

ANNUAL ACCOMPLISHMENT REPORT CY 2022



ACCOUNTABILITY STATEMENT

In the spirit of transparency and truthfulness, I, the undersigned, hereby certify that the data and information reflected and mentioned in the 2022 Accomplishment Report are true and correct to the best of my knowledge and understanding.

Signed this 31st of January 2023 at the Bulan Water District, De Vera St., Zone-4, Bulan, Sorsogon

Signed and Certified:


ENGR. REY DENNIS L. GILBAS
General Manager C

PURPOSE OF THIS ACCOMPLISHMENT REPORT

The Bulan Water District Accomplishment Report for CY 2022 is an offspring of Bulan Water District's efforts to institute quality management systems all throughout the organization for the Year 2022. Its purpose is to document the requisites to effectively manage and sustainably operate the water district. It covers the programs and projects of the Bulan Water District, the demands ensuring water safety, the nature and requirements of operating and maintaining the water distribution system and its administration, commercial, financial and social aspects.

Hopefully, the Accomplishment Report for CY 2022 will be an aid for motivation among employees and other water districts to develop programs and projects for the benefits of concessionaires of Bulan Sorsogon.

HIGHLIGHTS OF ACCOMPLISHMENTS

For the beginning of the CY 2023 the Bulan Water District have establish of achieving the 4Cs:

- | | |
|----------------------------------|---|
| Connection | - Increase in Connection (New and Reconnection)
Reclassification of Connection (Residential to Commercial)
Intensive Implementation of Disconnection Policy
Database Management of Accounts |
| Consumption- | Maintain the Consumption of at least 19 cu.m per household
Pressure Gauge Maintenance & Management
Water Sources and Distribution Management
Water Safety - Annual Physical/Chemical, Bacteriological
Test and Daily Chlorine Residual
Reduction of Non-Revenue Water (Leakage Management)
Database Management of Water Meters |
| Collection | - Maintenance of Collection Efficiency up to 96%
Intensive Collection of Arrears (Field Collectors)
Strengthening of Collection of Accounts Receivables thru
Demand Letters per Barangays
Strategies on Billing and Collection
Intensive Monitoring of Meter Readers Performance |
| Customer
Satisfaction | - Establishment of Customer/Frontline System Update
Establishment of ARTA Customer Satisfaction Mechanism
Update of the Citizen's Charter for CY 2022
Strengthening the Public Relations thru the Social Media
Platform and other Communication Channels (SMS)
Establishment of the Public Relations team
Conduct of Total Survey of Service Connection for Social
Corporate Responsibility Programs |

The Bulan Water District also maintains the Covid19 Programs under the **Social Participation Against Covid19 thru E-Governance (SPACE)**. These are the following milestone achieved during the Year 2022:

Administrative/Finance Division (Organizational Requirements)

- GSIS Top 10 Awardee for Remittances in the Province of Sorsogon
- Establishment of Employee Public Sector Union - Bulan Water District Employee Association Inc. (BWDEA) - Registered under DOLE & CSC
- Preparation of Prime-HRM Documents for Level 2 Target by 2023
- Update and Innovation of Database Management in terms of Fuel Expenses
- Maintenance of Positive Net Balance in compliance to the PBB 2022
- Update of the Gender Advocacy & Development (GAD) Plan
- Re-certification of the Water Safety Plan for CY 2022

Commercial Division

- Establishment of Monitoring Database for - Frontline Services, Demand Letters for the Collection of Accounts Receivables (INACTIVE) and Field Collection
- Collection of Data for all Service Connection - (Barangay Served) for creation of Programs suitable for all sectors of society

Technical Division

- Monitoring and Establishment of Response Time Initiative for Repair & Maintenance (3 Teams)
- Updating of Geographical Information System - GIS
- Monitoring and performance evaluation of Water Treatment Facility

BULAN WATER DISTRICT FUNCTIONAL STRUCTURE

I. Office of the Board of Directors

- To establish formulate and evaluate policies
- Approve Fiscal Budget and
- Monitors the District's progress in attaining its Goal and Objectives by pursuing its Mission

II. Office of the General Manager

Shall have full supervision and control of the maintenance and operation Of the District facilities, with power and authority to appoint all personnel of the Bulan Water District

A. ADMINISTRATIVE DIVISION

Responsible for the General Services, Procurement, Property/Supply Management and Human Resources Management.

