

**OPERATION PERFORMANCE COMMITMENT AND REVIEW (OPCR)**

I, **CELEDONIO I. TOLENTINO, JR.**, General Manager C of the Calabanga Water District, Administrative/General Services Division  
 commit to deliver and agree to be rated on the attainment of the following targets in accordance  
 with the indicated measures for the period **July to September 2014**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Approved by:  
  
**ENGR. CELEDONIO I. TOLENTINO, JR.**  
 General Manager C

Date

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Unsatisfactory
- 1 - Poor

MFO/PAP	SUCCESS INDICATORS (TARGET + MEASURES)	ALLOTTED BUDGET			ACCOUNTABLE INDIVIDUALS	ACTUAL ACCOMPLISHMENT			RATING SYSTEM				3rd Qtr	4th Qtr	Annual Rating	REMARKS	STANDARD on when to receive				
		PS	MOOE	CO		JULY	AUGUST	SEPTEMBER	Q	E	T	A					5	4	3	2	1
<b>Support to Operations:</b>																					
Inspection re: New Connection	100% of the Service request for inspection on new connections are prepared, forwarded and executed on the 3rd day of the week and without error.				Romulo B. Villena	46/46 of the Service request for inspection on new connections were prepared, forwarded and executed on the 2nd day of the week.	43/43 of the Service request for inspection on new connections were prepared, forwarded and executed on the 2nd day of the week.	45/45 of the Service request for inspection on new connections were prepared, forwarded and executed on the 2nd day of the week.	4	4	4	4					100% of the Service request for inspection on new connection are prepared, forwarded and executed on the 1st day of the week and without error.	100% of the Service request for inspection on new connection are prepared, forwarded and executed on the 2nd day of the week and 90% efficiency.	100% of the Service request for inspection on new connection are prepared, forwarded and executed on the 3rd day of the week and 80% efficiency.	100% of the Service request for inspection on new connection are prepared, forwarded and executed on the 4th day of the week and 70% efficiency.	100% of the Service request for inspection on new connection are prepared, forwarded and executed on the 5th day of the week and 60% efficiency.
Report of Disconnection	100% of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 20 minutes upon receipt without error.				AIZA VELEZ	65/65 of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 15 minutes upon receipt without error.	60/60 of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 15 minutes upon receipt without error.	53/53 of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 15 minutes upon receipt without error.	4	4	4	4					100% of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 10 minutes upon receipt without error.	100% of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 15 minutes upon receipt 90% efficiency.	100% of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 20 minutes upon receipt 80% efficiency.	100% of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 25 minutes upon receipt 70% efficiency.	100% of the Scheduled disconnection and Service Request for disconnection of service connection are processed and forwarded to assigned personnel within 30 minutes upon receipt 60% efficiency.

Disconnection	100% of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 20 minutes upon receipt without error.				Giovanni Bronzal Pascual Azanes	65/65 of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 15 minutes upon receipt without error.	60/60 of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 15 minutes upon receipt without error.	53/53 of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 15 minutes upon receipt without error.	4	4	4	4					100% of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 10 minutes upon receipt without error.	100% of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 15 minutes upon receipt 90% efficiency.	100% of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 20 minutes upon receipt 80% efficiency.	100% of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 25 minutes upon receipt 70% efficiency.	100% of the Scheduled disconnection and Service Request for disconnection of service connection are acted of the assigned personnel within 30 minutes upon receipt 60% efficiency.
Query/Complaints	100% of the walk-in and phone-call query/complaints are processed within 20 minutes without error.				AIZA VELEZ	191/191 of the walk-in and phone-call query/complaints are processed within 10 minutes without error.	212/212 of the walk-in and phone-call query/complaints are processed within 10 minutes without error.	115/115 of the walk-in and phone-call query/complaints are processed within 10 minutes without error.	5	5	5	5					100% of the walk-in and phone-call query/complaints are processed within 10 minutes without error.	100% of the walk-in and phone-call query/complaints are processed within 15 minutes with 90% accuracy.	100% of the walk-in and phone-call query/complaints are processed within 20 minutes with 80% accuracy.	100% of the walk-in and phone-call query/complaints are processed within 25 minutes with 70% accuracy.	100% of the walk-in and phone-call query/complaints are processed within 30 minutes with 60% accuracy.
Application for Senior Citizen Discount	100% of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 20 minutes upon receipt of complete requirements without error.				Maribel A. Reambillo	9/9 of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 10 minutes upon receipt of complete requirements.	9/9 of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 10 minutes upon receipt of complete requirements.	12/12 of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 10 minutes upon receipt of complete requirements.	5	5	5	5					100% of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 10 minutes upon receipt of complete requirements without error.	100% of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 15 minutes upon receipt of complete requirements with 90%	100% of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 20 minutes upon receipt of complete requirements with 80%	100% of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 25 minutes upon receipt of complete requirements with 70%	100% of the Application for Senior Citizen Discount Availment are validated and forwarded to the OGM for approval within 30 minutes upon receipt of complete requirements with 60%

