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| **BUENAVISTA WATER DISTRICT** |
| **OPERATIONS MANUAL** |
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| **Updated April 2019** |
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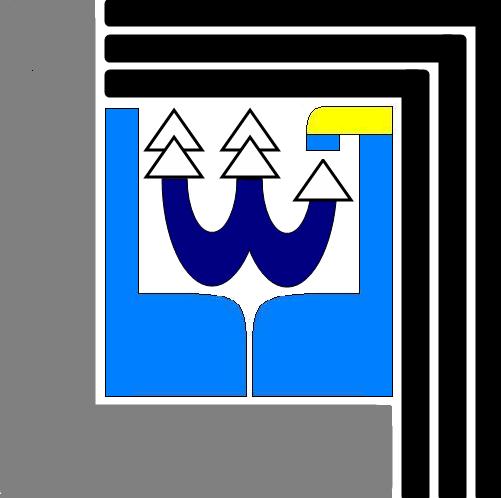


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# Introduction

The Operations Manual of Buenavista Water District (BWD) contains the general information about the agency, its primary functions, mandates, operating procedures and organization.

The purpose of this manual is to present to its readers pertinent information about the district’s responsibilities and structure.

The manual is divided into three parts, as follows:

**General Information** – this section contains the company profile, such as the brief history of Buenavista Water District, mandates and functions, its missions and vision, service pledge, pumping stations and areas of operations.

**Organization and Responsibilities** – In this part of the manual, the organizational structure was shown using a diagram as of year 2019, as well as the duties and responsibilities of every section.

**Operating Procedures** – Contains the step-by-step procedures and work instructions of BWD. Activity flow charts are used to illustrate the different processes involved in daily operations.

# DEFINITION OF TERMS

**BWD** – Buenavista Water District

**PD** – Presidential Decree

**Category C** – The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category C a service connections of at least 3,000. The second stage of categorization considers the following factors: Gross Revenues, Total Assets, Net Income before Interest and Depreciation, and Staff Productivity Index. These factors will determine the Point-Rating Category Points 25-49 for Category C. Whichever is lower is the FINAL CATEGORY of the LWD.

**SOA** – Statement of Account

**PPE** – Property Plant and Equipment

**PR** – Purchase Requisition

**LWUA** – Local Water Utilities Administration

**PhilGEPS –** Philippine Government Electronic Procurement System

**SALN** – Statement of Assets, Liabilities, and Net Worth

**SD**s – Supporting Documents, such as Sales Invoice, Purchase Order, Job Order, Statement of Account

**SACO** – Service Application and Construction Order

SL – Subsidiary Ledger

GL – General Ledger

# GENERAL INFORMATION

## Profile

The Buenavista Water District (BWD) was created by virtue of Sangguniang Resolution No. 35-81 dated October 1, 1981 under the administration of Mayor Cayetano E. Amoroso, the Municipal Mayor of Buenavista. Conditional Certificate of Conformance (CCC) No.406 was issued to BWD by Local Utility Administration (LWUA) on July 5, 1989.

In October 26,1995, the Municipality of Buenavista passed Municipal Ordinance No. 05-95, otherwise known as the “Municipal Water System Act of 1995” and operated the Buenavista Water Supply System (BWSS) utilizing the old facilities of the defunct NAWASA with a partial rehabilitation cost approximately P2M.

In July 31, 1996, the Sangguniang Bayan of Buenavista passed Municipal Ordinance 6-96 which repealed Municipal Ordinance No. 05-95 and authorized the Local Chief of Buenavista to turnover the operation and facilities of the BWSS to BWD. The BWD had commenced its operation on the 24th of October 1996.

As of December 31, 2018, BWD has a total service connections of 6,377 with 5,761 active connections serving the population of 32119.

## VISION

A partner in sustaining life and development of the community by providing safe, efficient and effective management of its water resources.

## MISSION

We commit ourselves to the protection, development and sustainability of our water resources for a continuous delivery of safe and potable water for the community.

## VALUE STATEMENT

Fearing God is Serving People with Humility before Honor.

## SERVICE PLEDGE

We, the Board of Directors, Management and Staff and employees of Buenavista Water District- Agusan del Norte ( BWD), commit to:

Be always amiable and friendly to you our valued customers, serving you with efficiency, courtesy and promptness from Monday to Fridays (except on legal holidays) with no noon break.