➤ GENERAL SERVICES SECTION

- Preservation, maintenance and safekeeping of land titles and valuable records for employees and operational materials and equipment
- Take custody of and be accountable for all properties, real or personal, owned by the Bulan Water District
- Develop plans and strategies related to general services and upon approval thereof by the General manager
- Perform archival and records management with respect to records of offices and departments of the Bulan Water District

➤ PROPERTY SUPPLY SECTION

- Procurement Planning
- Procurement of Supplies and Property
- Storekeeping of Common Use Supplies
- Delivery and Inspection of Supplies
- Utilization and Distribution of Supplies and Property
- Processing of Payments of Supplies Delivered
- Inventory of properties
- Disposal of properties
- Collate and disseminate information regarding prices, shipping and other cost of supplies and other items commonly used

➤ HUMAN RESOURCES MANAGEMENT SECTION

- Recruitment, Selection and Placement
- Performance Management
- Learning and Development
- Rewards and Recognitions
- Personnel and Leave Administration

B. FINANCE/COMMERCIAL DIVISION

Responsible for the Management of Accounting and Budget Section, Billing and Customer Service Section, Collection & Cash Management Section of the Bulan Water District.

➤ ACCOUNTING & BUDGET SECTION

- Responsible in the financial Management, control cash, property and supply
- Prepares monthly financial report and status, disbursement, vouchers, operation and maintenance expenditures as well as Annual Budget
- Ensures the Liquidity and Financial Capacity of the Bulan Water District

➤ BILLING & CUSTOMER SERVICE SECTION

- Responsible for Frontline Services – Request for Maintenance and other Customer needs
- Responsible for Meter Reading and Billing Database Management
- Maintains Concessionaires' records and accounts
- Process Water Service applications such as New Installation, Reconnection, Transfer/Relocation of tapping/ and change of water meter of registered concessionaires' name

➤ COLLECTION & CASH MANAGEMENT SECTION

- Responsible in the receipts, safekeeping, disbursement and accounting of money.

C. TECHNICAL DIVISION

Responsible for the Management of Engineering & Construction, Water Quality Management, Repair & Maintenance and Water Sources Production and Watershed Management of the Bulan Water District

➤ ENGINEERING & CONSTRUCTIONS SECTION

- Responsible for the Preparation of Program of Works
- Responsible for the Planning and Management Water System of the Bulan Water District
- Monitoring and Supervision of all Minor and Major Construction in the Bulan Water District
- Responsible for the Database of the Geographic Information System
- Monitoring of Incident Reports and the Reduction of Non Revenue Water (NRW)
- Responsible for the Safety and Precautions of the Personnel

- Responsible for the Maintenance of Water Safety Plan, Emergency Response Plan, Vulnerability Assessment Plan and BWD Risk Reduction Management Manual.
- **WATER QUALITY MANAGEMENT SECTION**
 - Monitoring and Maintenance of Water Quality thru Annual Physical/Chemical Test, Monthly Bacteriological Test and Daily Chlorine Residual
 - Monitoring of Water Treatment of Water sources in compliance to the Philippine National Standards for Drinking Water (PNSDW)
 - Monitoring of water quality and chemical dosage from water sources, treatment, distribution until it reached the service connections.
- **REPAIR & MAINTENANCE SECTION**
 - Responsible for the technical activities requested in the Frontline Section such as Repairs on bursting pipes (minor or major)
 - Replacement of non-functioning water meters, disconnections from service lines to main distribution lines.
 - Execution and Implementation of Program of Works for Constructions such as concrete breaking and restoration works.
- **WATER SOURCES PRODUCTION & WATERSHED MANAGEMENT SECTION**
 - Responsible for the monitoring and security of water sources like the Spring, Deep Wells and Surface Waters
 - Responsible for the Implementation of Watershed Management
 - Responsible for the Maintenance of water sources thru tree planting and securing reforestation surrounding the water sources
 - Responsible for the monitoring of major construction near the pipelines to ensure no interruption and bursting of pipelines

