



Republic of the Philippines
Local Water Utilities Administration
Department of Budget and Management

JOINT MEMORANDUM CIRCULAR NO. 2023 – 1

December 29, 2023

TO : All Heads of Local Water Districts

SUBJECT : Guidelines on the Grant of Fiscal Year 2023 Performance-Based Bonus (PBB) for Local Water Districts (LWDs) issued Pursuant to Executive Order (EO) No. 80, s. 2012, EO No. 201, s. 2016 and Administrative Order No. 25 Inter-Agency Task Force (IATF) Memorandum Circular No. 2023– 1

1.0 PURPOSE

This Circular is being issued to prescribe the criteria and conditions on the grant of the PBB for FY 2023 performance, to be given in FY 2024. The overarching goal of the PBB is to strengthen the effectiveness of the incentives system to help agencies achieve the mission-critical objectives and expected outcomes of the government. The FY 2023 cycle shall continue to observe the simplified PBB scheme.

The four (4) accountability dimensions – Performance Results, Process Results, Financial Results, and Citizen/ Client Satisfaction Results remain relevant in achieving the Philippine Development Plan goals such as good governance and bureaucratic efficiency.

For the Local Water Districts (LWDs), the FY 2023 PBB through the Performance Results, will give emphasis on the accomplishments of each LWD targets based on the standard Major Final Outputs. This reflects LWD's overall operational performance. Financial Results shall represent the financial viability and sustainability of an LWD as indicated by the liquidity ratio. Process Results shall be based on the compliance of the LWDs with the Commercial Practice System (CPS) which is a standardized process governing the transactions of LWDs. Finally, the Citizen/Client Satisfaction Results shall represent the achievement in addressing/ acting on requests/ complaints received by the LWD, to guarantee quality service/ goods are provided to its consumers.

The FY 2023 PBB shall continue to measure and evaluate the performance of LWDs on public's satisfaction on the realization of the LWDs' performance targets, quality of public service delivery, efficiency in the

use of resources, and strengthened agency stewardship. With the FY 2023 PBB, the LWDs will be able to conduct a self-assessment of their overall performance through the transparent PBB Scoring System tied-up to the rates of incentives.

2.0 COVERAGE

This Circular shall cover LWDs and shall be done in close coordination with the Local Water Utilities Administration (LWUA).

- 2.1 Personnel of LWDs holding regular, contractual, and casual positions are covered by this Circular. Excluded from the coverage herein are individuals engaged without an employer-employee relationship and funded from non-Personnel Services budget.
- 2.2 Excluded from the coverage hereof are LWDs with Joint Venture Agreement which covers the entire operation of the LWD's facilities and services.

3.0 ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2023 PBB, each LWD must first satisfy the following eligibility requirements:

1. Compliance with the following Philippine National Standards for Drinking Water (PNSDW) requirements:
 - a. Monthly summary of daily residual chlorine test results;
 - b. Twelve (12) months of compliance with microbiological test results; and
 - c. Compliance with physical-chemical tests results of the LWD's source/s.
2. Current in Debt Service Status with LWUA;
3. Existing LWUA – LWD Joint Savings Account for Reserves (for LWD with existing LWUA-LWD Loan Contract), or General Reserves (for LWD without LWUA Loan);
4. Positive Net Balance in the Average Net Income for twelve (12) months for FY 2023;
5. LWUA-approved Water Rates;
6. Compliance with Commercial Practices System for all LWDs; and
7. On-time submission of the following documents prior to the evaluation of its eligibility to FY 2023 PBB:

- a. Monthly Data Sheet and Financial Statements (January to December 2023);
- b. Approved LWD FY 2023 Budget;
- c. Updated Business Plan covering FY 2023; and
- d. FY 2023 Annual Report.

Each agency must also satisfy the criteria and conditions under the four dimensions of accountability: **Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results**, and attain a total score of at least 70 points based on the PBB Scoring System. The FY 2023 PBB of LWDs shall be guided by these definitions:

3.1 Performance Results

In the context of the FY 2023 PBB, the **Performance Results** refer to the accomplishment of the LWD targets under the Major Final Outputs.

- 3.1a Major Final Output (MFO) – are the goods or services that a water district is mandated to provide to its external clients through the implementation of programs, activities, and projects. It may be a single output or group of outputs targeted at the same organizational/sectoral outcome and capable of being summarized by a common performance indicator.
- 3.1b Performance Indicator (PI) – a characteristic of performance (quality, quantity, timeliness, or cost) that is to be measured and will illustrate the standard by which a water district is expected to deliver its MFO, Performance Indicators should be verifiable, observable, credible, and sustainable.
- 3.1c Performance Target (PT) – predetermined numerical target level of performance (quantity, quality, timeliness, and cost of an output) against which actual performance can be compared.
- 3.1d Delivery Units (DUs) – departments and divisions of the LWD responsible for the achievement of the LWD’s MFO and are committed to the performance targets that are tracked through a reporting system within the year and verified by LWUA.
- 3.1e Potability – the quality of water that renders it safe and fit for human consumption. LWDs performance concerning this indicator (residual chlorine) shall mean compliance with the PNSDW and all issuances and guidelines issued by the Department of Health and LWUA.

- 3.1f Adequacy and Reliability of Service – performance of LWDs rated in accordance with the 24/7 availability of supply and the capacity to meet the present and future water demand.
- 3.1g Access and Coverage – performance of LWDs in pursuing the goal of providing water access and service to the greater percentage of the population within their respective service areas.
- 3.1h Submission of LWD Board-Approved Water Safety Plan – To ensure the delivery of safe drinking water, the Department of Health (DOH) has issued Administrative Order No. 2014-0027, requiring all drinking-water services providers, including Local Water Districts, to develop and implement Water Safety Plan (WSP). The DOH has adopted the WSP Framework as a preventive health strategy.

3.2 Process Results

Refer to the achievements in ease of transaction with the LWDs as a result of streamlining and standardization, through compliance with the Commercial Practice System (CPS).

3.3 Financial Results

Refer to the financial viability and sustainability of LWDs as indicated by the liquidity ratio, which determines the capacity to meet short-term obligations (current ratio), positive net income balance, and collection performance (collection efficiency).

3.4 Citizen/Client Satisfaction Results

These results refer to the achievements of the LWDs in satisfying the quality expectations of the transacting public.

4.0 FY 2023 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The LWD accomplishments for each criterion shall be rated using this scoring system. Each criterion has an assigned point, as shown in Table No. 01. The total maximum score that the LWD may obtain is 100 points. To be eligible for the FY 2023 PBB, the LWD must attain a total overall score of at least 70 points.

Table No. 01: Scoring System for FY 2023 PBB for LWDs

CRITERIA	MAX PTS	CONDITION
A. Performance Results	70	Actual points should be at least 49

B. Process Results	7	At least 90% Compliance with the Commercial Practice System (CPS) will render 7 points; below 90% will result in isolation
C. Financial Results	10	Actual points should be at least 7
D. Client/Citizen Satisfaction Results	13	At least 70% of the complaints must be acted upon, with the following equivalent points: At least 70% = 7 At least 75% = 8 At least 81% = 9 At least 86% = 10 At least 91% = 11 At least 94% = 12 At least 97% = 13
TOTAL	100	Overall Total Score must be <u>at least 70 points</u>

In case the LWD obtains an overall score of at least 70 points, but fails to achieve at least 70% of each rating for **Performance, Financial and Client/Citizen Satisfaction Results**, the unit/s most responsible will be isolated from the grant of the FY 2023 PBB. For the **Process Results**, less than 90% compliance will result in isolation.

4.1 **Performance Results.** The targets under Performance Results will enable LWDs to concentrate their efforts and available resources on their mandates and core functions and ensure the delivery of high-quality and high-impact activities.

The Performance Results shall be assessed and scored as follows:

CRITERIA	MAX PTS	CONDITION
Performance Results		Actual points should be at least 49
Major Final Outputs (MFOs):		
a. Access to Potable Water	12	
b. Reliability of Service (24/7 supply)	6	
c. Adequacy	6	
d. Submission of Water Safety Plan	5	
e. Non-Revenue Water	12	
f. Potability (Chlorine Residual)*	5	
g. Adequacy & Reliability of Service (Response time to restore service)	5	
h. Staff Productivity Index	4	
i. Water Quality Reports (Bacteriological/Physical & Chemical)*	15	

(*) Included in the Compliance with 2017 PNSDW Pre-Qualifications

- 4.2 **Process Results.** The target under Process Results is the greater ease of transaction of frontline services covering all government-to-citizens (G2C), government-to-businesses (G2B), and government-to-government (G2G) transactions. This may be achieved through streamlining, especially of frontline services; and standardization of frontline processes.

For LWDs, the target is to ensure the quality of service delivery through its compliance with its respective Commercial Practice System (CPS).

Compliance of at least 90% with the criteria would automatically render seven (7) points for the Process Results. Failure to do so will result in the isolation of the responsible unit/s.

CRITERIA	CONDITION
Process Results Compliance with CPS for all LWDs.	At least 90% Compliance with the Commercial Practice System (CPS) will render 7 points; below 90% will result in isolation

4.3 **Financial Results**

The requirements under the Financial Results shall be scored as follows:

CRITERIA	MAX PTS	CONDITION
Financial Results Collection efforts and financial performance:		Actual points should be at least 7
a. Collection Efficiency	4	
b. Current Ratio	3	
c. Positive Net Balance in the Ave. Net Income for twelve (12) months	3	

4.4 **Citizen/Client Satisfaction Results.**

Achieve Citizen/Client Satisfaction by acting on requests/complaints received directly by the LWDs (*in-house*) and resolution of reported complaints from **Hotline #8888, Contact Center ng Bayan (CCB), and the Presidential Complaint Center (PCC) and/or Presidential Action Center (PACe).** The LWDs shall ensure the

resolution of all complaints and grievances on government service procedures, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities reported to Hotline #8888, CCB, and PCC and/or PACe. To provide evidence on this, the LWDs shall submit a report summarizing the complaints received and those received by Hotline #8888, CCB, and PCC and/or PACe in FY 2023, as well as the status of the same, i.e., if resolved or pending.

The requirements under the **Citizen/Client Satisfaction Results** shall be scored as follows:

CRITERION	MAX PTS	CONDITION
Citizen/Client Satisfaction Results: a. Hotline #8888 b. Contact Center ng Bayan (CCB) c. Presidential Complaint Center (PCC) and/or Presidential Action Center (PACe) d. Direct requests/complaints to the water district (<i>in-house</i>)	13	At least 70% of the complaints must be acted upon, with the following equivalent points: At least 70% = 7 At least 75% = 8 At least 81% = 9 At least 86% = 10 At least 91% = 11 At least 94% = 12 At least 97% = 13

5.0 AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance with existing government-mandated laws and standards, LWDs and their Performance Management Team (PMT) shall continue to implement, monitor, and enforce compliance with the following requirements within their agencies:

a. Updating of Transparency Seal
b. Compliance with Audit Findings and Liquidation of Cash Advances
c. Compliance with the Freedom of Information (FOI) Program
d. Establishment and Conduct of Agency Review and Compliance of Assets, Liabilities, and Net Worth (SALN)
e. PhilGEPS posting of all invitations to bids and awarded contracts - Notices of Award/ Bid Results, Actual Approved/ Awarded Contracts, and Notices to Proceed/ Purchase Orders for public bidding transactions above one million (Php 1,000,000.00)

f. FY 2023 Non-Common Use Supplies and Equipment (APP Non-CSE)	
g. Posting of Indicative FY 2024 APP-Non CSE	
h. FY 2024 Annual Procurement Plan – Common Use Supplies and Equipment (APP-CSE)	
i. Results of FY 2022 Agency Procurement Compliance and Performance Indicators (APCPI) System	
j. Undertaking of Early Procurement Activities covering FY 2024 Procurement Projects	
k. Designation of the Agency’s Committee on Anti-Red Tape (CART)	
New Agency Accountabilities beginning FY 2023 PBB	l. For LWDs under Categories A and B, continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process
	m. Administered Client Satisfaction Measurement (CSM)
	n. Report on the digitalization initiatives or digital transformation of external and internal services

While the conditions mentioned above are no longer required in determining the overall PBB eligibility of LWDs, compliance with these conditions shall be used as the basis for determining the eligibility of responsible units and individuals. LWDs should submit these legal requirements directly to the oversight agencies.

6.0 ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

6.1 For FY 2023 PBB, the delivery units (DUs) of eligible LWDs shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.

Based on Table No. 01, to be eligible for the FY 2023 PBB, the LWD must attain a total score of at least **70 points**.

The unit/s most responsible (including its Head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 will also be isolated from the grant of the FY 2023 PBB.

6.2 Eligible DUs shall be granted FY 2023 PBB at uniform rates across the LWD, including its officials and employees. The corresponding

- rates of the PBB shall be based on the LWD's achieved total score, as shown in Section 7.0.
- 6.3 LWD General Managers are eligible only if their respective LWDs are eligible. If eligible, their PBB rate for FY 2023 shall be equivalent to the rates stated in Section 7.0 and shall be based on their monthly basic salary (MBS) as of December 31, 2023.
- 6.4 LWD Board Members may be eligible for the Performance-Based Incentives (PBI) subject to the following conditions:
- a. The LWD has qualified for the grant of the FY 2023 PBB;
 - b. The Board Member has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
 - c. The Board Member has eleven (11) months of aggregated service in the position
 - d. The LWD has submitted the appropriate annual Board-approved Corporate Operating Budget to LWUA; and
 - e. Submission of Board Member's FY 2023 accomplishments (policies or resolutions made that will help address the operations as well as the guidelines of the LWD).
- 6.5 To be eligible for FY 2023 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS).
- 6.6 Personnel in detail to another government agency for six (6) months or more shall be included in the recipient agency that rated his/her performance. The payment of the PBB shall come from the mother agency.
- 6.7 Personnel who transferred from one government agency to another agency shall be included by the agency where he/she served the longest. If equal months were served for each agency, he/she will be included in the recipient agency.
- 6.8 Officials and employees who transferred from government agencies that are non-participating in the implementation of the PBB shall be rated by the agency where he/she served the longest; the official/employee shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency, as stated in Section 6.11.
- 6.9 An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least a Very Satisfactory rating may be eligible for the full grant of the PBB.

- 6.10 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least a Very Satisfactory rating shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

LENGTH OF SERVICE	% OF PBB
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%
5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

The following are the valid reasons for an employee who may not meet the nine-month actual service requirement to be considered for PBB on a pro-rata basis:

- a. Being a newly hired employee;
 - b. Retirement;
 - c. Resignation;
 - d. Rehabilitation Leave;
 - e. Maternity Leave and/or Paternity Leave;
 - f. Vacation or Sick Leave with or without pay;
 - g. Scholarship/Study Leave; and/or
 - h. Sabbatical Leave.
- 6.11 An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of the PBB.
- 6.12 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2023 shall not be entitled to the PBB. However, if the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.
- 6.13 Officials and employees who failed to submit the 2022 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN shall not be entitled to the FY 2023 PBB.
- 6.14 Officials and employees who failed to liquidate all cash advances received in FY 2023 within the reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997, and reiterated in

COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2023 PBB.

7.0 RATES OF THE PBB

The total score as stated in Section 4.0 shall be the basis in determining the amount of the PBB an LWD is eligible for. The maximum rate of the PBB for LWDs that will achieve 100 points shall be 100% of the 65% monthly basic salary (MBS) of an individual as of December 31, 2023. For illustration, see the table below:

RATES OF THE FY 2023 PBB	
TOTAL SCORE	PBB RATES
100 points	65% (100% of the 65% monthly basic salary)
95 points	61.75% (95% of the 65% monthly basic salary)
90 points	58.5% (90% of the 65% monthly basic salary)
85 points	55.25% (85% of the 65% monthly basic salary)
80 points	52% (80% of the 65% monthly basic salary.)
75 points	48.75% (75% of the 65% monthly basic salary)
70 points	45.5% (70% of the 65% monthly basic salary)

8.0 TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

- 8.1 LWDs should submit Form A and A1 as evidence of accomplishments of Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in Section 4.0), together with its pertinent supporting documents to LWUA, on or before **April 30, 2024**.
- 8.2 The AO25 IATF shall conduct spot checks to validate claims and certifications made by the LWDs on their submitted/posted reports and/or requirements.

- 8.3 LWDs are encouraged to provide information to the AO25 Secretariat on compliance with the LWD Agency Accountabilities provided in Section 5.0.

