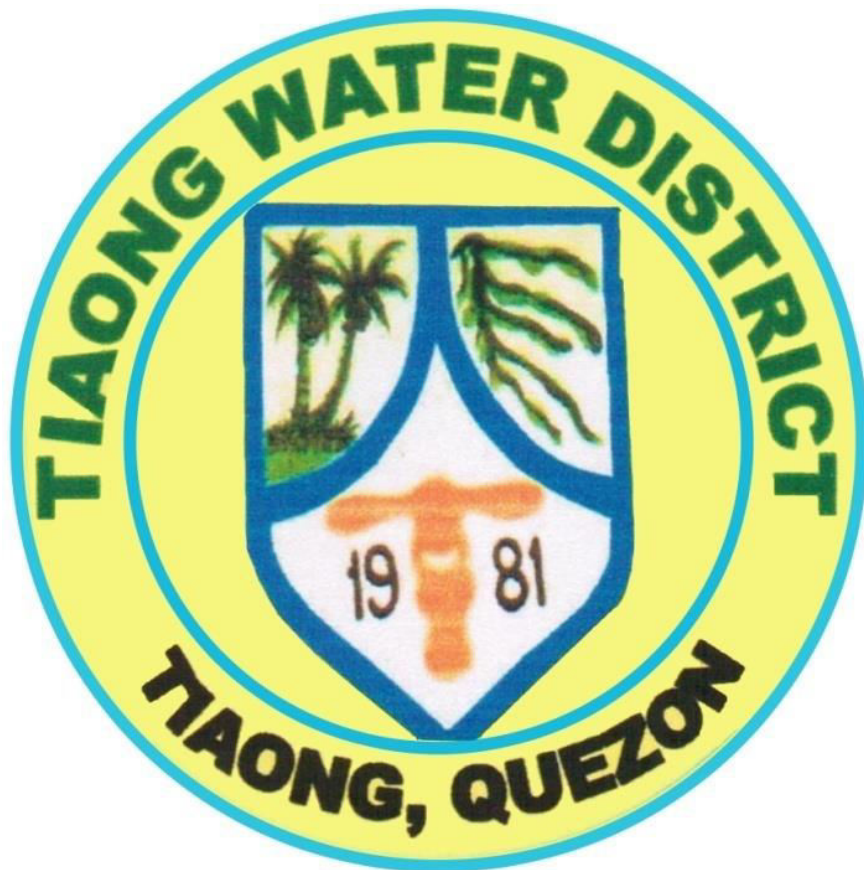


TIAONG WATER DISTRICT



OPERATIONS MANUAL

V. 2019

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INTRODUCTION

The Tiaong Water District operation manual contains the general information about the agency, its underlying function, mandates, operating procedures and organization. It is design to give the reader's knowledge about the Water District's Operation and Responsibilities. This manual will give a greater understanding of the work undertaken by our organization.

Included in this manual are general information about the company, its areas of operations, the structure of the company as an organization, the duties, powers and authority of the board and its managing body, and the operating procedures on general work activities provided with proper illustrations and narrative explanations.

GLOSSARY OF TERMS DEFINITIONS

Potable – safe to drink

Waterworks – the system of reservoirs, channels, mains, and pumping and purifying equipment by which a water supply is obtained and distributed

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.

ABBREVIATIONS & ACRONYMS

TWD – Tiaong Water District

LWUA – Local Water Utility Administration

QUAWD – Quezon Association of Water Districts

STAWD – Southern Tagalog Association of Water Districts

PAWD – Philippine Association of Water Districts

GOCC – Government Owned and Controlled Corporations

PR – Purchase Requisition

DV – Disbursement Voucher

PhilGEPS – Philippine Government Electronic Procurement System

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

GENERAL INFORMATION

PROFILE

Tiaong Water District was created thru Municipal Resolution No. 68 which was passed on November 19, 1980 by the local government of Tiaong, Quezon. This resolution gave the water district full control and administration of the waterworks operations in the municipality in accordance with P.D. 198 better known as the “Local Water Utilities Act of 1973” as amended by P.D. Nos. 768 and 1479.

Tiaong Water District was issued the Conditional Certificate of Conformance (CCC) on May 4, 1981 by the Local Water Utilities Administration which enabled it to operate under standard specifications.

The first source of water of Tiaong Water was a spring from a Mountain in Ayusan II. The quantity from the spring could not sustain the increasing demand of concessionaires. Therefore to improve the Quantity and Quality of Water, the District Develop a new source, Ayusan, Lusacan and Lagalag Pumping Station which began its operation on 2001, 2005 and 2009 respectively. Tiaong Water District develop new source of water at Ayusan II Pumping Station on November 2012 that replace Ayusan Pumping Station. During 2016 Tiaong Water District successfully develops new water source from Brgy. Anastacia, Tiaong, Quezon. To improve water quality at Anastacia Pump Station, the Tiaong Water District installed a Filtration System at the site.

During 2018, the Tiaong Water District successfully develops new water source in Barangay Cabatang. The Tiaong WD also accomplish pipeline expansion at the Area.

At present, Tiaong Water is a Category C Water District that has 8,947 active / billed concessionaires is classified as residential and commercial. The present service area of the district is divided into fifteen (15) zones within the town of Tiaong, Quezon. The Tiaong Water District has served 27 Barangay out of 31 Barangay (87%) of Municipality of Tiaong.

VISION

To provide the entire Municipality of Tiaong clean, potable and affordable supply of water

To cooperate and coordinate with Government Agencies, Water Associations and Private Entities to ensure sustainable water supply in the locality

To act as catalyst to economic growth of Tiaong by providing better water services to its consumers

MISSION

The Tiaong Water District exists as an institution tasked to provide clean, safe and affordable water.

PERFORMANCE PLEDGE

We, the Officials and Employees of Tiaong Water District commit to efficiently provide potable and affordable supply of water

Always be available to serve you with utmost courtesy, efficiency and urgency with proper Identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m. without noon break;

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

Evolve consistently, adapt to changes, and force ourselves to find new ways to sustain our operations and, in the process, reduce the loss of each drop of water.

Responsibly gives you with services under strict compliance with Prescribed standards.

AREAS OF OPERATIONS

27 BARANGAYS

Poblacion I	Brgy. Del Rosario
Poblacion II	Brgy. Bukal
Poblacion III	Brgy. Cabay
Poblacion IV	Brgy. San Juan
Brgy. Quipot	Brgy. Cabatang
Brgy. Lumingon	
Brgy. Lusacan	
Brgy. Anastacia	
Brgy. Bulakin	
Brgy. San Isidro	
Brgy. Palagaran	
Brgy. Talisay	
Brgy. Paiisa	
Brgy. Lagalag	
Brgy. Lalig	
Brgy. San Agustin	
Brgy. San Jose	
Brgy. Ayusan I	
Brgy. Ayusan II	
Brgy. Tagbakin	
Brgy. Bula	
Brgy. Tamisian	

ORGANIZATION AND RESPONSIBILITIES

ORGANIZATIONAL STRUCTURES

BOARD OF DIRECTORS



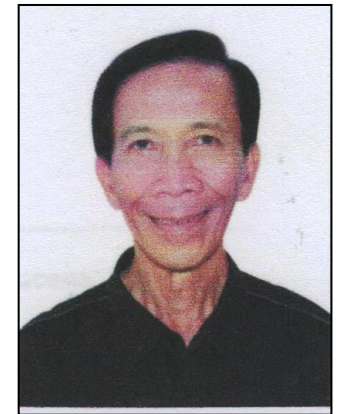
Quirino J. Panganiban
Education Sector



Lino A. Andal
Professional Sector



Analyn D. Mayo
Women Sector



Vicente P. de Alday Jr
Civic Sector

MANAGEMENT



**Engr. Perseverando T. Atienza
General Manager**



**Wilfredo I. Morales
Division Manager
Finance and Commercial**



**Aurea T. Lindo
Division Manager
Administration and General Services**



**Engr. Anselmo B. Adame
Division Manager
Engineering and Production**

**FINANCE AND COMMERCIAL DIVISION
2019 ORGANIZATIONAL STRUCTURE**



Wilfredo I. Morales
Division Manager C

FINANCE SECTION



IVY KRISTINE E. MANGUNDAYAO
Sr. Acctg. Processor A



MARY CRIS M. ILAOG
Cashier D



ERNESTO I. DIMALIBOT
Cashiering Assistant



JEMARU M. GARCIA
Utilities Service Assistant E



NOLY C. SILANG
Utility Worker A

COMMERCIAL SECTION



SANNY B. PALMARIA
Utilities Service Assistant D



JANET G. GUEVARRA
Cont. Customer Service Assistant D



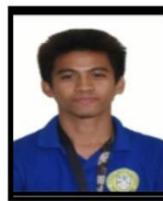
RESSIE C. UMBAN
Cust. Serv. Asst. E



KLARIZ V. LALAWIGAN
Cust. Serv. Asst. E



GLAIZA B. CASTILLO
Cust. Serv. Asst. E



RUSSELLE U. ISABEDRA
Utilities Serv. Asst. E
Meter Reader



ERWIN R. ASILO
Cust. Serv. Asst. E
Meter Reader



**MARK ALVIN A.
DOMINGO**
Meter Reader

Certified Correct by:

AUREA T. LINDO
Division Manager C -
Admin & Gen. Serv. Division

Approved by:

ENGR. PERSEVERANDO T. ATIENZA
General Manager

FINANCE AND COMMERCIAL DIVISION 2019 FUNCTIONAL CHART

Division Manager C
Directs Basic Efforts of Finance and Submit Management Reports as required. Directs the Operation of Customers Billing and Collection, Pursues Delinquent Accounts. Submit management reports relative to Commercial Activities and Status

FINANCE SECTION

Senior Corporate Accountant C
Consolidates and Prepares Financial Reports for Management Planning and Control. Prepares Corporate Operating Budget. Analyze and Monitors Budget to Determine Cash Availability & Proper Charging of Accounts.

