



GENDER AND WATER: UNVEILING GENDER DYNAMICS IN WATER ACCESS AND USE IN THE PHILIPPINES



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**Metropolitan Waterworks and Sewerage System
Regulatory Office's
2023 Sex-Disaggregated Water Data Survey Project**

**University of the Philippines
Center for Women's and Gender Studies**

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Table of Contents

MESSAGE	i
EXECUTIVE SUMMARY	1
CHAPTER 1 – INTRODUCTION	13
The Partners	15
Project Objectives and Deliverables	16
Methodology and Approach	17
Challenges and Constraints	20
CHAPTER 2 – CONTEXT OF THE STUDY	21
Gender and Water, Sanitation, and Hygiene (WASH): An Overview	22
Gender and WASH in the Philippines	25
CHAPTER 3 – SURVEY DATA FINDINGS	28
Demographics of Respondents	30
Bill Payment and Water Use	32
Water Safety Access	35
Cleanliness and Desludging	38
Menstrual Hygiene	40
CHAPTER 4 – SURVEY DATA ANALYSIS AND RECOMMENDATIONS	41
Gender Roles and Assignments	43
Elements of Human Right to Safe Water	45
CHAPTER 5 – KEY INFORMANT INTERVIEWS DATA ANALYSIS AND RECOMMENDATIONS	49
CHAPTER 6 – SYNTHESIS	58
<i>Reference List</i>	62
<i>List of Appendices</i>	67
APPENDICES	68

Chief Regulator's Message



PATRICK LESTER N. TY

Metropolitan Waterworks and Sewerage
System Regulatory Office Chief Regulator



The Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) is honored to present the 2023 Sex Disaggregated Water Data Survey (SDWDS) Project in partnership with the University of the Philippines Center for Women's and Gender Studies (UPCWGS).

The MWSS RO is responsible for ensuring a continuous, sustainable, and accessible supply of potable water; and an environmentally sound sewerage system within Metro Manila, and portions of Rizal and Cavite. Now in its 26th year, our Office has remained committed to its vision of becoming a world-class and independent Regulatory Office that equitably protects the interests of the consuming public. To achieve this, our Office is guided by five core values - one of which is Gender Responsiveness. Through the SDWDS project, we proudly highlight this core value. We firmly believe that the United Nations (UN) Sustainable Development Goal (SDG) 6, "Clean Water and Sanitation," is closely intertwined with SDG 5, "Gender Equality." After all, it is widely acknowledged that women are disproportionately affected by poor water, sanitation, and hygiene facilities, highlighting the need for equitable access to these essential resources.

We recognize that women are key stakeholders in water management. As such, the MWSS RO, through its Gender and Development Focal Point System (GFPS), has intensified its commitment to gender responsiveness and women empowerment in accomplishing various initiatives such as the SDWDS project. This knowledge-generating effort will provide baseline water and wastewater statistics in the Concession Area. The information will be used to provide water and wastewater services that bridge gender gaps within the water sector. The survey aims to further explore the role and contribution of women in the field of water. These insights may be used in crafting national and regional water policy frameworks, plans, and strategies to enable gender-transformative actions.

Through the years, the MWSS RO has remained steadfast in working towards gender mainstreaming and women empowerment. As we move forward, our dedication to inclusivity and sustainability will guide us towards a future where the aspiration for gender equality is turned into reality.

Together, let us make a positive and impactful contribution to the lives of women and girls.



President's Message

ANGELO A. JIMENEZ

University of the Philippines President



Congratulations to the UP Center for Women's and Gender Studies (UPCWGS) and the MWSS Regulatory Office (MWSS RO) on the culmination of the 2023 Sex-Disaggregated Water Data Survey Project, encapsulated in this Final Report.

I applaud the MWSS RO for your commitment to promoting gender equality and empowering women in all your programs. The intersection of gender disparities in water security and sanitation mirrors the essence of UN Sustainable Development Goal 6, ensuring water and sanitation for all, and UN SDG 5, aspiring for gender equality and the empowerment of women and girls.

To alleviate the disproportionate burden of water insecurity on women and girls, the first step is to gather accurate, reliable data. I commend the UP CWGS for having stepped up and utilized your expertise in conducting cutting-edge research on women's experiences in this country. As the national university, UP's commitment to providing scholarly and technical assistance to government, the private sector, civil society, and grassroots communities is commendable. I am delighted and proud to see the insights and

recommendations you have collected in this Final Report, in partnership with the MWSS RO, and I have bright hopes that these will lead to concrete and positive steps to empowering women and girls with regard to water security and sanitation.

Once again, congratulations to UPCWGS and MWSS RO on a very successful collaboration for the benefit of our people.



EXECUTIVE SUMMARY



The imperative for a life with human dignity is enshrined in the 1987 *Constitution of the Republic of the Philippines*. Article XIII on Social Justice and Human Rights states:

Section 1. The Congress shall give highest priority to the enactment of measures that protect and enhance the right of all the people to human dignity, reduce social, economic, and political inequalities, and remove cultural inequities by equitably diffusing wealth and political power for the common good.

xxx

Section 11. The State shall adopt an integrated and comprehensive approach to health development which shall



endeavor to make essential goods, health and other social services available to all the people at affordable cost. There shall be priority for the needs of the underprivileged sick, elderly, disabled, women, and children.

The *Magna Carta of Women* in the Philippines provides for women “to have equal rights to the enjoyment, use, and management of land, water, and other natural resources within their communities or ancestral domains” (2009).

Water is essential to daily life, and therefore, a human right. The United Nations (UN) Sustainable Development Goal 6 calls on member-states to “ensure availability and sustainable management of water and sanitation for all” by 2030 (Goal 6, n.d.)

Water, sanitation, and hygiene (WASH) does not just contribute to a safe and dignified life for all - it is a gender issue that weighs heavily on women and girls whose distinct biological needs depend on access to clean and safe water. The housekeeping and family care roles assigned to women mean they are both the primary users as well as collectors of water. Many studies have documented cases of violence against women in water-deprived areas with limited sanitation facilities. The absence of WASH facilities has also been linked to girls dropping out of school after they start menstruating. The challenge, therefore, is to develop gender-responsive water governance policies and mechanisms.

Although many studies have examined the intersection of gender and WASH, none of these have previously focused on the Philippines. The exception is the WASH in Schools Project monitored by the Department of Education (DepEd), which focuses on menstrual hygiene management (“Menstrual Hygiene Management WinS Monitoring Results Philippines,” n.d.).

This study initiated by the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) with the University of the Philippines Center for Women's and Gender Studies (UPCWGS) will contribute to the growing literature on gender and WASH. The project also complies with national legislation such as the *Magna Carta of Women* and the *Philippine Commission on Women Memorandum Circular 2014-05* which require government agencies to collect sex-disaggregated data (SDD). It has an even more foundational value: by collecting SDD from MWSS RO concession areas, it plants a seed to inform planning, budgeting, programming, and policy formulation in the water sector, starting from the local level up to the national level.



The October 2023 survey of UPCWGS interviewed two thousand four hundred fifty-two (2,452) respondents from two concessionaires: one thousand two hundred sixty (1,260) or 51.38% from Manila Water Company, Inc. (MWCI) and one thousand one hundred ninety-two (1,192) or 48.61% from Maynilad Water Services, Inc. (MWSI). Random sampling was used to identify the forty-one (41) barangays/villages in the concession areas in Cavite, Metro Manila, and Rizal. Survey questionnaire utilized the UN Educational, Scientific and Cultural Organization (UNESCO) World Water Assessment Program's (WWAP) Guidelines on the Collection of Sex-Disaggregated Water Data (UNESCO World Water Assessment Programme et al., 2019). The survey has a 2% margin of error and 95% confidence level.

The survey found a pattern of gender roles or assignments in water management of the households surveyed:

- Funds for the water bill primarily come from men (53.22%); more men are employed or self-employed (55.4% and 52.7%, respectively) than women in the household and contribute to the household income. In contrast, 67% of women in the household aged 15 and above are unemployed.
- Females (57%) usually assume the task of paying for the water bills.
- Females are the primary users and consumers of water because they are traditionally responsible for child care and the majority of household chores that utilize water such as laundry, cooking, cleaning, and bathing small children.
- Additional steps to ensure the safety of the water are usually assumed by adult females (68.73%), which adds to their work.
- Females are more affected by interruptions of water, not only because of disruption of their household chores but also because they are responsible for collecting/storing water (61.7%) and deciding (68.7%) on the allocation of this limited supply.
- Males (69.4%) are involved in decisions on desludging, which is viewed as requiring technical knowledge and skills.
- Sixty-three point ninety-five percent (63.95%) of the respondents said adult women should be the ones responsible for managing water usage in the household. It should be noted, however, that responsibility can also be a burden in situations where women struggle to make do with or to stretch limited income or WASH resources.

The survey responses on water services were reviewed using the five elements of the human right to water and sanitation proposed by the UN Committee on Economic, Social and Cultural Rights (OHCHR, n.d.). Description of each element, survey findings, and UPCWGS's recommendations to address issues concerning these elements are provided in succeeding sections.



2023 SEX-DISAGGREGATED WATER DATA PROJECT



2452

Total respondents

51.38% 1,260 customers
of Manila Water

48.61% 1,192 customers
of Maynilad

51.5%
1,263 female

48.5%
1,189 male

Females are the **primary users and consumers of water** because they are responsible for child care and the majority of household chores like laundry, cooking, and cleaning



68.73%



Additional steps to ensure the safety of the water are usually assumed by **females**, which **adds to their work**

63.95% of the respondents

said **adult females** should be the ones **responsible for managing water usage** in the household. It should be noted, however, that responsibility can also be a burden in situations where females struggle to make do with or to stretch limited income or WASH resources

Females are more **affected by interruptions of water**, not only because of disruption of their household chores but also because:



61.7% responsible for collecting/
storing water

68.7% responsible deciding on the
allocation of this limited supply



Females have a slight edge in the number of **water account holders**



53.22%

Funds for the water bill primarily comes from the men; this is expected because there are more males than females in the household who are employed and contributing to the household income



67% **females** in the household aged 15 and above are **unemployed**.

57% **Females** usually assume the **task** of paying for the **water bills**



69.4% Males are more involved in decisions on desludging, which is viewed as requiring technical skills



97.9% of respondents who are still menstruating



reported that they are able to wash/change their sanitary pads in the toilet or a private space at home

Significant number of respondent said they did not bathe regularly during menstruation





Five Elements of the Human Right to Water and Sanitation

AVAILABILITY

The water for each person must be sufficient and continuous to cover personal and domestic uses, including water for drinking, washing clothes, food preparation, and personal and household hygiene. As customers of the concessionaires, all respondents have access to piped water. Availability was an issue only during water rationing/disruptions, which was experienced by 19% of the respondents in the previous six (6) months who reported a significant impact on women's ability to maintain routine household activities. UPCWGS recommends that MWSS RO review the record of concessionaires regarding water interruption to ensure sufficient measures are in place to supply water to communities.

ACCESSIBILITY

Water and sanitation facilities must be physically accessible and within safe reach for all sections of the population, taking into account the needs of particular groups, including persons with disabilities, women, children, and older persons. Again, as customers of the concessionaires, the households of all respondents have access to piped water.



AFFORDABILITY

Water services must be affordable to all. No individual or group should be denied access to safe drinking water because they cannot afford to pay. There is anecdotal evidence of some respondents complaining to enumerators about their water bills. Eighty percent (80%) of the respondents reported initiatives to conserve water to reduce their water bill. This is not surprising: 73.31% of the respondents came from households that earned less than eleven thousand and six hundred ninety pesos (PhP11,690)¹ a month. This does not include the additional cost of buying water from refilling stations, done by 74.1% of the respondents. UPCWGS recommends encouraging concessionaires to expand initiatives like Maynilad's Enhanced Lifeline Program which, starting January 2024, will provide substantial discounts on the water bills of low-income families.



QUALITY AND SAFETY

Water for personal and domestic use must be safe and free from microorganisms, chemical substances, and radiological hazards that constitute a threats to peoples' health. Sanitation facilities must be hygienically safe to use and prevent human, animal, and insect contact with human excreta.

Water provided by both concessionaires is potable, i.e., suitable for drinking. Eighty-one percent (81%) of the respondents believe their water is safe for drinking. However, as mentioned earlier, 74.1% of all respondents purchase drinking water from refilling stations, which suggest that they do not fully trust the supply from concessionaires. The survey data revealed a notable link between income levels and the propensity to buy water from refilling stations. This trend was observed across all income brackets, with the survey findings highlighting that, regardless of income, more respondents purchased water than those who did not. Furthermore, the data provided a detailed breakdown of this purchasing pattern across different income groups. It was particularly striking that a higher proportion of respondents from lower income brackets reported buying water from refilling stations, in comparison to those from higher income brackets.

¹US\$1 = PHP56.83 as of October 2023

This pattern suggests a significant impact of socioeconomic factors on both water access and affordability. It implies that households with lower incomes, despite having access to piped water from concessionaires, perceive that there are issues in obtaining clean and safe drinking water. As a result, they are more inclined to depend on water from refilling stations.

UPCWGS recommends further investigation into why customers feel the need to purchase water from refilling stations even though their water is already potable and to publicize recent findings on water testing by MWSS RO and the concessionaires.

Survey enumerators reported that desludging is the subject that respondents seemed most uncertain about; many respondents had to verify the answer with other household members present. The majority (75.4%) knew the location of the septic tank, and a similar number (77.2%) was aware this needs to be cleaned regularly. However, 30.62% did not know their type of septic tank; 22.48% did not know how often desludging should take place; and 16.18% did not know which agency could assist them in desludging. UPCWGS recommends a more active public information campaign on desludging using non-technical language and assigning a female staff to the desludging team so that women feel safer when letting outsiders into their homes. Some respondents had said they were reluctant in allowing an all-male desludging team to enter if only female household members were present.

ACCEPTABILITY

All water and sanitation facilities must be culturally acceptable and appropriate, and sensitive to gender, life-cycle, and privacy requirements. The majority (97.9%) of those who agreed to respond to questions on menstrual hygiene reported being able to wash and change menstrual products in privacy at home. UPCWGS recommends adopting a whole-of-society approach to ensure WASH supplies and facilities are available and maintained not just in private households / residential communities but also in workplaces, public spaces, and schools. The *Lingap Eskwela* (Assistance for Schools) initiative of Manila Water, one of the concessionaires, is a step in the right direction.

Five Elements of Human Right to Water and Sanitation:

- **Availability**
- **Accessibility**
- **Affordability**
- **Quality and Safety**
- **Acceptability**



More quantitative and qualitative studies are recommended, e.g., the availability of WASH resources and facilities in the poorest and most highly congested urban communities, including those that are not covered by the concessionaires, and looking into the possible effect on health and well-being. In schools, workplaces, and public spaces, for example, studies could examine the availability of water, maintenance of sanitation facilities, and whether the number of toilets is actually sufficient for females who spend more time using these facilities.

UPCWGS also recommends that studies utilizing UNESCO WWAP's Guidelines on the Collection of Sex-Disaggregated Water Data adapt the questions to suit local contexts.

Although the initial terms of reference were limited to the conduct of a survey, MWSS RO acceded to the recommendation of UPCWGS to conduct key informant interviews (KIIs) for a broader picture of gender and water governance. Whereas the survey covered external customers, the KIIs served as an internal review of MWSS RO's initiatives in gender mainstreaming. Thus, UPCWGS interviewed nine staff and officers of the following Regulation Areas/Departments: Customer Service Regulation Area, Human Resources Unit – Administration Area, and Public Information Department. Also interviewed were the Gender and Development (GAD) Specialist and the Chairperson of the GAD Focal Point System (GFPS). All informants were asked about gender-related water policy frameworks and gender-responsive management in the agency. The interview questions were based on the UNESCO WWAP Toolkit 4, Section 1 on Gender-Responsive Water Governance.

Informants are proud of what MWSS RO has achieved viz gender, and rightly so. They report that the agency has:

Organized a slew of GAD training courses for its staff

- GAD training
- Sex-disaggregated data training
- Gender sensitivity training
- GAD plan and GAD budget
- Review of GAD agenda
- Training on GAD laws and policies
- Gender mainstreaming evaluation framework (GMEF) assessment
- Harmonized Gender and Development Guidelines (HGDG) assessment training
- Annual workshop on GAD formulation
- Training of the Committee on Decorum and Investigation (CODI)
- Training of Men Opposed to Violence Against Women Everywhere (MOVE)
- Monitoring and evaluation



Established organizational mechanisms to address GAD issues

- Constitution of Men Opposed to Violence Against Women Everywhere (MOVE)
- Committee on Decorum and Investigation (CODI) to investigate and handle gender-based harassment complaints
- GAD Committee/GAD Focal Point System

Responded to gender issues among staff

- Maternity and paternity leave
- All-gender restroom
- Lactation room
- Gender-neutral office uniform
- Ensured that recruitment, hiring, and promotion are based on merit rather than sex
- Multi-purpose GAD Office

Conducted GAD activities and campaigns

- Celebration of Women's Month
- Pride Month
- GAD-related public information campaigns such as Violence Against Women and Children Campaign and Water Conservation Campaign (Empower Her. Conserve Water)

Institutionalized GAD in policy formulation and planning

- GFPS to lead gender mainstreaming in the agency and manage the GAD Plan and Budget
- GAD Agenda to pinpoint gaps and areas for improvement
- Gender Mainstreaming Evaluation Framework (GMEF) to measure the level of gender mainstreaming against sets of indicators
- Harmonized Gender and Development Guidelines (HGDG)
- Annual GAD planning and budgeting
- Use of gender-sensitive language in all communications
- GAD survey which assesses the level of awareness, participation, and feedback of female and male staff on GAD activities and GAD-related issues and concerns

In 2023, MWSS RO was awarded the GADtimpala Bronze for Outstanding Gender-Responsive Agency, while the GFPS was conferred the GADtimpala Silver for exemplary GFPS. These awards were conferred by the Philippine Commission on Women (PCW) to recognize the outstanding performance of national government agencies, local government units, and government-owned and controlled corporations in gender mainstreaming.



Despite significant efforts, MWSS RO has not achieved gender parity among male and female staff across Regulation Areas/Departments. The Human Resource Sex- Disaggregated Data (SDD) as of October 2023 shows that:

- Of the workforce, 53% are male and 47% female.
- More than half of regular employees are male.
- Although 40% of the top management in MWSS RO are female, more management positions are held by males, while the majority of females are rank-and-file staff.
- Informants ascribe this to gender stereotyping in college courses and career choices, with more males taking technology courses; as a result, it is difficult to hire females for certain positions.

Based on the interviews, UPCWGS identified the following challenges and recommendations:

CHALLENGES

Budget: Funding for GAD related initiatives is primarily defined by the approved budget of the agency. This constraints the scale, reach, and responsiveness of the initiatives.

Personnel and Personnel Time: The tasks for GAD are on top of the regular responsibilities of the staff. Informants expressed that with limited people in each department, there are challenges in performing additional tasks in the GFPS.

Internal communication: There is uneven perception on the status of implementation of policies and programs. There is no unified understanding on the key gender message and commitments of MWSS RO in the water sector.

Gender parity in water governance: External factors such as gender stereotyping in college courses and career choices with more males taking engineering and sciences courses result in challenges in hiring females for certain positions.

RECOMMENDATIONS

On policy, planning and services

- Implement a more systematic collection, in-depth analysis, and use of both quantitative and qualitative data to inform the policy/program formulation and implementation;
- Clearly articulate key messages on the ultimate gender impact that the organization aims to achieve in the Philippine water sector;
- Ensure that key messages are shared internally and establish the link between organizational change and the broader sectoral outcomes; and
- Partnership with the concessionaires is a further step towards expanding the resources in implementing GAD programs and policies at the community and household level.

On pushing for gender parity in the workplace

- Monitor the gender of applications received;
- Conduct gender analysis in retention/turnover;
- Assess feedback on programs/policies to promote inclusivity in workspaces; and
- Highlight women with job positions in the water sector, and bring this campaign to schools, particularly those offering technology courses.

On the GFPS

- Explore opportunities for female rank-and-file members to assume leadership roles in the GFPS, and build their capacity to perform these; and
- Lead the translation of the GAD framework into pathways for transformational change to achieve key gender outcomes, i.e., how change can be achieved through plans, programs, policies, and activities, the relationships within MWSS RO, and with its concessionaires.

MWSS RO has a unique position and concurrent challenges: to respond to gender issues among staff and build their commitment to GAD; to institutionalize GAD in water governance; and to work in partnership with the concessionaires to mainstream GAD in water services. It has succeeded in building the foundation; the task now is to ensure sustainability and transformation.

Chapter 1

INTRODUCTION





Chapter 1

INTRODUCTION



The Republic Act No. 7192 of 1992, known as the Women in Development and Nation Building Act, was enacted. This Act emphasizes the essential equality of men and women under the law. It mandates all government agencies to guarantee equal benefits and participation for women in their development programs and projects. It also directs government entities to evaluate how their programs affect women and to incorporate gender-specific data into their program/project documents, proposals, or strategies.

The call to collect sex-disaggregated data (SDD) is repeated in chapter VI, section 36 of the *Magna Carta of Women* (2009), which mandates government agencies to develop gender and development (GAD) plans.



“The development of GAD programs shall proceed from the conduct of a gender audit of the agency or the local government unit and a gender analysis of its policies, programs, services, and the situation of its clientele; the generation and review of sex-disaggregated data... All departments, including attached agencies, offices, bureaus-state universities and colleges, government-owned and -controlled corporations, local government units, and other government instrumentalities shall develop and maintain a GAD database containing gender statistics and sex-disaggregated data that have been systematically gathered, regularly updated, and subjected to gender analysis for planning, programming, and policy formulation.”

These legal frameworks provide the impetus for a project initiated by the Metropolitan Waterworks and Sewerage Systems Regulatory Office in collaboration with the University of the Philippines Center for Women's and Gender Studies (UPCWGS). The project aims to collect sex-disaggregated data from its concession areas to provide a foundation for planning, budgeting, programming, and policy formulation. The survey, key informant interviews, and data collection were executed in October 2023.

The Partners

The Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) is mandated to monitor the compliance of the Concession Agreement by the two concessionaires, Manila Water Company, Inc. and Maynilad Water Services, Inc. It enforces customer service standards and determines reasonable rates in the delivery of safe drinking water and environmentally-safe sewerage services (Mandate, Vision, Mission, Service Pledge, and Core Values, n.d.).

Gender responsiveness is one of MWSS RO's five core values. The MWSS RO GAD Agenda 2023-2028 states its GAD Mission, thus,

“To mainstream gender and development in our policies, people, programs and enabling mechanisms so that women and men will have equal access and benefits to safe and affordable water, sewerage, and sanitation services.”



MWSS RO's sex-disaggregated water data project is done in partnership with the UPCWGS (originally the UP Center for Women's Studies). Established in 1988, it is mandated to address concerns and issues on women, gender, and sexuality in the University and in society, in consonance with the University's main tasks of teaching, research, and extension and in support of the *Magna Carta of Women*. It serves as the oversight body on women's/gender concerns, acts as a catalyst for gender mainstreaming, authority on women's concerns, and lead advocate of women's empowerment, gender equity, and gender equality (UP Center for Women's and Gender Studies, 2017).

The Center has pioneered feminist participatory, policy, and action research. In collaboration with the UP Center for Women's Studies Foundation Inc., the UPCWGS has undertaken research projects in partnership with the National Commission on the Role of the Filipino Woman (NCRFW, now the Philippine Commission on Women [PCW]), the Department of Interior and Local Government (DILG), the Department of Environment and Natural Resources (DENR), the Ford Foundation, Asia Foundation, and the United Nations (UN) Programs: UNFPA, UNDP, UNIFEM, UNICEF. The most recent research projects of the UPCWGS include the 2021 National Household Care Survey with the Philippine Statistics Authority and Oxfam Philippines, Philippine Women in STEM – A Baseline Study with the Philippine Business Coalition for Women Empowerment, and the Conversations through Arts: Sexual and Reproductive Health and Rights Research under the Sexual Health Empowerment Program of Oxfam Philippines with Global Affairs Canada.

Project Objectives and Deliverables

The purpose of collecting sex-disaggregated water data for MWSS RO customers is to create information that will serve as the foundation for planning, budgeting, programming, and policy decisions within MWSS RO. The study will also plant a seed that will inform water governance, starting from the local level up to the national level.

The UPCWGS was assigned the task of gathering and presenting baseline information on water usage among residential customers of the two concessionaires in Metro Manila, Rizal, and parts of Cavite. The generated information is expected to contribute to gender-responsive and, ideally, transformative assessments of water usage and WASH governance.



MWSSRO envisions that the survey outcomes will enlighten various stakeholders, including the MWSS RO Corporate Office, the two concessionaires, oversight agencies, and local government units within the concession area, regarding national and regional water policy frameworks, plans, and policies. This, in turn, will facilitate gender-transformative actions. Ultimately, the study aims to empower women in their roles and contributions in the field of WASH.

As agreed in the Terms of Reference (TOR), UPCWGS shall deliver the following:

1. Survey design
2. Methodology to the Survey Questionnaire
3. Draft and final report
4. Survey results (raw datasets)
5. All other documentation made during the study

This survey is the first water sector study of its kind in the Philippines.

Methodology and Approach

The research adopts a quantitative approach using a survey on sex-disaggregated water use and qualitative methodology using semi-structured interviews on water governance based on the UNESCO World Water Assessment Programme (UNESCO WWAP) toolkit (UNESCO World Water Assessment Programme et al., 2019) to offer a nuanced understanding of sex-disaggregated water data and water governance. The survey provides baseline data on WASH to quantify disparities between and among gender groups in households. Simultaneously, qualitative methodology tools, such as key informant interviews, delve into the contextual and experiential aspects of gender-responsive water governance in

MWSS RO. UPCWGS did not conduct technical tests such as water safety tests in households.

The research design is scaffolded by the intersectional feminist framework which examines how various factors such as gender, class, and disability, among others, interact and collude to create or aggravate the scarcity and disadvantage experienced by the groups in availing of their right to clean water and sanitation.

Method

1. **Desk review of related studies** on the right to clean water and sanitation, issues in gender and WASH, and progress in improving WASH access and resources, both globally and in the Philippines.
2. **In-person surveys** of two thousand three hundred (2,300) respondents from the two (2) concession areas.

Survey design and instruments

The survey design and questionnaire utilized Tool 4 Section 2 of Guidelines on the Collection of Sex-Disaggregated Water Data prepared by UNESCO WWAP (Pangare et al., 2019).

Sampling

The sample size of two thousand three hundred (2,300) respondents has a 2% margin of error and 95% confidence level. Random sampling was used to identify the barangays in each concession area. The survey design has provisions for buffer areas, in case the original survey site is not tenable. Systematic sampling was used to identify the households in each barangay; the survey design provides guidelines for replacement and substitution if the original household does not qualify or agree to the interview.

Method

The survey target was a total of 40 barangays in the East Zone (parts of Metro Manila and Rizal) covered by Manila Water and the West Zone (parts of Metro Manila and Cavite) covered by Maynilad. The primary survey tool was a pen-and-paper questionnaire, complemented by an online survey tool (KOBO Toolbox). The survey involved interviewing both a female and a male respondent from each household.

The survey was conducted from 14 to 24 October 2023, and data collected were validated from 17 October to 15 November 2023.

Approach

The survey and data analysis adopted an intersectional feminist approach in studying the multiplicity of issues, particularly along gender and class lines, and their impact on water access, use, and governance.

See Appendix A for the Survey Sampling Design, Appendix B for the Survey Questionnaire in Filipino, Appendix C for the List of Barangays Covered in the Survey, and Appendix D for the Members of the UPCWGS Research Project Team.

3. Key Informant Interviews (KII)

KIIs were conducted on 16 to 17 October 2023 to collect information on the status of GAD mainstreaming in MWSS RO. Identified people to be interviewed were senior officers of the MWSS RO Customer Service Regulation Area, Human Resources Unit – Administration Department, and Public Information Department. Also interviewed were the Chairperson of the Gender and Development Focal Point System and the GAD Specialist. The interview questions were based on the UNESCO WWAP Toolkit 4, Section 1 on Gender-Responsive Water Governance (2019). A structured interview guide was used, with minor adjustments to probe for more information or omit questions that were not relevant to particular officers.

(See Appendix E for the Guide Questions for KIIs and Appendix F for the List of Key Informants in MWSS RO)

This study presents a valuable opportunity to examine not just how water services respond to the distinct needs and situations of women and men, but also to reflect on how MWSS RO is achieving its GAD mission and how it can further enhance current GAD policies and systems.



Challenges and Constraints

Any survey relies on the honest participation of its respondents. This survey design sought to gain the cooperation and trust of both officials in the designated barangays as well as the household respondents. The UPCWGS visited the barangays before the survey to inform officials about the activity; the exception was in Manila, where UPCWGS liaised with the Barangay Bureau which was requested to coordinate with the fourteen (14) designated barangays in the city. Majority of the barangays sent a representative to accompany the team of enumerators, which facilitated the respondents' participation.

The UPCWGS Fieldwork Team of thirty-five (35) enumerators and six (6) supervisors faced challenges in conducting interviews across several barangays in the City of Manila, particularly in Manila, where reluctance among respondents was prevalent. Notably, three hundred fifty-eight (358) respondents (14.27%) declined to participate, leading enumerators to identify substitute households following sampling guidelines. The primary reason for non-participation was respondents' busy schedules, and same reason was also cited by some who initially agreed but later attempted to shorten the interview. On average, survey interviews took fifteen to twenty (15-20) minutes, extending to at least twenty (20) minutes for those initially hesitant to participate.

Despite wearing UPCWGS name tags and providing explanations about the visit's purpose, enumerators encountered respondents who were hesitant to share personal information, expressing concerns about potential scams. As the survey

coincided with the impending Sangguniang Kabataan Barangay (youth council) Election campaign period, some households were also reluctant to participate, initially perceiving the activity as potentially partisan. As a result, enumerators sometimes had to interview just one member of a household, e.g., just a female, without its male counterpart. This explains why there are more female (51.5%) than male (48.5%) respondents. In spite of these issues, the total number of actual respondents from both concessionaires reached two thousand four hundred and fifty-two (2,452), which is more than the initial target of two thousand three hundred (2,300) respondents.

Some of the designated barangays posed unique challenges, e.g., identifying a sufficient number of substitute households in barangays with a small population. In two barangays, the survey team was unable to meet the target number of household respondents who obtained their water from one of the concessionaires; survey interviews were later conducted in a previously identified "buffer barangay", which extended the survey period.

Some UPCWGS team members reported a longer study period would have been beneficial in preparing for as well as conducting the survey. Likewise, KIIs could have probed for more information and insights if these were longer than one hour allocated, particularly since at least two staff were interviewed at any one time. Another challenge encountered during the KIIs was clarifying the ultimate gender outcomes that the MWSS RO seeks to achieve.

Chapter 2

CONTEXT OF THE STUDY





Chapter 2

CONTEXT OF THE STUDY



Gender and WASH: An Overview

Water is essential to daily life and therefore, a human right. It should be available to “everyone without discrimination to sufficient, safe, acceptable, and physically accessible and affordable water for personal and domestic use; which includes water for drinking, personal sanitation, washing of clothes, food preparation, and personal and household hygiene” (OHCHR, n.d.).

The UN Sustainable Development Goal (SDG) 6 calls on member-states to “ensure availability and sustainable management of water and sanitation for all” by 2030. The WHO/UNICEF Joint Monitoring Program for Water Supply, Sanitation and Hygiene (UN Water & UNICEF, 2023) found that, as of 2022, countries are still a long way from meeting this target:



Water: 2.2 billion still lacked safely managed drinking water, including 115 million people drinking surface water.

Sanitation: 3.5 billion people still lacked safely managed sanitation, including 419 million who practiced open defecation.

Hygiene: 2 billion still lacked basic hygiene services, including 653 million with no facility at all.

At the onset, water, sanitation, and hygiene (WASH) initiatives must recognize the inherent gender dimensions in the access, use, and management of WASH resources.

Women and girls have distinct WASH-related biological needs, particularly during menstruation, pregnancy, post-partum recovery, lactation, and menopause (MacArthur et al., 2023). For example, lactating women require at least 5.3 liters of water a day. Unsafe water carries a severe risk of infection, with drastic consequences on women's health: infections account for 11% of maternal mortality. It is estimated that more than 800,000 women around the world die due to unsafe WASH (UN Women & UN Department of Economic and Social Affairs, 2023). The impact on children is even more critical: more than one million deaths each year are associated with unclean births, while infections account for 26% of neonatal deaths (World Health Organization & UNICEF, 2019).

Women menstruate for half their lives. In recent years, several studies have highlighted the impact of the lack of WASH facilities in schools on girl-students who skip classes during or after the onset of menstruation. In Bangladesh for example, a study reported that “40% of girls miss about three school days during menstruation and one-third feel that menstrual problems interfere with their school performance” (Water Aid, n.d.). Another study, this time in India, found that “girls are fearful of using school toilets during menstruation owing to lack of water, soap, sanitation as well as missing doors, taps and even missing dustbins” (No Menstrual Hygiene Products at Schools Causes Girls' Absenteeism: Report, 2023). Thus, the World Bank, among other international development agencies, calls for a “gender-inclusive approach to sanitation through Menstrual Hygiene Management (MHM)”. This includes access to clean menstrual hygiene materials as well as soap and water, and a safe space to use and replace these in privacy (International Bank for Reconstruction and Development & The World Bank, 2017).



Women and girls not only have unique biological needs for WASH. They also bear the burden of water collection and use in households. Studies indicate that “in nearly all developing countries, women and girls are the main individuals responsible for collecting, transporting, and managing water for domestic use (drinking, cleaning, etc.)” as well as for maintaining public hygiene (European Union, n.d.). In 80% of water-deprived households, girls and women carry the burden of water collection (UN Women, n.d.). Invariably, women are also tasked with caring for family members who may fall ill due to unsafe water and sanitation. Because these are time-consuming tasks, they also have implications on the ability of girls and women to remain in school and find employment outside the house.

The absence of WASH facilities also has security implications for women in many societies, particularly in water-deprived areas. For example, in rural households without toilets, women are at risk of abuse and violence when they venture to the fields at night to urinate or defecate. There are many documented cases of violence against women who leave their immediate communities to walk long distances to collect water (Van De Lande & UN Water, n.d.)

WASH, therefore, does not just contribute to a safe and dignified life for all; it is a gender issue that weighs heavily on women and girls. “Improvements to WASH at home, school, work, and in public spaces support gender equity. Women and girls must play a central role in designing and implementing solutions, so that services respond to their specific needs” (UN Water, n.d.).

In many societies, gender is seldom taken into account in managing WASH resources. “The disproportionate responsibility women and girls bear as primary users, providers and managers of water, sanitation and hygiene (WASH) at the household level is yet to be matched by a commensurate representation in WASH-related decision-making. While women’s participation in water governance and the promotion of safe sanitation has long been encouraged, this engagement has not always translated into better services for themselves; and decisions on ‘big water’ issues—such as large-scale infrastructure investments, water allocations or water trading—remain largely gender-blind” (UN Women, n.d.).

Another SDG 6 monitoring report found that less than half of the reporting countries have laws or policies that specifically mention women’s participation in rural sanitation or water resources management (UN Water, 2021).



Multilateral development agencies repeatedly emphasize the need for sex-disaggregated water data as a necessary step toward hearing women's voices, recognizing the complex issues, and identifying their solutions. A UNESCO WWAP report stated that only 37% of countries have sex-disaggregated data representing access to clean water and sanitation and of these countries; 45.2% of countries do not produce any gender statistics related to water (United Nations World Water Assessment Programme, 2015). Another study found that only 13% have a dedicated budget for the collection of this data (Crawford, 2020).

Gender and WASH in the Philippines

The Philippines has often touted its record on women's empowerment. It has achieved 79.1% gender parity and ranks #16 in the Global Gap Index 2023 Ratings – the second highest in the East Asia/Pacific region (World Economic Forum, 2023). Women's rights and welfare have long been in the national consciousness. A National Commission on the Role of Filipino Women was established in the 1960s, and later renamed the Philippine Commission on Women (PCW) with a broader mandate. The PCW is not just the government's policymaking and coordinating body on women and gender equality concerns; it is also responsible for overseeing and monitoring the implementation of the Magna Carta of Women and ensuring that government agencies can likewise implement its provisions. All government agencies are mandated to set aside 5% of the annual budget for gender and development activities ("The Magna Carta of Women," 2009).

The country also enjoys a vibrant women's movement which has pushed for landmark legislation like the *Women in Development and Nation Building Act (1992)*, the *Anti-Violence Against Women and Children Act (2004)*, the *Responsible Parenthood and Reproductive Health Act (2012)*, *Expanded Solo Parents Welfare Act (2021)*, and *Expanded Anti-Trafficking in Persons Act (2012)*.

Key sections of reports by the Philippine Statistics Authority (PSA) distinguish the figures for women and men. The PSA's June 2023 report on the National Demographic and Health Survey (NDHS) provides useful data on WASH:

- Drinking water sources, availability, and treatment: 97% of *de jure* household members have at least basic drinking water service, 90% report that they have enough drinking water, and 77% do not use any method or treatment to make their water safer to drink.
- The person collecting drinking water: In the 13% of households that do not have drinking water on the premises, the person responsible

for collecting drinking water is most often a male aged fifteen (15) or older (64%).

- Sanitation: 95% of the household population use an improved sanitation facility, while 3% have no sanitation facility or practice open defecation. Overall, 83% of the household population has at least basic sanitation services.
- Management of excreta: 94% of household members manage their excreta appropriately.
- Handwashing: 95% of the household population have access to a basic hand washing facility.
- Menstrual hygiene: 97% of women were able to wash and change in privacy and used appropriate materials during their last menstruation.

However, as an earlier study underscored, grassroots surveys are useful for validating national reports. For example, a survey of randomly selected households in sixteen (16) barangays in Davao de Oro and Davao del Norte found that the validated access to improved drinking water and sanitary toilets was less than what had previously been reported in another study (Molina et al., 2021).

Not much is known about the intersection of WASH and gender in the Philippines; most studies available on this subject are global, not local. The 2022 progress report on SDG 6 released by the National Economic and Development Authority, citing PSA statistics, does not cover the subject (National Economic and Development Authority, 2022).

Earlier, the need for safe water to reduce risks of infections during delivery was mentioned. It is significant to note that the country has consistently failed to deliver on targets for maternal mortality, which even increased in 2020, at the height of the Covid lockdown. The maternal mortality rate (MMR) then was one point three (1.3) deaths per one thousand live births which corresponds to about five (5.3) maternal deaths daily. That was a 44.4% increase from the previous year's MMR, and the highest MMR since 1978 (Department of Health Epidemiology Bureau, n.d.). There is no data to directly link that spike in MMR to infection from unsafe water and could have been affected by several factors, including restrictions on mobility and the pressure on the healthcare system brought about by COVID-19.



The sole gender-related WASH study found is WASH in Schools (WinS) funded by international donor agencies, where DepEd monitors menstrual hygiene management (MHM) in public elementary and high schools, particularly the availability of water, MHM-friendly toilets, and menstrual hygiene products in school premises nationwide. In School Year 2019-2020, for example, 81.8% of elementary schools and 81.6% of high schools had water – but for many schools, water was available only for certain hours or days of the week. Toilets were shared by a very high number of girl-students: on average, 96.3 girl-students in elementary and 117.4 in high school shared a functional toilet (Department of Education, n.d.).

This study commissioned by MWSS RO on sex-disaggregated water data is therefore both timely and relevant.

Chapter 3

SURVEY DATA FINDINGS





Chapter 3

SURVEY DATA FINDINGS



This chapter is divided into five sections of the survey questionnaire:

- Demographics of respondents and their households
- Bill payment and water use
- Water access and safety
- Cleanliness and desludging
- Menstrual Hygiene

More details of survey findings are available in Appendix G.

Demographics of Respondents

Number of interviews conducted: two thousand six hundred eighty-nine (2,689). Later, it was determined that fifty-seven (57) responses were not eligible for data analysis because of questionnaire error and were removed thereafter. An additional one hundred eighty (180) respondents were not customers of either Manila Water or Maynilad; they obtained their supply from a co-operative, barangay, water pump, or another private company. Although enumerators completed the interview, their responses were not integrated into the data analyzed.

Therefore, the data analyzed comes from:

Respondents

2452 Total respondents

51.38% 1,260 customers of Manila Water

48.61% 1,192 customers of Maynilad

Coverage

14 areas Antipolo, Bacoor, Binangonan, Imus, Manila, Marikina, Muntinlupa, Quezon City, San Juan, San Mateo, Taguig, Taytay, Pasay, Pateros

21 barangays covered by Manila Water

20 barangays covered by Maynilad

Sex assigned at birth

51.5% 1,263 female

48.5% 1,189 male

Age

67.6% or 1,658 of respondents are between the ages of thirty to fifty-nine (30-59) years old

The percentage of female/male respondents across the different age groups is roughly the same.

Employment



The majority of respondents were either employed/working students (39.6%) or self-employed (27.7%).

However, of those employed/working students, a distinct majority were male (63.8%). Conversely, females made up the majority of those unemployed (69.5%).

Of those who were self-employed, a slight majority were female (53.7%).

Disability

- A small number of respondents (68 or 2.8%) reported having disability. Of these, there was an equal number of female/male persons with disabilities. Almost half (42.9%) of the persons with disabilities were the household head. Despite their disability, 63.4% contribute to the household income.

**Table 1. Employment status of respondents**

	Total/Percentage	Female	Male
Employed/working student	972 (39.64%)	352 (36.2%)	620 (63.8%)
Self-employed	678 (27.65%)	364 (53.7%)	314 (46.3%)
Unemployed	751 (30.62%)	522 (69.5%)	229 (30.5%)
Student	51 (2.07%)	25 (49%)	26 (51%)
	2,452	1,263 (51.5%)	1,189 (48.5%)

Table 2. Employment status of household members 15 years old and above

	Total/Percentage	Female	Male
Employed/working student	1,174 (43%)	524 (44.6%)	650 (55.4%)
Self-employed	590 (21.39%)	279 (47.3%)	311 (52.7%)
Unemployed	632 (22.9%)	424 (67.1%)	208 (32.9%)
Student	362 (13.12%)	185 (51.1%)	177 (48.9%)
	2,758	1,412 (51.19%)	1,346 (48.8%)

Ownership of water account

- The majority of respondents (73%) are not the account holders.
- Of the respondents who are account holders, 50.5% are female.
- A slight majority (53.16%) identified the account holder as a non-relative (e.g., neighbor, landlord/landlady) vs 46.85% who said the account holder is either their parent, sibling, or other relative.

