

**FORM A
FY 2024 PERFORMANCE TARGETS**

LWD NAME:  **SIPALAY WATER DISTRICT**

PREQUALIFICATIONS CONDITIONS		Compliant/ Non-compliant					
Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with PNSDW Current in Debt Service Status LWUA-Approved Water Rates Submission of documents-MDS and FS (January to December 2023); Approved WD 2024 Budget; Updated Business Plan 2022; Annual Report 2023	Compliance with PNSDW- Compliant, Current in Debt Service Status- Compliant, LWUA Approved Rates- Compliant, Submission of documents- MDS and FS - Compliant, Approved WD 2024- Compliant, Updated Business Plan 2022 - Non- Compliant, Annual Report 2023- Compliant					
MFO'S & PERFORMANCE INDICATORS (1)		FY 2023 ACTUAL ACCOMPLISHMENT (2)	FY 2024 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2024 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	37%	70%	Office of the General Manager			
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Office of the General Manager			
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: Rated capacity of source (cu.m./yr)/ Demand (cu.m./yr) Demand = No. of active connections x 5 (average households size) x 100 - 130 (liters per capita per day) x 365 days x 1 m3 / 1000 Lit	1.6:1	should be >1.5:1	Office of the General Manager			
PI 4 - Covid-19 Response Measures	Wash hand facilities Water deliver services Information drives and hygiene activities Disinfection Initiatives Issuance of health protocols Other resiliency program/s to mitigate COVID-19 Public Sanitation	Complied	Compliant	Office of the General Manager			
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	25%	25%	Office of the General Manager			
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 0.4ppm.	34 out of 36 water samples (Passed) on Microbiological Test, Compliant of Physical Chemical, Maintained daily Chlorine Residual Requirements	Compliant	Office of the General Manager			

MFO'S & PERFORMANCE INDICATORS (1)		FY 2023 ACTUAL ACCOMPLISHMENT (2)	FY 2024 TARGET (3)		FY 2024 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
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	1-2 hours- minor days- major 2	1-2 hours- minor 2 days- major	Office of the General Manager			
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	127:1	100:1	Office of the General Manager			
PI 9 - Water Quality Reports	Microbiological/Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Complied	Compliant	Office of the General Manager			
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	Complied	Compliant	Office of the General Manager			
C. FINANCIAL RESULTS							
PI 1 - Quality of service	Collection Efficiency (>90%)	96%	>90%	Office of the General Manager			
	CurrentRatio > 1.5:1	1.85:1	> 1.5:1	Office of the General Manager			
	Positive Net Balance in the Average Net Income for twelve (12) months	-395,362.41	Positive Net Balance in the Average Net Income for twelve (12) months	Office of the General Manager			
D. CITIZEN/CLIENT SATISFACTION RESULTS							
PI 1 - Customer Satisfaction	1. Compliance with Republic Act No. 11032 or Rase of Doing Business and Efficient Government Delivry Service Act of 2018.	Complied	Compliant				
	2. Percentage of Customer's Complaints acted upon against received compliants	100%	100%				
	* Compliants through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours;	Complied	Compliant				
	3. Compliants received through the WD Customer Service unit within the period prescribed under RA 112032 and other issuance.	Complied	Compliant	Office of the General Manager			

Prepared by:



JOCELYN B. MAGTOLIS

PBB Focal Person

Date: August 20, 2024

Approved by:



AR. EDGARDO C. CUAYCONG JR.

General Manager D

Date: August 20, 2024