



BUENAVISTA WATER DISTRICT

OPERATIONS MANUAL

Updated March 2023

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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 24th of October 1996.

VISION STATEMENT

By year 2031, Buenavista Water District is a

Reliable,
Innovative,
Sustainable, and
Efficient water and sanitation service provider.

MISSION STATEMENT

BWD is committed to:

Provide 24/7 safe, potable water and sanitation services
Effective management of water resources
Effective management of water resources
Responsive Human Resources

CORE VALUES

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. Douglas	Chairman
Ms. Florida A. Hordista	Vice-Chairman
Ms. Heidi C. Boaquiña	Secretary
Ms. Joanna Clyde A. Espina	Member
Ms. Elizabeth A. Encenada	Member

PUMPING STATIONS

<u>Pumping Station</u>	<u>Implementation Year</u>	<u>Status</u>
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
Pump Station No. 6 – Rizal	2020	Stand by due sand pumping

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

Barangays not yet served are the following:

1. Sangay
2. Olave
3. Simbalan

ORGANIZATION AND RESPONSIBILITIES

BUENAVISTA WATER DISTRICT

BOARD OF DIRECTORS

DIR. AVELINO B. DUGLAS
Chairman – Professional Sector

DIR. FLORIDA A. HORDISTA
Vice- Chairperson- Socio Civic Sector

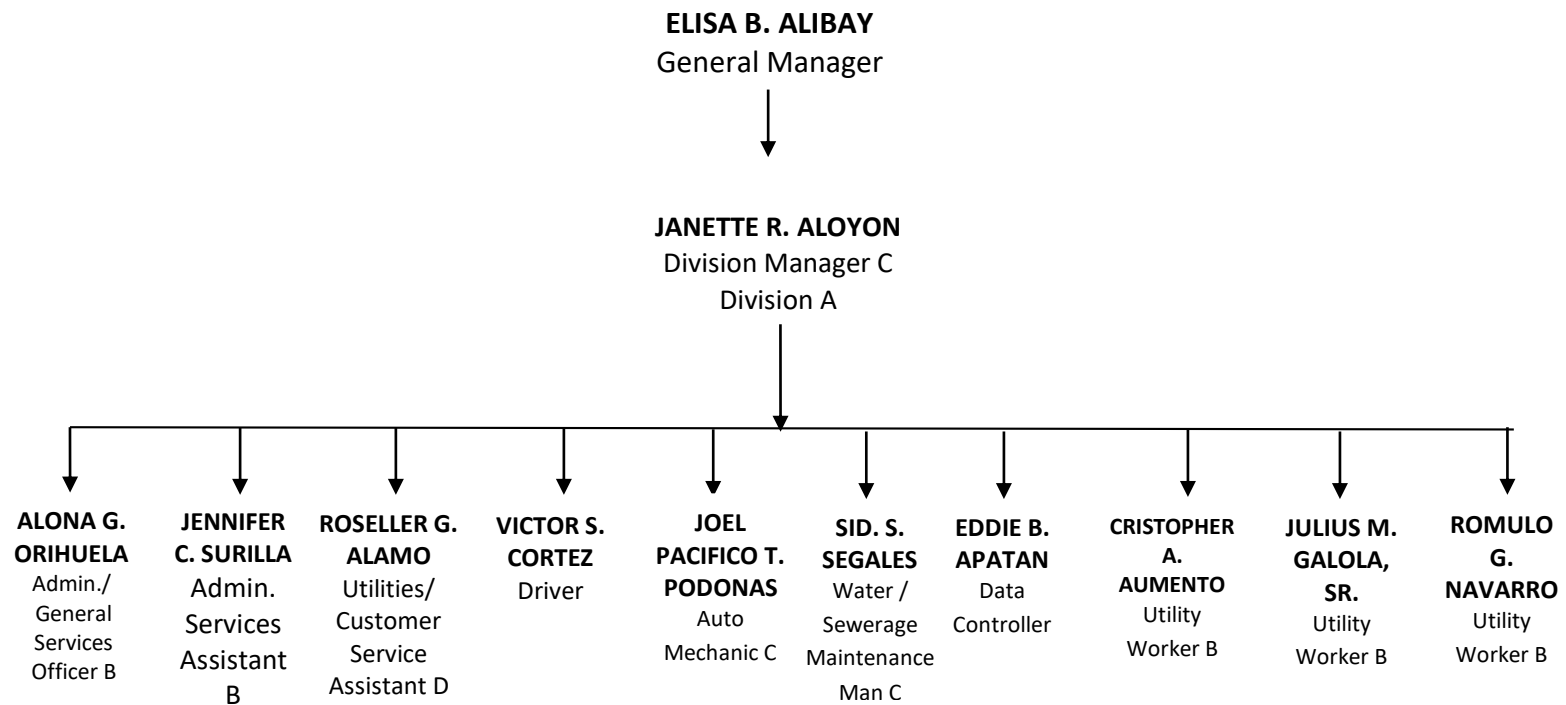
DIR. HEIDI C. BOAQUIÑA
Secretary – Business Sector

DIR. JOANNA CLYDE A. ESPINA
Member- Education Sector

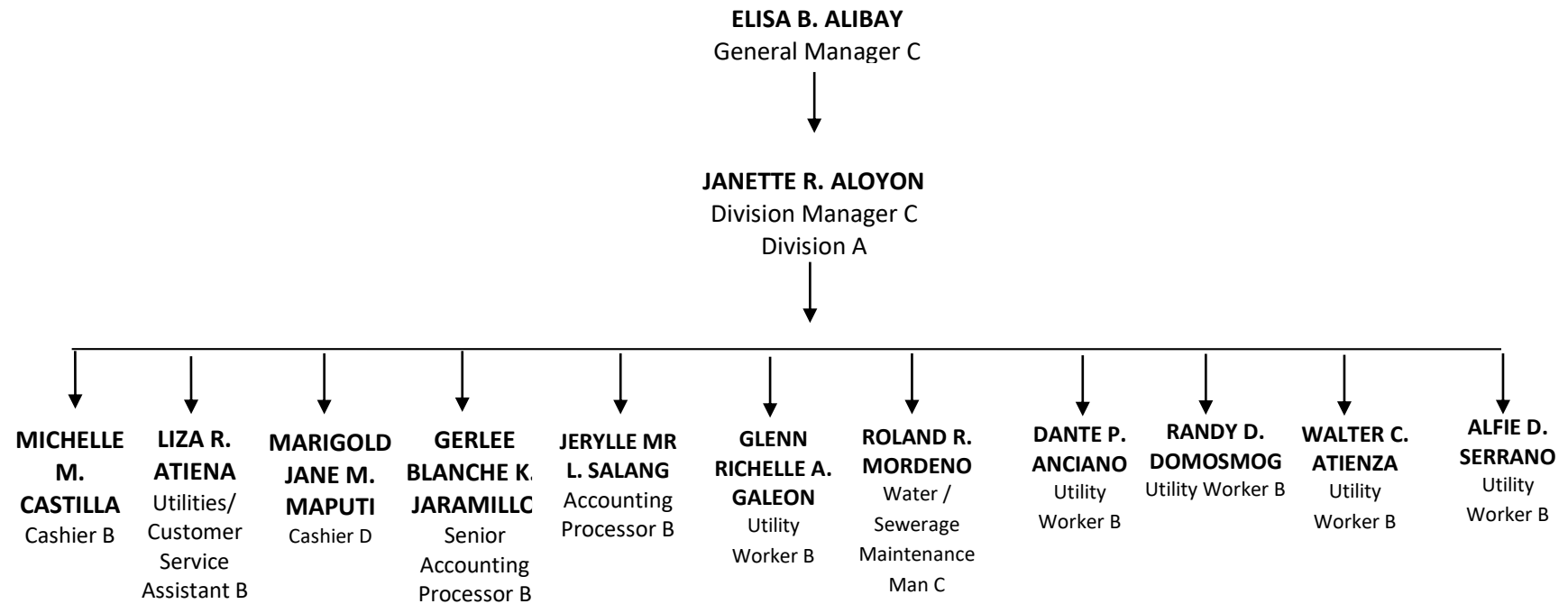
DIR. ELIZABETH A. ENCENADA
Member – Women’s Sector

