

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2018

LWD NAME: **BULAN 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							
2017 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	35%	35%	Commercial/ Technical	48% 4366/9116	137%	
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	100%	100%	Technical	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 1L/1000	1.11:1	1.25:1	Technical	1.38:1		
B. Water Distribution Service Management							
2017 Budget:							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	29%	29%	Technical	29%	100%	
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	0.3 ppm at the farthest point	0.3 ppm at the farthest point	Technical	0.3 ppm at the farthest point	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	For Minor Repairs-2hrs For Major Repairs - 8hrs	For Minor Repairs-2hrs For Major Repairs - 8hrs	Technical Division	For Minor Repairs-2hrs For Major Repairs - 8hrs	100%	
Support to Operation (STO)							
2017 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.	1:264	1:120	Administrative, Commercial & Technical	1:284		
PI 2 Affordability	LWUA approved water rates	Minimum Charge 130 As of December 2017		Commercial	Minimum Charge 182 As of December 2018 - Board Resolution No. 69 S. 2018 under LWUA		
PI 3 Customer Satisfaction	¹ 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.	1. EDB - Complied 100% >#8888 None - Not Applicatble >Complaints on the WD Customer Service -1736 Acted Upon 1736	1. EDB - Complied 100% >#8888 None - Not Applicatble >Complaints on the WD Customer Service - 1816 Accomplished - 1816	Commercial	1. EDB - Complied 100% >#8888 None - Not Applicatble >Complaints on the WD Customer Service 1816 Accomplished 1816	1. EDB - Complied 100% >#8888 None - Not Applicatble >Complaints on the WD Customer Service 100%	

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

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General Administration and Support Services (GASS)							
2017 Budget:							
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> Collection efficiency $\geq 90\%$; ²Positive Net Balance in the Average Net Income for twelve (12) months; Current Ratio $\geq 1.5:1$ 	Collection Efficiency - 99% Net Balance - 1,384,931.57 Current Ratio 2:1	Collection Efficiency - 94% Net Balance - 300,000.00 Current Ratio 2:1	Commercial/ Finance	Collection Efficiency - 94.46% Net Balance - 316,450.44 Current Ratio 17.07:1	Collection Efficiency - 100% Net Balance - 100% Current Ratio - 100%	
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)	100%	100%	Finance/ Commercial and Administrative	100%	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	100%	100%	Finance/ Commercial Administrative and Technical Division	100%	100%	

²Average 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	57%	57%	Commercial, Administrative, Technical	Not Yet Audited, On-going Process of Auditing		
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%. BUR = <u>Actual Disbursement on (MOOE-Personnel Services) + Actual Disbursement on CO + CO Obligated by Dec.31, 2018</u> Approved Budget on (MOOE-Personnel Services) + Approved Budget on CO x 100	85%	85%	Commercial, Administrative, Technical	87.00%	100%	

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

Prepared by:


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Approved by:


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General Manager