



08 July 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 2021 PERFORMANCE SCORECARD

Dear Chairperson Velasco and Chief Regulator Ty,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**), and 2021 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's proposed Performance Scorecard submitted through its letter dated 30 October 2020² was **MODIFIED** based on the discussions made during the online technical panel meeting (TPM) held on 04 December 2020 and evaluation of supporting documents submitted through its letter dated 28 December 2020.³

We take this opportunity to remind MWSS-RO that Item 5 of GCG M.C. 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. MWSS-RO is thus requested to submit its revised Quarterly Targets based on the attached Scorecard upon submission of the 2nd Quarter Monitoring Report for 2021.

Finally, under GCG M.C. No. 2017-02, GOCCs can no longer renegotiate the targets set in their Performance Scorecards for the current year. Thus, any request for modification in the 2021 Performance Scorecard will instead be considered during the validation of the reported annual accomplishments.

FOR MWSS-RO'S COMPLIANCE.

Very truly yours,

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

² Officially received by the Governance Commission on 30 October 2020.

³ Officially received by the Governance Commission on 28 December 2020.

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



MISSION

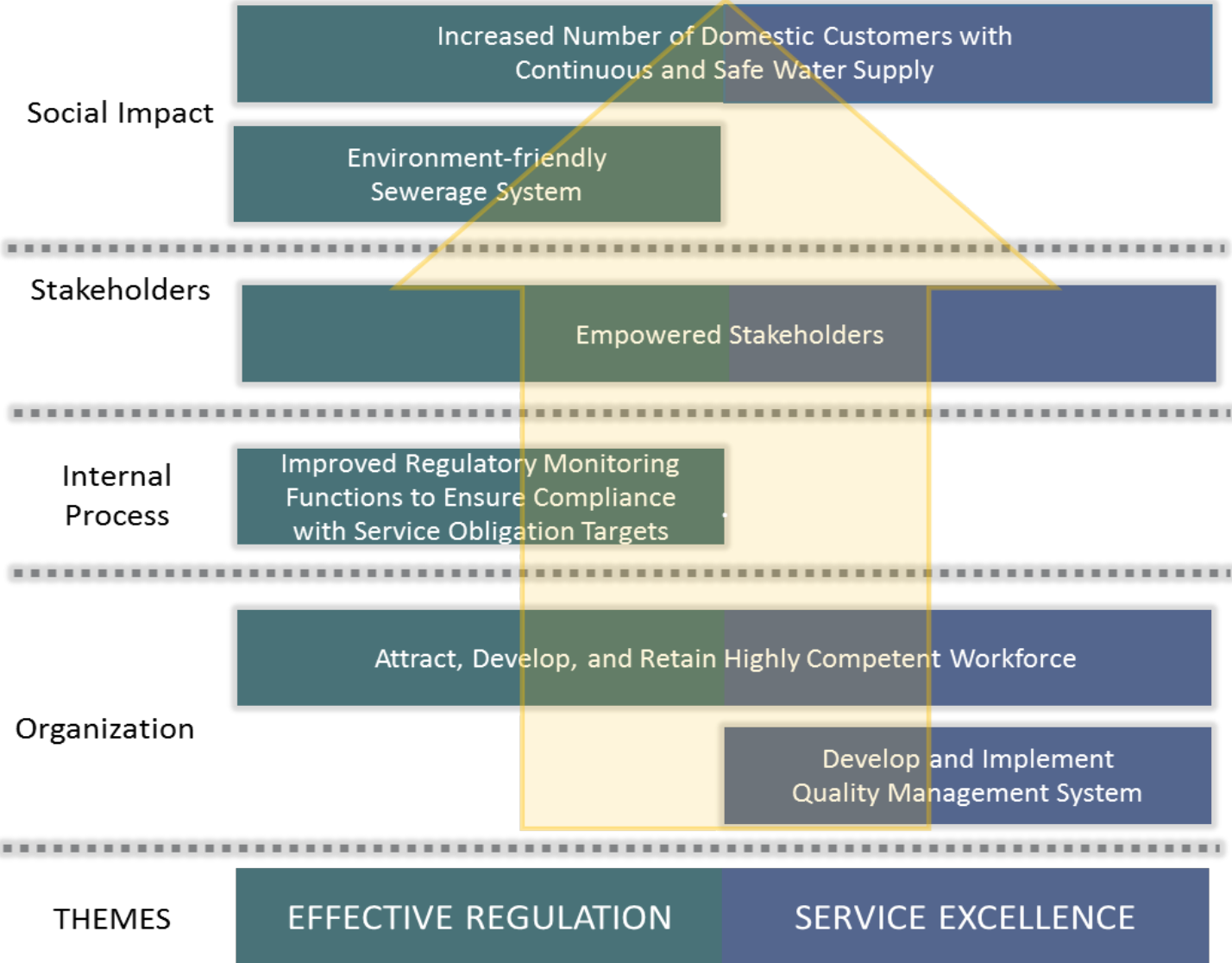
To monitor the compliance of Concessionaires with their contractual obligations, enforce standards of service to Customers and determine reasonable rates in the delivery of water and sewerage services.

