

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2021

LWD NAME: **METRO COTABATO WATER DISTRICT**

MFOs AND PERFORMANCE INDICATORS (1)	FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2021 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	45.86%	45%	COMMERCIAL AND ENGINEERING AND MAINTENANCE DEPARTMENTS		
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	85.79%	80%	ENG'G and CONSTRUCTION, PAMD, AND PRODUCTION DIVISIONS		
PI 3 (Timeliness) Adequacy (should not be less than 1.3:1)	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	1.32:1	1.3:1	PRODUCTION and ENVIRONMENTAL MANAGEMENT DEPARTMENT		
Pi 4 COVID-19 Response Measures	COVID-19 Response Measures: - Wash hand Facilities - Water Delivery Services - Public Information Drives - Sanitation and Hygiene Activities - Disinfection Initiatives - Issuance of Health Protocols - Other Resiliency Program/s to mitigate COVID-19	100%	100%	ALL DEPARTMENTS		
B. Water Distribution Service Management						

2021 Budget:							
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	24.27%	30%	PAMD and COMMERCIAL DEPARTMENT			
PI 2 (Quality) Potability	All water samples during the year should pass the physical-chemical test as required by PNSDW 2017.	100%	100%	EPRODUCTION and ENVIRONMENTAL MANAGEMENT DEPARTMENT (WATER QUALITY DIVISION)			
	All water samples during the year should pass the microbiological test as required by PNSDW 2017.	100%	100%				
	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.	0.735 ppm	0.30 ppm				
PI 3 (Timeliness) Adequacy/reability of service	Average response time to restore service (major repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's Charter or Service Charter of the WD	within 24 hours	within 24 hours	PAMD and PRODUCTION and ENVIRONMENTAL MANAGEMENT DEPARTMENT			
Support to Operation (STO)							
2021 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.	1:184	1:150	ADMINISTRATIVE DEPARTMENT (HRD)			
PI 2 Affordability	Reasonableness/ Affordability and should observe the LWUA-approved water rates.	2.49%	Less than 5%	COMMERCIAL DEPARTMENT			
PI 3 Customer Satisfaction	¹ 1. Compliance with RA 11036 or the Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018.	JULY 24, 2020	DECEMBER 3, 2021	CITIZEN'S CHARTER COMMITTEE			

	2. Percentage of Customer Complaints acted upon against received complaints. •Complaints through hotline #8888 acted upon within 72 hours.	100%	95%	PAMD and COMMERCIAL DEPARTMENT			
	3. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	98.02%	95%	PAMD and COMMERCIAL DEPARTMENT			

¹Certificate 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	DECEMBER 15, 2020 (ATTESTATION)	DECEMBER 31, 2021	OGM, ISO Coordinator, All Departments, DVs and Unit Heads			
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General Administration and Support Services (GASS)

2021 Budget:							
PI 1 Financial Viability and Sustainability	•Collection efficiency \geq 90%; ²	91.86%	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	3.41:1	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: -Statement of Financial Position -Statement of Comprehensive Income -Statement of Cash Flows -Statement of Changes in Equity -Notes to Financial Statement	FEBRUARY 9, 2021	MARCH 31, 2022	OGM and FINANCE DEPARTMENT			
	Report on Ageing of Cash Advance	NOVEMBER 20, 2020	DECEMBER 1, 2021	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			
	Balance Sheet	MONTHLY	MONTHLY	FINANCE DEPARTMENT			

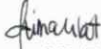
Income Statement	MONTHLY	MONTHLY	FINANCE DEPARTMENT		
Cashflow Statement	MONTHLY	MONTHLY	FINANCE DEPARTMENT		
Microbiological Test Result	MONTHLY	MONTHLY	WATER QUALITY DIVISION		
Physical-Chemical Test	ANNUALLY	ANNUALLY	WATER QUALITY DIVISION		
Chlorine Residual Report	MONTHLY	MONTHLY	WATER QUALITY DIVISION		
Water Source Data Update	QUARTERLY	QUARTERLY	PRODUCTION DEPARTMENT		
Approved WD Budget with Annual Procurement Plan	ANNUALLY	ANNUALLY	FINANCE DEPARTMENT PROCUREMENT SECTION		
Annual Report	ANNUALLY	ANNUALLY	FINANCE DEPARTMENT COMMERCIAL DEPARTMENT		

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 29, 2020 42.11%	DECEMBER 31, 2021 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%.	86.75%	At least 85%-90%	FINANCE DEPARTMENT			

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

Prepared by:


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Approved by:


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