SANTA ROSA (NE) WATER DISTRICT

Operations Manual

2016
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Introduction

The Operations Manual of Santa Rosa (NE) Water District (SRWD) contains the general information about the agency, its underlying function, mandates, operating procedures and organization.

The purpose of this manual is to provide its readers knowledge about the district's responsibilities and structure.

The manual is divided into several parts, as follows:

**General Information** - This section contains the company profile, such as the brief history of SRWD, mandates and functions, its mission and vision, performance pledge, pumping stations and areas of operation.

**Organization and Responsibilities** - In this part of the manual, the organizational structure was shown using a diagram as of year 2016, as well as the duties and responsibilities of every department.

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

SRWD – Santa Rosa (NE) Water District

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 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. Whichever is lower is the FINAL CATEGORY of the LWD.

PR – Purchase Requisition

DV – Disbursement Voucher

BUR – Budget Utilization Request

PhilGEPS – Philippine Government Electronic Procurement System

SDs – Supporting Documents, such as Sales Invoice, Purchase Order, Job Order, Statement of Account

WMM – Water Maintenance Man

WRFO – Water Resource Facilities Officer
SRWD Operations Manual

GENERAL INFORMATION

PROFILE

Santa Rosa (NE) Water District is a Government-Owned Controlled Corporation (GOCC) and is an autonomous unit politically and economically independent from the local government. The Board of Directors formulated the policies, rules and regulations of the water district. Management of the operation of the water district is handled by the General Manager who is appointed by the Board of Directors.

SRWD is now categorized as Category C Water District. As of December 2016, the district has a total of 10,077 service connections operating 24 hours a day. Through the hard work and dedication of its personnel, SRWD was able to withstand the hardships and challenges of times and was able to make use of its resources in order to achieve its goal and objectives in giving the best water service to the people of Santa Rosa.

Figure 1: SRWD Logo

LAYUNIN (MISSION)

Maging mabuting halimbawa ang SANTA ROSA (NE) WATER DISTRICT sa iba pang ahensya ng gobyerno.
Maipatupad nang buong katapatan ang lahat ng alintuntuning isinasaad ng batas at regulasyon ng SANTA ROSA (NE) WATER DISTRICT.
Makapagserbisyo ng tama at makuha ang kasiyahan ng lahat ng tumatangkilik sa tanggapang ito.

PANANAW (VISION)

Makapaghatid ng malinis, ligtas at dalisay na tubig sa bawat tahanan sa buong nasasakupan ng Santa Rosa, Nueva Ecija at mga karatig baranggay nito.
PERFORMANCE PLEDGE

We, the officials and employees of Santa Rosa (NE) Water District, Commit to:

Serve you with utmost courtesy, efficiency and urgency
- By authorized SRWD personnel with proper Identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m. without noon break;

Respond to your queries and complaints about our Services the soonest possible time through our Customer service desk;

Welcome every concessionaire’s comments, suggestions And need, including those with special needs such As the differently-abled, pregnant women, and Senior citizens, and;

Deliver you with services under strict compliance with Prescribed standards.

All these we pledge, because YOU deserve only the best.
SRWD Operations Manual

BOARD OF DIRECTORS (As of December 2016)

Simeon D. Nuñez          Board Chairman
Luz S. Tuazon            Board Vice-Chairperson
Fernando M. Espino Jr.   Board Member
Melinda V. Roque         Board Member
Vincent A. Marcelo       Board Member

<table>
<thead>
<tr>
<th>PUMPING STATIONS</th>
<th>IMPLEMENTATION YEAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RIZAL</td>
<td>1996</td>
</tr>
<tr>
<td>2. GOMEZ</td>
<td>2000</td>
</tr>
<tr>
<td>3. RAJAL</td>
<td>2006</td>
</tr>
<tr>
<td>4. SAPSAP</td>
<td>2010</td>
</tr>
<tr>
<td>5. SANTA ROSA HOMES</td>
<td>2010</td>
</tr>
<tr>
<td>6. SAN GREGORIO</td>
<td>2011</td>
</tr>
<tr>
<td>7. MAPALAD I</td>
<td>2012</td>
</tr>
<tr>
<td>8. MALACAÑANG</td>
<td>2013</td>
</tr>
<tr>
<td>9. MAPALAD II</td>
<td>2015</td>
</tr>
<tr>
<td>10. LIWAYWAY</td>
<td>2015</td>
</tr>
<tr>
<td>11. MAPALAD III</td>
<td>2016</td>
</tr>
</tbody>
</table>