ORGANIZATIONAL STRUCTURE

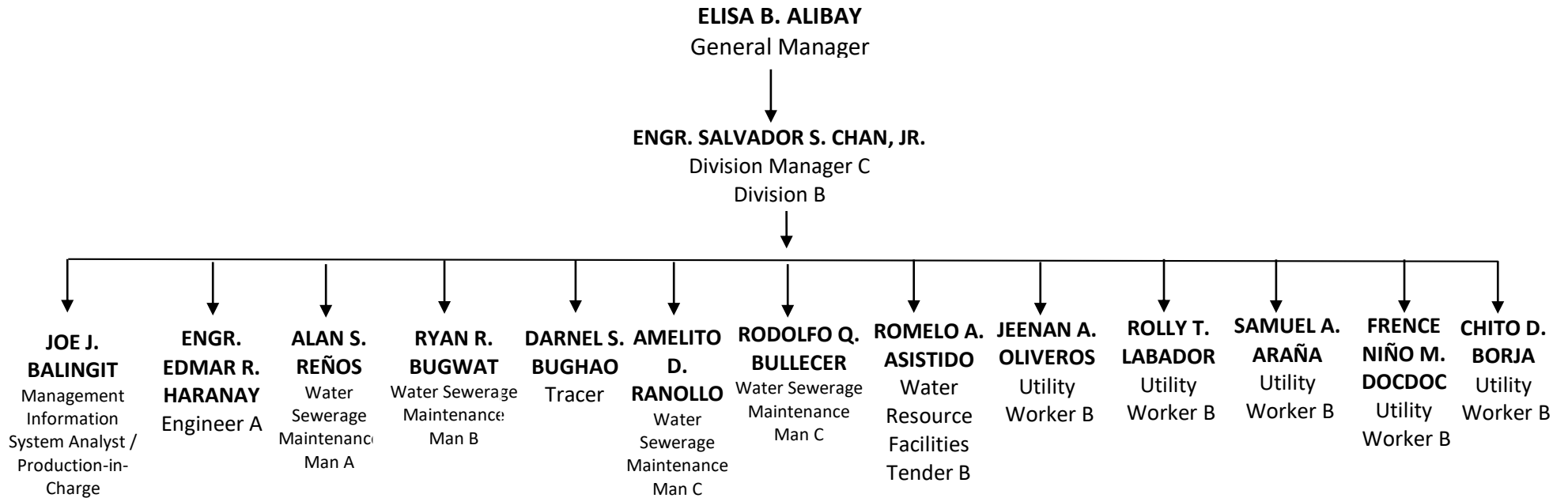
DIVISION A - ADMINISTRATION & GENERAL SERVICES



DIVISION A - FINANCE & COMMERCIAL SECTION



DIVISION B - ENGINEERING AND CONSTRUCTION/ PRODUCTION AND WATER QUALITY



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.

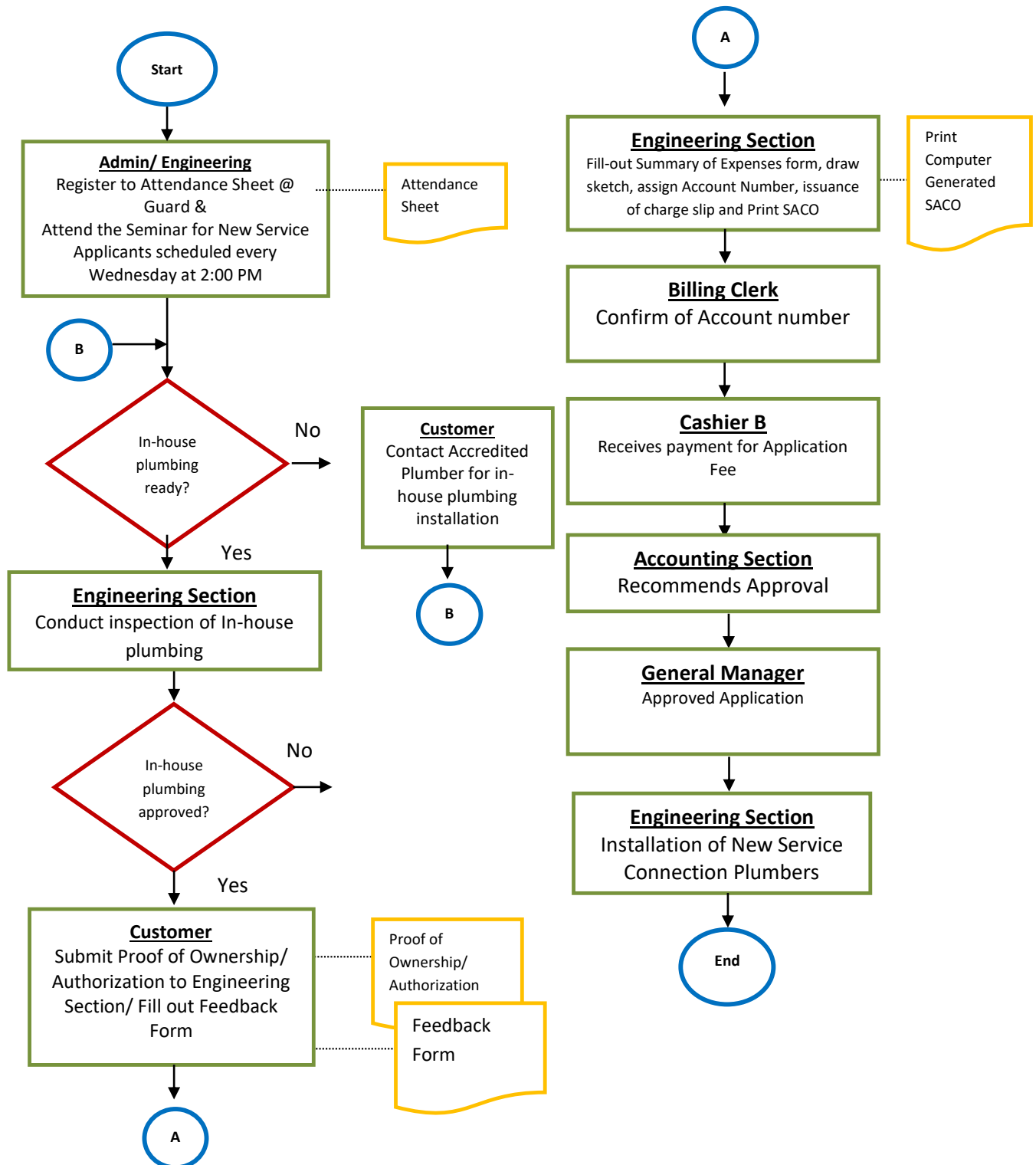
Executes payment for approved projects and programs.

