



2016 INSTITUTIONAL TARGETS
FOCUS : SYSTEMS IMPROVEMENT

KEY RESULT AREA (KRA)	TARGETS	DIV./PERSONS ACCOUNTABLE
I. OPERATIONS		
MFO 1. WATER FACILITY SERVICE MANAGEMENT		
1.1 ACCESS TO POTABLE WATER		
a. Number of new service connections increased by 1,140 or 95 new service connections per month	a.1. 1,140 New Service Connections or 95 new service connections/month	EOD/CD
	a.2. Implementation of Pipeline extension projects:	EOD
	1. Gerada Subd. II	
	2. Javier Subd. Extension-near FC	
	3. Purok San Agustin, Brgy. Poblacion Laterals	
	4. Golden Rose Subd., Cannery	
	5. Delambaca Subd.	
	6. Dole Gawad Subd.	
b. Water services extended to at least 1 barangay	b.1 Pipeline extension at Purok San Miguel, Brgy. Klinan 6	
1.2 RELIABILITY OF SERVICE		
a. Delivery of 24/7 water service ensured	a.1 24/7 water supply to 98% of total active service connections	EOD-PS
1.3 ADEQUACY OF WATER SERVICE		
Not less than 1.25:1 Ratio of total source capacity to demand met	Not less than 1.25:1 Ratio of total source capacity to demand	EOD
1. Newly drilled deepwell at Brgy. Pagalungan operationalized	1. Newly drilled deepwell in Brgy. Pagalungan fully operational	
	a. Construction of Pump House	
	b. Construction of Concrete Ground Reservoir	
	c. Installation of Electro-mechanical equipment	
	d. Installation of transmission & distribution mains	
	e. Installation 3-Phase Power Lines	
	f. Installation of Treatment Facilities	
2. PS # 6 in Brgy. Polo upgraded	2. Upgrading of PS #6 in Brgy. Polo	
3. IEER of 2 Pump Stations submitted	3. IEER of 2 new Pump Stations (8&9) & 1 Permit to Operate (PSTO)	PCO
MFO 2. WATER DISTRIBUTION SERVICE MANAGEMENT		
2.1 NON-REVENUE WATER		
NRW reduced to 23% from 25.48% annual average with NRW Reduction Programs Implemented	Reduction of NRW from 25.48% to 23% annual average	EOD
A. Water Meter Replacement Program	Replacement 800 pcs of old and inefficient water meters	EOD/CD
B. Formation of smaller DMAs	Formation of DMAs at Polotana, Pinetown & Lantana subdivisions	EOD
C. Pipeline Rehabilitation	Mainline rehab on identified areas	
	Service line rehab in identified areas	
D. Pressure Management	Installation of PSRV & PRV controllers at Brgy. Polo and Polotana Subd. respectively.	
E. Active Leakage Management	Leak Detection in Brgys. Poblacion & Cannery	
2.3 ADEQUACY / RELIABILITY OF SERVICE		
Interrupted service restored within 24 hours	Restoration of service within 24 hours when there are interruptions	
	• Major Repair of Pumping Stations - 24 hours	
	• Repair of Mainline - 5 hours	
	• Repair of Service lines - 40 minutes	
MFO 3. ENVIRONMENT		
PolWD watershed area at MMPL sustainably rehabilitated and protected using family-based approach	Rehabilitation and Protection of sustainable watershed at MMPL	EOD-PS
	1. Introduction of Innovations	
	» adopt-a-site	
	» solicit grants	
	» livelihood program; model farm	
	2. Tree planting on 10 additional hectares	
	3. Inventory of grown trees	
	a. 80 % survival rate of trees within maintenance period	
	b. Inventory of grown trees after the maintenance period	
	4. Collection of P30k Production Assessment Charge (PAC)	

