MWSS RO
Metropolitan Waterworks & Sewerage System
Regulatory Office

OFFICE ORDER NO. 102
Series of 2022

1ST SURVEILLANCE AUDIT OF MWSS REGULATORY OFFICE'S (RO) EXISTING QUALITY MANAGEMENT SYSTEM (QMS)

In the interest of the service, and view of the conduct of the said activity on 10 October 2022, through on-site audit at the MWSS Regulatory Office (RO), Katipunan Avenue cor. H. Ventura St., Bgry. Pansol, Balara Quezon City, the following are hereby approved:

1) Participation of the following:

Top Management/ QMR/ Department Managers	
- Chief Regulator Patrick Lester N. Ty	- DM Joan Michelle S. Antonio
- DA Claudine B. Orocio-Isorena	- DM Rosendo O. Alegre
- DA Evelyn B. Agustin	- DM Francis Eduardo P. Ayapana, Jr.
- DA Lee Robert M. Britanico	- ADM Mark Billy B. Antonio
- ADA Christopher D. Chuegan/ MR	- DM Joriel M. Dagsa
- DM Maricris T. Laciste/ MR	- DM Crescenciano B. Minas, Jr.
- DM Joel A. Dominguez	- DM Ramon A. Javier
Process Owners	
TRA	ALA
- DM Maricris T. Laciste	- DM Crescenciano B. Minas, Jr.*
- Dave Eldon B. Olano	- Roberto U. Coloso
- Maria Eloisa C. Garcia	- Ranjev M. Garcia
OCR	- Christian Bernard D. Marcelino
- DM Joan Michelle S. Antonio*	- Yolanda C. Vicente
- Ivan Bernard T. Samson	- Klea Rejoice D. Luz
- Leo James B. Abaloyan	- Sir Gil P. Maravilla
CSR	
- DM Rosendo O. Alegre	Internal Quality Audit
- Melchor S. Cordova	- DM Francis Eduardo P. Ayapana, Jr. (ATL)
Internal Audit Team, "Members" (Observers)	
- DM Francis Eduardo P. Ayapana, Jr.	- DM Joriel M. Dagsa
- Charmaine Shiela A. Adeva	- Elena T. Cheng
- Leo James B. Abaloyan	- Patricia Paula A. Seriritan
- Mary Ann Monic P. Rodriguez	- Maria Eloisa C. Garcia
- Dave Eldon B. Olano	

Republika ng Pilipinas
Pangasiwaan ng Tubig at Alkantarilya sa Kalakhang Maynila
Metropolitan Waterworks and Sewerage System
Regulatory Office
Katipunan Road, Balara, Quezon City 1105, Philippines
ro.mwss.gov.ph

Office of the Chief Regulator 435-8900
Administration and Legal Affairs 435-8902
Customer Service Regulation 435-8903
Financial Regulation 435-8901
Technical Regulation 435-8904

- Sir Gil P. Maravilla	
Secretariat - Christine Agatha R. Villanueva - Emyl Angelique C. Fulgueras Samplers - Ma. Bianca C. Tardecilla - Richelle C. Cruz	

2) Schedule of Audit

	10 October 2022, Monday			
Time	**Process**	**Auditee**	**Auditor**	**Observer** *(RO IQA Team)*
09:00H	*Opening Meeting*	TUVR - Hilario J. Capili (HC) & Elisa Cruz (EC) Top Management Managers Process Owners Observers		
09:30H	**Top Management** - Changes, improvements from the last external audit - Context of the Organization - Leadership and Planning - Planning - Management Review - Applicable Statutory Regulatory Requirements	PNT COI EBA LMB CDC (MR) MTL (MR) *Dept. Managers	EC & HC	S. Adeva F. Ayapana
10:30H	**Internal Quality Audit** - Internal Audit / Non-Conformity and Corrective Action	DM Ayapana (ATL)	HC	J. Abaloyan
	OCR - Handling Stakeholder's Complaint - Gathering and Review Requirements	I. Samson	EC	M. Rodriguez D. Olano
12:00H	**LUNCH**			

