

**FORM A  
FY 2023 PERFORMANCE ACCOMPLISHMENTS**

LWD NAME: **DIGOS WATER DISTRICT**

	PREQUALIFICATIONS CONDITIONS	Compliant/Non-compliant
Compliance with LWUA reporting requirements in accordance to content and period of submission	a. Compliance with PNSDW	Compliant
	b. Current in Debt Service Status	Compliant
	c. Existing LWUA-LWD Joing Savings Account/General Reserves	Compliant
	d. LWUA-Approved Water Rates	Compliant
	e. Compliance with Commercial Practice System	Compliant
	f. Positive Net Balance in the Average Net Income for 12 Months for FY 2023	Compliant
	g. Submission of documents:	
	1. MDS and FS (January to December 2023);	Compliant
	2. Approved LWD FY 2023 Budget;	Compliant
	3. Updated Business Plan covering FY 2023;	Compliant
4. FY 2023 LWD Annual Report	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)	
<b>A. PERFORMANCE RESULTS</b>							
<b>PI 1 - (Quality) Access to potable water</b>	Percentage of household with access to potable water against the total number of households within the coverage of the LWD.	61.18%	54%	Construction and Maintenance, Water Resources, Planning and Design, Customer Accounts, Customer Services, Admin and General Service	52.83%	97.83%	1. Proj. Total Active Conn.: 27,787 2. 2020 HH per PSA : 47,948 3. Growth rate : 2.26% 4. Proj. HH : 51,273  References: <a href="https://psa.gov.ph/content/household-population-number-households-and-average-household-size-philippines-2020-census">https://psa.gov.ph/content/household-population-number-households-and-average-household-size-philippines-2020-census</a> Proclamation No. 1179, dtd. 7/6/2021
<b>PI 2 - (Quality) Reliability of the service</b>	Percentage of household connection receiving 24/7 supply of water.	74%	not less than 75%	Water Resources, Construction and Maintenance	73.92%	98.57%	

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<b>PI 3 - (Timeliness) Adequacy</b> Source Capacity of LWD to meet demands for 24/7 supply of water, should not be less than 1.5:1.  To compute adequacy, use formula below: $\frac{\text{Rated capacity of source (cu.m./yr)}}{\text{Demand (cu.m./yr)}}$ $\text{Demand} = \text{No. of active connections} \times 5 \text{ (average household size)} \times 100 - 130 \text{ (liters per capita per day)} \times 365 \text{ days} \times 1 \text{ liter} / 1000$	1.82:1	1.60:1	Water Resources, Construction and Maintenance, Planning and Design	1.76:1	100%	Monthly rated production (Jan. to Dec. 2023) = 868,320  Active Service Connection as of Dec. 31, 2023 = 27,087
<b>PI 4 - Board-Approved Water Safety Plan</b> In compliance with the Department of Health (DOH) Administrative Order No. 2014-0027, LWDs, among others, has been required to develop and implement a Water Safety Plan (WSP) to ensure safe delivery of safe drinking water.				1 Board-Approved Water Safety Plan	100%	Approved by the DWD Board of Directors during their meeting on April 12, 2024.
<b>PI 5 - (Quantity) Non-Revenue Water</b> Percentage of unbilled water to water production should <b>not exceed 30%</b>	22.58%	not more than 23%	Construction and Maintenance, Administrative and General Services, Water Resources, Customer Accounts, Customer Services	22.41%	100%	
<b>PI 6 - (Quality) Potability</b> 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 from 0.3ppm to 1.5ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at 0.2 to 0.4ppm.	within 0.3ppm (minimum) to 1.5ppm (maximum) from the farthest point to any point in the distribution system	from 0.3ppm to 1.5ppm at the farthest point	Water Resources, Administrative and General Services	within 0.3ppm (minimum) to 1.5ppm (maximum) from the farthest point to any point in the distribution system	100%	

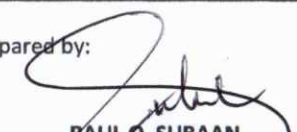


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<b>PI 7 - (Timeliness) Adequate/Reliability of Service</b>	Average response time in hours to restore service (major repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD	within 48 hours	Within 48 hours (on the average) for activities such as pump pull-out, replacement of equipment and parts, and repair of transmission/distribution line leakages.	Water Resources, Construction & Maintenance, Customer Services	within 48 hours	100%	
<b>PI 8 - Staff Productivity Index</b>	<b>Categories A, B, C</b> = 1 staff for every one hundred twenty (120) service connections <b>(1:120)</b> ;  <b>Category D</b> = 1 staff for every one hundred (100) service connections <b>(1:100)</b>	220:1	180:1	All Divisions	228:1	100%	
<b>PI 9 - Water Quality Reports</b>	(1) Microbiological/Bacteriological Reports;	Jan - 02/17/2022 Feb - 03/15/2022 Mar - 04/18/2022 Apr - 05/13/2022 May - 06/13/2022 Jun - 07/20/2022 Jul - 08/17/2022 Aug - 09/15/2022 Sep - 10/12/2022 Oct - 11/14/2022 Nov - 12/14/2022 Dec - 01/12/2023	12 reports	Water Resources Division	Jan - 02/13/2023 Feb - 03/16/2023 Mar - 04/11/2023 Apr - 05/11/2023 May - 06/15/2023 Jun - 07/28/2023 Jul - 08/11/2023 Aug - 09/14/2023 Sep - 10/11/2023 Oct - 11/14/2023 Nov - 12/14/2023 Dec - 01/10/2024	100%	
	(2) Physical & Chemical Analysis Reports; and	1 report	1 report	Water Resources Division	1 report 12/28/2023	100%	
	(3) Daily Chlorine Residual Reports	Jan - 02/17/2022 Feb - 03/15/2022 Mar - 04/18/2022 Apr - 05/13/2022 May - 06/13/2022 Jun - 07/20/2022 Jul - 08/17/2022 Aug - 09/15/2022 Sep - 10/12/2022 Oct - 11/14/2022 Nov - 12/14/2022 Dec - 01/12/2023	12 reports	Water Resources Division	Jan - 02/13/2023 Feb - 03/16/2023 Mar - 04/11/2023 Apr - 05/11/2023 May - 06/15/2023 Jun - 07/28/2023 Jul - 08/11/2023 Aug - 09/14/2023 Sep - 10/11/2023 Oct - 11/14/2023 Nov - 12/14/2023 Dec - 01/10/2024	100%	


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<b>B. PROCESS RESULTS</b>						
PI 1 - Quality of service	At least 90% Compliance with the Commercial Practice System (CPS)			100%	100%	
<b>C. FINANCIAL RESULTS</b>						
PI 1 - Financial Viability and Sustainability	Collection Efficiency ( ≥ 90% )	92.78%	92%	Customer Accounts, Customer Services, Finance	92.04%	100%
	Current Ratio ≥ 1.5:1	3.83:1	2.5:1	All Divisions	4.19:1	100%
	Positive Net Balance in the Average Net Income for twelve (12) months	Positive	Positive	All Divisions	Positive	100%
<b>D. CITIZEN/CLIENT SATISFACTION RESULTS</b>						
PI 1 - Customer Satisfaction	(1) Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;	CoC posted to DWD website last 03/29/2022	Certificate of Compliance to CSC Memo No. 14-2016 submitted on or before December 31	Management Services Division	CoC posted to DWD website last 03/28/2023	100%
	(2) Percentage of Customer's Complaints acted upon against received complaints * Complaints through Hotline #8888, Presidential Complaint Center (PCC)/Presidential Action Center (PACe), and Contact Center ng Bayan (CCB), which were acted upon within 72 hours;	3 out of 3 complaint through Hotline #8888 acted upon within 72 hours	100% of complaints through hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 hours	Management Services, Customer Services, All Concerned Division	2 out of 2 complaints through Hotline #8888 acted upon within 72 hours	100%
	(3) Complaints received through the LWD Customer Service unit within the period prescribed under RA 11032 and other issuance.	99.82%	97% of customer complaints on leakage repairs, quality, supply adequacy and billing are acted upon within the prescribed period	Construction and Maintenance, Water Resources, Finance, Customer Accounts, Customer Services	4,557 out of 4,557 complaints on leakage repairs, quality, supply adequacy and billing are acted upon within the prescribed period	100%

99.80%

Prepared by:

  
**RAULO O. SUBAAN**  
 PBB Focal Person  
 Date: APR 12 2024

Approved by:

  
**ENGR. FELOMINO A. DAUB, PME**  
 General Manager  
 Date: APR 12 2024