Change Name	100% of the requests for change name are processed and prepared with Service Contract within 20 minutes upon receipt of complete requirements without error.				Maribel A. Reambillo	1/1 of the requests for change name are processed and prepared with Service Contract within 15 minutes upon receipt of complete requirements without error.	2/2 of the requests for change name are processed and prepared with Service contract within 15 minutes upon receipt of complete requirements without error.	5/5 of the requests for change name are processed and prepared with Service Contract within 15 minutes upon receipt of complete requirements without error.	4	4	4	4					100% of the requests for change name are processed and prepared with Service Contract within 10 minutes upon receipt of complete requirements without error.	100% of the requests for change name are processed and prepared with Service Contract within 15 minutes upon receipt of complete requirements with 90%.	100% of the requests for change name are processed and prepared with Service Contract within 20 minutes upon receipt of complete requirements with 80%.	100% of the requests for change name are processed and prepared with Service Contract within 25 minutes upon receipt of complete requirements with 70%.	100% of the requests for change name are processed and prepared with Service Contract within 30 minutes upon receipt of complete requirements with 60%.
Processing of Reconnections	100% of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 10 minutes upon receipt and without error.				AIZA VELEZ	64/64 of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 5 minutes upon receipt without error.	141/141 of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 5 minutes upon receipt without error.	132/132 of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 5 minutes upon receipt without error.	5	5	5	5					100% of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 3 minutes upon receipt and without error.	100% of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 5 minutes upon receipt with 90% accuracy.	100% of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 10 minutes upon receipt with 80% accuracy.	100% of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 15 minutes upon receipt with 70% accuracy.	100% of the Service Request for Reconnection are processed and forwarded to the ECPWQD within 20 minutes upon receipt with 60% accuracy.
Billing Adjustment Memo- Senior Citizen	100% of the Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.				Jubel S. Penion	9 of the Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.	7 of the Monthly Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.	9 of the Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.	4	4	4	4					100% of the Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within the day after end of the month error free.	100% of the Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within 2 calendar days after end of the month error free.	100% of the Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.	100% of the Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within 4 calendar days after end of the month with 1-2 errors.	100% of the Billing Adjustment Memos for Senior Citizens are submitted to the Office of the General Manager for approval within 5 calendar days after end of the month with 3-4 errors.

