



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



September 03, 2024

**MR. LUDWIN M. BRIONES**  
*Manager, Utilities Development Division 2*  
Local Water Utilities Administration

Attention: **MR. FEDERICO BADUA**

Dear Sir:

Greetings of harmony and good health from Carmona Water District.

This is to respectfully submit our agency's **Performance Targets FY 2024** as reflected under **Forms A and A-1**.

For your perusal and guidance.

Thank you and regards,

  
**ENGR. ANILINE B. FRANCIA**  
General Manager  
(046) 430-0832 loc. 105



  
ENGR. DUNCAS  
11/5

# FORM A

## FY 2023 PERFORMANCE TARGETS

(Note: Same form to be used for submitting 2024 Accomplishments)

LWD NAME : **CARMONA WATER DISTRICT**

PREQUALIFICATIONS CONDITIONS	Compliant/ Non-compliant
Compliance with LWUA reporting requirements in accordance to content and period of submission	<i>Pending compliance</i>
a. Compliance with PNSDW	<i>Pending compliance</i>
b. Current in Debt Service Status	<i>Pending compliance</i>
c. Existing LWUA-LWD Joint Savings Account/ General Reserves	<i>Pending compliance</i>
d. LWUA-Approved Water Rates	<i>Pending compliance</i>
e. Compliance with Commercial Practice System	<i>Pending compliance</i>
f. Positive Net Balance in the Average Net Income for 12 Months for FY 2024	<i>Pending compliance</i>
g. Submission of documents: 1. MDS and FS (January to December 2024); 2. Approved LWD FY 2024 Budget; 3. Updated Business Plan covering FY 2024; 4. FY 2024 LWD Annual Report	<i>Pending compliance</i>

MFO's & PERFORMANCE INDICATORS (1)		FY 2023 ACTUAL ACCOMPLISHMENT (2)	FY 2024 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2024 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>A. PERFORMANCE RESULTS</b>							
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	15,977 active SCs or 71.15% of 22,455 estimated no. of households in Carmona has access to potable water	16,157 active SCs or 71.95% of estimated no. of households in Carmona	Engineering and Operations Division and Commercial Services Division			
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	15,977 active SCs or 100% of active household connections are receiving 24/7 supply of water	100% of active household connections will still receive 24/7 supply of water	Engineering and Operations Division			
PI 3 - (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water, should <b>not</b> be less than 1.5:1 To compute adequacy, use formula below: Rated capacity of source (cu.m./yr)/ 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 1 Liter / 1000	1.59:1 4,637,950 cu.m./ demand = 15977 active connections x 5 x 100 x 365 x 1L/1000 = 2,915,802.80	1.50:1	Engineering and Operations Division			
PI 4 - Board-Approved Water Safety Plan	In compliance with the Department of Health (DOH) Administrative Order No. 2014-0027, LWDs, among others, has been required to develop and implement a Water Safety Plan (WSP) to ensure safe delivery of safe drinking water.	Compliant	Continuing Compliance	Engineering and Operations Division			

MFO's & PERFORMANCE INDICATORS (1)		FY 2023 ACTUAL ACCOMPLISHMENT (2)	FY 2024 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2024 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
<b>PI 5 - (Quantity) Non-Revenue Water</b>	Percentage of unbilled water to water production should <b>not</b> exceed 30%	19.94% NRW rate	should not exceed 20% NRW rate	Engineering and Operations Division and Commercial Services Division			
<b>PI 6 - (Quality) Potability</b>	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 <b>at least 0.3 ppm</b> at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at 0.2 to 0.4 ppm.	100% compliance rate to PNSDW 2017	100% compliance rate to PNSDW 2017	Engineering and Operations Division and Commercial Services Division			
<b>PI 7 - (Timeliness) Adequate / Reliability of Service</b>	Average response time in hours to restore service (major repair) when there are interruptions due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD	1 day for restoration	1 day for restoration	Engineering and Operations Division			
<b>PI 8 - Staff Productivity Index</b>	Categories A,B,C = 1 staff for every one hundred twenty (120) service connections (1:120);  Category D = 1 staff for every one hundred (100) service connections (1:100)	1:207 staff ratio	1:120 staff ratio	Administrative and Finance Services Division			
<b>PI 9 - Water Quality Reports</b>	(1) Microbiological/ Bacteriological Reports; (2) Physical & Chemical Analysis Reports; and (3) Daily Chlorine Residual Reports	Microbiological/ Bacteriological Reports - MONTHLY ; Physical & Chemical Reports - ANNUAL ; Chlorine Dioxide Residual Reports - DAILY	Microbiological/ Bacteriological Reports - MONTHLY ; Physical & Chemical Reports - ANNUAL ; Chlorine Dioxide Residual Reports - DAILY	Engineering and Operations Division			
<b>B. PROCESS RESULTS</b>							
<b>PI 1 - Quality of service</b>	At least 90% Compliance with the Commerical Practice System (CPS)	QMS 9001:2015 and EMS 14001:2015 Continuing Certification	QMS 9001:2015 and EMS 14001:2015 Continuing Certification	All Divisions			
<b>C. FINANCIAL RESULTS</b>							
<b>PI 1 - Financial Viability and Sustainability</b>	Collection Efficiency ( ≥ 90%)	97.80% collection efficiency	≥ 90%	Administrative and Finance Services Division			
	Current Ratio ≥ 1.5 : 1	38.33:1	≥ 1.5 : 1	Administrative and Finance Services Division			
	Positive Net Balance in the Average Net Income for twelve (12) months	Positive P36,300,410.79 net income FY 2023	Positive Net Balance	Administrative and Finance Services Division			
<b>D. CITIZEN/ CLIENT SATISFACTION RESULTS</b>							
<b>PI 1 - Customer Satisfaction</b>	(1) Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018;	100% compliance rate with RA No.	100% compliance rate with RA No.				

