

FORM A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND TARGETS
 (Note: Same form to be used for submitting 2021 Accomplishments)

LWD NAME: **BACOLOD WATER DISTRICT**

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									
	Access and Coverage	90%	91.18%	Reliability	100%	100%	Adequacy	1.5:1	1.96:1
B. Process Results									
	Quality of Service	Compliant	Compliant						
C. Financial Results									
	Collection Efficiency	90%	90.50%						
	Current Ratio	≥ 1.5:1	7.76:1						
	Positive Net Balance in the Average Net Income for twelve (12) months	₱ 108,000.00	₱ 109,167.65						
D. Citizen/Client Satisfaction Results									
	Customer Satisfaction:								
	EODB Compliance	Compliant	Compliant						
	Complaints received through customer service	1,400	1,457						

Prepared by:

Name

ALMA S. MAGLANA
Corporate Anayst

Name

GENALIN A. AMANTIAD
PBB Focal Person


Approved:


ENGR. NOEL L. RESABAL
General Manager

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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)
COVID-19 Response Measures	/Wash hand facilities /Water deliver services /Public information drives /Sanitation and hygiene activities /Disinfection activities /Issuance of health protocols /Other resiliency program/s to mitigate COVID-19	/Wash hand facilities /Water deliver services /Public information drives /Sanitation and hygiene activities /Disinfection activities /Issuance of health protocols /Other resiliency program/s to mitigate COVID-19	Non-Revenue Water	30%	26%	Potability	0.5	0.65ppm

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ENGR. NOEL L. RESABAL
 General Manager


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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)
Reliability of Service	within 24hrs-major & minor repair	within 24hrs-major & minor repair	Staff Productivity Index	232:1	234:1	Water Quality Reports	25 reports submitted on time	25 reports submitted on time	

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