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

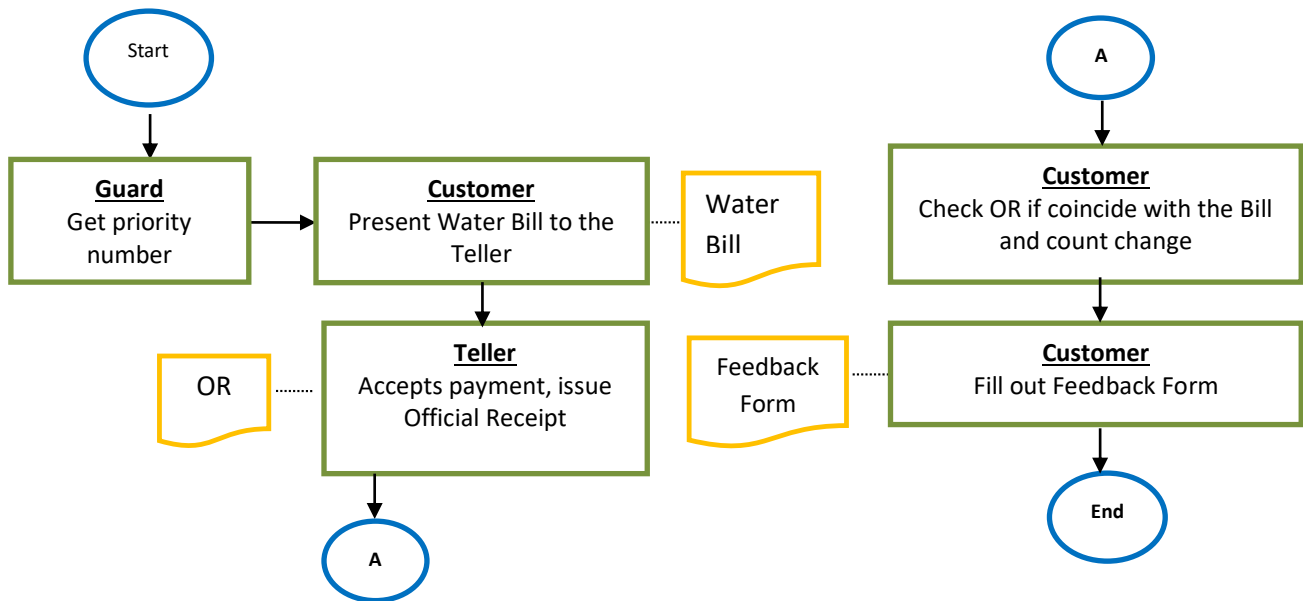
Commercial Services

A. New Service Connection

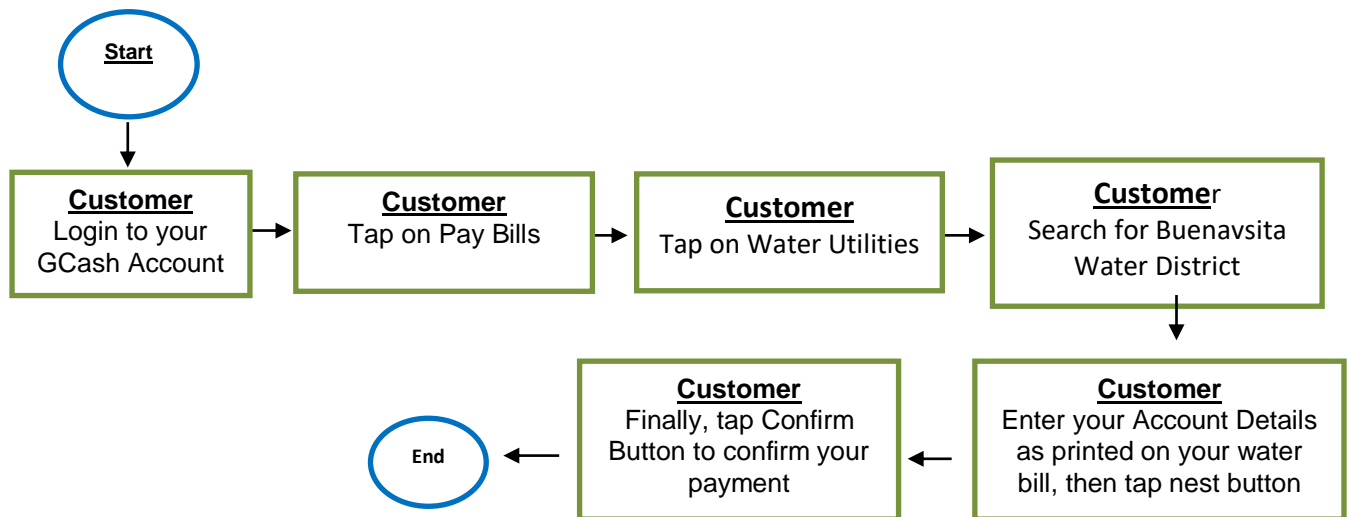


B. Payment of Water Bill

