

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

LWD NAME : **THANG 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 2022); Approved W/D 2022 Budget; Updated Business Plan 2022; Annual Report 2022	Compliant

WHO'S & PERFORMANCE INDICATORS (1)		FY 2021 ACTUAL ACCOMPLISHMENT (2)	FY 2022 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2021 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	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 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	1.58:1	1.5:1	Engineering and Production Division			
PI 4 - COVID-19 Response Measures	Wash hand facilities Water deliver services 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 Compliant Compliant	Administrative and General Services Division			
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	18.00%	20.00%	Engineering and Production Division			
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	Engineering and Production Division			

P1 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	24 HOURS	24 HOURS	Administrative and General Services Division		
P1 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		
P1 9 - Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Compliant	Compliant	Engineering and Production Division		
B. PROCESS RESULTS						
P1 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	TWD uses LWUA Commercial Practice System cited in TWD operations Manual	TWD uses LWUA Commercial Practice System cited in TWD operations Manual	Finance and Commercial Division		
C. FINANCIAL RESULTS						
P1 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	90.7%	≥ 90%	Finance and Commercial Division		
	Current Ratio ≥ 1.5 : 1	2.57:1	≥ 1.5 : 1			
	Positive Net Balance in the Average Net Income for twelve (12) months	P 1,147,885.27	Positive Net Balance in the Average NI for twelve (12) months			
D. CITIZEN/ CLIENT SATISFACTION RESULTS						
P1 1 - Customer Satisfaction	1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;			Administrative and General Services Division Finance and Commercial Division		
	2. Percentage of Customer's Complaints acted upon against received complaints	1. Compliant	1. Compliant			
	* Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours;	2. 100%	2. 70%			
	3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	3. 100%	3. 97%			

Prepared by:


IVY KRISTINE E. MANGUNIDAYAO
 Focal Person

Date : JANUARY 31, 2022

Approved by:


ENGR. PERSEVERANDO T. ATIENZA
 General Manager

Date : JANUARY 31, 2022