

**IRIGA CITY WATER DISTRICT PROGRAM ON AWARDS AND
INCENTIVES FOR SERVICE EXCELLENCE
(ICWD-PRAISE)**

In line with the Revised Policies on Employee Suggestions and Incentive Awards System (ESIAS) provided under CSC Resolution No. 010112 and CSC MC No. 01, S. 2001, the Iriga City Water District adopts the herein program on Awards and Incentives for Service Excellence (PRAISE) referred to as the ICWD-PRAISE.

I. BASIC POLICIES

- 1.1 The Iriga City Water District shall establish its own Employee Suggestions and Incentives Awards System.
- 1.2 The system shall be designed to encourage creativity, innovativeness, efficiency, integrity and productivity in the public service by recognizing and rewarding officials and employees, individually or in groups for their suggestions, inventions, superior accomplishments and other personal efforts which contribute to the efficiency, economy, or other improvement in government operations, or for other extraordinary acts or services in the public interest.
- 1.3 The PRAISE shall adhere to the principle of providing incentives and awards based on performance, innovative ideas and exemplary behavior.
- 1.4 The PRAISE shall give emphasis on the timeliness of giving award or recognition. Aside from conferment of awards during the traditional or planned awarding ceremonies, the spirit of on-the-spot grant of recognition is hereby institutionalized.
- 1.5 The PRAISE shall provide for both monetary and non-monetary awards and incentives to recognize and reward productive, creative, innovative and ethical

behavior of employees through formal and informal mode.

For this purpose, the system shall encourage the grant of non-monetary awards. However, monetary awards are granted only when the suggestions, inventions, superior accomplishments and other personal efforts result in monetary savings which shall not exceed 20% of the savings generated

- 1.6 At least 5% of the HRD funds shall be allocated for the PRAISE and incorporated in the ICWD's Annual Work and Financial Plan and Budget.
- 1.7 The PRAISE shall be institutionalized through the ICWD-PRAISE Committee.
- 1.8 Following is the composition of the ICWD-PRAISE Committee:
 - The General Manager or his authorized representative who will act as Chairperson.
 - The Head of the Financial Unit or its equivalent
 - The Head of the Planning Unit or its Equivalent
 - The HRMO or Officer-in-Charge of personnel
 - Two (2) representatives from the Career Rank-and-File Employees
- 1.9 The General Manager or his authorized representative shall be responsible for overseeing the System's operation and the Administrative Service Management Officer shall serve as the Secretariat.
- 1.10 The PRAISE Committee shall ensure that productivity, innovative ideas, suggestions and exemplary behavior can be identified, considered, managed and implemented on a continuing basis to cover employees at all levels.
- 1.11 The PRAISE committee shall be responsible for the development, administration, monitoring and evaluation of the awards and incentives system of the

district. The ICWD of the committee may, however, employ an external or independent body to assist the PRAISE Committee to judiciously and objectively implement the system of incentives and awards.

- 1.12 The PRAISE Committee shall establish its own internal procedures and strategies which may be independent from but not contrary to CSC established rules as the committee deems applicable. Membership in the Committee shall be considered part of the member's regular duties and functions.
- 1.13 The Irga City Water District shall submit its own Program on Awards and Incentives for Service Excellence (PRAISE) and its subsequent amendments, if any, to the Civil Service Commission Regional Office V which shall provide technical assistance, if deemed necessary, to ensure proper implementation.
- 1.14 The CSC approved PRAISE shall be the basis of the grant of Productivity Incentive | Bonus (PIB), other awards and incentives. The Annual PRAISE Report shall be submitted by the Committee to the Civil Service Commission Regional Office V on or before the Thirtieth (30th) day of January to enable its employees to qualify for nomination to the CSC sponsored national awards.
- 1.15 Issues relative to awards and incentives shall be brought before the PRAISE Committee which shall address the same within fifteen (15) days from the date of submission.

II. OBJECTIVES

2.1 General

To encourage, recognize and reward employees, individually and/or in groups, for their creativity, suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary

behavior, extraordinary acts or services to the public interest and other personal efforts which contribute to the efficiency, economy and improvement in government operations, which in turn lead to organizational productivity.

2.2 Specific

- 2.2.1 To establish a mechanism for identifying, selecting, rewarding and providing incentives to deserving employees at the start of each year;
- 2.2.2 To identify outstanding accomplishments, best practices of employees on a continuing basis;
- 2.2.3 To recognize and reward accomplishments and innovations periodically or as the need arises;
- 2.2.4 To provide incentives and interventions to motivate employees who have contributed ideas, suggestions, inventions discoveries, superior accomplishments and other personal efforts;
- 2.2.5 To foster awareness and desire to excel and maintain remarkable performance and noteworthy accomplishments
- 2.2.6 To encourage creativity, efficiency and integrity in the public service among officials and employees of the ICWD;
- 2.2.7 To motivate officials and employees to contribute more, and be more responsive to the community in which they serve.