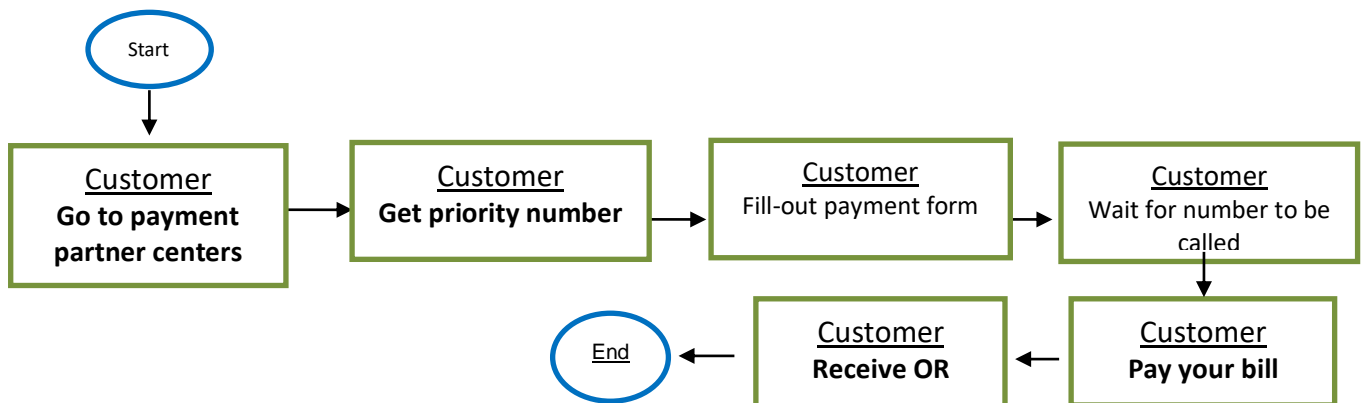
- **BWD Office**



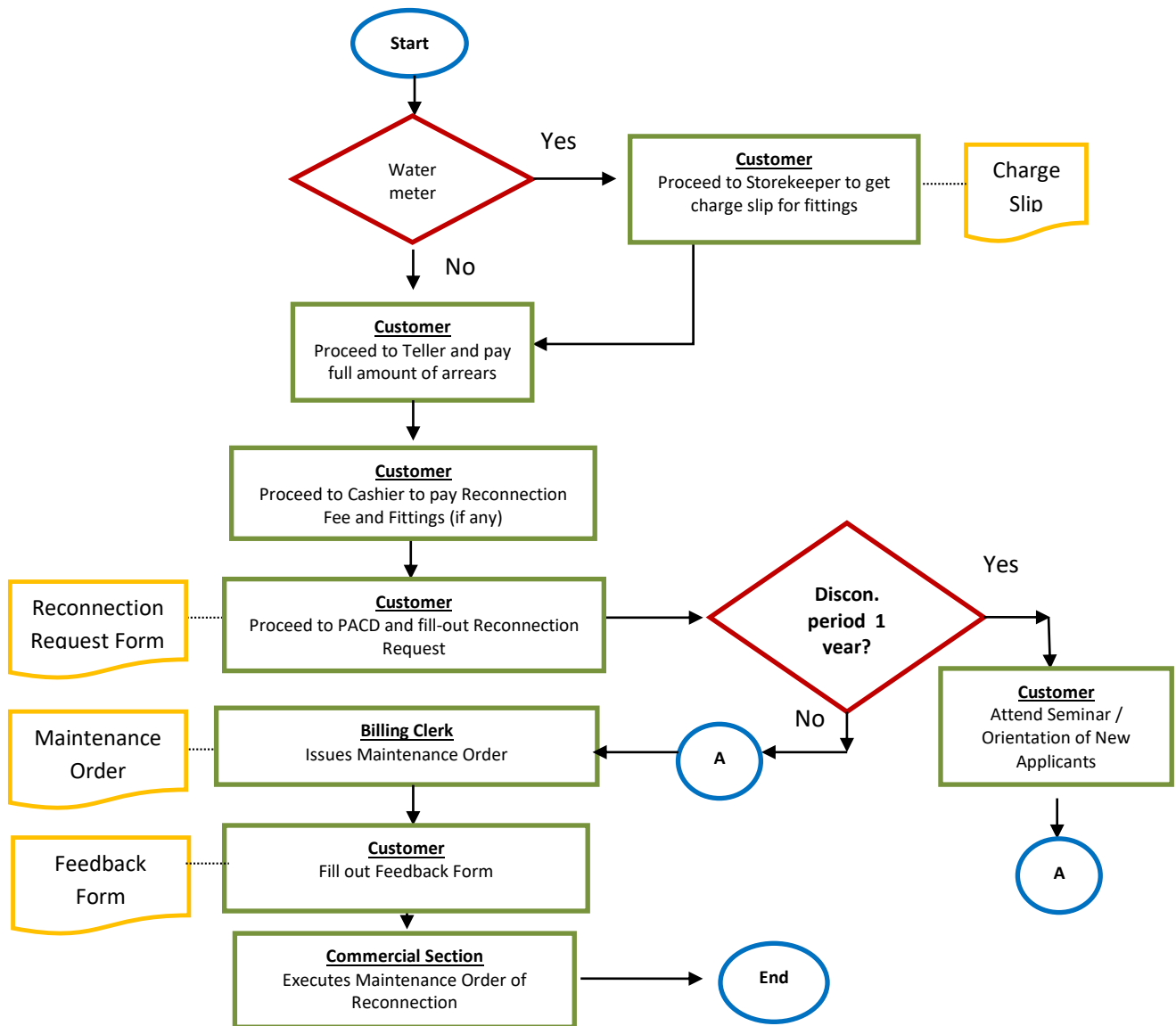
- **Payment Partners – GCash**



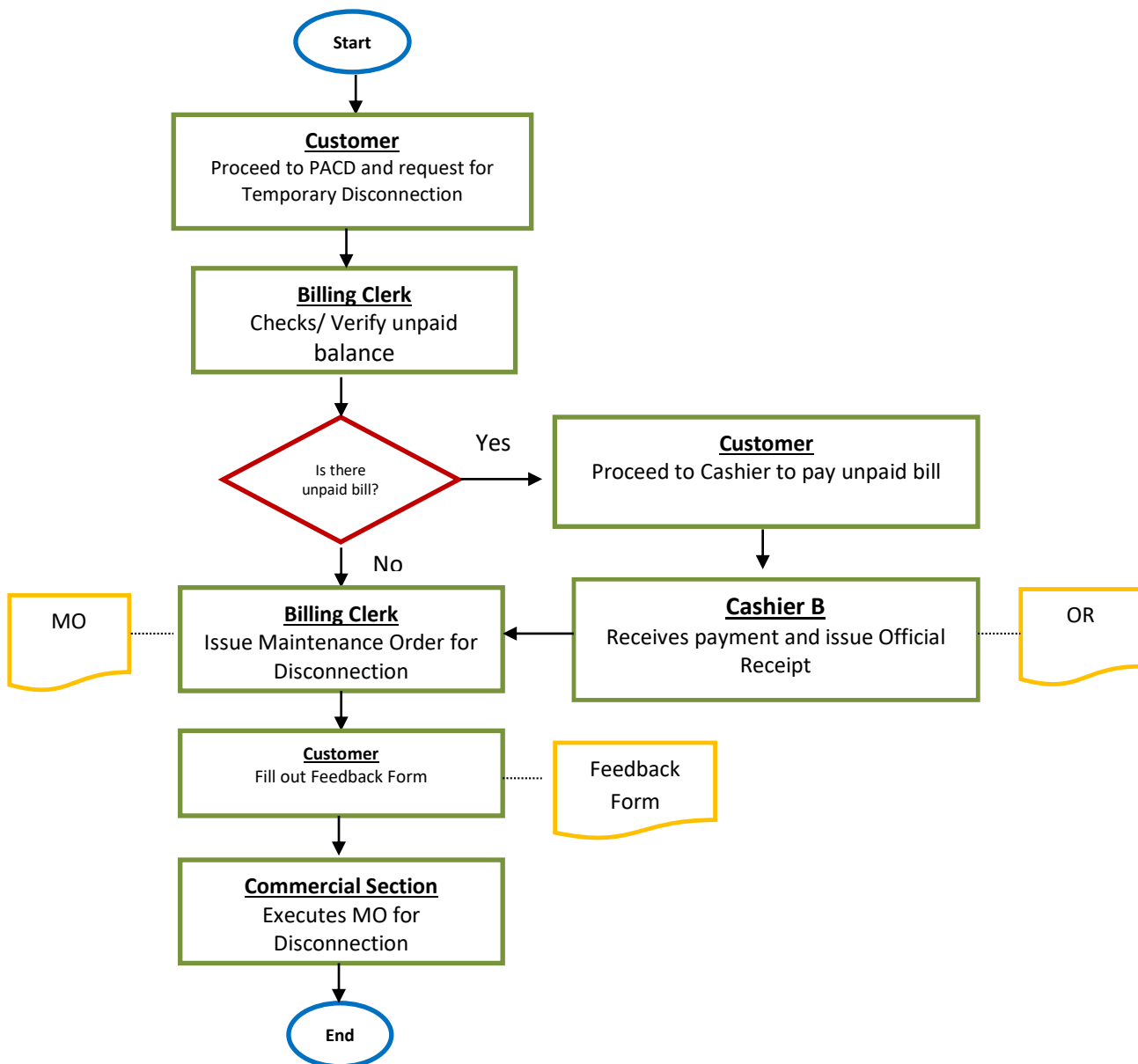
- **Other Merchants (RD Pawnshop, 7-Eleven)**



