



**26 November 2021**

**ATTY. JOSE R. HERNANDEZ**

*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 : VALIDATION RESULT OF MWSS-RO'S  
2020 PERFORMANCE SCORECARD**

Dear Chairperson Hernandez and Chief Regulator Ty,

This is to formally transmit the validation result of MWSS-RO's 2020 Performance Scorecard. Based on the Governance Commission's validation of the GOCC's documentary submissions, MWSS-RO obtained an overall score of **96.60%** (See **Annex A**). 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.<sup>1</sup>

In relation to the grant of 2020 Performance Based Bonus (PBB) to eligible officers and employees, MWSS-RO can grant such incentive only upon receipt of confirmation letter from the Governance Commission. In this regard, the Board is reminded that any unilateral action to release the PBB before the confirmation will be considered as a violation of the Board's fiduciary duty to protect the assets of the GOCC as provided under Section 19 of Republic Act No. 10149.<sup>2</sup>

**FOR MWSS-RO'S INFORMATION AND GUIDANCE.**

Very truly yours,

**cc: COA Resident Auditor – MWSS-RO**

<sup>1</sup> Code of Corporate Governance for GOCCs, dated 28 November 2012.

<sup>2</sup> GOCC Governance Act of 2011.

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

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks			
Objective/Measure	Formula	Wt.	2020	Actual	Rating	Score	Rating						
<b>SO 1</b>	<b>Increased Number of Domestic Customers with Continuous and Safe Water Supply</b>												
SM1	Incremental number of domestic water service connections (WSC)	Current year connections minus prior year connections	-	-	-	-	-	-	-	Measure excluded for the year.			
SM 2	Percentage of Domestic WSC with 24-hr Water Supply and 7-psi Minimum Water Supply	Domestic WSC <u>with 24hr/7-psi</u> / Total WSC	6%	95%	96.45%	5.79%	91.62%	5.79%	Report on Continuity of Supply Compliance  Summary of domestic WSC	Concessionaire	Domestic Connection	w/ 24 hr/7-psi	Sample
					(2,251,883 out of 2,334,683 WSC)		(2,251,883 out of 2,457,751 WSC)			MWCI	1,039,284	1,031,801	64
					160 RBCs/PMPs validated		160 RBCs/PMPs validated			MWSI	1,418,467	1,219,882	96
					<b>Total</b>		<b>2,457,751</b>			<b>2,251,683</b>	<b>160</b>		
SM 3	Compliance of RO and Concessionaires' Samples with PNSDW on Bacteriological Quality (i.e., at least 95%)	Compliant if: Number of samples passing PNSDW Total number of samples is at least 95% for both MWSS-RO and concessionaires	8%	Compliant  (Target samples: 522)	Compliant	8.00%	Compliant	8.00%	Water Quality Monthly Monitoring Report	No. of Samples	Compliant	%	
										MWCI	5,671	5,671	100%
										MWSI	10,496	10,496	100%
										Subtotal	16,167	16,167	100%
										MWSS-RO	532	521	97.93%
<b>TOTAL</b>	<b>16,699</b>	<b>16,688</b>	<b>99.93%</b>										

