

FORM A
FY 2023 PERFORMANCE ACCOMPLISHMENTS

LWD NAME : PULUPANDAN WATER DISTRICT

| | PREQUALIFICATIONS CONDITIONS | Compliant/ Non-compliant |
|---|--|--------------------------|
| Compliance with LWUA reporting requirements in accordance to content and period of submission | a. Compliance with PNSDW | Compliant |
| | b. Current in Debt Service Status | Compliant |
| | c. Existing LWUA-LWD Joint Savings Account/ General Reserves | Compliant |
| | d. LWUA-Approved Water Rates | Compliant |
| | e. Compliance with Commercial Practice System | Compliant |
| | f. Positive Net Balance in the Average Net Income for 12 Months for FY 2023 | Compliant |
| | g. Submission of documents: | Compliant |
| | 1. MDS and FS (January to December 2023); 2. Approved LWD FY 2023 Budget; 3. Updated Business Plan covering FY 2023; 4. FY 2023 LWD Annual Report | Compliant |

| MFO's & PERFORMANCE INDICATORS (1) | | FY 2022 ACTUAL ACCOMPLISHMENT (2) | FY 2023 TARGET (3) | RESPONSIBLE OFFICE/UNIT (4) | FY 2023 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% | 95% | General Manager | 100% | 100% | |
| PI 2 - (Quality) Reliability of the service | Percentage of household connection receiving 24/7 supply of water. | 100% | 95% | General Manager | 100% | 100% | |
| PI 3 - (Timeliness) Adequacy | Source Capacity of LWD to meet demands for 24/7 supply of water, should not be less than 1.5:1 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 household size) x 100 - 130 (liters per capita per day) x 365 days x 1 Liter / 1000 | 2.24:1 | 1.47:1 | General Manager | 2.05:1 | 100% | |
| PI 4 - Board-Approved Water Safety Plan | In compliance with the Department of Health (DOH) Administrative Order No. 2014-0027, LWDs, among others, has been required to develop and implement a Water Safety Plan (WSP) to ensure safe delivery of safe drinking water. | Complied | Complied | General Manager | Complied | Complied | |
| PI 5 - (Quantity) Non-Revenue Water | Percentage of unbilled water to water production should not exceed 30% | 100% | 20% | General Manager | 12% | 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 from 0.3 ppm to 1.5 ppm at the farthest point. In case the LWD is using chlorine dioxide , the allowable level should be at 0.2 to 0.4 ppm . | Complied | Complied | General Manager | Complied | Complied | |

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|--|---|-----------------------------------|--------------------|-----------------------------|-----------------------------------|-------------------------|-------------|
| PI 7 - (Timeliness) Adequate / Reliability of Service | Average response time in hours to restore service (major repair) when there are interruptions 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 | Complied | General Manager | Complied | Complied | |
| PI 8 - Staff Productivity Index | Categories A,B,C = 1 staff for every one hundred twenty (120) service connections (1:120) ; Category D = 1 staff for every one hundred (100) service connections (1:100) | 255.89:1 | 246.44:1 | General Manager | 257.2:1 | 100.00% | |
| PI 9 - Water Quality Reports | (1) Microbiological/ Bacteriological Reports; (2) Physical & Chemical Analysis Reports; and (3) Daily Chlorine Residual Reports | Complied | Complied | General Manager | Complied | Complied | |
| B. PROCESS RESULTS | | | | | | | |
| PI 1 - Quality of service | At least 90% Compliance with the Commerical Practice System (CPS) | Complied | Complied | General Manager | Complied | Complied | |
| C. FINANCIAL RESULTS | | | | | | | |
| PI 1 - Financial Viability and Sustainability | Collection Efficiency (≥ 90%) | 93.5% | 99.0% | General Manager | 101.00% | 101.00% | |
| | Current Ratio ≥ 1.5 : 1 | 243.5:1 | 260.75:1 | General Manager | 217.32:1 | 217.32:1 | |
| | Positive Net Balance in the Average Net Income for twelve (12) months | (382,564.97) | 105,662.76 | General Manager | 91,092.52 | 91,092.52 | |
| D. CITIZEN/ CLIENT SATISFACTION RESULTS | | | | | | | |
| PI 1 - Customer Satisfaction | (1) Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018; (2) Percentage of Customer's Complaints acted upon against received complaints * Complaints through Hotline #8888, Presidential Complaint Center (PCC)/ Presidential Action Center (PACe), and Contact Center ng Bayan (CCB), which were acted upon within 72 Hours; (3) Complaints received through the LWD Customer Service unit within the period prescribed under RA 11032 and other issuance. | Complied | Complied | General Manager | Complied | Complied | |

Prepared by:



LIANIE B. PACLIBAR

PBB Focal Person

Date : Feb. 05, 2024

Approved by:



AMADOR G. GEROY

General Manager

Date : Feb. 05, 2024