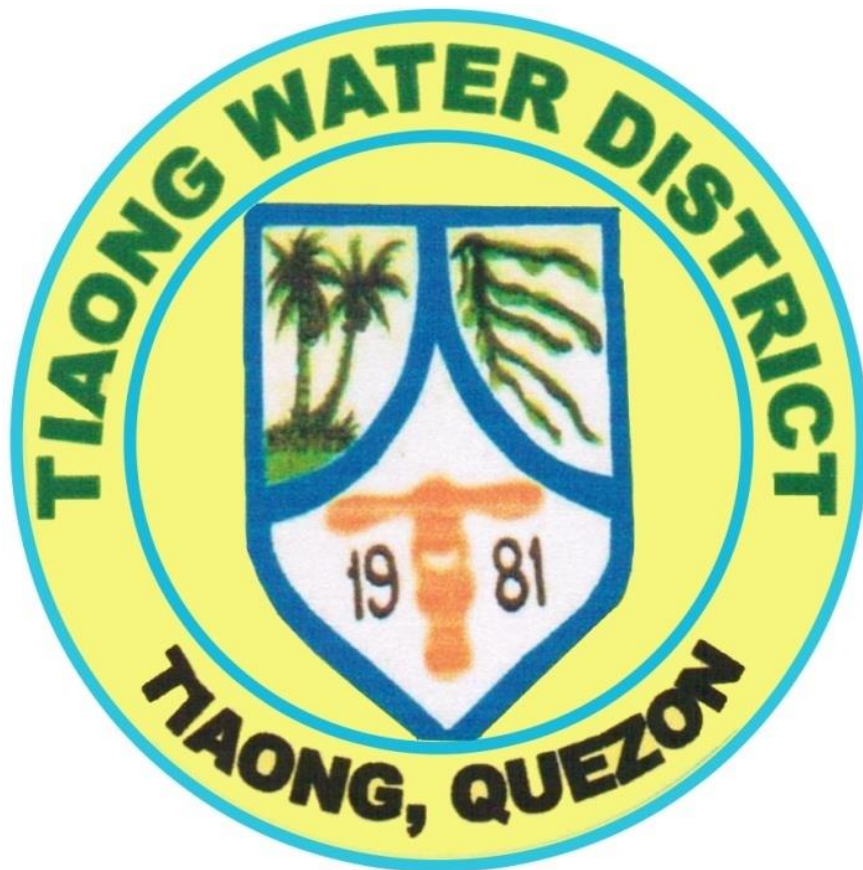


# **TIAONG WATER DISTRICT**



## **OPERATIONS MANUAL**

Revised. 2020

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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.

## **COMPLIANCE AND BASIS OF PREPARATION OF FINANCIAL STATEMENTS**

The financial statements have been prepared in compliance with the Philippine Financial Reporting Standards (PFRS) prescribed by the Commission on Audit through COA Resolution No. 2015-003 dated April 15, 2015. The Tiaong Water District also adopted the LWUA CPS-RCA Chart of Accounts issued through LWUA MC 015.17 that conform both LWUA and COA reportorial and regulatory requirements.

The accounting policies have been consistently applied throughout the year presented.

The financial statements have been prepared on the basis of historical cost, unless stated otherwise. The Statement of Cash Flows is prepared using the direct method.

The preparation of financial statements in compliance with the adopted PFRS requires the use of certain accounting estimates. It also requires the entity to exercise judgment in applying the entity's accounting policies.

## **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 10,099 active / billed concessionaires is classified as residential and commercial. The present service area of the district is divided into fifteen (26) 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**

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

**A**lways 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;

**T**o welcome every concessionaire's comments, suggestions and need, including those with special needs such As the differently-abled, pregnant women, and Senior citizens;

**E**volve 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.

**R**esponsibly gives you with services under strict compliance with Prescribed standards.

# **AREAS OF OPERATIONS**

## **27 BARANGAYS**

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



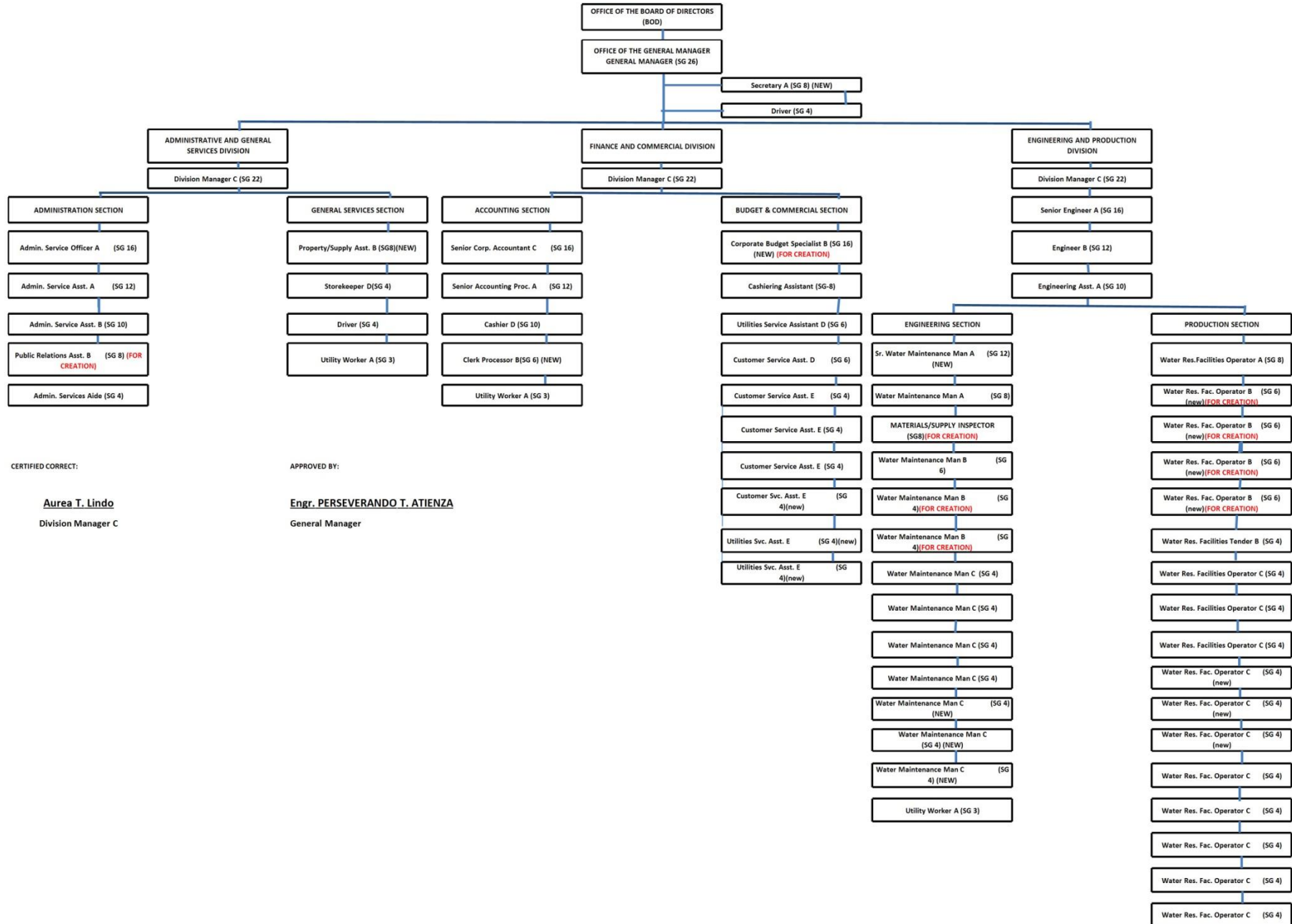
# ORGANIZATION AND RESPONSIBILITIES

## ORGANIZATIONAL STRUCTURES

### BOARD OF DIRECTORS



TIAONG WATER DISTRICT  
 PROPOSED ORGANIZATIONAL CHART/STAFFING PATTERN  
 CATEGORY C



CERTIFIED CORRECT:

Aurea T. Lindo  
 Division Manager C

APPROVED BY:

Engr. PERSEVERANDO T. ATIENZA  
 General Manager

**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**



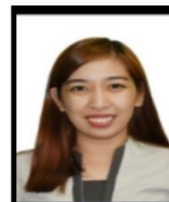
**SANNY B. PALMARIA**  
Utilities Service Assistant D



**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

<b>Division Manager C</b>
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

<b>Senior Corporate Accountant C</b>
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.

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

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

<b>Cashiering Assistant</b>
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

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

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

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

### COMMERCIAL SECTION

<b>Customer Service Officer A</b>
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.

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

<b>Utilities Service Assistant D</b>
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.

<b>Customer Service Assistant E</b>
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.

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

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

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

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

<b>Water Maintenance Man C/Meter Reader</b>
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.

