


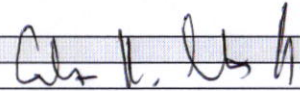
Division Performance Commitment and Review Form (DPCR)

I, **Emmanuel Enrico A. de Vera**, Division Manager B - Engineering, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period January 1 to June 30 and July 1 to December 31, 2016.



 Signature of Division Head

 Date:

Approved by:  _____

 Engr. Carlos N. Santos Jr.
 Head of Agency

Date: _____

- | |
|-----------------------|
| 5 - Outstanding |
| 4 - Very Satisfactory |
| 3 - Satisfactory |
| 2 - Unsatisfactory |
| 1 - Poor |

| Engineering Division | | | | | | | | | |
|--|--|----------------|-----------------------------------|------------------------|---|-----|---|---|---------|
| MFO/ PAP | SUCCESS INDICATORS (TARGETS + MEASURES) | Alloted Budget | Division/ Individuals Accountable | Actual Accomplishments | Rating | | | | Remarks |
| | | | | | QTY | QLY | T | A | |
| Approved applications for new connections. | 1,479 applications for new connections approved, complying SMWD standards and specifications. | | | | | | | | |
| Approved newly installed water meters. | Newly installed water meters inspected four (4) days after installation; and complying SMWD standards and specifications. | | | | | | | | |
| | 10 Newly installed water meters provided with concrete meter base in one (1) day; and complying SMWD standards and specifications. | | | | | | | | |
| Accurate water meters. | 45 pieces of water meters tested for accuracy every water meter testing day. | | | | | | | | |
| Restored concrete surface. | 30 linear meters of concrete surface restored in one (1) day with compliance to SMWD standards and specifications. | | | | | | | | |
| | | | | | | | | | |
| | | | | | Total Rating (Engineering Division) | | | | |
| | | | | | Final Average Rating (Engineering Division) | | | | |

| Construction and Maintenance Division | | | | | | | | | |
|---|--|----------------|-----------------------------------|------------------------|--|-----|---|---|---------|
| MFO/ PAP | SUCCESS INDICATORS (TARGETS + MEASURES) | Alloted Budget | Division/ Individuals Accountable | Actual Accomplishments | Rating | | | | Remarks |
| | | | | | QTY | QLY | T | A | |
| Pipelines laid. | 4,500 lm. of pipelines laid complying SMWD standards and specifications. | | | | | | | | |
| New water meters installed. | 1,479 New water meters installed in seven (7) days upon payment of guarantee deposit; and complying SMWD standards and specifications. | | | | | | | | |
| Old water meters replaced. | 1,570 old water meters replaced complying SMWD standards and specifications. | | | | | | | | |
| Water meter cluster rehabilitated and standardized. | 132 water meter cluster rehabilitated and standardize; and complying SMWD standards and specifications. | | | | | | | | |
| Leaks repaired. | Mainline leaks repaired in 7 hours upon receipt of M.I.O.; and complying SMWD standards and specifications. | | | | | | | | |
| | Supply line leaks repaired in 3 hours upon receipt of M.I.O.; and complying SMWD standards and specifications. | | | | | | | | |
| | Meter stand leaks repaired in 2 hours upon receipt of M.I.O.; and complying SMWD standards and specifications. | | | | | | | | |
| | Service line leaks repaired in 2 hours upon receipt of M.I.O.; and complying SMWD standards and specifications. | | | | | | | | |
| | | | | | Total Rating (Construction and Maintenance Division) | | | | |
| | | | | | Final Average Rating (Construction and Maintenance Division) | | | | |
| Water Resource Division | | | | | | | | | |
| MFO/ PAP | SUCCESS INDICATORS (TARGETS + MEASURES) | Alloted Budget | Division/ Individuals Accountable | Actual Accomplishments | Rating | | | | Remarks |
| | | | | | QTY | QLY | T | A | |
| Securing water quality at all points of the water supply system. | Maintained chlorine residual of not less than 0.3 ppm at all points. | | | | | | | | |
| Provide adequate water supply. | Produced 3.9 million cu.m of water. | | | | | | | | |
| Ensuring that all pumps are maintained and well operated. | Pump monitoring forms for all pump stations completely accomplished four and a half (4 1/2) times daily. | | | | | | | | |
| Ensuring that all critical pressure points are monitored. | Pressure monitoring forms accomplished three (3) times daily. All pressure points shall be read and completely recorded. | | | | | | | | |
| Accomplished and properly attended complains regarding water supply quantity and quality. | All issued Production and Inspection Order accomplished within 24 hours with complete relevant details. | | | | | | | | |
| | | | | | Total Rating (Water Resource Division) | | | | |
| | | | | | Final Average Rating (Water Resource Division) | | | | |

| Customer Services Division | | | | | | | | | |
|---|--|----------------|-----------------------------------|------------------------|---|-----|---|---|---------|
| MFO/PAP | SUCCESS INDICATORS (TARGETS + MEASURES) | Alloted Budget | Division/ Individuals Accountable | Actual Accomplishments | Rating | | | | Remarks |
| | | | | | QTY | QLY | T | A | |
| New Service Connection Application | 1,479 New Service connection applications processed. Each application shall be processed in 26 minutes with complete and correct details. | | | | | | | | |
| Service Complaints/Requests (MIO/PIO/BVIO/DO/RO) | All Service Complaints/Requests(MIO/PIO/SO) processed & forwarded with complete details in 4 hrs. | | | | | | | | |
| | All issued BVIO and DO accomplished accurately with complete details in 8 hours upon receipt. | | | | | | | | |
| | All Reconnection orders issued should be accomplished in 4 hrs. Reconnection orders issued after 3:00 pm will be reconnected the following day. | | | | | | | | |
| Orientation program conducted for new service connections | 1,100 applicants for new service connection shall attend orientation program. The orientation program must be delivered with complete and correct details. | | | | | | | | |
| Water Saver Educational Campaign | 4 Water saver educational campaign shall be conducted with complete and correct details. | | | | | | | | |
| | | | | | Total Rating (Customer Services Division) | | | | |
| | | | | | Final Average Rating (Customer Services Division) | | | | |
| Final Average Rating | | | | | | | | | |

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|-------------------------|
| Final Rating by: |
| Position: |
| Date: |

Legend: 1 - Quantity 2 - Efficiency 3 - Timeliness 4 - Average