

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

LWD Name: **MANAPLA WATER DISTRICT**

PREQUALIFICATION CONDITIONS	COMPLIANCE/NON-COMPLIANCE
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	26%	96%	
<b>PI 2 (Quality) Reliability of service</b> Percentage of household connection receiving 24/7 supply of water.	100%	80%	Office of the GM	100%	125%	
<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:  $\text{Rated capacity source (cu.m./yr)/Demand (cu.m./yr)}$ $\text{Demand} = \text{No. of active connections} \times 5 \text{ (average household size)} \times 100 - 130 \text{ (liters per capita per day)} \times 365 \text{ days} \times 1 \text{ m}^3/1000\text{lit}$	1.21:1	≥1.5:1	Office of the GM	≤1.2:1	80%	

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<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	Complied with COVID-19 response measures	100%	
<b>PI 5 (Quantity) Non-Revenue Water: NRW should not exceed 30%</b>	Percentage of unbilled water to water production.	8%	20%	Office of the GM	5%	100%	
<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	All water samples passed the physical-chemical and biological tests as required during the year. Maintain at 0.3ppm chlorine residual	100%	
<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	24 hours	100%	
<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 connections.	181:1	120:1	Office of the GM	158:1	100%	
<b>PI 9 - Water Quality Reports</b>	Microbiological/Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	12 Monthly Reports, 2 Reports, 12 Monthly 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	All water samples passed the PNSDW 2022 as required by LWUA.	100%	
<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	N/A	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	Office of the GM	Compliant with the Commercial Practice System Certified for LWUA	100%	

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<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	98.4%	100%	
	Current Ratio $\geq$ 1.5:1	Current Ratio = 16.01:1	$\geq$ 1.5:1		17.86	100%	
	Positive Net Balance in the Average Net Income for twelve (12) months	Ave Net Income= P500,928.17	P42,495.23		P276,370.14	100%	
<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	100%	100%	
					100%	100%	
					100%	100%	

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