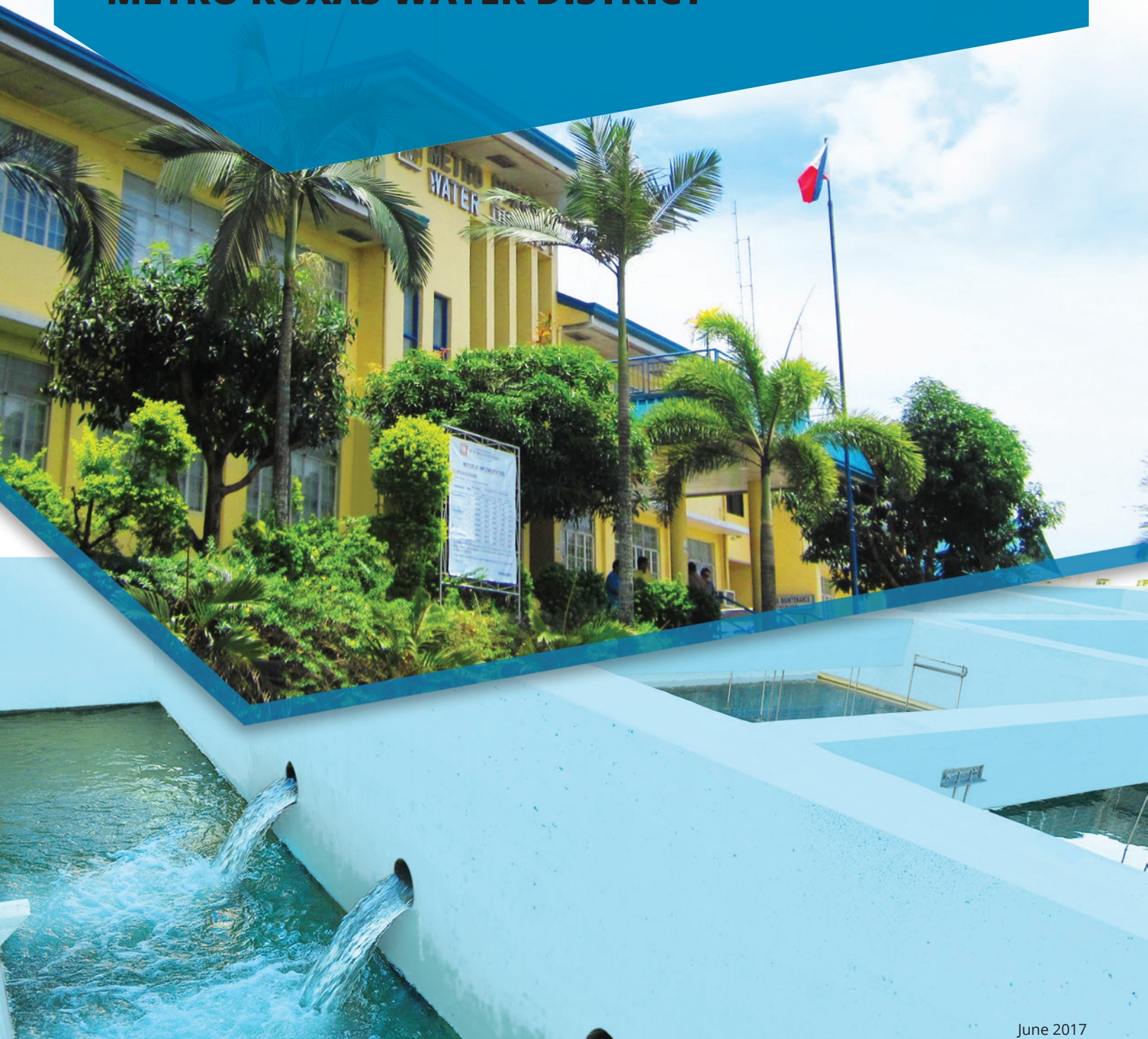


ANNUAL REPORT 2016

METRO ROXAS WATER DISTRICT



June 2017

METRO ROXAS WATER DISTRICT
MRWD Bldg. Roxas City Capiz Philippines 5800
metroroxaswd@gmail.com
(036)-6210-044 / (036)-6217-382
<http://metroroxaswd.gov.ph>

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The background image shows a wastewater treatment plant with several rectangular concrete basins. A metal walkway with railings runs along the left side of the basins. In the background, there are trees and a hill under a cloudy sky. A semi-transparent blue rectangle is overlaid on the upper part of the image, containing the text 'TABLE OF CONTENTS'.

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ABOUT US FOREWORD

METRO ROXAS WATER DISTRICT is a government owned and controlled corporation duly organized and existing under Presidential Decree No. 198, as amended, with office address at MRWD Building Kilometer 1, Roxas City. It was formed on October 20, 1976 by virtue of Sangguniang Panglungsod Resolution No. 45, Series of 1976.

Subsequent to the grant of the Conditional Certificate of Conformance (CCC) No. 032 on January 20, 1977, the then Roxas City Water District (RCWD) has inevitably grown from a small water district catering only about 1,152 water connections and now categorized as Category B water district with a total number of 29,409 service connections to date.

MRWD's main water source is the Panay River, where raw water is treated in the Water

Treatment Plant with a water production capacity of 30,000 cubic meters per day.

MRWD water services cover the areas of Roxas City, Municipalities of Panay, Panitan and Ivisan, even reaching the Olotayan Island thru the operation of its water barge service. It also supplies the Municipality of Sigma thru the bulk sales services.

This thrust of service is anchored in the aim to ensure the efficient and sustainable delivery of adequate, clean, safe and potable water that conforms with the Philippine National Standards for Drinking Water.





VISION

TO HELP in the upliftment of the quality of life and the enhancement of economic activities in our service area through the delivery of safe, adequate, and affordable water.

MISSION

Effectively and efficiently source, treat and deliver adequate and safe water.

To build and maintain an organization responsive to the needs of our customers;

Continuously uplift the skills and well-being of our employees.

Chairman's Message



Warm greetings to All!

In the year just passed, your Metro Roxas Water District (MRWD) successfully attained its targets and set notable records, in terms of organizational milestone, financial performance and satisfying the demands of its concessionaires, despite the challenges brought about by global climate change and kaleidoscopic shift of economic and political environment.

The internal and external challenges courageously hurdled by MRWD in the previous year, have bolstered the morale of its workforce and cemented Management's sense of purpose and dedication to public service. The revenue stream registered an impressive increase of 16.70% over the preceding year that resulted in a whopping net income of Php60,597,602.16. With the robust financial performance surfing the MRWD corners, the District's net cash inflow ballooned to Php40 million as of the year end.

Over the last five (5) years, the District allocated substantial internally generated funds that culminated in the reduction of its Non-Revenue Water (NRW) level from a high of 32% in 2010, to an impressive industry standard of 19.93% last year, surpassing the seemingly elusive target for the year. This significant gain augmented available water supply and significantly reduced waste water cost.

As we continue to cope with the rapid economic development in Roxas City and the countryside, MRWD expanded its Level III services by 1,536 new service connections bringing the total active service connections to 30,945 as of year-end. This remarkable achievement was due in part to the completion of water-pipeline expansion project in five (5) barangays in Roxas City, and one (1) barangay each in Ivisan and Panitan, Capiz.

Aside from MRWD's commitment to provide adequate and affordable potable water supply to its concessionaires, the District consistently and vigorously pursued all possible means and avenues to fully address the concerns of its customers.

In 2016, the District upgraded and enhanced its Geographical Information System (GIS), the prime objective of which is to facilitate easy access of concessionaire's concerns and trouble shooting. In addition, the District's In-House Queuing System was further upgraded to enhance the quality of essential services. Specifically, the long line of queues in the Customer Service Area was significantly cut to expedite the delivery of over-the-counter services.

As the District gears up for the forthcoming Freedom of Information policy, the MRWD Management has intensified its social media accounts on Facebook and Gmail to ensure immediate availability and exchanges of relevant information to and from the District's customers. This new generation platform of social inter-action with customer would effectively bring the District closer to the public.

The gains and accomplishments of the preceding year must be sustained or even further enriched, through continuing review and monitoring of systems and procedures to enhance transparency and eliminate unwanted bottlenecks in the processing of financial and other routinely transactions, conformably with existing policies and applicable rules, laws and regulations. Towards this end, the Interim Board of Directors strengthened the Internal Control Office (ICO) by way of giving authority to the Senior Internal Control Officer to review and check the accuracy and reliability of all monetary transactions and to submit monthly reports to the Board on audit observations, if any, to ensure efficient, effective, and economical operations, as well as to ensure compliance with laws and regulations, and strict adherence to Board approved policies. As mandated under the revised IRR of Republic Act No. 9184, otherwise known as the Government Procurement Reform Act, the Interim Board of Directors has passed resolutions and issued directives to the Bids and Awards Committee to ensure compliance with relevant provisions of the Procurement Law particularly on transparency, competitiveness, streamlining of procurement processes, and accountability.

To my mind, the most important accomplishment in 2016 was the consummation of the refinancing by the Land of the Philippines (LBP) of MRWD's loans with LWUA in the amount of Php900 million. Under the terms of the Refinancing Agreement, the refinanced amount would be payable in twenty (20) years. The interest rate on the refinanced loans was fixed at 5.0% p.a. for five (5) years, in lieu of LWUA's interest rate of 8.2% p.a. Thereafter, the interest rate shall be subject to annual review. This should enable MRWD to generate savings of about Php4 million per month for the next five (5) years. The expected savings would be used to fund the Districts Capital Expenditures Program to improve, rehabilitate and expand its water supply distributions systems. With this significant accomplishment, the District ultimately shelved the implementation of the second tranche of its approved water rate increase of 19%, as earlier agreed upon with representatives of the Roxas City civic oriented groups.

In our quest to be one of the best Water Districts in the region, investment must likewise be allocated to the District's most important asset - the MRWD's employees' welfare and interest. Thus, in 2016 the MRWD Management and the MRWD Employees Union executed the Collective Negotiation Agreement (CNA) effective from year 2017 until 2019. Likewise, CNA incentives sourced from the MOOE item-savings allowed by law were given to all qualified MRWD officers and employees pursuant to the CNA provision in the year-end. Likewise, the grant of 2015 Performance Based Bonus (PBB) to all qualified officers and employees was also authorized by the Board, in line with DBM Circular No. 2015-1.