9.0 EFFECTS OF NON-COMPLIANCE

An LWD, which, after due process by the oversight agency, has been determined to have committed a prohibited act, shall be disqualified from the PBB in the succeeding year of its implementation.

Moreover, the CSC or Ombudsman shall file the appropriate administrative case for misrepresentation in the submitted/posted reports and requirements for the PBB, a commission of fraud in the payment of the PBB, and violation of the provisions of this Circular.

10.0 COMMUNICATION AND CHANGE MANAGEMENT

10.1 Heads of LWDs, with the support of their PMTs, should enhance the implementation of their internal communications strategy on the PBB and fulfill the following:

- a. Engage their respective employees in understanding the PBB, the performance targets of their respective agencies, and the services and outputs they will need to deliver to meet these targets.
- b. Disseminate the performance targets and accomplishments of LWD employees through the internet and other means, and publish these on their respective websites for the public's information.
- c. Set up a Help Desk to respond to queries and comments on the targets and accomplishments. The Help Desk may be a facility that is embedded in the respective websites of LWDs.
- d. Set up a Complaints Mechanism to respond to the PBB-related issues and concerns raised by officials and employees of their respective LWDs. Such may be incorporated into the functions of their Grievance Committee.

10.2 The Head of the LWD shall designate a senior official who shall serve as a PBB focal person. In addition, the offices responsible for performance management may be tasked to provide secretariat support to the PMT and recommend strategies to instill a culture of performance within the agency. The name, position, and contact details (e-mail, landline, facsimile, cellular phone) of PBB focal persons should be submitted to the AO25 Secretariat.

10.3 The AO25 IATF shall maintain the following communication channels:

- a. Local Water Utilities Administration (LWUA):
Telephone: (02) 8929-4511
Email Addresses:
 1. Institutional Development Service: ids@lwua.gov.ph
 2. Utilities Development Divisions (UDEVs):
 - a) udev1.wsudd@lwua.gov.ph;
 - b) udev2.wsudd@lwua.gov.ph;
 - c) udev3.wsudd@lwua.gov.ph;
 - d) udev4.wsudd@lwua.gov.ph;
- b. AO25 Secretariat at ao25secretariatdap.edu.ph
- c. RBPMS website www.rbpms.dap.edu.ph
- d. Telephone: (02) 8400-1469, (02) 8400-1490, (02) 8400-1582
- e. Facebook: www.facebook.com/PBBsecretariat

11.0 FUNDING SOURCE

11.1 The PBB of eligible LWDs shall be sourced from their respective corporate funds.

11.2 LWDs are prohibited from sourcing payment of the PBB from the following:

- a. Loans;
- b. Subsidy from the National Government for the LWDs operations; and
- c. Sale of the LWDs assets for the sole purpose of paying the PBB and is otherwise not in the ordinary course of business.

12.0 EFFECTIVITY CLAUSE

This Joint Memorandum Circular shall take effect immediately upon publication.

Certified true copies shall be posted on the LWUA (<https://lwua.gov.ph>) and RBPMS (<https://rbpms.edu.ph>) websites, and the Official Gazette (<https://www.officialgazette.gov.ph>), and shall be filed at the University of the Philippines Law Center.


ATTY. VICENTE HOMER B. REVIL
Administrator, LWUA


AMENAH F. PANGANDAMAN
Secretary, DBM

FORM A
FY 2023 PERFORMANCE ACCOMPLISHMENTS

LWD NAME : _____ WATER DISTRICT

	PREQUALIFICATIONS CONDITIONS	Compliant/ Non-compliant
Compliance with LWUA reporting requirements in accordance to content and period of submission	a. Compliance with PNSDW	
	b. Current in Debt Service Status	
	c. Existing LWUA-LWD Joint Savings Account/ General Reserves	
	d. LWUA-Approved Water Rates	
	e. Compliance with Commercial Practice System	
	f. Positive Net Balance in the Average Net Income for 12 Months for FY 2023	
	g. Submission of documents: 1. MDS and FS (January to December 2023); 2. Approved LWD FY 2023 Budget; 3. Updated Business Plan covering FY 2023; 4. FY 2023 LWD Annual Report	

MFO's & PERFORMANCE INDICATORS (1)		FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. PERFORMANCE RESULTS							
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						
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.						
PI 3 - (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water, should not 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						
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.						
PI 5 - (Quantity) Non-Revenue Water	Percentage of unbilled water to water production should not exceed 30%						
PI 6 - (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 from 0.3 ppm to 1.5 ppm at the farthest point. In case the LWD is using chlorine dioxide , the allowable level should be at 0.2 to 0.4 ppm .						

