

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2019

LWD NAME: **BALIWAG WATER DISTRICT**

MFOs AND PERFORMANCE INDICATORS (1)		FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2019 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	100% Total Households 34,101 Total Household w/access 34,101	100% Total Households 35,401 Total Household w/access 35,401	Engineering Department	100% Total Households 35,493 Total Household w/access 35,493	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	Rated Capacity 319 Cubic meter/year 9,922,176 Water demand: 7,059,838.60 1.40 : 1	Rated Capacity = 287,813 (319 x 90%) Cubic meter/year = 9,076,520.70 Water Demand = 7,563,767.25 (31,881 x 5 x 130 x 365/ 1000) 1.2 : 1	Water Production Division	Rated Capacity = 306.87 Cubic meter/year = 9,677,546.93 Water Demand = 7,397,692.25 (31,181 x 5 x 130 x 365/ 1000) 1.3 : 1	108.33%	
B. Water Distribution Service Management							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	14.2% Billed 7,059,234 Production 8,229,052	16.67% Billed 7,563,767.25 Production 9,076,520.70	Water Production Division	14.69% Billed 7,324,535 Production 8,586,651	112%	
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	0% 0.3mg/L	0% 0.3mg/L	Water Production Division	0% 0.3mg/L	100%	

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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.	Response time - Immediately upon receipt of reported leak Restoration of water service - average of 8 hrs	Pipelines and Leakage Control Division	Response time - Immediately upon receipt of reported leak Restoration of water service - average of 6 hrs	125%	
Support to Operation (STO)							
2019 Budget:							
PI 1 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. LWUA approved water rates	Service Connection: 34,101 SPI for Category A: 120	Service Connection: 35,401/143 SPI for Category A: 247:1	Human Resource Department	Service Connection: 35,493/143 SPI for Category A: 248:1	100.40%	
PI 2 Affordability		Php200.00 LIG = 11,914 5% LIG Php595.70	Php200.00 LIG = 12,466 5% LIG Php623.30	Commercial Services Department	Php200.00 LIG = 12,466 5% LIG Php623.30	100%	
PI 3 Customer Satisfaction	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: 586 Total No. of Complaints Resolved: 586	1. 100% compliance to CSC Memo No. 14- 2016 2. 100% of customer complaints received must be acted upon based on the existing state laws and regulations	Commercial Services Department	Total No. of Complaints: 585 Total No. of Complaints Resolved: 585	100%	

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

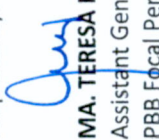
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General Administration and Support Services (GASS)						
2019 Budget:						
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> Collection efficiency $\geq 90\%$; ² Positive Net Balance in the Average Net Income for twelve (12) months; Current Ratio $\geq 1.5:1$ 	<ul style="list-style-type: none"> Collection Efficiency 97% Positive Net Income 11,024,815.66/12 Current Ratio 918,734.63 	Financial Management Department	<ul style="list-style-type: none"> Collection Efficiency 96.5% Positive Net Income 21,282,355.68/12 Current Ratio 1,773,529.64 	99.48% 193.04% 102.5%	
PI 2	a) Compliance with COA reporting requirements	Submission of the ff. every 20th of the month: a. Balance Sheet b. Statement of Income and Expenses	Accounting Department	Submission of the ff. every 20th of the month: a. Balance Sheet b. Statement of Income and Expenses	100%	
	b) Compliance with LWUA reporting requirements in accordance to content and period 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	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 2020 November 12, 2019	100%	
	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 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	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 2020 November 12, 2019	100%	

² 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	³ Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018	30% compliance of the COA Audit recommendations	Accounting Department	68% compliance of the COA Audit recommendations	226.66%	
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%.	not less than 85%	Accounting Department	87%	102.35%	

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

Prepared by:


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 PBB Focal Person

Approved by:


ARTEMIO F. BAYLOSIS
 General Manager

DZELINAG WATER DISTRICT