

PREQUALIFICATIONS CONDITIONS		Compliant/Non-compliant				
Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with PWSIW/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					

MFOs and PERFORMANCE (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						
Pl 1 (Quantity) Access to potable water	Percentage of households with access to potable water against the total number of households within the coverage of the LWD 2727/5650	5 % or 280 Additional HH/ Concessional(s) of the total household within the coverage of LWD (total HH is 5,650)	Production, Commercial and Engineering			
Pl 2 (Quality) Reliability of service	Percentage of household connections receiving 24/7 supply of water 100%	100%	Production, Commercial and Engineering			
Pl 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 (cum/yr)/Demand (cum/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 2.2:1:1	1.5:1	Production, Commercial and Engineering			

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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	1:272	Human Resources			
PI 9 Water Quality Reports	Microbiological/Bacteriological Reports, Physical & Chemical Reports and Chlorine Residual Reports	1:100	Engineering/ Production			

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;	passed ISO 2015:9001 surveillance	Administrative			
	2. Commercial Practice System Certified for LWDs under Categories C and D	CPS installed was maintained	Commercial			

C. FINANCIAL RESULTS						
PI 1 Financial viability and sustainability	Collection Efficiency \geq 90%	Coll. Efficiency - 97%	Collection Efficiency - 90%			
	Current Ratio \Rightarrow 1.5:1	Current Ratio - 1.89:1	Current Ratio - 1.5:1	Finance		
	positive net balance in the average Net Income for twelve (12) months	Average Net Income = 284,979.58	Average Net Income = 5,000,000			

FORM A
FY 2021 PERFORMANCE TARGETS

LWD NAME: LIGAB WATER DISTRICT

Compliant/Non-compliant

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D. CITIZEN/CLIENT SATISFACTION RESULTS						
PI 1 -Customer Satisfaction	2020 (4th edition) July 23, 2020	Issued a Certificate of Compliance (COC) pursuant to SEC. 5.1.c				
1. Compliance with Republic Act No. 11032 or Ease of Doing and Efficient Government Delivery Service Act of 2018;	155	50				
2. Percentage of Customer's Complaints acted upon against received complaints	none	none	Commercial/ Administrative			
* 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.	155	108				

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Nov. 5, 2021

Approved by:

Anne Forale DL Laurita
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General Manager
Date: Nov. 8, 2021