

FORM A
PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT
FY 2018

LWD NAME : KABANKALAN CITY WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS (1)		FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 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	6,475 x 5 = 32,375/179,415 or 18.04%	6,775 x 5 = 33,875/179,415 or 18.88%	Comm'l	6,824 x 5 = 34,120/179,415 or 19.01%		
PI 2 (Quality) Reliability of service	Percentage of household connections receiving 24/7 supply of water	95%	95%	Comm'l/Eng'g	95%		6483/6824*100%
PI 3 (Timeliness) Adequacy (should not be less than 1.2:1)	Source Capacity of LWD to meet demands for 24/7 supply of water	2.06 : 1	1.23 : 1	Eng'g	1.23 : 1		see Annex "A"
B. WATER DISTRIBUTION SERVICE MANAGEMENT							
2018 BUDGET							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	30.00%	30.00%	Eng'g	29.98%		
PI 2 (Quality) potability	Daily chlorine residual requirement should be atleast 0.3ppm at the farthest point.	0.3ppm residual	0.3ppm residual	Eng'g	0.3ppm residual		
PI 3 (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 Citizens Charter of LWD	2 days	2 days	Eng'g	2 days		

MFOs AND PERFORMANCE INDICATORS (1)	FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
2018 BUDGET						
C. SUPPORT TO OPERATION (STO)						
PI 1 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	1:158	1:120	Admin.	1:175	AC= 6824 Permanent = 25 Casual = 14 6824/39=175
PI 2 Affordability	Reasonableness/Affordability of water rates. Water rate for the 1st cu.m. must not exceed 5% of the average income of LIG. Water rates should be LWUA-approved.	195/9900 = 1.97% Less than 5% or 1.97%	minimum charge <5% of LIG	Comm'l	Less than 5% or 1.97%	
PI 3 Customer Satisfaction	1. Ease of doing business - compliance to CSC Memo No. 14-2016	Compliant to CSC Memo No. 14-2016	100% compliant	Admin.	100%	
	2. Percentage of customer complaints acted upon against received complaints.	90%	95% acted	Commercial/Eng'g	98.52%	complaints/SR = 6278 complaints acted = 6185
	Complaints through hotline #8888 acted upon within 72hrs.	no complaints received from #8888	0 complaint received from #8888	Admin.	0 complaint received from #8888	
	Complaints received through the WD customer service unit w/in the period prescribed by ARTA & other issuances.	90%	95%	Admin./Comm'/Eng'g	98.52%	complaints/SR = 6278 complaints acted = 6185
2018 BUDGET						
D. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)						
PI 1 Financial viability and sustainability	Collection Efficiency ≥ 90%	95.25%	90%	Admin./Comm'/Eng'g	93.96%	
	Positive Net Balance in the Average Net Income for twelve (12) months	1,729,944.16 POSITIVE	POSITIVE	Admin./Comm'/Eng'g	1,550,548.28 POSITIVE	
	Current Ratio ≤ 1.5:1	18.11:1	18.11:1	Admin./Comm'/Eng'g	840.83:1 CR= CA/CL	62,950,233.15 74,866.70

MFOs AND PERFORMANCE INDICATORS (1)		FY 2017 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2018 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 2							
a.) Compliance with COA reporting requirements	In accordance with the prescribed content and period of submission (Submission of five financial reports, ie.	Compliant with COA reporting requirements	100% compliant	Admin.	100% compliant		
b.) Compliance with LWUA reporting requirements in accordance to content and period of submission	Balance Sheet, Statement of Income & Expenses, Statement of Cash Flows, Statement of Govt. Equity, Notes to Financial Statement, Report of Ageing of Cash Advance).	Compliant with LWUA reporting requirements in accordance to content and period of submission	100% compliant	Admin.	100% compliant		
PI 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.	46.15%	To resolve at least 30% of COA findings stated in the COA AOM.	Admin.	compliant		NO 2018 AOM result yet
PI 4							
Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%.	86.11%	85%	Admin.	96.38%		

Prepared By:


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 Admin. Division Manager

Approved By:


