

FORM A
POLOMOLOK WATER DISTRICT PERFORMANCE TARGETS (ACCOMPLISHMENTS)
(As of December 31,2015)

MFOs AND PERFORMANCE INDICATORS (1)	FY 2014 ACTUAL ACCOMPLISHMENT (2)	FY 2015 TARGET (3)	RESPONSIBLE DIVISION/OFFICE (4)	FY 2015 ACTUAL ACCOMPLISHMENT (5)	REMARKS (6)
A. OPERATION					
MFO 1. WATER FACILITY SERVICE MANAGEMENT					
2015 BUDGET: Php					
Performance Indicator 1:					
Access to potable water					
a.1 Number of new service connections increased by 1,080	1,007 New Service Connection installed (Exceeds target by 19.6%)	1,080 New Service Connections	ENGINEERING & OPERATIONS DIVISION/ COMMERCIAL DIVISION	Exceeds the target by 0.18%	1, 082 installed as of December 31, 2015
a.2 Water services extended to at least 1 barangays	0.43% of the total number of barangays within the coverage of LWD have access to potable water.	System take-over and rehabilitation of existing spring source and pipeline at Brgy. Maligo	ENGINEERING & OPERATIONS DIVISION/ COMMERCIAL DIVISION	Not yet accomplished due to issue on lot titling as documentary requirement	Re-aligned project to Prk San miguel, Lunok, Klinan 6 (project materials on-going bidding); Marketing survey conducted on October 25, 2015
Performance Indicator 2:					
Reliability of Service					
a. Delivery of 24/7 water service ensured	99.4% of the Total Active Service Connections with 24/7 water Supply	24/7 water supply to 98% of total active service connections	ENGINEERING & OPERATIONS DIVISION	Exceeds the target by 0.46% or 98.46% of 15, 392 total active service connections have 24/7 water supply	15,156 out of 15,392 active service connections have 24/7 water supply
Performance Indicator 3:					
Adequacy of water service ensured					
a. Not Less than 1.25 : 1 Ratio of total source capacity to demand met	1.35:1 Ratio of total source capacity to demand	Not less than 1.25:1 Ratio of total source capacity to demand	ENGINEERING & OPERATIONS DIVISION	Exceeds target by 9.5 %	1.35:1 ratio> 1.25.1 required ratio (Prod. 4,459,887.35; Cap. 5,997,371.81)
MFO 2. WATER SERVICE DISTRIBUTION MANAGEMENT					
2015 BUDGET: Php					
Performance Indicator 1:					
Non Revenue Water (NRW)	24.98 % Average NRW	NRW reduction from 24% to 23% annual average (Monthly average of 80,000 cu.m. NRW)	ENGINEERING & OPERATIONS DIVISION/ COMMERCIAL DIVISION	Falls short by 2.48% or 89.22% accomplished	25.48% average NRW as of December 31, 2015(Monthly average NRW 94,649 cu.m.)
Performance Indicator 2:					
Potability	Average daily chlorine Residual of 0.42 ppm	Compliance with PNSDW, LWUA & DOH of not less than 0.30ppm Chlorine Residual	ENGINEERING & OPERATIONS DIVISION	100% Accomplished	0.49 PPM average at end points

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Performance Indicator 3:					
Adequacy/ Reliability of service					
Interrupted service restored within 24 hours	Average restoration time of 2.4 Hrs. during repair and maintenance	Restoration of service within 24 hours when there are interruptions	ENGINEERING & OPERATIONS DIVISION	100% compliant	155 frequencies with an average restoration time of 3.57 hrs. for mainline & 10 hrs. for major pull-out at PS# 7 on June 26-27, 2015
B. SUPPORT TO OPERATION (STO)					
MFO 1. Staff productivity index (SPI)					
Performance Indicator 1:					
Staff Productivity Index (SPI)of 180:1 implemented	SPI of 191:1 with 14,337 Active SC (Exceeds by 1.06%)	Staff Productivity Index (SPI) of 180:1	ADMINISTRATIVE DIVISION	Exceeds target by 11%	SPI of 1: 199 based on 15,392 active service connections as of Dec 31, 2015
MFO 2. Affordability					
Performance Indicator 1:					
Minimum Charge (MC) shall not exceed 5% of Low Income Group (LIG) income	Minimum Charge of 195.10 is 3.25% of Low Income Group (LIG) income of P 6,000	Minimum Charge (MC) of P195.10 is 3.25% of Low Income Group (LIG) income of P6,000	COMMERCIAL DIVISION	100% compliant	3.25% of Low Income Group (LIG) income of P 6,000
MFO 3. Customer Satisfaction					
Performance Indicator 1:					
a. Customer complaints acted/addressed	4,807 Maintenance complaints acted 49 complains on leak, high and low consumption acted	100% of complaints acted upon receipt	EOD/ COMMERCIAL DIVISION	100% Accomplished	6,507 maintenance complaints acted; 930 Spot repairs and 358 complaints on leak received and acted
Performance Indicator 2:					
b. Customer Satisfaction Survey conducted	912 out of 1,000 respondents were satisfied (91.2 % Satisfaction on all respondents)	90% satisfaction rating of consumers	OGM/ COMMERCIAL DIVISION	Exceeds the target by 9.5%	As per result of survey, satisfaction rating of customers is 98.58%
MFO 4. Operations Manual					
Performance Indicator 1:					
a. Operations Manual submitted	targeted only in 2015	Submission of Operations Manual covering selected areas of operation on or before January 15, 2016	OGM /ALL DIVISIONS	100% accomplished	Posted to PolWD website on Jan. 14, 2016

