



REPUBLIC OF THE PHILIPPINES  
**METRO ROXAS WATER DISTRICT**  
MRWD Building, Barangay X, Roxas City, Capiz Philippines 5800  
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**ANNUAL REPORT**  
For the Period January 1 to December 31, 2020

**A. ADMINISTRATIVE**

1. Attach approved organization charts in effect as of year's end report.

- a. Functional Chart - showing unit broad functions (see \_\_)
- b. Position Chart - showing permanent positions and incumbants (key employees only). (see \_\_)

2. Attach list of employed personnel with pertinent information (See \_\_)

The following summarizes the district's staffing:

a. Total number of employees/laborers	262
b. Number of regular employees	152
c. Number of casual/coterminous/temporary employees	0
d. Number of job order personnel	110
e. Number of employees meeting minimum qualifications as per job descriptions adopted by the district	152
f. Number of employees not as casual/temporary who do not meet the minimum qualifications established by the district	0

3. Has the district adopted a policy prohibiting hiring of personnel related up to the fourth degree by affinity or consanguinity? (Yes or No)

YES

If not, how many of the employees are related to other employees or officials within the fourth degree by affinity or consanguinity?

\*up to 3rd degree by affinity or consanguinity pursuant to CSC Rules and Regulations

4. Has the district adopted rules and regulations regarding the following:  
(Yes or No)

a. Personal Matters)	YES
b. Utility customers' relations	YES

During the year, in how many instances (or how many times) have exemptions to these rules and regulations been granted in special cases?

5. Attached list of policy-setting resolutions adopted, repealed or amended by the District Board including those adopting LWUA guidelines (See \_\_)

6. Has the district written and reliable records properly updated of the following? (A field check may be undertaken if necessary).

YES/NO

a. Customer complaints	YES
b. Billing and Collection	YES
c. Delinquencies in payment of water bills	YES
d. Meter histories	YES
e. Service connections	YES
f. Equipment histories	YES
g. Equipment downtime	_____
h. Bacteriological tests	YES
i. System pressure	YES
j. Leak reports	YES
k. Unaccounted for water	YES
l. Pump efficiencies	YES
m. Water production	YES
n. Water consumption	YES
o. Valve and pipeline location	YES
p. General Accounting	YES
q. Stock Inventory	YES
r. Stores Usage	YES
s. Employees Record	YES
t. Minutes of Board Meetings	YES

7. The district employs an Auditor on a retainer basis  
Audit is being done by COA once a year.

8. List of reports being prepared regularly by the district on monthly basis

1. Monthly Data Sheet
2. Balance Sheet (Condensed and Detailed)
3. Income Statement(Condensed and Detailed)
4. Cash Flow Statement
5. Statement of Changes in Equity
6. Bank Reconciliation Statement

**B. FINANCIAL/COMMERCIAL**

1. Attach the district's financial statements for the report year including a comparison of the immediate past year. (See \_\_\_\_).

2. For the year under report, the districts' total budgetary outlay was

P 262,305,366.06

This is broken down into:

a. Operating Outlay

P 207,185,733.28

b. Capital Outlay

P 55,119,632.78

c. Reserved Budgets

P 0.00

3. For this same one-year period, the district's gross revenue was

P 377,925,632.82

This is broken down into:

a. Operating Revenue

P 375,946,208.35

b. Other Revenue

P 1,979,424.47

4. For this same one-year period, the district's expenditure was

P 313,938,035.32

This is broken down into:

a. Operation

P 220,027,892.99

b. Maintenance

P 9,846,667.69

c. Interest Expenses and Other Financial Charges

P 36,997,521.21

d. Depreciation and Other Misc. deductions

P 47,065,953.43

5. For this same one-year period, the total salaries wages and other emoluments paid for the district's employees were

P 108,682,100.41

This is broken down into:

a. For permanent employees

P 92,121,443.35

b. For casual/contract/job order employees

P 16,560,657.06

6. Expenses for power/fuel for pumping during the year were

P 62,863,812.66

7. Total amount billed during the year

P 392,103,950.80

This broken down into:

a. Current billings

P 392,103,950.80

b. Old Accounts

P

\*Inclusive of Senior Citizen's Discount

8 Total amount collected (water sales only) during the year

P 367,639,729.28

This broken down into:

a. Current Accounts	P	162,922,566.17
b. Arrears Current Year	P	179,912,679.89
c. Arrears previous year	P	24,804,483.22
d. Unmetered/Billed		
e. Accounts Recievable		
f. Metered Unbilled		

