



# Santa Maria

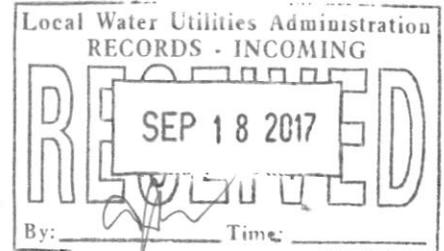
WATER DISTRICT

September 11, 2017

**ENGR. JECI A. LAPUS**

*Administrator*

Local Water Utilities Administration  
Katipunan Road, Balara  
Quezon City



Dear Engr. Lapus:

This has reference to the submission of Major Final Outputs (MFO) Targets of the Santa Maria Water District (Bulacan) for the Calendar Year 2017 in compliance to LWUA MC No. 2017-1 dated March 9, 2017.

In this regard, we are transmitting herewith the MFO Target forms A and A-1 for your file, information and guidance.

We hope that we have complied with the requirements setforth.

Thank you and more power.

Very truly yours,

ENGR. CARLOS N. SANTOS JR.

*General Manager*

SANTA MARIA WATER DISTRICT  
RECEIVED

BY: yumi mayer oriano

DATE: 9-12-17

TIME: 10:20 am

NO: 0917-987



**FORM A**  
**PERFORMANCE TARGETS AND ACCOMPLISHMENTS**  
**FY 2017**

MFOs AND PERFORMANCE INDICATORS	FY 2016 Actual Accomplishment	FY 2017 Target	Responsible Office/Unit	FY 2017 Actual Accomplishment	Accomplishment Rate	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)
<b>MAJOR FINAL OUTPUTS</b>						
<b>A. WATER FACILITY SERVICE MANAGEMENT</b>				542700		
2017 Budget:						
PI 1 (Quantity) Access to potable water	Percentage of household with access to potable water against the total number of households within the coverage of SMWD	24 barangays were served and with access to potable water	30,150 households of the total 58,285 households within the coverage of SMWD with access to potable water (52%)	Construction and Maintenance Engineering Customer Services		
PI 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water	27,751 active service connection received 24/7 supply of water	30,150 active service connections receiving 24/7 supply of water	Water Resource		
PI 3 (Timeliness) Adequacy	Source capacity of LWD to meet demands for 24/7 supply of water	<b>1.9:1</b> S:972,926 D:499,518	<b>1:1</b> S:542,700 D:542,700	Water Resource		
		<b>Demand (D):</b> Demand (D) = 120 lpcd Active SC: 27,751 x 5 x 120 x 30)/1000	Demand(D)=542,700 cum (Active SC 30,150 x 5 x 120 x 30)/1000)			
		<b>Supply (S):</b> Rated Capacity = 730,452 Bulk Supply = 242,474				
		<b>Production:</b> Pumped = 453,025 Bulk Supply = 220,431				
<b>B. WATER DISTRIBUTION SERVICE MANAGEMENT</b>						
PI 1 (Quantity) NRW should not exceed 30%	Percentage of unbilled water to water production	8.20%	Maintain percentage of Non Revenue Water at 14%	Water Resource Const & Maint. Customer Accounts		

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PERFORMANCE TARGETS AND ACCOMPLISHMENTS  
FY 2017

MFOs AND PERFORMANCE INDICATORS		FY 2016 Actual Accomplishment	FY 2017 Target	Responsible Office/Unit	FY 2017 Actual Accomplishment	Accomplishment Rate	Remarks
(1)		(2)	(3)	(4)	(5)	(6)	(7)
PI 2 (Quality) Potability	Daily Chlorine residual requirement should be at least 0.3 ppm at the farthest point	Chlorine residual at 1.07 ppm at all points	Maintain chlorine residual of not less than 0.3 ppm at all points	Water Resource			
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 SMWD	Water service restored in 3 hrs for minor repairs and 6 hrs for major repairs	Response time to restore water service within 3.5 hrs for minor repairs and 7 hrs for major repairs	Water Resource Construction and Maintenance Customer Services			
<b>C. SUPPORT TO ORGANIZATION (STO)</b>							
PI 1 Staff Productivity Index	The Staff Productivity Index of one (1) staff for every one hundred twenty (120) service connections for Category B, shall strictly observed in the determination of the total number of positions in a LWD-in PI 3	Active Service Connection/No. of Employees  27,751/81 SPI = 1:343	Active Service Connection/No. of Employees  30,150/143 SPI = 1:210	Admin Services - Human Resource			
PI 2 Affordability	Reasonableness/Affordability of water rates. Water rate for the 1st cubic meter must not exceed 5% of the average income of LIG. Water rates should be LWUA approved	Existing Minimum Water Rate Approved by LWUA P195.00	P500>P195	Customer Accounts			
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 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	12,974 complaints received 12,974 acted upon	100% of complaints received acted upon 100% of complaints received acted upon 100% of complaints received acted upon	Human Resource Customer Services Construction and Maintenance Water Resource			