Table 3. Ownership of water account

	Subtotal	Female	Male
Respondent	663 (27%)	335 (50.5%)	328 (49.5%)
Not the respondent	1,789 (79.9%)	928 (51.9%)	861 (48.1%)
	2,452	1,263 (51.55%)	1,189 (48.49%)

Household profile

- Sixty-four point six percent (64.6%) of households had five or fewer members/residents.
- Respondents reported a total of two thousand seven hundred fifty-eight (2,758) household members between the ages of fifteen to seventy-nine (15-79).²
- The majority of households had relatively young members, with 61% reporting their members were between the ages of fifteen to thirty-nine (15-39).
- Fifty-five point two percent (55.2%) of households were headed by a male.
- More males are employed/working students (55.4%) or self-employed (52.7%).
- More than half (52.73%) of the respondents' households earned less than PhP11,690/month, indicating these are low-income families. Another 19.29% earned from PhP11,690-23,380/month.

² The survey did not obtain the number of household members below 15 years old.

Table 4. Household income

	Number of Respondents	Percentage of Total
Less than PhP11,690	1,293	52.73%
PhP11,690 - 23,380	473	19.29%
PhP23,380 - 46,761	119	4.85%
PhP46,761 - 83,182	23	.94%
PhP83,182 - 140,284	6	.24%
PhP140,284 – 233,806	1	.04%
Don't know	202	8.24%
Prefer not to answer	335	13.66%
	2,452	

*The income brackets used in the survey are from the Philippine Institute for Development Studies (PIDS) and used by the National Economic and Development Authority (NEDA).

Bill Payment and Water Use

Payment

- In the majority (57%) of the households, it is an adult female who pays the water bill. The most common mode of payment is through a *bayad* (payment) center, cited by 56.87% of respondents.

Table 5. Responsibility for paying the water bill

	# of responses	% of responses
Female 18 years old and above	1,383	57%
Male 18 years old and above	1,038	42.33%
Female less than 18	26	1.06%
Male less than 18	5	.2%
	2,452	100%

Table 6. Payment channel (multiple responses)

	# of responses	% of responses
Bayad Center	1,473	56.87%
E-wallet	657	25.37%
Online payment	226	8.73%
Don't know	99	3.82%
Bank payment	82	3.17%
Others, e.g., to landlord/ landlady or neighbor	53	2.05%
	2,590	100%

Finance

- The water bill is usually funded by a male member of the household (53.22%), which is to be expected since previous data showed it is usually the male who is employed/ with income.

Table 7. Funder of water bill

	# of responses	% of responses
Female 18 years old and above	1,128	46%
Male 18 years old and above	1,305	53.22%
Female less than 18	3	.12%
Male less than 18	16	.65%
	2,452	100%

Monthly bill

- The average monthly water bill for most households (71.57%) is less than PhP1,000. This includes 73.31% of households who earn less than PhP11,690/mon. Most households whose monthly income is between PhP83,182 to 140,284 also pay less than PhP1,000/month, but the bill's share of their income is a fraction compared to those of lower-income families.

Table 8. Average monthly bill

	# of responses	% of responses
Less than PhP1,000	1,712	71.57%
PhP1,000 – PhP1,999	525	21.95%
PhP2,000 – PhP2,999	89	3.72%
PhP3,000 – PhP3,999	25	1.05%
PhP4,000 – PhP 4,999	22	.92%
PhP5,000 and above	19	.79%
	2,392*	

*Some respondents did not reply.

Usage and priority

- Respondents listed washing clothes/dishes, bathing, cooking, cleaning, and drinking as the primary activities where they use water. However, they listed the priority uses as drinking, cooking, and bathing (in this order).

Table 9. Water usage (multiple responses)

	Primary uses of water	Priority use of water (top 3)
	Number of times cited / % of respondents	
Washing dishes and clothes	2,002 (83.6%)	1,040
Bathing	2,000 (83.5%)	1,082 (3)
Cooking	1,929 (80.5%)	1,146 (2)
Cleaning	1,849 (77.1%)	1,060
Drinking	1,595 (66.5%)	1,430 (1)
Others (gardening, washing vehicle, for business)	79 (3.3%)	30

A majority (65%) of respondents said they did not see any difference in the way females or males used water. However, 857 (35%) agreed females and males use water differently. For example, some said that females consumed more water for bathing, while others thought the reverse. Of this group, 65.58% agree, and 24.5% strongly agree, that females and males have the same priorities for water usage. It should be noted that females are traditionally responsible for household activities using water, e.g., laundry, cleaning, cooking, and bathing small children.

Eighty percent (80%) of respondents reported that their household conserves water (*nagtitipid*). There is no significant difference in the proportion of females and males who conserve water. The most frequently mentioned ways of conserving water (multiple responses) are: switching off faucets when not in use, recycling water for other purposes, checking for leaks, and reducing water usage.

Table 10. Perception of difference in water usage by males/females

	# of respondents	% of the 857 respondents
Bathing	301	35.1%
Laundry	202	23.57%
Cleaning	105	12.25%
Conserving and storing water	43	5%
Women use more	37	4%
Drinking	21	2.45%
Cooking	13	1.51%
Others	135	15.75%
	857	

The majority (59.87%) reported that decisions on water usage are currently made by adult females; a slightly higher number, 63.95%, agree that this task should be given to adult females.

Table 11. Methods to conserve water (multiple responses by those who conserve water)

	# of responses	% of responses
Switching off the faucet when not in use	1,348	35.86%
Recycling water for other purposes	858	22.83%
Checking for leaks	767	20.4%
Reducing the time for using water	614	16.33%
Installing gadgets to conserve water	165	4.39%
Others	7	.19%

Although households already had access to piped water from Manila Water or Maynilad, a vast majority (74.1%) still purchased water from refilling stations, primarily for drinking (93.4%) or cooking (3.71%). The decision to purchase water was made by a slight majority of adult females (53%); adult males made this decision in 46.26% of households.

Table 12. Responsibility for water management

	Who leads decisions on water usage?		Who should manage water and its usage?	
Female 18 years old and above	1,468	59.87%	1,568	63.95%
Male 18 years old and above	965	39.36%	869	35.4%
Female less than 18 years old	11	.45%	8	0.33%
Male less than 18 years old	8	.33%	7	.29%
	2,452	100%	2,452	100%

Those who purchased water from refilling stations came from all income brackets, and for all income brackets, those who purchased water were consistently more than those who did not. The data also provided a breakdown of the percentage of respondents who purchased water from refilling stations based on different income distributions. The findings showed that a higher percentage of respondents from lower income brackets purchased water from refilling stations compared to those from higher income brackets.

Of those who purchased water from refilling stations, slightly more were customers of Maynilad (965) than Manila Water (853).

Table 13. Purchasing water vs income distribution*

Income distribution	Yes (%)	No (%)	Total
Less than P11,690	934 (70.8%)	380 (29.4%)	1,293
P11,690 – 23,381	377 (79.7%)	96 (20.3%)	473
P23,381 – 46,761	87 (73.1%)	32 (26.9)	119
P46,761 – 81,832	19 (82.6%)	4 (17.4%)	23
P81,832 – 140,284	4 (66.6%)	2 (33.3%)	6
P140,284 – 233,806	1 (100%)	0	1
Not know	162 (80.2%)	40 (19.8%)	202
Prefer not to answer	255 (76.1%)	80 (23.9%)	335
	1,818 (74.1%)	634 (25.8%)	2,452

*The income brackets used in the survey are from the Philippine Institute for Development Studies (PIDS) and used by the National Economic and Development Authority (NEDA).

Water Safety and Access

Water safety

- Eighty-one percent (81%) of both Manila Water and Maynilad customers believe their water is safe for drinking; an even higher figure of 98% for Manila Water and 97.3% for Maynilad believe it is safe for cooking. It is striking, therefore, that the majority (74.1%)

of all respondents, as mentioned earlier, purchase water for these purposes from refilling stations because they believe it is safer.

- The majority (1,934 or 78.9%) of respondents said they did not take additional steps to ensure water safety. Of the five hundred eighteen (518, or 21%) respondents who took additional steps, the majority are female (54.1%). The steps listed include filtering, boiling, and cleaning/maintaining the pipes (multiple responses). Adult females in the household (68.73%) were primarily responsible for these additional steps to ensure their water is clean and safe. Most of the time (67.95%), this does not take more than one hour/day, but a significant 23.55% reported this task can take anywhere from one to two hours.

Table 14. Perception of water safety per concessionaire

		Manila Water number of respondents (% of total respondents of concessionaire)	Maynilad number of respondents (% of total respondents of concessionaire)
Drinking	Very safe	209 (16.58%)	332 (27.85%)
	Safe	813 (64.5%)	634 (53.18%)
	Not safe	238 (18.8%)	226 (18.95%)
Cooking	Very safe	244 (19.36%)	395 (33.13%)
	Safe	999 (79.28%)	765 (64.17%)
		17 (1.34%)	32 (2.68%)

Water interruption

- A minority of the respondents (19.01%) reported experiencing water interruption in the past six months. Of this number, 65.6% are Maynilad customers. Twenty-five point seven percent (25.7%) of all respondents who are Maynilad customers experienced water interruption, in contrast to the 12.77% of respondents who are Manila Water customers, who did not.

Table 15. Water interruption in the last six months

	# of responses	Manila Water number of respondents (% of total respondents of concessionaire)	Maynilad number of respondents (% of total respondents of concessionaire)
Yes	468 (19.01%)	161 (34.4%) (12.7%)	307 (65.6%) (25.75%)
No	1,984 (80.9%)	1,099 (55.4%) (87.2%)	885 (44.6%) (74.24%)
	2,452 (100%)	1,260	1,192

- Most (59.19%) of those who experienced water interruption reported this occurs at least once a month.

**Table 16. Frequency of water interruption**

	# of responses	% of responses
Daily	9	1.92%
Every week	11	2.35%
2-3 times a month	99	21.15%
Less than once a month	277	59.19%
Others	11	2.35%
Don't know	61	13.03%
	468	100%

- Most respondents (61.7%) said the task of managing water collection during periods of water interruption falls on adult females; Only 38% said adult males assumed this role. In most households (68.16%), adult women also decide how to allocate the water collected.

Table 17. Responsibility for collecting water and deciding on its use during wwater interruption

	Responsibility for collecting water during interruption	Responsibility for deciding on water use during interruption
Female 18 years old and above	287 (61.7%)	319 (68.16%)
Male 18 years old and above	178 (38.03%)	146 (31.2%)
Female less than 18 years old	2 (.43%)	3 (.64%)
Male less than 18 years old	1 (.21%)	0
	468	468

- The majority of those who experienced water interruption (73.9%) reported a disruption in daily routine as they were unable to carry out some activities; of this group, the majority (54%) were females. Forty-seven point sixty-five percent (47.65%) said water interruption resulted in a decline in their quality of life. As expected, those who suffered most were predominantly adult females (68.7%) who had difficulty performing household chores.

Table 18. Disruption of daily activities due to water interruption

	Total	Female	Male
Yes	346 (73.9%)	187 (54%)	159 (46%)
No	122 (26.1%)	68 (55.7%)	54 (44.3%)
	468	255 (54.48)	213 (45.51%)

Cleanliness and Desludging

Toilets

- A very large majority (89.97%) of respondents had one toilet at home; the rest had two or more toilets, except for one respondent whose household did not have its own toilet. The most common type of toilet (91.27%) is one that is manually flushed. As with other household chores, the task of cleaning toilets invariably falls on adult females (78.34%). In most households (65.82%), toilets are cleaned daily.

Desludging

- Eighty-two point three percent (82.3%) of respondents had a *poso negro* (septic tank), usually an open pit or cesspool.

Table 19. Presence of septic tank

With septic tank	2,018 (82.3%)
Without septic tank	434 (17.7%)
	2,452 (100%)

Table 20. Type of septic tank used

Open pit	720 (35.68%)
Cesspool	658 (32.61%)
Don't know	618 (30.62%)
Others	22 (1.09%)
	2,018 (100%)

- 75.4% knew the location of the septic tank, and a similar number (77.2%) were aware this needs to be desludged.

Table 21. Location and desludging of the septic tank

	Aware of the location of the septic tank	Aware that the septic tank needs to be desludging
Yes	1,522 (75.4%)	1,557 (77.2%)
No	496 (24.6%)	461 (22.8%)
	2,018	2,018

- Of those who knew the septic tank needed to be desludged, 23.31% thought desludging should take place once a year, while 41.62% said every two years.

**Table 22. Frequency of desludging**

Once a month	66 (4.24%)
Every three months	24 (1.54%)
Every six months	39 (2.5%)
Once a year	363 (23.31%)
Once every two years	648 (41.62%)
Others	67 (4.3)
Don't know	350 (22.48%)
	1,557 (100%)

- Desludging is the rare WASH-related activity where an adult male is assigned, as reported by 69.43% of respondents.

Table 23. Responsible for septic tank desludging

Male adult	1,081 (69.43%)
Female adult	463 (29.74%)
Male less than 18 years old	9 (.58%)
Female less than 18 years old	4 (.26%)
	1,557 (100%)

- Majority (75.72%) of respondents identified the concessionaires Manila Water and Maynilad as the agencies to assist them in desludging.

Table 24. Service provider used for desludging

Manila Water/Maynilad	1,179 (75.72%)
Don't know	252 (16.18%)
Private group	123 (7.9%)
Others	3 (.19%)

- Enumerators reported that desludging is the subject that respondents seemed most uncertain about; many had to verify the answer with other household members present. Even so, 30.62% did not know their type of septic tank; 22.48% did not know how often desludging should take place; 16.18% did not know which agency can assist them in desludging; some chose not to reply if they knew the location of the septic tank and that it should be desludged.
- Another significant finding during the survey is that some respondents had said they were previously reluctant to allow an all-male desludging team to enter if only female household members were present.

Menstrual Hygiene

This section of the survey was addressed only to female respondents, who were given the option of not responding. Although a slight majority (53%) agreed to continue the interview, it is significant that a very large number of females are uncomfortable discussing the subject. “*Kailangan ba talagang pag-usapan ito?*” (Is it really necessary to talk about this?), many asked.

Of these respondents, four hundred eighty-seven (487, or 72.7%) had menstruation in the past twelve (12) months. As expected, most of those still menstruating in the past year are forty-five (45) years old and below, and the majority of those who had stopped menstruating were fifty (50) years old and above.

Three hundred seventy-four (374, or 97.9%) of those still menstruating reported being able to wash/change their sanitary pads in the toilet or a private space at home. The most commonly used menstrual product is a disposable sanitary pad, cited by 91.25% of respondents.

Respondents reported various disruptions relating to their routine activities during menstruation. However, it is not clear whether the reason for the disruptions is WASH-related or due to discomfort experienced during menstruation. The exception is bathing regularly, where there were more respondents who said they were able to continue doing this; nevertheless, the number of those who did not bathe regularly during menstruation is quite significant.

Table 25. Routine activities during menstruation (multiple responses)

	Yes	No
Go to school	6	8
Go to a paid job	81	119
Participate in social activities	65	596
Cook	239	422
Eat together with others	161	500
Bathe regularly	417	244

Chapter 4

SURVEY DATA ANALYSIS AND RECOMMENDATIONS



Chapter 4

SURVEY DATA ANALYSIS AND RECOMMENDATIONS



This chapter will review the survey data findings using three approaches:

- 1st, the gender roles and assignments in WASH management by households
- 2nd, consistency of survey findings with the 2022 National Demographic and Health Survey (NDHS) Report, and 3rd, compliance of survey findings with the five elements of the human right to water and sanitation proposed by the UN.

Gender Roles and Assignments in WASH

The survey found a pattern of gender roles or assignments in water management of the households surveyed:

- Females have a slight edge in the number of water account holders.
- Funds for the water bill primarily comes from the men; this is expected because there are more men than women in the household who are employed and contributing to the household income.
- Females usually assume the task of paying for the water bills.
- Females are the primary users and consumers of water because they are responsible for child care and the majority of household chores like laundry, cooking, and cleaning.
- Additional steps to ensure the safety of the water are usually assumed by females, which adds to their work.
- Females are more affected by water interruptions, not only because of disruption of their household chores but also because they are responsible for collecting/storing water and deciding on the allocation of this limited supply.
- Males are more involved in decisions on desludging, which is viewed as requiring technical skills.

These findings are consistent with global studies that document women and girls as primary users and consumers of water due to both their biological needs as well as genderized expectations of their role in housekeeping and family care.

Significantly, 63.95% acknowledged adult females as the WASH managers at home, which hints at the respect and even power accorded to females.

This is also consistent with the NDHS Report that found the majority (85%) of married women participate, either alone or jointly with their husbands, in decisions regarding health care and major household purchases. The majority of married women also decide jointly with their husband on how to use her cash earnings as well as his (56% and 62%, respectively) (Philippine Statistics Authority, 2023).

However, responsibility can also be a burden when women have to struggle to make do with or to stretch limited income or WASH resources.





The 2022 National Demographic and Health Survey (NDHS) and the MWSS RO Survey

The 2022 National Demographic and Health Survey provides a broad and a more general view of water and sanitation across various regions in the country, capturing the experiences of a national demographic. It reports that 97% of household members have basic drinking water service, 90% have sufficient water, and 77% do not treat their water. In cases where water is not available on premises, which applies to 13% of households, male adults (64%) are predominantly responsible for water collection.

The MWSS RO survey, with its regional focus, targets customers of the two concessionaires in urban areas. It reveals that all respondents have access to piped water, yet 78.9% do not actively take extra measures to ensure its safety. Interestingly, 74.1% of the respondents also buy water from refilling stations. This practice is not necessarily seen as an additional safety measure, but rather as a regular approach to securing safe drinking water, highlighting a unique urban perspective on water quality. Purchasing water is integrated into the norm of ensuring water safety, rather than being an extra precaution. The survey indicates that during times of water service interruption, adult females are the primary collectors in 61.3% of households, showcasing the gender dynamics in urban water management.

Sanitation facilities are widely used according to both surveys, but with different emphases: the national survey shows that 95% use improved facilities and 83% have basic sanitation services, while the MWSS RO survey indicates nearly universal access to in-home toilets (99.99%), with 89.97% having at least one toilet in their house, and the remainder having more than one. Additionally, 65.82% of respondents reported cleaning their toilet daily.

Both surveys report high access to handwashing facilities, with 95% coverage in the national survey. However, the MWSS RO survey, focusing on urban customers, indicates that all respondents have access to piped water, which suggests they likely also have access to handwashing facilities. Regarding menstrual hygiene management, the findings are similarly positive in both surveys. The national survey shows that 97% of women can manage menstrual hygiene privately, while the MWSS RO survey reports a slightly higher figure of 97.9%, reflecting good access to private facilities for menstrual hygiene among its urban respondents.



The MWSS RO survey, focusing specifically on urban water and sanitation issues among the two concessionaires, provides valuable insights distinct from the broader scope of the 2022 National Demographic and Housing Survey. Its concentrated approach on urban settings offers a detailed understanding of water safety perceptions, usage, and sanitation practices in a more defined and controlled environment. This specificity is crucial for tailoring effective local strategies and addressing the unique challenges faced by urban populations connected to centralized water systems. While the national survey provides a broader view, the MWSS RO survey's targeted findings are particularly useful for assessing and enhancing the performance of urban water services. It helps in identifying specific areas of concern, such as the reliance on water from refilling stations and gender roles in water collection, which might not be as prominently featured in a national survey. The MWSS RO survey offers in-depth, localized insights essential for informed decision making and policy formulation in urban water management.

Compliance with the five (5) elements of the human right to WASH

The current water services can be reviewed using the five elements of the human right to water and sanitation proposed by the UN (OHCHR, n.d.-b). The study also identified some recommendations based on its findings.

Elements	Findings	Recommendations
Availability: The water supply for each person must be sufficient and continuous to cover personal and domestic uses, which comprise water for drinking, washing clothes, food preparation, and personal and household hygiene. There must be a sufficient number of sanitation facilities within or in the immediate vicinity of each household, and all health or educational institutions, workplaces, and other public places to ensure that all the needs of each person are met.	<ul style="list-style-type: none"> As customers of water concessionaires, all have access to piped water. The issue arises only during water rationing/disruptions, which was experienced by 19% of respondents in the previous six months. Of the Manila Water customers, 12.7% experienced water interruption vs 25.75% of customers of Maynilad, with a significant impact on women's routine household activities. 	<ul style="list-style-type: none"> Review the records of concessionaires, particularly Maynilad, regarding water interruption and ensure sufficient measures are in place to supply water to communities. Water interruption has become a gender issue because females are affected due to the added task of collecting water and allocating this scarce resource during periods of water interruptions.
Accessibility: Water and sanitation facilities must be physically accessible and within safe reach for all sections of the population, taking into account the needs of particular groups, including persons with disabilities, women, children, and older persons.		



Elements	Findings	Recommendations
<p>Affordability: Water services must be affordable to all. No individual or group should be denied access to safe drinking water because they cannot afford to pay.</p>	<ul style="list-style-type: none"> Anecdotal evidence of respondents complaining to enumerators about their water bill. 80% of respondents reported initiatives to conserve water to reduce their water bill. This is not surprising: 73.31% of respondents came from households that earn less than P11,690/mon. This does not include the additional cost of buying water from refilling stations which is done by 74.1% of respondents. 	<ul style="list-style-type: none"> Encourage concessionaires to expand initiatives like Maynilad's Enhanced Lifeline Program, which, starting January 2024, will provide substantial discounts on the water bills of low-income families (Cordero, 2023). This will be of great benefit to these families, and particularly to women who experience difficulty stretching the limited budget for their families' needs.
<p>Quality and safety: Water for personal and domestic use must be safe and free from microorganisms, chemical substances, and radiological hazards that constitute threats to a people's health. Sanitation facilities must be hygienically safe to use and prevent human, animal, and insect contact with human excreta.</p>	<ul style="list-style-type: none"> The study did not analyze water quality. 81% believe their water is safe for drinking. 78.9% said they do not take additional steps to ensure water safety; however, 74.1% purchase drinking water from refilling stations, which suggest that they do not fully trust the supply from concessionaires. All but one respondent had at least one toilet, and they reported having an adequate supply for cleaning. 75.4% knew the location of the septic tank, and a similar number (77.2%) were aware this needs to be desludged. Enumerators reported that desludging is the subject that respondents seemed most uncertain about; many had to verify the answer with other household members present. Even so, 30.62% did not know their type of septic tank; 22.48% did not know how often desludging should take place; 16.18% did not know which agency could assist them in desludging. 	<ul style="list-style-type: none"> Conduct further investigation on why customers feel the need to purchase water from refilling stations even though their water is already potable Publicize recent findings on water testing by MWSS RO and the concessionaires to assuage customers' fears over safety issues; use clear and simple messaging appropriate for the general profile of the financiers and decision makers in the household. Promote simple water safety measures that households can undertake to reduce the need to purchase filtered water. Intensify public awareness of desludging – what it entails and who to approach – using non-technical language; consider assigning a female staff to the desludging team so that women feel safer letting outsiders into their homes.



Elements	Findings	Recommendations
		<p>This is similar to MWSS RO's move to hire female water samplers since women of different ages are often left at home when the team arrives.</p> <ul style="list-style-type: none">• Since the majority of households pay their water bills in <i>bayad</i> centers, consider these as possible venues for posting pamphlets/short videos on desludging and water safety. Likewise, some respondents reported desludging was done with the help of barangays, and thus, concessionaires can utilize these as partners for desludging schedules and public information campaigns.
Acceptability: All water and sanitation facilities must be culturally acceptable and appropriate, and sensitive to gender, life-cycle, and privacy requirements.	97.9% reported being able to wash and change menstrual products in privacy at home.	<ul style="list-style-type: none">• Adopt a whole-of-society approach to ensure WASH supplies and facilities are available and maintained not just in private households/residential communities but also in workplaces, public spaces, and schools. E.g., the <i>Lingap Eskwela</i> (Assistance for Schools) initiative of Manila Water is a step in the right direction (Metropolitan Waterworks and Sewerage System Regulatory Office, n.d.).






The survey provided empirical data on gender roles in water use and management at the household level. Daily, women are the primary users and consumers of water because of their distinct physiological needs and assigned roles for household chores and family care. These responsibilities are further compounded during periods of water interruptions and/or scarcity. As managers of the household budget, women in low-income families struggle to make ends meet, especially as the family may also perceive a need to purchase water from refilling stations, which will require further stretching of their budget.

More quantitative and qualitative studies are recommended, e.g., the availability of WASH resources and facilities in the poorest and most highly congested urban communities, including those that are not covered by the concessionaires, and looking into the possible effect on health and well-being. In workplaces, public spaces, and schools, for example, studies could examine the availability of water, maintenance of sanitation facilities, and whether the number of toilets is sufficient for females who spend more time using these.

Additionally, in the course of piloting the survey, some of the items in the UNESCO WWAP survey instrument needed to be modified to more aptly reflect local contexts. In the course of analysis and presentation of findings to the MWSS RO team, there was also an identified need to modify the lowest range in the water bill expense per month (less than PhP1000), as this is still a considerable amount.



Daily, women are the primary users and consumers of water because of their distinct physiological needs and assigned roles for household chores and family care. These responsibilities are further compounded during periods of water scarcity. As managers of the household budget, women in low-income families struggle to make ends meet.

Chapter 5

KEY INFORMANT INTERVIEW (KII) FINDINGS AND RECOMMENDATIONS





Chapter 5

KEY INFORMANT INTERVIEW (KII) FINDINGS AND RECOMMENDATIONS



Although KIIs were not covered in the initial terms of reference agreed upon by both parties, MWSS RO acceded to the recommendation of UPCWGS to conduct these for a broader picture of gender and water governance. Whereas the survey covered external customers, the KIIs served as an internal review of MWSS RO's initiatives in gender mainstreaming. See Appendix H for detailed notes on the KIIs.

UPCWGS interviewed nine staff and officers of the following Regulation Areas /Departments: Customer Service Regulation Area, Human Resources Unit – Administration Department, and Public Information Department (PID). Also interviewed were the GAD Specialist and the Chairperson of the GAD Focal Point System (GFPS). All informants were asked about gender-related water policy frameworks and gender-responsive management in water governance institutions. Department-specific topics were also covered.



Gender-related Policies, Mechanisms, and Services



Informants are proud of what MWSS RO has achieved viz gender, and rightly so. Their policies and initiatives include:

- GAD Agenda
- GAD planning and budgeting
- Gender Mainstreaming Evaluation Framework (GMEF)
- Reconstitution of the GAD Committee/GAD Focal Point System (GFPS)
- Harmonized Gender and Development Guidelines (HGDG)
- Use of gender-fair language in all communications
- Administrative disciplinary rules on sexual harassment cases/Committee on Decorum and Investigation (CODI)
- Designation of an all-gender restroom
- Provision of a lactation room
- Multipurpose GAD room
- Constitution of Men Opposed to Violence Against Women Everywhere (MOVE)
- Conduct of GAD training courses
- Conduct of GAD Online Survey/Sex-disaggregated data
- Celebration of Women's Month
- Provision of both maternity and paternity leave, solo parent leave, gynecological leave
- Gender-neutral office uniform
- GAD-related public information campaigns such as Violence Against Women and Children Campaign and Water Conservation Campaign (Empower Her. Conserve Water)



These comply with national laws and policies, as well as with the country's commitments on GAD. Surveys, feedback mechanisms, and management- and operations-level meetings helped ensure relevance to MWSS RO's context. Policy formulation was also informed by benchmarking activities and guidance from the Philippine Commission on Women (PCW).

Most of the policies and initiatives listed above can be categorized as gender-sensitive and gender-responsive.

Gender sensitive: programming that recognizes different needs of women, men, boys, and girls and acknowledges gender power dynamics but does not necessarily address these other than to try and integrate an understanding of these dynamics within programme design.

Gender responsive: programming that includes specific actions to try and reduce gender inequalities within communities.

Gender transformative: programming which is designed around a fundamental aim of addressing root causes of gender inequalities within society.

From Gender-responsive and/or Transformative Approaches https://www.unfpa.org/sites/default/files/admin-resource/thematic%20note%201_gender_final.pdf

Gender-sensitive: The MWSS RO brochure, *“Regular na i-desludge ang poso negro para sa Kalusugan at Kaligtasan”* (Desludge Regularly for Health and Safety) makes particular mention of the impact of poor water, sanitation, and hygiene services on women and girls.

Gender-responsive: Deliberate use of gender-neutral language and advocacy of water conservation as a shared responsibility of all members of the family and not only of the female members through the campaign [#EmpowerHerConserveWater](#) is gender-responsive.

Among its initiatives, the establishment of Men Opposed to Violence Against Women Everywhere (MOVE) is note-worthy as this is not a government requirement. MOVE was organized to promote the inclusion of men in addressing violence against women and gender-based violence, and in achieving gender equality.

Based on its policies and initiatives, MWSS RO offers training courses for staff such as:

- 
- | | |
|---------------------------------------|---------------------------------------|
| 1. Training on sex-disaggregated data | 7. HGDG assessment training |
| 2. Gender sensitivity training | 8. Annual workshop on GAD formulation |
| 3. GAD plan and GAD budget | 9. Training of the CODI |
| 4. Review of GAD agenda | 10. Training of MOVE |
| 5. Training on GAD laws and policies | 11. Monitoring and evaluation |
| 6. GMEF assessment | |

In 2023, MWSS RO was awarded the GADtimpala Bronze for Outstanding Gender-Responsive Agency, while the GFPS was conferred the GADtimpala Silver for exemplary GFPS. These awards were conferred by the Philippine Commission on Women to recognize the outstanding performance of national government agencies, local government units, and government-owned and controlled corporations in gender mainstreaming.



2023 S

In 2024, it is anticipated that the MWSS RO GAD Plan will be more client-focused with the help of initiatives from the Memorandum of Understanding (MoU) with concessionaires on GAD mainstreaming and insights from the sex-disaggregated water data survey by UPCWGS.

Gender-related Monitoring and Evaluation (M&E) and Integrating Gender Outcomes

MWSS RO has established a strong foundation for GAD planning and M&E, such as:

- Harmonized Gender and Development Guidelines (HGDG);
- Gender Mainstreaming Evaluation Framework (GMEF) which measures the level of gender mainstreaming against sets of indicators;
- GAD Agenda which identifies gaps and areas for improvement;
- GAD survey which assesses the level of awareness, participation, and feedback of female and male staff on GAD activities.

Informants acknowledged the need to strengthen M&E. To their credit, the GFPS is integrating GAD to the MWSS RO's regular Programs, Activities, and Projects (PAPs) through the use of HGDG. However, although data collected are sex-disaggregated, this only provides just a narrow analysis for evaluating outcomes and impacts.

Administration and Staffing

Despite significant efforts, MWSS RO has not achieved gender parity among male and female staff across departments. The Human Resource Sex-Disaggregated Data (SDD) as of October 2023 shows that:

- 53 percent of the workforce is male and 47 percent female.
- More than half of regular employees are male.
- Although two of the four Deputy Administrators are female, more top management positions are held by males, while the majority of females are rank-and-file staff only.
- Informants ascribe this to gender stereotyping in college courses and career choices, with more males taking STEM courses; as a result, it is difficult to hire females for certain positions.
- The Regulation Areas, Departments, and Committees are headed by women, e.g., the Public Information Department, Administration and Legal Affairs, and



Water Quality Control Departments; Safety and Health Committee; Personnel Development Committee; Technical Regulation Area; Performance Evaluation System Committee; CODI; and GFPS.

To its credit, MWSS RO pursued efforts to achieve parity at the different stages of the employment cycle. It encourages women's presence and representation in leadership roles. All informants agreed that gender does not affect decision-making, which is solely based on the merits of inputs and proposals.

- All informants perceive the process of selection to be the same for both female and male candidates. By eliminating discriminatory vacancy posting and gendered phrasing of job descriptions, MWSS RO promotes inclusive recruitment.
- Likewise, female and male staff have equal opportunities for promotion at work and participation in capacity-building opportunities and decision-making processes.
- Notable efforts to create inclusive workplaces are the establishment of a lactation room, all-gender restrooms with accessibility features for persons with disability, and the use of gender-neutral office uniforms. The organization is flexible about leave benefits to accommodate the unique needs and concerns of staff.
- Aside from the Women's Month Celebration, MWSS RO also celebrates Pride Month in support of non-normative gender identities and expression.

Gender-related complaints are promptly addressed. Aside from the pre-existing Grievance Committee, a Committee on Decorum and Investigation (CODI) was reconstituted to investigate and handle gender-based harassment complaints. The CODI has its own operations manual with disciplinary rules on sexual harassment cases. Since it was reconstituted in 2022, no case has been filed. Informants attribute this to increasing awareness of gender policies plus the penalties/consequences of harassment, abuse, and discrimination. All cases filed have been resolved, and guilty parties were penalized, suspended, or terminated.

Gender and Development Focal Point System

As mentioned earlier, the GFPS takes the lead in gender mainstreaming efforts, pursuant to PCW Memorandum Circular 2014-05. The GFPS manages the annual GAD Plan and Budget, prepares Accomplishment Reports, coordinates with PCW and Commission on Audit, and handles mandated celebrations such as Women's Month, 18-day Campaign to End Violence Against Women, Family Day, and Pride Month.



The GFPS is currently headed by Atty. Claudine B. Orocio-Isorena who, as of the time of the interview, holds a top management position. MWSS RO also hired a GAD Specialist to provide technical and administrative support to the GFPS. Membership in the GFPS is position-based, voluntary, and supported by an Office Order. The GFPS initially identifies staff, but the final selection rests with each department, subject to final approval by the Chief Regulator.

The GFPS affirmed that it usually initiates policy formulation, using various sources of inputs. The incorporation of sexual orientation, gender identity and expression (SOGIE) in the uniform policy, conduct of Pride Month celebration, SOGIE Education and Awareness, and HIV-AIDS awareness are instances when survey inputs and staff feedbacks were considered. The GFPS consults each department in reviewing policies and mechanisms such as the CODI before these are approved and implemented.

The GFPS considers diverse and strategic partnerships with the concessionaires as essential for improving service delivery for female and male consumers. Thus, it has extended invitations to its concessionaires to GAD activities.

CHALLENGES

1. **Budget:** Funding for GAD related initiatives is primarily defined by the approved budget of the agency. This constraints the scale, reach, and responsiveness of the initiatives.
2. **Personnel and personnel time.** The tasks for GAD are on top of the regular responsibilities of the staff. Informants expressed that, with limited people in each department, there are challenges in performing additional tasks in the GFPS.
3. **Internal communication.** There is uneven perception on the status of implementation of policies and programs. There is no unified understanding on the key gender message and commitments of MWSS RO in the water sector.
4. **Gender parity in water governance.** External factors such as gender stereotyping in college courses and career choices with more males taking engineering and sciences courses result in challenges in hiring females for certain positions.



RECOMMENDATIONS

1. With its significant gender mainstreaming efforts, MWSS RO should progress towards a more systematic collection and in-depth analysis and use of [quantitative and qualitative] data to inform the planning, designing, and implementation of programs and policies.
2. Clearly articulate through key messages the ultimate gender impact that the organization aims to achieve in the Philippine water sector.
3. Embark on sustained and strategic communications to ensure that the key message and position is commonly shared internally, and the link between organizational change to the broader sectoral outcomes is communicated clearly.
4. Translate country context data from the SDWDS Project into informative and compelling public information.
5. Aside from social media analytics which provides a basic level of analysis of social media content, conduct a gender analysis of the production of, access to, and use of Information, Education, and Communication (IEC) materials to produce and design materials addressing information needs of different audiences.
6. There remains significant room for progress in pushing for gender parity in the workplace by considering the following:
 - Paying attention to gender equality in the applications received.
 - Conducting gender analysis in retention/turnover record.
 - Conducting internal assessment on the effectiveness of the implemented programs and policies promoting inclusivity in workspaces.
 - Showcasing women in job positions in the water sector and bringing this campaign to school to widen degree and career choices of women.



7. Explore opportunities for rank-and-file female members to take leadership roles in the GFPS. This would involve providing leadership, communication, and confidence training for women.
8. As the GFPS envisions to progress its gender mainstreaming efforts by engaging concessionaires and partners, it should take lead in translating the GAD framework into pathways for transformational change towards achieving the key gender outcomes. In such a case, it should articulate how change can happen through plans, programs, policies, and activities; and describes the relationships that are expected to operate within MWSS RO and between its concessionaires in order to realize the gender outcomes.
9. MOU between MWSS RO and its concessionaires to articulate strategies and specific action plans in integrating GAD in consumer complaints.
10. With the results and recommendations of the study, MWSS RO may conduct further research or engage its concessionaires into subsequent conversations to further understand the context on the ground and develop gender-appropriate interventions in improving service delivery.



Chapter 6

SYNTHESIS





Chapter 6 SYNTHESIS



This is the first study in the Philippines to collect sex-disaggregated data on WASH and wastewater services. It is also the first to examine the intersection of gender and WASH in the country.

Data derived from the survey confirms international studies that identify women and girls as the main consumers and users of water, due to both their biological requirements as well as their socially-assigned roles for housekeeping and family care. Females are also primarily responsible for water management at the household level, including paying the water bill, steps like boiling/filtering water to ensure safety, and collecting/allocating water during periods of water interruptions.



Survey data showed that the water bill was funded mainly by males – not surprising as there were more employed men than women – and for looking after desludging activities.

Because the data covered customers of Manila Water and Maynilad, the availability and accessibility of water were not a problem. The exception is during instances of water interruptions, with those most affected are women whose household chores are disrupted and who have to take on the additional burden of collecting water. While only a minority of respondents experienced water interruptions in the last six months, water is projected to be a growing problem in relation to climate crisis causing both prolonged dry seasons as well as intensified flooding.

Ready access to water and toilets in households also meant that menstrual hygiene appeared to be less of an issue among respondents, unlike in communities with inadequate WASH facilities that were covered by international studies.

With the majority of respondents coming from low-income families, affordability is an issue, more so because most households also purchase filtered water from refilling stations. The issue of water safety deserves further study because of mixed responses: water from the concessionaires is believed to be safe for drinking and cooking, and yet respondents allocate additional funds to purchase filtered water. Women play a pivotal role in managing household funds, and while this may appear to suggest power, it is also a burden when they have to stretch limited resources to cover the family's needs.

Those who face the biggest challenges to water access may well be those who are not direct customers of the two concessionaires: informal settlers in highly congested urban communities without water connections or those living in areas not reached by water pipes. Here, further studies should examine coping mechanisms and consequences on health and gender. UPCWGS also recommends further studies on WASH and GAD in workplaces, schools, and public buildings and spaces.

The UPCWGS study also looked into GAD mainstreaming initiatives in MWSS RO. The agency enacted numerous measures, ranging from GAD training for staff, response to pragmatic gender issues among staff, and organizing GAD-related campaigns and activities. The most significant initiatives are the establishment of GAD-related institutional mechanisms including the Gender and Development Focal Point System (GFPS) and institutionalization of GAD in




policy formulation through the GAD Agenda, Gender Mainstreaming Evaluation Framework (GMEF), Harmonized Gender and Development Guidelines (HGDG), and annual GAD planning and budgeting.

MWSS RO's achievements have been acknowledged by the Philippine Commission on Women which conferred on it two well-deserved GADtimpala awards.

MWSS RO has a unique position: it is accountable to its internal stakeholders, institutional partners, and customers. As such, it faces multiple challenges both within and outside: to raise awareness and respond to gender issues among staff; to institutionalize GAD in water governance; to contribute to larger efforts to raise public awareness of GAD issues; and to work in partnership with the concessionaires to mainstream GAD in water services. MWSS RO has succeeded in building the foundation. The task now is to balance initiatives that are gender-sensitive with those that stretch for higher goals and are gender-transformative and to ensure their sustainability.

Ultimately, these require expanding commitment to GAD itself. MWSS RO must ensure that GAD is not seen as the responsibility of GFPS alone but of all staff and the entire institution who see GAD as a shared journey rather than a fixed destination.



MWSS RO has a unique position and concurrent challenges: to respond to gender issues among staff and build their commitment to GAD; to institutionalize GAD in water governance; and to work in partnership with the concessionaires to mainstream GAD in water services. It has succeeded in building the foundation; the task now is to ensure sustainability and transformation.

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Appendices



List of Appendices

Appendix A	Survey Sampling Design
Appendix B	Survey Questionnaire in Filipino
Appendix C	List of Barangays Covered in the Survey
Appendix D	Members of the UPCWGS Research Project Team
Appendix E	Guide Questions for Key Informant Interviews
Appendix F	List of Key Informants in MWSS RO
Appendix G	Survey Data
Appendix H	Key Informant Interview Detailed Notes

Appendix A

Survey Sampling Design

- Total of 2500 respondents (1250 - Maynila and 1250 - Manila Water)
- Take a total sample of 1250 households (HH)
 - For each household, there should be one male and one female respondent.
 - 625 HH each for Maynilad and Manila Water
 - If HH only has one male/female respondent, skip
- Two-stage sampling
 - First stage: Stratified sampling
 - Sampling unit: barangays
 - Strata: region
 - Metro Manila and Rizal (Manila Water)
 - Metro Manila and Cavite (Maynilad)
 - Sampling: Random sampling
 - Second stage: Systematic sampling
 - Sampling unit: households
 - Take every 5th household from a random street corner. This is assuming that one housing unit = one household.
 - Sample size: 32 households
- Buffer zones are allocated in the event that the required number of respondents are not met. Same sampling procedure is implemented.
- Considerations for choosing households
 - If there are multiple households in one housing structure (e.g. apartment):
 - Number the households (per row) starting from the right.
 - Choose a random number from 1 to the total number of households. (may be done through a random picker app)
 - If multiple households share the same housing unit
 - Randomize between households using any randomization method
- Replacement and Substitution Rules
 - Replacement: still regarded as original sample
 - Substitution: no longer considered as original sample

■ When to REPLACE:

Household will be automatically replaced if it does not satisfy the requirement: one male and one female respondent per household.



