

Modified Form A  
**AGENCY PERFORMANCE REPORT**

Name of Agency: **MANOLO FORTICH WATER DISTRICT**

I. Streamlining and Process Improvement of the Agency's Critical Services																
Name of Services (1)	Number of Steps (2)		Transaction Cost Incurred by the Transacting Public/Client				Substantive Compliance Cost (5)		Number of Signatures (6)		Number of Required Documents (7)		Turn Around time (8)		Client/Citizen Satisfaction Results (9)	
			Fees Paid (3)		Other Transaction Fees (4)											
	Target	Accomp-lishment	Target	Accomplishment	Target	Accomp-lishment	Target	Accomp-lishment	Target	Accomp-lishment	Target	Accomp-lishment	Target	Accomp-lishment	Target	Accomp-lishment
Frontline Services																
1.Application of New Service Connection	3	3	P3,135.67	P3,135.67					2	2	4	4	3 working days	3 working days		
2.Reconnection of Disconnected Service Connection	2	2	P400.00	P400.00					1	1	2	2	12 working hours	8 working hours		
3.Receiving Complaints (Doubtful Billing)	2	2	none	none					2	2			30 minutes	15 minutes		
4. Receiving Water Bill and Other Revenues (with water bill or Statement of Account )	2	2	Payment received based on Water Bill or Statement of Account	Payment received based on Water Bill or Statement of Account					1	1	1	1	2 min/ payer	2 min/ payer		
5. Receiving Water Bill and Other Revenues (without water bill or Statement of Account	3	3	Payment received based on Water Bill or Statement of Account	Payment received based on Water Bill or Statement of Account					1	1	1	1	2 min/ payer	2 min/ payer		
Non-frontline Services																
1. Request for Certificate of Water Potability	2	2	P50.00	P50.00					1	1	3	3	8 working hours	8 working hours		
2. Payment to Various Suppliers	5	5							3/2	3/2	6	6	1 working hour	1 working hour		

Prepared by:

  
**VENUS I. GUMALING**  
Division Manager/PBB Focal Person

Approved by:

  
**Engr. ROGELIO K. PANGAN**  
General Manager

## II. SUPPORT TO OPERATION (STO)

- Posting of Certification on TS Page Date Posted on TS Page: N/A
- Submission of ISO QMS Certification Date Submitted to SPIB: N/A

## III. GENERAL ADMINISTRATION and SUPPORT SERVICES (GASS)

### A. Budget Utilization Rate (BUR)

BUR	FY 2018 Accomplishment	FY 2019 Accomplishment	Remarks
Obligations BUR	<b>90.87%</b>	<b>100.00%</b>	
Disbursement BUR		<b>66.26%</b>	

### B. Sustained Compliance with Audit Findings

Total Number Audit Recommendations	Number of <b>FULLY</b> Implemented Recommendations	Number of <b>PARTIALLY</b> Implemented Recommendations	Number of Recommendations <b>NOT</b> Implemented	Percentage (%) of Full Implementation
<b>17</b>	<b>14</b>	<b>2</b>	<b>1</b>	<b>82.35%</b>

### C. Compliance to Quarterly Submission of Financial Reports

- Quarterly BFARs
  - ❖ 1st Quarter BFAR Date Posted in Online URS: N/A
  - ❖ 2<sup>nd</sup> Quarter BFAR Date Posted in Online URS: N/A
  - ❖ 3<sup>rd</sup> Quarter BFAR Date Posted in Online URS: N/A
  - ❖ 4<sup>th</sup> Quarter BFAR Date Posted in Online URS: N/A
- COA Financial Report Date Submitted to COA: February 27, 2020

### D. Compliance with Procurement Requirements

- FY 2019 app Non-CSE Date Posted on TS Page: December 3, 2018
- Indicative FY 2020 APP Non-CSE Date Posted on TS Page: December 4, 2019
- FY 2020 APP-CSE Date Submitted to DBM-PS: December 3, 2019  
Date Posted on TS Page: December 4, 2019
- Results of FY 2018 APCPI System Date Submitted to COA: N/A

### A. GOOD GOVERNANCE CONDITIONS (GGC)

- A. Maintain/update the Transparency Seal Date Updated TS with all requirements:
  - B. Post/Update PhilGEPS Postings Date Updated PhilGEPS Postings: January 9, 2020
- [If UNABLE to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved/Awarded Contracts and/or Notices to Proceed/Purchase Order for transactions above one million (P1,000,000.00)]*

- C. Maintain/Update the Citizen's or Service Charter of its Equivalent
- Submission of ARTA CoC Date Submitted to AO 25 Secretariat:
  - If with deficiency/ies, submit ARTA CoC After Validation Date Submitted to-CSC:

**B. OTHER CROSS-CUTTING REQUIREMENTS**

**A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN**

Date Posted on the TS Page: December 27, 2019

**B. Compliance with FOI Program**

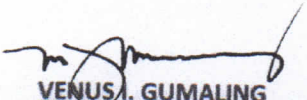
- Peoples' FOI Manual
- Agency information Inventory
- 2018 and 2019 FOI Summary Report
- 2018 and 2019 FOI Registry
- Screenshot of Agency's Homepage

Date emailed to PCOO: January 29, 2020  
Date Posted on TS Page: December 2, 2019  
Date emailed to PCOO: January 29, 2020  
Date Posted on TS Page: January 30, 2020  
Date emailed to PCOO: January 29, 2020  
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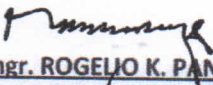
**C. Agency's System of Ranking Delivery Units 2019**

Date Posted on TS Page: December 23, 2019

Prepared by:

  
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Date: February 28, 2020

Approved by:

  
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Date: February 28, 2020