mechanism and systematically measure citizen/ client satisfaction in the delivery of services since the FY 2018 cycle.

LWDs and GOCCs covered by RA No. 10149 shall report the results of their CCSS or feedback mechanism based on the standard methodology and corresponding questionnaire prescribed by LWUA and GCG.

- Resolution of reported complaints from Hotline #8888 and Contact Center ng Bayan. Agencies 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. To provide evidence on this, agencies may submit a report summarizing the #8888 and CCB complaints received in FY 2021 and their status if resolved or pending.

The validation shall be complemented with reports and collected data on feedback and complaints from citizens/ clients gathered by the OP, PMS, CSC, and PCOO from Hotline #8888 and CCB databases, as well as the FOI portals.

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

IV. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

1. For FY 2021 PBB, the Delivery Units (DUs) of eligible agencies shall no longer be ranked. However, the units/s most responsible for deficiencies shall be isolated.

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- a. Based on Table 1, to be eligible for the FY 2021 PBB, the agency 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 3 with the performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.
 - b. The unit/s most responsible (including its head) for non-compliance with the Agency Accountabilities provided in Section 5.0 of AITF MC 2021-1 dated June 3, 2021 will also be isolated from the grant of the FY 2021 PBB.
2. Eligible Delivery Units (DU) shall be granted FY 2021 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 scores in Section 7.0 AITF MC 2021-1 dated June 3, 2021.
 3. 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.
 4. 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.
 5. Personnel who transferred from one government agency to another agency shall be included by the agency where she/he served the longest. If equal months were served for each agency, he/she will be included in the recipient agency.
 6. 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.
 7. An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least Satisfactory rating may be eligible to the full grant of the PBB.
 8. An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least 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:

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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 to be considered for PBB on a pro-rata basis:

- i. Being a newly hired employee;
 - ii. Retirement
 - iii. Resignation
 - iv. Rehabilitation Leave;
 - v. Maternity Leave and/ or Paternity Leave
 - vi. Vacation or Sick Leave with or without pay;
 - vii. Scholarship / Study Leave; and
 - viii. Sabbatical Leave
9. 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.
10. 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 from the PBB.
11. Officials and employees who failed to submit the 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.

V. RATES OF THE PBB

The total score as stated in Section III of this guideline 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 of December 31,2021.

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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)

VI. EFFECTIVITY

These guidelines/ mechanics shall take effect immediately.

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Noted by:

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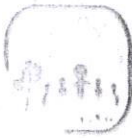
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Date: 24 September 2021

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Activities / Details of Cascading Efforts for the Guidelines / Mechanics in Ranking Offices / Delivery Units for the Grant of FY 2021 PBB

To heighten transparency among delivery units and employees, Polomolok Water District shall conduct the following activities to ensure that the Guidelines / Mechanics in Ranking Offices / Delivery Units for the Grant of FY 2021 PBB are cascaded.

1. Annual Re-Orientation Program

At the beginning of the calendar year, the employees are updated on the accomplishment of the previous year and the institutional targets for the upcoming year. Similarly, they are also reoriented and oriented on the programs, policies, mandatory requirements and rules and regulations of regulatory bodies that have impact on the operation of the District. These include, among others, the PBB rates, requirements, timeline and validating agencies.

2. Office Memo

The issuance of office memo to all employees of the District, through their division heads, will assure that information has reached the field personnel. All employees are required to sign on the memo to manifest that they have read its content.

3. Bulletin Board Posting

The Guidelines / Mechanics in Ranking Offices / Delivery Units for the Grant of FY 2021 PBB will be posted in all bulletin boards within Polomolok Water District premises. The guidelines/mechanics will be conspicuously posted for everybody to see or read.

4. Divisional Meeting

The cascading of the Guidelines / Mechanics in Ranking Offices / Delivery Units for the Grant of FY 2021 PBB will be included in the agenda during divisional meetings facilitated by the division managers. Since they have the first hand information about this requirement, they can explain to the employees the said guidelines.

5. Monday Convocation / Assembly

As a customary activity during Monday assembly, the sponsoring division will announce operational updates while the concerned individuals will share insights on trainings attended. The information on the Guidelines / Mechanics in Ranking Offices / Delivery Units for the Grant of FY 2021 PBB will form part of the announcements are reminder to keep the employees updated.

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