



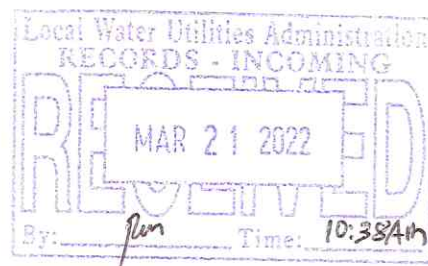
# General Mariano Alvarez Water District

LWUA CCC No. 393  
General Mariano Alvarez, Cavite

March 15, 2022

**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 following reports/documents pursuant to the Joint Memorandum Circular No. 2020-1 for 2021 Performance-Based Bonus (PBB) of General Mariano Alvarez Water District (GMAWD):

1. Financial Statements (January to December 2021);
2. Monthly Data Sheet (January to December 2021);
3. Photocopy of Annual Audit Report;
4. Photocopy of Approved Budget for FY 2021;
5. Five Year Strategic Development Plan (Year 2017-2022);
6. Physical Targets/Accomplishment Form A;
7. Physical Targets/Accomplishment Form A-1;
8. PBB Evaluation Form (Computation Worksheet);
9. Data of Population Served;
10. Certification for Household Served;
11. Certification of Average Net Income;
12. Photos in support for Indicator PI 4-COVID Response Measures (Annex 1- Annex 10);
13. Certification of PNSDW Compliance;
14. Photocopy of Certificate issued by TUV NORD for Management System as per ISO 9001: 2015;
15. Certification for compliance of customer's complaint acted upon;
16. Summary report of Presidential Complaint;
17. Certification of Approval and passage of policies;

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# General Mariano Alvarez Water District

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*Continuation:*

18. Summary Report of Physical and Chemical Analysis
19. Microbiological Test Report (January to December 2021); and
20. Daily Chlorine Residual (January to December 2021);

Thank you very much and more power.

Very truly yours,

**JULIET M. NACITA**  
General Manager

FORM A  
FY 2021 PERFORMANCE TARGETS

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	Compliant

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	67%	100%	ASC: 22,460 TOTAL HH as of Dec. 2021 33,529 = 67%
<b>PI 2 - (Quality) Reliability of the service</b>	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Production Division	22,460	100%	Percent of HH received 24/7 supply water as of Dec. 2021 22,460 = 100%
<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	1.77: 1	100%	Rated Capacity: 716,352 cu.m/mo./ASC: 22,460= 1.77:1
<b>PI 4 - COVID-19 Response Measures</b>	Wash hand facilities   Water deliver services		Install hand washing area  Water service delivery thru water truck for concessionaires during water interruption				

	<p>Public Information drives</p> <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>Health protocol were posted at entrance area of GMAWD office</p> <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. Approval and passage of policies in participation to Bayanihan to Heal as One</p>	OGM/PRODUCTION/ADMIN./ HR	Done all Covid-19 response measures		<p>Photos for Covid-19 response measures are hereto attached</p> <p>Photocopies of memoranda are hereto attached</p>
<b>PI 5 - (Quantity) Non-Revenue Water should not exceed 30%</b>	Percentage of unbilled water to water production	17.31%	20%	Production Division	18.92%	100%	Produced : 6,338,045 - Billed: 5,138,814 NRW as of Dec. 2021 = 18.92%
<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	Production Division	0.3ppm	100%	Chlorine dioxide meet its allowable level of parts per million (ppm) = 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	Commercial Department	Within 24 hours	Within 24 hours	As compared to 2021 targets

<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	Human Resource Division	1:146	100%	ASC: 20,460 Employees : 153 Staff Productivity Index as of Dec. 2021 - 1:146
<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	Production Division	100% complied	100%	12 reports a year as required by the Local Water Utilities Administration (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;  2. Commercial Practice System Certified for LWDs under Categories C and D	ISO 9001:215 Operation, Maintenance, Treatment and Water Distribution	ISO 9001:215 Operation, Maintenance, Treatment and Water Distribution	All Departments	100% complied	100%	Certificate Registration No. 44 100 17 93 0018 Valid from : 2020-03-26 Until: 2023-03-26
<b>C. FINANCIAL RESULTS</b>							
<b>PI 1 - Financial Viability and Sustainability</b>	Collection Efficiency ( ≥ 90%)	90.0%	90.0%	Financial Management	Collection Efficiency : 92%	100%	Collection Efficiency for the Year 2021 was increased by 2% compared to Year 2020.
	Current Ratio ≥ 1.5 : 1	2.02:1	2.35:1		Current Ratio: 1.86:1%	79%	Current Ratio for Year 2021 was decreased by 0.16 percent compared to Year 2020 accomplishment due to GMAWD payables for two (2) well drilling and one (1) re-drilling projects, purchase of water truck and service vehicle.

