

FORM A
FY 2021 PERFORMANCE TARGETS

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

LWD NAME : PIKIT 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)	RESPONSIBLE 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	8%	7%	Engineering & Operation Section			
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Engineering & Operation Section			
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	1.52:1	1.5:1	Engineering & Operation Section			
PI 4 -COVID-19 Response Measures	Wash hand facilities	none	install wash station at entrance gate	Engineering & Operation Section			
	Water deliver services	24/7 supply of safe & potable water	24/7 supply of safe & potable water	Engineering & Operation Section			
	Public Information drives	posted info drive on proper health protocols	post info drive on proper health protocols & updates	Admin., Finance & Commercial Section			
	Sanitation and hygiene activities	thermal scanner & alcohol dispenser at entrance door	thermal scanner & alcohol dispenser at entrance door	Admin., Finance & Commercial Section			
	Disinfection Initiatives	disinfected the office every Friday afternoon	disinfection of office every Friday afternoon	Admin., Finance & Commercial Section			
	Issuance of health protocols	issued memorandum to follow health protocols	issue memo & resolution to still follow health protocols	Admin., Finance & Commercial Section			
	Other resiliency program/s to mitigate COVID-19						
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	9.71%	20%	Engineering & Operation Section			

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.	Attained 0.30 - 1.50ppm	To attain > or = 0.30ppm	Engineering & Operation Section			
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	12hrs.	24hrs.	Engineering & Operation Section			
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	145:1	150:1	Admin., Finance & Commercial Section			
PI 9 - Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	compliant	compliant	Engineering & Operation Section			
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	CPS compliant	CPS compliant	Admin., Finance & Commercial Section			
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency ($\geq 90\%$)	95.6%	94.0%	Admin., Finance & Commercial Section			
	Current Ratio $\geq 1.5 : 1$	106.58:1	160.0:1	Admin., Finance & Commercial Section			
	Positive Net Balance in the Average Net Income for twelve (12) months	positive net balance	positive net balance	Admin., Finance & Commercial Section			
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.	acted 100% on customers' complaints within the prescribed period	100% on customers' complaints within the prescribed period	Engineering & Operation and Admin., Finance & Commercial Sections			


Prepared by:


MILDRED G. DUGASAN

Industrial Relations Management Officer B

Date : 11/15/21


Recommending Approval:


GINA FONTANOSA - MARSCAL

Administrative Services Officer A

Date : 11/15/21

Approved by:


ENGR. CHERYL D. VILLARTA

General Manager

Date : 11/15/21