

Republic of the Philippines
CARMONA WATER DISTRICT
(LWUA CCC No. 561)

Blk. 8, Lot 8, Joy St., Cityland Subdivision, Brgy. Mabuhay, Carmona, Cavite
Tel. No. (046) 430-0832 loc. 101-112, Fax No. (046) 430-1705
Email Add: carmonawd@yahoo.com

September 17, 2020

MR. JECI A. LAPUS

Administrator
Local Water Utilities Administration
Balara, Quezon City



ATTENTION: MR. FEDERICO BADUA

Dear Sir:

Warm Greetings!

In compliance with Joint Memorandum Circular No. 2020-1, "Guidelines on the Grant of Fiscal Year 2020 Performance Based Bonus (PBB) for Local Water Districts (LWDs) dated September 03, 2020, this is to submit **FORM A and FORM A-1** (in two copies) which shall contain all Major Final Output Indicators and Targets of Carmona Water District.

For your perusal and guidance.

Thank you and Regards,


ENGR. ANILINE B. FRANCIA
General Manager



REPUBLIC OF THE PHILIPPINES
CARMONA WATER DISTRICT
(LWUA CCC No. 561)
ISO CERTIFICATE No. 80132/A/0001/UK/En
Bldg. 8, Lot 8, Joy St., Cityland Subdivision, Brgy. Mabuhay, Carmona, Cavite
Tel No. (046) 430-0832 loc. 101-112, Fax No. (046) 430-1705
Email Add : carmonawd@yahoo.com

OFFICE MEMORANDUM NO. 17-2020

DATE: September 15, 2020
TO: All CWD officers and employees
RE: Cascading the Performance Targets of Carmona Water District for the grant of Performance Based Bonus FY 2020

Pursuant to Joint Memorandum Circular No. 2020-01, "Guidelines on the Grant of Fiscal Year Performance Based Bonus for Local Water Districts dated September 03, 2020 issued by the Local Water Utilities Administration and Department of Budget Management, this is to cascade our Major Final Output Targets and Performance Indicators (PIs) under Operations for the grant of Performance Based Bonus FY 2020:

- A. Water Facility Service Management
 - a. Access to Potable Water
 - b. Reliability of Service
 - c. Adequacy
 - d. COVID-19 Response Measures
- B. Water Distribution Service Management
 - a. Non-Revenue Water
 - b. Potability
 - c. Timeliness
- C. PIs under Support to Operations
 - a. Staff Productivity Index
 - b. Affordability
 - c. Customer Satisfaction
- D. PIs under General Administration and Support Services
 - a. Financial Viability
 - b. COA and LWUA Compliances

Form A and Form A-1 which shall contain all MFO indicators and targets are herein attached for further details.

For your guidance and compliance.

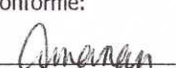
Recommending Approval:



JOEMAR G. CUNANAN
Division Manager, Admin & Finance

Approved by:


ENGR. ANILINE B. FRANCIA
General Manager

Conforme:


JOEMAR G. CUNANAN
Division Manager,
Admin & Finance


ENGR. MA. NIEVES C. MAÑABO
OIC - Engineering and
Operations


ROCELISA G. MAULANIN
Commercial Division Head

FORM A
PERFORMANCE TARGETS & ACCOMPLISHMENT REPORT
FY 2020

Local Water District: **CARMONA WATER DISTRICT**

MFOs AND PERFORMANCE INDICATORS (1)		FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2020 Budget:							
PI 1 (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	14/14 (100%)	14/14 (100%)	ENGINEERING / COMMERCIAL	14/14 (100%), as of 9/15/2020	100%	<i>to be updated</i>
PI 2 (Quality) reliability of the service	Percentage of household connections receiving 24/7 supply of water	100%	100%	ENGINEERING / COMMERCIAL	100%, as of 9/15/2020	100%	<i>to be updated</i>
PI 3 (Timeliness) Adequacy (should not be less than 1.3:1)	Source of Capacity of LWD to meet demands for 24/7 supply of water To compute adequacy, use formula below: <u>Rated Capacity of Sources(cu.m/yr)</u> 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 1L/1000	1.39:1	1.30:1	ENGINEERING / COMMERCIAL	1.59:1 (using 100 liters per capita) ; 1.32 (using 120 liters per capita), as of 8/31/2020	100%	<i>to be updated</i>
PI 4 (COVID-19) Response Measures	COVID-19 Response measures: 1.Wash Hand Facilities 2.Water Delivery Services 3.Public Information drives 4.Disinfection Initiatives 5.Issuance of Health Protocols 6.Other Resiliency program/s to mitigate COVID-19	Not Applicable	COVID-19 Response measures: 1.Wash Hand Facilities 2.Water Delivery Services 3.Public Information drives 4.Disinfection Initiatives 5.Issuance of Health Protocols 6.Other Resiliency program/s to mitigate COVID-19	ALL UNITS	1. Yes 2.100% uninterrupted operation 3. Yes, thru website, fb page and public postings 4. Daily office disinfection, UV disinfection booth and boxes 5. Office Order No. 7, Office Memo No. 3,4 & 12 6. AWA, Health Protocols	100%	<i>to be updated</i>