**BULAN WATER DISTRICT
ACCOMPLISHMENT REPORT
FOR THE YEAR ENDING**

JANUARY TO DECEMBER 2022

I. WD PROFILE

A. NAME OF WATER DISTRICT: BULAN
B. CCC NO: 022
C. DATE ISSUED: APRIL 20, 1976
D. CATEGORY: C

II. ADDRESS

A. MUNICIPALITY: BULAN
B. PROVINCE: SORSOGON
C. REGION: BICOL
D. EMAIL: bulanwaterdistrict@gmail.com
E. WEBSITE: bulanwater.gov.ph
F. CONTACT NO: (056) 555-2605

III. DIVISION CONTACT DETAILS

A. OFFICE OF THE GENERAL MANAGER
a. bwdfoiteam@gmail.com
B. ADMINITRATIVE DIVISION
a. genser.propertysectionbwd@gmail.com
b. bwdcooperative@gmail.com
c. bwdhrmo@gmail.com
C. FINANCE/COMMERCIAL DIVISION
a. bwdfinancesection@gmail.com
b. commercialdivisionbwd@gmail.com
D. TECHNICAL DIVISION
a. technicaldivisionbwd@gmail.com

IV. BOARD OF DIRECTORS AS OF DECEMBER 31, 2022

a. BOARD CHAIRPERSON - DR. MARIA PAZ G. BAJARO (WOMEN)
b. BOARD V-CHAIRPERSON - MR. DANDY E. BRENCHES (CIVIC)
c. BOARD SECRETARY - MR. CHRISTOPHER G. ARMENGOL (BUSINESS)
d. BOARD MEMBER - MS. MARY ANN G. HIZO (EDUCATION)
e. BOARD MEMBER - DR. RANDY D. EVANGELISTA (PROFESSIONAL)

GENERAL MANAGER C - ENGR. REY DENNIS L. GILBAS

ACCESS TO POTABLE WATER

Municipality		BULAN
Barangays Served		AS OF 2022
	Barangays	Population
1	A. Bonifacio	536
2	Abad Santos	1,034
3	Aguinaldo	1,114
4	Antipolo	339
5	Zone I Pob. (Bgy. 1- South Ilawod)	668
6	Zone II Pob. (Bgy. 2- West Ilawod)	5,834
7	Zone III Pob. (Bgy. 3- East Ilawod)	604
8	Zone IV Pob. (Bgy. 4- West Central)	1,308
9	Zone V Pob. (Bgy. 5-Lanipan)	1,465
10	Zone VI Pob. (Bgy. 6- Baybay)	974
11	Bical	673
12	Beguín	1,823
13	Bonga	675
14	Butag	3,062
15	Cadandanan	792
16	Calomagon	1,789
17	Calpi	856
18	Cocok-Cabitan	300
19	Daganas	423
20	Danao	1,019
21	Dolos	609
22	E. Quirino	619
23	Fabrica	2,717
24	Gate	1,943
25	Benigno S. Aquino (Imelda)	3,560
26	Inararan	2,295
27	J. Gerona	920
28	Jamorawon	869
29	Libertad	812
30	Lajong	3,639
31	Magsaysay	1,183
32	Managanaga	3,347
33	Marinab	1,398
34	Nasuje	1,528
35	Montecalvario	1,156
36	N. Roque (Rizal)	1,281

37	Namo	1,982
38	Obrero	2,927
39	Osmeña	709
40	Otavi	3,452
41	Padre Diaz	514
42	Palale	574
43	J.P. Laurel (Pon-od)	4,162
44	Quezon	2,008
45	R. Gerona	746
46	Recto	367
47	M. Roxas	1,261
48	Sagrada	602
49	San Francisco	2,869
50	San Isidro	3,152
51	San Juan Bag-o	1,688
52	San Juan Daan	1,155
53	San Rafael	1,988
54	San Ramon	1,484
55	San Vicente	5,309
56	Santa Remedios	1,747
57	Santa Teresita	1,318
58	Sigad	813
59	Somagongsong	1,464
60	G. Del Pilar (Tanga)	1,907
61	Taromata	1,537
62	Zone VII Pob. (Bgy. 7- Iraya)	4,108
63	Zone VIII Pob. (Bgy. 8- Loyo)	2,183
Total population		105,190