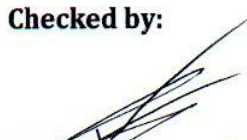
It is responsible for the construction and maintenance of water distribution, transmission lines and reservoirs; mainline expansion and rehabilitation; and implementation and monitoring of waterworks projects. Specifically, the Division is in charge of maintenance works such as meter transfer, jetting, 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

## **TWD RESPONSE ACTION ON COVID – 19 PANDEMIC**

The Tiaong Water District enforces a strict rules and regulations to ensure the protection of the concessionaires and employees against COVID19. WE have issued memoranda to inform our employees regarding the safety protocols against COVID19. WE also implemented various precautionary measures to alleviate the effect of COVID19 pandemic and to sustain our operation while adapting to the new normal.

We issued an office Memorandum no. 03 series of 2020 – workplace set to cut spread of COVID19 at The Tiaong Water District to inform our employees. The importance of safety of our employees became one of our priorities during the period of COVID19 pandemic and we have implemented the following measures:

### **A. Promotes a habit that prevent spread of COVID 19**

- Social distancing is very important during this quarantine period. Reducing close contact with other is advisable. We enforce a minimum of one (1) meter distance of employees at the workplace. Crowding of employees at one place is not allowed. Eating in groups is also discouraged. Employees are also discouraged to engage in long conversation, as well a prolonged face to face interaction with workers and clients.

- Reinforce practicing hand hygiene and respiratory etiquette. Tiaong Water District. Staying hygienic is essential. Employees and concessionaires wash their hands before entering the TWD premises. Alcohol and hand sanitizers are also provided inside the TWD premises for habitual cleansing.

- Temperature Check. Employees and Concessionaires have their temperature check before entering the office and have them recorded in TWD's Health temperature record. Temperature of employees was also checked before going home. Those who have temperature reading of 37.5 and above will not be allowed to enter the TWD office.

- Reinforce the use of face mask and face shield at the workplace. No face mask no entry policy was adopted by the TWD. Face shield is a must in TWD workplace. The management provided appropriate face mask and face shield to its Employees.

- Ensure adequate supplies are easily available (e.g., soap, hand sanitizer with at least 70% alcohol, paper towels) to support healthy hygiene behavior. Alcohol and Disinfectant supplies are always readily available when needed.

- Post signs or posters and promote messaging about behaviors that prevent spread. TWD posted these posters all over the office, pumping stations and also inside the company vehicles.

#### B. Keep up a Clean and Healthy Environment

- Appropriate disinfection of common areas inside and outside the office was also organized. Regular cleaning and disinfection of frequently touched surfaces including door handles, stairs, chairs, tables and light switches. The concessionaires lounge was also disinfected on a timely manner.

- Ensure ventilation systems operate properly and increase circulation of outdoor air

- WE also ensure that the safety and health protocols set by the TWD were also imposed at our Pumping Stations.

- Limited number of client inside TWD office.

- WE modify layouts to promote social distance of our Concessionaires and we install physical barriers and guides to support social distancing.

- We also limit sharing of objects.

- WE installed a physical barrier (glass partition at our Customer service area) to protect our frontliners. We also provided surgical gloves and face mask for them.

- The Tiaong WD provides cleanser, disinfectant, gloves and mask to maintain the cleanliness of our workplace.

#### C. Sustains a Healthy Operations

- Tiaong Water Districts remains open to serve the public during ECQ and GCQ period. The Tiaong Water District has adopted an Alternative Work Arrangement in accordance with CSC Memoranda Nos. 07 and 10 series of 2020. Work from home and Compress work day week was applied by the TWD.

- We also provide transportation service to our employees. To avoid their contact with other people when they use public transportation.

- To cope with stress, encourage people to take breaks from the news, take care of their bodies, take time to unwind and connect with others, particularly when they have concerns

- Maintain awareness of local or national regulations.
- Attending meeting virtually. Maintain social distancing at any in-person events, and limit group size as much as possible.
- Encourage continuous learning via webinars. Learn to use the advantage of new technology during this new normal.
- Limit employees travel outside the Tiaong Municipality if possible.
- Monitor absenteeism and create a back-up staffing plan
- Train employees on all safety protocols
- Consider conducting daily health checks such as temperature screening or symptom checking

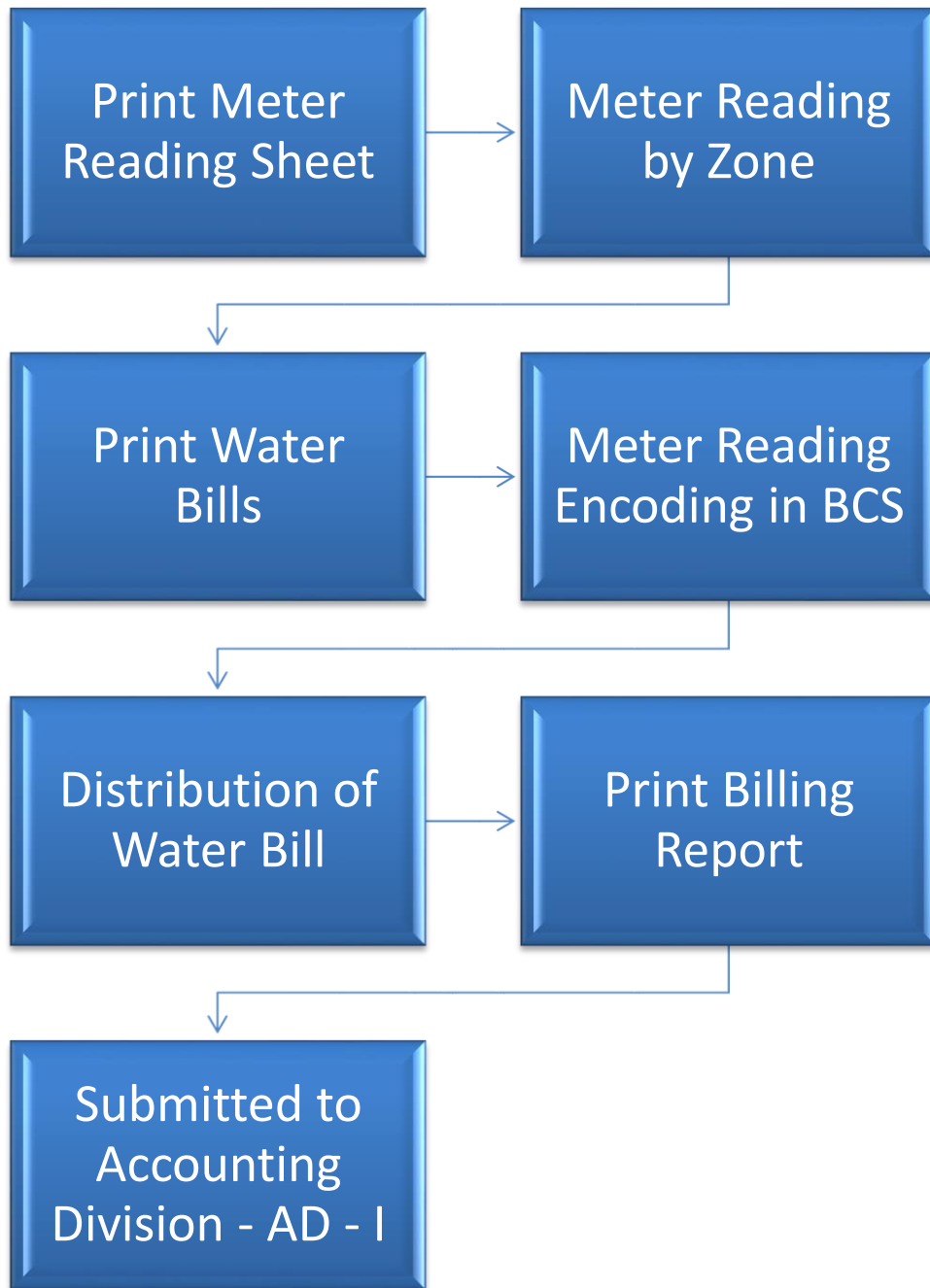
D. Preparation when someone gets sick

- When one of the employees got sick or has been in close contact with someone with COVID19 the management of Tiaong Water District advises employees to stay home. We also monitor the condition of the employees and mandated a self quarantine if necessary.
- Encourage individuals who are sick to follow DOH guidance for caring for oneself and others who are sick
- Provide a health certificate before going back to work.
- Notify those who have had close contact with a person diagnosed with COVID-19 and advise them to stay home and self-monitor for symptoms, and follow guidance if symptoms develop
- Advise individuals who are sick when it would be safe for them to return based on DOH's criteria to discontinue home isolation.

