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**01 100 1834855**

**Audit Report as per**

**ISO 9001:2015**

**for**

**Metropolitan Waterworks & Sewerage  
System Regulatory Office  
Lot 2, MWSS Compound, Katipunan Ave.,  
corner H. Ventura  
Street, Brgy. Pansol, District 3,  
Quezon City 1108  
Philippines**

Client	Standard	Certification Number	Audit Type
Metropolitan Waterworks & Sewerage System Regulatory Office	ISO 9001:2015	01 100 1834855	Surveillance Audit

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**Client's representative**

Atty. Patrick Lester N. Ty, Chief Regulator/ Mr. Christopher D. Chuegan, Acting Deputy Administrator MR/ Ms. Maricris T. Laciste, Rafael Magsino

**Audit (team) leader****Audit team**

Elisa Cruz (Auditor)

**Audit date**

2023-09-04

## 1. Audit result

Management system effectiveness was verified by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and descriptions in the management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in section 4 of this report.

<b>Nonconformities from last audit</b>	There were no nonconformities revealed during last audit.
<b>Nonconformities current audit</b>	The current audit did not reveal any nonconformities.
<b>Re-Audit</b>	A re-audit is not required. In case the current audit did reveal nonconformities please refer to the nonconformity report for more details.
<b>Stage 1 Audit</b>	The current audit is a surveillance audit. Hence, a stage 1 audit was not performed.

The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard.

**Recommendations:**

- Maintenance of the existing certification

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## 2. Scope

### 2.1 Description of the organization

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The MWSS RO was created in August 1997 by virtue of the Concession Agreements signed between the MWSS and the two Concessionaires, Manila Water Company Inc. for the East Zone and Maynilad Water Services, Inc. for the West Zone.

MWSS RO is mandated to monitor the Concession Agreement. Among its many functions, MWSS Ro re-views, monitors and enforces rates and services standards; arranges and reports regular independent audits of the performance of the Concessionaires; and monitors the infrastructure assets. However, its functions may change over time for effective regulation of water, sanitation and sewerage services.

MWSS RO functions as a collegial body composed of five (5) members headed by the Director or Chief Regulator, who has over-all responsibility for the operations of the office. Other members are the Deputy Administrators for Technical Regulation, Customer Service Regulation, Financial Regulation and Administration and Legal Affairs. Any action or decision by the MWSS RO on substantive matters affecting the Concession Agreement requires at least a majority vote of three (3) members. The Chief Regulator chairs the meeting of the MWSS RO and has the final approval over the hiring and dismissal of all professional staff of the MWSS RO. He also act as the principal spokesperson of the office.

#### RATE REBASING

Pursuant to the Concession Agreement (CA), a Rate Rebasing (RR) is mandatory every five (5) years. RR is a process that determines the level of rates for water and sewerage services that permits the Concessionaires to recover over the life of the concession (until 2037) its operating, capital maintenance and investment expenditures. RR is also a way to provide appropriate incentives to benefit both the Customers and the Concessionaires. The RR looks into the historical (past 5 years) performance of the Concessionaires against established targets or commitments. It then updates a reasonable projection of all factors for the remaining concession life with a proposed Business Plan detailing the next five years. The Business Plan needs the approval of the MWSS being the principal and eventual owner of all the facilities by the end of the concession.

#### PRIVATIZATION OF THE METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM (MWSS)

The Metropolitan Waterworks and Sewerage System (MWSS) holds the distinction of being one of the oldest and most formidable government organizations in the Philippines. Its roots were traced to the first water system laid out in old Manila in 1878 from funds donated by Spanish philanthropist Francisco Carriedo y Peredo.

The construction of a water system in 1878 delivered 16 million liters of water per day (MLD) to 300,000 people. Its main objective was to improve the people's health and living conditions through clean drinking water.

The Carriedo System had evolved from the Manila Water Supply System in 1908 to Metropolitan Water District in 1919. Thirty-five years later, it became the National Waterworks and Sewerage Authority (NAWASA).

The government changed its nomenclature again in 1972 to Metropolitan Waterworks and Sewerage System (MWSS), by which it is known to this date. From a national agency, attending to water needs of the entire Philippines, the MWSS by virtue of its Charter was tasked to provide water to Metro Manila and environs.

The MWSS, in spite of all its efforts, through the years has hardly satisfied the needs of the consuming public.

