



FORM A

PERFORMANCE TARGETS AND ACCOMPLISHMENTS

FY 2019

MFOs AND PERFORMANCE INDICATORS	FY 2018 Accomplishment	FY 2019 Target	Responsible Office/Unit	FY 2019 Actual Accomplishment	Accomplishment Rate	Remarks
(1)	(3)	(3)	(4)	(5)	(6)	(7)
<b>MAJOR FINAL OUTPUTS</b>						
<b>A. WATER FACILITY SERVICE MANAGEMENT</b>						
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	34,919 households (total services) of the total 61,380 households within the coverage of SMWD with access to potable water (56.88%)	36,045 households of the total 54,351 households within the coverage of SMWD with access to potable water (66%)	Construction and Maintenance Engineering Customer Services		
PI 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water	33,030 active service connections receiving 24/7 supply of water	36,045 active service connections receiving 24/7 supply of water	Water Resource		
PI 3 (Timeliness) Adequacy should be $\geq 1.2:1$	Source capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below: <u>Rated Capacity of Sources (cu./year)</u> Demand (cu.m./year)  Demand = No. of Active Connection x 5 (average household size) x 100-130 (lpcd) x 1cu.m/1000L x 365 days	<b>2.06:1</b> S: 14,894,975 D: 7,233,570 Demand (D) = 7,233,570 cu.m. (Active SC 33,030 x 5 x 120 x 365)/1000 <b>Supply (Rated Capacity)</b> Pumped = 8,779,592 Bulk Supply = 6,115,383 <b>Production:</b> Pumped = 4,642,818 Bulk Supply = 5,559,439	<b>1.2:1</b> S: 9,472,626 D: 7,893,855 Demand(D)=7,893,855 cum (Active SC 36,045 x 5 x 120 x 365)/1000	Water Resource		
<b>B. WATER DISTRIBUTION SERVICE MANAGEMENT</b>						
PI 1 (Quantity) NRW should not exceed 30%	Percentage of unbilled water to water production (Total Production in cu.m - Total Billed in cu.m./Total Production in cu.m.) x 100	Non Revenue Water 13.15%	Maintain percentage of Non Revenue Water at 14%	Water Resource Const & Maint. Customer Accounts		

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PI 2 (Quality) Potability ✓	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017. Daily Chlorine residual requirement should be at least 0.3 ppm at the farthest point. In case LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm	Maintained the chlorine residual at an average of 1.01 ppm at all points. Not lower than 0.3ppm and not more than 1.5 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 (major and minor repair) 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 an average of 65.4 minutes (1.09 hr) for minor repairs and 5 hrs and 41 minutes (5.39 hr) 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  33,030/140 SPI = 1:236	Active Service Connection/No. of Employees  36,045/149 SPI = 1:242 ✓	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	P500>P195	P500>P195	Customer Accounts		

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<b>MAJOR FINAL OUTPUTS</b>						
PI 3 Customer Satisfaction	1. Ease of doing business-compliance to CSC Memo No. 14-2016	No changes in the Citizen's Charter. Certificate of Compliance posted to		Human Resource		
	2. Percentage of customer complaints acted upon against received complaints	2,084 of 2,084 received complaints were acted upon	100% of complaints received acted upon	Customer Services, Construction and Maintenance, Water Resource		
	*Complaints through hotline #8888 acted upon within 72 hours	0 complaints received through hotline #8888	100% of complaints received acted upon			
	*Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances	2,084 of 2,084 received complaints were acted upon	100% of complaints received acted upon			
<b>D. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)</b>						
PI 1 Financial viability and sustainability	Collection Ratio $\geq$ 90%	<b>98%</b>	<b>90%</b>	Customer Accounts		
	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Income of P55,943,304 for CY 2018	Positive net income of P32,846,641 for CY 2019	Finance		
	Current Ratio $\geq$ 1.5:1 (Current Assets/Current Liabilities)	<b>2.05:1</b> (138,107,845.87/67,348,134.62)	<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. Statement of Financial Position, Statement of Comprehensive Income, Statement of Cash Flows, Statement of Changes in Equity and Notes to Financial Statements	Submitted to COA RO3 and GAS on March 28, 2018	Submitted to COA on or before March 30, 2019	Finance		
	Submission of Report on Ageing of Cash Advance	Submitted to COA on November 27, 2018	Submitted to COA December 1, 2019	Finance		



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<b>MAJOR FINAL OUTPUTS</b>						
PI 3 b. Compliance with LWUA reporting requirements in accordance with the content and period of submission	Submission of Monthly Data Sheet and five (5) financial reports i.e. Statement of Financial Position, Statement of Comprehensive Income, Statement of Cash Flows, Statement of Changes in Equity and Notes to Financial Statements	Submitted to LWUA on the 25th day of the following month	25th day of the following month	Finance		
	Microbiological/Physical/Chemical/Chlorine Residual Report			Water Resource		
	Business Plan					
	Annual Report					
	Corporate Budget with Annual Procurement Plan	Submitted on January 31, 2018				
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 Dec 31.	Resolved 7 of 15 Audit Observations	Resolve at least 30% of COA findings	Finance		
PI 5 Budget Utilization Rate (BUR)	Positive Net Balance in the Average Net Income for twelve (12) months	Actual Disbursement on (MOOE-PS)+Actual Disbursement on CO + CO Obligated by Dec 31, 2018)/Approved Budget on (MOOE-PS) + Approve Budget on CO x 100  $(156,226,354.92 - 44,781,300.58) + 32,877,785.83 / (177,283,107.05 - 65,084,578.56) + (38,146,818.84) = 96\%$	Actual Disbursement on CAPEX and MOOE versus Approved CAPEX and MOOE budget for the current year should be at least than 85%	All Divisions		

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