

**FORM A**  
**PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT**  
**FY 2018**

LWD NAME: **BALIWAG 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)
<b>A. Water Facility Service Management</b>						
<b>2018 Budget:</b>						
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	100%  Total Households 30,843 Total Household w/access 30,843	100%  Total Households 31,482 Total Household w/access 31,482	Engineering Department	100%  Total Households 31,621 Total Household w/access 31,621	100%
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	100%	100%	Water Production Division	100%	100%
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	2017 Rated Capacity 23,670 m <sup>3</sup> /day Water Demand: 18,597.76	2018 Rated Capacity 305 Cubic meter/year 9,486,720 Water demand: 6,692,636.35 1.41	Water Production Division	2018 Rated Capacity 319 Cubic meter/year 9,922,176 Water demand: 7,059,838.60 1.40	
<b>B. Water Distribution Service Management</b>						
<b>2018 Budget:</b>						
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	15.9% Billed 6,685,612 Production 7,954,145	15% Billed 6,919,612 Production 7,957,553	Water Production Division	14.2% Billed 7,059,234 Production 8,229,052	
PI 2 (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% 0.3mg/L	0% 0.2 to 0.4 mg/L	Water Production Division	0% 0.3 mg/L	

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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	8 Hrs. Minor Repair 8 Hrs. Major Repair 8 Hrs.	8 Hrs. Minor Repair 8 Hrs. Major Repair 8 Hrs.	Pipelines and Leakage Control Division	8 Hrs. Minor Repair 8 Hrs. Major Repair 8 Hrs.	100%	
Support to Operation (STO)							
<b>2018 Budget:</b>							
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.	245.37	Service Connection: 33,880 SPI for Category A: 120	Human Resource Department	Service Connection: 34,101 SPI for Category A: 120	284%	
PI 2 Affordability	LWUA approved water rates	Php200.00 LIG = Php11,387.00 5% LIG Php569.35	Php200.00 LIG = 11,914 5% LIG Php595.70	Commercial Services Department	Php200.00 LIG = 11,914 5% LIG Php595.70	100%	
PI 3 Customer Satisfaction	<sup>1</sup> 1. Ease of Doing Business - compliance to CSC Memo No. 14-2016.  2. Percentage of Customer Complaints acted upon against received complaints. •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.	Total No. of Complaints: 945 Total No. of Complaints Resolved: 945	Total No. of Complaints Resolved: 100%	Commercial Services Department	Total No. of Complaints: 586 Total No. of Complaints Resolved: 586	100%	

<sup>1</sup>Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016

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General Administration and Support Services (GASS)						
<b>2018 Budget:</b>						
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> <li>•Collection efficiency <math>\geq</math> 90%; <sup>2</sup>•Positive Net Balance in the Average Net Income for twelve (12) months;</li> <li>•Current Ratio <math>\geq</math> 1.5:1</li> </ul>	Collection Efficiency 95.80% Current Ratio: 2.25:1	Collection Efficiency 95% Current Ratio: 1.80	Financial Management Department	Collection Efficiency 95.84% Current Ratio: 1.82:1	100.88% 101.11%
PI 2 a) Compliance with COA reporting requirements  b) Compliance with LWUA reporting requirements in accordance to content and period submission	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)	Submission every 17th of the month: a. Balance Sheet b. Statement of Income and Expenses c. Statement of Government Equity d. Notes to Financial Statement	Submission of the ff. every 20th of the month: a. Balance Sheet b. Statement of Income and Expenses c. Statement of Government Equity c. Notes to Financial Statement d. Report on Ageing of Cash Advance	Accounting Department	Submission of the ff. every 17th of the month: a. Balance Sheet b. Statement of Income and Expenses c. Statement of Government Equity c. Notes to Financial Statement d. Report on Ageing of Cash Advance	
	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	Submission of the ff. every 17th of the ff. month: a. Monthly Data Sheet b. Balance Sheet c. Income Statement d. Cash Flow Statement e. Microbiological Chlorine Residual Report Approved WD budget for 2018 November 20, 2017	Submission of the ff. every 20th of the ff. month: a. Monthly Data Sheet b. Balance Sheet c. Income Statement d. Cash Flow Statement e. Microbiological Chlorine Residual Report Approved WD budget for 2019 November 30, 2018	Accounting Department	Submission of the ff. every 20th of the ff. month: a. Monthly Data Sheet b. Balance Sheet c. Income Statement d. Cash Flow Statement e. Microbiological Chlorine Residual Report Approved WD budget for 2019 October 20, 2018	

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

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PI 3 Compliance to COA AOM	<sup>3</sup> Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018	60% Compliance of the COA audit recommendations	30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018	Accounting Department	44% Compliance of the COA Audit recommendations	146.66%	
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%.	Approved Budget Utilization 19M	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%	Accounting Department	85.34%	100.4%	

<sup>3</sup> Management Report (signed by GM) on resolved COA Findings

Prepared by:



MA. TERESA F. RAMOS  
PBB Focal Person <sup>AMB</sup>

Approved by:



ARTEMIO F. BAYLOSIS  
General Manager <sup>AMB</sup>

BALIWAG WATER DISTRICT