Senior Accounting Processor A
Maintains complete and accurate Financial Books relative to Revenues, Receipts and Expenditures. Signs and Certifies other Financial Transactions.

Cashier D
Handles Petty Cash Disbursements. Prepares Journal Entry Vouchers, Prepares Payroll and Remittances to other Government Agencies like GSIS, Philhealth, BIR and Pag-Ibig.

Cashiering Assistant
Receives Cash Collections from Tellers and Deposit the same. Prepares Cash Position Reports and Cashiers Collection Summary. Disburse payroll and other Duly supported check payments

Clerk Processor B
Maintains Accurate Records of Inventories and PPE performs Physical Count of Inventories and PPE to reconciles Accounting Records with Storekeepers. Update MSIJ Daily prepares summary reports.

Utilities Service Assistant E
Prepares Disbursement Vouchers and Check vouchers. Maintains Monthly Summary of Expenditures. Performs clerical duties such as filing and other Typing Required.

Utility Worker A
Maintain Cleanliness of Finance and Commercial Division Area. Performs Other Duties that maybe assigned from time to time.

COMMERCIAL SECTION

Customer Service Officer A
Supervise the Maintenance of an accurate and up to date customer records. Maintains Appropriate records on issuance of Water Bills and monitor Collection of the Same. Submit reports in relation to Commercial Services Activities.

Customer Service Assistant D
Collect payments of Water Bills, Prepare reading orders. Encode Billing and imposed Penalties upon Due Date. Generate Reports from Billing and Collection System.

Utilities Service Assistant D
Prepares Disconnection Orders. Submit Reports regarding Customer's / Billing and Account Receivable Accounts. Sending Demand Letters to Concessionaires with Inactive Accounts. Performs other duties that maybe assigned from time to time.

Customer Service Assistant E
Attends to Customer Complaints and Inquiries. Assist Concessionaires in preparing Service Application and Contracts. Answers Telephone queries. Updates and maintains Customer's records and issues maintenance orders.

Customer Service Assistant E
Attends to Customer Complaints and Inquiries. Answers Telephone queries. Issues Maintenance Order and Monitor's Investigation of Complaints and submit reports as required.

Customer Service Assistant E
Attends to Customer Complaints and Inquiries. Filing of Service Application Form and Prepares Summary of Service Application.

Customer Service Assistant E/Meter Reader
Record Water Consumption of Concessionaires read from Water Meter. Investigate high consumption, minimum consumption, temporary closed and inactive accounts for permanent disconnection.

Utilities Service Assistant E/Meter Reader
Record Water Consumption of Concessionaires read from Water Meter. Investigate high consumption, minimum consumption, temporary closed and inactive accounts for permanent disconnection.

Water Maintenance Man C/Meter Reader
Record Water Consumption of Concessionaires read from Water Meter. Assist the Maintenance Division in Disconnection of Service Line with 2 months and up unpaid bills.

Certified Correct by:

AUREA T. LINDO
Division Manager C - Admin & Gen. Serv. Division

Approved by:

ENGR. PERSEVERANDO T. ATIENZA
General Manager

ADMINISTRATION AND GENERAL SERVICES DIVISION



Aurea T. Lindo
Division Manager

**ADMINISTRATION
SECTION**

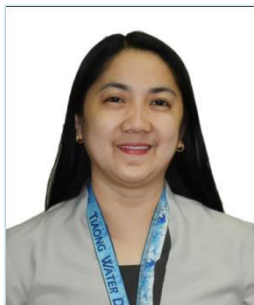
**General Services
SECTION**



Josephine Remo
Adm. Serv. Asst. A



Grace Fe Bermas
Prop. Asst. B



Karen Amat
Adm. Aide



Angelo Rogelio Angeles
Driver



Edwin Verdadero
Driver



John Ray Delos Reyes
Cont. Storekeeper



Erwin Kalaw
Utility Worker

**TIAONG WATER DISTRICT
ENGINEERING AND PRODUCTION DIVISION**



CERTIFIED CORRECT BY:

 AUREA T. LINDO
 DIVISION MANAGER C

APPROVED BY:

 ENGR. PERSEVERANDO T. ATIENZA
 GENERAL MANAGER

DUTIES AND RESPONSIBILITIES

I. Office Of The Board Of Directors

The Office of the Board of Directors is responsible for the formulation and creation of internal policies, functions and systems for the management and operations of Tiaong Water District.

II. Office Of The General Manager

The Office of the General Manager is responsible for the planning, organizing, directing and controlling all activities and functions of the District and carrying out related board policies.

A. Administration and General Services Division

The Administration and General Services Division is responsible for human resource management and development and the implementation and control of various administrative and general services. Human resource management includes all personnel services and training administration while administrative and general services include procurement; property and supply management; building, grounds and facilities management; and transport operations and maintenance.

The Administrative and General Services Division is responsible for procurement processes, property and supply management, maintenance of building, vehicles and other equipment, as well as human resource management and development (recruitment, selection and placement, leave and compensation administration, employee welfare and discipline, training and career development, and implementation of other personnel mechanisms).

B. Finance And Commercial Division

The Finance and Commercial Division is responsible for reporting the performance and financial position of the water district. Responsible for maintaining an accounting system and reporting with necessary internal controls to ensure all transactions are properly authorized. It is also responsible for budget preparation and allocation, and effective cash management through systematized collection and disbursement procedures. Also in charge of establishing and maintaining an effective commercial procedures and practices relative to processing of service connection applications, billing preparation, developing and implementing marketing strategies, handling customer requests, queries and complaints and generating reports and maintaining a sound records of customer master file.

This Division is responsible for maintaining an accounting system to classify, record and consolidate accounting information. It is in charge of the preparation of financial statements, detailed expenses, monthly data sheet and bank reconciliation. It also establishes financial procedures to ensure conformity with applicable laws and regulations. Prepares budget and directs cash management including the development of internal control ensuring effective collection and payment of obligations.

Commercial Division

Commercial Division is responsible for directing and supervising all activities related to billing preparation such as computerized billing and data entries, meter reading, encoding and posting of water consumption, prompt and accurate processing of customer accounts, updating of customer master file and generation of the division's reports. Also in charge of directing all activities relative to handling and undertaking customer-related services such as processing of service connection applications, issuance of work orders, disconnection, reconnection, meter testing and calibration, field investigations, acting upon illegal connections, reclassification of accounts, mapping/re-mapping procedures, and changes in account details. Also responsible for answering and attending to other customer complaints and requests and for conducting marketing surveys and promulgate programs on customer relations.

C. Engineering And Production Division

The Engineering and Operations Department is responsible for the construction and maintenance of water supply facilities and their appurtenances; water resources management; water supply production, treatment and distribution; non-revenue water management; and planning, design, implementation and monitoring of various infrastructure and waterworks projects.

It is responsible for the construction and maintenance of water distribution, transmission lines and reservoirs; mainline expansion and rehabilitation; and implementation and monitoring of waterworks projects. Specifically, the Division is in charge of maintenance works such as meter transfer, jetting, major leak repairs, excavation, pipe laying, restoration, installation of standpipes, hydrants, blow offs and other appurtenances.

This Division is responsible for water resources management; water supply production, treatment and distribution; non-revenue water management; and planning and design of various infrastructure and waterworks projects. Specifically, the Division is in charge of monitoring pump operation data, maintenance of pump stations and water production equipment, facilities and other appurtenances.

