


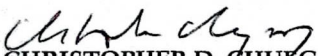


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INTERESTED PARTIES		REQUIREMENTS		FREQUENCY OF MONITORING COMPLIANCE OR CONFORMANCE	RESPONSIBLE AREA/PERSON
		NEEDS OF RO	EXPECTATION FROM THE RO		
1	Manila Water Company, Inc.	MWCT's timely submission of KPIs + BEMs Report and other requested documents/ reports such as, advisory on water interruption, regular attendance to meetings to discuss issues and concerns, among others	Timely release of KPIs + BEMs Evaluation Report and other RO reports and documents (e.g RO Resolutions)	Semi-annually/ Annually; and/or as the need arises	Technical Regulation Area (TRA), Financial Regulation Area (FRA), Customer Service Regulation Area (CSRA) & Administration and Legal Affairs (ALA)
2	Maynilad Water Services, Inc.	MWSI's timely submission of KPIs + BEMs Report and other requested documents/ reports such as, advisory on water interruption, regular attendance to meetings to discuss issues and concerns, among others	Timely release of KPIs + BEMs Evaluation Report and other RO reports and documents (e.g RO Resolutions)	Semi-annually/ Annually; and/or as the need arises	Technical Regulation Area (TRA), Financial Regulation Area (FRA), Customer Service Regulation Area (CSRA) & Administration and Legal Affairs (ALA)

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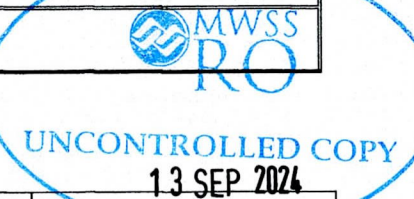
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		NEEDS OF RO	EXPECTATION FROM THE RO		
3	Department of Budget and Management (DBM)	Evaluation and recommendation of budget proposal for inclusion to the President's proposed National Budget for Fiscal Year (FY); Evaluation and approval of Corporate Operating Budget (COB) for FY	Timely submission of Budget Proposal for inclusion to the National Budget for FY; Timely submission of COB for FY	Annually	Administration and Legal Affairs (ALA)
4	MWSS Board of Trustees	Prompt approval of various regulatory and administrative-related requests	Submission of request with complete documents at least five (5) days prior to the scheduled Board meeting	Monthly	Concerned Regulation Area

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		NEEDS OF RO	EXPECTATION FROM THE RO		
5	Department of Health (DOH) NCRO	Prompt response/feedback to issues and concerns raised	Timely submission of a reliable/accurate water quality report	Monthly	Technical Regulation Area (TRA)
6	Department of Environment and Natural Resources (DENR)	Prompt issuance of guidelines, policies and standards (e.g. DAO 2016-08, DAO 2021-19, etc.)	Timely notification to Concessionaires for appropriate action	Monthly;	Technical Regulation Area (TRA)
		Prompt approval and/or reply for various submission of compliances and/or requests relative to issues on water resources management and economic regulation of water operations	Timely submission of required reports relative to the water and wastewater operations of the Concessionaires	as the need arises	

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		NEEDS OF RO	EXPECTATION FROM THE RO		
7	Office of Government Corporate Counsel (OGCC)	Legal assistance as statutory counsel of MWSS	Provide data/ documents within its possession, logistics, etc.	As the need arises	Administration and Legal Affairs (ALA)
8	Office of Solicitor General (OSG)	Legal assistance as counsel of the Republic in relation to the Letter of Undertaking (Exhibit D of the CA)	Provide data/ documents within its possession, logistics, etc.	As the need arises	Administration and Legal Affairs (ALA)
9	Office of the President - Hotline 8888	Timely submission of the Concessionaires' reply/ feedback on the action taken on complaints from receipt of RO's endorsement	Timely closure of complaints and provision of feedback to 8888 Hotline	Daily	Customer Service Regulation Area (CSRA)

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		NEEDS OF RO	EXPECTATION FROM THE RO		
10	Office of the President	Prompt approval of request (e.g. Travel authority, etc.)	Submission of request for travel 30 days prior to travel date	As the need arises	Administration and Legal Affairs (ALA)
11	National Water Resources Board (NWRB)	Prompt issuance if raw water allocation during El Nino and/or water shortage	Timely notification to Concessionaires to mitigate the effect of raw water shortage	As the need arises	Technical Regulation Area (TRA)
12	Landbank of the Philippines (LBP)	Prompt posting/crediting of payroll accounts	Timely submission/delivery of payroll account	Semi-monthly/Monthly	Administration and Legal Affairs (ALA)
13	Commission on Audit (COA)	Prompt response/feedback to issues and concerns raised	Timely submission of Financial Report; Status on Ageing of Cash Advance, Disbursement Vouchers	Quarterly; Annually	Administration and Legal Affairs (ALA)