Table 1: SRWD Pumping Stations as of year 2016
AREAS OF OPERATION
Barangays served by SRWD as of year 2016

<table>
<thead>
<tr>
<th>Municipality of Santa Rosa</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Aguinaldo</td>
<td>12. Luna</td>
</tr>
<tr>
<td>2. Berang</td>
<td>13. Mabini</td>
</tr>
<tr>
<td>4. Cojuangco (Pob.)</td>
<td>15. Malioio</td>
</tr>
<tr>
<td>5. Del Pilar</td>
<td>16. Mapalad</td>
</tr>
<tr>
<td>6. Gomez</td>
<td>17. Rajal Centro</td>
</tr>
<tr>
<td>7. Inspector</td>
<td>18. Rajal Norte</td>
</tr>
<tr>
<td>8. Isla</td>
<td>19. Rajal Sur</td>
</tr>
<tr>
<td>9. La Fuente</td>
<td>20. Rizal (Pob.)</td>
</tr>
<tr>
<td>10. Liwayway</td>
<td>21. San Gregorio</td>
</tr>
<tr>
<td>11. Lourdes</td>
<td>22. San Isidro</td>
</tr>
<tr>
<td>12. Luna</td>
<td>23. San Joseph</td>
</tr>
<tr>
<td>15. Malioio</td>
<td>26. Santa Teresita</td>
</tr>
<tr>
<td>16. Mapalad</td>
<td>27. Santo Rosario</td>
</tr>
<tr>
<td>17. Rajal Centro</td>
<td>28. Sapsap</td>
</tr>
<tr>
<td>18. Rajal Norte</td>
<td>29. Soledad</td>
</tr>
<tr>
<td>20. Rizal (Pob.)</td>
<td>31. Tramo</td>
</tr>
<tr>
<td>21. San Gregorio</td>
<td>32. Valenzuela (Pob.)</td>
</tr>
<tr>
<td>22. San Isidro</td>
<td>33. Zamora (Pob.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Municipality of Jaen</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Imbunia</td>
<td>2. Magsalisi</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City of Cabanatuan</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sto. Niño</td>
<td></td>
</tr>
</tbody>
</table>
ORGANIZATION AND RESPONSIBILITIES

SANTA ROSA (NE) WATER DISTRICT

ORGANIZATIONAL CHART

BOARD OF DIRECTORS
As of December 2016

SIMEON D. NUÑEZ
Chairman of the Board

LUZ S. TUAZON
Vice-Chairperson of the Board

FERNANDO M. ESPINO JR.
Board Member

MELINDA V. ROQUE
Board Member

VINCENT A. MARCELO
Board Member
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.

Administrative & Finance Division

A. **Administrative Section** is responsible for general service, collection of water sales & disbursement of funds. It is in-charge of the procurement; assists in the implementation of special projects program. Also responsible for the recruitment and retention of highly qualified employees for the agency.

B. **Finance Section** is responsible for the recording and summarizing of financial transactions, preparation of Financial Reports and Inventory Management. Also responsible for the Budget Preparation and assist in allocation and distribution of budgets as well as monitoring the budget performance.

C. **Commercial Services** is responsible for providing customer services to the concessionaire, meter reading and billing. Assists in the recording and posting of payments and monitoring of the customer accounts. Also responsible in attending customer service requests and complaints. In-charge in inspection and investigation regarding water connection.

Production and Maintenance Division

A. **Water Resource Facilitator** is responsible for:

1. Operation & monitoring of Pumping Equipment
2. Operation & monitoring of Power Equipment
3. Operation & monitoring of Water Storage Tank
4. Disinfection of Water Supply
5. Calibration of Chlorine Test Instrument
6. Water Quality Testing and Monitoring
7. Housekeeping and maintenance of pump house, ground and surrounding, equipment and other related production facilities.
8. Delivery of chlorine to pumping stations.
9. Material Quality Testing

B. **Water Maintenance Man** is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing of major and minor plumbing services. In-charge in water system project implementation and constructions. Responsible for the water maintenance and disconnection and reconnection of service lines.
I. COMMERCIAL SERVICES

A. NEW CONNECTION

CONCESSIONAIRE
Submit fully accomplished Application Form and requirements to the Customer Service Desk

CUSTOMER SERVICE ASSISTANT
Verify identity of the applicant. Check if the application is completely filled out and all the requirements are attached.

