



02 April 2025

HON. PATRICK LESTER N. TY

Chief Regulator

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM

- REGULATORY OFFICE

Katipunan Ave. cor. H. Ventura St.,

Brgy. Balara, Quezon City



**RE: TRANSMITTAL OF 2025 CHARTER STATEMENT AND
STRATEGY MAP AND PERFORMANCE SCORECARD**

Dear Chief Regulator Ty,

This is to formally transmit the 2025 Charter Statement and Strategy Map (**Annex A**) and the 2025 Performance Scorecard (**Annex B**) of the **METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE (MWSS-RO)**, to be posted on the MWSS-RO's website in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The MWSS-RO's proposed Charter Statement, Strategy Map, and Performance Scorecard submitted through a letter dated 30 October 2024² were **MODIFIED** based on: (i) discussions during the Technical Panel Meeting (TPM) held on 18 December 2024; (ii) evaluation of revised documents submitted through letters and emails, the last of which was submitted on 25 March 2025;³ and (iii) agreements during the Performance Target Conference held on 28 March 2025.

Item 9 of GCG M.C. No. 2024-01⁴ mandates GOCCs to accomplish the requisite Quarterly Monitoring Reports (*i.e.*, PES Form 4) for the calendar year, detailing their progress in accomplishing their performance targets. The Quarterly Monitoring Reports should also disclose any substantial changes in circumstances that were unforeseen during the TPM that may affect the timely achievement of the GOCC's targets.

FOR THE MWSS-RO'S INFORMATION AND COMPLIANCE.

Very truly yours,

ATTY. MARIUS P. CORPUS

Chairperson

ATTY. BRIAN KEITH F. HOSAKA

Commissioner

ATTY. GERALDINE MARIE B.

BERBERABE-MARTINEZ

Commissioner

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

² Officially received by the Governance Commission on 04 November 2024.

³ Officially received by the Governance Commission on 25 March 2025.

⁴ ENHANCED PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 28 June 2024.



2025 CHARTER STATEMENT AND STRATEGY MAP



MWSS
REGULATORY OFFICE

MISSION

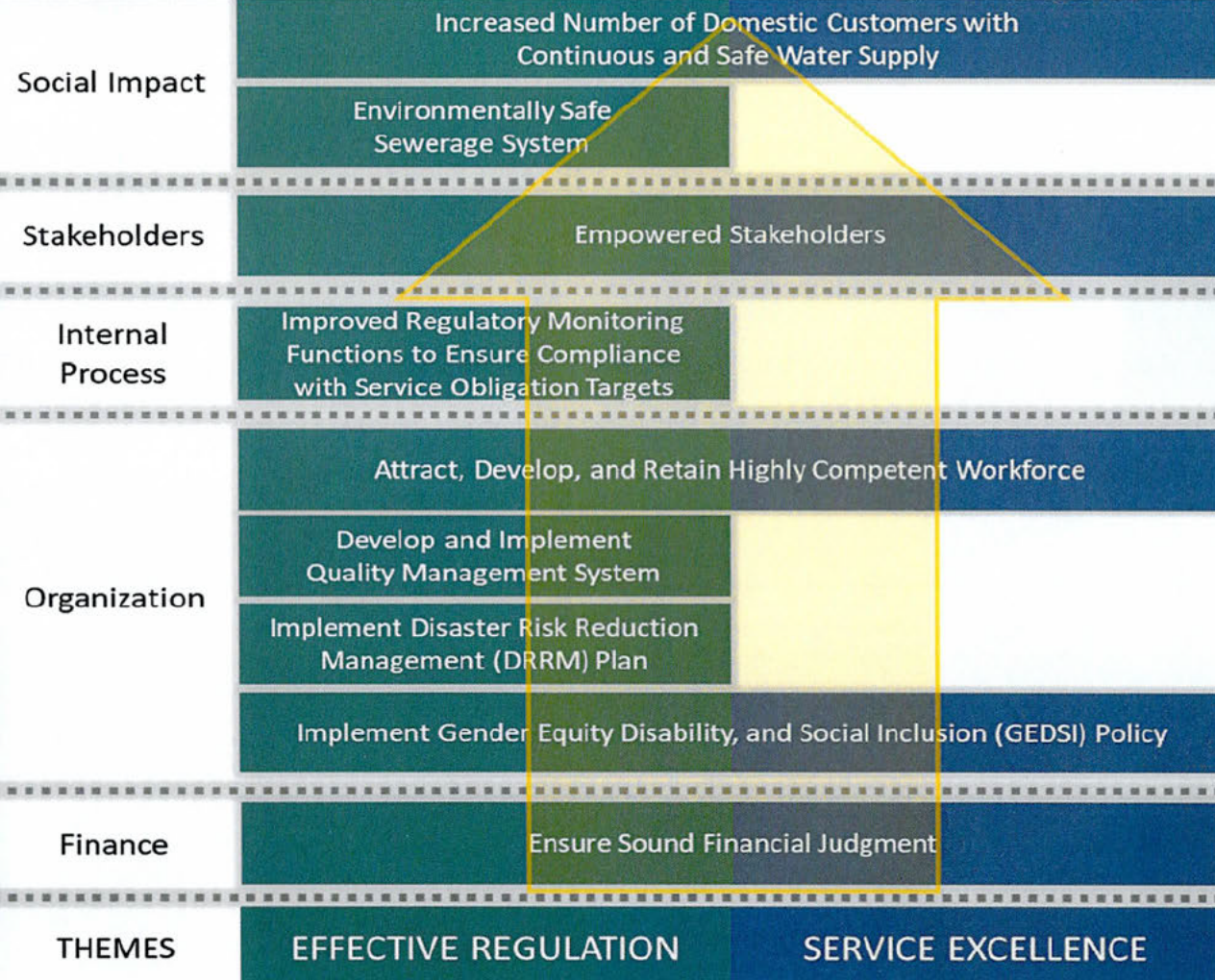
To monitor, even during any emergency situation that the State may declare, Concessionaires' compliance with their contractual obligations, enforce Customers service standards, and determine reasonable rates in the delivery of continuous and safe drinking water supply and environmentally-safe sewerage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

