



REPUBLIC OF THE PHILIPPINES
CAGAYAN DE ORO CITY WATER DISTRICT

Corrales Avenue, Cagayan de Oro City

March 23, 2020

MR. JECI A. LAPUS

Administrator

Local Water Utilities Administration

Katipunan Avenue, Balara, Quezon City

THRU: **MR. ALEXANDER P. BULICATIN**

LWUA Management Advisor

Sir:

Greetings!

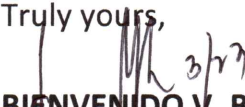
We are pleased to submit to you the **Cagayan de Oro City Water District 2019 Performance Evaluation** reflecting the **2019 Accomplishments** for our Key Performance Indicators (KPI's) established in the following documents in two sets:

- WD 2019 Performance Evaluation
- Form A – Performance Targets
- Form A-1 – Details of Delivery Unit/Office Performance Indicators & Targets

This is in compliance to LWUA Memorandum Circular No. 011-18 dated June 1, 2018 in order to attain performance levels of the Water Districts.

We hope you find this in order. Thank you.

Truly yours,


BIENVENIDO V. BATAR, JR.

General Manager

WATER ACCESSIBILITY - OUR PRIORITY!

TEL. NOS. 72-62-48 • 72-83-59; 856-4509 • 856-4373; TEL. /FAX 852-1629 / 880-9878

Email Address: cowd@cowd.gov.ph / ogm@cowd.gov.ph

**WATER DISTRICT DEVELOPMENT DIVISION, AREA 7
WDD MINDANAO
WATER DISTRICT 2019 PERFORMANCE EVALUATION**

Water District : CAGAYAN DE ORO CITY WATER DISTRICT **Category :** A **CCC No. :** 001
 (08822) 726248 ; (088)
Province : MISAMIS ORIENTAL **No. of Conn. :** 101,276 **Tel # :** 8564549 / 8564373
Office Address : CORRALES AVENUE, BARANGAY 27, CAGAYAN DE ORO CITY **Email :** cowd@cowd.gov.ph

I. GOOD GOVERNANCE CONDITIONS		IATF/TWG Report	Remarks
1	COMPLIANT		As per RBPMS dated _____
2	NON - COMPLIANT		

**II. MAJOR PERFORMANCE OUTPUT
& PERFORMANCE INDICATORS**

A. WATER FACILITIES MANAGEMENT		2019		Accomplishment Rate	Remarks
		Targets	Actual		
1	Access to Potable Water	≥63%	62%	99%	Served 101,276 households within the service coverage with the projected 163,770 households.
2	Reliability of Service (24/7 supply)	≥85%	85%	100%	
3	Adequacy	>1.2 : 1	4.6 : 1	>100%	

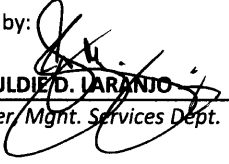
B. WATER DISTRIBUTION MANAGEMENT

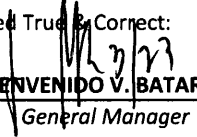
1	Non - Revenue Water	≤ 30%	55%	75%	25% below target
2	Potability	At the farthest point, 0.3 ppm Residual Chlorine & for Chlorine Dioxide, 0.2-0.4 ppm	Average of 0.3 ppm @ Opol (farthest point)	100%	
3	Adequacy & Reliability of Service	≤ 2 cal. days for service conn. repair	Average of 4.4 cd to repair service connection	98%	2% below target
		≤ 24 hours for mainline leakage repair	Average 48 hours to repair mainline leakage	76%	24% below target
		≤ 5 cal. days for production facility downtime	Average 15 cd downtime of production facility	90%	10% below target

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C. SUPPORT TO OPERATION		2019		Compliance Rate	Remarks
		Targets	Actual		
1	Staff Productivity Index	≤1 : 120 (Category A)	1 : 161	100%	34% above the maximum allowed
2	Reasonableness of Water Rates & LWUA Approved	≤5%	2%	100%	min charge is 3% below maximum allowed
3	Customer Satisfaction	72 hours from Hotline #888	Average of more than 72 hours (11 CD)	>100%	beyond the allowable time
		≥95% from Customer Service Unit	88% of complaints acted	93%	7% below target