Prepared by:

Ivy Kristine E. Mangundayao
Sr. Acctg. Processor A

Checked by:

Wilfredo I. Morales
Division Manager
Finance and Commercial

Aurea T. Lindo
Division Manager
Administration and
General Services

Engr. Anselmo B. Adame
Division Manager
Engineering and Production

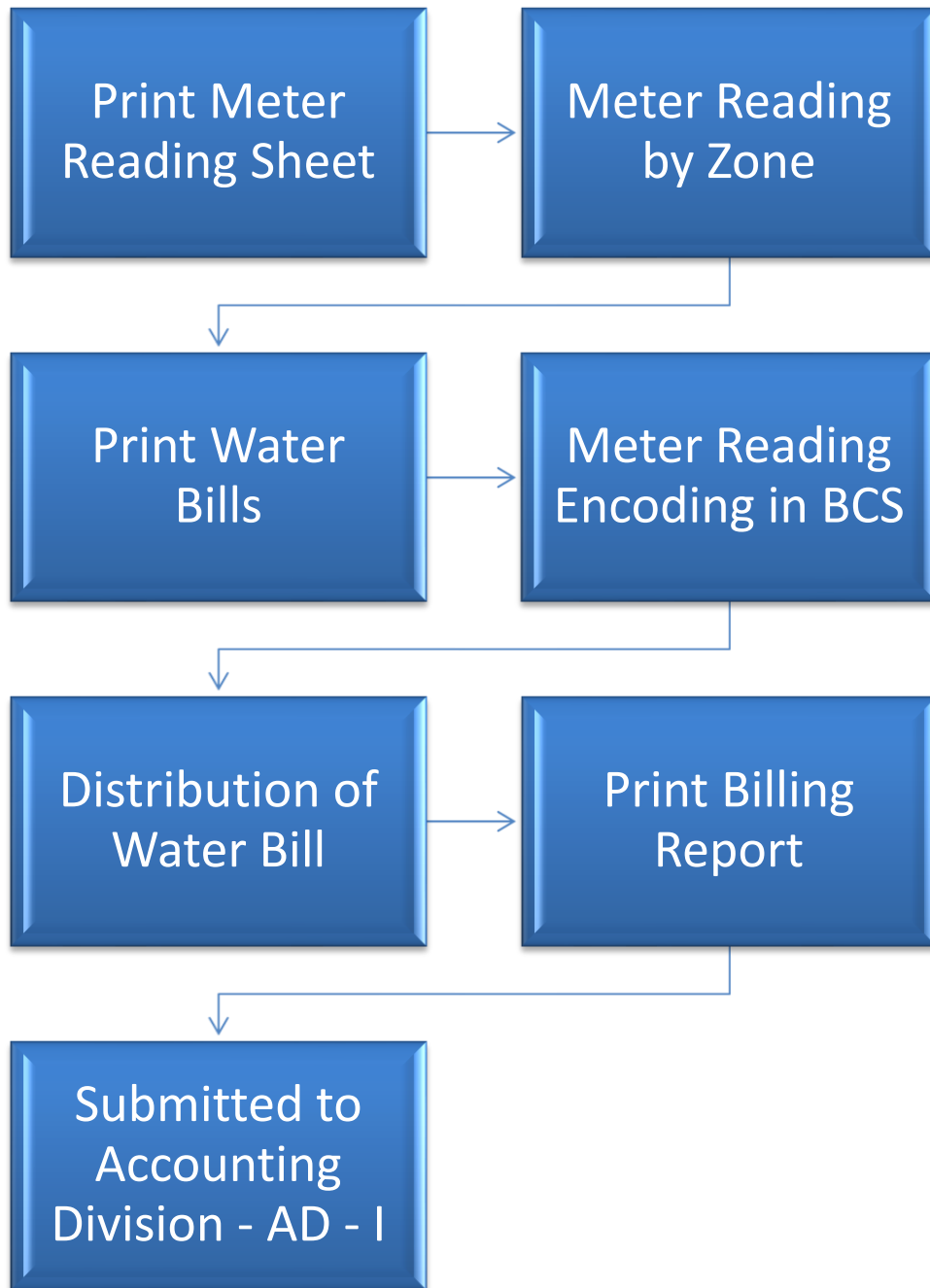
Noted by:

Engr. Perseverando T. Atienza
General Manager

OPERATING PROCEDURES

CS – I – COMMERCIAL SERVICES

CS – I – I BILLING



CS – I – 3 DISCONNECTION OF SERVICE LINE

Unpaid Bills of
Concessionaires after due
date. Disconnection period.



Print Disconnection List in
Billing Section

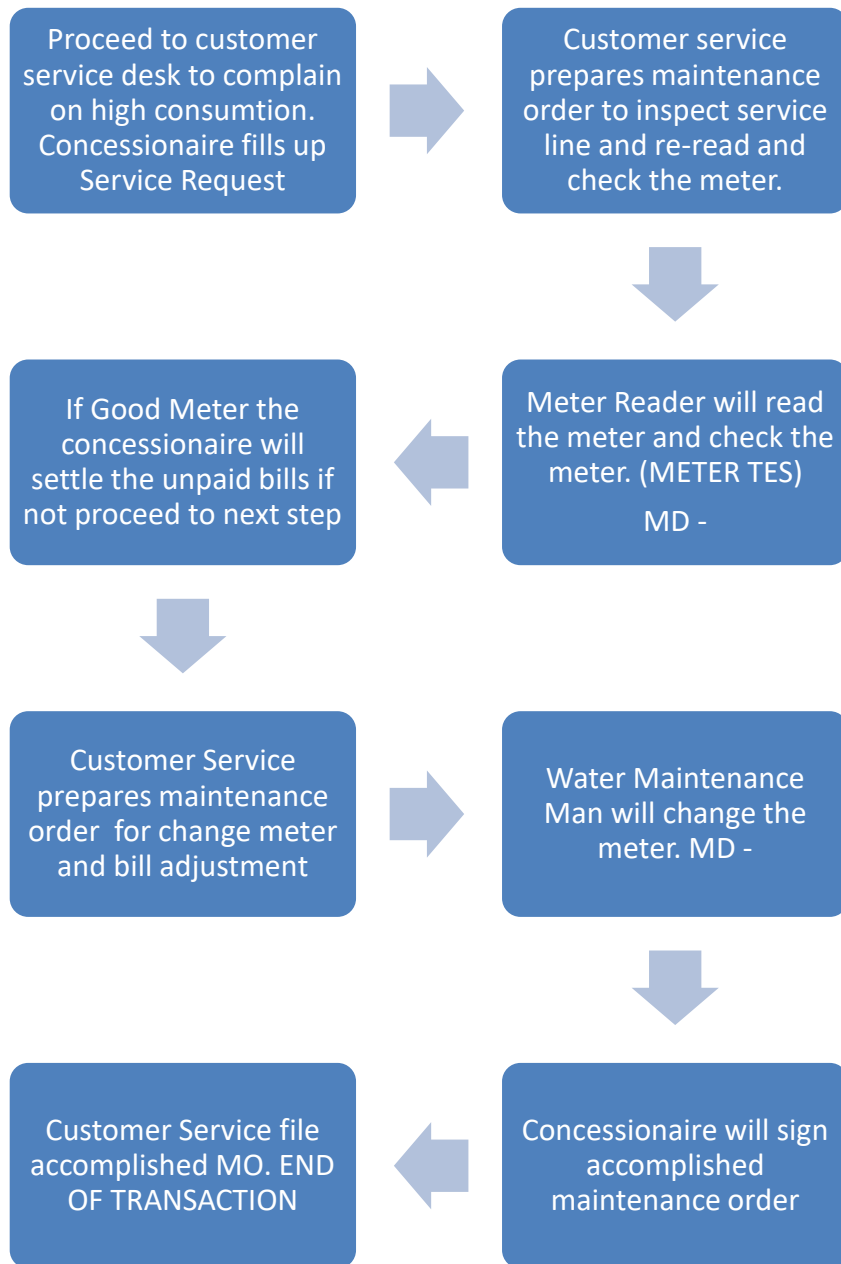


Water Maintenance Man
Disconnect Service Line
with unpaid bills. (MD-)

