



MEMORANDUM

TO: ALL ERC OFFICIALS AND EMPLOYEES

**COPY: Comm. ALFREDO J. NON
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FROM: JOSE VICENTE B. SALAZAR
Chairman and CEO

**SUBJECT: FY 2016 PERFORMANCE-BASED BONUS
(PBB) CRITERIA FOR RANKING THE
DELIVERY UNITS**

DATE: 28 February 2017

Pursuant to Memorandum Circular No. 2016-2 – “*Guidelines on the Identification and Determination of Delivery Units Relative to the Grant of the PBB for FY 2016*”, hereunder are the identified ERC Delivery Units (DUs):

1. Office of the Commission Chairman/Members and Office of the Executive Director (OCCM/OED);
2. Consumer Affairs Service (CAS);
3. Market Operations Service (MOS);
4. Financial and Administrative Service (FAS);
5. Legal Service (LS);
6. Regulatory Operations Service (ROS);
7. Office of the General Counsel and Secretariat (OGCS); and
8. Planning and Information Service (PIS).

As a result of the meeting on the discussion and finalization of the Criteria for the Ranking of DUs for the FY 2016 PBB held last 20 December 2016 and 9 January 2017 at the 16th Floor ERC Board Room, the agreed criteria are as follows:



CRITERIA	RATING
Strategic Performance and Management System (SPMS)	80%
Contribution to ad hoc/ special tasks/ assignments <i>(Not included in the SPMS targets. If not applicable for Services/Division/Field Offices, SPMS criteria will be 95%)</i>	15%
Accomplishment Relative to the Utilization of Assigned Information System <i>[Measures how well each Delivery Unit accomplishes the tasks assigned on a regular and timely basis]</i>	5%
TOTAL	100%

A. Strategic Performance and Management System (SPMS)

Each DU is required to submit its Office Performance Commitment and Review (OPCR) Form (OCCM/OED) and Service Commitment and Review (SPCR) Form (Services) for review and evaluation. The total Final Average Rating for the 1st and 2nd Semester of 2016 will be considered and will comprise 80% of DU's rating for the PBB.

B. Contribution to ad hoc/special tasks/assignments

Employees under a DU who performs ad hoc functions shall be rated both in his/her regular functions (as indicated in the SPMS) and ad hoc/special tasks/other assignments. The rating scale to be used for employees with ad hoc functions is attached as **Annex A**. The average rating of employees with ad hoc function will comprise 15% of the DU's rating for the PBB.

C. Accomplishment Relative to the Utilization of Assigned Information System (IS)

Utilization of all assigned IS per DU shall be assessed accordingly by the Management Information Systems Division (MISD). The utilization rating will comprise 5% of the DU's rating for the PBB.



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Using the rating from the abovementioned criteria, each DU shall be ranked alongside with the other DUs based on the following distribution:

Best Delivery Unit	Top 10% of DUs
Better Delivery Unit	Next 25% of DUs
Good Delivery Unit	Remaining 65% of DUs

For your reference and guidance. Thank you.


JOSE VICENTE B. SALAZAR
myd Chairman and CEO



Criteria for Contribution to ad hoc/ special tasks/ assignments

A. Quality of work

Description	Rating
1. No mistakes or deficiency; every aspect of work assignment well-covered, clearly presented, and well-organized.	5
2. One or two minor errors or deficiencies; work in accordance with instructions, clearly present; well organized.	4
3. More than two minor errors or deficiencies; partial minor revision needed.	3
4. One or two major errors or deficiencies; partial minor revision needed.	2
5. Work not acceptable; needs total revision.	1

B. Courtesy

Description	Rating
1. Always makes people comfortable and satisfied even under pressure and occupied with work.	5
2. Usually goes out of the way even when occupied with work in giving assistance to the public.	4
3. Normally goes out of the way to assist the public.	3
4. Occasionally assists the public. At times, discourteous. Shows lack of patience in dealing with the public.	2
5. Most of the time discourteous. Regularly complained about due to inconsiderate attitude.	1

C. Initiative

Description	Rating
1. Introduces ideas and projects with originality and without supervision.	5
2. Starts action and undertakes projects under minimal supervision.	4
3. Starts action to meet goals with regular supervision and assistance/support.	3
4. Lacks personal drive to start any project or complete assigned tasks.	2
5. Refuses to perform assigned task despite assistance and very close supervision.	1

D. Innovativeness

Description	Rating
1. Always apply better solutions to meet assigned tasks.	5
2. Most of the time applies better solutions to meet assigned tasks.	4
3. Averagely shows ingenuity in performing assigned tasks.	3
4. Achieved only limited improvement over time.	2
5. Lacks clear sense of direction.	1

E. Attitude

Description	Rating
1. Shows very good communication and support to colleagues. Very responsive to colleagues and clients' needs. Always goes above and beyond in performing tasks and satisfying clients.	5
2. Usually accommodating. Can be relied on to perform assigned tasks and deal with clients. Generally responsive to colleagues and clients' needs.	4
3. Normally shows positive outlook in accomplishing tasks.	3
4. Has some difficulty in working with the team. Rarely receives positive feedback from colleagues and clients.	2
5. Demonstrates behaviors that derail teamwork. Spreads negativity amongst colleagues and working environment. Shows lack of support towards colleagues.	1