■ **When to SUBSTITUTE:**

The following households will be substituted right away:

- Outright refusal
- Refuse to be interviewed
- No definite time of availability

The following households will be substituted after one valid call back:

- Not available
- Door locked
- No response (sleeping, out)

■ **How to choose replacement/substitute:**

- The enumerator is allowed to replace or substitute the current sampled household by a household on the left side of the current sample.
- If the replacement or substitution is not successful, the enumerator is allowed to go to another household at the right side of the current sample.
- If it is still unsuccessful, proceed to the next sample (starting from the original).
- If the replacement or substitution is still unsuccessful under the above policy, enumerator is then required to go to the buffer zone for replacement or substitution.
- The policy above applies even for multiple households in one housing unit.

Note: Make sure this does not overlap with another enumerator's sample.



Appendix B

Survey Questionnaire in Filipino

Survey is based on the UNESCO WWAP Toolkit on Sex-disaggregated Water Data, with modifications to fit the research context.

Important note: This survey questionnaire was intended for the trained Enumerators. They used the Kobo Toolbox to input the answers of the respondents. The italicized English phrases here are not part of the original coding of the survey questionnaire; they were added to assist non-Filipino readers in understanding the content of the questions presented.

Sex-Disaggregated Water Data Online Survey 2023 (Philippines)	
Introduction	
<p>Ang survey na ito ay isinasagawa ng MWSS RO at ng UP Center for Women's and Gender Studies para makakuha ng pinaghiwalay na datos base sa kasarian galing sa mga lugar na sineserbisuhan ng Maynilad/Manila Water. Ang datos ay gagamitin sa paglikha ng gender and development database. Isang babae at isang lalaki mula sa inyong kabahayan ang iinterbyuhin kung may ilang nakatira sa inyong bahay at ang nakatira sa bahay kung mag-isa lamang. Hindi kayo makikilala bilang nagresponde sa survey na ito para protektahan ang inyong privacy.</p> <p>[Enumerator's spiel: This survey is being conducted by MWSS RO and the UP Center for Women's and Gender Studies to generate sex-disaggregated data from its concession areas. This data will be used in the creation of a gender and development database. The survey will involve interviewing one male and one female, if in a multi-member household, and the occupant for single households. You will not be identifiable as a respondent in this survey to protect your privacy.]</p> <p>Kung mayroon kang anumang mga katanungan tungkol sa survey na ito maaari kang makipag-ugnayan sa cws@up.edu.ph, subject: MWSS Survey. Salamat sa inyong oras at interes!</p> <p>[Enumerator's spiel: If you have any questions about this survey, please feel free to email us cws@up.edu.ph, subject: MWSS Survey. Thank you for your time and interest!]</p>	
Piliin ang uri ng kabahayan na sasagot [Choose the type of respondent]	Orihinal [Original] Substitute Kapitalit [Replacement]
Sumailalim ka ba sa anumang survey na panayam sa Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO) at UP Center for Women's and Gender Studies (UP CWGS) sex-disaggregated water data mula sa Oktubre 16-20? [Were you a respondent to any survey... between October 16-20]	Oo [Yes] Hindi [No]
Profile ng Respondente	
1. Anong ang iyong palayaw? [Specify nickname]	
2. Ano ang iyong mobile number? [Specify mobile number]	
3. Ano ang iyong e-mail address? [Specify e-mail address]	
4. Sino ang inyong tagapagbigay ng serbisyo ng tubig? [Specify water concessionaire]	Manila Water Maynilad Wala sa pagpipilian [None of the above]



5. Saan ang iyong lokasyon (Maynilad)? [Specify location]	Manila - Barangay 408, Sampaloc Manila - Barangay 552, Sampaloc Manila - Barangay 528, Sampaloc Manila - Barangay 95, Tondo Manila - Barangay 204, Tondo Manila - Barangay 784 Muntinlupa - Cupang Pasay - Barangay 62 Pasay - Barangay 163 Pasay - Barangay 199 Pasay - Barangay 25 Pasay - Barangay 5 Pasay - Barangay 81 Pasay - Barangay 22 Quezon City - Apolonio Samson Quezon City - UP Campus Bacoor - Campo Santo Bacoor - Molino I Bacoor - Daang Bukid Bacoor - P.F. Espiritu VIII Imus - Pasong Buaya II Imus - Malagasang II-D
5. Saan ang iyong lokasyon (Manila Water)? [Specify location]	Manila - Barangay 763, San Andres Manila - Barangay 793, San Andres Manila - Barangay 806, San Andres Manila - Barangay 782, San Andres Manila - Barangay 802, San Andres Manila - Barangay 797, San Andres Manila - Barangay 876, Santa Ana Manila - Barangay 808, Paco Manila - Barangay 598 Marikina - Tanong Marikina - Parang Pateros - Sta Ana Quezon City - Silangan San Juan - Pasadena Taguig - South Daang Hari Antipolo - Mambungan Antipolo - San Isidro (POB) Binangonan - Bilibiran Binangonan - Pag-asa San Mateo - Dulong Bayan 2 Angono - San Vicente Taytay - San Juan Pasay - Barangay 46 Bacoor - San Nicolas III
5. Saan ang iyong lokasyon kung hindi Maynilad/Manila Water ang tagapag bigay ng serbisyo ng tubig? [Location if not under Maynilad or Manila Water areas]	



6. Ano ang iyong edad? [Specify age]	15 to 19 taong gulang 20 to 24 taong gulang 25 to 29 taong gulang 30 to 34 taong gulang 35 to 39 taong gulang 40 to 44 taong gulang 45 to 49 taong gulang 50 to 54 taong gulang 55 to 59 taong gulang 60 to 64 taong gulang 65 to 69 taong gulang 70 to 74 taong gulang 75 to 79 taong gulang Pinipiling hindi sabihin [Chose not to specify]
7. Kasarian noong ipinanganak? [Specify sex at birth]	Lalake [Male] Babae [Female]
8. Ano ang antas ng iyong kabuhayan? [Specify source of livelihood]	Empleyado/ Working Student [Employed / Working student] Self-Employed Studyante [Student] Walang trabaho [Unemployed]
9. Ikaw ba ay may kapansanan? [Specify if person with disability]	Meron [Yes] Wala [No] Mas pipiling hindi sabihin [Prefers not to specify]
10. Kanino nakapangalan ang inyong tubig? [Specify whose name is the water account under]	Ako ang may hawak ng account. [Account holder] Iba ang may hawak ng account. [Not the account holder]
11. Pakisaad kung sino ang may hawak ng account kung hindi ikaw ito. [If not the account holder, specify whose name is the water account under]	
12. Ano ang iyong relasyon sa may hawak ng account? [Specify relationship to the account holder]	Tatay [Father] Nanay [Mother] Kapatid [Sibling] Kamag-anak [Relative] Hindi kamag-anak [Not a relative]
Tungkol sa mga Miyembro ng Sambahayan [Details about the household members]	
13. Ilang tao, bukod sa iyong sarili, ang nasa kabahayan? [Specify number of household members]	1 2 3 4 5 6 7 8 9 10 Higit 10 [More than 10]



<p>Mangyaring maglagay ng ilan pang detalye tungkol sa mga miyembro ng sambahayan. Kung mayroon pang higit sa isang miyembro, mangyaring pindutin ang plus sign sa ibaba upang magdagdag ng isa pang entry. [Details about the household members needed. If more than 1 member, click the plus sign to add entries]</p>	
<p>14. Ano ang palayaw ng miyembro ng iyong kabahayan? [Specify nickname of the household member]</p>	
<p>15. Ano ang edad ng miyembro ng iyong kabahayan? [Specify age of the household member]</p>	<p>15 to 19 taong gulang 20 to 24 taong gulang 25 to 29 taong gulang 30 to 34 taong gulang 35 to 39 taong gulang 40 to 44 taong gulang 45 to 49 taong gulang 50 to 54 taong gulang 55 to 59 taong gulang 60 to 64 taong gulang 65 to 69 taong gulang 70 to 74 taong gulang 75 to 79 taong gulang Pinipiling hindi sabihin [Chose not to specify]</p>
<p>16. Ano ang kasarian ng miyembro ng kabahayan noong siya ay ipinanganak? [Specify sex at birth of the household member]</p>	<p>Lalake [Male] Babae [Female]</p>
<p>17. Ano ang estado ng kabuhayan ng miyembro ng iyong kabahayan? [Specify source of livelihood of the household member]</p>	<p>Empleyado/ Working Student [Employed / Working student] Self-Employed Studyante [Student] Walang trabaho [Unemployed]</p>
<p>18. May kapansanan ba ang miyembro ng iyong kabahayan? [Specify if this household member is a person with disability]</p>	<p>Meron [Yes] Wala [No] Mas pipiliing hindi sabihin [Prefers not to specify]</p>
<p>19. Ang miyembro ba na ito ang namumuno sa kabahayan ninyo? [Specify if this member is the head of the household]</p>	<p>Oo [Yes] Hindi [No]</p>
<p>20. Tumutulong ba siya sa pagbabayad ng mga gastusin sa bahay? [Specify if this household member contribute to the household expenses]</p>	<p>Oo [Yes] Hindi [No]</p>



Household Water Bill and Payment	
21. Ano ang buwanang kita sa buong kabahayan? [Specify household's monthly income]	<p>Mas mababa sa P11,690 [Less than...]</p> <p>Lampas P11,690 ngunit hindi lalampas ng P23,381 [More than ... but not more than...]</p> <p>Lampas P23,381 ngunit hindi lalampas ng P46,761</p> <p>Lampas P46,761 ngunit hindi lalampas ng P81,832</p> <p>Lampas P81,832 ngunit hindi lalampas ng P140,284</p> <p>Lampas P140,284 ngunit hindi lalampas ng P233,806</p> <p>Humigit kumulang sa P233,806 [More than ...]</p> <p>Hindi alam [Do not know the answer]</p> <p>Mas pipiliing hindi sabihin [Prefers not to specify]</p>
22. Sa pagbabayad ng bill ng tubig, sino ang miyembro ng kabahayan na taga-transact sa bayad center/online? [Specify who is in charge of actual payment of the water bill in the payment center/online]	<p>Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above]</p> <p>Lalake na mas bata sa 18 yrs old [Male below 18 yrs old]</p> <p>Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above]</p> <p>Babae na mas bata sa 18 yrs old [Female below 18 yrs old]</p>
23. Sa pagbabayad ng bill ng tubig, sino ang miyembro ng kabahayan na sumasalo sa gastusin? [Specify who bears the expense for the household water bill]	<p>Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above]</p> <p>Lalake na mas bata sa 18 yrs old [Male below 18 yrs old]</p> <p>Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above]</p> <p>Babae na mas bata sa 18 yrs old [Female below 18 yrs old]</p>
24. Paano binabayaran ang bill sa nakaraang tatlong buwan? [Specify how the bill was paid in the last 3 months]	<p>E-wallet (ex. GCash, Maya, 7-Eleven, Cliqq)</p> <p>Pagbabayad online [Online payment]</p> <p>Bayad Center [Payment Center]</p> <p>Pagbabayad sa mismong bangko [Bank payment]</p> <p>Hindi alam [Do not know the answer]</p> <p>Iba pa [Others]</p>
Iba pa [Others] specify	



Water Use, Allocation, and Management	
25. Ayon sa inyong water bill, magkano ang inyong binabayaran bawat buwan? [Specify the average monthly water bill]	
26. Sa ano-ano mga pang-araw-araw na gawain niyo ginagamit ang tubig? [Specify daily household activities that use water]	Pag-inom [Drinking] Pagluluto [Cooking] Paliligo [Bathing] Paghugas ng pinggan at pag laba ng damit [Washing] Paglilinis [Sanitation] Iba pa [Others]
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	
Ayusin ang mga sumusunod na napiling gawain na ginagamit ang tubig mula sa pinaka importante [Arrange according to priorities for water use]	
1	Pag-inom [Drinking] Pagluluto [Cooking] Paliligo [Bathing] Pag hugas ng pinggan at pag laba ng damit [Washing] Pag llinis [Sanitation] Iba pa [Others]
2	Pag-inom [Drinking] Pagluluto [Cooking] Paliligo [Bathing] Paghugas ng pinggan at pag laba ng damit [Washing] Paglilinis [Sanitation] Iba pa [Others]
3	Pag-inom [Drinking] Pagluluto [Cooking] Paliligo [Bathing] Paghugas ng pinggan at pag laba ng damit [Washing] Paglilinis [Sanitation] Iba pa [Others]
4	Pag-inom [Drinking] Pagluluto [Cooking] Paliligo [Bathing] Pag hugas ng pinggan at pag laba ng damit [Washing] Paglilinis [Sanitation] Iba pa [Others]
5	Pag-inom [Drinking] Pagluluto [Cooking] Paliligo [Bathing] Paghugas ng pinggan at pag laba ng damit [Washing] Paglilinis [Sanitation] Iba pa [Others]



6	Pag-inom [Drinking] Pagluluto [Cooking] Paliligo [Bathing] Pag hugas ng pinggan at pag laba ng damit [Washing] Paglilinis [Sanitation] Iba pa [Others]
27. Sa iyong palagay, ang mga miyembro ng sambahayan ay may iba't ibang gamit ng tubig batay sa kanilang kasarian? [Specify if of the opinion that household members use water differently based on their gender]	Oo [Yes] Hindi [No]
28. Sa anong mga paraan nagkakaiba ang paggamit? Magbigay ng mga halimbawa. [Provide explanation on the difference, cite an example]	
29. Sa iyong palagay, pantay na pagpapahalaga ang ibinibigay sa paggamit sa tubig ng mga babae at lalaki sa kabahayan? [Specify if of agreement that female and male members of the household are given equal importance when using water]	Lubos na sumasang-ayon [Strongly agree] Sumasang-ayon [Agree] Hindi alam [Do not know] Hindi sumasang-ayon [Disagree] Lubos na hindi sumasang-ayon [Strongly disagree]
30. Nagtitipid ka ba at ang ibang kasama sa bahay ng tubig? [Specify if the household tries to save water]	Oo [Yes] Hindi [No]
31. Anu-ano ang mga ginagawa niyo para makatipid sa tubig? [Specify the household's ways to save water]	Muling paggamit ng tubig para sa iba pang mga layunin (hal: flushing toilet, paghahardin) [Reusing of water for other purposes] Pagsuri kung may mga tagas (hal: tumutulo ang mga tubo, gripo, atbp.) [Checking for leaks] Mas maikling oras na paggamit ng tubig (hal: mas maikling shower) [Lessened time for using water] Pinapatay ang gripo kapag hindi ginagamit [Turning the faucet off when not in use] Pag-install ng mga kagamitan sa pagtitipid ng tubig [Installing water saving devices] Iba pa [Others]
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	



32. Sino ang nangunguna sa pagdedesisyon sa paggamit sa tubig? [Specify who decides on water use in the household]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]
33. Sino ang dapat na nangangasiwa sa tubig at sa paggamit nito? [Specify who should manage water use in the household]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]
34. Bumibili ba kayo ng tubig labas sa regular na binabayaran niyo sa Maynilad/Manila Water? [Specify if household buys water outside of what is paid for regularly with Maynilad/Manila Water]	Oo [Yes] Hindi [No]
Para saan ang binibiling tubig? [Specify use of the purchased water]	Pag-inom [Drinking] Pagluluto [Cooking] Paliligo [Bathing] Pag hugas ng pinggan at pag laba ng damit [Washing] Pag lilinis [Sanitation] Iba pa [Others]
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	
35. Sa ganitong pagbili ng tubig labas sa regular na binabayaran ninyo sa Maynilad/Manila Water, sino ang nangangasiwa sa pagbili ng tubig? [Specify who is in charge of payment and management when household buys water outside of what is paid for regularly with Maynilad/Manila Water]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]



Access sa Tubig [Water Access]	
36. Gaano kaligtas ang tubig ng Maynilad/Manila Water? [Specify safety of water for different uses]	
Mga gawain na kailangan ng tubig? [For activities that need water]	Napakaligtas [Very safe] Ligtas [Safe] Hindi ligtas [Not safe]
Paglilinis sa kabahayan [For cleaning the vehicle]	Napakaligtas [Very safe] Ligtas [Safe] Hindi ligtas [Not safe]
Pag-inom [For drinking]	Napakaligtas [Very safe] Ligtas [Safe] Hindi ligtas [Not safe]
Paglalaba [For washing]	Napakaligtas [Very safe] Ligtas [Safe] Hindi ligtas [Not safe]
Pagluluto [For cooking]	Napakaligtas [Very safe] Ligtas [Safe] Hindi ligtas [Not safe]
Mayroon bang ibang gamit para sa tubig na hindi nabanggit sa itaas? [Specify if there are other uses of water not identified earlier]	Oo [Yes] Hindi [No]
Pakisaad dito sa espasyo sa ibaba ng iba pang gamit ng tubig. [Indicate in the space provided]	
Sa iyong palagay, gaano kaligtas ang tubig na ginagamit mo para sa mga iba pang nabanggit? [Specify view on safety of water for these other items]	Napakaligtas [Very safe] Ligtas [Safe] Hindi ligtas [Not safe]
37. May mga karagdagang hakbang ba kayong ginagawa sa kabahayan para masigurado ang kalinisan at kaligtasan ng tubig na nanggagaling sa Maynilad/Manila Water? [Specify if additional steps are taken to ensure household water accessed through Maynilad/Manila Water is safe and clean]	Oo [Yes] Hindi [No]
38. Anu-anong mga karagdagang hakbang? [Specify the additional steps taken to ensure household water accessed through Maynilad/Manila Water is safe and clean]	
39. Sino ang nangangasiwa sa dagdag na mga hakbang upang masigurado ang kalinisan ng tubig? [Specify who is in charge of ensuring water is more safe]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]
40. Gaano katagal ang ginugugol para matapos ang mga hakbang upang masigurado ang kalinisan ng tubig? [Specify the hours spent making sure water is more safe]	Hindi lalampas ng isang oras [Not more than 1 hour] 1 hanggang 2 oras [1 to 2 hours] 3 hanggang 4 oras [3 to 4 hours] Higit sa 4 na oras [More than 4 hours]



41. Nakaranas ba ang iyong sambahayan ng pagkaputol ng serbisyo ng tubig sa nakalipas na 6 na buwan? [Specify if household experienced water service interruption in the past 6 months]	Oo [Yes] Hindi [No]
42. Gaano kadalas kayo nakakaranas ng pagkawala ng tubig sa isang buwan? [Specify frequency of water interruption in one month]	Hindi lalampas ng isang beses sa isang buwan [Not more than once in a month] 2 hanggang 3 beses sa isang buwan [2-3 times in a month] Kada linggo [Weekly] Araw-araw [Daily] Hindi alam [Do not know the answer] Iba pa [Others]
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	
43. Sino ang nangangasiwa sa pag-iipon ng tubig kapag nagkaroon ng pagkaantala sa serbisyo ng Maynilad/Manila Water? [Specify who is in charge of collecting water when interruptions occur]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]
44. Sino ang nangunguna sa pagdedesisyon kung paano gamitin ang tubig sa pagkaantala ng serbisyo ng Maynilad/Manila Water? [Specify who decides on water use when interruptions occur]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]
45. Nagiging dahilan ba ang pagkawala ng tubig para hindi magawa ng mga tao sa kabahayan ang kanilang mga gawain? [Specify if the lack of water prevented household members from doing certain activities]	Oo [Yes] Hindi [No]
46. Naaapektuhan ba ng kawalan ng tubig ang kita o kalidad ng buhay ng mga kasama sa bahay? [Specify if the lack of water impacted the income or quality of life of household members]	Oo [Yes] Hindi [No]
47. Mangyaring mag-type lamang ng isang miyembro ng sambahayan bawat tanong. Maaari kang magdagdag ng isa pang grupo kung mayroon kang higit sa isang miyembro ng sambahayan na naapektuhan ng kakulangan ng tubig. [Details on household members affected by water interruption. Click plus sign to add other members]	
Sino ang naapektuhan? [Specify member affected by the water interruption]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]
Ano ang naging epekto sa nasabing miyembro ng sambahayan? [Specify the impact of the water interruption to the household member]	



Kalinisan [Water Sanitation]	
48. Ilang palikuran (toilet) meron sa kabahayan? [Specify number of sanitation facilities in the house]	0 1 2 3 4 5 Higit 5 [more than 5]
Ano ang ginagamit mo sa halip na palikuran? Bakit ito ang inyong ginagamit bilang alternatibo? [Specify the alternative to the sanitation facility and the reason for this]	
49. Anong uri ng palikuran ang nasa bahay? [Specify type of sanitation facility used]	Inodoro na may automatic na flush [Toilet with automatic flush] Indoro na binubuhusan ng tubig [toilet flushes by pouring water] Inodoro na may automatic na flush at Inodoro na binubuhusan ng tubig [toilet with both]
50. Sino ang gumagamit ng palikuran sa kabahayan? [Specify users of the sanitation facility]	Lahat [All] Babae [Female] Lalake [Male] Batang babae [Girl] Batang lalake [Boy] Wala [None] Iba pa [Others]
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	
51. Gaano kadalas ginagamit ang palikuran? [Specify how often the sanitation facility is used]	Araw-araw base sa pangangailangan [Daily based on household needs] Tuwing makalawang araw [Every other day] Bihira [Rarely] Hindi pa [Not yet used] Iba pa [Others]
Kung pinili mo ang "hindi pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For not yet used, pls explain]	
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	
52. Sino ang naglilinis ng palikuran? [Specify who cleans the sanitation facility]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]
53. May sapat bang suplay ng tubig para linisin ito? [Specify if there is enough water to clean it]	Sapat [Sufficient] Hindi sapat [Insufficient] Higit pa sa sapat [More than sufficient]
54. Gaano kadalas linisin ang palikuran sa loob ng isang buwan? [Specify how often the sanitation facility cleaned]	Madalang pa sa isang beses sa isang buwan [Not even once a month] Isang beses kada buwan [Once a month] Kada linggo [Weekly] Ilang beses sa isang linggo [Many times in a week] Araw-araw [Daily]



Desludging	
55. Meron ba kayong poso negro? [Specify if household has a septic tank]	Meron [There is] Wala [None]
56. Anong uri ng poso negro mayroon sa kabahayan? [Specify what kind of septic tank]	Cesspool Open pit Hindi alam [Do not know the answer] Iba pa [Others]
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	
57. Alam mo ba kung nasaan ito? [Specify if aware of its location]	Oo [Yes] Hindi [No]
58. Alam mo bang kailangan sipsipin (desludge) ang poso negro? [Specify if aware that the septic tank needs to be desludged]	Oo [Yes] Hindi [No]
59. Gaano kadalas sipsipin (desludge) ang inyong poso negro? [Specify frequency of desludging]	Isang beses kada buwan [Once a month] Tuwing tatlong buwan [Every 3 months] Tuwing anim na buwan [Every 6 months] Isang beses sa isang taon [Yearly] Isang beses sa dalawang taon [Once in 2 years] Hindi alam [Do not know the answer] Iba pa [Others]
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	
60. Sino ang nangangasiwa ng pag sipsip (desludge) ng poso negro ng kabahayan? [Specify who manages the desludging requests for the household]	Lalake na 18 yrs old pataas ang edad [Male 18 yrs old and above] Lalake na mas bata sa 18 yrs old [Male below 18 yrs old] Babae na 18 yrs old pataas ang edad [Female 18 yrs old and above] Babae na mas bata sa 18 yrs old [Female below 18 yrs old]
61. Kaninong serbisyo ang iyong ginagamit para sipsipin (desludge) ng inyong poso negro? [Specify which service provider was tapped for desludging]	Maynilad/ Manila Water Pribadong sektor [Private sector] Hindi alam [Do not know the answer] Iba pa [Others]
Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]	

IF MALE: Salamat sa pakikilahok sa survey. Ang iyong mga tugon ay naitala.
[End of Survey]



IF FEMALE: Menstrual Hygiene	
<p>Ang huling mga tanong ay tungkol sa maayos na pangangalaga at pagpapanatili ng kalinisan ng katawan kapag may regla. [Siguraduhin na nasa pribadong lugar habang sinasagot ang mga susunod na tanong]. [For female respondents only. Ensure privacy. These questions are about menstrual hygiene and sanitation.]</p>	
<p>Ang mga sumusunod na tanong ay likas na sensitibo. Pakikumpirma kung gusto mong magpatuloy. [The next questions are sensitive, pls confirm if you wish to continue]</p>	<p>Magpatuloy [Continue] Wag magpatuloy [Do not continue]</p>
<p>Niregla ka pa ba noong October 2022? [Specify if still menstruating in October 2022]</p>	<p>Oo [Yes] Hindi [No]</p>
<p>Noong huli mong regla, nagawa mo bang maghugas at magpalit ng pasador sa palikuran o pribadong lugar sa inyong bahay? [Specify if during last menstruation, able to wash and change sanitary pad in a sanitation facility or in a private space in the house]</p>	<p>Oo [Yes] Hindi [No]</p>
<p>Noong huli mong regla, ano ang pangunahing gamit mong menstrual product? [Specify the primary menstrual product used during last menstruation]</p>	<p>Tela/ reusable napkin [Cloth or reusable napkin] Disposable napkin Tampon Menstrual cup Toilet paper Panty lang [Panty only] Iba pa [Others]</p>
<p>Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo. [For others, pls explain]</p>	
<p>Noong huli mong regla, ikaw ba ay: [Confirm doing the following activities during the last menstruation]</p>	<p>Pumasok sa school [Schooling] Pumasok sa bayad na trabaho [Paid work] Lumahok sa mga social activities [Participating in social activities] Nagluto ng pagkain [Cooking] Kumain kasama ang iba [Eating with others] Naligo nang regular [Bathing regularly]</p>

Salamat sa pakikilahok sa survey. Ang iyong mga tugon ay naitala.
[End of Survey]



Appendix C

List of Barangays Covered in the Survey

SAMPLE (MANILA WATER) - 21 barangays

Region	Municipality	Barangay	WSC Count*	Actual Respondents
METRO MANILA	MANILA	BARANGAY 763, San Andres	514	73
METRO MANILA	MANILA	BARANGAY 793, San Andres	242	70
METRO MANILA	MANILA	BARANGAY 876, Santa Ana	168	62
METRO MANILA	MANILA	BARANGAY 806, San Andres	408	37
METRO MANILA	MANILA	BARANGAY 782, San Andres	169	70
METRO MANILA	MANILA	BARANGAY 784, San Andres**	931	55
METRO MANILA	MANILA	BARANGAY 802, San Andres	463	60
METRO MANILA	MANILA	BARANGAY 797, San Andres	343	56
METRO MANILA	MARIKINA	TANONG	2109	79
METRO MANILA	PATEROS	SANTA ANA	5578	64
METRO MANILA	QUEZON CITY	SILANGAN	1137	67
METRO MANILA	QUEZON CITY	UP VILLAGE	1,155	107
METRO MANILA	QUEZON CITY	PANSOL	4,076	63
METRO MANILA	SAN JUAN	PASADENA	782	65
METRO MANILA	TAGUIG	SOUTH DAANG HARI	952	63
RIZAL	ANTIPOLO	MAMBUGAN	6235	63
RIZAL	ANTIPOLO	SAN ISIDRO (POB.)	9198	61
RIZAL	BINANGONAN	BILIBIRAN	1202	8
RIZAL	BINANGONAN	PAG-ASA	2270	55
RIZAL	SAN MATEO	DULONG BAYAN 2	1656	59
RIZAL	TAYTAY	SAN JUAN	19069	62

*WSC – water service connection

**Brgy. 784 was added in the sampling to make up for the minimal households surveyed in Brgy. 782.

According to the data collection enumerators, Brgy. 782 is a commercial area, mostly businesses and buildings thus, they were unable to reach the quota of households in that barangay.



SAMPLE (Maynilad) - 20 barangays

Region	Municipality	Barangay	WSC Count*	Actual Respondents
CAVITE	BACOR	CAMPO SANTO	265.8	65
CAVITE	BACOR	MOLINO I	3325.4	61
CAVITE	BACOR	DAANG BUKID	567.8	60
CAVITE	BACOR	P.F. ESPIRITU VIII	1575.2	24
CAVITE	IMUS	PASONG BUAYA II	7119.8	39
CAVITE	IMUS	MALAGASANG II-D	768.2	50
METRO MANILA	MANILA	BARANGAY 408, SAMPALOC	239.8	62
METRO MANILA	MANILA	BARANGAY 204, TONDO	443.8	70
METRO MANILA	MANILA	BARANGAY 552, SAMPALOC	172.8	66
METRO MANILA	MANILA	BARANGAY 528, SAMPALOC	247.6	65
METRO MANILA	MANILA	BARANGAY 95, TONDO	1009.2	65
METRO MANILA	MUNTINLUPA	CUPANG	11666.2	60
METRO MANILA	PASAY	BARANGAY 62	258.8	58
METRO MANILA	PASAY	BARANGAY 163	240.6	65
METRO MANILA	PASAY	BARANGAY 199	439	65
METRO MANILA	PASAY	BARANGAY 25	172.8	65
METRO MANILA	PASAY	BARANGAY 5	207	57
METRO MANILA	PASAY	BARANGAY 81	432.4	66
METRO MANILA	PASAY	BARANGAY 22	160.2	66
METRO MANILA	QUEZON CITY	APOLONIO SAMSON	7716.6	58



Appendix D

Members of the UPCWGS Research Project Team

Core Team

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Jherald Sarmiento

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Metchel Depusoy

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Ma. Eleonor Evalour “Valour” Palomo

Cecil Corpuz

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Annaliza Laderas

Efren John “EJ” Sergio

Ellaine Mercado



Appendix E

Guide Questions for Key Informant Interviews

E.1 KII Questions for All

Policies

1. To your knowledge, are there policies in the MWSS RO that can be described as gender sensitive, gender responsive, or gender transformative? (Give the definition for each term for clarity of answers)
2. Are these policies being implemented? (Make sure you ask about the implementation status of all the policies mentioned).
3. What are the mechanisms for ensuring gender outcomes? For example: appointing gender officers or gender focal persons/points, discussion of gender issues in regular or special meetings, gender training for officials, etc.
4. Is there a monitoring and evaluation (M&E) plan to ensure that the gender-specific outcomes are achieved? // Yes // No //. Please explain.
5. Are there any challenges in implementing gender-related policy?

Gender-responsive Management in Water Governance Institutions

6. To your knowledge, are there more males than females working in your department?
7. Are the workspaces inclusive for both males, females, or people of diverse sexual orientation, gender identity and gender expression?
8. Do you think that the selection process is effective in recruiting both suitable F/M candidates for the different positions?
9. Do you think that F/M staff have different abilities or are better suited for certain fields of work (such as administrative work, communication, field work?). // Yes // No //. Please explain.
10. How are promotions made? Do you see any difference in the promotions for F/M staff? // Yes // No //. Please explain.
11. Is there a functioning committee for receiving and addressing complaints in the organisation?
12. If Yes:
13. Describe this committee.



14. Is it easy to approach the complaints committee?
15. Are you satisfied with the working of the complaints committee? // Yes // No // . Why?
16. Is there an anti-harassment, including sexual-harassment, policy?
17. Are there any changes you want to happen in HR policies and practices with regard to gender concerns?

E.2 KII Questions for Customer Service Regulation Area

18. Have you, at any point, coordinated with the Philippine Commission on Women (PCW) with regard to your services?
19. Do you think that a mechanism for coordination between the MWSS RO and PCW is useful for improving water services? // Yes // No // . Why?
20. Do you have any gender-specific programs, guidelines, policies in your department?
21. Does your department/office consider gender in its consumer handling and complaints services? Why or why not?
22. Should gender be a consideration? Why or why not?

E.3 KII Questions for Human Resource Unit – Administration Department

23. Who participates in the meetings held for taking (a) strategic management decisions and (b) routine operational decisions? (Determine the sex of the participants)
24. Who decides the date, time, venue for the meetings and sets the agenda for the meeting?
25. How often are suggestions by male participants accepted? On a scale of 1 to 5, with 1 being never accepted and 5 being always accepted.
26. How often are suggestions by female participants accepted? On a scale of 1 to 5, with 1 being never accepted and 5 being always accepted
27. How are disagreements resolved when there are differences or disagreements between the views or suggestions of F/M participants?

E.4 KII Questions for Public Information Department

28. Does the MWSS RO have a programme or project for creating public awareness about gender-specific objectives and commitments?
29. If Yes:
30. Which method is used for creating public awareness about the gender-specific objectives and commitments of the MWSS RO? (For example: use



of social media, publications, websites, audiovisuals, billboards, brochures, flyers, etc. Give details.)

31. What are the key gender messages used for creating public awareness?
Draw a list of key gender messages.
32. What is the aim of the awareness raising programme or project? Please explain.
33. Does the MWSS RO keep records about the methods used for creating public awareness? (For example: number of brochures distributed, number of people attending the public meetings, number of people visiting the Ministry or Department website, etc.). If yes, review these records.
34. Which method was not successful? Why?
35. What kind of feedback was received?

E.5 KII Questions for Gender Focal Person

36. How many F/M GFP are there?
37. How are the GFP selected/appointed?
38. What are your roles and responsibilities?
39. Did you receive any training to perform the role of GFP?
40. How has your work contributed to gender-specific decisions?
41. How has your work contributed to improving gender equality in the organisation?
42. How has your work contributed to improving services for male and female water users/consumers?
43. What are the challenges and how do you overcome them?
44. How many decisions have been taken in the past five years that contribute to improving gender equality in the organisation?

Gender M&E

45. Are there gender-specific indicators in MWSS RO M&E plans or programs?
46. Please identify the indicators.
47. Are the indicators GR, GS, or GT?
48. What gender outcomes are recorded or measured in M&E reports?
49. Are the gender outcomes achieved? // Yes // No //
50. What is the number and type of outcomes that have been met/not met? If they have not been met, specify the reasons.
51. What are the constraints in integrating and assessing gender indicators and outcomes?
52. What measures have been taken to overcome these constraints?



53. What measures are taken to ensure that efforts are made to achieve gender outcomes?
54. Who has the authority to ensure that efforts to achieve gender outcomes are being made, or that they are achieved? How does the designated authority monitor the steps taken to achieve the gender outcomes?
55. What is the process for assessing the achievement of gender outcomes?
56. Do men and women members of target groups (for example local communities) participate in the assessment? // Yes // No //
57. If yes, explain the process
58. Was there a separate space (for example, single gender focus group) for women and men to discuss these issues and participate in this assessment? // Yes // No. Please explain.
59. What is the budget for M&E in PhP?
60. Is it adequate for M&E gender results? // Yes // No //. Please explain.
61. Are any additional costs (beyond M&E budget) for assessing gender indicators and outcomes made available? // Yes // No //
62. If yes, please provide details.



Appendix F

List of Key Informants in MWSS RO

Department	Informants
Public Information Department	Joan Michelle S. Antonio Department Manager
	Simon Efraim M. Borromeo Public Information Officer III
Customer Service Regulation Area	Lee Robert M. Britanico Deputy Administrator
	Rosendo O. Alegre Department Manager for Customer and Complaint Services, Monitoring Department, Customer Service Regulation Area
	Christine E. Navarro Senior Public Utilities Regulation Officer
Human Resource Unit - Administration Department	Patricia Paula A. Seriritan Technical Assistant
	Ranjev M. Garcia Administrative Officer III
	Ken Harold M. Turalba Industrial Relations Management Officer
	Jolina U. Villalobos Administrative Officer
GAD Focal Point System Representatives	Atty. Claudine B. Orocio-Isorena Deputy Administrator, Administration and Legal Affairs; Chairperson, Gender and Development Focal Point System
	Yves S. Balerio Gender and Development Specialist

Appendix G

Survey Data

G.1 DEMOGRAPHICS

Table G.1.1. Household Classification of Respondents

Household Classification	Count	%
Original	2073	82.62
Substitute	358	14.27
Replacement	78	3.11
Total	2689	

Note: There are a total of 2,689 respondents interviewed for the survey. However, 57 observations were removed in the analysis due to misclassification error.

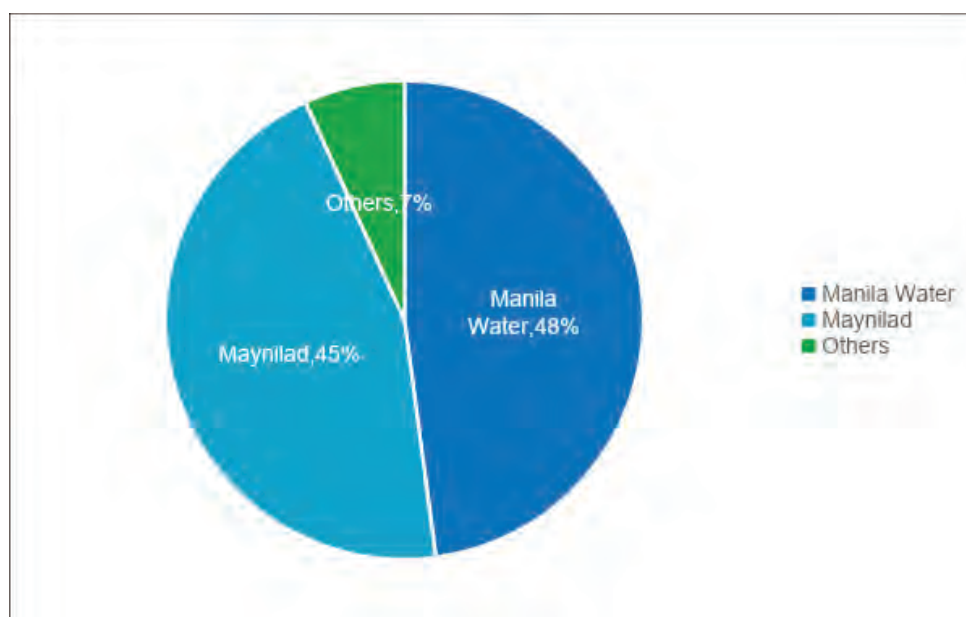


Figure G.1.1. Percentage Distribution of Respondents per Water Concessionaire

Table G.1.2. Distribution of Respondents per Water Concessionaire

Water Service Provider	Count	%
Manila Water	1260	47.9
Maynilad	1192	45.3
Others	180	6.8
Total	2632	