In the last quarter of 2016, the District topped the Anti-Red Tape Act (ARTA) Report Card Survey garnering a final numerical rating of 87.35% - the No.1 in the whole Province of Capiz. The report card was based on the interviewed client response and final inspection checklist pursuant to the provisions of Republic Act 9485. This recognition is a testament of the District's excellence coupled with effective Management and collective effort of all dedicated employees.

Indeed, 2016 has provided the District the impetus and the challenges that gave its workforce the strength and collective thrust that catapulted us where we are right now – a financially stable and socially responsive institution serving its best.

Finally, I wish to thank my colleagues in the Interim Board for their steadfast support, valuable insights, and cooperation, the Management and its officers and staff, for their continued perseverance and hard work. Equally important, I thank our Local Government Executives and Officials. I also wish to thank all MRWD's concessionaires for their support and understanding in our most trying times. Lastly, to the Board of Trustees and Management of LWUA, for reposing its trust and confidence in the Interim Board of Directors, for the time being, and for giving us the rare opportunity to serve the people of Roxas and the Province of Capiz – my sincerest and heartfelt gratitude.


(sgd.) ATTY. RODELO G. FRANCO
CHAIRMAN

General Manager's Report

My Heartfelt Salutations!

I am glad to report to you that year 2016 was another best year for the District. Notwithstanding the tough times we have encountered, 2016 created an opportunity for the men and women of MRWD to work harder, refocused and confidently ride in the momentum of the preceding year. No doubt, 2016 was marked outstanding in terms of financial growth, internal control policies, institutional pioneering and compliance in good governance. 2016 was a notable year in terms of financial performance. Combined revenue from water sales and other service related activities increased by 16.70% to Php340Million from Php291Million in 2015. Accordingly, our consolidated net income has significantly improved by 59% compared to last year – an unprecedented outstanding performance. These improvements were a result of persistent financial administration coupled with operating efficiencies within its service areas.

As we cope with the speedy progress of Roxas City and its Province in terms of infrastructure, business, economic, and housing; the District registered another breakthrough by hitting the 30,000-mark service connections bringing the year-end figure to 30,945. This number goes with delicate responsibility – the duty to provide our concessionaires with potable and adequate water 24/7 or the least, during peak time of the day.

In bringing about commitment to service and espousing corporate responsibility, your MRWD invested to the cause of lowering its Non-Revenue Water (NRW). Almost 12% of our NRW was reduced from a high of 32% in 2010 to 19.93% in this year. The District perseveres to plugged pipe leakages and illegal connections as well as replaced defective water meters. It has also intensified its valve management program and developed the District Metering Area application. Because of the effects of the NRW reduction program, the District was able to accumulate a considerable amount of treated water to augment the high demand of supply not to mention the savings brought about by the cost of waste water.

Part of the institutional pioneering is the enhancement of Geographical Information System (GIS) which serves as an important tool in providing the reader with a basic understanding of a GIS, the types of data that are needed, the basic functionality of these systems, the role of three-dimensional analysis.

Moreover, the District has also internally industrialised a queuing system which serves to decongest the long-lines in the payment and customer service area. The directive to operationalize the Android Reading Equipment powered by a homegrown software designed by the IT group of the District booms efficient and quick reading of water meters. This android device may come in handy in taking pictures in cases of leakages, illegal connections and relevant others.

Meanwhile, the latest Billing and Collection project enables the concessionaires to get certain benefits, like the prompt and truthful billing



with the electronic meter reading and more comprehensive computer-generated ledger of the concessionaires' account reflected and readily available in the system's database. Constant monitoring and bringing in improvements in systems and procedures, particularly in billing in reference with COA observations.

The third quarter of the year was another milestone for the District's workforce because of the implementation of MRWD recategorization. With the upgrading of the District to Category B it has streamlined the staffing pattern which will bring about proper coordination and function within the crisscross field of Office's workflows. The District in the pursuit to uphold the welfare and interest of the workers' in the aim to perpetuate social justice particularly for labour, inked the approval of 2017-2019 Collective Negotiation Agreement (CNA) with the MRWD Employees Union. This agreement will not only casts economic benefits but also creates better terms and conditions in employment as well as provide improvements not fixed by law. In 2016 qualified MRWD Employees were able to receive their 2016 Collective Negotiation Agreement (CNA) Incentive in full amount in recognition of their hard work and cooperation in bringing about remarkable savings for the good of the District.

In order to further remunerate the outstanding performance of MRWD employees, the District through the Interim Board approved and implemented the First Tranche of salary increase effective January 1, 2016 pursuant to National Budget Circular No. 562, dated February 24, 2016, implementing Executive Order No. 201, s. 2016 (Modifying the Salary Schedule for Civilian Government Personnel and Authorizing the Grant of Additional Benefits for Both Civilian and Military and Uniformed Personnel).

Pursuant to the provisions of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act (ARTA) of 2007, the District underwent into an ARTA Report Card Survey in the 2nd quarter of 2016. The District bested other government agencies and offices with a final rating of 87.35% or Final Descriptive Rating of GOOD in ARTA implementation which made Metro Roxas Water District the No. 1 agency in the whole Province of Capiz. Correspondingly, the report card was based on interviewed clients' responses and the findings of the final inspection checklist.

In 2016 our Internal Control Office (ICO) was further strengthen and outfitted in order to bolster management supervision, promote good control corporate governance, and to ensure sound managerial decisions related to the internal audit. The ICO has come out with audit observations and findings which most of the time pave the way for the Board and Management to forge opportune and judicious policies, issuances and orders instrumental for thriving corporate operations.

One of the highlights if not the best that the District endeavoured in 2016 was the successful perfection, execution and implementation of the refinancing program involving MRWD, LWUA and Land Bank of the Philippines (LBP). The project has apparently propelled the District's finances and cash flow. It has surgically stopped and prevented the haemorrhaging of MRWD's resources – so to speak. The refinancing program gave the District a breathing space as it is going to booked of about Php4Million savings amount. This is made possible brought about by the effect of the reduction of interest rate from 8.2% per annum to 5% per annum of the Php930Million from LWUA taken by the LBP. The savings that will be generated from this project will fund significant improvements and expansion of the District's water supply and distribution systems.

As we continued to build the District towards the challenges of the future. We always see the need of fulfilling first the commitment and service that our concessionaires-deserves no less. We look forward with optimism, in the years to come. We aim and aspire to achieve a local water district that will cater the needs and necessities of our concessionaires by way of providing potable, safe and adequate water – 24/7 in all our service area.

Before I end, I wish to thank the commitment and valuable guidance provided by our Interim Board led by our Chairperson - Atty. Rodelo G. Franco and the enabling help of our Local Chief Executive, Officials and Officers. Likewise, I thank our management team and all employees for their untiring assistance and hard work. I also acknowledge our valued concessionaires for their continued trusts and support in all these years.

Madamo guid nga Salamat sa inyo tanan...


(sgd.) **ENGR. GONZALO GLEN B. DELGADO**
General Manager

Interim Board of Directors



ATTY. RODELO G. FRANCO
Chairman



DR. ANTONIO A. BALGOS
Vice-Chairman



ENGR. JESUS M. DIAZ
Secretary



ENGR. BYRON A. CARBON
Member



METRO
WATER BUREAU

NOTICE TO THE PUBLIC
MAY 15, 2018

WATER SUPPLY	WATER SUPPLY	WATER SUPPLY	WATER SUPPLY
1.000	1.000	1.000	1.000
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MAINTENANCE
DIVISION

ADMINISTRATIVE STRUCTURE



ENGR. GONZALO GLEN B. DELGADO
General Manager



ATTY. DANTE A. ARCANGELES
OIC-Management Services
Division



RUTH L. JAMORA
OIC-Cash Management & Budget
Division



WINIFRED O. DELA PEÑA
General Services
Division



ENGR. LIZALYN B. BAYLON
Construction & Maintenance
Division



ENGR. VINCENT I. VILLASIS
Property/Supply and Procurement
Division



ELITA M. FRANCISCO
Human Resource
Division



MA. ROSARIO MOSES D. ALBA
OIC-Accounting
Division



TERESITA A. DELOTAVO
Customers Account
Division



LILIBETH A. ARLUZ
Customer Service
Division



ENGR. MANUEL SALAZAR
Planning and Design
Division



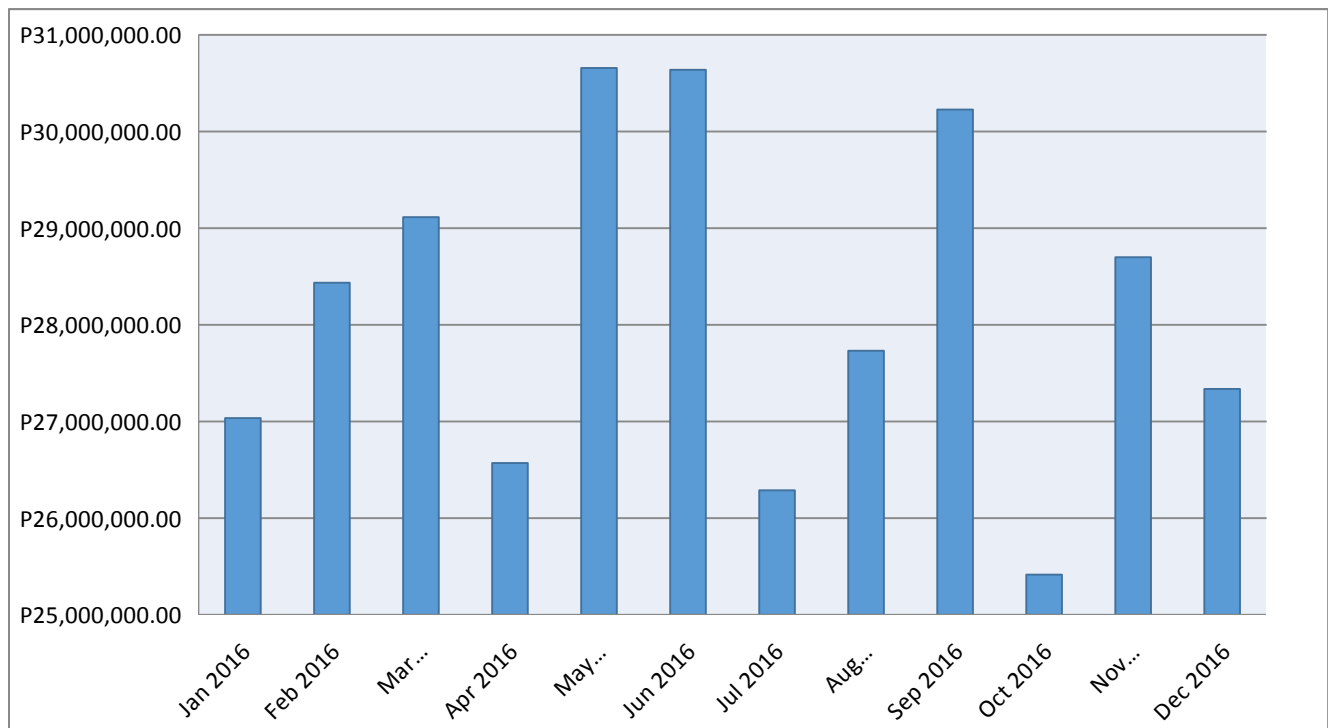
ENGR. ZALDY A. LACSON
Water Resources
Division