Manifestations of which was the increasing demand for better water services across the sub-sectors. This dilemma basically paved the way for the government to introduce urgent and significant measures for conservation of the water resources and improve the management of the water industry.

Many laws were promulgated for the purpose of addressing the water crisis. However, the most significant and related to the operation of the water utilities, among others, was the National Water Crisis Act of 1995 (RA #8041). This law states the need for the government to adopt urgent and effective measures to address the nationwide water crisis which adversely affects the health and well-being of the population, food production and industrialization process.

These was followed by the enactment of Executive Order No. 286 which affected the reorganization of the MWSS and Local Water Utilities Administration (LWUA) to enable these agencies to become more effective, efficient and responsive to the country's needs for potable water.

In March 1996, Executive Order No. 311 was implemented. This policy encouraged the private sector's participation in the operation and facilities of MWSS.

As a result of these numerous adjustments, the MWSS – on its 120th years of continued service to the people was privatized. This bold move was aimed at improving the water delivery service.

The responsibility to operate and improve waterworks system was passed on to the two private consortia in conformity to the Concession Agreement. This contractual agreement was entered into by the Republic of the

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Philippines through the MWSS, the Maynilad Water Services Inc. (MWSI) for the West Zone and the Manila Water Company, Inc. (MWCi) for the East Zone.

## THE REGULATORY OFFICE

The MWSS Regulatory Office (RO) was created in August 1997 by virtue of the Concession Agreements signed between the MWSS and the two concessionaires, Manila Water Company, Inc. for the East Zone and Maynilad Water Services, Inc. for the West Zone.

RO functions as a collegial body composed of five members headed by the Director or Chief Regulator who has over-all responsibility for the operation of the office. Other members are the Regulators for Technical Regulation, Customer Service Regulation, Financial Regulation and Administration and Legal Affairs.

Any action or decision by the RO on substantive matters affecting the Concession Agreement requires at least a majority vote of three members. The Chief Regulator chairs the meeting of the Regulatory Office and has the final approval over the hiring and dismissal of all professional staff of the RO. He also acts as the principal spokesperson of the office.

RO is mandated to monitor the Concession Agreement. Among its many functions, RO reviews, monitor and enforces rates and service standards; arranges and reports regular independent audits of the performance of the Concessionaires; and monitors the infrastructure assets. However, RO's functions may change over time for effective regulation of water and sewerage services.

## 2.2 Scope of certification

Standard	Scope of certification
ISO 9001:2015	Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement

The organization has no shift operation.

The audit has not been carried out in the context of a multi-site certification.

The audit was done on-site and didn't include any remote auditing activities.

Locations audited during the audit are marked accordingly within below table. The following sites and their scopes are included in the scope of certification:

Certificate No.	Name/Address of site	Employees	Scope of certification	Audited
01 100 1834855	Metropolitan Waterworks & Sewerage System Regulatory Office Lot 2, MWSS Compound, Katipunan Ave.,	92	Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement	X

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Certificate No.	Name/Address of site	Employees	Scope of certification	Audited
	corner H. Ventura Street, Brgy. Pansol, District 3, Quezon City 1108 Philippines			

### 3. Changes in the management system / Contract review

The following major changes have been implemented in the management system and the management system documentation since the last audit:

Executive No. 22: Creating the Water Resources Management in the Department of Environment and Natural Resources, April 27, 2023. This is intended to enable the Metropolitan Waterworks and Sewerage System (MWSS), National Water Resources Board (NWRB), and Local Water Utilities Administration (LWUA) and the other water-related agencies of the DENR to have a collaborative mechanism under the WRMO to implement water management programs.

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit. The order details which form the basis of the audit (incl. number of employees, scope and sites) reflect the actual situation in the organization.

The description of the scope in the certificate appropriately reflects the scope of the management system.

The audit plan was not changed during the audit.

### 4. Audit findings

The audit findings related to the audited standard are listed in the Annex to this report. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Department / Process / Location	Positive findings
1	All / Management / -	<p>The MWSS Regulatory Office (RO) received the following awards/recognition:</p> <ul style="list-style-type: none"> <li>- Global Water Awards Public Water Agency of the Year 2023</li> <li>- GADtimpala Bronze for Outstanding Gender-Responsive Agency, while the Office's Gender and Development Focal Point System (GFPS) was conferred the GADtimpala Silver for exemplary GFPS or "GADtimpala AlaGAD."</li> <li>- MWSS RO received Plaque of Appreciation for the "remarkable participation in different undertakings of the Region towards the attainment of healthy and safe Metro Manilans" given 14 October 2022 by the DOH - Metro Manila Center for Health and Development (DOH-MMCHD).</li> </ul>

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No.	Department / Process / Location	Positive findings
2	- / Internal Quality Audit / -	Competency of Internal Auditors are clearly evident in the number and quality of their findings.
3	- / Fleet Management / -	Preventive Maintenance Schedule format is a best practice.