9. Total amount uncollected (delinquent) at year's end (Do not include bad debts). (water sales) P

10. Complaints filed, process and settled during the year

a. Total number filed	3,671.00
b. Number dismissed for lack of merit	
c. Number investigated/inspected	3,671.00
d. Number settled to the satisfaction of complainants	3,120.00
e. Number elevated to the district Board	
f. Number settled by the Board	
g. Number elevated to higher authorities	

11. At year's end, the following water rate charges were enforced:

AREA

Category	Size	Service	Commodity			
			10-20 cu.m	21-30 cu.m	31-40 cu.m	41-up cu.m
Residential	1/2"	252.00	30.45	35.70	41.15	47.15
Government	3/4"	403.00	30.45	35.70	41.15	47.15
	1"	806.00	30.45	35.70	41.15	47.15
Commercial/	1/2"	504.00	60.90	71.40	82.30	94.3
Industrial	3/4"	806.00	60.90	71.40	82.30	94.3
	1"	1,612.00	60.90	71.40	82.30	94.3
Wholesale/	1/2"	756.00	91.35	107.10	123.45	141.45



Bulk	3/4"	1,209.00	91.35	107.10	123.45	141.45
	1"	2,418.00	91.35	107.10	123.45	141.45

a. Has these rates been submitted to LWUA for review?  
(Yes or No)

YES

12. Every Water District would want to know what its water-users think of their water system and the quality of their service in order that they could do what is best to insure maximum satisfaction for its customers. During the latter part of the year, the district conducted a random survey covering \_\_\_ water users (not less than \_\_\_), and herewith is the result of such survey:

Specific Questions Asked	No. of Customers Replying	
	Yes	No
a. Are you confident that the water is safe?	YES	
b. Is your water pressure adequate?	YES	
c. Is your water always clear and taste good?	YES	
d. Do you have 24/7 water service?	YES	
e. Are you satisfied with the water service?	YES	
f. Are you satisfied with the response time of your service request?	YES	
g. Are you satisfied with our payment centers/office?	YES	
h. Are you aware of the Program/Activities/Projects of MRWD?	YES	

### C. TECHNICAL

1. Has the district adopted, by Board Resolution, a set of design and construction standard? ( Yes or No )

YES

If so, who prepared it?

Planning & Design  
Division

Is it being adhered to strictly? ( Yes or No )

Yes

2. Does the district undertake bacteriological tests of its water? ( Yes or No )

YES

How often are these tests made per year?

Monthly

Is LWUA being furnished copies of these test reports? ( Yes or No )

YES

For the report year, how many such reports where submitted to LWUA?

12

3. State method of water treatment employed by the district, if any

Sand & Grit Removal,  
Rapid Mixing,  
Flocculation/coagulation,  
Sedimentation, Filtration,  
Chlorination : Pre and Post  
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4. Does the district undertake regular pump efficiency tests?  
( Yes or No )

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5. Attach list of pump now in operation (complete with relevant information. (See \_\_\_)

D. OPERATIONAL

1. Total water production during the year in cubic meters

11,994,335.52  
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Average per capita consumption in liters per day

116.28  
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2. Is the district provided with measuring devices  
to measure water production? ( Yes or No )

YES  
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If so, what type?

Electromagnetic  
Flowmeter  
-----

If not, how do you measure production?

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3. As of year's end, the district has the following existing service connections  
and related informations:

a. Total number of existing connections

38,256  
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b. Number of active connections

38,256  
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(1) With functioning meters

38,256  
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(2) With non-functioning meters

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c. Targetted increase in number connections

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d. Actual Increase in number connections

1,376  
-----

e. Number of flat-rate connection

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f. Number of connections (customers) regularly billed

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(1) Number of delinquent customers

20,456  
-----

g. Average number of consumers per connection

6  
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4. Estimated population of district service area

191,280  
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a. Estimated population served by utility, whether fully or partially

5. Water Service is 24 hours in all areas.

-----  
**YES**  
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6. Attach list of all major equipment and machinery (with an initial cost of at least P10,000.00) including pertinent information. (See \_\_\_\_)

7. Does the district keep written record of request for services?  
( Yes or No )

-----  
**YES**  
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Do the records show the date when such requests were made and the nature of the service requested? ( Yes or No )

-----  
**YES**  
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On the average, how long does it take the district to respond and attend of the service requested?

Maintenance :  
Service Connection/Installation :

Maintenance

Service Connection

How many such requests were received during the year?

\_\_\_\_\_

\_\_\_\_\_

How many of these were attended to during the year?

\_\_\_\_\_

\_\_\_\_\_

Submitted By:

\_\_\_\_\_  
**Gonzalo Glen B. Delgado**  
General Manager