III. SCOPE

The system shall apply to all permanent officials and employees (Career and Non-Career Service) of the Iriga City Water District (effective May 2004 with CSC Approved Amendment).

IV. DEFINITION OF TERMS

- **Agency**–Iriga City Water District
- **Award**–recognition which may be monetary or non-monetary conferred on individual or group of individuals for ideas, suggestions, inventions, discoveries, superior accomplishments, exemplary behavior, heroic deeds, extraordinary acts or service in the public interest which contribute to the efficiency, economy, improvement in government operations which lead to organizational productivity.
- **Career**–positions in the Civil Service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.
- **Committee**–The PRAISE Committee
- **Contribution**–any input which can be in the form of an idea, invention, or performance.
- **Discovery**–is the uncovering of something previously existing but found or learned for the first time which will improve public service delivery.
- **District**–Iriga City Water District
- **Idea Type Contribution**–refers to an idea, a suggestion, or discovery for improvement to effect economy in operation, to increase production and improve working conditions.
- **Incentive**–monetary or non-monetary motivation or privilege given to an official or employee for contributions, suggestions, inventions, ideas, satisfactory accomplishment or demonstration of

exemplary behavior based on agreed performance standards and norms of behavior.

- **Invention**-the creation of something previously non-existent which will benefit the government.
- **Non-Career**-positions expressly declared by law to be in the non-career service, or those whose entrance in the service is characterized by (1) entrance on bases other than those of the usual tests of merit and fitness for the career service and (2) tenure which is limited to the duration of a particular project for which purpose of employment was made.
- **Officials**-refer to the General Manager, Division Managers and other positions with supervisory functions. (effective May 2004 with CSC approved amendment)
- **Performance Type Contribution** - refers to performance of an extraordinary act or service in the public interest in connection with, or related to one's official employment; or outstanding community service or heroic acts in the public interest; or sustained work performance for a minimum period of one (1) year which is over and above the normal requirement of the individual or group.
- **PRAISE**-Program on Awards and Incentives for Service Excellence.
- **Suggestion**-idea or proposal which improves work performance, systems and procedures and economy in operations that will benefit the government.
- **System**-the ICWD awards and incentives program for officials and employees.

V. TYPES OF AWARDS

5.1 National Awards

The Iriga City Water District shall participate in the search for deserving employees who may be included in the screening of candidates for awards given by other government agencies, private entities, NGO's and other award giving bodies at the:

- 5.1.1 Presidential or Lingkod Bayan Award-conferred on an individual for consistent, dedicated performance exemplifying the best in any profession or occupation resulting in the successful implementation of an idea or performance, which is of significant effect to the public or principally affects national interest, security and patrimony.
- 5.1.2 Outstanding Public Official/Employee or Dangal ng Bayan Award-granted to any public official or employee in government who has demonstrated exemplary service and conduct on the basis of his or her observance of one or more of the eight (8) norms of behavior described under Republic Act |No. 6713 or the Code of Conduct and Ethical Standards for Government Officials and Employees.
- 5.1.3 Civil Service Commission or the PAGASA AWARD-conferred on a group of individuals or team who has demonstrated outstanding teamwork and cooperation, which resulted in the successful achievement of its goal or has greatly improved public service delivery, economy in operation,

improved working conditions or otherwise benefited the government in many other ways.

- 5.1.4 GOCC Award or the Kapwa Award-conferred on an individual or group of individuals or team in recognition of his/her contributions from an idea or performance resulting to direct benefits to the ICWD. Nominations for this category need not be submitted to the CSCROV for screening & evaluation. The PRAISE Committee shall evaluate the nominations & recommends to the General Manager the most qualified nominee/s.
- 5.1.5 Other Awards-given by other government agencies, private institutions or NGO's to an individual or team for contributions of an idea or performance that directly benefited the government.

