



06 March 2020

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:**

In compliance with the GCG Memorandum Circular 2017-01, the MWSS Regulatory Office respectfully submits its 2019 Performance Scorecard Annual Monitoring Report with your office.

Thank you.

Very truly yours,


PATRICK LESTER N. TY *PLN*
Chief Regulator



METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

ANNUAL SCORECARD CY 2019

	Component					Target		
	Strategic Objective/ Strategic Measure	Formula	Wt.	Rating System	2019	Accomplishment (Full Year)		
						Data	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	10.00%	Actual / Target x Weight	58,800	64,694	10.00%
							2,408,441	
	SM 2	Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	Domestic WSC with 24hr/7-psi water supply/Total number of WSC	10.00%	[(Actual / Target x Actual RO Samples /160) X weight)]	95% (to be reduced to 80%)	No. of RBCs Validated =160 No. of RBCs for Validation = 160 Actual Domestic WSC with 24/7=2,408,307 Target Domestic WSC with 24/7=2,287,892	6.28%
	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 Concessioanires	10.00%	If compliant: {[Passed RO samples / Total samples) x .5 over (Passed Concessionaires samples / Total samples) x .5] x (actual RO samples collected / 1320) x weight } If not compliant: 0%	Compliant	RO Collected Samples = 1,324 Compliant RO Samples = 1,323 Quality Compliance = 99.92% MWCi+MWSi Collected Samples = 24,430 Compliant Concessionaires Samples = 24,430 Quality Compliance = 100%	10.00%

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						Data	Wt.	
SOCIAL IMPACT	SO 2	Environment-Friendly Sewerage System						
	SM 4	Number of domestic sewer connections	Absolute Number	6.00%	Actual / Target x Weight	199,717	335,222	6.00%
	SM 5	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)	8.00%	$\frac{[(\text{Actual} / \text{Target}) \times \text{weight} \times (\text{Actual RO Samples collected} / 600)]}{[(\text{Actual RO Samples collected} / 600)]}$	90.5%	RO Collected Samples = 620 Compliant RO Samples = 617 Quality Compliance = 99.52% MWCI+MWSI Collected Samples = 1,589 Compliant Concessionaires Samples = 1,556 Quality Compliance = 97.92%	8.00%
	SM 6	Number of septic tank desludged	Absolute Number	8.00%	(Actual / Target) x Weight	233,739	265,429	8.00%
	Subtotal			52.00%				48.28%
	SO 3	Empowered Stakeholders						
STAKEHOLDERS	SM 7	Percentage of Satisfied Customers	Survey Result	5.00%	(Actual / Target) or 0% = if less than 80%	90.00%	1st Semester = 65% 2nd Semester/Final Survey Report for Submission March 2020	0.00%
	Subtotal			5.00%				0.00%

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

ANNUAL SCORECARD CY 2019


		Component				Target		
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						Data	Wt.	
INTERNAL PROCESS	SO 4	Improve Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets						
	SM 8	Asset Condition Report Review and Validation	Milestone	5.00%	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%)	100% validation of 408 above-ground facilities and 180 and below-ground cutout	Award of Contract 27 May 2019 Above ground facilities 408/408 as of 16 December 2019 Below ground facilities 180/180 as of 16 December 2019	5.00%
	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	8.00%	Actual over target	80.00%	10 out of 10 rate petitions resolved at least 15 calendar days prior to intended implementation	8.00%
	SM 10	Percentage of complaints resolved within 10 working days from submission for resolution	Number of complaints resolved within 10 working days from submission for resolution over Total number of complaints for resolution	5.00%	Actual over target	90%	255/256=99%	5.00%
	SM 11	Percent of complaints/request thru 8888 Hotline acted upon within 72 hours upon receipt	Number of complaints/request acted upon / Total number of complains/requests received	7.00%	Actual over target	N/A	1,536/1,552=98%	7.00%
	SM 12	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)					Submitted to the Office of the Chief Regulator on March 28, 2019	5%
		a. 2018 Annual	Milestone	5.00%	• Submitted = 2.5% Submitted on time = 2.5%	2018 KPI+BEMs Evaluation Report submitted on time		
		b. Mid-2019		5.00%		Mid-2019 KPI+BEMs Evaluation Report submitted on time	Submitted to the Office of the Chief Regulator on September 26, 2019	5.00%
			Subtotal		35.00%			35.00%

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE

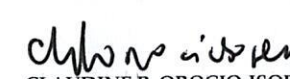
ANNUAL SCORECARD CY 2019

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Strategic Objective/ Strategic Measure		Formula	Wt.	Rating System	2019	Accomplishment (Full Year)			
						Data		Wt.	
GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce							
	SM 13	Percentage of employees meeting required competencies [Strategic Initiative Profile I]	Milestone	4.00%	Actual over Target	1-5% employee level of competency improvement from baseline by year 2019	Achieve 12% improvement from the baseline	4.00%	
	SO 7	Develop and Implement Quality Management System							
	SM 14	ISO 9001:2015 Certification	Milestone	4.00%	All or Nothing	Surveillance audit passed	Passed the 1st follow-up surveillance audit 14 October 2019	4.00%	
LEARNING AND	Subtotal			8.00%					8.00%
	TOTAL			100.00%					91.28%


Prepared by:


VICTOR JOHN G. DIZON
Chairperson, Performance Evaluation Scorecard Committee

Certified Correct:


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

Approved:


PATRICK LESTER NG TY
Chief Regulator