



Republic of the Philippines
GENERAL SANTOS CITY WATER DISTRICT
 E. Fernandez St., Brgy. Lagao, General Santos City
 Telephone No. (083) 552-3824/ Telefax No. (083) 553-4960
 E-mail Address: gscwaterdistrict@yahoo.com
 www.gensanwater.gov.ph



GSCWD Targets for 2024

MFO's & PERFORMANCE INDICATORS		FY 2023 ACTUAL ACCOMPLISHMENT (2)	FY 2024 TARGET
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	30.3%	31%
PI 2 - (Quality) Reliability of the service	Percentage of household connection receiving 24/7 supply of water.	99.33%	100%
PI 3 - (Timeliness) Adequacy - should not be less than 1.5:1	Source Capacity of LWD to meet demands for 24/7 supply of water. To compute adequacy, use formula below: $\text{Rated capacity of source (cu.m./yr)} / \text{Demand (cu.m./yr)}$ $\text{Demand} = \text{No. of active connections} \times 5 \text{ (average household size)} \times 100 - 130 \text{ (liters per capita per day)} \times 365 \text{ days} \times 1 \text{ m}^3 / 1000 \text{ Lit}$	3.08:1	≥ 1.5:1
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.	Valid	Valid
PI 5 - (Quantity) Non-Revenue Water should not exceed 30%	Percentage of unbilled water to water production	25%	not to 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 at least 0.3 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.	Ranged within 0.40ppm - 1.20ppm	Within 0.3 - 1.5 ppm
PI 7 - (Timeliness) Adequate / Reliability of Service	Average response time in hours to restore service (major repair) when there are interruption due to line breaks and/or production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD	4.94 hrs	24 hrs
	Average response time in hours to restore service (major repair) when there are interruption due production equipment or facility breakdown as reflected in the updated Citizen's or Service Charter of the LWD		72 hrs
PI 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	245:1	120:1
PI 9 - Water Quality Reports	Microbiological/ Bacteriological Reports, Physical & Chemical Reports, and Chlorine Residual Reports	submitted	submitted on time
B. PROCESS RESULTS			
PI 1 - Quality of service	At least 90% Compliance with the Commerical Practice System (CPS)	95%	95%

C. FINANCIAL RESULTS			
PI 1 - Financial Viability and Sustainability	Collection Efficiency (≥ 90%)	92.80%	≥ 90.00%
	Current Ratio ≥ 1.5 : 1	5.65:1	≥ 1.5: 1
	Positive Net Balance in the Average Net Income for twelve (12) months	Php 10,884,373.74 (Positive)	Positive Net Balance in the Average Net Income

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;	Compliant	Compliant
	2. Percentage of Customer's Complaints acted upon against received complaints * Complaints through Hotline #8888, Presidential Complaint Center, Contact Center ng Bayan acted upon within 72 Hours;	(No complaints received for FY 2023)	97%
	3. Complaints received through the WD Customer Service unit within the period prescribed under RA 11032 and other issuance.	100%	97%

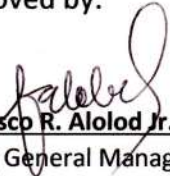
Prepared by:



Christine B. Tacuban

PBB Focal Person

Approved by:



Francisco R. Alolod Jr., CPA, CESE

Acting General Manager