



## VICTORIAS CITY WATER DISTRICT OPERATIONS MANUAL

*This operation manual is a tool containing guidelines, detailed procedures and information related to Victorias City Water District (VCWD) operations.*

*It purposely serves as a guide to our officers and staff in performing their duties and responsibilities and most especially to our consumers who may find this manual helpful and relevant in addressing various issues and concern they may encounter*

### DEFINITION OF TERMS

- **VCWD** - Victorias City Water District is a Government Owned and Controlled Corporation (GOCC) that is in charge of operating the water supply system of Victorias City.
- **LWUA** - Local Water Utilities Administration is a government-owned and controlled corporation (GOCC) with a specialized lending function mandated by law to promote and oversee the development of water supply systems in provincial cities and municipalities outside of Metropolitan Manila.
- **Quasi – Public Corporation** - A type of corporation in the private sector that is backed by a branch of government that has a public mandate to provide a given service.

### COMPANY PROFILE

The VICTORIAS WATER DISTRICT (VWD) was formed on September 12, 1978 by virtue of Municipal Resolution No. 265 - s. 1978, converting the Victorias Waterworks into the Victorias Water District pursuant to P.D. No. 198. The resolution was filed with LWUA on September 20, 1978 and a Conditional Certificate of Conformance (CCC) No. 070 was subsequently issued to the VWD on December 4, 1978.

The VWD is an autonomous quasi-public corporation which is politically free from the local government. However, in a Supreme Court decision promulgated on September 13, 1991, and obtained finality on March 12, 1992, local water districts are declared Government Owned or Controlled Corporations (GOCC), thus, covered under Civil Service Laws and Commission on Audit rules and regulations. In the latter years, specifically on the 18th of February 2016, VWCD



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officially became Victorias City Water District through Certificate of Conformance No. 070 as approved by LWUA.

The VCWD was formed for the purpose of acquiring, installing, improving, maintaining, and operating the water supply system as well as any future wastewater collection, treatment, and disposal facilities of the district. To realize these objectives, the VCWD can avail itself of financial and technical assistance from LWUA but must eventually on a financially self-sufficient basis, as covered on PD 198.

Advisory services are conducted by a LWUA advisory team to guide the water district towards self-sufficiency and provide assistance in the preparation and implementation of their improvement programs. It is anticipated that with the advisory team's guidance, the VCWD will soon adapt new systems and procedures in the operation and maintenance of the water system.

### VISION

"To be a PREMIERE PROVIDER OF WATER for the people of Victorias City and all its transients and guest and a SYMBOL OF QUALITY AND EXCELLENCE in the delivery of this most important basic commodity with skilled, competent and Compassionate workers."

### MISSION

"We commit ourselves to deliver quality and sufficient water service to our consumer who have entrusted their need with us.

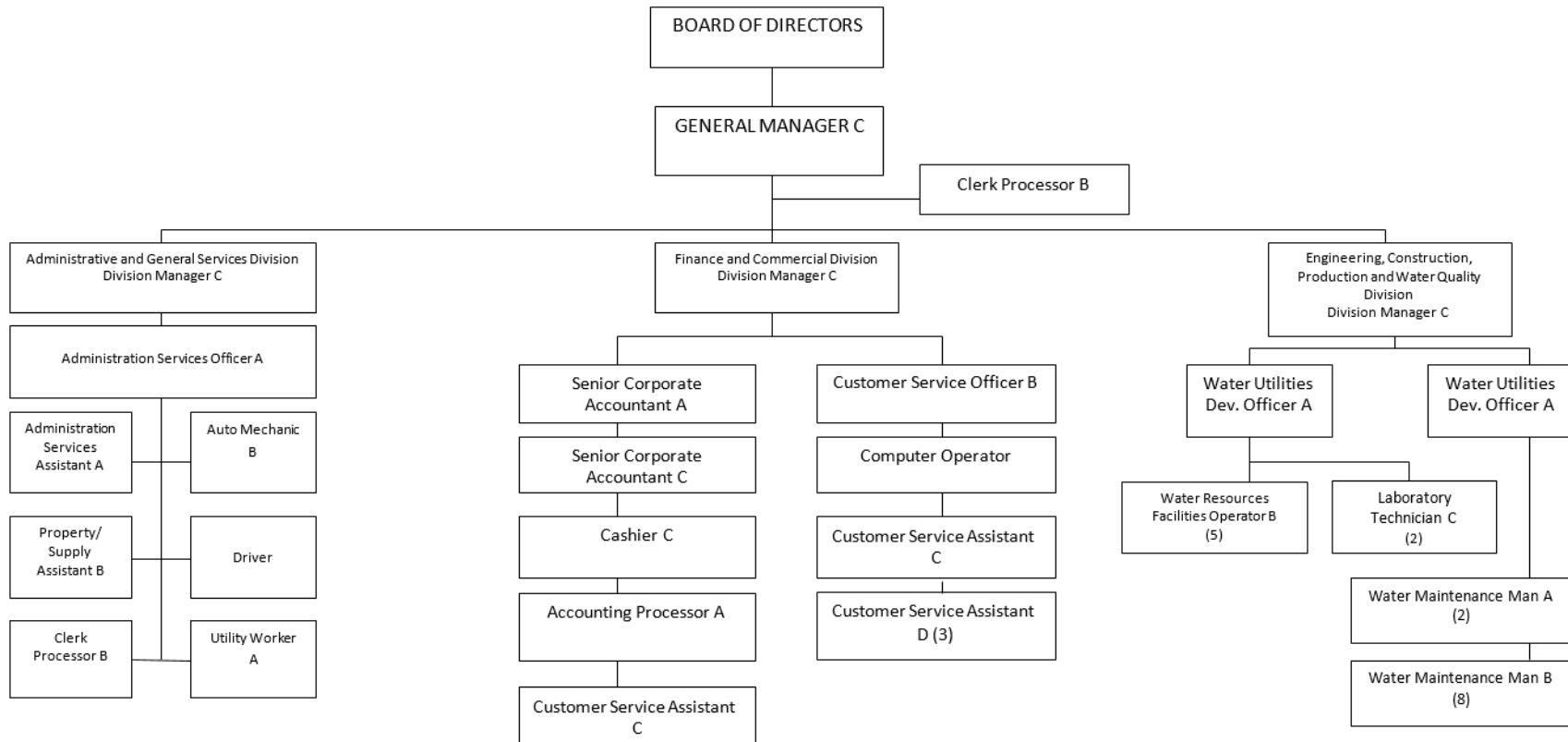
We shall nurture a team of dedicated well-trained and service oriented individuals who will adhere to the highest standards of competence and work ethics.

We shall continue to improve our services, Facilities and equipment to satisfy our role as the prime provider of this basic need in life in the abundance and in the most affordable way."



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ORGANIZATIONAL STRUCTURE AND STAFFING PATTERN (OSSP)





## GENERAL RESPONSIBILITIES OF THE RESPECTIVE OFFICES/DEPARTMENTS

### Board of Directors

The policy making body of the Water District. Formulates and approves plans and policies for the welfare of the Water District.

### Office of the General Manager

Implements the plans & policies set by the Board of Directors. Responsible for overall operations of the Water District. Has the appointing power over all personnel.

### General Manager C

- Prepare agenda and attend meeting of the Board of Directors
- Regularly inform the Board of the technical and finance status of the Water District
- Propose policies, rules and regulations and budget for Board action
- Prepare basic plan to carry-out policies in achieving utility Vision and Mission
- Supervise all divisions in carrying objectives in the operation and maintenance of the water system to serve the consuming public
- Has the direct and sole authority to hire, promote, accept resignation and dismiss employees
- Issue clearances and other certifications
- Routinely confer to suppliers dealing of highly technical equipment and machineries
- Represent the water district to conferences and meetings with other government and private agencies.

### Clerk Processor B

- Handle office correspondence and files
- Receive letters, messages and visitors
- Prepare minutes of the board meeting
- Take dictation & prepare minutes of the B.A.C.



- Take charge of incoming & outgoing calls/fax messages

## Administrative and General Services Division

Responsible for the administrative management of the District. Creates programs for development and welfare of the Districts' employees. Responsible for the recruitment and training of qualified personnel for the District. Ensures proper maintenance and use of the District's buildings, facilities, equipments & vehicles.

### Division Manager C

- To exercise administrative and authority over the general operation of the Administrative and General Services Division within the framework of existing policies
- Organize the division (A&GS) to facilitate, define and implement goals, plans and programs for its specific output, directions, staffing requirements, facility needs and acquisition of instrument & equipment
- Direct and coordinate activities of workers engaged in inspection, repairs and maintenance of utility service vehicles
- Hire, train, supervise and mentor the staff in utilizing their abilities by delegating effectively on various programs
- Provide staff with growth opportunities, professional training and tools required to work effectively
- Direct and coordinate support services and oversee the purchase, use and disposal of the district's property
- Perform duties as the Liaison Officer of GSIS, Pag-ibig, Philhealth, CSC, DBM and other offices
- Updating the insurances and registration of District properties and service vehicles

### Administration Services Officer A

- Responsible for coordination of personnel activities, including hiring and promotions
- Ensure compliance of all rules and regulations promulgated by the office and other government agencies



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- Train, supervise and mentor all division staff in utilizing their abilities by delegating effectively on various programs
- Provide guidance for hiring all level of staff

### Administration Services Assistant A

- Check, compute and verify under time/tardiness of employees based on their respective daily time records
- Process leave applications of employees
- Update leave credits of employees
- Print Daily Time Record
- In-charge in the use and maintenance of biometric timekeeper
- Maintain updated Service Record of all Employees
- Prepare requested Service Record of Employees for GSIS & PAG-IBIG Loan & other official purposes
- In-charge in updated and safekeeping of job description and organizational structure
- Attend to employees query and request related to Human Resource

### Property Assistant B

- Canvass prices of materials or services being requested by end-users to local and out of town suppliers
- Distribute quotation form to prospective suppliers and service providers
- Receive and record Purchase Order/Job Requisition
- Monitor and receive Purchase Order/Job Order for full delivery
- Prepare monthly accomplishment reports
- Inspect delivery of supplies and equipments as to Purchase/Job Order
- Check & receive as to necessity accuracy and validity of Purchase/Job Order Request and Purchase/Job Orders
- Conduct physical count of supplies, materials & equipments issued and withdrawn from storage



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### Clerk Processor B

- Prepare appointment of the new hiring
- Assist in the updating of computation of leave credits
- Knowledgeable and updated on Civil Service Commission (CSC) and Department of Budget and Management (DBM) circulars concerning to personnel rules, regulations and compensations
- Prepare and responsible of employees' salary adjustments and other monetary benefits in case of salary wage increase, step increment schedule and the like
- Distribute, collate and check Performance Evaluation System (PES) rating of the employees and prepare summary of same

### Auto Mechanic B

- Conduct regular check-up, repair and or replace defective parts of motor vehicles, equipments and machineries
- Evaluate, estimate and specify parts, fittings & other materials that will be needed in the repair job
- Perform overhauling, reconditioning of motor vehicles, equipments & machineries

### Driver

- Drive the service vehicle during official functions.
- Log-in daily itinerary and the passenger's trip.
- Serve as messenger to other government and private offices
- Attend to the regular servicing of the service vehicles

### Utility Worker A

- Maintain good housekeeping & proper sanitation of the Administrative Building, its facilities and surroundings
- Facilitate necessary preparation during staff meeting and other official gathering in the office



## Finance and Commercial Division

Responsible for the active customer service and management of the consumer' account. Responsible for the billing & collection of water sales; recording & posting of payments & public information. Acts promptly & satisfactorily on customer complaints & queries.

