Office of the President of the Philippines
GOVERNANCE COMMISSION
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
3/F, Citibank Center, 8741 Paseo De Roxas, Makati City, Philippines 1226

04 SEPTEMBER 2018

ATTY. PATRICK LESTER N. TY
Chief Regulator
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE (MWSS-RO)
4F Administration Bldg., MWSS Complex 489 Katipunan Ave,
Balara, Quezon City

ACKNOWLEDGEMENT RECEIPT

LETTER DATE: **03 SEPTEMBER 2018**

RE: **SUBMISSION OF MWSS-RO'S 2ND QUARTER MONITORING REPORT ON ITS 2018 APPROVED PERFORMANCE SCORECARD**

The said document was officially received by the Governance Commission on 04 September 2018 and has been forwarded to the responsible GCG Officer for appropriate action.

To follow-up for further action on the document, you may contact us through telephone numbers (02) 328-2030 or (02) 318-1000. Please cite the GCG Document Management System (DMS) Barcode Number: **0-1146-04-09-2018-017192**.

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Received by:

Signature over Printed Name	Date and Time

METROPOLITAN WATERWORKS & SEWERAGE SYSTEM
REGULATORY OFFICE

GCG
Carlene
RECEIVED BY
9/4/18 11:42am
DATE

03 September 2018

HON. SAMUEL G. DAGPIN, JR.
Chair
Governance Commission for GOCCs
3/F Citibank Centre, Citibank Plaza
Paseo de Roxas cor. Villar Street
Makati City 1226

Dear **Chairman Dagpin**:

The MWSS Regulatory Office (RO) respectfully submits its 2nd Quarter Monitoring Report on its 2018 approved Performance Scorecard with your office.

Thank you.

Very truly yours,

Patrick Ty

PATRICK LESTER N. TY
Chief Regulator

Republika ng Pilipinas
Pangasiwaan ng Tubig at Alkantarilya sa Kalakhang Maynila
Metropolitan Waterworks and Sewerage System
Regulatory Office
Katipunan Road, Balara, Quezon City 1105, Philippines

Office of the Chief Regulator 435-8900
Administration and Legal Affairs 435-8902
Customer Service Regulation 435-8903
Financial Regulation 435-8901
Technical Regulation 435-8904

ro.mwss.gov.ph

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

2ND QUARTER MONITORING REPORT CY 2018

	Component					Proposed Target		
	Strategic Objective/ Strategic Measure		Formula	Wt.	Rating System	Annual	2ND Quarter Accomplishment	2ND Quarter Wt.
SOCIAL IMPACT	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply						
	SM 1	Incremental number of domestic water service connections (WSC)	Current year connections minus Prior year connections	9.00%	Actual / Target x Weight	80,645 (2,362,999)	43,555 (2,314,058)	4.86%
	SM 2	Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	Domestic WSC with 24hr/7-psi /Total WSC	9.00%	[(Actual / Target x Actual RO Samples /160) X weight)]	95%	86 (2167177/2198355)	4.77%
	SM 3	Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e., at least 95%)	Compliant if: Number of passing PNSDW / Total number of samples" is at least 95% for both MWSS-RO and Cencessioanires	9.00%	If compliant: {[(Passed RO samples / Total samples) x .5 + (Passed Concessionaires samples / Total samples) x .5] x (actual RO samples collected / 1506) x weight } If not compliant: 0%	Compliant	RO samples = 802 compliant of 813 collected samples or 98.65% MWSI+MWCI samples = 11996 compliant of 11996 collected samples or 100%	5.51%
SOCIAL IMPACT	SO 2	Environment-Friendly Sewerage System						
	SM4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	206,530	194,940	5.66%
	SM5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)		6.00%	[(Actual / Target) x (Actual RO Samples collected / 560)] X weight	90.5%	RO= 343 samples collected of 560 Quality Compliance: MWSI+MWCI 97.79%; MWSS RO = 97.58%	3.59%
	SM6	Number of septic tank desludged	Absolute Number	6.00%	(Actual / Target) x Weight	126,770	92,085	4.36%
	Subtotal			*45.00%*				*28.75%*
STAKEHOLDERS	SO 3	Empowered Stakeholders						
	SM 7	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	4.00%	(Actual / Target) x Weight or 0% = if less than 80%	90%	The MWSS Board of Trutees approved the procurement of Customer Satisfaction Survey (CSS) consultant through Alternative Mode- Agency to Agency. The draft MOA between the MWSS RO and University of the Philippines - Diliman is being reviewed by the Office of the Government Corporate Counsel.	0.00%
		Subtotal		*4.00%*				*0.00%*