Profile ng Respondente

5. Saan ang iyong lokasyon (Manila Water)?

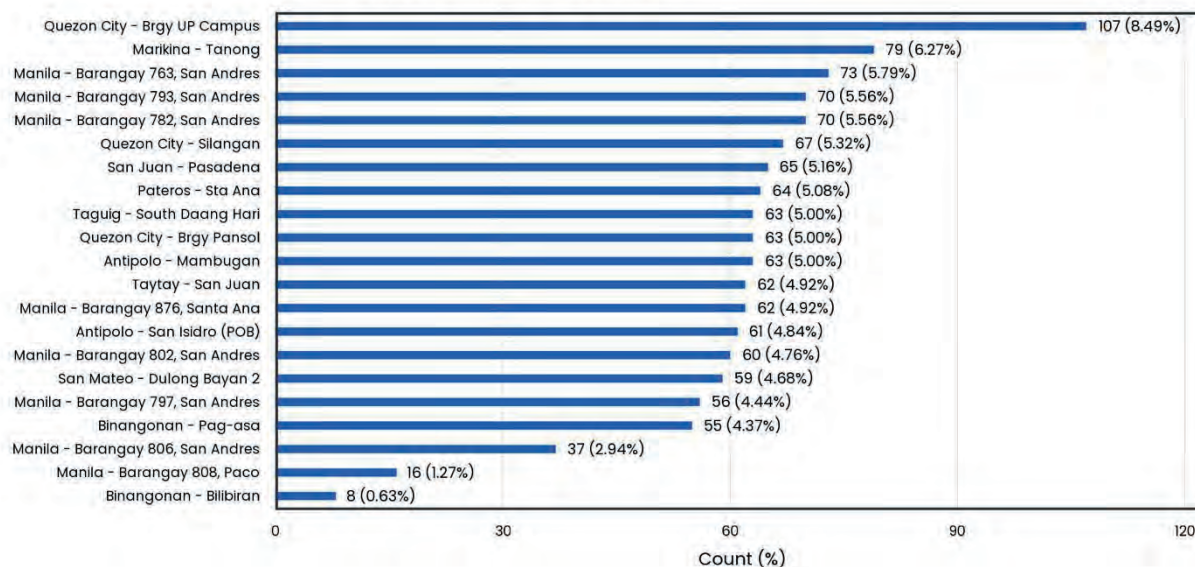


Figure G.1.2. Distribution of Location of Respondents under Manila Water

Profile ng Respondente

5. Saan ang iyong lokasyon (Maynilad)?

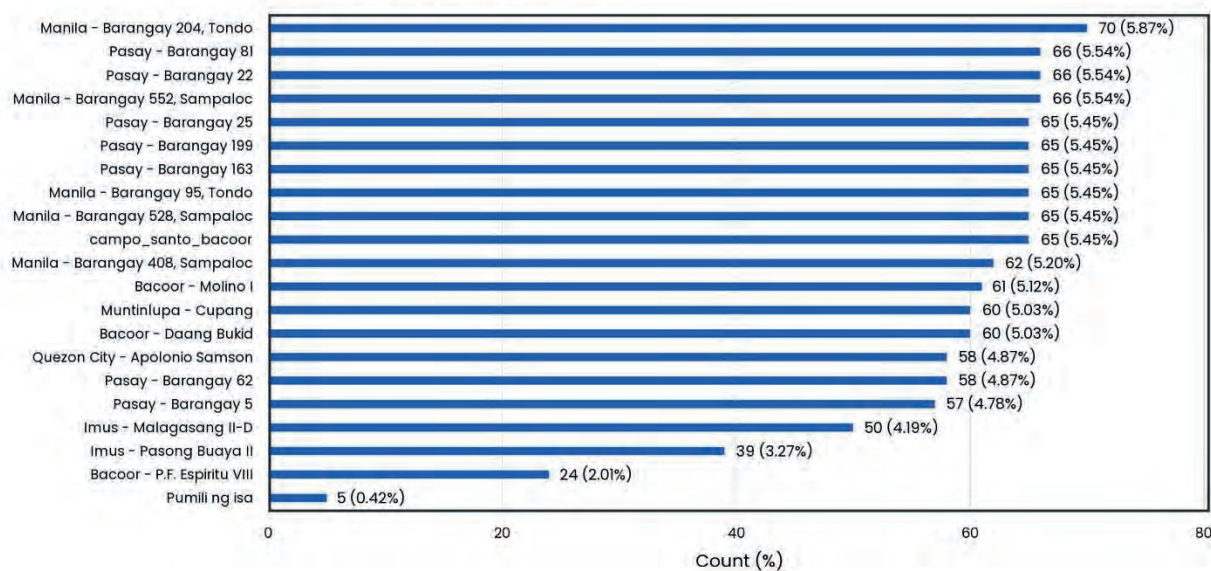


Figure G.1.3. Distribution of Location of Respondents under Maynilad

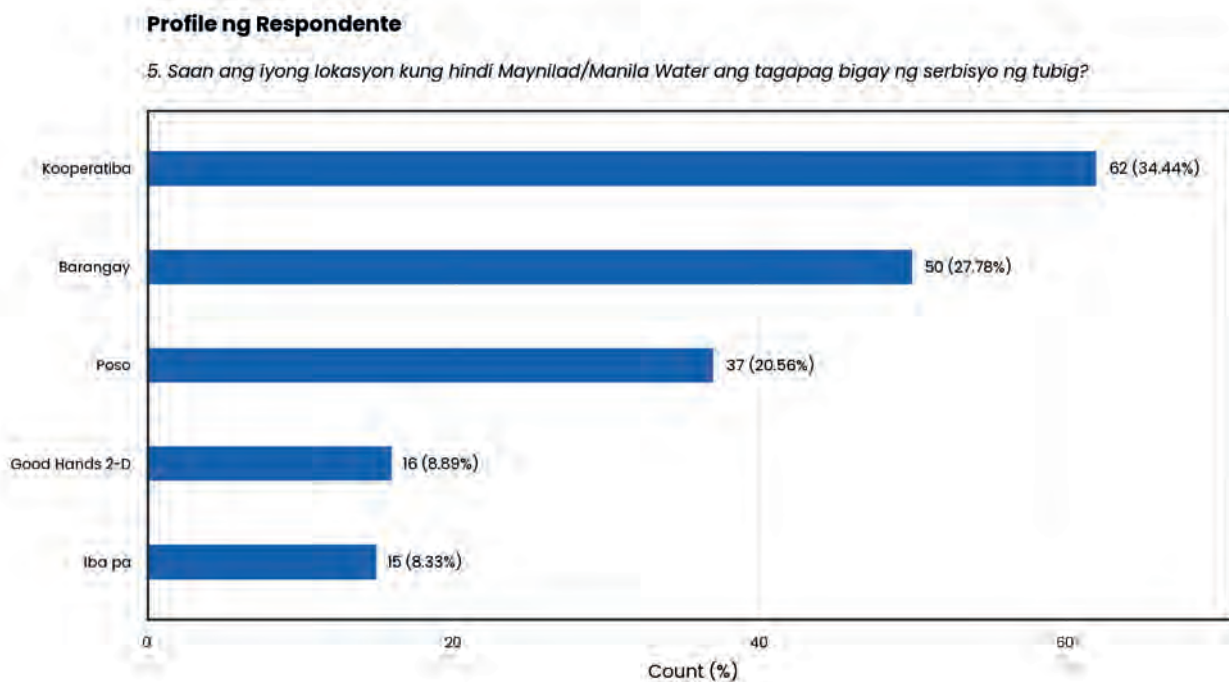


Figure G. 1.4: Water service provider of respondents not under MWSS RO

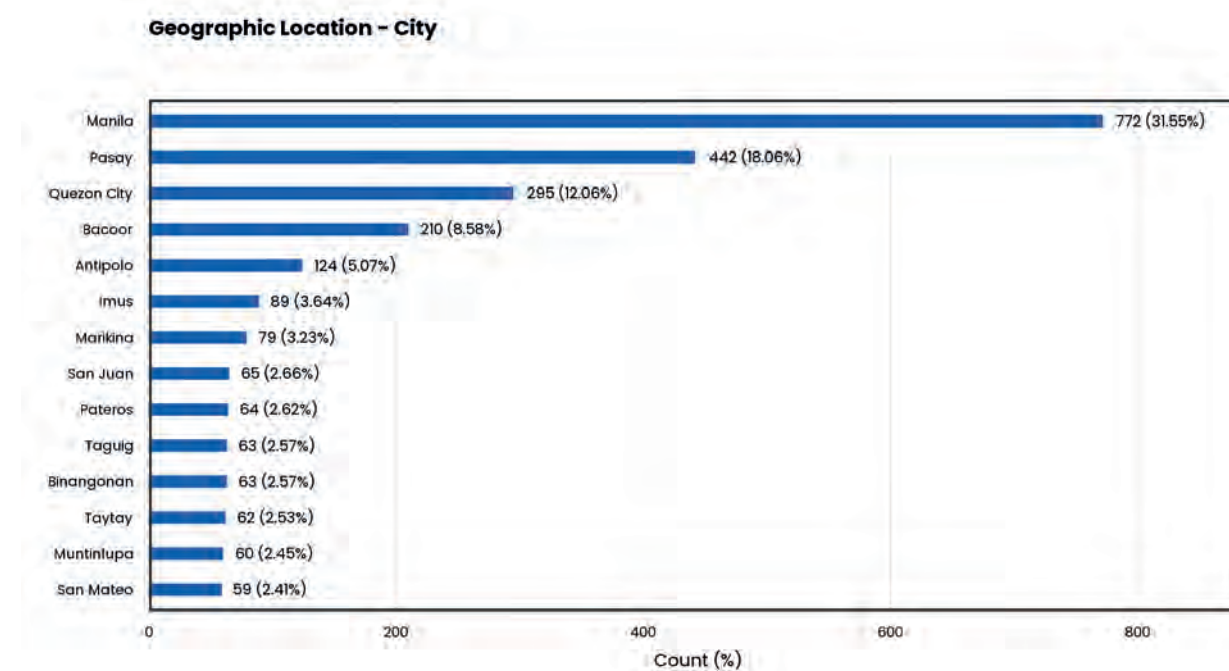


Figure G. 1.5: Distribution of the Geographic Location of Respondents per City



Profile ng Respondente

6. Ano ang iyong edad?

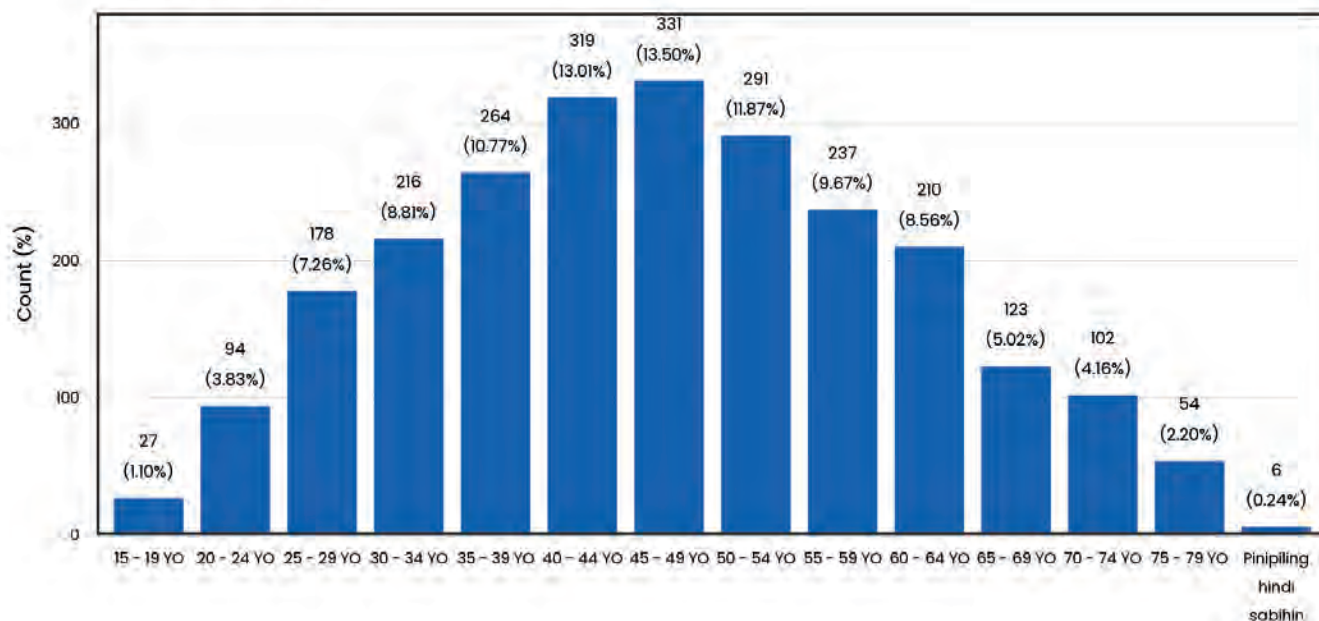


Figure G. 1.6: Age Distribution of Respondents

Age Distribution by Sex at Birth

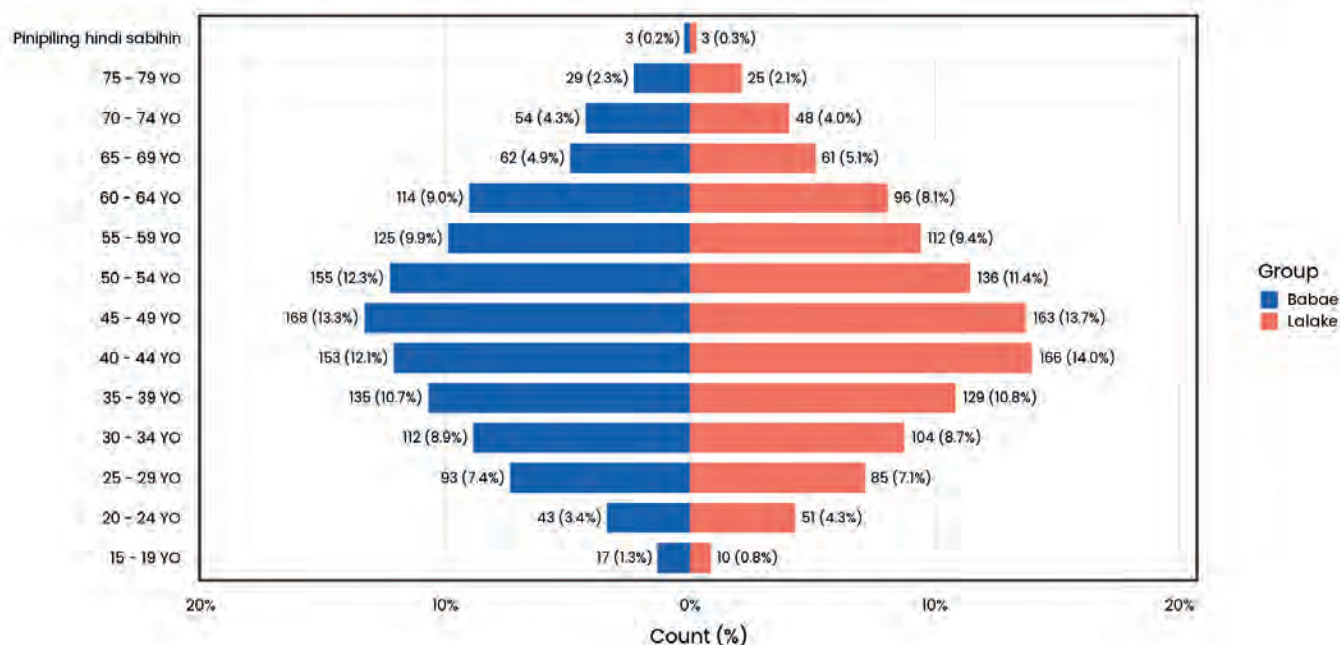


Figure G. 1.7: Age Distribution of Respondents by Sex at Birth

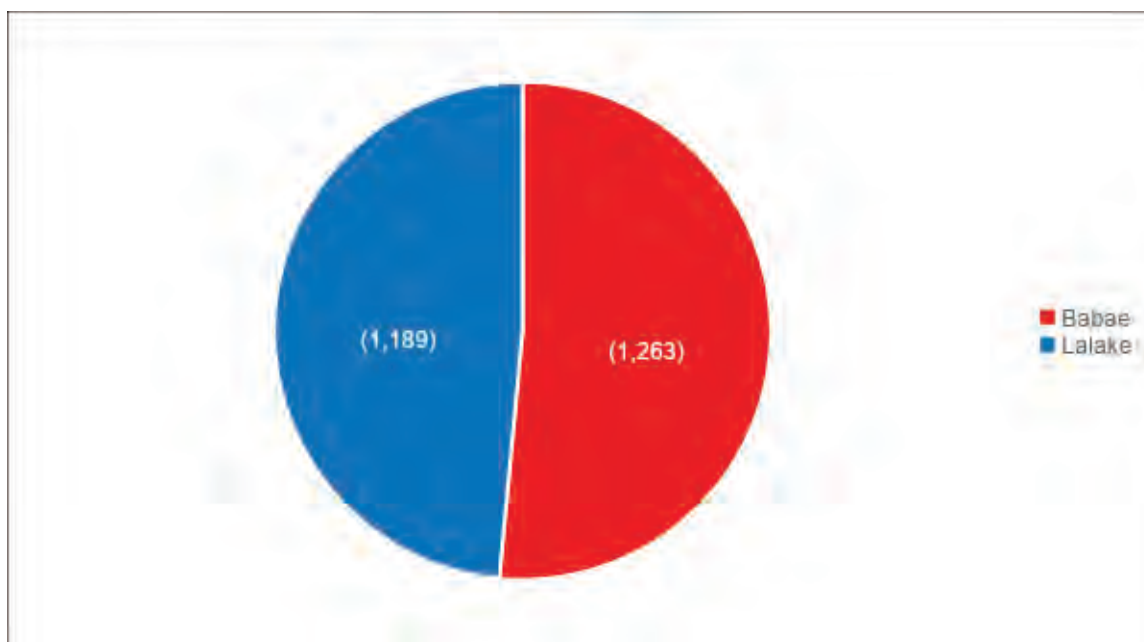


Figure G.1.8. Percentage Distribution of Respondents by Sex at Birth

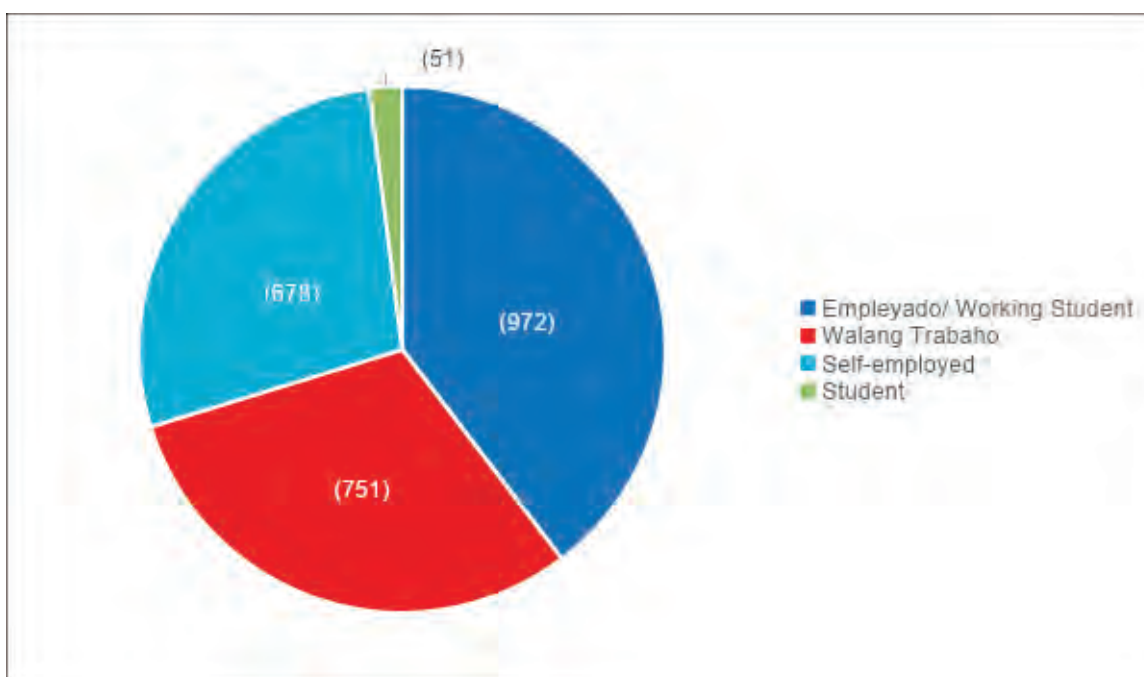


Figure G.1.9. Percentage Distribution of Respondents by Employment Status

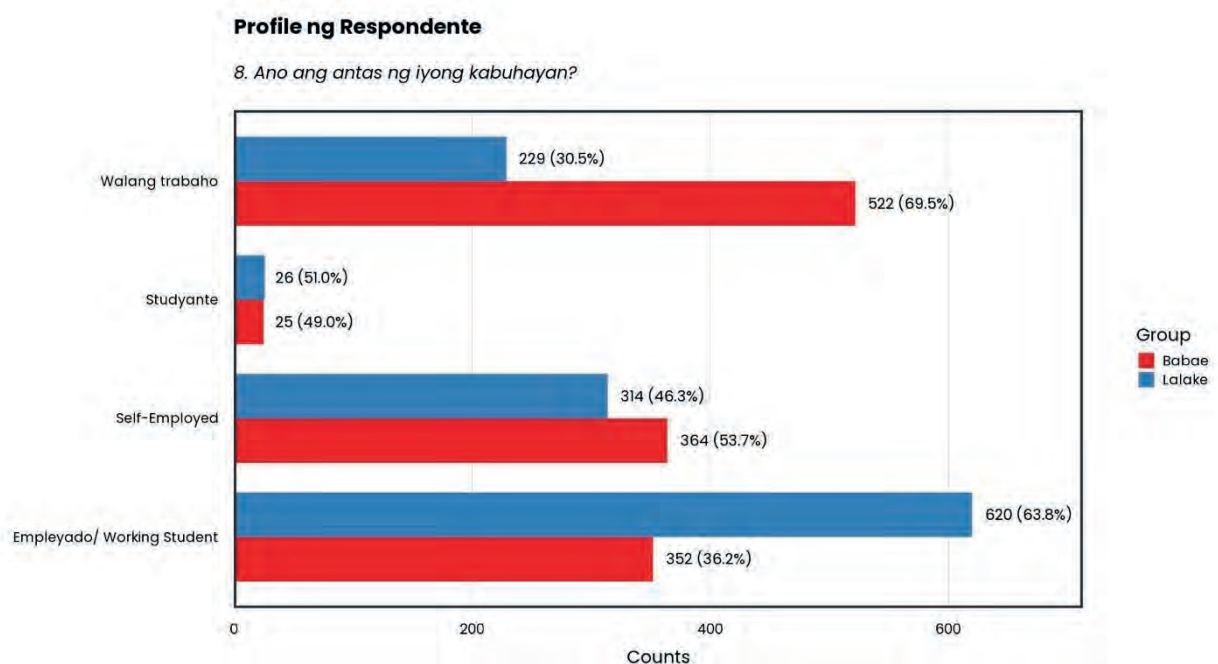


Figure G.1.10. Sex-disaggregated Employment Status of Respondents

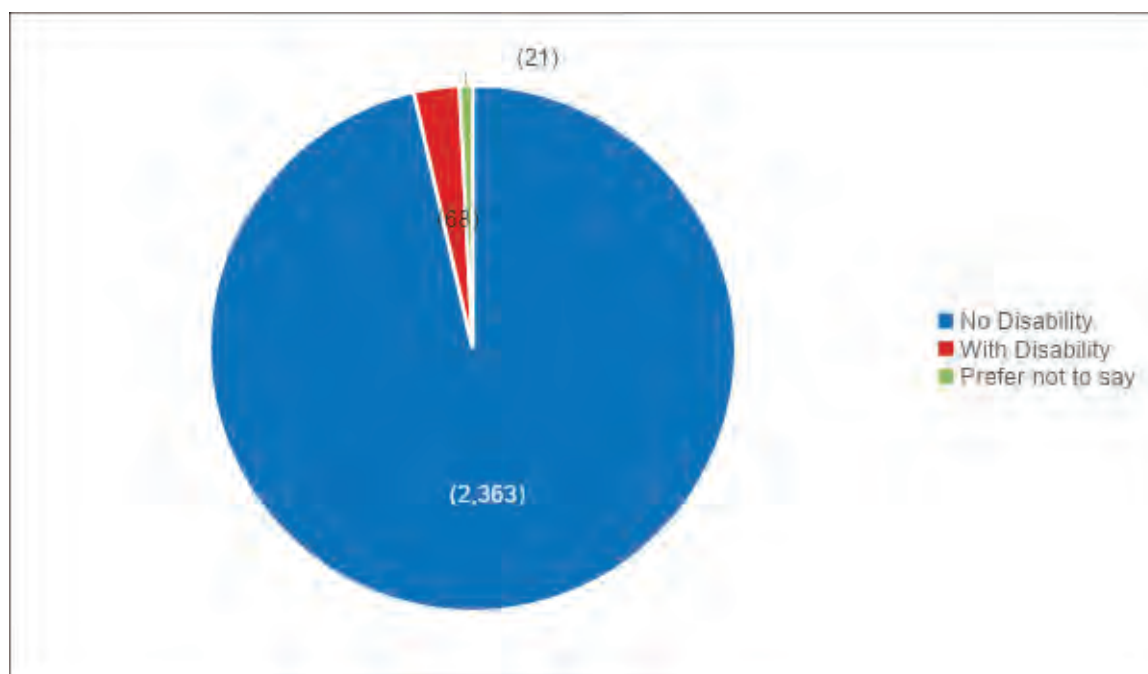


Figure G.1.11. Percentage Distribution of Disability Status of Respondents

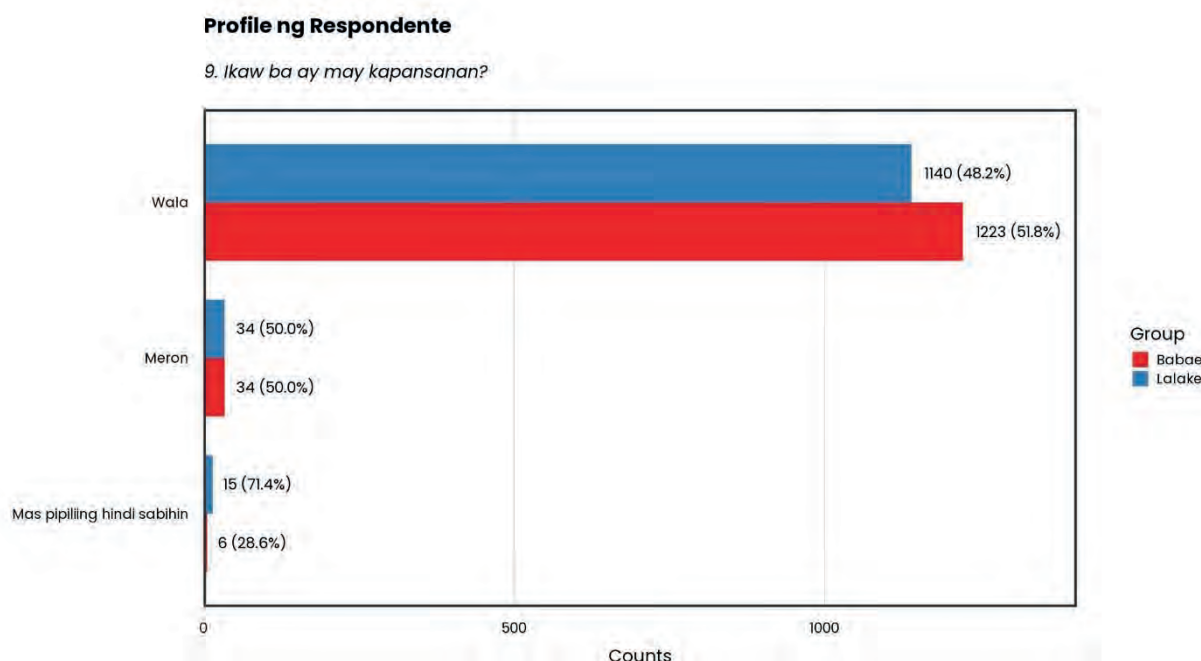


Figure G.1.12. Sex-disaggregated Disability Status of Respondents

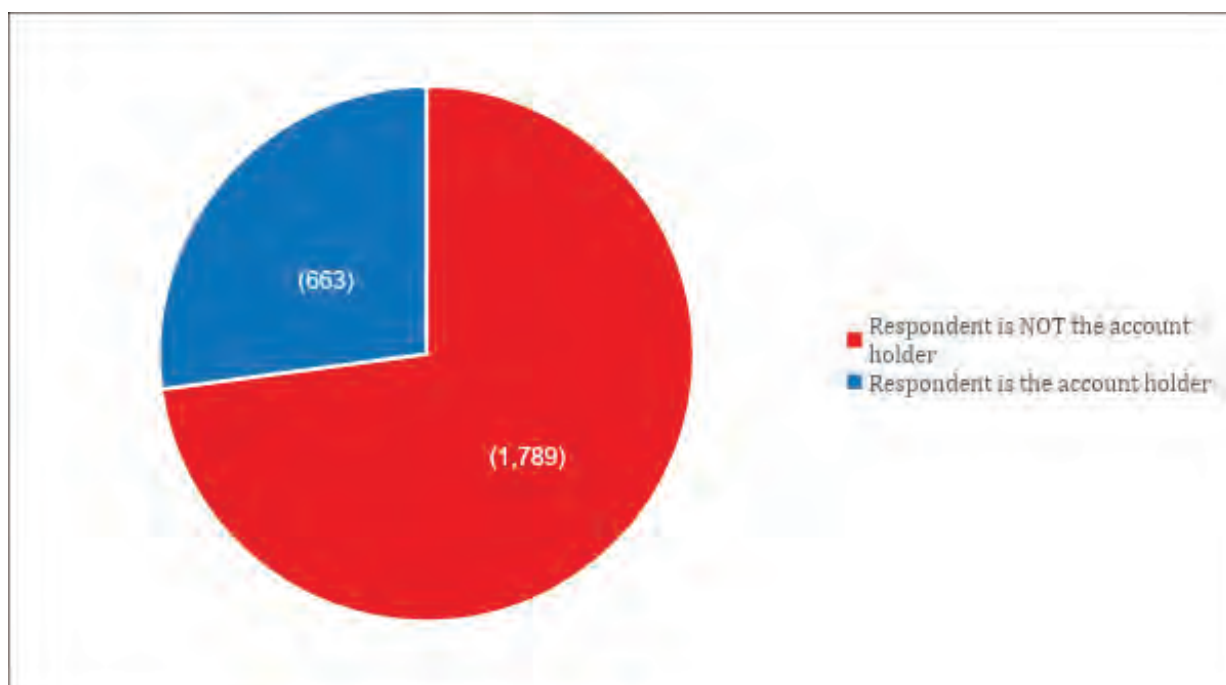


Figure G.1.13. Percentage Distribution of Respondents by Account Ownership

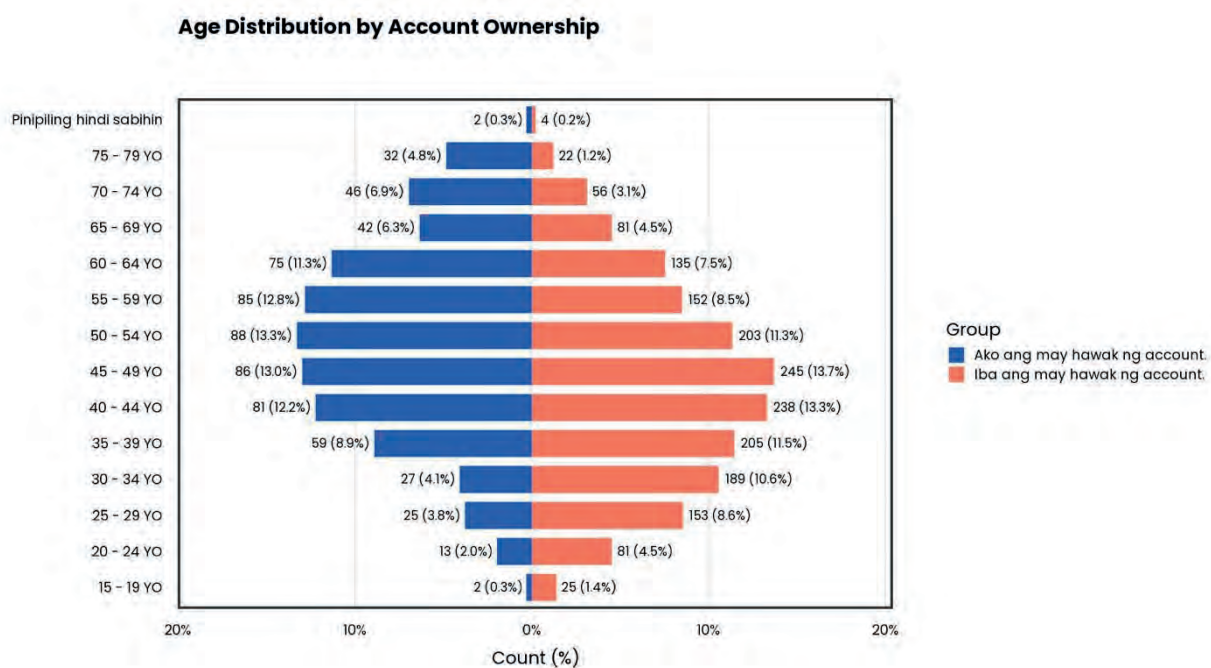


Figure G.1.14. Age Distribution of Respondents by Account Ownership

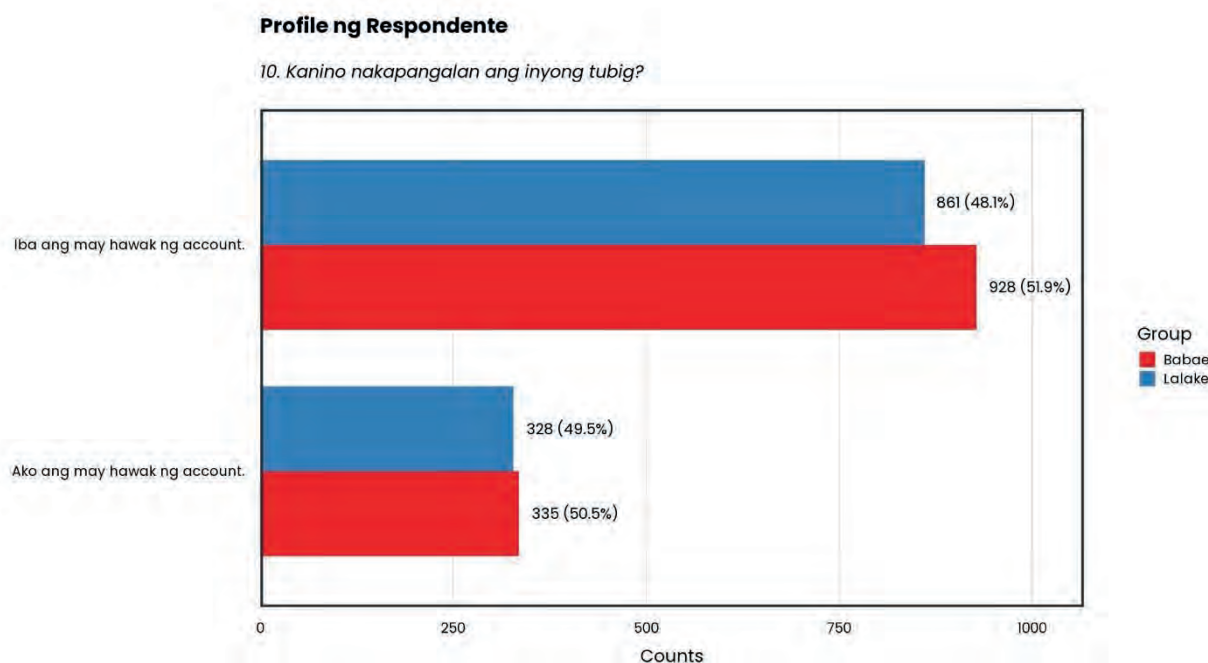


Figure G.1.15. Sex-Disaggregated Distribution of Respondents by Account Ownership

Profile ng Respondente

12. Ano ang iyong relasyon sa may hawak ng account?

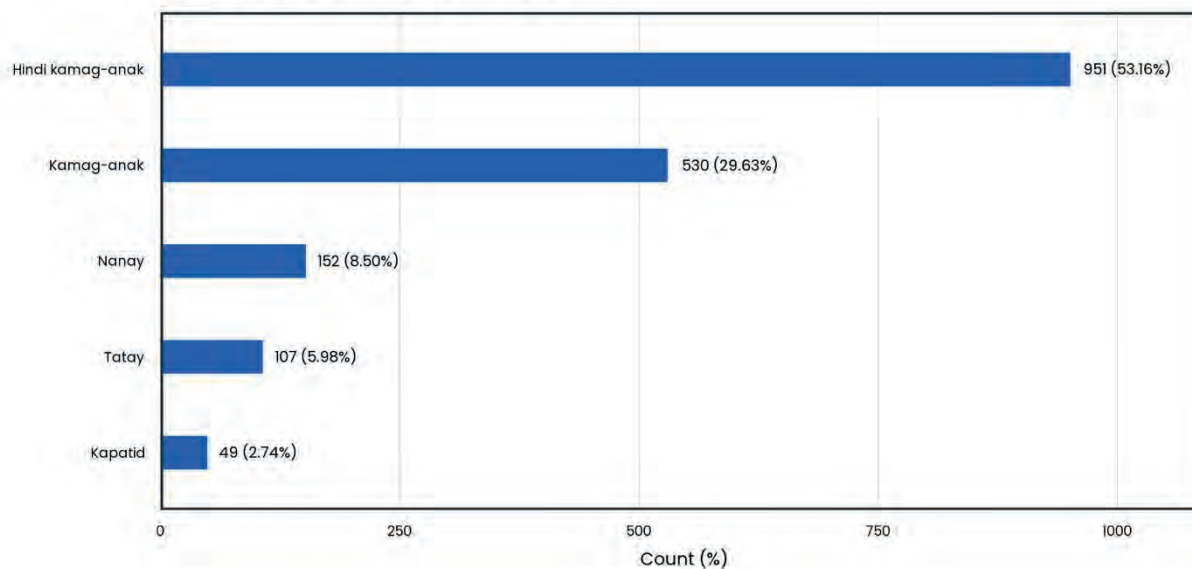


Figure G.1.16. Relationship with Account Holder

Tungkol sa mga Miyembro ng Sambahayan

13. Ilang tao, bukod sa iyong sarili, ang nasa kabahayan?

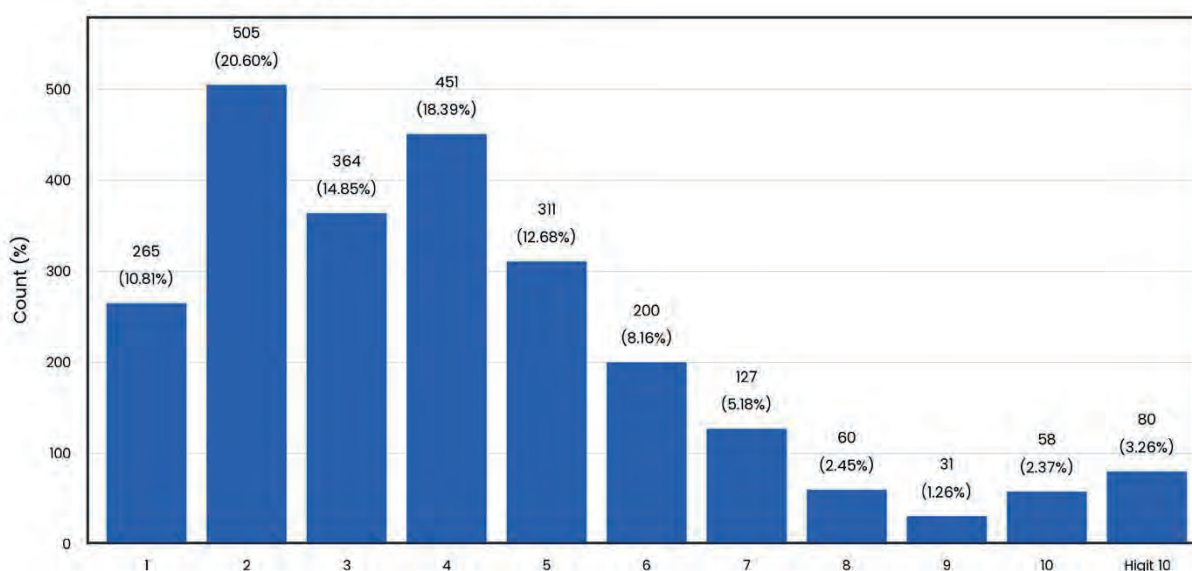


Figure G.1.17. Distribution of the Number of Household (HH) Members (apart from the respondent)

Tungkol sa mga Miyembro ng Sambahayan

Mga miyembro ng sambahayan/15. Ano ang edad ng miyembro ng iyong kabahayan?

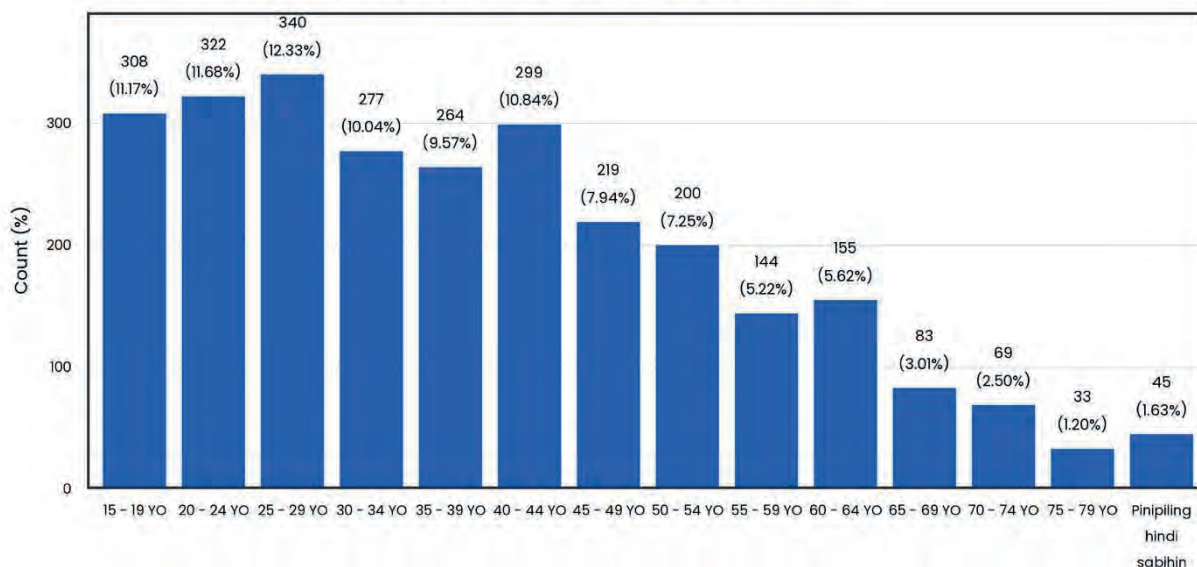


Figure G.1.18. Age Distribution of HH Members (apart from the respondent)

Age Distribution by Sex at Birth

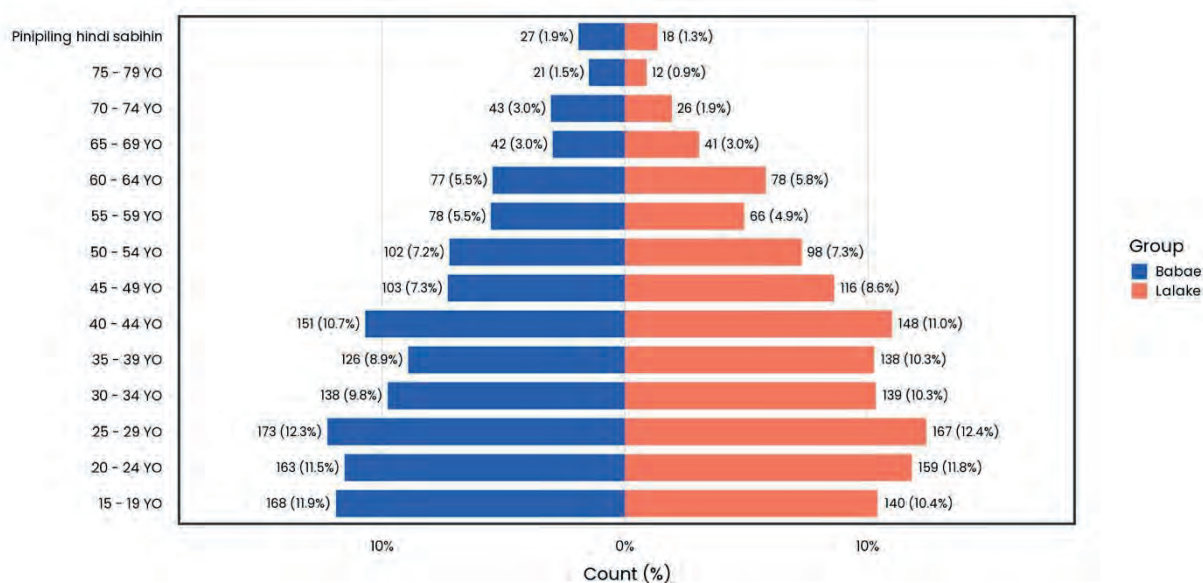


Figure G.1.19. Age Distribution of HH Members by Sex (apart from the respondent)

Table G.1.3. Sex at Birth of HH Members (apart from respondent)

Sex at Birth	Count	%
Babae	1412	51.2
Lalake	1346	48.8
Total	2758	

Table G.1.4. Employment Status of HH Members (apart from respondent)

Employment Status	Count	%
Empleyado/ Working Student	1174	42.6
Walang Trabaho	632	22.9
Self-employed	590	21.4
Student	362	12.96
Total	2758	

Tungkol sa mga Miyembro ng Sambahayan

Mga miyembro ng sambahayan/17. Ano ang estado ng kabuhayan ng miyembro ng iyong kabahayan?

