

**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE**  
**1ST QUARTER MONITORING REPORT CY 2021**

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SOCIAL IMPACT	Component					Target		
	Strategic Objective/ Strategic Measure	Formula	Wt.	Rating System	2021	1st Quarter		
						Accomplishment	Wt.	
	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	0%	Actual / Target x Weight	Target Suspended	10,150	0.00%
						Incremental number of domestic water connections as of Feb 20		
	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	7%	[(Actual / Target x Actual RO Samples / 160) X weight]	For MWCI, 95% of domestic WSCs is 24/7, For MWSI, 78% of domestic WSCs is 24/7 b) 160 RBCs annually	No computation yet, pending submission by the Concessionaires of the KPIs+BEMs Reports due NLT 30 April 2021	0.00%
	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	9%	If compliant: {[Passed RO samples / Total samples) x .5 over (Passed Concessionaires samples / Total samples) x .5 ] x (actual RO samples collected / 324 ) x weight } If not compliant: 0%	Compliant RO Target number of samples: 324	As of Q1 2021,  MWSS RO - 184 samples passed out of 187 collected (98.40%), against the annual target of 324 (57.72%)  MWCI+MWSI - All 2,758 samples collected passed (100.00%)	5.15%
	SO 2	Environment-Friendly Sewerage System						
	SM 4	Number of domestic sewer connections	Absolute Number	7%	Actual / Target x Weight	368,691	365,466 Number of domestic sewer connections as of Feb 2021	6.94%



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)	9%	$[(\text{Actual} / \text{Target}) \times \text{weight} \times [(\text{Actual RO Samples collected} / 300)]]$	90.5% Target number of samples: 300	As of Q1 2021,  MWSS RO - 107 samples passed out of 109 collected (98.17%), against the annual target of 300 (36.33%)  MWCI+MWSI - All 288 samples collected passed (100.00%)	3.24%
	SM 6	Number of septic tank desludged	Absolute Number	7%	$(\text{Actual} / \text{Target}) \times \text{Weight}$	238,829	27,462  Number of septic tanks desludged in Jan and Feb 2021	0.80%
	Subtotal			40%				16.13%
STAKEHOLDERS	SO 3	Empowered Stakeholders						
	SM 7	Percentage of Satisfied Customers	Survey Result: Water Customers (3%) Concessionaires (3%)	6%	$(\text{Actual} / \text{Target})$ or 0% = if less than 80%	80.00%	100%  64.06%  Based on the results of the CSS conducted by UP-CIFAL for the 2H of 2020.	3.0%  0.00%
	Subtotal			6%				3.00%



INTERNAL PROCESS	SO 4	Improve 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	9%	Actual over target	80.00%	2 over 2	9.00%
	SM 9	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	6%	Actual over target	90%	427 / 427 = 100%  Number of complaints acted upon / resolved within 10 working days in Jan, Feb and Mar 2021	6.00%
	SM 10	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)						
a. 2020 Annual		Milestone	8%	• Submitted = 4% Submitted on time = 4%	2020 KPI+BEMs Evaluation Report submitted on time	Submitted on 31 March 2021 to the Office of the Chief Regulator, 10 days ahead of the 10 April 2021 deadline	8.00%	
b. Mid-2021			8%		Mid-2021 KPI+BEMs Evaluation Report submitted on time		0.00%	
INTERNAL PROCESS	SM11	Number of Big Capex Projects Inspected	8 sites for the year chosen to be monitored twice a year	12%	Actual over target	16 Big CAPEX Projects Inspected (4 MWCI, 4 MWSI, visited twice a year)	As of Q1 2021,  One (1) MWCI Big CAPEX Project Inspected  One (1) MWSI Big CAPEX Project Inspected	1.50%
		Subtotal		43%				24.50%



GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce						
	SM 12	Percentage of employees meeting required competencies [Strategic Initiative Profile I]	Milestone	7%	No. of employees meeting required competencies over total number of employees	30 % (5% increment from previous year)	Determined Individual Competency Data of new employees/newly promoted. Implemented initial L&D interventions	0.00%
LEARNING AND	SO 6	Develop and Implement Quality Management System						
	SM 13	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	QMS Recertification	Schedule of QMS Recertification by the External Certifying body is tentatively scheduled in September 2021	0.00%
		<i>Subtotal</i>		12%				0.00%
TOTAL				100%				43.63%

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