

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2020

LWD NAME: **CARCAR WATER DISTRICT**

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2020 Budget:						
PI 1 (Quantity) access to potable water	Percentage of population with access to potable water against the total city population within the coverage of the LWD	81% of 19,379 23,933 HH have access to potable water	76% of 20,114 26,465 HH have access to potable water	Operations & Maintenance	20,751 78.4% of 26,465 HH have access to potable water	100%
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	100% of 19,379 active HH	100% of active 20,114 HH	Operations & Maintenance	20,751 100% of active HH	100%
PI 3 (Timeliness) Adequacy (should not be less than 1.3:1)	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 1L/1000	<u>7,578,101</u> 4,244,001 1.79 :1	<u>8,199,360</u> 5,068,728 1.62 :1	Operations & Maintenance	<u>8,240,041</u> 4,544,469 1.81 :1	100%
PI 4 COVID-19 Response Measure	- Wash hand facilities - Water delivery services - Public information services - Sanitation and hygiene activities - Disinfection initiatives - Issuance of health protocols - Other resiliency program/s to mitigate COVID-19	N/A	-Wash hand facilities -Water deliver services -Public information services -Sanitation & Hygeine activities -Regular disinfection -Observance of health protocols -Other resiliency programs to mitigate COVID-19	All Divisions	-Wash hand facilities -Water deliver services -Public information services -Sanitation & Hygeine activities -Regular disinfection -Observance of health protocols -Other resiliency programs to mitigate COVID-19	100%

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B. Water Distribution Service Management							
2020 Budget:							
PI 1 (Quantity) NRW: NRW should not	Percentage of unbilled water to water production	19.97%	20.00%	Operations & Maintenance	18.15%	100.00%	
PI 2 (Quality) Potability	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.	.71 ppm	0.30-1.50 ppm	Operations & Maintenance	0.65	100%	
PI 3 (Timeliness) Adequacy/reabi lity of service	Average response time to restore service (major and minor repair) 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 the WD	Major Repair - 1 Hr. & 45 mins. Minor Repair - 42 mins.	Major Repair - 3 Hrs. Minor Repair - 1 Hr.	Operations & Maintenance	Major Repair 1 Hr & 51 mins Minor Repair 45 mins.	100%	
Support to Operation (STO)							
2020 Budget:							
PI1 Staff Productivit y 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.	215: 1	190: 1	HR	233: 1	100%	
PI 2 Affordability	LWUA approved water rates	1.10% of average income of LIG <u>146</u> 1.095% 13,333	1.1% of LIG per latest data from PSA <u>146</u> 1.095% 13,333	Finance	1.1% of LIG per latest data from PSA <u>146</u> 1.095% 13,333	100%	
PI 3 Customer Satisfaction	¹ 1. Ease of Doing Business - compliance to CSC Memo No. 14- 2016.	Certificate of Compliance posted in website last Aug 1, 2019	Compliant	Admin/Commercial	Certificate of Compliance posted in website last July 24, 2020	100%	

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PI 3 Customer Satisfaction	2. Percentage of Customer Complaints acted upon against received complaints. <ul style="list-style-type: none"> •Complaints through hotline #8888 acted upon within 72 hours. •Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances. 	1,786 complaints received and acted upon - 100%	100% of complaints received acted upon	Commercial/Operations and Maintenance	Total No. of complaints received and acted upon: 1,625	100%	
¹ Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016							
General Administration and Support Services (GASS)							
2020 Budget:							
PI 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> •Collection efficiency ≥ 90%; ²•Positive Net Balance in the Average Net Income for twelve (12) months; •Current Ratio > 1.5:1 	Collection Efficiency 96%	Collection Efficiency 90%	Finance	Collection Efficiency 96%	100%	Commencement of the loan payment to DBP
		Average Net Income for 12 mos 1,037,258	Positive Average Net Income for 12 mos		Average Net Income for 12 mos 1,031,393		
		Current Ratio 2.20:1	Current Ratio 1.50		Current Ratio 1.97		
PI 2 a) Compliance with COA reporting requirements	In accordance with the prescribed content and period of submission (Submission of five financial reports, i.e. Balance Sheet, Statement of Income and Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance)	100% Complaint	100% Complaint	Finance	100% Complaint	100%	