	10 October 2022, Monday			
Time	Process	Auditee	Auditor	Observer *(RO IQA Team)*
13:00H - 15:30H	**TRA** Water Quality Control Department: Water & Waste Water Actual onsite Monitoring / Testing: Wastewater Potable Water	 D. Olano E. Garcia B. Tardecilla R. Cruz 2 Drivers	EC	Water G. Maravilla R. Bonita Wastewater R. Bonita J. Dagsa
13:00H - 14:30H	**CSR** - Customer Service Complaints	M. Cordova DM Alegre	HC	S. Adeva E. Cheng
14:30H - 15:30H	**PID & MIS** - Public Information Including maintenance of MWSS website	DM Antonio & J. Abaloyan	HC	Int and Ext P. Seriritan Website E. Garcia
15:30H	*Follow up of open items*	TUVR Process Owners		
16:00H	*Consolidation of audit findings / preparation of report*	TUVR		
17:00H	*Closing Meeting*	MWSS RO and TUVR		
18:00H	***END OF AUDIT***			

3) Budgetary requirement in the amount of ***Eighteen Thousand Three Hundred Fifteen Pesos Only (Php 18,315.00)*** to be charged against the approved budget for Trainings and Seminars for CY 2022 subject to the usual accounting and auditing rules and regulations;

Particulars	Amount in Php
1. Meals (AM/PM Snack/Lunch) @Php 450.00 per head x 37	16,500.00
2. 10% contingency	1,665.00
Total	18,315.00

4) The release of said amount as a one-time cash advance chargeable against the Corporate Operating Budget of the MWSS RO for CY 2022, subject to the usual accounting and auditing rules and regulations;

5) The designation of Mr. Justine Irish C. Ignacio as the Special Disbursing Officer (SDO) authorized to draw the said cash advance.

   The designated SDO and Authorized Signatories shall comply with the Commission on Audit Circular No. 2012-001 dated 14 June 2012 and Office Order No. 77, Series of 2002 prescribing the *"Cash Advance Policies and Procedures"* of the MWSS RO; and

6) Provision of two (2) service vehicles for the actual onsite monitoring/testing of wastewater and potable water and transportation/shuttle service of the TUV auditors.

The attached MEMORANDUM from the Quality Management Representatives dated 03 October 2022 shall be made an integral part of this Office Order.

This Office Order shall take effect immediately.

5 October 2022, Quezon City.

PATRICK LESTER N. TY
Chief Regulator

MWSS RO
METROPOLITAN WATERWORKS & SEWERAGE SYSTEM
REGULATORY OFFICE

MEMORANDUM

MWSS Regulatory Office
OFFICE OF THE CHIEF REGULATOR
RECEIVED
By: Justine
Date: OCT 04 2022
Time: 11:44 am

FOR : **PATRICK LESTER N. TY**
Chief Regulator

FROM : **CHRISTOPHER D. CHUEGAN**
Quality Management Representative

MARICRIS T. LACISTE
Quality Management Representative

SUBJECT : **1st Surveillance Audit of MWSS RO's Existing QMS**

DATE : 03 October 2022

The above subject will be conducted by TUV Rheinland on **10 October 2022** thru on-site audit to be held at the **MWSS RO, Katipunan Road cor. H. Ventura St., Pansol, Balara Quezon City**, the following are the proposed details of the said activity for your consideration:

a. **List of Participants:**
The Top Management, Process Owners, Internal Quality Auditors and other personnel necessary to assist the Audit related concerns, be required to be physically present on that date from **9:00 AM to 6:00 PM**, in order to facilitate the access of the QMS and other relevant documents that may be required by the Auditor.