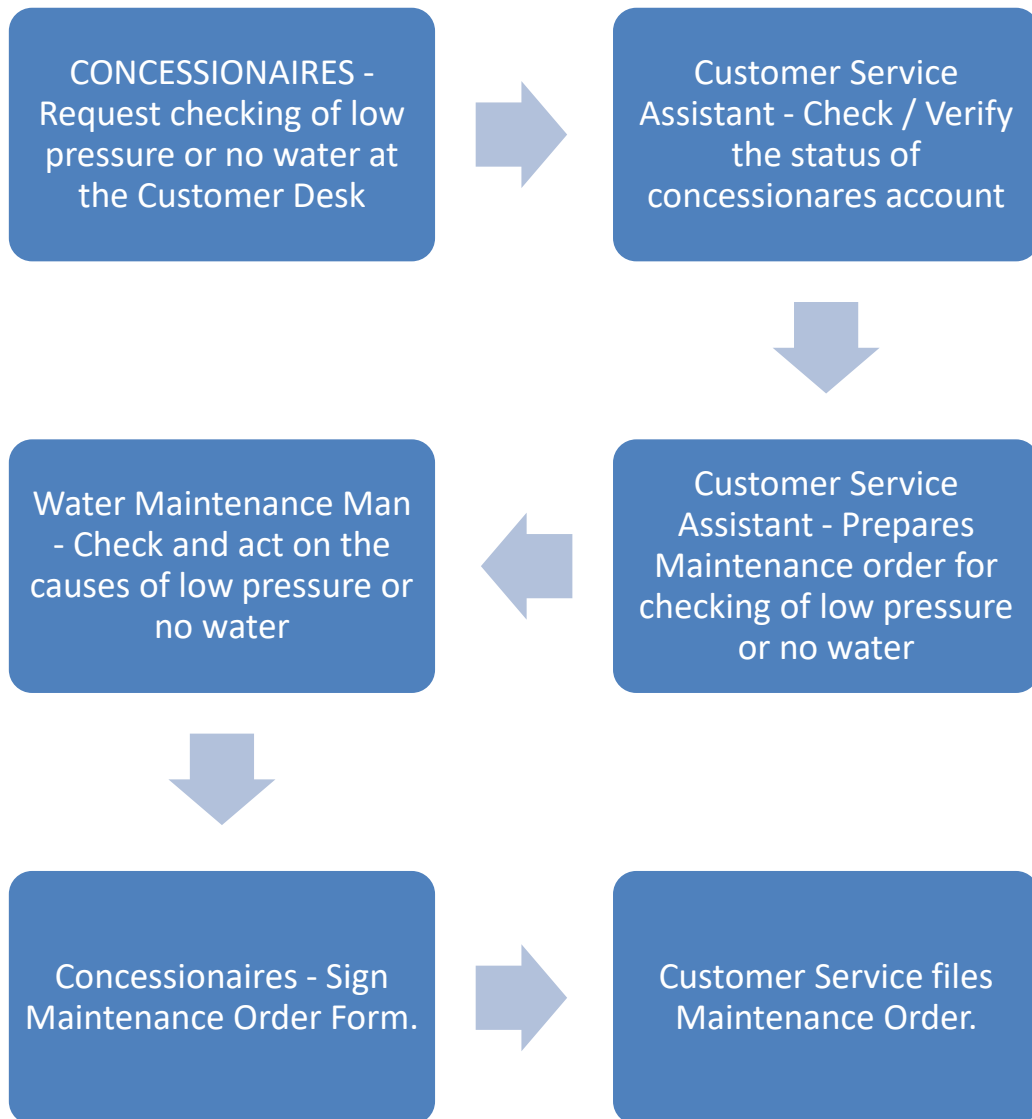


6 mos. & up unsettled bill
(Get the Meter)

CS – 2 – 2 COMPLAINTS ON HIGH CONSUMPTION OF WATER



CS – 2 – 3 COMPLAINTS ON NO WATER



CS – 2 – 4 REQUEST FOR SENIOR CITIZEN DISCOUNT

CONCESSIONAIRES - Submit fully accomplished Request Form at the Customer Service Desk



CUSTOMER SERVICE ASSISTANT - Check / verify the status of the concessionaire's account and completeness of MAF and requirements




CONCESSIONAIRE - Submit Application for availment of Senior Citizen Discount. CUSTOMER SERVICE ASSISTANT - orient concessionaire regarding TWD policies on Senior Citizen Discount



Update applicant's record in the Billing and Collection System.

CS – 2 – 4 CHANGE of ACCOUNT NAME


Concessionaire - Proceed to Customer Service and ask for a list of requirements and procedure of application.



CONCESSIONAIRE - Submit Complete requirements.



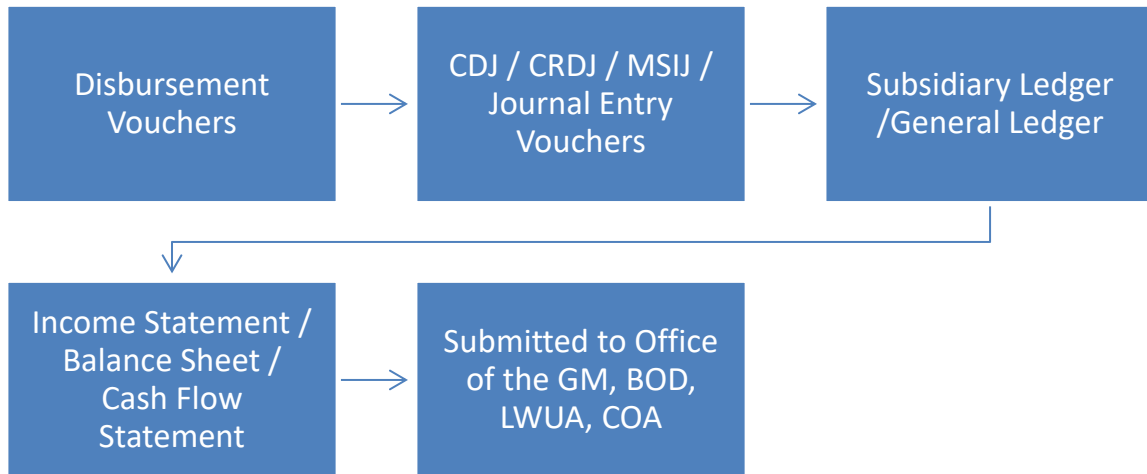
CUSTOMER SERVICE ASSISTANT
- Check / verify the status of the concessionaire's account and complete set of requirements



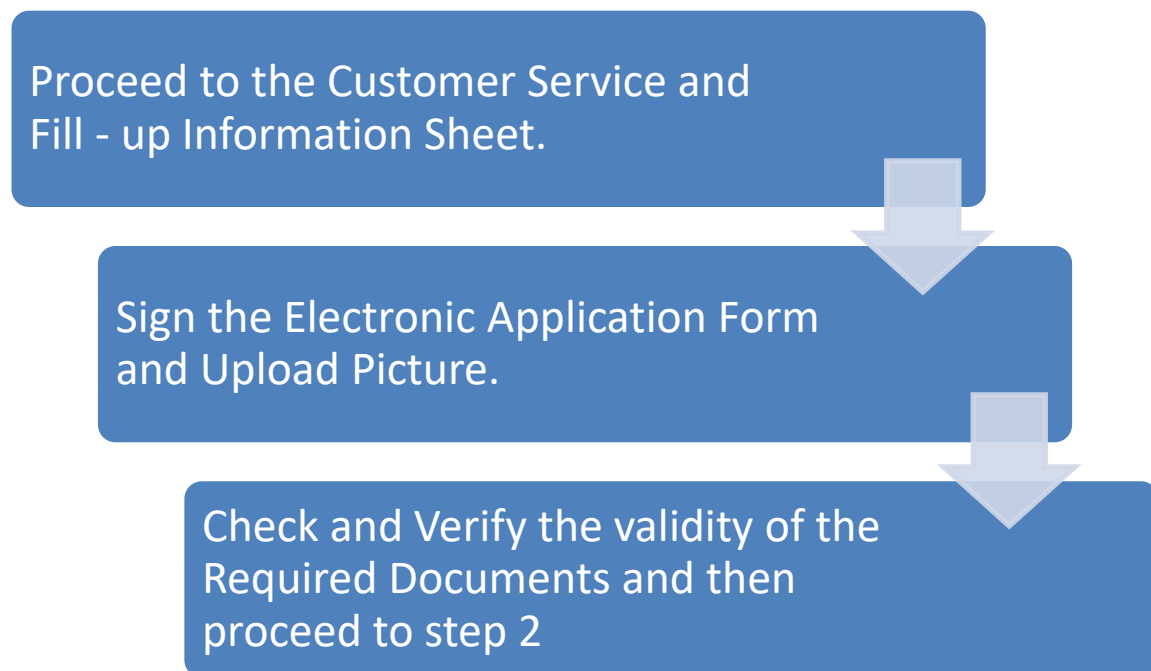
Update Customer's Account in the Billing and Collection System.