Billing Adjustment Memo- Various Payee	100% of the Billing Adjustment Memos for various payee are submitted to the Office of the General Manager for approval within 5 calendar days after end of the month without error.				Jubel S. Penion	34 of the Billing Adjustment Memos for various payee are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.	33 of the Monthly Billing Adjustment Memos for various payee are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.	79 of the Billing Adjustment Memos for various payee are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.	4	4	4	4					100% of the Billing Adjustment Memos for Various Payee are submitted to the Office of the General Manager for approval within 3 calendar days after end of the month without error.	100% of the Billing Adjustment Memos for Various Payee are submitted to the Office of the General Manager for approval within 4 calendar days after end of the month with 90% accuracy.	100% of the Billing Adjustment Memos for Various Payee are submitted to the Office of the General Manager for approval within 5 calendar days after end of the month with 80% accuracy.	100% of the Billing Adjustment Memos for Various Payee are submitted to the Office of the General Manager for approval within 6 calendar days after end of the month with 70% accuracy.	100% of the Billing Adjustment Memos for Various Payee are submitted to the Office of the General Manager for approval within 7 calendar days after end of the month with 60% accuracy.
<b>Financial Viability and Sustainability of Operations</b>																					
<b>Revenue Performance:</b>																					
Meter Reading	100% of the water meter readings are recorded within the first 4 working days of the month without error.				Jubel S. Penion	5,177 of the water meter readings accurately recorded within the first 3.5 working days of the month without error.	5,235 of the water of the water meter readings accurately recorded within the first 3.5 working days of the month without error.	5,268 of the water meter readings accurately recorded within the first 3.5 working days of the month without error.	4	4	4	4					100% of the water meter readings are recorded within the first 3 working days of the month without error	100% of the water meter readings are recorded within the first 3.5 working days of the month with 98% to 99% accuracy without error	100% of the water meter readings are recorded within the first 4 working days of the month with 96% to 98% accuracy without error	100% of the water meter readings are recorded within the first 4.5 working days of the month with 94% to 96% accuracy with 1-2	100% of the water meter readings are recorded within the first 5 working days of the month with 92% to 94% accuracy with 2-3
Water Bill Distribution	100% of the Water Bill are properly distributed to every concessionaires within the first 5 working days of the month accurately.				Jubel S. Penion	5,177 of the Water Bill are properly distributed to every concessionaires within the first 4 working days of the month accurately.	5,235 of the Water Bill are properly distributed to every concessionaires within the first 4 working days of the month accurately.	5,268 of the Water Bill are properly distributed to every concessionaires within the first 4 working days of the month accurately.	4	4	4	4					100% of the Water Bill are properly distributed to every concessionaires within the first 3 working days of the month accurately without error.	100% of the Water Bill are properly distributed to every concessionaires within the first 4 working days of the month with 98% to 99% accuracy	100% of the Water Bill are properly distributed to every concessionaires within the first 5 working days of the month with 96% to 98% accuracy	100% of the Water Bill are properly distributed to every concessionaires within the first 6 working days of the month with 94% to 96% accuracy	100% of the Water Bill are properly distributed to every concessionaires within the first 7 working days of the month with 92% to 94% accuracy
Billing For the month	100% of the generated printed accurate Billing Report for the month to be submitted on the 3rd working days of the month without error				Jubel S. Penion	5,177 of the generated printed accurate Billing Report for the month to be submitted on the 1st working day of the month without error	5,235 of the generated printed accurate Billing Report for the month to be submitted on the 1st working day of the month without error	5,268 of the generated printed accurate Billing Report for the month to be submitted on the 1st working day of the month without error	5	5	5	5					100% of the generated printed accurate Billing Report for the month to be submitted on the first day of the month without error	100% of the generated printed accurate Billing Report for the month to be submitted on the 2nd day of the month with 90% accuracy.	100% of the generated printed accurate Billing Report for the month to be submitted on the first 3 working days of the month with 80% accuracy	100% of the generated printed accurate Billing Report for the month to be submitted on the first 4 working days of the month with 70% accuracy	100% of the generated printed accurate Billing Report for the month to be submitted on the first 5 working days of the month with 60% accuracy

Penalty Report For the month	100% of the generated printed accurate Penalty Report for the month to be submitted on 3rd working days of the following month without error				Jubel S. Penion	2,932/2,932 of the generated printed accurate Penalty Report for the month to be submitted on the first working day of the month without error	2,788 of the generated printed accurate Penalty Report for the month to be submitted on the first working day of the month without error	2,991 of the generated printed accurate Penalty Report for the month to be submitted on the first working day of the month without error	5	5	5	5						100% of the generated printed accurate Penalty Report for the month to be submitted on 1st working day of the following month without error	100% of the generated printed accurate Penalty Report for the month to be submitted on 2nd working days of the following month without error	100% of the generated printed accurate Penalty Report for the month to be submitted on 3rd working days of the following month without error.	100% of the generated printed accurate Penalty Report for the month to be submitted on 4th working days of the following month with 1-2 error	100% of the generated printed accurate Penalty Report for the month to be submitted on 5th working days of the following month with 2-3 error	
Processing of New Service Connections	100% of the Application for New Service Connections with Service Request are processed and forwarded to the ECPWQD within 20 minutes upon payment with complete/accurate requirements.				Maribel A. Reambillo	38/38 of the Application for New Service Connections are processed and forwarded to the ECPWQD within 15 minutes upon payment with complete/accurate requirements.	32/32 of the Application for New Service Connections are processed and forwarded to the ECPWQD within 15 minutes upon payment with complete /accurate requirements.	44/44 of the Application for New Service Connections are processed and forwarded to the ECPWQD within 15 minutes upon payment with complete /accurate requirements.	4	4	4	4						100% of the Application for New Service Connections with Service Request are processed and forwarded to the ECPWQD within 10 minutes upon payment with complete/accurate	100% of the Application for New Service Connections with Service Request are processed and forwarded to the ECPWQD within 15 minutes upon payment with 90% complete/accurate	100% of the Application for New Service Connections with Service Request are processed and forwarded to the ECPWQD within 20 minutes upon payment with 80% complete/accurate	100% of the Application for New Service Connections with Service Request are processed and forwarded to the ECPWQD within 25 minutes upon payment with 70% complete/accurate	100% of the Application for New Service Connections with Service Request are processed and forwarded to the ECPWQD within 30 minutes upon payment with 60% complete/accurate	
Collection	100% of Official Receipts are issued within 3 minutes upon receipt of payment without cancelled O.R.				Raquel M. Saavedra Charito B. Planas Jennifer B. Sambo	4,304 of Official Receipts issued within 2 minutes upon receipt of payment without cancelled O.R.	4,520 of Official Receipts issued within 1 minute upon receipt of payment without cancelled O.R.	4,580 of Official Receipts issued within 1 minute upon receipt of payment without cancelled O.R.	4	5	5	4.67						100% of Official Receipts are issued within 1 minute upon receipt of payment without cancelled O.R.	100% of Official Receipts are issued within 2 minutes upon receipt of payment without cancelled O.R.	100% of Official Receipts are issued within 3 minutes upon receipt of payment without cancelled	100% of Official Receipts are issued within 4 minutes upon receipt of payment with 1-5 cancelled O.R.	100% of Official Receipts are issued within 5 minutes upon receipt of payment with 6-10 cancelled O.R.	
<b>General Administrative &amp; Support Services:</b>																							
Attainment of Collection Ratios: Collection Efficiency	70% of the current mos. billing collected and report submitted on the 5th working day <b>the end of the quarter</b> without error.				Raquel M. Saavedra			Php of Php 1,325,741.52 or 46% of the current months billing were collected on the same month without error.	1	1	5	2.33						end quarter report only.	More than 90% of the current mos. billing collected and report submitted within 3 days after the end of the quarter without error.	81% -50% of the current mos. billing collected and report submitted 4 days after the end of the quarter without error	50% - 35%of the current mos. billing collected and report submitted 5 days after the end of the quarter without error.	35% -25% of the current mos. billing collected and report submitted 6 days after the end of the quarter with 1-2 error	Less than 25% of the current mos. billing collected and report submitted 7 days after the end of the quarter with 3-4 error.