SOCIAL IMPACT

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks															
Objective/Measure	Formula	Wt.	2020	Actual	Rating	Score	Rating																		
SOCIAL IMPACT	SO 2	Environment-friendly Sewerage System																							
	SM 4	Number of Domestic Sewer Connections	Absolute Number	6%	230,554	364,549	6.00%	387,576	6.00%	2020 Annual KPI Report on the Number of Domestic Sewer Connections	<table border="1"> <thead> <tr> <th>Concessionaire</th> <th>Cumulative</th> </tr> </thead> <tbody> <tr> <td>MWCI</td> <td>319,338</td> </tr> <tr> <td>MWSI</td> <td>68,238</td> </tr> <tr> <td><b>Total</b></td> <td><b>387,576</b></td> </tr> </tbody> </table>	Concessionaire	Cumulative	MWCI	319,338	MWSI	68,238	<b>Total</b>	<b>387,576</b>						
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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%	Compliant; RO Samples: 340	Compliant; RO Samples: 344	8.00%	Compliant; RO Samples: 343	8.00%	Water Quality Control Department Monitoring Report	<table border="1"> <thead> <tr> <th>Concessionaire</th> <th>No. of Samples</th> <th>Compliant</th> </tr> </thead> <tbody> <tr> <td>MWSS-RO</td> <td>350</td> <td>343</td> </tr> <tr> <td>Conc.</td> <td>1,410</td> <td>1,379</td> </tr> <tr> <td>MWCI</td> <td>804</td> <td>804</td> </tr> <tr> <td>MWSI</td> <td>606</td> <td>575</td> </tr> </tbody> </table>	Concessionaire	No. of Samples	Compliant	MWSS-RO	350	343	Conc.	1,410	1,379	MWCI	804	804	MWSI	606	575
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SM 6	Number of septic tanks desludged	Absolute Number	-	-	-	-	-	-	-	Measure excluded for the year.															
<b>Sub-total</b>			<b>28%</b>			<b>27.79%</b>		<b>27.79%</b>																	

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<b>STAKEHOLDERS</b>	<b>SO 3</b>	<b>Empowered Stakeholders</b>																																	
		Percentage of Satisfied Customers																																	
	SM 7	a. Water Concessionaires	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	2.5%	90%	Conduct of CSS for the 2 <sup>nd</sup> half is ongoing	0.00%	100%	2.50%	<ul style="list-style-type: none"> <li>Survey Report</li> <li>Accomplished Survey Questionnaires</li> </ul>	<table border="1"> <thead> <tr> <th>Satisfaction</th> <th>No. of Customers</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>VS</td><td>-</td><td>-</td></tr> <tr><td>S</td><td>2</td><td>100%</td></tr> <tr><td>N</td><td>-</td><td>-</td></tr> <tr><td>D</td><td>-</td><td>-</td></tr> <tr><td>VD</td><td>-</td><td>-</td></tr> <tr><td>Total</td><td>2</td><td>100%</td></tr> <tr><td><b>Total No. of Satisfied</b></td><td><b>2</b></td><td><b>100%</b></td></tr> </tbody> </table>	Satisfaction	No. of Customers	Percentage	VS	-	-	S	2	100%	N	-	-	D	-	-	VD	-	-	Total	2	100%	<b>Total No. of Satisfied</b>	<b>2</b>	<b>100%</b>