CASH MANAGEMENT & BUDGET DIVISION

The Cash Management and Budget Division has four (4) personnel with the position of Senior Cashier, Cashier B, Corporate Budget Analyst A, and Corporate Budget Assistant who have successfully delivered the needed services for the year 2016 and accomplished the following major functions:

1. Received, cash counted, evaluated, recorded and deposited all collections for the year in the amount of Three Hundred Thirty Eight Million One Hundred Forty Eight Thousand Seven Hundred Four Pesos and 99/100 (P338, 148,704.99).
2. Processed check issuances for disbursement vouchers, computed withholding taxes, and prepared BIR forms for all suppliers.
3. Monitored all expenses against approved budgets.
4. Timely prepared all monthly remittances for GSIS, BIR, Pag-Ibig, & Philhealth.
5. Fully disbursed all approved wages/salaries/benefits, and check payments.
6. Submitted all required reports such as daily and monthly collection reports, and liquidated disbursements.
7. Coordinated with all Division Heads and consolidated annual corporate budget for review and approval of the Board of Directors.
8. Regularly monitored MRWD's bank accounts for reconciliation, up-dates, renewal, and placement of funds.

Graphic Presentation of 2016 Collection



COLLECTION SUMMARY REPORT

Month	2015 Collection Summary	2016 Collection Summary
January	23,789,798.24	27,035,002.20
February	22,521,882.10	28,435,456.74
March	23,854,016.07	29,113,991.10
April	21,557,355.16	26,570,163.51
May	23,927,802.92	30,657,011.95
June	27,300,470.38	30,638,428.66
July	25,141,874.70	26,288,037.74
August	21,654,801.77	27,731,793.66
September	26,656,300.13	30,227,084.14
October	29,189,963.47	25,415,661.59
November	24,646,365.18	28,699,394.32
December	28,928,002.90	27,336,679.38
Total	P 265,864,486.33	P 338,148,704.99

Also, the employees of the division have actively participated in the District's programs and activities like World Water Day, office religious obligation, and some are members of the "Tubi" Newsletter staff.



CONSTRUCTION & MAINTENANCE DIVISION

At the Construction and Maintenance Division, CMD, we are firmly “**C**ommitted to **M**aintain and **D**istribute” maintain water lines, and distribute water to concessionaires through installation of service lines.

We are striving to achieve outstanding customer service especially to our concessionaires who are the reason for the existence of this water utility. From the installation of service connection to the repair of leaking pipes, CMD provides a variety of essential functions.

CMD Division Manager (DM) holds a monthly meeting with CMD supervisors and if necessary a meeting with every section to monitor the activities of the division, mentoring on personnel performance, and to innovate strategies for the improvement of the division’s performance.

We also aim customer satisfaction through a variety of innovative strategies and initiatives. For the installation of service connection, we provide all the necessary materials for the convenience of applicants/concessionaires and in order not to delay the installation. Due to the road widening project of the Department of Public Works and Highways (DPWH), we relocated all affected service lines, provided necessary materials before and after the water meter without a single centavo spent by our concessionaires.

An incorrect mounting position of the water meter increases the friction of the moving parts which is one of the factors that affect water meter accuracy.

At CMD, we established a standard design for installation of water meter especially for cluster connections: “Cluster A”, “Cluster B”, “Cluster C” and “Cluster D”. Once a new water meter is added to the existing connection, the mounting position will be corrected to adapt a new design. For pipeline extension/expansion, we cluster water meters in order to minimize the tapping point/distribution line boring, thereby, source of possible leakage would also be minimized.

CMD is composed of 34 Regular Employees and 26 Job Order Personnel. In order to effectively carry out the activities of the division, it is divided into four (4) sections:

- a) Construction and Installation Section, headed by Engr. Riann Brillo;
- b) Disconnection Section, headed by Nelin Andong;
- c) Reconnection Section, headed by Benedicto Bueno; and
- d) Leak Repair Section, headed by Bobby Dela Cruz.

Each section is divided into 3 to 5 groups for various construction and maintenance works and other tasks assignment on the field.

We, at CMD, will continue to find better and efficient ways to serve our concessionaires and we are striving to address their needs and expectations to the best of our ability with efficiency, courtesy, and speed.



NEW SERVICE CONNECTIONS INSTALLED

Month	CY 2014	CY 2015	CY 2016
January	119	103	192
February	156	118	152
March	145	226	205
April	165	187	237
May	210	198	290
June	178	260	246
July	142	229	138
August	135	150	171
September	116	166	155
October	128	192	126
November	141	131	136
December	96	235	126
Total	1,731	2,195	2,174

CONSTRUCTION & MAINTENANCE DIVISION

Accomplishments

A. Construction and Installation Section

This section is responsible for expansion projects, upgrading/relocation of pipelines, and installation of new service connection including alteration of service connection.

Installation of New Service Connection

Prior to the application for service connection, we inspect the proposed service connection at the earliest possible time to determine the necessary materials to be used for the installation which will also be the basis of installation charges. We provide all the necessary materials for the service connection for the ease of applicants and in order not to delay the schedule of installation. For a speedy action to applications for new service connection, we are doing our best to install within 2 to 5 working days from the date of application.

This year 2016, we installed a total of 2,174 new service connections which is 8.70% above our annual target. We also altered 524 service connections.

Expansion Projects

CMD extends water distribution lines in various service areas. Seven (7) barangays was privileged to have access to potable water in 2016 with the water pipe line right in front of their households. A total length of 2,604 linear meters of PVC pipes; 1,884 linear meters of 50mm diameter and 720 linear meters of 100mm diameter were completely laid at the following barangays with a total project cost of P1,884,103.05:

1. Barangay Mongpong, Roxas City (Aguiling to Oakwood Subdivision)
2. Barangay Tiza, Roxas City (Bankiling)
3. Barangay Baybay, Roxas City (Villa Carmela, Arnaldo Blvd.)
4. Barangay Milibili, Roxas City (Miniville)
5. Barangay Lanot, Roxas City (Sitio Mangga)
6. Poblacion Norte, Ivisan, Capiz (Sta. Ana Village)
7. Intampilan, Panitan, Capiz (Intampilan extension)

B. Disconnection Section

This section is responsible for the disconnection of service connection due to delinquent account and other requests.

We disconnected a total of 6,931 service connections in the year 2016. 93.33% were due to non-payment of water bills 5 days after the due date. The remaining 6.67% were requests for temporary disconnection mostly due to no occupant. We are monitoring these closed connections from time to time to prevent illegal withdrawal of water. There were 31 illegal connections apprehended from January to December 2016.

Other concessionaires' requests were also responded and we accomplished the following: checked 1,208 service connections for possible leakage; changed gate valve of 221 service connections; checked 154 service connections due to no water; and elevated water meters of 52 service connections.

Services	CY 2014	CY 2015	CY 2016
Disconnected	3,107	3,143	6,469
Reconnected	4,336	5,893	6,793
Leak Repair	2,348	2,029	2,313

CMD also augment collection efficiency through strict implementation of Disconnection Order. In order to ensure that disconnection due to delinquent account is strictly implemented, we took charge of the generation of Disconnection Order.

C. Reconnection Section

This section is responsible for there connection of service connection, change meter and closure at the tapping point of closed connections.

If numerous service connections were disconnected, 98% of which were also reconnected. For efficient public service and for the convenience of our concessionaires, were connect service connections on the same day concessionaires applied for reopening or on the following working day for later applicants. A total of 6,793 service connections were reconnected in the year 2016; 144 of which were altered at the tapping point.

Other than the Non-Revenue Water (NRW) Reduction team accomplishments for change meter, CMD had also changed 1,443 inaccurate/defective water meters.

Due to the DPWH road widening projects, we transferred 540 water meters. We also closed 153 service connections at the tapping point; most of which were closed service connections for a long period that could be the possible cause of illegal connection.

To ensure that water meters register the correct water consumption, we calibrate new and old water meters before the installation. A total of 8,224 water meters were calibrated in the year 2016; 3,710 new water meters and 4,514 old water meters.

D. Leak Repair Section

This section is responsible for the repair of leakages and flushing of pipeline.

Water pipeline leakage is one of the major causes of Non- Revenue Water (NRW). CMD is responsive to leak reports and fix leakages within 24 hours. From January to December 2016, we repaired a total of 2,313 leaking pipes: 2,208 service connection leaks, 101 distribution line leaks, and 4 transmission line leaks. We also flushed distribution lines at blow off valves/end points for 226 times in various areas.

2,174 new service connections installed in 2016

8.70%
above our annual target

OTHER SERVICES RENDERED

Other concessionaires' requests were also responded and we accomplished the following:
checked 1,208 service connections for possible leakage; changed gate valve of 221 service connections; checked 154 service connections due to no water; and elevated water meters of 52 service connections.

98%
reconnected services,
a total of 6,793
reconnections in 2016

CUSTOMERS ACCOUNT DIVISION

Customers Account 2016 Year End Report is centered on the changes. These changes embody the influence and impact that MRWD generates while pursuing sustainability. This 2016 Year End Report celebrates these changes through the cooperation with our customers, local government units, business community, civil society groups, and its employees.

This Report highlights the innovations MRWD has accomplished with the community to become what it is today: a mission-driven organization dedicated to empowering people, protecting the environment, and enhancing sustainable development.