C. Reconnection of Disconnected Service Line

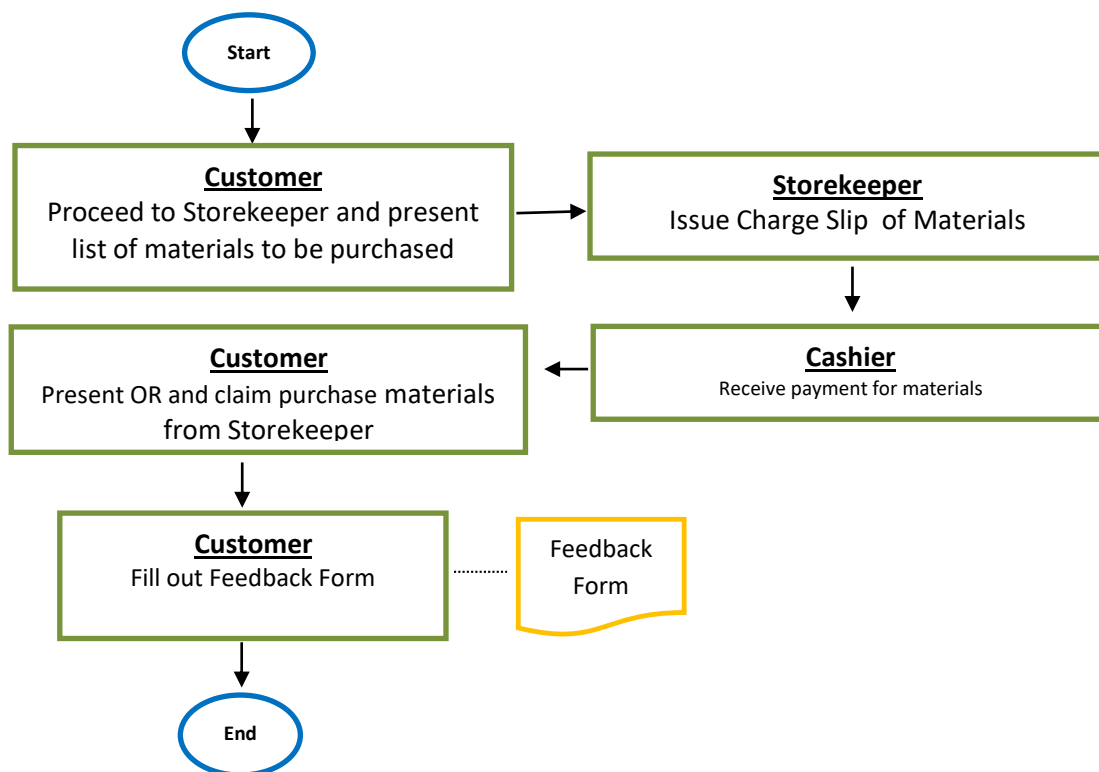


D. Request for Temporary Disconnection

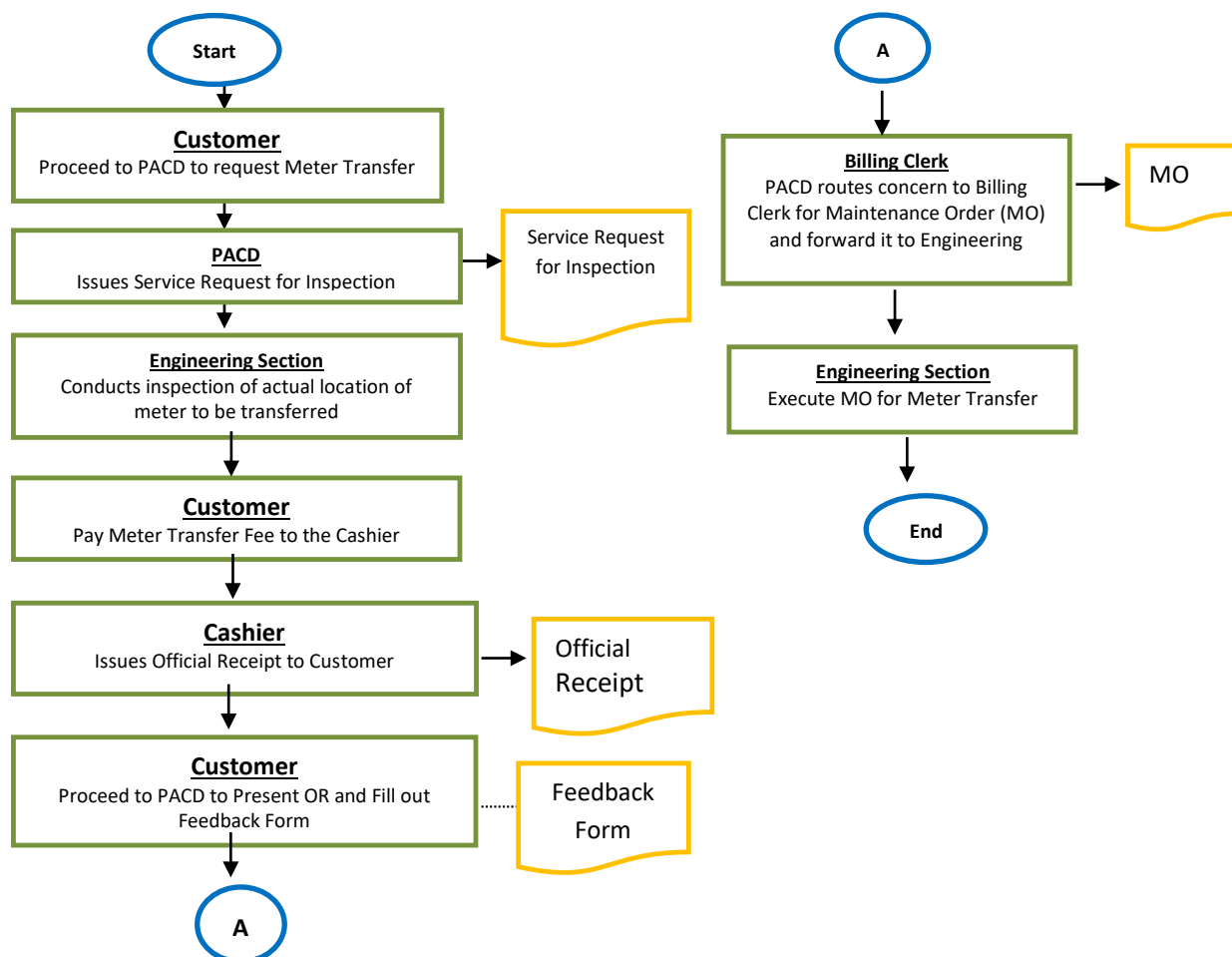


E. Purchase of Materials

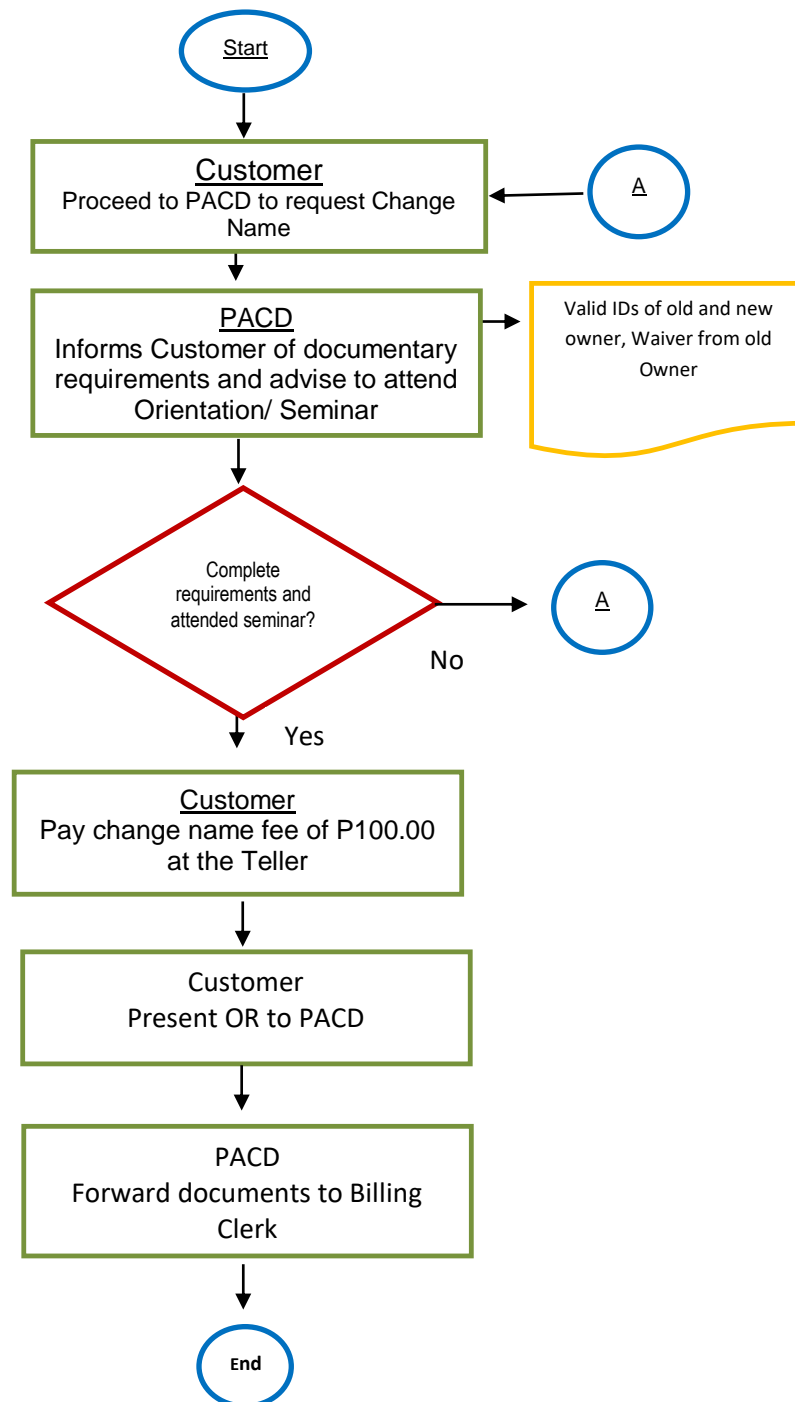
– New Service, Maintenance



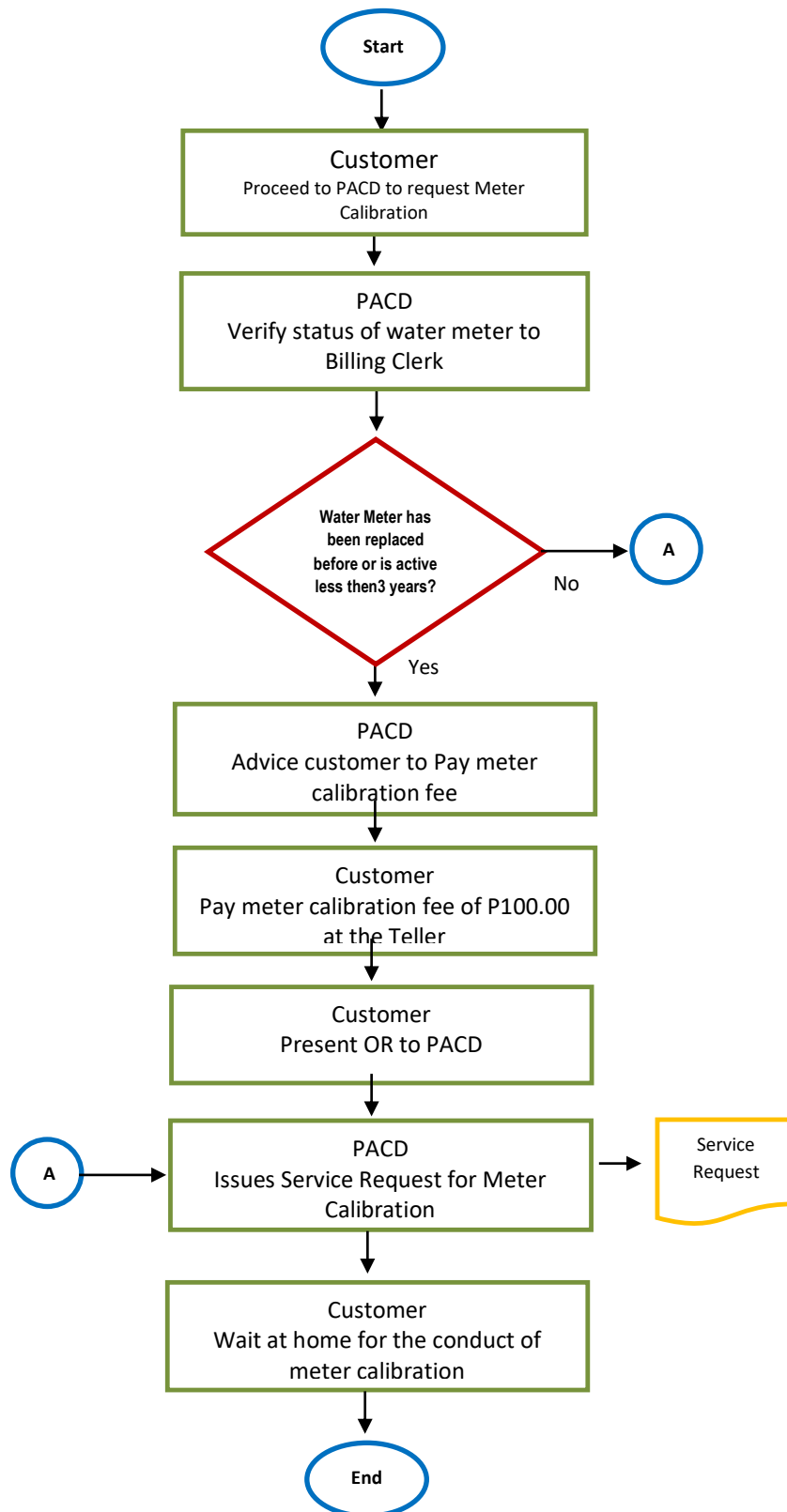