On Time Payment	50% of the current month's billing collected on or before the due date and report submitted 5 days after the end of month without error.				Raquel M. Saavedra	2,599,486.88 out of the 1,328,947.61 (45%) current month's billing collected on or before the due date. and report submitted 4 days after end of month without error and with 90% accuracy	2,695,667.54 out of the 1,323,486.65 (49%) current month's billing collected on or before the due date. and report submitted 4 days after end of month without error and with 90% accuracy.	2,833,553.48 out of the 1,324,790.32 (46%) current month's billing collected on or before the due date and report submitted 4 days after end of month without error and with 90% accuracy.	4	4	5	4.33					More than 65% of the current month's billing collected on or before the due date and report submitted 3 days after end of month without error and without error	51% -65% of the current month's billing collected on or before the due date and report submitted 4 days after end of month without error and with 90% accuracy	50% of the current month's billing collected on or before the due date and report submitted 5 days after end of month without error and with 80% accuracy.	26% - 49% of the current month's billing collected on or before the due date and report submitted 5 days after end of month with 1-2 error and with 70% accuracy	Only 25% of the current month's billing collected on or before the due date and report submitted 5 days after end of month with 2-3 error and with 60% accuracy
Cash Management	100% Petty Cash Fund Report with Petty Cash Vouchers are replenished and forwarded to the Acctng within 3 days the minimum 75% and maximum of 90% limit is reached accurately.				Charito Concepcion B. Planas	4/4 Petty Cash Fund Report with Petty Cash Vouchers are forwarded to the Acctng within 1 day the minimum 75% and maximum of 90% limit is reached accurately.	3/3 Petty Cash Fund Report with Petty Cash Vouchers are forwarded within 2 days the minimum 75% and maximum of 90% limit is reached and 99% accurate.	2/2 Petty Cash Fund Report with Petty Cash Vouchers are forwarded to the Acctng within 1 day the minimum 75% and maximum of 90% limit is reached accurately.	5	4	5	4.67					100% Petty Cash Fund Report with Petty Cash Vouchers are replenished and forwarded to the Acctng within 1 day the minimum 75% and maximum of 90% limit is reached accurately.	100% Petty Cash Fund Report with Petty Cash Vouchers are replenished and forwarded to the Acctng within 2 days the minimum 75% and maximum of 90% limit is reached and 99%	100% Petty Cash Fund Report with Petty Cash Vouchers are replenished and forwarded to the Acctng within 3 days the minimum 75% and maximum of 90% limit is reached and 98%	100% Petty Cash Fund Report with Petty Cash Vouchers are replenished and forwarded to the Acctng within 4 days the minimum 75% and maximum of 90% limit is reached and 97%	100% Petty Cash Fund Report with Petty Cash Vouchers are replenished and forwarded to the Acctng within 5 days the minimum 75% and maximum of 90% limit is reached and 96%
Collection Remittance Report	100% Daily Collection Report are prepared, printed and submitted to acctng on the following day without error.				Raquel M. Saavedra Charito B. Planas Jennifer B. Sambo	120/120 Daily Collection Report are prepared, printed and submitted to acctng earlier on the following day without error.	105/105 Daily Collection Report are prepared, printed and submitted to acctng earlier the following day without error.	129/129 Daily Collection Report are prepared, printed and submitted to acctng earlier the following day without error.	5	4	5	4.67					100% Daily Collection Report are prepared and printed and submitted to acctng earlier on the following day without error.	100% Daily Collection Report are prepared and printed and submitted to acctng earlier the following day without error.	100% Daily Collection Report are prepared, printed and submitted to acctng on the following day without error.	100% Daily Collection Report are prepared and submitted to acctng on 2nd day with 1-2 error.	100% Daily Collection Report are prepared and submitted to acctng on 3rd day with 2-3 error.
collection deposited intact the next banking day ff transaction date	100% of collections within the day is deposited 12 noon the following banking day				Charito Concepcion B. Planas	100% of collections within the day is deposited 12 noon the following banking day	100% of collections within the day is deposited 12 noon the following banking day	100% of collections within the day is deposited 12 noon the following banking day	5		5	5					100% of collections within the day is deposited by 12:00 noon the following banking day			100% of collections within the day is not deposited by 12:00 noon the following banking day	

