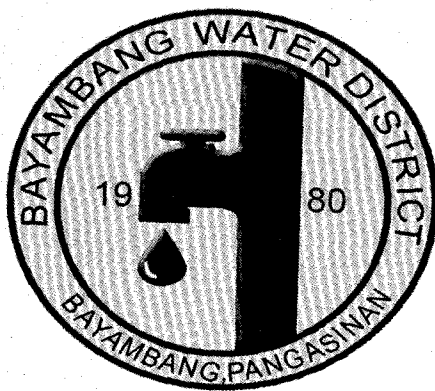


# **OPERATIONS MANUAL**

**2016**



**BAYAMBANG WATER DISTRICT**

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## INTRODUCTION

This Operations Manual of Bayambang Water District (BAYWAD) contains general information about the agency, its functions, mandates, operating procedures and organizations.

This Manual is created to provide its reader's knowledge about Water District's responsibilities and structure.

The Manual is divided into several parts as follows:

**General Information.** This section contains company profile, such as brief history of BAYWAD, mandates and functions, its mission and vision, core values, pumping stations and areas of operation.

**Organization and Responsibilities.** In this part of the manual, the organizational structure is shown as diagram as of year 2016, as well as the duties and responsibilities of every division.

**Operational Control and Supervision.** The powers of authority are described in this part as well as the supervisory and operational controls.

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

### **Abbreviations**

BAYWAD – Bayambang Water District

GOCC – Government Owned and Controlled Corporation

DBM PS – Department of Budget and Management Procurement Service

PD – Presidential Decree

DV – Disbursement Voucher

LWUA – Local Water Utilities Administration

JEV – Journal Entry Voucher

PHILGEPS –Philippine Government Electronic Procurement System

PPE – Property Plant and Equipment

PR – Purchase Request

PO – Purchase Order

RFQ – Request for Quotation

SALN – Statement of Assets and Liabilities and Net worth

SOA – Statement of Account

SD's – Supporting Documents

## **GENERAL INFORMATION**

### **PROFILE**

The creation of the water system of Bayambang which was later known as Bayambang Water Works and Sewerage System was conceptualized in 1952, but did not materialized. The idea of developing the water system was revived in 1957. The development of the system from local government administration to another was transferred to the newly created BAYAMBANG WATER DISTRICT through a resolution authored by Municipal Councilor Calixto B. Camacho on March 8, 1980. In 1992, all water districts were declared as Government Owned and Controlled Corporations by the Supreme Court in the landmark case of Davao City Water District vs. Civil Service Commission.

At present, the district has 7,129 active service connections with thirty two (32) hardworking employees under the stewardship of Mr. Francis J. Fernandez as General Manager, whose overall management and supervision keeps the district's continuous growth. With the assistance and support of the five Board of Directors functioning as policy makers, with the cooperation of the staff, the BAYAMBANG WATER DISTRICT diligently and efficiently performs its mission to be of service to the people of Bayambang.

### **MANDATES AND FUNCTIONS**

The operations of the water districts started on October 5, 1979 pursuant to the provisions of the Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the Provincial Utilities Act of 1973. The BAYWAD is responsible for (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such district, (b) providing, maintaining, and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations and incidental to water resource development, utilization and disposal within such district.

## **MISSION:**

To provide a continuing adequate and potable water affordable enough to ensure the economic viability of servicing our valued concessionaires.

## **VISION:**

To envision to be a model Water District in Central Pangasinan, serving as a catalyst for balanced economic growth, equipped with digital age service facilities, managed and operated by respectable, dignified and economically well employees and officers who are professionally capable, technically able in management and service skills to guarantee a continuous sufficient, affordable, potable quality water for all Bayambangueños.

## **CORE VALUES:**

We, the officials and employees of Bayambang Water District, do hereby reaffirm our commitment to be:

**TAPAT-** We will serve the public with genuine respect and truthfulness.

**MAGALANG-** We will serve the public with genuine courtesy and politeness in every way possible.

**MAAASAHAN-** We will serve and perform with highest level of competence that is worthy of the public's trust.

## SERVICE PLEDGE:

We, the officials and employees of the Bayambang Water District, do hereby reaffirm our commitment to:

**PROVIDE** you safe, potable, adequate, affordable and high quality water for twenty-four hours a day, seven days a week;

