

FORM A
AGENCY PERFORMANCE ACCOMPLISHMENT FY2017
Agency Targets

LWD Name: ZAMBOANGA CITY WATER DISTRICT

MFO'S and PERFORMANCE INDICATORS (1)		FY 2016 ACTUAL ACCOMPLISHMENT (2)	FY 2017 TARGET (3)	RESPONSIBLE UNITS (4)	FY 2017 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
MFO 01 - Water Facility Service Management							
Performance Indicator 01 Quantity <i>Access to Potable Water</i>	Percentage of HOUSEHOLDS with access to potable water against the total number of HOUSEHOLDS within the coverage of the LWD	62.24% - percentage of BARANGAYS with access to potable water against the total number of BARANGAYS within the coverage of the LWD	65%	Operations Group; Technical Services Group;			
Performance Indicator 02 Quality <i>Reliability of Service</i>	Percentage of household connections receiving 24/7 supply of water	100% at 10 psi average -percentage of household connections receiving 24/7 supply of water with at least 10 psi	80%	Operations Group			
Performance Indicator 03 Timeliness <i>Adequacy</i>	Source Capacity of LWD to meet demands for 24/7 supply of water	1.51:1	1.25:1 <i>per LWUA-DBM parameter for best rating</i>	Operations Group; Technical Services Group			
MFO 02 - Water Distribution Service Management							
Performance Indicator 01 Quantity <i>NRW should not exceed 30%</i>	Percentage of unbilled water to water production	52%	30%	All Groups; JV Company (Zamboanga Water Company Inc.)			
Performance Indicator 02 Quality <i>Potability</i>	Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point	0.38 ppm at farthest point	0.30 ppm	Operations Group			
Performance Indicator 03 Timeliness <i>Adequacy/ Reliability of service</i>	Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of LWD.	within one (1) day	72 hours response time	Operations Group; Administration Group; Office of the Gen. Manager			

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MFO'S and PERFORMANCE INDICATORS (1)		FY 2016 ACTUAL ACCOMPLISHMENT (2)	FY 2017 TARGET (3)	RESPONSIBLE UNITS (4)	FY 2017 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
SUPPORT TO OPERATIONS (STO)							
Performance Indicator 01 <i>Staff Productivity Index</i>	Category A = 1 staff for every one hundred twenty (120) service connections	1:157	1:120	Administration Group			
Performance Indicator 02 <i>Affordability</i>	Reasonableness/ Affordability of water rates - Water rate for the first 10 cubic meters (10 m³) must not exceed 5% of the average income of LIG. Water rates should be LWUA-approved	Php 185.00 for the first 10m³ – rates approved by LWUA and does not exceed 5% of the average income of LIG	Does not exceed 5% of the average income of LIG	Board of Directors; ExeCom;			
Performance Indicator 03 <i>Customer Satisfaction</i>	1. Ease of doing business – compliance to CSC Memo No. 14-2016	N/A	Compliance to CSC Memo No. 14-2016	Finance Group Concerned Units Citizen's Charter Committee			
	2. Percentage of customer complaints acted upon against received complaints Complaints through hotline #8888 acted upon within 72 hours; Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances	98% of all complaints received acted upon within 24 hours N/A	77% of all complaints inspected within 24 hours Acted within 72 hours	Finance Group Concerned Units Citizen's Charter Committee Administration Group Finance Group All Groups Citizen's Charter Committee			
GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)							
Performance Indicator 01 <i>Financial Viability and Sustainability</i>	Financial Viability and Sustainability of LWD Operations Current Ratio	2.76:1 – Current Ratio 63% - Operating Ratio 84% - Collection Ratio	≤ 1.5:1 – Current Ratio	Finance Group			
Performance Indicator 01 <i>Financial Viability and Sustainability (continued...)</i>	Collection Efficiency ≥ 90%	N/A	≥ 90%	Finance Group			
	Positive Net Balance in the Average Net Income for twelve (12) months	N/A	Positive Net Balance in the Average Net Income for twelve (12) months	Finance Group			

MFO'S and PERFORMANCE INDICATORS		FY 2016 ACTUAL ACCOMPLISHMENT	FY 2017 TARGET	RESPONSIBLE UNITS	FY 2017 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
(1)		(2)	(3)	(4)	(5)	(6)	(7)
Performance Indicator 02 <i>Compliance with reporting requirements</i>	A. Compliance with COA reporting requirements in accordance with content and period of submission. Submission of five financial reports: (1) Balance Sheet, (2) Statement of Income and Expenses, (3) Statement of Government Equity, (4) Notes to Financial Statements (5) Report on Ageing of Cash Advances – submitted to COA on or before Dec. 01, 2016	Submitted FY2015 year-end Financial Reports to COA by Feb. 04, 2016 29-Nov-2016, Ageing of Cash Advances submitted to COA (deadline is 01-Dec-2015)	FY 2016 Financial Reports submission due by March 31, 2017 - year-end reports are due within 30 days or one month from end of the quarter Submit to COA-IX on or before December 01, 2017, with November 15, 2017 cut-off for transactions	Finance Group Finance Group			
	B. Compliance with LWUA reporting requirements in accordance with content and period of submission: Monthly Data Sheets Water Quality Reports: Microbiological/ Physical/ Chemical/Chlorine Residual Report	Jan-Dec MDS submitted within the FY 2016 evaluation period All monthly reports duly submitted to LWUA within 14 calendar days from end of reference month	Twelve (12) MDS Submitted to LWUA Timely submissions to LWUA (within 14 calendar days from end of reference month)	OGM Concerned Units Operations Group Administration Group			
	Approved WD Corporate Operating Budget (COB)	Furnished to LWUA Jan. 13, 2017	Submitted to LWUA	Finance Group OGM			
	Financial Reports, year-end	Submitted FY2015 year-end F/S to LWUA Mar. 17, 2016	FY2016 year-end Financial Reports submitted to LWUA	Finance Group OGM			
	Payment of Applicable Taxes	Real Property Tax Payments due for the year all made on May 30, 2016. All other tax payments made as per prescribed deadlines	Timely payment of applicable taxes	Administration Group			


Performance Indicator 02 <i>Compliance with reporting requirements (continued...)</i>	Annual Procurement Plan	Jan. 29, 2016, submitted to GPPB and posted to agency website Jan. 13, 2017, submitted to LWUA	APP submitted and posted to agency transparency seal within the first month of the fiscal/budget year	All Groups			
Performance Indicator 03 <i>Compliance to COA AOM</i>	Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016.	Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016.	All COA AOMs resolved within the pertinent fiscal year	Finance Group			
Performance Indicator 04 <i>Budget Utilization Rate (BUR)</i>	Actual Disbursement on CAPEX - approved CAPEX budget for the current year should be at least 85% to 90%	N/A	85% ≥ 90%	Finance Group All Groups			

Recommending Approval:


Michael Angelo M. Carbon
 Manager, Corporate Planning Department

Date:

Prepared by:


Fernando Ronas Camba
 Manager, Planning and Monitoring Division

Date:

Approved by:


Leonardo Rey D. Vasquez
 General Manager

Date: