

**BUENAVISTA WATER  
DISTRICT**  
OPERATIONS MANUAL

Updated January 2021

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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

**SDs** – 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 24<sup>th</sup> of October 1996.

As of December 31, 2020, BWD has a total service connections of 7,436 with 6736 active connections serving the population of 36,639.

### **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

<u>Pumping Station</u>	<u>Implementation Year</u>	<u>Status</u>
<b>Pump Station No. 1 - Malpoc</b>	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
Pump Station No. 6 - Rizal	2021	Un-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



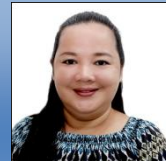
DIR. FLORIDA A. HORDISTA  
Vice- chair



DIR. LAUDITA J. ARAPAN  
Secretary



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

### Administration and General Services



**ALONA G. ORIHUELA**  
Admin./ General Services Officer B



**JOE J. BALINGIT**  
Management Information System Analyst



**JENNIFER C. SURILLA**  
Admin. Services Assistant B



**ROSELLER G. ALAMO**  
Utilities/Customer Service Assistant C



**EDDIE B. APATAN**  
Utilities/Customer Service Assistant D



**VICTOR S. CORTEZ**  
Driver



**SID. S. SEGALES**  
Water / Sewerage Maintenance Man C



**JOEL PACIFICO T. PODONAS**  
Auto Mechanic C



**CRISTOPHER A. AUMENTO**  
Utility worker B



**JULIUS M. GALOLA**  
Utility worker B

### Finance and Commercial



**MICHELLE M. CASTILLA**  
Cashier B



**LIZA R. ATIENZA**  
Utilities/Customer Service Assistant B



**GERLEE BLANCHE K. JARAMILLO**  
Senior Accounting Processor B



**MARIGOLD JANE M. MAPUTI**  
Cashier D



**ROLAND R. MORDENO**  
Water / Sewerage Maintenance Man C



**JERYLLE MYSTIC ROSE L. SALANG**  
Utility Worker A



**GLENN RICHELLE A. GALEON**  
Utility Worker B



**Dante P. Anciano**  
Utility Worker B

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



**ELISA B. ALIBAY**  
General Manager



**ENGR. SALVADOR S. CHAN, JR.**  
Division Manager C  
Division B

### Production & Water Quality



**ENGR. EDMAR R. HARANAY**  
Engineer A



**RYAN R. BUGWAT**  
Water Resource Facilities  
Tender B



**ROMELO A. ASISTIDO**  
Water Resource Facilities  
Tender B



**SAMUEL A. ARAÑA**  
Utility Worker B



**JEENAN A. OLOVEROS**  
Utility Worker B

### Engineering & Construction



**ALAN S. REÑOS**  
Water/ Sewerage  
Maintenance Man A



**ENRICO L. MACARAYAN**  
Water/ Sewerage  
Maintenance Man B



**DARNEL S. BUGHAO**  
Tracer



**AMELITO D. RANOLLO**  
Water/ Sewerage  
Maintenance Man C



**RODOLFO Q. BULLECER**  
Water/ Sewerage  
Maintenance Man C



**ROLLY T. LABADOR**  
Utility Worker 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 projected financial 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.

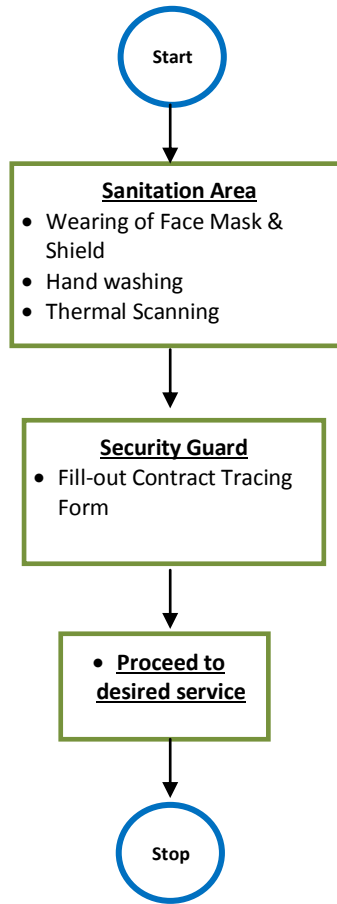
Recommends to the BOD the organizational structure and manpower requirement, compensation and benefits schedule, water rates and charges, acquisition of real property, contracts for infrastructure projects.

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.

