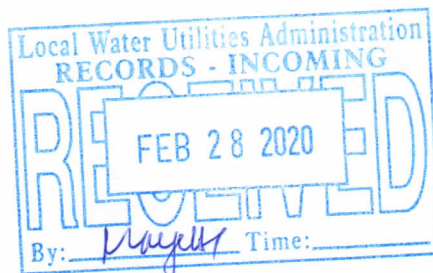




Republic of the Philippines
MACABEBE WATER DISTRICT
Poblacion, Macabebe, Pampanga

February 19, 2020

Mr. JECI A. LAPUS
Acting Administrator
G. Floor LWUA Building
Balara, Quezon City



Dear Mr. Lapus:

We are respectfully submitting the following in compliance with your requirements:

- Performance Target Form A and Performance Target Form A-1 with 2019 Actual Accomplishments and
- Form 1.0

For your perusal and validation.

Thank you for your constant support.

Respectfully yours,


ROMEO LAN B. LACAP JR.
General Manager/C

Republic of the Philippines
MACABEBE WATER DISTRICT
Poblacion, Macabebe Pampanga


PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT FY 2018
(FORM A)

MFOs AND PERFORMANCE INDICATORS (1)	FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2019 Budget:						
PI 1 (Quantity) Access to Potable Water	Percentage of households with access to potable water against the total number of households within the coverage of the MWD	12,096 households with access to potable water	100% of 12,263 households with access to potable water	Operations & Water Quality Services/ Engineering & Construction Services	12,263 households with access to potable water	100%
PI 2 (Quality) Reliability of the Service	Percentage of household connections receiving 24/7 supply of water	100% (12,096) of household connections receiving 24/7 supply of water	100% (12,263) of household connections receiving 24/7 water supply	Operations & Water Quality Services/ Engineering & Construction Sections	100% (12,263) of household connections receiving 24/7 supply of water	100%
PI 3 (Timeliness) Adequacy (should not be less than 1.2:1)	Source Capacity of MWD to meet demands for 24/7 supply of water	2.90 : 1	1.5:1	Operations & Water Quality Services/ Engineering & Construction Sections	2.68 : 1	178%
B. Water Distribution Service Management						
2019 Budget:						
PI 1 (Quantity) NRW:NRW should not exceed 30%	Percentage of unbilled water to water production.	27.76%	30% NRW	Engineering & Construction Services/Commercial Services	28.95%	103%
PI 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point	Average Deviation from PNSDW = .30 ppm	Average Deviation from PNSDW = .30 ppm	Operations & Water Quality Services/ Engineering & Construction Services	Average Deviation from PNSDW = .30 ppm	100%
PI 3 (Timeliness) Adequacy/Reliability of Service	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 MWD	Response time is average of 24 hours to restore water services	Average response time to restore water service is within 24 hours	Operations & Water Quality Services/ Engineering & Construction/Commercial Services	Response time is average of 24 hours to restore water services	100%

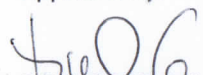
MFOs AND PERFORMANCE INDICATORS (1)	FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
C. Support to Operations (STO)						
2019 Budget:						
PI 1 Staff Productivity Index	Categories A,B,C = 1 staff for every one hundred twenty(120) service connections. Category D = 1 staff for every one hundred (100) service connections.	1 : 206	1 : 200	Administrative & General Services	1 : 204	102%
PI 2 Affordability	LWUA approved water rates	Average income of LIG: Php 6,000.00 3.25% of ave income of LIG: Php 300.00 Water rate of 1st 10 cu. m.: Php 195.00	Average income of LIG: Php 6,000.00 5% of ave income of LIG: Php 300.00 Water rate of 1st 10 cu. m.: Php 195.00	Commercial Services	Average income of LIG: Php 6,000.00 3.25% of ave income of LIG: Php 300.00 Water rate of 1st 10 cu. m.: Php 195.00	100%
PI 3 Customer Satisfaction	1.Ease of Doing Business-compliance to CSC Memo No.14-2016. 2. Percentage of Customer Complaints acted upon against received complaints. (a) Complaints through hotline #8888 acted upon within 72 hours. (b) Complaints received through the MWD customer service unit within the period prescribed by ARTA and other issuances.	Complaints (0) received through hotline #8888 and complaints (2,835) received through the MWD customer service unit from customers were 100% acted upon.	Complaints received through hotline #8888 and through the MWD customer service unit from customers are 100% acted upon	Commercial Services/Engineering & Construction Services	Complaints (0) received through hotline #8888 and complaints (2,831) received through the MWD customer service unit from customers were 100% acted upon.	100%
D. General Administration and Support Services (GASS)						
2019 Budget:						
PI 1 Financial Viability and Sustainability	Financial Viability and sustainability of MWD operations: 1. Collection Efficiency ≥ 90% 2. Positive Net Balance in the Average Net Income for twelve (12) months 3. Current Ratio ≥ 1.5:1	90.06% 107,443.26 46.97 : 1	90% 100,000.00 1.5 : 1	Finance Services Section	90.29% 537,062.78 80.11 : 1	101% 107% 100 %
PI 2 (a) Compliance with COA reporting requirements	a. Compliance with COA reporting requirements in accordance with content and period of submission (Submission of the 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 Aging of Cash Advance)	a. Complied with COA reporting requirements in accordance with content and period of submission	All required reports to be submitted on or time.	Finance & Commercial Services Section	a. Complied with COA reporting requirements in accordance with content and period of submission	100%

