



General Mariano Alvarez Water District

LWUA CCC No. 393
General Mariano Alvarez, Cavite

September 29, 2020

HON. JECI A. LAPUS

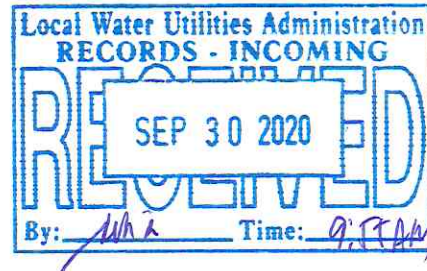
Administrator

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 for FY 2020 pursuant to the Administrative Order (AO) No. 25 Inter-Agency Task Force (IATF) as follows:

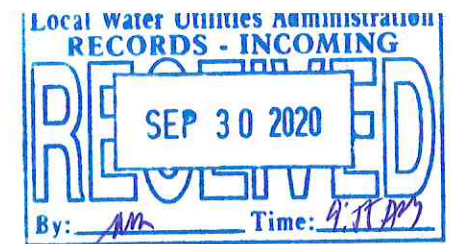
1. Physical Targets Form A; and
2. Physical Targets Form A1.

Thank you very much and more power.

Very truly yours,

JULIET M. NACITA
General Manager

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2020



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)
A. Water Facility Service Management						
2020 Budget:						
PI 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	100%	26 out of 27 barangays	Production Division		
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	100%	95%	Production Division		
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		
	<u>Rated Capacity of Sources(cu.m/yr)</u>	7,627,827/5,786,158	7,263,220.80/5,223,047.10	Production Division		
	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 1L/1000	5,786,158				
B. Water Distribution Service Management						
2020 Budget						
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	18%	25%	Production Division		
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		

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			
Support to Operation (STO)							
2020 Budget:							
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			
PI 2 Affordability	LWUA approved water rates	Minimum - 280.00; LIG - 10,516.00	Minimum - 280.00; LIG-10,516.00	Commercial Department			
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"> • Complaints through hotline #8888 acted upon within 72 hours. • Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances. 	<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>			

Local Water Utilities Administration
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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)
General Administration and Support Services (GASS)						
2020 Budget:						
PI1 Financial Viability and Sustainability	<ul style="list-style-type: none"> Collection efficiency \geq 90%; Positive Net Balance in the Average Net Income for twelve (12) months; Currents Ratio \geq 1.5:1 	97% 2,651,067.46 2.72:1	90% 1,811,346.20 2.0	Commercial Department Finance Department Finance Department		

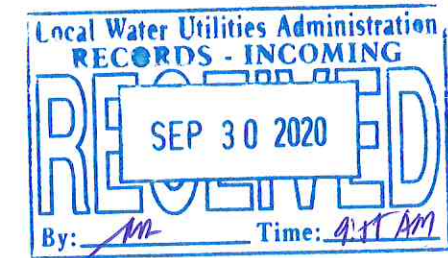
MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2018 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 3 Compliance to COA AOM	³ Resolved at least 30% of COA findings stated in the AOM issued to the Agency for prior years as of December 31, 2018	30%	Finance Department			
PI 4 Budget Utilization Rate (BUR)	Actual Disbursement on CAPEX versus Approved CAPEX budget for the current year should not be less than 85%.	85%	Finance Department			

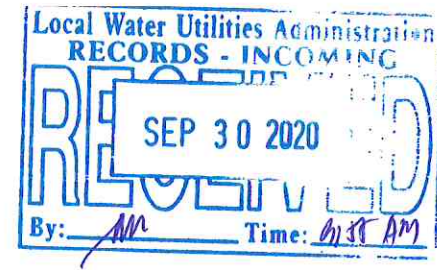
Prepared by:


 MA. CECILIA R. BUENO
 OIC – Finance Division

Approved by:


 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 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
A. Water Facility Service Management										
	(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		(Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water	92%		(Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply	1.2:1		

B. Water Distribution Service Management										
	(Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production	20%		(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		

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
C. Support to Operations (STO)										
	Staff Productivity Index Cat A,B,C = 1:20 Cat D = 1:100	1:120		Affordability Must be LWUA-Approved Water Rate	371.00 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		

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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		Budget Utilization Rate (BUR)	85%		
	Collection Efficiency \geq 90%	90%		Compliance to LWUA reporting requirements	1 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%		
	Positive Net Income Balance	21,736,154.40		Compliance to LWUA reporting requirements	1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein 1		Positive Net Balance in the Average Net Income for twelve (12) months	1,811,346.20		
	Current Ratio \geq 1.5:1	2.0		Compliance to LWUA reporting requirements	1 Report per month (12 reports a year) for each of the LWUA reporting requirements indicated herein 1		Capability to satisfy current obligations	2.72:1		

Prepared by:


 MA. CECILIA R. BUENO
 OIC – Finance Division

Approved by:


 JULIET M. NACITA
 General Manager