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

2ND QUARTER MONITORING REPORT CY 2018

	Strategic Objective/ Strategic Measure		Component: Formula	Component: Wt.	Component: Rating System	Proposed Target: Annual	Proposed Target: 2ND Quarter Accomplishment	Proposed Target: 2ND Quarter Wt.
INTERNAL PROCESS	SO 4	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets						
	SM 8	Enhanced CAPEX Monitoring Manual	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved CAPEX Manual	The RR Technical Consultant will submit the Enhanced CAPEX Monitoring Manual before the end of 2018	0.00%
	SM 9	Percentage of rate petitions resolved within 15 calendar days prior to intended implementation	Number of rate petitions resolved at least 15 calendar days prior to intended implementation /Total number of rate petitions submitted	10.00%	(Actual / Target) x Weight	80%	2 Foreign Currency Differential Adjustment (FCDA) rate petitions resolved for MWSI & MWCI for the 3rd Qtr of 2018	4.00%
	SM10	Appropriate Discount Rate (ADR) Determination Manual	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved ADR Manual	Draft ADR manual was submitted to Rate Rebasing (RR) Consultants for review, comments & enhancement. To date, FRA still awaits for the Consultants report re; ADR Manual	2.00%
	SM11	Foreign Currency Differential Adjustment (FCDA) Guidelines	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved FCDA Guidelines	Draft FCDA Manual submitted for final review and discussions with the Concessionaires.	2.00%
	SM12	Percent of complaints resolved within 10 working days from submission for resolution	Number of complaints resolved within 10 working days from submission for resolution /Total number of complaints for resolution	5.00%	(Actual / Target) x Weight	90%	Cumulative 82 of 84	4.88%
	SM 13	Guidelines on the Evaluation of KPIs + BEMs	Milestone	4.00%	Draft Manual Submitted = 2% EXECOM Approval of Manual = 2%	EXECOM-approved KPI + BEMs Guidelines	The RR Consultant will submit the Enhanced Guidelines on the Evaluation of KPIs + BEMs before the end of 2018	2.00%
	SM14	KPIs + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)						
		a. 2017 Annual	Milestone	4.00%	• Submitted = 2% • Submitted on time = 2%	N/A	Submitted to the Office of the Chief Regulator on March 28, 2018	4.00%
		b. Mid-2018	Milestone	4.00%	• Submitted on time = 2%	N/A	The 2018 Mid Year KPIs-BEMs Report is due for submission to the Chief Regulator on September 30, 2018	0.00%

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

2ND QUARTER MONITORING REPORT CY 2018

	Component						Proposed Target		
	Strategic Objective/ Strategic Measure		Formula	Wt.	Rating System	Annual	2ND Quarter	
							Accomplishment	Wt.
	SM15	Guidelines on validation of Service Obligation	Milestone	4.00%	Service Obligation Validation Reports 1. MWSI=2%; 2. MWCI=2%	EXECOM-approved Manual	The documentation of the on-going actual Service Obligation validation being conducted by the RR Consultants shall be used as the draft Guidelines subject to the review/revisions/enhancements of the Rebasing Management Committee (RRMC) and the concerned Technical Working Groups.	0.00%
		Subtotal		*43.00%*				*14.88%*
LEARNING AND GROWTH	SO 5	**Attract, Develop and Retain Highly Competent Workforce**						
	SM16	Percentage of employees meeting required competencies [Strategic Initiative Profile I]	Milestone	4.00%	Actual /Target	Improvement from the baseline	Training of select RO Officials and employees to improve competency gaps are on-going.	0.00%
	SO 7	**Develop and Implement Quality Management System**						
	SM17	ISO 9001:2015 Certification	Milestone	4.00%	All or Nothing	ISO 9001:2015 Certification of One Core Process	The MWSS RO Consultant will conduct a Pre-Certification Assessment on September 10, 2018 to determine the readiness of MWSS RO Management and Process Owners prior to the actual conduct of audit by an external auditors of the Certifying Body	0.00%
		Subtotal		*8.00%*				*0.00%*
TOTAL				100.00%				43.63%

Prepared by:
VIRGINIA V. OCTA
DM for Administration

Certified Correct:
CLAUDINE B. OROCIO-ISORENA
DA for Administration and Legal Affairs

Approved:
PATRICK LESTER N. TY
Chief Regulator