







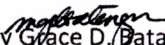


Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 ACCOMPLISH-MENT for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 ACCOMPLISH-MENT for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplish-ment for Performance Indicator 3	Remarks
Admin/Finance Division	Staff Productivity Index Cat A,B,C = 1:120 Cat D = 1:100	1:181	1:181	Affordability  Must be LWUA-approved Water Rate	Minimum Charge (10 cu.m.) - P 235.00 4.7% of LIG	Minimum Charge (10 cu.m.) - P 235.00 4.7% of LIG	Customer Satisfaction  Ease of Doing Business- Compliance to CSC 14-2016  Customer complaints acted upon against received complaints  Complaints thru 888 acted upon within 72 hrs	Certificate of Compliance December 31, 2019 •Complaints through hotline #8888 acted upon within 72 hours. •Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	Certificate of Compliance October 30, 2019 Complaints through 8888 - none Complaints received through WD customer service unit within the period - 1,219 complaints acted upon.	



Major Final Outputs/ Responsible Division	Performance Indicator 1	FY 2019 Target for Performance Indicator 1	FY 2019 ACCOMPLISH- MENT for Performance Indicator 1	Performance Indicator 2	FY 2019 Target for Performance Indicator 2	FY 2019 ACCOMPLISH- MENT for Performance Indicator 2	Performance Indicator 3	FY 2019 Target for Performance Indicator 3	FY 2019 Accomplish-ment for Performance Indicator 3	Remarks
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