

# ROUTING SLIP

## 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 Validation Result of the 2023 Performance Scorecard**

FROM	TO	DATE	ACTION REQUESTED	INITIAL
CRD INT	OCR EXECOM	03 DEC 2024 12/3	#repls 2	CRD DY

Remarks: \_\_\_\_\_  
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153



08 November 2024

**HON. PATRICK LESTER N. TY**

*Chief Regulator*

**METROPOLITAN WATERWORKS AND 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 4291**  
By: Mhde  
Date / Time: 13 DEC 2024 12:26pm

**RE: VALIDATION RESULT OF THE 2023  
PERFORMANCE SCORECARD OF MWSS-RO**

Dear Chief Regulator Ty,

This is to formally transmit the validation result of the 2023 Performance Scorecard of **METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE (MWSS-RO)**. Based on the Governance Commission's validation of the GOCC's documentary submissions, MWSS-RO obtained an overall score of **99.48%** (See **Annex A**). The same is to be posted on MWSS-RO's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.<sup>1</sup>

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

Very truly yours,

**ATTY. MARIUS P. CORPUS**  
*Chairperson*



**ATTY. BRIAN KEITH F. HOSAKA**  
*Commissioner*

**ATTY. GERALDINE MARIE B.  
BERBERABE-MARTINEZ**  
*Commissioner*

cc: COA Resident Auditor – MWSS-RO

<sup>1</sup> CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.



**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE (MWSS-RO)**  
**Validated 2023 Performance Scorecard**

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																							
	Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																									
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 24hr and 7 psi Minimum Water Pressure	Domestic WSC with 24hr and 7-psi water supply over Total No. of WSC	10%	87%	93.48%  (2,586,213 out of 2,766,567 WSC)  160 RBCs/ PMPs validated	10%	93.48%  (2,586,213 out of 2,766,567 WSC)  160 RBCs/ PMPs validated	10%	<ul style="list-style-type: none"><li>Summary of Domestic WSCs with 24-hr Water Supply and 7-psi Minimum Water Supply</li><li>Pressure Graph of Regulatory Benchmark Customers</li><li>2023 List of Validated RBCs</li></ul> <div>The breakdown of the accomplishment is as follows:<table><tr><th>Concessionaire</th><th>Domestic Connection</th><th>w/ 24 hr/7-psi</th><th>%</th></tr><tr><td>MWCI</td><td>1,112,542</td><td>1,105,199</td><td>99.34%</td></tr><tr><td>MWSI</td><td>1,654,025</td><td>1,481,014</td><td>89.54%</td></tr><tr><td>Total</td><td>2,766,567</td><td>2,586,213</td><td>93.48%</td></tr></table><div>The 2023 Annual Report on Continuity of Supply contains the 160 RBCs/PMPs validated by MWSS-RO, 64 of which are from MWCI and 96 from MWSI.</div></div>	Concessionaire	Domestic Connection	w/ 24 hr/7-psi	%	MWCI	1,112,542	1,105,199	99.34%	MWSI	1,654,025	1,481,014	89.54%	Total	2,766,567	2,586,213	93.48%							
	Concessionaire	Domestic Connection	w/ 24 hr/7-psi	%																													
MWCI	1,112,542	1,105,199	99.34%																														
MWSI	1,654,025	1,481,014	89.54%																														
Total	2,766,567	2,586,213	93.48%																														
SM 2	Compliance of RO and Concessionaires Samples with PNSDW on Bacteriological Quality (i.e. 95% and above)	Compliant if: Number of samples passing <u>PNSDW</u> Total number of samples is at least 95% for both MWSS-RO and Concessionaires	10%	Compliant	Compliant	9.99%	Compliant	10%	<ul style="list-style-type: none"><li>Water Quality Monthly Monitoring Report</li><li>MWSS-RO samples collected (November 7 December 2023)</li></ul> <div>The breakdown of the accomplishment is as follows:<table><tr><th></th><th>No. of Samples</th><th>Compliant</th><th>%</th></tr><tr><td>MWCI</td><td>11,461</td><td>11,460</td><td>99.99%</td></tr><tr><td>MWSI</td><td>14,228</td><td>14,228</td><td>100%</td></tr><tr><td>Subtotal</td><td>25,689</td><td>25,688</td><td>100.00%</td></tr><tr><td>MWSS-RO</td><td>1,365</td><td>1,318</td><td>96.56%</td></tr><tr><td>TOTAL</td><td>27,054</td><td>27,006</td><td>99.82%</td></tr></table><div>Further, the MWSS-RO met the minimum requirement of 1,320 samples.</div></div>		No. of Samples	Compliant	%	MWCI	11,461	11,460	99.99%	MWSI	14,228	14,228	100%	Subtotal	25,689	25,688	100.00%	MWSS-RO	1,365	1,318	96.56%	TOTAL	27,054	27,006	99.82%
	No. of Samples	Compliant	%																														
MWCI	11,461	11,460	99.99%																														
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MWSS-RO	1,365	1,318	96.56%																														
TOTAL	27,054	27,006	99.82%																														
SO 2	Environmentally Safe Sewerage System																																



Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																		
	Objective/Measure		Formula	Wt.	2023	Actual	Rating	Score			Rating																	
SOCIAL IMPACT	SM 3	Cumulative Number of Domestic Sewer Connections	Absolute Number	10%	505,746	579,553	10%	579,553	10%	<ul style="list-style-type: none"><li>Summary and Breakdown of the Number of Domestic Sewer Connections for MWCI and MWSI</li></ul> <table><tr><td></td><td>2022</td><td>New</td><td>Cumulative</td></tr><tr><td>MWCI</td><td>249,670</td><td>30,094</td><td>279,764</td></tr><tr><td>MWSI</td><td>224,169</td><td>75,620</td><td>299,789</td></tr><tr><td>Total</td><td>473,839</td><td>105,714</td><td>579,553</td></tr></table>		2022	New	Cumulative	MWCI	249,670	30,094	279,764	MWSI	224,169	75,620	299,789	Total	473,839	105,714	579,553	The breakdown of the accomplishment is as follows:	
		2022	New	Cumulative																								
	MWCI	249,670	30,094	279,764																								
	MWSI	224,169	75,620	299,789																								
Total	473,839	105,714	579,553																									
SM 4	Percentage of Samples from STPs Compliant with Applicable DENR Administrative Orders (DAO)	Number of compliant samples over Total number of samples (RO and Concessionaires)	10%	90.5%	98.74%	10%	98.74%	10%	<ul style="list-style-type: none"><li>Breakdown of the Samples Collected by MWSS-RO and the Concessionaires</li><li>MWSS-RO samples collected (April, June 2023)</li></ul> <table><tr><td></td><td>No. of Samples</td><td>Compliant</td></tr><tr><td>MWSS-RO</td><td>575</td><td>568</td></tr><tr><td>Conc.</td><td>1,492</td><td>1,473</td></tr><tr><td>MWCI</td><td>819</td><td>817</td></tr><tr><td>MWSI</td><td>673</td><td>656</td></tr><tr><td>Total</td><td>2,067</td><td>2,041</td></tr></table>		No. of Samples	Compliant	MWSS-RO	575	568	Conc.	1,492	1,473	MWCI	819	817	MWSI	673	656	Total	2,067	2,041	The breakdown of the accomplishment is as follows:  It was also noted that forty-seven (47) STPs were operational during 2023. Of which, twenty-six (26) STPs are under MWCI and twenty-one (21) are under MWSI.
	No. of Samples	Compliant																										
MWSS-RO	575	568																										
Conc.	1,492	1,473																										
MWCI	819	817																										
MWSI	673	656																										
Total	2,067	2,041																										
SM 5	Number of Septic Tanks Desludged	Absolute Number	10%	181,421	189,330	10%	189,330	10%	<ul style="list-style-type: none"><li>Breakdown of the Number of Septic Tank Desludged by MWCI and MWSI signed by DA for Customer Service Regulation</li></ul> <table><tr><td></td><td>Number of Septic Tanks Desludged</td></tr><tr><td>MWCI</td><td>115,912</td></tr><tr><td>MWSI</td><td>73,418</td></tr><tr><td>Total</td><td>189,330</td></tr></table>		Number of Septic Tanks Desludged	MWCI	115,912	MWSI	73,418	Total	189,330	The breakdown of the accomplishment is as follows:										
	Number of Septic Tanks Desludged																											
MWCI	115,912																											
MWSI	73,418																											
Total	189,330																											
Subtotal				50%			49.99%		50%																			



Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																					
	Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																							
STAKEHOLDERS	SO 3	Empowered Stakeholders																													
	SM 6	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	5%	90%	On-going processing and analysis	0%	99.09%	5%	<ul style="list-style-type: none"><li>Letter to ARTA re Submission of CSM Report CY 2023</li><li>Harmonized CSM Report</li></ul>	Based on the ARTA's evaluation, MWSS-RO obtained 99.09% on its Service Quality Dimension (SQD) 0.																				
	Subtotal			5%			0%		5%																						
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets																													
	SM 7	Percentage of Rate Petitions Resolved within 15 Calendar Days prior to Intended Implementation																													
		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%	100%	1 petition resolved	2.5%	100% (1 out of 1 rate petition)	2.5%	<ul style="list-style-type: none"><li>MWSS-RO Resolutions re MWSI and MWCI Standard Rates Proposal for Charging Year 2024</li><li>Secretary's Certificates re Approval of MWSS-RO Resolutions on Standard Rates Table for Charging Year 2024</li></ul>	Details of the accomplishment is as follows: <table><tr><th></th><th>MWSS-RO Reso</th><th>Scheduled Implementation Date</th><th>No. of Days Prior to Implementation</th></tr><tr><td colspan="4">MWSI</td></tr><tr><td>Stand ard Rates 2024</td><td>2023-17-CA dated 14 Nov 2023</td><td>01 Jan 2024</td><td>48</td></tr><tr><td colspan="4">MWCI</td></tr><tr><td>Stand ard Rates 2024</td><td>2023-16-CA dated 14 Nov 2023</td><td>01 Jan 2024</td><td>48</td></tr></table>		MWSS-RO Reso	Scheduled Implementation Date	No. of Days Prior to Implementation	MWSI				Stand ard Rates 2024	2023-17-CA dated 14 Nov 2023	01 Jan 2024	48	MWCI				Stand ard Rates 2024	2023-16-CA dated 14 Nov 2023	01 Jan 2024	48
				MWSS-RO Reso	Scheduled Implementation Date	No. of Days Prior to Implementation																									
MWSI																															
Stand ard Rates 2024	2023-17-CA dated 14 Nov 2023	01 Jan 2024	48																												
MWCI																															
Stand ard Rates 2024	2023-16-CA dated 14 Nov 2023	01 Jan 2024	48																												
Manila Water Company, Inc. Petitions	2.5%	100%	1 petition resolved	2.5%	100% (1 out of 1 rate petition)	2.5%																									



Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																	
	Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																			
INTERNAL PROCESS	SM 8	Percent of Complaints Resolved within the Prescribed Timeline from Submission for Resolution	Number of complaints resolved within the prescribed time from submission for resolution Over Total number of complaints for resolution	5%	100%	100%	5%	100%	5%	<ul style="list-style-type: none"><li>Summary of Complaints Received for Resolution</li><li>Samples of MWSS-RO Resolutions</li></ul>	<p>The details of the accomplishment are as follows:</p> <table><tr><th>Conc.</th><th>No. of Complaints for Resolution</th><th>No. of Complaints Resolved on time</th><th>%</th></tr><tr><td>MWCI</td><td>148</td><td>148</td><td>100%</td></tr><tr><td>MWSI</td><td>774</td><td>774</td><td>100%</td></tr><tr><td>Total</td><td>922</td><td>922</td><td>100%</td></tr></table> <p>The prescribed timeline for resolution is ten (10) working days from submission of complete documents.</p>	Conc.	No. of Complaints for Resolution	No. of Complaints Resolved on time	%	MWCI	148	148	100%	MWSI	774	774	100%	Total	922	922	100%
	Conc.	No. of Complaints for Resolution	No. of Complaints Resolved on time	%																							
	MWCI	148	148	100%																							
	MWSI	774	774	100%																							
Total	922	922	100%																								
KPI+BEMs Evaluation Reports (within 60 calendar days from Concessionaire's submission)																											
a. 2022 Annual																											
SM 9	Maynilad Water Services, Inc	Milestone	4%	2022 KPI + BEMs Evaluation Reports - submitted within 60 days from receipt of Concessionaires' submissions	2022 KPI + BEMs Evaluation Reports Submitted to the Chief Regulator on 29 Mar 2023	4%	2022 KPI + BEMs Evaluation Report submitted on time	4%	<ul style="list-style-type: none"><li>Communication from Concessionaires re Submission of 2022 KPI+BEMs Evaluation Reports</li><li>MWSS-RO Memo re 2022 Annual KPI+BEMs Evaluation Reports and Report Cards signed by KPI +BEMs Committee</li></ul>	<p>The details of the accomplishment are as follows:</p> <table><tr><th></th><th>Submission</th><th>Evaluation</th><th>Process Days</th></tr><tr><td colspan="4">2022 Annual</td></tr><tr><td>MWCI</td><td>03 Feb 2023</td><td>29 March 2023</td><td>54</td></tr><tr><td>MWSI</td><td>07 Feb 2023</td><td>29 March 2023</td><td>50</td></tr></table> <p>The evaluation process for both Concessionaires' KPI + BEMS is within the prescribed sixty (60) calendar day period.</p>		Submission	Evaluation	Process Days	2022 Annual				MWCI	03 Feb 2023	29 March 2023	54	MWSI	07 Feb 2023	29 March 2023	50	
		Submission	Evaluation			Process Days																					
2022 Annual																											
MWCI	03 Feb 2023	29 March 2023	54																								
MWSI	07 Feb 2023	29 March 2023	50																								
	Manila Water Company, Inc	Milestone	4%			4%	2022 KPI + BEMs Evaluation Report submitted on time	4%																			



Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																
	Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																		
INTERNAL PROCESS	b. Mid-2023																									
	Maynilad Water Services, Inc	Milestone	4%	Mid-2023 KPI +BEMs Evaluation Report submitted within 60 days from receipt of Concessionaires' submissions	Mid-2023 KPI+BEMs submitted to the Chief Regulator on 29 Sep 2023	4%	Mid-2023 KPI +BEMs Evaluation Report submitted on time	4%	<ul style="list-style-type: none"><li>Emails from Concessionaires re Submission of 2022 KPI+BEMs Evaluation Reports</li><li>MWSS-RO Memo re Mid-2023 KPI+BEMs Evaluation Reports and Report Cards signed by KPI +BEMs Committee</li></ul>	<p>The details of the accomplishment are as follows:</p> <table><tr><th></th><th>Submission</th><th>Evaluation</th><th>Process Days</th></tr><tr><td colspan="4">2023 Semi-Annual</td></tr><tr><td>MWCI</td><td>01 Aug 2023</td><td>29 Sept 2023</td><td>59</td></tr><tr><td>MWSI</td><td>31 July 2023</td><td>29 Sept 2023</td><td>60</td></tr></table> <p>The evaluation process for both Concessionaires' KPI + BEMS is within the prescribed sixty (60) calendar day period.</p>		Submission	Evaluation	Process Days	2023 Semi-Annual				MWCI	01 Aug 2023	29 Sept 2023	59	MWSI	31 July 2023	29 Sept 2023	60
		Submission	Evaluation			Process Days																				
	2023 Semi-Annual																									
MWCI	01 Aug 2023	29 Sept 2023	59																							
MWSI	31 July 2023	29 Sept 2023	60																							
	Manila Water Company, Inc	Milestone	4%	4%	Mid-2023 KPI +BEMs Evaluation Report submitted on time	4%																				
SM 10	Number of Big CAPEX Projects Inspected	Absolute Number	4%	16 inspection reports	16 inspection reports	4%	16 inspection reports	4%	<ul style="list-style-type: none"><li>Summary of Big CAPEX Projects Inspected</li><li>CAPEX Inspection Reports</li></ul>	Eight (8) CAPEX projects were inspected, consisting of four (4) projects for each concessionaire. Each project was also inspected twice which resulted in sixteen (16) inspection reports.																

