

FORM A

FY 2021 PERFORMANCE TARGETS

(Note: Same form to be used for submitting 2021 Accomplishments)

LWD NAME : PILI 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	

MFO's & PERFORMANCE INDICATORS (1)		FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>A. PERFORMANCE RESULTS</b>							
<b>PI 1 - (Quality) Access to potable water</b>	Percentage of household with access to potable water against the total number of households within the coverage of the LWD	93% of the households within the coverage of PIWAD have access to potable water	93% of the households within the coverage of PIWAD have access to potable water	Water Resouces Division			
<b>PI 2 - (Quality) Reliability of the service</b>	Percentage of household connection receiving 24/7 supply of water.	99.47% of households with 24/7 water supply	99% of households with 24/7 water supply	Water Resouces Division			
<b>PI 3 -(Timeliness) Adequacy - should not be less than 1.5:1</b>	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 <sup>3</sup> / 1000 Lit	1.53:1	1.5:1	Water Resouces Division			

<p><b>PI 4 -COVID-19 Response Measures</b></p>	<p>Wash Hand Facilities  Water Deliver Services  Pubic Information Drives  Sanitation and Hygiene Activities  Disinfection Initiatives  Issuance of Health Protocols  Other Resiliency Program/s to Mitigate COVID-19</p>	<p>Covid-19 Response Measures:</p> <ul style="list-style-type: none"> <li>*Installation of Handwashing stations</li> <li>*Installation of faucet at checkpoints within the municipality</li> <li>*Health protocols are in place to control the spread of the Covid-19 virus</li> <li>*Public Awareness Campaign through PIWAD Facebook page and E-bulletin</li> <li>*Sanitation and Hygiene Activities to ensure health and safety of the employees and customers</li> <li>*Disinfection Initiatives regularly conducted</li> <li>*Health Protocols are in place to control the spread of Covid-19 virus</li> </ul>	<p>COVID-19 Response Measures:</p> <ul style="list-style-type: none"> <li>Wash hand facilities</li> <li>- Water Delivery Service</li> <li>-Public Information Drives</li> <li>- Sanitation and Hygiene Activities</li> <li>- Disinfection initiatives</li> <li>- Issuance of health protocols</li> <li>- Other Resiliency program/s to mitigate COVID-19</li> </ul>	<p>Office of the General Manager</p>			
<p><b>PI 5 - (Quantity) Non-Revenue Water should not exceed 30%</b></p>	<p>Percentage of unbilled water to water production</p>	<p>20.85%</p>	<p>20%</p>	<p>Water Resouces Division</p>			

<p><b>PI 6 - (Quality) Potability</b></p>	<p>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.</p>	<p>All water samples during the year passed the physical-chemical and microbiological tests as required by PNSDW 2017. Daily chlorine residual requirement was at least 0.30 ppm to 90 ppm at the farthest point. For chlorine dioxide, at allowable level of at least 0.3 to 0.35 ppm.</p>	<p>All water samples during the year to pass the physical-chemical and microbiological tests as required by PNSDW 2017. Daily chlorine residual requirement at least 0.3ppm to 1.5 ppm at the farthest point. For chlorine dioxide, at allowable level of at least 0.2 to 0.4 ppm</p>	<p>Water Resources Division</p>			
<p><b>PI 7 - (Timeliness) Adequate / Reliability of Service</b></p>	<p>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</p>	<p>Simple: 1.07 days Complex: 4.93 days</p>	<p>Simple: 3 days Complex: 7 days</p>	<p>Commercial Services Division</p>			
<p><b>PI 8 - Staff Productivity Index</b></p>	<p>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</p>	<p>1:224 (12,968 active SCs/ 58 personnel)</p>	<p>1:120</p>	<p>Administrative &amp; Human Resources Division</p>			
<p><b>PI 9 - Water Quality Reports</b></p>	<p>Microbiological/ Bacteriological Reports, Physical &amp; Chemical Reports, and Chlorine Residual Reports</p>	<p>Submission of reports on the following dates: Physical-Chemical Report- February 2021  Microbiological Report- Monthly  Chlorine Residual Report- Monthly</p>	<p>Submission of reports on the following dates: Physical-Chemical Report- February 2021  Microbiological Report- Monthly  Chlorine Residual Report- Monthly</p>	<p>Office of the General Manager</p>			

