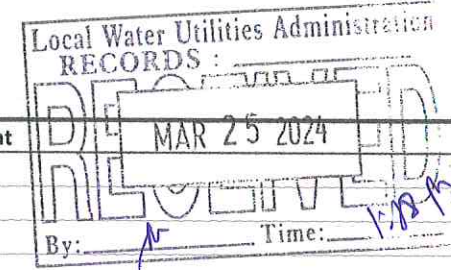


FORM A
 FY 2023 PERFORMANCE TARGETS AND ACCOMPLISHMENTS

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 | |
| a. Compliance with PNSDW | |
| b. Current in Debt Service Status | |
| c. Existing LWUA-LWD Joint Savings Account/ General Reserves | |
| d. LWUA-Approved Water Rates | |
| e. Compliance with Commercial Practice System | |
| f. Positive Net Balance in the Average Net Income for 12 Months for FY 2023 | |
| g. Submission of documents: <ol style="list-style-type: none"> 1. MDS and FS (January to December 2023); 2. Approved LWD FY 2023 Budget; 3. Updated Business Plan covering FY 2023; 4. FY 2023 LWD Annual Report | |

| MFO's & PERFORMANCE INDICATORS (1) | FY 2022 ACTUAL ACCOMPLISHMENT (2) | FY 2023 TARGET (3) | RESPONSIBLE OFFICE/UNIT (4) | FY 2023 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 | 68% | 68% | Production Division | 65% | 96% | ASC: 23,838 Total HH as of Dec. 2023 36,867 = 65% |
| PI 2 - (Quality) Reliability of the service | Percentage of household connection receiving 24/7 supply of water. | 100% | 100% | Production Division | 23,838 | 155% | Percent of HH received 24/7 supply of water as of Dec. 2023 36,867/23,838 = 155% |
| PI 3 - (Timeliness) Adequacy | Source Capacity of LWD to meet demands for 24/7 supply of water, should not be less than 1.5:1 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 Liter / 1000 | 1.77:1 | 1.80:1 | Production Division | 2.02:1 | 100% | Rated Capacity : 867,568 cu.m/mo./ ASC: 23,838 = 2.02:1 |

| | | | | | | | |
|--|---|---|---|-------------------------|---|------------------------------------|---|
| PI 4 - Board-Approved Water Safety Plan | In compliance with the Department of Health (DOH) Administrative Order No. 2014-0027, LWDS, among others, has been required to develop and implement a Water Safety Plan (WSP) to ensure safe delivery of safe drinking water. | GMAWD WSP Manual approved by the BODs' thru Res. 23, S. 2015 dated June 10, 2015 | GMAWD WSP updated and submitted to LWUA on June 29, 2023 | Water Safety Plan Team | The GMAWD BODs' support the development and implementation of WSP thru BOD Res. No. 46, S. 2023 dated Dec. 12, 2023 | Submitted to LWUA on Dec. 19, 2023 | |
| PI 5 - (Quantity) Non-Revenue Water | Percentage of unbilled water to water production should not exceed 30% | 19.19% | 20% | Production Division | 19% | 100% | Production : 6,844,576 Billed : 5,568,436 NRW as of Dec. 2023 = 19% |
| 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 | Production Division | 0.3ppm | 100% | Chlorine dioxide meet its allowable level of parts per million (ppm) =0.3ppm |
| PI 7 - (Timeliness) Adequate / Reliability of Service | Average response time in hours to restore service (major repair) when there are interruptions 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 | Production Division | within 24 hours | within 24 hours | As compared to 2022 targets |
| PI 8 - Staff Productivity Index | Categories A,B,C = 1 staff for every one hundred twenty (120) service connections (1:120); Category D = 1 staff for every one hundred (100) service connections (1:100) | 1:150 | 1:120 | Human Resource Division | 1:148 | 100% | ASC: 23,838 Employees : 161 Staff Productivity Index as of Dec. 2023 =1:148 |
| PI 9 - Water Quality Reports | (1) Microbiological/ Bacteriological Reports; (2) Physical & Chemical Analysis Reports; and (3) Daily 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. PROCESS RESULTS | | | | | | | |
| PI 1 - Quality of service | At least 90% Compliance with the Commerical Practice System (CPS) | ISO 9001:2015 Quality Management System (QMS), ISO 14001 Environment Management System (EMS) and ISO 45001 Occupational Health and Safety Management System (OHSMS) | ISO 9001:2015 Quality Management System (QMS), ISO 14001 Environment Management System (EMS) and ISO 45001 Occupational Health and Safety Management System (OHSMS) | All Departments | 100% complied | 100% | ISO 9001:2015 Certificate : Registration No. 44 100 17 93 0018 Valid from 2023-06-21 to 2023-03-26 ISO 14001:2015 Certificate Registration No. 44 104 22 93 0030 Valif from 2022-08-01 to 2025-07-31 and ISO 45001:2018 Certificate Registration No. 44 126 22 93 0028 Valid from 2022-08-01 to 2025-07-31 |