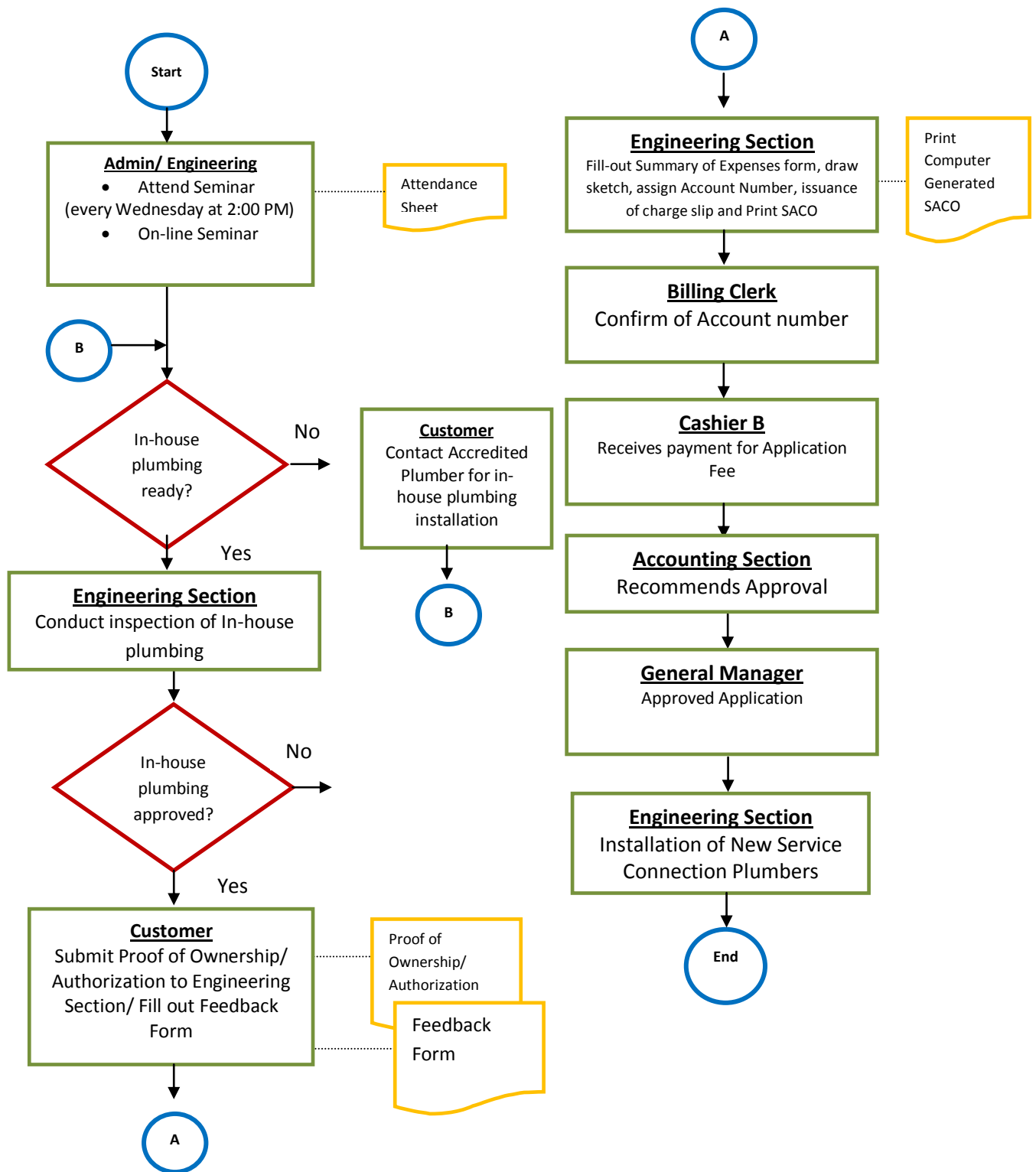
# OPERATING PROCEDURES

## Health Protocols upon entering the office premises

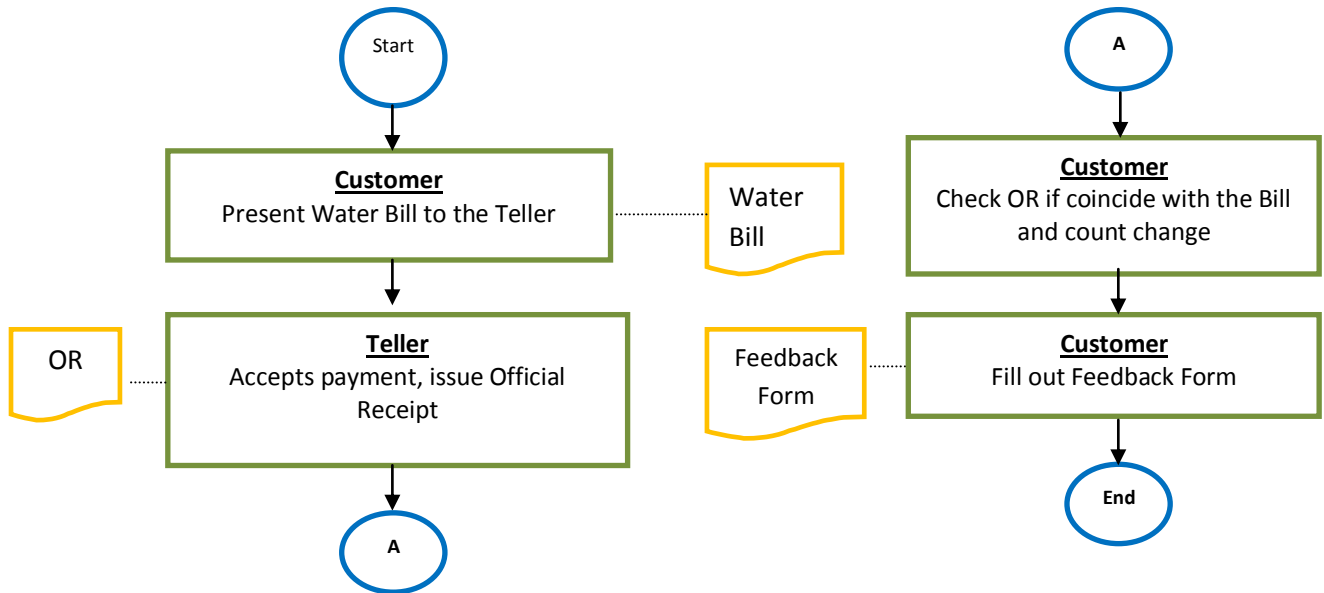


