



Office of the President of the Philippines
GOVERNANCE COMMISSION
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
3F, Citibank Center, 8741 Paseo De Roxas, Makati City, Philippines 1226



26 January 2021

PDDG. REYNALDO V. VELASCO (RET.)
Chairperson
LT. GEN. EMMANUEL B. SALAMAT (RET.)
Administrator
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM
– CORPORATE OFFICE (MWSS-CO)
MWSS Complex, 489 Katipunan Road
Balara, Quezon City

**RE : TRANSMITTAL OF RECALIBRATED
2020 PERFORMANCE SCORECARD**

Dear Chairman Velasco and Admin. Salamat,

This is to formally transmit the Recalibrated 2020 Performance Scorecard (*Annex A*) based on the submitted Charter Statement and Strategy Map of MWSS-CO. The same is to be posted in MWSS-CO's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The MWSS-CO Recalibrated Performance Scorecard submitted through a letter dated 29 September 2020² was reviewed and evaluated in view of the circumstances brought about by the COVID-19 pandemic, and in accordance with the residual authority of the Governance Commission as stated in GCG M.C. No. 2017-02.³

MWSS-CO is further directed to submit its 4th Quarter Monitoring Report, based on the Recalibrated 2020 Performance Scorecard, **within thirty (30) days** from receipt of this letter.

FOR MWSS-CO'S INFORMATION AND GUIDANCE.

Very truly yours,

Digitally signed by:
CHAIRMAN SAMUEL G. DAGPIN, JR.

Digitally signed by:
COMMISSIONER MICHAEL P. CLORIBEL

Digitally signed by:
COMMISSIONER MARITES C. DORAL

cc: COA Resident Auditor – MWSS-CO

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – CORPORATE OFFICE
Recalibrated 2020 Performance Scorecard

	Component				Baseline			Targets	
	Objective/Measure	Formula	Wt.	Rating System	2017	2018	2019	2020	
CUSTOMERS / STAKEHOLDERS / SOCIAL IMPACT	SO 1	Augment the Current Water Supply Capacity in light of Increasing Water Demand							
	SM 1	Water Supply Capacity	Total water capacity of all systems	10%	Actual / Target	4,400 MLD	4,400 MLD	4,400.89 MLD	4,469 MLD
	SO 2	Ensure Customer Satisfaction in MWSS Service Delivery Areas							
	SM 2	Percentage of Satisfied Customers							
		a. Water Concessionaire	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	2.5%	Actual / Target 0% = If less than 80%	No Customer Survey	100%	100%	90%
b. Water District	2.5%	N/A		90%					
Subtotal			15%						
INTERNAL PROCESS	SO 3	Ensure Continued Water Security Legacy Framework							
	SM 3	New Centennial Water Supply Source – Kaliwa Dam Project (NCWS-KDP)	Milestone	10%	All or Nothing	-	Signed Loan Agreement	ECC was issued on 11 Oct 2019 so the NTP was only issued on 13 Nov 2019	Management approved Detailed Engineering Design
	SM 4	Bulacan Bulk Water Supply Project (BBWSP)	Number of MOAs	10%	Actual / Target	39.81% Physical Accomplishment of Construction Work	96.23% Physical Accomplishment Construction Work	Timely completion of Stages 1 and 2	MOA with seven (7) stage 3a WDS

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Recalibrated 2020 Performance Scorecard

	Component				Baseline			Targets	
	Objective/Measure	Formula	Wt.	Rating System	2017	2018	2019	2020	
INTERNAL PROCESS	SM 5	Angat Water Transmission Improvement Project (AWTIP)	Percentage of construction work based on project timeline accomplished	10%	Actual / Target	23.03% Physical Accomplishment of Construction Work	94.49% Physical Accomplishment Construction Work	98.59% Physical Accomplishment of Construction Work	100% Physical Accomplishment of Construction Work
	SM 6	Bigte-Novaliches Aqueduct No. 7	Milestone	10%	All or Nothing	N/A	Approved Feasibility Study	Submission to NEDA-ICC of documentary requirements	Issuance of Notice to Proceed
	SM 7	Ipo Dam 3	Milestone	10%	All or Nothing	N/A	N/A	Accomplishment for the FS was at 85.67% as of 31 March 2020.	Submission of project evaluation documents to NEDA-ICC
	SO 4	Integrated Watershed Management System							
	SM 8	Reforestation of the Angat, Ipo, La Mesa Watershed Areas	Number of Trees nurtured and planted	5%	Actual / Target	N/A	1.048 Million trees planted	1,026,999 trees planted	200,000 trees planted
Subtotal			55%						
LEARNING AND GROWTH	SO 5	Nurture a More Efficient and Effective Workforce							
	SM 9	Percentage of Employees Meeting Required Competencies	Percentage increase from 2019 baseline on employees meeting the required competencies	5%	All or Nothing	BOT-Approved Competency Model	-	5.5%	Improvement from the 2019 baseline

Component					Baseline			Targets	
	Objective/Measure	Formula	Wt.	Rating System	2017	2018	2019	2020	
LEARNING AND GROWTH	SM 10	Information Systems Strategic Plan (ISSP)	Number of systems fully developed	5%	Actual / Target	N/A	-	-	(1) NITIF: Full development (2) AMIS: 33% completion of systems development (3 out of 9 modules)
	SM 11	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Internal Quality Audit (IQA)	ISO 9001:2015 Certified	Passed Surveillance Audit	Passed Surveillance Audit
	Subtotal			15%					
FINANCE	SO 6	Ensure Sound Financial Management							
	SM 12	EBITDA	Earnings before interest, tax, depreciation and amortization	5%	Actual / Target	₱794.30 Million	₱864.92 Million	₱963.41 Million	₱557.35 Million
	SM 13	Settlement of NG Advances	Amount collected over loan balance	10%	Actual / Target	N/A	N/A	-	₱286,847,221.79 [*]
	Subtotal			15%					
TOTAL			100%						

^{*} Subject to reconciliation of amortization difference between Bureau of Treasury (BTR) and MWSS.