

FORM A
ZAMBOANGA CITY WATER DISTRICT
TARGET COMMITMENTS FOR FY 2019

MFOs and PERFORMANCE INDICATORS	Responsible Units	FY2018 Actual Accomplishments	FY2019 Agency Targets	FY2019 Actual Accomplishments	Accomplishment Rate	Remarks
MFO 1: Water Facility Service Management						
PI-01 (Quantity) Access to Potable Water Percentage of HHs with access to potable water against the total number of HHs within the coverage of the LWD	TSG	70.98%	71.00%			
PI-02 (Quality) Reliability of Service Percentage of HH connections receiving 24/7 supply of water	Operations Group	99.83%	95%			based on registered complaints of no water (job orders generated)
PI-03 (Timeliness) Adequacy Source Capacity (SC) to meet demands for 24/7 supply of water	Operations Group	1.2:1	≥ 1.2:1			

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Recommending Approval:


Michael Angelo M. Carbon

Department Manager, Corporate Planning Department

Approved:


Leonardo Rey D. Vasquez
General Manager

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MFO 2: Water Distribution Service Management						
PI-01 Quantity – Non-Revenue Water Percentage of “unbilled water” to “total production”	All Groups	62.62%, Dec-2018	≤ 30% (not more than 30%)			
PI-02 Quality – Potability All water samples should pass the Physical-Chemical and Microbiological test as required by PNSDW 2017	Operations Group	0.54 ppm average residual chlorine at the farthest point	0.30 ppm minimum daily chlorine residual at the farthest point			acceptable range is 0.3-1.5 ppm
PI-03 Timeliness – Adequacy/Reliability of Service Average response time to restore service when there are interruptions due to line breaks and/or production equipment of facility breakdown as reflected in the CSC-approved Citizen's Charter	Operations Group	24H on average – from occurrence/report of service interruption (mainline leak repairs and production equipment breakdown)	72 hours			

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Support to Operations (STO)						
PI-01 QMS Certification (Recertification) for at least one core process or frontline service (ISO 9001:2015 Certification)	All Groups	-	Initial certification of the QMS for at least one (1) core process or frontline service as mandated under existing pertinent laws			
PI-02 Affordability – water rate for the 1 st 10m ³ must not exceed 5% of the average income of LIG. Water rates should be LWUA-approved.	All Groups	water rates do not exceed 5% of the average income of LIG; rates approved as per LWUA-BOT Resolution No. 29, s.2009	water rates do not exceed 5% of the average income of LIG; rates approved as per LWUA- BOT Resolution No. 29, s.2009			
PI-03 Customer Satisfaction	Finance Group	CoC submitted May-31- 2017	Ease of doing business – compliance to CSC Memo No. 14-2016			
PI-03 Customer Satisfaction (continued)	Finance Group	78% - percentage of complaints received by CCD acted upon within 24H from receipt	70% of customer complaints acted upon against received complaints: a. Complaints through Hotline #8888 acted upon/resolved within 72H;			
			b. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.			

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General Administration and Support Services (GASS)						
PI-01 Financial Viability and Sustainability	All Groups Finance Group	96% as of Nov-2018	Collection Efficiency \geq 90% higher than or equals to 90%			
	All Groups Finance Group	PhP 3,924,094 as of Nov-2018	Positive Balance in the average net income for twelve (12) months			
	All Groups Finance Group	8.35:1 as of Nov-2018	Current Ratio \geq 1.5:1 less than or equals to 1.5:1			
PI-02 a.) Compliance with COA reporting requirements	Finance Group	FY2017 FS submitted as of Feb-28-2018	Submission of five FS: Balance Sheet; Statement of Income and Expenses; Statement of Government Equity; Notes to Financial Statements			
PI-02 b.) Compliance with LWUA reporting requirements in accordance to content and period of submission	All Groups OGM	Jan-Dec MDS submissions completed as of Jan 31, 2019	Monthly Data Sheets submitted to LWUA			
	All Groups OGM	n/a	Quarterly Performance Monitoring (QPM) Reports submitted to LWUA			
	Operations Group	12 Water Quality Reports submitted to LWUA, for the period Jan-Dec, 2018	Monthly Water Quality Reports			
PI-03 Sustained compliance with Audit Findings	All Groups Finance Group	58% 14 out of 24 audit findings addressed/	Fully implement 30% of the prior years' recommendations as shown in COA findings			

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		implemented	stated in the COA AOM issued to the agency for prior years as of December 31, 2017.			
PI-05 Submission of Annual Procurement Plans	All Groups Administration Group	Submitted to GPPB and posted to agency TS by Jan-30-2018	FY2019 APP non-CSE – submitted to GPPB-TSO on March 31, 2019; must be posted in the agency TS within a month from the issuance of the FY2019 LWUA-JMC2019-01 PBB Guidelines			
	All Groups Administration Group	submitted (e-mail) to GPPB and posted to agency TS by Aug-31-2018	FY2020 APP-CSE – uploaded to the PhilGEPS Virtual Store by December 15, 2019; posted to the agency TS			

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