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INTER OFFICE MEMORANDUM

NO. 009 SERIES OF 2022

DATE:

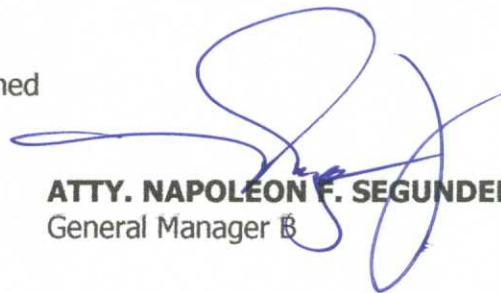
TO: ALL CONCERNED (REGULAR EMPLOYEES)

**FROM: OFFICE OF THE GENERAL MANAGER
ADMINISTRATION and HUMAN RESOURCE DEPARTMENT**

SUBJECT: GUIDELINES ON THE GRANT OF PBB FOR FY 2022

- I. Pursuant to Inter-Agency Task Force Memorandum Circular No. 2022-1 dated March 24, 2022, and LWUA-DBM Joint Memorandum Circular No. 2021-1, the Alaminos City Water District (ACWD) hereby adopts and present the Guidelines on the Grant of Performance-Based Bonus (PBB) for FY 2022.
- II. Copies of the guidelines will be posted at the ACWD Bulletin Board located in ACWD Main Office in Brgy. Poblacion and in ACWD Branch Office in Brgy. Pogo for your reference. For your information and guidance.

Signed



ATTY. NAPOLEON F. SEGUNDERA, JR.
General Manager



GUIDELINES ON THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FOR FISCAL YEAR 2022

(Based on Inter-Agency Task Force Memorandum Circular No. 2022-1 dated March 24, 2022 and LWUA-DBM Joint Memorandum Circular)

1. PURPOSE

- 1.1. The Alaminos City Water District (ACWD) issued this guideline to prescribe the criteria and conditions on the grant of the PBB for FY 2022 performance, to be given in FY 2023.
- 1.2. To strengthen the effectiveness of the existing incentive system and help ACWD in achieving its goal and expected outcomes, the PBB criteria were classified according to the four dimensions of accountabilities.
- 1.3. The FY 2022 cycle shall continue to observe the simplified PBB scheme. The FY 2022 PBB will sustain focus on results especially on the delivery of ACWD performance commitments and optimum utilization of its budget and make stronger the role of ACWD in ensuring accountability for results of their delivery units. Further, the FY 2022 PBB shall measure and evaluate ACWD performance highlighting the public's satisfaction with the quality-of-service delivery, utilization of resources and strengthen stewardship. The FY 2022 shall facilitate a more transparent and objective assessment of performance and timely release of the PBB to eligible employees.

2. COVERAGE

- 2.1. The FY 2022 PBB covers the personnel of Alaminos City Water District holding regular positions. Excluded from the coverage herein are individuals engaged without employer - employee relationship and funded from non-Personnel Services budget.

3. ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2022 PBB, ACWD 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 test results of water source/s.
2. Current In-Debt Service Status
3. LWUA-approved water rates
4. Compliance with ISO-certification
5. On-time submission of the following documents prior to the evaluation of eligibility to FY 2022 PBB
 - a. Monthly Data Sheet and Financial Statements (January to December 2022)
 - b. Approved Budget for FY 2022
 - c. Updated Business Plan covering FY 2022
 - d. FY 2022 Annual Report

ACWD 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 based on the PBB Scoring System as will be discussed in Section 4. The FY 2022 PBB shall be guided by the following these definitions:



3.1 Performance Results.

The Performance Results refer to the accomplishment of ACWD targets under the Major Final Outputs for FY 2022 as identified by the Local Water Utilities Administration (LWUA) in a joint memorandum circular to be issued by LWUA and DBM.

3.2 Process Results.

Refer to the achievements in ease of transaction with the ACWD as a result of streamlining, standardization of core processes, i.e., through the ISO-certified QMS or its equivalent.

3.3 Financial Results.

Refer to the financial viability and sustainability of ACWD 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.

These results refer to the achievements of the ACWD in satisfying the quality expectations of the transacting public.

4. FY 2022 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The ACWD accomplishments for each of the criteria shall be rated using this scoring system. Each criterion has an assigned point, as shown below. The maximum score that the ACWD may obtain is 100 points. Therefore, to be eligible for the FY 2022 PBB, ACWD must attain a total score equivalent to at least 70 percent (%) of each criterion, except for the Process Results, and an overall total score of at least 70 points.

CRITERIA	MAX POINTS	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 PBB FY 2022
C. Financial Results	10	Actual points must be at least 7
D. Client/Citizen Satisfaction Results	13	At least 70% of the complaints received 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 ACWD will be eligible, the unit/s most responsible for the criteria/MFOs with a performance rating below 70% will be isolated from the grant of the FY 2022 PBB.



4.1. Performance Results

The targets under Performance Results enable ACWD to concentrate its efforts and available resources on its mandate and core functions, as well as ensure delivery of high quality and high impact activities. The requirements under the Performance Results shall be assessed and scored as follows:

CRITERIA	MAX PTS	CONDITION
Performance Results		Actual points must be at least 49
Major Final Outputs (MFOs):		
a. Access to Potable Water		
b. Reliability of Service (24/7 supply)	12	
c. Adequacy	6	
d. COVID-19 Response Measure	6	
e. Non-Revenue Water	5	
f. Potability (Chlorine Residual)	12	
g. Adequacy and Reliability of Service (Response time to restore service)	5	
h. Staff Productivity Index	4	
i. Water Quality Reports (Bacteriological/Physical & Chemical)	15	

4.2. Process Results

For FY 2022, the target will be substantive improvements in ease of doing business/ease of transaction with respect to the two (2) critical services:

- Core services (External) based on the mandated function of ACWD
- Support/Administrative service (internal) as declared in the updated Citizen's Charter of ACWD and in line with the Anti-Red Tape Authority (ARTA)'s Whole-Of-Government (WOG) Reengineering Manual.

It may be achieved through streamlining; standardization of core processes, digitization, systems, and procedures reengineering through ISO-certified QMS.

The requirements under the Process Results shall be assessed and scored as follows:

RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No Substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvements to ease transaction in internal services	Achieved substantial improvements to ease transaction in external service only	Achieved substantial improvements to ease transaction in external but non- priority core service and internal service	Achieved substantial improvements to ease transaction in priority core external and internal service