

FORM A
FY 2023 PERFORMANCE TARGETS AND ACCOMPLISHMENTS
(Note: Same form to be used for submitting 2023 Accomplishments)


LWD NAME : **TIANGONG WATER DISTRICT**

PREQUALIFICATIONS CONDITIONS	Compliant/ Non-compliant
Compliance with LWUA reporting requirements in accordance to contents 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 2023); Approved WD 2023 Budget; Updated Business Plan 2023; Annual Report 2023	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	60%	60%	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	1.70:1	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	Administrative and General Services Division			
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	16.00%	20.00%	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	175:1	≥ 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	TWD uses LWUA Commercial Practice System cited in TWD operations Manual	TWD uses LWUA Commercial Practice System cited in TWD operations Manual	Finance and Commercial Division			
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	94.3%	≥ 90%	Finance and Commercial Division			
	Current Ratio ≥ 1.5 : 1	1.51:1	≥ 1.5 : 1				
	Positive Net Balance in the Average Net Income for twelve (12) months	156,723.97	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; 2. Percentage of Customer's Complaints acted upon against received complaints * Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours; 3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	1. Compliant 2. (0/0) 100% 3. (3,512/3,512) 100%	1. Compliant 2. 70% 3. 97%	Administrative and General Services Division Finance and Commercial Division			

Prepared by:


IVY KRISTINE E. MANGUNDAYAO

PBB Focal Person

Date :

Approved by:


ENGR. PERSEVERANDO T. ATIENZA

General Manager

Date :

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS

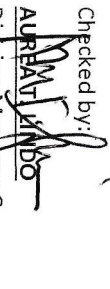
(Note: Same form to be used for submitting 2023 Accomplishments)

LWD NAME: TIAONG WATER DISTRICT


Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2023 TARGET for Performance Indicator 1 (3)	FY 2023 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2023 TARGET for Performance Indicator 2 (6)	FY 2023 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2023 TARGET for Performance Indicator 3 (9)	FY 2023 ACCOMPLISHMENT for Performance Indicator 3 (10)
A. Performance Results									
Engineering and Production Division	Access and Coverage	60%		Reliability	100%		Adequacy	1.5:1	
Administrative and General Services Division									
B. Process Results									
Finance and Commercial Division	Quality of Service	Compliant							
C. Financial Results									
Finance and Commercial Division	Collection Efficiency	1. $\geq 90\%$							
Finance and Commercial Division	Current Ratio	2. $\geq 1.5:1$							
Finance and Commercial Division	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance in the Average Net Income for twelve (12) months							
D. Citizen/Client Satisfaction Results									
Administrative and General Services Division	Customer Satisfaction	1. Compliant 70% (# 88888)	2.						
Finance and Commercial Division	Customer Satisfaction	3. 97%							

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 Division Manager C
 Admin & Gen. Services Div.


ENGR. ANSELMO B. ADAME
 Division Manager C
 Engineering and Prod. Div.

Approved:

ENGR. PERSEVERANDO T. ATIENZA
 General Manager

Performance Indicator 4 (11)	FY 2023 TARGET for Performance Indicator 4 (12)	FY 2023 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2023 TARGET for Performance Indicator 5 (15)	FY 2023 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2023 TARGET for Performance Indicator 6 (18)	FY 2023 ACCOMPLISHMENT for Performance Indicator 6 (19)
COVID-19 Response Measures	Compliant		Non-Revenue Water	20.00%		Potability	100% 0.3ppm	

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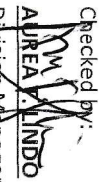

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Performance Indicator 7 (20)	FY 2023 TARGET for Performance Indicator 7 (21)	FY 2023 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2023 TARGET for Performance Indicator 8 (24)	FY 2023 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2023 TARGET for Performance Indicator 6 (27)	FY 2023 ACCOMPLISHMENT for Performance Indicator 9 (28)	Remarks (29)
Reliability of Service	24 hours					Water Quality Reports	Submitted		
			Staff Productivity Index	≥ 120:1					

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