

Procedures Manual CASHIERING

Document No. : PM-ADM-01 **Revision No. :**

Effectivity Date :

Pages: 1 of 2

١. **OBJECTIVE**

This procedure describes the process of managing cash and deposits transactions of Victorias City Water District.

II. SCOPE

The scope involves the flow of receiving and disbursing the cash and checks by the Cashier.

III. **RESPONSIBILITY AND RESOURCES**

Cashier

IV. **DEFINITION OF TERMS**

Cashier - person who handles the payments, receipts and other financial transaction of the business.

۷. **REFERENCE DOCUMENTS**

New Government Accounting System Manual (NGAS) Volume 1

VI. **RECORDS GENERATED**

Liquidation Form **Collection Summary Official Receipt Deposit Slip Logbook** Cashier's Collection Summary **Check Disbursement Summary Report Cash Position Summary Report**

Prepared by:		Approved by:	
	ALINA AGRAVIADOR		ENGR. ABRAHAM J. DE DIOS, JR.
	Process Owner		General Manager

. PROCEDURE DETAIL ANI		CASHIERING		
Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ Υ	D FLOW			
Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
START	1.1 Caphiar respires pourments for			
Receive Payment Fee & Water Bill Collections	 1.1 Cashier receives payments for reconnection, new connection application fee, calibration, water bill collections and other services rendered by the VCWD 1.2 Receive liquidation forms for cash advance and collection report from the bill collector 	Complete signatures for liquidation form and collections report	Cashier	Liquidation Form Collection Summary
Issue Official Receipt	 2.1 The cashier issues official receipt upon receiving the payments 2.2 Indicate the amount paid, date and O.R number in the application form for new service connection 	Done for one (1) minute according to VCWD's Citizen's Charter	Cashier	Official Receipt
Deposit Collection	 3.1 Cashier prepares deposit slip based on Cash and Check Collection and records the amount to be deposited in the logbook 3.2 Compare cash and check deposits against cash and check on hand 	Deposited cash and check must be accurate	Cashier	Deposit Slip Logbook
Prepare Cashier Reports	4.1 Cashier prepares Cashier's Collections report, check disbursement, and cash position summary report	In accordance to New Government Accounting System (NGAS) Volume 1	Cashier	Cashier's Collection Summary Check Disbursement Summary Report Cash Position Summary Report



Procedures Manual MAINTENANCE OF UPIS

Document No. : PM-ADM-02 Revision No. : Effectivity Date : Pages : 1 of 3

I. OBJECTIVE

This procedure describes the process of keeping the Victorias City Water District's office clean and presentable to all concessionaires, employees, officers and visitors.

II. SCOPE

The scope involves the flow of maintaining the cleanliness of the customer area, office of the general manager, board room, administrative, commercial and engineering area, comfort rooms, pathway and the outside vicinity of VCWD.

III. RESPONSIBILITY AND RESOURCES

Utility Personnel

IV. DEFINITION OF TERMS

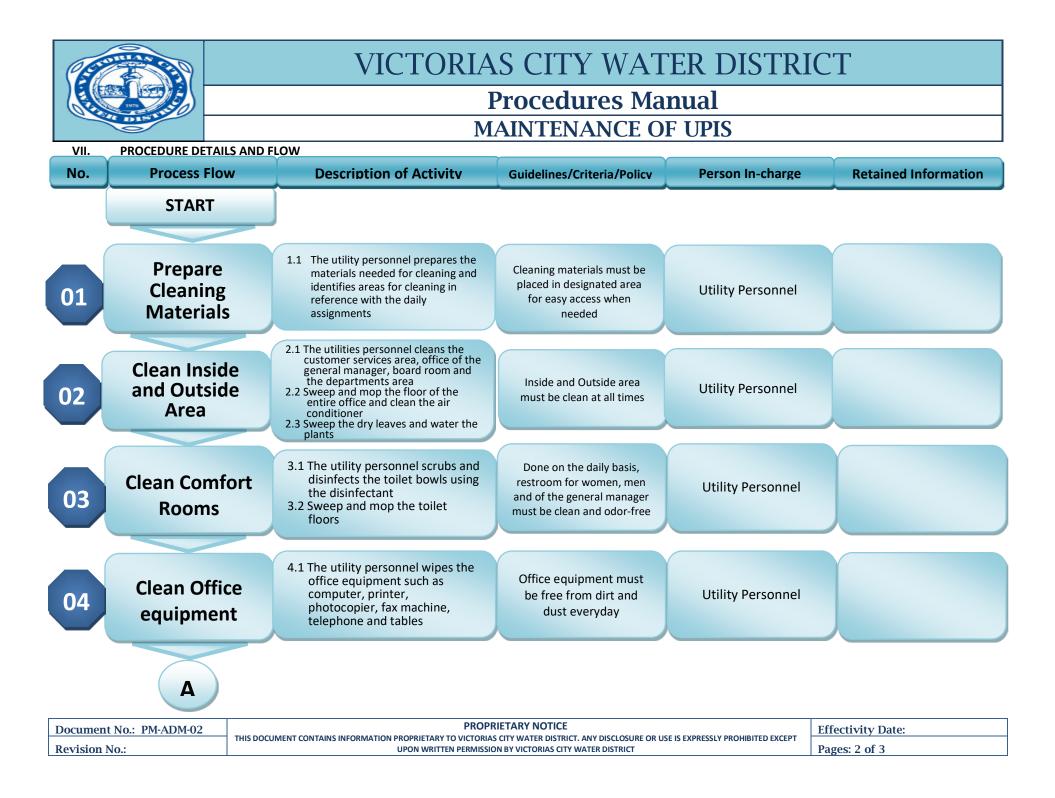
UPIS – refers to Utility in Service such as office building.
 Monitoring Tool – a document use to monitor and record all the activities of utility personnel on a daily basis.
 Cleaning Checklist – a list of all the area that a utility personnel needs clean.

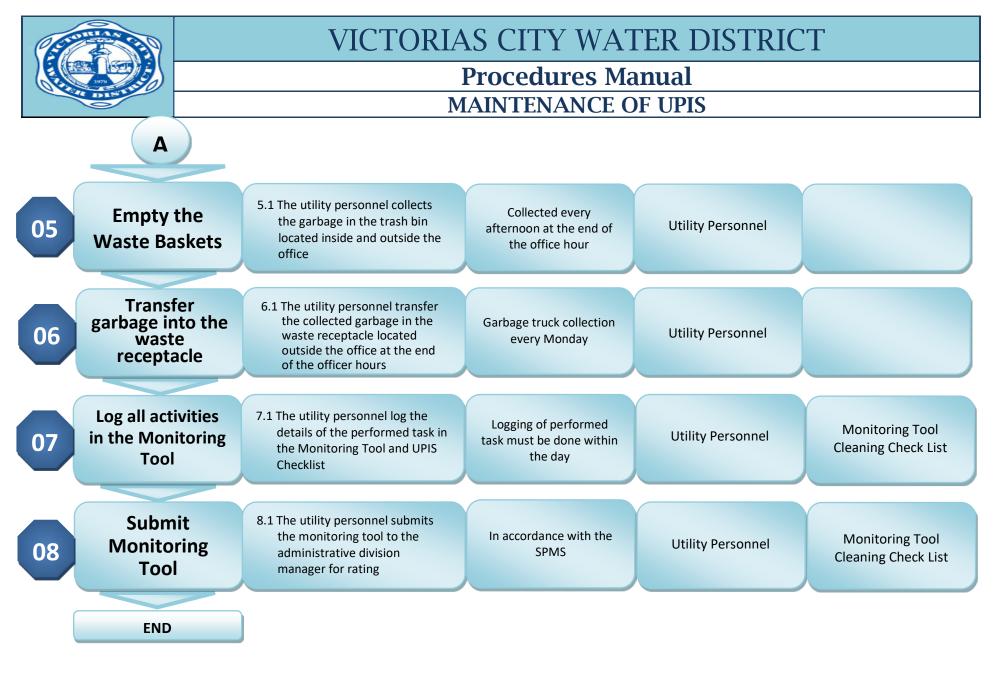
V. REFERENCE DOCUMENTS

VI. RECORDS GENERATED

Monitoring Tool Cleaning Check List

Prepared by:		Approved by:
	ALINA AGRAVIADOR	ENGR. ABRAHAM J. DE DIOS, JR.
	Process Owner	General Manager





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Procedures Manual COMMUNICATION

Document No. : PM-ADM-03 Revision No. :

Effectivity Date : Pages : 1 of 5

I. OBJECTIVE

This procedure describes the process of handling all the incoming and outgoing communication of Victorias City Water District

II. SCOPE

The scope involves the flow of receiving letters, emails and faxed documents for VCWD and forwarding letters and emails to the intended recipients.

III. RESPONSIBILITY AND RESOURCES

Secretary to the General Manager

IV. DEFINITION OF TERMS

V. REFERENCE DOCUMENTS

Victorias City Water District Citizens Charter

VI. RECORDS GENERATED

Emails Mailed letters Faxed Documents

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	ALINA AGRAVIADOR Process Owner	ENGR. ABRAHAM J. DE DIOS, JR. General Manager



PROCEDURE DETAILS AND FLOW

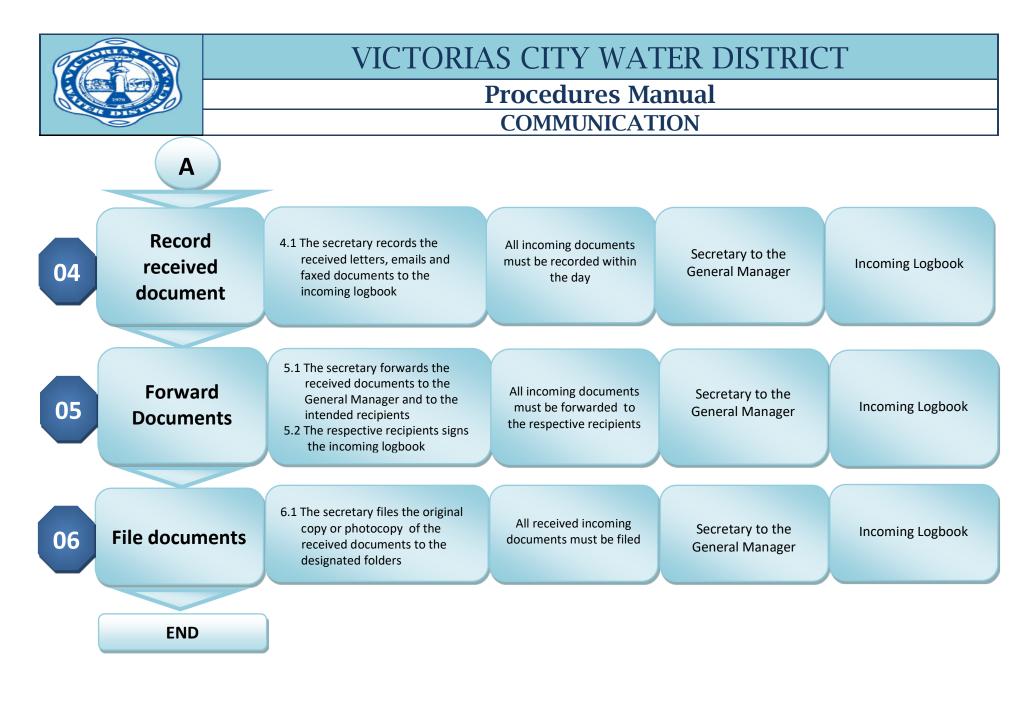
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VICTORIAS CITY WATER DISTRICT