**LISTEN** to your complaints and requests relative to water service professionally and courteously;

**RESPOND** to you promptly and take necessary actions to improve our services;

**SERVE** you as soon as you enter the premises of the District from;

\*Mondays – Fridays ----- 8:00 am to 5:00 pm

Saturdays ----- 8:00 am to 12:00 nn

**ASSURE** you that you will be served by our authorized hardworking and dedicated personnel with utmost integrity.

## **AREAS OF OPERATION**

**BARANGAYS SERVED BY BAYWAD AS OF DECEMBER 31, 2016**

### **BAYAMBANG**

**Alingan**  
**Amancosiling Norte**  
**Amancosiling Sur**  
**Amanperez**  
**Asin**  
**Ataynan**  
**Bacnono**  
**Banaban**  
**Bani**  
**Bical Norte**  
**Bongato East**  
**Bongato West**  
**Buayaen**  
**Buenlag**  
**Cadre Site**  
**Daraway**  
**Duera**  
**Dusoc**  
**MagsaysaySt.**  
**Mangayao**  
**Mh Del Pilar**  
**Nalsian Norte**  
**Pogo**  
**Quezon Blvd.**  
**San Gabriel**  
**San Vicente**  
**Sancagulis**  
**Sapang**  
**Tamaro**  
**Tambac**  
**Tampog**  
**Telbang**  
**Tococ West**  
**Wawa**  
**Zone I**



- Zone III
- Zone IV
- Zone V
- Zone VI
- Zone VII

**BAUTISTA**

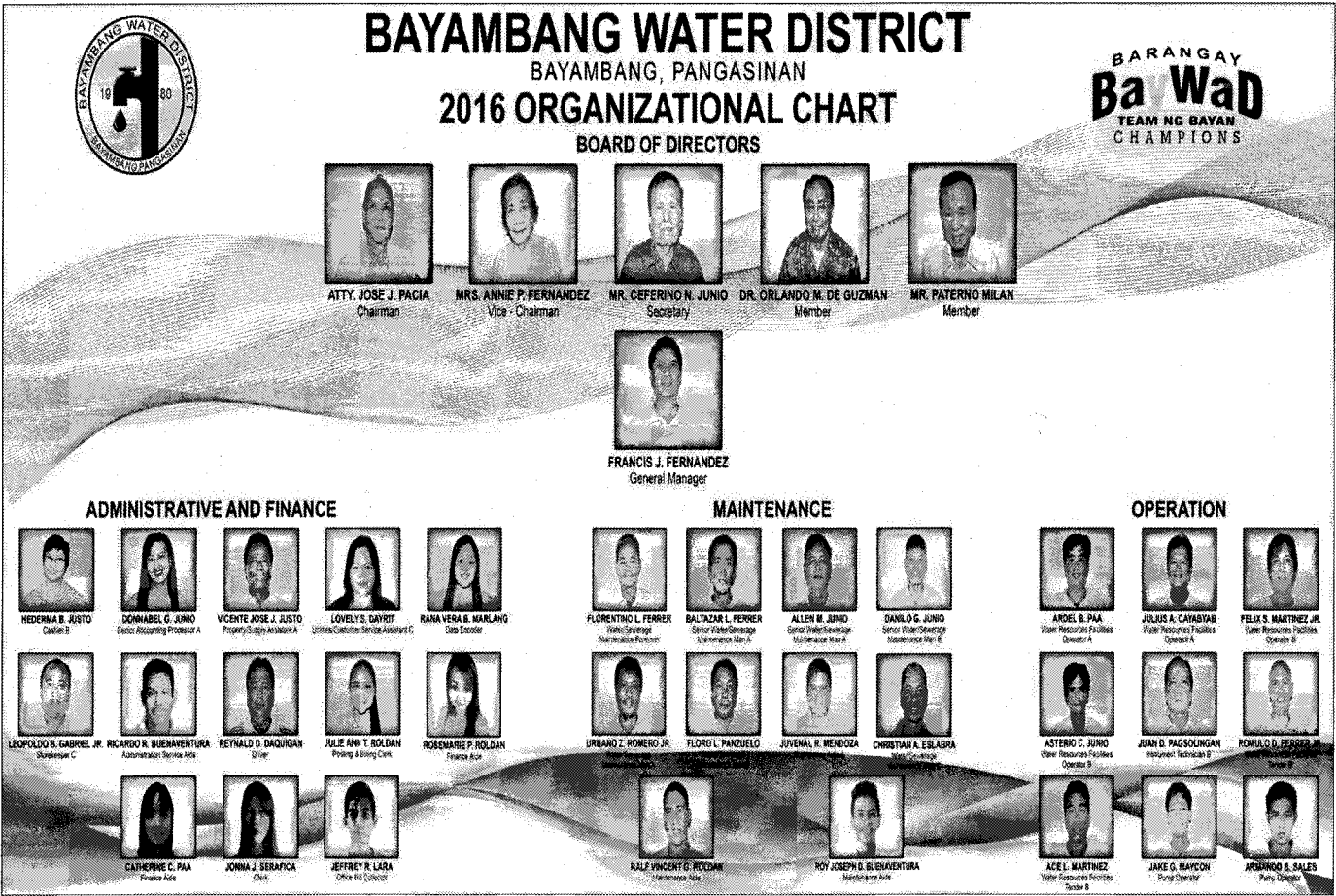
- Cabuaan
- Cacandungan
- Ketegan
- Nandacan
- Nibaliw Norte
- Nibaliw Sur
- PoblacionEast
- PoblacionWest
- Sinabaan