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																	
	Objective/Measure		Formula	Wt.	2023	Actual	Rating	Score			Rating																
INTERNAL PROCESS	SM 11	Budget Utilization Rate	Total Disbursement from IGF over Total COB from IGF [both net of PS Cost]	5%	90%	80%	4.44%	80.57%	4.48%	<ul style="list-style-type: none"><li>CY 2023 COA-audited Financial Statements</li><li>RO Resolution No. 2023-06-CA</li><li>Letter from DBM to MWSS-RO</li><li>DBM Guidelines on the COB FY 2023</li></ul>	<p>The breakdown is as follows:</p> <table><tr><th></th><th>COB</th><th>Actual Expense</th><th>%</th></tr><tr><td>MOOE</td><td>121.132</td><td>91.859</td><td>75.83%</td></tr><tr><td>CO</td><td>-</td><td>5.734</td><td>-</td></tr><tr><td>Total</td><td>121.132</td><td>97.593</td><td>80.57%</td></tr></table> <p>The failure to achieve the target is attributable to the outstanding payment of ₱25.846 Million for Rate Rebasing Exercises consultancy services.</p>		COB	Actual Expense	%	MOOE	121.132	91.859	75.83%	CO	-	5.734	-	Total	121.132	97.593	80.57%
		COB	Actual Expense	%																							
MOOE	121.132	91.859	75.83%																								
CO	-	5.734	-																								
Total	121.132	97.593	80.57%																								
Subtotal				35%			34.44%		34.48%																		
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/ No. of filled plantilla	5%	43.00%	44.44%	5%	44.44%	5%	<ul style="list-style-type: none"><li>Competency Assessment Report</li><li>Sample Assessment Forms of Employees</li><li>List of Assessed Employees</li></ul>	There were 28 employees out of 63 filled plantilla positions who met the required competencies of their respective positions.																



Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating		
LEARNING AND GROWTH	SO 7	Develop and Implement Quality Management System								
	SM 13	ISO 9001:2015 Certification	Milestone	5%	Passed 2 <sup>nd</sup> Surveillance Audit conducted on 04 September 2023	5%	Passed 2 <sup>nd</sup> Surveillance Audit	5%	<ul style="list-style-type: none"> <li>ISO 9001:2015 Certificate</li> <li>Audit Report from 3<sup>rd</sup> party</li> </ul>	<p>The pertinent details of the ISO 9001:2015 Certificate are as follows:</p> <ul style="list-style-type: none"> <li><b>Scope:</b> Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement</li> <li><b>Validity:</b> The certificate is valid from 21 October 2022 until 30 December 2024.</li> <li><b>Office Covered:</b> Metropolitan Waterworks and Sewerage System – Regulatory Office (MWSS-RO) – Lot 2, MWSS Compound, Katipunan Ave., corner H. Ventura St. Brgy. Pansol, District 3, Quezon City, Philippines</li> </ul>
	Subtotal		10%			10%		10%		
	TOTAL		100%			94.43%		99.48%		