

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – CORPORATE OFFICE (MWSS-CO)
Validated 2023 Performance Scorecard

	Component			Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																			
	Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																					
CUSTOMERS/SOCIAL IMPACT	SO 1	Augment Raw Water Supply to Meet Increasing Demand																											
	SM 1	Increase in Water Supply Capacity	Total Water Capacity of All Systems (in MLD)	10%	4,548.40 MLD	4,704.38 MLD	10%	4,524.00 MLD	9.95%	<ul style="list-style-type: none"> Memo re 2023 Total Water Supply Capacity Letter from NWRB reapproved water allocations from the Angat Reservoir (October to November 2023) 	<p>The breakdown of the total water supply capacity is as follows:</p> <table border="1"> <thead> <tr> <th>Source</th> <th>MLD</th> </tr> </thead> <tbody> <tr> <td>Angat</td> <td>4,000.00</td> </tr> <tr> <td>Putatan WTPs</td> <td>300.00</td> </tr> <tr> <td>Cardona WTPs</td> <td>100.00</td> </tr> <tr> <td>Deep wells</td> <td>30.00</td> </tr> <tr> <td>Wawa-Calawis</td> <td>80.00</td> </tr> <tr> <td>East Bay</td> <td>4.00</td> </tr> <tr> <td>Paranaque Wastewater Recovery Facility</td> <td>10.00</td> </tr> <tr> <td>Total</td> <td>4,524.00</td> </tr> </tbody> </table>	Source	MLD	Angat	4,000.00	Putatan WTPs	300.00	Cardona WTPs	100.00	Deep wells	30.00	Wawa-Calawis	80.00	East Bay	4.00	Paranaque Wastewater Recovery Facility	10.00	Total	4,524.00
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SO 2	Enhance Water Security Program Awareness on Sewerage and Sanitation																												
SM 2	Increase in Population Connected to Sewerage System	Absolute Number	5%	200,000	658,443	5%	658,442	5%	<ul style="list-style-type: none"> Summary and breakdown of actual population connected to sewerage systems in East and West Zone Concession areas Letter re Review of MWSS Q4 2023 report to the OPMBCS Letter to Supreme Court re Q4 	<p>The accomplishment was computed as follows:</p> <table border="1"> <tbody> <tr> <td>Q1 2023 (a)</td> <td>3,960,270</td> </tr> <tr> <td>Q4 2023 (b)</td> <td>4,618,712</td> </tr> <tr> <td>TOTAL (b-a)</td> <td>658,442</td> </tr> </tbody> </table> <p>MWSS-CO used the 2023 1st Quarter accomplishment as its baseline in computing the accomplishment as the 2022 baseline data could not be used as a valid comparison since it used a different factor in the calculation of connection to population.</p>	Q1 2023 (a)	3,960,270	Q4 2023 (b)	4,618,712	TOTAL (b-a)	658,442													
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CUSTOMERS/SOCIAL IMPACT									Manila Bay Accomplishment Report 2023; G.R. Nos. 171947-48									
	SM 3	Acceptance Rate of Population Offered with Sanitation Services	Actual Population Served with Sanitation Services over Population Offered with Sanitation Services	5%	60%	57%	4.75%	57.45%	4.79%	<ul style="list-style-type: none"> Summary and breakdown of the no. of population offered and availed of the desludging services Letter re Review of MWSS Q4 2023 report to the OPMBCS <p>The breakdown of the accomplishment is shown below:</p> <table border="1"> <tr> <td>Availed (a)</td> <td>3,040,401</td> </tr> <tr> <td>Offered (b)</td> <td>5,292,492</td> </tr> <tr> <td>Total (a/b)</td> <td>57.45%</td> </tr> </table>	Availed (a)	3,040,401	Offered (b)	5,292,492	Total (a/b)	57.45%		
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<i>Sub-total</i>		20%			19.75%		19.74%											
STAKEHOLDER	SO 3 Ensure Customer Satisfaction in MWSS Service Delivery																	
	SM 4	Percentage of Satisfied Customers	No. of respondents which gave at least a Satisfactory rating / Total number of respondents	5%	90%	98.56%	5%	100%	5%	<ul style="list-style-type: none"> Harmonized CSM Report <p>Based on ARTA's evaluation, MWSS-CO obtained 100% on its Service Quality Dimension 0 (SQD 0), with the breakdown as follows:</p> <table border="1"> <thead> <tr> <th>Satisfaction</th> <th>SQD 0</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>408</td> </tr> <tr> <td>Agree</td> <td>15</td> </tr> <tr> <td>Total</td> <td>423</td> </tr> </tbody> </table>	Satisfaction	SQD 0	Strongly Agree	408	Agree	15	Total	423
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INTERNAL PROCESS	SO 4	Ensure Continued Water Security Legacy Framework														
		Construction of Major Infrastructure Projects:														
	SM 5	New Centennial Water Supply Source – Kaliwa Dam Project (NCWS-KDP)	Percentage of Contract Work Accomplished based on Project Timeline	10%	34.83%	22.737%	6.53%	-	-	<ul style="list-style-type: none"> Progress Report as of 31 December 2023 Timeline of Accomplishment for 2023 Special Use Agreement in Protected Areas (SAPA) for the provinces of Rizal and Quezon 	<p><i>Measure excluded.</i></p> <p>The project encountered negative slippage due to several delays in securing the Special Use Agreement on Projected Areas (SAPA) despite MWSS-CO's timely application. The SAPA was only acquired in July and November 2023 for Rizal and Quezon, respectively.</p> <p>These delays affected the Contractor's ability to accomplish the necessary work based on timeline. Notably, the SAPA is required to further proceed in the tunnel and dam construction and in securing environmental permits from the LGU. As such, the delay in the construction progress was not fully within the control of MWSS-CO.</p>					
	Bulacan Bulk Water Supply Project (BBWSP)															
SM 6	a. Stage 3a-1: Pipe Conveyance Extension (Hagonoy and Pandi alignments)	Percentage of Contract Work Accomplished based on Project Timeline	7.5%	60.21%	Constant collaboration with LCWDC was made to implement the project. However, the project's financial viability is affected by the	-	0.00%	0.00%	<ul style="list-style-type: none"> Letters to and from LCWDC BBWSP 2024 UBP Memo re Justification for the Exclusion Letter communications with LCWDC and 	<p>MWSS-CO provided the status of each sub-measure:</p> <table border="1"> <tr> <td>Stage 3a-1</td> <td>-Tapping of Pandi alignment conveyance pipeline to the main pipeline was conducted on 09 August 2023</td> </tr> <tr> <td>Stage 3a-2</td> <td>-Environmental Compliance Certificate (ECC) was issued by DENR on 22 February 2022</td> </tr> <tr> <td>Stage 3a-3</td> <td>-LCWDC transmitted to MWSS-CO through a letter dated 25</td> </tr> </table>	Stage 3a-1	-Tapping of Pandi alignment conveyance pipeline to the main pipeline was conducted on 09 August 2023	Stage 3a-2	-Environmental Compliance Certificate (ECC) was issued by DENR on 22 February 2022	Stage 3a-3	-LCWDC transmitted to MWSS-CO through a letter dated 25
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Component		Target			GOCC Submission		GCG Validation		Supporting Documents	Remarks
		Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score		
INTERNAL PROCESS	b. Stage 3a-2: (Norzagaray Water System)	Percentage of Contract Work Accomplished based on Project Timeline	7.5%	59.67%	Russia-Ukraine War and the prevailing inflation. The approved project cost in the 2021 Updated Business Plan (UBP) is lower than the actual cost.				water districts (WD) of Pandi, Santa Maria, and Bocaue	<div style="border: 1px solid black; padding: 2px;"> April 2024 the Permanent Water Permit for Angat Bustos River which was released on 12 February 2024. </div>
	c. Stage 3a-3: Angat-Bustos Water Supply System	Milestone	5%	DED						LCWDC also submitted the proposed 2024 UBP in January 2024 with revised target completion dates. However, MWSS-CO's explanations as to the delay in the project pertain to events in CYs 2022 and 2024, and not to CY 2023, which is the subject of validation. In addition, no supporting documents were provided in the Quarterly Monitoring Reports on the status of the project.
	SM 7	Construction of Aqueduct No. 7 (AQ7)	Percentage of Contract Work Accomplished based on Project Timeline	15%	87.06% overall physical accomplishment	40.82%	-	-	-	<ul style="list-style-type: none"> Letter to DOF Physical and Financial Updates as of December 2023 Communications with LGU Norzagaray, Bulacan Justification for Exclusion Letter from NEDA approval of extension Letter to contractor

