

OFFICE PERFORMANCE COMMITMENT AND REVIEW FORM

I, **DORIS M. MALAYAO**, General Manager of the Cabagan Water District, Cabagan, Isabela commit to deliver and agree to be rated on the targets in accordance with the indicated measures for the period January-December 2017.


ESTER Z. ANTONIO
 Chairman


ENGR. OLIVER U. MASIGAN
 Vice-Chairman


RODOLFO G. TAGUINOD
 Member


EDITHA R. BANGUILAN
 Member


LETTA T. RAMOS
 Member

Major Final Output/Program Activity Plan	Success Indicator (Target & Measures)	Allocated Budget	Individuals Accountable	Section/Actual Accomplishment	RATING				Remarks
					Q	E	T	A	
I SUSTAIN SUFFICIENT POTABLE WATER SUPPLY 1) Enhance financial profitability, cost control and collection performance 2) Revenue Growth/Sales Enhancement	% of improvement ratings in the District's financial performance a. Operation Ratio <0.75 b. Net Income Ratio >2.0 c. On-Time Payment (Current) = 60% d. Collection Efficiency - 88% e. Collection Ratio YTD - 81% % of increase in sales revenues based on the prior year's performance. a. Acquired 250 new service connections b. Service expansion of at least 5 waterless areas at the end of the year		Administrative and Commercial Division	Sustainable water district's operations Operation & financial efficiency/productivity improved Organizational growth					

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					Q	E	T	A	
II DELIVERY OF PUBLIC SERVICE 1. Excellent Service Delivery 2. Improvement in business functionality and cost efficiency	Delivery of high quality services to meet customer needs through 24/7 pumping schedule. Reduction of Non Revenue Water Rated production efficiency maintenance		Production Division Technical and production Division	24/7 delivery of safe, potable and affordable water for every household. Improved Revenue Water to at least 80% level.					

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					Q	E	T	A	
<p>III</p> <p>IMPROVED INTERNAL BUSINESS PERSPECTIVE</p> <p>1. Maintain and enhance best practices</p> <p>2. Asset Management Program</p>	<p>a. Accurate Billing & Reading systems utilization</p> <p>b. Philgeps utilization</p> <p>c. Website, Yahoo & FB maintenance</p> <p>d. Customer service processing (Service connection, repair & maintenance, reconnection, disconnection, billing and collection)</p> <p>e. Immediate response to customer complaints specially on leakages</p> <p>Formulation and implementation of an effective Asset Management Program for Property, Plant and Equipment (PPE) year round</p> <p>a. Conduct regular inventory of all physical asset every six (6) months</p>		Administrative/Commercial and Technical Division	Comprehensive and essential performance improvement programs developed and improved service delivery.					
			Administrative Division	Well accounted and maintained physical assets					