Assure you that you have our best interest in mind when it comes to the delivery of safe, potable water through our constant treatment, maintenance and upgrading of our water system.

Satisfy your queries and complaints in a very professional and personalized manner, explaining clearly the requirements and policies pertaining to water installation, service connections, billing, and other necessary services for you to avail of water.

Provide you with a flow chart for your guidance in getting you serviced promptly.

## THE BOARD OF DIRECTORS

|  |  |  |
| --- | --- | --- |
| Name |  | Position |
| Engr. Avelino B. Duglas |  | Chairman |
| Mrs. Florida A. Hordista |  | Vice-Chairman |
| Mrs. Laudita J. Arapan |  | Secretary |
| Dr. Merly P. Abiva |  | Member |
| Mrs. Heidi C. Boaquiña |  | Member |

## PUMPING STATIONS

|  |  |  |
| --- | --- | --- |
| Pumping Station | Implementation Year | Status |
| Pump Station No. 1 - Malpoc | 1981 | Un-operational |
| Pump Station No. 2 - Malpoc | 2002 | Stand-by |
| Pump Station No. 3 - Malpoc | 2003 | Operational |
| Pump Station No. 4 – Rizal | 2014 | Operational |
| Pump Station No. 5 – Rizal | 2018 | Operational |

## AREAS OF OPERATION

The jurisdiction OF BWD is the entire municipality of Buenavista. Out of the twenty five (25) Barangays, twenty two (22) Barangays are being served with 24/7 water service connection which comprised of the following:

1. Barangay 1
2. Barangay 2
3. Barangay 3
4. Barangay 4
5. Barangay 5
6. Barangay 6
7. Barangay 7
8. Barangay 8
9. Barangay 9
10. Barangay 10
11. Malpoc
12. Matabao
13. Manapa
14. Rizal
15. Sacol
16. Talo-ao
17. Agong-ong
18. Macalang
19. Alubijid
20. Malapong
21. Guinabsan
22. Abilan

