

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE
GCG- APPROVED PERFORMANCE SCORECARD FOY CY2021
QUARTERLY MONITORING REPORT

	Component					Target	MONITORING REPORT	
	Objective/Measure	Formula	Wt.	Rating System ^a	2021	AO 2nd Quarter		
						Accomplishment	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	0%	Actual / Target x Weight	Measure excluded for the year	21,399 Incremental number of domestic water connections as of May 2021	0.00%
	SM 2	Percentage of domestic WSC with 24-hr water and 7-psi minimum water pressure	Domestic WSC with 24hr/7-psi/Total WSC	7%	[(Actual / Target) x (Actual RO Samples /160)] x weight)	87%	40 RBCs/PMPs validated as of 1Q 2021 Actual No. of Dom WSCs with 24/7 water supply service = 2,285,791 / 2,480,715 Target Total Dom WSCs = 2,611,279	1.61%
	SM 3	Compliance of RO and Concessionaire samples with PNSDW on bacteriological quality (i.e., 95% and above)	Compliant if: Number of samples passing PNSDW / Total number of samples is at least 95% for both MWSS-RO and Concessioanires	9%	If compliant: {[(Passed MWSS RO samples /Total samples) x 0.5] + [(Passed Concessionaires samples/Total samples) x 0.5] x (actual MWSS RO samples collected/1,320)} x Weight If not compliant: 0%	Compliant (1,320 samples, as shown in column "Rating system")	MWSS RO - 98.68% compliance (225 passed out of 228 collected), MWCI+MWSI - 100% compliance (all 6,186 samples collected passed) MWSS RO: 228 collected out of 1320 target samples	1.54%

SOCIAL IMPACT	SO 2	Environment-Friendly Sewerage System						
	SM 4	Number of domestic sewer connections	Absolute Number	7%	(Actual /Target) x Weight	368,691	389,499 Number of domestic sewer connections as of May 2021	7.00%
	SM 5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-08 (excluding nutrients)	Number of compliant samples / Total number of samples (RO and Concessionaires)	9%	[(Actual/Target) x (Actual MWSS RO samples collected/600)] x Weight	90.5% (600 samples, as shown in column "Rating system")	OVERALL QUALITY - 98.89% MWSS RO - 142/146 MWCI+MWSI - 659/664 MWSS RO QUANTITY - 24.33% 146 samples collected against annual target of 600	2.17%
	SM 6	Number of septic tank desludged	Absolute Number	7%	(Actual / Target) x Weight	238,829	57,130 Number of septic tanks desludged in Jan and May 2021	1.67%
	Subtotal			39%				13.99%
STAKEHOLDERS	SO 3	Empowered Stakeholders						
	SM 7	Percentage of Satisfied Customers						
		a. Water Concessionaires	Survey Result	2.5%	Actual / Target; 0% = if less than 80%	90%	Bidding preparation for the procurement of Consultancy Services for the Conduct of 2021 CSS is ongoing	
		b. Water Consumers		2.5%		90%		
	Subtotal			5%				0.00%

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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%	(Actual/Target) x Weight	80%	4 over 4	9.00%
	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)	7%	(Actual/Target) x Weight	100%	737 / 737 = 100% Number of complaints acted upon / resolved within 10 working days in Jan to June 2021	7.00%
	SM 10	KPIs + BEMs Evaluation Reports (within 60 days from Concessionaires' Submission)						
		a. 2020 Annual	Milestone	8%	Submitted = 3.5%, plus 3.5% if submitted on time	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	Milestone	8%	Submitted = 3.5%, plus 3.5% if submitted on time	Mid-2021 KPI+BEMs Report Card submitted on time		
	SM11	Number of Big Capex Projects Inspected	Absolute number	12%	(Actual/Target) x Weight	16 inspection reports	As of June 2021, One (1) Big CAPEX Project Inspected each for MWSI and MWCI equivalent to Two (2) Inspection Reports	1.50%
		Subtotal		44%				25.50%

LEARNING AND GROWTH	SO 5	Attract, Develop and Retain Highly Competent Workforce						
	SM 12	Percentage of Employees Meeting Required Competencies [Strategic Initiative Profile I]	Percentage of Employees meeting required competencies over Total Employees	7%	(Actual/Target) x Weight	30%	Procurement of Learning and Development (L&D) Interventions to address talentscompetency gaps	
	SO 6	Develop and Implement Quality Management System						
	SM 13	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Recertification	QMS Recertification by the External Certifying body is tentatively scheduled in September 2021	
		Subtotal		12%				0.00%
		TOTAL		100%				39.49%

Prepared by:



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