

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
 FY 2018

LWD NAME:

MONCADA WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)	FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2018 Budget:						
PI 1 (Quantity) access to potable water	Percentage of households with access to potable water against the total number of households within the coverage of the LWD 6,870/11.558 58.13%	6,990/11.558 61%	MWD/Commercial and Technical Sections	7,338/11.558 64%	100%	expansion of service area
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water 100% active service connections receiving 24/7 supply of water	100% active service connections receiving 24/7 supply of water	MWD/ Technical Section	100% active service connections receiving 24/7 supply of water	100%	proper monitoring of water supply pressure
PI 3 (Timeliness) Adequacy (should not be less than 1.2:1)	Source of Capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below: <u>Rated Capacity of Sources(cu.m/yr)</u> Demand(cu.m/yr) Demand = No. of Active Connections x 5 (average household size) x 100-130 (Liters per capita per day) x 365 days x 1L/1000	1.18:1	1.5:1 MWD/Technical Section	1.7:1	100%	proper maintenance of eight (8) pumping stations and four (4) overhead tanks
B. Water Distribution Service Management						
2018 Budget:						
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	20%	20%	MWD/Commercial/Technical Sections	17.50%	111.00% constant monitoring of meters

(Quality) Potability	Daily chlorine residual requirement should be at least 0.3ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm.	0.30ppm	0.30ppm	MWD/ Technical Section	0.30ppm	100%	monthly monitoring of chlorine residuals
----------------------	--	---------	---------	------------------------	---------	------	--

MFOs AND PERFORMANCE INDICATORS (1)		FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 3 (Timeliness) Adequacy/reability of service	Average response time to restore service (major and minor repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of the WD	30 minutes response time to restore water service and one (1) hour response time for leakages	30 minutes response time to restore water service and one (1) hour response time for leakages	MWD/ Technical	30 minutes response time to restore water service and one (1) hour response time forleakages	100%	seven (7) out of eight (8) pumping stations are equipped with available stand-by generator sets

C. Support to Operation (STO)

2018 Budget:							
PI1 Staff Productivity Index	Categories A, B, C = 1 staff for every one hundred twenty(120) service connections. Category D = 1 staff for every one hundred (100) service connections.	326:1	326:1	MWD/ Administrative	333:1	102%	job order employees were hired to augment permanent employees
PI 2 Affordability	LWUA approved water rates	minimum charge: P185.00	minimum charge: P185.00	MWD/ Administrative/ Commercial	minimum charge: P185.00	100%	no increase inwater rates
PI 3 Customer Satisfaction	¹ 1. Ease of Doing Business - compliance to CSC Memo No. 14-2016.		shortened time in applying for new service connection		shortened time in applying for new service connection		

	<p>2. Percentage of Customer Complaints acted upon against received complaints</p> <ul style="list-style-type: none"> *Complaints through hotline #8888 acted upon within 72 hours. *Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances. 	100% total complaints received acted upon	MWD/ Administrative/ Commercial/ Technical Sections	100% total complaints received acted upon	100%	immediate repair/ maintenance work within an hour upon acceptance of reports
--	---	---	--	---	------	--

*Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016


MFOs AND PERFORMANCE INDICATORS (1)	FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)	
D. General Administration and Support Services (GASS)							
2018 Budget:							
<p>P-1: Financial Viability and Sustainability</p>	<ul style="list-style-type: none"> *Collection efficiency \geq 90%; *Positive Net Balance in the Average Net Income for twelve (12) months; *Current Ratio \geq 1.5:1 	<p>90% Positive Net Balance 5.41:1</p>	<p>90% Positive Net Income for 12 Months 5.41:1</p>	MWD	<p>90.43% Positive Net Income 657,724.06 6.02:1</p>	<p>100% 100% 100%</p>	strict implementation of disconnection policy
<p>a. Compliance with COA reporting requirements</p>	<p>In accordance with the prescribed content and period of submission (Submission of five financial reports, i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance)</p>	100% Compliant with COA reporting requirements	30% of COA findings will be implemented	Accounting	<p>100% of COA findings were implemented 7 COA findings 7 COA implemented</p>	100%	on time submission prior to deadline
<p>b. Compliance with LWUA reporting requirements in accordance to content and period submission</p>	<p>b. Compliance with LWUA reporting requirements in accordance to content and period of submission i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine residual report, Approved WD budget w/ Annual Procurement Plan, Annual Report</p>	100% Compliant with LWUA reporting requirements	100% Compliant with LWUA reporting requirements	Accounting	100% Compliant with LWUA reporting requirements	100%	on time submission prior to deadline

