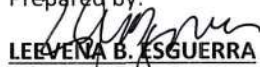



FORM A
FY 2023 PERFORMANCE TARGETS
 (Note: Same form to be used for submitting 2023 Accomplishments)

LWD NAME : KAPATAGAN WATER DISTRICT

PREQUALIFICATIONS CONDITIONS		Compliant/ Non-compliant					
Compliance with LWUA reporting requirements in accordance to content and period of submission	a. Compliance with PNSDW						
	b. Current in Debt Service Status c. Existing LWUA - LWD Joint Savings Account/General Reserves d. LWUA-Approved Water Rates e. Compliance with Commercial Practice System f. Positive Net Balance in the Average Net Income for 12months for FY 2023 g. Submission of documents 1. MDS and FS (January to December 2023); 2. Approved WD 2023 Budget; 3. Updated Business Plan 2023; 4. FY 2023 LWD Annual Report						
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)
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	93%	93%	Engineering & Technical			
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Engineering & Technical			
PI 3 -(Timeliness) Adequacy	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: 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 Liter / 1000	2.18:1	2:1	Engineering & Technical			
PI 4 - Board - Approved Water Safety Plan	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.	100%	100%	Water Safety Committee			
PI 5 - (Quantity) Non-Revenue Water	Percentage of unbilled water to water production should not exceed 30%	30%	30%	Engineering & Technical			

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.	0.3ppm	0.3ppm	Water Safety Committee			
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 Citizen's or Service Charter of the LWD	Major leaking 1-2hrs Minor leaking 30mins	Major leaking 1-2hrs Minor leaking 30mins	Engineering & Technical			
PI 8 - Staff Productivity Index	Categories A,B,C = 1 staff for every one hundred twenty (120) service connections(1:120); Category D = 1 staff for every one hundred (100) service connections (1:100)	Category C; 125:1	Category C; 120:1	Admin			
PI 9 - Water Quality Reports	1) Microbiological/ Bacteriological Reports, 2.) Physical & Chemical Reports, and 3.) Daily Chlorine Residual Reports	Submits 'Bacteriological Reports and Chlorine Residual Reports Monthly; Physical & Chemical Reports Yearly	Submits 'Bacteriological Reports and Chlorine Residual Reports Monthly; Physical & Chemical Reports Yearly	Water Safety Committee			
B. PROCESS RESULTS							
PI 1 - Quality of service	At least 90% Compliance with the Commercial Practice System (CPS)	100% Compliant to CPS	100% Compliant to CPS	Commercial & Finance			
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	98.20%	95.0%	Commercial & Finance			
	Current Ratio ≥ 1.5 : 1	3.31:1	2:1	Finance			
	Positive Net Balance in the Average Net Income for twelve (12) months	P15,204.85	P16,000.00	Finance			
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; 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; 3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	1.) 100% Compliant To EODB; 2.) 100% Complaints are responded; 3.) 3,800 Service Request received	1.) 100% Compliant To EODB; 2.) 100% Complaints are responded; 3.) 3,000 Service Request received	Admin, Commercial & Technical			

Prepared by:

LEEVENA B. ESGUERRA
PBB Focal Person
Date :

Approved by: 
CLAIR GREBERN U. ELUMIR
General Manager
Date :