

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

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

LWD NAME: **METRO KIDAPAWAN WATER DISTRICT (MKWD)**

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>									
Office of the AGM for Operations/ General Services Division and COVID Committee / Office of the AGM for Admin. & Finance / Water Resources Section	(Quality) Access to potable water Percentage of household with access to potable water against the total number of households within the coverage of the MKWD	46.50%	$\frac{35,957}{77,146}$ = <u>46.61%</u>	(Quality) Reliability of the service Percentage of household connection receiving 24/7 supply of water.	At least 80.00%	$\frac{30,226}{35,957}$ = <u>84.06%</u>	(Timeliness) Adequacy - should not be less than <b>1.50 : 1</b> Source Capacity of MKWD to meet demands for 24/7 supply of water. <b>To compute adequacy, use formula below:</b> 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 <sup>3</sup> / 1000 Lit	should not less than 1.50 : 1	$\frac{11,190,951.70 \text{ cum } x}{1,000 \text{ Liter/day}}$ $\frac{35,957 x 365 \text{ days}}{x 5 x 113}$ = <u>1.51 : 1</u>
<b>B. PROCESS RESULTS</b>									
ISO Committee	Quality of service	with ISO Certification valid until December 31, 2021	with ISO Certification valid until July 18, 2023				100% of our frontline / no-frontline services are already certified with the ISO 9001:2015 Standard		
<b>C. FINANCIAL RESULTS</b>									
Finance Services Department	<b>Financial Viability and Sustainability</b>								
	Collection Efficiency	At least 94%	$\frac{P 226,224,252.29}{P 233,933,421.67}$ = <u>96.7%</u>	Current Ratio	1.50 : 1	$\frac{P 149,853,102.99}{P 82,666,842.44}$ = <u>1.81:1</u>	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance in the average 12 month operation	$\frac{P 52,509,057.65}{12 \text{ months}}$ = <u>P 4,375,754.80</u>

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<b>D. CITIZEN/ CLIENT SATISFACTION RESULTS</b>									
<b>Office of the AGM for Operations / Office of the AGM for Admin. &amp; Finance</b>									
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 #88888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours;									
at least 90%									
Acted / Resolved 1 out of 1 Complaints Issued = 100%									
3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.									

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Prepared by:

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AGM for Administrative and Finance

Approved:

 **STELLA M. GONZALES, MPS**  
General Manager



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)
<b>D. CITIZEN/ CLIENT SATISFACTION RESULTS</b>								

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 General Manager



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 6 (27)	FY 2021 ACCOMPLISHMENT for Performance Indicator 9 (28)	Remarks (29)
<b>D. CITIZEN/ CLIENT SATISFACTION RESULTS</b>									

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