



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM
REGULATORY OFFICE

08 March 2024

ATTY. MARIUS P. CORPUS
Chairperson
Governance Commission for GOCCs
3/F Citibank Centre, Citibank Plaza
Paseo de Roxas cor. Villar Street
Makati City 1226

Subject: **2023 Annual Monitoring Report**

Dear Atty. Corpus:

In compliance with the GCG-approved 2023 Performance Scorecard, the MWSS Regulatory Office (MWSS RO) respectfully submits its Annual Monitoring Report for CY 2023, which includes the supporting document/s for each Strategic Measure. The soft copy of the Monitoring Report and supporting documents has been sent in advance via email.

Furthermore, as part of the compliance, the Monitoring Report is also uploaded to the MWSS RO's official website.

For your perusal.

Thank you.

Very truly yours,


PATRICK LESTER N. TY
Chief Regulator 



METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM REGULATORY OFFICE

	Component				Target	MONITORING REPORT		Remarks	
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2023	AO 4th Quarter			
						Accomplishment	Wt.		
0	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply							
	SM 1	Percentage of Domestic Water Service Connections (WSCs) with 24hr and 7psi Minimum Water Pressure	Domestic WSC with 24hr and 7psi water supply / Total Number of WSC	10%	$[(\text{Actual} / \text{Target}) \times (\text{Actual RO samples} / 160)] \times \text{Weight}$	87%	160 RBCs validated Actual No. of Dom WSCs with 24/7 water supply service = 2,586,213 / 2,406,913 Target	10.00%	Refer to 1_SM 1 Percentage of Domestic WSCs with 24-7 Service Level
	SM 2	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 Concessionaires	10%	If compliant: $\{[(\text{"Passed"} \text{ MWSS RO samples} / \text{Total samples}) \times 0.5] + [(\text{"Passed"} \text{ Concessionaires samples} / \text{Total samples}) \times 0.5] \times (\text{Actual MWSS RO samples collected} / 1,343)\}$ If not compliant: 0% x Weight	Compliant	MWSS RO Quality: 96.56% (Compliant) ; 1,318 passed out of 1,365 collected samples Quantity: 1,365 collected against the annual target of 1,343 samples (101.64%) MWCI+MWSI 100.00% (Compliant) ; 25,688 passed out of 25,689 collected samples	9.99%	Refer to 2_SM 2 Water Supply Quality Compliance with PNSDW on Bacteriological Quality
	SO 2	Environmentally Safe Sewerage System							
	SM 3	Cumulative Number of Domestic Sewer Connections	Absolute Number	10%	Actual / Target x Weight	505,746	579,553 Number of domestic sewer connections	10.00%	Refer to 3_SM 3,5,8 Summary
	SM 4	Percentage of Samples from STPs Compliant with Applicable DENR Administrative Orders (DAO)	Number of Compliant Samples / Total Number of Samples (RO and Concessionaires)	10%	$[(\text{Actual} / \text{Target}) \times (\text{Actual MWSS RO samples collected} / 564)] \times \text{Weight}$	90.5%	98.74% Overall Quality MWSS RO: 568 passed out of 575 collected samples MWCI+MWSI: 1,473 passed out of 1,492 collected samples Quantity MWSS RO: 575 collected against the annual target of 564 samples (101.95%)	10.00%	Refer to 6_SM 4 Delivery of Environmentally Safe Sewerage System
	SM 5	Number of Septic Tanks Desludged	Absolute Number	10%	Actual / Target x Weight	181,421	189,330 Number of septic tanks desludged	10.00%	Refer to 3_SM 3,5,8 Summary
	Subtotal			50%				49.99%	