Over the years, MRWD remains a strong and vibrant organization with a purpose. The Company has always been guided by the belief that it has 'a mission to fulfil, not just a business to run' and is committed to these goals: uplifting life's quality and economic activities through safe & adequate water delivery, environmental integrity through effective and efficient sourcing and treatment of water, and social responsibility or personal growth through continuous improvement of skills and well-being of its employees. This commitment enables the Company to pursue initiatives and management strategies built on the trust and support of the community and establish partnerships that are mutually beneficial.

Comparative Highlights and Boundaries, the information contained in this report covers the period from January to December 2016. The name "MRWD" and the term "The District" refers to the Total Zone concessionaire of Roxas City (Metro Roxas) and its subsidiaries like Panay Water Supply (PWS), Panitan Water District (PWD) and Municipality of Ivisan Water System (IWS). Regarding the Local Water Utilities Administration (LWUA), the District's social investment arm, any related data and information included in this report is specific to Customers Account Division significant standpoints.

As MRWD intensified efforts to provide water to the community, we continue to maintain an eminent level of customer satisfaction on water availability, quality, metering, and the outstanding complaint resolution rate on all billing-related concerns. The same positive impact and sustained growth on our city(main coverage)area is now being replicated on our annex municipalities. We are also continuing our efforts in mitigating the risks associated with water security through our Non-Revenue Water (NRW) reduction program and the collection of Accounts Receivables on all in-active connections. Our Management thru our Planning & Engineering Department, creates social value through its programs and projects, among others, are working models of inclusive growth principles and changes.

Facts & Figures 2016

Overall Collection Efficiency at 99.15%
Collection Efficiency Rate
Satisfactory Collection
Efficiency Rating of 97.80%

Total collection for this year reaches P344,582,927.34. This includes the total collection for Water Sales at P 306,520,852.45, Non-Water Sales including other revenues at P 17,323,755.23 and previous year collectibles at P 10,369,159.83. This was based on the actual/Registered Water Consumption from January to December 2016.

CUSTOMER CENTRICITY

Providing efficient and reliable customer service is an essential performance indicator for a MRWD manager on the ground. A 24 x 7 hotline is available for Roxas City customer's requests or complaints and are immediately referred to Construction and Maintenance Division for quick action.

On payment options for water bill, customers are provided convenience through partnership with government owned banking institution whether for cash payment or through direct debit accounting system.

As more and more people have internet access through their mobile devices, social media has been an effective means of transmitting information in a faster manner. The company sends regular updates, information about on-going projects, water interruptions and program activities through Facebook and Twitter. Through these online platforms, feedback is also received instantly and management service representatives can respond promptly.

The company publishes a magazine, Tubi Newsletter, where customers are updated on new activities, advocacy programs and upcoming activities or projects.

Finally, to promote proper management of public transactions, the MRWD management positioned a Personnel Assistance Complaint Desk Officer regularly to perform "assist-the-line", where he/she can immediately get to know the sentiments and purpose of the walk-in customers better, get feedbacks on the service and address concerns in a faster manner.

This is in accordance with the mandate of the Republic Act No.9485, "An Act To Improve Efficiency In The Delivery Of Government Service To The Public By Reducing Bureaucratic Red Tape, Preventing Graft And Corruption, And Providing Penalties Therefor". Towards this end, to promote transparency in each division with regard to the manner of transacting with the public, the PACD among its responsibilities shall take appropriate measures and establish effective practices aimed as a "traffic-regulator" for walk-in customers being on the frontline. He or she shall encompass a program for the adoption of a simplified procedures and will reduce red-tape and expedite transactions with the general public.

Along with his/her general functions being on a frontline services he or she shall provide the following responsibilities:

1. Provide callers, visitors and other customers who come to transact business with the "appropriate" and necessary information;
2. Liaise with various division on all request for assistance as well as complaints by the general public;
3. Coordinate with various division to carry out its objectives and function to ensure that referrals are expeditiously acted upon and;

Provide suggestions/instructions pertaining to public's requests, grievances or requests.

CUSTOMERS ACCOUNT DIVISION

FACTS AND FIGURES

Total collection for this year reaches P 344,582,927.34. This includes the total collection for Water Sales at P306,520,852.45, Non-Water Sales including other revenues at P17,323,755.23 and previous year collectibles at P10,369,159.83. This was based on the actual/Registered Water Consumption from January to December 2016.

Computing these figures on the Projected/Budget Billing (Actual) for 2016, it would eventually establish a difference of 0.85% Overall Collection Efficiency at 99.15% Collection Efficiency Rate. This is based on the Year-End Computed Total Billing (Actual) which was P337,076,046.19; with determine amount for water sales at P313,693,943.74 and non-water and other revenues at P23,382,462.45

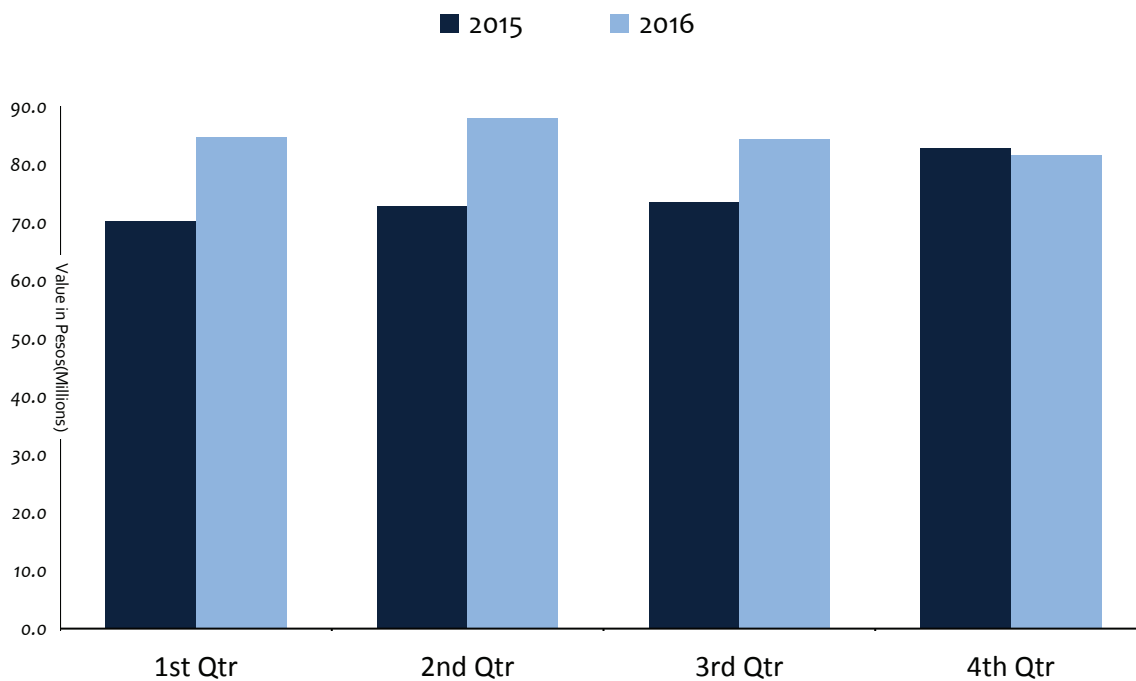
Analyzing these percentage ratio for Collection(Actual) based on the Actual Consumption Billing, it provided us an efficiency rating of 40.40%, for Water Sales with "On Time" Payments while, the percentage rate for Collection(Projected) as compared to Actual Billing for A/R (Net), have established the district a satisfactory collection efficiency rating of 97.80%, for the year 2016. On the other side, our previous months or "Late-Time" Payments, have shown some significant increased on numbers; which resulted on a high rating collection efficiency of 132% for 2016 on payment of all arrears or previous years account receivables.

QUARTERLY BILLING AND COLLECTION ON WATER SALES, NON-WATER SALES AND OTHER REVENUE IN 2016

Category	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Actual Billing on Water Sales	78,325,139.20	80,902,540.65	78,463,505.31	75,126,480.21
Actual Collection on Water Sales	78,218,106.04	80,615,862.10	77,671,007.33	74,961,484.13
Actual Billing on Non-Water and Other Revenue	1,947,715.00	1,981,625.00	1,982,300.00	2,095,510.00
Actual Collection on Non-Water and Other Revenue	6,365,716.81	7,250,768.02	6,575,908.22	6,490,251.16



Quarterly Comparison for
Collection: Water & Non Water Sales



CUSTOMERS SERVICE DIVISION

The Customer's Account Division, being an integral part of the Customer Services Department, have committed in promoting the cost saving measures or water efficiency awareness. Recently, we have enforced the use of suggestion boxes at customer service and reception areas.

This has shown to be useful, as it allow us to improve customer satisfaction, thus making it far more likely for the client to feel discomforted or dissatisfied. It was placed on tellers' front and complaint receiving desks; with questionnaires for customer to fill up.

