

LAGUNA LAKE DEVELOPMENT AUTHORITY (LLDA)
Interim Performance Scorecard

		LLDA Submission			CGO-A Validation			
Indicator	Weight	Target	Actual	Rating	Score	Rating	Supporting Document	Remarks
MFO 1: Planning and Policy Services								
Quantity 1: No. of plans and policies developed and approved by the Management or Board of Directors	10%	7	6	8.57%	6	8.57%	Copy of resolutions	<p>With the additional supporting documents, regulatory policies totaled to 12, but only 9 are accepted as regulatory policy and still satisfies the target of 5 regulatory policy.</p> <p>The Management and Development Plan for Pandin Lake is also accepted.</p> <p>However, since no medium-term plan was accomplished in 2014, the score remains to be 6 out of 7 or 8.57%</p>
Subtotal	10%			8.57%		8.57%		

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MFO 2: Resource Development Services								
Quantity 1: No. of seedlings planted/ distributed committed under the National Greening Program (1M trees until 2016)	8%	200,000	229,934	8.00%	228,970	8.00%	Summary of Seedlings Dispersed/ Planted Letter from NGP	During the 2013 PBB validation, it was noted that the tree planting activities of LLDA was not part of the total accomplishment of the National Greening Program (NGP). It was recommended that LLDA coordinate with NGP to ensure that the tree planting activities of LLDA and its partners become part of the NGP. For 2014, DENR- Forest Management Bureau Dir. Calderon acknowledged the accomplishments of LLDA. However, we noted discrepancies between various reports of LLDA. The 228,970 actual accomplishment is based on the monthly seedling dispersals in 2014.
Quantity 2a: Quantity of knife fish collected	0%	100,000	463,577.54	0.00%	463,577.54	0.00%	Summary of Report from Dr. Adelaida Palma Average daily fish catch	Acceptable
Quantity 2b: Average share of bangus and other like species harvested in relation to knife fish	8%	70:30	80:20	8.00%	'85:15	8.00%		Acceptable

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Quantity 3a: No. of physical river clean-ups conducted	0%	6	15	0.00%	15	0.00%	After Activity Report	Acceptable
Quantity 3b: Amount of solid wastes collected and properly disposed	10%	80 tons	84.143 tons	10.00%	84.143 tons	10.00%		Acceptable
Quantity 4: No. of organizations signing up MOAs for clean-up activities	10%	12	12	10%	12	10%	Copy of MOAs	Acceptable
Quantity 5: No. of sub-projects implemented under the LISCOP Project-Additional Financing	8%	11 (7 subject to the PGB approval)	18	8.00%	9	6.55%	LISCOP Project Report	<p>There were 20 approved sub-projects under the LISCOP additional financing, 9 of which were already implemented in 2013 (4 in Paete, 3 in Rodriguez, and 2 in Teresa).</p> <p>Of the 20 sub-projects, two were cancelled before the closing of the LISCOP Project on 30 April 2014. LLDA, however, did not consider renegotiating the target to 9 from 11. The reported actual score of 18 sub-projects includes 9 projects already credited in the 2013. Thus actual score was revised to 9 or a rating of 6.55%</p> <p>Completion Report on the LISCOP Project states that only 10 or 56% of the 18 sub-projects implemented were operational at</p>

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								project closing time.
Subtotal	44%			42.55%		42.55%		
MFO 3: Regulatory Services								
Quantity 1b: Number of permits and clearances issued	10%	2,736	3,665	10.00%	3,665	10.00%	List of Clearances and Permits Approved	Acceptable
Quantity 1c: No. of new establishments inspected	5%	1,540	1,801	5.00%	1,839	5.00%	List of Establishments Inspected in 2014	The supporting document submitted show 1,839 establishments inspected, hence the revised the score.
Quantity 2: Percentage of ADR resolutions that lead to compliance in relation to those that are endorsed to LAD	5%	90:10	32:68	1.78%	19:81	1.06%	ADR and LAD cases in 2014	<p>The measure tracks the success rate of ADR relative to the traditional legal route. Cases are endorsed to the LAD for legal action if establishment owners do not appear during the ADR process or refuse to comply with the ADR resolution.</p> <p>Out of 1,686 cases in 2014, 816 cases were referred to ADR resulting in 322 resolutions and compliance by establishment owners. The balance of 1,364 cases was endorsed to the LAD.</p> <p>Score revised as follows: 322 / 1,</p>

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								<p>686 = 19% - cases resolved within the ADR.</p> <p>Rating computed as: (actual / target) x weight = (19 / 90) x 5% = 1.06%</p>
<p>Timeliness: Average no. of days that LAD gives a final resolution from the date of formal endorsement</p>	5%	Average of 120 days LAD gave Order for cases filed in 2012 to 2014	59 days	5.00%	146 days	4%	List of cases in 2012-2014	Supporting document submitted by LLDA shows 327 cases filed during the period 2012-2014 dismissed or provided with order in 2014. Average processing time is 146 days, not 59 days as LLDA reported.
<p>Timeliness: Percentage of applications approved within 30 working days upon receipt of complete documents</p>	5%	40%	52%	5.00%	49%	5.00%	List of Clearances and Permits Approved	Acceptable Of the 3,665 applications, 1,792 were processed within 30 working days, hence the validated score of 49%. Bulk of the applications are for fish cage permits and renewal of discharge permits. Based on the submitted supporting documents average processing time for all the

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Financial: Revenue collection efficiency from regulatory services	6%	90%	103.16%	6.00%	102%	6.00%	Regulatory Revenue Performance Report	Revenue target was also validated against the submitted 2014 Corporate Operating Budget. LLDA reported a score of 103.16% collection efficiency but based on the supporting documents, collection efficiency is 102%.
Subtotal	36%			32.78%		31.06%		
GAS								
Quantity: No. of processes manualized	10%	ISO Certification: Establishing the QMS - Design of Mechanism for Determining Customer Satisfaction	ISO Certification: Establishing the QMS - Design of Mechanism for Determining Customer Satisfaction	10.00%	ISO Certification: Establishing the QMS - Design of Mechanism for Determining Customer Satisfaction	10.00%	Document on Mechanism for Collecting Customer Feedback and Measuring Customer Satisfaction	The Mechanism for Collecting Customer Feedback and Measuring Customer Satisfaction per LLDA is deemed approved due to the annotation of approval written on the right side of the memorandum by the approving authority
Subtotal	10%			10.00%		10.00%		
TOTAL	100%			93.9%		92.18%		