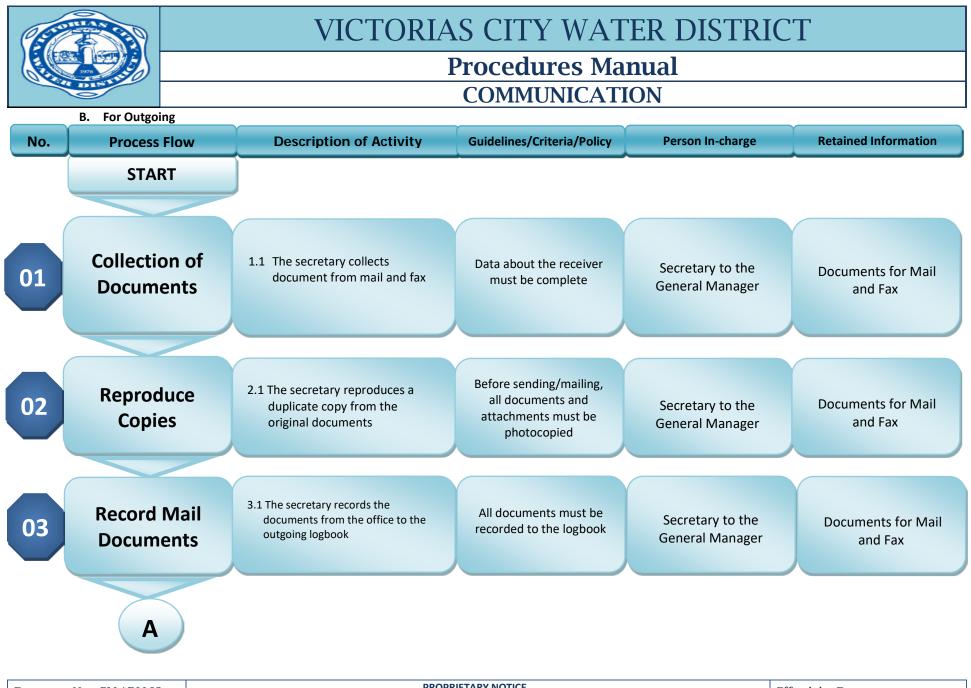
Procedures Manual

COMMUNICATION

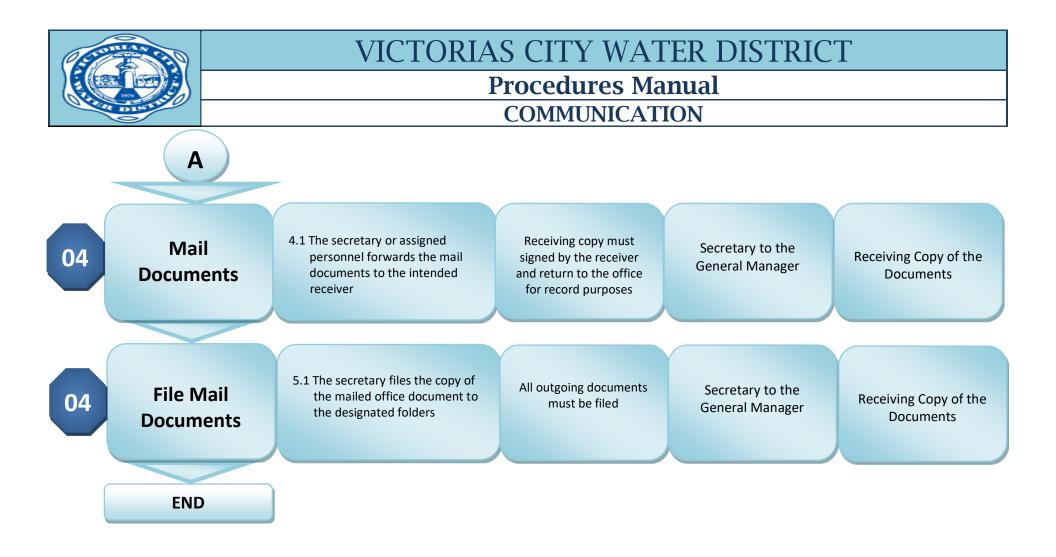
A. For Incoming **Description of Activity Guidelines/Criteria/Policy** No. **Process Flow Person In-charge Retained Information START** 1.1 The secretary to the general Emails Receive Incoming Documents manager receives emails, Secretary to the 01 Mailed letters must verified if it is for mailed letters, faxed **Documents General Manager** Faxed Documents VCWD documents and other incoming file 2.1 The secretary separates the Emails documents for office and for Separate 02 Secretary to the employees Mailed letters **Documents General Manager** 2.2 Open the documents for office **Faxed Documents** only Acknowledge If accompanied by a duplicate 3.1 The secretary stamps the Emails copy, stamps the duplicate Secretary to the 03 documents "received", signs **Receipt of** copy "received", signs and Mailed letters and writes the date when **General Manager** writes the date received and Faxed Documents **Documents** received return to the sender Α **PROPRIETARY NOTICE** Document No.: PM-ADM-03 **Effectivity Date:** THIS DOCUMENT CONTAINS INFORMATION PROPRIETARY TO VICTORIAS CITY WATER DISTRICT, ANY DISCLOSURE OR USE IS EXPRESSLY PROHIBITED EXCEPT **Revision No.:** UPON WRITTEN PERMISSION BY VICTORIAS CITY WATER DISTRICT Pages: 2 of 5



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Procedures Manual RECRUITMENT

Document No. : PM-ADM-04 Revision No. :

Effectivity Date : Pages : 1 of 7

I. OBJECTIVE

This procedure describes the process of hiring competent personnel for the vacant positions in Victorias City Water District.

II. SCOPE

The scope involves the recruitment process of Victorias City Water District' Human Resource Section.

III. RESPONSIBILITY AND RESOURCES

Human Resource Management (HRMO) Personnel Selection Board (PSB) Highest Appointing Officer (General Manager)

IV. DEFINITION OF TERMS

Recruitment – a process of searching, evaluating and hiring competent candidates for the jobs within the organization.

Personnel Selection Board (PSB) – assist the appointing authority in the judicious and objective selection of applicants and promotions of existing employees for the vacant position in the organization in accordance with the approved Agency Merit Selection and Promotion Plan.

V. REFERENCE DOCUMENTS

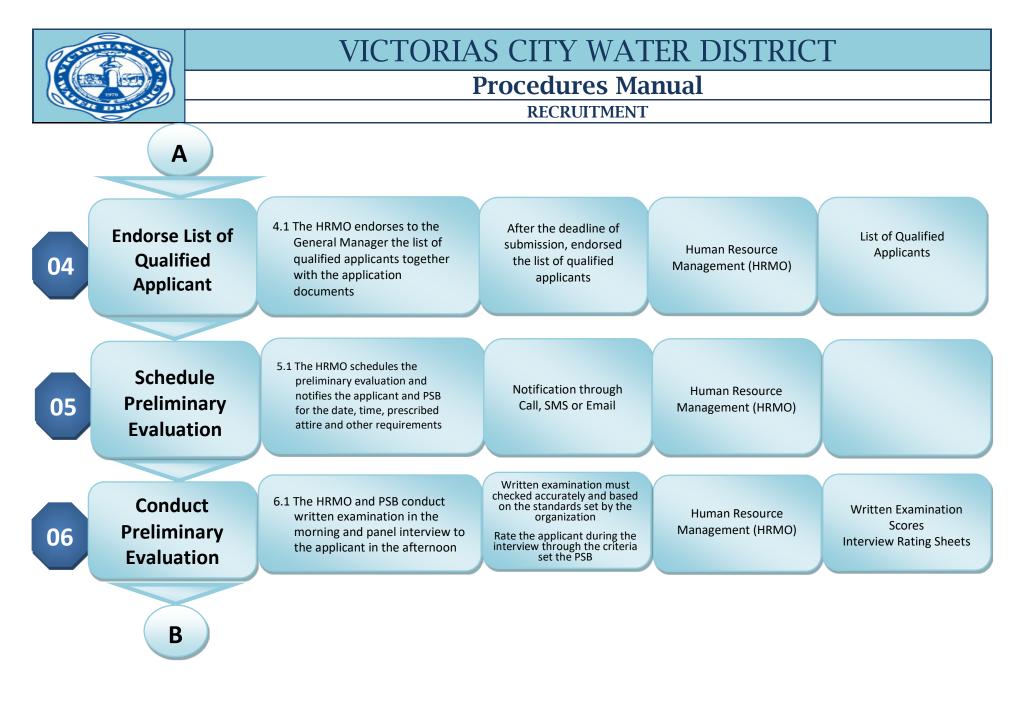
VCWD'S Merit Selection and Promotion Plan Republic Act 7041 (Publication Law)

VI. RECORDS GENERATED

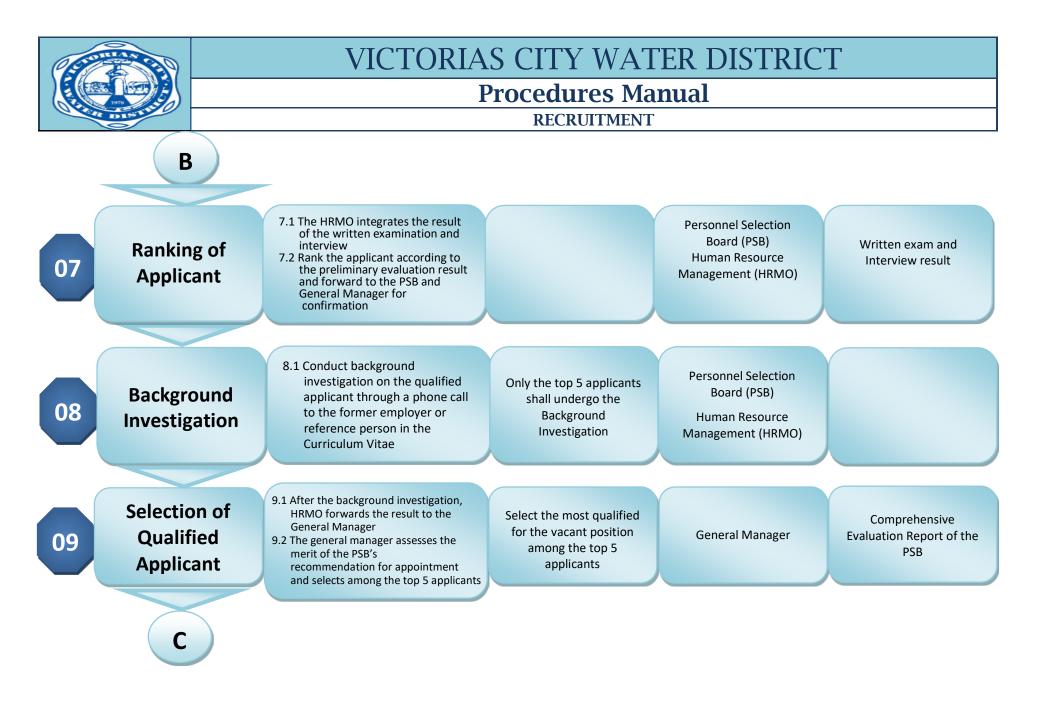
List of Vacant Position Application Letter Resume Curriculum Vitae (CV) List of Qualified Applicants Written Examination Scores Interview Rating Sheets Written exam and Interview result Comprehensive Evaluation Report of the PSB Appointment List of Employment Requirement

	Approved by:	
ALINA AGRAVIADOR		ENGR. ABRAHAM J. DE DIOS, JR.
Process Owner		General Manager
		ALINA AGRAVIADOR

