

**FORM A
PERFORMANCE TARGETS**

LWD NAME: BAAO WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS	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						
2016 Budget						
Pf 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 BWD	44.38% households	55.52% households	Engineering and Production Division	54.28% households	98% including estimated households at Nabua which comprises of at least 1/3 or 33.33% of the total number of households within the coverage of BWD
Pf 2 (Quality) <i>reliability of service</i>	Percentage of household connections receiving 24/7 supply of water	90% of household connections with 24/7 supply of water	100% of household connections with 24/7 supply of water	Engineering and Production Division	100% of household connections with 24/7 supply of water	100% additional source capacity (San Isidro PS)
Pf 3 (Timeliness) <i>adequacy</i>	Source of capacity of BWD to meet demands for 24/7 supply of water	2.97:1	2.84: 1	Engineering and Production Division	3.90: 1	100% additional source capacity (San Isidro PS)
2016 Budget						
Pf (Quantity) NRW: <i>NRW should not exceed 30%</i>	Percentage of unbilled water to water production	21.17% NRW	≥ 20% NRW	Engineering and Production Division	18.32% NRW	100%
Pf 2 (Quality) <i>potability</i>	Daily Chlorine residual requirement should be at least 0.3 ppm at the farthest point	seven (7) samples per day with 0 deviation (attained at least 0.3ppm residual chlorine)	seven (7) samples per day with 0 deviation (attained at least 0.3ppm residual chlorine)	Engineering and Production Division	seven (7) samples per day with 0 deviation (attained at least 0.3ppm residual chlorine)	100%
Pf 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 BWD	8 hours response time	28 hours response time	Engineering and Production Division	8 hours response time	100% Repair depends mainly of thickness of concrete for breaking

Support to Operation (STO)							
2016 Budget							
Pf 1 Staff Productivity Index	Categories A, B, & C = 1 staff for every one hundred twenty (120) service connections	1:162 Staff Productivity Index	1:120 Staff Productivity Index	Finance and Commercial	1:205 Staff Productivity Index	100%	
Pf 2 Affordability	Reasonableness/Affordability of water rates. Water rate for the 1st 10 cu. M. must not exceed 5% of the average income of LIG. Water rates should be approved	Php 237 < 586.00 (5% of average income of LIG)	Php 237 < 586.00 (5% of average income of LIG)	Finance and Commercial	Php 237 < 586.00 (5% of average income of LIG)	100%	
Pf 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. Complaints through hotline #8888 acted upon within 72 hours. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances	13/13 of customer complaints acted upon within 24 hours; 0/0 complaints through #8888	100% of customer complaints acted upon within 24 hours	Finance and Commercial	13/13 of customer complaints acted upon within 24 hours; 0/0 complaints through #8888	100%	
General Administration and Support Services (GASS)							
2016 Budget							
Pf Financial viability and sustainability	Collection Efficiency \leq 90%; Positive Net Balance in the Average Net Income for twelve (12) months; Current Ratio = \leq 1.5:1	Collection Efficiency - 97%; Positive Net Balance - 4,752,571.74; Current Ratio - 2.36:1	Collection Efficiency - 97%; Positive Net Balance - 4,800,000.00; Current Ratio - 2.40:1	Finance and Commercial	Collection Efficiency - 97%; Positive Net Balance - 4,901,227.40; Current Ratio - 2.46:1	100%	
Pf 2 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).	Submitted required COA reports	Submission of COA reports	Finance and Commercial	Submitted required COA reports	100%	
b.) Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with LWUA reporting requirements in accordance to content and period of submission i.e. monthly date sheet, balance sheet, income statement, cash flow statement, microbiological/physical/chemical/chlorine residual report, approved WD budget with annual procurement plan annual report	Submitted required LWUA reports on the following schedule: MDS/FS - regular submission not later than the 30th day of the month; Bacteriological test - monthly submission after the release of result; Physical - Chemical - annual submission; Residual Chlorine - daily	Submission required LWUA reports on the following schedule: MDS/FS - regular submission not later than the 30th day of the month; Bacteriological test - monthly submission after the release of result; Physical - Chemical - annual submission; Residual Chlorine - daily	Finance and Commercial	Submitted reports required by LWUA	100%	

Pf 3 Compliance to COA AOM	Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016	7 of 37 or 19% of COA AOM issued for the prior years as of December 31, 2016 were resolved	At least 30% of COA AOM issued for the prior years as of December 31, 2016 should resolve	Finance and Commercial	7 of 37 or 19% of COA AOM issued for the prior years as of December 31, 2016 were resolved	23%	
Pf 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%	Php13, 400, 398.70 or 68% actual disbursement of CAPEX	Actual disbursement on CAPEX should at least 85% to 90% of the approved CAPEX budget for the current year	Finance and Commercial	Php20, 997, 760.67 or 83% actual disbursement of CAPEX	98%	Delays due to weather condition

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