F. Meter Transfer



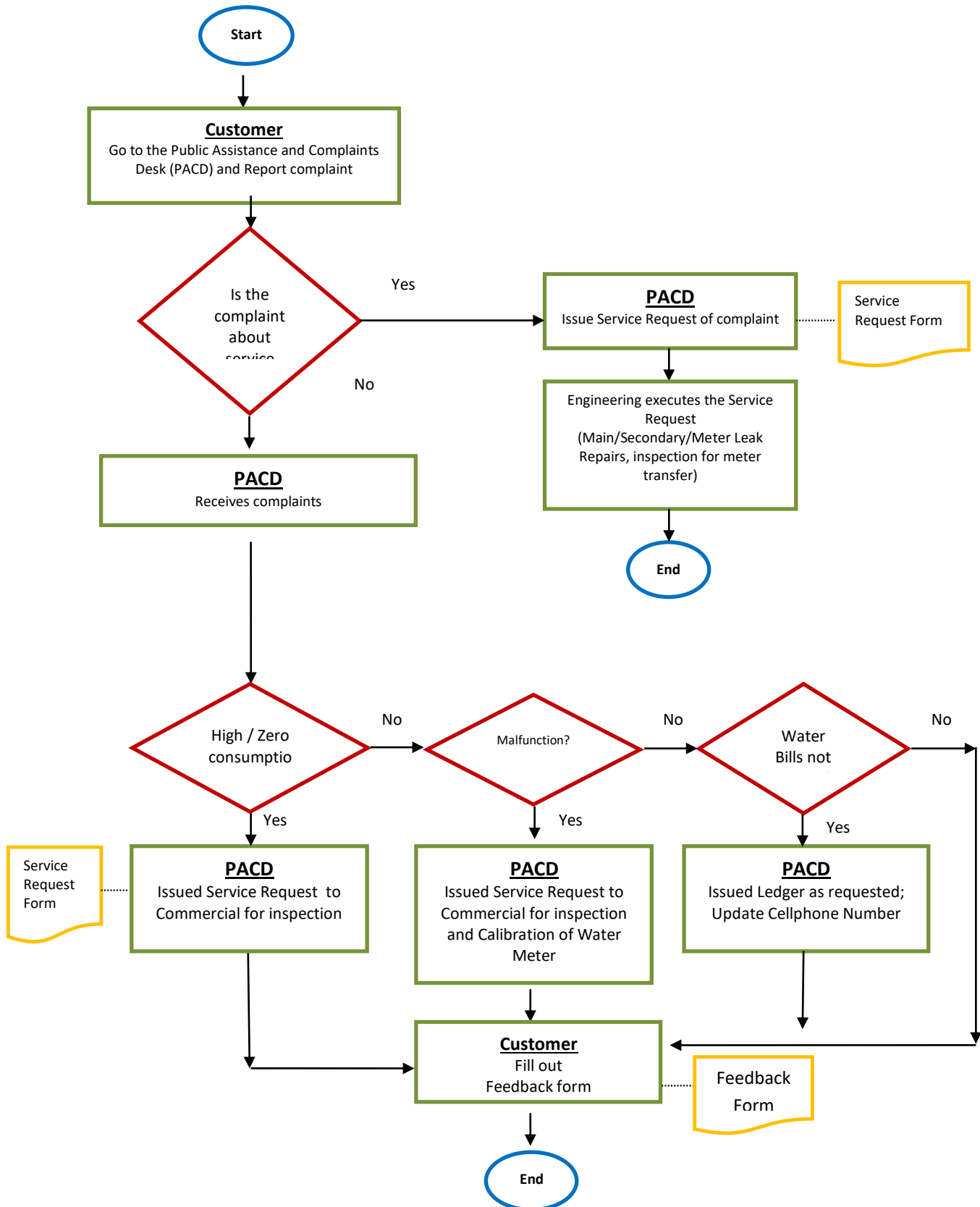
G. Request for Change Name



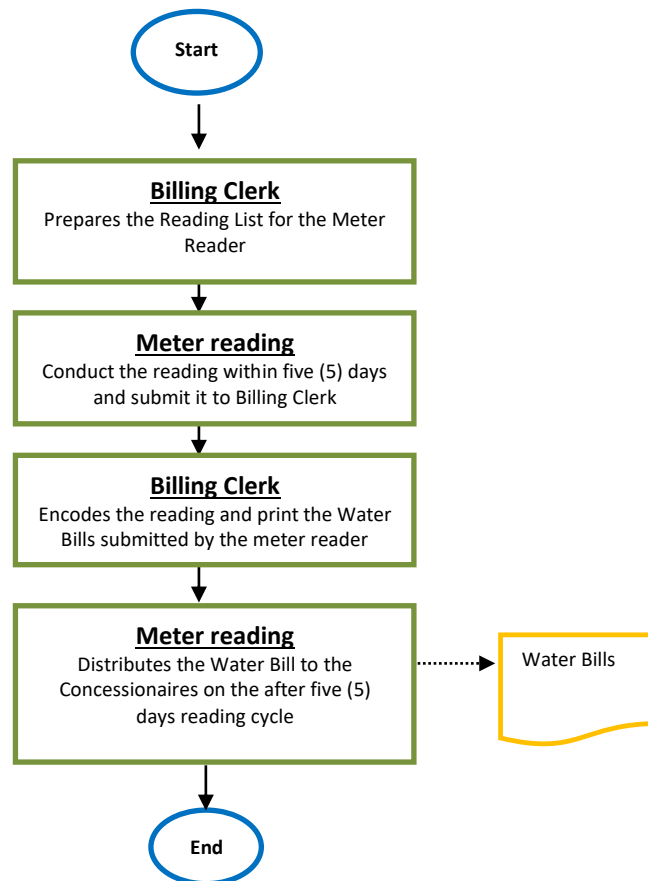
H. Request to Meter Calibration



I. Complaints



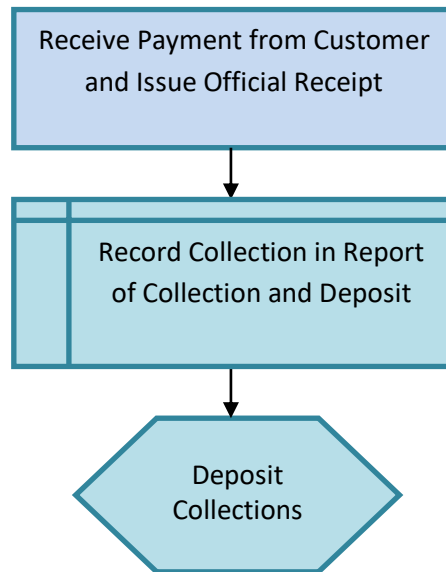
J. Reading and Distribution of Water Bills