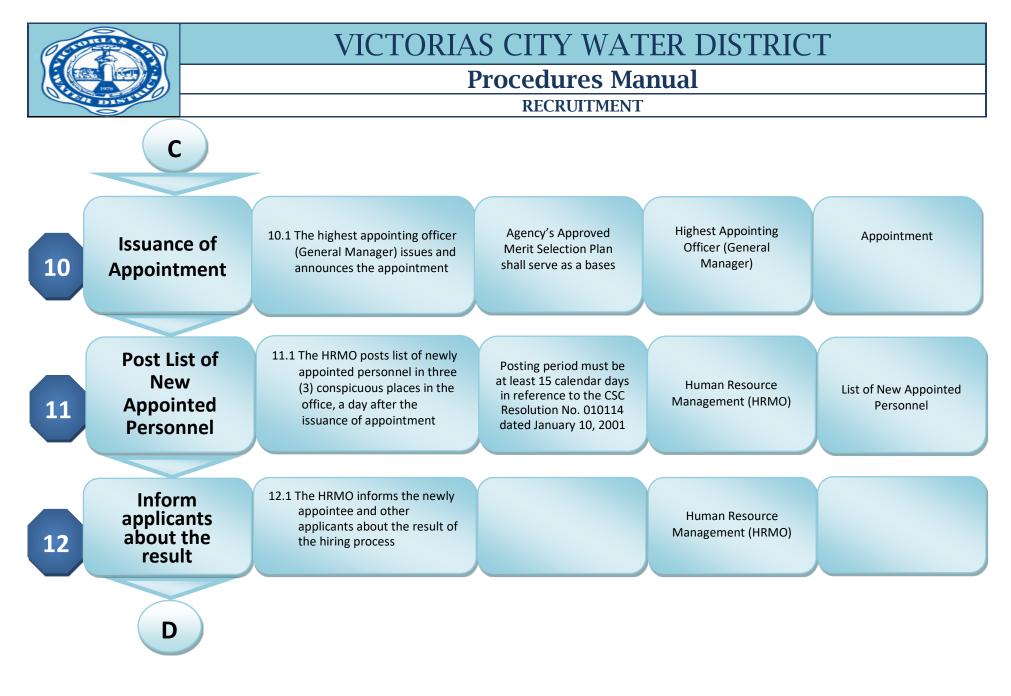
	VICTORIAS CITY WATER DISTRICT Procedures Manual				
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VII.		γ			
No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Person In-charge	Retained Information
	START				
01	Publication of Vacant Position	 The HRMO prepares the List of Vacant Positions and forward to the General Manager for approval Forward the approved list of vacant positions to the Civil Service Commission field office for final approval Post the list of vacant positions in three (3) conspicuous places in the office 	Posting period must be at least 10 days in reference to the Republic Act No. 7041 or commonly known as Publication Law	Human Resource Management (HRMO) General Manager	List of Vacant Position
02	Receive Applicants	2.1 The HRMO receives application letter, resume and other necessary documents from internal and external applicants	Receive application on or before the deadline of submission If no vacancies, applications must be accepted and kept as an applicant for future vacancies	Human Resource Management (HRMC	Application Letter Resume Curriculum Vitae (CV)
03	Initial Screening of Applicant	3.1 The HRMO assesses the completeness of the application documents and endorses to the management for evaluation and interview	In case of incomplete documents, application will be return to the applicant	Human Resource Management (HRMO)	Application Letter Resume Curriculum Vitae and other supporting documents
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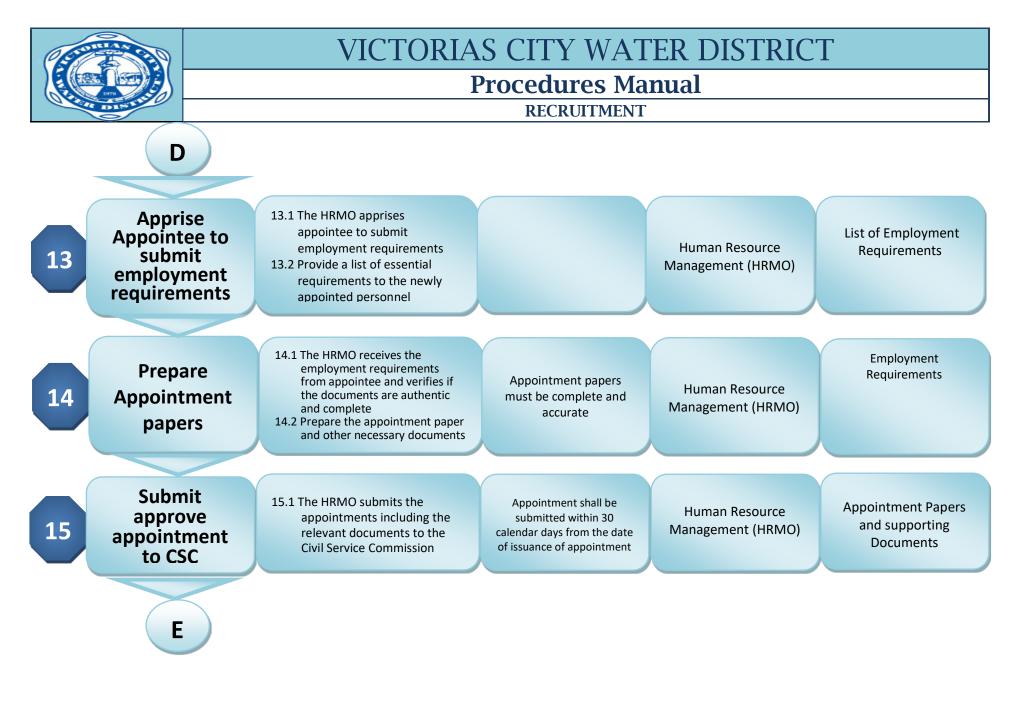
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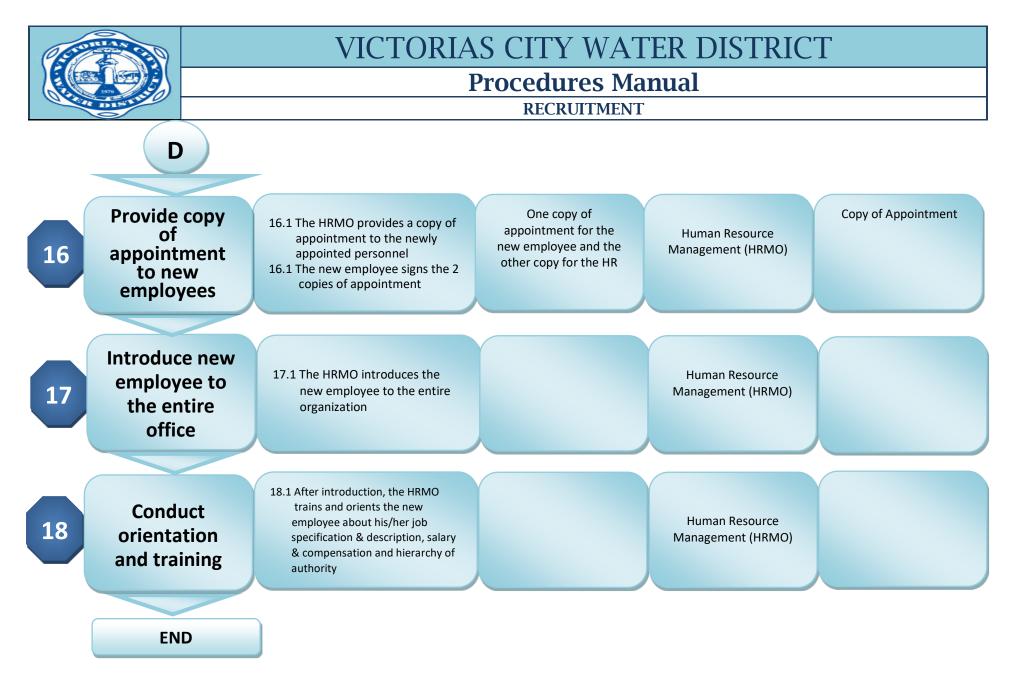
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9)	TRAINI	NG
20	Document No. : PM-ADM-05	Effectivity Date :
	Revision No. :	Pages : 1 of 5

I. OBJECTIVE

This procedure describes the process of enhancing the skills and abilities of all Victorias City Water District's employees through training.

II. SCOPE

The scope involves the training plan preparation and implementation for all employees in order improve job performance and provide a quality service to all concessionaires.

III. RESPONSIBILITY AND RESOURCES

General Manager Human Resource Management Officer (HRMO) Training Participants

IV. DEFINITION OF TERMS

Training – any activities that aimed improve the performance of current employee, learn new knowledge and increase skills and abilities.

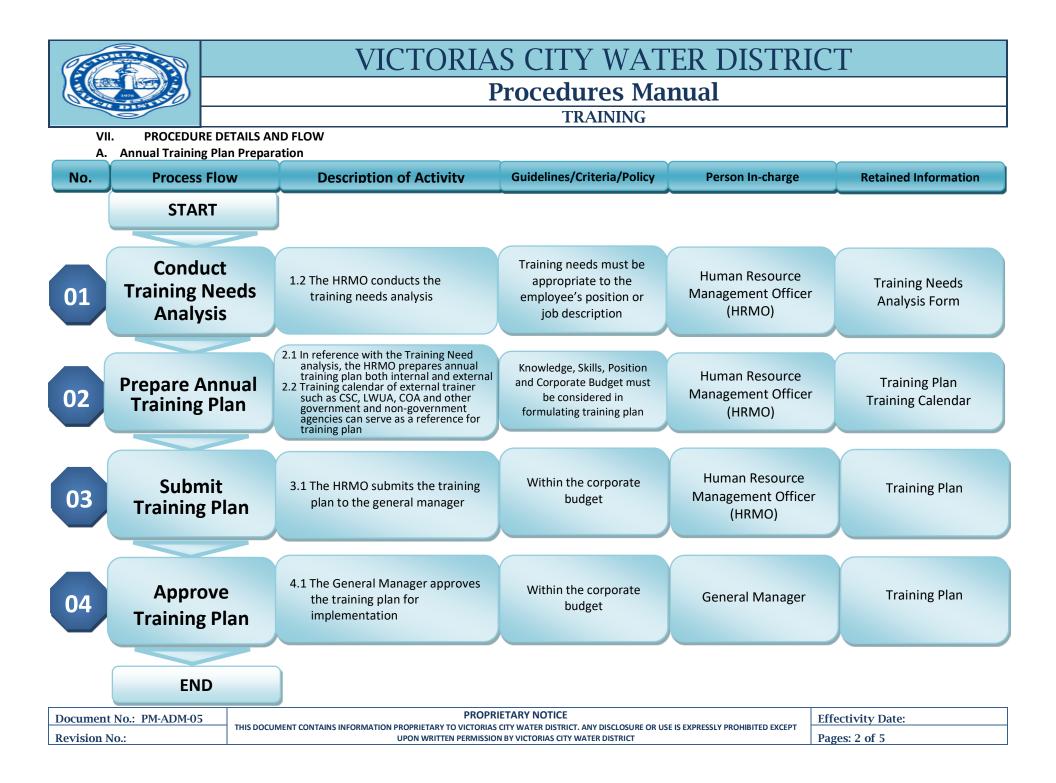
V. REFERENCE DOCUMENTS

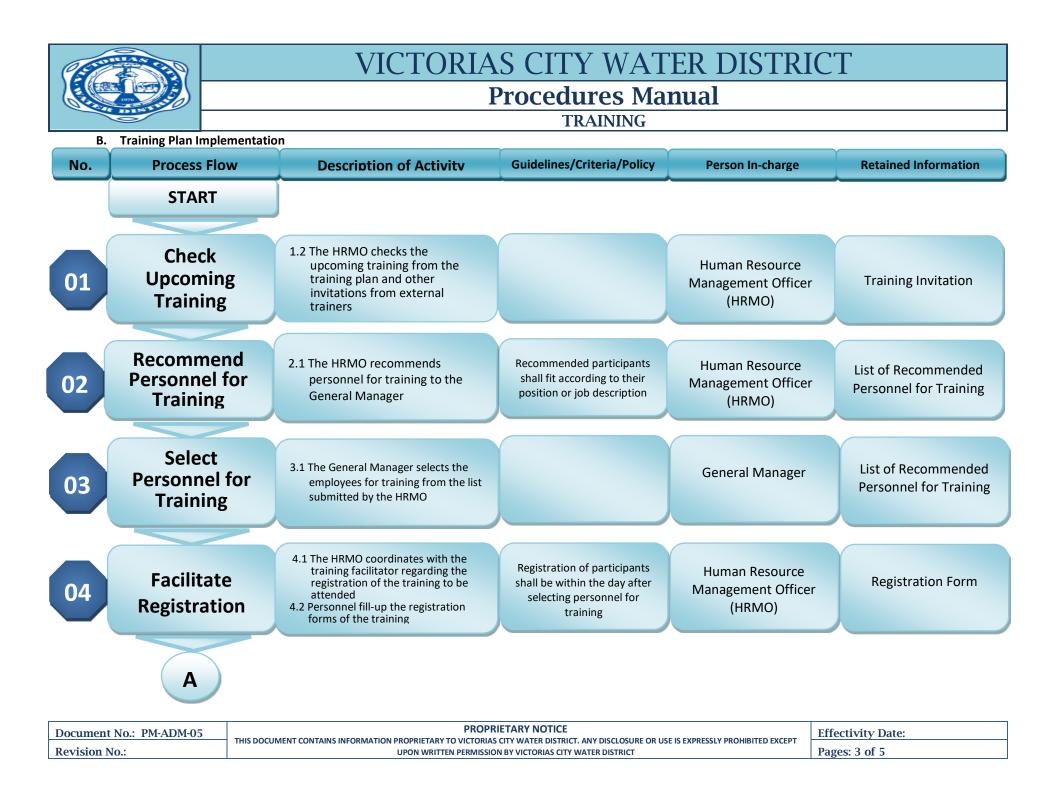
CSC Memorandum Circular No. 6, s. 2012 – Guidelines in the Establishment and Implementation of Agency SPMS

