

FORM A-1
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)
A. PERFORMANCE RESULTS									
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%	$\frac{35,957}{77,146}$ = 46.61%	(Quality) Reliability of the service Percentage of household connection receiving 24/7 supply of water.	At least 80.00%	$\frac{30,226}{35,957}$ = 84.06%	(Timeliness) Adequacy - should not be less than 1.50 : 1 Source Capacity of MKWD to meet demands for 24/7 supply of water. To compute adequacy, use formula below: $\frac{\text{Rated capacity of source (cu.m./yr)}}{\text{Demand (cu.m./yr)}}$ 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	should not less than 1.50 : 1	$\frac{11,190,951.70 \text{ cum x}}{1,000 \text{ Liter/day}}$ $\frac{35,957 \times 365 \text{ days}}{\times 5 \times 113}$ = 1.51 : 1
B. PROCESS RESULTS									
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		
C. FINANCIAL RESULTS									
Finance Services Department	Financial Viability and Sustainability								
	Collection Efficiency	At least 94%	$\frac{P\ 226,224,252.29}{P\ 233,933,421.67}$ = 96.7%	Current Ratio	1.50 : 1	$\frac{P\ 149,853,102.99}{P\ 82,666,842.44}$ = 1.81:1	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance in the average 12 month operation	$\frac{P\ 52,509,057.65}{12 \text{ months}}$ = P 4,375,754.80

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D. CITIZEN/ CLIENT SATISFACTION RESULTS									
Office of the AGM for Operations / Office of the AGM for Admin. & Finance	Customer Satisfaction								
	1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;	at least 90%	Acted / Resolved 1 out of 1 Complaints Issued = 100%						
	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.									

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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)
D. CITIZEN/ CLIENT SATISFACTION RESULTS								

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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)
D. CITIZEN/ CLIENT SATISFACTION RESULTS									

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