Projections at 1.3% annual growth rate	108,346
HH (5 pax per HH)	21,669
ASC as of December 2022	6,091
Total HH as of 2022	21,669
% of HH with water supply	28.11%

28.11% OF HOUSEHOLD HAS 24/7 ACCESS TO POTABLE WATER FOR CY 2022

RELIABILITY OF SERVICE FOR CY 2022

Adequacy of Service	Production	189,800.00	x	1000	liter/cu.m			
			30	days			Rated capacity (Cu.M/Mo.)	189,800
	=	6,326,666.67					ASC	6,091
	Demand	6,091	x	5	x	120		
	=	3,654,600						
	Adequacy	6,326,666.67						
		3,654,600						
	=	1.73	:	1				

NON-REVENUE WATER (NRW) FOR CY 2022

Non-revenue water Non-rev producing 798,666.40 x 100

Production 2,173,201.40

36.75%

NRW	
Produced	2,173,201
Billed	1,374,535

NRW - 36.75% FOR CY 2022 FROM 44% OF CY 2021

STAFF PRODUCTIVITY INDEX FOR CY 2022

ASC 6,091

No. of regular/casual: 24

SPI 253.79 : 1

SPI	
ASC	6,091
Regular	24
Casual	-

FINANCIAL VIABILITY SUSTAINABILITY FOR CY 2022

TARGET 2022	ACCOMPLISHMENT 2022
COLLECTION EFFICIENCY – 96%	96.6%
CURRENT RATIO - ≥ 1.5 : 1	5.41:1
POSITIVE NET BALANCE	PHP 816,398.55

POSITIVE NET INCOME

January	675,333.23
February	(721,170.90)
March	6,574.54
April	49,829.57
May	24,486.46
June	88,495.18
July	486,772.75
August	492,286.50
September	223,841.13
October	515,963.39
November	45,040.73
December	(1,071,054.03)
Total	816,398.55
Average	68,033.21

CUSTOMER/CLIENT SATISFACTION FOR CY 2022

1. Compliance with RA No. 11032
 - a. External Services - 23 (2 Modified for Covid19)
 - b. Internal Services - 12 Transactions
2. Customer Complaints Acted Upon within 72 hours
 - a. Hotline #8888 – No Request/Compliant (N/A)
 - b. PCC – No Request/Complaint (N/A)
 - c. Contact Center ng Bayan – No Request/Complaint (N/A)
3. Complaints Received in WD (Service Request Record)
 - a. 1923 Service Request and 1923 Service Resolved
(Accomplished 100% Maintenance Order and Repair & Maintenance)
4. Others – Customer Feedback Survey
 - a. External Services (1651) – Rating 4.47 (Very Satisfactory)
 - b. Internal Services (438) – Rating 4.67 (Very Satisfactory)
 - c. **Total – 2089 – Overall Rating 4.60 (Very Satisfactory)**

The Data below shows the Overall rating of each service surveyed.

EXTERNAL SERVICES	Rating
Installation of New Water Services Connection	4.59
Re-Open and Reconnection of Water Service Connection	4.31
Request for Maintenance Order / Service Request (Transaction by Request)	4.12
Change/Transfer of Name	4.31
Application for Senior Citizen Discount	4.70
COVID 19 RESPONSE	Rating
Online Gcash Payment (December 2022)	4.81
INTERNAL SERVICES	Rating
Request for Certificate of Employment	4.81
Request of Service Records	4.70
Request of Identification Card	4.65
Request of Contract of Job Orders	4.61
Request for BIR Registration	4.80
Request for Renewal of BIR Registration	4.60
Request for Issuance of Compensatory Overtime Credit (COC)	4.58
Request for Leave Form	4.70
Request for Utilization of Tablet for Meter Reading	4.81
Purchase of Materials and Equipment	4.60
Issuance of Financial Records and Disbursements	4.54
OVER ALL	4.60

Interpretation: **VERY SATISFIED**