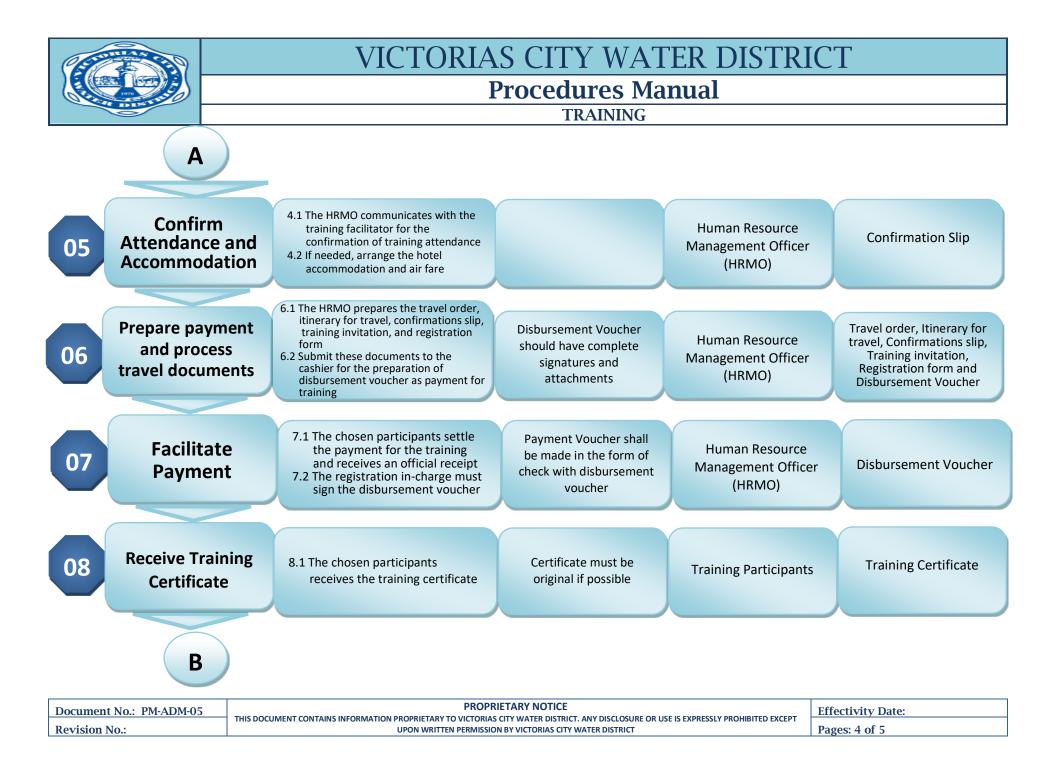
VI. RECORDS GENERATED

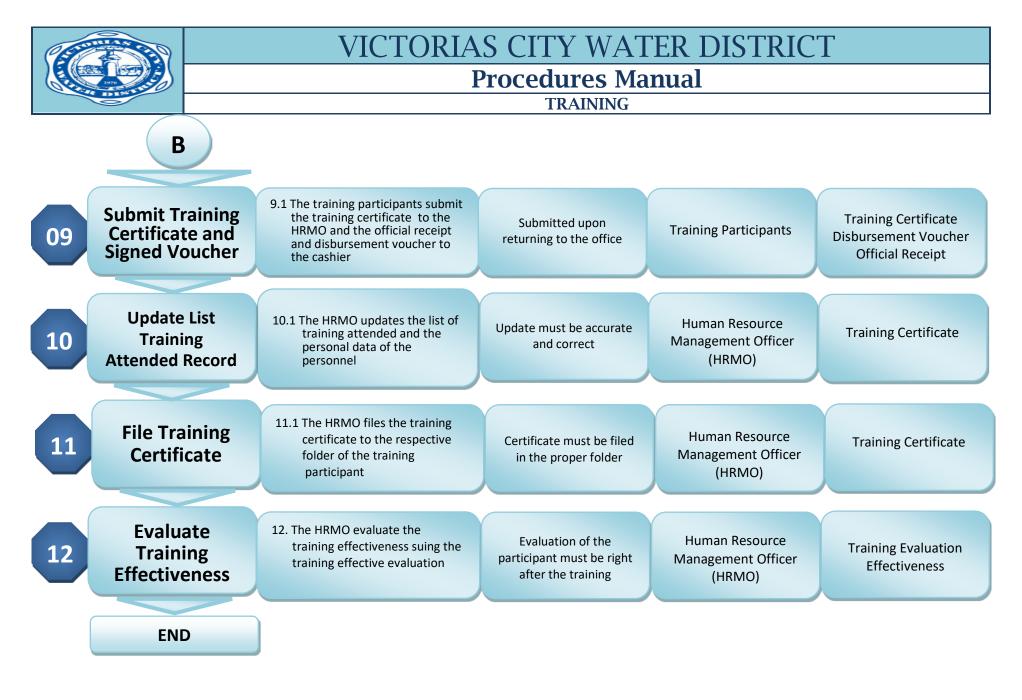
Training Needs Analysis Form Annual Training Plan Training Calendar Registration Form Confirmation Slip Travel order Itinerary for travel Confirmations slip Training invitation Disbursement Voucher Training Certificate Official Receipt Training Evaluation Effectiveness

Prepared by:	y: Approved by:		
	ALINA AGRAVIADOR		ENGR. ABRAHAM J. DE DIOS, JR.
	Process Owner		General Manager









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MAINTENANCE OF VEHICLES AND EQUIPMENT PROCEDURE

Document No. : PM-ADM-06 Revision No. : Effectivity Date : Pages : 1 of 3

I. OBJECTIVE

This procedure describes the process of maintaining the good condition and efficient operation of all motor vehicles and equipment of Victorias City Water District.

II. SCOPE

The scope involves preventive and corrective maintenance of VCWD service vehicles, machines, generator and other equipment.

III. RESPONSIBILITY AND RESOURCES

End Users Personnel In-charge

IV. DEFINITION OF TERMS

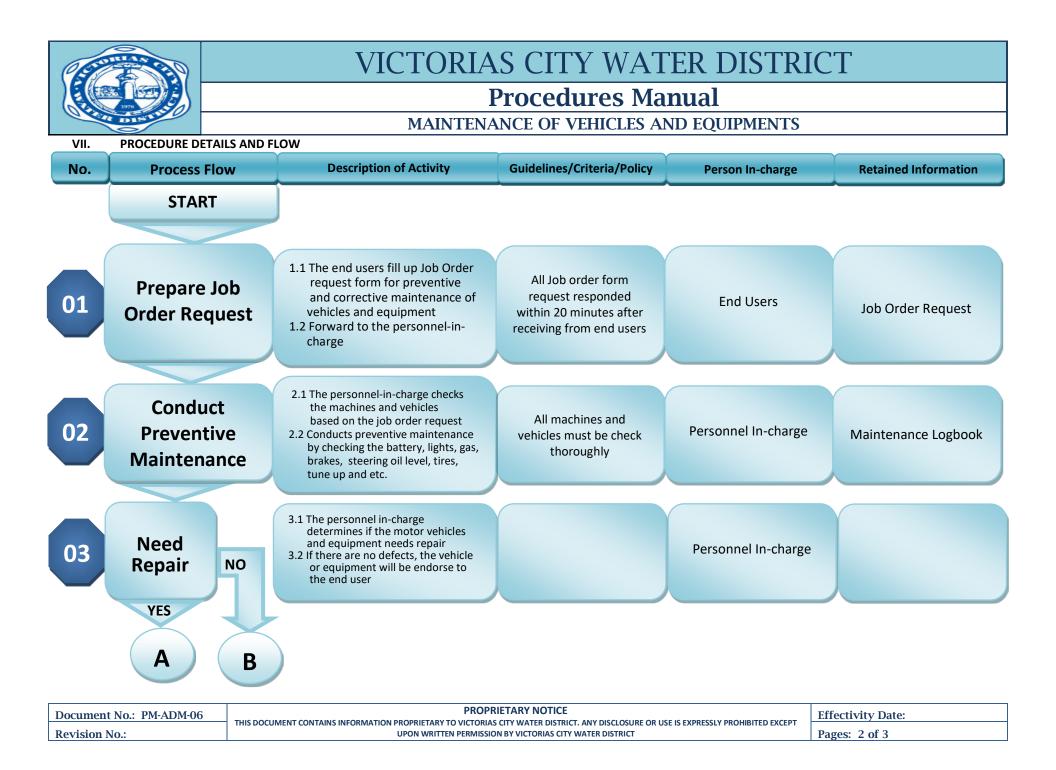
Job Order Request – a form used in notifying the personnel-in-charge of the services needed by the end user.
 Preventive Maintenance –is a maintenance that is regularly performed in order to prevent troubleshoot and ensure that the machines and vehicles are in good condition at all times.
 Corrective Maintenance –a maintenance operation done in order to identify and repair the troubleshoot in the machines and vehicles.

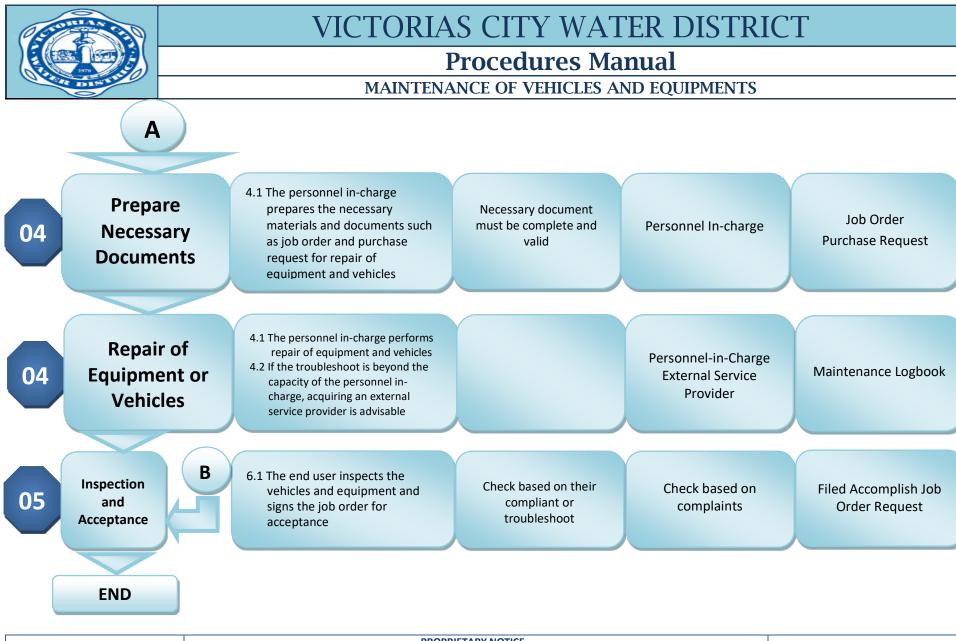
V. REFERENCE DOCUMENTS

VI. RECORDS GENERATED

Job Order Request Maintenance Logbook Purchase Request

Prepared by:		Approved by:	
	ALINA AGRAVIADOR		ENGR. ABRAHAM J. DE DIOS, JR.
-	Process Owner		General Manager





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PROCUREMENT

Document No.: PM-ADM-07Effectivity Date:Revision No.:Pages: 1 of 19

I. OBJECTIVE

This procedure describes the procurement process through Shopping, Direct Contracting and Bidding of Victorias City Water District.

II. SCOPE

The scope involves the process of acquiring materials, equipment or services from the selected supplier or external provider.

III. RESPONSIBILITY AND RESOURCES

Requisitioner/End User Division Manager Procurement-in-charge Head of Procuring Entity Administrative Division Manager General Manager BIDS and Awards Committee (BAC) BAC Chairperson BAC Secretariat Technical Working Group (TWG)

IV. DEFINITION OF TERMS

- Procurement refers to the process of acquiring goods, services and infrastructure contract by the Procuring Entity.
- Procurement Entity refers to the organization/agency concerned in the procurement process.
- Shopping a method of procurement whereby the procuring entity purchases the needed goods by requesting the submission of price quotations for readily available off-the-shelf goods from the qualified suppliers.
- Direct Contracting a method of procurement also known as Single Source Procurement, the supplier is asked to submit price quotation or a pro-forma invoice together with the conditions of sale, which offer may be accepted immediately or after some negotiations. This method does not require elaborate Bidding Documents.
- Competitive Bidding a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, eligibility screening of prospective bidders, receipt and opening of bids, evaluation of bids, postqualification, and award of contract.

Bids and Awards Committee (BAC) – consists of 5 to 7 members who supervise and handle the competitive bidding and other methods of procurement.

Purchase Request - a document generated by the requisitioner/end user to request the

storekeeper of the items to be order, its quantity and timeframe.

- Request for Quotation a document that an organization submits to the qualified suppliers in order to solicit price quotations for a product or service.
- Purchase Order a document issued by a buyer to a seller to purchase goods or services, indicating the price, quality level, delivery date, and certain other terms specified in the agreement of both parties.
- Technical Working Group (TWG) the technical, financial and legal experts who assist the eligibility screening, evaluation of bids and post-qualification process.
- Head of Procuring Entity (HoPE) refers to the governing board or its duly authorized official for Government-owned and controlled Corporation.
- Approved Budget of Contract refers to the corporate budget for the contract approved by the governing board, pursuant to Executive Order (E.O). No. 518, s. 1979 in Government-owned and controlled Corporation.
- Bid refers to a signed offer or proposal to undertake a contract submitted by a bidder in response to and in consonance with the requirements of the Bidding Documents.
- Bidding Documents refers to the documents issued by the Procuring Entity as the basis for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects and/or Consulting Services required by the Procuring Entity.
- Philippine Government Electronic Procurement System (PhilGEPS) an electronic system that server as the primary and definitive source of information on government procurement.

