

Form A  
**PERFORMANCE TARGETS and ACCOMPLISHMENT REPORT**  
**FY 2018**

LWD Name: **MANOLO FORTICH 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)	ACCOMPLIS H-MENT RATE (6)	REMARKS (7)
<b>A. Water Facility Service Management</b>							
2018 Budget :							
Pl. 1 (Quantity) Access to potable water	Percentage of barangay with access to potable water against the total number of barangay within the coverage of the LWD	13 barangays (59%)	13 barangays (59%)	Engineering & Maintenance	13 barangays (59%)	100%	
Pl. 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water	90%	90%	Engineering & Maintenance	90%	100%	
Pl. 3 (Timeliness) Adequacy (should not be less than 1.2:1)	Source capacity of LWD to meet demands for 24/7 supply of water <i>To compute adequacy, use formula below:</i> <u>Rated Capacity of Sources (cu.m/yr)</u> Demand (cu.m/yr)	1.45:1	1.29:1	Engineering & Maintenance	1.34 :1	103%	
<b>B. Water Distribution Service Management</b>							
2018 Budget:							
Pl 1. (Quantity) Non Revenue Water (NRW) (should not exceed 30%)	Percentage of unbilled water to water production	23.24%	24.00%	Engineering & Maintenance	23.25%	103.22%	
Pl. 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be 0.2 to 0.4 ppm	0.5ppm	0.5ppm	Engineering & Production	0.5ppm	100%	MFWD uses chlorine dioxide
Pl. 3 (Timeliness) Adequacy /reliability of service	Average response time to restore service (major and Minor repair) when there are interruptions	Within 90 minutes service restore		Engineering & Maintenance; Commercial	Service restored within 90 minutes	100%	

	due to line breaks and/or production equipment or facility breakdown as reflected in the CSC- approved Citizen's Charter of the LWD.		Within 90 minutes service restore		after water interruption		
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### C. Support to Operation (STO)

#### 2018 Budget:

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	1:262 (107%)	1:200	Accounting/ Finance Administration sections	1:224	112%	
PI. 2 Affordability	LWUA-Approved water rates	1.4% (100%)	1.1% LIG-13,236.49	Accounting/ Finance; Commercial	1.1% LIG 13,236.49	100%	LWUA-Approved Rate P157.50
PI. 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  a. Complaints through hotline #8888 acted upon within 72 hours  b. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances  (Certificate from HR Manager & GM on the compliance to CSC Memo #14-2016)	100%  100%	10  1,500	Commercial/ Customer Service; Administration Sections	5  1,235	200%  121%	Received only 5 complaints through 8888 Hotline and all are being replied and acted upon accordingly  Indicative of efficient service by having less complaints as expected.

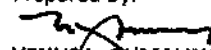
### D. General Administration and Support Services (GASS)

#### 2018 Budget:

PI.  1 Financial Viability and Sustainability	Collection Efficiency $\geq$ 90%;  Positive Net Balance in the Average Net Income for twelve (12) months;	98.45%  P556,355.32	95%  (P556,123.10)	Commercial & Accounting Sections  Accounting/Fina nce Section	100.17%  P902,445.83	105.44%  511%	
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	Current Ratio $\leq 1.5:1$  Average Positive Net Income – EO 181-2015; LWUAMC 007-15; DBM-BC#007-2016	6.44% (92.395%)	11.80%		6.84%	172.51%	
Pl. 2							
A. Compliance with COA reporting requirements	In accordance with the prescribed content and period of submission 1. Balance Sheet 2. Statement of Income and Expenses 3. Statement of Cash Flows 4. Statement of Government Equity 5. Notes to Financial Statements 6. Report on Ageing of Cash Advance	100% 100% 100% 100% 100% 100%	1 report 1 report 1 report 1 report 1 report 1 report	Accounting/ Finance	1 report 1 report 1 report 1 report 1 report 1 report	100% 100% 100% 100% 100% 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 1. Monthly Data Sheet 2. Balance Sheet 3. Income Statement 4. Cash Flow Statement 5. Microbiological Test Results 6. Physical-Chemical Test Results 7. Chlorine Residual Result 8. Approved WD Budget with 9. Annual Procurement Plan 10. Annual Report	100% 100% 100% 100% 100% 100% 12 reports 1 annual report 12 reports	12 reports 12 reports 12 reports 12 reports 1 report 12 reports 1 1 1	Engineering/ Production      Accounting/ Finance	12 reports 12 reports 12 reports 12 reports 12 Bacte-Test reports 1 Phy-Chem Report 12 reports on Chlorine Residual Test Result 1 1 1	100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	
Pl. 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, 2018  Management Report (Signed by GM) on resolved COA Findings)	2013 - 1 AOM 2014 - 1 AOM 2015 - 1 AOM 2016 - 2 AOM 2017 - 7 AOM	1 AOM 1 AOM 3 AOM 2 AOM 7 AOM	Accounting/ Finance; Administration; Bids and Awards Committee	1 AOM acted 1 AOM acted 3 AOM acted 1 AOM acted 7 AOM acted	100% 100% 100% 50% 100%	
Pl. 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%.	87.50%	100%	Engineering and Maintenance; Accounting	90.87%	90.87%	

Prepared by:

  
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