### Division Manager C

- Direct, check, supervise and monitor the duties of the Finance and Commercial Division staff
- Prepare monthly operating reports, monthly data & fact sheets reports
- Supervise the preparation of the yearly budget
- Facilitate the accomplishments of reports and forms needed by the other government agencies
- Enforce utility rules regulations and policies related to Customer accounts, Meter Reading and Disconnection functions
- Check & sign in the disbursement vouchers
- Employ maximum utilization of the division personnel to meet the demands of the customers
- Evaluate and prepare reconciliation of LWUA Loans
- Formulate accounting policies and procedures for implementation
- Monitor cash/funds position and related funds in-flow and outflow
- Check & sign all reports prepared by the Commercial & Finance Division

### Senior Corporate Accountant A

- Supervise and monitor finance personnel that accounting system is strictly in accordance with the COA guidelines and procedures relative to the New Government System adopted
- Prepare monthly operation report, monthly data and fact sheet
- In-charge in the preparation of yearly budget





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- In-charge to analyze the Journal Entry Voucher (JEV), General Journal (GJ), Liquidation of Cash Advances made by the Cashier and all other Books of Account and sees to it that the journal entries are correct and properly supported with documents
- In-charge to analyze and monitor the preparation of bank reconciliation of Cash in Bank Accounts and other transactions related to the reconciliation
- In-charge in the computation of all taxes that the BIR may imposed to the District
- Evaluate all schedules submitted by finance personnel and make reports for submission to COA as the basis of their audit In-charge to assist personnel from COA, BIR and LWUA for whatever documents they would like to gather in the fields of their audit

### Senior Corporate Accountant C

- Calculate and prepare weekly payroll & other employees benefits
- Prepare the monthly bank reconciliation statements
- Make entries for Disbursement Vouchers
- Prepare Check Disbursements Journal, Cash Receipts and Deposits Journal
- Prepare & record monthly Journal Entry Vouchers
- Prepare the monthly Trial Balance & Financial Statements
- In-charge in the computation of withholding taxes from suppliers & others
- In-charge of all Book of Accounts and prepare adjustments that maybe required either monthly or yearly

### Customer Service Officer B

- Supervise the work of the Commercial Section in the maintenance and updating of all consumer transaction records
- Check the accuracy and completeness of the billing summary, billing adjustments, collection reports, prepared by Computer Operator
- Ensure the filing and safekeeping of all consumer ledger records



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- Closely supervise the monthly preparation of water bills and on time release to the Meter Readers
- Prepare and submit monthly reports

### Cashier C

- Receive collections, issue official receipts to the Customer Service Assistant C and deposit funds to the bank
- Prepare working fund vouchers, daily cashier's summary and daily cash
- Disburse funds and issue checks for disbursement
- Responsible for the custody and handling out checks to payees

### Accounting Processor A

- Prepare disbursement voucher, BIR supporting documents, GSIS & SSS reconciliation
- Filing of disbursement vouchers, GSIS, Phil health, BIR, SSS, PAG-IBIG and other documents of VCWD
- Maintain the materials and office supplies ledger cards
- Provide the cost of supplies & materials issued

### Customer Service Assistant C

- Receive and issue validated receipts of all water bill payments of the day from the consumer
- Prepare daily collections & summary reports
- Remit collections to the Cashier
- Prepare vouchers to be submitted to Victorias City Hall & Schools

### Customer Service Assistant C

- Conduct interview and give information to applicants for new service connection in accordance with VCWD existing guidelines and policies



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- Accept and facilitate in processing new service connection applications
- Survey for the prospective new service connections
- Investigate/Inspect disconnected service connections
- Prepare reports & submit recommendations for proper action
- Receive, log & attend consumer's complaints
- Prepare, record & monitor Maintenance order & Service Requests
- Prepare disconnection orders of delinquent consumer
- Submit vouchers for collections to Victorias City Hall & other government offices
- Prepare reports & submit active service connections to the Division Manager

### Customer Service Assistant D (Meter Reader)

- Read the water meters and post to the meter cards of assigned zones daily or on schedule date
- Deliver water bills based on assigned zones
- Prepare & submit reports to any reading irregularities, illegal connections, leakages & defective water meters
- Prepare & submit monthly consumption pattern report

### Customer Service Assistant D (Disconnection)

- Distribute notices to the consumer with overdue accounts
- Disconnect service connections of delinquent consumer with unsettled accounts
- Attend to the consumer's complaints regarding past due accounts

### Customer Service Assistant D

- Encode penalties of all consumer
- Receive & issue validated receipts in water bill payments during lunch time and when the Customer Service Assistant C is on leave
- Check daily collection reports submitted by the Customer Service Assistant C



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- Receive, log & attend consumer's complaints when the Customer Service Assistant C is on leave
- Inspect and remedy minor hardware & software defects of all the computers of the utility

### Engineering, Construction, Production and Water Quality Division

Responsible for the overall management of the water system, from production to distribution and maintenance. In-charge of the implementation & construction of new water system projects.

#### Division Manager C

- Exercise over-all supervision of the operation of the Engineering, Construction, Production and Water Quality Division
- Develop and recommend effective maintenance programs for the reduction of unaccounted water
- Prepare all purchases of materials, tools and equipments needed in the Engineering, Construction, Production & Water Quality Division
- Conduct inspection of the various activities of the Engineering, Construction, Production & Water Quality Division
- Prepare & submit monthly reports and annual budget
- Plan, recommend and implement safety programs of the subordinates welfare

#### Water Utilities Development Officer A (Engineering & Construction Section)

- Supervise the installation of new pipelines and extensions to better serve the community
- Supervise the installation of new water connections and reconnections
- Supervise the repair of leakages and relocation if necessary of mainline and service lines
- Supervise testing of water meters



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- Apprehend water pilferages

### Water Utilities Development Officer A (Production & Water Quality Section)

- Supervise pump repair and maintenance work
- Evaluate pump/motor performance and prepare reports
- Evaluate pump operators performance
- Schedule pump operation for production monitoring purposes

