



26 February 2021

PDDG. REYNALDO V. VELASCO (RET.)

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

**RE : TRANSMITTAL OF RECALIBRATED
2020 PERFORMANCE SCORECARD**

Dear Chairperson Velasco and Chief Regulator Ty,

This is to formally transmit the Recalibrated 2020 Performance Scorecard (**Annex A**) 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 Recalibrated Performance Scorecard submitted through a letter dated 30 September 2020² was reviewed and evaluated in view of the circumstances brought about by the COVID-19 pandemic, and in accordance with the residual authority of the Governance Commission as stated in GCG M.C. No. 2017-02.³

MWSS-RO is further directed to submit its 4th Quarter Monitoring Report, based on the Recalibrated 2020 Performance Scorecard, **within thirty (30) days** from receipt of this letter.

FOR MWSS-RO'S INFORMATION AND GUIDANCE.

Very truly yours,

cc: The Resident Auditor – MWSS-RO

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

² Officially received by the Governance Commission on 02 October 2020.

³ INTERIM PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 30 June 2017.

**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE (MWSS-RO)
Recalibrated 2020 Performance Scorecard**

Component					Baseline Data			Target	
Objective/Measure	Formula	Wt.	Rating System ^{a/}	2017	2018	2019	2020		
SOCIAL IMPACT	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply							
	SM 1	Incremental Number of Domestic Water Service Connections (WSCs)	Current year connections minus prior year connections	(6%)	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	68,552 (2,274,154)	72,454 (2,346,608)	62,006 (2,408,441)	<i>Excluded</i>
	SM 2	Percentage of Domestic WSC with 24-hr Water Supply and 7-psi Minimum Water Pressure	$\frac{\text{Domestic WSC with 24hr/7-psi}}{\text{Total WSC}}$	6%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right)}{160} \right] \times \text{Weight}$	94.59%	93.76%	59.64%	95%
	SM 3	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	8%	<p><i>If compliant:</i></p> $\left\{ \left(\frac{\text{"Passed" MWSS-RO samples}}{\text{Total Samples}} \right) \cdot 0.5 + \left(\frac{\text{"Passed" Concessionaires' samples}}{\text{Total samples}} \right) \cdot 0.5 \right\} \times \left(\frac{\text{Actual MWSS-RO samples collected}}{522} \right) \times \text{Weight}$ <p><i>If not compliant: 0%</i></p>	Compliant	Compliant	Compliant	<i>Compliant</i> (Target samples: 522)
SO 2	Environment-friendly Sewerage System								
SM 4	Number of Domestic Sewer Connections	Absolute Number	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	190,792	205,209	335,222	230,554	

Component					Baseline Data			Target	
Objective/Measure		Formula	Wt.	Rating System ^{a/}	2017	2018	2019	2020	
SOCIAL IMPACT	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%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right)^x \left(\frac{\text{Actual MWSS-RO samples collected}}{600} \right)}{x \text{ weight}} \right]$	98.18%	98.01%	98.72%	90.5% (Target samples: 340)
	SM 6	Number of septic tanks desludged	Absolute Number	(6%)	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	182,559	195,189	265,429	Excluded
	Subtotal			40%					
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 over Target 0% = If less than 80%	Very Satisfactory	77.51%	59.11%	90%
		b. Water Consumers		2.5%					90%
Subtotal			5%						
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets							
	SM 8	Percentage of Rate Petitions Resolved within 15 Calendar Days prior to Intended Implementation	(No. of rate petitions resolved at least 15 calendar days prior to intended implementation) over (Total No. of rate petitions submitted)	8%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	100% (10/10)	100% (10/10)	100% (10/10)	100%

Component					Baseline Data			Target	
Objective/Measure		Formula	Wt.	Rating System ^{a/}	2017	2018	2019	2020	
INTERNAL PROCESS	SM 9	Percent 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 <u>for resolution</u> Total number of complaints for resolution	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	100%	98.40%	99.61% (10/10)	100%
	SM 10	Percent of complaints/request thru 8888 Hotline acted upon within 72 hours upon receipt	Number of complaints/requests acted <u>upon</u> Total number of complaints/requests received	(6%)	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	-	-	98.97%	<i>Excluded</i>
	SM 11	KPI+BEMs Evaluation Reports (within 60 days from Concessionaire's submission)							
		a. 2019 annual	Milestone	7%	Submitted = 3.5% Submitted on time = 3.5%	Only the Evaluation Report of MWCI was submitted on time	2017 KPI+BEMs Evaluation Reports submitted on time	2018 KPI+BEMs Evaluation Reports submitted on time	2019 KPI + BEMs Evaluation Reports - submitted on time
		b. Mid-2020	Milestone	7%	Submitted = 3.5% Submitted on time = 3.5%	Mid 2017 KPI+BEMs Report Card submitted on time	Mid 2018 KPI+BEMs Report Card submitted on time	Mid 2019 KPI+BEMs Report Card submitted on time	Mid 2020 KPI +BEMs Report Card submitted on time

Component					Baseline Data			Target	
Objective/Measure		Formula	Wt.	Rating System ^{a/}	2017	2018	2019	2020	
INTERNAL PROCESS	SM 12	Number of Big CAPEX projects inspected	Absolute Number	11%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	-	-	-	16 inspection reports
	Subtotal			45%					
LEARNING AND GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce							
	SM 13	Percentage of employees meeting required competencies	No. of employees meeting required competencies over total number of employees	5%	No. of employees meeting required competencies over total number of employees	1.9%	8.5%	19.05%	25% (6% increment from previous year)
	SO 7	Organizational Capacity, Capability, and Competency Improved							
	SM 14	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Board-approved Manual for Water and Wastewater Monitoring Process only	ISO 9001:2015 Certification of One Core Process	Passed the Surveillance Audit	Pass Surveillance Audit
Subtotal			10%						
TOTAL EXCLUDED WEIGHTS			100% (18%)						
RECALIBRATED TOTOAL			82%						

a/ But not to exceed the weight assigned per indicator