



# MONCADA WATER DISTRICT

ADDRESS: POBLACION 2, MONCADA, TARLAC WEBSITE: WWW.MONCADA.WD.GOV.PH  
TEL. NOS.: (045) 606-5407; 493-1950; 09175267009



## FORM A

### FY 2021 PERFORMANCE TARGETS

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

LWD NAME: **MONCADA 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 2021); Approved WD 2021 Budget Updated Business Plan 2021 Annual Report 2021	compliant compliant compliant compliant  compliant compliant compliant

MFO & PERFORMANCE INDICATORS (1)		FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>A. PERFORMANCE RESULTS</b>							
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	> 8,322 households 69.66%	> 8,619 households 72.10%	> MWD/ Commercial/ Maintenance Section			
PI 2 - (Quality) Reliability of the Service	Percentage of household connection receiving 24/7 supply of water	> 100% of active service connections received 24/7 water supply	> 100% of active service connections received 24/7 water supply	> MWD/ Maintenance Section			



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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 = # of active of active connections X 5 (average house hold size ) X 100 - 130 (liters per capita per day) X 365 days X 1 m3/ 1000 lit	> 1.5:1	1.5:1	> MWD Maintenance Section			
PI 4 - COVID 19 Response Measures	Wash Hand Facilities Water Deliver System Public Information Drives Sanitation and Hygiene Activities Disinfection Initiatives Issuance of Health Protocols Other Resilliency Program to mitigate COVI 19	> 100% implementation of COVID - 19 response measures	> 100% implementation of COVID - 19 response measures	> MWD/ Admin Section			





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PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	> 12.9%	> 20%	> MWD/ Maintenance/ Commercial			
PI 6 - (Quality) Potability	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSWD 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	> MWD/ Maintenance Section			
PI 7 - (Timeliness) Adequate/ Reliability of Service	Average response time in hours to restore service (major repair) when there are interruption due to line beaks and/or production equipment or facility breakdown as reflected in the updated	> 30 minutes response time to restore water service and 1 hour response time for leakages	> 30 minutes response time to restore water service and 1 hour response time for leakages	> MWD/ Maintenance section			



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PI 8 - Staff Productivity Index	Categories A, B, C = one staff for every one hundred twenty (120) service connection, Category D = one (1) staff for every one hundred (100) service connections	> 333:1	> 120:1	> MWD/ Admin Section			
PI 9 - Water Quality Reports	Microbiological/Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	> Compliant	> Compliant	> MWD/ Maintenance Section			
<b>B. PROCESS RESULTS</b>							
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 Systems Certified for LWDs under categories C and D.	> compliant/ISO certified Quality Management System (QMS)	> compliant/ISO certified Quality Management System (QMS)	> MWD/ Admin Section			





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<b>C. FINANCIAL RESULTS</b>							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (90%)	> 91%	> 90%	> MWD			
	Current Ratio (1.5:1)	> 6.26:1	> 1.5:1				
	Positive Net Balance in the Average Net Income for twelve (12) months	> Positive Net Balance	> Positive Net Balance				
<b>D. CITIZEN/CLIENT SATISFACTION RESULTS</b>							
PI 1 - Customer Satisfaction	1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018.	> compliant	> compliant	> MWD/ Admin/ Commercial			



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2. Percentage of Customers 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% of total complaints received acted upon <b>316 complaints received</b> <b>316 complaints acted upon</b>	> 100% of total complaints received acted upon	> MWD/ Admin/ Commercial/ Maintenance			

Prepared by:

Approved by:

**LETICIA D. SACALAMITAO**

PBB Focal Person

Date: NOVEMBER 12, 2021

**Engr. ROGELIO B. MINA, JR.**

General Manager

Date: NOVEMBER 12, 2021





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## FORM A - 1

### DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS

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LWD NAME: **MONCADA 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)
<b>A. PERFORMANCE RESULTS</b>									
	Access and Coverage	> 8,619 households 72.10%		Reliability	100% of active service connections received 24/7 water supply		Adequacy	1.5:1	
<b>B. PROCESS RESULTS</b>									
	Quality of Service	> compliant/ISO Certified Quality Management System (QMS)							



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<b>C. FINANCIAL RESULTS</b>									
	Collection Efficiency	90%							
	Current Ratio	6.26:1							
	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance							
<b>D. CITIZEN/CLIENT SATISFACTION RESULTS</b>									
	Customer Satisfaction	compliant/100% of complaints received acted upon							





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LWD NAME: **MONCADA WATER DISTRICT**

Major Final Output/ Responsible Units (1)	Performance Indicator 4 (11)	FY 2021 TARGET for Performance Indicator 4 (12)	FY 2021 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2021 TARGET for Performance Indicator 5 (15)	FY 2021 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2021 TARGET for Performance Indicator 6 (18)	FY 2021 ACCOMPLISHMENT for Performance Indicator 6 (19)
	COVID - 19 Response Measures	100% implementation of COVID - 19 response measures		Non- Revenue Water	20%		Potability	0.3ppm	



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LWD NAME: **MONCADA WATER DISTRICT**

Performance Indicator 7 (20)	FY 2021 TARGET for Performance Indicator 7 (21)	FY 2021 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2021 TARGET for Performance Indicator 8 (24)	FY 2021 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2021 TARGET for Performance Indicator 9 (27)	FY 2021 ACCOMPLISHMENT for Performance Indicator 9 (28)	REMARKS
Reliability of Service	30 minutes response time to restore water service and one hour response time for leakages		Staff Productivity Index	120:1		Water Quality Reports	Compliant		

Prepare by:

  
**LETICIA D. SACALAMITAO**  
PBB Focal Person

Approved by:

  
**Engr. ROGELIO B. MINA, JR.**