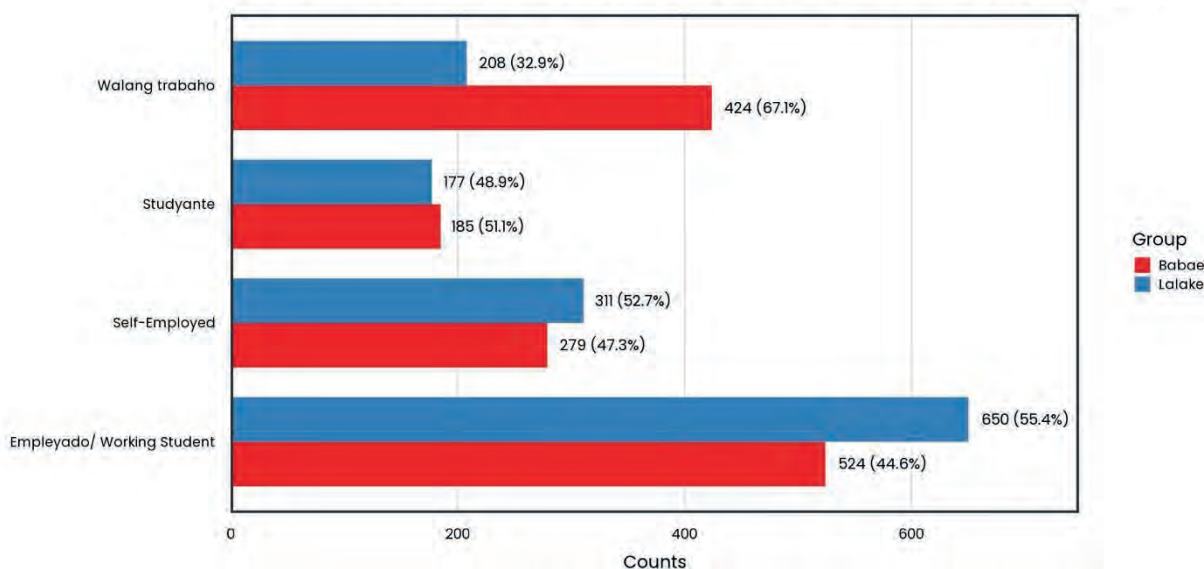
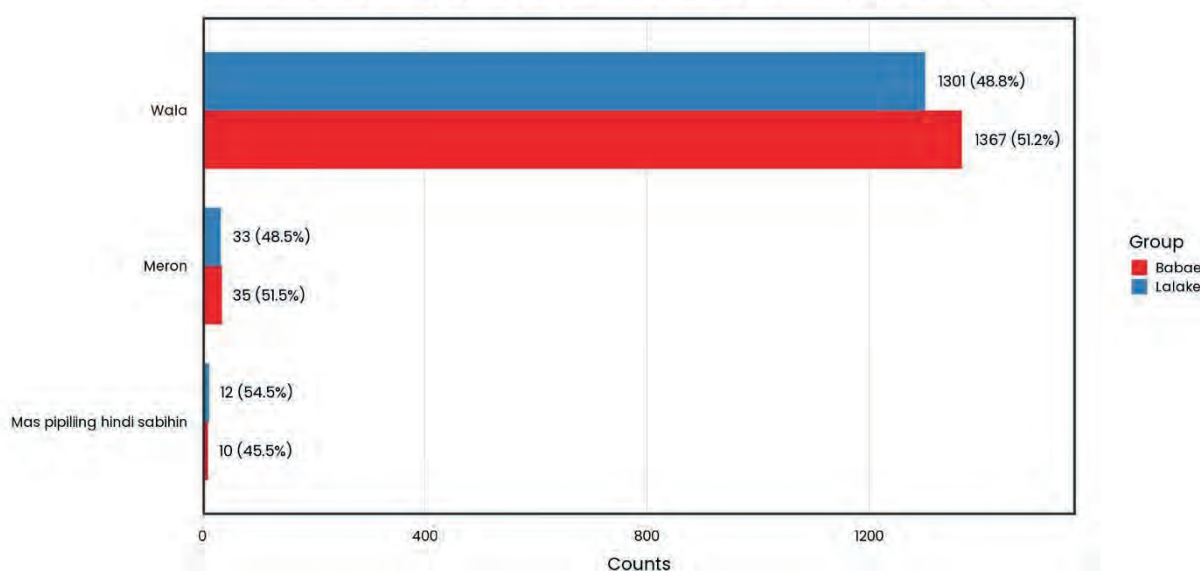

Figure G.1.20. Employment Status of HH Members by Sex (apart from the respondent)

Table G.1.5. Disability Status of HH Members (apart from respondent)

Disability	Count	%
No Disability	2668	96.7
With Disability	68	2.5
Prefer not to say	22	0.8
Total	2758	

Tungkol sa mga Miyembro ng Sambahayan

Mga miyembro ng sambahayan/18. May kapansanan ba ang miyembro ng iyong kabahayan?

**Figure G.1.21.** Disability Status of HH Members by Sex (apart from the respondent)**Table G.1.6.** Whether or not the HH Member is the HH Head

Household Member	Count	%
Is NOT the household head	1574	57.1
Is the household head	1184	42.9
Total	2758	

Tungkol sa mga Miyembro ng Sambahayan

Mga miyembro ng sambahayan/19. Ang miyembro ba na ito ang namumuno sa kabahayan ninyo?

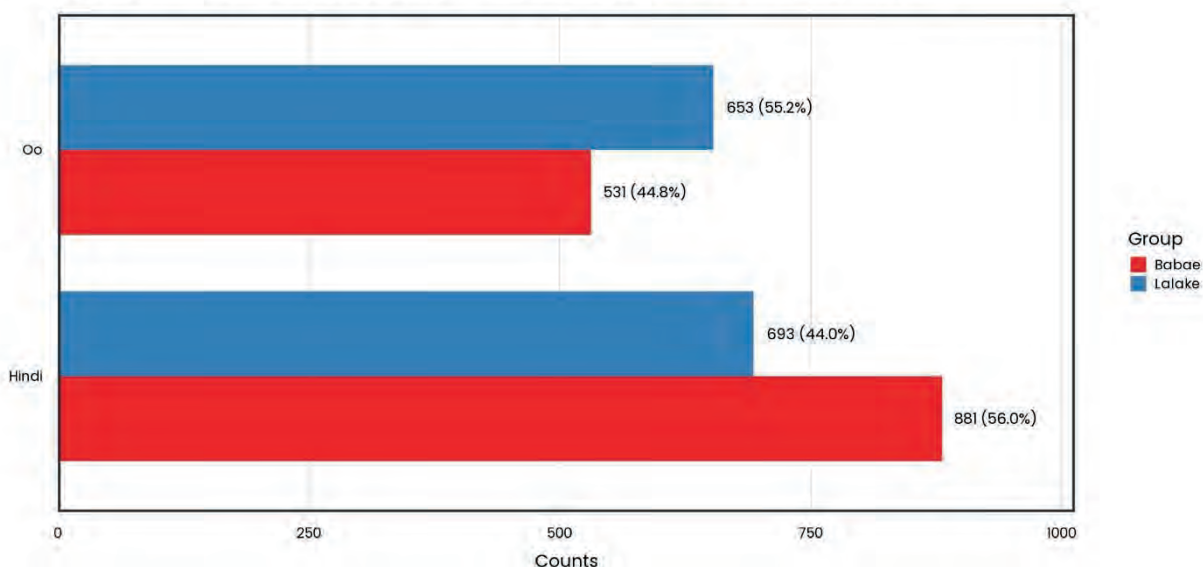


Figure G.1.22. Household Head Status of HH Members by Sex (apart from the respondent)

Tungkol sa mga Miyembro ng Sambahayan

Mga miyembro ng sambahayan/19. Ang miyembro ba na ito ang namumuno sa kabahayan ninyo?

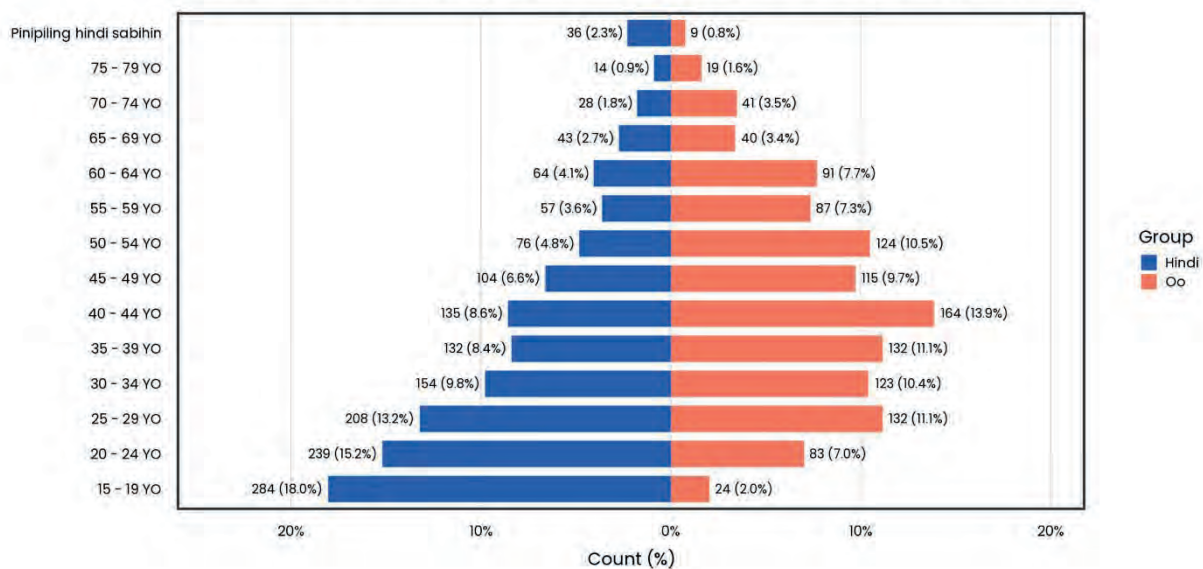


Figure G.1.23. Age Distribution of HH Members by HH status (apart from the respondent)

Table G.1.7. Disability Status vs HH Status of HH Member

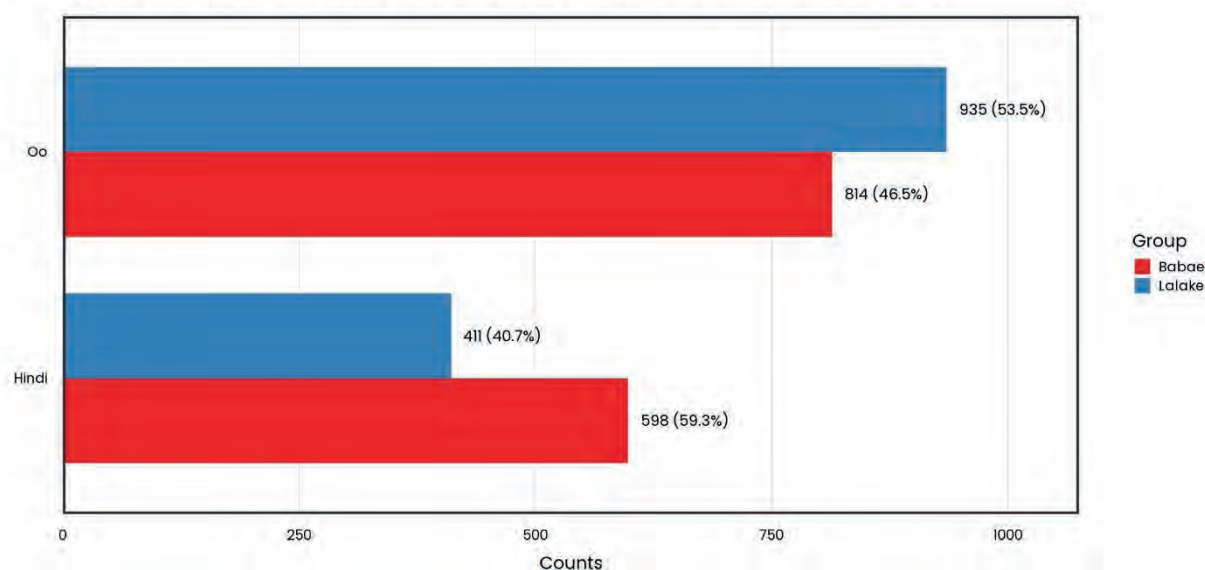
Disability Status	Household Member		Total
	Is NOT the HH head	Is the HH head	
Prefer not to say	12 (54.5 %)	10 (45.5 %)	22
With Disability	31 (45.6 %)	37 (54.4 %)	68
No Disability	1531 (57.4 %)	1137 (42.6 %)	2668
Total	1574	1184	2758

Table G.1.7. Whether or not the HH Member contributes to the HH income

Household Member	Count	%
Contributes	1749	63.4
Does not contribute	1009	36.6
Total	2758	

Tungkol sa mga Miyembro ng Sambahayan

Mga miyembro ng sambahayan/20. Tumutulong ba siya sa pagbabayad ng mga gastusin sa bahay?

**Figure G.1.24.** Income Contribution of HH Members by Sex (apart from the respondent)

Tungkol sa mga Miyembro ng Sambahayan

Mga miyembro ng sambahayan/20. Tumutulong ba siya sa pagbabayad ng mga gastusin sa bahay?

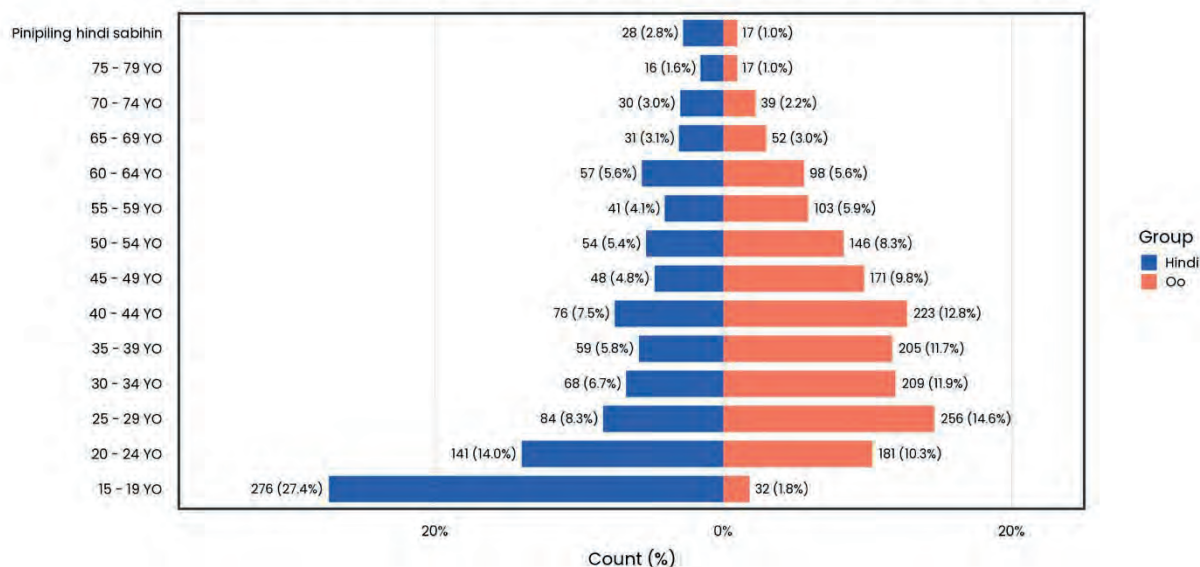


Figure G.1.25. Age Distribution of HH Members by Income Contribution (apart from the respondent)

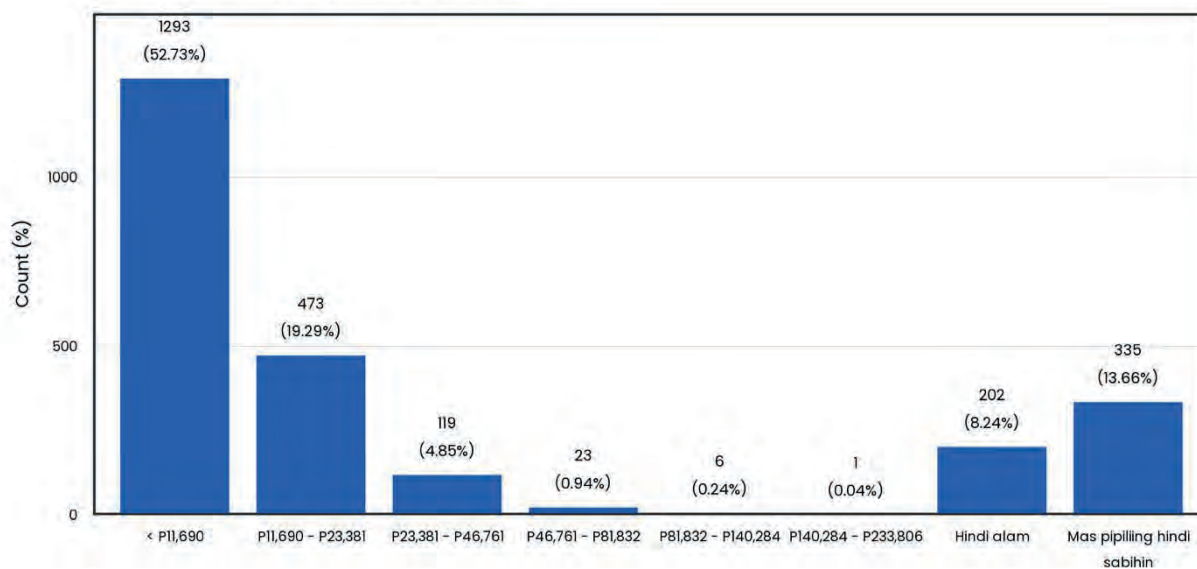
Table G.1.8. Disability Status vs Income Contribution of HH Member

Disability Status	Household Member		Total
	Does not contribute	Contributes	
Prefer not to say	11 (50.0%)	11 (50.0%)	22
With Disability	27 (39.7%)	41 (60.3%)	68
No Disability	971 (36.4%)	1697 (63.6%)	2365
Total	1009	1749	2758

G.2 BILL PAYMENT AND WATER USE

Household Water Bill and Payment

21. Ano ang buwanang kita sa buong kabahayan?



*The income brackets used in the survey are from the Philippine Institute for Development Studies (PIDS) and used by the National Economic and Development Authority (NEDA).

Figure G.2.1. Income Distribution of Respondents

Household Water Bill and Payment

22. Sa pagbabayad ng bill ng tubig, sino ang miyembro ng kabahayan na taga-transact sa bayad center/online?

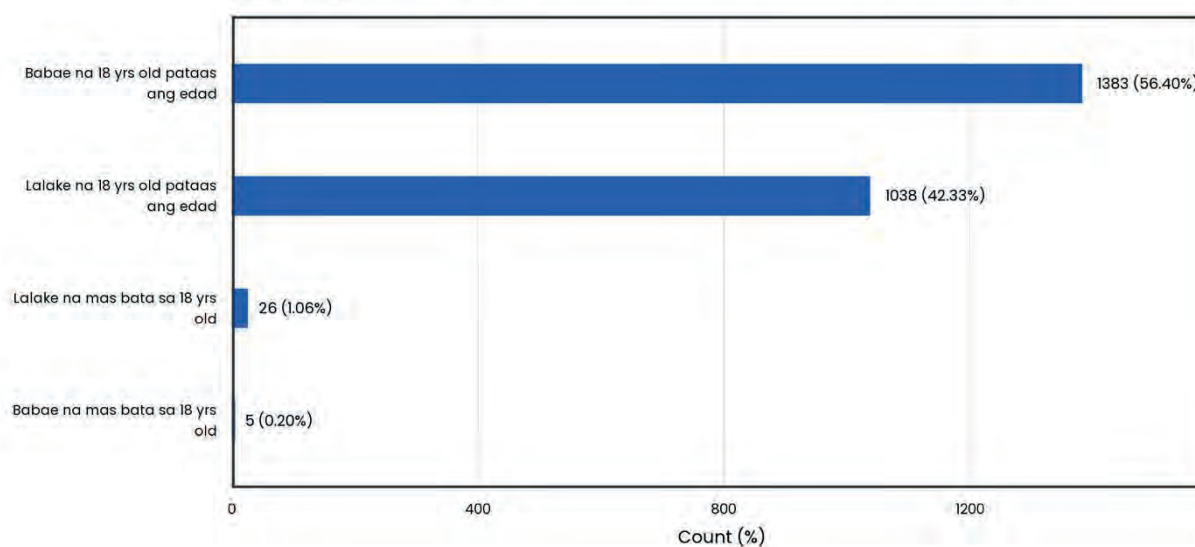


Figure G.2.2. Member of the household responsible for actual water bill payment

Household Water Bill and Payment

23. Sa pagbabayad ng bill ng tubig, sino ang miyembro ng kabahayan na sumasalo sa gastusin?

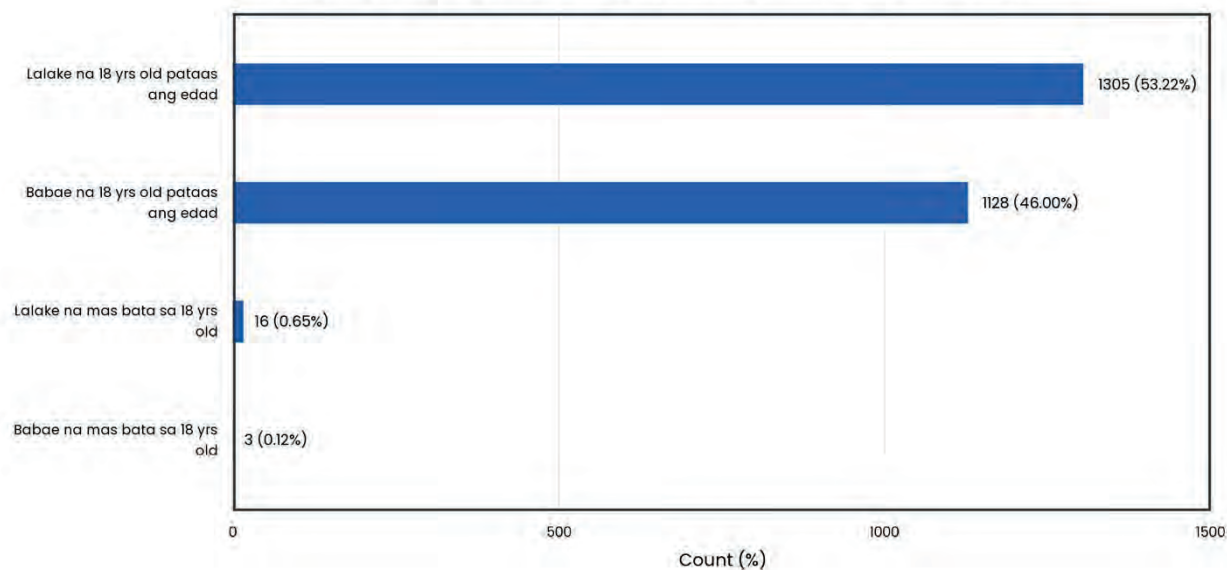


Figure G.2.3. Member of the household who bears the water bill expense

Household Water Bill and Payment

24. Paano binabayaran ang bill sa nakaraang tatlong buwan?

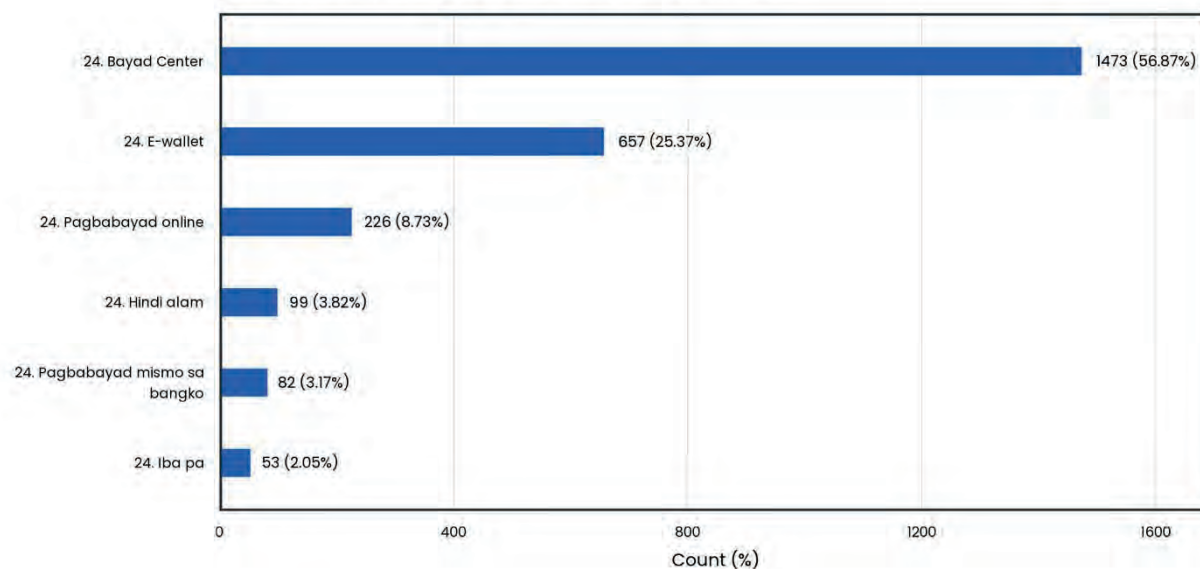


Figure G.2.4. Payment channels used to pay for the water bill

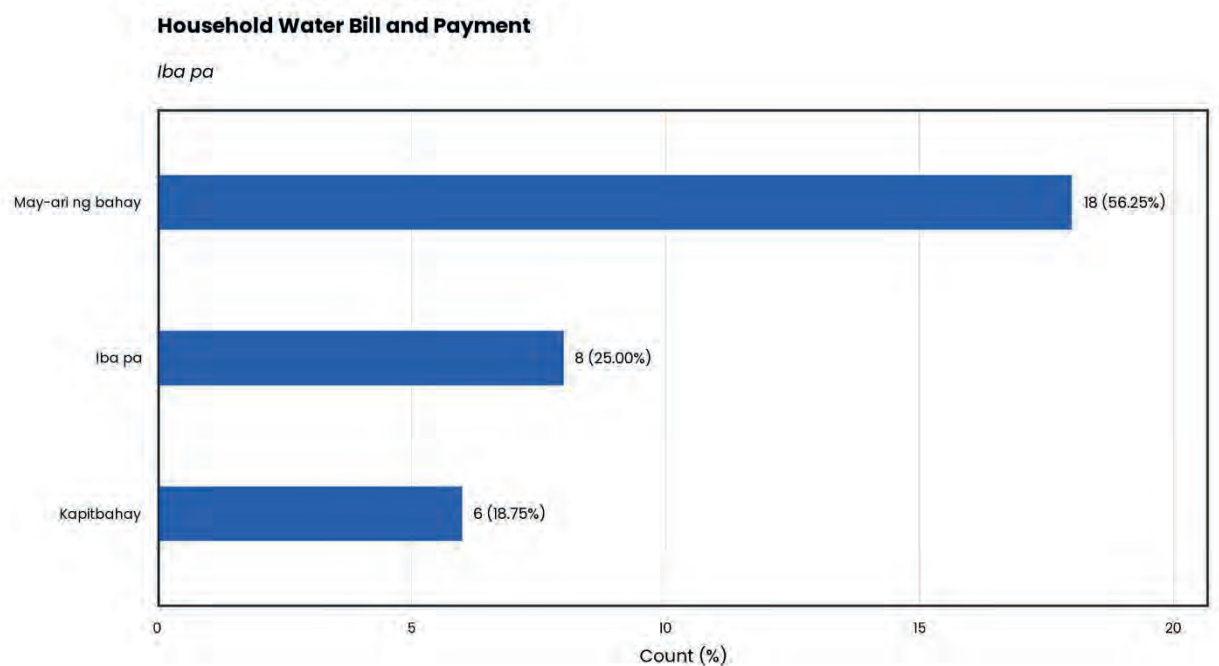


Figure G.2.5. Payment channels (apart from the choices) used to pay for the water bill

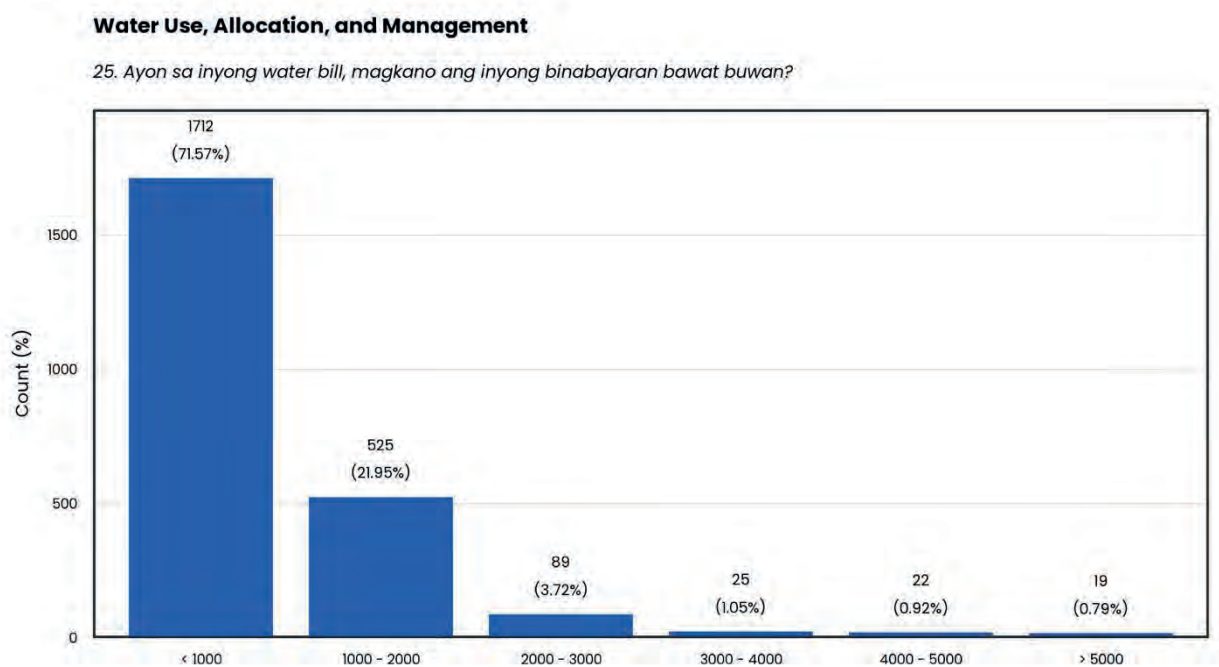


Figure G.2.6. Average water expense per month based on water bill

Water Use, Allocation, and Management

25. Ayon sa inyong water bill, magkano ang inyong binabayaran bawat buwan?

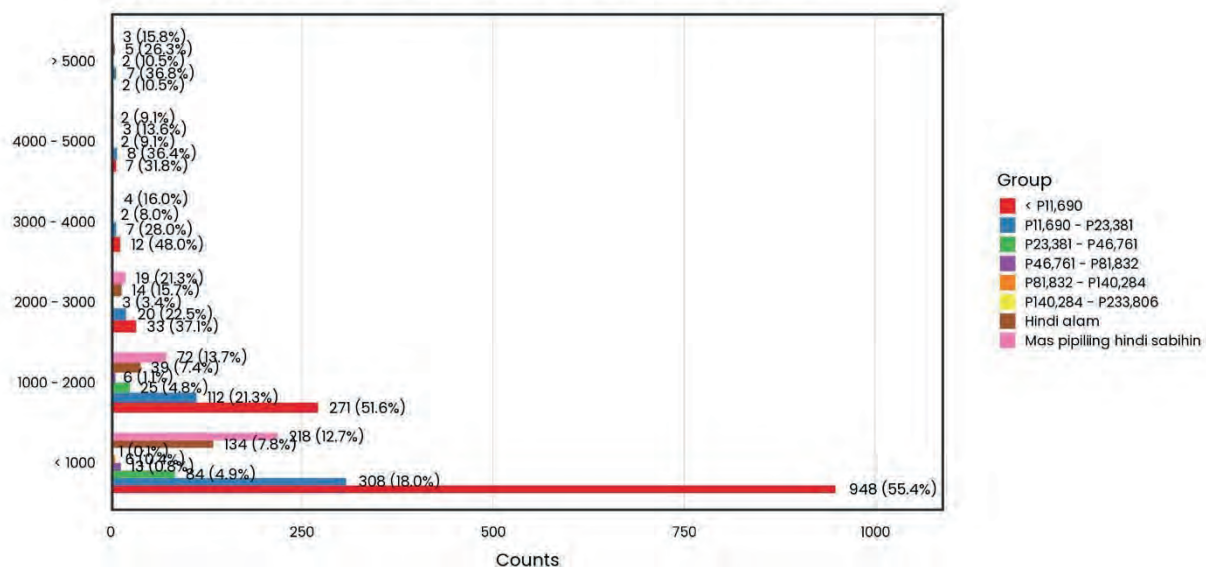


Figure G.2.7. Average water expense vs Income Distribution

Table G.2.1. Purpose of Water Use

Water Usage	Counts	% of respondents
Pagliligo	2000	83.5
Paghuugas at paglalaba	2002	83.6
Pagluluto	1929	80.5
Paglilinis	1849	77.1
Pag-inom	1595	66.5
Iba pa	79	3.3

***Note:** These are from multiple responses.

Water Use, Allocation, and Management

Kung pinili mo ang "iba pa" mangyaring ipahiwatig kung ano ito sa ibinigay na espasyo.

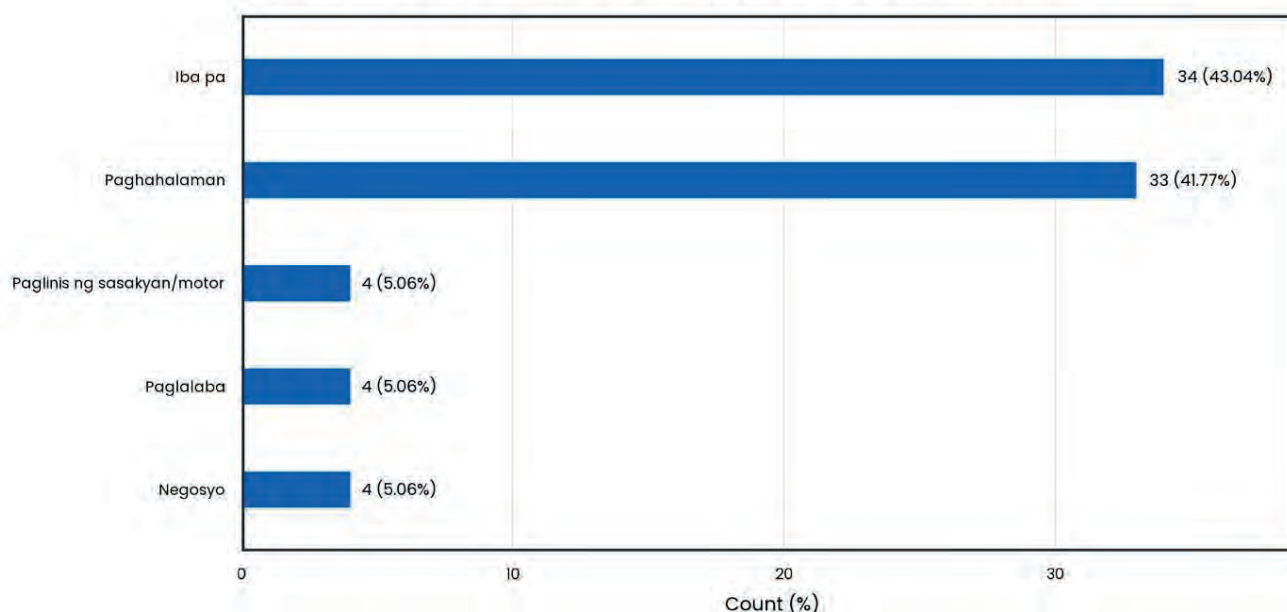


Figure G.2.8. Purpose of Water Use (if “Others” was selected)

***Note:** Around 30 respondents answered “Iba pa” however did not specify. Also, 33 respondents specified “paghahalaman”.

Table G.2.2. Ranking of Water Usage by Priority

Rank	Usage	No. of respondents*
1	Pag-inom	1,430
2	Pagluluto	1,146
3	Paliligo	1,082
4	Pag huhugas ng pinggan at paglalaba	1,040
5	Paglilinis	1,060
6	Iba pa	30

***Note:** Number of respondents per rank

Question: Sa iyong palagay, ang mga miyembro ng sambahayan ay may iba't ibang gamit ng tubig batay sa kanilang kasarian? (*Do you think that members of the household have different uses for water based on their sex?*)

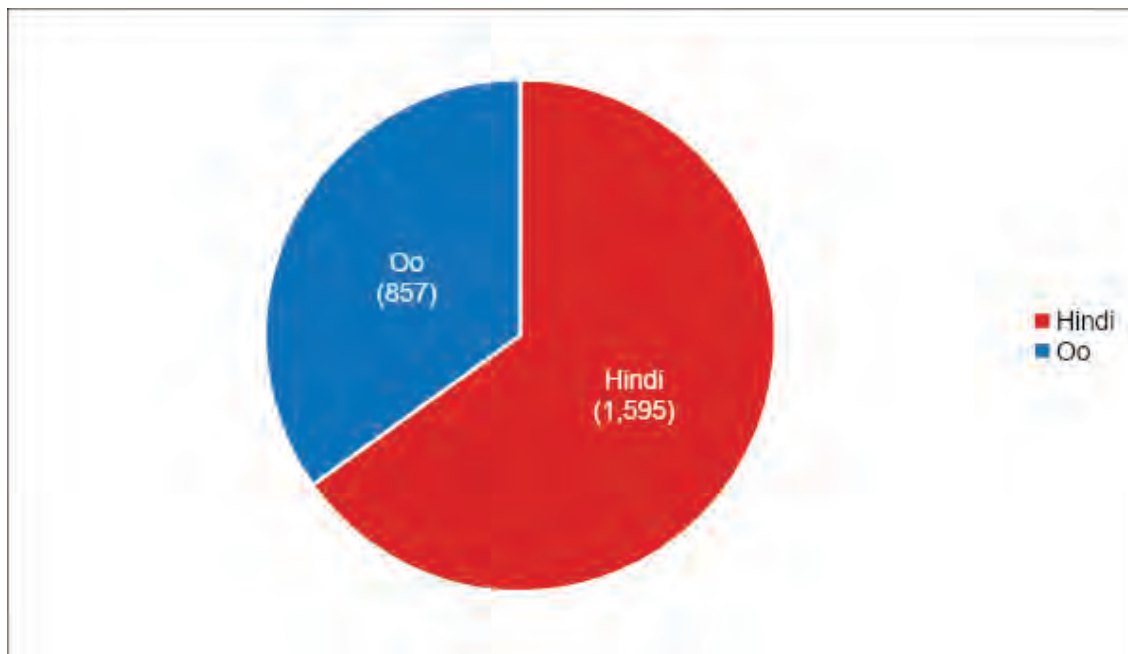


Figure G.2.9. Percentage Distribution of Respondents based on their answers

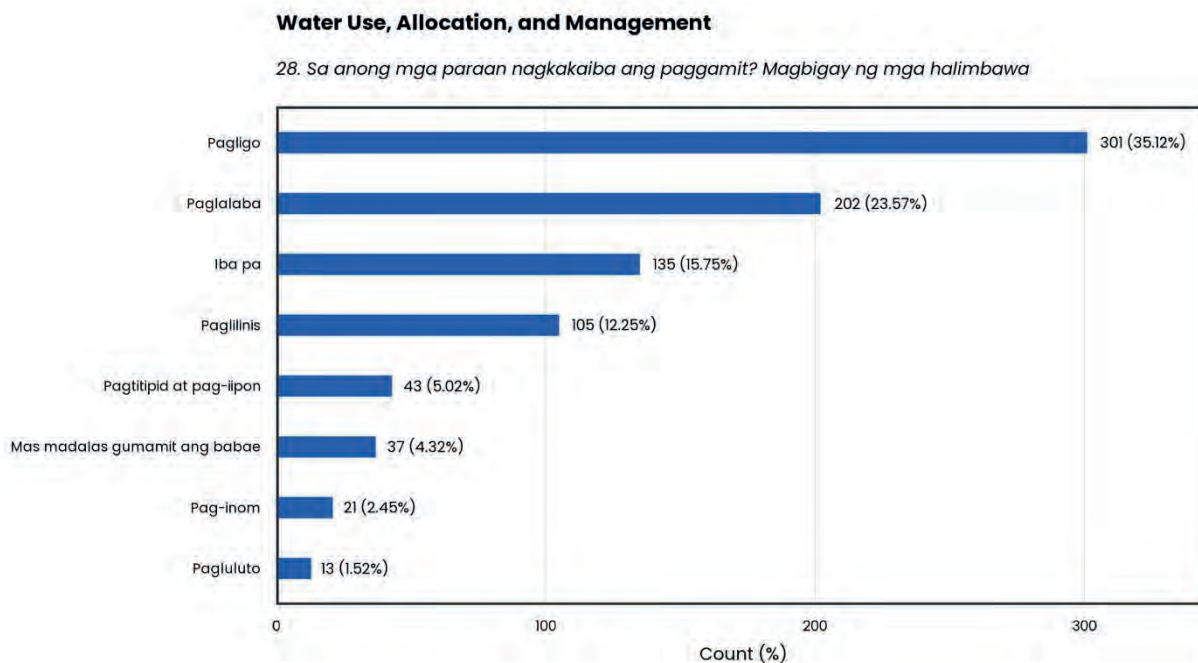


Figure G.2.10. Instances where there is a difference in water usage

Water Use, Allocation, and Management

29. Sa iyong palagay, pantay na pagpapahalaga ang ibinibigay sa paggamit sa tubig ng mga babae at lalaki sa kabahayan?

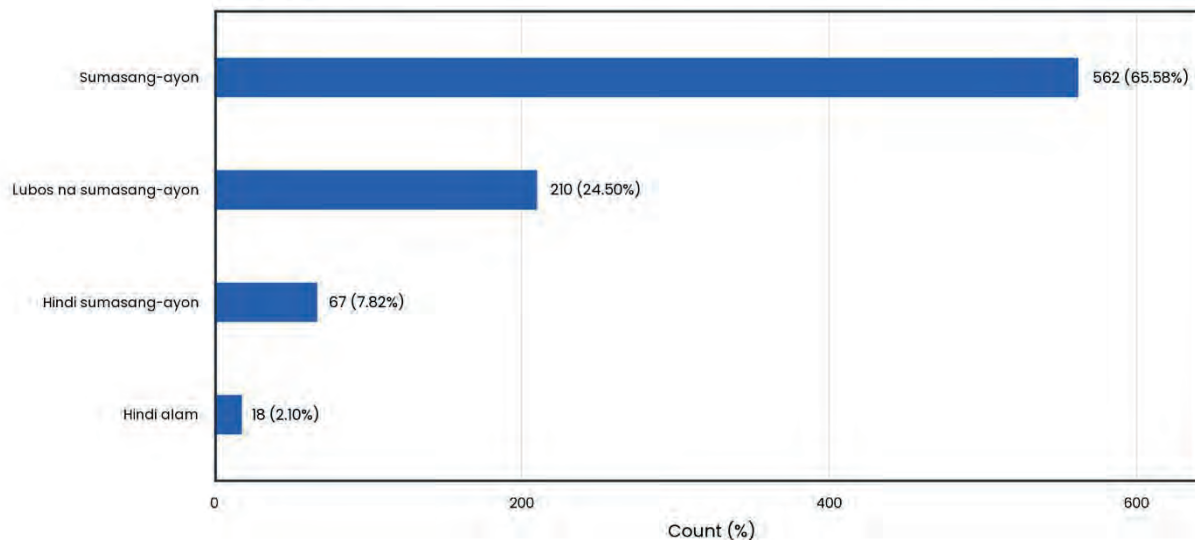


Figure G.2.11. Responses on whether uses of female / male members of the household are given equal importance