**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

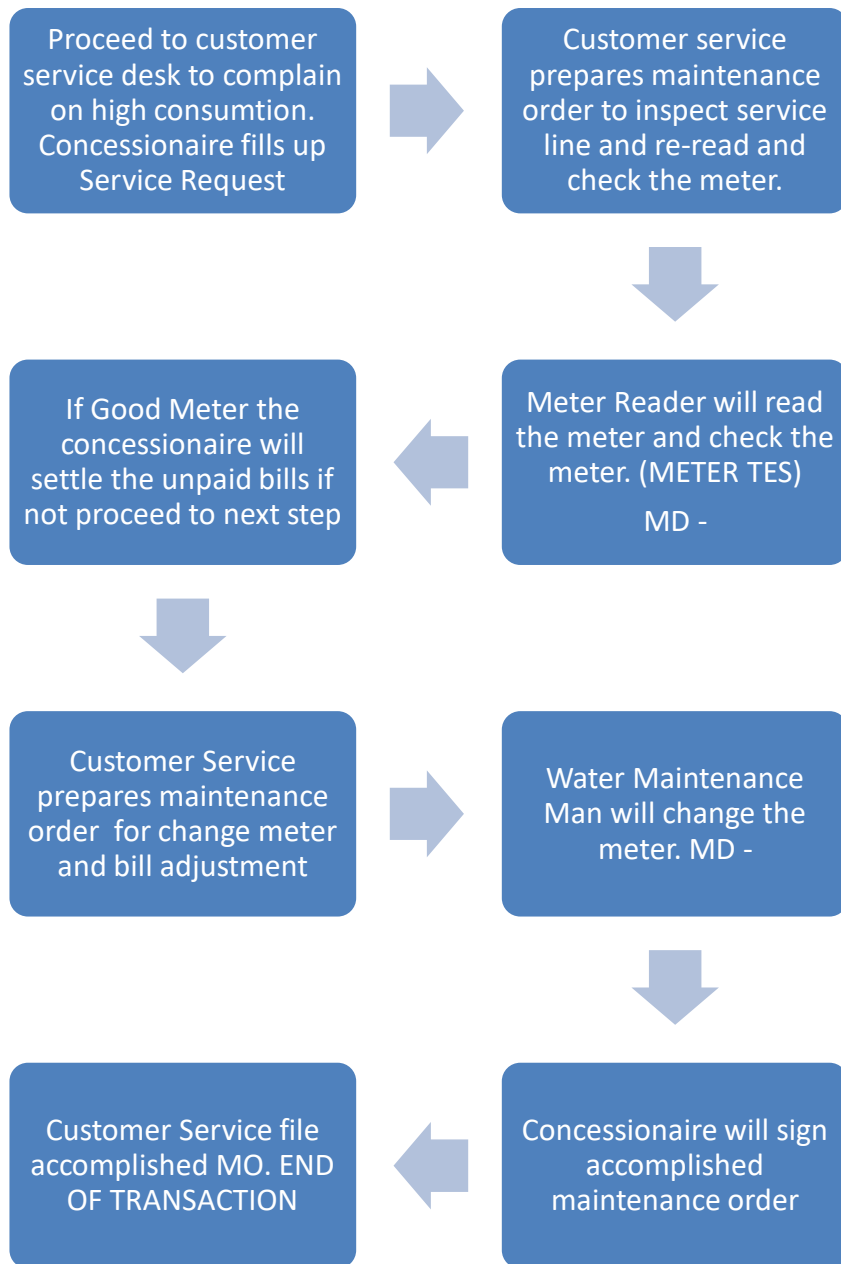


Water Maintenance Man  
Disconnect Service Line  
with unpaid bills. (MD- )



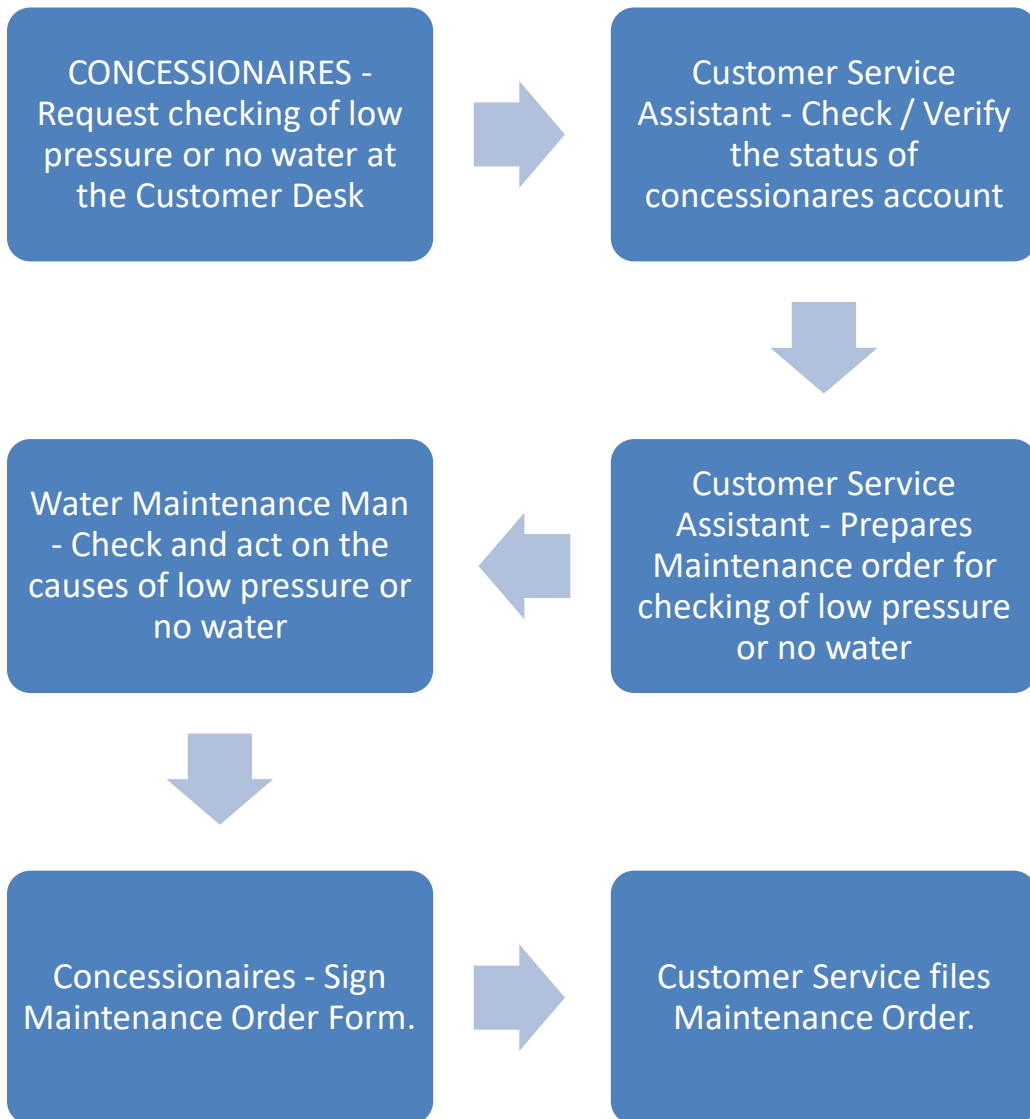
6 mos. & up unsettled bill  
(Get the Meter)

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.



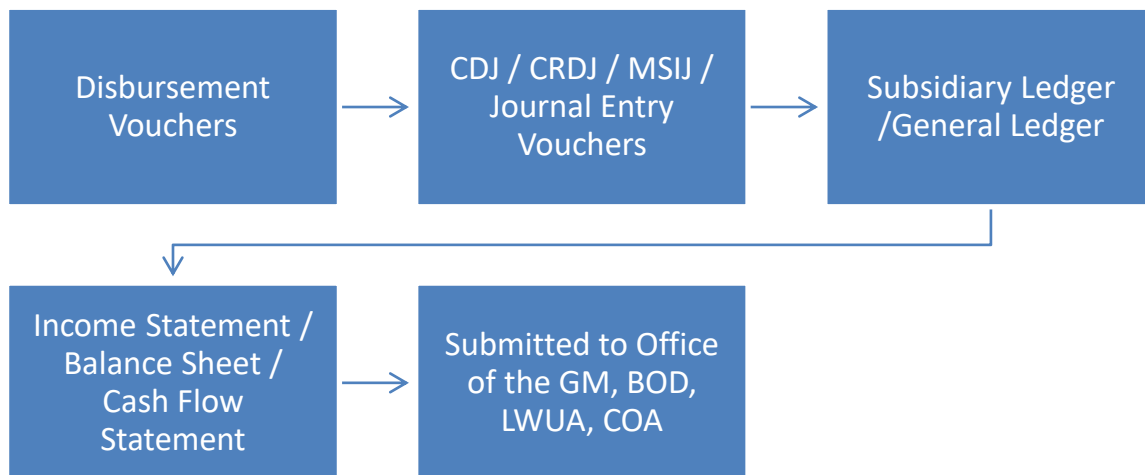
CUSTOMER SERVICE ASSISTANT  
- Check / verify the status of the concessionaire's account and complete set of requirements



