FORM A FY 2022 PERFORMANCE TARGETS AND ACCOMPLISHMENTS (Note: Same form to be used for submitting 2022 Accomplishments)

LWD NAME:

TIAONG WATER DISTRICT

See II Cl. Stop. I Stat. St. D. St. St. St. St. St. St. St. St. St. St		and a special section of the section	gilepitekinibileagasoskepiskyspisesiskasoskisky, eemonemen	espoissmentanabehasenikanikkiikkinkaidatenikispratuumen	attoche von Norden beranden Schleis General and Schleis General an	ektopanekelepenkojanikopanekelepentekontokonkanekelepentek	And a supplementary of the sup
PREC	PREQUALIFICATIONS CONDITIONS		مارات الإيارات والمسمعة ومساورة بالإراجان كالوجاء المراجعة والمراجعة والمراجعة	Compliant/ Non-compliant	n-compliant	elementaliskopi (jostosmortaliskopi (10) kilogopostaliskopi (jokulostaliskopi) (jokulostaj promisolo	
Compliance with LWUA	Compliance with PNSDW						
reporting requirements in	Current in Debt Service Status						encorporação de la composição de la comp
period of submission	Submission of documents - MIDS and FS (January to						ugu pacanka kilak da
	December 2022); Approved WD 2022 Budget; Updated Business Plan 2022; Annual Report 2022	derektyteledstatercemenheterektytätelendramiteitelendestatelendramiteitelendramiteitelendramiteitelendramiteit		a principal de la company de l	en para de la communicación de la companya de la c	odkomicky, ick boligick federacy or supplications a sweet (separate	
MFO'S & PERFORMANCE		FY 2021 ACTUAL	FY 2022 TARGET	RESPONSIBLE	FY 2021 ACTUAL	ACCOMPLISHMENT	REMARKS
INDICATORS (1)		ACCOMPLISHMENT (2)	(3)	(4)	(5)	(6)	
A. PERFORMANCE RESULTS	ITS			an defection by the contract of the contract o			
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	62%	62%	TWD OFFICE			
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Engineering and Production Division			
PI 3 -(Timeliness) Adequacy - should not be	Source Capacity of LWD to meet demands for 24/7 supply of water. To compute adequacy, use formula below:						<u>turando provincios d</u>
less than 1.5:1	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	1.58:1	,	Production Division			
and the complete complete and the property of		Companyant of the Companyant o	Maria Barah		manufacture of the control of the co		American property and the first of the first
PI 4 -COVID-19 Response	Wash hand facilities	Compliant	Compliant				
Measures	Water deliver services	Compliant	Compliant	Administrative			
	Sanitation and hygiene activities	Compliant	Compliant	and General			
	Disinfection initiatives	Compliant	Compliant	Services Division			
	Issuance of health protocols	Compliant	Compliant			-	
	Other resiliency program/s to mitigate COVID-19	Compliant	Compliant	Control of the Contro		manus in a la septembra de la companio de la compa	mental de la companya
PIS - (Quantity) Non-	Percentage of unbilled water to water production	7800 81	%00 0¢	Engineering and			
Revenue Water should		+0.0070	District of the last of the	Division			3000
not exceed 30%			2000	CIVIOISII	hamman, haish di mengan kanan manan di paga paga paga panan da manan di manan di manan di manan di manan di ma		
PI 6 - (Quality) Potability	All water samples during the year should pass the physical- chemical and microbiological tests as required by PNSDW	1-7	Phy-chem and	Engineering and			an styrytypus na
Anna pre ancimo	2017. Dally chlorine residual requirement should be at least 0.3 ppm at the farthest point. In case the LWD is using	Micro biological	Micro blological	Production			
	chlorine dioxide, the allowable level should be at 0.2 to 0.4	test, daily chlorine	chlorine residual	Division			
	7		TO BOTH				

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 Citlzen's or Service Charter of the LWD	24 HOURS	24 HOURS	Administrative and General Services Division	
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	162:1	≥ 120:1	Administrative and General Services Division	
PI 9 - Water Quality Reports	Microbiological/Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Compliant	Compliant	Engineering and Production Division	
B. PROCESS RESULTS		gramma a proprieta de compressa de la compressa	Appropriate management of the state of the s	and and the state of the state	
PI 1 - Quality of service		TWD uses LWUA Commercial	Commercial	na katalan kat	
icon erropent eta soa	 ISO-certified Quality Management System (QMS) or its equivalent for LWDs under Categories A and B; 	Practice System cited in TWD	Practice System cited in TWD	Finance and Comercial Division	
	Commercial Practice System Certifled for LWDs under Categories C and D	operations Manual	operations Manual		
C. FINANCIAL RESULTS		and an analysis of the first of the following security and the first of the first o	inistica persona managati miserioji inista dependopi inista persona de managati de se de se de se de se de se d		
PI 1 - Financial Viability	Collection Efficiency (≥90%)	90.7%	≥ 90%	!	
and Sustainability	Current Ratio ≥ 1.5:1 Positive Net Balance in the Average Net Income for twelve	2.57:1	Positive Net Balance in	Comercial Division	
	TA SPINAL SPECIAL TIES	elit followens grant to the following common and consideration of the following common constant of the following constant	(12) months		
D. CITIZEN/ CLIENT SATISFACTION RESOLUTION PI 1 - Customer 1. Compliance with the compliance of the co	1. Compliance with Republic Act No. 11032 or Ease of Doing Rusiness and Efficient Government Delivery Service Act of	e de la composito de la compos			
Satisfaction	2018;				
	Percentage of Customer's Complaints acted upon against received complaints	1. Compliant	1. Compliant	Administrative and General	
	* Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours;	2, 100% 3, 100%	2. 70% 3. 97%	Services Division Finance and Comercial Division	
	3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.				

Prepared by:

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PBB FOCAl Person

Date : JANUARY 31, 2022

Approved by:

ENGR. PERSEVERANDO T. ATIENZA
General Manager
Date: JANUARY 31, 2022