	100% Report of Cash Receipts and Deposit record submitted on the following day without error.				Charito Concepcion B. Planas	8/8 Cash Receipts and Deposit Record submitted earlier of the following day without error	7/7 Cash Receipts and deposit Record submitted earlier of the following day without error	8/8Cash Receipts and Deposit Record submitted earlier of the following day without error	4	5	5	4.67					100% Report of Cash Receipts and Deposit record submitted earlier of the following day without error.	100% Report of Cash Receipts and Deposit record submitted earlier of the following day without error.	100% Report of Cash Receipts and Deposit record submitted on the following day without error.	100% Report of Cash Receipts and Deposit record submitted on the 2 day with 1-2 error.	100% Report of Cash Receipts and Deposit record submitted on the 3rd day with 2-3 error.
	100% Report of Accountability for Accountable forms processed and accurately recorded and submitted of the following 3rd day of the month without error.				Raquel M. Saavedra Charito B. Planas Jennifer B. Sambo	100% or 3/3 of Report of Accountability for Accountable forms processed and accurately recorded and submitted on the 2nd working day of the following month without error.	3/3 or 100%Report of Accountability for Accountable forms processed and accurately recorded and submitted on the 1st working day of the following day of the month without error.	3/3 or 100%Report of Accountability for Accountable forms processed and accurately recorded and submitted on the 1st working day of the following day of the month without error.	4	5	5	4.67					100% Report of Accountability for Accountable forms processed and accurately recorded and submitted on the 1st working day of the following month without error.	100% Report of Accountability for Accountable forms processed and accurately recorded and submitted on the 2nd working day of the following month without error.	100% Report of Accountability for Accountable forms processed and accurately recorded and submitted on the 3rd working day of the month with 80% accuracy	100% Report of Accountability for Accountable forms processed and accurately recorded and submitted on the 4th working day of the following month with 1-2 errors.	100% Report of Accountability for Accountable forms processed and accurately recorded and submitted on the 5th working day of the following month with 2-3 errors.
<i>disbursements does not exceed the Current Account balance</i>	100% Report of Check Issued submitted on the following day without error.				Charito Concepcion B. Planas	1/117 (1%) or Report of Check Issued submitted on the following day without error.	1/114 (1%) Report of Check Issued submitted on the following day without error.	3/120 (2.5%) Report of Check Issued submitted on the following day without error.	4		5	4.5					100% Report of Check Issued submitted earlier on the following day without error.	100% Report of Check Issued submitted earlier on the following day without error.	100% Report of Check Issued submitted on the following day without error.	100% Report of Check Issued submitted on day 2 with 1-2 error.	100% Report of Check Issued submitted on day 3 with 2-3 error
	100% of Payroll Summary (Cash Disbursement Report prepared and submitted to acctng on the 3rd day of the following month without error				Charito Concepcion B. Planas	100% of Payroll Summary (Cash Disbursement Report ) prepared and submitted to acctng on the 1st day of the following month without error.	100% of Payroll Summary (Cash Disbursement Report ) prepared and submitted to acctng on the 1st day of the following month without error.	100% of Payroll Summary (Cash Disbursement Report ) prepared and submitted to acctng on the 1st day of the following month without error.	5		5	5					100% of Payroll Summary (Cash Disbursement Report ) prepared the 1st day of the following month without error	100% of Payroll Summary (Cash Disbursement Report ) prepared the 2nd day of the following month without error.	100% of Payroll Summary (Cash Disbursement Report ) prepared the 3rd day of the following month without error.	100% of Payroll Summary (Cash Disbursement Report ) prepared the 4th day of the following month with 1-2 error.	100% of Payroll Summary (Cash Disbursement Report ) prepared the 5th day of the following month with 2-3 error.

