



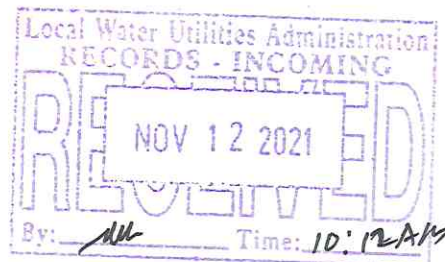
# General Mariano Alvarez Water District

LWUA CCC No. 393  
General Mariano Alvarez, Cavite

November 9, 2021

**HON. GUILING "Gene" A. MAMONDIONG**

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 4.0 of Joint Memorandum Circular No. 2021-1 dated October 19, 2021, the submission of the FY 2021 Target for Performance Indicators pursuant to Executive Order No. 80, s. 2012, Executive No. 201, s. 2016 and Administrative Order No. 25 Inter-Agency Task Force (IATF) as follows:

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

Thank you very much and more power.

Very truly yours,

**JULIET M. NACITA**  
General Manager

**FORM A  
FY 2021 PERFORMANCE TARGETS**

*(Note: Same form to be used for submitting 2021 Accomplishments)*

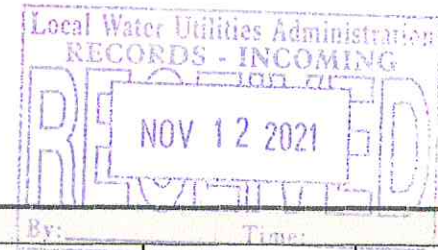
**LWD NAME : GENERAL MARIANO ALVAREZ WATER DISTRICT**



PREQUALIFICATIONS CONDITIONS		Compliant/ Non-compliant
<b>Compliance with LWUA reporting requirements in accordance to content and period of submission</b>	Compliance with PNSDW Current in Debt Service Status LWUA-Approved Water Rates Submission of documents - MDS and FS (January to December 2021); Approved WD 2021 Budget; Updated Business Plan 2021; Annual Report 2021	<div style="text-align: right; font-size: small;"> <i>M</i> Time: 10:12 AM                 </div>


MFO's & 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)
<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	64%	67%	Production Division			
<b>PI 2 - (Quality) Reliability of the service</b>	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Production Division			
<b>PI 3 - (Timeliness) Adequacy - should not be less than 1.5:1</b>	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 household size) x 100 - 130 (liters per capita per day) x 365 days x 1 m <sup>3</sup> / 1000 Lit	1.76:1	1.80:1	Production Division			
<b>PI 4 - COVID-19 Response Measures</b>	Wash hand facilities  Water deliver services  Public Information drives		Install hand washing area  Water service delivery thru water truck for concessionaires during water interruption  Health protocol were posted at entrance area of GMAWD office				

	<p>Sanitation and hygiene activities</p> <p>Disinfection Initiatives</p> <p>Issuance of health protocols</p> <p>Other resiliency program/s to mitigate COVID-19</p>	100%	<p>Give employees Vitamin C and Alcohol. Provide accessible sink, soap, water and paper towel.</p> <p>Disinfection activity by the use of fogging and misting machine at GMAWD office and sub-offices</p> <p>Temperature check and health declaration form</p> <p>Adoption of alternative work arrangement.</p> <p>Approval and passage of policies in participation to Bayanihan to Heal as One</p>	OGM/PRODUCTIO N/ADMIN./ HR			
<b>PI 5 - (Quantity) Non-Revenue Water should not exceed 30%</b>	Percentage of unbilled water to water production	17.31%	20%				
<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 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				
<b>PI 7 - (Timeliness) Adequate / Reliability of Service</b>	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	within 24 hours	within 24 hours				
<b>PI 8 - Staff Productivity Index</b>	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	1:142	1:120				
<b>PI 9 - Water Quality Reports</b>	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Report per month (12 report per year) for each of the LWUA reporting requirements indicated herein	Monthly Report submitted to LWUA				