2016 Service Applications and Complaints

Month	New Connections	Re-opening	Alterations	Maintenance Order	Service Request
January	207	656	78	383	137
February	188	506	49	267	150
March	215	576	51	258	115
April	252	612	51	193	120
May	301	577	37	248	156
June	194	379	49	258	139
July	145	514	53	273	135
August	191	520	28	293	108
September	170	528	46	400	107
October	99	477	22	374	64
November	142	486	49	333	54
December	156	455	24	303	64

2016 Growth Rate

Month	Residential	Government	Commercial / Industrial	Bulk	Total
January	27,660	248	1,433	88	29,429
February	27,696	248	1,430	88	29,472
March	27,817	248	1,456	89	29,610
April	28,105	247	1,477	92	29,921
May	28,397	247	1,469	88	30,201
June	28,681	249	1,468	87	30,485
July	28,783	250	1,407	83	30,523
August	28,863	252	1,409	84	30,608
September	28,899	248	1,408	84	30,639
October	28,971	247	1,409	84	30,711
November	29,034	249	1,411	82	30,776
December	29,204	244	1,411	86	30,945

TUBI NEWSLETTER



JANUARY 2016

PIA WESTERN VISAYAS

Awarded in January
2016 as the "Best
Agency Newsletter in
2015"

FEBRUARY 2016

PAWD

Awarded in February
2016 as the "Best
Publication Award -
Newsletter Category
in 2015"





FINANCIAL PERFORMANCE

Statement of Income and Expenses For the year ended December 31, 2016		
INCOME:		
Income from waterworks		313,369,246.01
Other business income		14,860,656.48
Penalties		10,331,138.75
Miscellaneous income		716,593.22
GROSS INCOME		339,277,634.46
LESS: EXPENSES		
PERSONNEL SERVICES		
Salaries and Wages		39,714,592.59
Other compensation and allowances		13,859,831.05
Personnel benefits contribution		4,998,994.53
Other personnel benefits		10,956,253.88
TOTAL PERSONNEL SERVICES		69,529,672.05
MAINTENANCE & OTHER OPERATING EXPENSES		
Travelling Expense - Local		1,045,357.93
Travelling Expense - Foreign		-
Training Expense		343,352.00
Office Supplies Expense		1,183,540.21
Accountable Form Expense		444,030.00
Gas, Oil & Lubricants Expense		2,119,602.66
Other Supplies Expense(Chemicals)		7,479,182.95
Water Expense		556,133.65
Electricity Expense		50,807,033.04
Postage and Deliveries		22,585.00

Statement of Income and Expenses
For the year ended December 31, 2016

Telephone Expense - Landline		455,777.50
Internet Expense		43,586.45
Cable Expense		6,653.00
Membership dues & cont'n.to orgs.		44,712.00
Advertising Expense		822,736.26
Rent Expense		46,080.00
Representation Expense		413,317.64
Transportation and Delivery Expense		188,419.50
Rewards & Other Claims		47,000.00
Legal Services		140,550.00
Auditing Services		-
Security Services		5,265,000.00
Repairs & Maintenance Expense		10,518,596.92
Miscellaneous Expense		542,653.77
Taxes, duties and licenses		11,016,251.94
Insurance expense		191,293.82
Depreciation Expense		40,912,857.53
Other Operating Expenses		
TOTAL MAINTENANCE & OTHER OPERATING EXPENSES		134,656,303.77
FINANCIAL EXPENSES		75,621,153.21
TOTAL EXPENSES		279,807,129.03
INCOME / (LOSS) FROM OPERATIONS		59,470,505.43
Add/(Deduct) Other Income/Expenses		
Interest Income		1,127,096.73
INCOME / (LOSS) BEFORE INCOME TAX		60,597,602.16

FINANCIAL PERFORMANCE

Statement of Cash Flow For the period ended December 31, 2016		
RECEIPTS:		
Collection of Water Sales		329,100,632.21
Other Receipts		940,542,260.58
		1,269,642,892.79
DISBURSEMENTS:		
Payments of Accounts Payable		52,588,702.76
Fuel/Power for Pumping & WTP		48,154,709.08
Chemical for Water Treatment		7,479,182.95
Payroll		46,633,492.63
Debt Service		1,055,125,244.41
CAPEX		17,475,965.43
TOTAL DISBURSEMENTS		1,227,457,297.26
NET RECEIPTS / DISBURSEMENT		42,185,595.53
CASH BALANCE, BEGINNING		105,130,141.37
CASH BALANCE, END		147,315,736.90
BREAKDOWN		
Customer's Meter Deposit		31,566,583.79
LWUA-MRWD joint account, 3%		54,766,648.14
MRWD, 2%		10,182,431.58
PROJECT EQUITY		-
Operations		50,800,073.39
TOTAL DEPOSITS		147,315,736.90

Balance Sheet
As of December 31, 2016

A S S E T S		
CURRENT ASSETS		
Cash and cash equivalents		147,315,736.90
Trade and Other Receivables		70,126,463.07
Inventories		9,990,735.19
Prepaid Expenses		-
TOTAL CURRENT ASSETS		227,432,935.16
NON - CURRENT ASSETS		
Investments		3,518,811.37
Property, plant & equipment (net)		873,324,019.62
TOTAL NON - CURRENT ASSETS		876,842,830.99
TOTAL ASSETS		1,104,275,766.15
L I A B I L I T I E S A N D E Q U I T Y		
CURRENT LIABILITIES		
Payables		9,180,352.51
Inter-agency payables		2,744,025.50
Other liability accounts		35,495,121.27
TOTAL CURRENT LIABILITIES		47,419,499.28
NON - CURRENT LIABILITIES		
Loans Payable - Domestic		935,419,336.04
TOTAL NON - CURRENT LIABILITIES		935,419,336.04
TOTAL LIABILITIES		982,838,835.32
DEFERRED CREDITS		374,248.17
EQUITY		
Capital contribution		9,717,444.64
Unappropriated retained earnings		66,857,929.43
Restricted capital		44,487,308.59
TOTAL EQUITY		121,062,682.66
TOTAL LIABILITIES AND EQUITY		1,104,275,766.15

GENERAL SERVICES DIVISION

The General Services Division (GSD) was established to support the management in carrying out measures to ensure safe, comfortable, and conducive environment for MRWD employees, to function better and more efficiently, while maintaining a pleasing experience for concessionaires and for those visiting the MRWD; to maintain an environmentally friendly motor vehicles.

The General Services Division is headed by a Division Manager and a section is manned by a skeletal force with corresponding functions, to wit:

Transport, Buildings and Grounds Maintenance Section:

a) Building and Ground Maintenance

- Janitorial Services
- Security Services Supervision
- Minor Building Repairs
- Operation of Generators
- Administers the delivery of basic utilities

b) Motor Vehicle maintenance

- Undertakes Preventive Maintenance checks
- Maintenance of Records
- Ensures regulatory requirements

c) Special Events Assistance

- Assists in the preparation of special events such as anniversary, assessment seminars and the like.

The management, in the exercise of its management innovative, hired newly appointee on regular personnel in the General Services Division. Three (3) vacant position such as 2 Drivers (Rusty Paduano and Rene Barredo) and 1 Housekeeping Services Assistant (Cecile Banate) last November 3, 2016.

II. ACCOMPLISHMENT

a) Quarterly preventive maintenance and general cleaning of Air-conditioning units;

- 6 units 3 tons floor mounted
- 2 units 2.5 hp ceiling mounted
- 1 unit 2.5 hp high wall mounted
- 1 unit 2.5 hp Window type
- 9 units 2.0 hp Window type
- 7 units 2.0 hp High Wall mounted
- 6 units 1.5 hp high wall mounted
- 7 units 1.5 hp Window type
- 1 unit 1.0 hp High Wall Mounted

b) Various repairs and maintenance of motor vehicles

- Minor repairs
- Preventive maintenance

c) Renewal of Insurance and Regulatory requirements of 32 motor vehicles:

- 10 Motorcycle
- 10 Motorcycle with sidecar
- 12 4-wheel drive vehicles

- d) Minor repairs/maintenance of buildings and grounds
- e) Painting of Car park pascia board, columns
- f) Repainting of Wall and Ceiling (Interior)
 - Computer Controlled room
 - Construction and Maintenance Division
 - Customers Account Division
- g) Repainting of Tables & Chair
- h) Repair and Construction of Furniture/filing Cabinets
 - Planning and Design Division
2-unit Computer Table
 - Customers Service Division
1-unit Filling Cabinet
Customer counter extension
 - Customers Account Division
2-unit Office Table
1-unit Long table (7 Div.)
1-unit Long table (6 Div.)
1-unit Long table (2 Div.)
 - Construction and Maintenance Division
1-set Flowmeter cabinet
4-unit Office Table
1-unit Filling cabinet
 - Office of the GM
1-set Dining table (6 seaters)
 - Accounting, budget and Cash division
2-unit Office Table
- i) Implementation of "Chemical Mixing House" (WTP)
 - 90% accomplishment
- j) Construction of Archive building Phase 1 and 2
 - 100% Completed
- k) Renovation of Panay sub-Office (100% completed)
- l.) Renovation of valve box 1,2,3 & 4 (WTP) 15% accomplished
- m.) Construction of Communal CR (100% completed)
- n.) Construction of Carwash ramp (100% completed)
- o.) Filling Cabinet (Archive bldg. Phase 1) 100% completed

GENERAL SERVICES DIVISION

INVENTORY OF 4-WHEEL VEHICLES AS OF DECEMBER 2016

VEHICLE TYPE	DATE ACQUIRED	ASSIGNED TO	REMARKS
Multi Carry 1, Single Cab	JUN 2009		damaged engine and body - unserviceable
Multi Carry 1, Double Cab	JUN 2009	Planning	
Asia Rocsta Jeep	FEB 2011	CMD	used (second hand)
Hi- Lux, TOYOTA	MAR 2002	OGM	
Toyota 2L D-CAB Pick Up	OCT 1997	CMD	used, registered since 1994
Nissan Frontier	APR 2013	COMMERCIAL	
Owner Type Jeep	MAY 1995		damaged engine and body - unserviceable
Owner Type Jeep	SEP 1995		damaged engine and body - unserviceable
Pick up Canter, MITSUBISHI	AUG 1993	CMD	
Hummer Jeep	SEP 2001	CMD	used (second hand)
Multi Cab, SUZUKI	AUG 2002	CMD	damaged engine and body - unserviceable
L-300, MITSUBISHI	JUL 1992	PRODUCTION	
Pick-up, ISUZU	OCT 1990	CMD	changed body & engine-1998/ engine-2005 - under repair
Blue, TOYOTA	OCT 1997	CMD	changed engine-2002
Hi- Ace, TOYOTA	MAY 2005	BOD/OGM	
Utility Van, MITSUBISHI	AUG 2016	CMD	

INVENTORY OF MOTORCYCLE
AS OF DECEMBER 2016

VEHICLE TYPE	DATE ACQUIRED	ASSIGNED TO	REMARKS
Motorcycle, SUZUKI	MAY 2009	CMD	USED
Motorcycle, HONDA	JAN 1995	CMD	USED
Motortricycle, SUZUKI	MAR 2003	PLANNING	MTC
Motortricycle, SUZUKI	MAR 2003	CMD	MTC
Motortricycle, SUZUKI	MAY 1999	CMD	MTC
Motortricycle, SUZUKI	MAR 2003	CMD	MTC
Motorcycle, SUZUKI	MAR 2003	CMD	
Motorcycle, HONDA	MAR 2003	METER READER	
Motorcycle, HONDA	MAR 2003	METER READER	
Motorcycle, HONDA	MAR 2003	METER READER	
Motorcycle, SUZUKI	MAY 1999	METER READER	
Motortricycle, SUZUKI	JUN 1999	CMD	MTC
Motortricycle, KAWASAKI, Blue	JUL 2013	CMD	MTC
Motorcycle, KAWASAKI, Red	JUL 2013	CMD	
Motorcycle, HONDA, Wave	JUL 2013	METER READER	
Motortricycle, KAWASAKI, Black	MAY 2015	PLANNING	MTC
Motorcycle, HONDA, Wave	MAR 2015	METER READER	
Motortricycle, HONDA	OCT 2015	CMD	MTC
Motortricycle, KAWASAKI, Red	SEP 2016	PLANNING	MTC

HUMAN RESOURCE DIVISION

The Human Resources Division (HRD) is committed in working with the District in attracting and retaining a top-talented and diverse workforce. To achieve these objectives, the Division provides a full-range of support services, programs and resources in the areas of employee benefits, compensation, compliance, employee relations, recognition, talent management and training.

