

FORM A
PERFORMANCE TARGETS
FY 2018

LWD NAME: **CALABANGA WATER DISTRICT**

MFOs and PERFORMANCE INDICATORS (1)		FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (as of December 31, 2018) (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2018 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	6526 (should be number of households)	7009	Delivery Unit 2 and 3 - (Commercial) Finance and Commercial Services; (Maintenance and Production) Eng'g/Maintenance/Producti on Services	7133	101%	
PI 2 (Quality) Reliability of Service	Percentage of household connection receiving 24/7 supply of water	100%	100% increased percentage of households with level III (individual household) connection	Delivery Unit 2 and 3 - (Commercial) Finance and Commercial Services; (Maintenance and Production) Eng'g/Maintenance/Producti on Services	100% increased percentage of households with level III (individual household) connection	100%	
PI 3 (Timeliness) Adequacy should be >1.2:1	Source Capacity of LWD to meets demands for 24/7 supply of water To compute adequacy, use formula below <u>Rated Capacity of sources (cu.m/year)</u> Demand (cu.m/year) Demand=No. of Active Connection x 5 (average household size) x 100-130(lpcd) x 1 cu.m/1000L x 365 days	1.3:1	1.3:1	Delivery Unit 3 - Eng'g/Maintenance/Producti on	Production: 3,405,888 Demand: (7133*5)(130)(1cum/1000L)36 5=1,692,304.25 3,405,888/1,692,304.25=2.012	154.76%	

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ANNEX 1

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MFOs and PERFORMANCE INDICATORS (1)	FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (as of December 31, 2018) (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
B. Distribution Service Management						
2018 Budget:						
PI 1 (Quantity) NRW Non-Revenue Water and should not exceed 30%	Percentage of unbilled water to water production	20.56%	22%	Delivery Unit 3 - Eng'g/Maintenance/Producti on	1,694,512	102.37%
					2,158,264	
					0.78513	
					21.49%	
PI 2 (Quality) Potability	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017. Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4ppm.	0.30 ppm	at least '0.30 ppm	Delivery Unit 3 - Eng'g/Maintenance/Producti on	Attained at least '0.30 ppm	100%
PI 3 (Timeliness) Adequacy/Reliability of Service	Average response time to restore service (major/minor) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter in the LWD.	4 hours	24 hours for major repairs	Delivery Unit 2 and 3 - (Commercial) Finance and Commercial Services; (Maintenance and Production) Eng'g/Maintenance/Producti on Services	24 hours for major repairs	100%
			4 hours for minor repair		4 hours for minor repair	

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Support to Operation (STO)						
2018 Budget:						
PI 1 Staff Productivity Index	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.	242:1	1:120	Delivery Unit 1 & 2 - Administrative/General Services and; (Accounting and Budget) Finance and Commercial Services	Active SC= 7133 No. of Employees= 28 7133/28 254.75 1:254	211%
P1 2 Affordability	Reasonableness/Affordability of water rates. LWUA-approved water rates.	P236.00 minimum (LWUA Approved Water Rate)	P236.00 LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00	Delivery Unit 1 & 2 - Administrative/General Services and; (Accounting and Budget) Finance and Commercial Services	LWUA Approved Water Rate: P236.00 LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00	100%

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(1)		(2)	(3)	(4)	(5)	(6)	(7)
PI 3 Customer Satisfaction	1. Ease of doing business- compliance to CSC Memo No.14-2016.	100%	Compliance to CSC Memo No. 14-2016	Delivery Unit 2 and 3 - (Commercial) Finance and Commercial Services; (Maintenance and Production) Eng'g/Maintenance/Production Services	Compliant as per CSC Validation dated October 26, 2018	100%	
	2. Percentage of customer complaints acted upon against received complaints. Complaints through #8888 acted upon within 72 hours. Complaints received through WD customer service unit within the period prescribed by ARTA and other issuances.	100%	100% customer complaints acted upon against received complaints.		Number of Complaints: 2,828 Number of Complaints Acted : 2,828	100%	
General Administration and Support Services (GASS)							
2018 Budget:							
PI 1 Financial Viability and Sustainability	Collection Efficiency > 90%	92%	90%	Delivery Unit 2 -(Accounting and Budget) Finance and Commercial Services	93%	103%	
	Positive Net Balance in the Average Net Income for twelve (12) month;	Average Net Income P873,456.57 or 100%	P452,589.86 based on Projected IS Budget		P1,662,828.94	367%	
	Current Ratio >1.5:1	13.3:1	8.45:1		29.73:1	351%	

