

ANNEX 1

FORM A
PERFORMANCE TARGETSLWD NAME: SANTA ROSA (N.E.) WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)		FY 2016 ACTUAL ACCOMPLISHMENT (2)	FY 2017 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2017 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2017 Budget:							
PI 1 (Quantity) <i>Access to potable water</i>	Percentage of households with access to potable water against the total number of households within the coverage of the LWD	10,077 household connections/ 15,576 households 65%	10,563 household connections/ 16,072 households 66%	Maintenance/ Commercial	10,779 household connections/ 16,072 households 67%	101%	
PI 2 (Quality) <i>Reliability of service</i>	Percentage of household connections receiving 24/7 supply of water	10,077 household connections 100%	10,563 household connections 100%	Production/ Commercial	10,779 household connections 100%	100%	
PI 3 (Timeliness) <i>Adequacy</i>	Source Capacity of LWD to meet demands for 24/7 supply of water	11 wells with rated capacity 567,130 cu.m./mo. Ave. 232,699 cu.m./mo.	12 wells with rated capacity 656,208 cu.m./mo. Ave. 247,093 cu.m./mo.	Production	12 wells with rated capacity 656,208 cu.m./mo. Ave. 248,847 cu.m./mo.	101%	
B. Water Distribution Service Management							
2017 Budget:							
PI 1 (Quantity) <i>NRW should not exceed 30%</i>	Percentage of unbilled water to water production	14.92%	15.00%	Maintenance	13.42%	112%	
PI 2 (Quality) <i>Potability</i>	Daily chlorine residual requirement (at least 0.3 ppm at the farthest point)	0.30 ppm	0.30 ppm	Production	0.30 ppm	100%	
PI 3 (Timeliness) <i>Adequacy/reliability of service</i>	Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of LWD	10 hours	10 hours	Maintenance	10 hours	100%	

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Support to Operation (STO)							
2017 Budget:							
	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.	1:176	1:120	Admin	1:176	147%	
PI 2 <i>Affordability</i>	Reasonableness/Affordability of water rates. Water rate for the 1st 10 cu.m. must not exceed P338 (5% of the average income of LIG). Water rates should be LWUA-approved.	P180	P180	Finance	P180	100%	
PI 3	Customer Satisfaction 1. Ease of doing business - compliance to CSC Memo No. 14-2016. 2. Percentage of customer complaints acted upon against received complaints.	4,011 complaints acted upon 100%	6,746 complaints acted upon 100%	Commercial/ Maintenance	6,746 complaints acted upon 100%	100%	

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

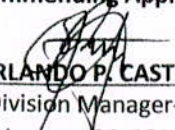
MFOs AND PERFORMANCE INDICATORS (1)	FY 2016 ACTUAL ACCOMPLISHMENT (2)	FY 2017 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2017 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
General Administration and Support Services (GASS)						
2017 Budget:						
PI1	Financial viability & sustainability of LWD operations Collection Efficiency \geq 90%, Positive Net Balance in the Average Net Income for twelve (12) months, Current Ratio	Collection Efficiency: 91% Positive Net Balance in the Average Net Income for twelve (12) months 864,616.80 Current Ratio : 2.71	Collection Ratio: 91% Positive Net Balance in the Average Net Income for twelve (12) months 266,552.44 Current Ratio : 2.75	Finance	Collection Ratio: 92% Positive Net Balance in the Average Net Income for twelve (12) months 843,673.86 Current Ratio : 3.69	102% 316% 134%
PI2	a. Compliance with COA reporting requirements in accordance with the prescribed content and period of submission 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	January 14, 2016	January 30, 2017	Finance	January 16, 2017	100%

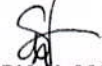
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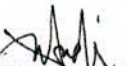
LWD NAME: SANTA ROSA (N.E.) WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)		FY 2016 ACTUAL ACCOMPLISHMENT (2)	FY 2017 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2017 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI2	<p>b. Compliance with LWUA reporting requirements in accordance to content and period of submission</p> <p>i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical Analysis</p>	2nd following month of the required month-end reports	2nd following month of the required month-end reports	Admin and Finance, Production	2nd following month of the required month-end reports	100%	
PI3	<p>Compliance to COA AOM</p> <p>Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016</p>	N/A	<p>Compliance to COA AOM</p> <p>Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016</p>	Admin and Finance, Production, Engineering and Maintenance	<p>Compliance to COA AOM</p> <p>Resolved 82% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016</p>	273%	
	<p>Budget Utilization Rate (BUR)</p> <p>Actual Disbursement on CAPEX. Approved CAPEX budget for the current should be at least 85% to 90%.</p>	<p>Budget Utilization Rate (BUR)</p> <p>97 % Actual Disbursement on Approved CAPEX Budget</p>	<p>Budget Utilization Rate (BUR)</p> <p>85 % Actual Disbursement on Approved CAPEX Budget</p>	Admin and Finance	<p>Budget Utilization Rate (BUR)</p> <p>87 % Actual Disbursement on Approved CAPEX Budget</p>	102%	

