

FORM A
PERFORMANCE TARGETS/ACCOMPLISHMENT
FY 2018


DEPARTMENT/AGENCY: METRO COTABATO WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS		AGENCY FY 2017 ACTUAL ACCOMPLISHMENTS	DELIVERY UNITS FY 2018 TARGET	RESPONSIBLE DELIVERY UNITS	AGENCY FY 2018 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
A. Water Facility Service Management							
2017 Budget:							
PI 1(Quantity) <i>Access to Potable Water</i>	Percentage of households with access to portable water against the total number of household within the coverage of the LWD	98.15%	98%	COMML. & ENGG. OPNS DEPT.			
PI 2 (Quality) <i>Reliability of Service</i>	Percentage of household connections receiving 24/7 supply of water	74.02%	74%	ENGG. OPNS DEPT.			
PI 3 (Timeliness) <i>Adequacy</i>	Source capacity of LWD to meet demands for 24/7 supply of water	1.36:1	1.25:1	ENGG. OPNS DEPT. (Prod. Div)			
B. Water Distribution Service Management							
2017 Budget:							
PI 1 (Quantity) NRW NRW should not exceed 30%	Percentage of unbilled water to water production	26.23%	30%	COMML. & ENGG. OPNS DEPT			
PI 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3ppm at the farthest point	0.88	0.30ppm	ENGG, OPNS DEPT. (Prod Div)			
PI 3 (Timeliness) Adequate/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 for LWD	w/in 24 hours	w/ in 24 hours	COMML. & ENGG. OPNS DEPT (Maintenance Division)			

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C. SUPPORT TO OPERATIONS (STO)							
2017 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 connection	1:195 (33.069/169)	1:120	ADMIN. DEPT (HRD)			
PI 2 Affordability	Reasonableness/Affordability of water rates Water rate for the 1 st 10cu.m must not exceed 5% of the average income of LIG. Water rates should be LWUA-approved	2.84%	Less than 5%	COMMERCIAL DEPT.			
PI 3 Customer Satisfaction	Ease of doing business- compliance to CSC Memo no. 14-2016 Percentage of customer complaints acted upon against received complaints. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	96.96%	95%	COMMERCIAL DEPT & ENGG OPNS. DEPT.			
PI 4	QMS Certification or ISO-aligned QMS Documentation	Feb. 04, 2018 (Certificate No.AJA18-0099)	Dec 31,2018	OGM, ISO Coordinator, All Departments, DVs and Unit Heads			
GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)							
2017 Budget							
PI 1 Financial viability and sustainability	Collection Efficiency	89.38%	90%	COMML. DEPT.			
	Positive Net Balance in the Average Net Income for twelve (12) months	100%	Positive Net Balance	FINANCE DEPT.			
	Current Ratio	1.94:1	1.5:1	FINANCE DEPT.			

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PI 2 a. Compliance with COA reporting requirements	In accordance with the prescribed current and period of submission (Submission of five financial reports, i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flow, Statement of Government Equity, Notes to Financial Statement	Jan. 31, 2018	Mar. 31, 2018	OGM FINANCE DEPT.			
	Report on Aeging of Cash Advance	Nov. 29, 2017	Dec 1, 2018	FINANCE DEPT.			
	Microbiological/Chlorine Residual Report	Jan. 31, 2018	Feb. 20, 2019	ENG'G OPTN (PROD DIV)			
	Physical/Chemical Report	Jan. 31, 2018	Feb. 20, 2019	ENG'G OPTNS (PROD DIV)			
PI3 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX Approved CAPEX budget for the current year should be at least 85% to 90%	57.20%	At least 85-90%	FINANCE DEPT.			
PI4 Annual Procurement Plan	Submission of Annual Procurement Plan to GPPB for FY 2017	Mar. 10, 2017	*Apr. 15, 2018	OGM, ALL DEPT. HEADS, BAC, BAC Secretariat			
	Submission of Annual Procurement Plan for Common Use Supplies and Equipment (APP-CSE) for FY 2018 to PS-DBM	Feb. 01, 2018	Nov. 30, 2018	OGM, ALL DEPT. HEADS, BAC, BAC Secretariat			
PI5 Prior years' COA audit recommendations	Full compliance with at least 30%	Aug 25, 2017 41.67%	Dec. 31, 2018	OGM and FINANCE DEPT			

We commit to deliver and agree to be rated on the attainment of the following targets for the period January to December 2018


HELEN L. SAMPIANO

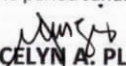
OIC DvM- Budget and Cash Management , Finance Services Dep't


LEIZEL A. ECHAVEZ

OIC DvM- Accounting, Finance Services Dep't


MARGARITA F. ROALES


Department Manager B, Admin. Services


JOCELYN A. PLAZOS

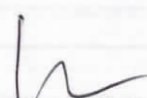
DvM Customer Accounts, Commercial Services Dep't


DOMITILLA ERIBAL

DvM Customer Relations, Commercial Services Dep't


VENANCIO E. VILLARMA, JR

Department Manager B, Engineering and Operation


CORAZON E. MANAMPAN

OIC, Department Manager B, Commercial Services

Approved By:


LEONORA D. GAUDIANO

General Manager