# Commercial Services

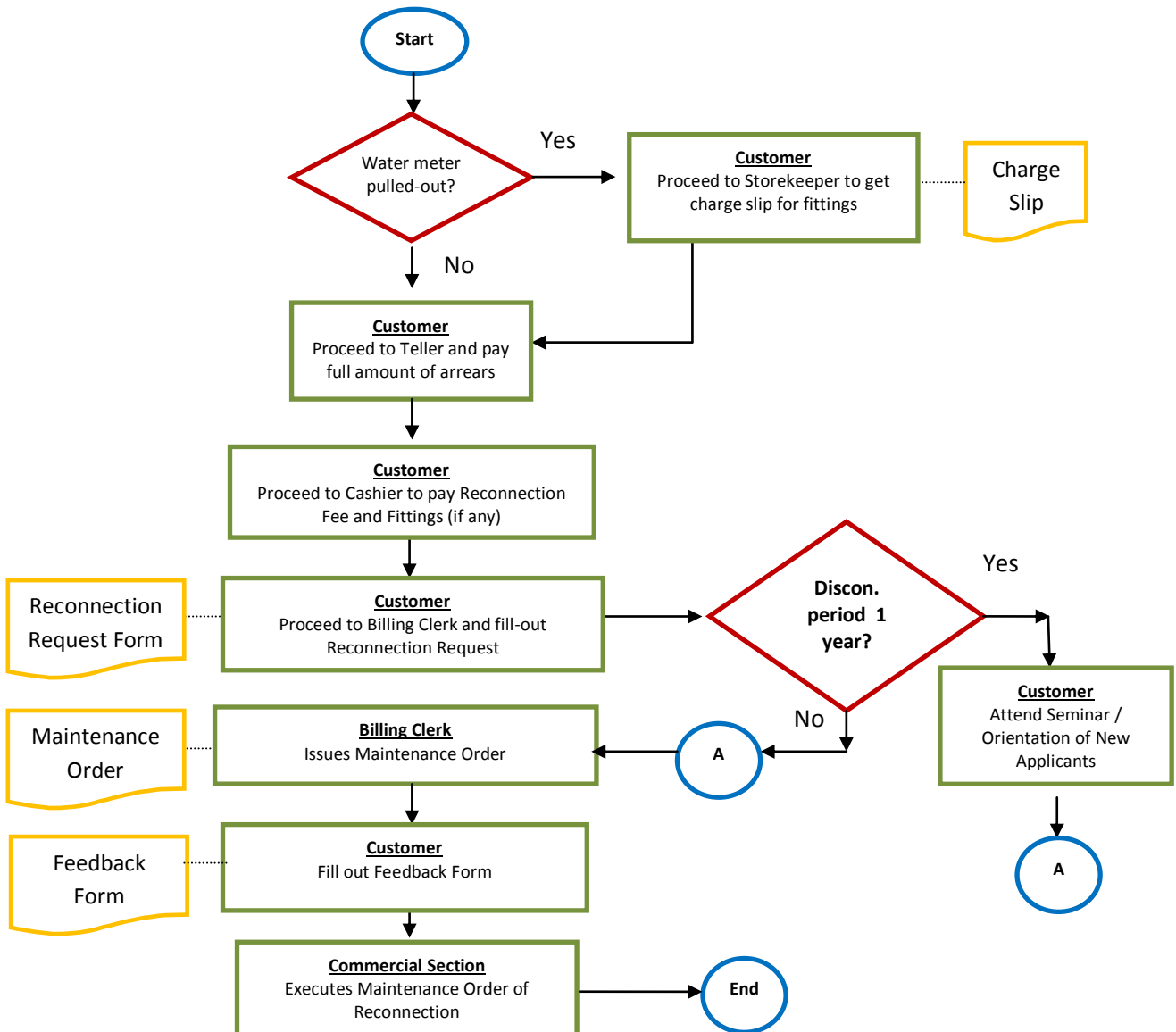
## A. New Service Connection



## B. Payment of Water Bill

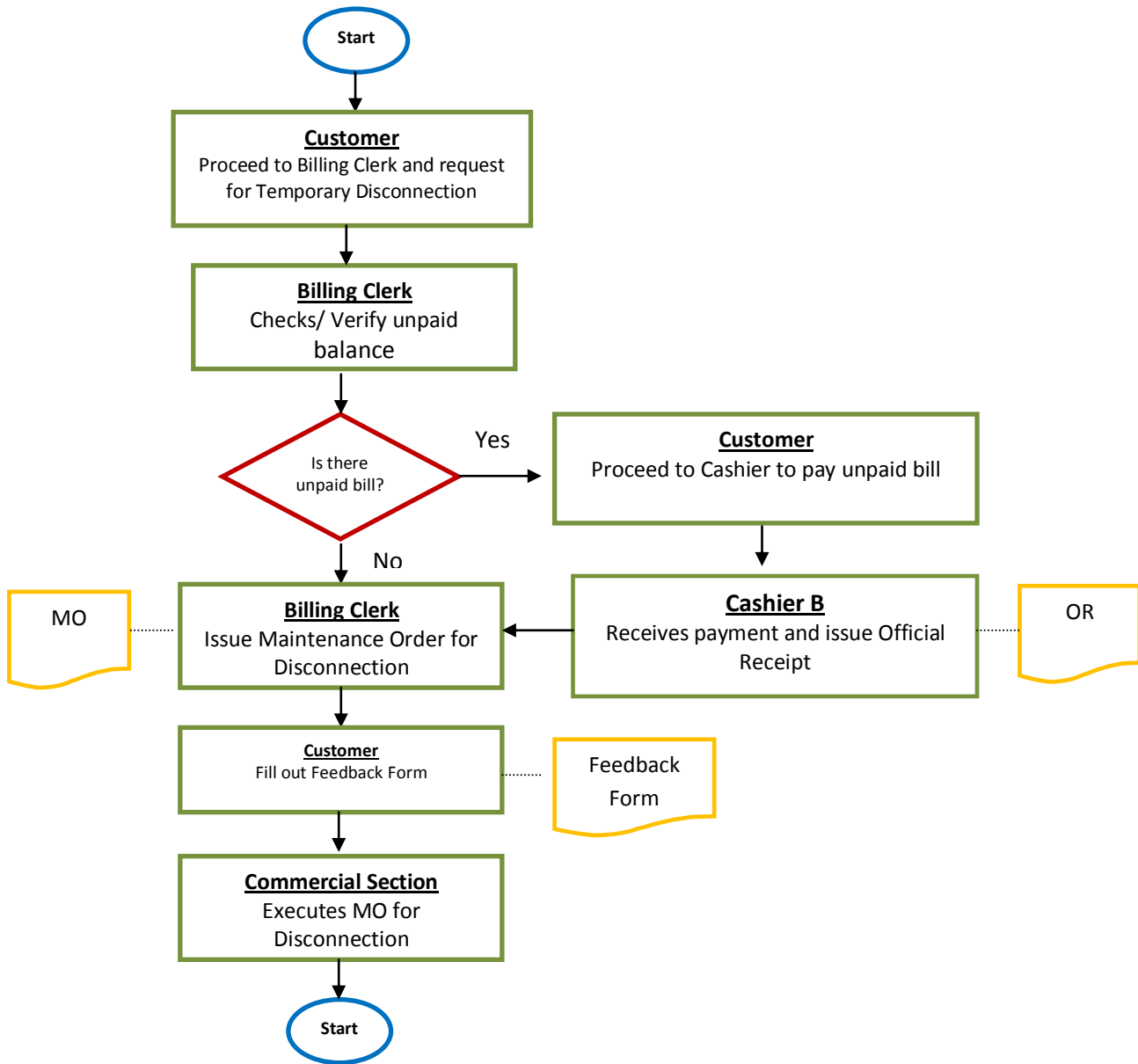


