

**2013 PERFORMANCE TARGETS AND ACCOMPLISHMENTS OF POLOMOLOK WATER DISTRICT**

<b>MFO: WATER SERVICE</b>			
<b>PHILIPPINE DEVELOPMENT PLAN (2011-2016) WATER</b>	<b>SUCCESS INDICATORS (LWUA)</b>	<b>POL WD</b>	<b>POL WD SUCCESS INDICATORS</b>
		<u><b>OPERATIONS</b></u>	
1. Reduced NRW (million liters/day or MLD)	<ul style="list-style-type: none"> <li>• Adequacy / Reliability of Service</li>   <li>• Potability of Product</li>   <li>• Access to / Coverage of Service</li> </ul>	<b>1. NON-REVENUE WATER</b> a. NRW reduction initiatives  b. Meter Reading Accuracy  c. Meter Testing  <b>2. WATER QUALITY</b> a. Compliance to PNSDW, DOH & LWUA standards  b. Water Safety Plan  <b>3. MARKETING</b> a. Increase in number of service connections  b. Assistance to BAWASA  c. New Service Connection Installations  d. Pipeline Expansion	NRW reduced to 25% at the end of the year  0 meter reading error at the end of the year  400 s.c. with 10 cu.m. below consumption studied and recommended for meter testing and inspection  PNSDW, DOH & LWUA standards complied  Water Safety Plan crafted by the end of 2013  720 new s.c. added by end of the year  Information and Education Campaign (IEC) to BAWASA conducted  All applications for new service connection applications processed and installed  Pipeline expansion of 14.3km implemented by the end of 2013
2. Increased percentage of households with Level III (individual household) connection			

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<p>3. Increased percentage of households with 24/7 service</p> <p>4. Lessened gap between demand and supply</p>	<ul style="list-style-type: none"> <li>• Affordability</li> <li>• Adequacy / Reliability of Service</li> </ul> <p>24/7 availability of supply</p>	<p><b>4. CUSTOMER SERVICE</b></p> <p>a. Customer Satisfaction Survey</p> <p>b. Establishment of SMS Alert</p> <p>c. Accuracy of IUMS Program</p> <p>d. Effective and Efficient Telling Services</p> <p>e. Water Supply Operation and Management</p>	<p>800 respondents surveyed for customer satisfaction by the end of the year</p> <p>SMS alert pilot-tested at the end of the year</p> <p>95% IUMS program accurately running at the end of the year</p> <p>Gaisano Mall tapped for collection of water bills on or before December 31, 2013</p> <p>Accurate OR speedily issued to all payors</p> <p>Teller's window provided for senior citizens, pregnant women and differently-abled persons</p> <p>24/7 potable water supply provided to all consumers</p>
<p>5. forests and watersheds sustainably managed</p> <p>6. proportion of land area covered by forest</p>		<p align="center"><u><b>SUPPORT TO OPERATION (STO)</b></u></p> <p><b>5. ENVIRONMENT</b></p> <p>a. Forest/watershed rehabilitation efforts</p>	<p>15,000 endemic trees planted on sloping non-tenurable areas within Mt. Matutum Protected Landscape (MMPL) - Polomolok area in 2013</p>

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		b. Collection of Production Assessment Charge for watershed program  <b>6. OPERATION AND MANAGEMENT</b> a. Efficient General Services a.1 Energy Conservation Program  b. Improved Motorpool Services   c. Proper Storeroom Management   d. Better janitorial services  e. Efficient Procurement Services	80% planted endemic trees guaranteed survived at the end of 2013  Production Assessment Charge of Php60,000/annum collected  Electricity consumption against budget allocation reduced by 10% by the end of the year  Maintenance and repair cost against budget allocation reduced by 10% by the end of the year  Fuel consumption against budget reduced by 8% by the end of the year  Stock Inventory Reports updated and submitted monthly  PPE actual inventory conducted every June and December 2013  Good Housekeeping implemented  Procurement Manual drafted  All purchase requests processed and acted expeditiously

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		f. PolWD Cash Management Manual  g. PR Programs  h. Lot acquisition negotiation of PS 5 owned by DARBCI  i. Resolution of Dulay Case  j. Lot ownership of donated Dulay lot within PolWD compound	Cash Management Manual crafted by end of the year  All CSR activities conducted  Lot acquisition explored and negotiated by year end  Case dismissed by year end  Lot title processed and transferred to PolWD by year end
	SPI: 1:120           Financial Viability and Sustainability	<p align="center"><b><u>GENERAL ADMINISTRATIVE AND SUPPORT SERVICES (GASS)</u></b></p> <p><b>7. HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT</b></p> a. Improved HR Services  b. Upgrading of Organizational Structure  c. Creation of Pol WD Website  <p><b>8. FINANCE</b></p> a. Collection Efficiency  b. On-time Payment	all employees provided with 2 relevant trainings/year  Category B partially implemented  Pol WD Website created and operational by the end of 2013  98% collection efficiency at the end of the year  84% on-time paid at the end of the year

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		c. Collection of PYA	2.5M collection on PYA at the end of the year
		d. Efficient Cash Management	100% accurate Daily Cash Position Report (DCPR) submitted on or before 5PM  100% Daily Collection Summary submitted on or before 8:30AM on the following working day  100% accurate Monthly Report of Accountability for Accountable Forms (RAAF) and Report on Check Issued (RCI) on the 5th day of the following month
		e. Reliable and Accurate Financial Data	100% reliable & accurate Monthly FS Report submitted on the 15th day of the following month
		f. Effective Budget Management	Actual expenditures against budget allocation should not exceed 10%  Consolidated 2014 Annual Budget submitted on October 31, 2013
		g. Internal Control	Zero Audit Observation Memo (AOM) on Irregular, Unnecessary, Unconsciounable, Extravagant, and Excessive Expenditures (IUUEEE)
		h. BIR Tax Condonation	Tax condonation application

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		i. LWUA Loans Refinancing with Amanah Bank	submitted within the prescribed period  Refinancing approved in the 2nd quarter of the year