



## ORION WATER DISTRICT

Landing St. Lati, Orion, Bataan

February 21, 2022

**ATTY. GUILING A. MAMONDONG**

Administrator

Local Water Utilities Administration

MWSS-LWUA Complex

Katipunan Avenue, Balara

Quezon City 1105

**Through: MR. ROMUALDO C. CUICO**

Acting Manager, UDEV 1

Dear Atty. Mamondong:

Re: Orion Water District's FORM A AND FORM A-1 for Y2021

Dear Atty. Mamondong:

*Greetings!*

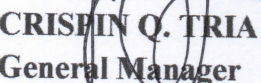
We are submitting herewith the following report:

1. **FORMA A - Performance Targets and Accomplishments for Y2021;**
2. **FORM A-1 – Details of Delivery Unit/ Office Performance Indicators and Targets**

Moreover, scanned signed copy of the above-mentioned reports were submitted thru email.

It is hoped that the documents submitted are in order. Thank you and regards.

Very truly yours,

  
**CRISPIN Q. TRIA**  
General Manager

Encl: a/s

FORM A  
PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT  
FY 2021

LWD NAME: ORION WATER DISTRICT (ORIMAD)

PREQUALIFICATIONS CONDITIONS

Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with PNSDW Current in Debt Service Status LWUA-Approved Water Rates Submission of documents-MDS and FS (January to December 2021; Approved WD 2021 Budget ; Updated Business Plan 2021; Annual Report 2021
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Compliant/ Non-compliant

Compliant

MFOs AND PERFORMANCE INDICATORS (1)		FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESPONSIBLE OFFICE / UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. PERFORMANCE RESULTS							
P1 1 (Quantity) Access to potable water	Percentage of households with access to potable water against the total number of household within the coverage of the LWD.	59%	70% Household with access to potable water- 7,000 vs. Total No. of households within the coverage of LWD- 9,942	Technical and Commercial	72% Household with access to potable water- 7,173 vs. Total No. of households within the coverage of LWD- 9,942	100%	
P1 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water	100%	100%	Technical	100%	100%	
P1 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water. To compute adequacy, use of formula below:  Rated Capacity of sources (cu.m/yr) / Demand (cu.m /yr)	3.93:1	Adequacy 1.9:1	Technical and Commercial	4.6:1	100%	
	Demand= No. of active connections x 5 (average household size) x 100- 130 (liters per capita per day) x 365 days x 1L/1000	*6,181,406.78 cu.m divided by 1,573,204.75			*7,828,786 cu.m divided by 1,701,794.25 cu. m.		
P1 4 COVID-19 Response Measures	COVID-19 Response measures: -Wash hand facilities -Public information drives -Sanitation and hygiene activities -disinfection initiatives Issuance of health protocols Other resiliency program/s to mitigate COVID-19	Complied 100%	Complied 100%	Office of the General Manager and All Sections	Complied 100%	100%	
P1 5 (Quantity) NRW	Percentage of unbilled water to water production	19.5%	≤25%	Technical and Commercial Sections	20.0%	100%	
P1 6 (Quality) Potability	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017.	Physical-Chemical test- once a year Microbiological test- every month 0.3 – 0.7	Physical-Chemical test- once a year Microbiological test- every month 0.3 – 0.7	Technical Section	Physical-Chemical test- once a year Microbiological test- every month 0.3 – 0.7	100%	
	Daily Chlorine residual requirement should be at least 0.3 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	Always within the acceptable range	Always within the acceptable range		Always within the acceptable range		

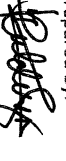
FORM A  
PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT  
FY 2021


LWD NAME: ORION WATER DISTRICT (ORIMAD)		Compliant/ Non-compliant	
PREQUALIFICATION CONDITIONS			
Compliance with LWUA reporting requirements in accordance to content and period of submission	Compliance with PNSDW Current in Debt Service Status LWUA-Approved Water Rates Submission of documents-MDS and FS (January to December 2021; Approved WD 2021 Budget ; Updated Business Plan 2021; Annual Report 2021	Compliant	

MFOs AND PERFORMANCE INDICATORS (1)		FY 2020 ACTUAL ACCOMPLISHMENT (2)	FY 2021 TARGET (3)	RESPONSIBLE OFFICE / UNIT (4)	FY 2021 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
Pl 7 (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 production equipment, or facility breakdown as reflected in the updated Citizen's or Service Charter of LWD	Minor repairs - Within 30 minutes Major repairs- Maximum of 8 hours	Within 30 minutes for minor repairs Maximum 8 hours for major repairs	Technical Section	Minor repairs- 30 minutes Major repairs- maximum of 8 hours	100%	
Pl 8 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.	1:228 As of December 31, 2020 29 employees vs. 6,631 active concessionaires	1:120	Admin & Commercial	1:256 As of December 31, 2020 28 employees vs. 7,173 active concessionaires	100%	
Pl 9 Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	Complied 100%	Complied 100%	Technical Section	Complied 100%	100%	
B. PROCESS RESULTS							
Pl-1 Quality of Service	1. ISO- certified Quality Management System (QMS) or its equivalent for LWDs under Categories A and B;					N/A	
	2. Commercial Practice System Certified for LWDs under Categories C and D.	Complied 100% (Compliance Practice System/ manual)	Complied 100% (Compliance Practice System/ manual)	All Sections/Departments	Complied 100% (Compliance Practice System/ manual)	100%	
C. FINANCIAL RESULTS							
Pl 1 Financial Viability and Sustainability	Collection Efficiency (>90%)	90.40%	90%	Commercial Section	93%	100%	
	Current Ratio (≥1.5:1)	4.74:1	1.5:1	Admin and Finance Section	4.47:1	100%	
	Positive Net Balance in Average Net Income for twelve (12) months	Positive ₱513,251.54	Positive ₱152,908.07	Admin and Finance Section	₱ 359,500.00	100%	
D. CITIZEN/ CLIENT SATISFACTION RESULTS							
Pl 1 Customer Satisfaction	1. Compliance with RA No. 11032 or ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018.	Complied 100%	Complied 100%	Commercial and Technical Section	Complied 100%		
	2. Percentage of customer acted upon against received complaints.			Commercial and Technical Section	N/A (no complaints received)	100%	
	* Complaints through Hotline #8898, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72hours	N/A (no complaints received)	Complied 100%				
	3. Complaints received through the WD customer service unit within the period prescribed by ARTA and other	Complied 100% (Complaints received and acted upon- 1,087)	Complied 100%	Commercial and Technical Section	Complied 100% (Complaints received and acted upon- 4,752)		

Prepared by:

Approved by:


  
Lilibeth F. Calberon  
Senior Internal Control Officer B


  
Crispin Q. Fria  
General Manager

FORM A-1  
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS  
(Note: Same form to be used for submitting 2021 Accomplishments)

LWD NAME: ORION WATER DISTRICT (ORIWD)

Major Final Outputs / Responsible Bureaus (1)	Performance Indicator 1 (2)	FY 2021 TARGET for Performance Indicator 1 (3)	FY 2021 ACCOMPLISHMENT for Performance Indicator 1 (4)	Performance Indicator 2 (5)	FY 2021 TARGET for PI 2 (6)	FY 2021 ACCOMPLISHMENT for PI 2 (7)	Performance Indicator 3 (8)	FY 2021 TARGET for PI 3 (9)	FY 2021 ACCOMPLISHMENT for PI 3 (10)
A. PERFORMANCE RESULTS	Access and Coverage			Reliability			Adequacy		
	Percentage of households with access to potable water against the total number of household within the coverage of the LWD.	Household with access to potable water- 7,000 vs. Total No. of households within the coverage of LWD- 9,942	Household with access to potable water- 7,173 vs. Total No. of households within the coverage of LWD- 9,942	Percentage of household connections receiving 24/7 supply of water	100%	100%	Source of capacity of WD meet demands for 24/7 supply	Adequacy 1.9:1	100% (4.6:1)
Technical Department and Commercial Department									
All Departments (Admin & Finance), Commercial, Technical and Office of the General Manager	Quality of Service								
	Commercial Practice System Certified for LWDs under Categories C and D.	Complied 100% (CPS)	Complied 100% (Compliance Practice System/ manual)						
C. FINANCIAL RESULTS									
Commercial Department	Collection Efficiency	90%	Complied 100% (93%)						
	Current Ratio	1.5:1	Complied 100% (4.47:1)						
Admin and Finance Department	Positive net Balance in the Average Net Income for twelve (12) months	Positive ₱152,908.07	Complied 100% (₱359,500.00)						
D. CITIZEN/ CLIENT SATISFACTION RESULTS									
Commercial Department, Technical Department and Admin& Finance Department	Customer Satisfaction	Complied 100%	Complied 100%						

Prepared by:  
  
LILIBETH F. SALDERON  
Senior Internal Control Officer B

Approved by:  
  
CRISPIN C. TRIA  
General Manager C

Performance Indicator 4 (11)	FY 2021 TARGET for PI 4 (12)	FY 2021 ACCOMPLISHMENT for PI 4 (13)	Performance Indicator 5 (14)	FY 2021 TARGET for PI 5 (15)	FY 2021 ACCOMPLISHMENT for PI 5 (16)	Performance Indicator 6 (17)	FY 2021 TARGET for PI 6 (18)	FY 2021 ACCOMPLISHMENT for PI 6 (19)
COVID-19 Response Measure			Non-Revenue Water should be ≤30%			Potability		Physical-Chemical test- once a year Microbiological test- every month
Implementation of resiliency programs to mitigate COVID-19	Complied 100%	Complied 100%	Percentage of unbilled water to water production	≤25%	Complied 100% (NRW rate 20%)	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 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, should be at least 0.2 to 0.4 ppm	Complied 100%	0.3 – 0.7 Always within the acceptable range Complied 100%




Prepared by:  
  
LILIBETH R. CALDERON  
Senior Internal Control Officer B

Approved by:  
  
CRISPIN Q. IRIA  
General Manager C

