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Annual Planning and Budgeting

The Annual Planning and Budgeting is a process that involves review and approval of the MWSS Regulatory Office's plans, programs/projects, activities and strategies to meet its goals and missions.

Following the performance evaluation, the Office of the Chief Regulator evaluates budget allocation and viability of the plan for recommendation to the MWSS Board of Trustees. The objective of this process is to obtain the approval of the MWSS Board of Trustees on the recommended Annual Plans and Budget.

The output of this process is an approved and confirmed Annual Plans and Budget for the MWSS Regulatory Office and performance will be monitored in accordance with the GCG requirements.

Communication Management

The Communication Management is a process that involves communication and dissemination of both internal and external information about MWSS Regulatory Office. The Public Information Department of the Office of the Chief Regulator is in-charge of communication management. The objective is to ensure timely and effective dissemination and documentation of information.

Some of the inputs of this process include materials from stakeholders and other Regulatory Areas such as the provision of the Customer Service Regulation Area of the presentation materials regarding Implementing Rules and Regulations on customer-related issues for the Public Information Drive.

The outputs of external communication are in the form of:

- Public Information Drive
- Public Dialogue and Consultation
- Press Release
- Press Conference
- Website and Social Media Releases
- Media Interviews and Guesting


The outputs of internal communication are in the form of:

- Memorandum
- Reports
- Bulletin Board

Website Development and Maintenance

The Website Development and Maintenance is a process that involves the update of the MWSS Regulatory Office's website in compliance with Governance Commission for GOCCs and Department of Science and Technology's requirements. The MIS is in-charge of developing and maintaining the Regulatory Office's website. The Public Information Department provides and monitors the contents of the website in the form of Press Releases, Press Statements, Photo Galleries, and other announcements from the Regulatory Areas. The objective of this process is to achieve reduction of downtime of the website. The output of this process is an updated website of the MWSS Regulatory Office.

Prepared by: Management Representative	Approved by: Chief Regulator
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QMS Planning

MWSS RO top management ensures that the planning of the Quality Management System is carried out in order to meet the requirements given in Clause 4.1 of the ISO 9001:2008 standard, as well the quality objectives and the integrity of the Quality Management System is maintained when changes to the quality management system are planned and implemented.

The QMS planning session is done within the third quarter of the year, in line with the Annual Planning and Budgeting

MWSS RO.'s directives for quality objectives are established during the company's management review and annual performance review. Top management ensures that quality objectives, including those needed to meet requirements for regulatory services are established at relevant functions within the organization.

The Regulatory Office considers information from the following:


- a. Mandates from all Stakeholders
- b. Customer and other Stakeholders feedback
- c. Applicable statutory and regulatory requirements
- e. Organization and management
- f. Operational activities
- g. Findings or issues from performance reviews
- h. Supplier performance

The Top Management analyzes the above information during the annual performance review. The plans and objectives are then deployed to the different functional sections for proper implementation.

Management Review

Top Management conducts the review every six months to assess the suitability, adequacy and effectiveness of the established Quality Management System of MWSS RO. Top Management is composed of the Chief Regulator, Deputy Administrators for Technical Regulation, Customer Service, Financial Regulation and Administrations and Legal Affairs and the Quality Management Representative. Agenda for discussion include results of Customer Feedback - Customer satisfaction measurement, summary of Stakeholders complaints, results of internal quality audits, internal and external, process performance and service conformities, results of corporate and functional objectives and status of all relevant corrective and preventive actions are reviewed and validated to ensure continual improvement. Also included for discussion are changes that could affect the QMS, recommendations for improvement, review of minutes from previous management review and review of the quality policy for suitability and adequacy. Minutes of meeting are prepared to note all agreed decisions and actions to be taken as a result of the review. Review outputs include a) improving effectiveness of the QMS; b) Improvements of service related to customer requirements; and, c) Resource needs (funds and budgets included).

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Refer to procedure _____

Control of Documents

It is the policy of the MWSS RO Management that all documents required by the Quality Management System are controlled to ensure that unintended use of any outdated or obsolete document is prevented and that all documents distributed and available at point of use are current and latest version.

The preparation, maintenance, distribution, and review of its appropriateness and adequacy are the main responsibility of the respective functional management and/or Quality Management Representative (QMR) based on a matrix of review and approving authorities as defined in the respective manuals.

Procedure for the Document Control is established to regulate all documents and information from internal and external sources that form part of the established documented system.

The Document Control Custodian (DDC) is designated to implement the document control system. The DDC is responsible for controlling, maintaining and upgrading all internal and external documents including the Master list of all QMS documents and records. These are all coordinated with the different functional units. Refer to procedure for control of documents.

Control of Records

The Regulatory Office has established and maintained a procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records. The procedure also includes systems to protect, back-up and prevent unauthorized access to or amendment of records stored electronically


The Quality Management Representative has the overall responsibility for ensuring that all records required for the QMS are controlled and maintained to provide evidence of conformity to the requirements and the effective operation of the QMS.

The DCC and all personnel are committed to ensure that all records are legible, retained for established time, and stored properly to be readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration, loss or unauthorized access.

The retention period for records are defined by the Quality Management Representative with the recommendation of the Department Heads and based on applicable requirements (for example RA 9470 National Archive of the Philippines on records management.) All records pertaining to MWSS RO quality management systems are identified in the Master list of QMS Records controlled by the DCC

All Quality Management System records, which have passed their retention period, should be identified and recycled or disposed of.

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Refer to procedure for control of records.

Handling of Stakeholders' Concerns

The Handling of Stakeholders' Concerns is a process that involves the receipt and review of Stakeholders' Concerns. These stakeholders include the concessionaires, the public or the consumers, and Local Government Units in Metro Manila; and the provinces of Rizal, Bulacan, and Cavite, other Regulatory Areas and Government Agencies.

The Office of the Chief Regulator is tasked to review these incoming documents and delegate action to the proper Regulatory Area that investigates and process the root cause analyses. The objective of this process is to address the concerns in a timely and appropriate manner.

The output of this process is a Memorandum and instructions for appropriate action on the regulatory areas. The corrective action plan for all concerns will be monitored and followed up to ensure acceptance from the stakeholder. Refer to procedure _____

Prepared by:	Approved by:
Management Representative	Chief Regulator