



**31 May 2021**

**PLTGEN. REYNALDO V. VELASCO (RET.), PH.D.**  
*Chairperson*  
**METROPOLITAN WATERWORKS AND SEWERAGE  
SYSTEM – CORPORATE OFFICE (MWSS-CO)**  
MWSS Complex, 489 Katipunan Ave.  
Quezon City

**RE : TRANSMITTAL OF 2021 PERFORMANCE SCORECARD**

Dear Chairperson Velasco,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**), and 2021 Performance Scorecard (**Annex B**) 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.<sup>1</sup>

The MWSS-CO proposed Performance Scorecard submitted through its letter dated 30 September 2020<sup>2</sup> was **MODIFIED** based on the discussions made during the online technical panel meeting (TPM) held on 18 November 2020 and evaluation of supporting documents submitted through its letter dated 05 January 2021.<sup>3</sup>

We take this opportunity to remind MWSS-CO that Item 5 of GCG M.C. No. 2017-02<sup>4</sup> mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. MWSS-CO is thus requested to submit its revised Quarterly Targets based on the attached Scorecard upon submission of the 2<sup>nd</sup> Quarter Monitoring Report for 2021.

Finally, under GCG M.C. No. 2017-02, GOCCs can no longer renegotiate the targets set in their Performance Scorecards for the current year. Thus, any request for modification in the 2021 Performance Scorecard will instead be considered during the validation of the reported annual accomplishments.

**FOR MWSS-CO'S COMPLIANCE.**

Very truly yours,

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

<sup>2</sup> Received by the Governance Commission on 01 October 2020.

<sup>3</sup> Received by the Governance Commission on 07 January 2021.

<sup>4</sup> INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.



**MISSION:**

To operate, maintain and develop waterworks and sewerage systems in the most cost effective manner to ensure adequate and uninterrupted supply of potable water and sanitary sewerage services.

**VISION:**

By 2028:

A dependable and reliable agency, with resilient water source infrastructure and competent personnel working under a strong organizational structure.

By 2040:

Achieved AmBisyon Natin 2040 goals, through the actualization of long-term water security governance reforms.

**CORE VALUES:**

- Service Excellence
- Quality
- Integrity
- Results-Oriented
- Transparency

**COMMUNITY VISION:**

- Malinis na Tubig
- Walang Korupsiyon
- Sapat na Daloy ng Tubig
- Serbisyong Tapat



**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM  
– CORPORATE OFFICE (MWSS-CO)**

		Component			Baseline		Targets		
Objective/Measure		Formula	Wt.	Rating System	2018	2019	2020	2021	
CUSTOMERS/ STAKEHOLDERS/ SOCIAL IMPACT	SO 1	Augment the Current Water Supply Capacity in Light of Increasing Water Demand							
	SM1	Water Supply Capacity	Total water capacity of all systems	10%	(Actual over Target) x Weight	4,400 MLD	4,400.89	4,469 MLD	4,657.61 MLD
	SO 2	Ensure Customer Satisfaction in MWSS Service Delivery Areas							
	SM 2	Percentage of Satisfied Customers							
		a. Water Concessionaires	Number of respondents which gave <i>at least a Satisfactory rating</i> / Total number of respondents	2.5%	Actual over Target 0% = If less than 80%	100%	100%	90%	90%
		b. Water Consumers		2.5%				90%	90%
<i>Subtotal</i>			<i>15%</i>						
INTERNAL PROCESS	SO 3	Ensure Continuity and Sustainability of Water Security Programs							
	SM 3	New Centennial Water Supply Source – Kaliwa Dam (NCWS-KDP)	Milestone	10%	5% - upon issuance of Notice to Commence Construction 5% - upon start of dam site construction	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	Commence Construction
	SM 4	Bulacan Bulk Water Supply Project (BBWSP)	Number of MOAs	10%	Actual over Target	96.23% Physical Accomplishment Construction Work	Timely completion of Stages 1 and 2	MOA with seven (7) stage 3a WDs	Approved Detailed Engineering Design

INTERNAL PROCESS	SM 5	Construction of Aqueduct No. 7 (AQ7)	Milestone	10%	All or Nothing	Approved Feasibility Study	Submission to NEDA-ICC of Documentary Requirements	Issuance of Notice to Proceed	Commence Construction
	SM 6	Ipo Dam 3	Milestone	10%	All or Nothing	N/A	Accomplishment for the FS was at 85.67% as of 31 March 2020	Submission of Project Evaluation Documents to NEDA-ICC	Submission of Project Evaluation Documents to NEDA
	SO 4	<b>Integrated Watershed Management System</b>							
	SM 7	Reforestation of the Angat, Ipo, La Mesa Watershed Areas	Number of Trees nurtured and planted	10%	Actual over Target	1.048 Million trees planted	1,026,999 trees planted	200,000 trees planted	500,000 trees planted
	<i>Subtotal</i>			<i>50%</i>					
LEARNING AND GROWTH	SO 5	<b>Nurture a More Efficient and Effective Work Force</b>							
	SM 8	Percentage of Employees Meeting Required Competencies	Percentage increase from 2020 baseline on employees meeting the required competencies	5%	All or Nothing	-	5.5%	Improvement from 2019 Baseline	30% Improvement from 2020 baseline
	SM 9	Information Systems Strategic Plan (ISSP)	Number of systems fully developed	10%	Actual over Target	-	-	(1) NITIF: Full development  (2) AMIS: 33% completion of systems development (3 out of 9 modules)	Full Development of AMIS
	SM 10	ISO 9001:2015 Certification	Milestone	10%	All or Nothing	ISO 9001:2015 Certified	Passed Surveillance Audit	Passed Surveillance Audit	Recertification
	<i>Subtotal</i>			<i>25%</i>					

<b>FINANCE</b>	<b>SO 6</b>		<b>Ensure Sound Financial Management</b>						
	SM 11	EBITDA	Earnings before interest, tax, depreciation and amortization	10%	Actual over Target	₱864.92 Million	₱963.41 Million	₱557.35 Million	₱572.24 Million
	<i>Subtotal</i>			<i>10%</i>					
	<b>TOTAL</b>			<b>100%</b>					