The following recommendations and opportunities for improvement were identified during the audit and are intended to contribute to the continuous improvement of the management system.

No.	Department / Process / Location	Recommendations and opportunities for improvement
1	- / Water Quality Sample Site / Olandes STP at Olandes Marikina City	As observed during the audit, the tested water sample was disposed randomly, without proper disposal practices.
2	- / Water Quality Control / -	<p>The Nonconformance and Corrective Action Report (NCCAR) form, originally designed for technical audit-related nonconformities, can also be utilized for nonconformities related to water quality to ensure compliance with all relevant requirements.</p> <p>Additional action plan to the current risk register to mitigate high-risk ratings that have not yet been addressed.</p>
3	Top Management / - / -	Ensure to include in the minutes of the management review the results of complaints management as gathered by the Customer Regulation.
4	Internal Audit / - / -	<p>Ensure that the last two fields of the NCCAR are timely filled in, i.e.</p> <ul style="list-style-type: none"> <li>- Details on affected related risks and opportunities</li> <li>- Changes to the QMS</li> </ul>
5	Building Management / - / -	<p>Finalization of the following shall be verified next audit:</p> <ul style="list-style-type: none"> <li>- Frequency of conducting the preventive maintenance, considering associated risks</li> <li>- Utilization of the improved PM forms</li> </ul>
6	Fleet Management / - / -	May utilize the Preventive Maintenance Schedule to facilitate keeping track of its realization
7	Building & Fleet Management / - / -	May get the perception of the internal customers as to the quality of service their getting
8	Procurement / - / -	May communicate to the external providers the results of the evaluation of their performance
9	Human Resource / - / -	<p>Measurement of key performance should be done more frequently than that the current year-end.</p> <p>Assessment of risks and opportunities relevant to the following need to be formalized in Risk and Opportunity Registers: Re-appointments (e.g. of Top Management), retirements, resignations.</p>



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## 5. Dates

**Due date for the next audit** 2024-11-28

**Agreed date for the next audit** 2024-09-18

**Audit release date** 2023-10-03

2023-09-08

Signature date



Rafael T. Magsino

Signature audit (team) leader

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body.

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## Annex ISO 9001:2015

Item	Audit result
Context of the organization	<p>The organization has determined internal and external issues related to the following subject areas:</p> <ul style="list-style-type: none"> <li>• Revised Concession Agreement (RCA)</li> <li>• Underspending on CAPEX Projects</li> <li>• Creation of Water Regulatory Commission or Shifting legal/regulatory environment</li> <li>• Inadequate Human Resource (lack of talents)</li> <li>• Rationalization Plan</li> <li>• Water Shortage/Disruption of the normal flow of raw water</li> <li>• Natural and Manmade disaster (e.g. The “Big One”, La Niña, Terrorism attack, etc.)</li> <li>• Rate Rebasing</li> <li>• Pandemic/National State of emergency due to COVID-19 pandemic</li> <li>• Non-compliance on the provision of contracts or laws</li> </ul> <p>Recent issues:</p> <p>External</p> <ul style="list-style-type: none"> <li>• Office funding source: DBM recommend MWSS RO COB for 2024 for National Government Support to be included in the Presidents proposed National Budget for FY2024. FY2023 funding came from the savings currently in place utilizing the FY2021 DBM approved limits.</li> <li>• Executive Order 22 Creating the Water Resources Management Office in the Department of Environment and Natural Resources</li> </ul> <p>Internal</p> <ul style="list-style-type: none"> <li>• Expected process change as a result of: <ul style="list-style-type: none"> <li>o franchises the revised concession agreement’s approval and effectiveness,</li> <li>o movement within the current organization, and</li> <li>o the inclusion of new talent</li> </ul> </li> </ul> <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"> <li>• Manila Water Company Inc.</li> <li>• Maynilad Water Services Inc.</li> <li>• MWSS Board of Trustees</li> <li>• Department of Health (Metro Manila Drinking Water Quality Monitoring Committee)</li> <li>• Civil Service Commission</li> <li>• Department of Budget and Management (DBM)</li> <li>• Office of Government Corporate Council (OGCC)</li> <li>• GOCCs</li> <li>• Interagency Task Force on the Harmonization of National Government Monitoring Information and Reporting System (IATF) on Admin Order 25, s.2011</li> <li>• National Privacy Commission</li> <li>• Government Procurement Policy Board</li> <li>• Bureau of Internal Revenue</li> <li>• Water and Sewerage Sector Savings and Loan Association</li> <li>• Department of Environment and Natural Resources (DENR)</li> <li>• Office of the Solicitor General (OSG)</li> <li>• Office of the President – hotline 8888</li> </ul>

