

**FORM A**  
**PERFORMANCE TARGETS AND ACCOMPLISHMENTS REPORTS**  
**FY 2021**

LWD Name:

**MANAPLA WATER DISTRICT**

MFOs AND 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. Water Facility Service Management</b>						
<b>2021 Budget:</b>						
PI 1 (Quantity) access to potable water	Percentage of households with access to potable water against the total number of household within the coverage of the MWD.	22%	Office of the GM			
PI 2 (Quality) reliability of service	% of household connection receiving 24/7 supply of water.	100%	Office of the GM			
PI 3 (Timeliness) Adequacy	Source Capacity of MWD to meet demands for 24/7 supply of water.	3.05 : 1	Office of the GM			
PI 4 COVID-19 RESPONSE MEASURES	COVID-19 Response Measures: -Wash hands facilities -Water delivery services -Public information drives -Sanitation and hygiene activities -Issuance of health protocols -Other resiliency program/s to mitigate COVID-19	100% Compliance	Office of the GM			

MFOs AND 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)
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**B. Water Distribution Service Management**

2021 Budget:

PI 1 (Quantity) NRW: NRW should not exceed 30%	% of unbilled water to water production.	12%	Office of the GM			
PI 2 (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 0.3ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4ppm.	All water samples passed the physical-chemical and biological tests as required during the year. Maintained at 0.3ppm chlorine residual	Office of the GM			
PI 3 (Timeliness) adequacy/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 Citizen's or service Charter of MWD.	24 hours	Office of the GM			

**Support to Operation (STO)**

2021 Budget:

PI 1 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 connects.	2,489/16	Office of the GM			
PI 2 affordability	Reasonableness/Affordability should observe the LWUA-approved rates	156:1	Office of the GM			
		2,702/21	Comply with the LWUA-approved water rate			

MFOs AND PERFORMANCE INDICATORS								
(1)							(2)	
Customer Satisfaction							FY 2021 ACTUAL ACCOMPLISHMENT	
1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and efficient Government Delivery Service Act of 2018.							Compliant	
2. Percentage of customer complaints acted upon against received complaints.							100%	
3. Complaints through hotline #8888 acted upon within 72 hours.							70%	
4. Complaints received through the MWD customer service unit within the period prescribed by ARTA and other issuances.							0%	
							1,001 complaints received and acted upon within the period prescribed by ARTA and other issuances.	
							1,000 complaints	
							Office of the GM	

**1. Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016**

**General Administration and Support Services(GASS)**

2021 Budget:								
PI 1 Financial Viability and Sustainability								
Collection Efficiency $\geq 90\%$			Collection Efficiency=96%			Collection Efficiency=94%		
Positive Net Balance in the Average Net Income for twelve (12) months			Ave Net Income= P646,397.90			Ave Net Income= P100,845.15		
Current Ratio = $< 1.5:1$			Current Ratio = 15.71:1			Current Ratio = 15:1		
Follow the prescribed content and period of submission of five financial reports								
The 5 Financial Reports :								
Statement of Financial Position			Submitted the Annual Financial Reports for Statement of Financial Position, Statement of Comprehensive Income, Statement of Cashflows, Statement of Changes in Equity and Notes to Financial Statements before February 14, 2020			Submit the Annual Financial Reports for Statement of Financial Position, Statement of Comprehensive Income, Statement of Cashflows, Statement of Changes in Equity and Notes to Financial Statements before February 14, 2021		
Statement of Comprehensive Income			Compliant			Compliant		
Statement of Cashflows			Compliant			Compliant		
Statement of Changes in Equity			Compliant			Compliant		
Notes to Financial Statements			Compliant			Compliant		
a. Compliance with COA reporting requirements in accordance with content and period of submission.								

Office of the GM



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b. Compliance with LWUA reporting requirements in accordance to content and period of submission	b. Compliance with LWUA reporting requirements in accordance to content and period of submission <i>i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine residual report, Approved WD budget with Annual Procurement Plan, Annual Report</i>	100%	100%	Office of the GM			
<sup>2</sup> Average Positive Net Income - EO 181-2015; LWUA MC 007-15; DBM-BC #007-2016							

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Approved by:

  
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