



16 March 2021

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

Dear Chairperson Dagpin:

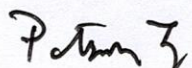
This refers to your letter dated 26 February 2021 on the GCG-approved Recalibrated 2020 Performance Scorecard of the MWSS Regulatory Office (MWSS RO).

In compliance with the directive of the GCG, the MWSS RO respectfully resubmits its 4th Quarter Monitoring Report for CY 2020 (*Annex A*) based on the approved Recalibrated 2020 Performance Scorecard. In addition, this is to inform the GCG that both the 4th Quarter Monitoring Report for CY 2020 and the Recalibrated 2020 Performance Scorecard were already posted in the MWSS RO's website.

For your perusal.

Thank you.

Very truly yours,


PATRICK LESTER N. TY
Chief Regulator



Metropolitan Waterworks and Sewerage System - REGULATORY OFFICE
Fourth Quarter Monitoring Report for Y2020

Strategic Objective - Strategic Measure		RECALIBRATED SCORECARD				ACCOMPLISHMENT (As of 4th Quarter/ Full Year)		
		Component				Data	Earned Wt.	
		Formula	Wt.	Rating system ^a	TARGET			
SOCIAL IMPACT	SO 1	Increased Number of Domestic Customers with Continuous Safe Water Supply						
	SM 1	Incremental number of domestic water service connections (WSCs)	Current year connections minus Prior year connections	(6%)	(Actual/Target) x Wt.	Excluded	43,822	
	SM 2	Percentage of domestic WSCs with 24-hr and min 7-psi water supply service	Domestic WSCs with 24hr/7- water supply service/Total Domestic WSCs	6%	$[(\text{Actual/Target}) \times (\text{Actual RO Samples}/160)] \times \text{Wt.}$	95% WSCs with 24-hr/min 7-psi water supply service; and 160 RBCs/PMPs validated	No. of RBCs/PMPs validated -160 Actual no. of dom WSCs with 24/7 water supply service- 2,251.683 (against 2,334.863 target) Total dom WSCs = 2,457,751	5.79%
	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 Concessionaires	8%	If compliant: $[(\text{Passed RO samples}/\text{Total RO samples}) \times 0.5] + [(\text{Passed Concessionaires samples}/\text{Total samples}) \times 0.5] \times (\text{Actual RO samples collected} / 522) \times \text{Wt.}$ If not compliant: 0%	Compliant; RO samples: 522	Compliance- RO: 521 samples passed out of 532 collected (97.93%) MWCI+MWSI: All 16,167 samples collected passed (100%) RO samples - 532	8.00%
	SO 2	Environment-Friendly Sewerage System						
	SM 4	Number of domestic sewer connections	Absolute Number	6%	(Actual/Target) x Wt.	230,554 (cumulative)	364,549 (cumulative)	6.00%
	SM 5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	8%	$[(\text{Actual/Target}) \times (\text{RO actual samples collected}/340)] \times \text{Wt.}$	Compliance- 90.5%	Compliance- MWSS RO- 97.14% 344 passed out of 350 samples collected MWCI+MWSI - 97.8% 1,380 passed out of 1,411 samples collected RO samples collected = 103%; 350 collected against 340 target	8.00%
	SM 6	Number of septic tank desludged	Absolute number	(6%)	(Actual/Target) x Wt.	Excluded	171,272	
STAKEHOLDERS	SO 3	Empowered Stakeholders						
	SM 7	Percentage of Satisfied Customers						
		a. Water Concessionaires	Number of respondents which gave at least a Satisfactory rating/ Total number of respondents	2.5%	Actual/Target, or 0% = if less than 80%	90%	Conduct of CSS for the 2nd half of 2020 is ongoing	0.00%
	b. Water Consumers		2.5%	90%				

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Fourth Quarter Monitoring Report for Y2020

Fourth Quarter Monitoring Report for 12020								
	Strategic Objective - Strategic Measure		RECALIBRATED SCORECARD				ACCOMPLISHMENT (As of 4th Quarter/ Full Year)	
			Component				Data	Earned Wt.
			Formula	Wt.	Rating system ^a	TARGET		
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets						
	SM 8	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%	(Actual/Target) x Wt.	100%	7 petitions resolved out of 7 rate petitions received (100%)	8.00%
	SM 9	Percentage of complaints acted upon and/or resolved within the prescribed time	Number of complaints acted upon and/or resolved within the prescribed time from submission for resolution over Total number of complaints for resolution	6%	(Actual/Target) x Wt.	100%	314 (or 98.74%) complaints acted upon and/resolved within the prescribed time out of 318 complaints received	5.92%
	SM 10	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	(6%)	(Actual/Target) x Wt.	Excluded	240/240 = 100%	
	SM 11	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)						
		a. 2019 Annual	Milestone	7%	Submitted = 3.5% Submitted on time = 3.5%	2019 KPI+BEMs Evaluation Report submitted on time	Submitted on time to the Office of the Chief Regulator (31 March 2020)	7.00%
		b. Mid-2020		7%		Mid-2020 KPI+BEMs Evaluation Report submitted on time	Submitted on time to the Office of the Chief Regulator (29 Sept 2020)	7.00%
	SM12	Number of Big Capex Projects Inspected	Absolute Number	11%	Actual over target	16 Inspection Reports	16 inspection reports submitted	11.00%


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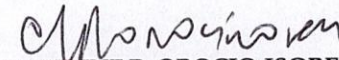
		RECALIBRATED SCORECARD				ACCOMPLISHMENT (As of 4th Quarter/ Full Year)		
Strategic Objective - Strategic Measure		Component				Data	Earned Wt.	
		Formula	Wt.	Rating system ^a	TARGET			
LEARNING AND GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce						
	SM 13	Percentage of employees meeting required competencies [Strategic Initiative Profile I]	No. of employees meeting required competencies over total no. of employees	5%	Actual over Target	25% (6% increment from previous year)	27% of talent complement achieved 100% profile match	5.00%
	SO 6	Develop and Implement Quality Management System						
	SM 14	ISO 9001:2015 Certification	5%	5%	All or Nothing	Pass Surveillance Audit	Passed the 2nd follow-up surveillance audit carried out in September 2020	5.00%
	TOTAL			82%				76.71%

/a: But not to exceed the weight assigned per indicator

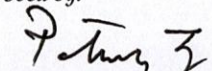
Prepared by:


EVELYN B. AGUSTIN
Chairperson
Performance Evaluation Scorecard
Committee

Certified Correct by:


CLAUDINE B. OROCIO-ISORENA
Deputy Administrator
for Administration and Legal Affairs

Approved by:


PATRICK LESTER NG TY
Chief Regulator