## FORM A-1 DETAILS OF BUREAU/OFFICE PERFORMANCE INDICATORS AND ACCOMPLISHMENTS

LWD NAME: VICTORIAS CITY WATER DISTRICT

Engineering	Commercial		Finance & Administrative		C. Financial Results	Engineering	Commercial	Finance & Administrative	B. Process Results	Engineering	Commercial	Finance & Administrative	A. Performance Results	Major Final Outputs/Responsible Bureaus (1)
		Current Ratio	Positive Net Balance in the Average Net Income for twelve (12) months;	Collection Ratio		under category C	Commercial Practice System	Quality of Service		access to potable water against the total number of households within the coverage of the LWD.	to potable water Percentage of households with		lts	Performance Indicator 1 (2)
n/a	n/a	≥1.5:1	250,000.00	≥ 90%		Compliant	Compliant	n/a		50%	50%	n/a		FY 2024 Target for Performance Indicator 1 (3)
n/a	n/a	20.52:1	338127.66	95.89%		compliant	compliant			52.69%	52,69%			FY 2024 ACCOMPLISHMENT for Performance Indicator 1 (4)
									Percentage of household connections receiving 24/7 supply of water	(Quality) reliability of service			Performance Indicator 2 (5)	
										95%	n/a	n/a		FY 2024 Target for Performance Indicator 2 (6)
	244000000000000000000000000000000000000									100%				FY 2024 ACCOMPLISHMENT for Performance Indicator 2 (7)
									Source Capacity of LWD to meet demands for 24/7 supply of water	(Timeliness) Adequacy			Performance Indicator 3 (8)	
										3.05:1	n/a	n/a		FY 2024 Target for Performance Indicator 3 (9)
										3.48:1				FY 2024 ACCOMPLISHMEN T for Performance Indicator 3 (10)
										Board-Approved Water Safety Plan				Performance Indicator 4 (11)
										Compliant				FY 2024 Target for Performance Indicator 4 (12)
														FY 2024 ACCOMPLISHMENT for Performance Indicator 4 (13)

	Prepared by:	Engineering			Commercial		Finance & Administrative	D. Citizen/Client Satisfaction Results
	MEANIA 9	other issuaptes.	customer service unit within the period	hotline 49888 acted upon within 72 hours. 3. Complaints received through the WD	2. Percentage of customer complaints acted upon against received complaints.	Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of	Ve Customer Satisfaction  1. Compliance with	tisfaction Results
	Date Date	n/a	3, 90%		2. 90%	1. Compliant	n/a	
	LEONIE DA P	n/a	3, 95%	received	2. no compalint	1. compliant	n/a	
Age	& Gan. Sentativ. Manager				2			
Apgro ENGR. ABGANA Agency Head	Date							
Approved by:  Date	Div. Makager							
	nmending Approval:  Date Print							
	Ing DkyDiv. Manager							
	Date							

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	water production	(Quantity) NRW Percentage of		Performance Indicator 5 (14)
	≤ 30%	n/a	n/a	FY 2024 Target for Performance Indicator 5 (15)
	26.26%	n/a	n/a	FY 2024 ACCOMPLISHMENT for Performance Indicator 5 (16)
	Daily chlorine residual requirement should be at least 0.3 ppm at the farthest point. Chlorine Dioxide residual requirement should be at least .2 ppm to 0.4 ppm	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017.	(Quality) Potability	Performance Indicator 6 (17)
	0.3 ppm	n/a	n/a	FY 2024 Target for Performance Indicator 6 (18)
	0.3 ppm	n/a	n/a	FY 2024 ACCOMPLISHMENT for Performance Indicator 6 (19)
	production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of LWD.	(Timeliness) Adequacy/Reliability of service Average response time in hours to restore service (major repair) when there are interruptions due to line breaks and/or		Performance Indicator 7 (20)
	48 hours	48 hours	n/a	FY 2024 Target for Performance Indicator 7 (21)
	10 hours	10 hours	n/a	FY 2024 ACCOMPLISHMEN T for Performance Indicator 7 (22)
	connections, Category D= 1 Staff for every one hundred (100) service connections	(Staff Productivity Index) Categories A, B, & C=1 staff for every one hundred twenty (120) service		Performance Indicator 8 (23)
	n/a	120	120	FY 2024 Target for Performance Indicator 8 (24)
	n/a	282	282	FY 2024 ACCOMPLISHMENT for Performance Indicator (25)

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		Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Reports Microbiological/	Water Quality	FY 2024 FY 2024 Performance Performance Indicator 9 (26) Indicator 9 (27) (29)
		100%	n/a	n/a	FY 2024 Target for Performance Indicator (27)
		100.00%	n/a	n/a	FY 2024 ACCOMPLISHMENT for Performance Indicator 9 (29)
					Performance Indicator 10 (30)
					FY 2024 Target for Performance Indicator 10 (31)
					FY 2024 ACCOMPLISHMENT for Performance Indicator 10 (32)
					Performance Indicator 10 (33)
					FY 2024 Target for Performance Indicator 10 (34)
					FY 2024 ACCOMPLISHMEN T for Performance Indicator 10 (35)
					Performance Indicator 11 (36)
					FY 2024 Target for Performance Indicator 11 (37)
					FY 2024 ACCOMPLISHMENT for Performance Indicator 11 (38)
					Remarks (39)

Date L ARBANAM J. DE DIOS, JR. mending Approval: Date