MFO's & PERFORMANCE INDICATORS (1)		FY 2023 ACTUAL ACCOMPLISHMENT (2)	FY 2024 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2024 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
	(2) Percentage of Customer's Complaints acted upon against received complaints * Complaints through Hotline #8888, Presidential Complaint Center (PCC)/ Presidential Action Center (PACe), and Contact Center ng Bayan (CCB) which were acted upon within 72 Hours; (3) Complaints received through the LWD Customer Service unit within the period prescribed under RA 11032 and other issuance.	11032 ; 100% accomplishment rate on complaints through Hotline #8888, PCC and CCB within 72 hours ; 100% action rate on complaints received	11032 ; 100% accomplishment rate on complaints through Hotline #8888, PCC and CCB within 72 hours ; 100% action rate on complaints received	Engineering and Operations Division and Commercial Services Division			

Prepared by:

*Joemar G. Cunanan*  
**JOEMAR G. CUNANAN**  
 PBB Focal Person  
 Date : *09/07/2024*

Approved by:


**ENGR. ANILINE B. FRANCIA**  
 General Manager  
 Date :

### DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND ACCOMPLISHMENTS

[illegible]

	Customer Satisfaction	100% compliance rate with RA No. 11032 ; 100% accomplishment rate on complaints through Hotline #8888, PCC and CCB within 72 hours ; 100% action rate on complaints received through the CWD Customer within the prescribed period under RA 11032							
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Prepared by:

  
**JOEMAR G. CUNANAN**  
*PBB Focal Person*

Approved:

**ENGR. ANILINE B. FRANCIA**  
*General Manager*




## Carmona Water District

Performance Indicator 4 (11)	FY 2024 TARGET for Performance Indicator 4 (12)	FY 2024 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2024 TARGET for Performance Indicator 5 (15)	FY 2024 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2024 TARGET for Performance Indicator 6 (18)	FY 2024 ACCOMPLISHMENT for Performance Indicator 6 (19)
A. Performance Results								
Water Safety Plan	For Continuing Compliance		Non-Revenue Water	should not exceed 20% NRW rate		Potability	100% compliance rate to PNSDW 2017	
B. Process Results								
C. Financial Results								
D. Citizen/Client Satisfaction Results								

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Prepared by:

  
JOEMAR G. CUNANAN  
PBB Focal Person

Approved:

ENGR. ANILINE B. FRANCIA  
General Manager



## Carmona Water District

Performance Indicator 7 (20)	FY 2024 TARGET for Performance Indicator 7 (21)	FY 2024 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2024 TARGET for Performance Indicator 8 (24)	FY 2024 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2024 TARGET for Performance Indicator 6 (27)	FY 2024 ACCOMPLISHMENT for Performance Indicator 9 (28)	Remarks (29)
A. Performance Results									
Reliability of Service	1 day for restoration		Staff Productivity Index	'1:120 staff ratio		Water Quality Reports	Microbiological/ Bacteriological Reports - MONTHLY ; Physical & Chemical Reports - ANNUAL ; Chlorine Dioxide Residual Reports - DAILY		
B. Process Results									
C. Financial Results									
D. Citizen/Client Satisfaction Results									

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*General Manager*