5.2 Agency Level Awards

The agency shall develop and initiate the search for deserving employees who may be included in the screening of candidates for awards to be given such as:

- 5.2.1 Best Employee Award-granted to an individual or individuals who excelled among peers in a functional group, or profession. A cash award of not less than the amount provided under relevant existing laws shall be given to outstanding employees plus a Certificate of Recognition or other forms

- of incentives as the committee may decide, e.g., Best Division Chief, Best Secretary, best Driver, Best Utility Worker and other similar awards.
- 5.2.2 Gantimpala Agad Award-given outright to employees commended by clients for their courtesy, promptness, efficiency, and dedication to duty.
 - 5.2.3 Exemplary Behavior Award-an award given based on the eight (8) norms of conduct as provided under RA 6713 (Code of conduct and Ethical Standards). The awardee shall be automatically nominated by the ICWD-PRAISE Committee to the Dangal ng Bayan Award.
 - 5.2.4 Best Organizational Unit Award-granted to the top organizational unit which may be a section, division, or office on the basis of meeting the organization's performance targets and other pre-determined criteria.
 - 5.2.5 Cost Economy Measures Award-granted to an employee or team whose contributions such as ideas, suggestions, inventions, discoveries or performance of functions resulted in savings in terms of manhours and cost or otherwise benefited the agency and government as a whole. The monetary award shall not exceed 20% of the monetary savings generated from the contribution.
 - 5.2.6 Service Award-conferred on retirees whether under optional or compulsory

retirement schemes held during a fitting ceremony on or before their retirement.

5.2.7 Such other awards the ICWD or PRAISE Committee may decide to give.

VI. TYPES AND FORMS OF INCENTIVES

The Iriga City Water District shall continuously search, screen and reward deserving officials and employees to motivate them to improve the quality of their performance and instill excellence in public service. As such, the following types of incentives but not limited to the following shall be awarded:

- 6.1 Performance Incentive-shall be given to an official or employee who has obtained an Outstanding or Very Satisfactory Rating in accordance with the approved Merit Promotion Plan and the Performance Evaluation System of the ICWD for the last two (2) succeeding rating periods. The incentive shall be in the form of step increments in accordance with the following:
 - a. Outstanding performance for two (2) consecutive rating periods shall be given two (2) step increments.
 - b. Very Satisfactory performance for two (2) consecutive rating periods shall be given a one (1) step increment.

These step increments shall be based from the prevailing existing law, rules and regulations and shall take effect following the end of the second rating period. Provided however, that the total number of recipients in any calendar year shall

not be more than 10% of the total number actually employed in the district. Of this, the total number of recipients of two step increments shall not exceed 3%.

- 6.2 Length of Service Incentive-shall be given to an official or employee who has rendered at least three (3) years of service and every three years thereafter for continuous satisfactory service in the same position. The cash award shall be incorporated in the salary adjustments following the CSC-DBM Joint Circular No. 1, S. 1990, provided, the grant of step increment shall not exceed the maximum.
- 6.3 Productivity Incentive-given to all employees who have performed satisfactorily for the year covered in accordance with the agency's CSC-approved PES. This incentive shall follow relevant existing guidelines.
- 6.4 Career and Self-Development Incentive-granted in recognition to an individual who has satisfactorily completed a course or degree within
or outside the country at one's own expense. A plaque of recognition may be given during the district's anniversary celebration.
- 6.5 Loyalty Incentive-granted to an official or employee who has completed at least ten (10) years of continuous satisfactory service in the ICWD. This award shall consist of cash bonus plus loyalty pin, 14K ring or wristwatch with ICWD emblem differentiated as follows:

First ten (10) years Gold Pin plus P500 per year
of
service

11 – 15 years	P1,000 per year of service
16 – 20 years	P1,000 per year of service
21 – 25 years	P1,500 per year of service
26 – 30 years	P1,500 per year of service
31 – 35 years	P2,000 per year of service
36 – 40 years	P2,000 per year of service

Thereafter, succeeding awards shall be given every five years and be awarded only in cash bonus equivalent to the five years additionally served. The 14k ring and the wristwatch shall be awarded only upon reaching the 15th and 25th year of service respectively.

6.6 Service Incentive-shall be given to an employee or official who has rendered an aggregate number of years of service enumerated herein:

Below 15 yrs of service	- 1 month salary per yr. of service
15 yrs & below 25 yrs	- 1½ half month salary per year
25 yrs & below 35 yrs	- 2 month salary per year
35 years & above	- 2½ month per year

Provided, the official or employee was not separated for cause. The manner of computation shall not be cumulative following the principle in paragraph 6.5 as underscored. However, a fraction of at least six (6) months shall be computed as one whole year.

6.7 **A Financial Assistance** equivalent to one month salary shall be given to officials and employees. Provided, the same shall be included in the district's annual budget and in accordance with existing MC's, rules & regulations as the case may be.