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		NEEDS OF RO	EXPECTATION FROM THE RO		
14	Civil Service Commission (CSC)	Speedy approval of appointment papers; speedy resolution on filed motion for reconsideration/appeal, etc.	Submission of appointment papers and/or filing of motion for reconsideration/appeal within the prescribed-time	Monthly; As the need arises	Administration and Legal Affairs (ALA)
15	Department of Budget-Government Procurement Policy Board (DBM - GPPB)	Prompt feedback on the submitted Annual Procurement Plan, APCPI, Procurement Monitoring Report and request for opinion	Submission of the required report on or before the prescribed deadline	Annually	Bids and Awards Committee (BAC) & Administration and Legal Affairs (ALA)
16	Governance Commission for GOCCs (GCG)	Prompt approval and/or reply for various submission of compliances and/or requests	Timely submission of PES Quarterly Monitoring Report and other required documents/information	Quarterly; Annually	All Areas

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		NEEDS OF RO	EXPECTATION FROM THE RO		
17	Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems, otherwise known as the AO25 IATF	Prompt feedback on the submitted compliance with the Good Governance Conditions and Conditions Specific to GOCCs	Submission of compliance for the Good Governance Conditions and Conditions Specific to GOCCs within the prescribed time	Annually	Administration and Legal Affairs (ALA), Office of the Chief Regulator (OCR) (Public Information Department & Management Information System)
18	Department of Information and Communications Technology (DICT)	Endorsement of the proposed ICT Projects for implementation	Submission of Information Systems Strategic Plan and/or any modification thereof	Every 3 years or as the need arises	Office of the Chief Regulator (OCR) - MIS
19	Philippine Information Agency (PIA)	Prompt feedback on the submitted FOI compliance	Timely submission on FOI requirements	Annually	FOI Committee

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		NEEDS OF RO	EXPECTATION FROM THE RO		
20	National Privacy Commission (NPC)	Action on events of data breach on Customer information	Submission of Data Breach Notification and Annual Security Incidents Report	Annually	Data Privacy Committee
21	Bureau of Internal Revenue (BIR)	Accurate and prompt posting of payment	Timely remittance of trust liabilities	Monthly	Administration and Legal Affairs (ALA)
22	Philhealth	Accurate and prompt posting of payment and prompt processing of benefit	Timely remittance of trust liabilities	Monthly	Administration and Legal Affairs (ALA)
23	Pag-IBIG	Accurate and prompt posting of payment and prompt processing of benefit	Timely remittance of trust liabilities	Monthly	Administration and Legal Affairs (ALA)

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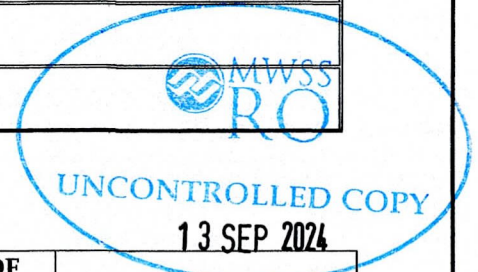
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		NEEDS OF RO	EXPECTATION FROM THE RO		
24	Government Service Insurance System (GSIS)	Accurate and prompt posting of payment and prompt processing of benefit	Timely remittance of trust liabilities	Monthly	Administration and Legal Affairs (ALA)
25	Social Security System (SSS)	Accurate and prompt posting of payment and prompt processing of benefit	Timely remittance of trust liabilities	Monthly	Administration and Legal Affairs (ALA)
26	Water and Sewerage Sector Savings and Loan Association (WASSLAI)	Accurate and prompt posting of payment	Timely remittance of trust liabilities	Monthly	Administration and Legal Affairs (ALA)

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27	MWSS Regulatory Office Towards Unity and Betterment in Government (MWSS RO TUBIG) - Employee Association	Accurate and prompt posting of payment	Timely remittance of trust liabilities	Monthly	Administration and Legal Affairs (ALA)
28	MWSS RO Rank-and-file employees / MWSS RO TUBIG members	Feedback on matters that affect the personal welfare and wellbeing of employees	Prompt action on queries, comments and suggestions from rank-and-file employees / RO-TUBIG members	As the need arises	Administration and Legal Affairs (ALA) / ManCom
29	Consumer Groups / Civil Society Groups	Complete documents of issues & concerns raised	Prompt response to issues and concerns raised	As the need arises	Office of the Chief Regulator (OCR)

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		NEEDS OF RO	EXPECTATION FROM THE RO		
30	Media	Fair and objective media reports	Provide accurate data/information	Quarterly and/or as the need arises	Office of the Chief Regulator (OCR)
31	Inter-Agency Task Force (IATF) for the Management of Emerging Infectious Diseases	Issuances on minimum health and safety protocols relative to emerging infectious diseases	Timely and accurate reporting (e.g. Infectious/communicable disease incidents in the workplace) to appropriate agencies/offices	Quarterly and/or as the need arises	Administration and Legal Affairs (ALA)
32	Office of the Deputy Executive Secretary for Legal Affairs	Prompt response to issues and concerns raised	Prompt response to issues and concerns raised	As the need arises	Office of the Chief Regulator (OCR)

