

FORM A
FY 2021 PERFORMANCE TARGETS
 FY 2021

LWD NAME: **DIGOS WATER DISTRICT**

PREQUALIFICATIONS CONDITIONS		Compliant/Non-compliant
Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with PNSDW	COMPLIANT
	Current in Debt Service Status	COMPLIANT
	LWUA-Approved Water Rates	COMPLIANT
	Submission of documents - MDS and FS (January to December 2021); Approved WD 2021 Budget; Updated Business Plan 2021; Annual Report 2021	MDS AND FS - COMPLIANT APPROVED WD 2021 BUDGET - COMPLIANT UPDATED BUSINESS PLAN 2021 - COMPLIANT ANNUAL REPORT 2021 - COMPLIANT

MFOs & 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							
PI 1 - (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.	64.39%	61%	Construction & Maintenance, Water Resources, Customer Accounts, Customer Services	59.73%	97.91%	
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	93.86%	92%	Water Resources, Construction & Maintenance	88.83%	96.55%	
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: <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 1 m ³ /1000 Lit	1.77:1	1.60:1	Water Resources Division	1.84:1	100%	

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PI 4 - COVID-19 Response Measures	Wash hand facilities Water delivery services Public information drives Sanitation and hygiene activities Disinfection initiatives Issuance of health protocols Other resiliency program/s to mitigate COVID-19	100%	100%	Administrative & General Services, Human Resources, Water Resources, Customer Services, Management Services	100%	100%	
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production.	21.03%	not more than 23%	Construction & Maintenance, Administrative & General Services, Water Resources, Customer Accounts, Customer Services	22.69%	100%	
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 least 0.2 to 0.4 ppm.	100% compliance (at least 0.3ppm at the farthest point)	at least 0.3ppm at the farthest point	Water Resources, Administrative & General Services	100% compliance (at least 0.3ppm at the farthest point)	100%	
PI 7 - (Timeliness) Adequacy/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.	within 24 hours	within 24 hours	Water Resources, Construction & Maintenance, Customer Services	within 24 hours	100%	

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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.	202:1	180:1	All Divisions	211:1	100%	
PI 9 - Water Quality Reports	Microbiological/Bacteriological Reports, and Chlorine Residual Reports	3/9/2020 (Jan); 3/19/2020 (Feb); 4/24/2020 (Mar); 5/11/2020 (Apr); 6/10/2020 (May); 7/13/2020 (June); 8/14/2020 (July); 9/11/2020 (Aug); 10/19/2020 (Sept); 11/16/2020 (Oct); 12/16/2020 (Nov); 1/12/2021 (Dec)	12 reports	Water Resources Division	Jan - 2/18/2021 Feb - 3/11/2021 Mar - 4/16/2021 Apr - 5/17/2021 May - 6/14/2021 June - 7/29/2021 July - 8/10/2021 Aug - 9/17/2021 Sep - 10/13/2021 Oct - 11/12/2021 Nov - 12/21/2021 Dec - 01/11/2022	100%	
	Physical & Chemical Reports	10/16/2020	1 report	Water Resources Division	6/17/2021	100%	
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		ISO Certified as of December 31, 2021	All Divisions	Cert. No. 119680 issued May 6, 2021	100%	

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C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	91.69%	90%	Customer Accounts, Customer Services, Finance	93.76%	100%	
	Current Ratio ≥ 1.5:1	3.27:1	2.50:1	All Divisions	3.8:1	100%	
	Positive Net Balance in the Average Net Income for twelve (12) months	Positive	Positive	All Divisions	Positive	100%	
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;	5/8/2020	1	Management Services Division	5/8/2020	100%	No revision of Citizen's Charter in 2021
	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;	1 out of 1 complaint through Hotline #8888 acted upon within 72 hours	100% of complaints through Hotline #8888 acted upon within 72 hours	Management Services Division	2 out of 2 complaint through Hotline #8888 acted upon within 72 hours	100%	
	3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	99.48%	98%	Construction & Maintenance, Water Resources, Finance, Customer Accounts, Customer Services	99.67%	100%	

Prepared by:



MARYLUTH D. MARTEL

PBB Focal Person

Approved by:



ENGR. FELOMIC A. DAUB, PME

General Manager