

FORM A
PERFORMANCE ACCOMPLISHMENTS
FY 2023

LWD NAME : AMADEO 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 2023); Approved WD 2023 Budget; Updated Business Plan 2023; Annual Report 2023	

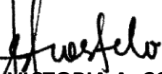
MFO's & PERFORMANCE INDICATORS (1)	FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 1 - (Quality) Access to potable water Percentage of household with access to potable water against the total number of households within the coverage of the LWD	91.88% or 40,115 out of 43,660 households covered with access to potable water	92.42% or 40,765 out of 44,110 households covered with access to potable water	Production & Water Quality Division & Engineering & Construction Division	92.27% or 42,305 out of 45,850 households covered with access to potable water	100%	
PI 2 - (Quality) Reliability of the service Percentage of household connection receiving 24/7 supply of water.	92% of household connections receiving 24/7 supply of water.	92.5% of household connections receiving 24/7 supply of water.	Production & Water Quality Division & Engineering & Construction Division	92.8% of household connections receiving 24/7 supply of water.	100%	
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	for every 1 L demand, the District can supply 1.76 L. (1.76:1)	for every 1 L demand, the District can supply 1.63 L. (1.63:1)	Production & Water Quality Division & Engineering & Construction Division	for every 1 L demand, the District can supply 1.79 L. (1.79:1)	100%	
PI 4 - COVID-19 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;	OSH Committee / Administrative, General Services and Finance Division, Commercial Services Division	100%	100%	
Precautionary Measures	Provision of portable Thermal Scanner with Alcohol Dispenser installed in the main entrance of AWD Office for monitoring and sanitation purposes.	Provision of portable Thermal Scanner with Alcohol Dispenser installed in the main entrance of AWD Office for monitoring and sanitation purposes.	OSH Committee / Administrative, General Services and Finance Division, Commercial Services Division	100%	100%	

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	Public Information drives	Posting of Preventive Measures on the COVID-19 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.	OSH Committee / Administrative, General Services and Finance Division, Commercial Services Division	100%	100%	
	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.	OSH Committee / Administrative, General Services and Finance Division	100%	100%	
	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.	OSH Committee / Administrative, General Services and Finance Division	100%	100%	
	Issuance of health protocols	Issuance of Memoranda re: AWD Preventive Measures on the COVID-19 Outbreak.	Issuance of Memoranda re: AWD Preventive Measures on the COVID-19 Outbreak.	OSH Committee / Administrative, General Services and Finance Division	100%	100%	
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	27%	26.50%	Production & Water Quality Division	26%	100%	
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.	0.35 PPM	0.35 PPM	Production & Water Quality Division	0.35 PPM	100%	
PI 7 - (Timeliness) Adequate / Reliability of Service		within 24 to 48 hours for major repairs	within 24 to 48 hours for major repairs	Engineering & Construction Division	within 24 to 48 hours for major repairs	100%	
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 : 212 SPI	1 : 120 SPI	Administrative, Gen. Services and Finance Division	1 : 223 SPI	100%	
PI 9 - Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual 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.	Production & Water Quality Division	Compliant with the water quality as mandated by Philippine National Standards for Drinking Water (PNSDW); 100% reports prepared and submitted.	100%	

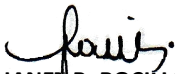
B. PROCESS RESULTS

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)
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	Operations Manual is in placed and updated.	Operations Manual is in placed and updated.	Administrative, Gen. Services and Finance Division	Operations Manual is in placed and updated.	100%	
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	Collection Efficiency = 95.4%	Collection Efficiency ≥ 90%	Administrative, Gen. Services and Finance Division	96.4%	100%	
	Current Ratio ≥ 1.5 : 1	Current Ratio = ≥ 1.70:1	Current Ratio = ≥ 1.5:1		Current Ratio = ≥ 1.79:1	100%	
	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		Positive Net Balance in the Average Net Income for twelve (12) months	100%	
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.	100% compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Delivery Service Act of 2018. 100% of customer complaints given appropriate action within 72 hours. 100% Complaints received within the period prescribed under R.A. 11032 other issuances.	100% compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Delivery Service Act of 2018. 100% of customer complaints given appropriate action within 72 hours. 100% Complaints received within the period prescribed under R.A. 11032 other issuances.	Commercial Division	100% compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Delivery Service Act of 2018. 100% of customer complaints given appropriate action within 72 hours. 100% Complaints received within the period prescribed under R.A. 11032 other issuances.	100%	


Prepared by:


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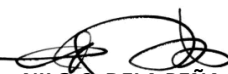
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