	Positive Net Balance in the Average Net Income for twelve (12) months	1,604,828.06	2,709,355.47		Positive Net Income: 1,059,131.60	39%	Net Income for Year 2021 was decreased by 66% compared to Year 2020 accomplishment. Revenue Budget versus Actual was only 91% accomplished while Expenses Budget versus actual was 87% accomplished.
<b>D. CITIZEN/ CLIENT SATISFACTION RESULTS</b>							
<b>PI 1 - Customer Satisfaction</b>	<p>1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;</p> <p>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;</p> <p>3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.</p>	<p>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</p>	100%	OGM/Commercial Department	<p>10 out of 10 or 100% of hotline #8888 acted upon within 72 hours 449 out of 449 or 100% of customer service request received and acted</p>	100%	

Prepared by:

  
**MA. CECILIA R. BUENO**  
PBB Focal Person  
Date :

Approved by:

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

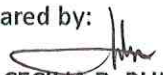
FORM A-1  
**DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS**

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

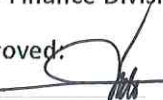
Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2021 TARGET for Performance Indicator 1 (3)	FY 2021 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2021 TARGET for Performance Indicator 2 (6)	FY 2021 ACCOMPLISHMENT for Performance Indicator 2 (7)	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%	67%	Reliability	100%		Adequacy	1.80:1	
	ASC	22,417	22,460	ASC	22,417	22460	Rated Capacity (Cu.M/Mo.)	725,223	716,352
	HH Served (2021 Population)	33,529	33,529	HH with 24/7 supply	33,529	33,529	ASC	22,417	22,460
<b>Water</b>									
Production Div.	Quality of Service	100%	100.00%						
<b>C. Financial Results</b>									
	Collection Efficiency	90%	92%						

Finance Div.	Current Ratio	2.35:1	1.86:1						
	Positive Net Balance in the Average Net Income for twelve (12) months	2,709,355.47	1,059,131.60						
<b>D. Citizen/Client Satisfaction Results</b>									
Commercial Div.	Customer Satisfaction	100.0%	100.00%						

Prepared by:

  
**MA. CECILIA R. BUENO**  
 OIC - Finance Division

Approved:

  
**JULIET M. NACITA**  
 General Manager

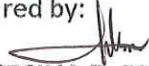


2021 PBB: Form A-1

GENERAL MARIANO ALVAREZ Water District

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%	19%	Potability	0.3ppm	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	Done all Covid-19 response measures						


Prepared by:



**MA. CECILIA R. BUENO**

OIC - Finance División

Approved:



**JULIET M. NACITA**

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%	100%	Staff Productivity Index	120:1	146:1	Water Quality Reports	0.3ppm	0.3ppm	NRW = 19%, Potability = 0.3ppm, Reliability of Service =100%, Staff Productivity Index = 146:1 Water Quality Reports = 0.3ppm accomplished
ASC	22,417	22,460							
HH Served (2021 Population)	33,529	33,529							
									Collection Efficiency for the Year 2021 was increased by 2% compared to Year 2020.
									Current Ratio for Year 2021 was decreased by 0.16 percent compared to Year 2020 accomplishment due to GMAWD payables for two (2) well drilling and one (1) re-drilling projects, purchase of water truck and service vehicle.

										Net Income for Year 2021 was decreased by 66% compared to Year 2020 accomplishment. Revenue Budget versus Actual was only 91% accomplished while Expenses Budget versus actual was 87% accomplished.
										10 out of 10 or 100% of hotline # 8888 acted upon within 72 hours 449 out of 449 or 100% of customer service request received and acted

Prepared by:

**MA. CECILIA R. BUENO**

OIC - Finance Division

Approved:

**JULIET M. NACITA**

General Manager