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C. GENERAL ADMINISTRATION & SUPPORT SERVICES (GASS)					
MFO 1. Financial Viability and Sustainability of LWD Operation					
Performance Indicator 1:					
a. Collection ratio	Collection ratio of 83%	Collection ratio of 81%	OGM / CD/ FINANCE DIVISION	Exceeds the target by 4.9% with a collection ratio of 85%	Total collection of Php90,094,860.30 against total billing and AR of Php105,980,209.32
Performance Indicator 2:					
b. Operating ratio	Operating ratio of 70%	Operating Ratio of 75%	OGM /ALL DIVISIONS	Falls short by 5.3% with an operating ratio of 79%	Total operating expenses of Php72,357,349.23 and total operating revenues of Php91,125,121.31
Performance Indicator 3:					
c. Current ratio	Exceeded target by 1.04%	Current ratio of 2.5:1	OGM /ALL DIVISIONS	Exceeds the target by 44% with 3.6:1 ratio	Total current asset of Php58,776,770.09 against current liabilities of Php15,994,745.73
Performance Indicator 3:					
d. Net Income ratio	Exceeded target by 6%; net income ratio of 25%	Net Income ratio of 15%-19%	OGM /ALL DIVISIONS	Exceeds the target by 10.53% with net income ratio of 21%	Net income of Php18,858,419.02 against a total revenue of Php91,125,121.31
MFO 2. COA and LWUA Reports					
Performance Indicator 1:					
a. COA reporting requirements in accordance with content and period of submission complied	100% Accomplished	Monthly submission of Report on Ageing of Cash Advances	FINANCE DIVISION	100% Compliant	Monthly submission to COA is made on or before 20th day of the following month. Report with Nov. 15 cut-off was submitted & emailed on Nov. 20, 2015
b. LWUA reporting requirements in accordance with content and period of submission complied	100% Accomplished	Monthly submission of Report to LWUA the MDS and bacti-test; other reports can be accessed on line via PolWD website	EOD/ FINANCE DIVISION	100% Compliant	Monthly Bacti-test Submitted monthly; other reports can be accessed on line via www.palomolok wd.gov.ph
MFO 3. Budget					
Performance Indicator 1:					
a. Budget Utilization Rate (BUR)					
a.1 CAPEX-BUR of 91%-95% attained	92% utilization for CAPEX	Capex Budget Utilization Rate of 91% - 95%	OGM/ALL DIVISIONS	94% Utilization Rate with ongoing projects	Budget allocation of Php25,913,793 with utilization of Php24,299,726.21
a.2 PS & MOOE BUR not exceeding the budget by 10%	88% utilization for PS & 79% utilization for MOOE	PS & MOOE Budget Utilization Rate not to exceed the budget by 10%		Savings of 7% with 93% utilization	Budget allocation of Php78,023,893 with utilization of Php72,357,349.23

a.3 2016 Annual Budget Preparation/Submission	100% accomplished; with BOD Reso. 14-30 dated Nov. 7, 2014	BOD approved 2016 annual budget by October 2015		100% accomplished	2016 budget approved on Oct. 29, 2015 per BOD resolution No. 15-24
MFO 3. Annual Procurement Plan (APP)					
Performance Indicator 1:					
a. Submission of APP	100% compliant	Submission before the end of April 2015	ADMIN/BAC SECRETARIAT	100% Compliant	Submitted to GPPB, DBM-RO XII and posted to PolWD website on December 2014

Prepared by:

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January 14,2016
 Date

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January 14,2016
 Date

Approved by:

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