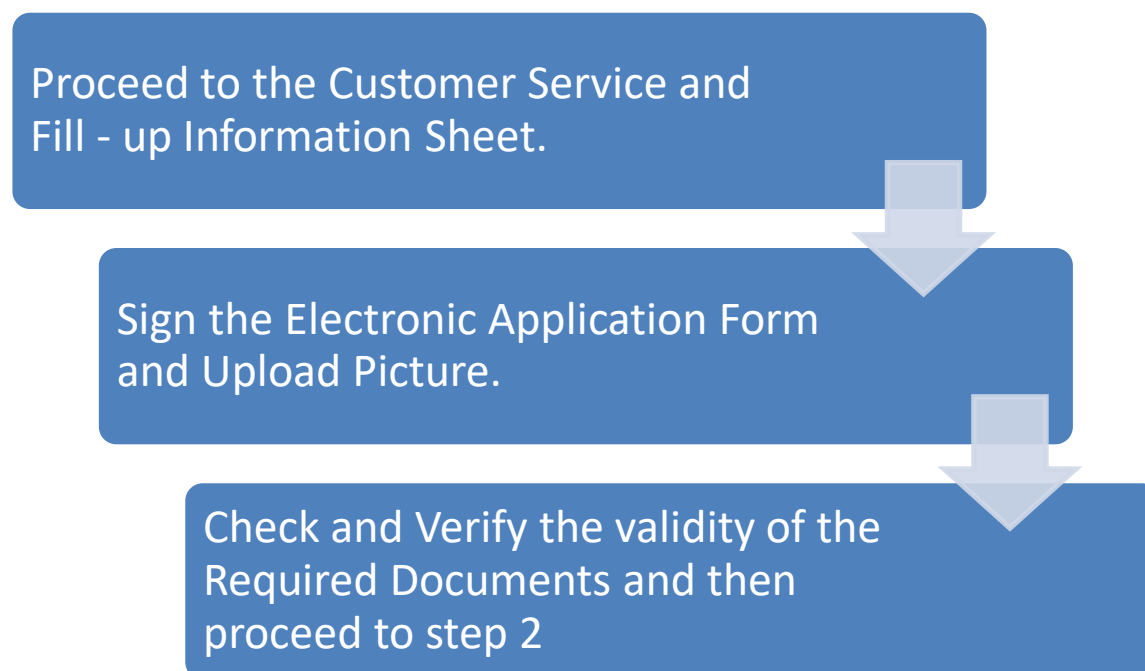
Update Customer's Account in the Billing and Collection System.

AD - I - ACCOUNTING DIVISION

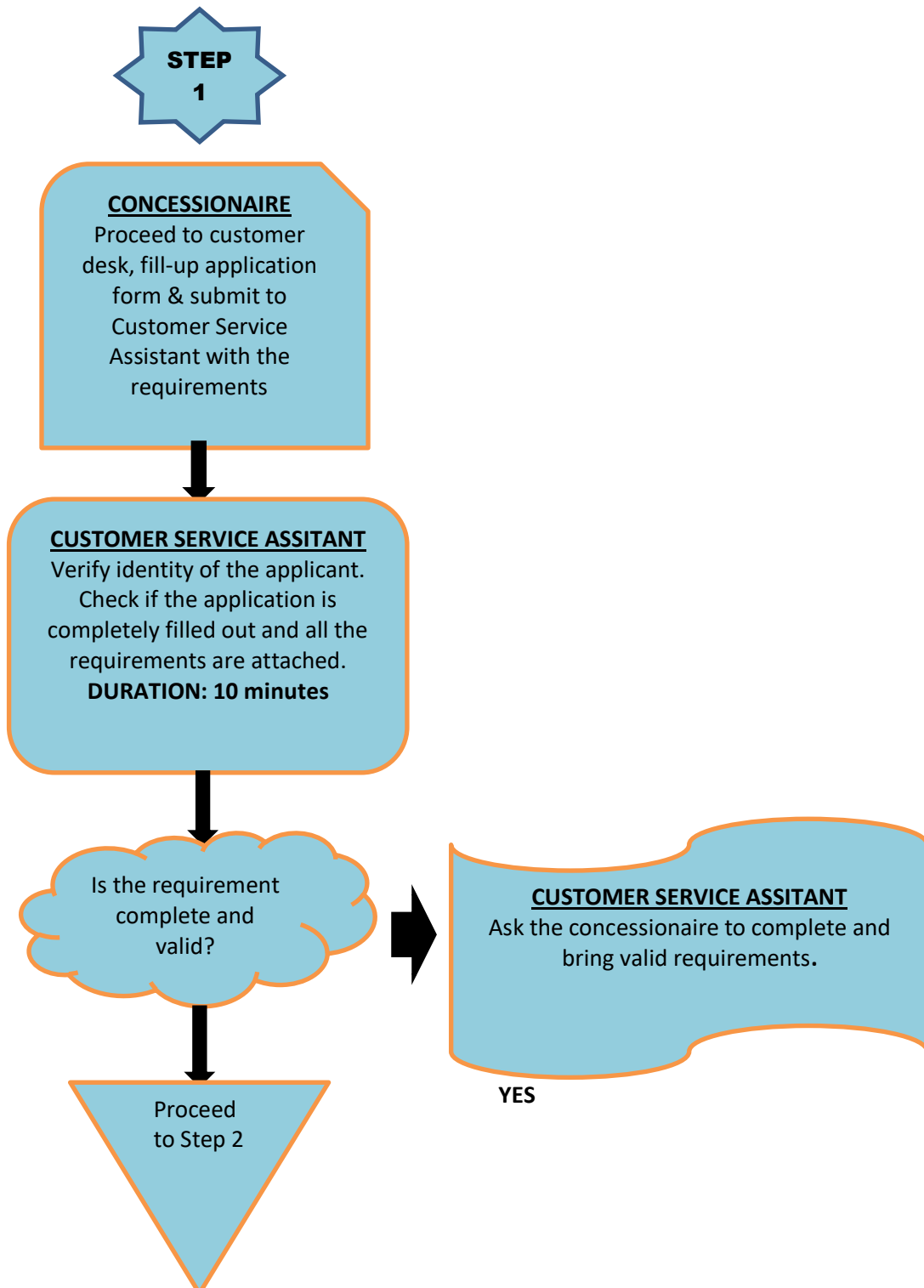
AD – 1 – 1 FINANCIAL STATEMENT GENERATION