### Water Resources Facilities Operator B

- Start/shut-off the pumping stations assigned according to schedule
- Monitor reading of pumps output, discharge pressures, electrical power consumptions, fuel level, oil consumption, chlorine dosages, reservoir level and manipulate valves at the pumping stations
- Assist in pump repair and maintenance work
- Conduct disinfection procedure, operate and maintain chlorine facilities
- Record and monitor voltage, amperage reading, unusual pump and motor behavior
- Prepare daily logbook & monthly production reports

### Laboratory Technician C

- Collect monthly water samples from all pumping stations and selected testing points in the service area for bacteriological testing
- Collect water samples for all pumping stations every six (6) months for physical and chemical analysis
- Conduct daily monitoring of chlorine dosages at selected testing points and prepare reports and recommendations of the finding area for bacteriological test and for semi-annual physical and chemical analysis
- Prepare monthly reports of the water refilling station
- Act as operator of the water refilling station



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### Water Maintenance Man A

- Act as leadman in the installation and reconnection of water service connections
- Act as leadman in the repair of leakages, check and replace defective water meters
- Apprehend water pilferages
- Excavate and compact trenches along new water lines
- Operate concrete cutter, concrete breaker, etc.

### Water Maintenance Man B

- Install and reconnect water service connections
- Repair leakages, check and replace defective water meters
- Apprehend water pilferages
- Excavate and compact trenches along new water lines
- Operate concrete cutter, concrete breaker, etc.



## BASIC FEATURES

### BILLING AND COLLECTION BASIC FEATURES

#### METER READING

1. Water Meters are read monthly in each service area on scheduled dates. Readings are indicated on Meter Reading Sheets. Services in the service area are grouped by zones to achieve a system whereby water meters of an area are read within a period of one day, after taking into account the average number of water meters which can be read in a day's time.
2. The area of assignments of Meter Readers are rotated monthly, if possible so that no Meter Reader will be making two (2) consecutive readings of any water meter.
3. In case of any service complaint from the consumer, the Meter reader investigates the complaint and immediately sets out to correct the defect. However, if the defect needs services of a serviceman, the Meter Reader should note down the defect or service complaint in a Service Request Form.
4. Any service defect which is not covered by a complaint from the consumer is reported in the maintenance order form. This form is also used to initiate action on routinary maintenance and testing of installed water meters and for documenting water meters dismantled as a result of the consumer' failure to pay the water bills within a time allotted.
5. The Meter Reader informs the consumer of the cubic meter (cu.m) consumed. Any material fluctuation in the consumption should be investigated by making a second reading while still on site.

#### BILLING

1. Computer operator prepares meter reading schedule.
2. Computer operator prints meter reading sheet according to schedule.
3. Meter Readers locate and read water meters. The Meter Readers write consumption on the meter reading sheet.
4. The assigned meter reader informs the concessionaire if the consumption is unusual.



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5. The Computer Operator encode the meter reading data to Billing and Collection System.
6. The Computer Operator prints the water bill and daily billing report.
7. The Meter Readers distribute the water bill to the concessionaire according to schedule.
8. The computer Operator print and submit Monthly Billing Report to Customer Service Officer B.

### COLLECTION

1. The Bill Collector receives payments from the Concessionaires
2. The Bill Collector issues Official Receipt.
3. The Bill Collector remits the collection from 8:00 AM to 11:30 AM to the Cashier together with the cash remittance slip before 12:00 PM or before lunch time.
4. The Bill Collector turnover the remaining collections to his/her replacement for 12:00 PM to 1:00 PM transactions.
5. By 1:00 PM, the collections from 11:30 AM to 1:00 PM will be turnover to the Bill Collector who will resume his/her post.
6. The bill collector remits collection to the Cashier from 11:45 AM to 5:00 PM collection with the attached daily collection report and cash remittance slip.
7. Print and submit Monthly Collection Report to Finance Division.

### CUSTOMER SERVICE

1. Receive complaints or service request from the customer.
2. Customer Service Assistant C (PACD) determine and evaluate complaints or service request.
3. Customer Service Assistant C (PACD) asks the customer to submit the necessary requirements or documents for the complaints or requested services and validates the requirements submitted.





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4. Fill-up appropriate form (service request or maintenance order form) and let the requestor or customer sign the form.
5. The customer pays the corresponding fees to the cashier if the requested service has a service fee. If none, then;
6. Forward the form to Maintenance team.
7. Assigned team perform the tasks.

### DISCONNECTION

1. Customer Service Assistant C (PACD) prepares Disconnection Order.
2. Customer Service Assistant C (PACD) generate disconnection list.
3. Disconnection team proceed to site.
4. Disconnection team verify the status of the accounts.
5. Conduct disconnection of the water meter.
6. Disconnection Team submit to the office the list of disconnected accounts.
7. Customer Service Assistant C (PACD) disconnects the account on Billing and Collection System.
8. Customer Service Assistant C (PACD) records the disconnected accounts at disconnection logbook.
9. Customer Service Assistant C (PACD) updates meter history listing.
10. Disconnection team returns the disconnected water meters to warehouse with corresponding water meter number.



## MARKETING

1. Preparation of Marketing Plan. Analyze current situation through SWOT analysis and with O&M. conduct market survey, set strategic goals and develop a marketing strategy.
2. Preparation of action plan.
3. Preparation of budget. Budget must be approved by the GM and BOD.
4. Implementation of marketing strategies according to plan.
5. Monitoring and evaluation of the plan until it was successfully done. Make necessary revision or action if the plan does not give the desired results.

## PRODUCTION AND MAINTENANCE BASIC FEATURES

### DESIGN AND DEVELOPMENT

1. Determine demand by gathering the data as to the number of households.
2. Check the available supply at source or tapping point.
3. Creation of design. Determine the appropriate pipe sizes and prepare the plans and drawings.
4. Hydraulic analysis. Determine the effectiveness of design.
5. Review and approval of General Manager.
6. Preparation of Program Of Works (POW).
7. Approval of the proposed project by the BOD.