D. GENERAL ADMINISTRATION AND SUPPORT SERVICES		2019		Compliance Rate	Remarks
		Targets	Actual		
1	Collection Efficiency	≥ 90%	94.59%	105%	as of November 2019
2	Positive Net Balance in the Ave. Net Income for twelve (12) months	Positive	Positive	100%	as of November 2019
3	Current Ratio	≥1.50 : 1	8.06 : 1	100%	as of November 2019
4	Monthly Data Sheet (Jan-Dec 2018)	Monthly Submission	Submitted (Jan.-Nov.)	100%	
5	Financial Reports (Jan-Dec 2018)	Monthly Submission	Submitted (Jan.-Nov.)	100%	
6	Water Quality Reports	Monthly Submission	Submitted Monthly	100%	
7	Compliance to COA AOM	At Least 30% of COA Findings	80%	150%	50% above target
8	Budget Utilization Rate (BUR)	85-90% Disbursefd	65.67% Disbursed	81%	19% below target
9	Approved WD 2018 Budget	Approved	Approved	100%	Submitted to LWUA last February 26, 2019
10	Annual Report 2018	Submitted	Submitted (July 2, 2019)		

Prepared by:

SULDIER D. LARANJO
 Manager, Mgmt. Services Dept.

Certified True & Correct:

BIENVENIDO V. BATARA, JR
 General Manager

Noted by:

 Management Advisor

FORM A
PERFORMANCE TARGETS*

*Note: Same form to be used for submitting 2019 Accomplishments

LWD NAME: CAGAYAN DE ORO CITY WATER DISTRICT

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) <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	61% (Served 98,006 households as of December 31, 2018 within the COWD service coverage with the projected 160,060 households)	≥63%	Engineering Dept. & Commercial Dept.	62% (Served 101,276 households as of December 31, 2019 within the COWD service coverage with the projected 163,770 households)	99%	- Service expansion is within the existing served barangays.
PI 2 (Quality) <i>Reliability of Service</i>	Percentage (%) of household connections receiving 24/7 supply of water	68% Active Conn.- 98,006 Critical Areas - 31,012	≥85% Target Conn.= 102,686 Critical Areas = 15,380	Engineering Dept. & Production Dept.	85% Active Conn.- 101,276 Critical Areas - 15,603	100%	
PI 3 (Timeliness) <i>Adequacy</i>	Source Capacity of LWD to meet demands for 24/7 supply of water Formula to compute Adequacy: <i>Rated Capacity of Sources (cum/yr)</i> <i>Demand (cu.m/yr)</i> <i>Demand = No. of Active Connections x 5 (average household size) x 100 - 130 (liters per capita per day) x 365 days x 1 liter / 1000</i>	Annual Rated Capacity: 69,777,295 cu.m. Annual Demand: 17,886,095 cu.m. Adequacy: 3.9 : 1	>1.2:1	Engineering Dept. & Production Dept.	Rated Capacity: 84,469,061 cu.m. Demand: 18,482,870 cu.m. Adequacy: 4.6 : 1	>100%	
B. Water Distribution Service Management							
2019 Budget:							
PI 1 (Quantity) <i>NRW</i>	Percentage of unbilled water to water production.	51.32%	≤30%	Maint. & NRW Mngnt. Dept. & Engineering Dept.	54.84%	75%	25% below target

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 (Quality) <i>Potability</i>	Daily Chlorine Residual requirement should be at least 0.3 ppm at the farthest point. In case the LWD is using Chlorine Dioxide, the allowable level should be at least 0.2 to 0.4 ppm.	Average of 0.2 ppm at the farthest point (Opol).	0.3 ppm at the farthest point For Chlorine Dioxide, 0.2 ppm to 0.4 ppm at the farthest point	Production Dept.	Average of 0.3 ppm at the farthest point (Opol).	100%	
PI 3 (Timeliness) <i>Adequacy/Reliability of Service</i>	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 Charter of the WD	Average of 3 calendar days to repair service connection. Average of 29 hours to repair mainline leakage. Average of 9 cd to repair production facilities.	≤2 calendar days for service connection repair ≤24 hours for mainline leakage repair ≤5 calendar days for production facility downtime	Maint. & NRW Mngnt. Dept. & Production Dept.	Average of 4.4 cd to repair service connection. Average of 48 hours to repair mainline leakage. Average of 15 cd to repair production facilities.	98% 76% 90%	2% below target 24% below target 10% below target
C. Support to Operation (STO)							
2019 Budget:							
PI 1 Staff Productivity Index	Staff Productivity Index The Staff Productivity Index of one (1) position for every one hundred (100) service connection for Category D, and one hundred twenty (120) service connection for Categories A to C , shall be strictly observed in the determination of the total number of position in an LWD -in PI 3	1 : 193 (Active Service Connection/Employee)	≤1 : 120 (Category A)	Administrative Dept.	1 : 161	100%	34% above the maximum allowed
PI 2 Affordability	Reasonableness/Affordability of Water Rates to consumers with access connections. Water rate for the 1st cu.m. must not exceed 5% of the average income of LIG.	3% (From May 2014 to present, minimum charge for 1/2" Residential Connection is Php 218.40)	≤5%	Finance Dept. & Commercial Dept.	2% (Minimum charge for 1/2" Residential Connection is Php 218.40)	100%	