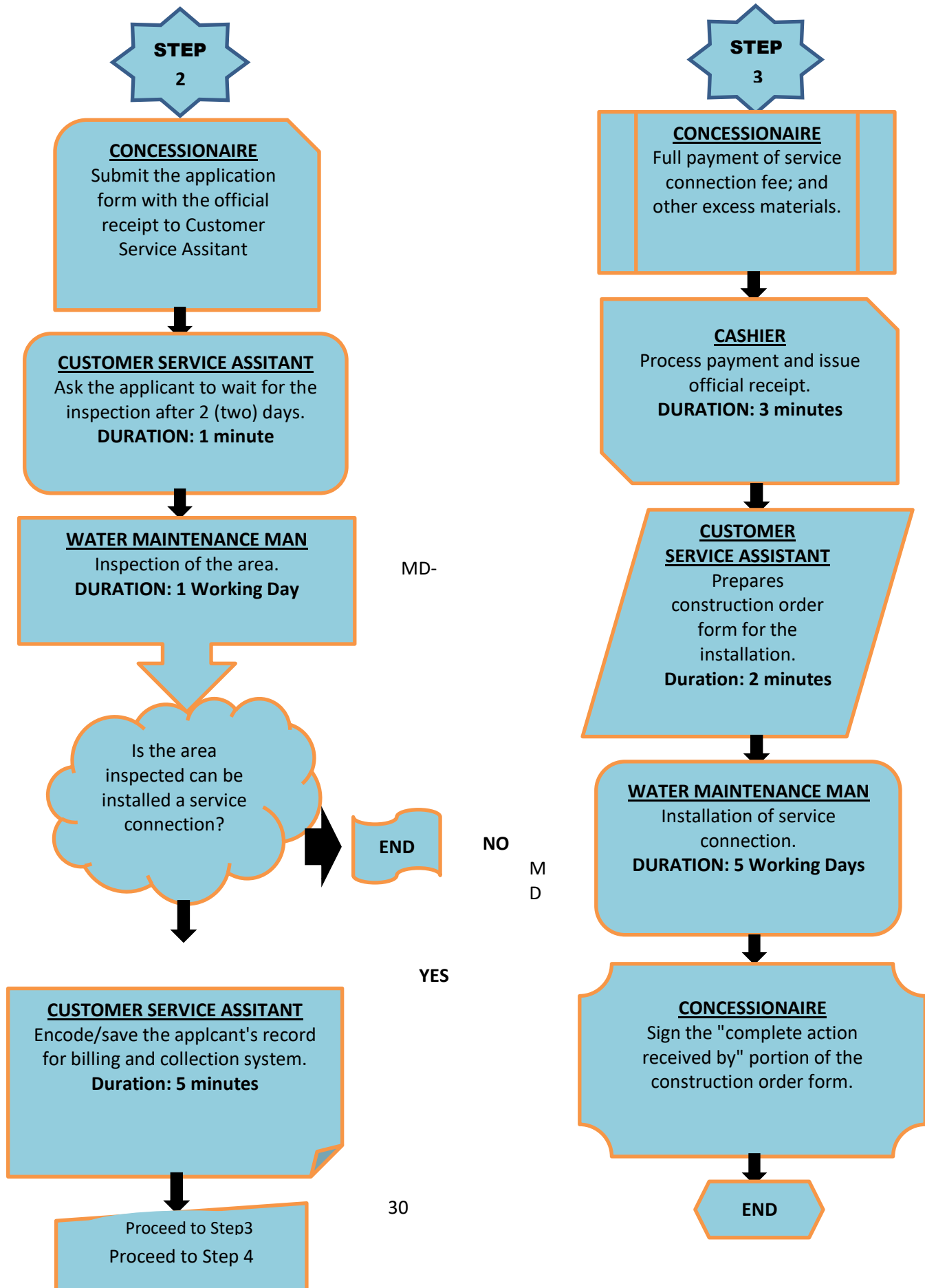


NEW SERVICE CONNECTION

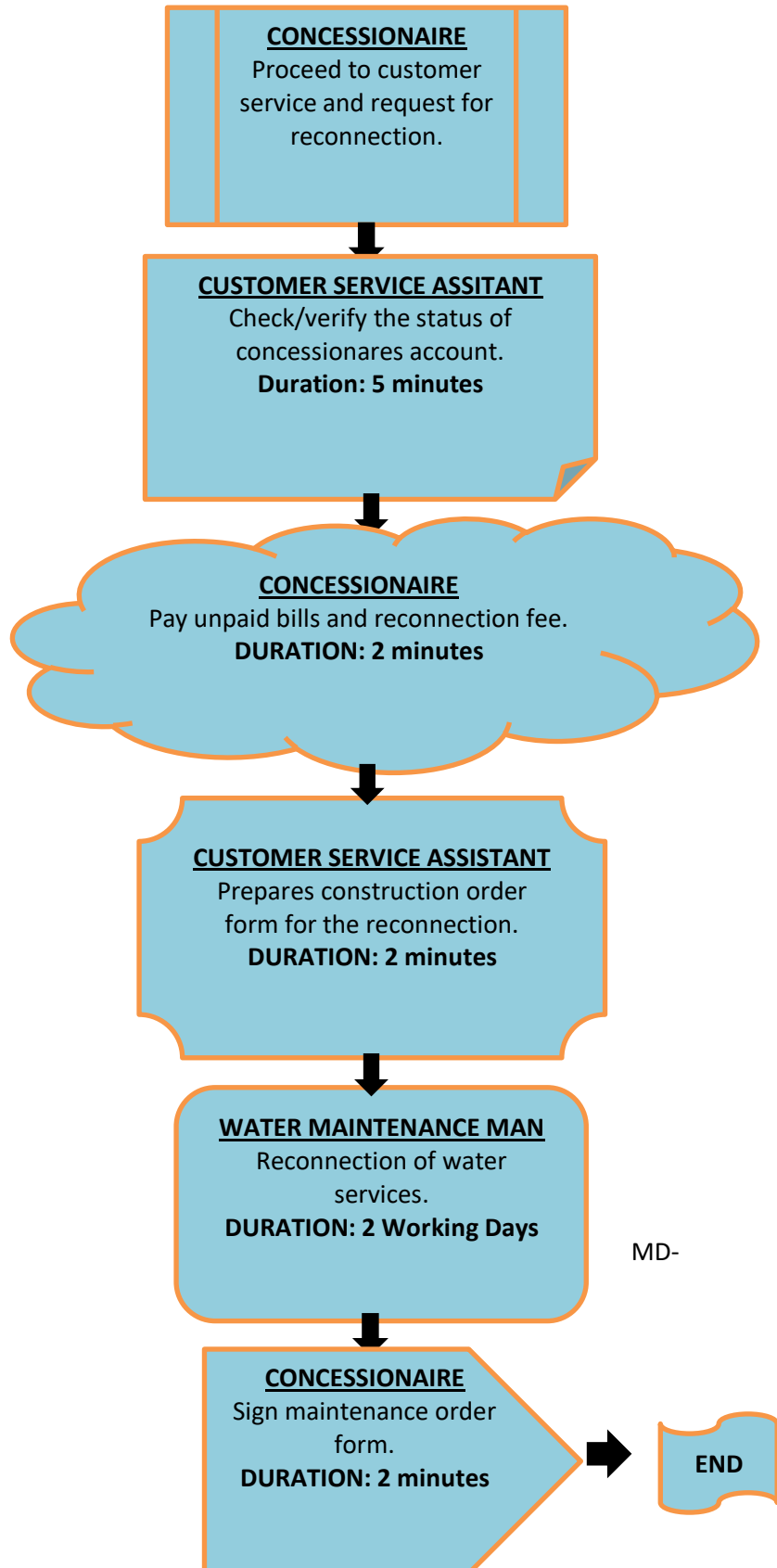


CS-I – 5 NEW CONNECTION

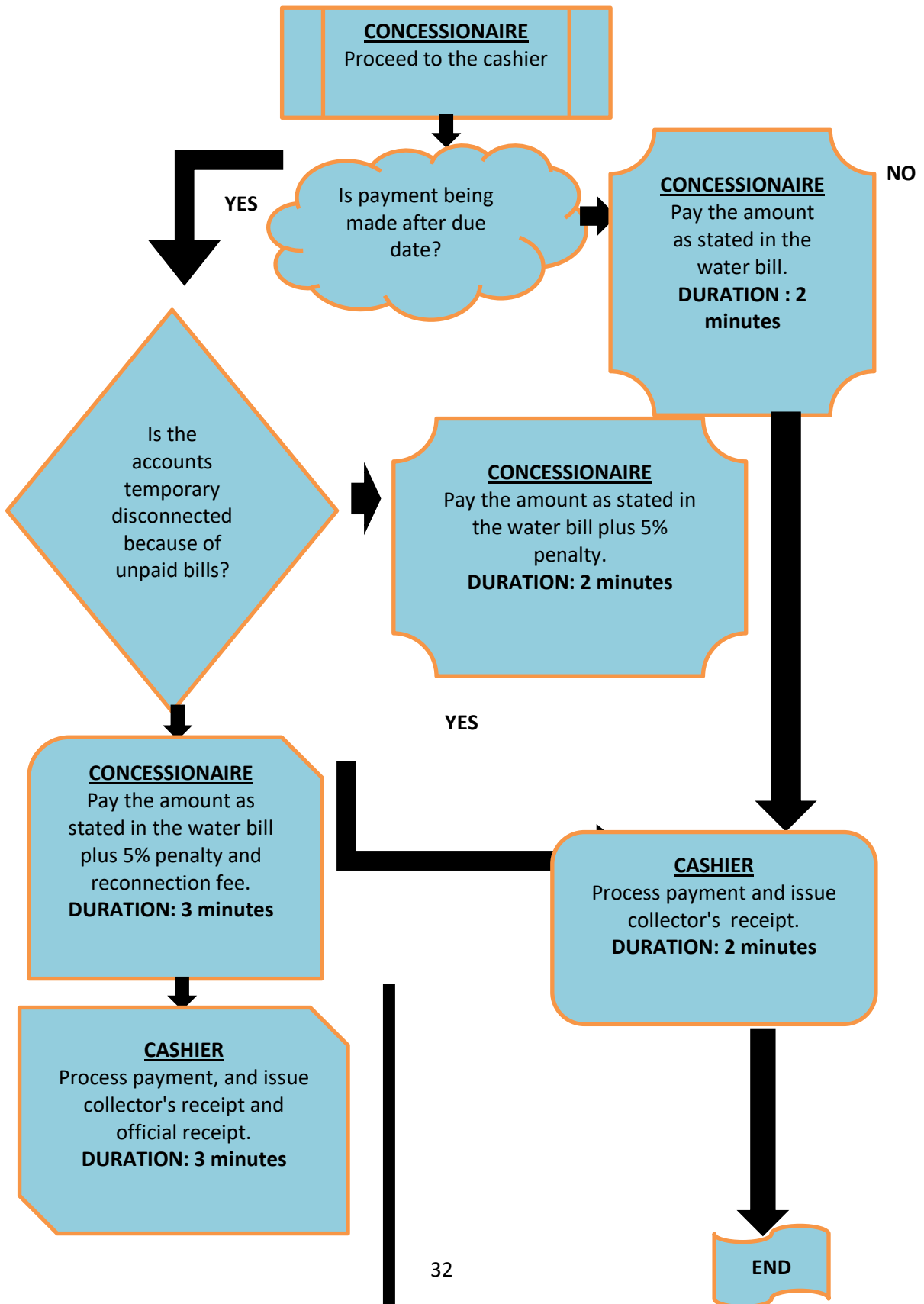




**CS-I – 4 RECONNECTION OF DISCONNECTED LINE.**



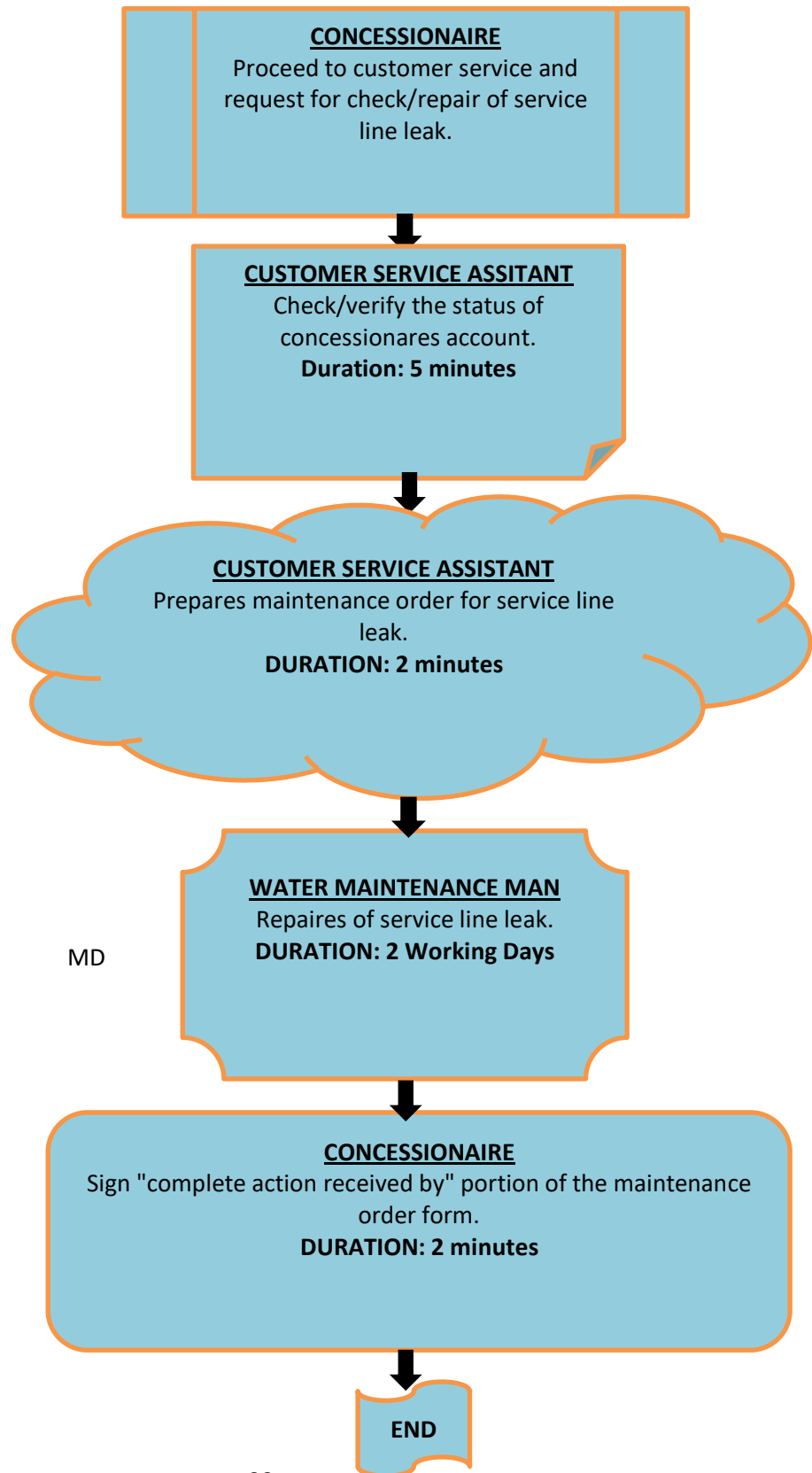
CS-I-2 PAYMENT OF WATER BILLS





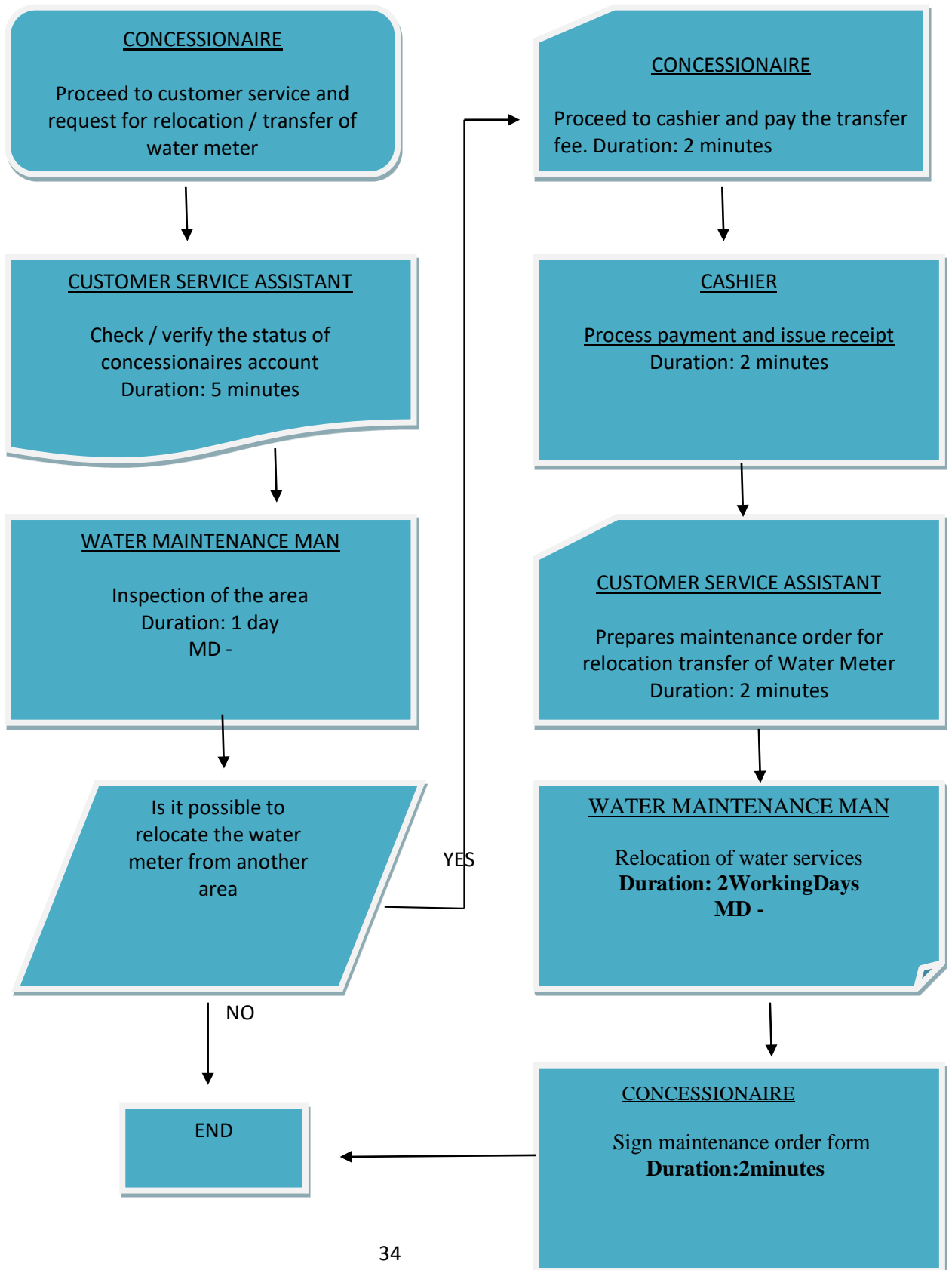