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		NEEDS OF RO	EXPECTATION FROM THE RO		
33	Anti-Red Tape Authority (ARTA)	Clear interpretation of the rules and guidelines on the implementation and applicability of RA No. 11032 and other issuances of the ARTA. Prompt feedback on inquiries and concerns raised by the MWSS RO.	Ensure compliance with the requirements of RA No. 11032, its IRR, and issuances promulgated by the ARTA as maybe applicable.	As the need arises and/or as directed by the ARTA.	Concerned Regulation Area
34	Environmental Management Bureau	Issuances (Guidelines, Memorandum circulars, etc.) relative to the Concessionaires' permits under its jurisdiction	Timely notification to Concessionaires for appropriate action	As the need arises	Technical Regulation Area (TRA)

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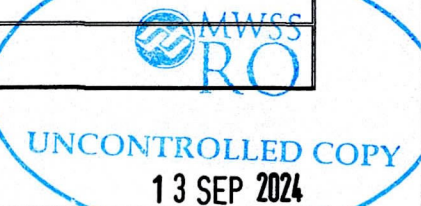


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		NEEDS OF RO	EXPECTATION FROM THE RO		
35	Laguna Lake Development Authority (LLDA)	Issuances relative to the Concessionaires' permits under its jurisdiction	Timely notification to Concessionaires for appropriate action	As the need arises	Technical Regulation Area (TRA)
36	Philippine Commission on Women (PCW)	Guidance on the interpretation of the laws/rules for the implementation and applicability of RA No. 9710 and other memorandums issued by PCW Prompt feedback on endorsement/approval of the submitted Gad Plan and Budget (GPB) and Accomplishment Report (AR), inquiries and concerns raised by the MWSS RO	Ensure compliance with the requirements of RA No. 9710 or the Magna Carta of Women (MCW), its IRR, PCW-DILG-DBM-NEDA Joint Circular No. 2012-01, and other Memorandum Circulars promulgated by the PCW as maybe applicable.	Annually	Head of Agency, GAD Focal Point System (GFPS), Project Implementors

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		NEEDS OF RO	EXPECTATION FROM THE RO		
37	House of Representatives and Senate of the Philippines	Issuances relative to the franchise granted to the Concessionaires.	Annual report on the operations and compliance to the provisions of their respective the franchise grants by the Concessionaires	Annually	All Regulation Areas
		Approval of the Corporate Operating Budget of the MWSS RO to be included in the General Appropriations Act.	Response to queries and/or submission of reports relative to the deliberations of the MWSS RO annual Corporate Operating Budget.		

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		NEEDS OF RO	EXPECTATION FROM THE RO		
38	DENR - Water Resources Management Office (WRMO)	Issuances (Guidelines, Memorandum circulars, etc.) affecting the Concessionaires' operations and Service Obligations	Timely submission of required reports relative to the water and wastewater operations of the Concessionaires	As the need arises	All Regulation Areas
39	Inter-Agency Committee on Inflation and Market Outlook (IAC-IMO)	Feedback on reports submitted for the MWSS RO's appropriate action	Timely submission of reports on price trends, drivers of inflation and mitigating measures to address water supply shortages.	Monthly	Financial Regulation Area (FRA)

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40	Bureau of Treasury (BTr)	Replenished daily the government servicing banks (LBP) with funds equivalent to the amount of negotiated checks presented to the government servicing banks (LBP) by MWSS RO.	Timely submission of Notice of Cash Allocation to the DBM	As the need arises	Administration and Legal Affairs (ALA)
41	Procurement Service (PS) - DBM	Submission, approval and efficient implementation of RO's APP-Common-use Supplies and Equipment (CSE) to aid in the daily operations of the office; Price monitoring of common-use supplies;	Submission of APP-CSE thru the Virtual Store facility within the deadline set by PS-DBM, i.e., every fourth quarter of the concurrent year for the next fiscal year, and implementation of the same;	Annually; As the need arises	Administration and Legal Affairs (ALA)

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		<p>Identification of supplies, materials including equipment construction materials and the corresponding sources;</p> <p>Continuous evaluation, development, and enhancement of its procurement system, coverage, and procedure;</p> <p>Management and maintenance of the Government Electronic Procurement System (PhilGEPS)</p>	Utilization of the PS-DBM Virtual Store and PhilGEPS for procurement needs		

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42	Philippine Statistics Authority (PSA)	July Inflation of the previous year Average Inflation of the previous year	Timely feedback on rate adjustment queries	Annually	Financial Regulation Area (FRA)
43	Bangko Sentral ng Pilipinas (BSP)	Average Foreign Exchange Rate of Philippine Peso to US Dollar, Japanese Yen and Euro for the month of the end of each quarter.	Timely feedback on rate adjustment queries	Quarterly	Financial Regulation Area (FRA)



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