### INSTALLATION OF PIPELINES

1. The operation and maintenance personnel must negotiate the lot owner and ask for the approval. The owner should be the registered holder of the property.
2. The Division Manager will prepare the drawings and a complete plan of program of works (POW) which includes cost estimate and work duration
3. The Division Manager together with the General Manager must review and approves the programs.
4. Operation and maintenance personnel must apply and process permits for pipeline excavation to DPWH/City/Barangay.
5. Installation of pipelines.
6. Conduct pipeline hydro test and disinfection. Conduct hydro testing and disinfection by charging enough chlorine and applies maximum pressure for 24 hours. If hydro testing fails, determine the leak, repairs it and repeat hydro testing and disinfection. If it pass then proceed to interconnection of pipelines.
7. Interconnection of pipelines. Identify the two (2) existing point of pipelines and apply interconnection.
8. Backfilling compaction and restoration.

### REPLACEMENT OF PIPELINES

1. Evaluate pipelines. Review the status of pipe which includes types, sizes and date of installation.
2. Conduct pipeline survey. This includes the location, sizes and the length of the pipes to be replaced.
3. Preparation of drawings and Program of Works (POW). In this process, it shall include reflection of actual work preparation, cost estimate and work duration.
4. Review and approval of the design by the Division Manager and General Manager.
5. Processing of permits for pipeline excavation to DPWH, City and or Barangay permit.
6. Retrieval and replacement of pipelines.



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7. Conduct pipeline hydro test and disinfection. Conduct hydro testing and disinfection by charging enough chlorine and applies maximum pressure for 24 hours. If hydro testing fails, determine the leak, repairs it and repeat hydro testing and disinfection. If it pass then proceed to interconnection of pipelines.
8. Interconnection of pipelines. Identify the two (2) existing point of pipelines and apply interconnection.
9. Backfilling compaction and restoration.

### INSTALLATION OF NEW SERVICE CONNECTIONS

1. Applicant will fill up application form and sign.
2. Applicant will submit complete requirements to Customer Service Assistant C.
3. Customer Service Assistant C will forward the application form to Maintenance team for site inspection.
4. Maintenance team will conduct site inspection and estimates the materials needed. Give the application form with estimates and the materials needed to the applicant.
5. The applicants submit the application form to Customer Services Assistant C for assessment.
6. Customer Service Assistant C will compute the amount due and orient the applicant for the rules and regulations of the district which pertains to the obligations/responsibilities of the concessionaires.
7. Applicants pay the application and installation fee to the cashier. The cashier then issue official receipts and write OR number, date of payment and the amount paid at the Cashiering portion of the form.
8. Applicants submits the application form together with the official receipt to Customer Service Assistant C.



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9. The Customer Service Assistant C will process the application form have it sign by the Commercial Division Head for approval of construction and General Manager for approval of the contract.
10. After approval of the application, Customer Service Assistant C will prepare the Maintenance Order for the installation of the new service connection and forward the form to maintenance team.
11. The assigned team will request the materials needed to the supply custodian and pull out the requested materials.
12. The assigned team will conduct the installation of the new service connection. After the installation, the team leader will check the quality of the job. If it fails, the team will immediately repairs the defect/damage. If it pass, the team will have the applicant sign the conformed portion of the form.
13. The assigned team forward the application form to the Customer Service Assistant. The latter then encode at the system the information of the newly installed service connections.
14. The Customer Service Assistant C files the application form for safekeeping.

### RECONNECTION

1. Bill Collector receives payment for Water Bill (WB) account. The Bill collector will issue official receipt to the concessionaire.
2. The customer pays the reconnection fee to the cashier if the connection was disconnected for more than twenty four (24) hours. If disconnected within twenty four (24) hours then;
3. Customer Service Assistant C prepares Maintenance Order (MO) for reconnection and forward it to Maintenance team (reconnection team).
4. The assigned team receives the Job Order from Customer Service Assistant C.
5. If the connection was disconnected for more than twenty four (24) hours, the assigned team prepares RIS and withdraws the water meter from warehouse. If disconnected within twenty four (24) hours, then;
6. Re-install water meter.



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7. The assigned team performs quality check on the performed tasks.
8. The assigned team records the performed tasks and the concessionaire conforms the performed task by signing the Maintenance Order.
9. The assigned team submits the Maintenance Order to Customer Service Assistant C.
10. The Customer Service Assistant C record the reconnected account on Reconnection logbook. He/she updates the record of the account being reconnected.
11. The Customer Service Assistant C files the updated meter history listing.

### REPAIR OF SERVICE CONNECTION

1. The Customer Service Assistant C receives complains from the customer, prepare Service Request (SR) and have it signed by the complainant.
2. The Customer Service Assistant C forward the form to maintenance section.
3. The assigned team receives SR and proceed to site.
4. The assigned team inspect the service connection conducts necessary repair.
5. The team will perform quality check on the performed tasks.
6. The assigned team records the performed tasks and have the Concessionaire conforms the performed tasks by signing the SR.
7. The assigned team submits the SR to Customer Service Assistant C.

### TRANSFER OF WATER METER

1. The Customer Service Assistant C (PACD) receives request, prepare the SR and have it signed by the concessionaire.
2. The Customer Service Assistant C (PACD) forward the request form to Maintenance team.
3. The assigned team inspect the site and estimate the necessary materials needed for the SR.



4. The assigned team provides bill of materials to the Concessionaire.
5. If the service requires service charge, the concessionaire pays the corresponding charge for materials to the Cashier. If none then;
6. The assigned team conducts transfer of water meter.
7. The team will perform quality check on the performed tasks.
8. The assigned team records the performed tasks and have the Concessionaire conforms the performed tasks by signing the SR.
9. The assigned team submits the SR to Customer Service Assistant C.
10. The Customer Service Assistant C (PACD) update the record of the account being transferred.
11. The Customer Service Assistant C (PACD) update the meter history listing.