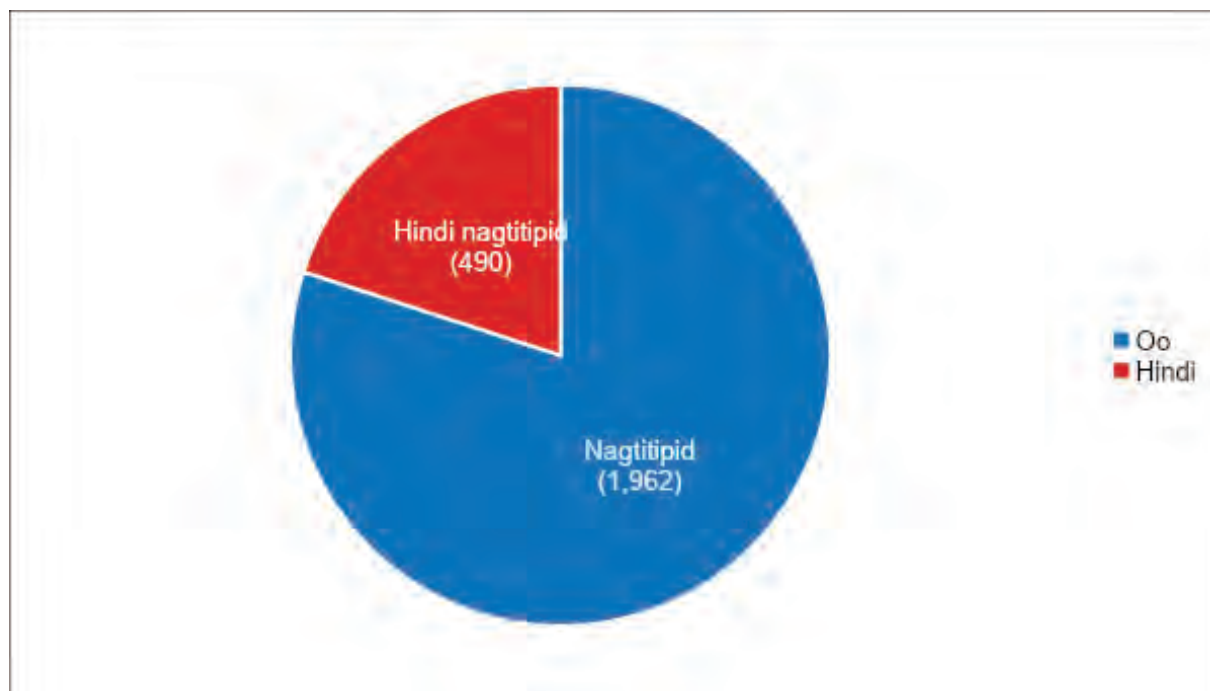


Figure G.2.12. Responses on whether the household try to save water

Water Use, Allocation, and Management

30. Nagtitipid ka ba at ang ibang kasama sa bahay ng tubig?

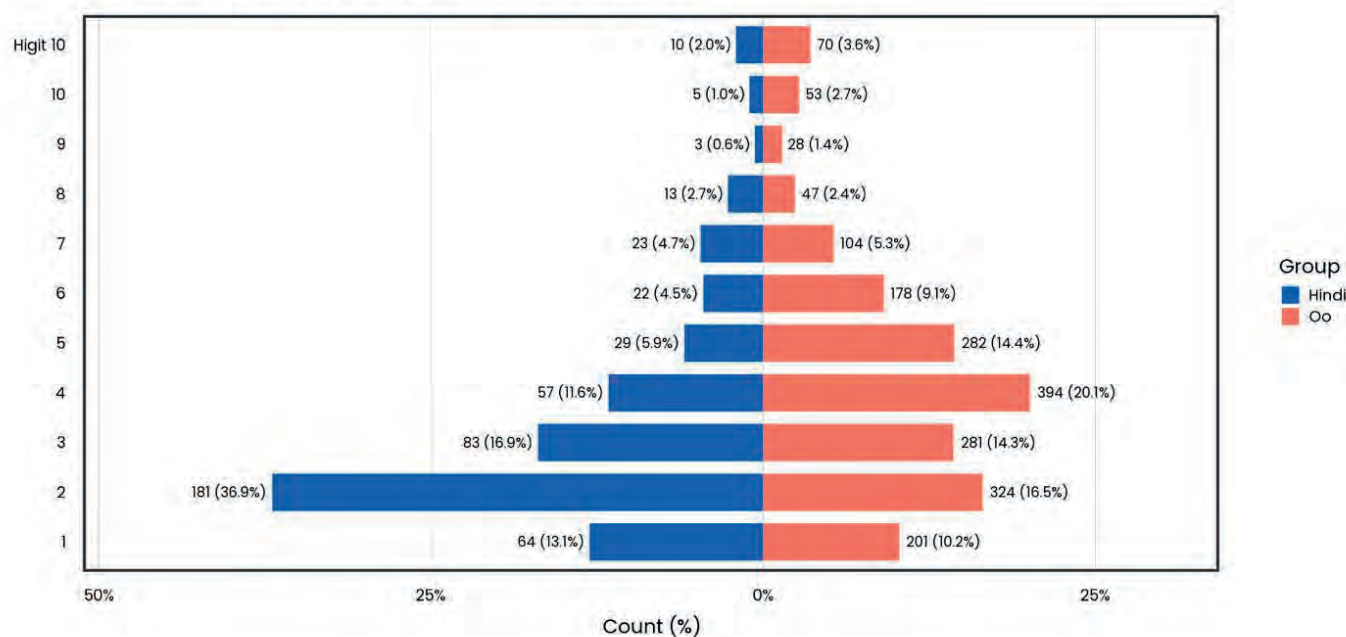


Figure G.2.12. Responses on whether the household save water based on the number of household members

Table G.2.3. Saving Water vs Sex at Birth

	Sex at Birth		Total
	Babae	Lalake	
Hindi nagtitipid	249 (50.8 %)	241 (49.2 %)	490
Nagtitipid	1014 (51.7 %)	948 (48.3 %)	1962
Total	1263	1191	2452

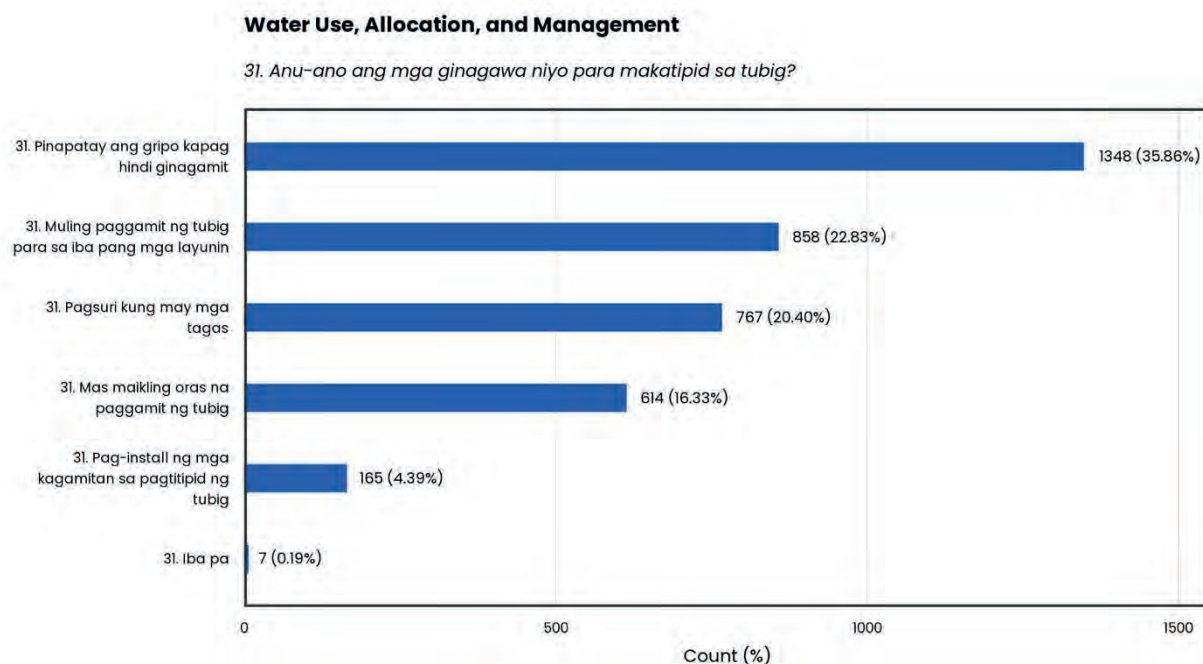


Figure G.2.13. Ways of Saving Water

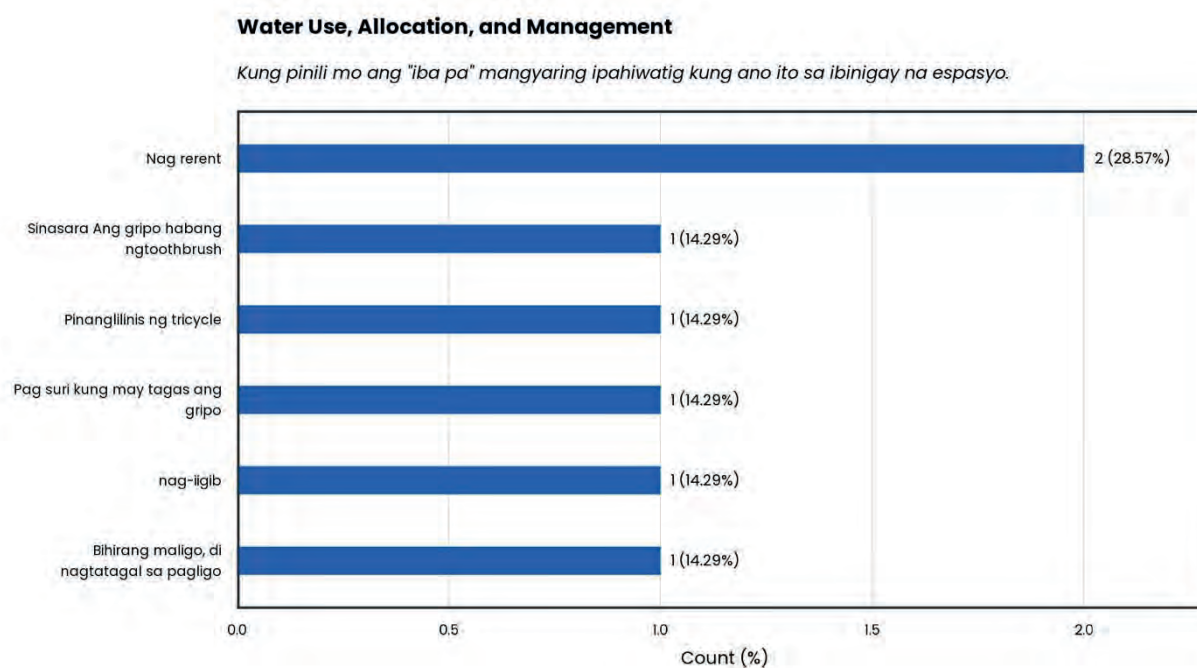


Figure G.2.14. Ways of Saving Water (Others)

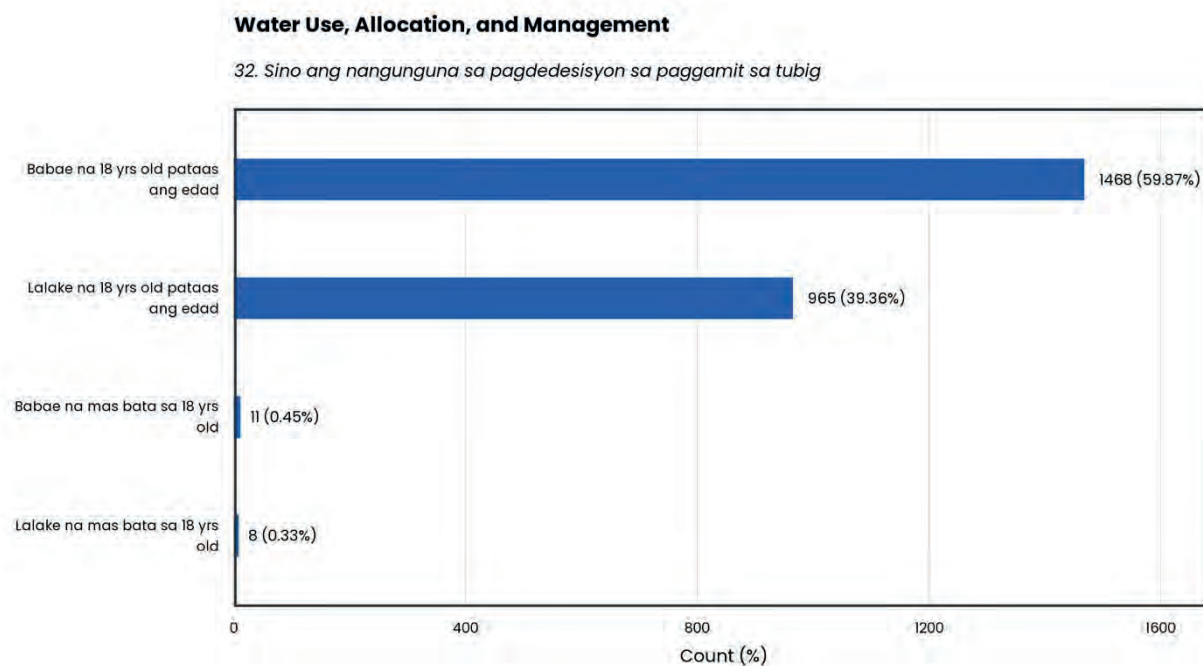


Figure G.2.15. Household member who makes decisions with regards to water use

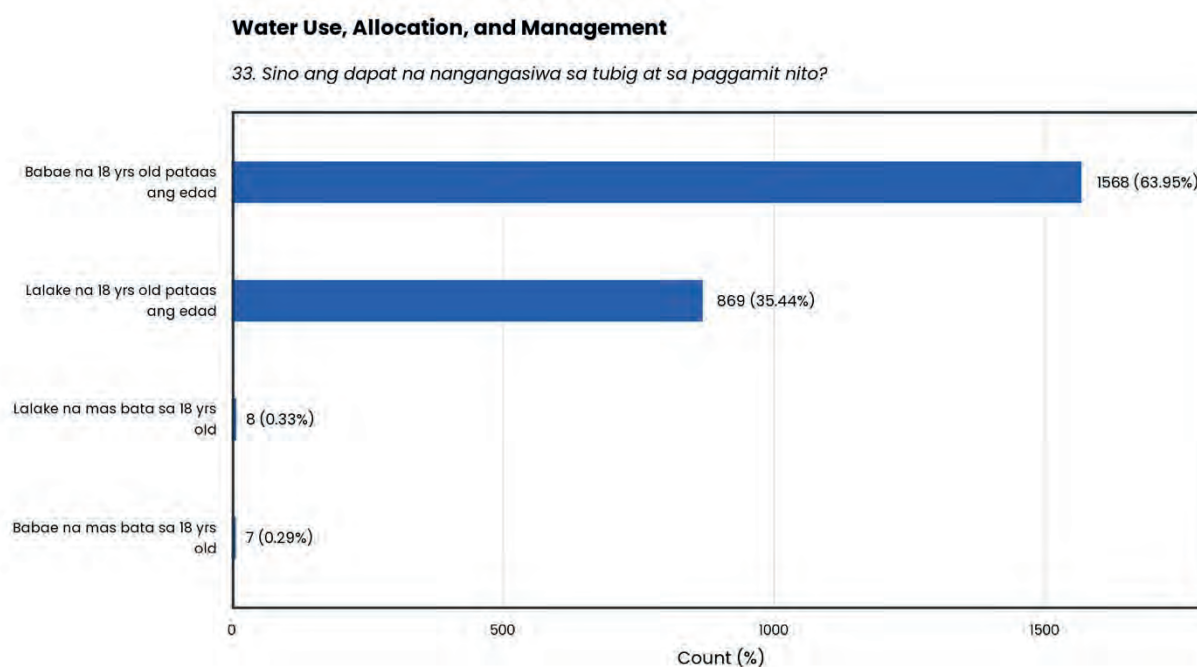


Figure G.2.16. Household member who should be in charge of household water management

Question: Bumibili ba kayo ng tubig labas liban sa regular na binabayaran niyo sa Maynilad/Manila Water? *(Does your household purchase water outside of what you pay for regularly with Maynilad/Manila Water?)*

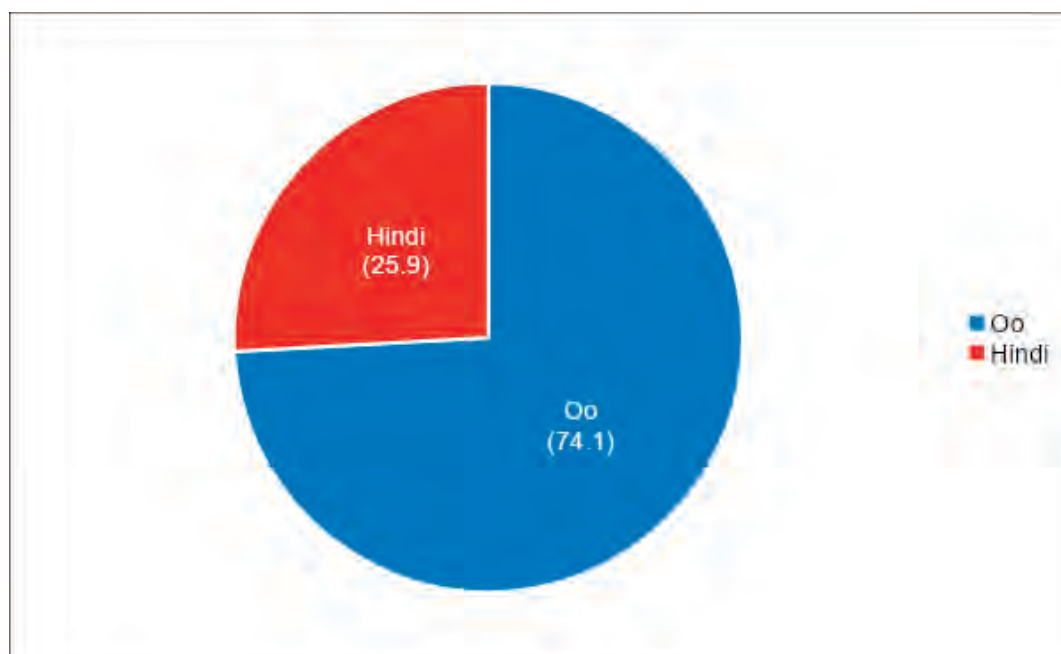


Figure G.2.17. Percentage Distribution of Respondents based on their answers

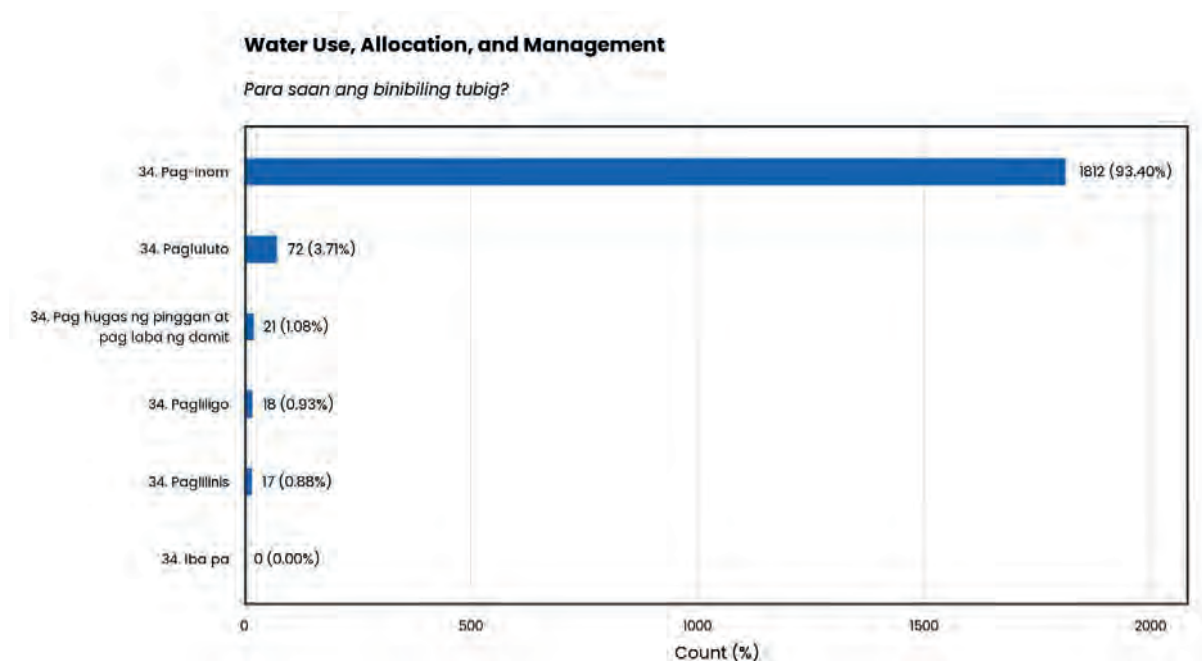


Figure G.2.18. Purpose of Purchased Water

**Water Use, Allocation, and Management**

35. Sa ganitong pagbili ng tubig labas sa regular na binabayaran ninyo sa Maynilad/Manila Water, sino ang nangangasiwa sa pagbili ng tubig?

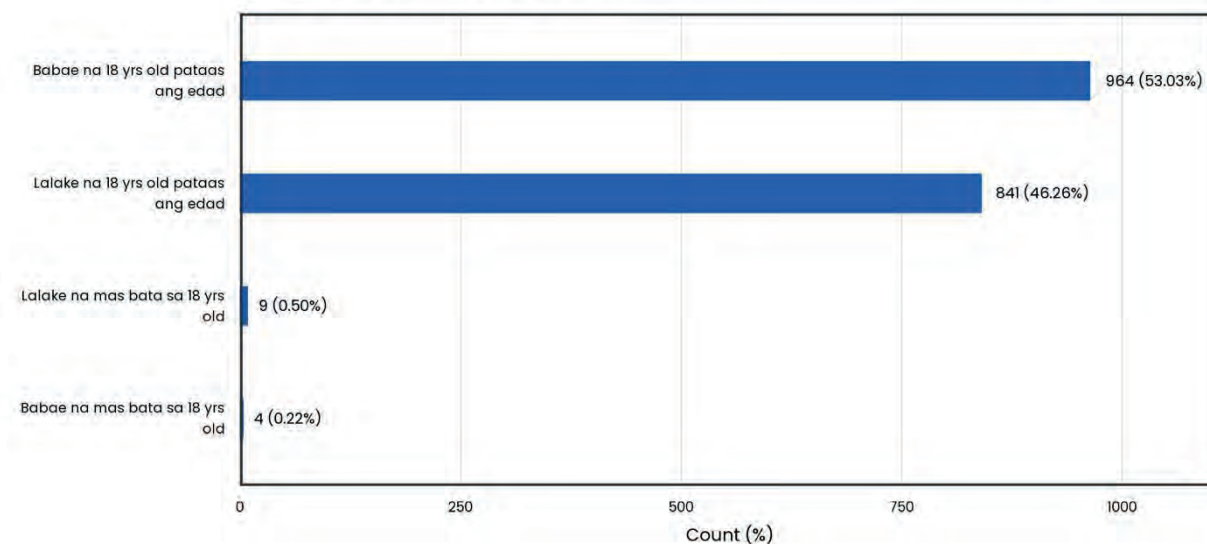


Figure G.2.19. Household Member in charge of procurement of water

Table G. 2. 4. Respondents who purchased water in addition to the regular water bill, per Water Concessionaire

	Concessionaire		Total
	Manila Water	Maynilad	
Purchased Water	407	227	634
Did not Purchase	853	965	1818
Total	1260	1192	2452



Table G. 2. 5. Income Distribution of respondents who purchased water in addition to the regular water bill

Income Distribution	Purchasing of Water (outside MWSS)		Total
	Hindi	Oo	
< 11,690	380 (29.4 %)	913 (70.6 %)	1293
11,690 – 23,381	96 (20.3 %)	377 (79.7 %)	473
23,381 – 46,761	32 (26.9 %)	87 (73.1 %)	119
46,761 – 81,832	4 (17.4 %)	19 (82.6 %)	23
81,832 – 140,284	2 (33.3 %)	4 (66.6 %)	6
140,284 – 233,806	0 (00.0 %)	1 (100.0 %)	1
Hindi alam	40 (19.8 %)	162 (80.2 %)	202
Mas pipiling hindi sabihin	80 (23.9 %)	255 (76.1 %)	335
Total	634	1818	2452

**Table G. 2. 6. Respondents who purchased water in addition to the regular water bill and their respective income distribution, per Water Concessionaire**

Income Distribution	Purchasing of Water	Concessionaire	Counts
Mas mababa sa P11,690	Hindi	Manila Water	243
		Maynilad	137
	Oo	Manila Water	420
		Maynilad	493
Lampas P11,690 ngunit hindi lalampas ng P23,381	Hindi	Manila Water	68
		Maynilad	28
	Oo	Manila Water	202
		Maynilad	175
Lampas P23,381 ngunit hindi lalampas ng P46,761	Hindi	Manila Water	26
		Maynilad	6
	Oo	Manila Water	50
		Maynilad	37
Lampas P46,761 ngunit hindi lalampas ng P81,832	Hindi	Manila Water	3
		Maynilad	1
	Oo	Manila Water	6
		Maynilad	13
Lampas P81,832 ngunit hindi lalampas ng P140,284	Hindi	Manila Water	2
		Maynilad	0
	Oo	Manila Water	4
		Maynilad	0
Lampas P140,284 ngunit hindi lalampas ng P233,806	Hindi	Manila Water	0
		Maynilad	0
	Oo	Manila Water	1
		Maynilad	0
Hindi alam	Hindi	Manila Water	13
		Maynilad	27
	Oo	Manila Water	65
		Maynilad	97
Mas pipiliing hindi sabihin	Hindi	Manila Water	52
		Maynilad	28
	Oo	Manila Water	105
		Maynilad	150



G.3 WATER ACCESS & SAFETY

Table G.3.1. Safety of Water by Water Concessionaire (for Cleaning)

Cleaning	Concessionaire		Total
	Manila Water	Maynilad	
Hindi ligtas	7	1	8
Ligtas	999	788	1787
Napakaligtas	254	403	657
Total	1260	1192	2452

Table G.3.2. Safety of Water by Water Concessionaire (for Drinking)

Drinking	Concessionaire		Total
	Manila Water	Maynilad	
Hindi ligtas	238	226	464
Ligtas	813	634	1447
Napakaligtas	209	332	541
Total	1260	1192	2452

Table G.3.3. Safety of Water by Water Concessionaire (for Laundry)

Laundry	Concessionaire		Total
	Manila Water	Maynilad	
Hindi ligtas	5	2	7
Ligtas	1002	793	1795
Napakaligtas	253	397	650
Total	1260	1192	2452

Table G.3.4. Safety of Water by Water Concessionaire (for Cooking)

Cooking	Concessionaire		Total
	Manila Water	Maynilad	
Hindi ligtas	17	32	49
Ligtas	999	765	1764
Napakaligtas	244	395	639
Total	1260	1192	2452

Table G.3.5. Safety of Water by Water Concessionaire (for Other Purposes)

Others (Paghahalaman, etc.)	Concessionaire		Total
	Manila Water	Maynilad	
Hindi ligtas	2	2	4
Ligtas	165	101	266
Napakaligtas	13	3	16
Total	180	106	286

Table G. 3. 6. Safety of Water provided by the Water Concessionaires vs Purchased Water

Safety of MWSS water for Drinking	Purchasing Water (outside MWSS) for Drinking		Total
	No	Yes	
Hindi ligtas	2	407	409
Ligtas	4	1049	1053
Napakaligtas	0	356	356
Total	6	1814	1818

Question: May mga karagdagang hakbang ba kayong ginagawa sa kabahayan para masiguro ang kalinisan at kaligtasan ng tubig na nanggagaling sa Maynilad/Manila Water? *(Are there additional steps to ensure your household water accessed through Maynilad/Manila Water is safe and clean?)*

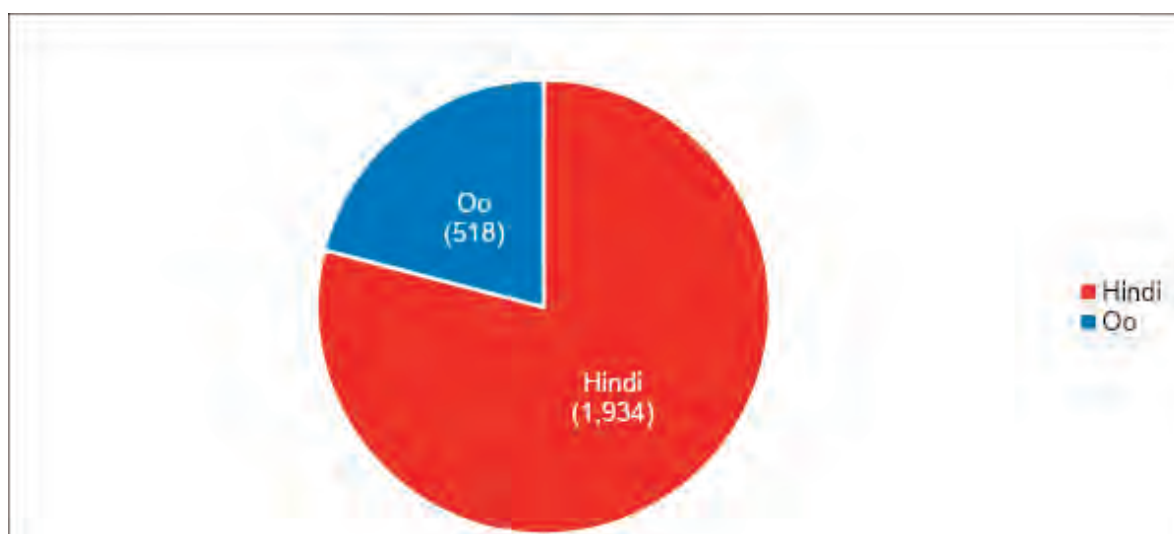
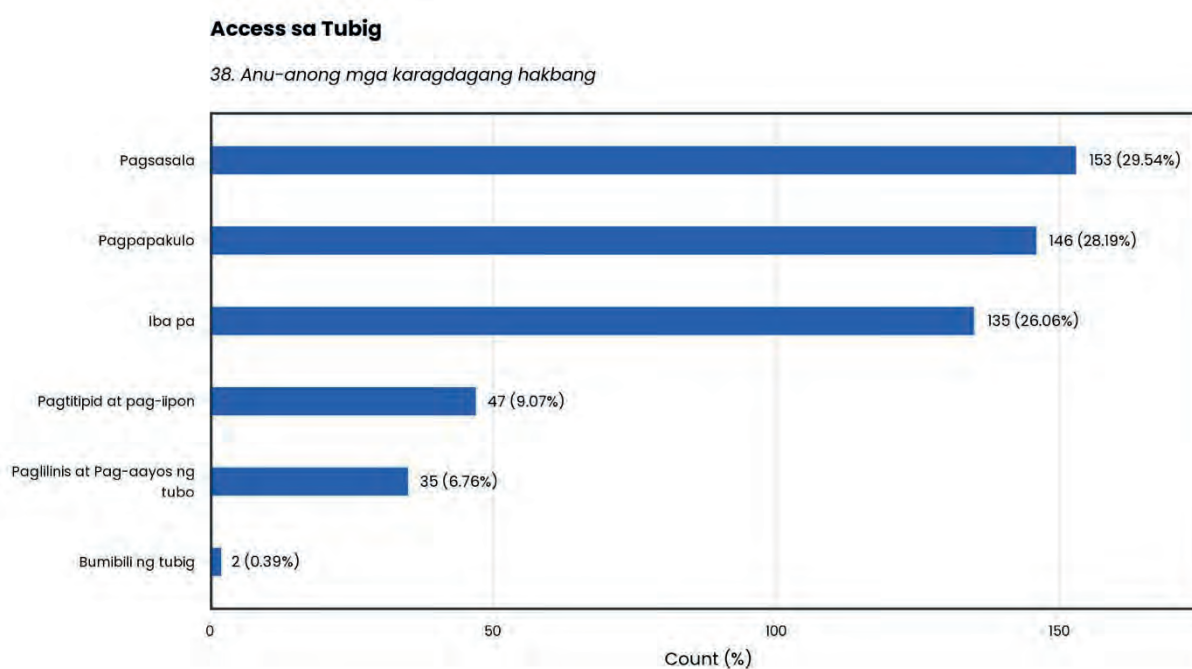

Figure G.3.1. Percentage Distribution of Respondents based on their answers

Table G.3.7. Answers of Respondents vs Sex at Birth

Answers of Respondents	Sex at Birth		Total
	Babae	Lalake	
No	983 50.8 %	951 49.2 %	1934
Yes	280 (54.1 %)	238 (45.9%)	518
Total	1263	1189	2452

**Figure G.3.2.** Additional Steps to Ensure Water Safety

Access sa Tubig

39. Sino ang nangangasiwa sa dagdag na mga hakbang upang masigurado ang kalinisan ng tubig?

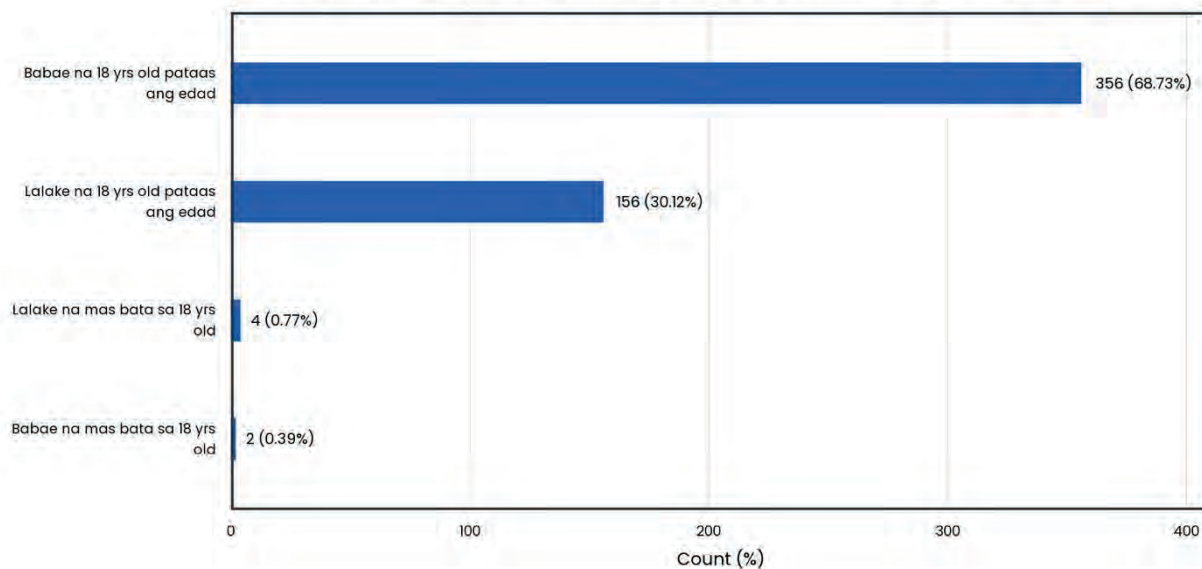


Figure G.3.3. Household Member in-charge of these Additional Steps

Access sa Tubig

40. Gaano katagal ang ginugugol para matapos ang mga hakbang upang masigurado ang kalinisan ng tubig?

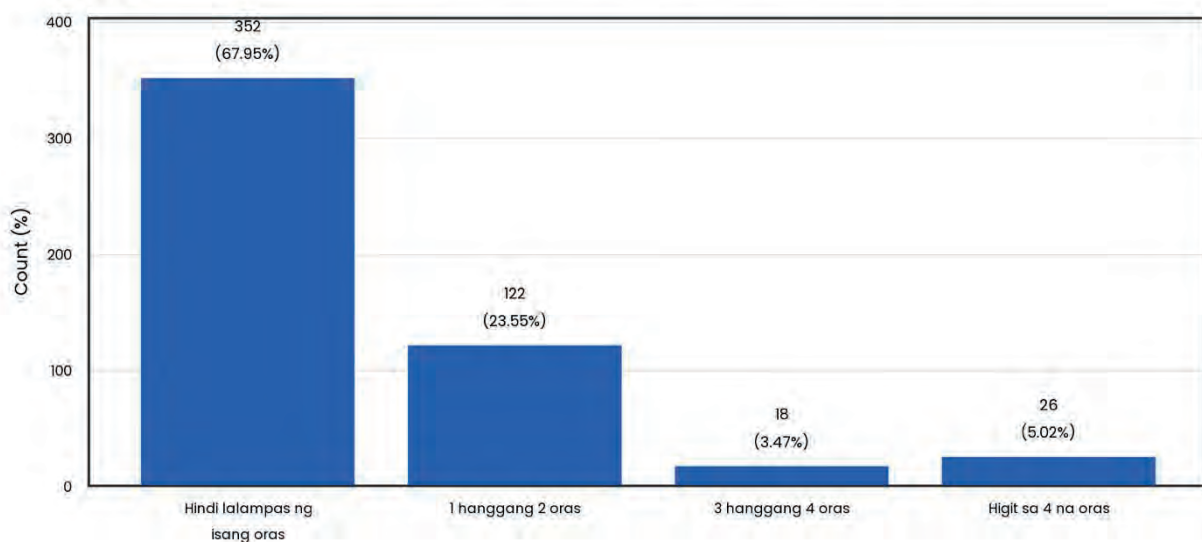


Figure G.3.4. Hours spent in making sure water is extra sanitized

Question: Nakaranas ba ang iyong sambahayan ng pagkaputol ng serbisyo ng tubig sa nakalipas na 6 na buwan? (*Has your household experienced water service interruption in the last 6 months?*)

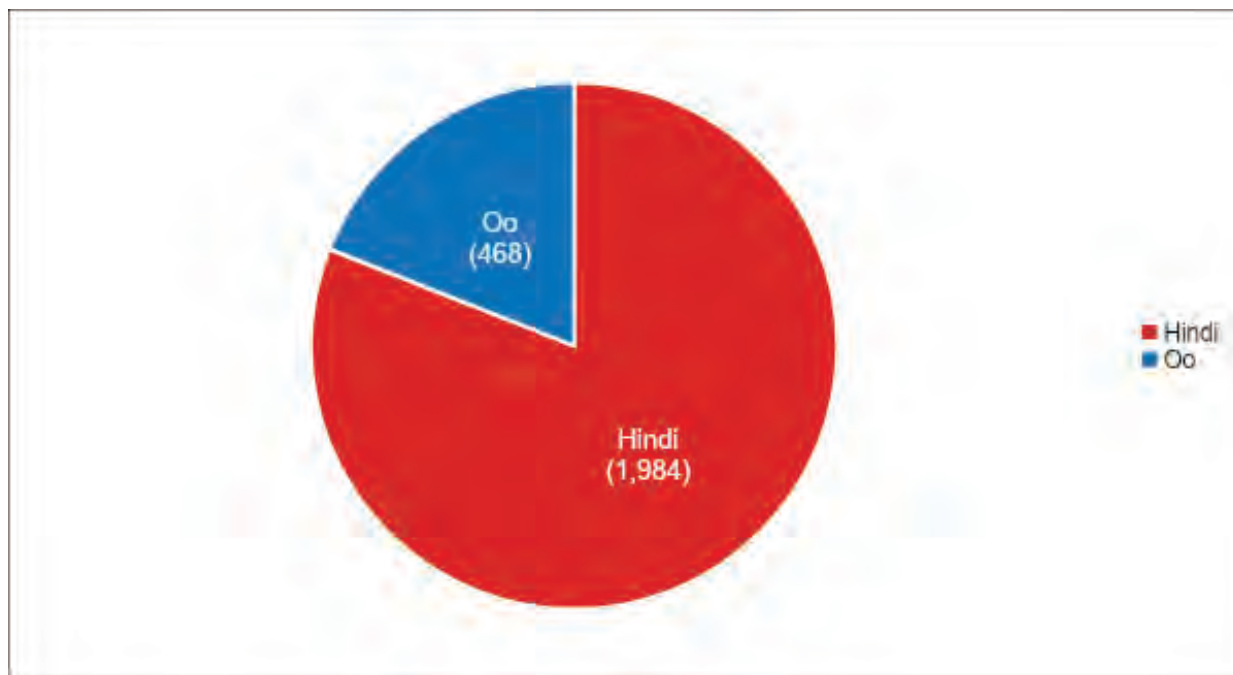


Figure G.3.5. Percentage Distribution of Respondents based on their answers

Table G.3.8. Water Interruption by Water Concessionaire

	Service Provider		Total
	Manila Water	Maynilad	
No Water Interruption	1099 (55.4 %)	885 (44.6 %)	1984
Experienced Water Interruption	161 (34.4 %)	307 (65.6 %)	468
Total	1260	1192	2452

