



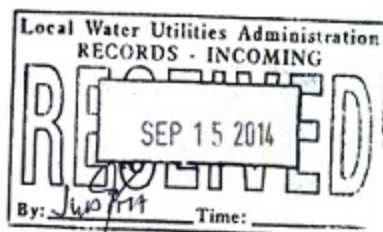
Republic of the Philippines
Santa Rosa (NE) Water District

Santa Rosa – Fort Magsaysay Road, Brgy. Rizal, Santa Rosa, Nueva Ecija

☎ (044) 311 – 1323; 📠 (044) 940 - 0142

September 15, 2014

MR. ANDRES F. IBARRA
Administrator
Local Water Utilities Administration
MWSS-LWUA Complex,
Katipunan Avenue, Balara,
Quezon City



Dear Administrator Ibarra:

Transmitting herewith the Performance Indicators and Targets of Santa Rosa (NE) Water District for FY 2014.

Thank you very much.

Very truly yours,


ENGR. JOEL FELIX H. BERNARDO
General Manager

FORM A
PERFORMANCE TARGETS


LWD NAME: SANTA ROSA (N.E.) WATER DISTRICT


MFOs AND PERFORMANCE INDICATORS (1)		FY 2013 ACTUAL ACCOMPLISHMENT (2)	FY 2014 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2014 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2014 Budget:							
PI 1 (Quantity) <i>Access to potable water</i>	Percentage of barangay with access to potable water against the total number of barangays within the coverage of the LWD	31 out of 33 barangays 94%	33 out of 33 barangays 100%	Maintenance/ Commercial			
PI 2 (Quality) <i>Reliability of service</i>	Percentage of household connections receiving 24/7 supply of water	7,458 active connections 100%	7,794 active connections 100%	Production/ Commercial			
PI 3 (Timeliness) <i>Adequacy</i>	Source Capacity of LWD to meet demands for 24/7 supply of water	7 wells with rated capacity 386,208 cu.m./mo. Ave. 164,363 cu.m./mo.	8 wells with rated capacity 440,640 cu.m./mo. Ave. 195,000 cu.m./mo.	Production			
B. Water Distribution Service Management							
2014 Budget:							
PI 1 (Quantity) <i>NRW</i>	Percentage of unbilled water to water production	15%	15%	Maintenance			
PI 2 (Quality) <i>Potability</i>	Average deviation from PNSOW (chlorine residual requirements) from January 1 to December 31	(Allowable per BFAD 0.80 ppm) Actual Residue: 0.40 ppm	(Allowable per BFAD 0.80 ppm) Actual Residue: 0.30 ppm	Production			
PI 3 (Timeliness) <i>Adequacy/reliability of service</i>	Average response time to restore service when there are interruptions based on the Citizen's Charter of LWD proposed for approval by CSC	10 hours	10 hours	Maintenance			

MFOs AND PERFORMANCE INDICATORS (1)	FY 2013 ACTUAL ACCOMPLISHMENT (2)	FY 2014 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2014 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
Support to Operation (STO)						
2013 Budget:						
PI 1	<p>Staff Productivity Index</p> <p>The Staff Productivity Index of one (1) position for every one hundred (100) service connections for Category D, and one hundred twenty (120) service connections for Categories A to C, shall be strictly observed in the determination of the total number of positions in an LWD - in PI 3</p>	1:186	1:183	Admin		
PI 2 <i>Affordability</i>	Reasonableness/Affordability of water rates to consumers with access connections. Water rate for the 1st 10 cu.m. must not exceed P338 (5% of the average income of LG).	P180	P180	Finance		
PI 3	<p>Customer Satisfaction</p> <p>Percentage of Customer Complaints acted upon against received complaints</p>	1,484 complaints 100%	1,655 complaints 100%	Commercial/ Maintenance		


