

DINGRAS WATER DISTRICT
Dingras, Ilocos Norte

TABLE OF MAJOR FINAL OUTPUTS

MAJOR FINAL OUTPUT	SUCCESS INDICATOR	QUALITY	EFFICIENCY	TIMELINESS
STRATEGIC PRIORITY 1. Active service connections increased by 50	Number of new connections and reconnections increased by 30-34	NTR	5 - 50 or more concessionaires 4 - 35-49 connections 3 - 30-34 connections 2 - 25-29 connections 1 - 18 and below connections	NTR
2. Reconnection of inactive service connection increased by 40	Reconnections increased by 30-34	NTR	5- 40 or more service reconnections 4- 35-39 service reconnections 3- 30-34 service reconnections 2- 25-29 service reconnections 1- 28 or less service reconnections	NTR
3. Main and service line leaks & pilfirages reduced to 20%	Volume of non-revenue water decreased to 20%	NTR	5 - Reduced leaks & pilfirages to 18% 4 - Reduced leaks & pilfirages to 19% 3 - Reduced leaks & pilfirages to 20% 2 - Reduced leaks & pilfirages to 21% 1 - No reduction from 22% percentage of leaks & pilfirages	NTR
4. Collection of accounts receivable on water bills increased	2% increase in collection	NTR	5 - 4% increase in collection 4 - 3% increase in collection 3 - 2% increase in collection 2 - 1% increase in collection	NTR

			1 - No increase in Collection	
5. Expansion of coverage area by 2 barangays	2 additional barangays covered	NTR	5 - 4 additional barangays covered 4 - 3 additional barangays covered 3 - 2 additional barangays covered 2 - 1 additional barangay covered 1 - No additional barangay covered	NTR
6. Installation of new & reconnection of existing service lines	Installed 3 days after receipt of request and payment; No leakage, 3-4 complaints from concessionaires	5 - No leakage, no complaints from concessionaires 4 - No leakage, 1-2 complaints from concessionaires 3 - No leakage, 3-4 complains from concessionaires 2 - One repair done on connected service line, 5-6 complaints from concessionaires 1 - More than 6 complaints from concessionaires	NTR	5 - Installed or reconnected one day after the receipt of application or reconnection request and payment 4 - Installed or reconnected two days after the receipt of application or reconnection request and payment 3 - Installed or reconnected 3 days after the receipt of application or reconnection request and payment 2 - Installed or reconnected 4 days after the receipt of application or reconnection request and payment
CORE FUNCTIONS 1. Sufficient potable water supply provided to its concessionaires 24 hrs. a day	Potable water provided 24 hrs per day with complaints from 4-5 barangays as to quality and quantity of water	5 - No complaints as to quality & quantity of water provided 4 - complaints from 1 to 3 barangays as to quality and quantity of water provided 3 - complaints from 4 to 5 barangays as to quality and quantity of water provided 2 - complaints from 6 to 7 barangays as to quality and quantity of water provided 1 - complaints from 8 or more barangays as to quality and quantity of water provided	NTR	NTR
2. Inactive service connections reconnected upon concessionaires full payment of bill and retapping fee	96%-97% requests acted upon Within 3 hours after request 2 complaints from concessionaires	5- No complaints from concessionaires 4- 1 complaints from concessionaires 3- 2 complaints from concessionaires 2- 3 complaints from concessionaires	5- all requests acted upon 4- 98%- 99% requests acted upon 3- 96%-97% requests acted upon 2- 94%-95% requests acted upon	5- Within 1 hour after request 4- Within 1-2 hours after request 3- Within 3 hours after request 2- Within 4 hours after request

		1- 4 or more complaints from concessionaires	1- 93% or less requests acted upon	1- Within more than 4 hours after request
3. Service Coverage expanded to sitios; Ocular Inspection conducted	Inspected 90%-94% sitios covered; 3 days after board approval	NTR	5- inspected all sitios covered 4- inspected 95%-99% sitios covered 3- inspected 90%-94% sitios covered 2- inspected 85%-89% sitios covered 1- inspected 84% or less sitios covered	5- Inspected 1 day after board approval 4- Inspected 2 days after board approval 3- Inspected 3 days after board approval 2- Inspected 4 days after board approval 1- Inspected beyond 4 days after board approval
4. Program of Work Prepared	Prepared 90%-94% POW 3 days after ocular inspection	NTR	5- prepared 100% POW 4- prepared 95%-99% POW 3- prepared 90%-94% POW 2- prepared 85%-89% POW 1- prepared 84% POW	5- Prepared 1 day after ocular inspection 4- Prepared 2 days after ocular inspection 3- Prepared 3 days after ocular inspection 2- Prepared 4 days after ocular inspection 1- Prepared beyond 4 days after ocular inspection
5. Supplies and Materials for bidding posted at the PHILGEPS	Posted 3 days after approval of POW	NTR	NTR	5- Posted 1 day after approval of POW 4- Posted 2 days after approval of POW 3- Posted 3 days after approval of POW 2- Posted 4 days after approval of POW 1- Posted beyond 4 days after approval of POW
6. Project implemented by administration	2 minor deviations/corrections	5- no deviations/corrections 4- 1 minor deviation/correction 3- 2 deviations/corrections 2- 3 deviations/corrections 1- more than 3 deviations/corrections	NTR	NTR
7. Disconnection of Service Lines (Voluntary and delinquent concessionaires)	Disconnected 3 days after the receipt of request for disconnection; No leakage, 2 complains from concessionaires	5 - No leakage, no complaints from concessionaires 4 - No leakage, 1 complaint from concessionaires 3 - No leakage, 2 complains from concessionaires 2 - One repair done on connected service line, 3 complaints from concessionaires 1 - Two or more repairs, 4 or more	NTR	5 - Disconnected one day after the receipt of request for disconnection 4 - Disconnected two days after the receipt of request for disconnection 3 - Disconnected 3 days after the receipt of request for disconnection 2 - Disconnected 4 days after