## C. Reconnection of Disconnected Service Line



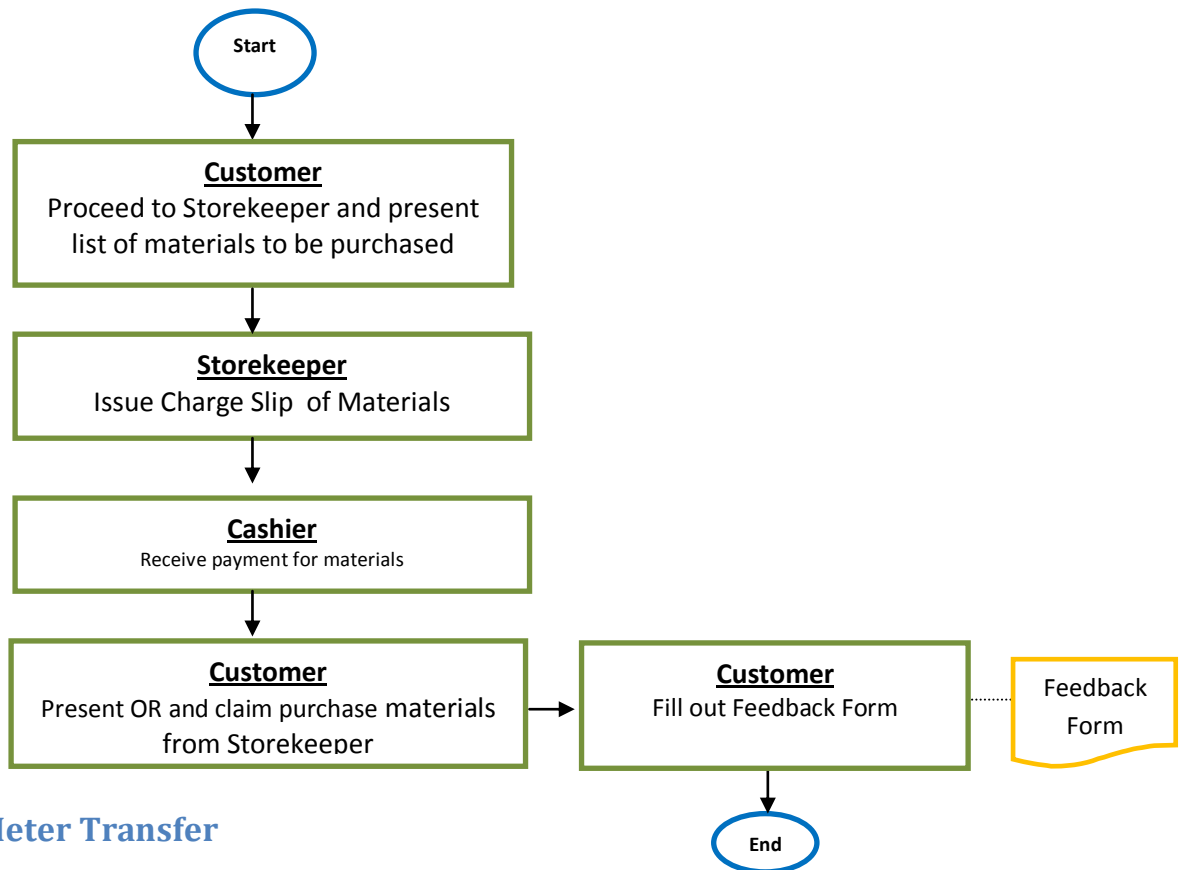


## D. Request for Temporary Disconnection