# ORGANIZATION AND RESPONSIBILITIES

BUENAVISTA WATER DISTRICT

BOARD OF DIRECTORS

DIR. AVELINO B. DUGLAS

Chairman





DIR. LAUDITA J. ARAPAN

Secretary

DIR. FLORIDA A. HORDISTA

Vice- chair



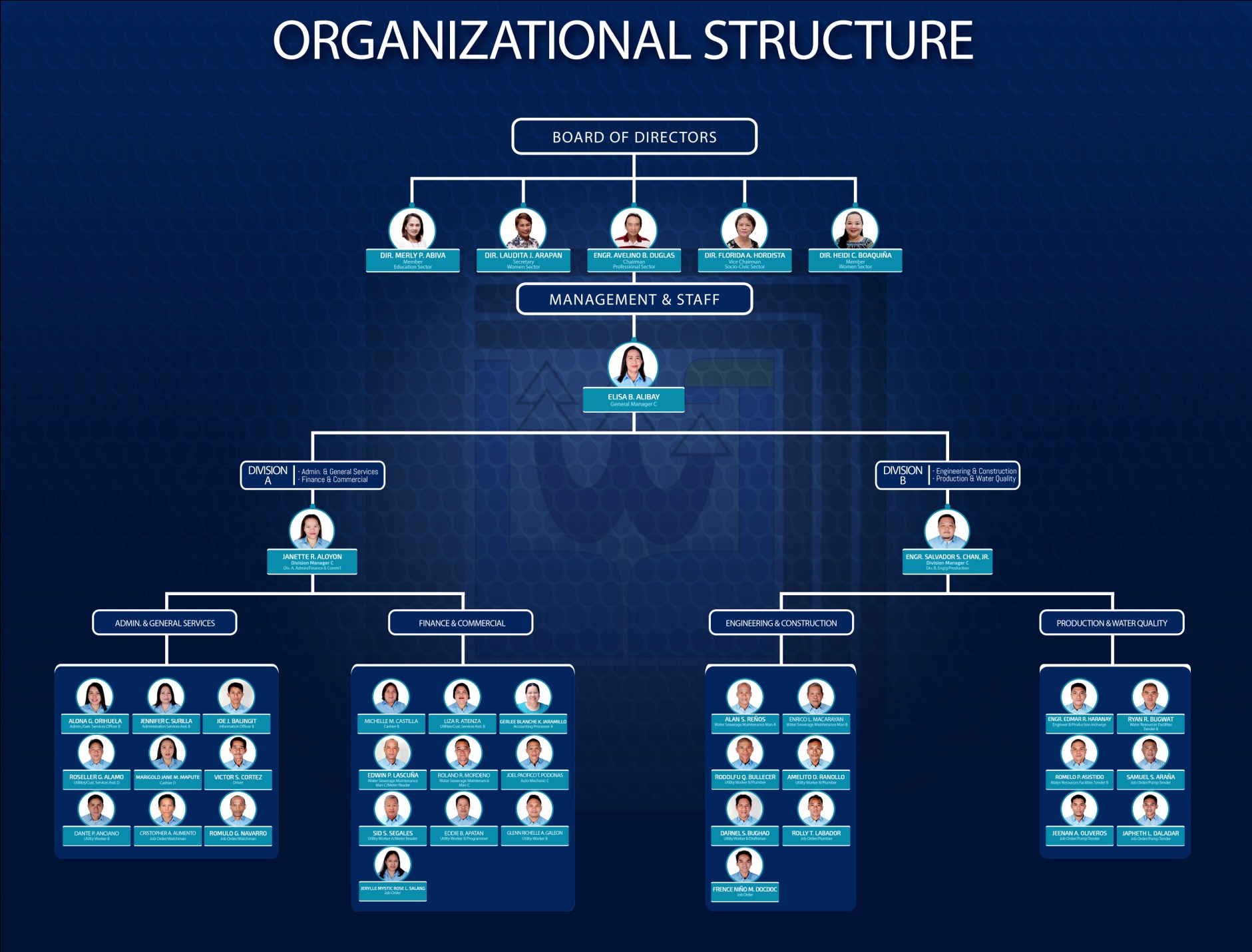
DIR. MERLY P. ABIVA

Member

DIR. HEIDI C. BOAQUIÑA

Member

# ORGANIZATIONAL STRUCTURE



## DIVISION A - ADMINISTRATION & GENERAL SERVICES/ FINANCE & COMMERCIAL SECTION



**ELISA B. ALIBAY**

General Manager C

****

**JANETTE R. ALOYON**

Division Manager C

Division A

Per



**JOEL PACIFICO T. PODONAS**

Auto Mechanic C

**SID. S. SEGALES**

Utility Worker A

**EDDIE B. APATAN**

Utility Worker B

**MARIGOLD JANE M. MAPUTI**

Cashier D

**JENNIFER C. SURILLA**

Admin. Services Assistant

B

**GERLEE BLANCHE K. JARAMILLO**

Accounting Processor A

Per

**ROSELLER G. ALAMO**

Utilities/

Customer Service Assistant D

**EDWIN P. LASCUÑA**

Water / Sewerage Maintenance Man C

**VICTOR S. CORTEZ**

Driver

**ROLAND R. MORDENO**

Water / Sewerage Maintenance Man C

**ALONA G. ORIHUELA**

Admin./

General

Services

Officer B

**MICHELLE M. CASTILLA**

Cashier B

**JOE J. BALINGIT**

Information Officer B

**DANTE P. ANCIANO**

Utility Worker B

**GLENN RICHELLE A. GALEON**

Utility Worker B

**LIZA R. ATIENZA**

Utilities/

Customer Service Assistant B

## DIVISION B - ENGINEERING AND CONSTRUCTION/ PRODUCTION AND WATER QUALITY



**ELISA B. ALIBAY**

General Manager

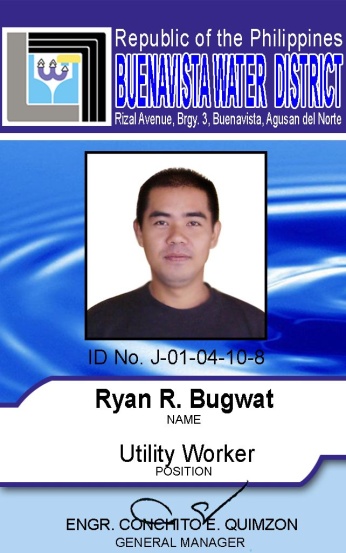
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**ENGR. SALVADOR S. CHAN, JR.**

Division Manager C

Division B

Per



**ROMELO A. ASISTIDO**

Utility

Worker B

**RODOLFO Q. BULLECER**

Utility

Worker B

**AMELITO D. RANOLLO**

Utility

Worker B

**DARNEL S. BUGHAO**

Utility

Worker B

**RYAN R. BUGWAT**

Water Resource Facilities Tender B

Per

**ENRICO L. MACARAYAN**

Water Resource Facilities Tender B

**ALAN S. REÑOS**

Engineering Aide A

Per

**ENGR. EDMAR R. HARANAY**

Engineer B

# DUTIES AND RESPONSIBILITIES

**The Primary Functions**

**Board of Directors -** is a policy making body. Ensures the availability of adequate financial resources and approves annual budget.