		complaints from concessionaires		the receipt of request for disconnection 1 - Disconnected 5 days after the receipt of request for disconnection
8. Payments collected (application fee, materials, water bills and others) from concessionaires	Payments receipted within 5 minutes after receipt of water bill	NTR	NTR	5 - Payments receipted within 3 minutes after receipt of water bill 4 - Payments receipted within 4 minutes after receipt of water bill 3 - Payments receipted within 5 minutes after receipt of water bill 2 - Payments receipted within 6 minutes after receipt of water bill 1- Payments receipted within beyond 6 minutes after receipt of water bill
9. Official receipts booklets turned over to the billing clerk for posting	Official Receipts booklets turned over to the billing clerk before 10:30 AM of the following day	NTR	NTR	5 - Official Receipts booklets turned over to the billing clerk before 9:00 AM of the following day 4 - Official Receipts booklets turned over to the billing clerk before 10:00 AM of the following day 3 - Official Receipts booklets turned over to the billing clerk before 10:30 AM of the following day 2 - Official Receipts booklets turned over to the billing clerk before 11:00 AM of the following day 1 - Official Receipts booklets turned over to the billing clerk beyond 11:00 AM of the following day
10. Pump controls and appurtenances operated	Performed work on scheduled time Two minor errors or deficiencies in the execution of work, one (1)	5 - All aspects of work assignment thoroughly performed; no negative feedback from concessionaires	NTR	5 - Performed work 10 minutes before the prescribed time to start and stop pump controls

	negative feedback	<p>4 - One (1) minor error or lapse in the execution of work;negative feedback from concessionaires</p> <p>3 - Two minor errors or deficiencies in the execution of work,one (1) negative feedback</p> <p>2 - One major error or deficiency in the executionof work; two (2) negative feedbacks</p> <p>1 - Careless execution of work; unacceptable results; negligent three (3) or more negative feedbacks</p>		<p>4 - Performed work 5 minutes before the prescribed time to start and stop pump controls</p> <p>3 - Performed work on scheduled time</p> <p>2 - Performed work 5 minutes after the prescribed time to start and stop pump controls</p> <p>1 - Performed work 10 minutes after the prescribed time to start and stop pump controls</p>
11. Prescribed chlorine dose maintained	Dosages properly followed; No negative feedback/complaints from concessionaires	<p>5- Dosages properly folowed; no negative feedback from concesionaires</p> <p>1- Did not follow prescribed dose. With complaint/negative feedback from concessionaires</p>	NTR	NTR
12. Pump station's perimeter and pump cleaned	<p>Cleaned the pump station perimeter and other equipment daily within 4 hours</p> <p>Satisfactory maintenance;</p> <p>Breakdown reported w/in 11-15 mins;</p> <p>90%-94% implementation of preventive maintenance schedule</p>	<p>5- Outstanding maintenance of equipment,orderly, clean and well secured pump station. Breakdown due to regular wear and tear reported within 5 minutes upon occurrence; 100% implementation of preventive maintenance schedule</p> <p>4- Very satisfactory maintenance; Breakdown reported w/in 6-10 mins; 95%-99% implementation of preventive</p>	NTR	<p>5- Cleaned the pump station perimeter and other equipment daily within 2 hours</p> <p>4- Cleaned the pump station perimeter and other equipment daily within 3 hours</p> <p>3- Cleaned the pump station perimeter and other equipment daily within 4 hours</p>

