

FORM A
PERFORMANCE TARGETS/ACCOMPLISHMENT
FY 2017

DEPARTMENT/AGENCY: METRO COTABATO WATER DISTRICT

MFOs AND PERFORMANCE INDICATORS		AGENCY FY 2016 ACTUAL ACCOMPLISHMENTS	DELIVERY UNITS FY 2017 TARGET	RESPONSIBLE DELIVERY UNITS	AGENCY FY 2017 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 potable water against the total number of household within the coverage of the LWD	98%	98%	COMML. & ENGG. OPNS DEPT.	98.15%	100.15%	
PI 2 (Quality) <i>Reliability of Service</i>	Percentage of household connections receiving 24/7 supply of water	74.20%	74%	ENGG. OPNS DEPT.	74.02%	100.13%	
PI 3 (Timeliness) <i>Adequacy</i>	Source capacity of LWD to meet demands for 24/7 supply of water	1.34:1	1.25:1	ENGG. OPNS DEPT. (Prod. Div)	1.36:1	108.8%	
B. Water Distribution Service Management							
2017 Budget:							
PI 1 (Quantity) NRW NRW should not exceed 30%	Percentage of unbilled water to water production	25.49%	30%	COMML. & ENGG. OPNS DEPT	26.23%	112.56%	
PI 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3ppm at the farthest point	0.60 ppm	0.30ppm	ENGG, OPNS DEPT. (Prod Div)	0.88	293%	
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)	w/in 24 hours	100%	

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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	1:189	1:120	ADMIN. DEPT (HRD)	1:195 (33.069/169)	162%	
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.	2.84%	156.80%	
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.	98.40%	95%	COMMERCIAL DEPT & ENGG OPNS. DEPT.	96.96%	102.06%	
PI 4	QMS Certification or ISO-aligned QMS Documentation	Mar. 23,2017	Dec 31,2017	OGM, ISO Coordinator, All Departments, DVs and Unit Heads	Jan. 31, 2018 (Attestation) Feb. 04, 2018 (ISO 9001:2015 Certified) (Certificate No.AIA18-0099)	100%	
GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)							
2017 Budget							
PI 1 Financial viability and sustainability	Collection Efficiency	90.10%	90%	COMML. DEPT.	89.38%	99.31%	
	Positive Net Balance in the Average Net Income for twelve (12) months	67.00%	Positive Net Balance	FINANCE DEPT.	100%	100%	
	Current Ratio	2.06:1	1.5:1	FINANCE DEPT.	1.94:1	129.33%	

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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. 28, 2016	Mar. 31, 2017	OGM FINANCE DEPT.	Jan. 31, 2018	100%	
	Report on Aeging of Cash Advance	Nov. 25, 2016	Dec. 1, 2017	FINANCE DEPT.	Nov. 29, 2017	100%	
	Microbiological/Chlorine Residual Report	Feb. 10, 2017	Feb. 20, 2018	ENG'G OPTN (PROD DIV)	Jan. 31, 2018		
	Physical/Chemical Report	Feb. 15, 2017	Feb. 20, 2018	ENG'G OPTNS (PROD DIV)	Jan. 31, 2018		
PI3 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX Approved CAPEX budget for the current year should be at least 85% to 90%		At least 85-90%	FINANCE DEPT.	57.20%		
PI4 APCPI	Submission of APCPI for FY 2016		Mar. 31, 2017	OGM, BAC, BAC Secretariat	May 16, 2017		
PI5 Annual Procurement Plan	Submission of Annual Procurement Plan to GPPB for FY 2017		*Apr. 15, 2017	OGM, ALL DEPT. HEADS, BAC, BAC Secretariat	Mar. 10, 2017		
	Submission of Annual Procurement Plan for Common Use Supplies and Equipment (APP-CSE) for FY 2018 to PS-DBM		Nov. 30, 2017	OGM, ALL DEPT. HEADS, BAC, BAC Secretariat	Feb. 01, 2018		
PI6 Prior years' COA audit recommendations	Full compliance with at least 30%		Dec. 31, 2017	OGM and FINANCE DEPT	Aug 25, 2017 41.67%		

*GPPB Extension Letter dated March 13, 2017

We commit to deliver and agree to be rated on the attainment of the following targets for the period January to December 2017


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 VILLARMA, JR.

Department Manager B, Engineering and Operation

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CORAZON E. MANAMPAN

OIC, Department Manager B, Commercial Services

Approved By:


LEONORA D. GAUDIANO

General Manager