

FORM A-1
 DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

Major Final Outputs/ Responsible Unit (1)	Performance Indicator 1 (2)	FY 2021 TARGET for Performance Indicator 1 (3)	FY 2021 ACCOMPLISHMENT NT 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)	Performance Indicator 4 (11)	FY 2021 TARGET for Performance Indicator 4 (12)	FY 2021 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)
Production, Commercial and Engineering	Access and coverage: Percentage of households with access to potable water against the total number of households within the coverage of the LW	5 % or 280 Additional HH/ Concessionaire(of the total household within the coverage of LWD (total HH is 5,650)		Reliability: Percentage of household connections receiving 24/7 supply of water	100%		Adequacy - should not be less than 1.5:1	1.5:1		COVID-19 Response Measures	Implemented and maintained the minimum safety protocols to limit the spread of Covid 19 but not limited to the following: Disinfecting hands with alcohol, use of face mask and face shield, social distancing, wash hand facility, checking of body temperature, logsheet for contact tracing, installation of physical barrier at customer service area, antigen test for LWD staff, coordination with MLGU Health Office		Non-Revenue Water should not exceed 30%

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)	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 9 (27)
<30%		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			Timeliness: Adequate/ reliability of service	minor repairs 1-3 hours; Major repairs 6-12 hours		Staff Productivity Index - Category D = 1 staff for every one hundred (100) service connections	1:100		Water Quality Reports	All Microbiological/ Bacteriological Reports, Physical & Chemical Reports and Chlorine Residual Reports submitted on time

B. PROCESS RESULTS

<p>1. ISO-certified Quality Management system (QMS) or its equivalent for LWDs under categories A and B;</p>	<p>pass ISO 2015:9001 surveillance</p>												
<p>2. Commercial Practice System Certified for LWDs under Categories C and D</p>	<p>CPS installed maintained</p>												

C. FINANCIAL RESULTS

<p>Financial Viability and Sustainability: Collection Efficiency \geq 90%</p>	<p>Collection Efficiency – \geq 90%</p>												
<p>Current Ratio \Rightarrow 1.5:1</p>	<p>Current Ratio – 1.5:1</p>												
<p>Financial Unit</p>	<p>Positive net balance in the average Net Income for twelve (12) months</p>	<p>Average Net Income = 5,000.00</p>											

D. CITIZEN/CUSTOMER SATISFACTION RESULTS

Commercial/ Administrative Unit	1. Compliance with Republic Act No. 11032 or Ease of Doing and Efficient Government Service Act of 2018;	Issued a Certificate of Compliance (COC) pursuant to SEC. 5.1.c											
	2. Percentage of Customer's Complaints acted upon against received complaints	50											
	* Complaints through Hotline #8888, Presidential Complaint Center, Contact Center, Contacting Bayan ng Bayan acted upon within 72 Hours	none											
	3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	108											

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