V. REFERENCE DOCUMENTS

Purchase Request Request for Quotation Purchase Order Manufacturer's Certification **Canvass Result** Approved Budget of Contract Notice of Meeting **Minutes of Meeting Newspaper Publication Bidding Documents Checklist of Technical and Eligibility Requirement** Letter to Observers Invitation to Bid Supplemental/Bid Bulletin Bid Post Qualification Summary Report Letter of Post Disqualification **BAC Resolution** Notice of Award Performance Security Contract Agreement Notice to Proceed

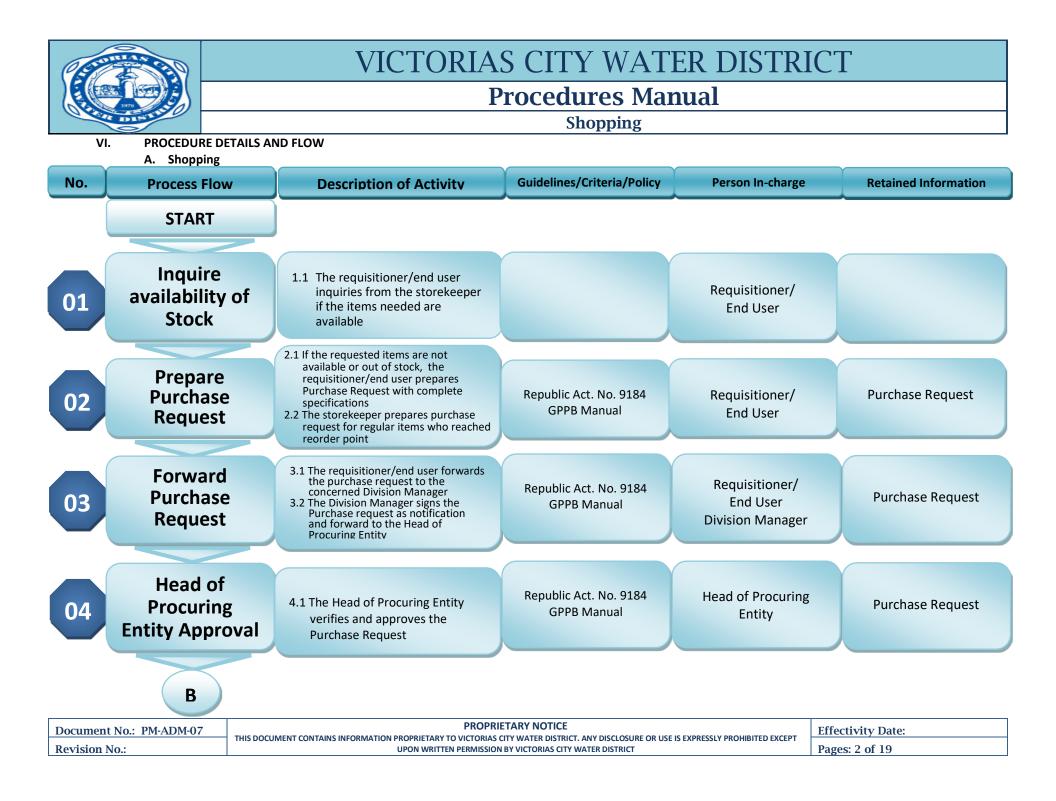
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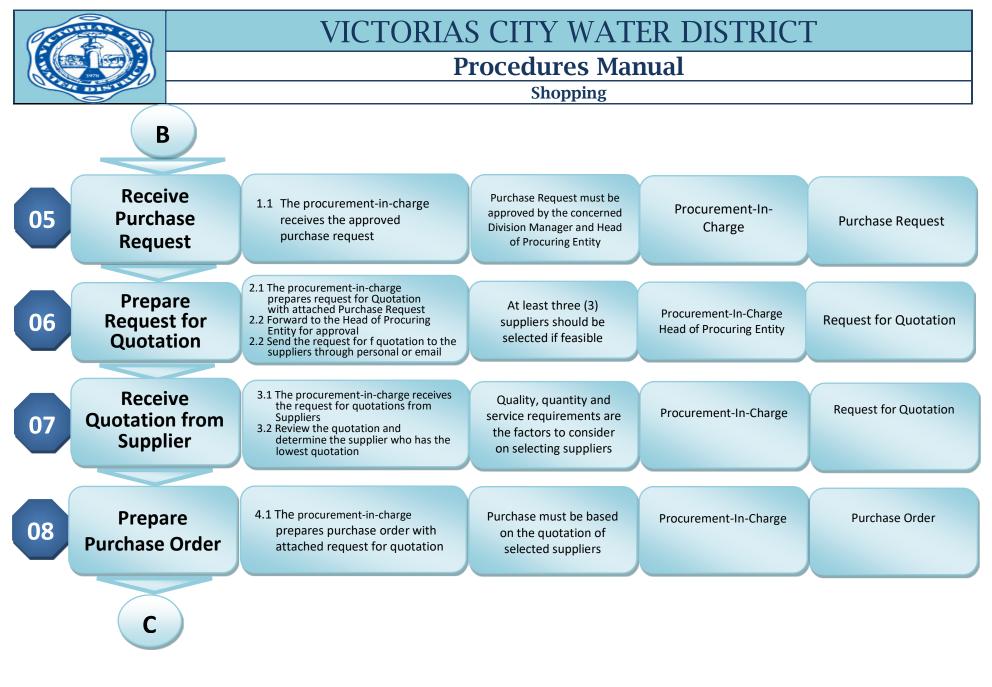
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ENGR. ABRAHAM J. DE DIOS, JR.