AD - I - ACCOUNTING DIVISION

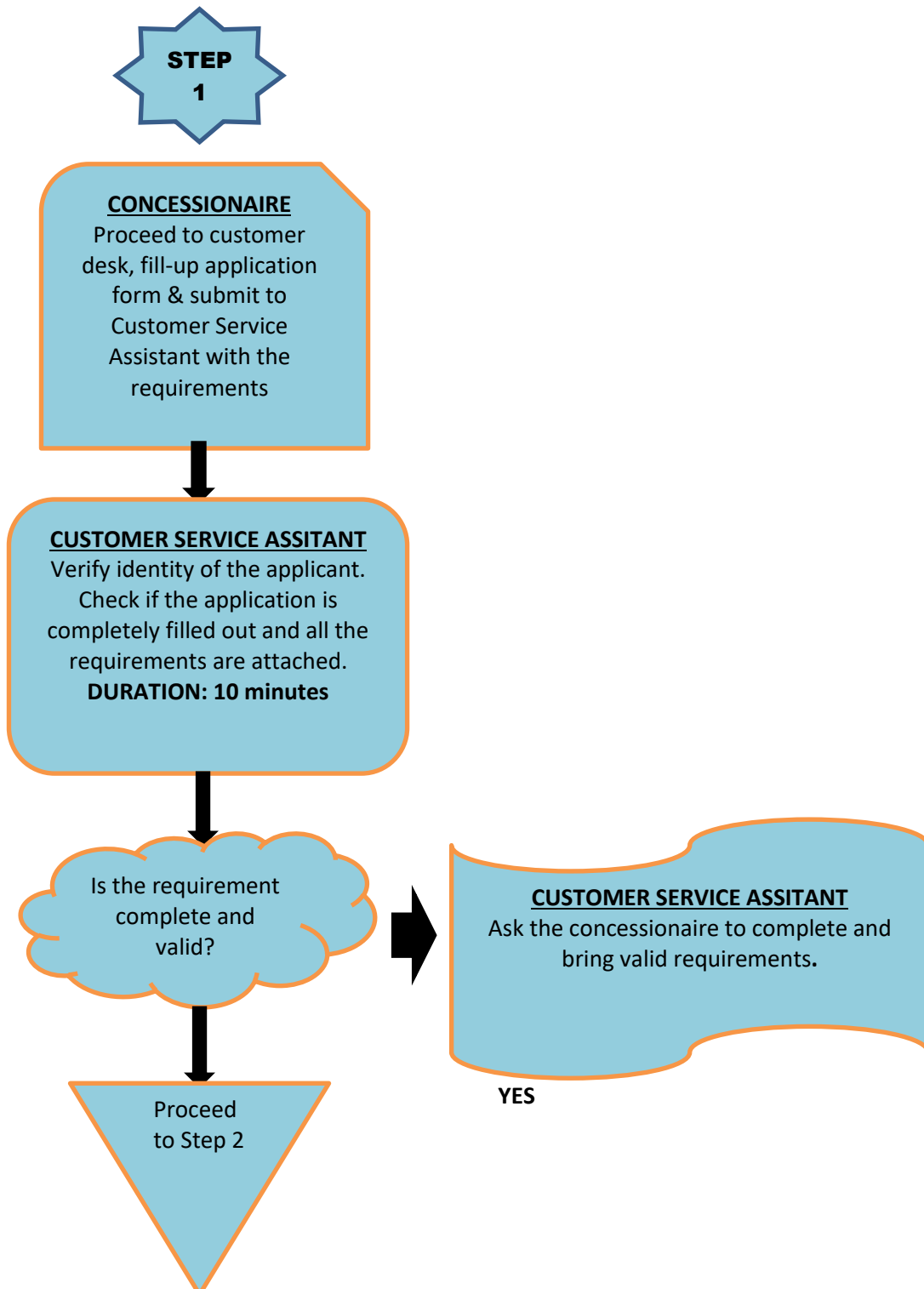
AD – 1 – 1 FINANCIAL STATEMENT GENERATION