**CS-2 Customer Complaints**

**CS - 2 – 1 COMPLAINT ON SERVICE LINE LEAKS**

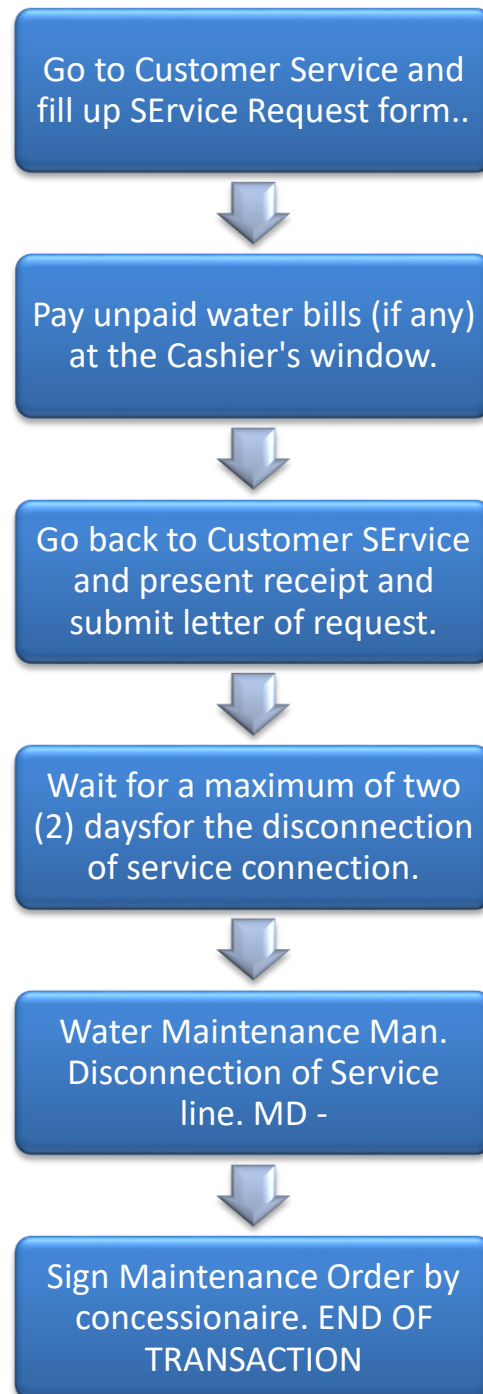


MD

## 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

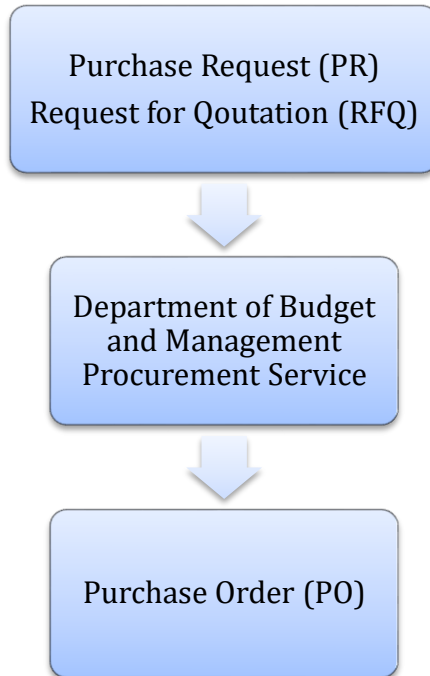
*Duration: Maximum of 2 hours'*

*How to Avail of Service:*

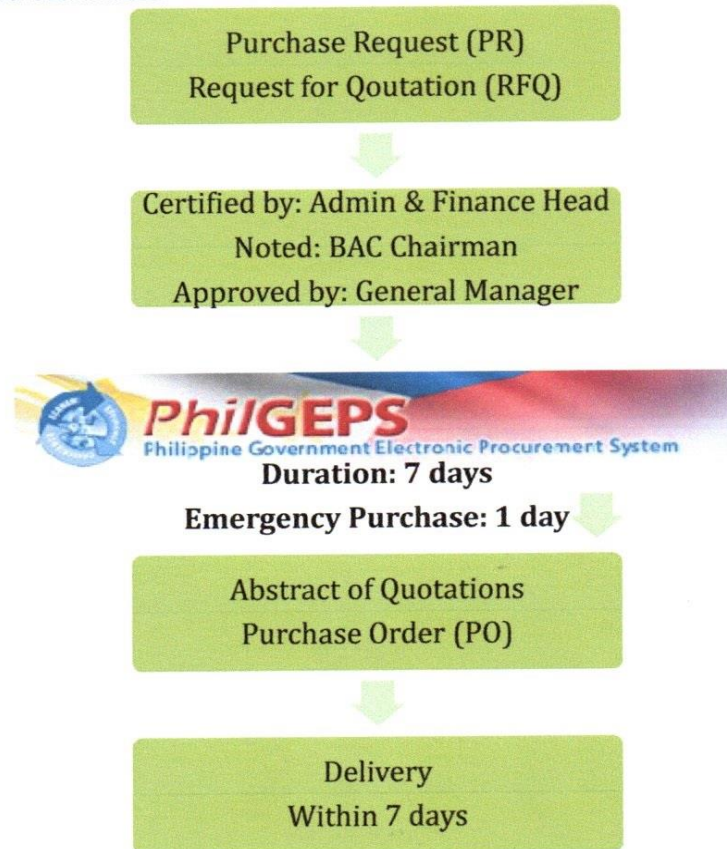
STEP	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Forms
1	Read posted listings of vacant position at TWD office, Public Market	Post vacant position/s in three conspicuous places	2 minutes	HR Personnel		Published Vacant Position
2	Submit your resume to HR Section	Accept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

## PROCUREMENT PROCESS

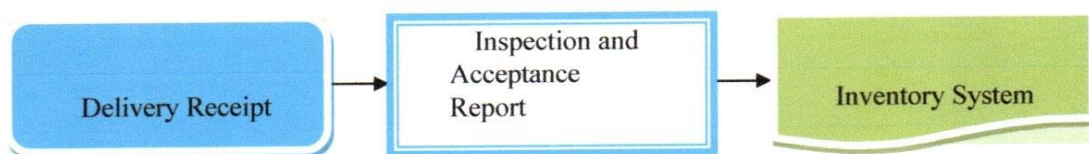
### OFFICE SUPPLIES:



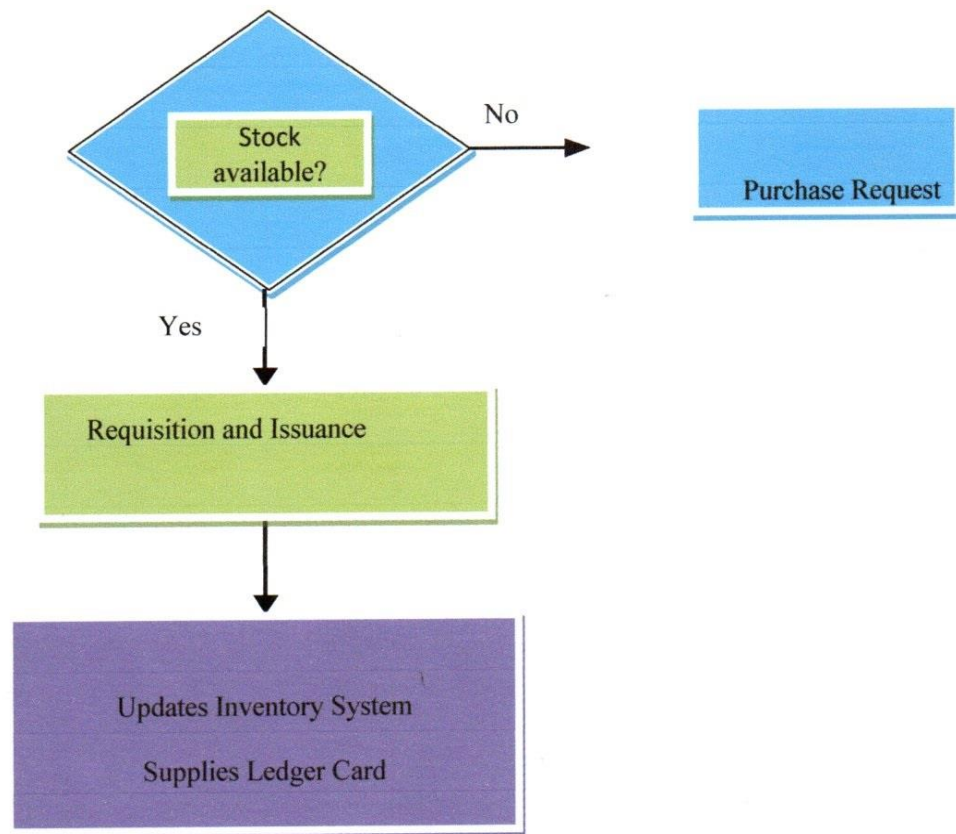
## GOODS and SERVICES



## RECEIPTS OF DELIVERIES OF INVENTORY

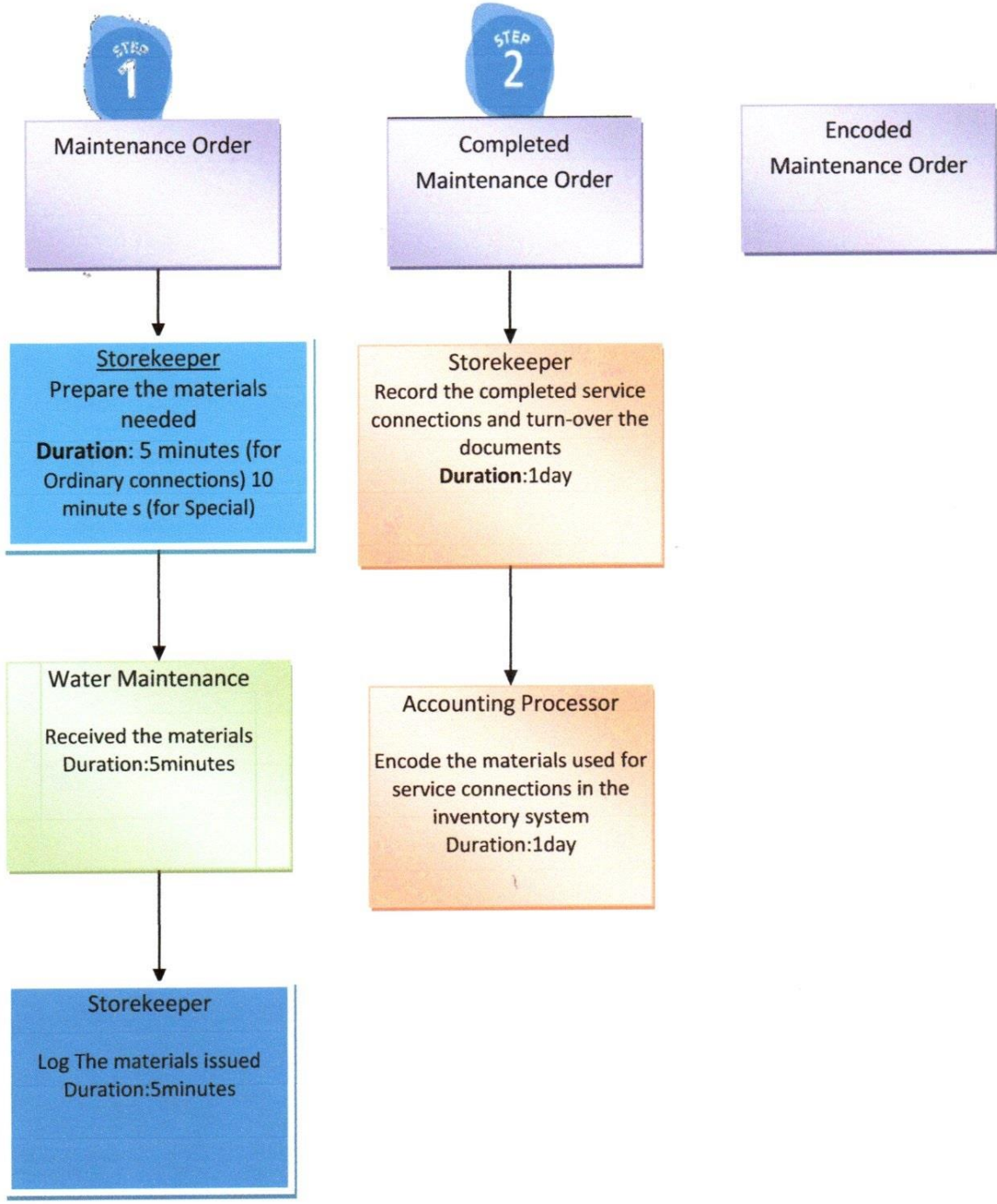


## ISSUANCE OF OFFICE SUPPLIES

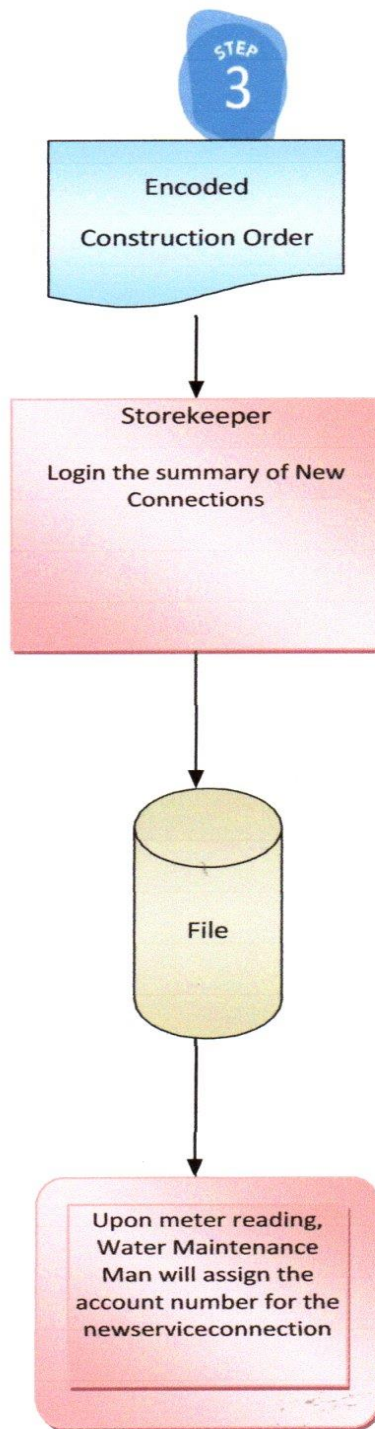




ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

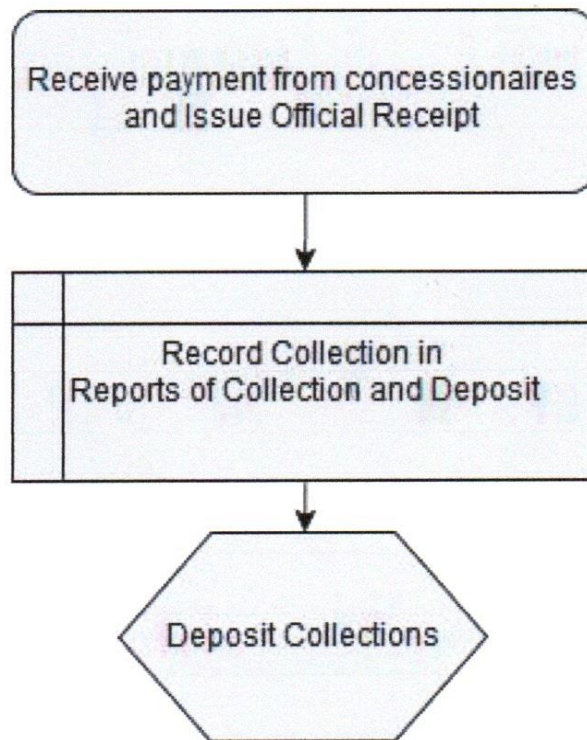




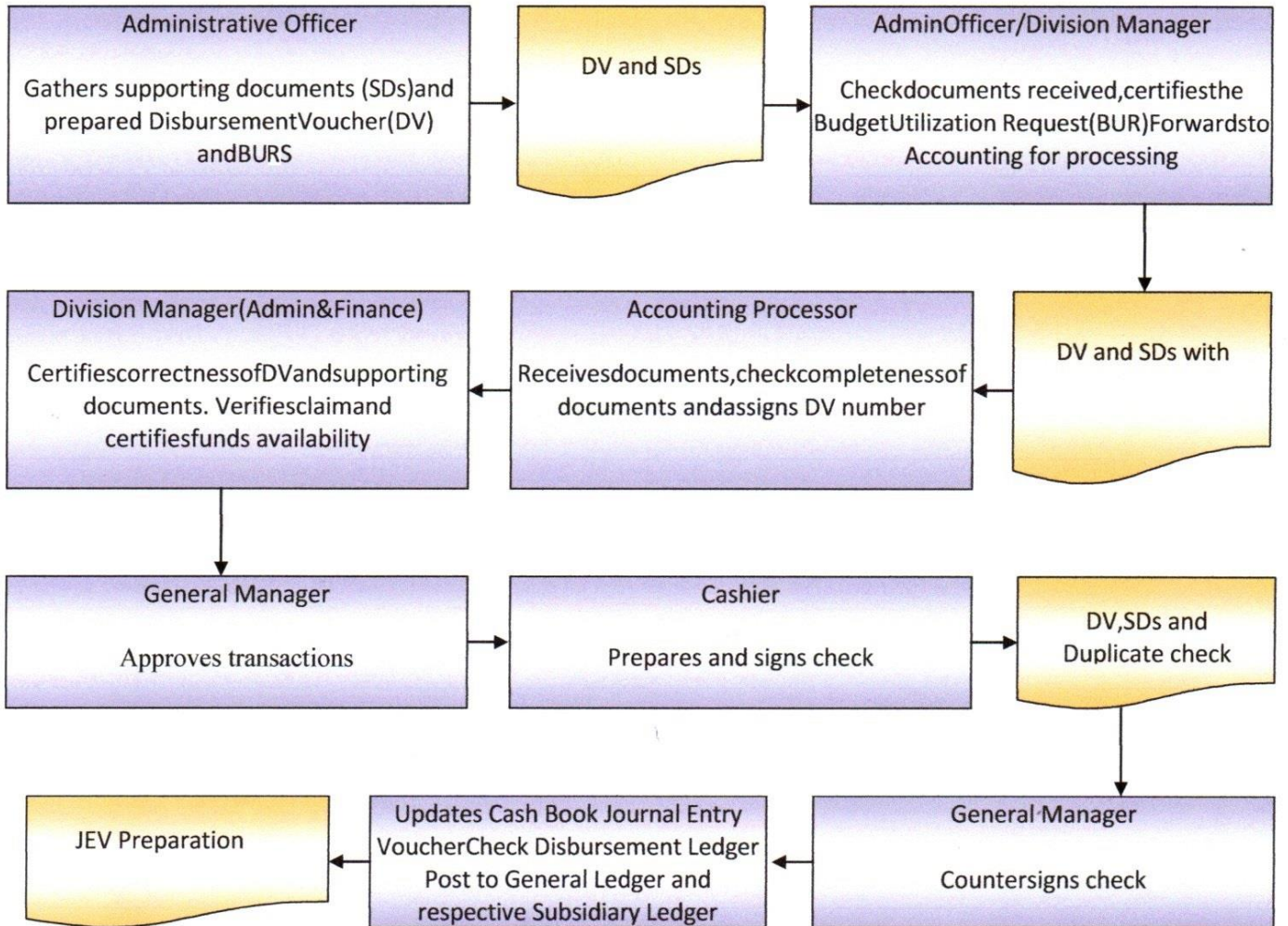


*ACCOUNTING WORKFLOW*

RECEIPTS AND COLLECTION PROCESS



### DISBURSEMENT PROCESS



# **APPENDICES**

**FEEDBACK FORM**  
**TIAONG WATER DISTRICT**  
**Public Market Brgy. Laling**  
**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?*

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

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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](mailto: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.*