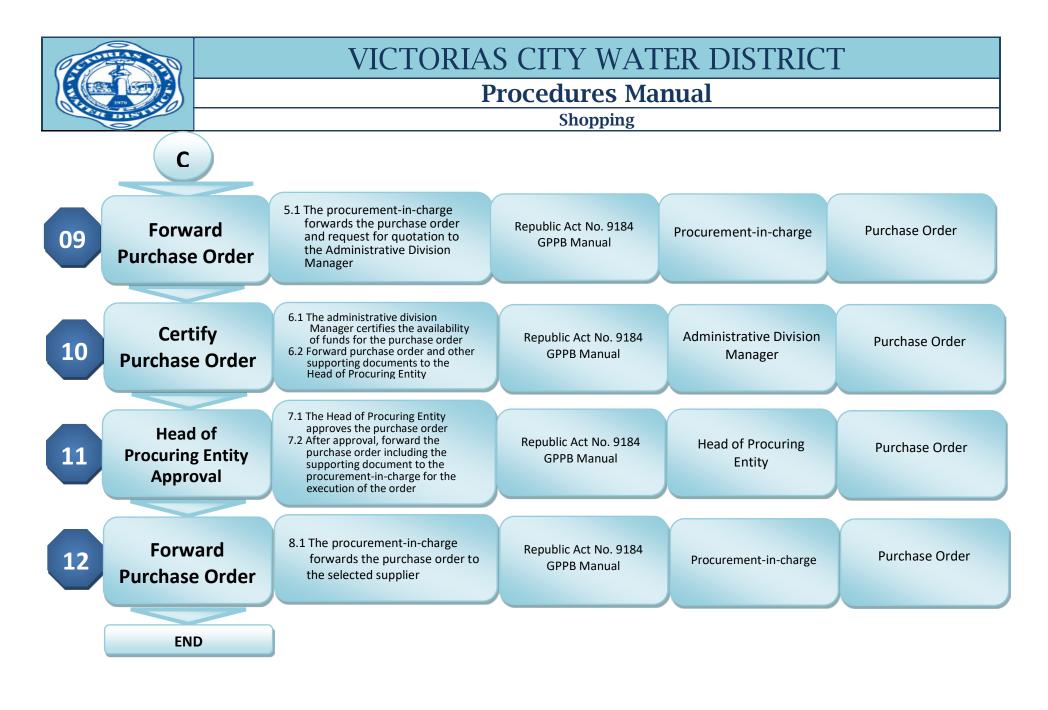
ALINA AGRAVIADOR Process Owner

General Manager

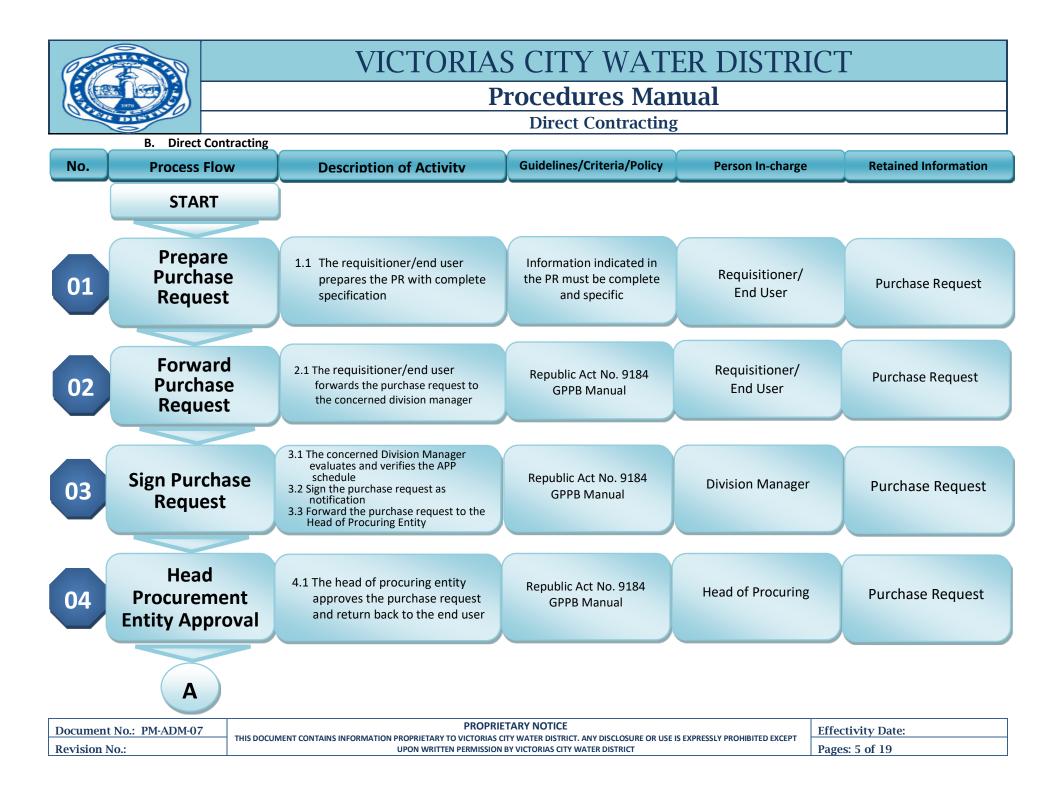


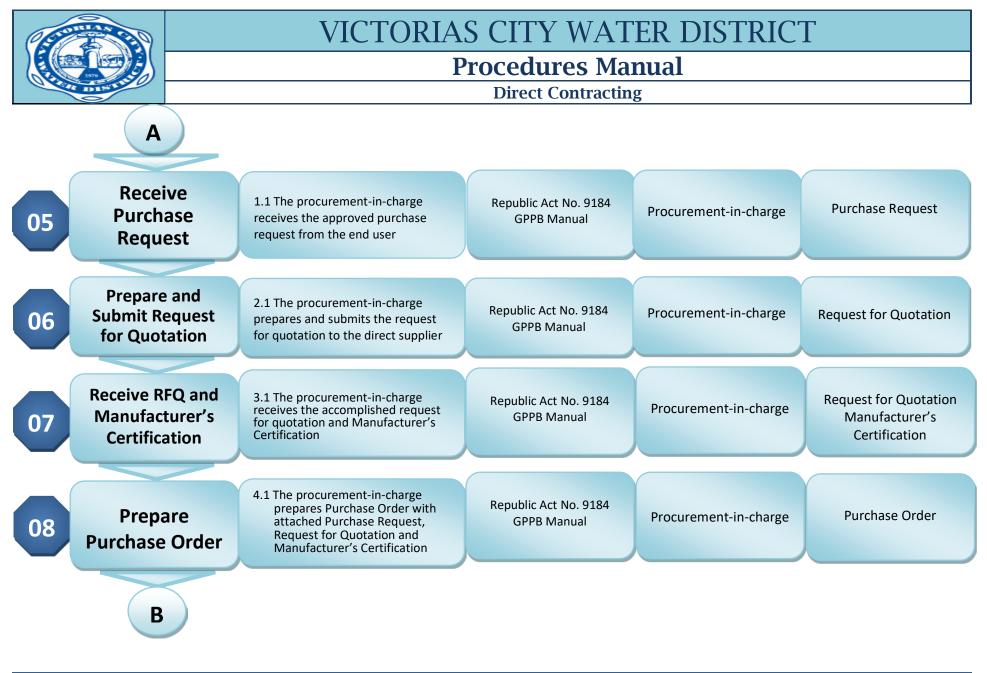


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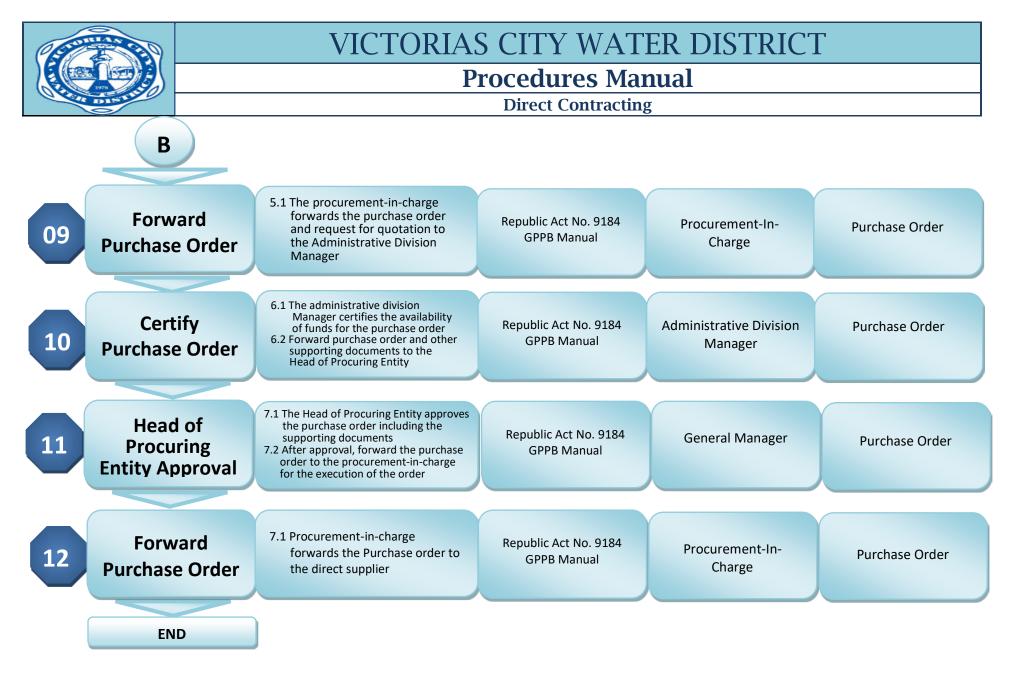


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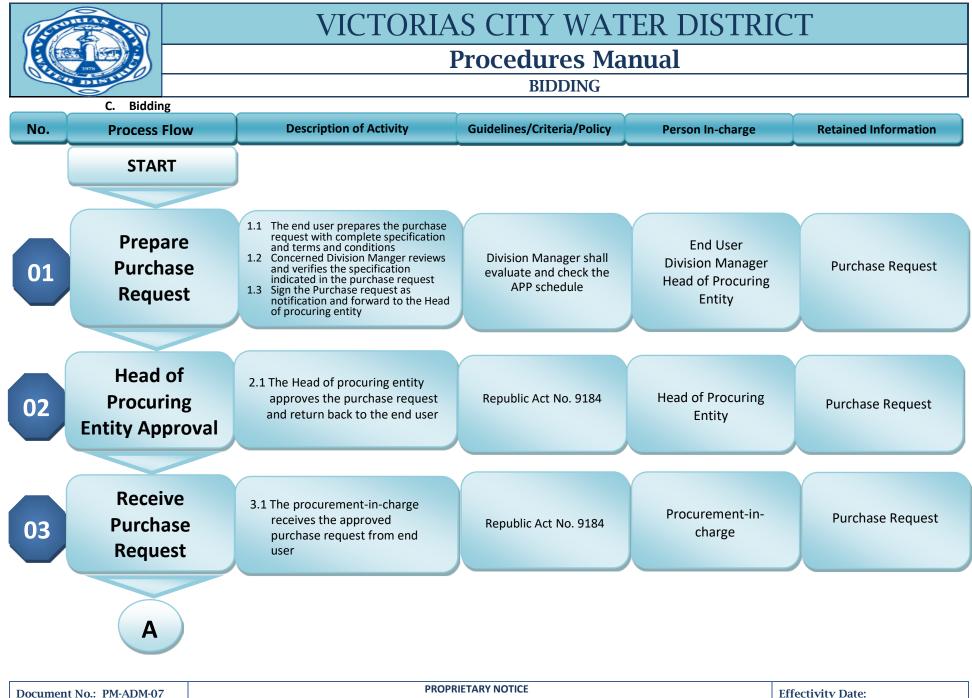




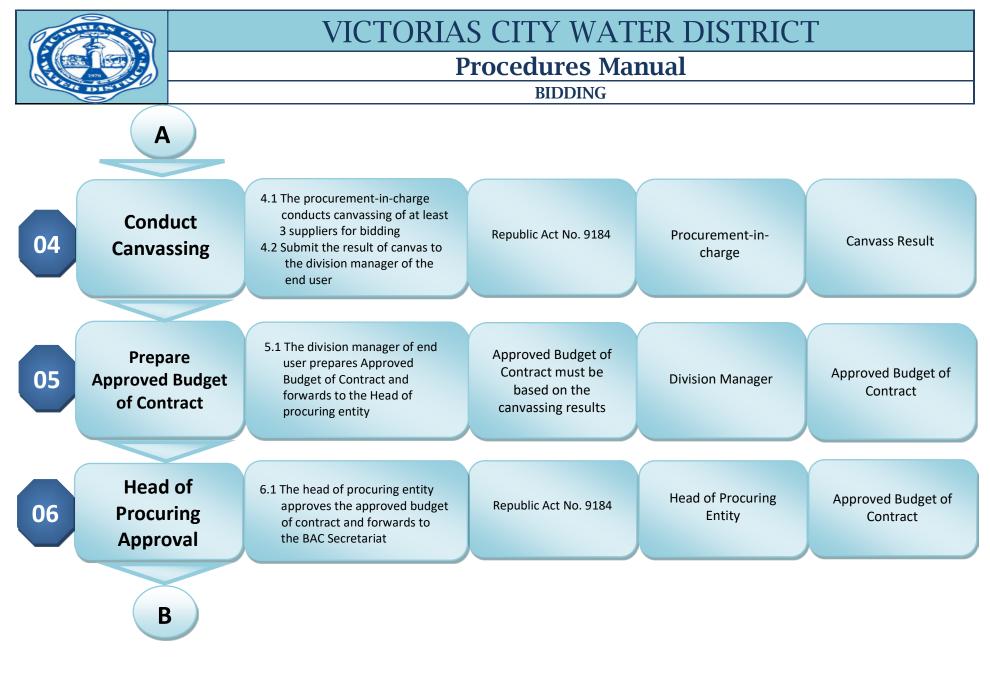
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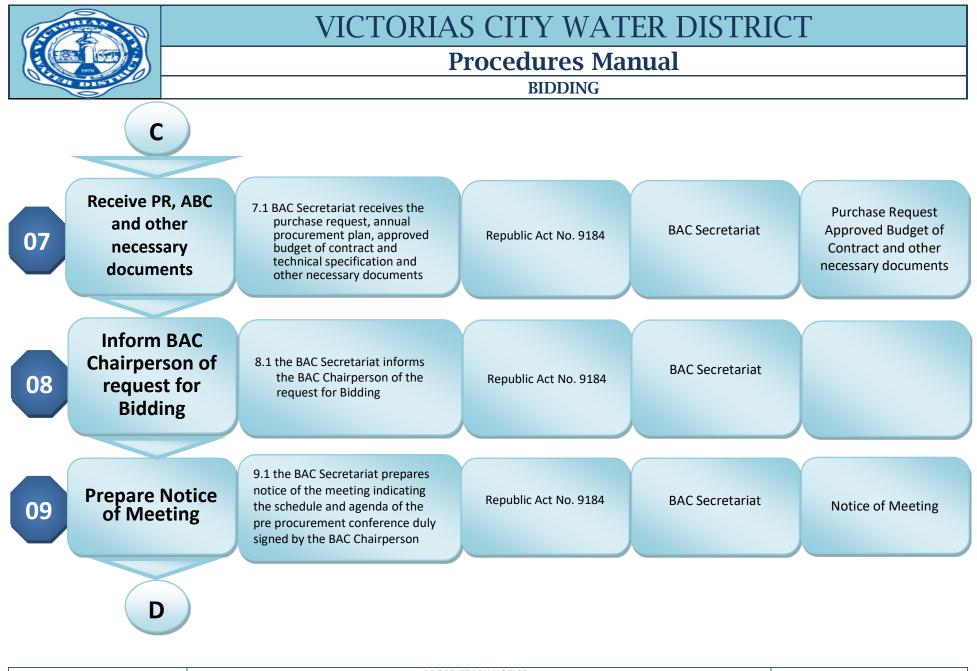
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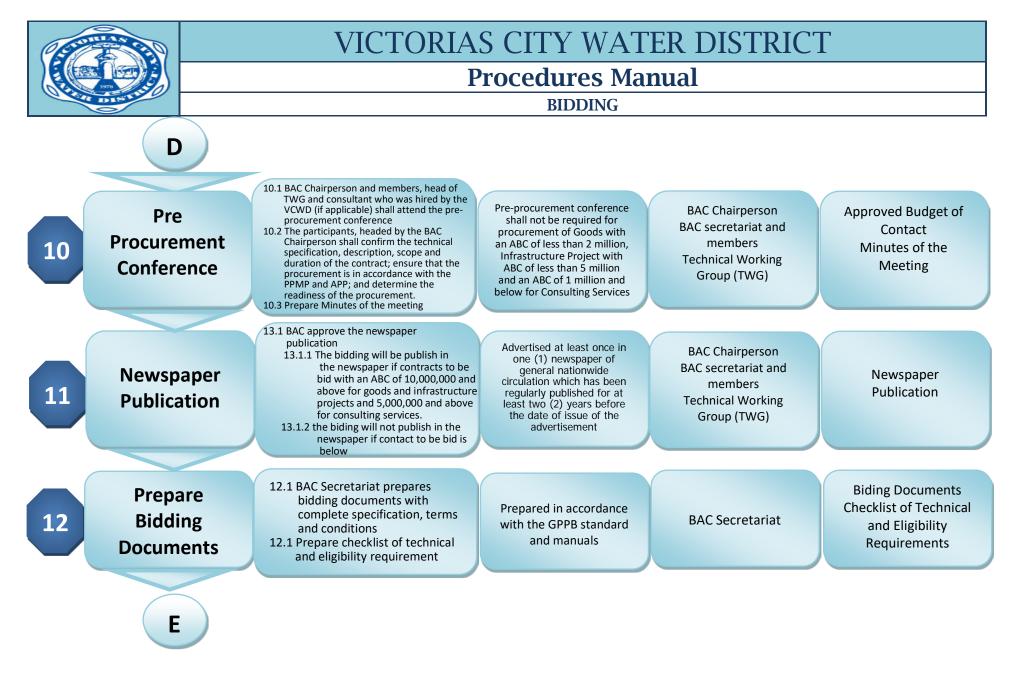
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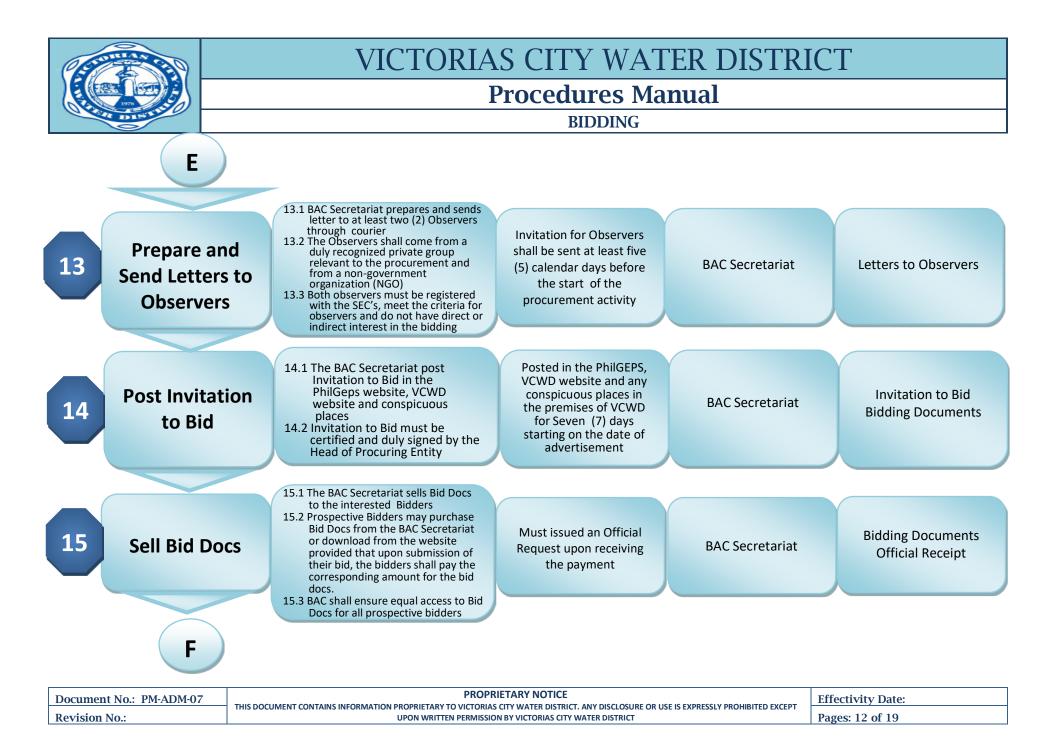
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16	 16.1 Conduct at least one (1) pre-bid conference if the ABC is 1 million or more; at the discretion of BAC if the less than 1 million or upon written request of prospective bidders. 16.2 Discuss and explain the eligibility requirements and the technical and financial components of the contract to be bid including the questions and clarifications raised by the prospective bidders Pre-bid conference shall be held at least twelve (12) calendar days before the deadline for the submission and receipt of bids, but not earlier than seven (7) calendar days from the PhilGEPS posting of the Invitation to Bid BAC Secret BAC Chairp BAC mem TWG Held the prospective bidders 	erson Minutes of the her Meeting
17	 17.1 The BAC Secretariat prepares Supplemental/Bid Bulletin for the amendments made during the pre- bid conference 17.1 Supplemental/Bid Bulletin must be duly signed by the BAC Chairperson and shall be available to those interested bidders who purchased the Bid Docs Supplemental/Bid Bulletin shall be posted in the PhilGEPS, VWCD website and any conspicuous places at least seven (7) calendar days before the deadline of the submission of Bids. 	ariat Supplemental/Bid Bulletin
18	 18.1 The BAC Secretariat receives Bids from the interested Bidders on or before the deadline 18.2 Prospective bidders must sign in the logbook of submitted Bids Unmarked, unsealed and late bids shall not be accepted 	tariat Bid
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19	 19.1 The BAC open the bid envelopes and evaluate the submitted bids of each bidders against the checklist of technical and financial requirement using the pass/fail criterion 19.2 Fill up the Abstract of Bids as read/Calculated 19.2 The bidders or their duly authorized representatives may attend the opening of bids. 	Held in accordance to the time, date and location stated in the Bidding Documents	BAC Chairperson BAC Secretariat BAC Members Bidders	Checklist of Technical and Financial Requirements Abstract of Bids as read/Calculated
20	 20.1 The BAC rank the bidders in descending order based on the numerical ratings of bidders technical proposals 20.2 Identify the lowest calculated bid/ highest rated bid and submit the bid evaluation result to the Head of Procuring Entity 	The Lowest Calculated Bid/Highest Rated Bid must pass the minimum score specified in the Invitation to Bids	BAC	Bid Evaluation Result
21	21. The head of procuring entity approves the bid evaluation result	Approved within two (2) days after the receipt of bid evaluation results	Head of Procuring Entity	Bid Evaluation Result