CUSTOMER SERVICE ASSISTANT

Is the requirement complete and valid?

Yes

Proceed to Step 2

No

CUSTOMER SERVICE ASSISTANT
Ask the concessionaire to complete and bring valid requirements.

CONCESSIONAIRE
Pay Inspection Fee

CASHIER
Process payment and issue official receipt.

Proceed to Step 3
CONCESSIONAIRE
Submit the application form with the Official Receipt to Customer Service Assistant.

CUSTOMER SERVICE ASSISTANT
Advise applicant to wait for inspection after 2 (two) days.

WATER MAINTENANCE MAN
Inspection of the area.

Is the area inspected can be installed a service connection?

Yes
CUSTOMER SERVICE ASSISTANT
Encode/save the applicant's record for billing and collection system.

Proceed to Step 4

No
END

CONCESSIONAIRE
Full payment of service connection fee; and other excess materials.

CASHIER
Process payment and issue official receipt.

CUSTOMER SERVICE ASSISTANT
Prepares construction order form for installation.

WATER MAINTENANCE MAN
Installation of service connection.

CONCESSIONAIRE
Sign the completed Construction Order form.

END
B. RECONNECTION OF DISCONNECTED LINE.

CONCESSIONAIRE
Request reconnection at the Customer Service Desk.

CUSTOMER SERVICE ASSISTANT
Check/verify the status of concessionaires account
Duration: 5 minutes

Is the account disconnected for more than 1 year?

Yes

CONCESSIONAIRE
Pay outstanding bills and reconnection fee of Php800.00.
Duration: 5 minutes

No

CONCESSIONAIRE
Pay outstanding bills and reconnection fee of Php300.00.
Duration: 5 minutes

CUSTOMER SERVICE ASSISTANT
Prepare Construction Order form for reconnection.
Duration: 5 minutes

WATER MAINTENANCE MAN
Reconnect water meter.
Duration: 1 hour

CONCESSIONAIRE
Sign construction order form
Duration: 3 minutes

END
C. REQUEST FOR TEMPORARY/PERMANENT DISCONNECTION

1. **CONCESSIONAIRE**
   - Request service disconnection at the Customer Service Desk

2. **CUSTOMER SERVICE ASSISTANT**
   - Check/verify the status of concessionaires account
   - **Duration:** 5 minutes

   - **Is there any unpaid bill?**
     - **Yes**
       - **CONCESSIONAIRE**
         - Pay the amount as stated in the account.
     - **No**
       - **CUSTOMER SERVICE ASSISTANT**
         - Prepare Construction Order for disconnection
         - **Duration:** 5 minutes

3. **CASHIER**
   - Process payment and issue Collector’s Receipt.
   - **Duration:** 5 minutes

4. **WATER MAINTENANCE MAN**
   - **Temporary**
     - Close valve of water meter.
     - **Duration:** 10 minutes
   - **Permanent**
     - Pull out water meter.
     - **Duration:** 1 hour

5. **CONCESSIONAIRE**
   - Sign Construction Order form
   - **Duration:** 3 minutes

6. **END**
D. PAYMENT OF WATER BILLS

CONCESSIONAIRE
Proceed to the cashier

Is payment being made after due date?

Yes

CONCESSIONAIRE
Pay the amount as stated in the water bill

No

CONCESSIONAIRE
Pay the amount as stated in the water bill plus 5% penalty

Is the account temporary disconnected because of unpaid bills?

Yes

CONCESSIONAIRE
Pay the amount as stated in the water bill plus 5% penalty and reopening fee of PhP150.00

No

CONCESSIONAIRE
Pay the amount as stated in the water bill

CASHIER
Process payment and issue Collector’s/Official Receipt.

END
E. REQUEST FOR METER CALIBRATION SERVICES

CONCESSIONAIRE
Request meter calibration at the Customer Service Desk.

