General Mariano Alvarez Water District

LWUA CCC No.393
General Mariano Alvarez, Cavite
ISO CERTIFIED 9001:2015 QMS -14001:2015 EMS - 45001:2018 OHS

Local Water Utilities Administration
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Time:

ELNOID DUNCIO

September 25, 2025

MR. JOSE MOISES FRANCISCO SALONGA
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 2025 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 2025 PERFORMANCE TARGETS AND ACCOMPLISHMENTS

(Note: Same form to be used for submitting 2025 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 2025	
	g. Submission of documents: 1. MDS and FS (January to December 2025); 2. Approved LWD FY 2025 Budget; 3. Updated Business Plan covering FY 2025; 4. FY 2024 LWD Annual Report	

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ERNESTO DUNCO

MFO's & PERFORMANCE INDICATORS (1)		FY 2024 ACTUAL ACCOMPLISHMENT (2)	FY 2025 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2025 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	
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	65%		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	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	1.85:1	1.80:1	Production Division			

MFO's & PERFORMANCE INDICATORS (1)		FY 2024 ACTUAL ACCOMPLISHMENT (2)	FY 2025 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2025 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	R
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	The GMAWD obtained an overall acceptance rating of 83.69% after the review conducted by LWUA on April 3, 2025.	Water Safety Plan Team			
PI 5 - (Quantity) Non-Revenue Water	Percentage of unbilled water to water production should **not** exceed 30%	17%	20%	Production Division			
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.	0.2ppm	0.3ppm	Production Division			
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			
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)	1:148	1:120	Human Resource Division			
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			

MFO's & PERFORMANCE INDICATORS (1)		FY 2024 ACTUAL ACCOMPLISHMENT (2)	FY 2025 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2025 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	R
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			
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	96%	90%	Finance Department			
	Current Ratio ≥ 1.5 : 1	1.24:1	1.5:1	Finance Department			
	Positive Net Balance in the Average Net Income for twelve (12) months	182,817.88	136,471.23	Finance Department			

MFO's & PERFORMANCE INDICATORS (1)		FY 2024 ACTUAL ACCOMPLISHMENT (2)	FY 2025 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2025 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	R
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;	3,366 out of 3,366 or 100% of customer service request and acted					
	(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;	17 out of 17 or 100% of hotline #8888 acted upon within 72 hours	100%	Maintenance Division/ Commercial Department/OGM			
	(3) Complaints received through the LWD Customer Service unit within the period prescribed under RA 11032 and other issuance.	466 out of 466 or 100% of customer service request and acted					

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 ACCOMPLISHMENTS

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

Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2025 TARGET for Performance Indicator 1 (3)	FY 2025 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2025 TARGET for Performance Indicator 2 (6)	FY 2025 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2025 TARGET for Performance Indicator 3 (9)	FY 2(for P
A. Performance Results									
	Access and Coverage	65%		Reliability	100%		Adequacy	1.80:1	
B. Process Results									
	Quality of Service	ISO 9001:2015 Quality, Management System (QMS)			ISO 14001 Environment Management System (EMS)			ISO 45001 Occupational Health and Safety Management System (OHSMS)	
C. Financial Results									
	Collection Efficiency	90%							
	Current Ratio	1.5:1							
	Positive Net Balance in the Average Net Income for twelve (12) months	136,471.23							
D. Citizen/Client Satisfaction Results									
	Customer Satisfaction	100%			100%			100%	

Prepared by:

MA. CECILIA R. BUENO
Financial Planning Specialist A

Approved:

JULIET M. NACITA
General Manager

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GENERAL MARIANO ALVAREZ WATER DISTRICT

Performance Indicator 4 (11)	FY 2025 TARGET for Performance Indicator 4 (12)	FY 2025 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2025 TARGET for Performance Indicator 5 (15)	FY 2025 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2025 TARGET for Performance Indicator 6 (18)	FY 202 for Pe
A. Performance Results								
Water Safety Plan	The GMAWD obtained an overall acceptance rating of 83.69% after the review conducted by LWUA on April 3, 2025.		Non-Revenue Water	20%		Potability	0.3ppm	
B. Process Results								
C. Financial Results								
D. Citizen/Client Satisfaction Results								

Prepared by:

MA. CECILIA R. BUENO
Financial Planning Specialist A

Approved:

JULIET M. NACITA
General Manager

2025 PBB: Form A-1

GENERAL MARIANO ALVAREZ WATER DISTRICT

Performance Indicator 7 (20)	FY 2025 TARGET for Performance Indicator 7 (21)	FY 2025 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2025 TARGET for Performance Indicator 8 (24)	FY 2025 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2025 TARGET for Performance Indicator 6 (27)	FY 2025 ACCOMPLISHMENT for Performance Indicator 9 (28)
A. Performance Results								
Reliability of Service	100%		Staff Productivity Index	120:1		Water Quality Reports	0.3ppm	
B. Process Results								
C. Financial Results								
D. Citizen/Client Satisfaction Results								

Prepared by:

MA. CECILIA R. BUENO
Financial Planning Specialist A

Approved:

JULIET M. NACITA
General Manager