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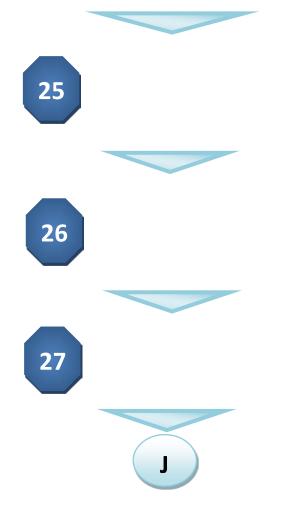
22	22.1 After approval, the BAC secretariat notifies the bidder that has the lowest calculated bid/ highest rated bid	Notified within three (3) calendar days after approval by the Head of Procuring Entity	BAC Secretariat	Notice of Lowest Calculated Bid/Highest Rated Bid
23	 23.1 The bidder with the Lowest Calculated Bid/Highest Rated Bid shall undergo post- qualification in order to determine whether the bidder complies and responsive to all requirements and conditions in the Invitation to Bid 23.2 Bidder must submit all the post- qualification requirements within five (5) calendar days after the 	The post-qualification process shall be completed in not more than twelve (12) calendar days from the determination of the Lowest Calculated Bid/Highest Rated Bid.	Technical Working Group	Post Qualification Requirements
24	 24.1 TWG determines if the bidder is post qualified or post disqualified 24.2 If post-qualified, TWG Declare the bidder prepares Post Qualification Summary Report and forwards to the BAC Secretariat 24.3 If post-disqualified, TWG issues a letter of post disqualification to the bidder indicating the reasons and 	In case of post- disqualification, the second bidder with Lowest calculated bid/highest rate bid shall be subjected to post qualification	Technical Working Group	Post Qualification Summary Report Letter of Post Disqualification

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BIDDING

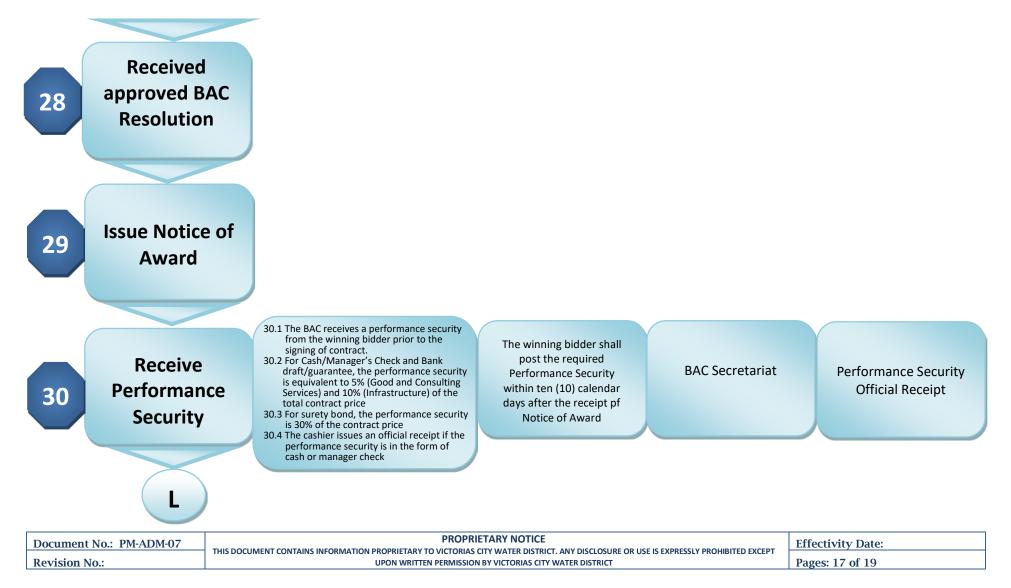


Head of Procuring Entity shall approved or disapproved the BAC Resolution within the period not more than fifteen (15) calendar days from the determination of Lowest Calculated and Highest Rated Bid

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34	Issue Notice to Proceed	 34.1 After the approval of contract of agreement, BAC Secretariat prepares notice to proceed signed by the head of procuring entity 34.2 Issue notice to proceed with attached copies of approved contract to the winning bidder 	Notice to proceed issued to the winning bidder within seven (7) calendar days after the approval of the contract	BAC Secretariat Head of Procuring Entity	Notice to Proceed
35	Serve Purchase Order	35.1 The procurement-in-charge forwards the approved purchase order to the winning bidder	Forwarded after receipt of notice to proceed	Procurement-in- charge	Purchase Order
36	Post Notice to Proceed and Contract Agreement END	36.1 The BAC Secretariat post the notice to proceed and approved contract of agreement to the PhilGEPS and VCWD website	Posted within within fifteen (15) calendar days from the issuance of the Notice to Proceed	BAC Secretariat	Notice to Proceed Contract Agreement

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I.

VICTORIAS CITY WATER DISTRICT

Procedures Manual

WAREHOUSING

Document No. :	PM-ADM-08
Revision No ·	

Effectivity Date :

Pages: 1 of 3

OBJECTIVE

This procedure describes the proper storage and issuance of Inventory items of the Victorias City Water District.

II. SCOPE

The scope involves all common used inventory items and supplies.

III. RESPONSIBILITY AND RESOURCES

Storekeeper Administrative Division Manager General Manager Requester

IV. DEFINITION OF TERMS

Warehousing – is the action or process of storing supplies, tools and goods in a warehouse or stockroom. Purchase Request – a form generated by the end user to notify the storekeeper or the personnel in charge in procurement, the list of items, supplies and materials needed to be purchased.

Inspection and Acceptance Report (IAR) – a documents which states the received items are inspected and accepted by the intended personnel.

Return to Supplier Report (RSR) – a report which states that the received item will be sent back to the suppliers due to a valid reason such as defective, substandard or incorrect specifications.

Requisition and Issuance Slip (RIS) – form used by the requisitioner to request and order materials from stockroom

Return Materials Slip – a form used in returning the unused or excess materials or supplies to the stockroom.

Stock Card – form filled up by the Storekeeper in updating the in and out of the items from the warehouse.

Bin Card – is used to record a running balance of stock on hand, in addition to information about stock received and notes about problems associated with that stock item.

