



27 February 2024

HON. PATRICK LESTER N. TY

Chief Regulator

**METROPOLITAN WATERWORKS & SEWERAGE SYSTEM
– REGULATORY OFFICE (MWSS-RO)**

Katipunan Ave. cor. H. Ventura St.
Brgy. Balara, Quezon City

MWSS CENTRAL RECORDS OFFICE
RO INCOMING

Ref No. **24 0584**

By: **JESA**

Date / Time: **FEB 27 2024 4:49 PM**

RE: TRANSMITTAL OF 2024 PERFORMANCE SCORECARD

Dear Chief Regulator Ty,

This is to formally transmit the 2024 Charter Statement and Strategy Map (**Annex A**) and 2024 Performance Scorecard (**Annex B**) of the **Metropolitan Waterworks & Sewerage System – Regulatory Office (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-proposed Strategy Map and Performance Scorecard submitted through a letter dated 27 October 2023² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 11 December 2023, evaluation of revised documents submitted through letters dated 05 January 2024³ and 20 February 2024,⁴ and finalized during the Performance Target Conference (PTC) held on 27 February 2024.

We remind MWSS-RO that Item 6 of GCG M.C. No. 2023-01⁵ requires GOCCs to submit its Quarterly Targets within 15 calendar days from receipt of the GCG-approved Performance Scorecard. Moreover, Item 7 of the same Circular directs GOCCs to accomplish the requisite Quarterly Monitoring Reports detailing its progress in accomplishing its performance targets. The Quarterly Monitoring Reports should disclose substantial changes in circumstances that were unforeseen during the TPM that may affect the timely achievement of targets.

FOR MWSS-RO'S INFORMATION AND COMPLIANCE.

Very truly yours,

ATTY. MARIUS P. CORPUS
Chairperson

ATTY. BRIAN KEITH F. HOSAKA
Commissioner

ATTY. GERALDINE MARIE B. BERBERABE-MARTINEZ
Commissioner

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

² Officially received by the Governance Commission on 03 November 2023.

³ Officially received by the Governance Commission on 05 January 2024.

⁴ Officially received by the Governance Commission on 20 February 2024.

⁵ PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 19 January 2023.



2024 CHARTER STATEMENT AND STRATEGY MAP



MWSS
REGULATORY OFFICE

MISSION

To monitor, even during any emergency situation that the State may declare, Concessionaires' compliance with their contractual obligations, enforce Customers service standards, and determine reasonable rates in the delivery of continuous and safe drinking water supply and environmentally-safe sewerage services

CORE VALUES

Patriotism
Integrity and Professionalism
Participatory Governance
Transparency and Accountability
Gender Responsiveness

VISION

A world class and independent Regulatory Office that equitably protects the interests of the consuming public and other stakeholders to continuous, sustainable, and accessible supply of safe and affordable drinking water and environmentally-safe sewerage system

Social Impact

Increased Number of Domestic Customers with Continuous and Safe Water Supply

Environmentally Safe Sewerage System

Stakeholders

Empowered Stakeholders

Internal Process

Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets

Organization

Attract, Develop, and Retain Highly Competent Workforce

Develop and Implement Quality Management System

Finance

Ensure sound financial judgment

THEMES

EFFECTIVE REGULATION

SERVICE EXCELLENCE

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METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{ai}	2021	2022	2023	2024	
SOCIAL IMPACT	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply							
	SM 1	Percentage of Domestic Water Service Connections (WSC) with 24-hr Water Availability and 7-psi Minimum Pressure	Domestic WSCs with 24-hr and 7-psi water supply / Total Number of WSCs	10%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right)}{\text{x Weight}} \right]$	91.56%	87.9%	87%	91%
	SM 2	Compliance of RO and Concessionaires Samples with the Minimum 95% Bacteriological Requirement of PNSDW	<div>Compliant if: Number of samples passing PNSDW Total number of samples is at least 95% for both MWSS-RO and Concessionaires</div>	10%	<div>If compliant: $\left\{ \frac{\left(\frac{\text{"Passed" MWSS-RO samples}}{\text{Total Samples}} \right) 5 + \left(\frac{\text{"Passed" Concessionaires samples}}{\text{Total samples}} \right) 5}{\text{x} \left(\frac{\text{Actual MWSS-RO samples collected}}{1,343} \right) \text{x Weight}} \right\}$ If not compliant: 0%</div>	Compliant	Compliant	Compliant	Compliant
	SO 2	Environmentally Safe Sewerage System							
	SM 3	Cumulative Number of Domestic Sewer Connections	Absolute Number	10%	$\frac{\text{Actual}}{\text{Target}} \text{ x Weight}$	394,946	424,509	505,746	598,361