Top Management/ MR/ Department Managers	
- Chief Regulator Patrick Lester N. Ty	- DM Joan Michelle S. Antonio
- DA Claudine B. Orocio-Isorena	- DM Rosendo O. Alegre
- DA Evelyn B. Agustin	- DM Francis Eduardo P. Ayapana Jr.
- DA Lee Robert M. Britanico	- ADM Mark Billy B. Antonio
- ADA Christopher D. Chuegan/ MR	- DM Joriel M. Dagsa
- DM Maricris T. Laciste/ MR	- DM Crescenciano B. Minas, Jr.
- DM Joel A. Dominguez	- DM Ramon A. Javier

Process Owners

TRA
- DM Maricris T. Laciste *
- Dave Eldon B. Olano
- Maria Eloisa C. Garcia

OCR
- DM Joan Michelle S. Antonio*
- Ivan Bernard T. Samson
- Leo James B. Abaloyan

CSR
- DM Rosendo O. Alegre*
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ALA
- DM Crescenciano B. Minas, Jr.*
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- Yolanda C. Vicente
- Klea Rejoice D. Luz
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Internal Quality Audit
- DM Francis Eduardo P. Ayapana Jr. (ATL)*

Internal Audit Team, "Members" (Observers)

- DM Francis Eduardo P. Ayapana Jr.*
- Charmaine Shiela A. Adeva
- Leo James B. Abaloyan*
- Mary Ann Monic P. Rodriguez
- Dave Eldon B. Olano*
- Sir Gil P. Maravilla*
- DM Joriel M. Dagsa*
- Elena T. Cheng
- Patricia Paula A. Seriritan
- Maria Eloisa C. Garcia*

Secretariat
- Christine Agatha R. Villanueva
- Emyl Angelique Fulgueras

Samplers
- Bianca Tardecilla
- Richelle Cruz

Provision of 2 Drivers

*Note: *Talents with two or more functions.*

The Secretariat shall be responsible in the documentation of the proceedings, coordination of administrative concerns and provision of logistical requirements.

b. **Schedule of the Audit:**

	10 October 2022, Monday			
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10 October 2022, Monday				
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		Elisa Cruz (EC) Top Management Managers Process Owners Observers		
09:30H	**Top Management** - Changes, improvements from the last external audit - Context of the Organization - Leadership and Planning - Planning - Management Review - Applicable Statutory Regulatory Requirements	PNT COI EBA LMB CDC (MR) MTL (MR) *Dept. Managers	EC & HC	S. Adeva F. Ayapana
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18:00H	***END OF AUDIT***			
	5 ExeCom, 9 DMs, 11 PO, 4 IQA, 2 Secretariat, 2 Samplers, 2 Drivers, 2 TUVR = 37			

c. **Estimated Cost.**

AM Snack	PhP	100.00
Lunch	PhP	250.00
PM Snack	PhP	100.00
Meals per pax	**PhP**	**450.00**
No. of pax		*37*
Total Meals	**PhP**	**16,650.00**
10% Contingency	**PhP**	**1,665.00**
Total Budget	**PhP**	**18,315.00**

The foregoing considered, may we recommend approval of the following:

1. List of Participants;
2. Schedule of the Audit;
3. Budgetary requirement in the amount of ***Eighteen Thousand Three Hundred Fifteen Pesos Only (Php 18,315.00)*** to be charged against the approved budget for Trainings and Seminars for CY 2022 subject to the usual accounting and auditing rules and regulations;

4. The designation of **Mr. Justine Irish M. Ignacio** as the Special Disbursing Officer to handle the amount of *Eighteen Thousand Three Hundred Fifteen Pesos Only (Php 18,315.00)* as a one-time cash advance. Mr. Ignacio shall comply with Office Order No. 77, Series of 2022, prescribing the "Cash Advance Policies and Procedures" of the MWSS RO; and

5. Provision of transportation/shuttle service for the TUV auditors.

For your consideration.

APPROVED / DISAPPROVED:

PATRICK LESTER N. TY
Chief Regulator