* **Division A - Administration and General Services/ Finance and Commercial**

**Administration and General Services –** Formulates and implements human resources programs, policies and procedures in accordance with the Civil Service rules and regulations.

Implements procedures on warehousing and maintenance of materials, supplies, vehicle and equipment in accordance with government rules and regulations, including procedures on procurement of adequate supply of materials, equipment and services.

Formulates and implements policies related to security measures of building, grounds and facilities.

**Finance and Commercial-** Prepares projectedfinancial reports based on approved annual budget and determines financial resources available to carry out water district programs.

Implements procedures on cash management particularly on safekeeping, disbursement, and control of funds, collection of water bills and other income of the District.

Receives and processes service applications and attends to customer’s complaints and requests.

Enforces utility rules and regulations as to billings, delinquencies and adjustments. Maintains accurate and updated customers accounts.

* **Division B - Engineering and Construction/ Production and Water Quality**

**Engineering and Construction –** Plans and designs mainline extension, mainline improvements, and improvement of water district system and other pumping facilities.

Implements programs for extension, expansion, and improvement of water supply system.

Undertakes repair and maintenance of transmission and distribution of pipelines, installation and repair of service connection.

**Production and Water Quality –** Determines water production requirements and ensures the steady supply of water to the service areas.

Maintains water pumps and water treatment facilities. Monitors water system pressure, water level, and water quality in accordance with the standards set by the Philippines National Standard for Drinking Water and the World Health Organization.

Conducts preventive maintenance and repairs of equipment and pumping facilities. Initiates programs for protection and development of water resources.

**The General Manager –** The over-all in-charge of the management, operations and implementation of the programs and services.

Responsible for the Operation of the District and its long term and short plans.

Recommends to the BOD the organizational structure and manpower requirement, compensation and benefits schedule, water rates and charges, acquisition of real property, contracts for infrastructure projects.

Executes payment for approved projects and programs.

Conducts regular team managements meetings for upgrading, resolution-making and target-setting. This includes programs and projects under the Administrative & General Services Section, Finance and Commercial Services, and Operations/Technical Sections.

# OPERATING PROCEDURES

## Commercial Services

## New Service Connection

Print Computer Generated SACO

**Engineering Section**

Fill-out Summary of Expenses form, draw sketch, assign Account Number, issuance of charge slip and Print SACO

**Admin/ Engineering**

Attend Seminar

(every Wednesday at 2:00 PM)

Attendance Sheet

**Billing Clerk**

Confirm of Account number

**Cashier B**

Receives payment for Application Fee

In-house plumbing ready?

**Customer**

Contact Accredited Plumber for in-house plumbing installation

No

**Accounting Section**

Recommends Approval

Yes

**Engineering Section**

Conduct inspection of In-house plumbing

**General Manager**

Approved Application

In-house plumbing approved?

No

**Engineering Section**

Installation of New Service Connection Plumbers

Yes

**Customer**

Submit Proof of Ownership/ Authorization to Engineering Section/ Fill out Feedback Form

Proof of Ownership/ Authorization

Feedback Form

## Payment of Water Bill

**Customer**

Check OR if coincide with the Bill and count change

Water Bill

**Customer**

Present Water Bill to the Teller

Feedback Form

OR

**Customer**

Fill out Feedback Form

**Teller**

Accepts payment, issue Official Receipt

## Reconnection of Disconnected Service Line

Water meter pulled-out?