CUSTOMER SERVICE ASSISTANT
Check/verify the status of concessionaire's account.
Duration: 5 minutes

CUSTOMER SERVICE ASSISTANT
Prepare Construction Order for meter calibration.
Duration: 5 minutes

CONCESSIONAIRE
Coordinate with the Water Maintenance Man

CUSTOMER SERVICE ASSISTANT
Calibrate water meter
Duration: 1 hour

Is the meter found defective?
Yes

CONCESSIONAIRE
Sign Construction Order form

No

CONCESSIONAIRE
Pay calibration fee of Php200.00

CONCESSIONAIRE
Sign Construction Order form

END
F. OTHER SERVICE REQUEST – RE-READING OF WATER METER

CONCESSIONAIRE
Request re-reading of water meter at the Customer Service Desk.

CUSTOMER SERVICE ASSISTANT
Check/verify the status of concessionaire's account
Duration: 5 minutes

CUSTOMER SERVICE ASSISTANT
Prepare Construction Order for re-reading of water meter
Duration: 5 minutes

CONCESSIONAIRE
Coordinate with the Customer Service Assistant (Meter Reader)

CUSTOMER SERVICE ASSISTANT
Re-reading of Water Meter
Duration: 5 minutes

CONCESSIONAIRE
Sign Construction Order Form
Duration: 3 minutes

END
G. COMPLAINTS IN LOW PRESSURE/NO WATER

CONCESSIONAIRE
Request checking of low pressure or no water at the Customer Service Desk

CUSTOMER SERVICE ASSISTANT
Check/verify the status of concessionaire's account
Duration: 5 minutes

CUSTOMER SERVICE ASSISTANT
Prepare Construction Order for checking of low pressure or no water
Duration: 5 minutes

CUSTOMER SERVICE ASSISTANT
Check and act on the causes of low pressure or no water
Duration: 3 hours

CONCESSIONAIRE
Sign Construction Order form
Duration: 3 minutes

END
H. OTHER SERVICE REQUEST – CHANGE NAME

**CONCESSIONAIRE**
Submit fully accomplished Member’s Amendment Form at the Customer Service Desk

**CUSTOMER SERVICE ASSISTANT**
Check/verify the status of the concessionaire's account and the completeness of MAF and requirements
*Duration: 10 minutes*

**CONCESSIONAIRE**
Attend SRWD policies orientation.

**CUSTOMER SERVICE ASSISTANT**
Orient new concessionaire
*Duration: 10 minutes*

**CUSTOMER SERVICE ASSISTANT**
Change old account name to new account name in the Billing and Collection System
*Duration: 5 minutes*

**END**
I. COMPLAINT ON SERVICE LINE LEAKS

CONCESSIONAIRE

Request check/repairs of service line leak at the Customer Service Desk.

CUSTOMER SERVICE ASSISTANT

Check/verify the status of concessionaire's account
**Duration: 5 minutes**

CUSTOMER SERVICE ASSISTANT

Prepares Construction Order for service line leak
**Duration: 5 minutes**

CUSTOMER SERVICE ASSISTANT

Repairs of service line leak
**Duration: 2 hours**

CONCESSIONAIRE

Sign Construction Order form
**Duration: 3 minutes**

END
J. TRANSFER OF LINE/RELOCATION OF WATER METER

CONCESSIONAIRE
Request relocation or transfer of water meter at the Customer Service Desk

CUSTOMER SERVICE ASSISTANT
Check/verify the status of concessionaire’s account

CUSTOMER SERVICE ASSISTANT
Inspect old and new location of water meter. Identify cost of materials to be used

Is it possible to relocate the water meter from another area?

Yes

CONCESSIONAIRE
Pay labor fee and cost of materials at the Cashier

CUSTOMER SERVICE ASSISTANT
Prepares Construction Order for relocation or transfer of water meter

WATER MAINTENANCE MAN
Relocate or transfer water meter.

CONCESSIONAIRE
Sign Construction Order form

No

END
K. REQUEST FOR SENIOR CITIZEN DISCOUNT

CONCESSIONAIRE
Submit fully accomplished Member’s Amendment Form at the Customer Service Desk

CUSTOMER SERVICE ASSISTANT
Check/verify the status of the concessionaire’s account and the completeness of MAF and requirements
Duration: 10 minutes

CONCESSIONAIRE
Attend SRWD policies orientation.