	Component					Target	MONITORING REPORT		Remarks
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2023	AO 4th Quarter			
						Accomplishment	Wt.		
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 6	Percentage of Satisfied Customers							
		a. Water Concessionaires	No. of Respondents who gave at least a Satisfactory Rating / Total No. of Respondents	2.5%	Actual / Target x Weight 0% = if less than 80%	90%	Status: 1. Data collection - completed December 2023 2. Processing and analysis of survey results - ongoing *Submission of HCSM report to ARTA - due on 15 April 2024 Latest CART Office Order and Directory were submitted to ARTA on 15 January 2024	0.00%	Refer to 7_SM 6 Office Order No. 004, s2024, Composition of the MWSS RO CART
		b. Water Consumers		2.5%		90%		0.00%	
		Subtotal			5%			0.00%	
	INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance to Service Obligation Targets						
SM 7		Percentage of Rate Petitions Resolved within 15 Calendar Days prior to Intended Implementation							
		a. Maynilad Water Services, Inc. Petitions	(No. of petitions resolved at least 15 days prior to intended implementation) / (Total no. of rate petitions submitted)	2.5%	Actual / Target x Weight	100%	One (1) petition resolved	2.50%	Refer to 8_SM 7 Rate Petitions Resolved
		b. Manila Water Company, Inc. Petitions		2.5%	Actual / Target x Weight	100%	One (1) petition resolved	2.50%	
SM 8		Percentage of Complaints Resolved within the Prescribed Timeline from Submission to Resolution	Number of Complaints Resolved within the Prescribed Timeline from Submission of Resolution / Total Number of Complaints for Resolution	5%	Actual / Target x Weight	100%	922 / 922 = 100.00% Number of complaints resolved within 10 working days	5.00%	Refer to 9_SM 8 Customer Complaints

	Component				Target	MONITORING REPORT		Remarks	
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2023	AO 4th Quarter			
						Accomplishment	Wt.		
INTERNAL PROCESS	SM 9	KPI+BEMs Evaluation Reports (within 60 calendar days from Concessionaires' submission)							
		a. 2022 Annual							
		1. Maynilad Water Services, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	2022 KPI+BEMs Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions	Submitted to the Chief Regulator on 29 March 2023	4.00%	Refer to 10_SM 9 Submission of 2022 Annual and Mid-2023 KPI+BEMs Evaluations
		2. Manila Water Company, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	2022 KPI+BEMs Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions		4.00%	
		b. Mid-2023							
		1. Maynilad Water Services, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	Mid-2023 KPI+BEMs Report Card submitted within 60 days from receipt of Concessionaires' submissions	Submitted to the Chief Regulator on 29 September 2023	4.00%	Refer to 10_SM 9 Submission of 2022 Annual and Mid-2023 KPI+BEMs Evaluations
	2. Manila Water Company, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	Mid-2023 KPI+BEMs Report Card submitted within 60 days from receipt of Concessionaires' submissions	4.00%			
	SM 10	Number of Big CAPEX Projects Inspected	Absolute number	4%	Actual / Target x Weight	16 inspection reports	16 inspections conducted corresponding to 16 inspection reports submitted	4.00%	Refer to 11_SM 10 Number of Big CAPEX Projects Inspected
	SM 11	Budget Utilization Rate	Total disbursement from IGF over Total COB from IGF [both net of PS cost]	5%	Actual / Target x Weight	90%	80% Budget Utilization, net of PS	4.44%	Refer to 12_SM 11 MWSS RO Statement of Comparison of Budget and Actual Amounts CY2023
	Subtotal			35%				34.44%	

	Component					Target	MONITORING REPORT		Remarks
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						Accomplishment	Wt.		
LEARNING AND GROWTH	SO 5	Attract, Develop, and Retain Highly Competent Workforce							
	SM 12	Percentage of Employees Meeting Required Competencies	Number of incumbents meeting required competencies / Number of filled plantilla	5%	Actual / Target x Weight	43.00%	44.44% of talent complement achieved 100% profile match	5.00%	Refer to 13_SM 12 MWSS RO Competency Assessment Status Report
	SO 6	Develop and Implement Quality Management System							
	SM 13	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Passed 2nd Surveillance Audit	Passed 2nd Surveillance Audit conducted by an External Certifying Body on 04 September 2023	5.00%	Refer to 14_SM 13 Audit Report as per ISO 9001:2015 for MWSS RO
	Subtotal			10%				10.00%	
	TOTAL			100%				94.43%	

a/ But not to exceed the weight assigned per indicator.

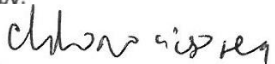
Prepared by:



EVELYN B. AGUSTIN

Chairperson, Performance Evaluation Scorecard Committee


Certified Correct by:



CLAUDINE B. OROCIO-ISORENA

Deputy Administrator, Administration and Legal Affairs

Approved by:



PATRICK LESTER N. TY

Chief Regulator