

FORM A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

LWD Name : BAYUGAN WATER DISTRICT

Major Final Outputs/Responsible Division (1)	Performance Indicator 1 (2)	FY 2016 TARGET for Performance Indicator 1 (3)	FY 2016 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2016 TARGET for Performance Indicator 2 (6)	FY 2016 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2016 TARGET for Performance Indicator 3 (9)	FY 2016 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
A. Water Facility Service Management										
A. Percentage of barangay with access to potable water against the total number of barangays within the coverage of the Byg-WD - CSD & OED	Number of barangays served by the Byg-WD	16/43 barangays =37%	16/43 barangays =37%							
B. Increase of household connections through expansion projects within the service area (saturation project) - AFD, CSD & CMD	Number of applicants during site marketing survey	700 applied	813	Number of expansion projects conducted	5 expansion projects	Sta. Teresita, Marcelina P_9-11, Bliss, Nico, Salvacion	Number of applicants paid the installation fee	700 paid the installation fee	758	
Percentage of household connections receiving 24/7 supply of water CSD	Number of concessionaires' complaints	250 concessionaires' complaint	122	Number of complaints facilitated	237 concessionaires' complaint facilitated	122	-			
Source Capacity of Byg-WD to meet demands for 24/7 supply of water PWQD	Total Rated Capacity	149,923 cu.m/month	200,634.32 cu.m / monthly	Average monthly billed	110,000 cu.m. water billed monthly	121,668.25 cu.m				
B. Water Distribution Service Management										
Percentage of unbilled water to water production OED	Computation of System Recovery Rate versus Non Revenue Water	77.0%	82.0%	Volume of water produced	2,158,891.20 cu.m.	1,780,211 cu.m	Volume of water billed	1,320,000 cu.m. water billed	1,640,019 cu.m	

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Average deviation from PNSDW (chlorine residual requirements) from January 1 to December 31 PWQD	Monitoring of laboratory results	108 laboratory results to be monitored	108 laboratory results to be monitored	Amount of chlorine used per month	P36,450.00/month	21,728.00/month	Result of chlorine residuals and laboratory tests	.3 ppm	.30 ppm	
Average response time to restore service when there are interruptions based on the Citizen's Charter of Byg-WD proposed for approval by CSC CSD & CMD	Number of time consumed to address the complaints	1-4 hrs	1-2.5 hrs	Number of complaints acted	3,800 concessionaires complaint	5,860	Number of concessionaires satisfied	3,800 concessionaires complaint	5,860	
C. Support to Operations (STO)										
Staff Productivity Index										
The Staff Productivity Index of one hundred twenty (120) service connections for Category C, shall be strictly observed in the determination of the total number of positions AFD	Number of concessionaires	7,691 concessionaires	7503	Number of approved plantilla of positions	22 positions	22 positions	Number of plantilla positions versus positions filled up	17 positions	17 position	
Reasonableness/Affordability of water rates to consumers with access connections. Water rate for 1st cu.m must not exceed 5% of the average income of LIG AFD	Approved water rates	P256.00 min water rates supposedly implemented last 2006	L16 = 15,000/22 =681.82x5% =34.09 34.09/20.40 =1.67 %	Water rates implemented	P204.80 min. rate	204.8				
Customer Satisfaction										
Percentage of Customer Complaints acted upon against received complaints CSD & CMD	Number of complaints lodged	3,000 complaints lodged	5,860	Number of complaints acted	2,700 complaints acted	5,860	Computation of complaints lodge versus acted	90%	100%	

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D. General Administration and support Services (GASS)										
Financial Viability & Sustainability of Byg-WD operations (Collection Ratio, Operating Ratio, Current Ratio) AFD & CSD										
- Collection Ratio	Total collection	35,328,000.00	38,825,883.46	Total Billings	39,000,000.00	39,470,725.41	Computation of Total Collection/ (Total Billings + AR Beg.)	90%	90.46%	
- Operating Ratio	Operating Expenses	34,600,000.00	38,639,987.19	Operating Revenues	38,400,000.00	41,663,711.95	Operating Expenses/Operating Revenue	1.290%	92.74%	
- Current Ratio	Current Assets	10,000,000.00	13,241,538.86	Current Liabilities	4,000,000.00	4,599,879.64	Current Assets/Current Liabilities	2.5:1	2.89:1	
a. Compliance with COA reporting requirements in accordance with content and period of submission AFD/CMD										
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 AFD										
			1/11/2017							
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i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine residual report. Approved WD budget w/ Annual Procurement Plan, Annual Report AFD,CSD, PWQD, CMD & OGM										
- Monthly Data Sheet	Data Collected	5 divisions will be submitting data for report	5 division submitted data for report	Data submitted	12 Monthly Data Sheet to be submitted	12 MDS Submitted				
- Balance Sheet	Actual amount on Current Assets	10,000,000.00	13,218,538.86	Actual amount on Current Liabilities	4,000,000.00	4,599,879.64				
- Income Statement	Actual amount of Collection	38,400,000.00	42,315,448.84	Actual amount of expense	34,600,000.00	38,639,487.19	Computation of Income less Expenses	3,800,000.00	3,675,961.65	
- Cash Flow Statement	Amount of Total Collection	35,328,000.00	45,049,312.84	Amount of Disbursement	35,200,000.00	43,752,239.09	Computation of Collection less Disbursement	128,000.00	1,297,073.75	
- Microbiological report	Number of samples collected	9 samples/mo	9 samples/mo collected	Number of samples submitted for bacte test	9 samples/mo	9 samples/mo	Submission of microbiologic al report	9 samples/mo	9 samples/mo	
- Physical/Chemical report	Number of samples collected	11 samples to be collected/collection	11 samples collected	Number of samples submitted for Phy/Chem	22 samples to be submitted	22 samples to be submitted	Submission of Physical/Che mical report	2 reports/year	2 phychem results submitted/year	
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- Chlorine residual report	Number of samples taken	11,970 samples	11,970 samples	Number of days full chlorination	315 days	315 days	Submission of chlorine residual report	12 reports	12 reports submitted	
- Approved WD Budget w/ Annual Procurement Plan	Amount of revenues projected	43,271,980.88	42,315,448.84	Amount of forecasted expenses	43,250,433.77	38,639,987.19 Actual expenses as of Dec. 31, 2016	Net Income after Operating Expenses/Maint./CapEx Expenses	21,547.11	3,675,461.65 Actual Net Income for the year	
- Annual report	Data Collected	5 divisions will be submitting data for report	5 divisions submitted data for report	Number of write ups submitted	1 write up to be submitted	1 write up submitted				

Legend:

- CSD - Commercial Services Division
- CMD - Construction & Maintenance Division
- PWQD - Production & Water Quality Division
- AFD - Adm/Finance Division
- OGM - Office of the General Manager

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