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Item	Audit result
	<ul style="list-style-type: none"> <li>• Department of Public Works and Highways (DPWH)</li> <li>• National Water Resources Board (NWRB)</li> <li>• Landbank of the Philippines (LBP)</li> <li>• Commission on Audit (COA)</li> <li>• Media</li> </ul> <p>Recent Additions:</p> <ul style="list-style-type: none"> <li>• Department of Environment and Natural Resources (DENR)</li> <li>• Water Resources Management Office (WRMO)</li> <li>• Inter-Agency Committee on Inflation and Market Outlook (IAC-IMO) – (FRA)</li> <li>• Bureau of Treasury (ALA)</li> <li>• Congress</li> <li>• Department of Budget and Management (ALA)</li> </ul>
Policy and objectives	<p>Top management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement. The quality objectives are measurable and are controlled, communicated and updated regularly. Key quality objectives include:</p> <p>Key quality objectives for 2023 include:</p> <p>Top Level Quality Objectives</p> <ul style="list-style-type: none"> <li>- Achieve 95% compliance to the bacteriological water quality at the distribution (sample passed/ total samples (Ro and Con)</li> <li>- Achieve 90.5% compliance for wastewater quality (Compliant sample / total number of samples)</li> <li>- Achieve 43% of total employee meeting required competencies by the end of 2023</li> <li>- Achieve Satisfactory rating for customer satisfaction survey by end of 2023</li> </ul> <p>MWSS – RO OPCR (Office Performance &amp; Commitment Report)</p> <p>Social Impact</p> <ul style="list-style-type: none"> <li>o SO1 – Increase number of domestic customers with continuous and safe water supply <ul style="list-style-type: none"> <li><input type="checkbox"/> SM2 – Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure – 10%</li> <li><input type="checkbox"/> SM3 – Compliance of RO and Concessionaires samples with PNSDW on bacteriological quality (i.e. at least 95%) - 10%</li> </ul> </li> <li>o SO2 – Environmental-friendly sewerage system <ul style="list-style-type: none"> <li><input type="checkbox"/> SM4 – Number of domestic sewer connections – 6%</li> <li><input type="checkbox"/> SM5 – Percentage of samples from STPs compliant with DENR A.O. No. 2016-008 (excluding nutrients) – 8%,</li> <li><input type="checkbox"/> SM6 – Number of septic tank desludging – 8%</li> </ul> </li> <li>• Stakeholders <ul style="list-style-type: none"> <li>o SO3 – Empowered stakeholders <ul style="list-style-type: none"> <li><input type="checkbox"/> SM7 – Percentage of satisfied customers – 5%</li> </ul> </li> </ul> </li> <li>• Internal Process <ul style="list-style-type: none"> <li>o SO4 – Improve regulatory monitoring functions to ensure compliance to service obligation targets <ul style="list-style-type: none"> <li><input type="checkbox"/> SM8 – Asset condition report review and validation – 5%</li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li><input type="checkbox"/> SM9 – Percentage of rate petitions resolved within 15 calendar days prior to intended implementation – 8%</li> <li><input type="checkbox"/> SM10 – Percentage of complaints resolved within 10 working days from submission for resolution – 5%</li> <li><input type="checkbox"/> SM11 – Percent of complaints/requests thru 8888 hotline acted upon within 72 hours upon receipts – 7%</li> <li><input type="checkbox"/> SM12 – KPI + BEMs evaluation reports (within 60 days from Concessionaires' submission) – 5% &amp; 5%</li> <li>• Learning &amp; Growth <ul style="list-style-type: none"> <li>o SO5 – Attract, develop and retain highly competent workforce</li> </ul> </li> <li><input type="checkbox"/> SM13 – Percentage of employees meeting required competencies [Strategic Initiative Profile I] – 4%</li> <li>o SO6 – Develop and implement QMS</li> <li><input type="checkbox"/> SM14 – ISO 9001:2015 certification – 4%</li> </ul>
Process control incl. outsourced processes	<p>The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators. Key processes within the scope of product realization include:</p> <ul style="list-style-type: none"> <li>• Technical Regulation (Water Quality Department: Water &amp; Waste Water), Including actual on-site conduct of monitoring / testing</li> <li>• Procurement (including control of external provider)</li> <li>• Accounting (Cash Disbursement; Fiscal Reporting)</li> <li>• Legal Affairs</li> <li>• Public Information</li> <li>• Customer Regulation (Customer Service; Complaints)</li> </ul> <p>The following processes have been outsourced and are appropriately reviewed and controlled:</p> <ul style="list-style-type: none"> <li>• Water Analysis (bacteriological test)</li> <li>• Consultancy on Social Media</li> <li>• Consultancy for proposed AMA / East Bay Water Supply Project</li> <li>• Consultancy Service for the Calawis/Wawa Rainwater Source</li> <li>• Customer Satisfaction Survey</li> <li>• Analytical Service Wastewater Quality Monitoring Program / Analytical Service for Water Quality Monitoring Program</li> </ul>
Risk-based thinking	<p>The requirements for risk-based thinking are being realized in the organization as follows:</p> <p>Risk-based thinking has been applied for the following processes:</p> <ul style="list-style-type: none"> <li>• Technical Regulation Water Quality Control</li> <li>• Customer Regulation</li> </ul>