#### MAJOR LEAK REPAIRS

1. Customer Service Assistant C prepares Maintenance Order form and forward to Maintenance team.
2. Maintenance team receives the maintenance order form then prepare the tools and equipment needed for the leak repairs.
3. Isolate the area and identify the gate valves in affected areas. Inform the residents of the affected area at least 2 hours if there are interruptions of supply.
4. Install barricade then proceed excavation.
5. Request appropriate materials/fittings needed for repair.
6. Close gate valves in affected areas.
7. Repair leakages.
8. Backfilling and compaction.
9. Open gate valves in affected areas.



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10. Flush pipelines then restore.
11. Fill up the maintenance order form after completing the job and submit the accomplished form to Customer Service Assistant C for recording and filing.

### MINOR LEAK REPAIRS

1. Customer Service Assistant C prepares Maintenance Order form and forward to Maintenance team.
2. Maintenance team receives the maintenance order form then prepare the tools and equipment needed for the leak repairs.
3. Excavation for working place.
4. Request appropriate materials/fittings needed for repair.
5. Close gate valves in affected areas.
6. Repair leakages.
7. Backfilling and compaction.
8. Open gate valves in affected areas.
9. Flush pipelines then restore.
10. Fill up the maintenance order form after completing the job and submit the accomplished form to Customer Service Assistant C for recording and filing.

### MAINTENANCE OF PIPELINES

1. Create schedule for maintenance of pipelines.
2. Tools and equipment preparation.
3. Proceed to specific area for leak detection.
4. Conduct leak detection activity.
5. Classify whether the leakage is a minor or a major one. If the leakage is major then proceed to Major Leak Repairs Procedure. If leakage is minor then proceed to





Minor Leak Repairs Procedure. If the pipelines are still in good condition then proceed to next location.

### CALIBRATION OF WATER METER

*If the calibration of water meter were requested by the concessionaire, start the process at **STEP 3***

1. Zone monitoring. Identify the previous 3 months reading with decreasing the average consumption.
2. Generate listing as a guide for water meter calibration.
3. Conduct water meter calibration on site. The assigned team must inform the concessionaires before conducting the calibration. The test must be done thrice (minimum and nominal test) and after testing, the team must also clean the water meter and the tap stand.
4. After the test, the team must inform or explain to the concessionaires the result and check the service connection.
5. If the result is stock-up or defective, the team must replace or change the water meter. If the result is not defective, then the water meter should not be replaced.
6. The assigned team records the performed tasks and have the Concessionaire confirms the performed tasks by signing the Maintenance Order.
7. All changed meters must be reported within the day or within the morning of the next working day.

### PHYSICAL-CHEMICAL TEST FOR WATER

1. Prepare Purchase Request (PR) for Physical-Chemical Testing. This must be done once (1) a year.
2. GM's approval for Physical-Chemical Testing.
3. Conduct Physical-Chemical Test for water by taking sample of 1.5 liters of water to the designated location for testing.
4. Forward the sample to the accredited laboratory for testing.



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5. Checked the result of RCL, MDL, IDL and ND is beyond detection limit from accredited laboratory. If the result is failed, then do the necessary corrective actions based on PNSDW 2007 and conduct re-test of physical chemical for water. If passed then end of the process.

### BACTERIOLOGICAL TESTING

1. Prepare request for Bacteriological testing.
2. General Manager (GM) approval for bacteriological testing.
3. Look for brass or steel faucet.
4. Turn on the faucet and let the water flow for about 10 minutes.
5. Disinfect the faucet by using the anti-bacterial soap.
6. Heat the faucet using blow torch until dry.
7. Collect water sample by using sterilized bottle provided by the accredited laboratory. (Collect 10 water sample per month).
8. Submit water samples to accredited laboratory. Results will be release within one (1) week.
9. Laboratory results. If there are failed areas then process shall go back to step 1. If all areas are pass then end of the process.

### WATER TREATMENT (LIQUID CHLORINE)

1. Check if the drum contains liquid chlorine. If the drum is empty, transfer the chlorinator to drum with chlorine. If the drum still contains chlorine then;
2. Check chlorinator and chlorine dosage.
3. Conduct chlorine testing daily. If above or below the standard then go back to step 1. If within the standard then end the process.

### WATER TREATMENT (CHLORINE DIOXIDE)

1. Check if the drum still contains chlorine solution. If the drum is empty then produce chlorine solution by mixing 1 kilo of chlorine dioxide to 20 liters of water. If the drum still contains chlorine then;



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2. Check chlorinator and chlorine dosage.
3. Conduct chlorine testing daily. If above or below the standard then go back to step 1. If within the standard then end the process.

### WATER PRODUCTION

1. Identify sources and flow meters. Pumps and wells are run by pump.
2. Pump operation. Run and stop the pump, check pressure gauges based on pressure monitoring with no less than 10 psi for the highest elevation.
3. Check the status of flow meters. Check the flow meters weekly and conduct flow rate measurement. Flow rate must be based on original well data and checking of meter must be based on calibration result.
4. Conduct reading of flow meters. Monitor daily consumption to identify the daily average used by collecting daily flow meter reading.
5. Monthly production result. The monthly summary of total production of all sources is equal to the total Production of water monthly.
6. If the result is high or low the process shall go back to pump operation. If normal then the process end.

### CLEANING OF RESERVOIR

1. Inform the public for possible water interruption.
2. Prepare tools and equipment needed.
3. Monitor reservoir water level. Monitor the status of the reservoir after peak hour to determine the water loss.
4. Close inlet valve to stop water running through reservoir then start cleaning and open drain valve to remove the dirt, sediments and stains. Wash inside walls; ceiling and floor of the reservoir using a pressurize spray.
5. Disinfect reservoir (inside) with dissolved chlorine granules.
6. Close drain valve and open inlet valve.
7. Back to operation.



## FLUSHING OF PIPELINES

1. Plan/schedule irregular flushing activity.
2. Prepare tools and equipment needed for flushing.
3. Proceed to designated location for flushing.
4. Conduct flushing until the water is clear.
5. Record duration for each flushing.
6. Submit summary of report to assigned staff.
7. Submit Monthly Summary Report to Administrative Division Manager and to the General Manager.

