

**FORM A
FY 2021 PERFORMANCE TARGETS**

LWD NAME: PULUPANDAN WATER DISTRICT

PREQUALIFICATIONS CONDITIONS		Compliant/ Non-compliant					
Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with PNSDW Current in Debt Service Status LWUA-Approved Water Rates Submission of documents-MDS and FS (January to December 2021); Approved WD 2021 Budget; Updated Business Plan 2021; Annual Report 2021	Compliant					
MFO'S & PERFORMANCE INDICATORS (1)		FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESONSIPLE OFFICE/UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. PERFORMANCE RESULTS							
PI 1 - (Quality) Access to potable water	Percentage of household with access to potable water against the total number of households within the coverage of the LWD	100%	34%	General Manager	35%	100%	
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	General Manager	100%	100%	
PI 3 - (Timeliness) Adequacy - should not be less than 1.5:1	Source Capacity of LWD to meet demands for 24/7 supply of water. To compute adequacy, use formula below: Rated capacity of source (cu.m./yr)/ Demand (cu.m./yr) Demand = No. of active connections x 5 (average households size) x 100 - 130 (liters per capita per day) x 365 days x 1 m3 / 1000 Lit	100%	1.3:1	General Manager	1.51:1	100%	
PI 4 - Covid-19 Response Measures	Wash hand facilities Water deliver services Public Information drives Sanitation and hygiene activities Disinfection Initiatives Issuance of health protocols Other resiliency program/s to mitigate COVID-19	Complied	Complied	General Manager	Complied	100%	
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	100%	27%	General Manager	8%	100%	
PI 6 - (Quality) Potability	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017. Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at 0.2 to 0.4ppm.	Complied	to maintain at least 0.3ppm chlorine residual	General Manager	to maintain at least 0.3ppm chlorine residual	100%	

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PI 7 - (Timeliness) Adequate / Reliability of Service	Average response tim in hours to restore service (major repair) when there are interruption due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD	Complied	major repair 2-3hrs. Minor repair 1hour	General Manager	major repair 2-3hrs. Minor repair 1hour	100%	
PI 8 - Staff Productivity Index	Categories A,B,C = 1 staff for every one hundred twenty (120) service connections; Category D = 1 staff for every one hundred (100) service connections	100%	256.89:1	General Manager	259.33:1	100%	
PI 9 - Water Quality Reports	Microbiological/Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Complied	5 samples/month MB Report & 1 sample PC Report per year	General Manager	5 samples/month MB Report & 1 sample PC Report per year	100%	
B. PROCESS RESULTS							
PI 1 - Quality of service	1. ISO-certified Quality Management System (QMS) or its equevalent for LWDs under Categories A and B; 2. Commercial Practice System Certified for LWDs under Categories C and D	Complied	Complied	General Manager	Complied	100%	
C. FINANCIAL RESULTS							
PI 1 - Quality of service	Collection Efficiency (>90%)	104.41%	100.00%	General Manager	114.40%	110.50%	
	CurrentRatio > 1.5:1	82.25%	296.71:1	General Manager	296.71:1	294.56:1	
	Positive Net Balance in the Average Net Income for twelve (12) months	76.04%	517,318.92	General Manager	122,387.69	23.66%	
D. CITIZEN/CLIENT SATISFACTION RESLUTS							
PI 1 - Customer Satisfaction	1. Compliance with Republic Act No. 11032 or Rase of Doing Business and Efficient Government Deliviry Service Act of 2018. 2. Percentage of Customer's Complaints acted upon against received compliants * Compliants through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours; 3. Compliants received through the WD Customer Service unit within the period prescribed under RA 112032 and other issuance.	1. Complied 2. 100% 3. Complied	1. Complied 2. 100% 3. Complied	General Manager	1. Complied 2. 100% 3. Complied	1. 100% 2. 100% 3. 100%	

Prepared by:



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PBB Focal Person
Date: Jan. 24, 2022

Approved by:



AMADOR G. GEROY
General Manager D
Date: Jan. 24, 2022