CORE VALUES

Patriotism
Integrity and Professionalism
Participatory Governance
Transparency and Accountability
Gender Responsiveness

VISION

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



METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{al}	2022	2023	2024	2025	
SOCIAL IMPACT	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply							
	SM 1	Percentage of Domestic Water Service Connections (WSC) with 24-hr Water Availability and 7-psi Minimum Pressure	Domestic WSCs with 24-hr and 7-psi Water Supply / Total Number of WSCs	9.5%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right)}{\text{x Weight}} \right]$	87.9%	93.48%	91%	92%
	SM 2	Compliance of RO and Concessionaires' Samples with the Minimum 95% Bacteriological Requirement of PNSDW	<div>Compliant if: $\frac{\text{Number of Samples passing PNSDW}}{\text{Total Number of Samples}}$ at least 95% collected samples by both MWSS-RO and Concessionaires</div>	15%	<div>$\left\{ \begin{aligned} &\left(\frac{\text{"Passed" MWSS-RO samples}}{\text{Total MWSS-RO Samples}} \right)^{.5} \\ &+ \left(\frac{\text{"Passed" Concessionaires samples}}{\text{Total Concessionaire samples}} \right)^{.5} \\ &\times \left(\frac{\text{Actual MWSS-RO samples collected}}{1,348} \right) \end{aligned} \right\}$ x Weight If not compliant: 0%</div>	Compliant	Compliant	Compliant	Compliant
	SO 2	Environmentally Safe Sewerage System							
	SM 3	Cumulative Number of Domestic Sewer Connections	Absolute Number	9.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	424,509	579,553	598,361	707,020

	Component					Baseline Data		Targets	
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025
SOCIAL IMPACT	SM 4	Percentage of RO and Concessionaires' Samples Compliant with Applicable DENR Administrative Order (DAO)	$\frac{\left(\frac{\text{"Passed" MWSS - RO Samples}}{\text{MWSS - RO Total Samples}}\right) \times 0.5}{\left(\frac{\text{"Passed" Concessionaires' Samples}}{\text{Concessionaires' Total Samples}}\right) \times 0.5}$	9.5%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}}\right)^x}{\left(\frac{\text{Actual MWSS-RO samples collected}}{612}\right)} \right] \times \text{weight}$	99.53%	98.74%	90.5%	91%
	SM 5	Number of Septic Tanks Desludged	Absolute Number	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	179,351	189,330%	188,884	188,884
	Subtotal			48.5%					
STAKEHOLDERS	SO 3	Empowered Stakeholders							
	SM 6	Customer Satisfaction Survey (CSS)	Number of Respondents which gave at least a Satisfactory Rating / Total Number of Respondents	5%	Actual over Target 0% = If less than 80%	0%	99.09%	90%	90%
	Subtotal			5%					

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025	
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets							
	SM 7	Percentage of RO Resolutions on Rate Petitions submitted to MWSS-BOT within 15 Calendar Days Prior to Scheduled Effectivity of the Adjustment							
		a. Maynilad Water Services, Inc. Petitions	No. of RO Resolutions on Rate Petitions submitted to MWSS-BOT within 15 days prior to Scheduled Effectivity of the Adjustment / Total No. of Rate Petitions	3%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	N/A	100% (1 out of 1 rate petition)	100%	100%
		b. Manila Water Company, Inc. Petitions		3%			100% (1 out of 1 rate petition)	100%	100%
	SM 8	Percentage of Complaints Resolved within 10 Working Days from Submission for Resolution	Number of Complaints Resolved Within the Prescribed Timeline from Submission for Resolution / Total Number of Complaints for Resolution	2%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	99.74%	100%	100%	100%
	SM 9	Key Performance Indicators (KPIs) + Business Evaluation Measures (BEMs) Evaluation Reports (within 60 days from Concessionaires' submission)							
a. 2024 Annual									

