

**FORM A**  
**PERFORMANCE TARGETS**

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

MFOs AND PERFORMANCE INDICATORS (1)		FY 2015 ACTUAL ACCOMPLISHMENT (2)	FY 2016 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2016 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>A. Water Facility Service Management</b>							
<b>2016 Budget:</b>							
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	9,344 active connections 100%	9,835 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.	11 wells with rated capacity 567,130 cu.m./mo. Ave. 205,000 cu.m./mo.	Production			
<b>B. Water Distribution Service Management</b>							
<b>2016 Budget:</b>							
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			






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<b>Support to Operation (STO)</b>						
<b>2016 Budget:</b>						
PI 1	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	1:207	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	Customer Satisfaction  Percentage of Customer Complaints acted upon against received complaints	4,240 complaints acted upon 100%	4,028 complaints acted upon 100%	Commercial/ Maintenance		
<b>General Administration and Support Services (GASS)</b>						
<b>2016 Budget:</b>						
PI 1	Financial viability & sustainability of LWD operations (Collection Ratio, Operating Ratio, Current Ratio)	Collection Ratio: 91% Operating Ratio: 80% Current Ratio : 1.41	Collection Ratio: 90% Operating Ratio: 83% Current Ratio : 1.50	Finance		

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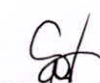
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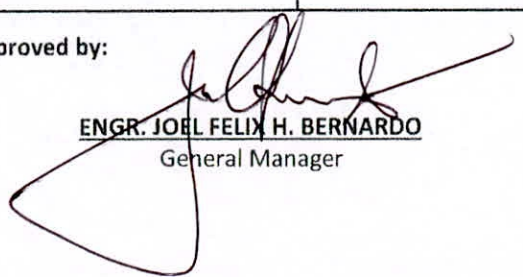
MFOs AND PERFORMANCE INDICATORS (1)		FY 2015 ACTUAL ACCOMPLISHMENT (2)	FY 2016 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2016 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI2	a. Compliance with COA reporting requirements in accordance with content and period of submission  <i>Submission 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>	January 27, 2015	March 31, 2016	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 F. CASTRO**  
Division Manager-C

  
**VICTORIA N. MARIANO**  
Division Manager-C

Approved by:

  
**ENGR. JOEL FELIX H. BERNARDO**  
General Manager

## ANNEX 2

## 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 2016 TARGET for Performance Indicator 1 (3)	FY 2016 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2016 TARGET for Performance Indicator 2 (6)	FY 2016 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2016 TARGET for Performance Indicator 3 (9)	FY 2016 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
<b>A. Water Facility Service Management</b>										
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	9,835 active connections 100%		Source Capacity of LWD to meet demands for 24/7 supply of water	11 wells with rated capacity 567,130 cu.m./mo. Ave. 205,000 cu.m./mo.		
<b>B. Water Distribution Service Management</b>										
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					

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<b>B. Support to Operations (STO)</b>										
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					

*CPD*  
*[Signature]*



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DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

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Commercial/Maintenance							Customer Satisfaction Percentage of Customer Complaints acted upon against received complaints	4,028 complaints acted upon 100%		

**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, 2016					
		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: 1.50								


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<b>C. General Administration and Support Services (GASS)</b>										
Admin and Finance, Production				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					

Prepared by:  
  
**ORLANDO P. CASTRO**  
 Division Manager-C

  
**VICTORIA N. MARIANO**  
 Division Manager-C

Approved by:  
  
**ENGR. JOEL FELIX H. BERNARDO**  
 General Manager