

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

(Note: Same form to be used for submitting 2021 Accomplishments)

LWD NAME: AMADEO 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)
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A. Performance Results

Engineering and Construction Division	Access and Coverage	88.63% or 34,887 out of 39,363 households covered with access to potable water	89.54% or 36,963 out of 41,283 households covered with access to potable water	Reliability	85.26% of 29,898 out of 35,067 households connections received 24/7 supply of water.	85.46% of 30,378 out of 35,547 households connections received 24/7 supply of water.	Adequacy	for every 1 L demand, the District can supply 1.63 L. (1.63:1)	for every 1 L demand, the District can supply 1.63 L. (1.63:1)
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B. Process Results

Administrative General Services and Finance Division / Commercial Division	Quality of Service	Operations Manual is established and in placed.	Operations Manual is established and in placed.						
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C. Financial Results

Administrative General Services and Finance Division	Collection Efficiency	90% Collection Efficiency	Collection Efficiency = 92.5%						
				Current Ratio	Current Ratio = > 1.5:1	Current Ratio = ≥ 1.81:1			
							Positive Net Balance in the Average Net Income for twelve (12) months;	Positive Net Balance in the Average Net Income for twelve (12) months;	Positive Net Balance in the Average Net Income for twelve (12) months;

D. Citizen/ Client Satisfaction Results

Commercial Division	Customer Satisfaction	100% customer complaints acted upon against received complaints	100% customer complaints acted upon against received complaints						
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COVID Response Measures	- Wash hand facilities	-Hand washing station is installed in the main entrance of AWD office, requiring all clients and employees to wash their hands before entering our premises for a specific transaction and foot bath mat for disinfection of shoes, slippers or sandals;	-Hand washing station is installed in the main entrance of AWD office, requiring all clients and employees to wash their hands before entering our premises for a specific transaction and foot bath mat for disinfection of shoes, slippers or sandals;	Non-Revenue Water	29%	29%	Potability	0.35 PPM	0.35 PPM
	- Precautionary Measures	- Provision of Portable Thermal Scanner with Alcohol Dispenser is installed in the main entrance of AWD Office for monitoring and sanitation purposes.	- Portable Thermal Scanner with Alcohol Dispenser installed in the main entrance of AWD Office for monitoring and sanitation purposes.						
	- Public information drives	- Posting of Preventive Measures on the COVID19 in the FB page and website of AWD for the information of the concessionaires.	- Posting of Preventive Measures on the COVID-19 in the FB page and website of AWD for the information of the concessionaires.						
	-Sanitation and hygiene activities	- Sanitation of office is done everyday; alcohol, handwash and facemask are provided to the officials and staff.	- Sanitation of office is done everyday; alcohol, handwash and facemask are provided to the officials and staff.						
	- Disinfection initiatives	- Disinfection of AWD Office is done once or twice a week with the use of misting or fogging machine.	- Disinfection of AWD Office is done once or twice a week with the use of misting or fogging machine.						

		FY 2021	FY 2021		FY 2021	FY 2021		FY 2021	FY 2021
Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	TARGET for Performance Indicator 1 (3)	ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	TARGET for Performance Indicator 2 (6)	ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	TARGET for Performance Indicator 3 (9)	ACCOMPLISHMENT for Performance Indicator 3 (10)
	- Issuance of health protocols	- Issuance of Memoranda re: AWD Preventive Measures on the COVID20 Outbreak.	- Issuance of Memoranda re: AWD Preventive Measures on the COVID-19 Outbreak.						
Reliability of Service	within 24 to 48 hours for major repairs	within 24 to 48 hours for major repairs	within 24 to 48 hours for major repairs	Staff Productivity Index	1:196	1:196	Water Quality Reports	Compliant with the water quality as mandated by Philippine National Standards for Drinking Water (PNSDW) ; 100% reports prepared and submitted.	Compliant with the water quality as mandated by Philippine National Standards for Drinking Water (PNSDW) ; 100% reports prepared and submitted.

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