ENGR. RICARDO M. REGALIA, JR.
 General Manager

FORM A-1
DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
2018


LWD NAME : **KABANKALAN CITY WATER DISTRICT**

MAJOR FINAL OUTPUTS/RESPONSIBLE BUREAUs (1)	PERFORMANCE INDICATOR 1 (2)	FY 2018 TARGET for PERFORMANCE INDICATOR 1 (3)	FY 2018 ACCOMPLISHMENT for PERFORMANCE INDICATOR 1 (4)	PERFORMANCE INDICATOR 2 (5)	FY 2018 TARGET for PERFORMANCE INDICATOR 2 (6)	FY 2018 ACCOMPLISHMENT for PERFORMANCE INDICATOR 2 (7)	PERFORMANCE INDICATOR 3 (8)	FY 2018 TARGET for PERFORMANCE INDICATOR 3 (9)	FY 2018 ACCOMPLISHMENT for PERFORMANCE INDICATOR 3 (10)	REMARKS (11)
A. WATER FACILITY SERVICE MANAGEMENT										
Administrative	(QUANTITY) access			(QUALITY)			(TIMELINESS)			
Commercial	to potable water			reliability of			Adequacy			
Production	Percentage of households with access to potable water against the total number of households w/in the coverage area of LWD	18.88%	19.01%	service	95%	95%	Source capacity of LWD to meet demands for 24/7 supply of water	1:23:1	1:23:1	
B. WATER DISTRIBUTION SERVICE MANAGEMENT										
Administrative	(QUANTITY) NRW :	30.00%	29.98%	(QUALITY)	0.3ppm residual	0.3ppm residual	(TIMELINESS)	2 days	2 days	
Commercial	NRW should be ≤ 30%			Potability			Adequacy/reliability of service			
Production	Percentage of Unbilled water to water production			* Daily chlorine residual requirement should be at least 0.3ppm at the farthest point			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 Citizens Charter of LWD			
				* Chlorine Dioxide residual requirement should be at least .2ppm						

FORM A-1
OFFICE PERFORMANCE INDICATORS AND TARGETS

MAJOR FINAL OUTPUTS/RESPONSIBLE BUREAUS (1)	PERFORMANCE INDICATOR 1 (2)	FY 2018 TARGET for PERFORMANCE INDICATOR 1 (3)	FY 2018 ACCOMPLISHMENT for PERFORMANCE INDICATOR 1 (4)	PERFORMANCE INDICATOR 2 (5)	FY 2018 TARGET for PERFORMANCE INDICATOR 2 (6)	FY 2018 ACCOMPLISHMENT for PERFORMANCE INDICATOR 2 (7)	PERFORMANCE INDICATOR 3 (8)	FY 2018 TARGET for PERFORMANCE INDICATOR 3 (9)	FY 2018 ACCOMPLISHMENT for PERFORMANCE INDICATOR 3 (10)	REMARKS (11)
C. SUPPORT TO OPERATIONS (STO)										
Administrative	Staff Productivity						Customer			
Commercial	Index	1:120	1:175	Affordability	minimum charge <5%	Less than 5%	Satisfaction			
Production	Categories A,B,C = 1:120			must be LWUA approved	<5% of LTG	or 1.97%	Ease of Doing Business:			
	Category D = 1:100			Water Rate			* compliance to CSC Memo No. 14-2016	100% compliant	100% compliant	
							* Customers complaints acted upon against received complints	95% acted	98.52%	
							* Complaints thru 888 acted upon within 72 hrs.	0 complaint received from #8888	0 complaint received from #8888	
							* Complaints received thru the WD customer service unit w/in the period prescribed by ARTA and other issuances	95%	98.52%	
D. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)										
Administrative	Financial Viability & Sustainability						Budget Utilization			
Commercial	Coll. Efficiency: ≥ 90%	CE = 90%	93.96%	Compliance to COA reporting requirements	100%	100%	Rate (BUR)	85%	96.38%	
Production	Positive Net. Income	NI = POSITIVE	1,550,548.28				Actual Disbursement on CAPEX budget for the current year should be at least			
	Current Ratio ≥ 1.5:1	CR = 18:11.1	840.83:1				85% to 90%			
				Compliance to LWUA reporting requirements	100%	100%				
				Resolve at least 30% of COA findings stated in the COA AOM	Resolve at least 30% of COA findings	compliant				

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