

FORM A  
PERFORMANCE TARGETS

LWD NAME: BATAC

| MFOs AND PERFORMANCE INDICATORS<br>(1)                | FY 2016 ACTUAL<br>ACCOMPLISHMENT<br>(2)   | FY 2017 TARGET<br>(3)  | RESPONSIBLE<br>OFFICE/UNIT<br>(4)           | FY 2017 ACTUAL<br>ACCOMPLISHMENT<br>(5)          | ACCOMPLISHMENT<br>RATE<br>(6) | REMARKS<br>(7) |
|---|---|------------------------|---|--|-------------------------------|----------------|
| <b>A. Water Facility Service Management</b>           |   |                        |   |  |                               |                |
| 2017 Budget:  |   |                        |   |  |                               |                |
| P1 (Quantity)<br>access to potable water              | Percentage of barangay w/<br>access to potable water<br>against the total number of<br>barangays within the<br>coverage of the LWD<br><br>=24/43<br>56% | =25/43<br>58%          | Administrative,<br>Finance and<br>Technical | =25/43<br>=58%                                   | =58/58<br>=100%               |                |
| P2 (Quality)<br>reliability of service                | Percentage of household<br>connections receiving 24/7<br>supply of water<br><br>=1,473/1,497<br>98.00%  | =2,055/2,097<br>98.00% | Technical                                   | =1,662/1692<br>=98%                              | =98/98<br>=100%               |                |
| P3 (Timeliness)<br>Adequacy                           | Source Capacity of LWD to<br>meet demands for 24/7<br>supply of water<br><br><u>=317,970 cu.m.</u><br>254,590 cu.m.<br>=1.25                            | 1.30                   | Technical                                   | <u>= 410,432 cu.m.</u><br>313,272 cu.m.<br>=1.31 | =1.31/1.30<br>=101%           |                |
| <b>B. Water Distribution Service Management</b>       |   |                        |   |  |                               |                |
| 2017 Budget:  |   |                        |   |  |                               |                |
| P1 (Quantity)<br>NRW                                  | Percentage of unbilled water<br>to water production<br><br><u>=63,380 cu.m.</u><br>317,970 cu.m.<br>=19.93%   | 22%                    | Technical                                   | <u>=97,160 cu.m.</u><br>410,432 cu.m.<br>=23.67% | =92.94%                       |                |
| P2 (Quality)<br>Potability                            | Average deviation from<br>PNSDW (chlorine residual<br>requirements) from January<br>1 to December 31)<br><br>.3ppm                                      | .3ppm                  | Technical                                   | .3ppm  | =0.30/0.30<br>=100%           |                |
| P3 (Timeliness)<br>adequacy/reliability<br>of service | Average response time to<br>restore service when there<br>are interruptions based on<br>the Citizen's Charter of LWD.<br><br>2 hours                    | 2 hours                | Technical                                   | 2 hours  | =2/2<br>=100%                 |                |

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|--|---|---|--|---|--|---------------------------|--|
| Support to Operations                  |   |   |  |   |  |                           |  |
| 2017 Budget:                           |   |   |  |   |  |                           |  |
| P1                                     | <p>Staff Productivity Index</p> <p>The Staff Productivity Index of one (1) position for every one hundred (100) service connections for Category D and one hundred twenty (120) service connections for Categories A to C, shall be strictly observed in the determination of the total number of positions in an LWD</p> | <p>=1,497/9<br/>1:166</p>                       | <p>1:179</p> <p><u>=2,150</u><br/>12</p> |   | <p>=1,731/9<br/>1:192</p>  | <p>=192/179<br/>=107%</p> |  |
| P2 Affordability                       | <p>Reasonableness/<br/>Affordability of water rates to consumers with access to connections. Water rate for the 1st cu.m. must not exceed 5% of the average income of LIG</p>   | <p><u>=300.00</u><br/>9,784.00</p> <p>3.07%</p> | <p>MC should be less than 5% of LIG</p>  |   | <p><u>=300.00</u><br/>9,905.00</p> <p>MC is equal to 3.03 of LIG</p> | <p>139%</p>               |  |
|  | <p>Customer Satisfaction</p> <p>Percentage of Customer Complaints acted upon against received complaints</p>  | <p>=390/390<br/>100%</p>                        | <p>100%</p>                              | <p>Technical</p>                        | <p>=466/466<br/>100%</p>   | <p>=100/100<br/>=100%</p> |  |

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|--|---|--|--|---|--|---|--|
| General Administration and Support Services (GASS) |   |  |  |   |  |   |  |
| 2017 Budget:                                       |   |  |  |   |  |   |  |
| P1   | Financial Viability & sustainability of LWD operations (collection ratio, operating ratio, current ratio)   | operating ratio:<br>$\frac{7,507,651.59}{10,329,937.33}$<br>$=0.73$<br><br>collection ratio:<br>90.00%<br>(MDS Data)<br><br>current ratio:<br>$\frac{4,058,961.85}{735,441.53}$<br>$=5.52:1$ | $=0.75$<br><br><br>90.00%<br><br><br>3:1           | Finance, Administrative and Commercial Sections | operating ratio:<br>$\frac{8,618,614.46}{12,206,303.11}$<br>$=0.70$<br><br>collection ratio:<br>92.00%<br>(MDS Data)<br><br>current ratio:<br>$\frac{3,021,409.70}{1,057,200.08}$<br>$=2.86:1$ | 107%<br><br><br>102%<br><br><br>$=2.86/3$<br>$=95%$ |  |
| P2   | a. compliance with COA reporting requirements in accordance with content and period of submission<br>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, Report on Ageing of Cash Advance | 10th day of the ensuing month  | Financial Reports<br>10th day of the ensuing month | Finance and Administrative Section              | 10th day of the ensuing month  |   |  |
|  | b. compliance with LWUA reporting requirements in accordance to content and period of submission<br>i.e. Monthly Data Sheet, Balance Sheet, Income  | 10th day of the ensuing month  | 10th day of the ensuing month                      |   |  | 10th day of the ensuing month                       |  |

|  |  |   |   |   |  |      |  |
|--|--|---|---|---|--|------|--|
|  | Statement, Cash Flow Statement, Microbiological Report and Chlorine Residual Report Physical/Chemical Report Approved WD Budget with Annual Procurement Plan Annual Report | 10th day of the ensuing month<br>July 12, 2016<br>November 30, 2016<br>2nd week of January 2017 | 10th day of the ensuing month<br>December 31, 2017<br>November 30, 2017<br>2nd week of January 2018 | Finance, Administrative and Commercial Sections | 10th day of the ensuing month<br>December 05, 2017<br>November 29, 2017<br>To be submitted on January 29, 2018 | 100% |  |
|--|--|---|---|---|--|------|--|

Prepared by:

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January 15, 2018  
 Date

Approved by:

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 MARIA DOHNA D. SAGUN  
 General Manager D

January 15, 2018  
 Date