This year, the Division aimed to focus on four primary areas of transformation: a. Position Human Resources to support the management in leadership capabilities in implementing priorities and strategies; b. Improve HR systems and processes to enhance operational effectiveness, efficiency and employee satisfaction; c. Improve employee engagement through increased responsiveness, transparent communications and recognition of employees for demonstrating organizational values; and d. Leverage expertise, build capacity and solidify commitment through training and professional development opportunities that supports diversity, inclusion and the strategic alignment of resources. A detailed Human Resources scoreboard has been established to measure the impact of the services offered on the workforce.

The Human Resources Division is committed to partnering line agencies in pursuit of effective public service. Our team is passionate about promoting and maintaining employees' welfare, where work is meaningful, employees are valued and collaboration is celebrated. From Administrative Division which comprises of Human Resources and Records section, a new organizational structure was established by changing it to solely Human Resource Division and transferring the Records Section to the Management Services Division (MSD). Such changed was pursuant to the Recategorization of the District as a Category B Water District per Department of Budget and Management (DBM) Approved PAL No. 0602015-09-001 effective October 1, 2015. Human Resources aspires to earn the respect and trust of all employees by providing exemplary service.

Snap Shots of the Districts Workforce

As we progress on our journey for service excellence, the District maintains its workforce, both regular and Job Order employees to operate. During the 1st Quarter we maintained a total of One Hundred Twenty Five (125) regular and Sixty One (61) Job-Order personnel to occupy different positions for the Districts operation. However, as we enter the 2nd Quarter, we have one (1) regular employee who retired from the service in the person of Mr. Herbert B. Roxas who was assigned at the Water Resources Division as Chemist. The retirement of Mr. Roxas affected the workforce at the Treatment Plant Laboratory because of lack of qualified personnel to replace him. Nevertheless, due to the efficient personnel management of its Division Manager and Supervisors, they manage to distribute the workload by rendering overtime and giving a compensatory time off from work to concerned personnel.

The 3rd Quarter was another milestone to the District's workforce because of the implementation of the MRWD Recategorization. With the upgrading of the District to Category B Water District and the Recategorization was duly approved for implementation, changes occurred in the Organizational Structure of the District. There were divisions and/or sections that were abolished or merged with others, some were created, nevertheless, placement of personnel based on their capabilities was of great importance.

As per record, the District's workforce is mainly dominated by men, which comprises about 76% or 146, of the 193 personnel.

Gender Breakdown

DIVISION	MALE	FEMALE
Regular Employee		
Office of the Board	3	1
Office of the General Manager	3	1
Management Services Division	3	2
Human Resource Division	2	3
Property/Supply and Procurement Division	3	1
General Services Division	10	2
Accounting Division	2	3
Cash Management and Budget Division	0	4
Customer Service Division	2	4
Customer Accounts Division	12	11
Planning and Design	6	0
Construction and Maintenance Division	33	2
Water Resources Division	26	4
Total	102	38
Job Order Employees	44	9
Total	146	47
Total Workforce	193	

HUMAN RESOURCE DIVISION

The staff in Human Resources assists applicants and employees with all phases of the employment process. We oversee recruitment, interviewing, testing, background investigation, selection and evaluation of credentials to meet the Qualification Standard prescribed by law.

This year, the District had welcomed new entrant employees to join its workforce. At the start of the year, one (1) employee was promoted and another was hired as additional staff in the Accounting and Finance Department. A big change in the workforce took place on July 1, 2016 when the MRWD Recategorization was duly implemented since the same was already approved last October 2015. About forty three (43) employees were affected by such change. Some of them were recategorized to another position with higher salary grade and some positions were just renamed with the same salary grade.

At the last quarter of the year, the District published for vacancy twenty-two (22) positions which were necessary for its effective operation. However, only twenty-one (21) positions were filled because there was no qualified applicant for the position of Chemist. During this recruitment process four (4) positions were for promotion and seventeen (17) positions for newly hired employees.

The Office of Human Resource offered a variety of training and development opportunities this year. A total of sixteen (16) seminar/workshop, conventions and training programs were attended by different MRWD employees, to wit:

February

- PAWD National Conference
- Electronic Records And Information System: Its Current Trends And Best Practices

March

- 1st PAGBA Quarterly Seminar And Meeting

April

- 1st Philippine Association For Government Budget Administration (PAGBA) Quarterly Seminar And Meeting
- Water District Website Development Course
- 18th Western Visayas Regional Conference – Institute Of Integrated Electrical Engineers Of The Philippines

July

- 2016 Philippine Society Of Mechanical Engineers (PSME) Visayas Regional Conference
- Government Accounting And Auditing Rules (GAAR) Seminar

August

- 6th Visayas Congress Of Human Resource Management Practitioners
- Property And Supply Management System Seminar/Workshop

Facts & Figures 2016

- 43 employees were affected by the Recategorization
- 18 new entrants were appointed on various positions
- Human Resources received and processed 26 employment applications

- 2 employment vacancies were posted
- 25 positions were posted
- 24 positions were filled

All recruitment and selection process of the District were reported to the Civil Service Commission Capiz Field Office for compliance and approval.

September

- Total Quality Systems In People Management Seminar

November

- Water District Website Development Course (Basic PHP)
- Recent Development on RA 9184 And Accountability In The Civil Service
- Advance Course For Effective Leave Administration (ACELA)
- Prime-Hrm Seminar To Assist Government Agencies For Accreditation (Prime-Hrm SAGA)
- 2016 National Workers Congress

In order to ensure that leave policies are applied on a consistent basis, and to ensure compliance with the Civil Service Commission leave regulations, the District diligently monitors its leave benefits availment. These guidelines are to be used in conjunction with the appropriate office policy/guidelines and/or collective bargaining articles.

Based on records, there has been a minimal increase in most of the types of leave benefits from that of 2015, an indication that employees now prefer to enjoy their leave privileges as much as they can.

A significant change in cases of personnel who is on Leave Without Pay (LWOP) because of the strict attendance monitoring of the HR a 25% decrease in the number of personnel who incurred LWOP was attained.

The District continues to perform its social responsibility by making the office a venue for learning for those students who want to undergo on-the-job Training (OJT) or Apprenticeship Program. This year, we have thirty three (33) applicants for OJT and out of this only twenty six (26) were accepted and continued the training. There was a 14% increase of availment on this program this year from that of last year.

It has been a fruitful year for the employees because effective January 1, 2016 the First Tranche of salary increase will be implemented. This is pursuant to National Budget Circular No. 562, dated February 24, 2016, implementing Executive Order No. 201, s. 2016 (Modifying the Salary Schedule for Civilian Government Personnel and Authorizing the Grant of Additional Benefits for Both Civilian and Military and Uniformed Personnel), duly adopted by MRWD Interim Board of Directors through a Resolution No. 9, s. 2016 dated March 21, 2016. Said salary increase is scheduled for 4 tranches from 2016 to 2019.

Another successful milestone for the MRWD Employees Union was the approval and release by the management of the 2016 Collective Negotiation Agreement (CNA) Incentive in full amount. Further, the Union and Management had also concluded negotiating another CNA that will be effective for year 2017-2019. There were no major changes in the provisions of the new CNA in terms of its economic benefits.

The District underwent an **Anti-Red Tape Act (ARTA)** Report Card Survey last April 25-27, 2016. This is pursuant to the provisions of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007. The report Card was based on interviewed clients' responses and the findings of the final inspection checklist. The survey was done to assess the service office's Compliance with ARTA Provisions and the Overall Satisfaction of the District's clientele. Specifically, the survey aims to (1) obtain feedback on how the District follow the provisions of its Citizens Charter; (2) obtain information/estimates of hidden costs incurred by clients in accessing frontline services; and (3) rate the District's performance and client satisfaction in relation to frontline service delivery. This year the District got a Final Numerical rating of 87.35% or a Final Descriptive Rating of GOOD which made Metro Roxas Water District the No. 1 agency in the Province of Capiz with a highest rating in ARTA implementation.

MANAGEMENT SERVICES DIVISION

With the recently implemented DBM Approved Re-Categorization of MRWD as Category “B” which took effect last 01 July, 2016, the Management Services Division (MSD) was formally created and made operational.



Its major functions are as follows:

- Assist the Management on matters concerning legal, planning, finance, public information and administrative;
- Oversee the Information and Billing System of the District;
- Recommends policies and procedures on management services particularly on the plans and preparation of Districts functions, programs, projects and activities;
- Recommends and implements policies and standards on financial and administrative matters consistent with existing laws.
- Other related functions, duties and responsibilities as may be assigned.

Another facet of public service has risen by way of formalizing the operation of Management Services Division (MSD) which is envisioned to assist the Management and recommend policies and procedures concerning legal, planning, finance and administrative as well as public information.

It is even more than that, the Office itself is responsible for two (2) good governance pillar – Public Information and Internal Control Office, as well as the heart of the District’s Billing and Collection. Part of the Division’s function is the overseeing of Archive which entails records keeping and maintenance attune to the guidelines of effective management record keeping.

The advent of formalizing the constitution of MSD has gone far by advancing the interest of the Management, emasculating the gains and perpetually instituting the achievements of the District to all concern, the employees in particular.

Looking forward, the MSD is equipped with competent personnel capable of delivering the needed services. Our motivation has leap another notch – that is to serve and bring out the best of Management guided by the rule of law and principle of good Governance without compromising the technology and useful equipment alongside.

In closing, I am certain that with the trust reposed on us by the Board and the General Manager, and the full support of us all, I am confident that we will perform even better and surpassed our gains in the year past.