CUSTOMER SERVICE ASSISTANT
Orient concessionaire regarding SRWD policies on senior citizen discount
Duration: 10 minutes

CUSTOMER SERVICE ASSISTANT
Update applicant's record in the Billing and Collection System
Duration: 5 minutes

END
II. ADMINISTRATIVE AND FINANCE SERVICES DEPARTMENT

ACCOUNTING WORKFLOW

RECEIPTS AND COLLECTION PROCESS

1. Receive payment from concessionaires and issue official receipt
2. Record collection in reports of collection and deposit
3. Deposit collections
**DISBURSEMENT PROCESS**

**Administrative Officer**
Gathers supporting documents (SDs) and prepared Disbursement Voucher (DV) and BUS

**Admin Officer/Division Manager**
Check documents received, certifies the Budget Utilization Request (BUR) Forwards to Accounting for processing

**Division Manager (Admin & Finance)**
Certifies correctness of DV and supporting documents. Verifies claim and certifies funds availability

**Accounting Processor**
Receives documents, check completeness of documents and assigns DV number

**General Manager**
Approves transactions

**Cashier**
Prepares and signs check

**General Manager**
Countersigns check

**Cashier**
Releases check to claimant

**General Manager**
Countersigns check

**DV, SDs, BUR and duplicate of checks**

**Update Cash Book Journal Entry Voucher**
Check Disbursement Ledger Post to General Ledger and respective Subsidiary Ledger

**TB Preparation**
PROCUREMENT PROCESS

OFFICE SUPPLIES:

- Purchase Request (PR)
- Request for Quotation (RFQ)

Department of Budget and Management Procurement Service

- Purchase Order (PO)

MERCHANDISE:

- Purchase Request (PR)
- Request for Quotation (RFQ)

Certified by: Admin & Finance Head
Noted by: BAC Chairman
Approved by: General Manager

Duration: 7 Days
Emergency Purchase: 1 Day

- Abstract of Quotations
- Purchase Order (PO)

Delivery
Within 7 days
RECEIPTS OF DELIVERIES OF INVENTORY

- Delivery Receipt
- Inspection and Acceptance Report
- Inventory System

ISSUANCE OF OFFICE SUPPLIES

- Stock available?
  - Yes: Requisition and Issuance
  - No: Purchase Request

Requisition and Issuance

Updates Inventory System Supplies Ledger Card
ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

**Step 1**
- **Construction Order**
- **Storekeeper** Prepare the materials needed
  - **Duration:** 5 minutes (for ordinary connections)
  - 10 minutes (for Special)

**Step 2**
- **Completed Construction Order**
- **Storekeeper** Record the completed service connections and turn-over the documents
  - **Duration:** 1 day

**Step 3**
- **Encoded Construction Order**
- **Storekeeper** Log in the summary of New Connections

**Water Maintenance**
- **Received the materials**
  - **Duration:** 5 minutes

**Accounting Processor**
- **Encode the materials used for service connections in the inventory system**
  - **Duration:** 1 day

**File**
- **Upon meter reading,** Water Maintenance Man will assign the account number for the new service connection

**Storekeeper**
- **Log the materials issued**
  - **Duration:** 5 minutes
Appendices

Reference:

CONSTRUCTION ORDER

C.O. Number: 
RIS No.: 
Service Type: 

Concessionaire: 
Work Schedule: 
Account #: 
Action Take by: 
Meter #: 
Date Completed: 
Zone/Address: 
Time Complete: 
Land Mark: 
Contact Person: 
Contact #: 
Remarks: _________________________________________________________

Prepared by: 
Approved by: 
Complete Action Verified by: 

Date: 

Date: 

Printed Name and Signature

SRWD Form No. 031

Figure 2: Construction Order
FEEDBACK FORM
(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box.
(Ipaalam po ninyo sa amin kung paano naming kayo mapaglilingkuran. Maaaring gamitin ito para sa papuri, reklamo o mungkahi).

□ COMPLIMENT (Papuri)  □ COMPLAINT (Reklamo)  □ SUGGESTION (Mungkahi)

Person(s)/Unit/Office Concerned or Involved:
(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo o mungkahi)

Facts or Details Surrounding the Incident:
(Kaganapan/detalyeng bumabalot sa pangyayari)

(Please use additional sheet if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan)

(Please use additional sheet if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name (optional): Office/Agency:
(Pangalan) (Tanggapan/Ahensya)

Address: 
(Tirahan)

Contact Number(s) (if any): E-mail Address (if any)
(Telepono) 

Signature: Date:
(Lagda) (Petsa)

(Please use additional sheet if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)