No

Yes

**Customer**

Proceed to Storekeeper to get charge slip for fittings

Charge Slip

**Customer**

Proceed to Teller and pay full amount of arrears

**Customer**

Proceed to Cashier to pay Reconnection Fee and Fittings (if any)

**Discon. period 1 year?**

Yes

Reconnection Request Form

**Customer**

Proceed to Billing Clerk and fill-out Reconnection Request

No

**Customer**

Attend Seminar / Orientation of New Applicants

Maintenance Order

**Billing Clerk**

Issues Maintenance Order

**Customer**

Fill out Feedback Form

Feedback Form

**Commercial Section**

Executes Maintenance Order of Reconnection

## Request for Temporary Disconnection

**Customer**

Proceed to Billing Clerk and request for Temporary Disconnection

**Billing Clerk**

Checks/ Verify unpaid balance

**Customer**

Proceed to Cashier to pay unpaid bill

Yes

Is there unpaid bill?

No

MO

**Billing Clerk**

Issue Maintenance Order for Disconnection

OR

**Cashier B**

Receives payment and issue Official Receipt

**Customer**

Fill out Feedback Form

Feedback Form

**Commercial Section**

Executes MO for Disconnection

## Purchase of Materials

– New Service, Maintenance

**Customer**

Proceed to Storekeeper and present list of materials to be purchased

**Customer**

Present OR and claim purchase materials from Storekeeper

**Storekeeper**

Issue Charge Slip of Materials

**Cashier**

Receive payment for materials

Feedback Form

**Customer**

Fill out Feedback Form

## Meter Transfer

Request for Meter Transfer Form

**Customer**

Proceed to Billing Clerk to fill out Request for Meter Transfer Form

**Engineering Section**

Conducts inspection of actual location of meter to be transferred

**Customer**

Pay Meter Transfer Fee to the Cashier

Official Receipt

**Cashier**

Issues Official Receipt to Customer

MO

**Billing Clerk**

Prepare Maintenance Order (MO) and forward it to Engineering

**Engineering Section**

Execute MO for Meter Transfer

**Customer**

Proceed to Billing Section to Present OR and Fill our Feedback Form

Feedback Form

## Complaints

**Customer**

Go to the Public Assistance and Complaints Desk and Report complaint

Is the complaint about service line e?

Yes

Service Request Form

**Officer of the Day**

Issue Service Request of complaint

No

Engineering executes the Service Request

(Main/Secondary/Meter Leak Repairs, inspection for meter transfer)

**Officer of the Day**

Advice customer to proceed to Billing Clerk

**Billing Clerk**

Attend to the Customer’s Compliant/ Inquiry about Water Bill/ Account

No

Water Bills not receive?

No

Malfunction?

High / Zero consumption?

No

Yes

Yes

Yes

**Billing Clerk**

Issued Service Request to Commercial for inspection and Calibration of Water Meter

**Billing Clerk**

Issued Ledger as requested; Update Cellphone Number

**Billing Clerk**

Issued Service Request to Commercial for inspection

**Customer**

Fill out

Feedback form

Feedback Form

## Reading and Distribution of Water Bills

**Billing Clerk**

Prepares the Reading List for the Meter Reader

**Meter reading**

Conduct the reading within five (5) days and submit it to Billing Clerk

**Billing Clerk**

Encodes the reading and print the Water Bills submitted by the meter reader

**Meter reading**

Distributes the Water Bill to the Concessionaires on the after five (5) days reading cycle

Water Bills

# Administrative and Finance Services

## Accounting Workflow

**Receipt and Collection Process**

Receive Payment from Customer and Issue Official Receipt

Record Collection in Report of Collection and Deposit

Deposit Collections

## Disbursement Process

**Corporate Budget Specialist A**

* Gathers supporting documents (SDs)
* Check completeness of the documents
* Prepare Budget Utilization Request (BUR)
* Prepare Disbursement Voucher (DV)
* Certifies funds availability

SDs, BUR and DV

**Cashier B**

Prepare and sign Checks

**General Manager C**

Approve Transaction

**General Manager C**

Approves Transaction & Counter sign Check

SDs, BUR, DV, Check

**Corporate Budget Specialist A**

* Updates and post to Journals
* Journalize transaction to Journal Entry Voucher (JEV)
* Post to General Ledger (GL) and corresponding Subsidiary Ledger (SL)

**Cashier B**

Issue Check to Claimant

Trial Balance Preparation

# Procurement Process

## Office Supplies: option if PS or not

No

Purchase at PS-DBM?