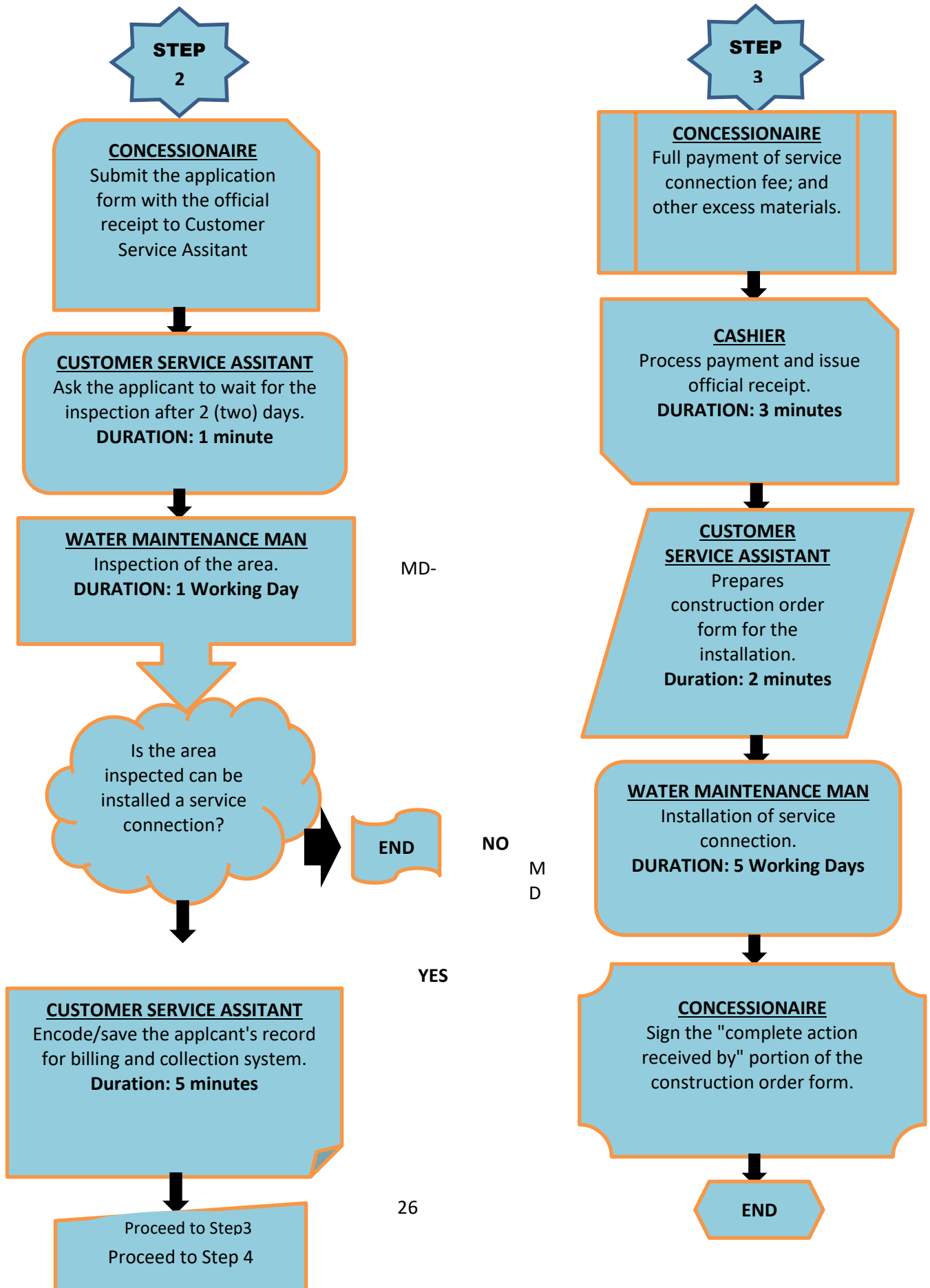


NEW SERVICE CONNECTION

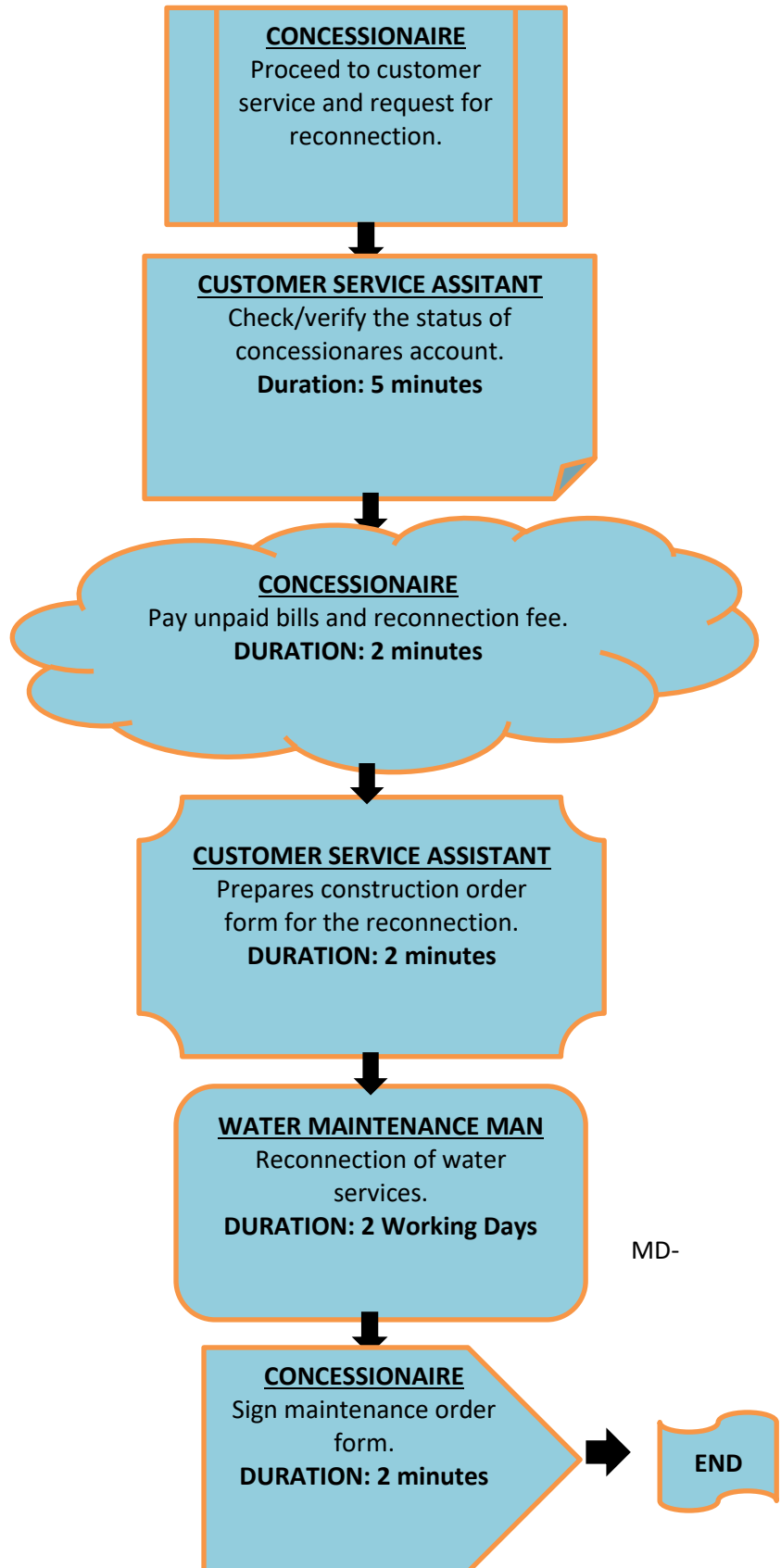


CS-I – 5 NEW CONNECTION

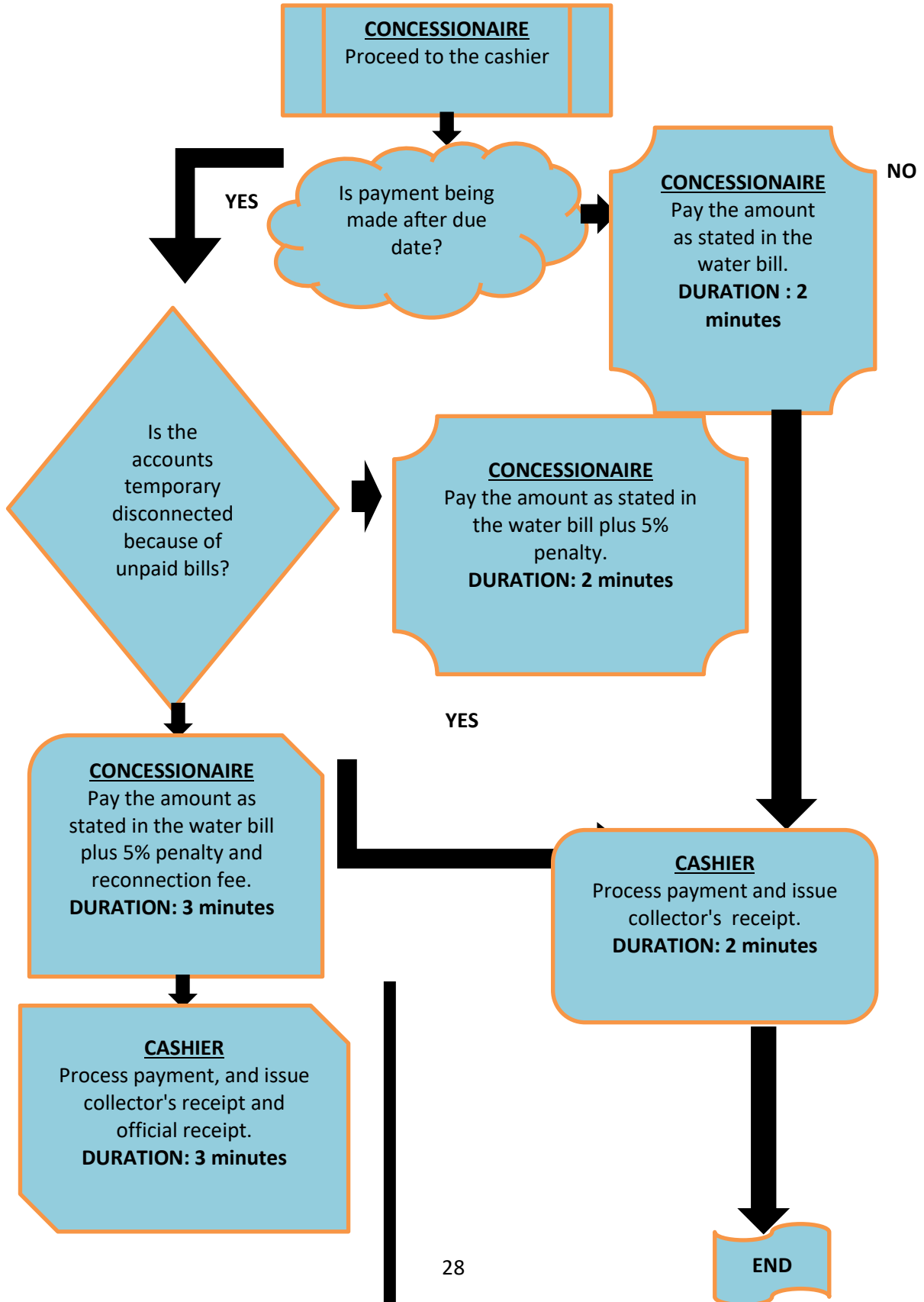




CS-I – 4 RECONNECTION OF DISCONNECTED LINE.

