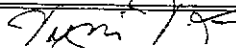




METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE (MWSS-RO)  
ANNUAL SCORECARD / MONITORING REPORT - 2013

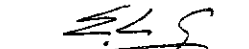
Performance Measures				Baseline			CY2013 Target	CY2013 Accomplishment	CY2013 RATING
Description	Formula	Weight	Data Provider	2010	2011	2012			
<b>MFO 2: Consumer Welfare and Protection Services</b>									
Quantity 4: Number of customers reached with the conduct of information dissemination activities	No. of barangays represented Target no. of Barangays	10%	CRS & PID			93.50%	95% (95/100 bgys.)	100% (105 bgys. Reached)	10.0%
Quality 2: Percentage of compliance by the concessionaires' on the implementation of approved customer related implementing Rules and Regulations (IRRs) (Downgrading of Customer's Rate Class/Conversion of Subdivisions/Pos water service connection from bulk to individual)	No. Of customer accounts downgraded/converted Total no. Of customer accounts covered	10%	Concessionaires/C customers			72%	Finalization of 7 revised and updated IRRs and presentation to the concessionaires	100% (7 IRRs finalized and presented to concessionaires)	10.0%
Timelines 3: Percentage of complaints evaluated & resolved within 30 days	No. of complaints resolved w/in 30 days No. of Complaints Received	5%	CSR			92%	93%	100%	5.0%
Quality 3: Compliance with prescribed water quality standards at the consumer's tap	No. of samples complying with PNSDW Total no. of samples	10%	TRA; CRL (accredited laboratory)			97%	97.8%	98.60% 826 of 838	9.9%
Quality 4: Evaluation of performance of sewerage and sanitation facilities complying with Effluent Regulations	No. of facilities evaluated based on criteria set in the Service Obligation-Key Performance Indicator Guide complete with evaluation report per STP Total no. Of existing and operational facilities	10%	TRA; CRL (accredited laboratory)			85%	85%	100% 206 of 206	10.0%
Subtotal of weights and ratings:		45%							44.9%
<b>TOTAL OF WEIGHTS AND RATINGS:</b>		<b>100%</b>							<b>94.8%</b>

Certified Correct:


  
Virginia V. Octa  
DM for Administration

Date: 2/25/2014

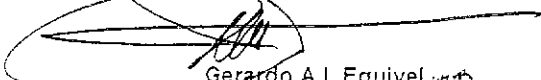
Approved by:

  
Emmanuel L. Caparas  
Acting Chief Regulator

Date: 2/25/14

  
Estrella T. Decena-Zaldivar  
DA for Administration & Legal Affairs

Date: 2/25/2014

  
Gerardo A.I. Equivel  
Acting Chairman, MWSS Board of Trustees

Date: \_\_\_\_\_