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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 3 Customer Satisfaction	Ease of Doing Business - compliance to CSC Memo No. 14-2016 Percentage of Customer Complaints acted upon against received Complaints: - through Hotline #8888 - through Customer Service Unit within the period prescribed by ARTA and other issuances.	COMPLIED Average 96 hours (Acted all 34 complaints from Hotline #8888) 88% (A total of 28,010 Customer Complaints acted upon from the 31,666 Complaints received in 2018)	Compliance within 72 hours from Hotline #8888 ≥95% from Customer Service Unit	Commercial Dept. Production Dept. Administrative Dept. & Maint. & NRW Mngnt. Dept.	COMPLIED Average >72 hours (11 CD) (Acted 17 of 31 complaints received through Hotline #8888) 88% (A total of 31,343 Customer Complaints acted upon from the 35,439 Complaints received)	93%	beyond the allowable time 7% below target
D. General Administration and Support Services (GASS)							
2019 Budget:							
PI 1 Financial Viability Sustainability	Financial Viability & Sustainability of LWD operations (Collection Ratio, Operating Ratio, Current Ratio)	YTD Collection Ratio - 86.09% YTD Collection Efficiency - 95.74% Operating Ratio - 79% Current Ratio - 6.74 : 1.00 Net Income - Positive Reserves - 1%	YTD Collection Efficiency ≥90% 50% ≤ Operating Ratio ≤ 80% Current Ratio ≥1.50 : 1.00 Positive Net Income Reserves ≥3% of Revenue	Commercial Dept. Finance Dept. & Administrative Dept.	YTD Collection Ratio - 77.41% YTD Collection Eff. - 94.59% Operating Ratio - 84% Current Ratio - 8.06 : 1.00 Net Income - Positive Reserves - 2.45%	100%	as of November 2019
PI 2	a. Compliance with COA reporting requirements in accordance with content and period of submission Submission of five 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 Ageing of Cash Advance	100% COMPLIED Financial Reports 2018: 1. Balance Sheet 2. Statement of Income & Expenses 3. Statement of Cash Flows 4. Statement of Government Equity 5. Notes to Financial Statement Report on Ageing of Cash Advance	100% Compliance Submission to COA Financial Reports 2019: 1. Balance Sheet 2. Statement of Income & Expenses 3. Statement of Cash Flows 4. Statement of Government Equity 5. Notes to Financial Statement Report on Ageing of Cash Advance	Finance Dept. Finance Dept.	COMPLIED <i>Submitted Monthly (January-November FS)</i> <i>Submitted Semi-Annually: July 22, 2019 & Feb. 14, 2020</i>		Semi-Annual Submission

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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)
<p>b. Compliance with LWUA reporting requirements in accordance to consent and period of submission</p> <p>i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine residual report, Approved WD budget w/ Annual Procurement Plan, Annual report</p>	<p>100% COMPLIED Submitted to LWUA the required monthly/annual reports:</p> <p>-Monthly Data Sheet 2018 -Monthly Financial Reports 2018: -Balance Sheet -Income Statement -Cash Flow Statement</p> <p>- Microbiological/Physical/Chemical/Chlorine residual report</p> <p>- Approved WD budget w/ Annual Procurement Plan 2018</p> <p>- Annual Report 2017</p>	<p>100% Compliance</p> <p>Monthly Data Sheet 2019 Monthly Financial Reports 2019: -Balance Sheet -Income Statement -Cash Flow Statement</p> <p>Microbiological/Physical/Chemical/Chlorine residual</p> <p>Approved WD budget w/ Annual Procurement Plan</p> <p>Annual Report 2018</p>	<p>Management Services Dept. Finance Dept.</p> <p>Production Dept.</p> <p>Finance Dept. & BAC</p> <p>Management Services Dept.</p>	<p>COMPLIED</p> <p><i>Submitted Monthly Report Submitted Monthly</i></p> <p><i>Micro. Result Submitted Monthly</i></p> <p><i>APP Submitted last April 29, 2019</i> <i>Budget Submitted last Feb. 26 '19</i></p> <p><i>Submitted July 2, 2019</i></p>		<p>- Jan.to Nov. - Jan. - Nov. Financial Report</p>
<p>PI 3 Compliance to COA AOM</p>	<p>Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018</p>	<p>45.45% 2018 AOM Received: 22 2018 AOM Replied: 10</p>	<p>≥30%</p>	<p>80% 2019 AOM Received: 10 2019 AOM Replied: 8</p>	<p>150%</p>	<p>50% above target</p>
<p>PI 4 Budget Utilization Rate (BUR)</p>	<p>Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year</p>	<p>60.48%</p>	<p>≥85% Disbursed</p>	<p>65.67%</p>	<p>81%</p>	<p>19% below target</p>