INTERNAL PROCESS	Component					Baseline Data		Targets	
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025
	SM 9	1. Maynilad Water Services, Inc.	Actual Accomplishment	4%	Submitted beyond 60 days from concessionaire's submission = 2% Submitted within 60 days from concessionaire's submission = 4%	2021 KPI+BEMS Evaluation Reports submitted on time	2022 KPI+BEMS Evaluation Report submitted on time	2023 KPI+BEMS Evaluation Report for Maynilad submitted on time	2024 KPI+BEMS Evaluation Report
		2. Manila Water Company, Inc.	Actual Accomplishment	4%	Submitted beyond 60 days from concessionaire's submission = 2% Submitted within 60 days from concessionaire's submission = 4%	2021 KPI+BEMS Evaluation Reports submitted on time	2022 KPI+BEMS Evaluation Report submitted on time	2023 KPI+BEMS Evaluation Report for Manila Water submitted on time	2024 KPI+BEMS Evaluation Report
		b. Mid-2025							
		1. Maynilad Water Services, Inc.	Actual Accomplishment	4%	Submitted beyond 60 days from concessionaire's submission = 2% Submitted within 60 days from concessionaire's submission = 4%	Mid-2022 KPI+BEMS Report Cards submitted on time	Mid-2023 KPI+BEMS Evaluation Report submitted on time	Mid-2024 KPI+BEMS Report Card for Maynilad submitted on time	Mid-2025 KPI+BEMS Report Card

	Component					Baseline Data		Targets	
	Objective/Measure		Formula	Wt.	Rating System ^{al}	2022	2023	2024	2025
INTERNAL PROCESS		2. Manila Water Company, Inc.	Actual Accomplishment	4%	Submitted beyond 60 days from concessionaire's submission = 2% Submitted within 60 days from concessionaire's submission = 4%	Mid-2022 KPI+BEMs Report Cards submitted on time	Mid-2023 KPI+BEMs Evaluation Report submitted on time	Mid-2024 KPI+BEMs Report Card for Manila Water submitted on time	Mid-2025 KPI+BEMs Report Card
	SM 10	Number of Big CAPEX Projects Inspected	Absolute Number	5%	$\frac{\text{Actual}}{\text{Target}}$ x Weight	16 Inspection Reports	16 Inspection Reports	16 Inspection Reports	20 Inspection Reports
	Subtotal			29%					
ORGANIZATION	SO 5	Attract, Develop, and Retain Highly Competent Workforce							
	SM 11	Percentage of Employees Meeting Required Competencies	No. of Personnel Who Met All the Required Competencies Over Total Number of Personnel	5%	$\frac{\text{Actual}}{\text{Target}}$ x Weight	40.32%	44.44%	46.15%	53%
	SO 6	Develop and Implement Quality Management System							
	SM 12	Compliance to Quality Standards (ISO QMS)	Actual Accomplishment	5%	All or Nothing	Passed 1 st Surveillance Audit	Passed 2 nd Surveillance Audit	Recertification	Passed ISO 9001:2015 1 st Surveillance Audit

	Component				Baseline Data		Targets		
	Objective/Measure	Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025	
FINANCE	SO 7	Implement Disaster Risk Reduction Management (DRRM) Plan							
	SM 13	Development and Implementation of Disaster Risk Reduction Management (DRRM) Plan	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	RO <i>en banc</i> Approved Public Service Continuity Plan (PSCP) submitted to the MWSS Board
	SO 8	Implement Gender Equity, Disability, and Social Inclusion (GEDSI) Policy							
	Subtotal			12.5%					
	SO 9	Ensure Sound Financial Judgment							
SM 14	Budget Utilization Rate – GAA Subsidy								
	a. Obligation Rate								
	1. Current	Total Obligated Subsidy over Total COB from Subsidy [both net of PS Cost]	1.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	N/A	N/A	90%	90%	
	2. Carry-Over		1%				N/A	90%	
	b. Disbursement Rate								



	Component				Baseline Data		Targets		
	Objective/Measure		Formula	Wt.	Rating System ^{a/}	2022	2023	2024	2025
	1. Current	Total Disbursement over Total Obligations [both net of PS Cost]	1.5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	N/A	N/A	90%	90%	
	2. Carry-Over	Total Disbursement over Total Obligations [both net of PS Cost]	1%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	N/A	N/A	N/A	90%	
	Subtotal		5%						
	TOTAL		100%						
	BONUS STRATEGIC MEASURE:								
	GAD Budget Utilization	Actual Disbursement for GAD-related activities over Total COB	1%	All or Nothing	N/A	N/A	N/A	5% of total budget	
	GRAND TOTAL		101%						

a/ But not to exceed the weight assigned per indicator

For GCG:


ATTY. MARIUS P. CORPUS
Chairperson

For MWSS-RO:


ATTY. PATRICK LESTER N. TY
Chief Regulator