

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

LWD NAME: LICAB WATER DISTRICT

Major Final Outputs/ Responsible Unit (1)	Performance Indicator 1 (2)	FY 2021 TARGET for Performance Indicator 1 (3)	FY 2021 ACCOMPLISHMENT 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)	FY 2021 TARGET for Performance Indicator 5 (15)
<b>A. Performance Results</b>														
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)	3,316	Reliability: Percentage of household connections receiving 24/7 supply of water	100%	100%	Adequacy - should not be less than 1.5:1	1.5:1	1.92:1	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	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%	<30%

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)	FY 2021 ACCOMPLISHMENT for Performance Indicator 9 (28)
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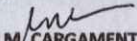
9%	Potability: All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017. Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at 0.2 to 0.4 ppm	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	100%	Timeliness: Adequate/ reliability of service	minor repairs 1-3 hours; Major repairs 6-12 hours	minor repairs 1-2 hours; Major repairs 6-12 hours	Staff Productivity Index - Category D = 1 staff for every one hundred (100) service connections	1:100	1:326	Water Quality Reports	All Microbiological/ Bacteriological Reports, Physical & Chemical Reports and Chlorine Residual Reports submitted on time	100%
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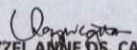


D. CITIZEN/CLIENT SATISFACTION RESULTS

Commercial/ Administrative Unit	1. Compliance with Republic Act No. 11032 or Ease of Doing and Efficient Government Delivery Service Act of 2018;	Issued a Certificate of Compliance (COC) pursuant to SEC. 5.1.c	Issued a Certificate of Compliance (COC) pursuant to SEC. 5.1.c										
	2. Percentage of Customer's Complaints acted upon against received complaints	50	285										
	* Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours	none	none										
3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	108	285											

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