MWSS RO
Metropolitan Waterworks & Sewerage System Regulatory Office

BAGONG PILIPINAS

OFFICE ORDER NO. 095
Series of 2023

2ND SURVEILLANCE AUDIT OF THE MWSS REGULATORY OFFICE (RO) EXISTING QUALITY MANAGEMENT SYSTEM (QMS)

In the interest of the service, and in view of the TUV Rheinland's conduct of the 2nd surveillance on-site audit of the MWSS RO'S QMS under ISO 9001:2015 Standards on 04 September 2023 and which will be held at the RO Building, Katipunan Road cor. H. Ventura St., Bgry. Pansol, Balara Quezon City, the following are hereby approved:

A. Participation of the following RO Talents:

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.*
- Maria Eloisa C. Garcia	- DM Ramon A. Javier*
OCR	- Ranjev M. Garcia
- DM Joan Michelle S. Antonio*	- Christian Bernard D. Marcelino
- Justine C. Aritao	- Yolanda C. Vicente
- Leo James B. Abaloyan	- Klea Rejoice D. Luz
CSR	- Sir Gil P. Maravilla
- DM Rosendo O. Alegre*	- Ken Harold M. Turalba
- Melchor S. Cordova	Internal Quality Audit
	- DM Francis Eduardo P. Ayapana Jr. (ATL)*
Internal Audit Team, "Members" (Observers)	
- DM Francis Eduardo P. Ayapana Jr.*	- Rosemay Aquino
- ADM Mark Billy B. Antonio*	- Elena T. Cheng
- Charmaine Shiela A. Adeva	- Patricia Paula A. Seriritan
- Leo James B. Abaloyan	- Justine C. Ignacio

- Mary Ann Monic P. Rodriguez - Sir Gil P. Maravilla* - Ma. Carla N. Benito	- Georgia Mae G. Macabeo - Israel C. Bungay - Emmaruth D. Bobila
Secretariat - Christine Agatha R. Villanueva - Emyl Angelique C. Fulgueras **Samplers** - Ma. Bianca C. Tardecilla - Richelle C. Cruz **Provision for two (2) Drivers**	

B. Schedule of the Audit:

	04 September 2023, Monday			
Time	**Process**	**Auditee**	**Auditor**	**Observer** *(RO IQA Team)*
08:30H	*Opening Meeting*	TUVR - Rafael Magsino (RM) & Elisa Cruz (EC) Top Management Managers Process Owners Observers		
09:00H	**Top Management** • Changes/Improvements from last audit • Context of the Organization - Scope of Application - Needs & Expectation of Interested Parties - Processes • Leadership & Planning - Quality Policy - Roles, Responsibilities and Authorities - System / Process on taking actions to address the Risks and Opportunities • Planning - Quality Objectives & Planning	PNT COI EBA LMB CDC (MR) MTL (MR) *Dept. Managers	EC & RM	S. Adeva F. Ayapana B. Antonio

	04 September 2023, Monday			
Time	**Process**	**Auditee**	**Auditor**	**Observer** *(RO IQA Team)*
	- Management of Changes - Resources • Management Review • Applicable Statutory and Regulatory Requirements • Contract Terms and Conditions • Handling Stakeholder's Complaint • Gathering and Review Requirements			
10:00H	**Internal Quality Audit** - Internal Audit / Non-Conformity and Corrective Action	DM Ayapana (ATL)	RM	M. Rodriguez
10:00H	Travel to Modesta Service Reservoir at Delos Santos St., Ampid, San Mateo, Rizal			
10:20H	**TRA** Potable Water Supply Actual Onsite Monitoring / Testing	R. Cruz E. Garcia M. Laciste	EC	J. Abaloyan C. Benito
11:00H	**ALA** Human Resource – Training & Development – Training effectiveness	C. Marcelino	RM	F. Ayapana G. Macabeo
12:00H	**LUNCHBREAK + + EC go to Wastewater: Olandes STP at Olandes Marikina City**			
13:00H	**CSRA** Customer Regulation – Customer Service – Complaints	DM Alegre M. Cordova	RM	P. Seriritan E. Bobila
13:00H	**TRA** Wastewater Actual Onsite Monitoring / Testing	B. Tardecilla E. Garcia	EC	G. Maravilla C. Benito
14:30H	**ALA** Administration – Property – FEV Maintenance	DM Javier	RM	J. Ignacio R. Aquino

