

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

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2024 TARGETS

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