

FORM A
FY 2021 PERFORMANCE TARGETS
(Note: Same form to be used for submitting 2021 Accomplishments)

LWD NAME : **TAONG 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					

MPO'S & PERFORMANCE INDICATORS (1)							
A. PERFORMANCE RESULTS							
		FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
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	55%	59%	TWD OFFICE			
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Engineering and Production Division			
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 household size) x 100 - 130 (liters per capita per day) x 365 days x 1 m ³ / 1000 Lit	1.72:1	1.5:1	Engineering and Production Division			
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	Compliant Compliant Compliant Compliant Compliant Compliant Compliant	Compliant Compliant Compliant Compliant Compliant Compliant Compliant	Administrative and General Services Division			
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	20.60%	20.60%	Engineering and Production Division			
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 0.4 ppm.	100% Passed the Phy-chem and Micro biological test, daily chlorine residual 0.3 ppm	100% Passed the Phy-chem and Micro biological test, daily chlorine residual 0.3 ppm	Engineering and Production Division			

PI 7 - (Timeliness) Adequate / Reliability of Service	Average response time 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	24 HOURS	24 HOURS	Administrative and General Services Division			
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	162:1	≥ 120:1	Administrative and General Services Division			
PI 9 - Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Compliant	Compliant	Engineering and Production Division			
B. PROCESS RESULTS							
PI 1 - Quality of service							
1. ISO-certified Quality Management System (QMS) or its equivalent for LWDs under Categories A and B;							
2. Commercial Practice System Certified for LWDs under Categories C and D							
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability							
Collection Efficiency (≥ 90%)		91.0%	≥ 90%	Finance and Commercial Division			
Current Ratio ≥ 1.5 : 1		2.72:1	≥ 1.5 : 1				
Positive Net Balance in the Average Net Income for twelve (12) months		P746,502.12	Positive Net Balance in the Average NI for twelve (12) months				
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;		1. Compliant	1. Compliant	Administrative and General Services Division Finance and Commercial Division			
2. Percentage of Customer's Complaints acted upon against received complaints		2. 0/0	2. 70%				
* Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours;		3. 100%	3. 97%				
3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.		(6,020/6,020)					

Prepared by:


IVY KRISTHINE E. MANGUNDAYAO

PBB, Focal Person

Date : NOVEMBER 2, 2021

Approved by:


ENGR. PERSEVERANDO T. ATIENZA

General Manager

Date : NOVEMBER 2, 2021