MFOs AND PERFORMANCE INDICATORS		(1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
B. Water Distribution Service Management								
2020 Budget:								
PI 1 (Quantity) NRW: NRW should not exceed 30%	Percentage of unbilled water to water production		27.80%	30.00%	ENGINEERING	20.90%, as of 7/31/2020	100%	to be updated
PI 2 (Quality) Potability	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 .3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm.	Physical-Chemical (annual): passed Microbiological (monthly): passed Chlorine Residual (daily): passed	Physical-Chemical (annual): 9 parameters Microbiological (monthly): 3 parameters Chlorine Residual (daily): 0.2 to .04 ppm	ENGINEERING	Physical-Chemical (annual): passed parameters Microbiological (monthly): passed Chlorine Residual (daily): passed as of 8/31/2020	100%	to be updated	
PI 3 (Timeliness) Adequacy/reability of service	Average response time to restore service (major and minor repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the updated Service Charter of the LWD.	1 day for restoration	1 day for restoration	ENGINEERING	1 day for restoration, as of 8/31/2020	100%	to be updated	
MFOs AND PERFORMANCE INDICATORS		(1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
Support to Operation (STO)								
2020 Budget:								
PI1 Staff Productivity Index	Categories A, B, C = 1 staff for every one hundred twenty(120) service connections. Category D = 1 staff for every one hundred (100) service connections.	1:195	1:120	HR / ADMINISTRATIVE	1:200, as of 9/15/2020	100%	to be updated	
PI 2 Affordability	Reasonableness/affordability and should observe the LWUA-approved rates	P 238.60 for first ten (10) cubic meter (100%) ; P373.00 minimum wage	P 238.60 for first ten (10) cubic meter (100%) ; P373.00 minimum wage	COMMERCIAL	P 238.60 for first ten (10) cubic meter (100%) ; P373.00 minimum wage	100%	to be updated	
PI 3 Customer Satisfaction	1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and Efficient Government Delivery		1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB)					

Service Act of 2018. Percentage of customer complaints acted upon against received complaints. Complaints through Hotline #8888 acted upon within 72 hours Complaints received through the WD customer service unit within the period prescribed by ARTA and other	2. 3.	100%	and Efficient Government Delivery Service Act of 2018. 2. 100% customer complaints acted upon against received complaints. -Complaints through Hotline #8888 acted upon within 72 hours 3. 100% Complaints received through the WD customer service unit and acted upon within the period prescribed by	ALL UNITS	1. Revised Citizen's Charter as per ARTA Memo No. 2020-03A and 2020-04 submitted to ARTA and LWUA last 7/24/2020 and 7/29/2020, respectively. 2. 100% #8888 - None 3. 100%	100%	to be updated
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¹Certificate from HR Manager & GM on the compliance to CSC Memo # 14- 2016

MFOs AND PERFORMANCE INDICATORS (1)	FY 2019 ACTUAL ACCOMPLISHMENT (2)	FY 2020 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2020 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
General Administration and Support Services (GASS)						
2020 Budget:						
PI 1 Financial Viability and Sustainability	1. Collection efficiency $\geq 90\%$; 2. ² Positive Net Balance in the Average Net Income for twelve (12) months; 3. Current Ratio $\geq 1.5:1$	1. 96.00% 2. Positive Balance of Net Income = P46,455,076.04 38.67:1	1. $\geq 90\%$ 2. Positive Balance of Net Income 3. $\geq 1.5:1$	FINANCE/ COMMERCIAL	1. 91.70% 2. P33,259,578.94 3. 23.62:1	100% to be updated
PI 2 a) Compliance with COA reporting requirements b) Compliance with LWUA reporting requirements in accordance to content and period submission	a.) Follow the prescribed content and period of submission of five financial reports: -Statement of financial position -Statement of comprehensive income -Statement of cashflows Statement of changes in equity Notes to financial statement b.)Compliance with LWUA reporting requirements in accordance to content and period of submission i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological / Physical / Chemical / Chlorine Residual Report, Approved WD Budget with Annual Procurement Plan, Annual Report	a.) Financial Reports = February 12, 2020 b.) Monthly Data Sheet = Monthly ; Microbiological = Monthly ; Physical/Chemical = Annual ; Chlorine Residual Report = Monthly ; Approved WD Budget with APP = December 18, 2020 ; Annual Report = February 13, 2020	a.) Financial Reports = On or before February 14, 2021 b.) Monthly Data Sheet = Monthly ; Microbiological = Monthly ; Physical/Chemical = Annual ; Chlorine Residual Report = Monthly ; Approved WD Budget with APP = On or before Dec. 31, 2020 ; Annual Report = On or before Feb. 28, 2021	ALL UNITS	a.) Financial Reports = Ongoing b.) Monthly Data Sheet = Monthly ; Microbiological = Monthly ; Physical/Chemical = Ongoing ; Chlorine Residual Report = Monthly ; Approved WD Budget with APP = Ongoing ; Annual Report = Ongoing	to be updated

