

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2020

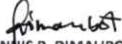
LWD NAME: **METRO COTABATO WATER DISTRICT**

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2020 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	98.15%	*45%	COMMERCIAL AND ENGINEERING OPERATIONS DEPARTMENTS		*conversion of Brgys covered to households
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	86.10%	80%	ENGINEERING OPERATIONS DEPARTMENT		
PI 3 (Timeliness) Adequacy (should not be less than 1.2:1)	Source of Capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below: <u>Rated Capacity of Sources(cu.m/yr)</u> Demand(cu.m/yr) Demand = No. of Active Connections x 5 (average household size) x 100-130 (Liters per capita per day) x 365 days x 1L/1000	1.89:1	1.2:1	ENGINEERING PRODUCTION DEPARTMENT		
B. Water Distribution Service Management						
2020 Budget:						
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	27.16%	30%	COMMERCIAL AND ENGINEERING OPERATIONS DEPARTMENTS		
PI 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm.	0.80 ppm	0.30 ppm	ENGINEERING PRODUCTION DEPARTMENT		
PI 3 (Timeliness) Adequacy/reability of service	Average response time to restore service (major and minor repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of the WD	within 24 hours	within 24 hours	COMMERCIAL, ENGINEERING OPERATIONS (PAMD), and ENGINEERING PRODUCTION DEPARTMENTS		
Support to Operation (STO)						
2020 Budget:						
PI1 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.	1:187	1:120	ADMINISTRATIVE DEPARTMENT (HRD)		
PI 2 Affordability	LWUA approved water rates. Water rate for the 1st 10cu.m must not exceed 5% of the average income of LIG.	Less than 5%	Less than 5%	COMMERCIAL DEPARTMENT		
PI 3 Customer Satisfaction	¹ 1. Ease of Doing Business - compliance to CSC Memo No. 14-2016.	DECEMBER 6, 2019	Updates posted by MARCH 31, 2020	CITIZEN'S CHARTER COMMITTEE		
	2. Percentage of Customer Complaints acted upon against received complaints. *Complaints through hotline #8888 acted upon within 72 hours. *Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	97.62%	95%	COMMERCIAL AND ENGINEERING OPERATIONS DEPARTMENTS		
¹ Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016						
PI 4	QMS Certification • Post QMS Certification in TS page • Submit certified true copy of QMS certificate to GQMC through DBM-SPIB	Posted – SEPTEMBER 11, 2019 Submitted – SEPTEMBER 11, 2019	DECEMBER 31, 2020	OGM, ISO Coordinator, All Departments, DVs and Unit Heads		


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General Administration and Support Services (GASS)						
2020 Budget:						
PI 1 Financial Viability and Sustainability	•Collection efficiency \geq 90%; ²	93%	90%	COMMERCIAL DEPARTMENT		
	•Positive Net Balance In the Average Net Income for twelve (12) months	100%	100%	FINANCE DEPARTMENT		
	•Current Ratio \geq 1.5:1	1.97:1%	1.50:1	FINANCE DEPARTMENT		
PI 2 a) Compliance with COA reporting requirements	In accordance with the prescribed content and period of submission Submission of five financial reports: Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement	JANUARY 31, 2020	MARCH 31, 2021	OGM and FINANCE DEPARTMENT		
	Report on Ageing of Cash Advance	NOVEMBER 25, 2019	DECEMBER 31, 2020	FINANCE DEPARTMENT		
b) Compliance with LWUA reporting requirements in accordance to content and period submission	b. Compliance with LWUA reporting requirements in accordance to content and period of submission					
	Monthly Data Sheet	MONTHLY	MONTHLY	FINANCE DEPARTMENT		
	Microbiological Test Result	MONTHLY	MONTHLY	ENGINEERING DEPARTMENT		
	Physical-Chemical Test	ANNUALLY	ANNUALLY	PRODUCTION DEPARTMENT		
	Water Source Data Update	QUARTERLY	QUARTERLY			
² Average Positive Net Income - EO 181-2015; LWUA MC 007-15; DBM-BC #007-2016						
PI 3 Compliance to COA AOM	³ Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2019	DECEMBER 27, 2019 33.33%	DECEMBER 31, 2020 30%	OGM and FINANCE DEPARTMENT		
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%.	87%	At least 85%-90%	FINANCE DEPARTMENT		

³ Management Report (signed by GM) on resolved COA Findings

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