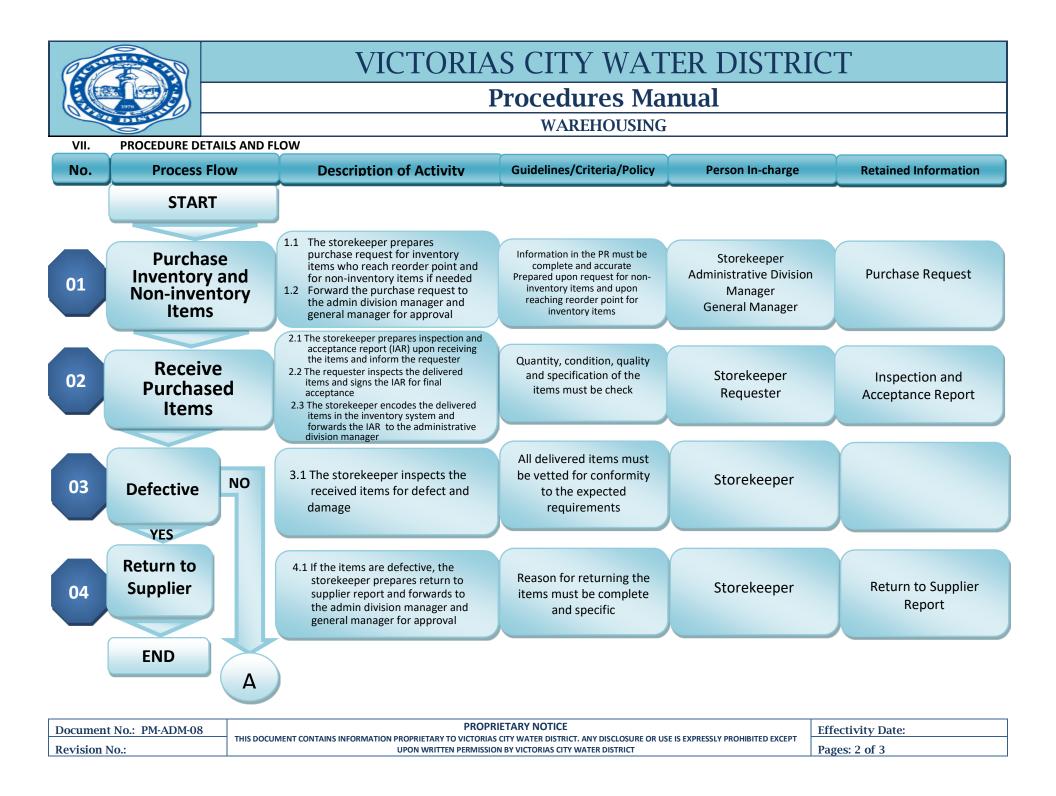
V. REFERENCE DOCUMENTS

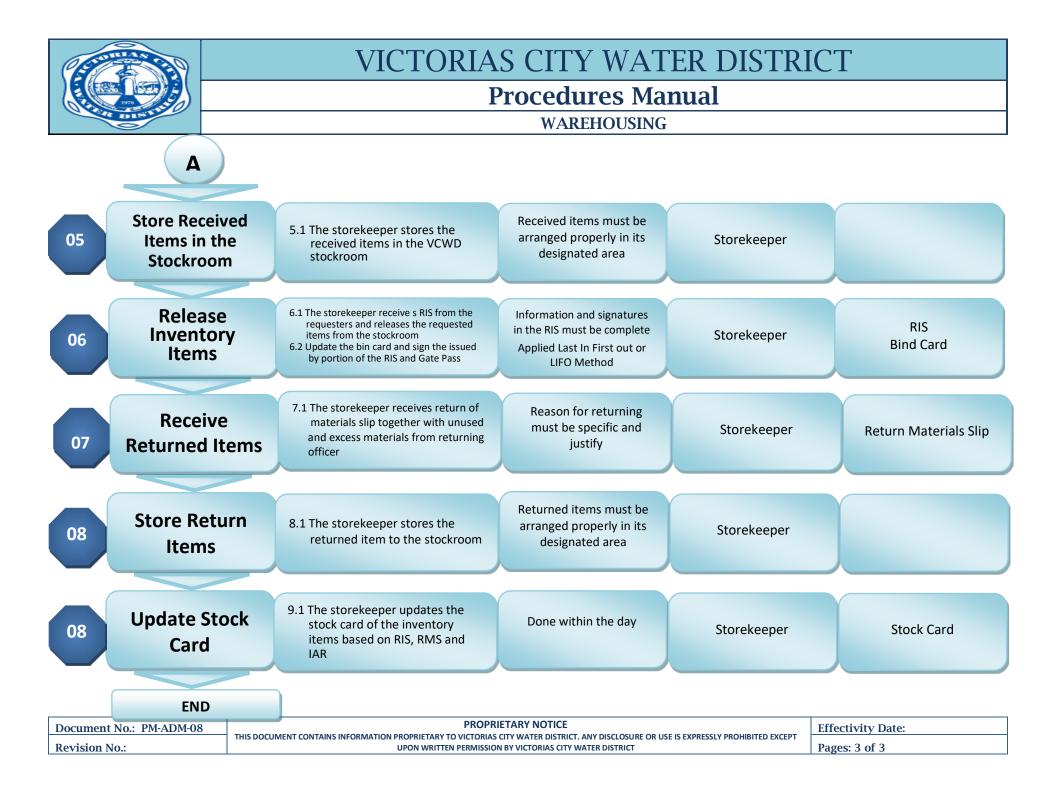
New Government Accounting System (NGAS) Manual Volume 1

VI. RECORDS GENERATE

Purchase Request Inspection and Acceptance Report Return to Supplier Report Requisition Issuance Slip Bind Card Return Materials Slip Stock Card

Prepared by:	Approved by:		
	ALINA AGRAVIADOR		ENGR. ABRAHAM J. DE DIOS, JR.
	Process Owner		General Manager







Procedures Manual

INVENTORY

Document No. : PM-ADM-09 Revision No. : Effectivity Date : Pages : 1 of 3

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I. OBJECTIVE

This procedure describes the effective and efficient management of office supplies, maintenance equipment and other inventory and non-inventory items of Victorias City Water District.

II. SCOPE

The scope involves the process of reconciling list of inventory and non-inventory items against the physical count and preparing an inventory report.

III. RESPONSIBILITY AND RESOURCES

Storekeeper

IV. DEFINITION OF TERMS

Inventory – a current asset of the organization in a form of raw materials, work in process and finished products that are waiting to be sold or use in production.

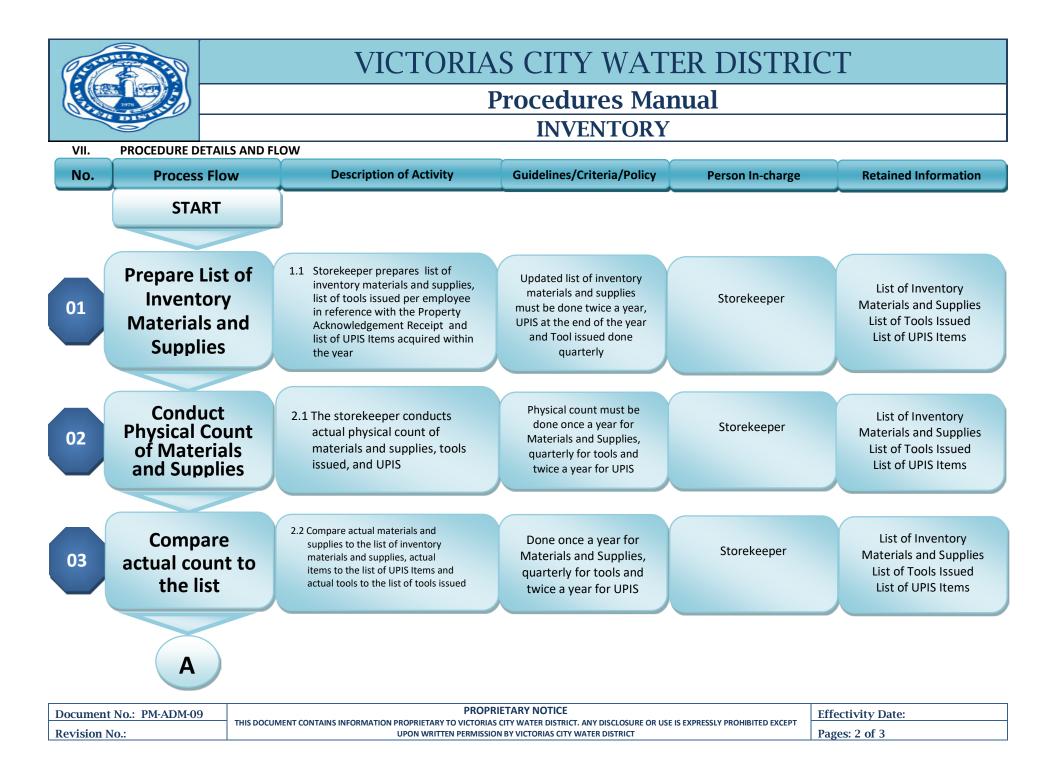
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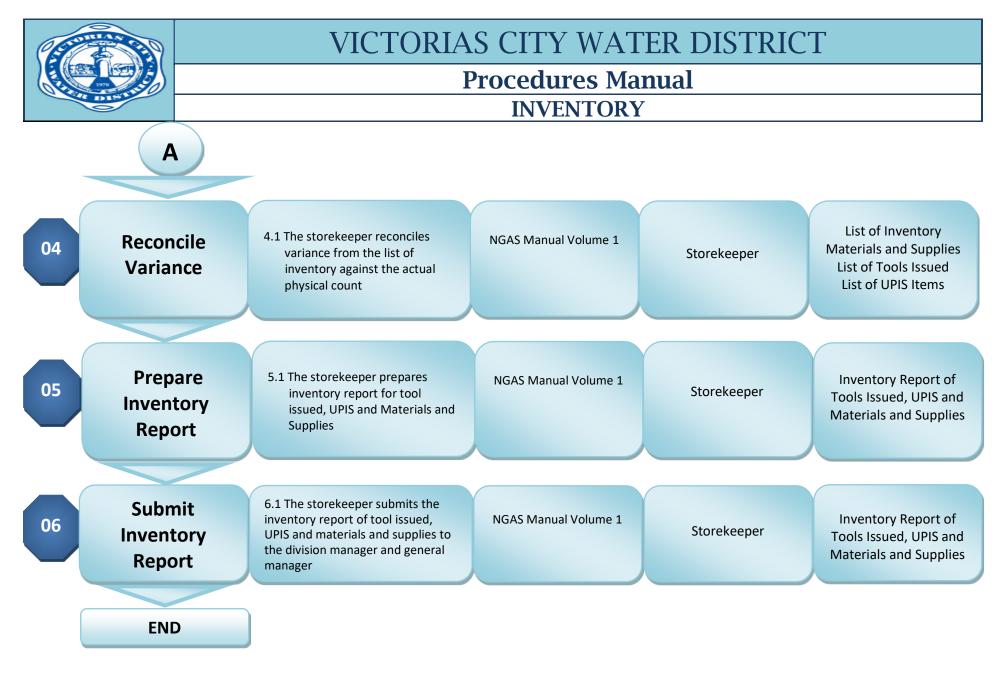
New Government Accounting System (NGAS) Manual Volume 1

VI. RECORDS GENERATED

List of Inventory Materials and Supplies List of Tools Issued List of UPIS Items Inventory Report of Tools Issued, UPIS and Materials and Supplies

Prepared by:		Approved by:	
	ALINA AGRAVIADOR		ENGR. ABRAHAM J. DE DIOS, JR.
	Process Owner		General Manager
	FIOLESS OWNER		General Manager





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STORAGE OF DISCONNECTED WATER METER

Document No. : PM-ADM-10 Revision No. : Effectivity Date : Pages : 1 of 3

I. OBJECTIVE

This procedure describes the proper storage and arrangement of disconnected water meter in the stockroom of Victorias City Water District.

II. SCOPE

The scope involves the flow of organizing the disconnected water meter for easy access.

III. RESPONSIBILITY AND RESOURCES

Storekeeper Disconnection Team

IV. DEFINITION OF TERMS

Disconnected Water Meter – refers to the water meter of the concessionaire that are pulled out due to failure to settle water bill.

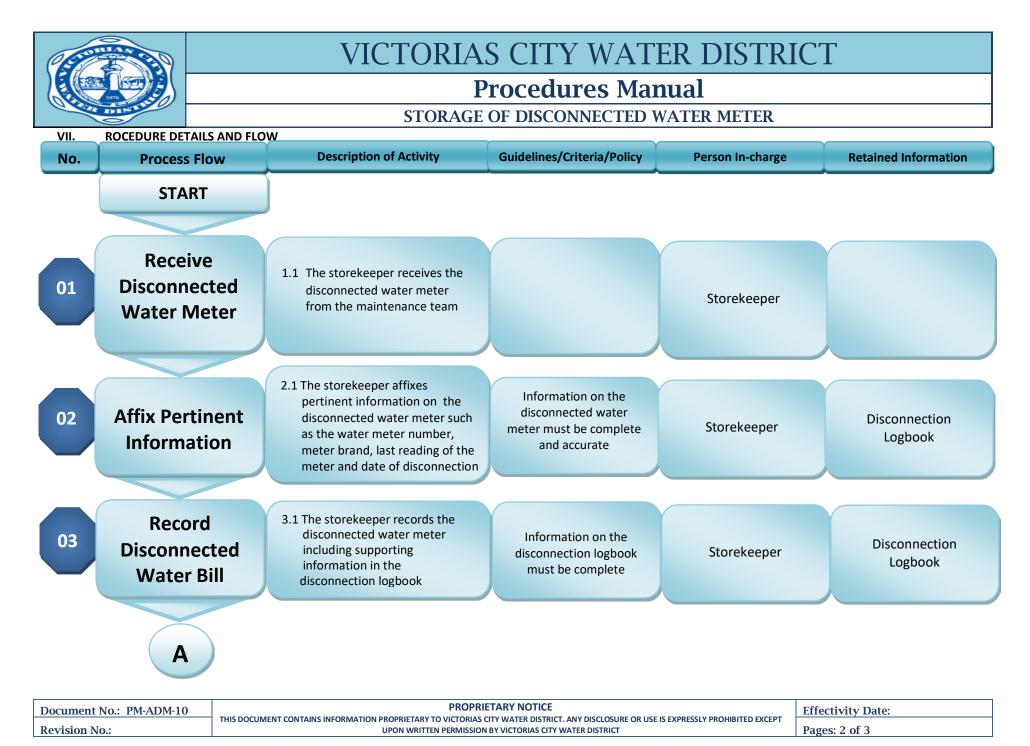
Maintenance Order (MO) - a type of request issued for a particular activity that requires maintenance action to address the said requests.

V. REFERENCE DOCUMENTS

VI. RECORDS GENERATED

Disconnection Logbook Maintenance Order

Prepared by:		Approved by:	
	ALINA AGRAVIADOR		ENGR. ABRAHAM J. DE DIOS, JR.
	Process Owner		General Manager



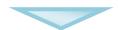


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STORAGE OF DISCONNECTED WATER METER







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