## TUTED ROSERIC 1936

## REPUBLIC OF THE PHILIPPINES

## METRO ROXAS WATER DISTRICT

MRWD Building, Barangay X, Roxas City, Capiz Philippines 5800 TEL: +63 36 6210 737 or +63 36 6210 044 | FAX: +63 36 6217 382

## ANNUAL REPORT

For the Period January 1 to December 31, 2023

A. ADI	MINIS	TRATIVE
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1. Attach app	roved organization charts in effect as of year's end report.	
	<ul> <li>a. Functional Chart - showing unit broad functions (see)</li> <li>b. Position Chart - showing permanent positions and incumbants (key employees only). (see)</li> </ul>	
2. Attach list o	of employed personnel with pertinent information (See) The following summarizes the district's staffing:	
	a. Total number of employees/laborers	250
	b. Number of regular employees	162
	c. Number of casual/coterminous/tempoorary employees	0
	d. Number of job order personnel	88
	e. Number of employees meeting minimum qualifications as per job descriptions adopted by the district	250
	f. Number of employees not as casual/temporary who do not meet the minimum qualifications established by the district	0
3. Has the dis	trict 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 dist	trict adopted rules and regulations regarding the following: (Yes or No)	
	a. Personal Matters)	
	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 Attached lis	st of policy-settting resolutions adopted, repealed or amended by the District Board including those adopting LWUA guidelines (See)	
6. Has the dist	trict 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	YES

h. Bacteriological tests	YES
I. System pressure	YES
j. Leak reports	YES
k. Unaccounted for water	YES
I. Pump efficiences	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 Commission on Audit (COA) once a year.	
8. List of reports being prepared regularly by the district on monthly basis	
<ol> <li>Monthly Data Sheet</li> <li>Balance Sheet (Condensed and Detailed)</li> <li>Income Statement(Condesed and Detailed)</li> <li>Cash Flow Statement</li> <li>Statement of Changes in Equity</li> <li>Bank Reconciliation Statement</li> </ol>	
B. FINANCIAL/COMMERCIAL	
<ol> <li>Attach the district's financial statements for the report year including a comparison of the immediate past year. (See).</li> </ol>	
2. For the year under report, the districts' total budgetary outlay was	291,497,058.45
This is broken down into:	
a. Operating Outlay	191,673,926.56
b. Capital Outlay	99,823,131.89
c. Reserved Budgets	
3. For this same one-year period, the district's gross revenue was	425,643,812.53
This is broken down into:	
a. Operating Revenue	424,661,450.30
b. Other Revenue	982,362.23
4. For this same one-year period, the district's expenditure was	243,446,818.81
This is broken down into:	
a. Operation	141,680,883.39
b. Maintenance	18,102,302.22
c. Interest Expenses and Other Financial Charges	30,336,353.09