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Item	Audit result
	<ul style="list-style-type: none"> <li>• MIS / IT</li> <li>• Procurement</li> <li>• Maintenance of FEV infrastructure</li> <li>• Cash Disbursement</li> </ul> <p>Examples of risks and opportunities of processes identified are:</p> <ul style="list-style-type: none"> <li>• Delayed of late delivery of sampling bottles</li> <li>• Delays in the procurement or delivery of sampling paraphernalia and supplies</li> <li>• Unable to provide the proper actions/or response</li> <li>• Difficulty to find replacement parts</li> <li>• Failure of bidding due to suppliers/bidders have incomplete documentary requirements specifically the Certificate of PhilGEPS Registration</li> <li>• Delays in implementation of preventive maintenance plan (PMP)</li> <li>• Noncompliance to contract/laws</li> </ul> <p>Examples of measures taken to react on identified risks are:</p> <ul style="list-style-type: none"> <li>• Coordinate with 3rd party laboratory as to the cause of delay and have them come up with an action plan</li> <li>• Expediate the procurement of calibration /verification standards</li> <li>• Communicate with the Stakeholders/other concerned person</li> <li>• Replace with back up unit and Procure stock of parts</li> <li>• Conduct thorough market study for potential suppliers and create a pool of qualified suppliers for future reference.</li> <li>• Consider alternative way to facilitate the PMP</li> <li>• Check and balance procedure thru segregation of duties</li> </ul> <p>Examples of risks and opportunities concerning the context of the organization are:</p> <ul style="list-style-type: none"> <li>• Delayed delivery of the desired/targeted level of services</li> <li>• COVID19 Loss of lives</li> <li>• Changes in the Operation of MWSS RO</li> <li>• Limited mobility of RO talents</li> <li>• Damage to properties including water and wastewater facilities</li> <li>• Possible arbitration/filing of case</li> <li>• Lack of RO talents</li> <li>• Loss of institutional knowledge</li> </ul> <p>Concerning risk based thinking the following tools are used:</p> <ul style="list-style-type: none"> <li>• Risk Management Procedure, RO-PM-02-02, Rev. 2, dated Dec. 14, 2022</li> <li>• Risk Register for Top Level and per process</li> <li>• MWSS RO Risk Heat Map – reference for the mapping/determination of level of criticality of Risk</li> </ul>

