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**INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF  
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS**  
(Administrative Order No. 25 S. 2011)

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October 6, 2021

**SEVILLO D. DAVID JR.**

Executive Director

National Water Resources Board (NWRB)

8th Flr. NIA Bldg. EDSA, Quezon City

ATTENTION: Ms. Eloisa L. Legaspi  
Chief Administrative Officer  
PBB Focal Person

Dear Executive Director David:

We are pleased to inform you that the **National Water Resources Board (NWRB)** is **ELIGIBLE** for the grant of Performance-Based Bonus (PBB) for Fiscal Year 2019. However, considering that the NWRB failed to meet the **Undertaking of Early Procurement for at least 50% of goods and services** due to **controllable factors**, the unit/person(s) responsible for the non-compliance with the **Undertaking of Early Procurement for at least 50% of goods and services** requirement should be **isolated** and **excluded** from the FY 2019 PBB ranking. The summary of the final IATF assessment result is attached.

More than the incentive, we hope that the PBB has significantly contributed to your agency's organizational and employee performance, leading to concrete and visible improvements in delivering goods and services to the public.

May we remind your office to publish the agency **FY 2019 Agency Scorecard** on your website or official publication to complete the PBB process. Kindly coordinate with the AO25 Technical Secretariat for the finalization of the said report cards.

We understand that the COVID-19 pandemic is a huge challenge to all of us. Most government agencies, state universities, and colleges played catch-up to prevent the virus's exponential spread. Despite the situation, we encouraged agencies to continue their efforts in maximizing the agency's digital capabilities, develop online systems, and/or transform its critical services from manual to contactless transactions for faster and more efficient public service delivery.



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Again, we commend the NWRB management and staff and wish you are all safe.

Thank you very much for your usual support.

Sincerely yours,

**KIM ROBERT C. DE LEON**

Undersecretary, DBM

Chairperson, AO25 IATF and AO25 Technical Working Group



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<b>National Water Resources Board (NWRB)</b>	
<b>Eligibility Requirements</b>	<b>Final Assessment</b>
<b>2019 Good Governance Conditions</b>	
1. Transparency Seal	<ul style="list-style-type: none"><li>• Compliant</li></ul>
2. PhilGEPS Posting	<ul style="list-style-type: none"><li>• Compliant</li></ul>
<b>2019 Physical Target</b>	
3. Streamlining and Process Improvement of Agency Services	<p>Met the streamlining and process improvement requirement for FY 2019 PBB.</p> <ul style="list-style-type: none"><li>• The NWRB reported streamlining efforts for thirteen (13) services out of the eighteen (18) critical services declared in its Citizen's Charter. The NWRB explained that the agency updated its Citizen's Charter and streamlined services, particularly the Issuance of Conditional Water Permit and the Issuance of Statements of Account. The NWRB further explained that in the previous Citizen's Charter, the sub-items are not separate services but were highlighted to communicate to the concerned applicant/client the differences in the requirements and steps. The AO25 Composite Team remarked that the NWRB should look at the end-to-end process of the government service as a continuous process.</li><li>• The AO25 Composite Team only considered nine (9) critical services covering all Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions dealing with external clients.<ol style="list-style-type: none"><li>1. Issuance of Conditional Water Permit</li><li>2. Issuance of Certificate of Public Convenience</li><li>3. Issuance of Permit to Drill for Observation/Monitoring Wells</li><li>4. Registration of Water Use for Domestic</li><li>5. Issuance of NWRB Indorsement as Requirement for Registration with SEC</li></ol></li></ul>



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<b>National Water Resources Board (NWRB)</b>	
<b>Eligibility Requirements</b>	<b>Final Assessment</b>
	<p>6. Issuance of Certificate of Water Availability</p> <p>7. Issuance of NWRB Certification for PEZA Registration</p> <p>8. Application/Renewal of Registration of Well Driller</p> <p>9. Issuance of Groundwater Table Depth for Memorial Park</p> <ul style="list-style-type: none"> <li>• The NWRB is encouraged to periodically update its Citizen’s Charter to reflect necessary revisions and changes in the process. This will help maintain and improve the agency’s services and effectively perform its mandates.</li> <li>• The NWRB received Satisfied to Very Satisfied ratings from clients who availed of its services. The NWRB is encouraged to observe the procedures in conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to the updated Annex 4 of MC 2020-1.</li> <li>• The NWRB is encouraged to continue its digitization initiatives, such as its Water Permit Management Information System (WPMIS), which automates water permit filing, screening, and processing of water permit applications. The NWRB is further encouraged to develop online systems and transform its critical services from manual to contactless transactions for faster and more efficient public service delivery.</li> </ul>
<b>2019 STO and GASS Requirements</b>	
4. QMS Requirement	• Compliant
5. Submission of FY 2019 APP non-CSE	• Compliant
6. Posting of Indicative FY 2020 APP non-CSE	• Compliant
7. Submission of FY 2020 APP-CSE	• Compliant



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<b>National Water Resources Board (NWRB)</b>	
<b>Eligibility Requirements</b>	<b>Final Assessment</b>
8. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> <li>• Non-compliant</li> </ul>
9. Submission of FY 2018 APCPI	<ul style="list-style-type: none"> <li>• Compliant</li> </ul>
10. Submission of Financial Reports	<ul style="list-style-type: none"> <li>• Compliant</li> </ul>
11. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> <li>• Compliant</li> </ul>
12. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> <li>• <b>Did not meet</b> the 100% targets for <b>Obligations and Disbursements BUR</b> under GASS. Actual accomplishments were <b>83.28%</b> and <b>87.98%</b>, respectively.</li> <li>• The DBM BMB-E considered the justifications provided by the NWRB for not meeting its <b>Obligations and Disbursements BUR</b> targets to be due to <b>uncontrollable factors</b> based on the DBM BMB-E report dated 9/22/2020.</li> </ul>
<b>2019 Other Cross-Cutting Requirements</b>	
13. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> <li>• Compliant</li> </ul>
14. FOI Compliance	<ul style="list-style-type: none"> <li>• Compliant</li> </ul>
15. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> <li>• Compliant</li> </ul>
<b>OVERALL ASSESSMENT</b>	<ul style="list-style-type: none"> <li>• Based on the results of validation, the NWRB is <b>eligible</b> for the grant of FY 2019 PBB. However, the unit/person(s) responsible for the non-compliance with the <b>Undertaking of Early Procurement for at least 50% of goods and services</b> requirement should be <b>isolated</b> and <b>excluded</b> from the FY 2019 PBB ranking.</li> </ul>