| C. FINANCIAL RESULTS | | | | | | | |
|---|---|--|------------|---------------------------|--|------|---|
| PI 1 - Financial Viability and Sustainability | Collection Efficiency (≥ 90%) | 96% | 90% | Finance Department | 97% | 107% | Total Collections CY = 190,918,600.28 X 100 divided by Billing (Gross WS) 197,602,658 = 97% |
| | Current Ratio ≥ 1.5 : 1 | 2.17:1 | 2.35:1 | Finance Department | 1.72 : 1 | 100% | Current Assets : 68,390,270 divided by Current Liabilities : 39,868,961.00 |
| | Positive Net Balance in the Average Net Income for twelve (12) months | 61,303.86 | 302,272.55 | Finance Department | -101,462.09 | | Please see justification attachment "Annex C" |
| D. CITIZEN/ CLIENT SATISFACTION RESULTS | | | | | | | |
| 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 (PCC)/ Presidential Action Center (PACe), and Contact Center ng Bayan (CCB), which were acted upon within 72 Hours; (3) Complaints received through the LWD Customer Service unit within the period prescribed under RA 11032 and other issuance. | 2 out of 2 or 100% of hotline #8888 acted upon within 72 hours | 100% | Commercial Department/OGM | 7 out of 7 and 1 out of 1 or 100% acted upon within 72 hours - compliant from LWUA and DTI, respectively | 100% | |
| | | 457 out of 457 or 100% of customer service request and acted | | | 481 out of 481 or 100% of customer service request and acted | | |

Prepared by:


MA. CECILIA R. BUENO

PBB Focal Person

Date: 3/8/2024

Approved by:

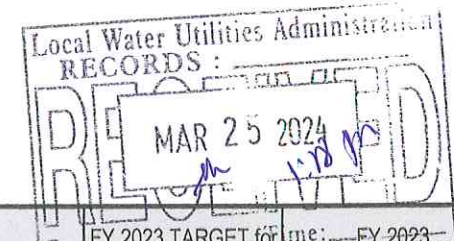

JULIET M. NACITA

General Manager

Date: 3/8/2024

FORM A-1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND ACCOMPLISHMENTS



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

| Major Final Output/ Responsible Units (1) | Performance Indicator (2) | FY 2023 TARGET for Performance Indicator 1 (3) | FY 2023 ACCOMPLISHMENT for Performance Indicator 1 (4) | Performance Indicator 2 (5) | FY 2023 TARGET for Performance Indicator 2 (6) | FY 2023 ACCOMPLISHMENT for Performance Indicator 2 (7) | Performance Indicator 3 (8) | FY 2023 TARGET for Performance Indicator 3 (9) | FY 2023 ACCOMPLISHMENT for Performance Indicator 3 (10) |
|---|---|---|---|---|---|--|--|---|---|
| A. Performance Results | | | | | | | | | |
| | Access and Coverage | 68% | 65% | Reliability | 100% | 155% | Adequacy | 1.80:1 | 2.02:1 |
| B. Process Results | | | | | | | | | |
| | Quality of Service | ISO 9001:2015 Quality, Management System (QMS), | ISO 9001:2015 Certificate : Registration No. 44 100 17 93 0018 Valid from 2023-06-21 to 2023-03-26 31 | ISO 14001 Environment Management System (EMS) | ISO 14001:2015 Certificate Registration No. 44 104 22 93 0030 Valid from 2022-08-01 to 2025-07-31 | | ISO 45001 Occupational Health and Safety Management System (OHSMS) | ISO 45001:2018 Certificate Registration No. 44 126 22 93 0028 Valid from 2022-08-01 to 2025-07-31 | |
| C. Financial Results | | | | | | | | | |
| | Collection Efficiency | 90% | 97% | | | | | | |
| | Current Ratio | 2.35:1 | 1.72:1 | | | | | | |
| | Positive Net Balance in the Average Net Income for twelve (12) months | 302,272.55 | -101,462.09 | | | | | | |
| D. Citizen/Client Satisfaction Results | | | | | | | | | |
| | Customer Satisfaction | 100% | 481 out of 481 or 100% of customer service request and acted | | 100% | 7 out of 7 and 1 out of 1 or 100% acted upon within 72 hours - compliant from LWUA and DTI, respectively | | | |

Prepared by:

MA. CECILIA R. BUENO
 OIC - Finance Dept.

Approved:

JULIET M. NACITA
 General Manager

GENERAL MARIANO ALVAREZ WATER DISTRICT

| Performance Indicator 4 (11) | FY 2023 TARGET for Performance Indicator 4 (12) | FY 2023 ACCOMPLISHMENT for Performance Indicator 4 (13) | Performance Indicator 5 (14) | FY 2023 TARGET for Performance Indicator 5 (15) | FY 2023 ACCOMPLISHMENT for Performance Indicator 5 (16) | Performance Indicator 6 (17) | FY 2023 TARGET for Performance Indicator 6 (18) | FY 2023 ACCOMPLISHMENT for Performance Indicator 6 (19) |
|---|--|---|---------------------------------|--|--|---------------------------------|--|--|
| A. Performance Results | | | | | | | | |
| Water Safety Plan | GMAWD WSP updated and submitted to LWUA on June 29, 2023 | The GMAWD BODs' support the development and implementation of WSP thru BOD Res. No. 46, S. 2023 dated Dec. 12, 2023 | Non-Revenue Water | 20% | 19% | Potability | 0.3ppm | 0.3ppm |
| B. Process Results | | | | | | | | |
| | | | | | | | | |
| C. Financial Results | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| D. Citizen/Client Satisfaction Results | | | | | | | | |
| | 100% | 1,453 out of 1,453 or 100% of customer service request and acted | | | | | | |

Prepared by:


MA. CECILIA R. BUENO
 Position/ Designation

Approved:


JULIET M. NACITA
 General Manager

GENERAL MARIANO ALVAREZ WATER DISTRICT

| Performance Indicator 7 (20) | FY 2023 TARGET for Performance Indicator 7 (21) | FY 2023 ACCOMPLISHMENT for Performance Indicator 7 (22) | Performance Indicator 8 (23) | FY 2023 TARGET for Performance Indicator 8 (24) | FY 2023 ACCOMPLISHMENT for Performance Indicator 8 (25) | Performance Indicator 9 (26) | FY 2023 TARGET for Performance Indicator 6 (27) | FY 2023 ACCOMPLISHMENT for Performance Indicator 9 (28) | Remarks (29) |
|---|---|---|---------------------------------|---|---|------------------------------------|--|---|-----------------|
| A. Performance Results | | | | | | | | | |
| Reliability of Service | 100% | 155% | Staff Productivity Index | 120:1 | 148:1 | Water Quality Reports | 0.3ppm | 0.3ppm | |
| B. Process Results | | | | | | | | | |
| | | | | | | | | | |
| C. Financial Results | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| D. Citizen/Client Satisfaction Results | | | | | | | | | |
| | | | | | | | | | |

Prepared by:


MA. CECILIA R. BUENO
 OIC - Finance Dept.

Approved:


JULIET M. NACITA
 General Manager