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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%	100%	100%	8.00%	100%	8.00%	<ul style="list-style-type: none"> <li>Petition Evaluation Reports</li> <li>MWSS-RO Resolutions re Rate Petitions</li> </ul>	<table border="1"> <thead> <tr> <th>FCDA.</th> <th>Implementation Date</th> <th>MWSS-RO Reso</th> <th>No. of Days</th> </tr> </thead> <tbody> <tr> <td colspan="4">MWCI</td> </tr> <tr> <td>Q2 2020</td> <td>05-Mar-20</td> <td>01-Apr-20</td> <td>26</td> </tr> <tr> <td>Q3 2020</td> <td>21-May-20</td> <td>01-Jul-20</td> <td>40</td> </tr> <tr> <td>Q4 2020</td> <td>01-Sep-20</td> <td>01-Oct-20</td> <td>30</td> </tr> <tr> <td>Q1 2021</td> <td>20-Nov-20</td> <td>01-Jan-21</td> <td>42</td> </tr> <tr> <td colspan="4">MWSI</td> </tr> <tr> <td>Q2 2020</td> <td>05-Mar-20</td> <td>01-Apr-20</td> <td>27</td> </tr> <tr> <td>Q4 2020</td> <td>01-Sep-20</td> <td>01-Oct-20</td> <td>30</td> </tr> <tr> <td>Q1 2021</td> <td>20-Nov-20</td> <td>01-Jan-21</td> <td>42</td> </tr> </tbody> </table>	FCDA.	Implementation Date	MWSS-RO Reso	No. of Days	MWCI				Q2 2020	05-Mar-20	01-Apr-20	26	Q3 2020	21-May-20	01-Jul-20	40	Q4 2020	01-Sep-20	01-Oct-20	30	Q1 2021	20-Nov-20	01-Jan-21	42	MWSI				Q2 2020	05-Mar-20	01-Apr-20	27	Q4 2020	01-Sep-20	01-Oct-20	30	Q1 2021	20-Nov-20	01-Jan-21	42
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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 for resolution Total number of complaints	6%	100%	98.74%	6.00%	98.74%	5.92%	<ul style="list-style-type: none"> <li>2020 Summary of Complaints Received for Resolution</li> </ul>	<table border="1"> <thead> <tr> <th>Conc.</th> <th>No. of Complaints Received</th> <th>No. of Complaints Resolved on time</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>MWCI</td> <td>115</td> <td>115</td> <td>100%</td> </tr> <tr> <td>MWSI</td> <td>203</td> <td>199</td> <td>98.02%</td> </tr> <tr> <td><b>Total</b></td> <td><b>318</b></td> <td><b>314</b></td> <td><b>98.74%</b></td> </tr> </tbody> </table>	Conc.	No. of Complaints Received	No. of Complaints Resolved on time	%	MWCI	115	115	100%	MWSI	203	199	98.02%	<b>Total</b>	<b>318</b>	<b>314</b>	<b>98.74%</b>																									
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SM 10	Percent of complaints/request thru 8888 Hotline acted upon within 72 hours upon receipt	Number of complaints/requests acted upon Total number of complaints/requests received	-	-	-	-	-	-	-	Measure excluded for the year.																																									