Management Information Services	100% of the reports and schedules prepared and posted at the bulletin board on 3rd working days of the following month without error.				Raquel M. Saavedra	1/1 of the reports and schedules prepared and posted at the bulletin board on 1st working day of the following month without error.	1/1 of the reports and schedules prepared and posted at the bulletin board on 1st working day of the following month without error.	1/1 of the reports and schedules prepared and posted at the bulletin board on 1st working day of the following month without error.	5	5	5					100% of the reports and schedules prepared and posted at the bulletin board on 1st working day of the following month without error.	100% of the reports and schedules prepared and posted at the bulletin board on 2nd working days of the following month without error.	100% of the reports and schedules prepared and posted at the bulletin board on 3rd working days of the following month without error.	100% of the reports and schedules prepared and posted at the bulletin board on 4th working days of the following month with 1-2 error.	100% of the reports and schedules prepared and posted at the bulletin board on 5th working day of the following month with 2-3.
Processing and Payment of Disbursement Vouchers:	100% Disbursement Vouchers/Certificate of Withholding Taxes are prepared within one day upon receipt of claims with complete documents or two days before due date (utilities).				Diana B. Batalla Maria Concepcion A. Alcantara	116/116 Disbursement Vouchers/Certificate of Withholding Taxes processed	113/113 Disbursement Vouchers/Certificate of Withholding Taxes processed	123/123 Disbursement Vouchers/Certificate of Withholding Taxes processed	5	5	3	4.33				100% Disbursement Vouchers/Certificate of Withholding Taxes are prepared within two hours after receipt of claims with complete documents or two days before due date (utilities).	100% Disbursement Vouchers/Certificate of Withholding Taxes are prepared within four hours after receipt of claims with complete documents or two days before due date (utilities).	100% Disbursement Vouchers/Certificate of Withholding Taxes are prepared within one day upon receipt of claims with complete documents or two days before due date (utilities).	100% Disbursement Vouchers/Certificate of Withholding Taxes are prepared within two days after receipt of claims with complete documents or two days before due date (utilities).	100% Disbursement Vouchers/Certificate of Withholding Taxes are prepared within three days after receipt of claims with complete documents or two days before due date (utilities).
Preparation of Certificate of Withholding Taxes:	100% Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared 98% accurate within 5 days after last payroll.				Diana B. Batalla Maria Concepcion A. Alcantara	66/66 Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared correctly within 3 days after last payroll.	66/66 Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared correctly within 3 days after last payroll.	65/65 Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared correctly within 3 days after last payroll.	5	5	5	5				100% Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared 100 % accurate within 3 days after last payroll.	100% Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared 99% accurate within 4 days after last payroll.	100% Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared 98% accurate within 5 days after last payroll.	100% Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared 97% within 6 days after last payroll.	100% Certificate of Withholding Taxes for BOD, Job Order, Extra Work Order, Emergency Personnel, SRPS Caretakers and Utility Worker employees are prepared 96% within 7 days after last payroll.



