



MONCADA WATER DISTRICT

ADDRESS: POBLACION 2, MONCADA, TUBLIC, WEBSITE: WWW.MONCADA.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	COMPLIANT
	Current in Debt Service Status	COMPLIANT
	LWUA-Approved Water Rates	COMPLIANT
	Submission of documents - MDS and FS (January to December 2021);	
Approved WD 2021 Budget	COMPLIANT	
Updated Business Plan 2021	COMPLIANT	
Annual Report 2021	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)
A. PERFORMANCE RESULTS							
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%	> MWD/ Commercial/ Maintenance Section	> 8,750 households 73.20%	> 101.5%	
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	> 100% of active service connections received 24/7 water supply	> 100%	



MONCADA WATER DISTRICT

ADDRESS: POBLACION 2, MONCADA, TARLAC WEBSITE: WWW.MONCADAWD.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**

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)
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 m ³ /1000 lit	> 1.5:1	> 1.5:1	> MWD/ Maintenance Section	> 1.5:1	> 100%	
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	> 100% implementation of COVID- 19 response measures	> 100%	



MONCADA WATER DISTRICT

ADDRESS: POBLACION 2, MONCADA, TARIAC. WEBSITE: WWW.MONCADAWD.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**

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)
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	> 12.9%	> 20%	> MWD Maintenance/ Commercial	> 22%	> 91%	
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	> 0.3ppm	> 100%	



MONCADA WATER DISTRICT

ADDRESS: POBLACION 2, MONCADA, FAHLAG WEBSITE: WWW.MONCADAWD.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**

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)
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 Citizen's or Service Charter of the LWD.	> 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	> 30 minutes response time to restore water service and 1 hour response time for leakages	> 100%	
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	> 301:1		
PI 9 - Water Quality Reports	Microbiological/Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	> Compliant	> Compliant	> MWD/ Maintenance Section	> compliant	> 100%	



MONCADA WATER DISTRICT

ADDRESS: POBLACION 2, MONCADA, TARLAC WEBSITE: WWW.MONCADAWD.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**

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. PROCESS RESULTS							
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	> Compliant/ISO certified Quality Management System (QMS)		
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency (90%) Current Ratio (1.5:1) Positive Net Balance in the Average Net Income for twelve (12) months	> 91% > 6.26:1 > Positive Net Balance	> 90% > 1.5:1 > Positive Net Balance	> MWD	> 95.2% > 5.84:1 > Positive Net Balance	> 105%	



FORM A

FY 2021 PERFORMANCE TARGETS

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

LWD NAME: **MONCADA WATER DISTRICT**

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)
D. CITIZEN/CLIENT SATISFACTION RESULTS							
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	> compliant		
	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.	> 100% of total complaints received acted upon 0/0	> 100% of total complaints received acted upon 0/0	> MWD/ Admin/ Commercial/ Maintenance	> 100% of total complaints received acted upon 0/0		
	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 316 received 316 acted upon	> 100% of total complaints received acted upon		> 100% of total complaints received acted upon 545 received 545 acted upon		



MONCADA WATER DISTRICT

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



Prepared by:

LDS
LETICIA D. SACRAMITAO
PBB Focal Person
Date: MARCH 31, 2022

Approved by:

RBM
Engr. ROGELIO B. MINA, JR.
General Manager
Date: MARCH 31, 2022





MONCADA WATER DISTRICT

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



FORM A - 1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS

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

LWD NAME: **MONCADA** WATER DISTRICT

A. PERFORMANCE RESULTS

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)
	ACCESS and COVERAGE	> 8,619 households	> 8,750 households	RELIABILITY of the SERVICE	> 100% of active sevice connections received 24/7 water supply	> 100% of active sevice connections received 24/7 water supply	ADEQUACY - should not be less than 1.5:1	> 1.5:1	> 1.5:1
Major Final Output/ Responsible Units (1)	Performance Indicator 4 (2)	FY 2021 TARGET for Performance Indicator 4 (3)	FY 2021 ACCOMPLISHMENT for Performance Indicator 4 (4)	Performance Indicator 5 (5)	FY 2021 TARGET for Performance Indicator 5 (6)	FY 2021 ACCOMPLISHMENT for Performance Indicator 5 (7)	Performance Indicator 6 (8)	FY 2021 TARGET for Performance Indicator 6 (9)	FY 2021 ACCOMPLISHMENT for Performance Indicator 6 (10)
	COVID 19 Response Measures	> 100% implementation of COVID 19 response measures	> 100% implementation of COVID 19 respose measures	Non - Revenue Water should not exceed 30%	> 20%	> 22%	Potability	> 0.3ppm	> 0.3ppm



MONCADA WATER DISTRICT

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



Major Final Output/ Responsible Units (1)	Performance Indicator 7 (2)	FY 2021 TARGET for Performance Indicator 7 (3)	FY 2021 ACCOMPLISHMENT for Performance Indicator 7 (4)	Performance Indicator 8 (5)	FY 2021 TARGET for Performance Indicator 8 (6)	FY 2021 ACCOMPLISHMENT for Performance Indicator 8 (7)	Performance Indicator 9 (8)	FY 2021 TARGET for Performance Indicator 9 (9)	FY 2021 ACCOMPLISHMENT for Performance Indicator 9 (10)
---	-----------------------------	--	--	-----------------------------	--	--	-----------------------------	--	---

	Adequate / Reliability of Service	> 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.	Staff Productivity Index	> 120:1	> 301:1	Water Quality Reports	> Complaint	> Complaint
--	-----------------------------------	--	--	--------------------------	---------	---------	-----------------------	-------------	-------------

B. PROCESS RESULTS

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)
---	-----------------------------	--	--	-----------------------------	--	--	-----------------------------	--	---

	Quality of Service	< Complaint / ISO certified Quality Management System (QMS)	< Complaint / ISO certified Quality Management System (QMS)						
--	--------------------	---	---	--	--	--	--	--	--



MONCADA WATER DISTRICT

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



C. FINANCIAL RESULTS

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)
Financial Viability and Sustainability		Collection Efficiency (90%) > 90%	Collection Efficiency (90%) > 95%						
		Current Ratio (1.5:1) > 1.5:1	Current Ratio (1.5:1) > 5.84:1						
		Positive Net Balance in the Average Net Income for twelve (12) months > Positive Net Balance	Positive Net Balance in the Average Net Income for twelve (12) months > Positive Net Balance						

D. CITIZEN / CLIENT SATISFACTION RESULTS

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)



MONCADA WATER DISTRICT

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



	Customer Satisfaction	Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018. > complaint	Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018. > complaint						
		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. > 100% of total complaints received acted upon. 0/0	Percentage of Customers Complaints acted upon against received complaints. * Complaints through Hotline # 8888, Presidential Complaint Center, Contact Center ng Bayan acted upon > 100% of total complaints received acted upon. 0/0						



MONCADA WATER DISTRICT

ADDRESS: POBLACION 2, MONCADA, TAINIA, C.R. WEBSITE: WWW.MONCADAWD.GOV.PH
TEL. NOS. (045) 606-5407; 493-1950; 09175267009



		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. 316 received 316 acted upon	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. 316 received 316 acted upon						
--	--	---	---	--	--	--	--	--	--

Prepared by:

LETICIA D. SACALAMITAO
PBB Focal Person
Date: MARCH 31, 2022

Approved by:

ENGR. ROGELIO B. MINA, JR.
General Manager
Date: MARCH 31, 2022