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.



METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2018	2019	2020	2021	
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	0%	Actual / Target x Weight	68,552	62,006	45,809	Measure excluded for the year
	SM 2	Percentage of domestic water service connections with 24hr and 7 psi minimum water pressure	Domestic WSC with <u>24hr/7-psi</u> Total WSC	7%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right)}{160} \right] \times \text{Weight}$	93.76%	59.64%	95%	87%
	SM 3	Compliance of RO and concessionaire samples with PNSDW on bacteriological quality (i.e. 95% and above)	Compliant if: $\frac{\text{Number of samples passing PNSDW}}{\text{Total number of samples}}$ is at least 95% for both MWSS-RO and Concessionaires	9%	If compliant: $\left\{ \left(\frac{\text{"Passed" MWSS-RO samples}}{\text{Total Samples}} \right) \cdot 0.5 \right\} + \left\{ \left(\frac{\text{"Passed" Concessionaires samples}}{\text{Total samples}} \right) \cdot 0.5 \right\} \times \left(\frac{\text{Actual MWSS-RO samples collected}}{1,320} \right)$ x Weight If not compliant: 0%	Compliant	Compliant	Compliant	Compliant

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2018	2019	2020	2021	
SOCIAL IMPACT	SO 2	Environment-Friendly Sewerage System							
	SM 4	Number of domestic sewer connections	Absolute Number	7%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	205,209	335,222	230,554	368,691
	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%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual MWSS-RO samples collected}}{600} \right)}{\text{x weight}} \right]$	98.01%	98.72%	90.5%	90.5%
	SM 6	Number of septic tanks desludged	Absolute Number	7%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	195,189	265,429	294,326	238,829
		<i>Sub-total</i>			39%				

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2018	2019	2020	2021	
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 7	Percentage of Satisfied Customers							
		a. Water Concessionaires	Survey Result	2.5%	Actual over Target 0% = If less than 80%	77.71%	59.11%	90%	90%
		b. Water Consumers		2.5%				90%	90%
		Subtotal			5%				
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	(No. of rate petitions resolved at least 15 calendar days prior to intended implementation) over (Total No. of rate petitions submitted)	9%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	100%	100%	100%	80%
	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 <u>for resolution</u> Total number of complaints for resolution	7%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	N/A	99.61%	100%	100%

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2018	2019	2020	2021	
	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)								
	SM 10	a. 2019 Annual	Milestone	8%	Submitted = 3.5% Submitted on time = 3.5%	2017 KPI+BEMs Evaluation Report submitted on time	2018 KPI+BEMs Evaluation Report submitted on time	2019 KPI+BEMs Evaluation Report submitted on time	2020 KPI+BEMs Evaluation Report submitted on time
		b. Mid-2020	Milestone	8%	Submitted = 3.5% Submitted on time = 3.5%	2018 KPI+BEMs Evaluation Report submitted on time	2019 KPI+BEMs Evaluation Report submitted on time	Mid-2020 KPI+BEMs Evaluation Report submitted on time	Mid-2021 KPI+BEMs Report Card submitted on time
	SM 11	Number of Big CAPEX projects inspected	Absolute Number	12%	Actual over target	-	-	20 Inspection Reports	16 Inspection Reports
	<i>Subtotal</i>		44%						
LEARNING AND GROWTH	SO 5	Attract, Develop, and Retain Highly Competent Workforce							
	SM 12	Percentage of Employees Meeting Required Competencies	Percentage of Employees Meeting Required Competencies over Total Employees	7%	Actual / Target	8.5%	19.05%	25%	30%
	SO 6	Develop and Implement Quality Management System							
	SM 13	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	ISO 9001:2015 Certification of One Core Process	Passed Surveillance Audit	Passed Surveillance Audit	Recertification
		<i>Sub-total</i>		12%					
	TOTAL		100%						

a/ But not to exceed the weight assigned per indicator