

FORM A
PERFORMANCE INDICATORS AND ACCOMPLISHMENTS
2017

CALBAYOG CITY WATER DISTRICT

MFOs AND PERFORMANCE INDICATOR		FY 2016 ACTUAL ACCOMPLISHMENTS	FY 2017 TARGETS	RESPONSIBLE OFFICE/UNIT	FY 2017 ACTUAL ACCOMPLISHMENTS	ACCOMPLISHMENT RATE	REMARKS
(1)		(2)	(3)	(4)	(5)	(6)	(7)
A. WATER FACILITY SERVICE MANAGEMENT							
2017 Budget:							
PI 1 (Quantity) Access to Potable Water	Percentage of Barangay with access to potable water againsts the total number of barangays within the coverage of LWD.	50 Barangay have access to potable water.	50 Barangay have access to potable water.	Commercial Services/ Engineering & Operations	50 Brgy's served/acces to potable water	100%	
PI 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water.	100% household connectios receiving 24/7 supply of water.	100% household connectios receiving 24/7 supply of water.	Commercial Services / Engineering and Operations	100% household connection received 24/7 supply of water	100%	
PI 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water.	1.4:1	1.2:1	Engineering and Operations	1.21:1	100%	
B. WATER DISTRIBUTION SERVICE MANAGEMENT							
2017 Budget:							
PI 1 (Quantity) NRW	Percentage of unbilled water to water production	27.37%	25.00%	Engineering and Operations	16.92%	100%	
PI 2 (Quality) Potability	Average Deviation from PNSDW (chlorine residual requirements) from January to December.	Ave. = 0.75 ppm	0.3ppm to 1.5ppm	Engineering and Operations	Ave. = 0.75 ppm	100%	
PI 3 (Timeliness) Adequacy/Reliability of Serve	Average response time to restore service when there are interruptions based on the Citizen's Charter of LWD proposed for approval by CSC.	Prompt action on service interruption for simple leakage and damaged mainline within 24 hour.	Prompt action on service interruption for simple leakage and damaged mainline within 24 hour.	Commercial Services/ Engineering and Operations	prompt action taken on water service interruption within 24 hours upon instruction	100%	

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C. SUPPORT TO OPERATION (STO)							
2017 Budget:							
PI 1	Staff Productivity Index. The Staff Productivity Index of one hundred twenty (120) service connections for Categories B shall be strictly observed in the determination in the total number of positions in a LWD.	1 employee for every 115 active service connections	1 employee for every 120 active service connections	Administrative and Human Resource Services	1 employee for every 136 active service connection (Active service connection - 13,674 over # of regular employee - 100)	100%	
	CCWD Certification on ISO 9001:2015 Quality Management System (QMS)	n/a	ISO 9001:2015 Quality Management System (QMS) Audited on or before December 31, 2017	OGM/Admin and HR/Finance/Commercial/Engineering	ISO 9001:2015 Quality Management System (QMS) Audited and Passed on December 19, 2017	100%	
PI 2 (Affordability)	Reasonableness/Affordability of water rates to consumers with access connections. Water rate for the 1st cu.m must not exceed 5% of the average income of Low Income Group (LIG).	Average income of LIG = 6,000.00 5% of 6,000 = 300.00 (minimum charge = 287.00) 4.78%	5% of 6,000 = 300.00 (minimum charge = 287.00) 4.78%	Administrative and Human Resource Services/Commercial Services / Finance Services	(minimum charge = 287.00) 4.78%	100%	
PI 3 (Timeliness)	Customer Satisfaction Percentage of Customer Complaints acted upon against received complaints.	792 customer complaints acted upon against 792 received complaints.	100% Customer complaints should be acted upon against received complaints.	Administrative and Human Resource/Commercial/ Finance/ Engineering and Operations	756 customer complaint acted upon against 756 complaint received	100%	

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D. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)							
2017 Budget:							
PI 1	Financial viability & sustainability of LWD operations (Collection Ratio, Operating Ratio, Current Ratio).	Collection Ratio: 91.20% Operating Ratio: 0.72 Current Ratio: 2.45:1	Collection Ratio: 92% Operating Ratio: 0.75 Current Ratio: 2.8:1	Commercial Services/ Finance Services	Collection Ratio: 92.77% Operating Ratio: 0.75 Current Ratio: 2.96:1	100%	
PI 2	A. Compliance with COA reporting requirements in accordance with content and period of submission.	Completed Financial Statements and Supporting Schedules submitted on or before January 2017.	Complete Financial Statements and Supporting Schedules should be submitted on or before February 14, 2018.	OGM/Finance Services	Completed Financial Statements and Supporting Schedules is to be submitted on or before February 14, 2018.	100%	
		Ageing of cash advance submitted on December 2016.	Submission of Ageing of cash advance on or before February 14, 2018.		Ageing of cash advance is to be submitted on or before February 14, 2018	100%	
	B. Compliance with LWUA reporting requirements in accordance to content and period of submission.	Complied					
	MDS, Balance Sheet, Income Statement, Microbiological Test & Chlorine Residual Report.	Submitted within 6 weeks after the reference month.	Submission within the reference month.	OGM/Finance Services	Submitted within the reference month.	100%	
	Annual Physical/Chemical Report	Annual Physical /Chemical Report submitted within 2nd Quarter & 4th Quarter of the year	Annual Physical /Chemical Report submission within 2nd Quarter & 4th Quarter of the year.	Engineering and Operations	Submitted within 2nd Quarter and 4th Quarter of 2017.	100%	

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	Approved WD Budget with Annual Procurement Plan.	Approved Budget with Annual Procurement Plan submitted on February 2016.	Approved Budget with Annual Procurement Plan should be submitted within the 1st quarter of 2017.	OGM/Finance Services	Approved Budget with annual procurement plan submitted on March, 2017	100%	
	Annual Audit Report	Annual Audit Report received from COA/posted on June 2016	Submission and posting within the 2nd quarter of the year.	OGM/Finance Services	Annual Audit Report Submitted and posted on June, 2017	100%	

Prepared by:


ENGR. MICHEL T. MALAQUI
 Executive Assistant C

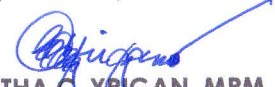
Date: 1/25/18

Recommending Approval by:


NICANDRO B. COQUILLA
 Corporate Budget Specialist A
 OIC-Finance Services Department

Date: 1/24/18

Approved by:


EDITHA C. YRIGAN, MPM
 General Manager B

Date: 1/24/18