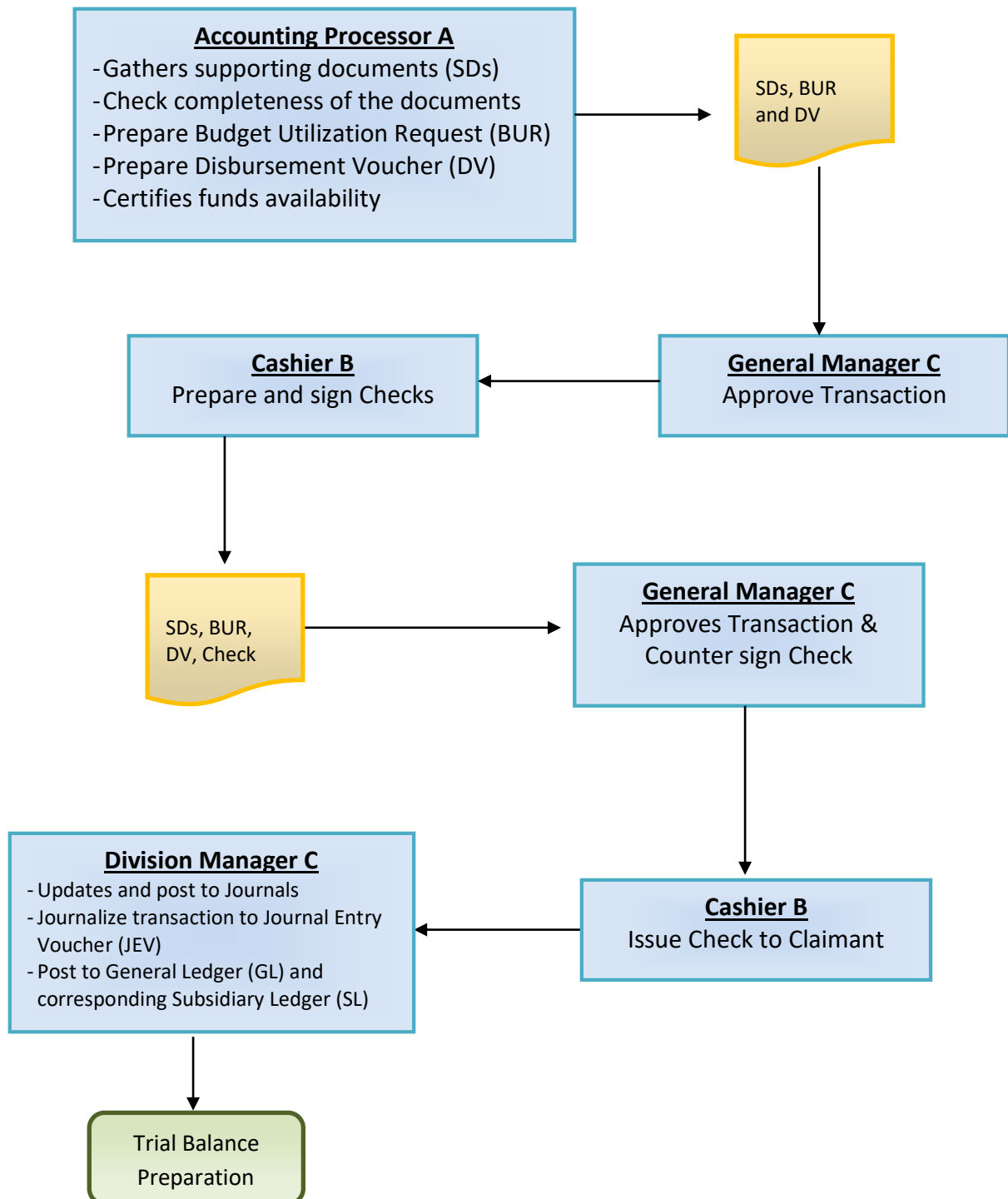
Administrative and Finance Services

A. Accounting Workflow

Receipt and Collection Process

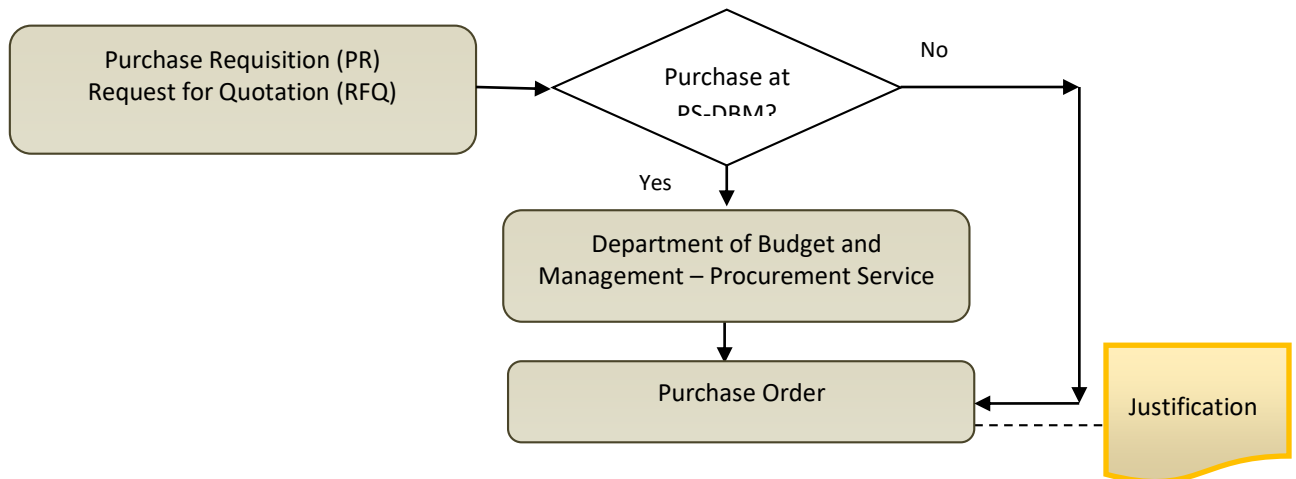


B. Disbursement Process

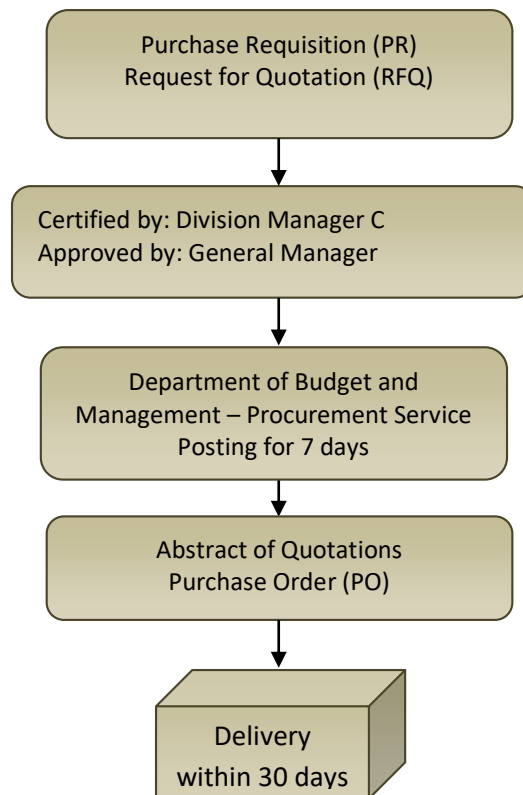


Procurement Process

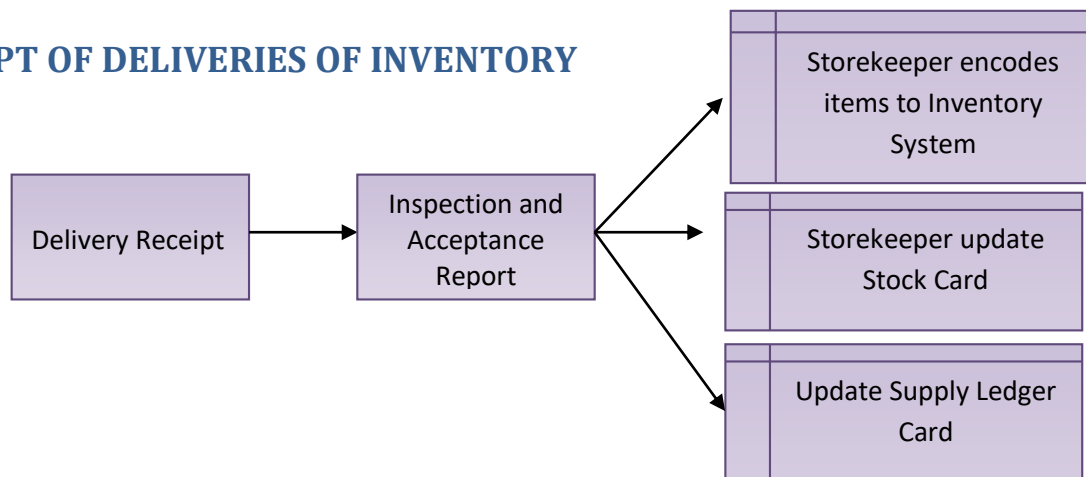
A. Office Supplies: option if PS or not



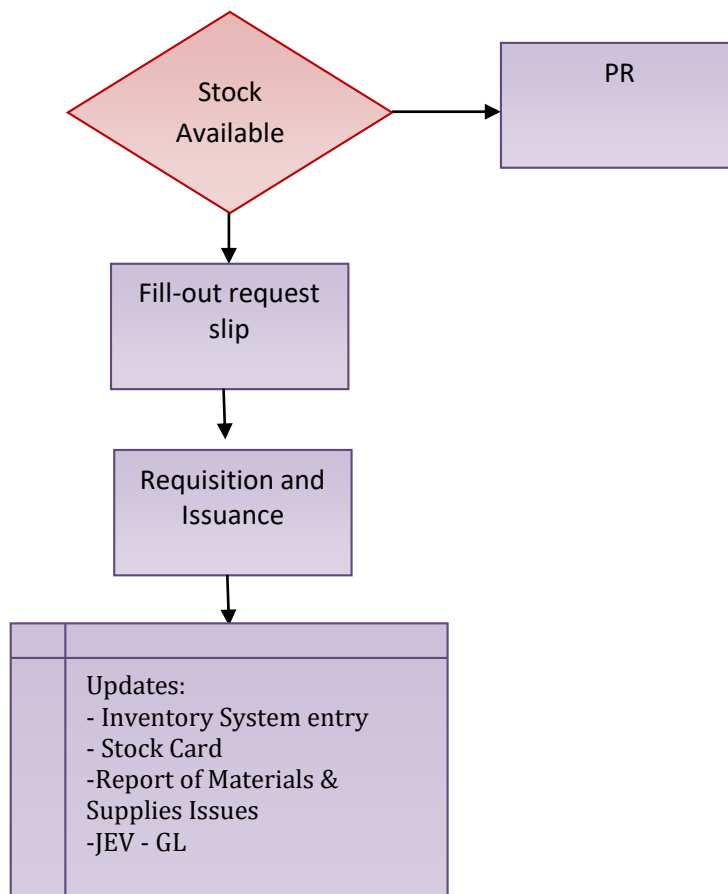
B. Merchandise:



RECEIPT OF DELIVERIES OF INVENTORY

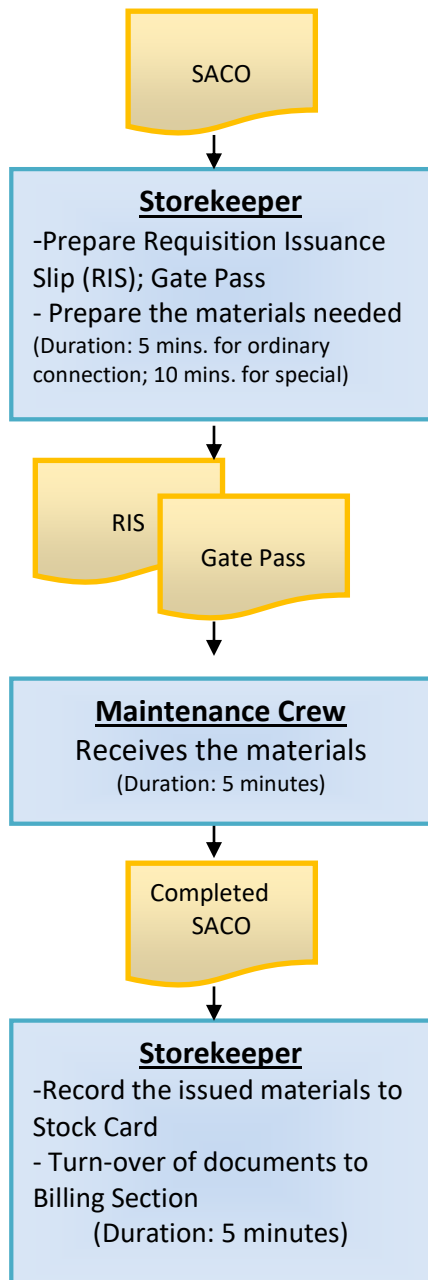


ISSUANCE OF OFFICE SUPPLIES

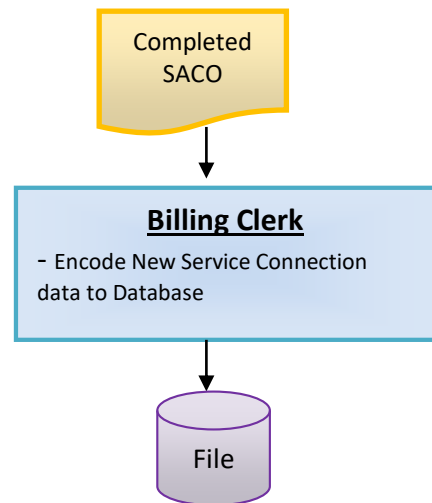


ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

Step 1:



Step 2:



FEEDBACK FORM

Control No.: _____



BUENAVISTA WATER DISTRICT

HELP US SERVE YOU BETTER!

ANTI-KID TAPES AUTHORITY CLIENT SATISFACTION
MEASUREMENT FORM
PSA Approved No. ABTA-2246-3
Expires on 31 July 2025

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recent concluded transaction will help this office provide a better service. Personal Information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency

Data: Sex: ☐ Male ☐ Female Age _____

Region of residence: _____

Service Availed: ☐ New Service ☐ Payment Water Bill ☐ Reconnection ☐ Purchase Materials
☐ Complaint ☐ Meter Transfer ☐ Change Name

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others.

CC1 Which of the following best describe your awareness of a CC?

- ☐ 1. I know what a CC is and I saw this office's CC
☐ 2. I know what a CC is and but I did NOT see this office's CC
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office (Answer 'N/A on CC2 and CC3)

CC2 If aware of CC (answer 1-3 in CC1) , would you say that the CC of this office was...?

- ☐ 1. easy to see ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1) , how much did the CC help you in your transaction ?

- ☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
SQD0. I am satisfied with the service that I availed						
SQD1. I spent a resonable amount of time for my transaction.						
SQD2. The Office followed the transaction's requirements and steps based on the information provided.						
SQD3. the steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Prepared by:

ALONA G. ORIHUELA

Administration/ General Services Officer B

Noted by:

ELISA B. ALIBAY

General Manager C