Component		Target			GOCC Submission		GCG Validation		Supporting Documents	Remarks	
		Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score			Rating
INTERNAL PROCESS	SO 5	Integrated Watershed Management System									
	SM 8	Reforestation of the Angat, Ipo, La Mesa, Kaliwa, Laguna Lake, Upper Marikina, Watershed Areas	Number of Hectares Reforested	5%	150	200	5%	200	5%	<ul style="list-style-type: none"> Accomplishment Reports from partner organizations DENR-CENRO Memo re Report of Assessment and Validation conducted over the 200 hectares of MWSS Community Reforestation Project 	Based on the assessment and validation of DENR-CENRO, 200 hectares were reforested in Ipo and Kaliwa Watersheds as of December 2023.
	<i>Sub-total</i>			<i>50%</i>			<i>11.53%</i>		<i>5%</i>		
LEARNING AND CAPABILITY	SO 6	Nurture a More Efficient and Effective Workforce									
	SM 9	Percentage of Employees Meeting Required Competencies	Number of Personnel Who Met All the Required Competencies over Total Number of Personnel	5%	80%	86%	5%	83.84%	5%	<ul style="list-style-type: none"> Competency Assessment Report Sample Assessment Forms 	MWSS-CO revised its accomplishment from 86% to 83.84% (83 out of 99) employees with required competencies due to some discrepancies observed between the Summary Report and Individual Assessment Forms. As of December 2023, 16 filled positions are still with identified competency gaps.