Recommending Approval:


OMELFA C. RECTO
 AGM for AFC Services


March 23, 2020
 Date

Prepared by:


SULDIE D. LARANIO
 Manager, Management Services Dept.

March 23, 2020
 Date

Approved by:


BIENVENIDO V. BATAR, JR.
 General Manager

March 23, 2020
 Date

FORM A-1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS*

*Note: Same form to be used for submitting 2019 Accomplishments

LWD NAME : CAGAYAN DE ORO CITY WATER DISTRICT

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2019 TARGET for Performance Indicator 1 (3)	FY 2019 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2019 TARGET for Performance Indicator 2 (6)	FY 2019 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2019 TARGET for Performance Indicator 3 (9)	FY 2019 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
A. Water Facility Service Management										
Delivery Unit 1 - <u>ENGINEERING DEPARTMENT</u>	(A)PI.1 Access to Potable Water	Install & Commission 3 KM ADDITIONAL TRANSMISSION/DISTRIBUTION LINES by the end of the year. (includes all turn-over pipelines implemented by Subdivision, LGU, NHA, DPWH & monitored by COWD)	Installed 6.3 kilometers of Trans/Distribution Lines.							
Delivery Unit 2 - <u>ENGINEERING DEPARTMENT</u>	(A)PI.1 Access to Potable Water	Provide at least 1% ADDITIONAL ACCESS to potable water within 1 Barangay in Sitio Taguanao, Indahag.	Awaiting for the turn-over of Transmission Lines in Taguanao, Indahag. Commissioning in CY 2020.							
Delivery Unit 3 - <u>ENGINEERING DEPARTMENT</u>	(A)PI.1 Access to Potable Water	Install of 10 Units METER STUB-OUT - Public and/or Private; per Quarter.	Installed a total of 139 units of MSO Public and/or Private. Average of 35 units installed per quarter.							
Delivery Unit 4 - <u>ENGINEERING DEPARTMENT</u>	(A)PI.1 Access to Potable Water	Install 100% of JOB ORDER on NEW SERVICE CONNECTION. (8 CD)	Installed 56.4% (2,256 JO) from the 4,002 JO received.							
Delivery Unit 1 - <u>PRODUCTION DEPARTMENT</u>				(A)PI.2 Reliability of Service	Produce & Maintain more than 90% DAILY TOTAL WATER PRODUCTION from all sources.	More than 90% daily water production from all sources.				
Delivery Unit 1 - <u>PRODUCTION DEPARTMENT</u>							(A)PI.3 Adequacy	Ensure that more than 90% of existing PRODUCTION WELLS from all wellfields to be operational.	87% (26 of 30 PW) are operational.	
Delivery Unit 2 - <u>ENGINEERING DEPARTMENT</u>							(A)PI.3 Adequacy	Provide ADDITIONAL 2 MLD water supply by the end of the year.	PW 33 (Lumbia) - Drilling completed but on-going construction of support facilities. Commissioning in CY 2020.	