II. SUPPORT TO OPERATION (STO)		
MFO 1. STAFF PRODUCTIVITY INDEX (SPI)		
Staff Productivity Index (SPI) of 180:1 implemented	Staff Productivity Index (SPI) of 180:1 1. permanent appointment of job order personnel: MIS, HR, EOD, FD & CD 2. hiring of job order employees for meter reading & OGM staff	EOD-PS
MFO 2. AFFORDABILITY		
Minimum Charge (MC) shall not exceed 5% of Low Income Group (LIG) income	Minimum Charge (MC) of P195.10 is 3.25% of Low Income Group (LIG) income of P6,000	CD
MFO 3. CUSTOMER SATISFACTION		
3.a Action on Customer Complaints		
Percentage of Customer complaints acted upon against received complaints	100% of complaints acted upon receipt with minimum response time	CD/EOD
3.b Customer Satisfaction Survey conducted	90% satisfaction rating of consumers based on 1,000 respondents randomly surveyed	OGM/PR
3.c Programs on Customer Services improved		
	Installation of Queuing system at Gaisano Grand	FD/MIS
	Creation of 2 additional Books for meter reading	CD
	Updating of ARTA provisions	OGM/All Divisions
	Strengthening of PR Programs	OGM/PR
	Development of new Read & Bill Program using Mobile Meter Reading	AD/MIS
III. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)		
MFO 1. FINANCIAL VIABILITY AND SUSTAINABILITY (Collection Ratio, Operating Ratio, Current Ratio)		
1.1 Financial Viability		
a. Operating Ratio of 75%	Operating Ratio of 75%	OGM/All Divisions
a.1 Energy Conservation Program		
	Submission of Proposal on use of Solar-powered lightings	
a.2 Preventive Maintenance Program		
	Submission of Program to support Repair & Maintenance Budget	
b. Asset Management monitored to meet Current Ratio of 2.5:1	Current ratio of 2.5:1	OGM/All Divisions
b.1. Cash		
	• Available cash equivalent to one (1) month operation	FD
b.2 Receivables		
	• Follow-up COA approval for write-off of P1.5 M	CD/FD
b.3 Inventory		
	• Availability of commonly-used supplies good for 3 months	FD/AD
b.4 PPE		
	• Negotiation of lot for a bigger Motorpool or Storeroom area	OGM
	• Transfer of lot titles	OGM
	a. Dulay donated lot	
	b. Lot title of PS # 7	
	c. PS#9 lot, Brgy. Glamang	
	• Follow-up processing of lot transfer	
	a. PS#8 , Brgy. Pagalungan	
c. Effective and Efficient Collection Management ensured to meet collection ratio of 85%	Collection Ratio of 85%	FD/CD
	• 98% Collection Efficiency	
MFO 2. FINANCE		
2.1 Financial Management		
a. COA reporting requirements in accordance with content and period of submission complied	Monthly submission of Report on Ageing of Cash Advances	FD
b. LWUA reporting requirements in accordance with content and period of submission complied	Monthly submission of Report to LWUA the MDS and bacit-test; other reports can be accessed on line via PoWD website	FD
c. Budget		
	1. Management Orientation on the proper charging of accounts	FD
	2. Development of Software on Budget Monitoring Report	AD/MIS
c.1 CAPEX-BUR of 91%-95% attained	Capex Budget Utilization Rate of 91% - 95%	OGM/All Divisions
c.2 PS & MOOE BUR not to exceed the budget by 10%	PS & MOOE Budget Utilization Rate not to exceed the budget by 10%	OGM/All Divisions
c.3 2017 Annual Budget Preparation/Submission	BOD approved 2017 annual budget by October, 2016	OGM/All Divisions

MFO 3. HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT		
Two (2) relevant trainings/employee/year achieved	Attendance of all employees to at least 2 relevant trainings / year	AD
Level III (Strategic HR) Accreditation assessed	Assessment for Level III (Strategic HR) Accreditation	AD
GAD Programs implemented	1. Submission of GAD 2017 Planning & Budget	OGM/GAD Focal Person
	2. Submission of 2015 GAD Annual Accomplishment Report	OGM/GAD Focal Person
Requirements for release of Performance Based Bonus (PBB) for 2015 complied	Compliance with requirements for release of PBB for 2015 performance	OGM/AD
Records properly managed	Records Management	OGM/All Divisions
	1. submission of Minutes of monthly Divisional Meeting	
	2. submission of 2015 divisional annual accomplishment reports to OGM	
	3. submission of 2015 District's annual accomplishment report to BOD	


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