



Republic of the Philippines  
**PILI WATER DISTRICT**

Sta. Rita Agro Industrial Park ,San Jose ,Pili ,Camarines Sur  
 ☎ (054) 477 - 7136; (054) 477 - 7131/477 - 7133 Local 102 - 116  
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## 2019 PERFORMANCE TARGETS

MAJOR FINAL OUTPUTS	PERFORMANCE TARGETS
<b>OPERATIONS:</b>	
Process Improvement of Agency Services	Improvement in the efficiency of rendering customer services.
Improved Client Satisfaction for Customer Services	Reduced complaints in the quality of frontline services provided by personnel.
<b>IMPROVE SUPPORT TO OPERATION SERVICES:</b>	
QMS Certification	Compliance with the Quality Management System standards.
<b>IMPROVE GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS):</b>	
Sustained Compliance with Audit Findings	Resolve at least 30% of COA findings as stated in the COA Audit Observation Memo (AOM) covering prior years until December 31, 2017.
Budget Utilization Rate (BUR) for Capital Expenditures	At least 85% of budget for budgeted Capital Expenditures for the year is expended.
Prompt submission of COA Financial Reports and other reportorial requirements of other government agencies	100% compliance of reportorial requirements to LWUA and Commission on Audit (COA)
Compliance with Procurement Document Requirements:	Posting of Procurement Documents within the target set by regulatory agencies not later than the prescribed period.
<b>GOOD GOVERNANCE CONDITIONS:</b>	
Compliance with Transparency Seal requirements	Posting of all reportorial requirements to website on or before October 1, 2019.
Posting/Updating the PhilGEPS of all invitation to Bods and awarded contracts.	100% of transactions above Php 1 million are posted on or before January 31, 2020.
Maintain and update Citizen's Charter	Compliance with the Citizen's Charter requirements for frontline services of the district.

	2019.
Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosures Posting of Agency's System Ranking Delivery Units	Guidelines of the Agency Review and Compliance of Statement and Financial Disclosures and System of Ranking of Delivery Units posted on the website on or before October 1, 2019.
Compliance with Freedom of Information (FOI)	100% Compliance with the FOI requirements on or before the prescribed period.
Submit Agency Report on Ranking of Delivery Units	Submit Agency Report on Ranking on or before February 28, 2020.

Approved by:



**PAULINO S. CUNANAN**  
General Manager