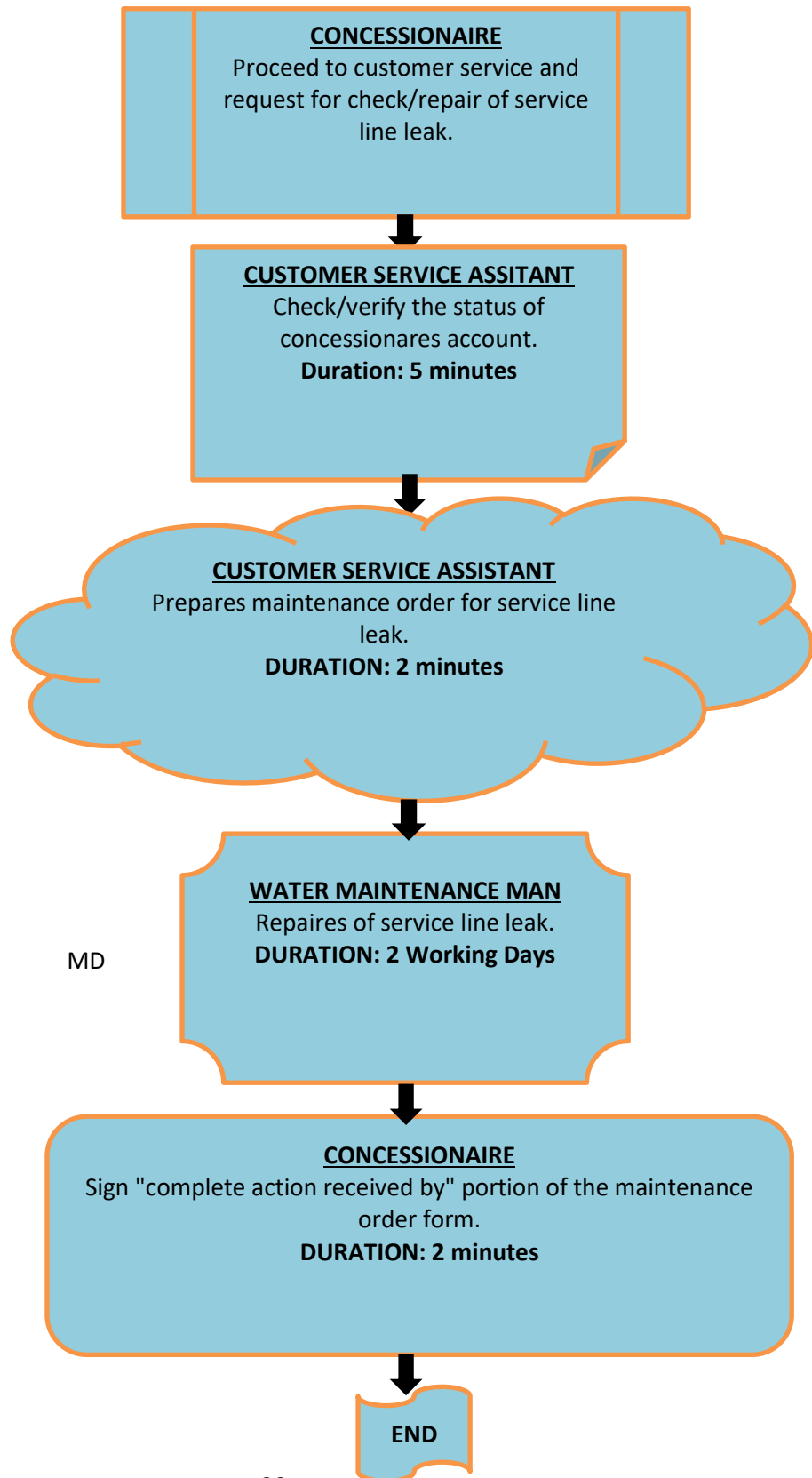


CS-I-2 PAYMENT OF WATER BILLS

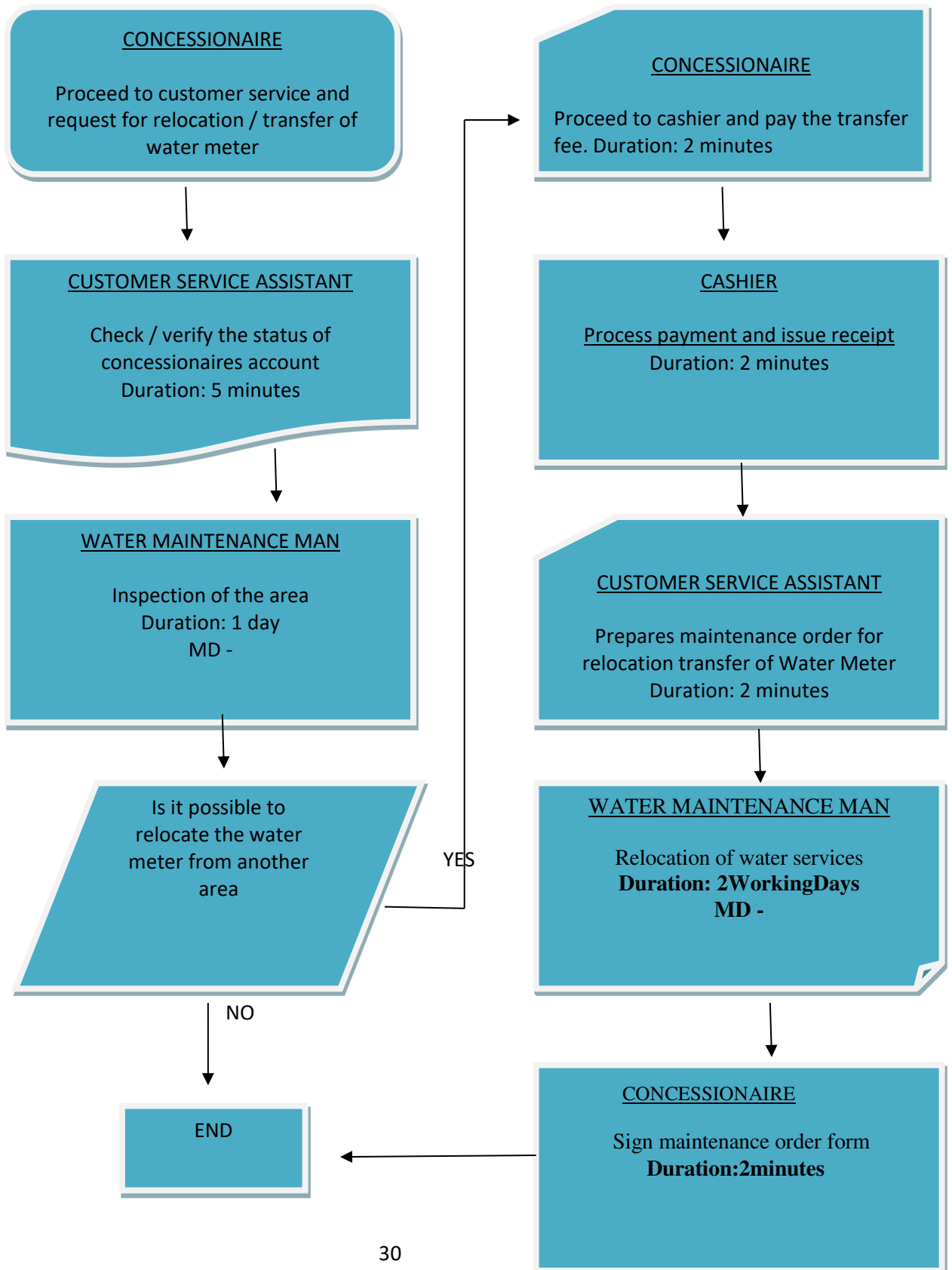


CS-2 Customer Complaints

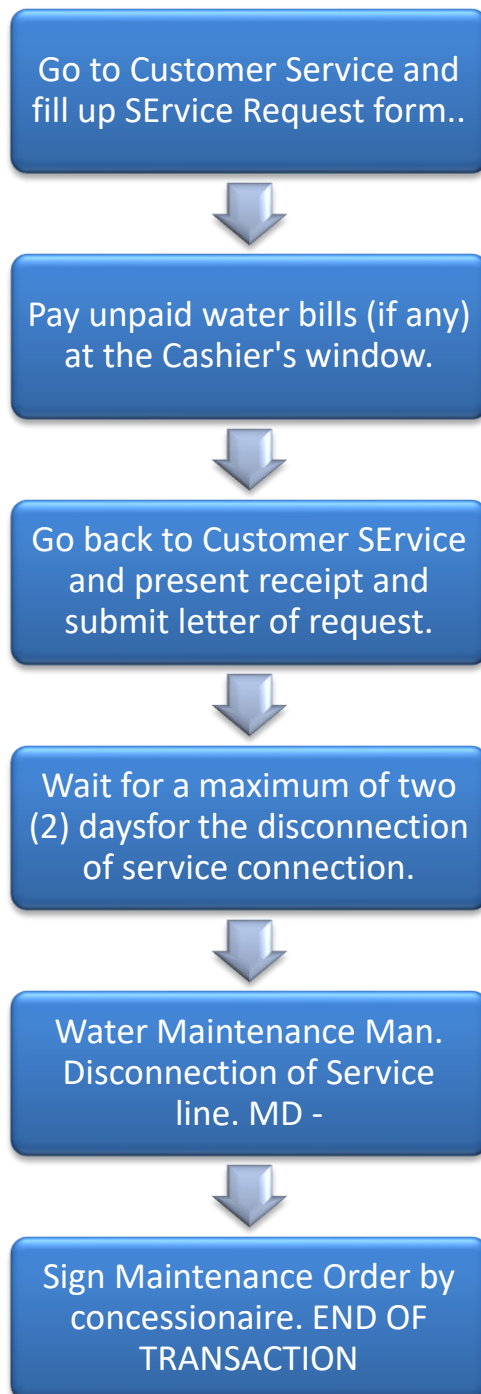
CS - 2 – 1 COMPLAINT ON SERVICE LINE LEAKS



CS - 2 - 5 TRANSFER OF LINE / RELOCATION OF WATER METER



CS - I - 6 Disconnection of Service Line - Voluntary



ADMINISTRATIVE AND GENERAL SERVICES

HIRING OF APPLICANTS

Schedule of Availability of Service

- ❖ Monday to Friday (except Holiday)
- ❖ 8:00 AM to 12:00 NN – 1:00 to 5:00 PM

Who may avail of service?

- ❖ Interested applicant qualified for the position

What are the requirements?