	Component				Baseline Data		Targets		
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2021	2022	2023	2024
SOCIAL IMPACT	SM 4	Percentage of RO and Concessionaires Samples Compliant with Applicable DENR Administrative Order (DAO)	Number of compliant samples / Total number of samples (RO and Concessionaires)	10%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual MWSS-RO samples collected}}{588} \right)}{\text{x weight}} \right]$	97.77%	99.53%	90.5%	90.5%
	SM 5	Number of Septic Tanks Desludged	Absolute Number	10%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	129,979	179,351	181,421	188,884
	Subtotal			50%					
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 6	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory Rating / Total number of respondents	5%	Actual over Target 0% = If less than 80%	0%	0%	90%	90%
	Subtotal			5%					

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	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2021	2022	2023	2024	
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets							
	SM 7	Percentage of Rate Petitions Resolved not later than 15 Calendar Days Prior to Intended Implementation							
		a. Maynilad Water Services, Inc. Petitions	No. of rate petitions resolved at least 15 days prior to intended implementation / Total no. of rate petitions submitted	2.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	100%	N/A	100%	100%
		b. Manila Water Company, Inc. Petitions		2.5%				100%	100%
	SM 8	Percentage of Complaints Resolved within 10 Working Days from Submission for Resolution	Number of complaints resolved within the prescribed timeline from submission for resolution / Total number of complaints for resolution	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	97.67%	99.74%	100%	100%
	SM 9	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)							
		a. 2023 Annual							
		1. Maynilad Water Services, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	2020 KPI+BEMS Evaluation Reports submitted on time	2021 KPI+BEMS Evaluation Reports submitted on time	2022 KPI+BEMS Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions	2023 KPI+BEMS Evaluation Report for Maynilad submitted on time

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	Component				Baseline Data		Targets	
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2021	2022	2023	2024
INTERNAL PROCESS	2. Manila Water Company, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	2020 KPI+BEMS Evaluation Reports submitted on time	2021 KPI+BEMS Evaluation Reports submitted on time	2022 KPI+BEMS Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions	2023 KPI+BEMS Evaluation Report for Manila Water submitted on time
	b. Mid-2024							
	1. Maynilad Water Services, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%	Mid-2021 KPI+BEMS Report Card submitted on time	Mid-2022 KPI+BEMS Report Card submitted on time	Mid-2023 KPI+BEMS Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions	Mid-2024 KPI+BEMS Report Card for Maynilad submitted on time
	2. Manila Water Company, Inc.	Milestone	4%	Submitted = 2% Submitted on time = 2%			Mid-2023 KPI+BEMS Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions	Mid-2024 KPI+BEMS Report Card for Manila Water submitted on time
	SM 10	Number of Big CAPEX Projects Inspected	Absolute Number	4%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	16 Inspection Reports	16 Inspection Reports	16 Inspection Reports
	Subtotal		30%					

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	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{ai}	2021	2022	2023	2024	
ORGANIZATION	SO 5	Attract, Develop, and Retain Highly Competent Workforce							
	SM 11	Percentage of Employees Meeting Required Competencies	No. of personnel who met all the required competencies over Total number of personnel	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	32.79%	40.32%	43.00%	46.15%
	SO 6	Develop and Implement Quality Management System							
	SM 12	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Passed Recertification	Passed 1 st Surveillance Audit	Passed 2 nd Surveillance Audit	Recertification
	Subtotal			10%					
FINANCE	SO 7	Ensure Sound Financial Judgment							
	SM 13	Budget Utilization Rate – GAA Subsidy							
	a. Obligation Rate (Current)	Total Obligated Subsidy over Total COB from Subsidy [both net of PS Cost]	2.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	N/A	N/A	N/A	90%	

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	Component				Baseline Data		Targets	
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2021	2022	2023	2024
	b. Disbursement Rate (Current)	Total Disbursement over Total Obligations [both net of PS Cost]	2.5%					90%
	Subtotal		5%					
	TOTAL		100%					

a/ But not to exceed the weight assigned per indicator

For GCG:


ATTY. MARIUS P. CORPUS
Chairperson

For MWSS-RO:


ATTY. PATRICK LESTER N. TY
Chief Regulator



METROPOLITAN
WATERWORKS &
SEWERAGE
SYSTEM
REGULATORY
OFFICE



24-0584

ROUTING SLIP

TRA 24-094

Actions:

- | | | |
|----------------------------------|---------------------------|------------------|
| 1 – Approval/Signatures/Initial | 6 – Instruction Requested | 11 – Follow-up |
| 2 – Pls. Take Appropriate Action | 7 – Return in _____ Days | 12 – Circularise |
| 3 – Prepare Reply | 8 – For Your Info. | 13 – File Copy |
| 4 – Review/Comment/Recom. | 9 – Please See Me | 14 – Others |
| 5 – Investigate/Study/Evaluate | 10 – Note and Return | |

Subject: GCG Transmittal of 2024 Performance Scorecard

FROM	TO	DATE	ACTION REQUESTED	INITIAL
<i>Cas</i> FNT	<i>our</i> EXEcom	FEB 28 2024 2/28	<i>Supls</i> 2	<i>Cas</i> ry

Remarks: _____

Franky
FEB 28 2024
4:37

Cheng
FEB 28 2024
3:44pm