

LWD NAME: VICTORIAS CITY WATER DISTRICT

FORM A
PERFORMANCE TARGETS

MFOs AND PERFORMANCE INDICATOR	FY 2016 ACTUAL ACCOMPLISHMENT	FY 2017 TARGET	RESPONSIBLE OFFICE/UNIT	FY 2017 ACTUAL ACCOMPLISHMENT	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 households with access to potable water against the total number of households within the coverage of the LWD.	31.70%	32%	Commercial/Engineering	32.52%	102%
PI 2 (Quality) reliability of service	Percentage of household connections receiving 24/7 supply of water	100%	100%	Engineering	100%	100%
PI 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water	2.77:1	2.5:1	Engineering	2.5:1	100%
B. Water Distribution Service Management						
2017 Budget:						
PI 1 (Quantity) NRW	Percentage of unbilled water to water production	22%	≤30%	Engineering	25.32%	120%
PI 2 (Quality) potability	Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point.	0.3	0.3	Engineering	0.3	100%
PI 3 (Timeliness) adequacy/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 of LWD.	1 day	24 hours	Engineering/Commercial	8 hours	300%

MFOs AND PERFORMANCE INDICATOR	FY 2016 ACTUAL ACCOMPLISHMENT	FY 2017 TARGET	RESPONSIBLE OFFICE/UNIT	FY 2017 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Support to Operation (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 connections	136.19	120	Finance & Admin. / Commercial	189.38	158%
PI 2 (Affordability)	Reasonableness/Affordability of water rates. Water rate for the 1st 10 cu.m must not exceed 5% of the average income of LIg. Water rates should be LWUA approved.	3%	MC<5%	Finance & Administrative	2%	250%
PI 3(Customer Satisfaction)	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 within 72 hours. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	Compliant	Compliant to CSC Memo No. 14-2016.	Commercial	Compliant	100%
		100%	80%	Commercial	82%	102%
						Water rates for the 1st 10 cu.m is P200.00. LIg is P325.00

MFOs AND PERFORMANCE INDICATOR (1)	FY 2016 ACTUAL ACCOMPLISHMENT (2)	FY 2017 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2017 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
General Administration and Support Services (GASS)						
2017 Budget:						
PI 1 (Financial viability and sustainability)	Collection Efficiency \geq 90%	\geq 90%	Finance & Administrative	100%	111%	Net income Jan. to Dec. 2017 = P9,984,276.87
	Positive Net Balance in the Average Net Income for twelve (12) months: Current Ratio = \leq 1.5:1	\leq 1.5:1	Finance & Administrative	10.55:1	105%	
PI 2 (a.) Compliance with COA reporting requirements	a. Compliance with COA reporting requirements in accordance with content and period of submission. <i>Submission of the five financial reports i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statements of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advances</i>	100%	Finance & Administrative	100%	100%	
b.) Compliance with LWUA reporting requirements in accordance to content and period of submission. i.e. <i>Monthly Data sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine Residual Report, Approved WD budget w/ Annual Procurement Plan,</i>	b. Compliance with LWUA reporting requirements in accordance to content and period of submission. i.e. <i>Monthly Data sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine Residual Report, Approved WD budget w/ Annual Procurement Plan,</i>	100%	Finance & Admin. / Engineering	100%	100%	
PI 3 (Compliance to COA AOM)	Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016.	30%	Admin & Finance/Commercial/Engineer	34.375%	114.58%	
PI 4 (Budget Utilization Rate (BUR))	Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be atleast 85% to 90%.	85%	Admin & Finance/Commercial/Engineer	95%	111.76%	

Recommending Approval:

Prepared by:

Approved by:

ALINA B. AGRAVIADOR
Finance/Administrative Division Manager

01-26-18
date

LINA T. BASCO
Commercial Division Manager
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01-26-18
date

ABRAHAM J. DE NIOS, JR.
Head of Agency

01-26-18
date