

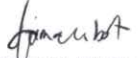
Form A-1  
 DETAILS OF DELIVERY/OFFICE PERFORMANCE INDICATORS AND TARGETS  
 2020

**LWD: METRO COTABATO WATER DISTRICT**


Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY2020 ACCOMPLISH-MENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISH-MENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplish-ment for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplish-ment for Performance Indicator 4	Remarks
<b>A. Water Facility Service Management</b>													
COMMERCIAL, ENGINEERING OPERATIONS, AND ENGINEERING PRODUCTION DEPARTMENTS	(Quantity) access to potable water  Percentage of households with access to potable water against the total number of households within the coverage of the LWD	45%		(Quality) reliability of service  Percentage of Household connections receiving 24/7 supply of water	80%		(Timeliness) Adequacy  Source Capacity of WD to meet demands for 24/7 supply	1.3:1		COVID-19 Response Measures  Implementation of Resiliency Programs to mitigate COVID-19	100%		
<b>B. Water Distribution Service Management</b>													
COMMERCIAL, ENGINEERING OPERATIONS, AND ENGINEERING PRODUCTION DEPARTMENTS	(Quantity) NRW: NRW should be ≤ 30%  Percentage of unbilled water to water production	30%		(Quality) Potability *Daily Chlorine residual requirement should be at least 0.3ppm at the farthest point * Chlorine Dioxide residual requirement should be at least .2ppm	0.3 ppm		(Timeliness) adequacy/ reliability of service  Average response time to restore service when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the CSC-approved Citizen's Charter of WD	within 24 hours					

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY2020 ACCOMPLISH- MENT for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 ACCOMPLISH- MENT for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplish-ment for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplish- ment for Performance Indicator 4	Remarks
<b>C. Support to Operations (STO)</b>													
ADMINISTRATIVE , COMMERCIAL, ENGINEERING OPERATIONS, AND ENGINEERING PRODUCTION DEPARTMENTS	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1:120		Affordability  Must be LWUA- approved Water Rate	< 5%		Customer Satisfaction  Ease of Doing Business- Compliance to CSC 14-2016  Customer complaints acted upon against received complaints  Complaints thru 888 acted upon within 72 hrs	95%					
<b>D. General Administration and Support Services (GASS)</b>													
OGM, FINANCE, AND COMMERCIAL DEPARTMENTS	Financial Viability & sustainability  Collection Efficiency ≥ 90%  Postive Net Income Balance  Current Ratio ≥ 1.5:1	90%  100%  1.50:1		Compliance to COA reporting requirements  Compliance to LWUA reporting requirements	March 31, 2021  February 22, 2021								

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