Purchase Requisition (PR)

Request for Quotation (RFQ)

Yes

Department of Budget and Management – Procurement Service

Justification

Purchase Order

## Merchandise:

Purchase Requisition (PR)

Request for Quotation (RFQ)

Certified by: Corporate Budget Specialist A

Approved by: General Manager

Department of Budget and Management – Procurement Service

Posting for 7 days

Abstract of Quotations

Purchase Order ( PO)

Delivery within 7 days sss

# RECEIPT OF DELIVERIES OF INVENTORY

Storekeeper updates Stock Card

Inspection and Acceptance Report

Delivery Receipt

Update Supply Ledger Card

# ISSUANCE OF OFFICE SUPPLIES

PR

Stock Available?

Requisition and Issuance

Updates:

- Stock Card

-Report of Materials & Supplies Issues

-JEV - GL

# ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

**Step 1: Step 2:**

SACO

Completed

SACO

**Storekeeper**

-Prepare Requisition Issuance Slip (RIS); Gate Pass

- Prepare the materials needed

(Duration: 5 mins. for ordinary connection; 10 mins. for special)

**Billing Clerk**

- Encode New Service Connection data to Database

File

RIS

Gate Pass

**Maintenance Crew**

Receives the materials

(Duration: 5 minutes)

Completed

SACO

**Storekeeper**

-Record the issued materials to

Stock Card

- Turn-over of documents to Billing Section

(Duration: 5 minutes)

# FEEDBACK FORM

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Your feedback is important to us! | | | | |
|  |  |  |  |  |
| Help us improve our service by giving your suggestions. Kindly accomplish rating sheet at the back. | | | | |
|  |  |  |  |  |
| **How we may contact you:** | | | |  |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |
| Contact No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Age: \_\_\_\_ | | | | |
| Sex:\_\_\_\_\_ Occupation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |
| Type of Concessionaire: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_ | | |  |  |
| Thank you for taking time to complete this form. If you have additional comments or suggestions please feel free to contact us through: | | | | |
|  | Call us at | | |  |
|  | **(085) 343-4037** | | |  |
|  |  | | |  |
|  | E-mail us at | | |  |
|  | [bwd\_adn@yahoo.com](mailto:bwd_adn@yahoo.com) | | |  |
|  |  |  |  |  |
| |  | | --- | | **BUENAVISTA WATER DISTRICT** | | | | | | |
|

**Front**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Rating Sheet** Encircle the number that you feel is the appropriate answer to the question. | Excellent | Above Expectation | Just as Expected | Below Expectation | Very Poor | Not Applicable |
| How well were you treated? | 5 | 4 | 3 | 2 | 1 | 0 |
| How pleasant is our facility? |  |  |  |  |  |  |
| Inside | 5 | 4 | 3 | 2 | 1 | 0 |
| Outside | 5 | 4 | 3 | 2 | 1 | 0 |
| How courteous is our staff? |  |  |  |  |  |  |
| Guard | 5 | 4 | 3 | 2 | 1 | 0 |
| Storekeeper | 5 | 4 | 3 | 2 | 1 | 0 |
| Plumbers | 5 | 4 | 3 | 2 | 1 | 0 |
| Meter Readers | 5 | 4 | 3 | 2 | 1 | 0 |
| Teller | 5 | 4 | 3 | 2 | 1 | 0 |
| Complaints/New Accts Clerk | 5 | 4 | 3 | 2 | 1 | 0 |
| Manager | 5 | 4 | 3 | 2 | 1 | 0 |
| How fast was our service? |  |  |  |  |  |  |
| Tapping | 5 | 4 | 3 | 2 | 1 | 0 |
| Repair | 5 | 4 | 3 | 2 | 1 | 0 |
| Reconnection | 5 | 4 | 3 | 2 | 1 | 0 |
| Meter Reading/Water Bill | 5 | 4 | 3 | 2 | 1 | 0 |
| Distribution |
| Meter Transfer | 5 | 4 | 3 | 2 | 1 | 0 |
| How well was your inquiry / problem / complaint attended? | 5 | 4 | 3 | 2 | 1 | 0 |
| How is the quality of our water? | 5 | 4 | 3 | 2 | 1 | 0 |
| How satisfied are you of our services | |  | | --- | | Satisfied | | | | |  | | --- | | Dissatisfied | | | |
| Given your experience service with us, please share your suggestions | | | | | | |
| that would help us enhance our services: | | |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Back**

**-------------------------------------------------------------------------------**

Prepared by:

**ALONA G. ORIHUELA**

Administration/ General Services Officer B

Noted by:

**ELISA B. ALIBAY**

General Manager C