

FORM A
PERFORMANCE TARGETS

LWD NAME : **SILAY CITY WATER DISTRICT**

MFOS AND PERFORMANCE INDICATORS (1)		FY2015 ACTUAL ACCOMPLISHMENT (2)	FY 2016 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY2016 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2016 Budget							
PI 1 (Quantity) Access to potable water	Percentage of barangay with access to potable water against the total number of barangays with in the coverage of the LWD	10 of the total 16 baranggays 62.50%	10 of the total 16 baranggays 62.50%	Commercial Division Operations Division			
PI 2 (Quality) Reliability of service	Percentage of household connection receiving 24/7 supply of water	100%	80%	Operations Division			
PI 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water	1.34:1	1.29:1	Commercial Division Operations Division			
B. Water Distribution Service Management							
2016 Budget							
PI 1 (Quantity) NRW	Percentage of unbilled water to water production	48.37%	46%	Commercial Division Operations Division			
PI 2 (Quality) Potability	Average deviation from PNSDW (chlorine residual requirements) from January 1 to December	Zero Deviation	Zero Deviation	Operations Division			
PI 3 (Timeliness) Adequacy/Reliability	Average response time to restore service when there are interruptions based on the Citizen's Charter of LWD proposed for approval by CSC	1 day 24 hours	1 day 24 hours	Operations Division			

MFOS AND PERFORMANCE INDICATORS		FY2015 ACTUAL ACCOMPLISHMENT	FY 2016 TARGET	RESPONSIBLE OFFICE/UNIT	FY2016 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
(1)		(2)	(3)	(4)	(5)	(6)	(7)
Support to Operations (STO)							
2016 Budget							
PI 1	Staff Productivity Index The Staff Productivity Index of one(1) position for every one hundred (100) service connections from 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)	1:239	1:200	Admin. & General Serv. Commercial Division			
PI 2 Affordability Reliability of service	Reasonableness/Affordability of water rate to consumers with access connections Water rates for the 1st 10 cu.m. muts not exceed 5% of the average income of LIG	Php255.00 3%	Php255.00 3%	Office of the GM			
PI 3	Customer satisfaction Percentage of Customer Complaints acted upon against received complaints	100%	100%	Commercial Division Operations Division			
General Administration and Support Services (GASS)							
2016 Budget							
PI 1 (Quality) Reliability of service	Financial viability & sustainability of LWD operations (Collection Ratio Operating Ratio, Current Ratio	Collection Ratio: 91% Current Ratio: 5:1 Operating Ratio : 76%	Collection Ratio: 90% Current Ratio: 5:1 Operating Ratio : 75%	Admin. & General Serv. Commercial Division			


MFOS AND PERFORMANCE INDICATORS		FY2015 ACTUAL ACCOMPLISHMENT	FY 2016 TARGET	RESPONSIBLE OFFICE/UNIT	FY2016 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
(1)		(2)	(3)	(4)	(5)	(6)	(7)
PI 2	<p>a. Compliance with COA reporting requirements in accordance with content and period of submission</p> <p>Submission of five financial reports i.e. Balance Sheet, Statement of Income and Expense Statement of Cash Flow Statement of Government Equity Notes to Financial Statement Report on Ageing of Cash Advance</p>	<p>12 reports</p> <p>1 report 1 report 4 reports</p>	<p>12 reports</p> <p>1 report 1 report 4 reports</p>	Admin. & General Services Division			
	<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/Chlorine residual report, Approved WD budget / Annual Procurement Plan, Annual Report</p>	<p>12 reports</p> <p>1 report 1 report 1 report</p>	<p>12 reports</p> <p>1 report 1 report 1 report</p>	Admin. & General Services Division Operations Div. Commercial Division			

Prepared by :


JENEVER G. AQUINO
 Ind. Rel. Mgnt. Officer B

Recommending Approval


SUSAN M. SOLIS
 Admin. & Gen. Serv. Div. Mgr.


ROSEMARIE M. DUMABOC
 Commercial Div. Mgr.


RODNEY L. NABALONA
 Operations Division Mgr.

Approved by :


JOSE LUIS G. LEDESMA, JR.
 General Manager

FORM A-1

DETAILS OF DELIVERY UNIT /OFFICE PERFORMANCE INDICATORS AND TARGETS

LWD NAME : **SILAY CITY WATER DISTRICT**

Major Final Outputs Responsible Bureaus	Performance Indicator 1	FY2016 TARGET for Performance Indicator 1	FY2016 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY2016 TARGET for Performance Indicator 2	FY2016 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY2016 TARGET for Performance Indicator 3	FY2016 ACCOMPLISHMENT for Performance Indicator 3	REMARKS
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
A. Water Facility Service Management										
Delivery Unit 1 Commercial Division Operations Division	Percentage of barangay with access to potable water against the total number of barangays with in the coverage of the LWD	10 barangays 62.50%								
Delivery Unit 2 Operations Division				Percentage of household connection receiving 24/7 supply of water	80% of household connections received 24/7 supply of water					
Delivery Unit 3 Operations Division							Source Capacity of LWD to meet demands for 24/7 supply of water	1.29:1		
B. Water Distribution Service Management										
Delivery Unit 1 Commercial Division Operations Division	Percentage of unbilled water to water production	46% of the total water production					Average response time to restore service when there are interruptions based on the Citizen's Charter of LWD	Average of 24 hours under normal circumstances		
Delivery Unit 2 Operations Division				PKSDW (chlorine residual requirements) from January 01 to December 31.	Zero Deviation					
Delivery Unit 3										
B. Support to Operations (STO)										
Delivery Unit 1 Admin. & General Services Division	Staff Productivity Index The Staff Productivity Index of one(1) position for every one hundred (100) service connections from 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)	1:200								

Delivery Unit 2 Office of the General Manager				Reasonableness/Affordability of water rate to consumers with access considerations Water rates for the 1st cu m must not exceed 5% of the average income of LIG	Php255.00 3%					
Delivery Unit 3 Commercial Division							Customer satisfaction Percentage of Customer Complaints acted upon against received complaints	100%		

General Administration and Support Services (GASS)

Delivery Unit Admin. & General Services Division Operations Div.	Financial viability & sustainability of LWD operations (Collection Ratio Operating Ratio, Current Ratio	Collectio Ratio : 90% Current Ratio: 5:1 Operating Ratio : 75%		<p>a. Compliance with COA reporting requirements in accordance with content and period of submission</p> <p>Submission of five financial reports i.e. Balance Sheet, Statement of Income and Exp. Statement of Cash Flow Statement of Govt. Equity Notes to Financial Statement Report on Ageing of Cash Adv</p> <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/Chlorine residual report, Approved WD budget / Annual Procurement Plan, Annual Report</p>	12 reports 1 report 1 report 4 reports 12 reports 1 report 1 report 1 report				monthly annually annually quarterly monthly annually annually annually
Delivery Unit 2									
Delivery Unit 3									

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JENEVER C. AQUINO
Ind. Relations Mgmt. Officer B

Recommending Approval

SUSAN M. SOLIS
Admin. & Gen. Serv. Div. Mgr.

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ROSEMARIE M. DUMABOC
Commercial Div. Mgr.

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RODNEY L. NABALONA
Operations Div. Mgr.

Approved by :

Jose Luis G. Ledesma Jr.
JOSE LUIS G. LEDESMA, JR.
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