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INTERNAL PROCESS	SM 11	KPI+BEMs Evaluation Reports (within 60 days from Concessionaire's submission)																																																			
		a. 2019 Annual	Milestone	7%	2019 KPI + BEMs Evaluation Reports - submitted on time	Submitted on time to the Office of the Chief Regulator	7.00%	2019 KPI + BEMs Evaluation Reports - submitted on time	7.00%	<ul style="list-style-type: none"> <li>Transmittal Letters of Evaluation Reports from Concessionaires</li> <li>MWSS-RO Memos re Evaluation of Concessionaires Reports</li> </ul>	<table border="1"> <thead> <tr> <th>Conc.</th> <th>Submission</th> <th>Evaluation</th> <th>Process Days</th> </tr> </thead> <tbody> <tr> <td colspan="4">2019 Annual</td> </tr> <tr> <td>MWCI</td> <td>31 Jan 20</td> <td>31 Mar 20</td> <td>59</td> </tr> <tr> <td>MWSI</td> <td>30 Jan 20</td> <td>31 Mar 20</td> <td>60</td> </tr> <tr> <td colspan="4">2020 Semi-annual</td> </tr> <tr> <td>MWCI</td> <td>31 Jul 20</td> <td>29 Sep 20</td> <td>60</td> </tr> <tr> <td>MWSI</td> <td>12 Aug 20</td> <td>29 Sep 20</td> <td>48</td> </tr> </tbody> </table>	Conc.	Submission	Evaluation	Process Days	2019 Annual				MWCI	31 Jan 20	31 Mar 20	59	MWSI	30 Jan 20	31 Mar 20	60	2020 Semi-annual				MWCI	31 Jul 20	29 Sep 20	60	MWSI	12 Aug 20	29 Sep 20	48														
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	b. Mid-2020	Milestone	7%	Mid 2020 KPI +BEMs Report Card submitted on time	Submitted on time to the Office of the Chief Regulator	7.00%	Mid 2020 KPI +BEMs Report Card submitted on time	7.00%																																													
SM 12	Number of Big CAPEX Projects Inspected	Absolute Number	11%	20 inspection reports	16 inspection reports	11.00%	16 inspection reports	11.00%	<ul style="list-style-type: none"> <li>2020 CAPEX Inspection Reports</li> </ul>	<table border="1"> <thead> <tr> <th>CAPEX Project</th> <th>Date of Inspection</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Ilugin STP</td> <td>11 Jun 2020</td> </tr> <tr> <td>18 Nov 2020</td> </tr> <tr> <td>North Pasig Package 3</td> <td>11 Jun 2020</td> </tr> <tr> <td rowspan="2">Novaliches-Balara Aqueduct 4</td> <td>06 Feb 2020</td> </tr> <tr> <td>08 Sep 2020</td> </tr> <tr> <td>South Pasig Package 1B</td> <td>11 Jun 2020</td> </tr> <tr> <td rowspan="2">Design and Construction of La Mesa Treatment Plant 1 Process Improvement Works</td> <td>18 Nov 2020</td> </tr> <tr> <td>13 Oct 020</td> </tr> <tr> <td rowspan="2">Molino-Paliparan Pump Station and Reservoir</td> <td>05 Jun 2020</td> </tr> <tr> <td>23 Nov 2020</td> </tr> <tr> <td>Rehabilitation of La Mesa Pump Station</td> <td>02 Mar 2020</td> </tr> <tr> <td rowspan="2">Seismic Resiliency Enhancement of PAGCOR Pumping Station</td> <td>13 Oct 2020</td> </tr> <tr> <td>05 Jun 2020</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>23 Nov2020</td> </tr> <tr> <td colspan="3"><b>Subtotal</b></td> <td><b>39%</b></td> <td></td> <td></td> <td><b>39.00%</b></td> <td></td> <td><b>38.92%</b></td> <td></td> </tr> </tbody> </table>	CAPEX Project	Date of Inspection	Ilugin STP	11 Jun 2020	18 Nov 2020	North Pasig Package 3	11 Jun 2020	Novaliches-Balara Aqueduct 4	06 Feb 2020	08 Sep 2020	South Pasig Package 1B	11 Jun 2020	Design and Construction of La Mesa Treatment Plant 1 Process Improvement Works	18 Nov 2020	13 Oct 020	Molino-Paliparan Pump Station and Reservoir	05 Jun 2020	23 Nov 2020	Rehabilitation of La Mesa Pump Station	02 Mar 2020	Seismic Resiliency Enhancement of PAGCOR Pumping Station	13 Oct 2020	05 Jun 2020										23 Nov2020	<b>Subtotal</b>			<b>39%</b>			<b>39.00%</b>		<b>38.92%</b>	
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LEARNING AND GROWTH	SO 6	Attract, Develop and Retain Highly Competent Workforce									
	SM 13	Percentage of Employees with Required Competencies	No. of employees meeting required competencies over total number of employees	5%	25%	27% of talent completed achieved 100% profile match	5.00%	26.98%	5.00%	<ul style="list-style-type: none"> <li>Competency Assessment Report</li> </ul> 17 out of 63 plantilla personnel met the required competencies of their respective positions.	
	SO 7	Organizational Capacity, Capability, and Competency Improved									
	SM 14	ISO 9001:2015 Certification	Milestone	5%	Pass Surveillance Audit	Passed the 2 <sup>nd</sup> follow-up surveillance audit carried out in September 2020	5.00%	Passed the 2 <sup>nd</sup> follow-up surveillance audit	5.00%	<ul style="list-style-type: none"> <li>ISO 9001:2015 Second Follow-Up Audit Certificate dated 14 December 2020</li> </ul> The pertinent details of the ISO 9001:2015 Second Follow-Up Audit Certificate are as follows: <ul style="list-style-type: none"> <li>Scope: Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement</li> <li>Validity: 30 December 2021</li> </ul>	
	<b>Sub-total</b>			<b>10%</b>			<b>10.00%</b>		<b>10.00%</b>		
	<b>TOTAL</b>			<b>82%</b>			<b>76.79%</b>		<b>79.21%</b>		
								<b>79.21 / 82 = 96.60%</b>			