²Average Positive Net Income - EO 181-2015; LWUA MC 007-15; DBM-BC #007-2016

Prepared by:

JOEMAR G. CUNANAN

Admin & Finance Division Manager / PBB Focal Person

Approved by:

ENGR. ANILINE B. FRANCIA
General Manager

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

Local Water District:

CARMONA WATER DISTRICT

Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2020 Target for Performance Indicator 1	FY 2020 Accomplishment for Performance Indicator 1	Performance Indicator 2	FY 2020 Target for Performance Indicator 2	FY 2020 Accomplishment for Performance Indicator 2	Performance Indicator 3	FY 2020 Target for Performance Indicator 3	FY 2020 Accomplishment for Performance Indicator 3	Performance Indicator 4	FY 2020 Target for Performance Indicator 4	FY 2020 Accomplishment for Performance Indicator 4
A. Water Facility Service Management												
	(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	14/14 (100%)	14/14 (100%), as of 9/15/2020	(Quality) reliability of service Percentage of Household connections receiving 24/7 supply of water	100%	100%, as of 9/15/2020	(Timeliness) Adequacy Source Capacity of WD to meet demands for 24/7 supply	1.30:1	1.59:1 (using 100 liters per capita) ; 1.32 (using 120 liters per capita), as of 8/31/2020	COVID 19 Response Measures Implementation of resiliency programs to mitigate COVID-19	COVID-19 Response measures: 1.Wash Hand Facilities 2.Water Delivery Services 3.Public Information drives 4.Disinfection Initiatives 5.Issuance of Health Protocols 6.Other Resiliency program/s to mitigate COVID-19	1. Yes 2.100% uninterrupted operation 3. Yes, thru website, fb page and public postings 4. Daily office disinfection, UV disinfection booth and boxes 5. Office Order No. 7, Office Memo No. 3,4 & 12 6. AWA, Health Protocols
B. Water Distribution Service Management												
	(Quantity) NRW: NRW should be ≤ 30% Percentage of unbilled water to water production	30.00%	20.90%, as of 7/31/2020	(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	Physical-Chemical (annual): 9 parameters Microbiological (monthly): 3 parameters Chlorine Residual (daily): 0.2 to .04 ppm	Physical-Chemical (annual): passed parameters Microbiological (monthly): passed Chlorine Residual (daily): passed as of 8/31/2020	(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	1 day for restoration	1 day for restoration, as of 8/31/2020			

C. Support to Operations (STO)

	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1:120	1:200, as of 9/15/2020	Affordability Must be LWUA- approved Water Rate	P 238.60 for first ten (10) cubic meter (100%) ; P373.00 minimum wage	P 238.60 for first ten (10) cubic meter (100%) ; P373.00 minimum wage	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	1. Compliance with RA No. 11032 or the Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018. 2. 100% customer complaints acted upon against received complaints. -Complaints through Hotline #8888 acted upon within 72 hours 3. 100% Complaints received through the WD customer service unit and acted upon within the period prescribed by ARTA and other	1. Revised Citizen's Charter as per ARTA Memo No. 2020- 03A and 2020-04 submitted to ARTA and LWUA last 7/24/2020 and 7/29/2020, respectively. 2. 100% -#8888 - None 3. 100%		
D. General Administration and Support Services (GASS)											

	Financial Viability & sustainability	Collection Efficiency $\geq 90\%$	1. $\geq 90\%$ 2. Positive Balance of Net Income 3. $\geq 1.5:1$	1. 91.70% 2. P33,259,578.94 3. 23.62:1	Compliance to COA reporting requirements	Compliance to LWUA reporting requirements	a.) Financial Reports = On or before February 14, 2021 b.) Monthly Data Sheet = Monthly ; Microbiological = Monthly ; Physical/Chemica l = Annual ; Chlorine Residual Report = Monthly ; Approved WD Budget with APP = On or before Dec. 31, 2020 ; Annual Report = On or before Feb. 28, 2021	a.) Financial Reports = Ongoing b.) Monthly Data Sheet = Monthly ; Microbiological = Monthly ; Physical/Chemica l = Ongoing ; Chlorine Residual Report = Monthly ; Approved WD Budget with APP = Ongoing ; Annual Report = Ongoing						
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Prepared by:

Joemar G. Cunanan
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Admin & Finance Division Manager / PBB Focal Person

Approved by:

Aniline B. Francia
ENGR. ANILINE B. FRANCIA
General Manager