## ADMINISTRATIVE AND FINANCE BASIC FEATURES

### BUDGETING

1. At the end of the third quarter, the General Manager releases an office order directing all Division Managers to prepare the next year's budget.
2. The Commercial Division Manager prepares the operating revenues budget based on estimated water sales, collections and other miscellaneous service revenues while the Senior Corporate Accountant A prepares a projection for other income such as interest revenue.
3. Each Division Manager prepares an estimate of operation and maintenance expenses based on historical data, inflation rate and projected levels of operation. They are also responsible in preparing estimated capital expenditures based on planned programs and projects concerning their division. Estimated operating expenses and capital expenditures are then summarized in the Project Procurement Management Plan (PPMP).
4. PPMPs are submitted by each Division Managers to the Senior Corporate Accountant A for consolidation.
5. The Senior Corporate Accountant A prepares a Budget Appropriation Request for each item of expense and capital expenditures. Each item is justified properly based on PPMP. She then prepares the Cash flow Budget and Income Statement



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- Budget based on Revenue Budget and Budget Appropriation Request and submits to the General Manager for review.
6. The General Manager discusses and reviews the prepared budget with the Division Managers to clarify and amplify the information contained therein. He then approves these budgets and presents them to the Board of Directors for approval.
  7. After approval by the Board of Directors, copies of the final PPMPs are submitted to the BAC Secretariat for consolidation into the APP and for the finalization of the modes of procurement for each procurement project

### GENERAL ACCOUNTING AND MANAGEMENT INFORMATION

1. The Senior Corporate Accountant A prepares the journal entry voucher for miscellaneous transactions that are not taken up in the specialized journals.

### LIQUIDATION OF ADVANCES TO OFFICERS AND EMPLOYEES

1. Officers and employees liquidate their cash advances thru submission of liquidation report and pertinent supporting documents to the finance section.
2. The Senior Corporate Accountant A verify the authenticity of the transactions thru supporting documents and ensure that liquidation is duly signed and approved by the concerned Immediate Supervisor. She then reconciles the amount of cash advance in the liquidation report with the amount advanced in the disbursement voucher.
3. When liquidation is deemed valid and correct, the Senior Corporate Accountant A assigns account charge to each item of expenses and prepares journal entry voucher for recording purposes.

### DISBURSEMENT

- A. **Payments to Local Suppliers**
  1. Disbursement Voucher is prepared by the Accounting Processor A upon receipt of all required supporting documents. She is responsible in checking the completeness of the necessary attachments.
  2. When voucher is prepared, it passes thru the Senior Corporate Accountant A for review and concerned Division Managers for certification. The accountant reviews the computation, account charged and validity of



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supporting documents while Division Managers certifies that expenses or disbursements are necessary, lawful and are duly supported with complete and proper supporting documents.

3. Approval is obtained from the General Manager and endorsed for issuance of check.
4. After approval, the Senior Corporate Accountant A records the disbursement in the Check Disbursements Journal.

### B. Petty Cash Fund Operation

1. Petty Cash Fund is intended for the payment of petty and unusual expenses held by the Petty Cash Custodian/Cashier.
2. Payments are supported by the petty cash vouchers and other necessary attachments such as official receipts, purchase requisition and etc.
3. The Petty Cash Custodian/Cashier process payments from petty cash fund upon presentation of complete and valid documents.
4. When fund balance reaches the set minimum level, a petty cash fund record is made. This record is a summary of all expenses paid for the period represented by approved and duly signed petty cash vouchers and is both endorsed to Accounting Processor A for replenishment of the fund.
5. At the end of the year, any remaining fund balance is turned over to the cashier and paid expenses are recorded accordingly.

### C. Check Preparation

1. Upon receipt of the approved disbursement voucher, check is prepared by the cashier. The check number, date and the amount of check are written in the space provided in the corresponding voucher.
2. Check and disbursement voucher are then endorsed to the authorized signatory and returned to the cashier after signing. The cashier releases the approved check to the claimant and is responsible of recording this check in the check disbursement record.
3. When check is received by the payee, the cashier ensures that payment is properly acknowledged in the voucher and BIR forms are duly received by them if any.
4. After releasing of check, custody of the voucher is transferred to the Accounting Processor A for filing and safekeeping.



D. Bank Reconciliation

1. Upon receipt of the Bank Statement, a Bank Reconciliation Statement is prepared by the Senior Corporate Accountant A to reconcile the cash balance in the bank statement with the general ledger cash balance.
2. In cases that there are discrepancies, reconciling items are identified and considered in making Bank Reconciliation Statement.

PAYROLL

1. The Senior Corporate Accountant A prepares the weekly payroll of regular and casual employees based on the authorized salaries and wages in the latest Plantilla of Personnel while the Accounting Processor A prepares the weekly payroll of job orders based on the approved Daily Work Record.
2. The Administration Services Assistant A is responsible in preparing the daily time record for each employee through generating it from the biometric system except for pump operators and job orders who uses the bundy clock system in which their time card serves as their daily time records. He then uses the employees' daily time records in determining overtime compensation and under time deductions and in updating employees' leave credit record.
3. When there is any under time deductions, the Administration Services Assistant A prepares a memo addressed to the accounting section indicating the person who incurred days without pay due to absences and under time.
4. The Senior Corporate Accountant A is task to effect mandatory and necessary deductions to employees in preparing the payroll.
5. After preparation of payroll, it is forwarded to the Administrative Division Manager C for review and to the General Manager for approval.
6. Once approved, payroll sheet is forwarded to Accounting Processor A for the preparation of disbursement voucher.
7. Daily Work Record is prepared by each job orders, checked by the concerned Section Heads or Division Manager, reviewed by the Administrative Division Manager and approved by the General Manager. After approval, it is forwarded to the Accounting Processor A for the preparation of payroll sheet and disbursement voucher.