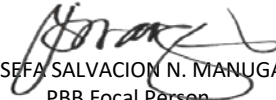
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MFOs AND PERFORMANCE INDICATORS (1)		FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
b) Compliance with LWUA reporting requirements	b. Compliance with LWUA reporting requirements in accordance to content and period of submission i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine residual report, Approved WD budget w/ Annual Procurement Plan, Annual Report	100% Complaint	100% Complaint	Finance	100% Complaint	100%	
PI 3 Compliance to COA AOM	3Resolve at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2019	7 out of 16 (43.75%) AOMs for CY 2019 and prior years have been implemented	At least 30% of AOMs for CY 2019 and prior years resolved	Finance	12 out of 26 (46.15%) AOMs for CY 2019 and prior years have been implemented	100%	
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%.	Total Obligations 27.9M/ Total Capex Budget 32.7M or 85%	85-90% of Capex Budget amounting to 14.9 M	Finance	Total Obligations 13.M/ Total Capex Budget 14.9M or 88%	100%	

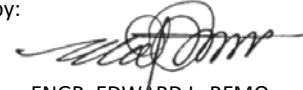
²Average Positive Net Income - EO 181-2015; LWUA MC 007-15; DBM-BC #007-2016

³ Management Report (signed by GM) on resolved COA Findings

Prepared by:


JOSEFA SALVACION N. MANUGAS
PBB Focal Person

Approved by:


ENGR. EDWARD L. REMO
General Manager

Form A-1
 DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS
 2020

LWD: CARCAR WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 Accomplishment for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplishment for Performance Indicator 3	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplishment for Performance Indicator 4	Remarks
A. Water Facility Service Management												
Operations & Maintenance	(Quantity) access to potable water Percentage of households with access to potable water against the total number of households within the coverage of the LWD	20,114 76% of 26,465 HH have access to potable water	20,751 78.4% of 26,465 HH have access to potable water	(Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water	20,114 100% of active HH	20,751 100% of active HH	(Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply	<u>8,199,360</u> 5,068,728 1.62 :1	<u>8,240,041</u> 4,544,469 1.81 :1	-Wash hand facilities -Water deliver services -Public information services -Sanitation & Hygeine activities -Regular disinfection -Observance of health protocols -Other resiliency programs to mitigate COVID-19	-Wash hand facilities -Water deliver services -Public information services -Sanitation & Hygeine activities -Regular disinfection -Observance of health protocols -Other resiliency programs to mitigate COVID-19	
B. Water Distribution Service Management												
Operations & Maintenance	(Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production	20%	18.15%	(Quality) Potability *Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least .2ppm	0.30-1.50 ppm	0.65	(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 WD	Major Repair - 3 Hrs. Minor Repair - 1 Hr.	Major Repair Minor Repair	1 Hr & 51 mins 45 mins.		

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Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 Accomplishme nt for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 Accomplishment for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplishment for Performance Indicator 3	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplishment for Performance Indicator 4	Remarks
C. Support to Operations (STO)												
Admin Finance Commercial	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1: 190	1: 233	Affordability Must be LWUA- approved Water Rate	1.1% of LIG per latest data from PSA 1.10% 13,333	1.1% of LIG per latest data from PSA 1.10% 13,333	1. Ease of Doing Business - compliance to CSC Memo No. 14- 2016. 2. Percentage of Customer Complaints acted upon against received complaints. •Complaints through hotline #8888 acted upon within 72 hours. •Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	Compliant	Certificate of Compliance posted in website last July 24, 2020 Total No. of complaints received and acted upon: 1,625			


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Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 Accomplishment for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplishment for Performance Indicator 3	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplishment for Performance Indicator 4	Remarks	
D. General Administration and Support Services (GASS)													
Finance	Financial Viability & sustainability Collection Efficiency ≥ 90% Positive Net Income Balance Current Ratio ≥ 1.5:1	Collection Efficiency 90%	96%	1,031,393	1.97	Compliance to COA reporting requirements Compliance to LWUA reporting requirements	Compliant	Compliant	Implementation of AOM Recommendations issued by COA	At least 30% of AOMs for CY 2019 and prior years resolved	12 out of 26 (46.15%) AOMs for CY 2019 and prior years have been implemented	85-90% of Capex Budget amounting to 14.9 M	Total Obligations 13.M/ Total Capex Budget 14.9M or 88%

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 General Manager