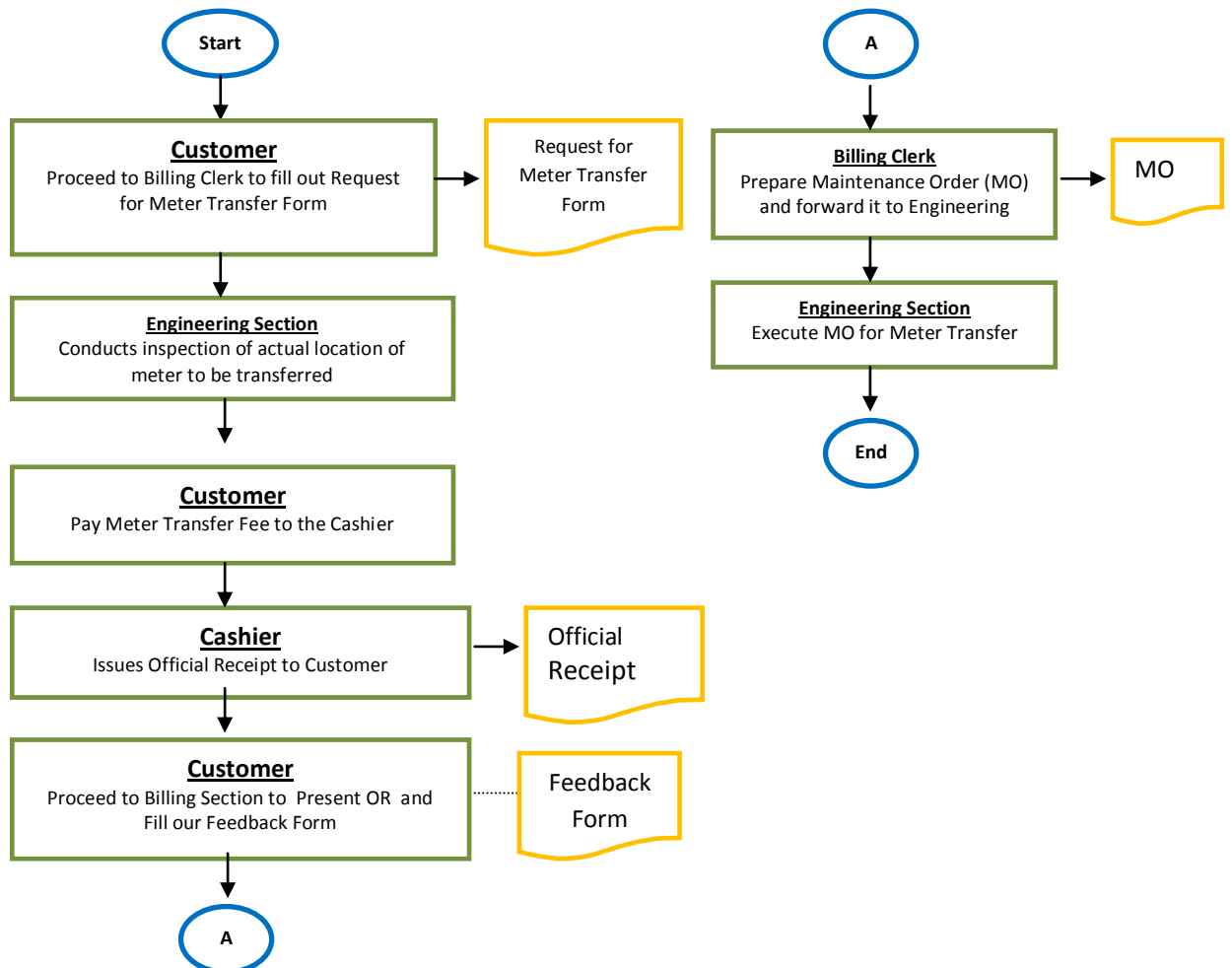


## E. Purchase of Materials

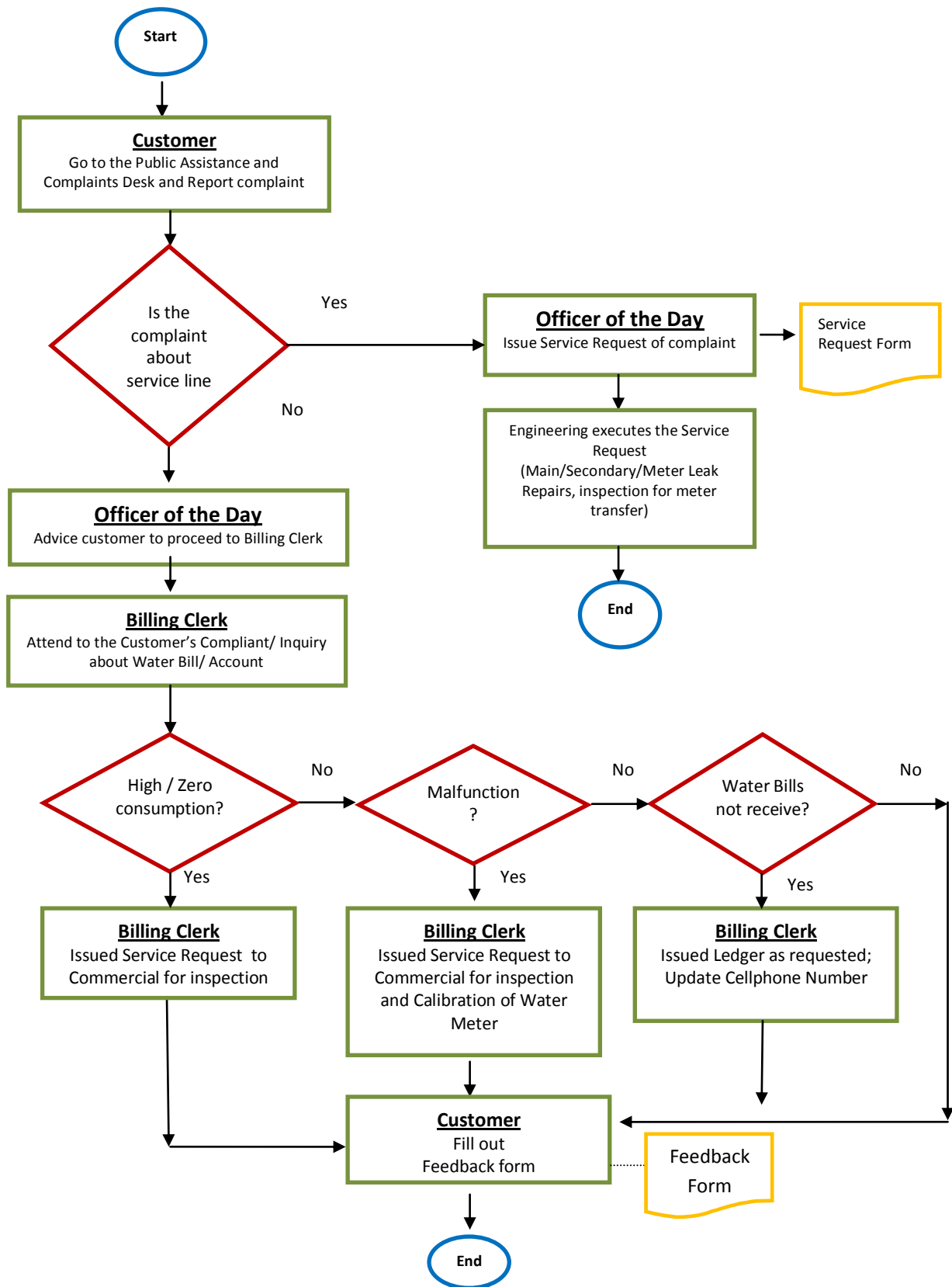
– New Service, Maintenance



