

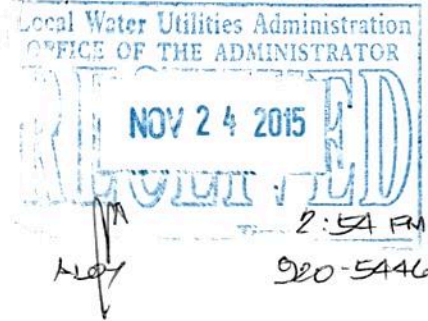


Republic of the Philippines
Santa Rosa (NE) Water District

Santa Rosa – Fort Magsaysay Road, Brgy. Rizal, Santa Rosa, Nueva Ecija
(044) 940 - 0142

November 20, 2015

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



Dear Administrator Ibarra:

Transmitting herewith are the Performance Indicators and Targets (Forms A and A-1) of Santa Rosa (N.E.) Water District for FY 2015, together with the following documents:

- System of Ranking Delivery Units and Individuals
- Certificate of Compliance PhilGEPS Posting
- Report on Ageing of Cash Advances as of November 15, 2015
- 2015 Annual Procurement Plan
- Major Programs and Projects for the year 2015
- Utility Rules and Regulations
- Agency Operations Manual

Thank you very much.

Very truly yours,

ENGR. JOEL FELIX H. BERNARDO
General Manager

FORM A
PERFORMANCE TARGETS

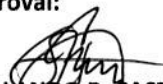
LWD NAME: SANTA ROSA (N.E.) WATER DISTRICT


MFOs AND PERFORMANCE INDICATORS (1)		FY 2014 ACTUAL ACCOMPLISHMENT (2)	FY 2015 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2015 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	33 out of 33 barangays 100%	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	8,386 active connections 100%	8,743 active connections 100%	Production/ Commercial			
PI 3 (Timeliness) <i>Adequacy</i>	Source Capacity of LWD to meet demands for 24/7 supply of water	8 wells with rated capacity 456,172 cu.m./mo. Ave. 185,894 cu.m./mo.	10 wells with rated capacity 562,464 cu.m./mo. Ave. 200,000 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 PNSDW (chlorine residual requirements) from January 1 to December 31	(Allowable per BFAD 0.80 ppm) Actual Residue: 0.30 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 2014 ACTUAL ACCOMPLISHMENT (2)	FY 2015 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2015 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>	1:190	1:120	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 LIG).	P180	P180	Finance		
PI 3	<p>Customer Satisfaction</p> <p>Percentage of Customer Complaints acted upon against received complaints</p>	2,788 complaints acted upon 100%	3,696 complaints acted upon 100%	Commercial/ Maintenance		
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: 90%	Finance		
		Operating Ratio: 80%	Operating Ratio: 83%			
		Current Ratio : 1.43	Current Ratio : 1.20			

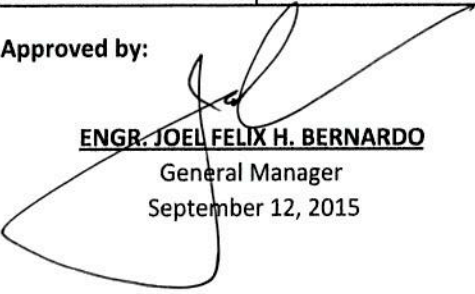
MFOs AND PERFORMANCE INDICATORS (1)		FY 2014 ACTUAL ACCOMPLISHMENT (2)	FY 2015 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2015 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI2	a. Compliance with COA reporting requirements in accordance with content and period of submission <i>Submission 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>	February 28, 2014	March 31, 2015	Finance			
	b. Compliance with LWUA reporting requirements in accordance with content and period of submission <i>i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/ Chemical Analysis</i>	2nd 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, 2015


VICTORIA N. MARIANO
 Division Manager-C
 September 12, 2015

Approved by:


ENGR. JOEL FELIX H. BERNARDO
 General Manager
 September 12, 2015

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 2015 TARGET for Performance Indicator 1 (3)	FY 2015 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2015 TARGET for Performance Indicator 2 (6)	FY 2015 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2015 TARGET for Performance Indicator 3 (9)	FY 2015 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
A. Sewer 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	8,743 active connections 100%		Source Capacity of LWD to meet demands for 24/7 supply of water	10 wells with rated capacity 562,464 cu.m./mo. Ave. 200,000 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 (1)	Performance Indicator 1 (2)	FY 2015 TARGET for Performance Indicator 1 (3)	FY 2015 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2015 TARGET for Performance Indicator 2 (6)	FY 2015 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2015 TARGET for Performance Indicator 3 (9)	FY 2015 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (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	1:120								
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	3,696 complaints acted upon 100%		

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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	1:120								
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	3,696 complaints acted upon 100%		

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C. General Administration and Support Services (GASS)										
Finance	Financial viability & sustainability of LWD operations (Collection Ratio, Operating Ratio, Current Ratio)	Collection Ratio: 90%		a. Compliance with COA reporting requirements in accordance with content and period of submission	March 31, 2015					
		Operating Ratio: 83%		<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>						
		Current Ratio: 1.20								

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


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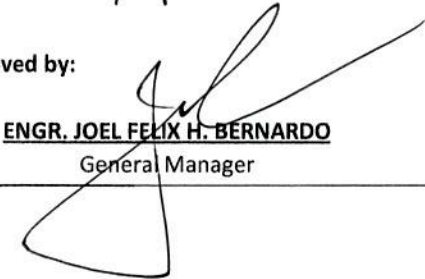
C. General Administration and Support Services (GASS)

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 P. CASTRO Division Manager-C	<u>September 12, 2015</u> Date	 VICTORIA N. MARIANO Division Manager-C	<u>September 12, 2015</u> Date
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Approved by:

 ENGR. JOEL FELIX H. BERNARDO General Manager	<u>September 12, 2015</u> Date
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