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Item	Audit result
Customer-related and other requirements	<p>The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments. The following process requirements significantly affect product or service quality:</p> <ul style="list-style-type: none"> <li>• Water Supply bacteriological test</li> <li>• Raw and treated water from Treatment Plants bacteriological test</li> <li>• Waste water effluent test <ul style="list-style-type: none"> <li>o Residual Chlorine</li> <li>o Turbidity test</li> <li>o Total coliform</li> <li>o Fecal coliform</li> <li>o BOD –Biochemical oxygen demand</li> <li>o Surfactant</li> <li>o TSS –total suspended solids</li> <li>o Oil and grease</li> </ul> </li> <li>• Uncalibrated equipment used in testing</li> <li>• Failure to conduct the monitoring activities for water and wastewater quality</li> <li>• Failure to comply with the Concession Agreement</li> </ul> <p>Key regulatory, statutory and customer-related requirements include:</p> <ul style="list-style-type: none"> <li>• RA 6234 (MWSS Charter)</li> <li>• RA 8041 (National Water Crisis Act of 1995)</li> <li>• Executive Order 301 (Allowing Private Sector to Participate in the Operation and Maintenance of facilities)</li> <li>• Public Service Act</li> <li>• Philippine National Standard for Drinking Water (PNSDW)</li> <li>• DENR Administrative Order No. 2016-008</li> <li>• Civil Service Commission (CSC)</li> <li>• Commission on Audit (COA)</li> <li>• Department of Budget and Management (DBM)</li> <li>• RA 9184 Government Procurement Reform Act</li> <li>• Bureau of Internal Revenue</li> <li>• Executive Order 22 Creating the Water Resources Management Office in the Department of Environment and Natural Resources</li> </ul>
Customer satisfaction and complaints	<p>The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.</p> <p>Result of the customer satisfaction survey of customers and concessionaires, respectively, rated MWSS RO as Satisfactory and higher</p> <p>Time series data of % of Respondents rating MWSS RO as “Satisfied” and higher:</p> <p>2019: 59.11%</p> <p>2020: 64.06%</p>

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	<p>2021: Customers: 73.70%, Concessionaires: 100%</p> <p>2022: Customers 71.8% 1st sem, 80.5% 2nd sem. Concessionaires: 100% 1st sem.; 100% 2nd sem.</p> <p>Aforementioned information gathered, analyzed and reported by a third party, Philippine Survey and Research Center (PSRC)</p> <p>Customer Complaints, January 01, 2023 to July 09, 202, filed through Emails, Personal Appearance/Walk-in, etc. Manila Water-relevant Maynilad-related: 143 MAynilad-related: 692 Out of Jurisdiction: 77 Invalid: 60</p> <p>Timely resolution of these complaints by the responsible concessionaire is closely monitored by the Customer Regulation unit.</p>
Internal audit and management review	<p>The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits. The organization reliably carries out these audits on July 29-July 4, 2023, and July 31-August 2, 2023. In these audits, there were 5 positive findings, 75 opportunities for improvement, and 1 nonconformity which were verified to have been acted on commensurately.</p> <p>Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective.</p> <p>Date of last management review: 2023-06-15</p>
Use of certificate and logo	<p>The organization uses the logo and the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.</p>

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Standard Clause	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
Minor nonconformity	0	0	0	0	0	0	0	0	0	0		
Major nonconformity	0	0	0	0	0	0	0	0	0	0		
Standard Clause	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	1	1	1	1	1
Minor nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Major nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Standard Clause	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
Minor nonconformity	0	0	0	0	0	0						
Major nonconformity	0	0	0	0	0	0						

\* Rating:

- 1 = conforming
- 2 = not audited in this audit
- 3 = nonconformity (see nonconformity report)
- 4 = not applicable



# Audit Report

Client	Standard	Certification Number	Audit Type
Metropolitan Waterworks & Sewerage System Regulatory Office	ISO 9001:2015	01 100 1834855	Surveillance Audit

# Certificate

Standard **ISO 9001:2015**

Certificate Registr. No. **01 100 1834855**

Certificate Holder:



**Metropolitan Waterworks & Sewerage System Regulatory Office**

Lot 2, MWSS Compound, Katipunan Ave., corner H. Ventura Street, Brgy. Pansol, District 3, Quezon City 1108 Philippines

Scope:

Provision of Regulatory Services on Service Obligations Monitoring for Water Supply and Wastewater Effluent Quality based on the Concession Agreement

Proof has been furnished by means of an audit that the requirements of ISO 9001:2015 are met.

Validity:

The certificate is valid from 2022-10-21 until 2024-12-30.  
First certification 2018

2022-10-21

TÜV Rheinland Cert GmbH  
Am Grauen Stein · 51105 Köln