MFOs AND PERFORMANCE INDICATORS (1)		FY 2018 ACTUAL ACCOMPLISHMENT (2)	FY 2019 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2019 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 2 (b) Compliance with LWUA reporting requirements in accordance to content and period submission	b. Compliance with LWUA reporting requirements in accordance to content and period of submission <i>ie. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine Residual Report, Approved WD Budget with Annual Procurement Plan, Annual Report</i>	1) Monthly submission of MDS 2) Monthly Microbiological tests 3) Semi annual submission of Physical/Chemical Test 4) Financial & other reports submitted on time.	100% of all required reports to be submitted to LWUA on time	Finance/Engineering & Construction Services	1) Monthly submission of MDS 2) Monthly Microbiological tests 3) Semi annual submission of Physical/Chemical Test 4) Financial & other reports submitted on time.	100%	
D. General Administration and Support Services (GASS)							
2019 Budget:							
PI 3 Compliance to COA AOM	Resolve at least 30% of COA findings stated in the COA AOM issued to the agency for prior years as of December 31, 2018	Resolve 70% of COA findings	Resolve at least 30% of COA findings	Finance Services	Resolve 50% of COA findings	100%	
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should be at least 85%.	Actual disbursement on CAPEX=35,918,916.39 Approved CAPEX budget= 37,667,903.60 (95.35%)	Actual disbursement on CAPEX should not be less than 85%	All Sections	Actual disbursement on CAPEX=7,547,605.18 Approved CAPEX budget= 16,569,687.32 (45.55%)	45.55%	

Prepared by:


KATRINA A. TULIAO
 PBB Focal Person

Approved by:


ROMEO L. LACAP JR.
 General Manager

Republic of the Philippines
MACABEBE WATER DISTRICT
Poblacion, Macabebe Pampanga

**PERFORMANCE TARGETS
(FORM A1)**

MAJOR FINAL OUTPUTS/RES-PONSIBLE DELIVERY UNITS	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 Accomplishment for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplishment for Performance Indicator 3	Remarks
A. Water Facility Service Management										
Water Resource Services	Percentage of households with access to potable water against the total number of households within the coverage of the MWD	100% of 12,263 households with access to potable water	12,263 households with access to potable water	Percentage of household connections receiving 24/7 supply of water	100% (12,263) of household connections receiving 24/7 water supply	100% (12,263) of household connections receiving 24/7 supply of water	Source Capacity of MWD to meet demands for 24/7 supply of water	1.5:1	2.68 : 1	
Maintenance Services										
B. Water Distribution Service Management										
Water Resources & Maintenance Services	Percentage of unbilled water to water production.	30% NRW	28.95%	*Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point *Chorine dioxide residual requirement should be at least 0.2ppm	Average Deviation from PNSDW = .30 ppm	Average Deviation from PNSDW = .30 ppm	Average response time to restore water service when there are interruptions based on the Citizen's Charter of MWD	Average response time to restore water service = within 24 hours	Response time is average of 24 hours to restore water services	
Commercial Services										

MAJOR FINAL OUTPUTS/RES-PONSIBLE DELIVERY UNITS	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 Accomplishment for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplishment for Performance Indicator 3	Remarks
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C. Support to Operation (STO)

Administrative Services	Staff Productivity Index <i>The Staff Productivity Index of one (1) position for every one hundred twenty (120) service connections for Categories A to C, shall be strictly observed in the determination of the total number of positions in the district - in PI 3)</i>	1 : 200	1 : 204	Must be LWUA approved Water Rate	Average income of LIG: Php 6,000 5% of ave income of LIG: Php 300.00 Water rate of 1st 10 cu. m.: Php 195.00	Average income of LIG: Php 6,000.00 3.25% of ave income of LIG: Php 300.00 Water rate of 1st 10 cu. m.: Php 195.00	1.Ease of Doing Business-compliance to CSC Memo No.14-2016. 2. Percentage of Customer Complaints acted upon against received complaints.	Complaints received through hotline #8888 and through the MWD customer service unit from customers are 100% acted upon	Complaints (0) received through hotline #8888 and complaints (2,831) received through the MWD customer service unit from customers were 100% acted upon.	
Finance Services							(a) Complaints through hotline #8888 acted upon within 72 hours.			
Commercial Services							(b) Complaints received through the MWD customer service unit within the period prescribed by ARTA and other issuances.			

D. General Administration and Support Services (GASS)

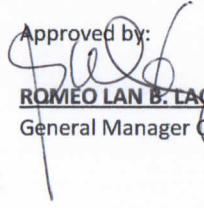
Finance & Engineering Services	Financial Viability and sustainability of MWD operations: 1. Collection Efficiency ≥ 90% 2. Positive Net Balance in the Average Net Income for twelve (12) months 3. Current Ratio ≥ 1.5:1	90% 100,000.00 1.5 : 1	90.29% 537,062.78 80.11 : 1	a. Compliance with COA reporting requirements in accordance with content and period of submission	All required reports to be submitted on or time	a. Complied with COA reporting requirements in accordance with content and period of submission	b. Compliance with LWUA reporting requirements in accordance to content and period of submission	100% of all required reports to be submitted on time to LWUA.	1) Monthly submission of MDS 2) Monthly submission of Microbiological tests 3) Semi annual submission of Physical/Chemical Test 4) Financial & other reports submitted on time	
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MAJOR FINAL OUTPUTS/RESPONSIBLE DELIVERY UNITS	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 Accomplishment for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplishment for Performance Indicator 3	Remarks
Finance/All Sections	Resolve at least 30% of COA findings stated in the COA AOM issued to the MWD for prior years as of December 31, 2019	Resolve at least 30% of COA findings stated in the COA AOM	50%	Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should not be less than 85%	Actual disbursement of CAPEX should not be less than 85%	Actual disbursement on CAPEX=7,547,605.18 Approved CAPEX budget= 16,569,687.32 (45.55%)				

Prepared by:


KATRINA A. TULIAO
 PBB Focal Person

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