MFOs AND PERFORMANCE INDICATORS (1)	FY 2013 ACTUAL ACCOMPLISHMENT (2)	FY 2014 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2014 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
General Administration and Support Services (GASS)						
2013 Budget:						
PI 1	Financial viability & sustainability of LWD operations (Collection Ratio, Operating Ratio, Current Ratio)	Collection Ratio: 94%	Collection Ratio: 94%	Finance		
		Operating Ratio: 76%	Operating Ratio: 76%			
		Current Ratio : 1.09	Current Ratio : 1.09			
PI2	<p>a. Compliance with COA reporting requirements in accordance with content and period of submission</p> <p><i>Submission of five financial reports i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance</i></p>	March 1, 2013	March 31, 2014	Finance		
	<p>b. Compliance with LWUA reporting requirements in accordance with content and period of submission</p> <p><i>i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/ Chemical Analysis</i></p>	3rd following month of the required month-end reports	2nd following month of the required month-end reports	Admin and Finance, Production		

Recommending Approval:


ORLANDO P. CASTRO
 Division Manager-C
 September 12, 2014


VICTORIA N. MARIANO
 Division Manager-C
 September 12, 2014

Approved by:


ENGR. JOEL FEUX H. BERNARDO
 General Manager
 September 12, 2014

FORM A-1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

LWD NAME: SANTA ROSA (N.E.) WATER DISTRICT

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2014 TARGET for Performance Indicator 1 (3)	FY 2014 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2014 TARGET for Performance Indicator 2 (6)	FY 2014 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2014 TARGET for Performance Indicator 3 (9)	FY 2014 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
A. Water Facility Service Management										
Maintenance/ Commercial	Percentage of barangay with access to potable water against the total number of barangays within the coverage of the LWD	33 out of 33 barangays 100%								
Production				Percentage of household connections receiving 24/7 supply of water	7,794 active connections 100%		Source Capacity of LWD to meet demands for 24/7 supply of water	8 wells with rated capacity 440,640 cu.m./mo. Ave. 195,000 cu.m./mo.		
B. Water Distribution Service Management										
Maintenance	Percentage of unbilled water to water production	15%					Average response time to restore service when there are interruptions based on the Citizen's Charter of LWD proposed for approval by CSC	10 hours		
Production				Average deviation from PNSDW (chlorine residual requirements) from January 1 to December 31	(Allowable per BFAD 0.80 ppm) Actual Residue: 0.30 ppm					

Major Final Outputs/Responsible Bureaus	Performance Indicator 1	FY 2014 TARGET for Performance Indicator 1	FY 2014 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2014 TARGET for Performance Indicator 2	FY 2014 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2014 TARGET for Performance Indicator 3	FY 2014 ACCOMPLISHMENT for Performance Indicator 3	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)

B. Support to Operations (STO)

Admin	Staff Productivity Index The Staff Productivity Index of one (1) position for every one hundred (100) service connections for Category D, and one hundred twenty (120) service connections for Categories A to C, shall be strictly observed in the determination of the total number of positions in an LWD in PI 3	1:183								
Finance				Reasonableness/Affordability of water rates to consumers with access connections. Water rate for the 1st 10 cu.m. must not exceed P338 (5% of the average income of LIG)	P180					
Commercial/Maintenance							Customer Satisfaction Percentage of Customer Complaints acted upon against received complaints	1,655 complaints 100%		


Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2014 TARGET for Performance Indicator 1 (3)	FY 2014 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2014 TARGET for Performance Indicator 2 (6)	FY 2014 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2014 TARGET for Performance Indicator 3 (9)	FY 2014 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
C. General Administration and Support Services (GASS)										
Finance	Financial viability & sustainability of LWD operations (Collection Ratio, Operating Ratio, Current Ratio)	Collection Ratio: 94%		a. Compliance with COA reporting requirements in accordance with content and period of submission	March 31, 2014					
		Operating Ratio: 76%		Submission of five financial reports i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance						
		Current Ratio: 1.09								

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2014 TARGET for Performance Indicator 1 (3)	FY 2014 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2014 TARGET for Performance Indicator 2 (6)	FY 2014 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2014 TARGET for Performance Indicator 3 (9)	FY 2014 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
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C. General Administration and Support Services (GASS)

Admin and Finance, Production				<p>b. Compliance with LWUA reporting requirements in accordance with content and period of submission</p> <p><i>i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical Analysis</i></p>	2nd following month of the required month-end reports					
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Prepared by:



ORLANDO A. CASTRO
 Division Manager-C

September 12, 2014
 Date


VICTORIA N. MARIANO
 Division Manager-C

September 12, 2014
 Date

Approved by:


ENGR. JOEL FELIX H. BERNARDO
 General Manager

September 12, 2014
 Date