

## 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 to the indicated measures for the period January-December 2019.

**Sgd. ESTER Z. ANTONIO**  
Chairman

**Sgd. ENGR. OLIVER U. MASIGAN**  
Vice-Chairman

**Sgd. RODOLFO G. TAGUINOD**  
Member

**Sgd. EDITHA R. BANGUILAN**  
Member

**Sgd. LELITA 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	<b>SUSTAIN SUFFICIENT POTABLE WATER SUPPLY</b>									
	1) Enhance financial profitability, cost control and collection performance	% 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%		Administrative and Commercial Division	Sustainable water district's operations					
	2) Revenue Growth/Sales Enhancement	% of increase in sales revenues based on the prior year's performance. a. Acquired 280 new service connections b. Service expansion of at least 5 waterless areas at the end of the year		Technical and Commercial Division	Operation & financial efficiency/productivity improved  Organizational growth					

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

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III	<b>IMPROVED INTERNAL BUSINESS PERSPECTIVE</b>									
	1. Maintain and enhance best practices	<ul style="list-style-type: none"> <li>a. Accurate Billing &amp; Reading</li> <li>b. Philgeps systems utilization</li> <li>c. Website, Yahoo &amp; FB maintenance</li> <li>d. Customer service processing (Service connection, repair &amp; maintenance, reconnection, disconnection, billing and collection)</li> <li>e. Immediate response to customer complaints specially on leakages</li> </ul>		Administrative/Commercial and Technical Division	Comprehensive and essential performance improvement programs developed and improved service delivery.					
	2. Asset Management Program	<p>Formulation and implementation of an effective Asset Management Program for Property, Plant and Equipment (PPE) year round</p> <ul style="list-style-type: none"> <li>a. Conduct regular inventory of all physical asset every six (6) months</li> </ul>		Administrative Division	Well accounted and maintained physical assets					

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IV	<p><b>IMPROVED INTERNAL BUSINESS PERSPECTIVE (cont)</b></p> <p>3. Development and rehabilitation of water supply sources, pump house station and pipelines</p> <p>4. Water quality maintenance</p>	<p>Improved /strengthen water supply network.</p> <p>a. Monitoring of water level b. Number expansion in kms. c. Number of rehabilitated valves, pipelines bridge crossings and blow offs. d. Number of newly constructed reservoir. e. Number of newly constructed well source</p> <p>Regular Physical/Chemical Analysis as per LWUA &amp; PNSDW standard and monthly Bacti-Test.</p> <p>a. Cleaning and maintenance of reservoir b. Proper chlorination c. Line flushing</p>		<p>Production and Technical Division</p> <p>Production and Technical Division</p>	<p>Uninterrupted water supply for every household in two (2) municipalities - Cabagan and San Pablo</p> <p>Improved quality, adequacy and accessibility of infrastructure facilities and service enhanced.</p> <p>Potable drinking water for every household. Improved customer service delivery and satisfaction.</p> <p>Maintain chlorine residual range from .3ppm to 1.5ppm daily average.</p>					

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V	<b>RESPONSIVE AND EMPOWERED HUMAN RESOURCE MANAGEMENT</b>									
	1. Improved Personnel Mechanism	Number of completed applied Human Resource services and programs. a. PRAISE b. MPP c. Grievance Machinery d. HR Plan e. Approved SPMS f. Succession Plan & Policy g. FOI Manual		HRMO and Administrative Division	Strengthening merit and rewards system  Service Excellence  Human Resources Empowered/developed					
	2. Gender and Development Program	a. Number of activities conducted for Women, Men and Children b. Number of attendance to trainings and seminars of employees.		HRMO and Administrative Division	Highly motivated workforce					
	3. Strengthen external linkages	Adherence to and implementation of CSC, COA, DPWH, DOH, DBM, LWUA, PAWD circulars, issuances, programs and other line agencies.		Management/Administrative Division	Updated and properly implemented memo circulars.					