Review of Daily Collections and Deposits:	100% Daily Report of Collections and Deposits and Cash Receipts and Deposits Record are checked and reviewed two hours after receipt of documents./Daily Cash Position Report is prepared two hour after receipt of documents.				Diana B. Batalla	23/23 Collection Report and Deposits Checked and Reviewed/Daily Cash Position Report made daily accurately	19/19 Collection Report and Deposits Checked and Reviewed/Daily Cash Position Report made daily accurately	29/29 Collection Report and Deposits Checked and Reviewed/Daily Cash Position Report made daily accurately	5	5	5	5					100% Daily Report of Collections and Deposits and Cash Receipts and Deposits Record are checked and reviewed two hours after receipt of documents ./Daily Cash Position Report is prepared 30 minutes after receipt of documents .	100% Daily Report of Collections and Deposits and Cash Receipts and Deposits Record are checked and reviewed two hours after receipt of documents ./Daily Cash Position Report is prepared one hour after receipt of documents .	100% Daily Report of Collections and Deposits and Cash Receipts and Deposits Record are checked and reviewed two hours after receipt of documents ./Daily Cash Position Report is prepared two hour after receipt of documents .	100% Daily Report of Collections and Deposits and Cash Receipts and Deposits Record are checked and reviewed two hours after receipt of documents ./Daily Cash Position Report is prepared four hour after receipt of documents .	100% Daily Report of Collections and Deposits and Cash Receipts and Deposits Record are checked and reviewed two hours after receipt of documents ./Daily Cash Position Report is prepared six hours after receipt of documents .
Preparation of Journal Entry Vouchers for Collection/ Disbursements/ Adjustments	100% Journal Entry Voucher is correctly prepared and approved for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 5 days after end of each month	ok			Diana B. Batalla Sherry Lou G. Rubi	100% Journal Entry Voucher is correctly prepared and approved for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 3 days after end of each month	100% Journal Entry Voucher is correctly prepared and approved for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 3 days after end of each month	100% Journal Entry Voucher is correctly prepared and approved for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 3 days after end of each month	5	5	5	5					100% Journal Entry Voucher is prepared correctly for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 3 days after end of each month	100% Journal Entry Voucher is prepared correctly for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 4 days after end of each month	100% Journal Entry Voucher is prepared correctly for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 5 days after end of each month	100% Journal Entry Voucher is prepared correctly for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 6 days after end of each month	100% Journal Entry Voucher is prepared correctly for each Collection and Deposit Report/ Paid Disbursement Voucher/ Adjusting Entry within one day upon receipt or all Journal Entries are made 7 days after end of each month

Preparation of Monthly Remittances:	100% Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 100% accurate within 3 calendar days after end of the month; SAWT 2551 are prepared 100% accurate within 17 calendar days after end of the month				Diana B. Batalla Sherry Lou G. Rubi Maria Concepcion A. Alcantara	Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 99% accurate within 5 calendar days after end of the month; SAWT 2551 are prepared 99% accurate within 17 calendar days after end of the month	100% Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 99% accurate within 5 calendar days after end of the month; SAWT 2551 are prepared 99% accurate within 17 calendar days after end of the month	100% Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 99% accurate within 5 calendar days after end of the month; SAWT 2551 are prepared 99% accurate within 17 calendar days after end of the month	5	4	5	4.7					100% Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 100% accurate within 3 calendar days after end of the month; SAWT 2551 are prepared 100% accurate within 17 calendar days after end of the month	100% Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 99% accurate within 4 calendar days after end of the month; SAWT 2551 are prepared 99% accurate within 18 calendar days after end of the month	100% Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 98% accurate within 5 calendar days after end of the month; SAWT 2551 are prepared 98% accurate within 19 calendar days after end of the month	100% Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 97% accurate within 6 calendar days after end of the month; SAWT 2551 are prepared 97% accurate within 20 calendar days after end of the month	100% Summary of monthly remittance to PHILHEALTH, GSIS, HDMF, BIR (MAP 1600, MAP 1601, 1601C, are prepared 96% accurate within 7 calendar days after end of the month; SAWT 2551 are prepared 96% accurate within 21 calendar days after end of the month	
Payroll Preparation:	100% Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 100% accurate one day before pay out.	ok			Diana B. Batalla Sherry Lou G. Rubi	Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 100% accurate one day before pay out.	Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 100% accurate one day before pay out.	Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 100% accurate one day before pay out.	5	5	3	4.3					100% Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 100% accurate before 12nn of cut off date.	100% Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 99% accurate before 3pm of cut off date.	100% Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 98% accurate one day before pay out.	100% Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 97% accurate before 12nn of pay out date.	100% Payroll for Job Order Services, EWO 1 & 2, Emergency, Caretakers, Utility, BOD per diem are prepared 96% accurate after 12nn of pay out date.	
Reconciliation of Accounts and Preparation of Schedules:	100% of Schedules and Reconciliation Report are 98% correctly prepared and submitted to the Office of the GM 13 days after month end	ok			Diana B. Batalla Sherry Lou G. Rubi Marriane N. Fuentebella	Schedules and Reconciliation Report are 100% correctly prepared and submitted to the Office of the GM 12 days after month end	Schedules and Reconciliation Report are 100% correctly prepared and submitted to the Office of the GM 12 days after month end	Schedules and Reconciliation Report are 100% correctly prepared and submitted to the Office of the GM 12 days after month end	5	5	5	5						100% of Schedules and Reconciliation Report are 100% correctly prepared submitted to the Office of the GM 11 days after month end	100% of Schedules and Reconciliation Report are 99% correctly prepared are submitted to the Office of the GM 12 days after month end	100% of Schedules and Reconciliation Report are 98% correctly prepared and submitted to the Office of the GM 13 days after month end	100% of Schedules and Reconciliation Report are 97% correctly prepared submitted to the Office of the GM 14 days after month end	100% of Schedules and Reconciliation Report are 96% correctly prepared submitted to the Office of the GM 15 days after month end