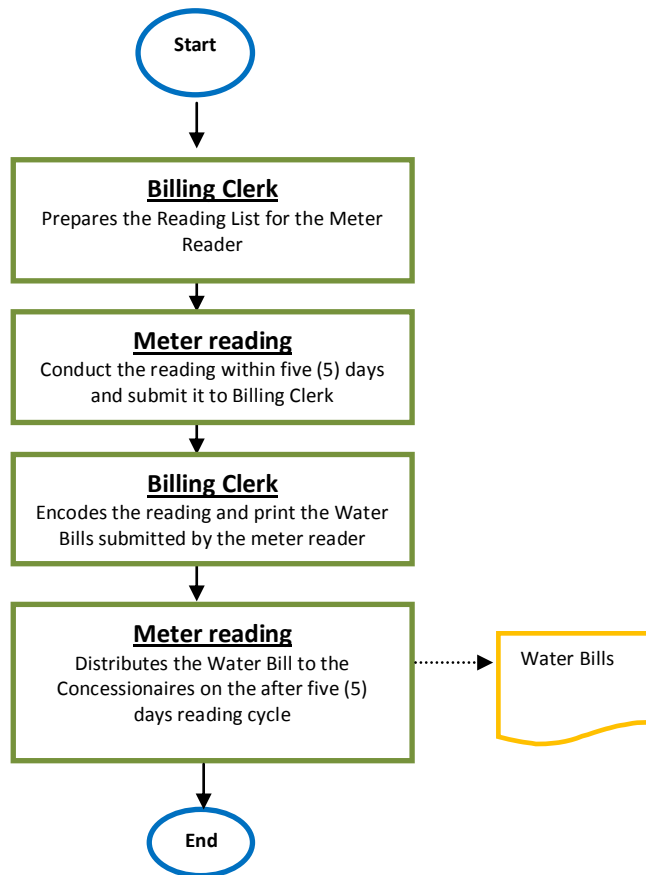
## F. Meter Transfer



## G. Complaints



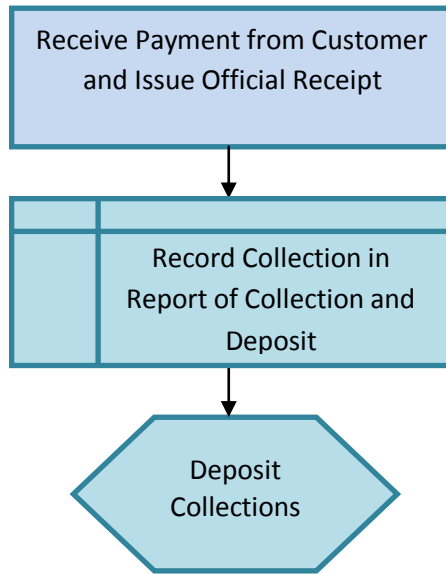
## H. Reading and Distribution of Water Bills



