

FORM A
PERFORMANCE TARGETS*

ANNEX 1

LWD NAME: **BALAOAN WATER DISTRICT, BALAOAN, LA UNION**

MFOs AND PERFORMANCE INDICATORS (1)		FY 2016 ACTUAL ACCOMPLISHMENT (2)	FY 2017 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2017 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2017 Budget:							
PI 1 (Quantity) Access to potable water	Percentage of households with access to potable water against the total number of barangays within the coverage of the LWD	60%	70%	Operation/Technical Section	70%	102.85%	
PI 2 (Quality) Reliability of service	Percentage of household connections receiving 24/7 supply of water	93%	95%	Operation/Technical Section	100%	105.2%	
PI 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water	15 LPS 24/7 adequate	15 LPS 24/7 adequate	Operation/Technical Section	20LPS	133%	
B. Water Distribution Service Management							
2017 Budget:							
PI 1 (Quantity) NRW should not exceed 30%	Percentage of unbilled water to water production	20%	25%		23.00%	92.00%	
PI 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point.	0.30 ppm ideal per 5 ml DPD method	0.3 ppm ideal per 5 ml DPD method	Maintenance/Technical Section	0.3 ppm	100%	
PI 3 (Timeliness) Adequacy/Reliability of Service	Average response time to restore service when there are interruptions due to lines and/or production equipment or facility breakdown as reflected in the CSC-Approved Citizens Charter of the District	major repairs 5-10 hrs. minor repairs 1-1.5 hours	major repairs 8-12 hours minor repairs 1-5 hours	Maintenance/Technical Section	major repairs 8 hours minor repairs 1-2 hours	66.67% 40%	

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Support to Operation (STO)						
2017 Budget:						
PI 1 Staff Productivity Index	<i>The staff Productivity Index of one (1) position for every one hundred (100) service connection for Category D</i>	100:1	100:1	Administrative Finance/Commercial Section	187:1	187%
PI 2 Affordability	<i>Reasonableness/Affordability of water rates Water rate for the 1st cu.m. must not exceed 5% of the average inc. of LIG. Approved by LWUA</i>	Water Rate 278.00 5% of the Average Income of LIG - 477	278.00 average income of LIG 477 5% of the average Income of LIG - 500	Finance Commercial Administrative Section	278.00	55.60%
PI 3 Customer Satisfaction	<i>1.Ease of doing business-compliance to CSC Memo No. 14-2016 2. Percentage of customer Complaints acted upon against received complaints. Complaints through hotline# 8888 acted upon with 72 hrs. Complaints received through the customer service unitw/in the period prescribed by ARTA and other issuances</i>	100%	100%	Administrative Technical Commercial Section	100%	100%
General Administration and Support Services (GASS)						
2017 Budget:						
PI 1 Financial Viability and sustainability	<i>Collection Efficiency > 90% Positive Net Balance In Average Net Income for 12 mons. Current Ratio= <1.5:1</i>	Collection Ratio - 90% Operating Ratio- 75% Current Ratio - 120% (2:1)	Collection Ratio - 90% Operating Ratio- 78% Current Ratio - 120 %(2:1)	Finance Services Commercial Section Administrative Section	92% 77% 7:1%	102.22% 98.72% 300%

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Support to Operation (STO)							
2017 Budget:							
PI 2 a.) Compliance with COA reporting requirements	a. <i>Compliance with COA reporting requirements in accordance with content and period of submission</i> <i>Submission of five financial reports i.e Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement</i>	Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement submitted January 26 2017 Report on Aging of Cash Advance submitted monthly (fully liquidated at the end of the month)	Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement to be submitted not later than February 14, 2018 Report on Aging of Cash Advance submitted monthly (fully liquidated at the end of the month)	Commercial, Finance Services	submitted February 6, 2018	100%	
	<i>Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Aging of Cash Advance</i>				submitted monthly fully liquidated at the end of the month	100%	
b. Compliance with LWUA reporting requirements in accordance to content and period of submission	b. <i>Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine residual report, Approved WD budget w/ Annual Procurement Plan, Annual Report</i>	Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Chlorine Residual Report monthly submitted Approved WD budget w/ Annual Procurement Plan, Annual Report as required	MDS,BS,IS,CFS, microbiological/Chlorine Residual Report monthly submitted Physical/Chemical/Analysis (end of the year) Approved WD budget w/ Annual Procurement Plan, Annual Report required	Administrative/ Commercial, Finance Services Section	submitted January 16, 2018 submitted November 29, 2017	100%	
PI 3 Compliance to COA AOM	<i>Resolve at 30% of COA findings stated in the COA ADM issued to the agency for prior years as of December 31, 2016</i>		<i>Resolve at 30% of COA findings stated in the COA ADM issued for the prior years as of 12/31/2016</i>	Commercial, Finance Services Section	Resolved 70%	233%	
PI4 Budget Utilization Rate (BUR)	<i>Actual disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%</i>		<i>85% actual disbursement on the approved CAPEX</i>	Administrative/ Commercial, Finance Services Section	22%	25%	

Prepared by:
MARILYN O. SERRERO
Administration Services Asst. A

Recommending for Approval
ALONZO L. CASTILLO
Cashier B

Approved by:
ENGR. VICTOR R. OBILLO
Agency Head
January 30, 2018
Date

FORM A-1
 DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS*


LWD NAME: BALAOAN WATER DISTRICT, BALAOAN, LA UNION

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2017 TARGET for Performance Indicator 1 (3)	FY 2017 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2017 TARGET for Performance Indicator 2 (6)	FY 2017 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2017 TARGET for Performance Indicator 3 (9)	FY 2017 ACCOMPLISHMENT for Performance Indicator 3 (10)
A. Water Facility Service Management Operation/Technical Section	(Quantity) access to potable water	70%	72%	(Quality) reliability of service	95%	100%	(Timeliness) Adequacy	15 LPS 24/7 adequate	20 %
B. Water Distribution Service Management Operation/Technical Section	(Quantity) NRW	25%	23%	(Quality) potability	0.3 ppm ideal per 5 ml DPD Method	0.3 ppm ideal per 5ml	Adequacy/Reliability of service	8-12 hrs.- major repair 1-5 hrs. - minor repair	4-8 hours 1-2 hours
C. Support to Operations (STO) Administrative Section Commercial, Finance Services Section	PI 1	100:1	187:1	PI 2 affordability	278.00 ave. Income of LIG 477	278.00	PI3 Customer Satisfaction	100%	100%
D. General Administration and Support Services (GASS) Administrative, Finance & Commercial Section	PI 1	CR - 90% OR - 78% CR - 120% (2:1)	92% 72% 7:7	PI 2	a. As specified period b. As specified period	as specified as specified	PI3 Compliance to COA AOM P14 Budget Utilization Rate (BUR)	30% 85%	70% 25%

Prepared by:


 MARIAM C. ESERRERO
 Administration Services Asst. A

Recommending for approval


 ALORNA L. CASTILLO
 Cashier B

Approved by:


 ENGR. VICTOR R. OBILLO
 Agency Head

January 30, 2018
 Date