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Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2019 TARGET for Performance Indicator 1 (3)	FY 2019 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2019 TARGET for Performance Indicator 2 (6)	FY 2019 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2019 TARGET for Performance Indicator 3 (9)	FY 2019 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
B. Water Distribution Service Management										
Delivery Unit 1 - <u>MAINTENANCE & NRW MNGT. DEPARTMENT</u>	(B)PI.1 NRW	Replacement of 5,000 AGED WATER METERS (1/2 inch) by the end of the year.	Replaced a total of 5,105 Aged 1/2" Water Meters (102% of the target)							
Delivery Unit 2 - <u>MAINTENANCE & NRW MNGT. DEPARTMENT</u>	(B)PI.1 NRW	Replacement of 50 BIG WATER METERS (3/4 to 1-1/2 inch) by the end of the year.	Replaced 75 Big Water Meters (150% of the target).							
Delivery Unit 3 - <u>ENGINEERING DEPARTMENT</u>	(B)PI.1 NRW	Replacement of 15 BIG WATER METERS (2 inch & above) by the end of the year.	Notice to Proceed issued for implementation in CY 2020.							
Delivery Unit 4 - <u>MAINTENANCE & NRW MNGT. DEPARTMENT</u>	(B)PI.1 NRW	Monthly RECTIFICATION of 20 Water Meters to proper positioning.	A total of 391 water meters rectified to proper positioning.(average of 33 meters rectified.							
Delivery Unit 5 - <u>MANAGEMENT SERVICES DEPARTMENT</u>	(B)PI.1 NRW	Monthly RANDOM AUDIT to 10 Job Order for each SC Type to ensure compliance to SERVICE CONNECTION STANDARDS.	Audited 629 Job Orders and found to be complying with the Standards.							
Delivery Unit 6 - <u>MAINTENANCE & NRW MNGT. DEPARTMENT</u>	(B)PI.1 NRW	Implement FIX-CUTTING to 300 Service Lines by the end of the year.	Fixed-Cut 1,398 service line.							
Delivery Unit 7 - <u>MAINTENANCE & NRW MNGT. DEPARTMENT</u>	(B)PI.1 NRW	Conduct monthly MAINLINE LEAK DETECTION (Target: kilometers/month).	Implemented reactive leak detection during repair.							
Delivery Unit 8 - <u>MAINTENANCE & NRW MNGT. DEPARTMENT</u>	(B)PI.1 NRW	Conduct monthly LEAK DETECTION to SERVICE CONNECTIONS (Target: connections/month).	Implemented reactive leak detection during repair.							
Delivery Unit 1 - <u>PRODUCTION DEPARTMENT</u>				(B)PI.2 Potability	Zero Incidence of less than 0.3 ppm monthly AVERAGE RESIDUAL CHLORINE.	Average residual chlorine: 0.3 ppm. A 43% occurrence of less than 0.3 ppm from 56 sampling points.				
Delivery Unit 1 - <u>MAINTENANCE & NRW MNGT. DEPARTMENT</u>							(B)PI.3 Adequacy/ Reliability of Service	Zero Delay on monthly LEAKAGE REPAIR on mainline (Target: 24 hours) and complaints on LOW PRESSURE/NO WATER (Target: 4 cd).	Average response time: 48 hours (mainline repair) and 3 calendar days (low pressure/no water complaints)	
Delivery Unit 2 - <u>PRODUCTION DEPARTMENT</u>							(B)PI.3 Adequacy/ Reliability of Service	Zero Delay on monthly BREAKDOWN of Facilities (Target: 5 cd).	Average response time: 15 calendar days	

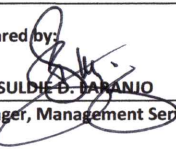

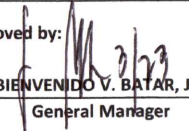
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LWD NAME : CAGAYAN DE ORO CITY WATER DISTRICT

