

AGENCY TARGETS FY 2018
Zamboanga City Water District

MFOS and Performance Indicators	FY 2018 TARGETS	Responsible Units	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	68%	TSG ¹ ; Operations Group	
PI-02 (Quality) Reliability of Service Percentage of HH connections receiving 24/7 supply of water	92%	Operations Group	
PI-03 (Timeliness) Adequacy Source Capacity (SC) to meet demands for 24/7 supply of water	$\geq 1.2:1$ Per [1] demand Source Capacity is at least [1.2]	Operations Group	
MFO 2: Water Distribution Service Management			
PI-01 Quantity – Non-Revenue Water Percentage of “unbilled water” to “total production”	not more than 30%	All Groups	
PI-02 Quality – Potability All water samples should pass the Physical-Chemical and Microbiological test as required by PNSDW 2017	0.30 ppm minimum daily chlorine residual at the farthest point	Operations Group	
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	72 hours	Operations Group	
Support to Operations (STO)			
PI-01 Staff Productivity Index	1:120 One staff for every one hundred and twenty service connections	All Units Administration Group ²	
PI-02 Affordability – water rate for the 1st 10m³ must not exceed 5% of the average income of LIG. Water rates should be LWUA-approved.	water rates do not exceed 5% of the average income of LIG; rates approved as per LWUA-BOT Resolution No. 29, s.2009	All Groups	

¹ Technical Services Group

² Human Resource Department

PI-03 Customer Satisfaction	Ease of doing business – compliance to CSC Memo No. 14-2016	Finance Group	
	70% of customer complaints acted upon against received complaints: a. Complaints through hotline #8888 acted upon within 72H; b. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	Finance Group	
PI-04 QMS Certification (Recertification) for at least one core process or frontline service (ISO 9001:2015 Certification)	Initial certification/ recertification of the QMS for at least one (1) core process or frontline service as mandated under existing pertinent laws	All Groups	
General Administration and Support Services (GASS)			
PI-01 Financial Viability and Sustainability	Collection Efficiency - $\geq 90\%$ higher than or equals to 90%	All Groups Finance Group ³	
	Positive Balance in the average net income for twelve (12) months	All Groups Finance Group ⁴	
	Current Ratio - less than or equals to 1.5:1	All Groups Finance Group ⁵	
PI-02 a.) Compliance with COA reporting requirements b.) Compliance with LWUA reporting requirements in accordance to content and period of submission	<i>Submission of five FS:</i> Balance Sheet; Statement of Income and Expenses; Statement of Government Equity Notes to Financial Statements	Finance Group	
	Monthly Data Sheets submitted to LWUA	All Groups OGM	
	Monthly Water Quality Reports	Operations Group	
PI-03 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX; Approved CAPEX budget for the current year should be at least 85% to 90%	85% \leq 90% as per Joint DBM-LWUA MC 2018-01	
PI-04 Sustained compliance with Audit Findings	Fully implement 30% of the prior years' recommendations as shown in COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2016.	All Groups Finance Group	


³ AFMD (Accounting and Financial Management Department)

⁴ AFMD

⁵ AFMD

PI-05 Submission of Annual Procurement Plans	FY2018 APP non-CSE – submitted to GPPB “in format prescribed under GPPB Circular No. 07-2015 by posting it in the agency TS, 31-Jan2018	All Groups Administration Group ⁶	
	FY2019 APP (Indicative) – posted to TS not later than 31-Aug-2018	All Groups Administration Group ⁷	
	FY2019 APP-CSE – submitted to the DBM Procurement Service (DBM-PS) on or before 31-Aug-2018 in the prescribed format; posted to the agency TS not later than 31-Aug-2018	All Groups Administration Group ⁸	

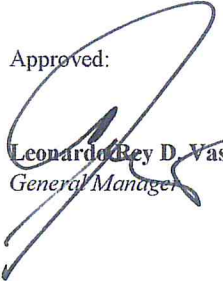
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