

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2021

LWD NAME: NORZAGARAY WATER DISTRICT

MFOs AND 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. Water Facility Service Management						
2021 Budget:						
Pl 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	19,281 - target # of households served 23,460 - est total # of households within the coverage area 82%	20,481 - target # of households to be served 23,812 - est total # of households within the coverage area 85%	Commercial Division Engineering Division		
Pl 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	19,046 - target # of active service connection receiving 24/7 water supply	20,331 - target # of active service connection receiving 24/7 water supply	Commercial Division Engineering Division		
Pl 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)	6,419,712/4,240,592 =1.51:1 Demand = 19,046 x 5 x 122 X 365 /1000 =4,240,592	1.38:1 - 1.79:1	Engineering Division		

<p>Pl 4 COVID-19 Response Measures</p>	<p>COVID-19 Response measures:</p> <ul style="list-style-type: none"> -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 	<ul style="list-style-type: none"> - Installation of handwashing station at the office entrance and check point areas - Implementation of non-disconnection policy. - Implementation of text blast to concessionaires to inform them of cancelled/delayed penalty - Remind the public/employees of basic safety and health protocols by posting - Ensure and provided enough stock of alcohol and liquid handsoap for office use - Ensure and provided enough stock of disinfectant spray for office use - Purchased and install UV disinfecting lamp for office use - Provided facemask and faceshield to employees 	<ul style="list-style-type: none"> - Installation of handwashing station at the office entrance and check point areas - Remind the public/employees of basic safety and health protocols by posting tarpaulin/posters at the entrance and office premises - Installation of hands-free alcohol sanitizer in common areas around the office - Body temperature check and fill up of Covid Health Clearance form before entering the office premises - Creation of Safety Officers for the strict implementation of Health and Safety Protocols - Ensure and provide enough stock of alcohol and liquid handsoap for office use - Ensure and provide enough stock of disinfectant spray for office use - Regular disinfection of office premises - Implementation of alternative work schedule arrangement as needed 	<p>NORWD Management/ All Division</p>			
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B. Water Distribution Service Management

2021 Budget:

PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	22%	<30%	Engineering Division			
PI 2 (Quality) Potability	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017.	Water samples has passed PNSDW 2017 as required by LWUA. Maintained chlorine residual at an average of .3 ppm at all points and not lower than .2 ppm at any point for chlorine dioxide	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017.	Engineering Division			
	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.		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.				

MFOs AND 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)
PI 3 (Timeliness) Adequacy/Reliability of service	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	Average response time to restore water service within 1 day for major repairs	Average response time to restore water service within 40 hrs for major repairs	Commercial Division Engineering Division			

Support to Operation (STO)

2021 Budget:							
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PI 1 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.	19,046/83 =1:229	1:120	Admin-HR			
PI 2 Affordability	Reasonableness/affordability and should observe the LWUA-approved rates	Existing minimum water rate approved by LWUA Php245	Existing minimum water rate approved by LWUA Php245	NORWD Management			
PI 3 Customer Satisfaction	¹ 1. Compliance with RA No. 11032 or	Updated Citizen Charter	Updated Citizen Charter and Certificate of				

Pl 3 Customer Satisfaction	<p>1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018.</p> <p>2. Percentage of customer complaints acted upon against received complaints.</p> <p>•Complaints through hotline #8888 acted upon within 72 hours.</p> <p>•Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.</p>	Updated Citizen Charter and Certificate of Compliance submitted on Nov. 11, 2020	Updated Citizen Charter and Certificate of Compliance to submit on or before Dec. 4, 2021	Commercial Division Admin-HR			
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¹Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016

MFOs AND PERFORMANCE INDICATORS	(1)	FY 2020 ACTUAL ACCOMPLISHMENT	FY 2021 TARGET	RESPONSIBLE OFFICE/UNIT	FY 2021 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
General Administration and Support Services (GASS)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Pl 1 Financial Viability and Sustainability	<ul style="list-style-type: none"> •Collection efficiency $\geq 90\%$; 2•Positive Net Balance in the Average Net Income for twelve (12) months; 	97%	$\geq 90\%$	Admin - Finance			
	<ul style="list-style-type: none"> •Current Ratio $\geq 1.5:1$ 	Php194,290.09	Positive Net Balance in the Average Net Income for twelve (12) months;	Admin - Finance			
		1.49:1	$\geq 1.5:1$	Admin - Finance			


<p>PI 2</p> <p>a) Compliance with COA reporting requirements</p> <p>b) Compliance with LWUA reporting requirements in accordance to content and period submission</p>	<p>Follow the prescribed content and period of submission of five financial reports:</p> <ul style="list-style-type: none"> • Statement of Financial Position • Statement of Comprehensive Income • Statement of Cashflows • Statement of Changes in Equity • Notes to Financial Statement 	<p>2020 Financial Reports submitted on February 11, 2021</p> <p>Report on Ageing of Cash Advances with cut-off date of December 10, 2020 submitted on December 15, 2020.</p>	<p>2020 Financial Reports submitted to COA on or before February 14, 2021</p> <p>Report on Ageing of Cash Advances with cut-off date of November 15, 2021 should be submitted on or before November 30, 2021</p>	<p>Admin-Finance</p>				
<p>b. Compliance with LWUA reporting requirements in accordance to content and period of submission</p>	<p>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</p>	<p>Final 2020 APP Non-CSE submitted until March 19, 2021</p> <p>2021 APP CSE to be submitted on Dec. 14, 2020</p> <p>2021 Indicative APP Non-CSE submitted on Sept. 14, 2021</p> <p>Submitted as prescribed by LWUA</p>	<p>2021 APP Non-CSE submitted until March 31, 2021</p> <p>2022 APP CSE to be submitted on or before August 31, 2021</p> <p>2022 Indicative APP Non-CSE to be submitted on or before Sept. 30, 2021</p> <p>Submitted as prescribed by LWUA</p>	<p>Engineering Division Admin & Finance Division</p>				

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

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