d. Depreciation and Ot	her Misc. deductions	53,327,280.11
5. For this same one-year period, the emoluments paid for the	total salaries wages and other he district's employees were	81,359,857.77
This is broken down in	to:	
a. For permanent emp	loyees	64,851,514.74
b. For casual/contract/	job order employees	16,508,343.03
6. Expenses for power/fuel for pumpi	ng during the year were	4,727,660.91
7. Total amount billed during the year	r	439,911,382.19
This broken down into	:	
a. Current billings		439,911,382.19
b. Old Accounts		***************************************
*Inclusive of Senior Citizen's Disc 8 Total amount collected	ount d (water sales only) during the year	488,254,265.95
This broken down into	:	
a. Current Accounts		292,025,585.07
b. Arrears Current Year		172,345,664.28
c. Arrears previous yea	r	23,883,016.60
d. Unmetered/ <u>Billed</u>		
e. Accounts Recievable		
f. Metered Unbilled		
9. Total amount uncollected (delinque bad debts). (water sale		36,715,843.14
10. Complaints filed, process and sett	led during the year	
a. Total number filed		2,957
b. Number dismissed fo	or lack of merit	0
c. Number investigated	I/inspected	2,957
d. Number settled to the	ne satisfaction of complainants	2,957
e. Number elevated to	the district Board	0
f. Number settled by th	ne Board	0
g. Number elevated to	higher authorities	0
11. At year's end, the following water	rate charges were enforced:	
AREA		
Metered		
Category Size Service	e 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
	3/4"	403.00	30.45	35.70	41.15	47.15
Government	1"	806.00	30.45	35.70	41.15	47.15
Commercial/	1	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 rat (Yes or No)	tes been subm	nitted to LW	UA for review?		YES
water sys is best to of the year	ter District would stem and the qua insure maximum r, the district con han), and here	lity of their se satisfaction fo ducted a rand	rvice in orde or its custom lom survey c	er that they could lers. During the la overing water	d do what atter part	
			No. of Custo	mers		
			Replying			
	Specific Quest	ions Asked		Yes	No	
a. Are you co	nfident that the v	water is safe?		Yes		·
b. Is your wat	ter pressure adeq	uate?		Yes		
c. Is your wat	er always clear a	nd taste good	?	Yes		
d. Do you hav	ve 24/7 water ser	vice?		Yes	-	
e. Are you sat	tisfied with the w	ater service?		Yes		
f. Are you satisfied	d with the response tir	me of your service	request?	Yes		e.
g. Are you satis	sfied with our payr	ment centers/o	ffice?	Yes		
h. Are you aware o	of the Program/Activitie	s/Projects of MRW	D?	Yes	***	Ki.
C. TECHNICAL						
	trict adopted, by uction standard?			f design		
If so, who p	repared it?					
Is it being a	dhered to strictly	? ( Yes or No	)			
	istrict undertake		il			VES
tests of its i	water? ( Yes o	r NO )				YES
How often a	are these tests m	ade per year?				Weekly
	ing furnished cop	ies of these te	est			
reports? (	Yes or No )					YES
	ort year, how ma	ny such repor	ts			
		mont omploy	ad by the di	strict if any		
	od of water treat					
4. Does the di ( Yes or No	istrict undertake o )	regular pump	efficiency te	ests?		YES
5. Attach list of pump now in operation (complete with relevant information. (See)						
D. OPERATIONA	L					
1. Total water	r production duri	ng the year in	cubic meter			12,855,394.80
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Average per capita consumption in liters per day		103.6 liter/person/day
Is the district provided with measuring devices to measure water production? ( Yes or No )		YES
If so, what type?		FLOW METER
If not, how do you measure production?		
3. As of year's end, the district has the following existing service co and related informations:	onnections	
a. Total number of existing connections		42,280
b. Number of active connections		
(1) With functioning meters		42,280
(2) With non-functioning meters		00
c. Targetted increase in number connections		2,300
d. Actual Increase in number connections		1,540
e. Number of flat-rate connection		42,280
f. Number of connections (customers) regularly bille	ed	
(1) Number of delinquent customers		
g. Average number of consumers per connection		
4. Estimated population of district service area		
		202.025
a. Estimated population served by utility, whether fully or partially		302,025
5. Water Service is 24 hours in all areas.		Yes
6. Attach list of all major equipment and machinery (with an initia P10,000.00) including pertinent information. (See)	cost of at least	
7. Does the district keep written record of request for services?  ( Yes or No )		Yes
Do the records show the date when such requests were made an the nature of the service requested? ( Yes or No )	d	Yes
On the average, how long does it take the district to respond and attend of the service requested?	ł	***********
Maintenance Service Connection/Installation	:	1 to 3 days with or without con 3 to 5 days
	Maintenand	ce Service Connection
How many such requests were received during the year?	2,	984 2,215
How many of these were attended to during the year?	2,	980 2,209
	Submitted By	
× .		A. ARCANGELES
	General Mana	ager PVV

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