

FORM A
PERFORMANCE TARGETS
FY 2019

LWD NAME: SILAY CITY WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)	FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2018 Budget:						
PI 1 (Quantity) access to potable water	Percentage of households with access to potable water against the total number of households within the coverage of the LWD	54%	56.97%	Commercial Division Operations Division		
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	100%	80%	Operations Division		
PI 3 (Timeliness) Adequacy (should not be less than 1.2:1)	Source of Capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below: <u>Rated Capacity of Sources(cu.m/yr)</u> Demand(cu.m/yr) Demand = No. of Active Connections x 5 (average household size) x 100-130 (Liters per capita per day) x 365 days x 1L/1000	1.92:1	≥1.2:1	Commercial Division Operations Division		
B. Water Distribution Service Management						
2018 Budget:						
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	28.00%	≤30%	Commercial Division Operations Division		
PI 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm.	0.3ppm	at least 0.3ppm	Operations Division		

MFOs AND PERFORMANCE INDICATORS (1)		FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 3 (Timeliness) Adequacy/reability of service	Average response time to restore service (major and minor repair) 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 the WD	1 day 24 hours	1 day 24 hours	Operations Division			
Support to Operation (STO)							
2018 Budget:							
PI1 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.	1:208	1:120	Admin. & Gen. Services Division Commercial Division			
PI 2 Affordability	LWUA approved water rates	Php 271.00	Php 271.00	Office of the General Manager			
PI 3 Customer Satisfaction	¹ 1. Ease of Doing Business - compliance to CSC Memo No. 14-2016. 2. Percentage of Customer Complaints acted upon against received complaints. <ul style="list-style-type: none"> •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. 	100% 100% 100%	To comply with CSC Memo No. 14-2016 80% 80% 80%	Admin / Commercial / Operations Divisions Admin & General Services Division / Commercial Division / Operations Division			

¹Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016

MFOs AND PERFORMANCE INDICATORS (1)	FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
General Administration and Support Services (GASS)						
2018 Budget:						
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> •Collection efficiency $\geq 90\%$; ²•Positive Net Balance in the Average Net Income for twelve (12) months; •Current Ratio $\geq 1.5:1$ 	95% Php 767,631.00 9.44:1	$\geq 90\%$ 61,179.00 $\geq 1.5:1$	Admin. & Gen. Services Division Commercial Division		
PI 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)	12 reports	12 reports	Admin & Gen. Services Division		
b) Compliance with LWUA reporting requirements in accordance to content and period submission		1 report 1 report 4 reports	1 report 1 report 4 reports			
	b. Compliance with LWUA reporting requirements in accordance to content and period of submission					
	i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/ Chemical/Chlorine residual report, Approved WD budget w/ Annual Procurement Plan, Annual Report	12 reports	12 reports	Admin & Gen. Services Division		
		1 report 1 report 1 report	1 report 1 report 1 report			

²Average Positive Net Income - EO 181-2015; LWUA MC 007-15; DBM-BC #007-2016


MFOs AND PERFORMANCE INDICATORS (1)	FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 3 Compliance to COA AOM	³ Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018	Resolved at least 30% of COA Findings	To resolve at least 30% of COA findings stated in the COA AOM	Admin & Gen. Services Division		
PI 4 Budget Utilization Rate (BUR)	(Actual Disbursement on (MOOE - Personnel Services) + Actual Disbursement on CO + CO Obligated by Dec. 31, 2018 VS Approved Budget on (MOOE - Personnel Services) + Approved Budget on CO) x 100	86%	85%	Admin & Gen. Services Division		

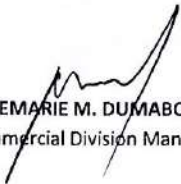
³ Management Report (signed by GM) on resolved COA Findings

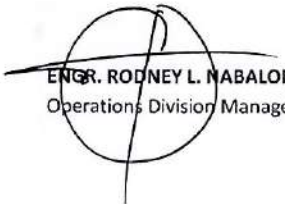
Prepared By:


JENEVER O. AQUINO
IRMO-B

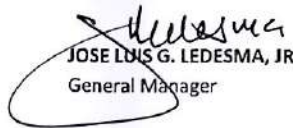
Recommending Approval:


JENEVER O. AQUINO
OIC, Admin & Gen. Serv. Division


ROSEMARIE M. DUMABOC
Commercial Division Manager


ENGR. RODNEY L. NABALONA
Operations Division Manager

Approved By:


JOSE LUIS G. LEDESMA, JR.
General Manager

Form A-1

DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
2019

LWD: SILAY CITY WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplishment for Performance Indicator 3	Remarks
A. Water Facility Service Management										
	(Quantity) access to potable water Percentage of households with access to potable water against the total number of households within the coverage of the LWD	56.97%		(Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water	80%		(Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply	≥1.2:1		


Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplishment for Performance Indicator 3	Remarks
B. Water Distribution Service Management										
	(Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production	≤30%		(Quality) Potability *Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least .2ppm	at least 0.3ppm		(Timeliness) adequacy/ reliability of service 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 WD	1 day 24 hours		

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplishment for Performance Indicator 3	Remarks
C. Support to Operations (STO)										
	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1:120		Affordability Must be LWUA-approved Water Rate	Php 271.00		Customer Satisfaction Ease of Doing Business- Compliance to CSC 14-2016 Customer complaints acted upon against received complaints Complaints thru 888 acted upon within 72 hrs	to comply with CSC Memo No. 14-2016 80% 80% 80%		

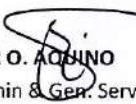
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D. General Administration and Support Services (GASS)										
	Financial Viability & sustainability Collection Efficiency $\geq 90\%$ Postive Net Income Balance Current Ratio $\geq 1.5:1$	$\geq 90\%$ 61,179.00 $\geq 1.5:1$		Compliance to COA reporting requirements Compliance to LWUA reporting requirements		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) Submission of LWUA reporting requirements in accordance to content and period of submission (i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/ Chemical/Chlorine residual report, Approved WD budget w/ Annual Procurement Plan, Annual Report)		Budget Utilization Rate (BUR) (Actual Disbursement on (MOOE - Personnel Services) + Actual Disbursement on CO + CO Obligated by Dec. 31, 2018 VS Approved Budget on (MOOE - Personnel Services) + Approved Budget on CO) x 100	85%	


Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 ACCOMPLISH- MENT for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 ACCOMPLISH- MENT for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplish-ment for Performance Indicator 3	Remarks
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Prepared By:


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Recommending Approval:


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