

FORM A
FY 2023 PERFORMANCE TARGETS AND ACCOMPLISHMENTS

LWD NAME : **GUINAYANGAN 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 (January to December 2023); Approved WD 2023 Budget; Updated Business Plan 2023; Annual Report 2023	Compliant

MFO's & PERFORMANCE INDICATORS (1)		FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. PERFORMANCE RESULTS							
PI 1 - (Quality) Access to potable water	Percentage of household with access to potable water against the total number of households within the coverage of the LWD	54.7%	55.2%	GWD Office OGM/AFCS/OMS			
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	95%	95%	Operation and Maintenance Section			supply from main line system is diverted to 4 service areas every 2-3 days
PI 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 (cu.m./yr)/ 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 1 m ³ / 1000 Lit	1.80:1	1.5:1	Operation and Maintenance Section			
PI 4 -COVID-19 Response Measures	Wash hand facilities Public Information drives Sanitation and hygiene activities Disinfection Initiatives Issuance of health protocols Other resiliency program/s to mitigate COVID-19	Compliant Compliant Compliant Compliant Compliant Compliant	Compliant Compliant Compliant Compliant Compliant Compliant	Administrative, Financial and Commercial Section			
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	18.00%	20.00%	Operation and Maintenance Section			
PI 6 - (Quality) 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.	100% Passed the Phy-chem and Micro biological test, daily chlorine residual 0.3 ppm	100% Passed the Phy-chem and Micro biological test, daily chlorine residual 0.3 ppm	Operation and Maintenance Section			

PI 7 - (Timeliness) Adequate / Reliability of Service	Average response time in hours to restore service (major repair) when there are interruption due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD	36 HOURS	36 HOURS	Operation and Maintenance Section			
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	189:1	≥ 100:1	GWD Office OGM/AFCS/OMS			
PI 9 - Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Compliant	Compliant	Operation and Maintenance Section			
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; 2. Commercial Practice System Certified for LWDs under Categories C and D	GWD uses LWUA Commercial Practice System	TWD uses LWUA Commercial Practice System	Administrative, Financial and Commercial Section			
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	97.0%	≥ 91%	Administrative, Financial and Commercial Section			
	Current Ratio ≥ 1.5 : 1	8.37:1	≥ 1.5 : 1				
	Positive Net Balance in the Average Net Income for twelve (12) months	₱138,838.51	Positive Net Balance in the Average NI for twelve (12) months				
D. CITIZEN/ CLIENT SATISFACTION RESULTS							
PI 1 - Customer Satisfaction	1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018; 2. Percentage of Customer's Complaints acted upon against received complaints * 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.	1. Compliant 2. 0/0 3. 824/824	1. Compliant 2. 75% 3. 90%	GWD Office OGM/AFCS/OMS			

Prepared by:

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Date : January 16, 2023

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Date : January 16, 2023