



General Mariano Alvarez Water District

LWUA CCC No. 393
General Mariano Alvarez, Cavite

September 27, 2022

MS. EILEEN L. DELA VEGA

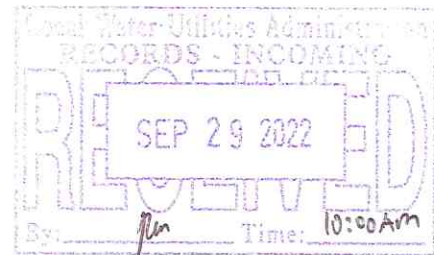
Officer-In- Charge

Local Water Utilities Administration

MWSS-LWUA Complex

Katipunan, Avenue, Balara

Quezon City



Madam:

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 2022 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,

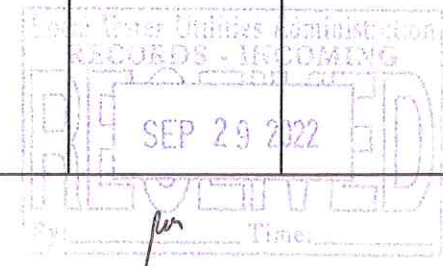
JULIET M. NACITA
General Manager

FORM A
FY 2022 PERFORMANCE TARGETS

LWD NAME : GENERAL MARIANO ALVAREZ 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 2022); Approved WD 2022 Budget; Updated Business Plan 2022; Annual Report 2022	


MFO's & PERFORMANCE INDICATORS (1)	FY 2021 ACTUAL ACCOMPLISHMENT (2)	FY 2022 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2022 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	67%	67%	Production Division		
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	100%	100%	Production Division		
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 household size) x 100 - 130 (liters per capita per day) x 365 days x 1 m ³ / 1000 Lit	1.77:1	1.80:1	Production Division		
PI 4 - COVID-19 Response Measures	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			



	Sanitation and hygiene activities Disinfection Initiatives Issuance of health protocols Other resiliency program/s to mitigate COVID-19	100%	Give employees Vitamin C and Alcohol. Provide accessible sink, soap, water and paper towel. Disinfection activity by the use of fogging and misting machine at GMAWD office and sub-offices Temparature check and health declaration form Vaccination Drive for GMAWD Employees and Families	OGM/PRODUCTIO N/ADMIN./ HR			
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	18.92%	20%				
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 0.4 ppm.	0.3ppm	0.3ppm				
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	within 24 hours	within 24 hours				
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	1:146	1:120				
PI 9 - Water Quality Reports	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. 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	ISO 9001:2015 Quality, Management System(QMS)	ISO 9001:2015 Quality, Management System(QMS), ISO 14001 Environment Management System (EMS) and ISO 45001 Occupational Health and Safety Management System (OHSMS)				
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	92.0%	90.0%				
	Current Ratio ≥ 1.5 : 1	1:86:1%	2.35:1				
	Positive Net Balance in the Average Net Income for twelve (12) months	1,059,131.60	1,192,423.70				
D. CITIZEN/ CLIENT SATISFACTION RESULTS							
PI 1 - Customer Satisfaction	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. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	3 out of 3 or 100% of hotline #8888 acted upon within 72 hours 449 out of 449 or 100% of customer service request received and acted	100%				

Prepared by:


MA. CECILIA R. BUENO
 PBB Focal Person
 Date : 9/27/2022

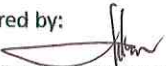
Approved by:



JULIET M. NACITA
 General Manager
 Date :

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

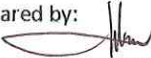
LWD NAME: **GENERAL MARIANO ALVAREZ WATER DISTRICT**


Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2022 TARGET for Performance Indicator 1 (3)	FY 2022 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2022 TARGET for Performance Indicator 2 (6)	FY 2022 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2022 TARGET for Performance Indicator 3 (9)	FY 2022 ACCOMPLISHMENT for Performance Indicator 3 (10)
A. Performance Results									
Commercial/ Production Div.	Access and Coverage	67%		Reliability	100%		Adequacy	1.80:1	
	ASC	22,894		ASC	22,894		Rated Capacity (Cu.M/Mo.)	787,254	
	HH Served (2022 Population)	33,965		HH with 24/7 supply	33,965		ASC	22,894	
Water									
Production Div.	Quality of Service	100%							
C. Financial Results									
Finance Div.	Collection Efficiency	90%							
	Current Ratio	2.35:1							
	Positive Net Balance in the Average Net Income for twelve (12) months	1,192,423.70							
D. Citizen/Client Satisfaction Results									
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 2022 TARGET for Performance Indicator 4 (12)	FY 2022 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2022 TARGET for Performance Indicator 5 (15)	FY 2022 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2022 TARGET for Performance Indicator 6 (18)	FY 2022 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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 OIC - Finance Division

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Performance Indicator 7 (20)	FY 2022 TARGET for Performance Indicator 7 (21)	FY 2022 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2022 TARGET for Performance Indicator 8 (24)	FY 2022 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2022 TARGET for Performance Indicator 6 (27)	FY 2022 ACCOMPLISHMENT for Performance Indicator 9 (28)	Remarks (29)
Reliability of Service	100%		Staff Productivity Index	120:1		Water Quality Reports	0.3ppm%		
ASC	22,894								
HH Served (2022 Population)	33,965								

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