

**D. DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES**

**D.1. 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**

**2026 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%

91%

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

75%

Completed

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

20