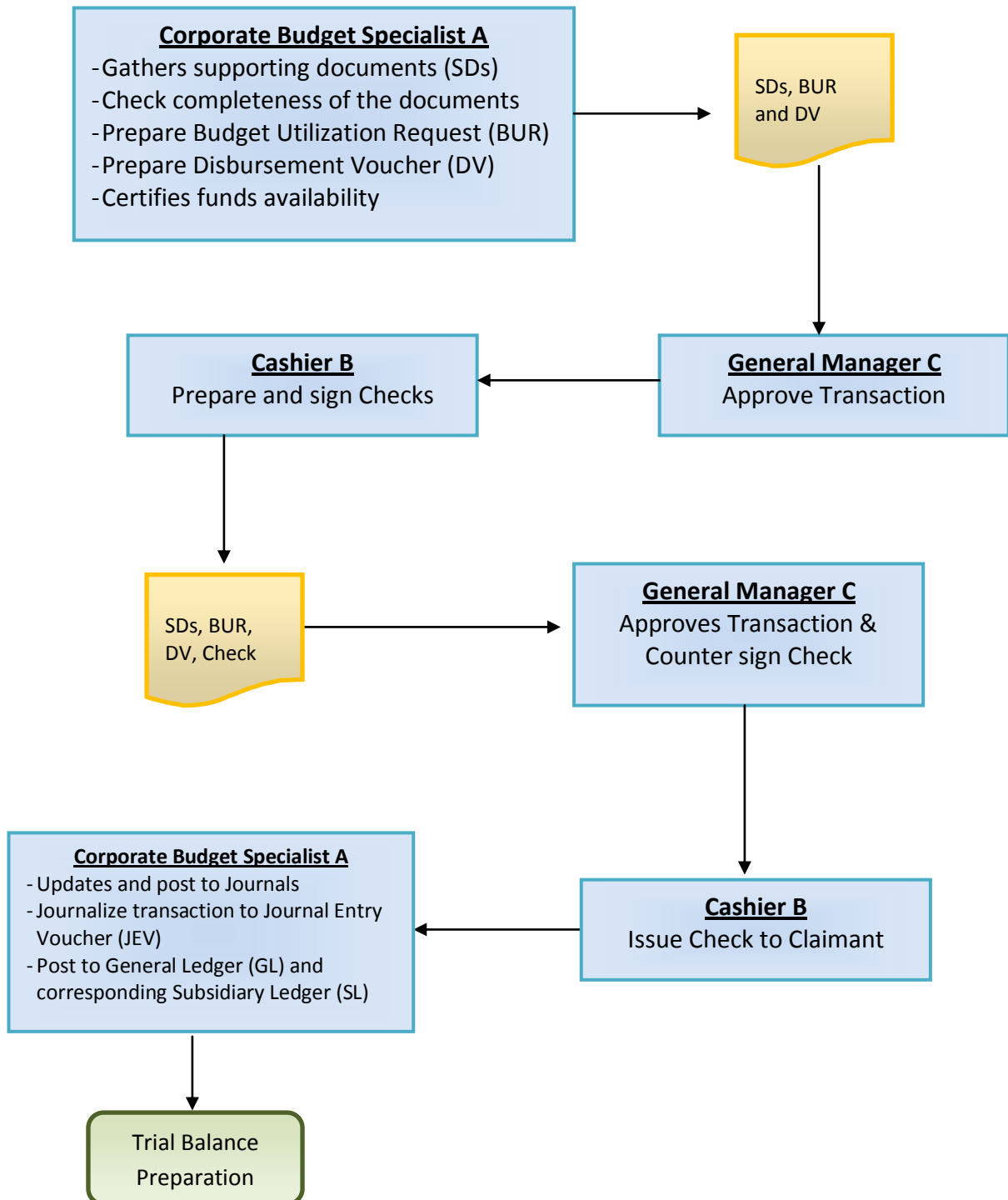
# Administrative and Finance Services

## A. Accounting Workflow

### Receipt and Collection Process

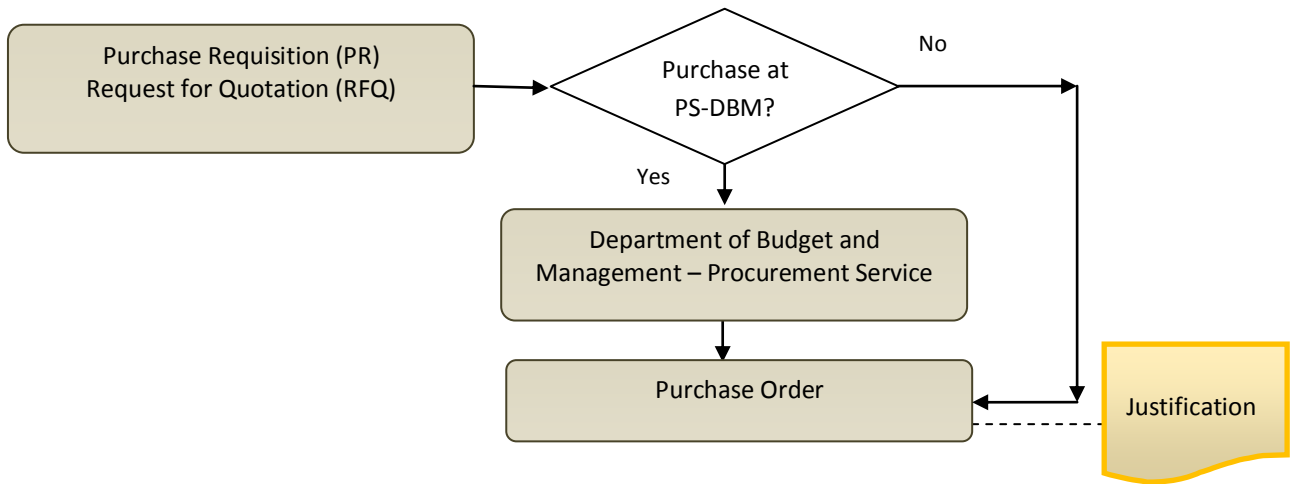


## B. Disbursement Process

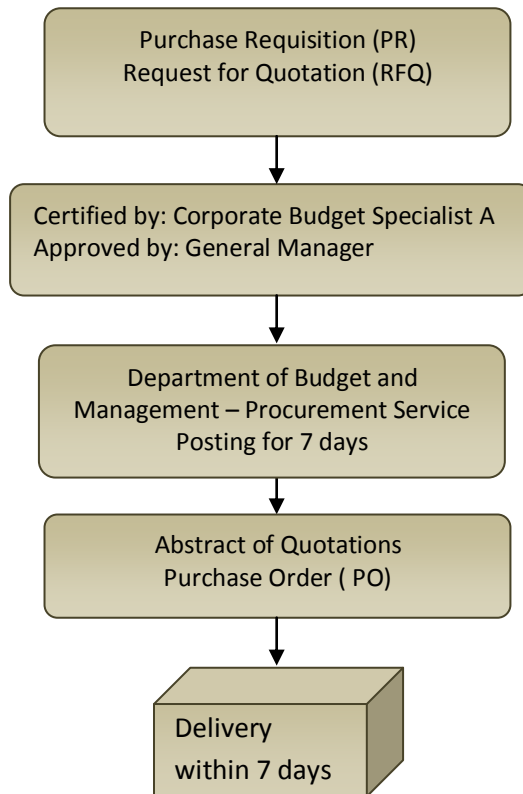


# Procurement Process

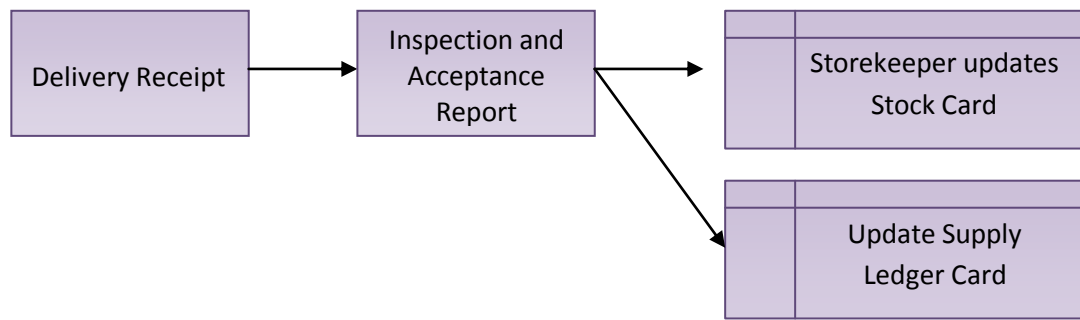
## A. Office Supplies: option if PS or not



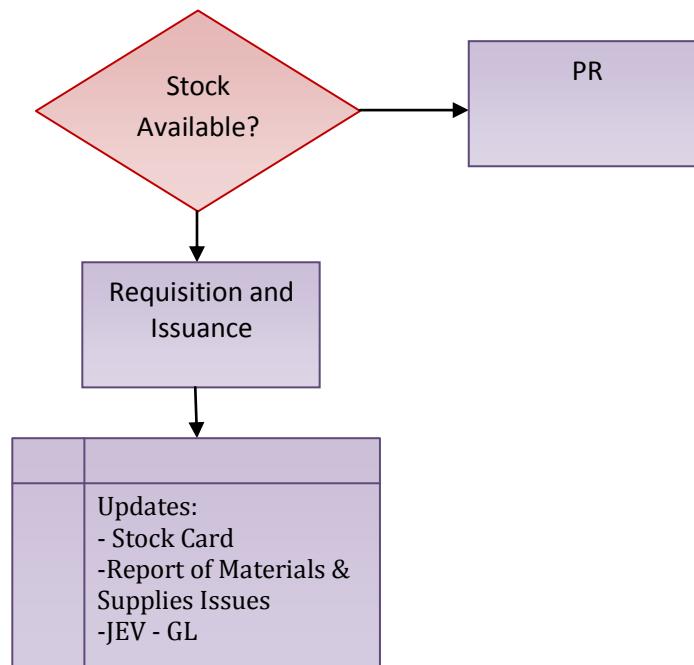
## B. Merchandise:



## RECEIPT OF DELIVERIES OF INVENTORY



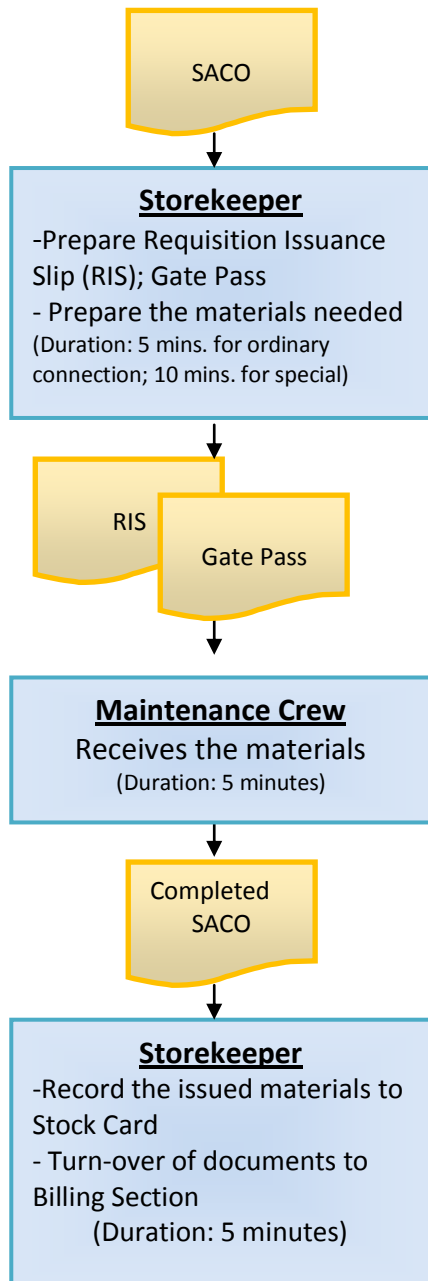
## ISSUANCE OF OFFICE SUPPLIES



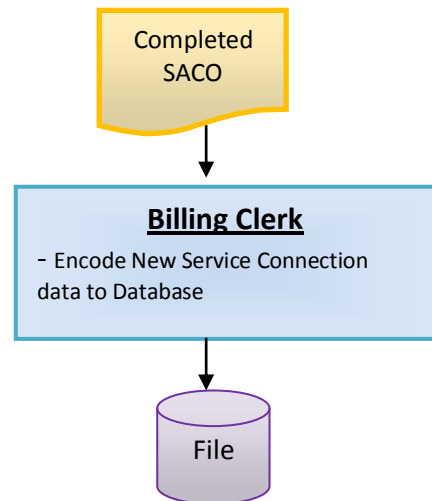


# ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

## Step 1:



## Step 2:



## 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**

<b>Rating Sheet</b> 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*  
**ALONA G. ORIHUELA**

Administration/ General Services Officer B

Noted by:

*Elisa B. Alibay*  
**ELISA B. ALIBAY**  
General Manager C