Preparation of COA Required Reports	100% Report on Salaries and Allowances, Status of Cash Advances and Other COA Reports are prepared correctly and submitted to the Commission on Audit on the 10th day after end of the quarter.				Diana B. Batalla		100% Report on Salaries and Allowances, Status of Cash Advances and Other COA Reports are prepared correctly and submitted to the Commission on Audit on the 9th day after end of the quarter.	5	5	4	4.67					100% Report on Salaries and Allowances, Status of Cash Advances and Other COA Reports are prepared correctly and submitted to the Commission on Audit on the 8th day after end of the quarter.	100% Report on Salaries and Allowances, Status of Cash Advances and Other COA Reports are prepared correctly and submitted to the Commission on Audit on the 9th day after end of the quarter.	100% Report on Salaries and Allowances, Status of Cash Advances and Other COA Reports are prepared correctly and submitted to the Commission on Audit on the 10th day after end of the quarter.	100% Report on Salaries and Allowances, Status of Cash Advances and Other COA Reports are prepared correctly and submitted to the Commission on Audit on the 11th day after end of the quarter.	100% Report on Salaries and Allowances, Status of Cash Advances and Other COA Reports are prepared correctly and submitted to the Commission on Audit on the 12th day after end of the quarter.
Management Information Services	100% of the BIR and COA required books of accounts, ledgers and schedules are updated correctly and with no error within 10 calendar days after end of the month.				Diana B. Batalla Maria Concepcion A. Alcantara	Required Books of Accounts, Ledgers and Schedules are prepared correctly and with no error submitted on the 10th day of the following month.	Required Books of Accounts, Ledgers and Schedules are prepared correctly and with no error submitted on the 10th day of the following month.	5	5	3	4.33					100% of the BIR and COA required books of accounts, ledgers and schedules are updated correctly and with no error within 8 calendar days after end of the month.	100% of the BIR and COA required books of accounts, ledgers and schedules are updated correctly and with no error within 9 calendar days after end of the month.	100% of the BIR and COA required books of accounts, ledgers and schedules are updated correctly and with no error within 10 calendar days after end of the month.	100% of the BIR and COA required books of accounts, ledgers and schedules are updated correctly and with no error within 11 calendar days after end of the month.	100% of the BIR and COA required books of accounts, ledgers and schedules are updated correctly and with no error within 12 calendar days after end of the month.
Preparation of Financial Reports	Financial Reports are prepared 100% accurate and submitted to the Office of the GM within 12 calendar days after end of the month.				Diana B. Batalla Sherry Lou G. Rubi	Financial Reports are prepared 100% accurate and submitted to the Office of the GM on August 9.	Financial Reports are prepared 100% accurate and submitted to the Office of the GM on September 9.	5	5	5	5					Financial Reports are prepared 100% accurate and submitted to the Office of the GM within 8 calendar days after end of the month.	Financial Reports are prepared 99% accurate and submitted to the Office of the GM within 9 - 11 calendar days after end of the month.	Financial Reports are prepared 98% accurate and submitted to the Office of the GM within 12 calendar days after end of the month.	Financial Reports are prepared 97% accurate and submitted to the Office of the GM within 13-15 calendar days after end of the month.	Financial Reports are prepared 96% accurate and submitted to the Office of the GM more than 15 calendar days after end of the month.

	100% Monthly Data Sheet are prepared 100% accurate and submitted to the Office of the General Manager within 12 calendar days after end of the month.				Diana B. Batalla Sherry Lou G. Rubi	Monthly Data Sheet are prepared 100% accurate and submitted to the Office of the General Manager on the 10th of August.	Monthly Data Sheet are prepared 100% accurate and submitted to the Office of the General Manager on the 10th of September.	Monthly Data Sheet are prepared 100% accurate and submitted to the Office of the General Manager on the 10th of October.	5	5	5	5					Monthly Data Sheet are prepared 100% accurate and submitted to the Office of the General Manager within 10 calendar days after end of the month.	Monthly Data Sheet are prepared 99% accurate and submitted to the Office of the General Manager within 11 calendar days after end of the month.	Monthly Data Sheet are prepared 98% accurate and submitted to the Office of the General Manager within 12 calendar days after end of the month.	Monthly Data Sheet are prepared 97% accurate and submitted to the Office of the General Manager within 13 calendar days after end of the month.	Monthly Data Sheet are prepared 96% accurate and submitted to the Office of the General Manager more than 14 calendar days after end of the month.
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