

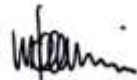
**Note: Some form to be used for submitting 2015 Accomplishments*

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Pl. 3	Customer Satisfaction Percentage of Customer Complaints acted upon against received complaints	100% (1,179 complaints)	100% (900 complaints)	Commercial and Engineering & Maintenance Sections	1,638 complaints received and acted upon accordingly	182%	of complaints received due to numerous road improvement and repair works which disturbs district's water transmission and distribution lines
D. General Administration and Support Services (GASS)							
2013 Budget:							
Pl. 1	Financial viability & sustainability of LWD operations (Collection ratio, Operating ratio, Current Ratio)	CR 92.75% OR 94013% CR 7.221:1%	95% 90% 6.97:1	Accounting Section	93.35% 88.57% 7.37:1	101.77% 101.61% 94.57%	
Pl. 2	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>	 1 1 1 1 1 1	 1 1 1 1 1 1	Accounting Section	 1 1 1 1 1 1	 100% 100% 100% 100% 100% 100%	December 2014 for OOA's Basic reference for Auditing All support documents are well prepared and available upon request by auditors
	b. Compliance with LWUA reporting requirements in accordance to content and period of submission <i>i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/ Physical/Chemical/ Chlorine residual report. Approved WD budget with Annual Procurement Plan, Annual Report</i>	 12 12 12 12 Bacte Test 12 Phy-chem 1 12 1 1	 12 12 12 12 Bacte Test 12 Phy-chem 1 12 1 1	Accounting Section Production & Quality Control Section	 12 12 12 12 Bacte Test 12 Phy-chem 1 12 1 1	 100% 100% 100% 100% 83% 100% 100% 100%	

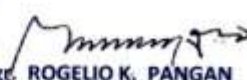
Prepared by:


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Date MAR 28 2016

Recommending Approval:


VENUS V. GUMALING
Division Manager C
Date MAR 28 2016

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General Manager
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