²Average Positive Net Income - EO 181-2015; LWUA MC 007-15; DBM-BC #007-2016

MFOs AND PERFORMANCE INDICATORS (1)	FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)	
PI 3 Compliance to COA AOM	³ Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018.	100% fully implemented	100% fully implemented	Accounting	100% fully implemented	100%	strict monitoring of COA AOM
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%.	92%	92%	MWD/ Administrative/ Accounting	115%	125%	proper disbursement of funds

³ Management Report (signed by GM) on resolved COA Findings

Prepared by:


LETICIA D. SACALAMITAO
PBB Focal Person

Approved by:


Engr. ROGELIO B. MINA, JR.
General Manager

FORM A - 1
DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
2018

LWD: **MONCADA WATER DISTRICT**

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	Performance Indicator 3	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	REMARKS
A. WATER FACILITY SERVICE MANAGEMENT										
(QUANTITY) ACCESS TO POTABLE WATER Percentage of households with access to potable water against the total number of household within the coverage of the LWD		6,990 / 11,558 61%	7,338 / 11,558 64%	(QUALITY) RELIABILITY OF SERVICES Percentage of households connections receiving 24/7 supply of water	100% of active service connections receiving 24/7 supply of water	100% of active service connections receiving 24/7 supply of water	(TIMELINESS) ADEQUACY Source Capacity of WD to meet demands for 24/7 supply	1.5:1	1.7:1	PI 1: expansion of service are PI 2: proper monitoring of water supply pressure PI 3: proper maintenance of 8 pumping stations and 4 overhead tanks

FORM A - 1
DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
2018

LWD: **MONCADA WATER DISTRICT**

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	Performance Indicator 3	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	REMARKS
---	-------------------------	--	--	-------------------------	--	--	-------------------------	--	--	---------

B. WATER DISTRIBUTION SERVICE MANAGEMENT

	<p>(Quantity) NRW</p> <p>NRW should be < 30%</p> <p>Percentage of unbilled water to water production</p>	20%	17.5%	<p>(Quality) Potability</p> <p>* Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point</p> <p>* Chlorine dioxide residual requirement should be at least .2ppm</p>	0.30ppm	0.30ppm	<p>(Timeliness) Adequacy/ Reliability of Service</p> <p>Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility break-down as reflected in the CSC-approved Citizen's Charter of WD</p>	30 minutes	30 minutes	<p>response time to restore water service and one hour response time for leakages</p> <p>restoration time to restore water service and one hour response time for leakages</p>	<p>PI 1: constant monitoring of meters</p> <p>PI 2: monthly monitoring of chlorine residuals</p> <p>PI 3: 7 out of 8 pumping stations are equipped with available stand-by generator sets</p>
--	---	-----	-------	---	---------	---------	--	------------	------------	--	--

FORM A - 1

DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
2018

LWD: **MONCADA WATER DISTRICT**

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	Performance Indicator 3	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	REMARKS
C. SUPPORT TO OPERATION (STO)										
Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1: 100		326:1	333:1	Affordability Must be LWUA-approved water rate	5% average income of LIG : P600.00 minimum charge: P185.00 (no increase in water rates)	5% average income of LIG : P600.00 minimum charge: P185.00 (no increase in water rates)	Customer Satisfaction Ease of Doing Business - Compliance to CSC 14 -2019 Customer Complaints acted upon against received complaints	shortened time in applying for new service connection 100% total complaints received acted upon	from a 10-minute duration time down to 5-minute duration time 383 total complaints received 383 total complaints acted upon 100% complaints received acted upon	PI 1: job order employees were hired to augment permanent employees PI 2: no increase in water rates PI 3: immediate repair/ maintenance works within an hour upon acceptance of reports

FORM A - 1
 DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
 2018

LWD: **MONCADA WATER DISTRICT**

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	Performance Indicator 3	FY 2018 Target for Performance Indicator 1	FY 2018 Accomplishment for Performance Indicator 1	REMARKS
D. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)										
Financial Viability and Sustainability				Compliance to COA reporting requirements	30% of COA findings were implemented	100% of COA findings were implemented	Budget Utilization Rate (BUR)	85%	93%	PI 1: strict implementation of disconnection policy PI 2: on time submission prior to deadline PI 3: proper disbursement of budget
Collection Efficiency > 90%	90%	90.13%				7 COA findings implemented	Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%	2018 Budget Allocation: P20,432,576.48		
Positive Net Income Balance	Positive Net balance in the Average Net Income for 12 months	<u>Positive Net Balance</u> = P657,724.06	Compliance to LWUA reporting requirements	100% compliant to LWUA reporting requirements	100% compliant to LWUA reporting requirements		Actual Disbursement on CAPEX P19,165,919.15			
Current Ratio > 1.5:1	5.41:1	7.10:1								

Prepared by:

LETICIA D. SACALAMITAO
 PBB Focal Person

Approved by:

Engr. ROGELIO B. MINA, JR.
 General Manager