

FORM A
2020 ACTUAL ACCOMPLISHMENTS

LIANGA WATER DISTRICT (CCC.104)

Annex-A Market Mall, Lianga, SdS

MFO AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE / UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management						
2020 Budget:						
PI 1 (Quantity) Access to Potable Water	Percentage of households with access to potable water against the total number of households within the coverage of the LIWAD	3,488 No. of Service Connections/ 6,206 Total No. of HH = 56.23%	3,548 No. of Service Connections/ 6,300 Total No. of HH = 56.31%	LIWAD Management	3,665 No. of Service Connections/ 6,300 Total No. of HH = 58.17%	103.30%
PI 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water	100%	100%	Operation/ Technical Section	100%	100%
PI 3 (Timeliness) Adequacy (should not be less than 1.3:1)	Source capacity of LWD to meet demands for 24/7 supply of water	6.1:1	1.3:1	Operation/ Technical Section	5.2:1	
PI 4 COVID-19 Response Measures	COVID-19 Response Measures: <ul style="list-style-type: none"> • Wash hand facilities • Water delivery services • Public information drives • Sanitation and hygiene activities • Disinfection initiatives • Issuance of health protocols • Other resiliency program/s to mitigate COVID-19 		5 units installed 24/7 tarpaulin IEC complied per DOH directives issuance of Memo per DOH directives construction of waiting area for social distancing	LIWAD Management	COMPLIED	

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B. Water Distribution Service Management						
2020 Budget:						
PI 1(Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production	20.27%	NRW should not exceed 30%	Operation/ Technical Section	20.75%	144.58%
PI 2 (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 for calcium hypochlorite and at least 0.2 to 0.4 ppm for chlorine dioxide.	COMPLIED	COMPLIED	Operation/ Technical Section	COMPLIED	
PI 3 (Timeliness) Adequacy/ Reliability of Service	Average response time 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 LIWAD.	2 hours	3 hours	Operation/ Technical Section	2 hours	150%
Support to Operation (STO)						
2020 Budget:						
PI 1 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.	151:1	120:1	Administrative Section	141:1	117.50%

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PI 2 Affordability	Reasonableness/ affordability and should observe the LWUA-approved rates.	4.86%	not more than 5%	Commercial Section	4.86%	102.88%	
PI 3 Customer Satisfaction	1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018.	COMPLIED	COMPLIED	Commercial Section and O & T Section	COMPLIED		
PI 3 Customer Satisfaction	2. Percentage of customer complaints acted upon against received complaints. *Complaints through Hotline #8888 acted upon within 72 hours. 3. Complaints received through the WD customer service unit within the period prescribed under RA 11032 other issuances.	900/ 900 or 100%	900/ 900 or 100%	Commercial Section and O & T Section	1,232/ 1,232 or 100%	100%	
		COMPLIED	COMPLIED		COMPLIED		
General Administration and Support Services (GASS)							
2020 Budget:							
PI 1 Financial Viability and Sustainability	Collection Efficiency > 90%	96%	90%	Finance Section and Administrative Section	98%	108.88%	
	Positive Net Balance in the Average Net Income for 12 months	354,976.63	450,000.00		462,133.75	102.70%	
	Current Ratio = > 1.5:1	2.9:1	2:1		1.66:1		


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PI 2 a) Compliance with COA reporting requirements	<p>Follow the prescribed content and period of submission of five financial reports:</p> <ul style="list-style-type: none"> • Statement of financial position • Statement of comprehensive income • Statement of cash flows • Statement of changes in equity • Notes to financial statement 	COMPLIED	COMPLIED: per prescribed content and period of submission of five financial reports.	Finance Section and Administrative Section	COMPLIED: per prescribed content and period of submission of five financial reports.		
b) Compliance with LWUA reporting requirements in accordance to content and period of submission	<p>Compliance with LV/UA reporting requirements in accordance to content and period of submission i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/ Physical/ Chemical/ Chlorine Residual Report, Approved WD Budget w/ Annual Procurement Plan, Annual Report</p>	COMPLIED	COMPLIED: requirements in accordance to content and period of submission	Finance Section and Administrative Section	COMPLIED: requirements in accordance to content and period of submission		

Prepared by:

Approved by:


GEMMA P. DOROJA
 Administrative Services Officer B

3/5/2021
 Date


WILFREDO G. SANCHEZ
 General Manager D

3/5/2021
 Date