



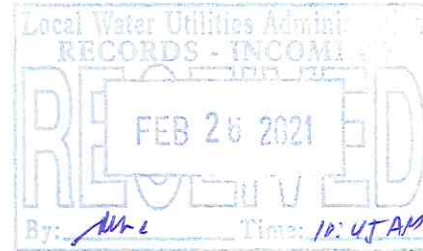
# General Mariano Alvarez Water District

LWUA CCC No. 393  
General Mariano Alvarez, Cavite

February 24, 2021

**HON. JECI A. LAPUS**

Administrator  
Local Water Utilities Administration  
MWSS-LWUA Complex  
Katipunan, Avenue, Balara  
Quezon City



Sir:

Greetings!

Respectfully transmitting you herewith the requirements in compliance with Section 10.5 of Joint Memorandum Circular No. 2020-1 dated September 3, 2020, the submission of Physical Targets and Accomplishment Report for FY 2020 pursuant to the Administrative Order (AO) No. 25 Inter-Agency Task Force (IATF) as follows:

1. Physical Targets Form A; and
2. Physical Targets Form A1.

Thank you very much and more power.

Very truly yours,

**JULIET M. NACITA**  
General Manager

FORM A  
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT  
FY 2020

RECORDED  
FEB 26, 2021  
10:48 AM

**LWD: GENERAL MARIANO ALVAREZ WATER DISTRICT**

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>A. Water Facility Service Management</b>						
<b>2020 Budget:</b>						
PI 1 (Quantity) access to potable water	Percentage of households with access to potable water against the total number of households within the coverage pf the LWD	100%	26 out of 27 barangays	Production Division	26 out of 27 barangays	100% As compared to 2020 targets
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	100%	95%	Production Division	95%	100% As compared to 2020 targets
PI 3 (Timeliness) Adequacy (should not be less than 1.2:1)	Source of Capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below:	1.31:1	1.2:1	Production Division	1.29:1	107% As compared to 2020 targets
	<u>Rated Capacity of Sources(cu.m/yr)</u>  Demand(cu.m/yr)	7,627,827/5,786,158	7,263,220.80/5,223,047.10	Production Division	7,878,076/6,098,815	
	Demand = No. of Active Connections x 5 (average households size) x 100- 130 (Liters per capita per day) x 365 days x 1L/1000	5,786,158			5,050,341	87% As compared to 2020 targets
<b>B. Water Distribution Service Management</b>						
<b>2020 Budget</b>						
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	18%	25%	Production Division	17.3%	104% As compared to 2020 targets
PI 2 (Quality) Potability	Daily chlorine residual requirement should be at least 0.3ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable using chlorine dioxide, the allowable	0.3ppm	0.3ppm	Production Division	0.2ppm	150% As compared to 2020 targets

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)	
PI 3 (Timeliness) Adequacy/ reliability of service	Average response time to restore service (major and minor repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC- approved Citizen's Charter of the WD	Within 24 hours	Within 24 hours	Commercial Department	Within 24 hours	Within 24 hours	As compared to 2020 targets
Support to Operation (STO)							
<b>2020 Budget:</b>							
PI1 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.	1:159	1:120	Human Resource Division	1:156	130%	As compared to 2020 targets
PI 2 Affordability	LWUA approved water rates	Minimum - 280.00; LIG - 10,516.00	Minimum - 280.00; LIG-10,516.00	Commercial Department	Minimum - 280.00 LIG-10,516.00	100%	As compared to 2020 targets
PI 3 Customer Satisfaction	<p>1. Ease of Doing Business – Compliance to CSC Memo No. 14-2016.</p> <p>2. Percentage of Customer Complaints acted upon against received complaints.</p> <ul style="list-style-type: none"> <li>• Complaints through hotline #8888 acted upon within 72 hours.</li> <li>• Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.</li> </ul>	<p>100% 3/3</p> <p>100% 620/620</p>	<p>100%</p> <p>100%</p>	<p>OGM/Commercial Department</p> <p>Commercial Department</p>	<p>100% 3/3</p> <p>100% 299/299</p>	<p>100%</p> <p>100%</p>	<p>As compared to 2020 targets</p>