6.8 **A Efficiency Incentive Bonus** equivalent to Ten Thousand (P10, 000.00) Pesos shall be granted to all officials and employees of the district, regardless of salary. Provided, the following parameters are met, and shall be given only, during the first quarter of the succeeding year when said parameters shall have been determined.

- o *Collection Efficiency of at least 95% of the preceding year*
- o *Average of less than 25% of Non-Revenue Water*
- o *Fifteen (15%) Percent Net Income before tax on total operating revenues*
- o *Staff ratio of 1:120*
- o *Up-to-date debt service payment*
- o *Strict compliance of the above conditions*

VII. OTHER INCENTIVES

7.1 **An Economic Relief Assistance** in the amount of Seven Thousand (P7, 000.00) Pesos per year shall be granted to officials and employees with permanent status regardless of salary. Employees who have rendered less than one (1) year but not less than four (4) months of service be entitled to an amount proportionate to the total number of months of continuous service.

7.2 **Medical and Dental Assistance** shall be granted to officials and employees in the amount not exceeding Five Thousand (P5, 000.00) Pesos per year reimbursable upon presentation of a

- receipt in accordance with CSC MC No. 17, S. 1989, or the prevailing law, rules and regulations.
- 7.3 **A Grocery Allowance** shall be granted to each official and employee in the amount of Seven Hundred Fifty (P750.00) Pesos per month which shall be taken from the yearly budget appropriation effective August 2004 (with CSC approved amendment).
 - 7.4 **A Monthly Rice Allowance** shall be given to officials and employees in the amount equivalent but not to exceed an average of One Thousand Pesos per month for one year.
 - 7.5 **Compensatory Time-Off** shall be granted to an employee who has worked beyond his regular office hours without overtime pay.
 - 7.6 **Flexiplace**-a work arrangement allowed for qualified employee/s who has demonstrated responsibility, initiative, and capacity to produce output/result accomplished outside of the workplace subject to established guidelines.
 - 7.7 **Salu-salo Together** – A meal hosted by the supervisor/s for employees in their division/department who have made significant contributions.
 - 7.8 **Personal Growth Opportunities** – Incentives in the form of attendance in conferences on official business, membership in professional or civic organizations, books, journals, tapes and the like, travel packages and other learning opportunities shall be granted to employees who have given significant contributions in line with their job accomplishments.
 - 7.9 **Gratuities** – in the form of merchandise, computers, cellular phones, reserved parking space, recognition posted at the Wall of Fame, feature in Agency Publication, and others shall be given to employees in accordance with their

degree of accomplishment or contribution to the agency.

VIII. PRAISE COMMITTEE

8.1 Composition

The PRAISE Committee in the ICWD without prejudice to future changes in its composition shall be comprised of the following:

- o The General Manager or his Authorized Representative
- o The Head of the Financial Division or Unit or Equivalent
- o The Head of the Planning Division or Unit or Equivalent
- o The HRMO or Officer-in-Charge of Personnel
- o Two (2) Representatives of the Career Rank-and-File Employees representing levels I & II, who shall serve for two (2) years, chosen through a General Assembly or, any mode of selection applicable, or designated by the registered union, if any.

8.2 Duties and Responsibilities

The PRAISE Committee shall be responsible for the development, administration, monitoring and evaluation of the awards and incentives system of the district. As such, the committee shall meet periodically to perform the following tasks:

- 8.2.1 Establish a system of incentives and awards to recognize and motivate

- employees for their performance and conduct;
- 8.2.2 Formulate, adopt and amend internal rules, policies and procedures to govern the conduct of its activities which shall include the guidelines in evaluation the nominees and the mechanism for recognizing the awardees;
 - 8.2.3 Monitor implementation of approved suggestions and ideas through feedbacks and reports;
 - 8.2.4 Prepare plans, identify resources and propose budget for the system on an annual basis;
 - 8.2.5 Develop, produce, distribute a System Policy Manual and orient the employees on the same;
 - 8.2.6 Document best practices, innovative ideas and success stories which will serve as promotional materials to sustain interest and enthusiasm;
 - 8.2.7 Submit an annual report on the awards and incentives system to the CSCROV on or before the thirtieth (30th) day of January;
 - 8.2.8 Monitor and evaluate the System's implementation every year and make essential improvements to ensure its suitability to the agency, and;
 - 8.2.9 Address issues relative to awards and incentives within fifteen (15) days from the date of submission.

To implement the System effectively, the PRAISE Committee members are expected to possess positive attitude, be capable of

implementing submitted ideas, open-minded, decisive, have high tolerance for stress or pressure, and actively participate in all committee meetings.

The Chairperson shall be responsible for overseeing the system's operations and the Human Resource Management Unit or its equivalent shall serve as the System's Secretariat.