		<p>maintenance schedule</p> <p>3- Satisfactory maintenance; Breakdown reported w/in 11-15 mins; 90%-94% implementation of preventive maintenance schedule</p> <p>2- Unsatisfactory maintenance; Breakdown reported w/in 16-20 mins; 85%-89% implementation of preventive maintenance schedule</p> <p>1- Poor maintenance; Breakdown reported beyond 20 mins;</p>		<p>2- Cleaned the pump station perimeter and other equipment daily within 5 hours</p> <p>1- Cleaned the pump station perimeter and other equipment daily within 6 hours</p>
13. Appointments prepared	<p>Prepared and submitted within 16-20 days from the date of issuance; Two minor deficiencies in content</p>	<p>5- No deficiency in content; No error in content</p> <p>4- No deficiency in content; One minor clerical error</p> <p>3- Two minor deficiencies in content</p> <p>2- Three minor deficiencies in content</p> <p>1- One major deficiency; more than 3 minor deficiencies</p>	NTR	<p>5- Prepared and submitted within 1-10 days from the date of issuance</p> <p>4- Prepared and submitted within 11-15 days from the date of issuance</p> <p>3- Prepared and submitted within 16-20 days from the date of issuance</p> <p>2- Prepared and submitted within 21-25 days from the date of issuance</p> <p>1- Prepared and submitted within 26-30 days from the date of issuance</p>
14. Employees' records with GSIS, Pag-ibig, Philhealth updated	<p>90%-94% of all personnel records Updated within 1 hour after receipt of request; No error</p>	<p>5- No error</p>	<p>5- updated 100% of all personnel records</p> <p>4- 95%-99% of all personnel records</p> <p>3- 90%-94% of all personnel records</p> <p>2- 85%-89% of all personnel records</p>	<p>5- Updated within 1-30 mins after receipt of request</p> <p>4- Updated within 31-59 mins after receipt of request</p> <p>3- Updated within 1 hour after receipt of request</p> <p>2- Updated within 61-90 mins after receipt of request</p>

		1- With error or deficiency	1- below 85% of all personnel records	1- Updated beyond 90 mins after receipt of request
15. Financial Statements; Cashflow Statements, Balance Sheet, Income Statements, Trial Balance, Monthly Data Sheet prepared and submitted	Submitted to COA on the 9th day of ensuing month No error	5- No error 1- With error or deficiency	NTR	5- Submitted to COA on the 7th day of ensuing month 4- Submitted to COA on the 8th day of ensuing month 3- Submitted to COA on the 9th day of ensuing month 2- Submitted to COA on the 10th day of ensuing month 1- Submitted to COA on the 11th day of ensuing month
16. Annual Budget, Annual Investment Plan and Annual Procurement Plan prepared and submitted	Submitted on the deadline No error	5- No error 1- With error or deficiency	NTR	5- Submitted 5 days before deadline 4- Submitted 1-4 days before deadline 3- Submitted on the deadline 2- Submitted 1 day after the deadline 1- Submitted more than 1 day after the deadline
17. Annual Information Return of Creditable Income Taxes Withheld 1604-E .Annual Information Return of Income Taxes Withheld on compensation and final w/holding taxes 1604-CF Annual Income Tax Return 1702-Ex Quarterly Income Tax return 1702Q	Submitted on the deadline No error	5- No error 1- With error or deficiency	NTR	5- Submitted 5 days before deadline 4- Submitted 1-4 days before deadline 3- Submitted on the deadline 2- Submitted 1 day after the deadline
18. Daily Collection reports prepared by field collectors	Submitted to Cashier at 4:45 PM no error	5- no error	NTR	5- Submitted to Cashier at 4:30 PM

		1- With error or deficiency		<ul style="list-style-type: none"> 4- Submitted to Cashier at 4:40 PM 3- Submitted to Cashier at 4:45 PM 2- Submitted to Cashier at 4:50 PM 1- Submitted to Cashier at 5:00 PM
19. Daily Collection reports prepared by Cashier	Submitted to the Accountant before 10:30 AM of the following day; no error	<ul style="list-style-type: none"> 5- no error 1- With error or deficiency 	NTR	<ul style="list-style-type: none"> 5 - Submitted to the Accountant before 9:00 AM of the following day 4 - Submitted to the Accountant before 10:00 AM of the following day 3 - Submitted to the Accountant before 10:30 AM of the following day 2 - Submitted to the Accountant before 11:00 AM of the following day 1 - Submitted to the Accountant beyond 11:00 AM of the following day
SUPPORT FUNCTIONS: 1. Reports on the following prepared and submitted to CSC Monthly Report on Employee Accession & Separation Project DIBAR	100% reports submitted to CSC; Submitted on the 5th day of the ensuing month	NTR	<ul style="list-style-type: none"> 5- 100% reports submitted to CSC 1- not all reports submitted 	<ul style="list-style-type: none"> 5- submitted on the 3rd day of the ensuing month 4- submitted on the 4th day of the ensuing month 3- submitted on the 5th day of the ensuing month 2- submitted on the 6th day of the ensuing month 1- submitted beyond 6th day of the