PROJECTS, PROGRAMS, AND EVENTS

BILLING AND COLLECTION SYSTEM

The New BCS Project enables the concessionaires to get a number of benefits, to include among others the prompt and accurate billing with the electronic meter reading and more comprehensive computer generated ledger of the concessionaires' accounts is accurately reflected and readily available in the system's database. Constant monitoring and bringing in improvements in systems and procedures, particularly in billing in reference with COA observations. The MRWD's automated Billing and Collection System has internally developed a meter reading application for android and queuing system for the collection counter. An innovation which could generate savings from operational costs of the District. The queuing system has been instrumental in averting long line of paying clientele and those in sought of customer services.

INTERNAL CONTROL OFFICE

In order to strengthen management supervision, promote good control corporate governance, and to ensure sound managerial decisions related to the internal audit, the Interim Board of Director's (IBOD) has created an Internal Control Office (ICO) under IBOD Resolution No. 34, dated 10 June, Series of 2015, which in turn the Management complied and implemented the same. The Internal Control Office has come out with audit findings which most of the time pave way for the Board and Management to forge opportune and judicious policies and orders. Here are significant accomplishment of the ICO:

Approved Internal Audit Charter and Manual (Board Resolution no. 41, dated Sept. 16, 2016). It provides basic information about the existence, mandates, and major functions of Internal Control Office as promulgated by existing laws, rules, and regulations;

Approved Annual Audit Plan (Board Resolution no. 80, series of 2016) - The Annual Audit Plan is designed to meet the objective of providing the most effective and efficient deployment of internal audit resources. One of the scopes of annual audit plan is the audit engagement. It is designed for corrective and preventive measures to achieve the agency objectives. This will involve the conduct of compliance, management, and operations audit;

Reduce Expenses - The Internal Control Office has able to reduce expenses on:

Overtime

Reduction was a result of establishment of urgency of overtime, monitoring of overtime and counterchecking of documentary requirements.

Petty cash

In order to safeguard assets and ensure economical, efficient and effective operations, the Internal Control Office has employed collective effort to monitor expenses that was purchased through petty cash.

Capex

No procurement was undertaken unless it is in accordance with the approved Annual Procurement Plan for the corresponding year.

MANAGEMENT SERVICES DIVISION

PUBLIC INFORMATION

The District has long established an e-drive information campaign through its website and Facebook page. It has also championed information dissemination by print channel. The MRWD "Tubi" Newsletter was adjudged as "Best Newsletter" by PAWD in 2016 and by the PIA Regional Office 6 in Year 2015.

ARCHIVE BUILDING

The MSD will manage the newly operational Archive Building which will serve as a repository of public documents such as but not limited to vouchers, documents, customer/clientele related records, record books, resolutions, BAC documents, titles, and other transactions with paper trail. The primordial objective of the activity is endeavored compliance with COA findings and at the same time preserve and safeguard important government documents and records.



CHALLENGES FOR Y2017 AND BEYOND



The Management Services Division (MSD) is gearing to launch an internal annual audit in all divisions in Y2017. The primary objective of this audit is to streamline compliance with pertinent rules and regulations issued by authorized Government Offices/Agencies. Moreover, it is expected that it will trickle improvements to enhance better public service and good governance.

In the light to cope with the present situation, the MSD is expected to continually improve its competent and able support services to the District. The MRWD is projected to implement new reforms by way of implementing an internally developed cost-saving meter reading application for android. Apart from the regular maintenance being undertaken, the MSD is also projected to implement better and client-friendly Billing System.

The MSD is expected to spearhead District's compliance with the Quality Management System under ISO 9001 as part of this year's program. The District will seek the services of a consultant to assist them in realizing this objective. Moreover, in order to promote effective time-keeping management in so far as quality government working hours is concerned, the MSD is set to procure four (4) sets of biometric apparatus.

Likewise, with the Freedom of Information (FOI) law in the Congress' pipeline, the District needs to employ/designate an Information Officer as front-runner of Information campaign both for the District and Government related issuances/circulars.

Apart from the foregoing, the MSD will also initiate programs and plans in relation to policies and procedures on management services particularly on the plans and preparation of Districts functions, programs, projects and activities.

MSD foresees challenges as opportunities and shortfall as a chance to improve for the better - we shall serve the best we have untiringly every minute of the working hours.

Bring it on Y2017!

PLANNING & DESIGN DIVISION

In 2016, the Planning and Design Division was allocated with additional funds for its Non Revenue Water Reduction Program, which includes procurement of electromagnetic flow meters, additional leak detection equipment, metered areas management and GIS data upgrading.

Last year, our NRW reduction team was able to repair 946 leaks, identified and replaced a total of 1024 defective water meters, conduct 84 Burst and Background Estimate activity and 4 step testing activity.

With activities implements for continuous monitoring and management of MRWD metered areas, MRWD was able to further trim down its NRW water from a high of 30% in 2013 to an all time low of 19.937% in 2016. The recovery of a significant volume of water losses enable MRWD to expand its customer base and translate its water losses into revenues. With more than 30,944 customers at the end of 2016, MRWD attained an increase in its billed volume from 7.24 MCM in 2015 to 7.90 MCM in 2016. The increase in MRWD production volume and the sustained activity for the identification and replacement of defective water meter contributed to an increase in MRWD billed water last year.

The considerable stride in MRWD water losses reduction was attained thru the exemplary performance of men and women within its organization who are dedicated and at oftentimes performed beyond their call of duty to ensure that water will flow into every home everyday at any weather condition. This dedication encourage us to look into the future with confidence.

With the strong performance in 2016 we are optimistic that our next twenty five years look bright and 2017 would be another banner year for MRWD.

As part of its main mission, MRWD is mandated to ensure that adequate and high-quality water supply is maintained at all times to serve its clientele within its entire service area. With the projected accelerated increase in water demand for the coming years, the Planning and Design Division started the preparation of the plans and design for the improvement of its water system for the next five years.

7.899 MCM

Billed Water

19.37%

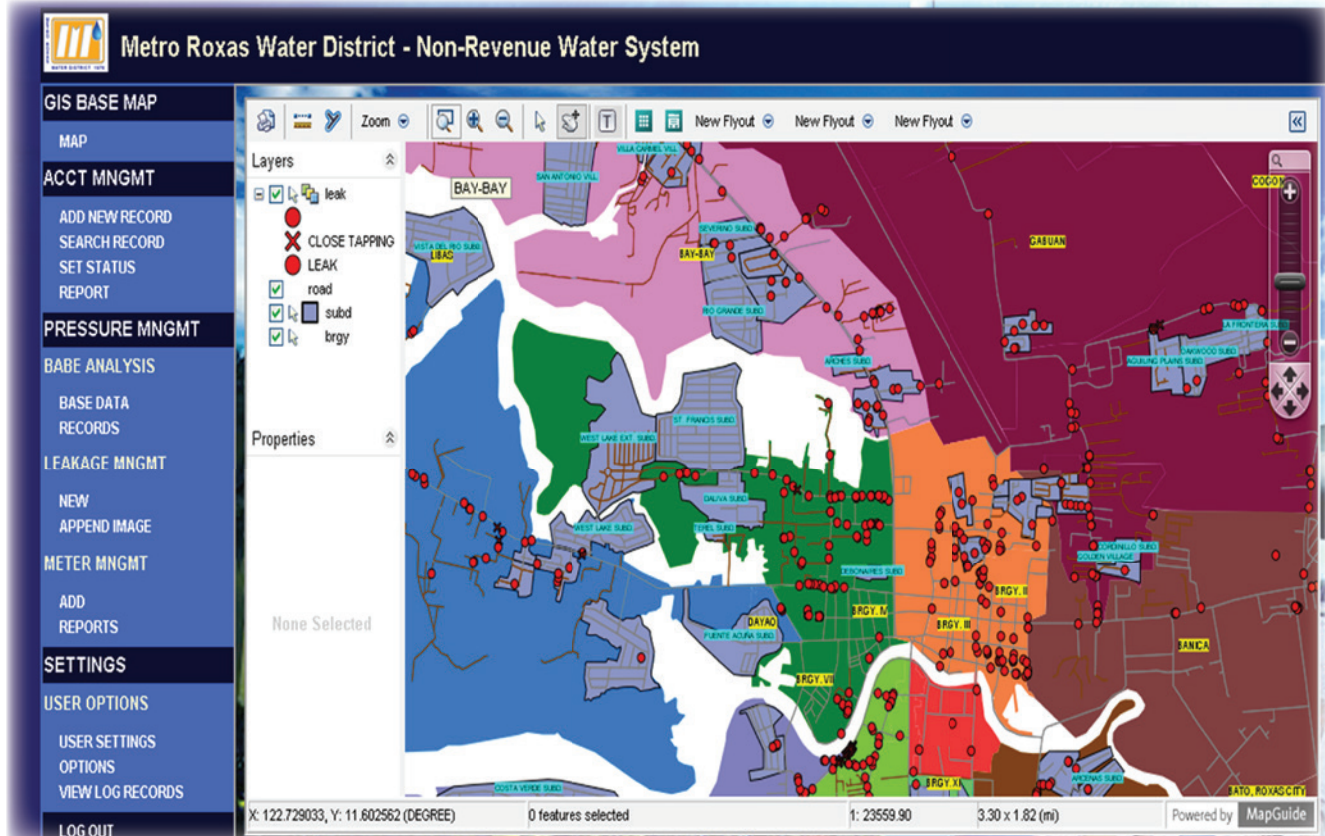
Non Revenue Water

9.866 MCM

Production Volume

2016 ACCOMPLISHMENTS

- 1024 Defective Water Meter Replacement
- 84 Burst and Background Estimate
- 946 Leak repairs
- 26 Service Connection Permanent Close Connection
- 58 Rectification of Water Meter Installation
- Completed Plans and Estimated for Adlawan Bridge 600mm Transmission Line Relocation
- Completed Plans for MRWD Water System Upgrading
- Completed Evaluation of Sigma Water Supply System
- Completed Plans and Estimate for Re-operation of MRWD De-Commissioned Facilities
- Installed Two Units of 400 mm Ø Electromagnetic Flowmeters



PROPERTY / SUPPLY & PROCUREMENT DIVISION

The Division provides a unified purchasing system that ensures integrity and fairness, with centralized responsibility for oversight solicitation, suppliers' selection, negotiation, award, contract management, property/supply management, reporting, and disposal of surplus property. The Procurement procedure acts in accordance with the Revised Republic Act No. 9184 and its Implementing Rules and Regulations (IRR) to further implement the government's commitment to good governance, transparency, accountability, equity, efficiency and economy in the whole process.