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2019 TARGET for Performance Indicator 1 (3)	FY 2019 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2019 TARGET for Performance Indicator 2 (6)	FY 2019 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2019 TARGET for Performance Indicator 3 (9)	FY 2019 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
C. Support to Operations (STO)										
Delivery Unit 1 - <u>ADMINISTRATIVE DEPARTMENT</u>	(C)PI.1 Staff Productivity Index	Implement 100% of TRAINING PLAN.	Conducted 75% of the scheduled training but conducted 3 trainings in lieu of those not conducted.							
Delivery Unit 1 - <u>PRODUCTION DEPARTMENT</u>							(C)PI.3 Customer Satisfaction	Response to 100% of WATER QUALITY COMPLAINTS received monthly.	100% of complaints responded. Average response time: ≤ 1 calendar day	
Delivery Unit 2 - <u>COMMERCIAL DEPARTMENT</u>							(C)PI.3 Customer Satisfaction	Zero Delay on Delivery of FRONT-LINE SERVICES.	Average response time: 1.5 calendar days	
Delivery Unit 3 - <u>ENGINEERING DEPARTMENT</u>							(C)PI.3 Customer Satisfaction	Zero Delay on installation of METER STUB-OUT - Public AND/OR Private (Target: 60 cd).	Average response time: 28 calendar days	
Delivery Unit 4 - <u>MAINTENANCE & NRW MNGT. DEPARTMENT</u>							(C)PI.3 Customer Satisfaction	Zero Delay on Delivery of MAINTENANCE SERVICES.	Average response time: 2.9 cd (Transfer/Elevate Meter); 4.8 cd (Meter Test); 3.4 cd (Change Meter) & 7.6 cd (Rehab os SC).	
D. General Administration and Support Services (GASS)										
Delivery Unit 1 - <u>COMMERCIAL DEPARTMENT</u>	(D)PI.1 Financial Viability & Sustainability	Zero Delay on Delivery of WATER BILL after its monthly reading (Target: 10 cd)	Average response time: 13 calendar days before due date							
Delivery Unit 2 - <u>COMMERCIAL DEPARTMENT</u>	(D)PI.1 Financial Viability & Sustainability	Zero Delay on Delivery of DISCONNECTION NOTICE (Target: 2 cycles)	Implemented 2 Cycles							
Delivery Unit 3 - <u>ADMINISTRATIVE DEPARTMENT</u>	(D)PI.1 Financial Viability & Sustainability	Zero Delay on Mailing of monthly DEMAND LETTERS for collection. (Target: 2 cd)	Average response time: 1.5 calendar day							
Delivery Unit 4 - <u>FINANCE DEPARTMENT</u>	(D)PI.1 Financial Viability & Sustainability	Implement 100% COLLECTION of INACTIVE ACCOUNTS per Plan	-							
Delivery Unit 5 - <u>COMMERCIAL DEPARTMENT</u>	(D)PI.1 Financial Viability & Sustainability	Issue DEMAND LETTERS to 100% of Inactive Accounts during the period of July 2017- June 2018.	82% (921 Inactive Accounts) from the 1,117 total Inactive Accounts were issued with 1st Demand Letter.							
Delivery Unit 6 - <u>FINANCE DEPARTMENT</u>	(D)PI.1 Financial Viability & Sustainability	Implement 100% DISPOSAL of UNSERVICEABLE ITEMS per Plan	Disposal of January 2015 to June 2019 unserviceable items 100% Implemented. Notice of Award for issuance.							

Handwritten initials/signature.

LWD NAME : CAGAYAN DE ORO CITY WATER DISTRICT

Major Final Outputs/Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2019 TARGET for Performance Indicator 1 (3)	FY 2019 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2019 TARGET for Performance Indicator 2 (6)	FY 2019 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2019 TARGET for Performance Indicator 3 (9)	FY 2019 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (11)
Delivery Unit 1 - <u>FINANCE DEPARTMENT</u>				(D)PI.2(a) Compliance to COA reporting requirements	1. Submission of <i>Monthly Financial Reports</i>	Submitted (January - November)				
					2. Submission of Report on <i>Ageing of Cash Advance</i>	Submitted Semi-Annually: July 2019 (for 2019 1st Semester) & February 2020 (for 2019 2nd Semester)				
Delivery Unit 2 - <u>MANAGEMENT SERVICES DEPARTMENT</u>				(D)PI.2(b) Compliance to LWUA reporting requirements	1. Submission of <i>Monthly Data Sheet</i>	Submitted (January - November)				
Delivery Unit 3 - <u>FINANCE DEPARTMENT</u>				(D)PI.2(b) Compliance to LWUA reporting requirements	2. Submission of <i>Financial Reports</i>	Submitted (January - November)				
Delivery Unit 4 - <u>FINANCE DEPARTMENT & BAC</u>				(D)PI.2(b) Compliance to LWUA reporting requirements	3. Submission of <i>Approved WD Budget & Annual Procurement Plan (APP)</i> .	Approved WD Budget & APP submitted last February 26 & April 29, 2019; respectively.				
Delivery Unit 5 - <u>PRODUCTION DEPARTMENT</u>				(D)PI.2(b) Compliance to LWUA reporting requirements	4. Submission of <i>Microbiological/ Physical/Chemical/ Chlorine Residual</i>	Submitted (January - December)				
<p>Prepared by:  <u>SULDIE B. TAPANIO</u> Manager, Management Services Dept. <u>March 23, 2020</u> Date</p> <p> <u>JOSE JISELO P. ABRAGAN</u> OIC, Corporate Planning Division <u>March 23, 2020</u> Date</p> <p>Approved by:  <u>BIENVENIDO V. BATAR, JR.</u> General Manager <u>March 23, 2020</u> Date</p>										