



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



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03 January 2019

ATTY. FRANKLIN J. DEMONTEVERDE

Chairperson

ATTY. PATRICK LESTER N. TY

Chief Regulator

**METROPOLITAN WATERWORKS AND SEWERAGE
SYSTEM – REGULATORY OFFICE (MWSS-RO)**

3/F Engineering Bldg., MWSS Complex, Katipunan Ave.,
Balara, Quezon City

19 0021

MWSS Regulatory Office
OFFICE OF THE CHIEF REGULATOR

RECEIVED

By: AL
Date: JAN 09 2019
Time: 10:50am

RE : TRANSMITTAL OF 2019 PERFORMANCE SCORECARD

Dear Chairperson Demonteverde and Chief Regulator Ty,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**) and 2019 Performance Scorecard (**Annex B**) of MWSS-RO. The same is to be posted in MWSS-RO's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The MWSS-RO-proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 12 October 2018² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 22 October 2018 and evaluation of revised documents submitted through e-mail dated 07 November 2018.³

We take this opportunity to **REMIND** MWSS-RO that Item 5 of GCG Memorandum Circular No. 2017-02⁴ mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter.

FOR YOUR COMPLIANCE.

Very truly yours,

SAMUEL G. DAPIN JR.

Chairman

MICHAEL P. CLORIBEL
Commissioner

MARITES C. DORAL
Commissioner

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by the Governance Commission on 15 October 2018.

³ Received through an e-mail to Mr. Samuel Concernan II dated 07 November 2018.

⁴ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

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METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE



MWSS
REGULATORY OFFICE

MISSION

To monitor the compliance of Concessionaires with their contractual obligations, enforce standards of service to Customers and determine reasonable rates in the delivery of water and sewerage services

CORE VALUES

Patriotism
Integrity and Professionalism
Participatory Governance
Transparency and Accountability

VISION

A world class and independent Regulatory Office that equitably protects the interests of the consuming public and other stakeholders to continuous and sustainable supply of potable water and environmentally sound sewerage system.

Social Impact

Increased Number of Domestic Customers with Continuous and Safe Water Supply

Environment-friendly Sewerage System

Stakeholders

Empowered Stakeholders

Internal Process

Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets

Organization

Attract, Develop, and Retain Highly Competent Workforce

Develop and Implement Quality Management System

THEMES

EFFECTIVE REGULATION

SERVICE EXCELLENCE

PERFORMANCE SCORECARD 2019

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE

Objective/Measure		Component	Rating System		Data Provider	Baseline		Target	
		Formula	Wt.			2016	2017	2018	2019
SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply								
SM1	Incremental number of domestic water service connections (WSC)	Current year connections minus prior year connections	10%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	Concessionaires and CSR	77,740 (2,205,602)	68,552 (2,274,154)	80,645 (2,362,999)	58,798
SM2	Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	$\frac{\text{Domestic WSC with 24hr/7-psi}}{\text{Total WSC}}$	10%	$\left[\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right) \right] \times \text{Weight}$	Concessionaires and TRA	95.22% (2,100,173)	94.59% (2,151,039)	95%	95%
SM3	Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e., at least 95%)	Compliant if: $\frac{\text{Number of samples passing PNSDW}}{\text{Total number of samples}}$ is at least 95% for both MWSS-RO and concessionaires	10%	$\left\{ \begin{aligned} &\text{If compliant:} \\ &\left\{ \left(\frac{\text{"Passed" MWSS-RO samples}}{\text{Total Samples}} \right), 5 \right\} \\ &+ \left(\frac{\text{"Passed" Concessionaires samples}}{\text{Total samples}} \right), 5 \\ &\times \left(\frac{\text{Actual MWSS-RO samples collected}}{1,320} \right) \times \text{Weight} \end{aligned} \right\}$ If not compliant: 0%	Concessionaires and TRA	Compliant	Compliant	Compliant	Compliant
SO 2	Environment-Friendly Sewerage System								
SM4	Number of domestic sewer connections	Absolute Number	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	Concessionaires and CSR	188,716	190,792	206,530	199,717

SOCIAL IMPACT									
SM5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	Number of compliant samples Total number of samples (RO and Concessionaires)	8%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual MWSS-RO samples collected}}{600} \right)}{\text{x weight}} \right]$	Concessionaires and TRA	N/A	98.18%	90.50%	90.50%
SM6	Number of septic tank desludged	Absolute Number	8%	Actual x Weight Target	Concessionaires and CSR	178,737	182,559	126,770	233,739
Subtotal			52%						
STAKEHOLDERS									
SO 3	Empowered Stakeholders								
SM7	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	5%	Actual over Target 0% = If less than 80%	Consumers and OCR	N/A	N/A	90%	90%
Subtotal			5%						
INTERNAL PROCESS									
SO 4	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets								
SM8	Asset Condition Review and Validation	Milestone	5%	- Award of Contract = 2% 408 above-ground facilities = (Actual over target x 1.5%) 180 and below-ground cutout = (Actual over target x 1.5%)	Concessionaire, FRA, and CSR	-	-	-	100% validation of 408 above-ground facilities and 180 and below-ground cutout
SM9	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) over	8%	Actual x Weight Target	Concessionaires and FRA	100%	100% (10/10)	80%	80%

re

	meeting required competencies [Strategic Initiative Profile I]	(2019 minus 2018) over number of incumbents in 2019			Framework and Tables				
SO 6	Develop and Implement Quality Management System								
SM14	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	ALA	Completion of Training Course on Internal Quality Audit (IQA) based on ISO 9001:2008 standards and coaching	Board-approved Manual for Water and Waste Water Monitoring process only	ISO 9001:2015 Certification	Pass Surveillance Audit
		Subtotal	10%						
		TOTAL	100%						

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LWUA Complex, Katipunan Rd., Old Balara
Quezon City