

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

LWD NAME: **BONGABON WATER DISTRICT**

Major Final Outputs/Responsible Bureaus (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 (11)
<b>A. PERFORMANCE RESULTS</b>									
BWD MANAGEMENT	(Quantity) Access to Potable Water  Percentage of households with access to potable water against the total number of household within the coverage of the LWD	46%	53.62%	(Quality) Reliability of Service  Percentage of household connections receiving 24/7 supply of water	100% of household connection receiving 24/7 supply of water.	100% of household connection receiving 24/7 supply of water.	(Timeliness) Adequacy  Source Capacity of LWD to meet demands for 24/7 supply of water	> 1.5 : 1	3.42 : 1
<b>B. PROCESS RESULTS</b>									
BWD MANAGEMENT	Quality Services  1. ISO-certified Quality Management System (QMS) or its equivalent for LWDs under Categories A and B; 2. Commercial Practice System Certified for LWDs under Categories C and D	NA  Commercial Practices System Certified	Commercial Practices System Certified						
<b>C. FINANCIAL RESULTS</b>									
BWD MANAGEMENT	Financial viability & sustainability  Collection Efficiency > 90% ; Current Ratio = > 1.5:1  Positive Net Balance in the Average Net Income for twelve (12) months;	Collection Ratio: > 90% Current Ratio = > 1.5:1 Positive Net Balance in the Average Net Income for twelve (12) months;	Coll. Ratio: 94.8% Current Ratio: 4.04:1 Mo. Ave.NI = P1,017,029.28						
<b>D. CITIZEN/CLIENT SATISFACTION RESULTS</b>									
BWD MANAGEMENT	Customer Satisfaction  1. Compliance with RA No. 11032 or r=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 acted upon within 72 hours  3. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	Compliance to CSC Memo No. 14-2016.  100% of customer complaints acted upon against received complaints.  100% of customer complaints acted upon against received complaints.	compliance  ZERO COMPLAINT  448 complaints acted upon against 448 complaint received						

Prepared / Recommending Approval:

Approved by:


  
**JASE C. CASTRO**  
Senior Corporate Accountant A

  
**MR. DANILO R. GAMILLA II**  
General Manager

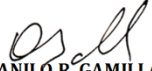
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Performance Indicator 4 (12)	FY 2021 TARGET for Performance Indicator 4 (13)	FY 2021 ACCOMPLISHMENT for Performance Indicator 4 (14)	Performance Indicator 5 (12)	FY 2021 TARGET for Performance Indicator 5 (13)	FY 2021 ACCOMPLISHMENT for Performance Indicator 5 (14)	Performance Indicator 6 (12)	FY 2021 TARGET for Performance Indicator 6 (13)	FY 2021 ACCOMPLISHMENT for Performance Indicator 6 (14)
COVID-19 Response measures  - Wash hand facilities - Water delivery services - Public information drives activities - Issuance of health protocols - Other resiliency program/s to mitigate COVID-19	- Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene activities	- Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene activities	Quantity) Non-Revenue Water  Percentage of unbilled water to water production.	30%	14%	(Quality) Potability  All water samples during the year should pass the physical-chemical and microbiological test as required by PNSDW 2017.  Daily chlorine residual requirement should be at least 0.3ppm at the farthest point.	107 samples of Bacteriological Test  1 samples of Physical-Chemical  Actual Residue: 0.30 ppm	131 samples of Bacteriological Test 7 samples of Physical-Chemical  Actual Residue: 0.30 ppm

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Senior Corporate Accountant A


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General Manager

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Performance Indicator 7 (12)	FY 2021 TARGET for Performance Indicator 7 (13)	FY 2021 ACCOMPLISHMENT for Performance Indicator 7 (14)	Performance Indicator 8 (12)	FY 2021 TARGET for Performance Indicator 8 (13)	FY 2021 ACCOMPLISHMENT for Performance Indicator 8 (14)	Performance Indicator 9 (12)	FY 2021 TARGET for Performance Indicator 9 (13)	FY 2021 ACCOMPLISHMENT for Performance Indicator 9 (14)	Remarks (15)
(Timeliness) Adequacy/reliability of Service  Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC - approved Citizen's Charter of LWD.	Minor Repair: 4 hrs. 25 mins	Minor Repair: 2.14 hrs.	Staff Productivity Index  Categories A, B, & C = 1 staff for every 120 service connections.  Category D= 1 staff for every 100 service connections.	BWD Staff Productivity Index 1 : 120	BWD Staff Productivity Index 1 : 478	Water Quality Reports  Microbiological / Bacteriological Reports, Physical & chemical Reports and Chlorine Residual Reports.	100% compliance	100% compliance	

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