



METRO COTABATO WATER DISTRICT

Gov. Gutierrez Avenue, Cotabato City, P.O. Box 657

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Certificate Number: AJA18-0099

March 8, 2019

MR. JECI A. LAPUS

Administrator

Local Water Utilities Administration

Katipunan Avenue

Quezon City

Dear Administrator Lapus,

We are pleased to submit the attached accomplished Form A and A-1 indicating the performance accomplishment to Fiscal Year (FY) 2018 of the Metro Cotabato Water District (MCWD), in compliance with Memorandum Circular No. 2018-1, dated May 28, 2018 relative to the guidelines on the grant of the Performance Based Bonus (PBB) for Fiscal Year 2018 under Executive Order No. 80, s. 2012 and 201 s. 2016.

We hope you find everything in order.

Thank you.

Very truly yours,


MARGARITA F. ROALES
OIC General Manager

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							
2018 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	98.15%	98%	COMML & ENGG. OPNS DEPT.	98.15%	100.15%	Out of 54 Barangays, 53 Barangays were served already.
PI 2 (Quality) <i>Reliability of Service</i>	Percentage of household connections receiving 24/7 supply of water	74.02%	74%	ENGG. OPNS DEPT.	87.28%	117.95%	Daily Water Production/Max. Daily Demand.
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)	1.42:1	113.60%	Total water production/total water billed.
B. Water Distribution Service Management							
2018 Budget:							
PI 1 (Quantity) NRW should not exceed 30%	Percentage of unbilled water to water production	26.23%	30%	COMML & ENGG. OPNS DEPT	29.38%	102.07%	LWUA MC# 011-18 Max. NRW=30%
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)	0.83 ppm	276.67%	PNSDW ranges 0.30-1.5ppm
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 /Production Division)	w/in 24 hours	100%	Interruption due to broken mainlines and Production Facilities/ equipment breakdown.

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C. SUPPORT TO OPERATIONS (STO)							
2018 Budget							
PI 1 Staff Productivity Index	Categories A, B & C=1 staff for every one hundred twenty (120) service connections.	1:195 (34,776/169)	1:120	ADMIN. DEPT (HRD)	1:184	153.33%	Service Connection: 34,776 No. of ee: 189
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.	2.69%	153.80%	Min. water rate over average monthly of Low Income Group. Min. daily wage ₱311.
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.	96.26%	101.33%	No. of acted complaints over received complaints.
PI 4	QMS Certification <ul style="list-style-type: none"> Post QMS Certification in TS page Submit certified true copy of QMS certificate to GQMC through DBM-SPIB 	Feb. 04, 2018 (Certificate No. AJA18-0099)	Dec. 31, 2018	OGM, ISO Coordinator, All Departments, DVs and Unit Heads	Feb.4,2018-Feb.4,2023 (Certificate No. AJA 18-0099)	100%	ISO 9001: 2015
GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)							
2018 Budget							
PI 1 Financial viability and sustainability	Collection Efficiency	92.63%	90%	COMML. DEPT.	92.92%	103.24%	
	Positive Net Balance in the Average Net Income for twelve (12) months	100%	Positive Net Balance	FINANCE DEPT.	100%	100%	
	Current Ratio	1.94:1	1.5:1	FINANCE DEPT.	1.52:1	101.33%	

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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. 31, 2018	Mar. 31, 2019	OGM FINANCE DEPT.	Feb. 19, 2019		
	Report on Aging of Cash Advance	Nov. 29, 2017	Dec. 31, 2018	FINANCE DEPT.	Nov. 28, 2018		
	Microbiological/Chlorine Residual Report	Jan. 31, 2018	Feb. 20, 2019	ENG'G OPTN (PROD DIV)	Feb. 9, 2019		
	Physical/Chemical Report	Jan. 31, 2018	Feb. 20, 2019	ENG'G OPTNS (PROD DIV)	Feb. 9, 2019		
PI3 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX Approved CAPEX budget for the current year	87.36%	At least 85-90%	FINANCE DEPT.	86.65%		
PI4 Annual Procurement Plan	Submission of Annual Procurement Plan to GPPB-TSO for FY 2018	Mar. 10, 2017	Apr. 15, 2018	OGM, ALL DEPT. HEADS, BAC, BAC Secretariat	March 5, 2018		
	Submission of Annual Procurement Plan for Common Use Supplies and Equipment (APP-CSE) for FY 2019 to PS-DBM	Feb. 01, 2018	Nov. 30, 2018	OGM, ALL DEPT. HEADS, BAC, BAC Secretariat	Sept. 26, 2018		
PI5 Prior years' COA audit recommendations	Sustained Compliance with Audit Findings	Aug 25, 2017 41.67%	Dec. 31, 2018 30%	OGM and FINANCE DEPT	Dec. 28, 2018 44.44%	Jan. 3, 2019 148.13%	

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

HELEN I. 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 3-8-19