The Division is organizationally structured under the Department of Administrative Services. In addition to the Division Manager's office, the division has two sections: the Procurement Section and Property/Supply Section.

2016 Consolidated Procurement

Procurement Activities	Total Amount of Approved APP (php)	Total No. of Procurement Activities	No. of Contracts Awarded
1. Public Bidding*			
1.1 Goods	30,744,619.60	35	26
1.2 Works			
Sub-Total	30,744,619.60	35	26
2. Alternative Modes			
2.1.1 Shopping (52.1b above 50K)	8,411,962.90	63	61
2.1.2 Shopping (Others)	2,945,843.10	128	123
2.1.2 Direct Contracting	1,297,653.71	14	14
2.3 Repeat Order	342,500.00	1	1
2.5.2 Negotiation (TFB 53.1)	2,090,000.00	3	3
2.5.3 Negotiation (SVP above 50K)	525,000.00	2	2
2.5.4 Negotiation (Others)	290,200.00	2	2
Sub-Total	15,903,159.71	224	216
3. Foreign Funded Procurement**			
4. Others, specify:			
TOTAL	46,647,779.31	259	242

The Procurement section is responsible for acquisition of the various assets needed to support the operations of all departments, with emphasis on buying the best quality for the least cost to the organization. This is where the Bids and Awards Committee (BAC) belong. This Committee is authorized to issue Invitation to Bid and Requests for Proposal. Its procurement process is governed by the Revised Republic Act No. 9184, Government Procurement Policy Board (GPPB), and Philippine Government Electronic Procurement System (PhilGEPS).

This Property / Supply Section is responsible for the operation, control, and oversight of all property and supplies as they are used in the agency's operation. This section gives indication as to how an asset is cared for and monitored, from the time it is purchased until its disposal. Accountability is also given for its useful life and condition.

Monitoring Report

Total Amount of Contracts Awarded	No. of Failed Biddings	Total No. of Bidders who Submitted Bids	Total No. of Bidders who passed Eligibility Stage	No. of Opportunities Posted at PhilGEPS	No. of Contract Award Posted at PhilGEPS
24,638,841.36	9	32	26	35	26
24,638,841.36	9	32	26	35	26
7,667,404.39	2	61	61	36	36
2,668,321.55	5	123	123		
2,668,321.55		14	14		5
342,500.00		1	1		1
2,019,240.00		3	3	3	3
433,500.00		2	2	2	2
284,731.20		2	2		1
14,627,739.24	8	216	216	74	48
39,266,580.60	17	248	242	109	74

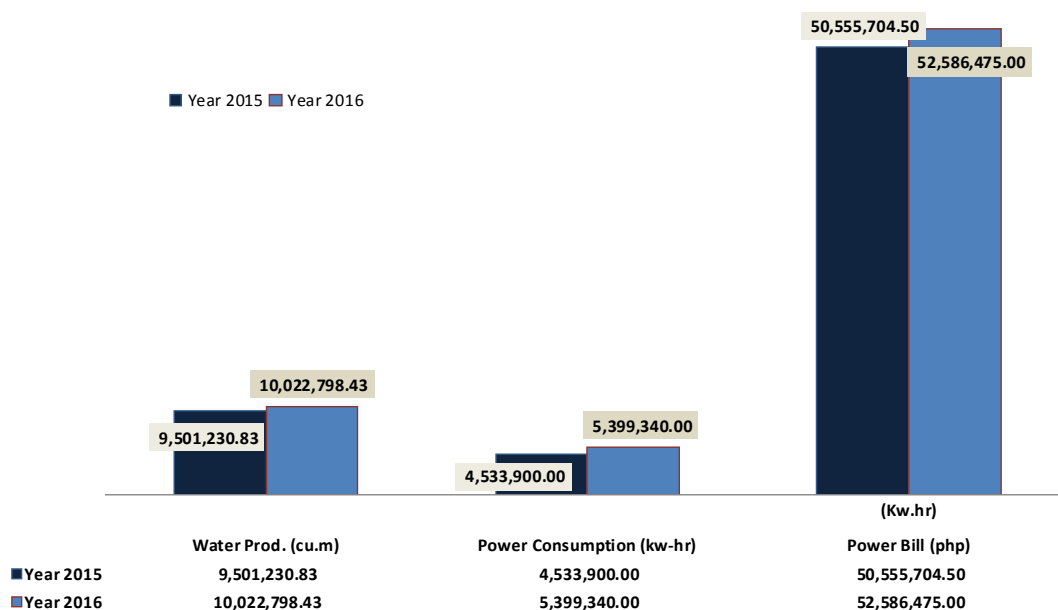
WATER RESOURCES DIVISION

Water production increased in volume by 476,013.17 or 4.99% from 9,546,785.26 to 10,022,798.43 over last year 2015. In this regard, due to the increase in water production, fuel consumption decreased because of less use of generator but more of power consumption. In proportion to the total amount spent over total production, there was a decrease by 0.02% from 5.95% to 5.93%.

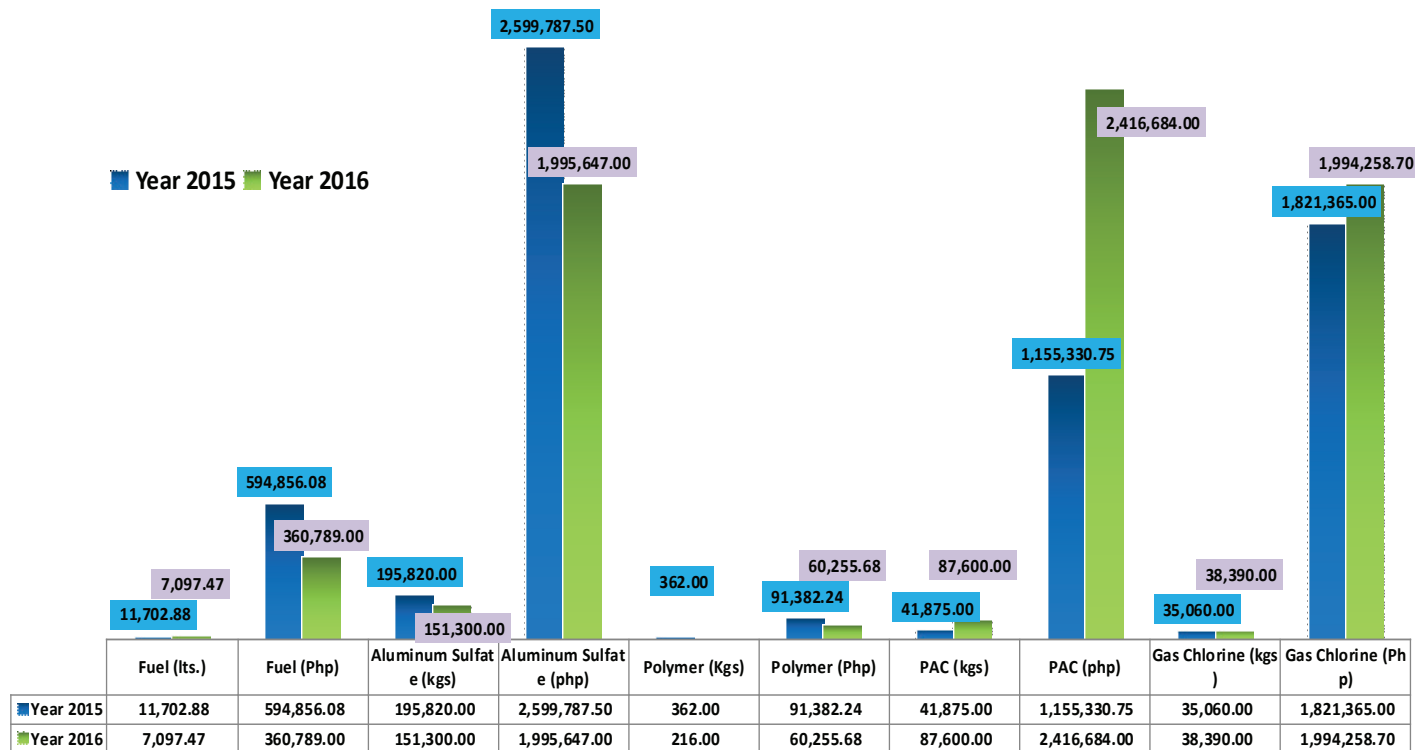
Accomplishment Report

1. Water production increased in volume by 476,013.17 or 4.99% from 9,546,785.26 to 10,022,798.43.
2. Fuel consumption decreased by 4,605.41 or 39.35% from 11,702.99 to 7,097.47T
3. Fuel consumption in Php decreased by 234,057.69 or 39.35% from 594,856.08.
4. Power Consumption increased by 865,440.00 or 19.09% from 4,533,900.00 to 5,399,340.00.
5. Power Bill Consumption in Php increased by 2,030,770.50 or 4.02% from 50,555,704.50 to 52,586,475.00
6. Aluminum Sulfate used decreased by 44520.00 or 22.74% from 195,820.00 to 151,300.00
7. Aluminum sulfate used in Php decreased by 604,140.50 or 23.24% from 2,59,787.50 to 1,995,647.00.
8. Polymer used decreased by 146 or 40.33% from 362.00 to 216.00.
9. Polymer used in Php decreased by 31,126.56 or 34.05% from 91,382.24 to 60,255.68.
10. PAC used increased by 45925 or 109.19% from 41,875 to 87,600.
11. PAC used in Php increased by 1,261,553.25 or 109.9% from 1,155,330.75 to 2,416,884.00.
12. Gas Chlorine used increased by 3330.00 or 9.50% from 35,060.00 to 38,390.00.
13. Gas Chlorine used in Php increased by 172,893.70 or 4.57% from 1,821,365.00 to 1,994,258.70.
14. Total Amount spent increased by 2,595,883.70 or 4.57% from 56,818,426.07 to 59,414309.77.

Comparison of 2015 and 2016 Water Production, Power Consumption and Power Bill



COMPARISON OF 2015 AND 2016 CHEMICAL AND FUEL CONSUMPTION









Metro Roxas Water District
MRWD Bldg.
Barangay X, Kilometer 1
Roxas City, Capiz
Philippines 5800
Phone: (036)-6210-044
June 2017