				ensuing month
2. Deliveries of construction materials, supplies, equipment or tools from suppliers counted, inspected and accepted	Finished within 3 hours after delivery 2 minor errors	5- Error-free (100% accurate) 4- 1 minor errors 3- 2 minor errors 2- 3 minor errors 1- more than 3 minor errors	NTR	5- Finished within 1 hour after delivery 4- Finished within 2 hours after delivery 3- Finished within 3 hours after delivery 2- Finished within 4 hours after delivery 1- Finished more than 4 hours after delivery
3. Monthly GSIS Electronic Remittances, Pag-ibig, PHIC prepared	Prepared 1 day before due date Error-free (100% accurate)	5- Error-free (100% accurate) 1- with errors	NTR	5- Prepared 3 days before due date 4- Prepared 2 days before due date 3- Prepared 1 day before due date 2- Prepared on due date 1- Prepared 1 day or more after due date
4. Records of employees maintained and updated	Updated 90%-94% of all personnel records; data recorded within 2 days after receipt; 3-4 errors	5- No error 4- 1-2 errors 3- 3-4 errors 2- 5-6 errors 1- more than 6 errors	5- updated 100% of all personnel records 4- 95%-99% of all personnel records 3- 90%-94% of all personnel records 2- 85%-89% of all personnel records 1- below 85% of all personnel records	5- data recorded within 1 day after receipt 4- data recorded within 1 1/2 days after receipt 3- data recorded within 2 days after receipt 2- data recorded within 2 1/2 days after receipt 1- data recorded within 3 days or beyond after receipt
5. Minutes of Board of Directors meetings prepared Board Resolutions encoded	Prepared within 1 1/2 day after Board meeting; 3-4 minor errors	5- No error 4- 1-2 minor errors 3- 3-4 minor errors 2- 5-6 minor errors 1- more than 6 minor errors	NTR	5- Prepared within 4 hours after Board meeting 4- Prepared within 1 day after Board meeting 3- Prepared within 1 1/2 day after Board meeting

				2- Prepared within 2 days after Board
6. Technical and maintenance personnel supervised	Performed 90%-94% technical and maintenance personnel supervised; Done routinary supervision 2 days after the prescribed period	NTR	5- Performed 100% technical and maintenance personnel supervised 4- Performed 95%-99% technical and maintenance personnel supervised 3- Performed 90%-94% technical and maintenance personnel supervised 2- Performed 85%-89% technical and maintenance personnel supervised 1- Performed below 85% technical and maintenance personnel supervised	5- Done routinary supervision within the prescribed period 4- Done routinary supervision 1 day after the prescribed period 3- Done routinary supervision 2 days after the prescribed period 2- Done routinary supervision 3 days after the prescribed period 1- Done routinary supervision more than 3 days after the prescribed period
7. Cash advance liquidated	Cash advance liquidated 14 days after completion of travel	NTR	NTR	5- liquidated 5 days after completion of travel 4- liquidated 6 days after completion of travel 3- liquidated 14 days after completion of travel 2- liquidated 15-30 days after completion of travel 1- liquidated beyond 30 days after completion of travel
8. Records kept and maintained properly	Records kept can be accessed within 16-20 mins; 2 complaints on records filing /keeping	5- no complaint on records filing /keeping 4- 1 complaint on records filing /keeping 3- 2 complaints on records filing /keeping 2- 3 complaints on records filing /keeping 1- more than 3 complaint on records filing/keeping	NTR	5- Records kept can be accessed within 10 mins 4- Records kept can be accessed within 11-15 mins 3- Records kept can be accessed within 16-20 mins 2- Records kept can be accessed within 21-25 mins 1- Records kept can be accessed beyond 25 mins
9. Monthly Meter Reading Sheet prepared	Submitted to Billing Clerk at 4:45 PM ; no error	5- no error	NTR	5- Submitted to Billing Clerk at 4:30 PM 4- Submitted to Billing Clerk at 4:40 PM 3- Submitted to Billing Clerk at 4:45 PM

		1- With error or deficiency		2- Submitted to Billing Clerk at 4:50 PM 1- Submitted to Billing Clerk at 5:00 PM
10. Maintenance of building and grounds, vehicles and equipment	Cleaned premises from 10:00-1:00 in the afternoon 2 complaints	5- Thoroughly cleaned, no complaints 4- 1 complaint 3- 2 complaints 2- 3 complaints 1- more than 3 complaints	NTR	5- Cleaned premises from 8:30-11:30 in the morning 4- Cleaned premises from 9:00-12:00 noon 3- Cleaned premises from 10:00-1:00 in the afternoon 2- Cleaned premises from 11:00-2:00 in the afternoon 1- Cleaned premises from 1:00-4:00 in the afternoon