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**FY 2017**

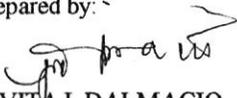
MFOs AND PERFORMANCE INDICATORS		FY 2016 Actual Accomplishment	FY 2017 Target	Responsible Office/Unit	FY 2017 Actual Accomplishment	Accomplishment Rate	Remarks
(1)		(2)	(3)	(4)	(5)	(6)	(7)
<b>D. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)</b>							
PI 1 Financial viability and sustainability of SMWD operations:	Collection Ratio $\geq$ 90%	<b>98%</b>	<b>95%</b>				
	(Total Collection/Total Bill + AR, beg)	196,197,588/(197,712,305 + 2,411,348)	209,742,137/(213,540,270 + 2,530,131)	Customer Accounts			
	Operating Ratio (Operating Expense/Operating Revenue)	<b>74%</b> (149,806,283/202,253,569)		Finance			
	Positive Net Balance in the Average Net Income for twelve (12) months		Positive net income of P4,215,584 for CY 2017				
	Current Ratio $\geq$ 1.5:1 (Current Assets/Current Liabilities)	<b>1.6:1</b> (89,985,702/53,536,295)	<b>1.5:1</b>	Finance			
PI 2 a. Compliance with COA reporting requirements	In accordance with prescribed content and period of submission: Submission of five (5) financial reports i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statements	Submitted on time	Submitted to COA on or before March 31, 2017	Finance			
	Submission of Report on Ageing of Cash Advance	December 1, 2016	December 1, 2017	Finance			
PI 3 b. Compliance with LWUA reporting requirements in accordance with the content and period of submission	Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Statement of Government Equity	every 15th day of the month	25th day of the following month	Finance			
	Microbiological/Physical/Chemical/ Chlorine Residual Report			Water Resource			



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FY 2017

MFOs AND PERFORMANCE INDICATORS		FY 2016 Actual Accomplishment	FY 2017 Target	Responsible Office/Unit	FY 2017 Actual Accomplishment	Accomplishment Rate	Remarks
(1)		(2)	(3)	(4)	(5)	(6)	(7)
PI 4 Compliance to COA AOM	Resolve at least 30% of COA findings stated in the COA AOM issued to the SMWD for prior years as of December 31, 2016		Resolve at least 30% of COA findings	Finance			
PI 5 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%		Actual disbursement on CAPEX should not be less than 85%	All Divisions			

Prepared by: ~

  
JOVITA I. DALMACIO  
Division Manager, Finance

  
ENGR. EMMANUEL ENRICO A. DE VERA  
Division Manager, Engineering

Approved by:

 9/11/17  
ENGR. CARLOS N. SANTOS JR.  
General Manager

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

Major Final Outputs/ Responsible Bureaus	PI 1: Percentage of household with access to potable water against the total number of households within the coverage of SMWD	FY 2017 TARGET	FY 2017 ACCOMPLISHMENT	PI 2: Percentage of household connections receiving 24/7 supply of water	FY 2017 TARGET	FY 2017 ACCOMPLISHMENT	PI 3: Source capacity of LWD to meet demands for 24/7 supply of water	FY 2017 TARGET	FY 2017 ACCOMPLISHMENT	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
<b>A. WATER FACILITY SERVICE MANAGEMENT</b>										
Construction and Maintenance, Engineering, Customer Services Division		30,150 households of the total 58,285 households within the coverage of SMWD with access to potable water (52%)								
Water Resource Division					30,150 active connections receiving 24/7 supply of water			Demand=542,700 cum (30,150 x 5 x 120 x 30)/1000 (1:1)		