D. General Administration and Support Services (GASS)

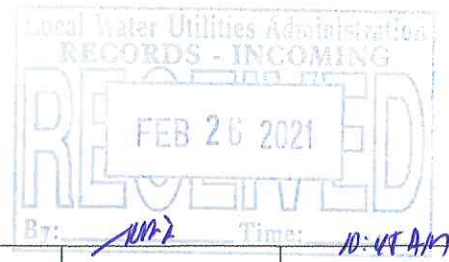
	Financial Viability & sustainability			Compliance to COA reporting requirements	4 Quarterly Reports/2 Reports for Semi-Annual/ Annual Report	7 Reports a year as required by the Commission on Audit	Budget Utilization Rate (BUR)	85%	74%	GMAWD did not attained its target due to the delay for the final approval of the DBM Under Secretary on the purchase of vehicles
	Collection Efficiency $\geq$ 90%	90%	88.1%	Compliance to LWUA reporting requirements	1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein	Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein	Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%	85%	74%	Collection efficiency and Average Net Income have not meet its target due to the Implementation of Enhanced Community Quarantine Covid-19 Outbreak. GMAWD revenue collections for the month of March, April and May 2020 was not realized resulting to short fall of Php21,366,744.20.
	Positive Net Income Balance	21,736,154.40	19,260'364.33	Compliance to LWUA reporting requirements	1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein 1	Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein	Positive Net Balance in the Average Net Income for twelve (12) months	1,811,346.20	1,605,030.36	
	Current Ratio $\geq$ 1.5:1	2.0	2.02:1	Compliance to LWUA reporting requirements	1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein 1	Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein	Capability to satisfy current obligations	2.72:1	2.02:01	As compared to its targets

Prepared by:

Approved by:

  
 MA. CECILIA R. BUENO  
 OIC – Finance Division

  
 JULIET M. NACITA  
 General Manager



Form A-1  
 DETAILS OF DELIVERY/ OFFICE PERFORMANCE INDICATORS AND TARGETS  
 2020

**LWD: GENERAL MARIANO ALVAREZ WATER DISTRICT**

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 ACCOMPLISH-MENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISH-MENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 ACCOMPLISH-MENT for Performance Indicator 3	Remarks
<b>A. Water Facility Service Management</b>										
	(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	26 out of 27 Barangays	26 out of 27 barangays	(Quality) reliability of service  Percentage of Household connections receiving 24/7 supply of water	92%	92%	(Timeliness) Adequacy  Source Capacity of WD to meet demands for 24/7 supply	1.2:1	1.29:1	As compared to 2020 targets
<b>B. Water Distribution Service Management</b>										
	(Quantity) NRW: NRW should be ≤ 30%  Percentage of unbilled water to water production	25%	17.3%	(Quality) Potability *Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least .2ppm	0.2ppm	0.2ppm	(Timeliness) Adequacy/ reliability of service  Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of WD	within 24 hours	Within 24 hours	100% accomplished its targets
					0.2ppm	0.2ppm		within 24 hours	Within 24 hours	100% accomplished its targets

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 ACCOMPLISHMENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISHMENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 ACCOMPLISHMENT for Performance Indicator 3	Remarks
<b>C. Support to Operations (STO)</b>										
	Staff Productivity Index Cat A,B,C = 1:20 Cat D = 1:100	1:120	1:156	Affordability Must be LWUA-Approved Water Rate	371.00 minimum	280.00 minimum	Customer Satisfaction  Ease of Doing Business-Compliance to CSC 14-2016  Customer complaints acted upon against received complaints  Complaints thru 888 acted upon within 72 hrs	4%   100%  3/3	4.63   299/299 100%  3/3 100%	Excellent Rating



D. General Administration and Support Services (GASS)

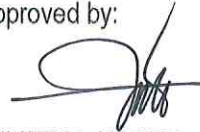
	Financial Viability & sustainability			Compliance to COA reporting requirements	4 Quarterly Reports/2 Reports for Semi-Annual/ Annual Report	7 Reports a year as required by the Commission on Audit	Budget Utilization Rate (BUR)	85%	74%	GMAWD did not attained its target due to the delay for the final approval of the DBM Under Secretary on the purchase of vehicles
	Collection Efficiency $\geq$ 90%	90%	88.1%	Compliance to LWUA reporting requirements	1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein	Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein	Actual Disbursement on CAPEX. Approved CAPEX budget for the current year should be at least 85% to 90%	85%	74%	Collection efficiency and Average Net Income have not meet its target due to the Implementation of Enhanced Community Quarantine Covid-19 Outbreak.
	Positive Net Income Balance	21,736,154.40	19,	Compliance to LWUA reporting requirements	1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein 1	Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein	Positive Net Balance in the Average Net Income for twelve (12) months	1,811,346.20	1,605,030.36	GMAWD revenue collections for the month of March, April and May 2020 was not realized resulting to short fall of Php21,366,744.20.
	Current Ratio $\geq$ 1.5:1	2.0	2.02:1	Compliance to LWUA reporting requirements	1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein 1	Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein	Capability to satisfy current obligations	2.72:1	2.02:01	As compared to its targets

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Approved by:



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OIC – Finance Division



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General Manager