MFO's & PERFORMANCE INDICATORS (1)		FY 2022 ACTUAL ACCOMPLISHMENT (2)	FY 2023 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2023 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
PI 7 - (Timeliness) Adequate / Reliability of Service	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						
PI 8 - Staff Productivity Index	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)						
PI 9 - Water Quality Reports	(1) Microbiological/ Bacteriological Reports; (2) Physical & Chemical Analysis Reports; and (3) Daily Chlorine Residual Reports						
B. PROCESS RESULTS							
PI 1 - Quality of service	At least 90% Compliance with the Commerical Practice System (CPS)						
C. FINANCIAL RESULTS							
PI 1 - Financial Viability and Sustainability	Collection Efficiency ($\geq 90\%$)						
	Current Ratio $\geq 1.5 : 1$						
	Positive Net Balance in the Average Net Income for twelve (12) months						
D. CITIZEN/ CLIENT SATISFACTION RESULTS							
PI 1 - Customer Satisfaction	(1) Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018; (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.						

Prepared by:

Approved by:

PBB Focal Person

General Manager

Date :

Date :

FORM A-1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATOR AND ACCOMPLISHMENTS

LWD NAME: _____ **WATER DISTRICT**

Major Final Output/ Responsible Units (1)	Performance Indicator 1 (2)	FY 2023 TARGET for Performance Indicator 1 (3)	FY 2023 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2023 TARGET for Performance Indicator 2 (6)	FY 2023 ACCOMPLISHMENT for Performance Indicator 2 (7)	Performance Indicator 3 (8)	FY 2023 TARGET for Performance Indicator 3 (9)	FY 2023 ACCOMPLISHMENT for Performance Indicator 3 (10)
A. Performance Results									
	Access and Coverage			Reliability			Adequacy		
B. Process Results									
	Quality of Service								
C. Financial Results									
	Collection Efficiency								
	Current Ratio								
	Positive Net Balance in the Average Net Income for twelve (12) months								
D. Citizen/Client Satisfaction Results									
	Customer Satisfaction								

Prepared by:

Approved:

Name
Position/ Designation

Name
General Manager

_____ Water District

Performance Indicator 4 (11)	FY 2023 TARGET for Performance Indicator 4 (12)	FY 2023 ACCOMPLISHMENT for Performance Indicator 4 (13)	Performance Indicator 5 (14)	FY 2023 TARGET for Performance Indicator 5 (15)	FY 2023 ACCOMPLISHMENT for Performance Indicator 5 (16)	Performance Indicator 6 (17)	FY 2023 TARGET for Performance Indicator 6 (18)	FY 2023 ACCOMPLISHMENT for Performance Indicator 6 (19)
A. Performance Results								
Water Safety Plan			Non-Revenue Water			Potability		
B. Process Results								
C. Financial Results								
D. Citizen/Client Satisfaction Results								

Prepared by:

Approved:

Name
Position/ Designation

Name
General Manager

_____ Water District

Performance Indicator 7 (20)	FY 2023 TARGET for Performance Indicator 7 (21)	FY 2023 ACCOMPLISHMENT for Performance Indicator 7 (22)	Performance Indicator 8 (23)	FY 2023 TARGET for Performance Indicator 8 (24)	FY 2023 ACCOMPLISHMENT for Performance Indicator 8 (25)	Performance Indicator 9 (26)	FY 2023 TARGET for Performance Indicator 6 (27)	FY 2023 ACCOMPLISHMENT for Performance Indicator 9 (28)	Remarks (29)
A. Performance Results									
Reliability of Service			Staff Productivity Index			Water Quality Reports			
B. Process Results									
C. Financial Results									
D. Citizen/Client Satisfaction Results									

Prepared by:

Approved:

Name
Position/ Designation

Name
General Manager