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(1)		(2)	(3)	(4)	(5)	(6)	(7)
PI 2 1.) Compliance with COA reporting requirements 2.) Compliance with LWUA reporting requirements in accordance to content and period of submission	In accordance with the prescribed content and period of submission:	100%			100%	100%	
	In accordance with the prescribed content and period of submission. Submission of Five Financial Reports:	1.) January 11, 2018 and January 15, 2018	February 14 of the following year	Delivery Unit 2 (Accounting and Budget) Finance and Commercial Services	January 18, 2019	100%	
	Statement of Financial Position Statement of Comprehensive Income Statement of Cash Flows Statement of Changes in Equity Notes to Financial Statement	2.) January 12, 2018			January 17, 2019	100%	
P1 3 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX Budget for the current year should not be less than 85%.	86%	85%	Delivery Unit 2 -(Accounting and Budget) Finance and Commercial Services	Disbursement: 33,099,658.16	107%	
					Obligation: 36,227,849.58		
					91%		

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General Administration and Support Services (GASS)							
2018 Budget:							
PI 2	Physical/Chemical Report	100% submitted (8 samples (annual))	8 samples (annual)	Delivery Unit 3 - (Maintenance and Production) Eng'g/Maintenance/Producti on Services	17 samples (annual)	212%	
	Chlorine Residual Report	20 samples tested everyday 7,320 sampling points for the year 2016, conducted/submitted	Twelve (12) Reports		Twelve (12) Reports	100%	
	Approved WD Budget	Approved 2017 COB- Submitted thru LBC: January 12, 2017	4th week of January of the following year	Delivery Unit 1 & 2 - Administrative/General Services and; (Accounting and Budget) Finance and Commercial Services	CAWADI 2018 Corporate Operating Budget: Transmitted to LWUA and DBM- January 18, 2019	100%	
	Annual Procurement Plan	APP 2017- Submitted thru email to monitoring@GPPB: November 28, 2016	4th week of January of the following year		APP 2019: Transmitted to GPPB thru email on August 31, 2018	100%	
	Annual Report	2016 Annual Report - Submitted thru LBC: January 14, 2017	January 31, 2018		Transmitted to LWUA on January 30, 2019	100%	
	Report on Ageing of Cash Advance	Submitted: November 29, 2017	November 30, 2018	Delivery Unit 2 -(Accounting and Budget) Finance and Commercial Services	Submitted to COA Office on November 29, 2018	100%	

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
MFOs and PERFORMANCE INDICATORS		FY 2017 ACTUAL ACCOMPLISHMENT	FY 2018 TARGET	RESPONSIBLE OFFICE/UNIT	FY 2018 ACTUAL ACCOMPLISHMENT (as of December 31, 2018)	ACCOMPLISHMENT RATE	REMARKS
(1)		(2)	(3)	(4)	(5)	(6)	(7)
P1 3 Compliance to COA AOM	Resolve atleast 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2017.	28%	30%	Delivery Unit 2 -(Accounting and Budget) Finance and Commercial Services	Resolved 32% of COA findings as per December 31, 2017 Annual Audit Report 16 AOM-Fully Implemented out of 50 AOM Issued 16/50 32%	106%	

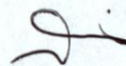
Prepared by:


Delivery Unit 1
Administrative/General Services

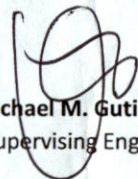
Delivery Unit 2
Finance and Commercial Services

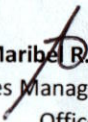
Delivery Unit 3
Engineering/Maintenance and Production Services


Betty B. Viola
Admin/Gen Services Chief C

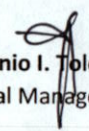

Diana B. Batalla
Corporate Budget Specialist A


Raquel M. Saavedra
Sr. Water Utilities Mgt/Development Officer


Engr. Michael M. Gutierrez-Moreno
Supervising Engineer A


Maribel B. Gabarda
Water Utilities Management/Development
Officer B

Approved by:


Engr. Celedonio I. Tolentino, Jr.
General Manager C

FORM A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

CALABANGA WATER DISTRICT

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2018 TARGET for Performance Indicator 1 (3)	FY 2018 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2018 TARGET for Performance Indicator 2 (6)	FY 2018 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator n (8)	FY 2018 TARGET for Performance Indicator n (9)	FY 2018 ACCOMPLISHMENT for Performance Indicator n (10)	Remarks (11)
A. Water Facility Service Management										
Delivery Unit 1										
Delivery Unit 2										
Delivery Unit 3	Percentage of households with access to potable water against the total number of households within the coverage of the LWD	7009 total active service connectin of total barangays with access to potable water.	7133 total active service connectin of total barangays with access to potable water.	Percentage of household connection receiving 24/7 supply of water	100% increased percentage of households with level III (individual household) connection	100%	Source Capacity of LWD to meets demands for 24/7 supply of water	1.3:1	2.012:1 or 154.76%	
B. Distribution Service Management										
Delivery Unit 1										
Delivery Unit 2								24 hours for major repairs	24 hours for major repairs	
Delivery Unit 3	Percentage of unbilled water to water production	22%	Total Billed: 1,694,512 ; Total Production: 2,158,264 ; Non-Revenue Water: 463,752 or 21%	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017. Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4ppm.	at least '0.30 ppm	Attained at least 0.30 ppm or 100%	Average response time to restore service (major/minor) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter in the LWD.	4 hours for minor repair	4 hours for minor repair	

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B. Support to Operations (STO)										
Delivery Unit 1	Staff Productivity Index: Categories A, B, & C= 1 staff for every one hundred twenty (120) service connections. Category D= 1 staff for every one hundred (100) service connections.	1:120	No. of Active SC/No. of Reg Employees 7133 28 254.75 or 211%	Reasonableness/Affordability of water rates. LWUA- approved Water rates.	LWUA Approved water rates: P236.00	LWUA Approved water rates: P236.00				
					LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00	LIG- Padyak Drivers earning P200.00/day x30days=P6,000.00 P6,000.00x5%=P300.00				
Delivery Unit 2										
Delivery Unit 3							1. Ease of doing business- compliance to CSC Memo No.14-2016.	Compliance to CSC Memo No. 14-2016	Compliant as per CSC Validation dated October 26, 2018 or 100%	
							2. Percentage of customer complaints acted upon against received complaints. Complaints through #8888 acted upon within 72 hours. Complaints received through WD customer service unit within the period prescribed by ARTA and other issuances.	100% customer complaints acted upon against received complaints.	Number of Complaints: 2,828 Number of Complaints Acted : 2,828 or 100%	

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C. General Administration and Support Services (GASS)										
Delivery Unit 1										
Delivery Unit 2	Collection Efficiency > 90%	90%	93% or 103% Accomplished	In accordance with the prescribed content and period of submission:		100%	Resolve atleast 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2017.	30%	32% Resolved as per AAR 2017	
	Positive Net Balance in the Average Net Income for twelve (12) month;	P452,589.86 based on Projected IS Budget	Average Net Income: P1,662,828.94 or 367% Accomplished	Submission of Five Financial Reports:	February 14 of the following year	at COA 1.) January 18, 2019				
	Current Ratio = < 1.5:1	8.45:1	29.73:1 or 351%	Balance Sheet Statement of income and Expenses Statement of Cash Flows Statement of Government Equity Notes to Financial Statement		a t LWUA 2.) January 17, 2019	Actual Disbursement on CAPEX. Approved CAPEX Budget for the current year should be atleast 85% to 90%.	85%	Disbursement: 33,099,658.16 Obligation: 36,227,849.58	
				Report on Ageing of Cash Advance		3.) November 29, 2018			91%	

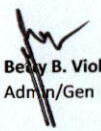
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Delivery Unit 3 Delivery Unit 1 & 2				Physical/Chemical Report Chlorine Residual Report Approved WD Budget Annual Procurement Plan Annual Report	8 samples (annual) Twelve (12) Reports 4th week of January of the following year 4th week of January of the following year January 31, 2018	17 samples (annual) or 212% Twelve (12) Reports or 100% Approved 2019 COB- Submitted thru LBC to LWUA and DBM: January 18, 2018 APP 2019- Submitted thru email to monitoring@GPPB: August 31, 2018 Submitted and mailed January 30, 2018 (with PBB documentary requirements)				

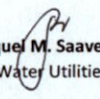
Prepared by:

Delivery Unit 1
Administrative/General Services


Betty B. Viola
Admin/Gen Services Chief C


Delivery Unit 2
Finance and Commercial Services

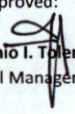

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Engineering/Maintenance and Production Services


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