04 September 2023, Monday				
Time	**Process**	**Auditee**	**Auditor**	**Observer** *(RO IQA Team)*
14:00H	EC travel back to Site 1 - QC			
14:15H	**TRA** Water Quality Department: Water & Waste Water Document review / pending records from sites visit	E. Garcia M. Laciste Wastewater – B. Tardecilla Potable Water - R. Cruz	EC	J. Abaloyan G. Maravilla C. Benito
15:00H	**ALA** Procurement / Control on Externally provided products and services	R. Garcia	EC	E. Cheng I. Bungay
16:00H	*Follow up of open items*	TUVR Process Owners		
16:30H	*Consolidation of audit findings / preparation of report*	TUVR		
17:15H	*Closing Meeting*	MWSS RO and TUVR		
17:48H	***END OF AUDIT***			
	5 ExeCom, 9 DMs, 10 PO, 11 IQA, 2 Secretariat, 2 Samplers, 2 Drivers, 2 TUVR = 42			

C. Budgetary Requirements

For this purpose, the amount of **Twenty-One Thousand Two Hundred Eighty-Five Pesos (PhP 21,285.00)** is approved to cover for the meals of the RO Talents and TUV auditors and the same shall be made chargeable against the Training Budget of the RO En Banc approved Corporate Operating Budget for CY 2023.

Likewise, Christine Agatha R. Villanueva is designated as Special Disbursing Officer (SDO) to draw the said amount as a one-time special cash advance subject to the usual accounting and auditing rules and regulations.

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 2022 prescribing the "*Cash Advance Policies and Procedures*" of the MWSS RO.

The attached MEMORANDUM from the QMRs dated 23 August 2023 shall be made an integral part of this Office Order.

This Office Order shall take effect immediately.

24 August 2023, Quezon City.

PATRICK LESTER N. TY
Chief Regulator

MEMORANDUM

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

MWSS Regulatory Office
OFFICE OF THE CHIEF REGULATOR
RECEIVED
By: reahy
Date: AUG 23 2023
Time: 4:48

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

MARICRIS T. LACISTE
Quality Management Representative

SUBJECT : **2nd Surveillance Audit of MWSS RO's Existing QMS**

DATE : 23 August 2023

The above subject will be conducted by TUV Rheinland on **04 September 2023** 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 **8:30 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 * - Maria Eloisa C. Garcia OCR - DM Joan Michelle S. Antonio* - Justine C. Aritao - Leo James B. Abaloyan CSR - DM Rosendo O. Alegre* - Melchor S. Cordova	ALA - DM Crescenciano B. Minas, Jr.* - DM Ramon A. Javier* - Ranjev M. Garcia - Christian Bernard B. Marcelino - Yolanda C. Vicente - Klea Rejoice D. Luz - Sir Gil P. Maravilla - Ken Harold M. Turalba Internal Quality Audit - DM Francis Eduardo P. Ayapana Jr. (ATL)*
Internal Audit Team, "Members" (Observers)	
- DM Francis Eduardo P. Ayapana Jr.* - ADM Mark Billy B. Antonio* - Charmaine Shiela A. Adeva - Leo James B. Abaloyan - Mary Ann Monic P. Rodriguez - Sir Gil P. Maravilla* - Ma. Carla N. Benito	- Rosemay Aquino - Elena T. Cheng - Patricia Paula A. Seriritan - Justine C. Ignacio - Georgia Mae G. Macabeo - Israel C. Bungay - Emmaruth G. Bobila
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:

04 September 2023, Monday				
Time	Process	Auditee	Auditor	Observer *(RO IQA Team)*
08:30H	*Opening Meeting*	TUVR - Rafael Magsino (RM) & Elisa Cruz (EC) Top Management Managers Process Owners Observers		
09:00H	**Top Management** • Changes/Improvements from last audit • Context of the Organization - Scope of Application - Needs & Expectation of Interested Parties - Processes • Leadership & Planning - Quality Policy - Roles, Responsibilities and Authorities - System / Process on taking actions to address the Risks and Opportunities • Planning - Quality Objectives & Planning - Management of Changes - Resources • Management Review • Applicable Statutory and Regulatory Requirements • Contract Terms and Conditions • Handling Stakeholder's Complaint • Gathering and Review Requirements	PNT COI EBA LMB CDC (MR) MTL (MR) *Dept. Managers	EC & RM	S. Adeva F. Ayapana B. Antonio
10:00H	**Internal Quality Audit** - Internal Audit / Non-Conformity and Corrective Action	DM Ayapana (ATL)	RM	M. Rodriguez

	04 September 2023, Monday			
Time	Process	Auditee	Auditor	Observer *(RO IQA Team)*
10:00H	Travel to Modesta Service Reservoir at Delos Santos St., Ampid, San Mateo, Rizal			
10:20H	**TRA** Potable Water Supply Actual Onsite Monitoring / Testing	R. Cruz E. Garcia M. Laciste	EC	J. Abaloyan C. Benito
11:00H	**ALA** Human Resource – Training & Development – Training effectiveness	C. Marcelino	RM	F. Ayapana G. Macabeo
12:00H	**LUNCHBREAK + + EC go to Wastewater: Olandes STP at Olandes Marikina City**			
13:00H	**CSRA** Customer Regulation – Customer Service – Complaints	DM Alegre M. Cordova	RM	P. Seriritan E. Bobila
13:00H	**TRA** Wastewater Actual Onsite Monitoring / Testing	B. Tardecilla E. Garcia	EC	G. Maravilla C. Benito
14:30H	**ALA** Administration – Property – FEV Maintenance	DM Javier	RM	J. Ignacio R. Aquino
14:00H	EC travel back to Site 1 - QC			
14:15H	**TRA** Water Quality Department : Water & Waste Water Document review / pending records from sites visit	E. Garcia M. Laciste Wastewater – B. Tardecilla Potable Water - R. Cruz	EC	J. Abaloyan G. Maravilla C. Benito
15:00H	**ALA**	R. Garcia	EC	E. Cheng I. Bungay

	04 September 2023, Monday			
Time	Process	Auditee	Auditor	Observer *(RO IQA Team)*
	Procurement / Control on Externally provided products and services			
16:00H	*Follow up of open items*	TUVR Process Owners		
16:30H	*Consolidation of audit findings / preparation of report*	TUVR		
17:15H	*Closing Meeting*	MWSS RO and TUVR		
17:48H	***END OF AUDIT***			
	5 ExeCom, 9 DMs, 10 PO, 11 IQA, 2 Secretariat, 2 Samplers, 2 Drivers, 2 TUVR = 42			

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		***43***
Total Meals	**PhP**	**19,350.00**
10% Contingency	**PhP**	**1,935.00**
Total Budget	**PhP**	**21,285.00**

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 ***Twenty One Thousand Two Hundred Eighty Five Pesos Only (Php 21,285.00)*** to be charged against the approved RO EnBanc Corporate Operating Budget for CY 2023;

4. The designation of **Ms. Christine Agatha R. Villanueva** as the Special Disbursing Officer to handle the amount of ***Twenty One Thousand Two Hundred Eighty Five Pesos Only (Php 21,285.00)*** as a one-time cash advance, subject to the usual accounting and auditing rules and regulations; and

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

For your consideration.

APPROVED / DISAPPROVED:

PATRICK LESTER N. TY

Chief Regulator