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	SM 10	Information Systems Strategic Plan (ISSP) – Human Resource Information System (HRIS) <i>Strategic Initiative II & III</i>	Milestone	5%	Development of four (4) modules	Development of HRIS did not commence due to failure of bidding	-	-	-	<ul style="list-style-type: none"> Secretary's Certificate BAC Resolutions Nos. 2023-102; 2023-59; 2023-80; 2023-021; 2023-52 Timeline of Activities (HRIS) 	<p><i>Measure excluded.</i></p> <p>Based on the supporting documents, it was determined that the development of HRIS failed to commence due to the failure of the bidders to complete the required documentation. There were no identified delays in the timeline of activities of MWSS-CO. All these were also timely reported in the Quarterly Monitoring Reports.</p>
LEARNING AND GROWTH	SM 11	ISO 9001:2015 Certification	Milestone	5%	Passed 2 nd Surveillance Audit	Passed 2 nd Surveillance Audit	5%	Passed 2 nd Surveillance Audit	5%	<ul style="list-style-type: none"> Attestation Certification 3rd party Audit Report 	<p>The pertinent details of the ISO 9001:2015 Certificate are as follows:</p> <ul style="list-style-type: none"> Scope: Public Administration covering the Project Management Process and the Facilitation of the Project Management Approval Process Validity: The certificate is valid from 29 December 2021 to 12 December 2024. Office Covered: MWSS-CO – 4th flr., Administration Building, MWSS Complex, 489 Katipunan Ave., Balara, Quezon City
			<i>Sub-total</i>	15%			10%		10%		
FINANCIAL	SO 7	Ensure Sound Financial Management									

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Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																							
SM 12	EBITDA	Earnings before Interest, Tax, Depreciation and Amortization	5%	₱781.45 Million	₱1,378.66 Million	5%	₱1,273.89 Million	5%	<ul style="list-style-type: none"> CY 2023 COA-audited Financial Statements 	The breakdown of the EBITDA for 2023 is as follows: <table border="1"> <thead> <tr> <th>Particulars</th> <th>(in ₱)</th> </tr> </thead> <tbody> <tr> <td>Gross Revenue</td> <td>₱1,705,001,111</td> </tr> <tr> <td>Less:</td> <td></td> </tr> <tr> <td>Current Operating Expenses</td> <td>857,005,195</td> </tr> <tr> <td>Net Operating Income after Tax</td> <td>847,995,916</td> </tr> <tr> <td>Add back:</td> <td></td> </tr> <tr> <td>Interest</td> <td>299,760,335</td> </tr> <tr> <td>Taxes</td> <td>24,504,911</td> </tr> <tr> <td>Depreciation</td> <td>101,631,357</td> </tr> <tr> <td>EBITDA</td> <td>₱1,273,892,519</td> </tr> </tbody> </table>	Particulars	(in ₱)	Gross Revenue	₱1,705,001,111	Less:		Current Operating Expenses	857,005,195	Net Operating Income after Tax	847,995,916	Add back:		Interest	299,760,335	Taxes	24,504,911	Depreciation	101,631,357	EBITDA	₱1,273,892,519
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SM 13	Budget Utilization: Disbursement Rate of Internally-Generated Fund (IGF)	(Actual Disbursement - PS cost) over (Total COB - PS cost)	5%	90%	Finalization of ICRS-GMS	-	78.66%	4.37%	<ul style="list-style-type: none"> CY 2023 COA-audited Financial Statements Budget Utilization Rate as of December 2023 Justification for failure to meet the target BUR for 2023 	The breakdown of the 78.66% disbursement rate of IGF is as follows: <table border="1"> <thead> <tr> <th></th> <th>Budgeted</th> <th>Disbursement</th> </tr> </thead> <tbody> <tr> <td>MOOE</td> <td>261.87</td> <td>199.96</td> </tr> <tr> <td>FinEx</td> <td>1,005.25</td> <td>1,005.21</td> </tr> <tr> <td>CO</td> <td>270.32</td> <td>4.21</td> </tr> <tr> <td>TOTAL</td> <td>1,537.44</td> <td>1,209.38</td> </tr> </tbody> </table> The approved project budget for the excluded strategic measures is also removed from the calculation.		Budgeted	Disbursement	MOOE	261.87	199.96	FinEx	1,005.25	1,005.21	CO	270.32	4.21	TOTAL	1,537.44	1,209.38					
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TOTAL	1,537.44	1,209.38																												
		<i>Sub-total</i>	10%			5%		9.37%																						
		TOTAL EXCLUDED WEIGHTS	100% (30%)			51.28% (40%)		49.11%																						
		VALIDATED TOTAL	70%		51.28%/60% = 85.47%		49.11% / 70% = 70.16%																							

Annex A Reviewed and Certified Correct by:


KENNETH M. RAFOLS, CPA
Director III
Corporate Governance Office B


ATTY. ORLANDO P. POLINAR
Director IV
Corporate Governance Office B