

FORM A
FY 2021 PERFORMANCE TARGET

LWD NAME: **BONGABON WATER DISTRICT**

PREQUALIFICATIONS CONDITIONS		COMPLIANT/NON-COMPLIANT					
Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with PNSDW Current in Debt Service Status LWUA-Approved Water Rates Submission of documents - MDS and FS (Jan.-Dec.2021) Approved WD 2021 Budget Updated Business Plan 2021 Annual Report 2021						
MFOs AND PERFORMANCE INDICATORS (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						70	
PI 1 (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	46.00%	46%	BWD MANAGEMENT	54%	12	117%
PI 2 (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.	BWD MANAGEMENT	100% of household connection receiving 24/7 supply of water.	6	100%
PI 3 (Timeliness) Adequacy should be $\geq 1.5:1$	Source of Capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below: <u>Rated Capacity of Sources(cu.m/yr)</u> Demand(cu.m/yr) Demand = No. of Active Connections x 5 (average household size) x 100-130 (Liters per capita per day) x 365 days x 1cu.m / 1000LIT	3.44 : 1	$\geq 1.5 : 1$	BWD MANAGEMENT	3.42 : 1	6	228%
PI 4 COVID-19 Response measures	COVID-19 Response measure: - Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene activities - Disinfection Initiative - Issuance of health protocols - Other resiliency program/s to mitigate COVID-19	- Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene	- Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene activities	BWD MANAGEMENT	- Wash hand facilities - Water delivery services - Public information drives - Sanitation and hygiene activities	5	100%
PI 5 (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production.	13%	30%	BWD MANAGEMENT	14.38%	12	148%
PI 6 (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. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm.	112 samples of Bacteriological Test 9 samples of Physical-Chemical Actual Residue: 0.300ppm	107 samples of Bacteriological Test 1 samples of Physical-Chemical Actual Residue: 0.30 ppm	BWD MANAGEMENT	131 samples of Bacteriological Test 7 samples of Physical-Chemical Actual Residue: 0.30 ppm	5	122% 700% 100%

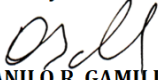
MFOs AND PERFORMANCE INDICATORS (1)		FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 7 (Timeliness) Adequacy/reliability of Service	Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC - approved Citizen's Charter of LWD.	Minor Repair: 1.55 Hrs.	Minor Repair: 4 hrs. 25 mins	BWD MANAGEMENT	Minor Repair: 2.14 Hrs.	5	150%
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.	BWD Staff Productivity Index 410	BWD Staff Productivity Index 1 : 120	BWD MANAGEMENT	BWD Staff Productivity Index 1 : 478	4	398%
PI 9 Water Quality Reports	Microbiological / Bacteriological Reports, Physical & chemical Reports and Chlorine Residual Reports.	100% compliance	100% compliance	BWD MANAGEMENT	100% compliance	15	100%
B. PROCESS RESULTS						7	
PI 1 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	Commercial Practices System Certified	Commercial Practices System Certified	BWD MANAGEMENT	Commercial Practices System Certified	7	100%
C. FINANCIAL RESULTS						10	
PI 1 Financial viability & sustainability	Collection Efficiency \geq 90% ; Current Ratio = \geq 1.5:1 Positive Net Balance in the Average Net Income for twelve (12) months;	Collection Ratio: 93.6% Current Ratio: 4:1 Mo. Ave.NI = P12,761,230.71	Collection Ratio: \geq 90% Current Ratio = \geq 1.5:1 Positive Net Balance in the Average Net Income for twelve (12) months;	BWD MANAGEMENT	Collection Ratio: 94.8% Current Ratio: 4.04:1 Mo. Ave.NI = P1,017,029.28	3 4 3	104% 267% 100%
D. CITIZEN/CLIENT SATISFACTION RESULTS						13	
PI 3 Customer Satisfaction	1. Compliance with RA No. 11032 or 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 ZERO COMPLAINT 1,047 complaints acted upon against 1,047 complaint received	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.	BWD MANAGEMENT BWD MANAGEMENT BWD MANAGEMENT	compliance ZERO COMPLAINT 448 complaints acted upon against 448 complaint received	13	100% 100% 100%

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