

**C. DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES****C.1. LOCAL WATER UTILITIES ADMINISTRATION****STRATEGIC OBJECTIVES****SECTOR OUTCOMES**

1. Infrastructure development accelerated and operations sustained
2. Clean and healthy environment protected

**ORGANIZATIONAL OUTCOME**

Access of Filipinos to adequate Level III water supply and sanitation system improved

**PERFORMANCE INFORMATION**

<b>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</b>	<b>BASELINE</b>	<b>2024 TARGETS</b>
Access of Filipinos to adequate Level III water supply and sanitation system improved		
<b>WATER SUPPLY AND SANITATION PROGRAM</b>		
Outcome Indicators		
1. Percentage of households in operational water district areas with direct access to level III potable water supply and adequate sanitation	38.08%	41.92%
2. Percentage of population in operational water district areas with direct access to level III potable water supply and adequate sanitation	38.54%	42.41%
Output Indicators		
1. Number of sanitation projects implemented	N/A	4
2. Number of water supply projects implemented to operationalize non-operational local water districts	N/A	9

**C.2. METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM - REGULATORY OFFICE****STRATEGIC OBJECTIVES****SECTOR OUTCOMES**

1. Clean and healthy environment protected
2. Access to safely managed drinking water system
3. Availability of effectively operated sewage and septage treatment facilities ensured

**ORGANIZATIONAL OUTCOME**

Compliance with the provisions of the Revised Concession Agreement and applicable legal requirements

**PERFORMANCE INFORMATION**

<b>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</b>	<b>BASELINE</b>	<b>2024 TARGETS</b>
Compliance with the provisions of the Revised Concession Agreement and applicable legal requirements		

**CONCESSION MONITORING PROGRAM****Outcome Indicators**

1. Percentage of compliance at the distribution of MWSS - RO and concessionaires' samples to Philippine National Standards for Drinking Water (PNSDW) on Bacteriological Quality (Water Quality Monitoring)	95%	95%
2. Percentage of compliance of the MWSS - RO and concessionaires' samples to applicable DENR effluent standards (Wastewater Monitoring)	90.5%	90.5%
3. Percentage of the total revenues and operating expenditures tested and examined by COA auditors upon completion of the audit. Audit procedures shall include the following:		
a. Substantive test of details		
b. Substantive analytical procedure	N/A	75%
4. Percentage of complaints resolved within the prescribed timeline from submission for resolution (Customer Complaints Monitoring)	99.74%	100%
5. Number of CAPEX project inspected	16	16