Access sa Tubig

42. Gaano kadalas kayo nakakaranas ng pagkawala ng tubig sa isang buwan?

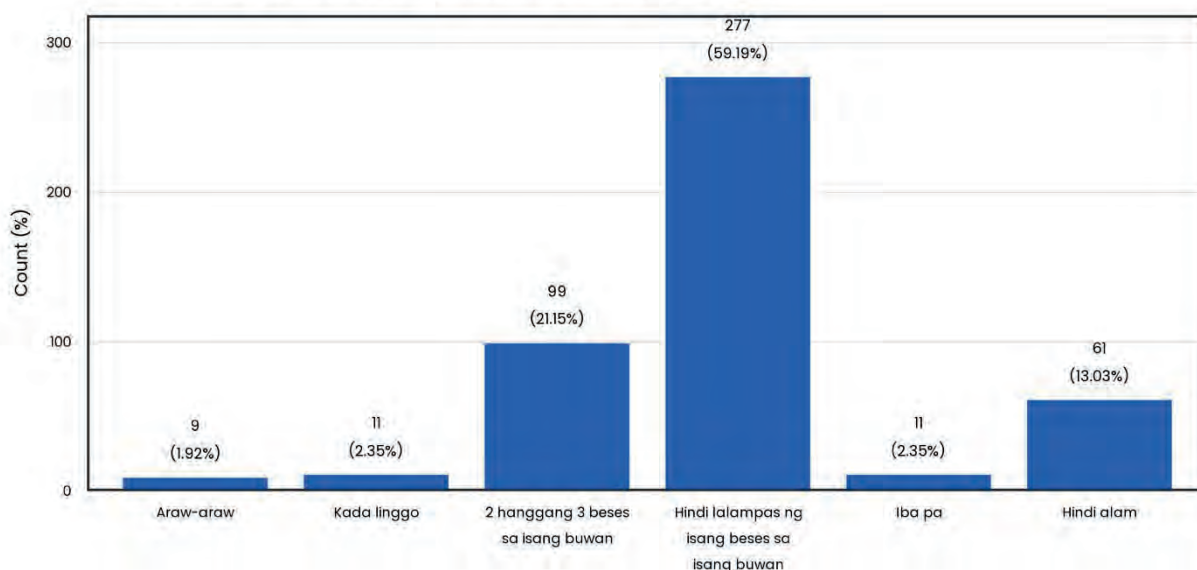


Figure G.3.6. Frequency of Water Interruption

Access sa Tubig

43. Sino ang nangangasiwa sa pag-iipon ng tubig kapag nagkaroon ng pagkaantala sa serbisyo ng Maynilad/Manila Water?

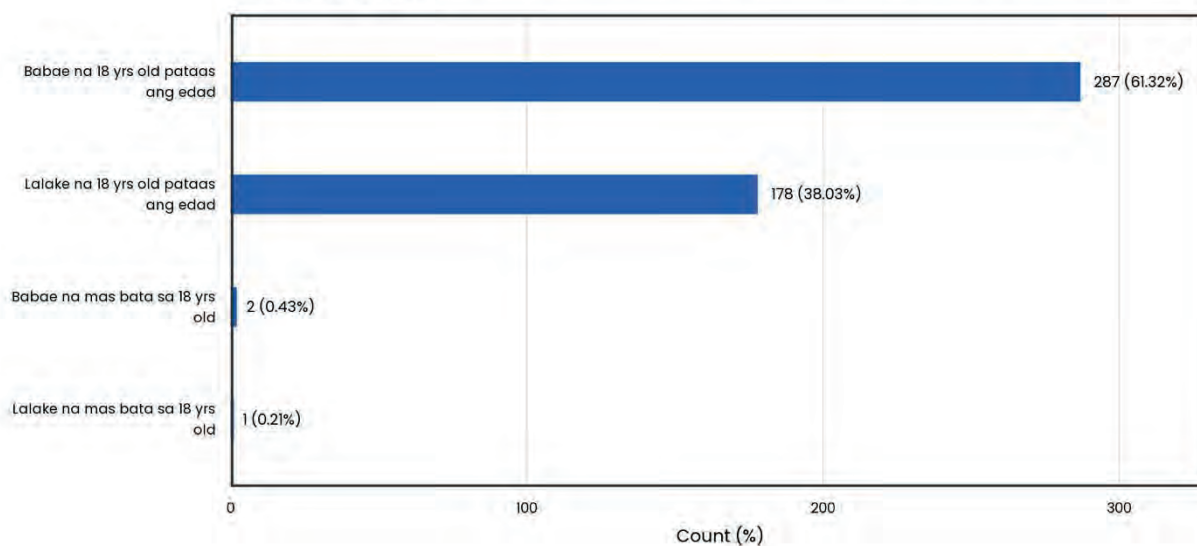


Figure G.3.7. Household Member in charge of collecting water when interruptions occur

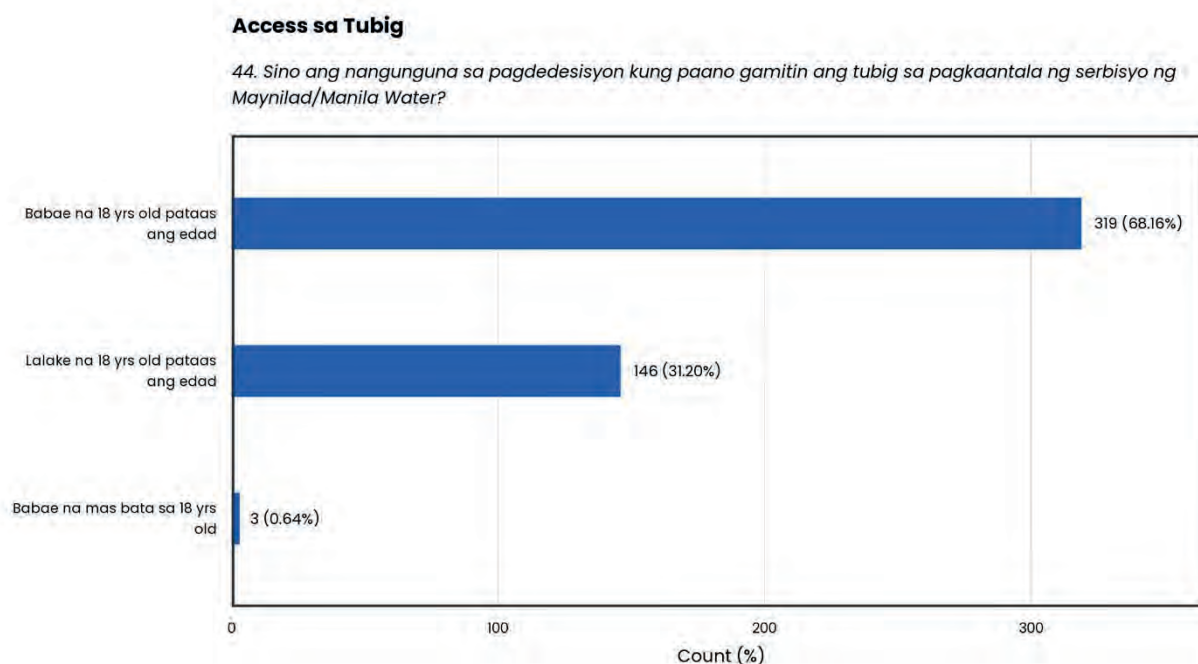


Figure G.3.8. Household Member who decides on water use when interruptions occur

Question: Nagiging dahilan ba ang pagkawala ng tubig para hindi magawa ng mga tao sa kabahayan ang kanilang mga gawain? (*Has the lack of water prevented you and members of your household from doing certain activities?*)

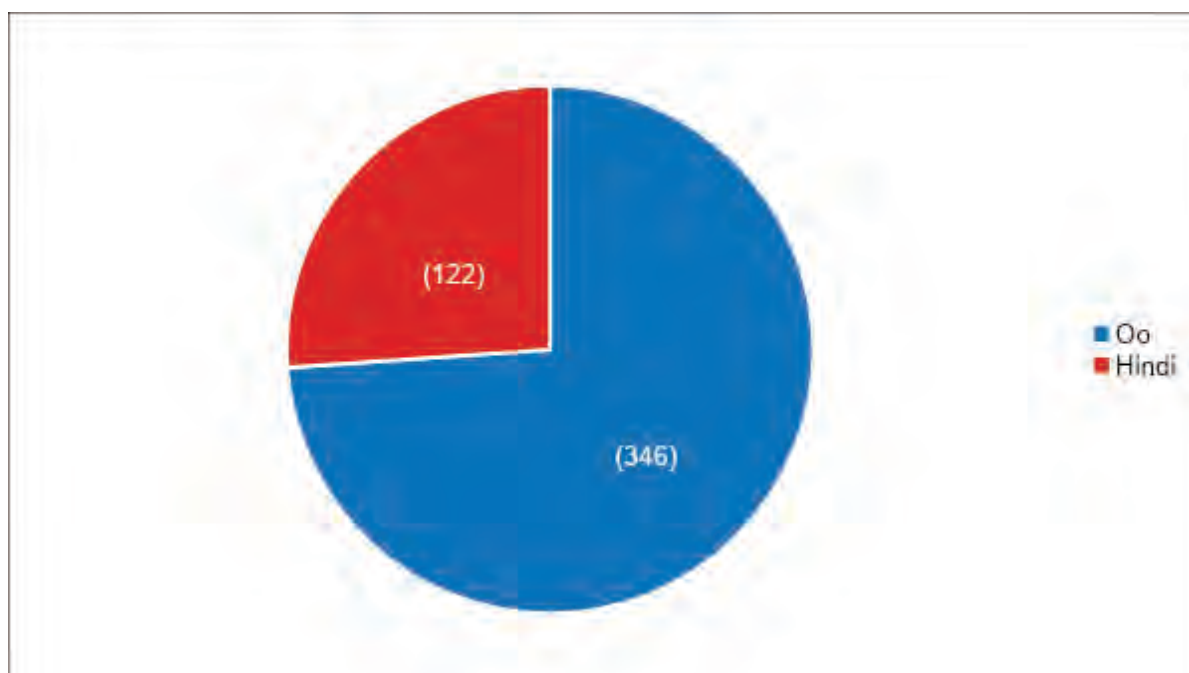


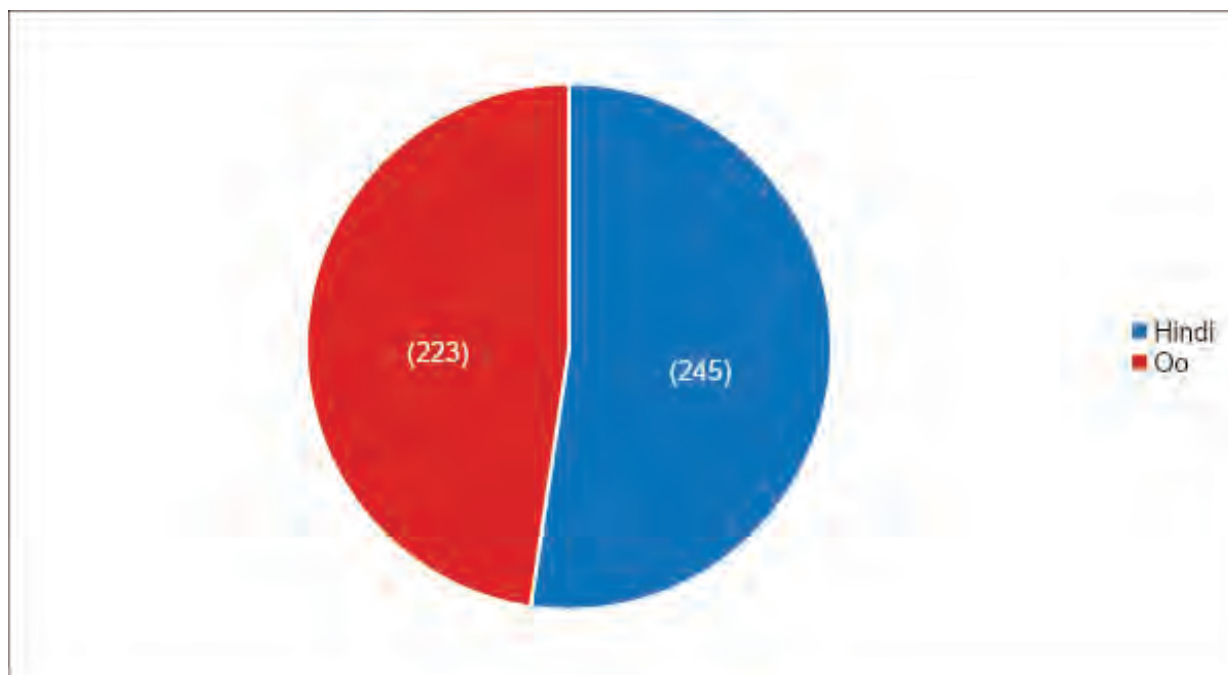
Figure G.3.9. Percentage Distribution of Respondents based on their answers

Table G.3.9. Water Interruption Impact vs Sex at Birth

	Sex at Birth		Total
	Babae	Lalake	
Water interruption is NOT a hindrance	68 (55.7 %)	54 (44.3 %)	122
Water interruption is a hindrance	187 (54.0 %)	159 (46.0 %)	346
Total	255	213	468

Note: Among those who indicated that water interruption is a hindrance to their everyday work, 54% are women.

Question: Naaapektuhan ba ng kawalan ng tubig ang kita o kalidad ng buhay ng mga kasama sa bahay? (Has the lack of water impacted the income or quality of life of household members?)


Figure G.3.10. Percentage Distribution of Respondents based on their answers

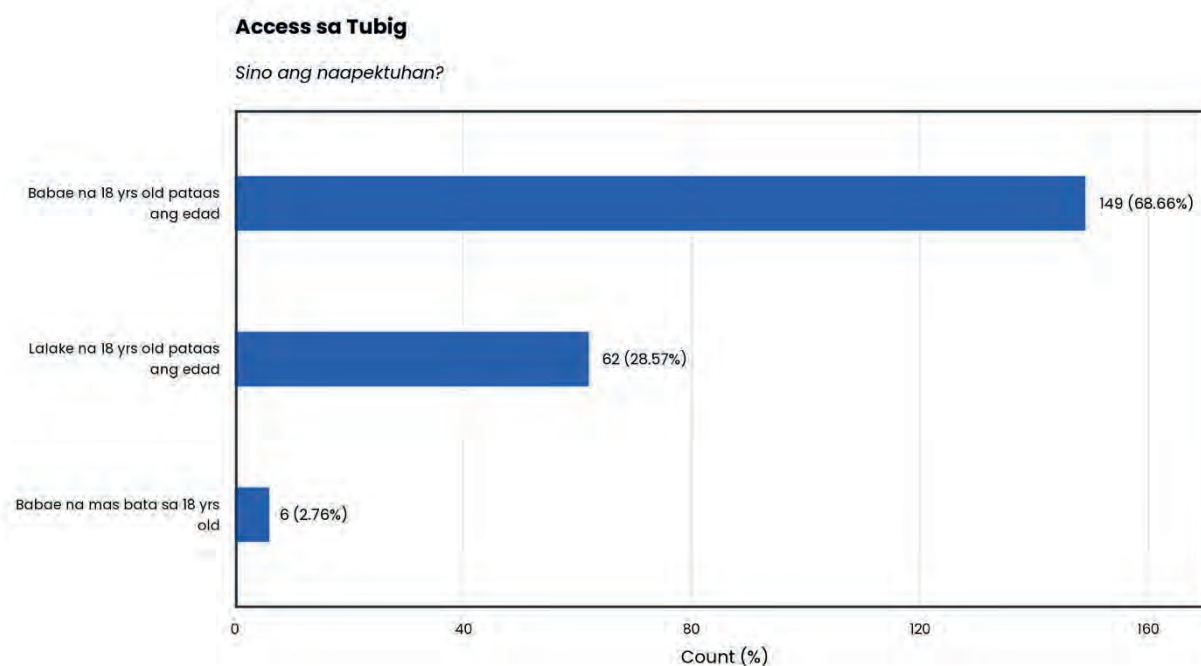


Figure G.3.11. Household member most affected by the lack of water.

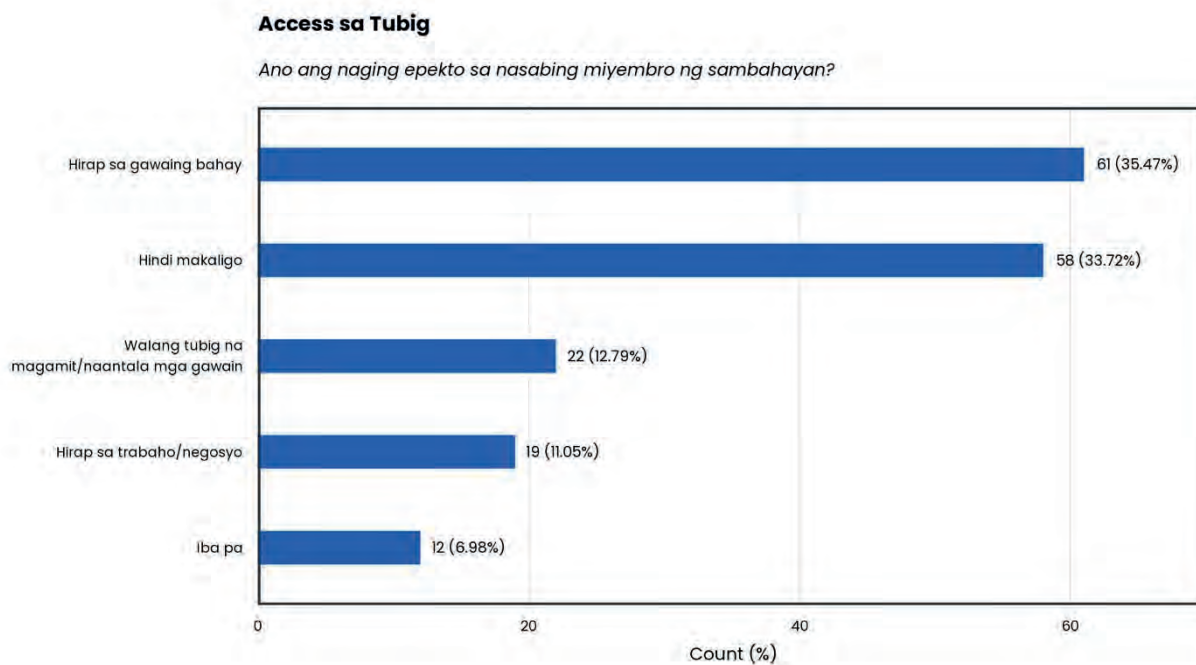


Figure G.3.12. Kind of Impact to the Household Member

G.4. CLEANLINESS AND DESLUDGING

Kalinisan

48. Ilang palikuran (toilet) meron sa kabahayan?

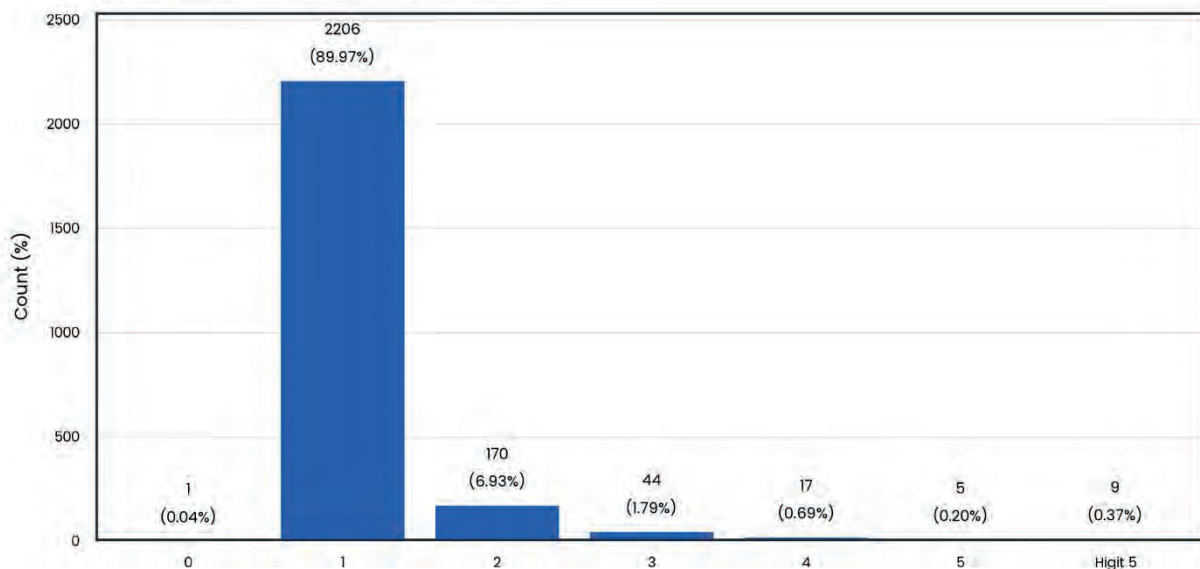


Figure G.4.1. Number of toilets in the Household

Kalinisan

49. Anong uri ng palikuran ang nasa bahay?

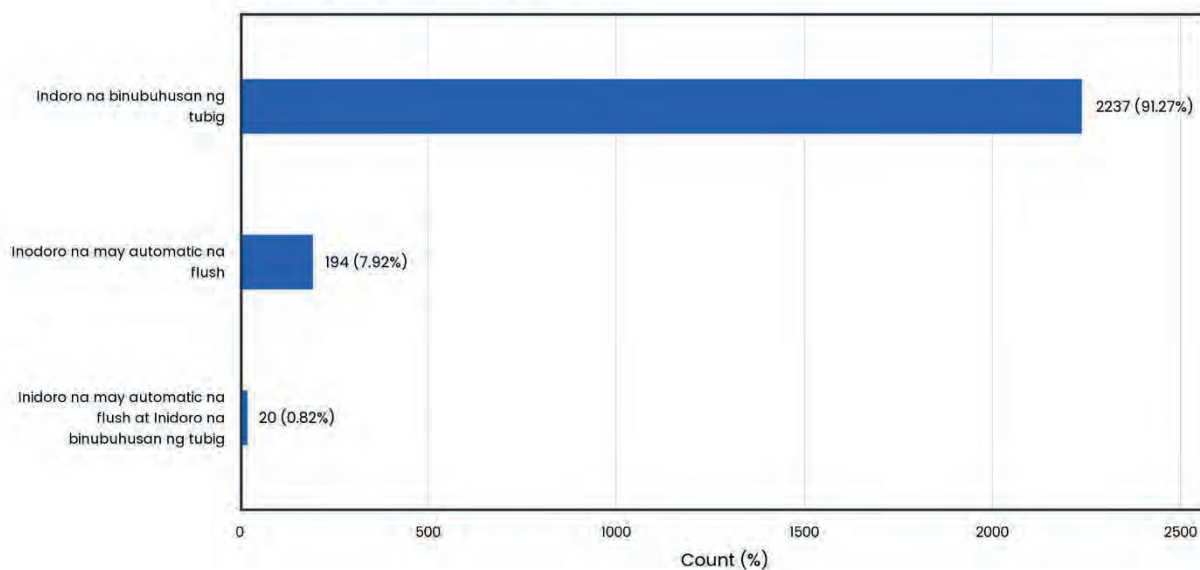
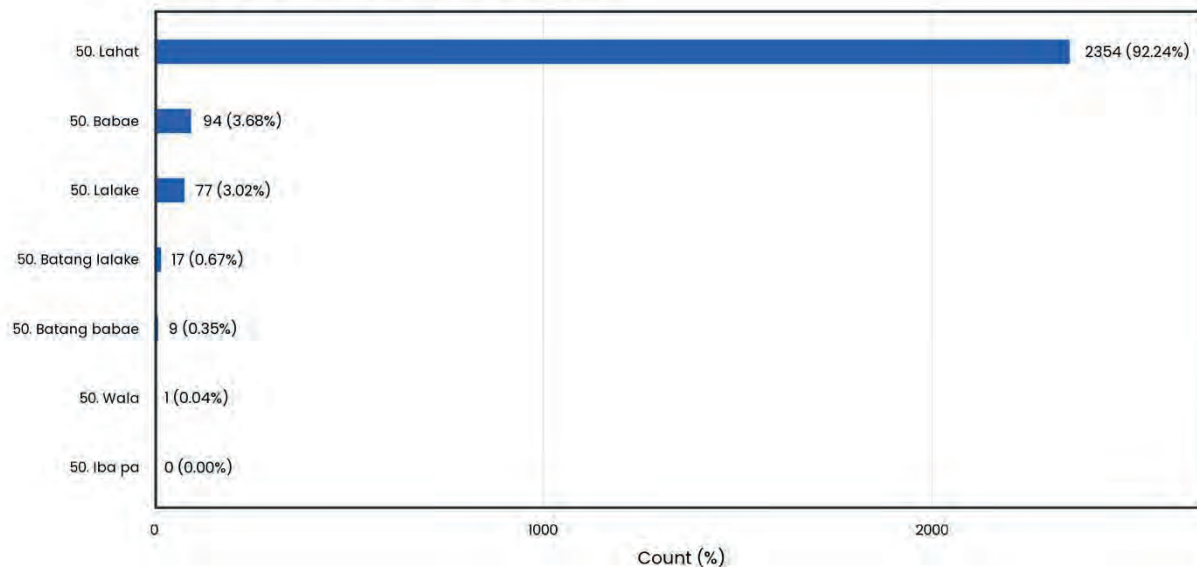


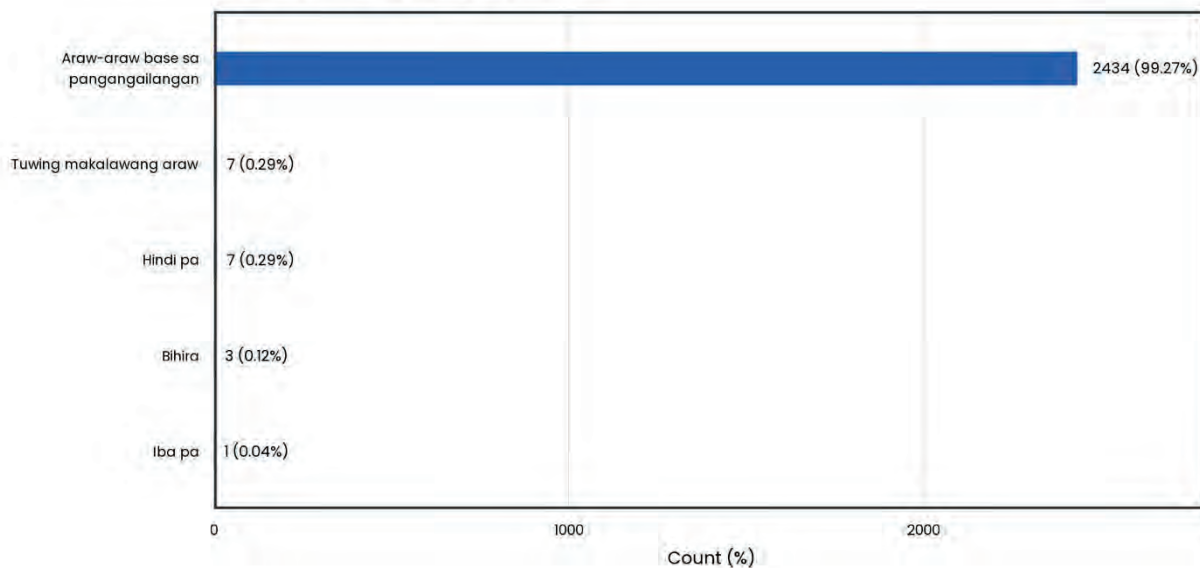
Figure G.4.2. Type of Toilet Used

Kalinisan

50. Sino ang gumagamit ng palikuran sa kabahayan?

**Figure G.4.3.** Household Members who uses the toilet/s**Kalinisan**

51. Gaano kadalas ginagamit ang palikuran?

**Figure G.4.4.** Frequency of using the toilet/s

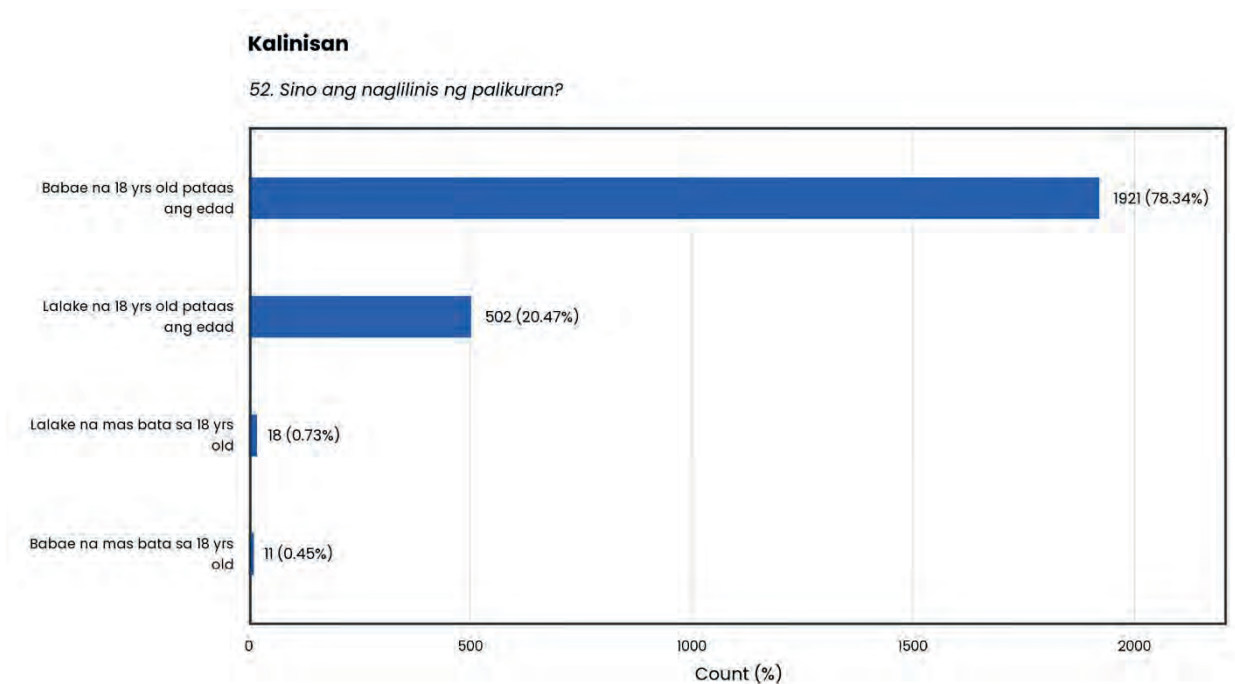


Figure G.4.5. Household Member in charge of cleaning the toilet/s

Question: May sapat bang suplay ng tubig para linisin ito? (*Do you have enough water to clean the toilet/s?*)

Table G.4.1. Sufficiency of Water Supply to Clean the Toilet

	Count	%
Sapat	2386	97.3
Higit pa sa sapat	41	1.7
Hindi sapat	25	1.0
Total	2452	

Kalinisan

54. Gaano kadalas linisin ang palikuran sa loob ng isang buwan?

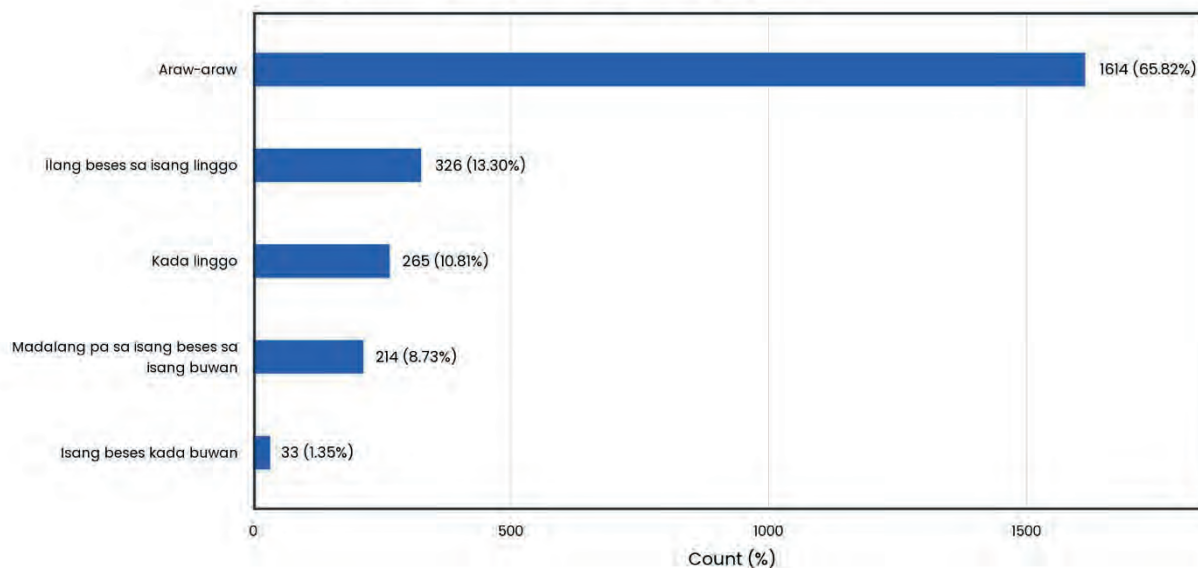


Figure G.4.6. Frequency of cleaning the toilet/s

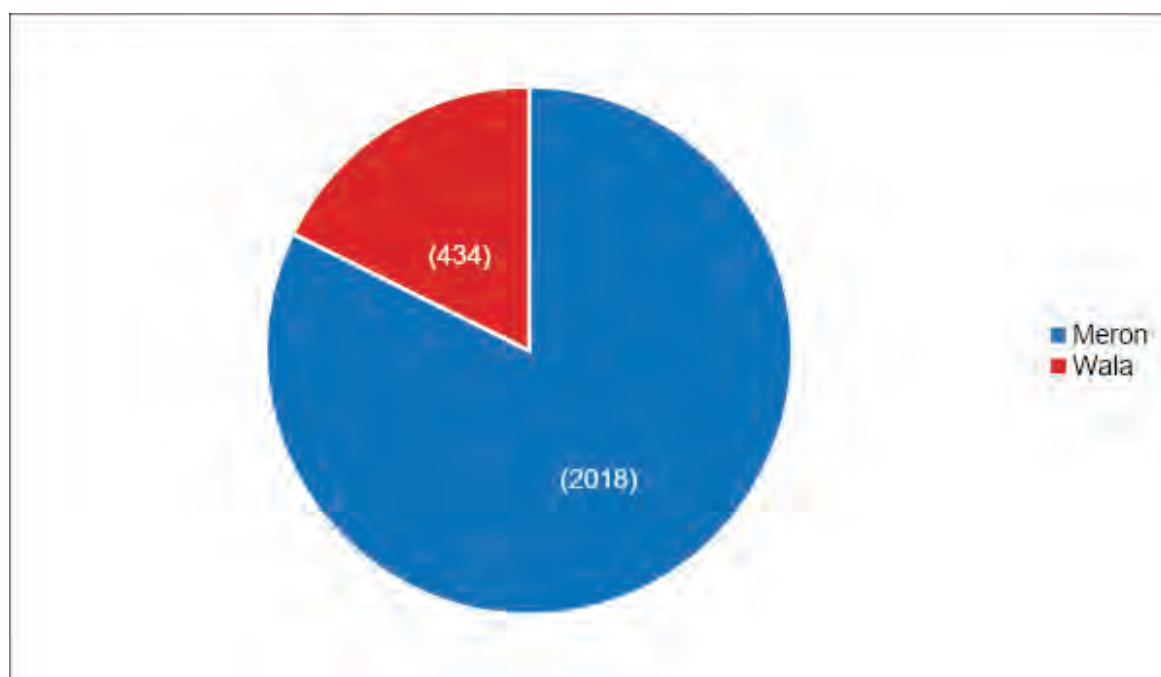


Figure G.4.7. Whether respondents have a Poso Negro (septic tank)

Desludging

56. Anong uri ng poso negro meron sa kabahayan?

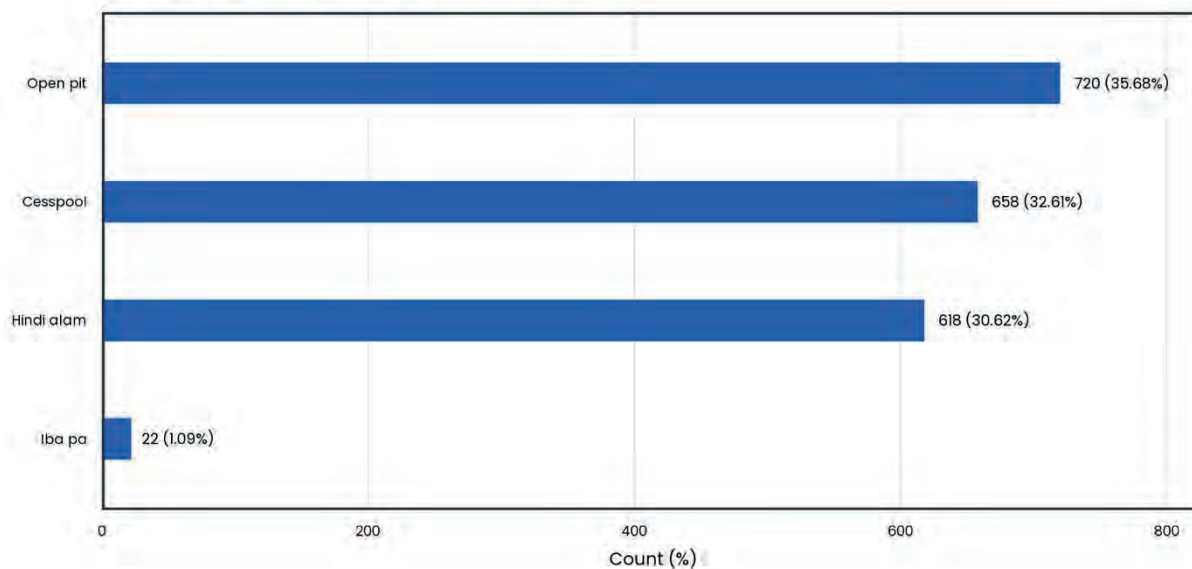


Figure G.4.8. Type of Poso Negro (Septic Tank)

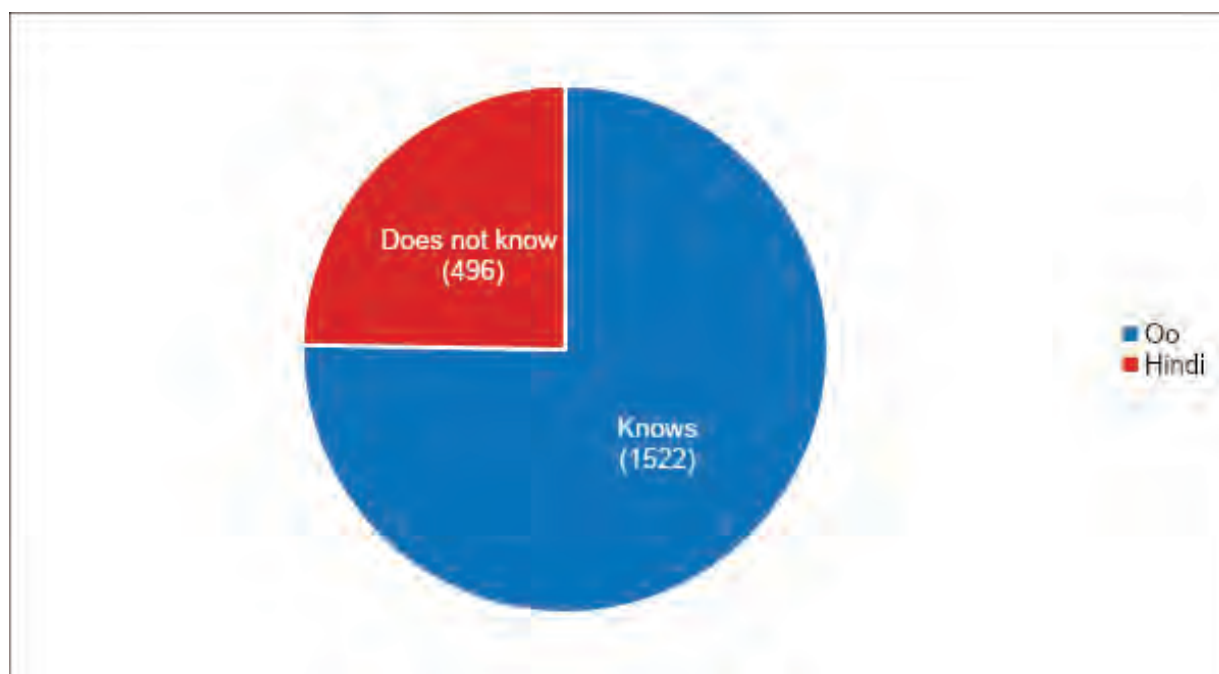


Figure G.4.9. Knowledge on the Location of the Poso Negro (Septic Tank)