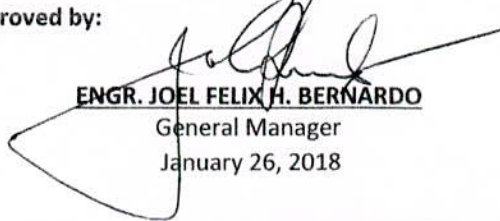
Recommending Approval:


ORLANDO P. CASTRO
Division Manager-B
January 26, 2018


VICTORIA N. MARIANO
Division Manager-B
January 26, 2018


JULIUS CAESAR M. BADILLA
Division Manager-B
January 26, 2018

Approved by:


ENGR. JOEL FELIX H. BERNARDO
General Manager
January 26, 2018

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 2017 TARGET for Performance Indicator 1 (3)	FY 2017 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2017 TARGET for Performance Indicator 2 (6)	FY 2017 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2017 TARGET for Performance Indicator 3 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 3 (10)	Performance Indicator 4 (8)	FY 2017 TARGET for Performance Indicator 4 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 4 (10)	Remarks (11)
A. Water Facility Service Management													
Maintenance/Commercial	Percentage of households with access to potable water against the total number of households within the coverage of the LWD	10,563 household connections/ 16,072 households 66%	10,779 household connections/ 16,072 households 67%										
Production				Percentage of household connections receiving 24/7 supply of water	10,563 household connections 100%	10,779 household connections 100%	Source Capacity of LWD to meet demands for 24/7 supply of water	12 wells with rated capacity 656,208 cu.m./mo. Ave. 247,093 cu.m./mo.	12 wells with rated capacity 656,208 cu.m./mo. Ave. 248,847 cu.m./mo.				
B. Water Distribution Service Management													
Engineering and Maintenance/Commercial	Percentage of unbilled water to water production	15%	13.42%				Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of LWD	10 hours	10 hours				

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2017 TARGET for Performance Indicator 1 (3)	FY 2017 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2017 TARGET for Performance Indicator 2 (6)	FY 2017 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2017 TARGET for Performance Indicator 3 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 3 (10)	Performance Indicator 4 (8)	FY 2017 TARGET for Performance Indicator 4 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 4 (10)	Remarks (11)
Production				Daily chlorine residual requirement (at least 0.3 ppm) at the farthest point)	0.30 ppm	0.30 ppm							
B. Support to Operations (STO)													
Admin	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	1:176										
Finance				Reasonableness/Affordability of water rates. Water rate for the 1st 10 cu.m. must not exceed P338 (5% of the average income of LIG). Water rates should be LWUA-approved.	P180	P180							

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2017 TARGET for Performance Indicator 1 (3)	FY 2017 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2017 TARGET for Performance Indicator 2 (6)	FY 2017 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2017 TARGET for Performance Indicator 3 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 3 (10)	Performance Indicator 4 (8)	FY 2017 TARGET for Performance Indicator 4 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 4 (10)	Remarks (11)
Commercial/ Maintenance							Customer Satisfaction 1. Ease of doing business - compliance to CSC Memo No. 14-2016. 2. Percentage of customer complaints acted upon against received complaints.	6,746 complaints acted upon 100%	6,746 complaints acted upon 100%				

C. General Administration and Support Services (GASS)

Finance	Financial viability & sustainability of LWD operations Collection Efficiency >90%, Positive Net Balance in the Average Net Income for twelve (12) months, Current Ratio	Collection Efficiency: 91%	Collection Efficiency: 92%	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 30, 2017	January 16, 2017							
		Positive Net Balance in the Average Net Income for twelve (12) months P 266,552.44	Positive Net Balance in the Average Net Income for twelve (12) months P 843,673.86										
		Current Ratio: 2.75	Current Ratio: 3.69										

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2017 TARGET for Performance Indicator 1 (3)	FY 2017 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2017 TARGET for Performance Indicator 2 (6)	FY 2017 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2017 TARGET for Performance Indicator 3 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 3 (10)	Performance Indicator 4 (8)	FY 2017 TARGET for Performance Indicator 4 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 4 (10)	Remarks (11)
Admin and Finance, Production				b. Compliance with LWUA reporting requirements in accordance with content and period of submission i.e. <i>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							

C. General Administration and Support Services (GASS)

Admin and Finance, Engineering and Maintenance, Production							Compliance to COA AOM <i>Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016</i>	Compliance to COA AOM <i>Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016</i>	Compliance to COA AOM <i>Resolved 82% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016</i>				
Admin and Finance										Budget Utilization Rate (BUR) <i>Actual Disbursement on CAPEX. Approved CAPEX budget for the current should be at least 85% to 90%.</i>	Budget Utilization Rate (BUR) <i>85% Actual Disbursement on Approved CAPEX Budget</i>	Budget Utilization Rate (BUR) <i>87% Actual Disbursement on Approved CAPEX Budget</i>	

Prepared by:


ORLANO P. CASTRO
Division Manager-B

January 26, 2018
Date



VICTORIA N. MARIANO
Division Manager-B

January 26, 2018
Date


JULIUS CAESAR M. BADILLA
Division Manager-B

January 26, 2018
Date

Approved by:


ENGR. JOEL FELIX H. BERNARDO
General Manager

January 26, 2018
Date