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Major Final Outputs/ Responsible Bureaus	PI 1: Percentage of unbilled water to water production	FY 2017TARGET	FY 2017 ACCOMPLISHM ENT	PI 2: Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point	FY 2017TARGET	FY 2017 ACCOMPLISHME NT	PI 3: 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 SMWD	FY 2017TARGET	FY 2017 ACCOMPLISHME NT	Remarks
<b>B. WATER DISTRIBUTION SERVICE MANAGEMENT</b>										
Water Resource Construction and Maintenance, Customer Services								Response time to restore water service within 3.5 hrs for minor repairs and 7 hrs for major repairs		
Water Resource Construction and Maintenance, Customer Accounts		Maintain percentage of NRW at 14 %								
Water Resource					Maintain chlorine residual of not less than 0.3 ppm at all points					

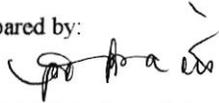
Major Final Outputs/ Responsible Bureaus	PI 1: Staff Productivity Index of one (1) staff for every 120 service connections for Category B	FY 2017TARGET	FY 2017 ACCOMPLISHM ENT	PI 2: Reasonableness/ Affordability of water rates. Water rate for the 1st cu.m. must not exceed 5% of the average income of LIG. Water rates should be LWUA approved	FY 2017TARGET	FY 2017 ACCOMPLISHM ENT	PI 3:Customer Satisfaction	FY 2017TARGET	FY 2017 ACCOMPLISHM ENT	Remarks
<b>C. SUPPORT TO OPERATION (STO)</b>										
Admin Services - Human Resource		<b>SPI = 1:210</b> (Active Service Connection = 30,150; No. of employees = 143)					Certificate of Compliance to CSC Memo No. 14-2016	To be submitted not later than June 1, 2017		
Customer Account					P500>P195					
Customer Services Water Resource Construction and Maintenance							Customer complaints acted upon against received complaints	100% of customer complaints acted upon against received complaints		
							Complaints through hotline #8888 acted upon	100% of 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	100 % of complaints received through the WD customer service acted within the period prescribed by ARTA		

Major Final Outputs/ Responsible Bureaus	PI 1: Financial viability and sustainability of SMWD operations:	FY 2017TARGET	FY 2017 ACCOMPLISHM ENT	PI 2: Compliance with COA reporting requirements in accordance with content and period of submission	FY 2017TARGET	FY 2017 ACCOMPLISHME NT	PI 3: Compliance with LWUA reporting requirements in accordance with the content and period of submission	FY 2017TARGET	FY 2017 ACCOMPLISHME NT	Remarks
<b>D. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)</b>										
Customer Accounts	Collection Ratio $\geq$ 90%	95.00%								
Water Resource							Microbiological/Physical / Chemical/Chlorine Residual Report	To submitted to LWUA on the 25th day of the following month		
Finance	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Income of P 4,215,584		Submission of five (5) financial reports ie. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statements	To be submitted to COA on or before March 31, 2017		Submission of five (5) Financial Reports and Monthly Data Sheet	To be submitted to LWUA on the 25th day of the following month		
Finance	Current Ratio $\geq$ 1.5:1	1.5:1		Submission of Report on Ageing of Cash Advance	To be submitted to COA on or before December 1, 2017					

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Finance		Resolve at least 30% of COA findings stated in the COA AOM								
All Divisions					Actual disbursement of CAPEX should not be less than 85%					

Prepared by:

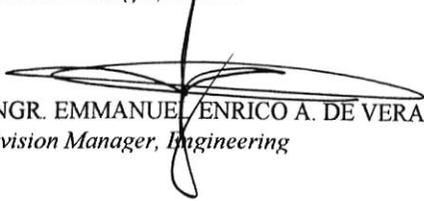


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Division Manager, Finance

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