

Program, Activities, and Projects (PAPs)	Comprehensive Performance Indicator or Success Indicator					Individuals Accountable								Standard on when to receive 5,4,3,2,1					Budget			
						RMS	MAR	AV	RBV	CCP	JBS	JSP	PAA	GBB	5	4	3	2		1		
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.	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.	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.												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.	
Meter Reading	100% of the water meter readings are recorded within the first 4 working days of the month without error.	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.	100% of the water meter readings are recorded within the first 4 working days of the month without error.												100% of the water meter readings are recorded within the first 3 working days of the month without error 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 error.	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 error.	
Water Bill Distribution	100% of the Water Bill are properly distributed to every concessionaires within the first 5 working days of the month accurately.	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.	100% of the Water Bill are properly distributed to every concessionaires within the first 5 working days of the month accurately.												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 first 3 working days of the month without error	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	100% of the generated printed accurate Billing Report for the month to be submitted on the first 3 working days of the month without error												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 working 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	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	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 1st working days 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.	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.	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.		x										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 requirements.	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 requirements.	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 requirements.	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 requirements.	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 requirements.	
Collection	100% of Official Receipts are issued within 3 minutes upon receipt of payment without cancelled O.R.	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.	100% of Official Receipts are issued within 3 minutes upon receipt of payment without cancelled O.R.												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 with without cancelled O.R.	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.	
Attainment of Collection Ratios: Collection Efficiency	70% of the current mos. billing collected and report submitted within 5 days after the end of the quarter without error.			Php of Php 1,325,741.52 or 46% of the current months billing were collected on the same month without error.	70% of the current mos. billing collected and report submitted within 5 days after the end of the quarter without error.	x											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.	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.	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.	x											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.	

Program, Activities, and Projects (PAPs)	Comprehensive Performance Indicator or Success Indicator					Individuals Accountable								Standard on when to receive 5,4,3,2,1					Budget				
						RMS	MAR	AV	RBV	CCP	JBS	JSP	PAA	GBB	5	4	3	2		1			
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.	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.	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.												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% accurate.	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% accurate.	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% accurate.	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% accurate.		
Collection Remittance Report	100% Daily Collection Report are prepared and printed on the following day without error.	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.	100% Daily Collection Report are prepared and printed on the following day without error.												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, printed and submitted to acctng on 2nd day with 1-2 error.	100% Daily Collection Report are prepared, printed and submitted to acctng on 3rd day with 2-3 error.		
<i>collection deposited intact the next banking day ff transaction date</i>	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	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 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.	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	100% Report of Cash Receipts and Deposit record submitted on 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 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.	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.	100% Report of Accountability for Accountable forms processed and accurately recorded and submitted of the following 3rd day of the month without error.	x											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.	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.	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.	100% Report of Check Issued submitted 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 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 on the 3rd 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.	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 on the 3rd day of the following month without error												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.	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.	100% of the reports and schedules prepared and posted at the bulletin board on 3rd working days of the following month without error.	x											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 day 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.		
Commercial Monitoring and Supervision	100% review, verify and sign Reports for Change Name, Temporary Close, New Connection, Reconnection and Disconnection during cut off date.				100% review, verify and sign Reports for Change Name, Temporary Close, New Connection, Reconnection and Disconnection during cut off date.	x																	
	100% of Client's written transactions/ concerns especially High Consumption and submitted for Board Consideration acted upon approval.				100% of Client's written transactions/ concerns especially High Consumption and submitted for Board Consideration acted upon approval.	x																	