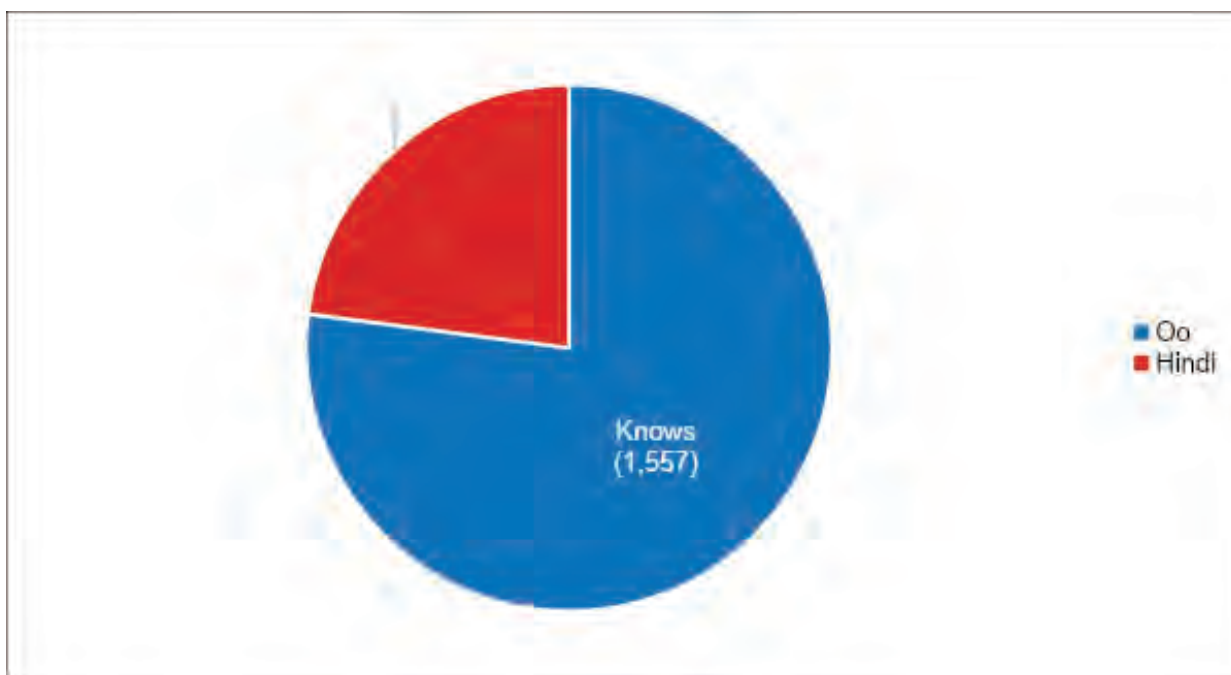


Figure G.4.10. Knowledge on the Desludging of the Poso Negro (Septic Tank)

Desludging

59. Gaano kadalas sipsipin (desludge) ang inyong poso negro?

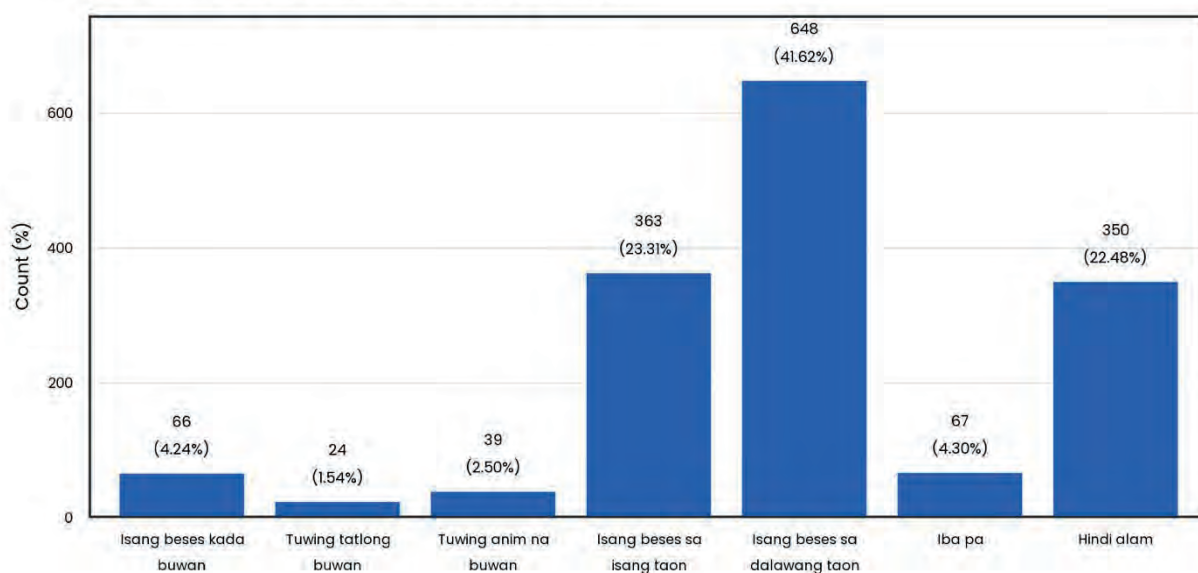


Figure G.4.11. Frequency of Desludging

Desludging

60. Sino ang nangangasiwa ng pag sipsip (desludge) ng poso negro ng kabahayan?

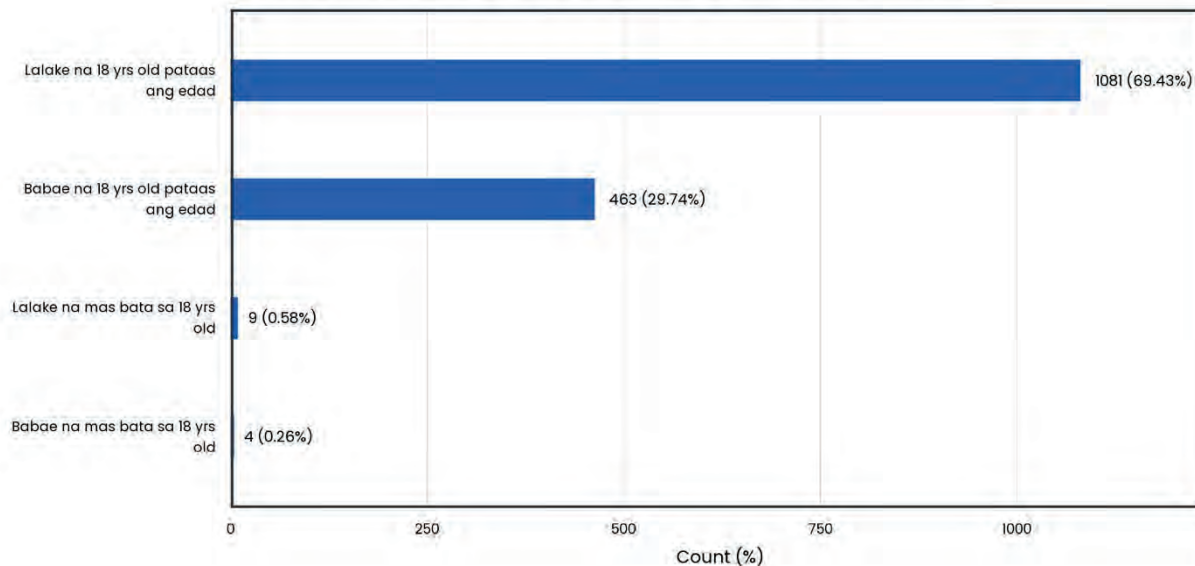


Figure G.4.12. Household Member in-charge of Desludging

Desludging

61. Kaninong serbisyo ang inyong ginagamit para sipsipin (desludge) ng inyong poso negro?

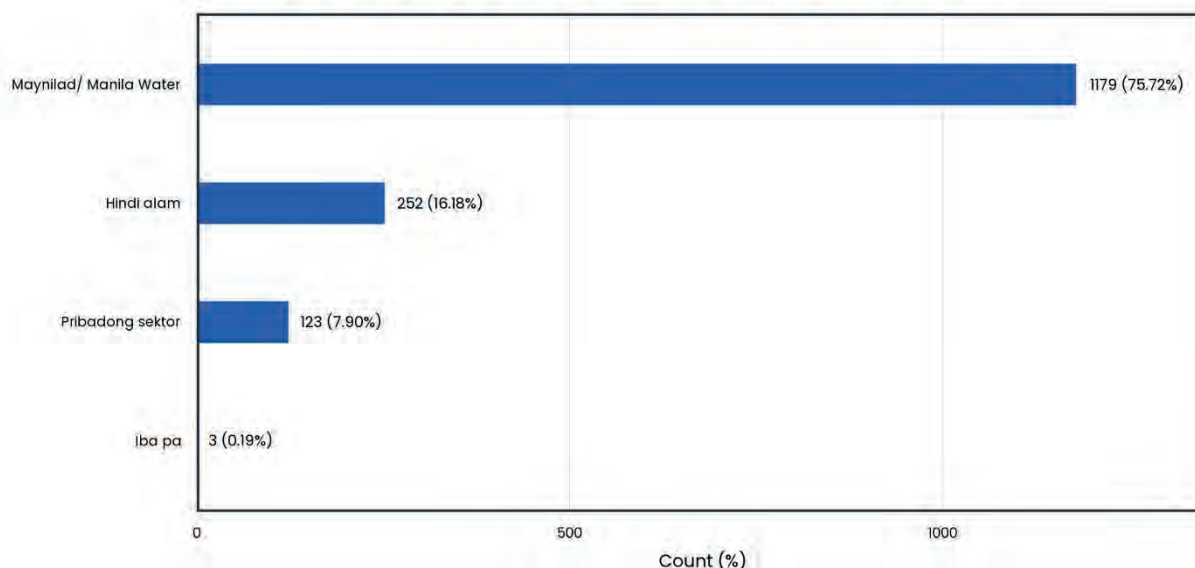


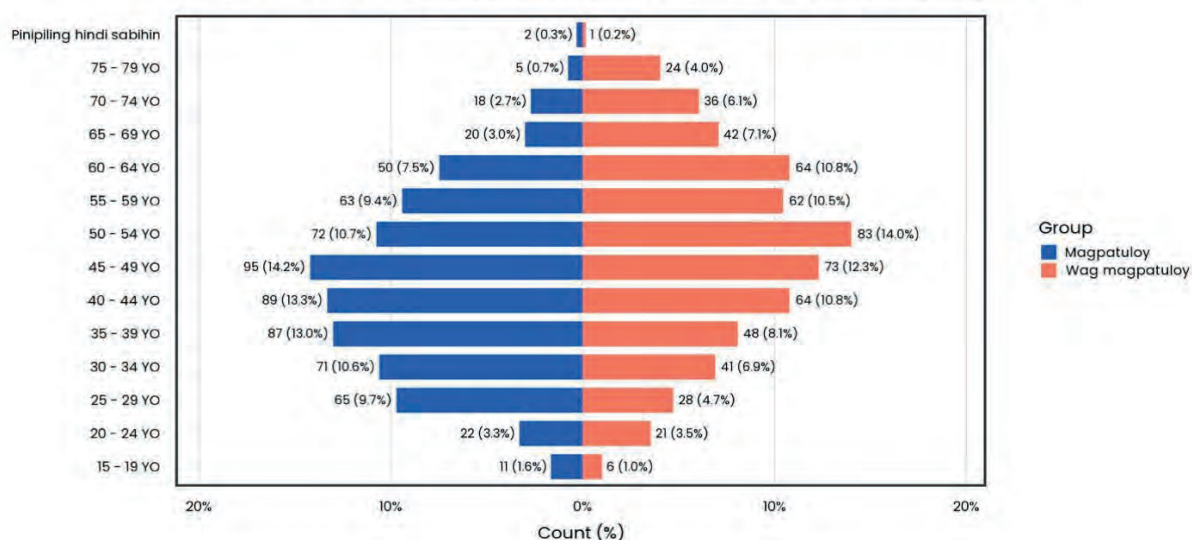
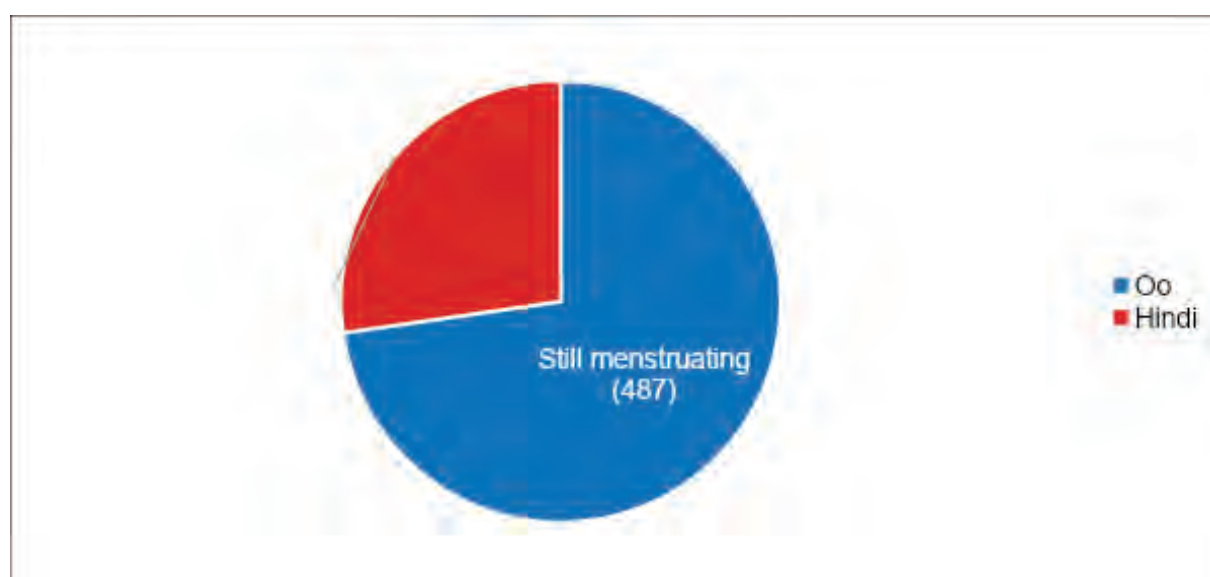
Figure G.4.13. Service used for Desludging

Table G.5.1. Breakdown of Female Respondents who gave their consent to answer

Consent	Count	%
Magpatuloy	670	53.0
Wag magpatuloy	593	47.0
Total	1263	

Menstrual Hygiene – Kung Babae

Ang mga sumusunod na tanong ay likas na sensitibo. Pakikumpirma kung gusto mong magpatuloy.

**Figure G.5.1.** Age Distribution of Female Respondents based on their Consent to answer**Figure G.5.2.** Menstrual status (as of October 2022) of Respondents

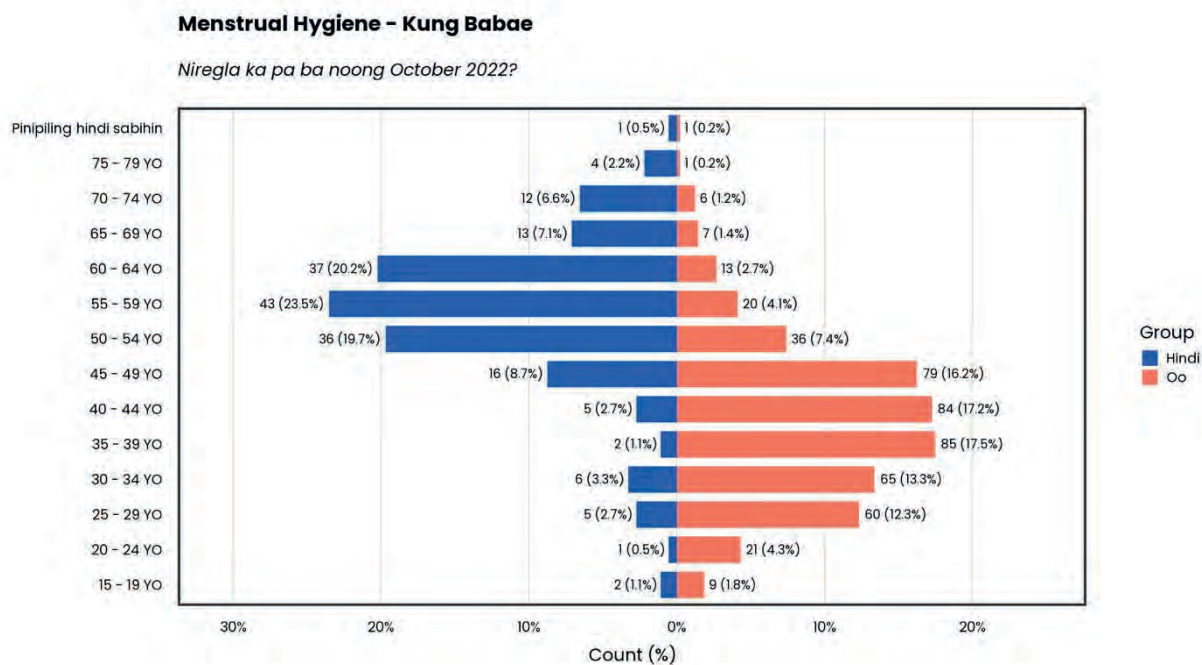


Figure G.5.3. Age Distribution vs Menstrual status (as of October 2022) of Respondents

Table G.5.2. Distribution of Menstruating Female Respondents based on whether they cleaned/sanitized during menstruation

Cleaned/Sanitized during menstruation	Count	%
Oo	374	97.9
Hindi	8	2.1
Total	382	

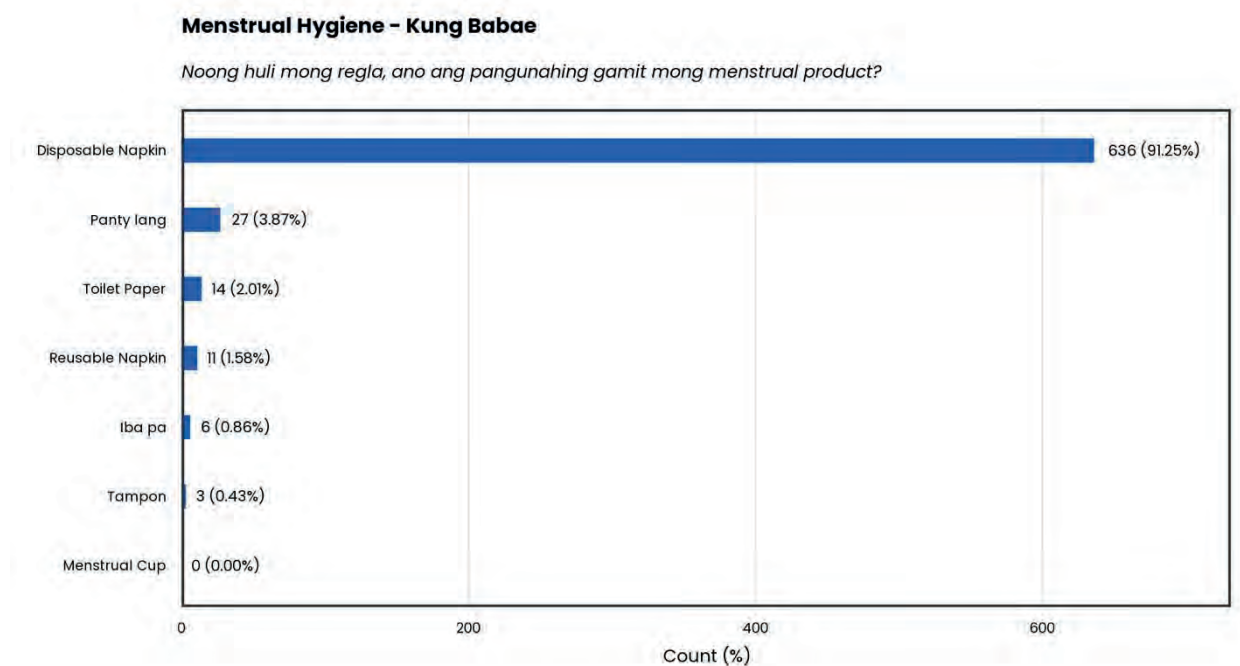


Figure G.5.4. Menstrual product used

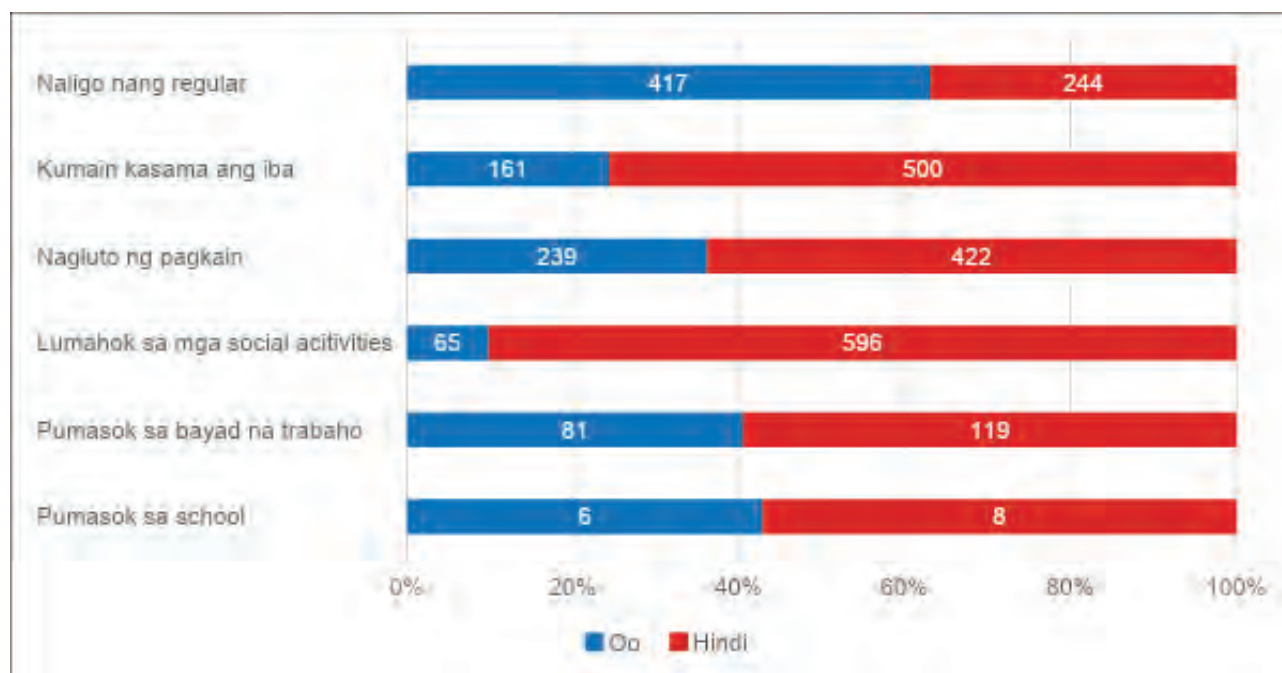


Figure G.5.5. Whether or not the respondent has done the following activities during menstruation



Appendix H

Key Informant Interview Detailed Notes

I. Introduction

1. The Key informant interviews (KII) were performed with 11 informants from the Public Information Department, Customer Service Regulation Area, Human Resources Unit - Administration Department, and Gender and Development (GAD) Focal Point System. The interviews were conducted from 16-17 October 2023, at the MWSS RO.
2. The individual interviews with key informants focused on the following topics: gender-related water policy frameworks; gender-responsive management in water governance institutions. Department-specific topics and questions were also discussed such as public awareness about gender-specific objectives and commitments, gender in consumer handling and complaints services; gender-representation in decision-making; gender focal point system; and GAD monitoring and evaluation.
3. Tools used were structured interview questions around the aforementioned topics. The prepared questions were generally used during the interview although there were additional questions raised and some questions that were not found relevant to a particular department were no longer asked (refer to KII Documentation, for details). Consistent with the design of the study, the questions aim to collect information on the status of GAD mainstreaming in MWSS RO.
4. The objective of the KII is to have an appreciation and understanding of the gender-mainstreaming efforts within the delivery mechanisms of MWSS RO. This analysis focused mainly on what transpired during the interviews. It is important to note that:
 - The expressed views by the identified samples over selected units of analysis for the KII do not necessarily reflect agency-wide findings and views;
 - The interview was not a whole-of-MWSS RO assessment although units directly involved in the reforms were represented; and
 - The analysis is not an evaluation of MWSS RO performance in terms of the effectiveness, efficiency, relevance, and outcomes of its GAD efforts.

II. Findings and Analysis

MWSS RO has achieved implementing gender-sensitive and gender-responsive efforts.

5. MWSS RO reinforced relevant national policies and country commitments on gender with the implementation of gender-related water policies. (See Annex 1). These policies are mostly gender sensitive and gender-responsive¹ as they intend to raise the level of awareness of the organization on GAD.
6. Early gender transformative efforts are evident. The anti-harassment policy and use of gender-neutral language are transformative policies. The Memorandum of Understanding (MoU) with its concessionaires can lead to developing more gender transformative and community-based policies in the water sector.
7. Internal mechanisms and processes such as surveys, feedback mechanisms, management and operational level meetings, provide inputs that ensure relevance and appropriateness of these policies to the work and context of MWSS RO². Policy formulation is also informed by benchmarking activities with other institutions (i.e., Cavite State University) and from the guidance of Philippine Commission on Women (PCW).
8. All the policies have been approved and implemented. However, there is an uneven perception on the implementation status particularly of the gender-fair language and anti-harassment policies. Others perceive that these policies are in the early phase of implementation while the majority views that all GAD policies are in full implementation. These varying views can be attributed to either limited involvement in its implementation, ongoing revisions and updating, or lack of full and updated information.

Policy formulation is inclusive and widely participated

9. Formulation of gender policies is primarily initiated by the Gender and Development Focal Point System (GFPS). Gender policies are created with input from people in the different departments (See Annex 2).

¹MWSS RO do not consciously categorize the policies according to the UNESCO criteria: Gender Sensitive, Gender Responsive and Gender Transformative

²The incorporation of SOGIE in the uniform policy, conduct of Pride Month celebration, SOGIE Education and Awareness, and HIV-AIDS awareness are among the examples shared where inputs from surveys and feedback from staff were considered in gender policies.



10. With representation from all the departments, the GFPS is an avenue in ensuring inclusion and participation of men and women in policy formulation and decision-making.
11. Each department recognized their involvement and importance in the gender policy formulation and implementation. Expressed enthusiasm of each department to contribute provides a good opportunity to further decentralize and enhance ownership and accountability in the GAD mainstreaming efforts of the organization.
12. There is high-level support on GAD in MWSS RO. In the 2023 GADTimpala Award³ of the PCW, MWSS RO was awarded the GADtimpala Bronze for Outstanding Gender-Responsive Agency while the GFPS was conferred the GADtimpala Silver for exemplary GFPS.

MWSS RO has a strong foundation to progress to a more in-depth and systematic Gender Monitoring and Evaluation.

13. Monitoring and reporting mechanisms are in place, but data collected are limited to sex-disaggregation and may provide narrower analyses in terms of evaluating outcomes and impacts.
14. Sustained efforts to adopt Harmonized Gender and Development Guidelines (HGDG) particularly in the review and assessment of proposed projects within the core mandates of the organization is recognized as an effort to mainstream gender outcomes into all its work and activities.
15. The results of the current study⁴ are envisioned to deepen MWSS RO's analysis on gender perspectives in the water sector in the country and improve their programs and services that impact women⁵.

³The GADTimpala award aims to recognize the outstanding performance of national government agencies and government-owned and controlled corporations in gender mainstreaming in their agencies

⁴The SDWDS Project is the first water sector study in the Philippines and is the biggest project in terms of scope in comparison to Latin America and Central America where similar studies were conducted.

⁵The GFPS envisions that MWSS RO will become a benchmark locally and internationally.



16. Evidence of progress are taken from various ways which include the Gender Mainstreaming Evaluation Framework (GMEF)⁶, GAD agenda⁷, GAD survey⁸, and feedback on GAD activities; Year-Assessment; ManCom Review and Planning; Customer Satisfaction Surveys, and GFPS Achievement Report.

Achieving gender parity in water governance institutions is a challenge but significant efforts have been undertaken.

17. Despite significant efforts, the organization has not yet achieved gender parity in the proportion of male and female staff across all departments.
18. The Human Resource Sex Disaggregated Data (SDD) as of October 2023 shows that:
- 53 percent of the workforce are males while 47 percent are females.
 - More than half of the regular employees are males.
 - Significantly, more males also hold top management positions while most females are in the rank-and-file only.
19. Efforts to pursue parity have been undertaken at the different stages of the employment cycle - hiring, recruitment and selection, retention, and promotion:
- All informants perceive that the process of selection, promotion is equal for both female and male candidates in different positions.
 - In the hiring process, informants shared that they promote inclusive hiring and recruitment processes by eliminating discriminatory vacancy posting and ensuring gendered wording of job descriptions.
 - Notable efforts toward creating inclusive workplaces were also mentioned such as putting up a lactation room, all-gender restrooms with accessibility features for persons with disability, and gender-neutral office uniforms.
 - Aside from Women's Month Celebration, MWSS RO also celebrates Pride Month in support of different gender identity and gender expression.
 - Flexibility in the availment of leave benefits to accommodate special needs and concerns of staff is also implemented.
 - Informants also shared that there is equal opportunity for males and

⁶ GMEF measures the level of gender mainstreaming against sets of indicators.

⁷ GAD Agenda pinpoints gaps and areas to be improved.

⁸ GAD Survey assesses the level of awareness and participation of males and females in attendance to activities.



females to be promoted at work, to participate in capacity building opportunities, and decision-making processes since there are mechanisms that allow them to share their inputs and feedback. Across the interviews, it was expressed that gender does not impact decision-making. The basis of judgment and approval is not gender rather the merits and value of proposals and inputs.

20. Emerging outcomes of these efforts include:

- Some water samplers are females.
- Some departments are female dominated and some committees are headed by women.

21. Aside from the Grievance Committee, important work has been done in putting up a mechanism that addressed gender-related complaints through the Committee on Decorum and Investigation (CODI)⁹. The decline of reported harassment cases is a good indication of the effectiveness of gender awareness efforts as well as the effectiveness of CODI in resolving filed cases¹⁰.

Various public information efforts to promote gender-specific objectives and commitments.

22. The policy on the use of gender-fair language in all communications including public information campaigns is a good start in mainstreaming gender in MWSS RO communications, knowledge products and information. Through its Public Information Department, the MWSS RO has made significant efforts in building and disseminating resources through online marketing, website, audio-visual presentations, videos, printing and public of IEC materials, gender-neutral mascot that support the objective of creating public awareness about gender and development.

⁹ The CODI is an investigative body in the MWSS RO that handles and investigates gender-based harassment complaints. It is a separate committee from the GFPS. The Committee has developed its operational manual containing administrative disciplinary rules on sexual harassment cases.

¹⁰ There has been no reported case and no case filed since the reconstitution of the MWSS RO CODI in 2022. Informants who are part of the CODI mentioned that all cases filed have been resolved and there were those that were penalized, suspended, and terminated. The challenges shared on the part of the members of CODI is that it affects relationships particularly among involved co-workers.

23. Variety of public information approaches, communications tools and IEC materials are used to help reach out to different audiences of all genders¹¹. The Public Information Department stressed that due to the technical nature of their work, the IEC materials they produce can also be technical for public consumption (See Annex 3).
24. Analytics and feedback are generated from its social media marketing activities. Social media on water conservation cards that are targeted to children and 'gamified' content generate a high engagement rate in their Facebook page.
25. The gender-specific vision, mission, and goals of MWSS RO are articulated in its GAD Agenda and strategic plan. Its envisioned sectoral outcomes can be drawn from the vision and mission while its GAD goals are more focused on organizational change agenda.
26. There is good indication that MWSS RO has increased level of awareness and understanding on gender and development. However, interpretation and understanding of the organization's key objectives and commitments is not yet fully shared by everyone.
 - Public information efforts are focused on advocating water conservation ([#EmpowerHerConserveWater](#) campaign) as a shared responsibility of all members of the family and not only by the women members. This campaign is visibly promoted in MWSS RO's social media, website, and printed materials.
 - Some believe that addressing gender gaps in water access to improve the lives of beneficiaries is the ultimate gender outcome of MWSS RO.
 - Specifically, they believe that MWSS RO has the following three (3) key messages: (1) women are disproportionately affected by water as they are the water managers; (2) safe and unclean water affects women, and (3) Lack of representation in leadership roles for women. With this, MWSS RO's commitment is to challenge the social and cultural expectations that only women manage water in the household. At the community-level, MWSS RO through its concessionaires will make best efforts in ensuring that water is accessible to everyone. At the organizational level, MWSS RO would encourage women's

¹¹ During the interview, the Public Information Department shared that the IEC materials go through a rigorous process of checking within the team. The GFPS is also involved in the review especially in the gender-neutrality of the materials. See Annex 3 for the review of the brochures received by UPCWGS.



presence and representation in leadership roles in the water sector institution.

- Meanwhile, other departments believe that gender commitments are focused on organizational reforms such as ensuring gender parity in the workforce and participation in capacity building activities and increasing staff level of awareness on GAD.

27. This suggests the need to clearly articulate and integrate its gender message and commitments into its corporate and public communications. It is important to have a unified message internally as this would further clarify and complement external knowledge-sharing of MWSS RO GAD perspective in the sector.

Mainstreaming of GAD in consumer handling and complaints is yet to be pursued.

28. MWSS RO recognized that there are gender issues in water services that are not mandated to directly handle them. Consumer complaints are handled by the concessionaires as the frontline service providers although MWSS RO is involved in critical and escalated complaints.

29. The Implementing Rules and Regulations (IRR) issued by MWSS RO is gender-neutral and applicable to all its consumers regardless of gender. There is no separate process or priority queues for women complainants. There are limitations in generating profile information of the consumers.

30. The Concession Agreement between MWSS RO and its concessionaires is an avenue to integrate gender issues in consumer service delivery.

Gender and Development Focal Point System is the main driver of GAD activities and initiatives in the organization.

31. The GFPS¹² takes the lead in the gender mainstreaming efforts of the office. GAD analyses and ownership are still largely externalized to the GFPS.

¹²GAD Committee is replaced by the GFPS. Its creation and composition are mandated and governed by the PCW Memorandum Circular 2011 Series 01 as revised. The GFPS of MWSS RO is currently headed by Atty. Claudine Orocio-Isorena who holds a management position. She was initially designated to the position and thereafter it became voluntary. It is composed of the Execom, Vice-Chair and the Technical Working Group (TWG). The GFPS has a total of 25 members with representation from the different Regulation Areas. The MOVE is an initiative of MWSS RO as it is not mandated in the PCW guidelines for the creation of the GFPS.

32. The composition of the GFPS is well represented with members from the different departments through the TWG and Men Opposed to Violence Against Women Everywhere (MOVE). Membership¹³ to the GFPS is voluntary but also position-based. Female committee members who are mostly in the rank-in-file are also less likely to hold leadership roles in the TWGs.
33. Capacity building activities through several GAD training have been provided to equip members for their role (See Annex 4).
34. With the hiring of a Gender and Development Specialist who provides technical and administrative support to the works of the GFPS, MWSS RO is able to progress several GAD activities. The GFPS perceive that progress in terms of building gender awareness and understanding has been positive. GAD Plans in 2024 are envisioned to be more gender transformative and client-focused specifically on strengthening partnerships with concessionaires¹⁴.
35. The GFPS understands that diverse and strategic partnerships with the concessionaires are essential in the delivery of transformative change in the water sector such as in the improvement of services for male and female water users/consumers. The GFPS has made initial but significant steps in engaging its concessionaires in the gender mainstreaming efforts. They extended invitations to their concessionaires in GAD activities such as the mandated celebrations, GAD planning workshops, and implementation of WASH activities.
36. MWSS RO envisions to widen the impact of GAD efforts at the community level through the MOU with concessionaires. The MOU aims to mainstream gender and development in the water management and sanitation sector to improve access to quality water and sanitation particularly among women who are the primary collectors and managers of water. Through the MOU, the concessionaires can develop their respective GAD plans, integrate GAD in their existing programs and services, and generate a more comprehensive sex-disaggregated data and profile of consumers.

¹³The TWG Chair is represented by senior staff. Nomination as member is initially done by the GFPS but the final selection rests from each department. The policy does not reflect the term of office of the GFPS officials and members.

¹⁴The GAD Plans implement two (2) major types of projects - organizational projects which refer to internal capacity and awareness building activities of MWSS RO; and client-focused projects which involve activities with concessionaires and external partners like the local government units (LGU).



Challenges:

1. **Budget:** Funding for GAD related initiatives is primarily defined by the approved budget of the agency. This constraints the scale, reach, and responsiveness of the initiatives.
2. **Personnel and personnel time.** The tasks for GAD are on top of the regular responsibilities of the staff. Informants expressed that with limited people in each department, there are challenges in performing additional tasks in the GFPS.
3. **Internal communication.** There is uneven perception on the status of implementation of policies and programs. There is no unified understanding on the key gender message and commitments of MWSS RO in the water sector.
4. **Gender parity in water governance.** External factors such as gender stereotyping in college courses and career choices with more males taking engineering and sciences courses result in challenges in hiring females for certain positions.

III. Recommendations

1. With its significant gender mainstreaming efforts, MWSS RO should progress towards a more systematic collection and in-depth analysis and use of [quantitative and qualitative] data to inform the planning, designing, and implementation of programs and policies.
2. Clearly articulate through key messages the ultimate gender impact that the organization aims to achieve in the Philippine water sector.
3. Embark on sustained and strategic communications to ensure that the key message and position is commonly shared internally, and the link between organizational change to the broader sectoral outcomes is communicated clearly.
4. Translate country context data from the SDWDS Project into informative and compelling public information.

5. Aside from social media analytics which provides a basic level of analysis of social media content, conduct a gender analysis of the production of, access to, and use of IEC materials to produce and design materials addressing information needs of different audiences.
6. There remains significant room for progress in pushing for gender parity in the workplace by considering the following:
 - Paying attention to gender equality in the applications received.
 - Conducting gender analysis in retention/turnover record.
 - Conducting internal assessment on the effectiveness of the implemented programs and policies promoting inclusivity in workspaces.
 - Showcasing women in job positions in the water sector and bringing this campaign to school to widen degree and career choices of women.
7. Explore opportunities for rank-and-file female members to take leadership roles in the GFPS. This would involve providing leadership, communication, and confidence training for women.
8. As the GFPS envisions to progress its gender mainstreaming efforts by engaging concessionaires and partners, it should take lead in translating the GAD framework into pathways for transformational change towards achieving the key gender outcomes. In such a case, it should articulate how change can happen through plans, programs, policies and activities; and describes the relationships that are expected to operate within MWSS RO and between its concessionaires in order to realize the gender outcomes.
9. MOU between MWSS RO and its concessionaires to articulate strategies and specific action plans in integrating GAD in consumer complaints.
10. With the results and recommendations of this study, MWSS RO may conduct further research or engage its concessionaires into subsequent conversations to further understand the context on the ground and develop gender-appropriate interventions in improving service delivery.

*Annex 1: GAD-related Water Policies***Policies**

- Use of Gender-Fair Language in all Communication
- Administrative Disciplinary Rules on Sexual Harassment Cases/Committee on Decorum and Investigation (CODI)
- All-Gender Restroom
- Provision of Lactation Room
- Reconstitution of the GAD Committee/Gender and Development Focal Point System (GFPS)
- Constitution of Men Opposed to Violence Against Women Everywhere (MOVE)
- GAD Agenda
- GAD Planning and Budgeting
- Gender Mainstreaming Evaluation Framework (GMEF)
- GAD Trainings
- GAD Online Survey/Sex Disaggregated Data
- Gender and Development Guidelines (HGDG)
- Women's Month Celebration
- Maternity/Paternity Leave, Solo Parents Leave, Gynecology Leave
- Gender-neutral Office Uniform
- Public Information Campaigns: 18-Day Campaign to End Violence Against Women Campaign; Water Conservation Campaign (Empower Her. Conserve Water)

Annex 2: Department Role in Policy Formulation

Department	Role
Public Information Department	<ul style="list-style-type: none"> - Responsible for communicating programs, functions, and projects of the MWSS RO to the public. - Conducts media and stakeholder engagements, create and distribute IEC materials to various stakeholders including other government agencies, partners and the general public. - Manages MWSS' online publication through the website and social media. - The PIO attributes its efforts in the use of gender-neutral and gender-sensitive language and visuals as well as in integrating facts and information about women in IEC materials for internal and public consumption.
Customer Service Regulation Area	<ul style="list-style-type: none"> - Monitors customer satisfaction. - Acts as mediator particularly in escalated and critical complaints. They recognize that they are yet to fully integrate gender concerns and practices into the whole unit's operations.
Human Resources Unit - Administration Department	<ul style="list-style-type: none"> - Provides significant involvement in the policy formulation process as this department manages the MWSS RO's human and financial resources. - Cascades internal information relevant to the formulation and implementation of the policies.
Gender and Development Focal Point System	<ul style="list-style-type: none"> - Takes lead in the gender mainstreaming efforts of MWSS RO from policy formulation, implementation, monitoring, and reporting. - Responsible for managing the annual GAD Plan and Budget, preparing the Accomplishment Reports, coordinating with PCW and Commission on Audit (COA), and handling mandated celebrations such as Women's Month, 18-Day Campaign to End Violence Against Women, Family Day, and Pride Month. - MWSS RO allot five (5) percent of its budget for GAD although as mentioned by the GFPS, there are also regular programs that are attributed as allocation for GAD. - Actively led the consultations and policy reviews prior to implementation and approval.

**Annex 3: IEC Materials on GAD¹⁵**

IEC Materials	Description
1) Clean Water Save Lives	<ul style="list-style-type: none"> - Provides information on a) existing water source, water conveyance systems and water treatment through text and infographics, and b) water testing being conducted by MWSS RO at Manila Water and Maynilad water plants. - Cites UN Water about the impact of poor water, sanitation and hygiene services among women and girls. It does not reflect the #EmpowerHerConserveWater hashtag. - Contains brief information about MWSS RO as well as its contact information. - Showcases the gender-neutral character/ mascot of MWSS RO. - Informative but technical. Can be useful to the local government and other partner organizations and to some extent to the public. - Published in Pilipino.
2) Regular na i-desludge ang poso negro pasa sa Kalusugan at Kaligtasan	<ul style="list-style-type: none"> - Provides information about desludging provides information about the importance of desludging, the health risks of unclean water and not conducting regular desludging, and how to avail of desludging services from Manila Water and Maynilad. - Cites that waterborne diseases from unsafe water have a more serious impact among pregnant women. - Contains brief information about MWSS RO as well as its contact information. - Showcases the gender-neutral character/mascot of MWSS RO. - Informative but technical. Can be useful to the local government and other partner organizations and to some extent to the public. - Published in Pilipino.

¹⁵ The UPCWGS received copies of the brochures after the interview; and got additional copies from the reception of the building. The other materials provided are prepared by PCW but reprinted by MWSS RO: Republic Act 7877 Anti-Sexual Harassment Act of 1995 prepared by PCW and reprinted by MWSS; Republic Act 9208 as amended by RA 10364 prepared by PCW and reprinted by MWSS; and Republic Act 9262 Anti-Violence Against Women and Their Children Act of 2004 prepared by PCW and reprinted by MWSS RO.



Annex 4: GAD Trainings

- GAD training on SDD
- Gender Sensitivity Training
- GAD plan and GAD budget
- Review of GAD agenda
- Trainings on GAD laws and policies
- GMEF Assessment
- HGDG Assessment training
- Annual Workshop on the Formulation of the GAD
- Training of the CODI
- Training of MOVE
- Monitoring and Evaluation which was attended by the Records Management Department to integrate the HGDG into their practice



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