The District may, however, employ an external or independent body to assist the PRAISE Committee to judiciously and objectively implement the system of awards and incentives.

IX. FUNDING

The Iriga City Water District in coordination with the PRAISE Committee shall allocate sufficient funds for the PRAISE and incorporate the same in the Annual Work and Financial Plan and Budget.

X. EFFECTIVITY

The Iriga City Water District PRAISE shall become effective immediately after final evaluation and approval by the Civil Service Commission Regional Office V. Subsequent amendments shall likewise become effective immediately after its evaluation and approval.

XI. COMMITMENT

I hereby commit to implement and abide by the provisions of this ICWD-PRAISE which shall be the basis for the grant of awards and incentives to officials and employees of the ICWD.

SUPPLEMENTAL GUIDELINE

In line with the ICWD-PRAISE, following shall be adopted for STRICT implementation as Supplemental Guideline for the grant of Awards and Incentives to officials and employees.

1. The PRAISE Committee with the concurrence of all its members shall have the sole authority to nominate, grant awards and incentives to qualified officials and employees.
2. The grant of national awards shall be governed by the criteria being followed by the CSC or other award governing bodies concerned.
3. The grant of the performance incentive shall be governed by the rules stipulated in paragraph 6.1 of the ICWD-PRAISE.
4. Length of Service Incentive shall be governed by the CSC-DBM Joint Circular No. 1, S. 1990 or its existing equivalent prevailing law, rules and regulations.
5. The Productivity Incentive Bonus shall be granted only to those officials and employees who have adhered and submitted their PES in accordance with Office Order No. 23-01. Likewise, the following shall be instituted:
 - 5.1 A RANKING SYSTEM for giving the PIB be adopted including the amount to be granted to each official and employee.
 - 5.2 The PIB be granted only to those officials and employees with a performance rating of at least SATISFACTORY.

5.3 A penalty of REPRIMAND and above during the preceeding year where the PIB will be granted shall automatically disqualify the individual to receive the PIB.

6. To be entitled to the Career and Self-Development Incentive, the following criteria shall be the basis:

The course that was taken shall have been completed after the employee was hired;

The course completed is his/her second course and taken at one's own expense.

7. The criteria for the grant of the Loyalty Incentive shall be the following:

The official/employee must have completed ten (10) years of continuous (uninterrupted) satisfactory service.

He/she must not have received a rating below Satisfactory for that 10 year period.

He/she must not have been penalized administratively for that 10 year period.

The Certificate of Award shall indicate the ten year period at which the individual was entitled to receive regardless of his/her date of employment.

Paragraph 6.5 of the PRAISE shall be the basis for computation for the grant of loyalty incentive regardless of the years of service rendered by the employee.

8. The aggregate total of years of service shall be the basis for giving out the Service Incentive. The emphasis shall be, that when SEPARATED FOR CAUSE,

NO SEVERANCE PAY nor service incentive shall be given away.

9. Financial Assistance shall be granted as governed by existing law, MC's rules and regulations.
10. The Efficiency Incentive Bonus shall be granted ONLY when the parameters enumerated in paragraph 6.9 and its subsequent amendments, if any, are met.
11. The Economic Relief Assistance shall entitle all officials and employees regardless of salary.
12. Medical and Dental Assistance is a supplemental health program for officials and employees.
13. The Monthly Rice Allowance is a necessary supplemental aid to officials and employees.
14. Compensatory Time-Off may be applied to OFFSET the number of hours or day that an employee had spent without being paid overtime pay. However, the same shall not apply to tardiness an employee had committed in coming late for office.
15. A flexiplace arrangement may be applied if the ICWD adopts the flexitime with CORE HOURS being observed.
16. A Salu-salo together may be initiated by a Supervisor/Division Chief for employees who had given significant contribution to the district. The PRAISE Committee at its discretion may recommend the incentive if the recommendation of the supervisor/division head is deemed meritorious.

17. For Personal Growth Opportunities and Gratuities, the following qualifications should be met:

The incentive shall be appropriate to the position held.

Availability of the fund in the budget.

Evaluation and Favorable Recommendation from the PRAISE Committee.

The PRAISE committee is hereby given the discretion to grant the above but in no case the fund intended for the incentives adversely affect the financial viability of the ICWD.

The PRAISE Committee shall issue a certification on the evaluation conducted including all data/documents necessary and subsequent confirmation on the type and form of award to be granted to an official or employee.

The PRAISE Committee are committed to uphold the above provisions of the supplemental guideline set forth for the implementation of the ICWD PRAISE.