

**FORM A**  
**PERFORMANCE TARGETS AND ACCOMPLISHMENTS REPORTS**  
**FY 2022**

LWD Name: **MANAPLA WATER DISTRICT**

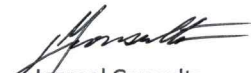
PREQUALIFICATION CONDITIONS	COMPLIANCE/NON-COMPLIANCE
Compliance with LWUA reporting requirements in accordance to content and period of submission Compliance with PNSDW Current in Debt Service Status LWUA approved Water Rates Submission of documents-MDS and FS (January to December 2022) Approved WD 2022 Budget Updated Business Plan 2022 Annual Report 2022	Compliance with: PNSDW, Current Debt Service Status, LWUA-approved water rates, Submission of documents - MDS and FS (January to December 2022), Approved Water District 2022 Budget, updated Business Plan 2022 and Annual Report 2022

MFOs AND PERFORMANCE INDICATORS (1)	FY 2021 ACTUAL ACCOMPLISHMENT (2)	FY 2022 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2022 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>A. PERFORMANCE RESULTS</b>						
<b>PI 1 (Quality) Access to potable water</b> Percentage of households with access to potable water against the total number of household within the coverage of the LWD.	24%	27%	Office of the GM			
<b>PI 2 (Quality) Reliability of service</b> Percentage of household connection receiving 24/7 supply of water.	100%	100%	Office of the GM			
<b>PI 3 (Timeliness) Adequacy</b> - 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 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> /1000Lit	1.21:1	1.5:1	Office of the GM			


MFOs AND PERFORMANCE INDICATORS (1)		FY 2021 ACTUAL ACCOMPLISHMENT (2)	FY 2022 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2022 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>PI 4 COVID-19 RESPONSE MEASURES</b>	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	100% Compliance	Office of the GM			
<b>PI 5 (Quantity) Non-Revenue Water: NRW</b> should not exceed 30%	Percentage of unbilled water to water production.	8%	20%	Office of the GM			
<b>PI 6 (Quality) Potability</b>	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 least 0.2 to 0.4ppm.	All water samples passed the physical-chemical and biological tests as required during the year. Maintain at 0.3ppm chlorine residual	All water samples should pass the physical-chemical and biological tests as required during the year. Maintain at 0.3ppm chlorine residual	Office of the GM			
<b>PI 7 (Timeliness) Adequate/Reliability of Service</b>	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 LWD.	24 hours	24 hours	Office of the GM			
<b>PI 8 - Staff Productivity Index</b>	Categories A, B & C= 1 staff for every one hundred twenty (120) service connections; Category D = 1 staff for every one hundred (100) service connectons.	181:1	120:1	Office of the GM			
<b>PI 9 - Water Quality Reports</b>	Microbiological/Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	All water samples passed the PNSDW 2021 as required by LWUA.	All water samples should pass the PNSDW 2022 as required by LWUA.	Office of the GM			
<b>B. PROCESS RESULTS</b>							
<b>PI 1 - Quality of service</b>	1. ISO-certified Quality Management System (QMS) or its equivalent for the LWDs under Categories A and B;	N/A	N/A				
	2. Commercial Practice System Certified for LWDs under Categories C and D	Compliant	Compliant with the Commercial Practice System Certified for LWUA				

MFOs AND PERFORMANCE INDICATORS (1)	FY 2021 ACTUAL ACCOMPLISHMENT (2)	FY 2022 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2022 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>C. FINANCIAL RESULTS</b>						
<b>PI 1 - Financial Viability and Sustainability</b>	Collection Efficiency $\geq$ 90%	Collection Efficiency=95.5%	$\geq$ 90%	Office of the GM		
	Current Ratio $\geq$ 1.5:1	Current Ratio = 16.01:1	$\geq$ 1.5:1			
	Positive Net Balance in the Average Net Income for twelve (12) months	Ave Net Income= P500,928.17	P509,942.81			
<b>D. CITIZEN/ CLIENT SATISFACTION RESULTS</b>						
<b>PI 1 - Customer Satisfaction</b>	1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and efficient Government Delivery Service Act of 2018; 2. Percentage of customer 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 MWD customer service unit within the period prescribed by ARTA and other issuances.	Compliant with RA No. 11032  100%  100%  100%	To comply with RA No. 11032  80%  80%  80%	Office of the GM		

Prepared by:

  
 Jezreel Consulta  
 PBB Focal Person  
 Date: 09/30/2022

Approved by:

  
 Arlene Mae B. Balatayo  
 Agency Head  
 Date: 09/30/2022

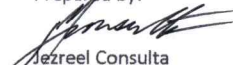


**FORM A-1**  
**DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS**  
**FY 2022**

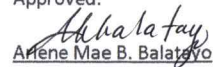
LWD Name: **MANAPLA WATER DISTRICT**

Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2022 TARGET for Performance Indicator 1 (3)	FY 2022 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2 (5)	FY 2022 TARGET for Performance Indicator 2 (6)	FY 2022 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2022 TARGET for Performance Indicator 3 (9)	FY 2022 ACCOMPLISHMENT for Performance Indicator 3 (10)
<b>A. Performance Results</b>									
	Access and Coverage	27%		Reliability	100%		Adequacy	1.5:1	
<b>B. Process Results</b>									
	Quality Service	Compliant with the Commercial Practice System Certified for LWUA							
<b>C. Financial Results</b>									
	Collection Efficiency	≥ 90%							
	Current Ratio	≥ 1.5:1							
	Positive Net Balance in the Average Net Income for twelve (12) months	P509,942.81							
<b>D. Citizen/Client Satisfaction Results</b>									
	Customer Satisfaction	To comply with RA No. 11032 80% 80% 80%							

Prepared by:

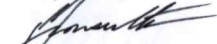
  
 Jezreel Consulta  
 PBB Focal Person

Approved:

  
 Arlene Mae B. Balatayo  
 General Manager

Performance Indicator 4 (11)	FY 2022 TARGET for Performance Indicator 4 (12)	FY 2022 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2022 TARGET for Performance Indicator 5 (15)	FY 2022 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2022 TARGET for Performance Indicator 6 (18)	FY 2022 ACCOMPLISHMENT for Performance Indicator 6 (19)
COVID-19 Response Measures	100% Compliance		Non-Revenue Water	20%		Potability	All water samples should pass the physical-chemical and biological tests as required during the year. Maintain at 0.3ppm chlorine residual	

Prepared by:

  
 Jezreel Consulta  
 PBB Focal Person

Approved:

  
 Arlene Mae B. Bajatayo  
 General Manager