- ❖ Resume

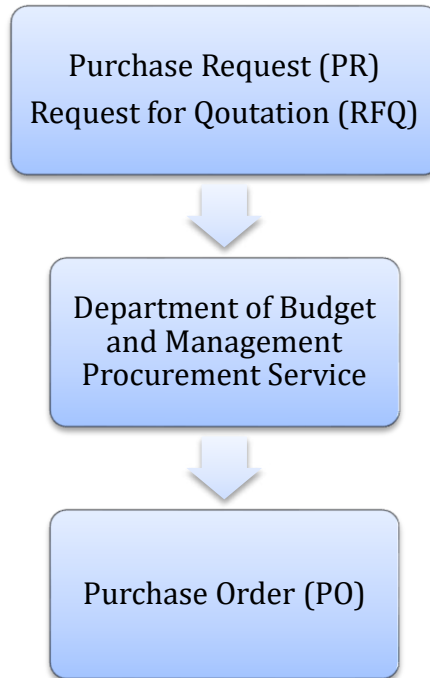
Duration: Maximum of 2 hours'

How to Avail of Service:

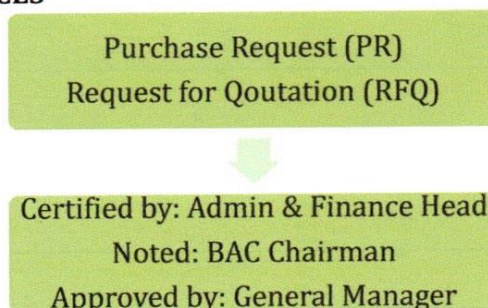
<i>STEP</i>	<i>Applicant/Client</i>	<i>Service Provider</i>	<i>Duration of Activity</i>	<i>Person In-Charge</i>	<i>Fees</i>	<i>Forms</i>
1	<i>Read posted listings of vacant position at TWD office, Public Market</i>	<i>Post vacant position/s in three conspicuous places</i>	<i>2 minutes</i>	<i>HR Personnel</i>		<i>Published Vacant Position</i>
2	<i>Submit your resume to HR Section</i>	<i>Accept applicant resume</i>	<i>3 minutes</i>	<i>HR Personnel</i>		<i>resume</i>
3	<i>Wait for advice on the schedule of written examination</i>	<i>Contact/call qualified for the schedule of written examination</i>	<i>5 minutes</i>	<i>HR Personnel</i>		
4	<i>Take written examination</i>	<i>Conduct written examination</i>	<i>1 hour</i>			
5	<i>After the taking the examination wait for one (1) day for the result</i>	<i>Check the written examination</i>	<i>15 minutes</i>	<i>HR Personnel</i>	<i>Written examination/test paper</i>	
6	<i>In case you pass the written examination wait one (1) day for notice for interview</i>	<i>Contact qualified applicant for the result of examination and schedule of interview</i>	<i>30 minutes</i>	<i>HR Personnel</i>		
7	<i>Passing all the qualifying requirements wait four (4) days for notice to report for work.</i>	<i>Notify the applicant to report to work.</i>	<i>5 minutes</i>	<i>HR Personnel</i>		
END OF TRANSACTION						

PROCUREMENT PROCESS

OFFICE SUPPLIES:



GOODS and SERVICES



ISSUANCE OF OFFICE SUPPLIES

ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

STEP
1

Maintenance Order

STEP
2

Completed
Maintenance Order

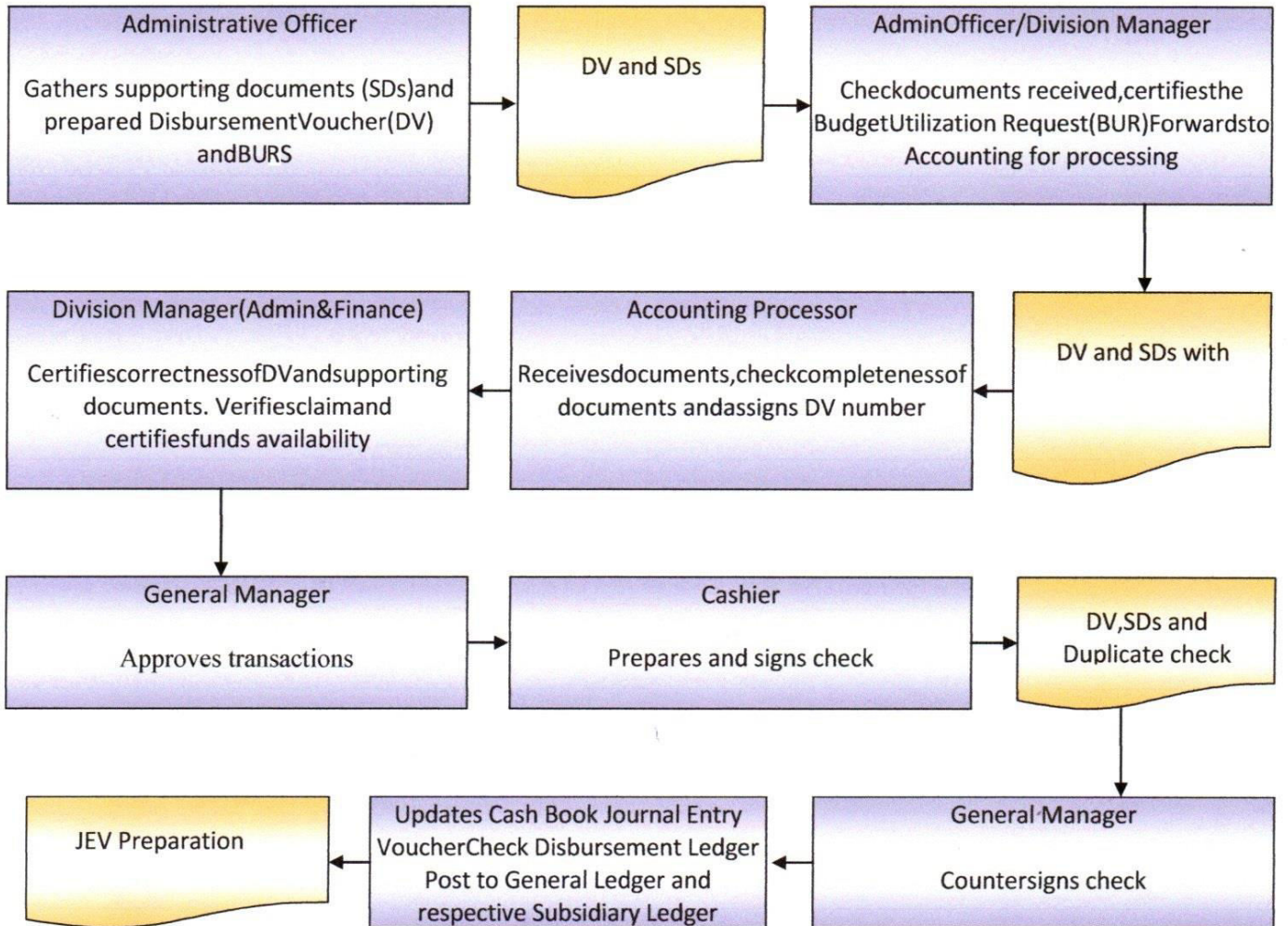
Encoded
Maintenance Order

STEP
3

Encoded
Construction Order



DISBURSEMENT PROCESS



APPENDICES

FEEDBACK FORM
TIAONG WATER DISTRICT
Public Market Brgy. Laliq
Tiaong, Quezon

Tulungan ninyo po kaming malaman kung paano namin kayo higit na mapaglilingkuran.

1. *Ano po ang masasabi ninyo sa serbisyo namin sa patubig?*

----- Maayos
----- Hindi Maayos
----- Kailangan ng pagpapabuti

2. *Ano naman po ang masasabi ninyo sa serbisyo at pakikitungo sa inyo ng aming mga empleyado?*

----- Magalang at maayos makipag-usap
----- Malinaw ang pagpapaliwanag sa aming mga Katanungan at reklamo.
----- Hindi malinaw magpaliwanag
----- Nakasimangot at hindi maayos ang pakikipag-usap.

3. *May pangyayari na po ba na kayo ay nakatawag sa aming tanggapan upang magtanong o magreport? Kumusta naman po ang pagtanggap ng aming empleyado sa inyong tawag?*

4. *Ano pa po ang maaaring gawin ng aming tanggapan upang mas lalong mapabuti ang aming serbisyo sa inyo?*

Pangalan at Lagda ng Kunsumidores

Feedback and Redress Mechanisms



- *Please let us know how we have serve you by doing any of the following*
- *Accomplish our Feedback Form available in the office and put it in the drop box at TWD office*
- *Send your feedback through email tiaongwd@yahoo.com*
- *Talk to our customer Service Assistants*

If you are not satisfied with our services, your written/ verbal complaints shall immediately be attended to by the Customer Service Assistant.

Thank you for helping us continuously improves our service.