<b>B. PROCESS RESULTS</b>							
<b>PI 1 - Quality of service</b>	1. ISO-certified Quality Management System (QMS) or its equivalent for LWDs under Categories A and B;	ISO 9001:215 Operation, Maintenance, Treatment and Water Distribution	ISO 9001:215 Operation, Maintenance, Treatment and Water Distribution				
	2. Commercial Practice System Certified for LWDs under Categories C and D						
<b>C. FINANCIAL RESULTS</b>							
<b>PI 1 - Financial Viability and Sustainability</b>	Collection Efficiency ( ≥ 90%)	90.0%	90.0%				
	Current Ratio ≥ 1.5 : 1	2.02:1	2.35:1				
	Positive Net Balance in the Average Net Income for twelve (12) months	1,604,828.06	2,709,355.47				
<b>D. CITIZEN/ CLIENT SATISFACTION RESULTS</b>							
<b>PI 1 - Customer Satisfaction</b>	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 out of 3 or 100% of hotline #8888 acted upon within 72 hours 299 out of 299 or 100% of customer service request received and acted	100%				
	3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.						

Prepared by:

  
**MA. CECILIA R. BUENO**  
 PBB Focal Person  
 Date : 11-09-2021

Approved by:

  
**JULIET M. NACITA**  
 General Manager  
 Date : 11-09-2021

**DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS**  
 (Note: Same form to be used for submitting 2021 Accomplishments)

Local Water Utilities Administration  
 RECORDS - INCOMING  
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LWD NAME: **GENERAL MARIANO ALVAREZ WATER DISTRICT**

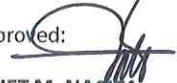
Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2021 TARGET for Performance Indicator 1 (3)	FY 2021 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2021 TARGET for Performance Indicator 2 (6)	FY 2021 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2021 TARGET for Performance Indicator 3 (9)	FY 2021 ACCOMPLISHMENT for Performance Indicator 3 (10)
<b>A. Performance Results</b>									
Commercial/ Production Div.	Access and Coverage	67%		Reliability	100%		Adequacy	1.80:1	
	ASC	22,417		ASC	22,417		Rated Capacity (Cu.M/Mo.)	725,223	
	HH Served (2021 Population)	33,529		HH with 24/7 supply	33,529		ASC	22,417	
<b>Water</b>									
Production Div.	Quality of Service	100%							
<b>C. Financial Results</b>									
Finance Div.	Collection Efficiency	90%							
	Current Ratio	2.35:1							
	Positive Net Balance in the Average Net Income for twelve (12) months	2,709,355.47							
<b>D. Citizen/Client Satisfaction Results</b>									
Commercial Div.	Customer Satisfaction	100.0%							

Prepared by:   
**MA. CECILIA R. BUENO**  
 OIC - Finance Division

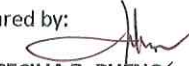
Approved:   
**JULIET M. NACITA**  
 General Manager


Performance Indicator 4 (11)	FY 2021 TARGET for Performance Indicator 4 (12)	FY 2021 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2021 TARGET for Performance Indicator 5 (15)	FY 2021 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2021 TARGET for Performance Indicator 6 (18)	FY 2021 ACCOMPLISHMENT for Performance Indicator 6 (19)
COVID-19 Response Measures	100%		Non-Revenue Water	20%		Potability	0.3ppm	
	Wash hand Facilities; Water deliver services; Public Information drives; sanitation and hygiene activities; Disinfection Initiatives; Issuance of health protocols; and Other resiliency programs to mitigate Covid-19							

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 General Manager

Performance Indicator 7 (20)	FY 2021 TARGET for Performance Indicator 7 (21)	FY 2021 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2021 TARGET for Performance Indicator 8 (24)	FY 2021 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2021 TARGET for Performance Indicator 6 (27)	FY 2021 ACCOMPLISHMENT for Performance Indicator 9 (28)	Remarks (29)
Reliability of Service	100%		Staff Productivity Index	120:1		Water Quality Reports	0.3ppm%		
ASC	22,417								
HH Served (2021 Population)	33,529								

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 OIC - Finance Division

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**JULIET M. NACITA**  
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