

FORM A-1

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

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

LWD NAME: **CALAMBA WATER DISTRICT**

Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2022 TARGET for Performance Indicator 1 (3)	FY 2022 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2022 TARGET for Performance Indicator 2 (6)	FY 2022 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2022 TARGET for Performance Indicator 3 (9)	FY 2022 ACCOMPLISHMENT for Performance Indicator 3 (10)
	<b>Access and Coverage</b>			<b>Reliability</b>			<b>Adequacy</b>		
Commercial Dept.	Percentage of household with access to potable water against the total number of households within the coverage of the LWD	68,500 or approximately 62.56% of household in the City of Calamba were given access to potable water							

Operations Dept				Percentage of household connection receiving 24/7 supply of water.	99.50%		Source Capacity of LWD to meet demands for 24/7 supply of water.	2:49:1	
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<p>Technical Services Dept</p>	<p>Service Connection Installation</p>	<p>100% accomplishment at the end of the year</p>		<p>Restoration works at different areas located in Calamba (August 12, 2021 - February 02, 2022)</p>	<p>90% accomplishment at the end of the year</p>		<p>Expansion of Distribution and Service line appurtenances at different areas</p>	<p>87% accomplishment at the end of the year</p>	
				<p>Restoration works at different areas located in Calamba started last September 2022</p>	<p>30% accomplishment at the end of the year</p>				

Admin. Dept.									
<b>Quality of Service</b>									
Operations Dept	ISO-certified Quality Management System (QMS) or its equivalent for LWDs under Categories A and B;	To maintain the ISO-QMS Certification							
Commercial Dept.	Collection Efficiency	90.0%							
Finance Dept.	Current Ratio	1.5:1							
Finance Dept.	Positive Net Balance in the Average Net Income for twelve (12) months	Positive Net Balance in the Average Net Income							
	Customer Satisfaction								

Admin. Dept.	Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;	To post ARTA on Compliance Monitoring Website							
Commercial Dept./ Technical Services Dept/ Operations Dept/ OGM	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;	100% of customer complains should be acted upon		Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	100% of customer complains should be acted upon				


Prepared by:

  
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 Administrative  
 Department Manager A

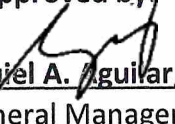
  
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 Department Manager A

  
**Engr. Ranelly S. Cartago**  
 Commercial  
 Department Manager A

  
**Engr. Joselito A. Gillera**  
 Technical Services  
 Department Manager A

  
**Ma. Carmela M. Elepano**  
 Operations  
 OIC- Department Manager A

Approved by:

  
**Exequiel A. Aguilar, Jr.**  
 General Manager

Date :



LWD NAME:

Major Final Output/ Responsible Units (1)	Performance Indicator 4 (11)	FY 2022 TARGET for Performance Indicator 4 (12)	FY 2022 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2022 TARGET for Performance Indicator 5 (15)	FY 2022 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2022 TARGET for Performance Indicator 6 (18)	FY 2022 ACCOMPLISHMENT for Performance Indicator 6 (19)
<b>A. Performance Results</b>									
	<b>COVID-19 Response Measures</b>			<b>Non-Revenue Water</b>			<b>Potability</b>		

Operations Dept				Percentage of unbilled water to water production	30%		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.	To attain atleast 0.3 ppm up to a maximum of 1.5 ppm chlorine residual target. To pass physical-chemical and microbiological tests in accordance with the requirements of PNSDW 2017.	
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<p>Technical Services Dept</p>	<p>1. Expansion and rehabilitation of distribution lines (Lot 1 &amp; 2)</p> <p>2. Expansion and rehabilitation of distribution lines (Lot 3 &amp; 4)</p> <p>3. Expansion Rehabilitation of Main Distribution Lines: Sltio Masikap, Brgy. Real</p>	<p>100% accomplishment at the end of the year</p> <p>75% accomplishment at the end of the year</p> <p>60% accomplishment at the end of the year</p>		<p>Replacement of 10 to 15 years water meter</p>	<p>100% as the end of the year</p>				
	<p>4 Expansion Rehabilitation of Main Distribution Lines: Calamba Heights Subd.,</p>	<p>45% accomplishment at the end of the year</p>							





Admin. Dept.									
Commercial Dept.									

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Operations Dept							Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Submit all required reports on time		
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Technical Services Dept	Average response time in hours to restore service ( major repair) when there are interruption due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD	Within 24 hours								

Commercial Dept.										
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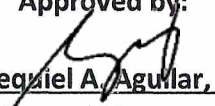
  
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