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8. Vacation and sick leaves are monitored in a Leave Credit Record based on the Summary of Vacation and Sick Leaves prepared by the Administration Services Assistant A.
9. Water districts employees who resign, transfer, go on indefinite leave, or are suspended or separated are given clearances if they have no accountabilities with the district; consequently, they are dropped from the payroll. Accounts of employees who are not given clearances are offset against the employees' due wages and, if there are any remaining account balances, the employees are asked to make promissory notes for their liabilities.
10. The Senior Corporate Accountant A prepares the monthly summary of remittances deducted from employees' salaries and wages. These monthly remittance are due to government agencies and authorized institutions such as BIR, GSIS, PAG-IBIG and Philhealth. After preparation, these summaries are reviewed by the Administrative Division Manager and forwarded to the Accounting Processor A for disbursement voucher preparation.

### PURCHASING

1. The purchasing agent/storekeeper receives the approved Purchase Requisition prepared by the end users or requisitioner. Based on the Purchase Requisition, he prepares a Request for Quotations for each selected supplier and forwards the same. At least three suppliers should be selected if feasible.
2. When the purchasing agent/storekeeper receives the accomplished Request for Quotations from suppliers, he reviews the quotation submitted and selects the supplier who has the lowest quotation after considering such factor as quality, quantity and service requirements.
3. The purchasing agent/storekeeper prepares the purchase order based on the quotation of selected supplier. He then forwards the purchase order together with the purchase requisition and quotations to the Administrative Division Manager for certification of availability of funds.
4. After certification, the Administrative Division Manager forwards to the General Manager the Purchase Order including supporting documents for approval.
5. Once approved, all papers are forwarded to the purchasing agent/storekeeper for the execution of the order. The purchasing agent/storekeeper forwards the purchase order to the supplier.





## INVENTORY OF MATERIALS AND SUPPLIES

### A. Ordering Stock & Non-Stock Items

#### A.1 Stock Items

A.1.1. Stock items are reordered if an item reached the re-ordering point level. Storekeeper prepares a Requisition and Issue Slip (RIS) indicating pertinent information such as item description, quantity ordered, unit, specifications, date needed and job/work order number and forwards request to the concerned Division Manager for approval.

A.1.2. The reorder quantity is based on the established level for the particular item's usage, source and lead time to be updated when necessary. Any changes will be subject for review of the direct supervisor and Division Manager.

A.1.3. The request stock items will be subject for approval of the Division Manager.

A.1.4. Upon approval, request will be forwarded to Purchasing Agent for Purchase Requisition and Purchase Order.

A.1.5. The storekeeper is responsible for following up all pending requisitions.

#### A.2 Non-Stock Items

A.2.1. Non-stock items are considered direct materials and not stored at the warehouse.

A.2.2. End-user prepares Requisition and Issue Slip (RIS) indicating pertinent information such as item description, quantity ordered, unit, specifications, date needed and job/work order number and forwards request to the concerned Division Manager for approval.

A.2.3. Approved Requisition and Issue Slip will be forwarded to the Storekeeper to verify non-availability of stocks and would be subject for Purchase Requisition of the Purchasing agent.

A.2.4 The Purchase Requisition is then forwarded to the General Manager for approval and subsequently forwarded to the Purchasing Agent for Purchase Order preparation.



## B. Receiving and Inspection of Materials

### B.1 Receipt of Materials

B.1.1. Upon delivery of materials from supplier, Storekeeper assures complete receipt of documents (Purchase Order, Abstract of Canvass, Summary of Quotation and Sales/Charge Invoice).

B.1.2. Counterchecks materials against documents for proper disposition.

B.1.3. Acknowledges receipt by signing Sales/Charge Invoice, if it conforms to the Purchase Order specifications for stock items only.

B.1.4. For non-stock items/fixed assets, end-user will be responsible for checking and for acknowledgement of the delivered materials.

### B. 2. Return of Non-conforming Materials by Supplier

B.2.1. Delivered materials which are found not in accordance with the Purchase Order Specifications should be returned immediately to the supplier, with proper justification indicated in the Materials Return to Supplier (MRS) form duly signed by the end-user.

B.2.2. Informs Purchasing Agent for the return and forwards copy Materials Return to Supplier (MRS) form to Division Head and General Manager for approval.

B.2.3. Returns the approved Materials Return Slip (MRS) form to the Purchasing Agent to make arrangements with the supplier for the return (if possible for replacement) of the defective item.

## C. Issuance of Stock Items

1. End-users prepare a Requisition and Issue Slip (RIS) duly signed by the approving authorities (Direct Supervisor, Division Manager or General Manager).
2. Approved Requisition and Issue Slip (RIS) will be forwarded to the Storekeeper.



3. Storekeeper sees the completeness of the specifications, quantity and approving signatories.
4. Issues available materials and end-user acknowledges Requisition and Issue Slip (RIS) of the received items.
5. Updates Bin Card indicated in the Requisition and Issue Slip (RIS) in a regular basis.

#### D. Return of Excess and unused materials

1. Storekeeper receives Return Material Slip (RMS) from returning officer.
2. Complete entries in Return Material Slip with justification for returning the items and source of usage.
3. Storekeeper determines return materials if regular stock items, usable, second hand, or junk and counterchecks materials base on specification and quantity indicated by the returning officer.
4. Returning officer signs the Return Material Slip (RMS) and duly received by the storekeeper.
5. Storekeeper returns material at proper storage area/bin location and updates Bin card.



## FREEDOM OF INFORMATION BASIC PROCEDURE

1. Requestor fills up the request form from the FOI Receiving Officer.
2. FRO will check if the request is valid, stamp received, provide copy to requestor.
3. FRO log details on FOI tracker.
4. FRO will evaluate the request and makes further clarification of the request if needed.
5. FRO transmit the request to the Decision Maker.
6. DM assess the request.
7. DM will locate the information.
8. DM will inform or consult other officials with key interest of the requested information.
9. DM reviews content of documents and apply relevant exemptions.
10. Clearing Response. DM will seek clearance from Head of Agency.
11. Issue Response. Prepare information for release –scan or photocopy documents. Update FOI tracker and save response.