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	ISO-certified Quality Management System	ISO-certified Quality Management System	Office of the General Manager			
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency ( ≥ 90%)	Collection Efficiency of 96.4%	Collection Efficiency of 90%	Office of the General Manager/ Budget & Finance Services Division			
	Current Ratio ≥ 1.5 : 1	2.1:1	1.5:1				
	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance in the Average Net Income of Php 2,120,982.62	Positive Net Balance in the Average Net Income for twelve (12) months				
D. CITIZEN/ CLIENT SATISFACTION RESULTS							
PI 1 - Customer Satisfaction	<p>1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;</p> <p>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;</p> <p>3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.</p>	<p>Certification of Compliance notarized last July 24, 2020</p> <p>No complaints were received through #8888 within the year</p> <p>100% (1131/1131) acted requests/ complaints within the year</p>	<p>1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018</p> <p>2. 100% of customer complaints received through hotline #8888 acted upon within 72 hours</p> <p>3. 100% of complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances</p>	Commercial Services Division			

Prepared by:



**MA. KARINA F. TUTANES**  
PBB Focal Person  
Date : November 13, 2021

Approved by:



**ANNAFE B. COLLAO-PATO**  
Acting General Manager  
Date : November 13, 2021

**DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS**

*(Note: Same form to be used for submitting 2021 Accomplishments)*


LWD NAME: **PILI WATER DISTRICT**

Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2021 TARGET for Performance Indicator 1 (3)	FY 2021 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2021 TARGET for Performance Indicator 2 (6)	FY 2021 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2021 TARGET for Performance Indicator 3 (9)	FY 2021 ACCOMPLISHMENT for Performance Indicator 3 (10)	Remarks (29)
<b>A. Performance Results</b>										
Office of the General Manager/ Water Resource Division/ Customer Services Division	Access and Coverage	93% of the households within the coverage of PIWAD have access to potable water		Reliability	99% of households with 24/7 water supply		Adequacy	1.5:1		
	Performance Indicator 4 (11)	FY 2021 TARGET for Performance Indicator 4 (12)	FY 2021 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2021 TARGET for Performance Indicator 5 (15)	FY 2021 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2021 TARGET for Performance Indicator 6 (18)	FY 2021 ACCOMPLISHMENT for Performance Indicator 6 (19)	
	COVID-19 Response Measures	COVID-19 Response Measures: - Wash hand facilities - Water Delivery Services - Public Information Drives - Sanitation and Hygiene Activities - Disinfection initiatives		Non-Revenue Water	20%		Potability	All water samples during the year to pass the physical-chemical and microbiological tests as required by PNSDW 2017. Daily chlorine residual requirement at least 0.3ppm to 1.5 ppm at the farthest point.		


		- Issuance of health protocols - Other Resiliency program/s to mitigate COVID-19						For chlorine dioxide, at allowable level of at least 0.2 to 0.4 ppm.		
	Performance Indicator 7(20)	FY 2021 TARGET for Performance Indicator 7(21)	FY 2021 ACCOMPLISHMENT for Performance Indicator 7(22)	Performance Indicator 8(23)	FY 2021 TARGET for Performance Indicator 8(24)	FY 2021 ACCOMPLISHMENT for Performance Indicator 8(25)	Performance Indicator 9(26)	FY 2021 TARGET for Performance Indicator 6(27)	FY 2021 ACCOMPLISHMENT for Performance Indicator 9(28)	
	Reliability of Service	Simple: 3 days Complex: 7 days		Staff Productivity Index	1:120		Water Quality Reports	Submission of reports on the following dates: Physical-Chemical Report- February 2021 Microbiological Report- Monthly Chlorine Residual Report- Monthly		
<b>B. Process Results</b>										
Office of the General Manager	Quality of Service	ISO-certified Quality Management Systems								
<b>C. Financial Results</b>										
Office of the General Manager/ Budget & Finance Services Division	Collection Efficiency	Collection Efficiency of 90%								
	Current Ratio	1.5:1								

	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance in the Average Net Income for twelve (12) months								
<b>D. Citizen/Client Satisfaction Results</b>										
Commercial Services Division	Customer Satisfaction	1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018								
		2. 100% of customer complaints received through hotline #8888 acted upon within 72 hours								
		3. 100% of complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.								

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