**MALASIQUI**

- Nalsian Sur

PUMPING STATIONS	Year Constructed
1. Zone V (Estacion)	1980
2. Tambac	1991
3. Sapang	2003
4. Nalsian Norte	2004
5. Bueldet, Tamaro	2005
6. Tambac	2016
7. Tamaro	2016
8. Darawey(Bulk Water Supply)	2016

ORGANIZATIONAL CHART



## DUTIES AND RESPONSIBILITIES

### **The Primary Functions**

The **Board of Directors** is the policy making body. Ensures the availability of adequate financial resources and approves annual budget.

The **General Manager** shall have full supervision and control of the operation of water district with power and authority to appoint all personnel of the district as provided in PD 198.

**The Administrative and General Services Divisions** is divided into two functions which are as follows:

**Human Resources and General Services Sections** – responsible for the Implementation of Administrative Policies and Guidelines.

**Property and Supplies Management Sections** – Oversee internal control of Inventory and Property, Plant and Equipment (PPE) management as well as procurement process.

**The Finance and Commercial Division** is divided into two functions which are as follows:

**Accounting and Billing Section** – Accounting prepares and monitors annual budget and in charge with the personnel management and development. Handles financial transactions and preparations of financial and operational deposits of the district while Commercial facilitates billing and collections, maintains customer records and attends to customer's request and complaints.

**Cash Management and Collection Section** – Handles financial transactions in the district and collections of payments of customers.

**The Operations and Technical Services Division** is divided into two functions which are as follows:

**Production Section** – Operates and maintains water production facilities; conduct water quality monitoring activities.

**Maintenance Section** – maintains distribution, transmission and service lines. Facilitates service connections, disconnections and reconnections.

## **OPERATIONAL CONTROL AND SUPERVISION**

**The General Manager** shall exercise operational control over the following duties:

1. Responsible for the overall operations of the Water District and general supervision of personnel.
2. Plans, proposes and recommends policies, rules and regulations including budget for board actions.
3. Prepares agenda for board meeting.
4. Directs the basic efforts of all personnel and operations towards achieving Water District's goals and objectives within established policies.
5. Represents Water District in all actions and undertakings.

**The General Manager** has the ultimate decision making authority in all matters affecting the district.

The Administrative and General Services shall exercise operational control over following duties:

1. Evaluates finance and general services functions including personnel management, procurement, and security of Water District properties and preparation of management reports.
2. Maintains accurate and up-to-date data/records on Water District operations and transactions.
3. Keeps and maintains 201 File records.
4. Personnel recruitment, training and management.

**The Finance and Commercial Division** shall exercise operational control over the following duties:

1. Prepares monthly Financial Statements including Annual Reports and Budget.
2. Maintains accurate and up-to-date data/records on Water District's operations and transactions.
3. Prepares daily reports on cash inflow and cash outflow of the Water District's fund.
4. Maintains and updates cashbook from time to time to reconciled with the bankbooks.
5. Administers working fund.
6. Prepares Bank Reconciliation Statements.
7. Prepares and submits reports required by COA.
8. Maintains and accurate and up-to-date customer records.
9. Adopts and implements guidelines, utility rules and regulations on water service approval and installation and billing sand account delinquency.
10. Prepares management reports and relative to commercial activities and status including service connection and revenue projections.

11. Attends to, investigate and verify customer inquiries, complaints, requests pertinent to service connections including illegal connections, erroneous meter reading, and other water service problems.
12. Enforces collection of delinquent accounts, including preparation of promissory notes, handling of partial payments and follow-up of overdue accounts.

**The Water Maintenance Section** shall exercise operational control over the following duties:

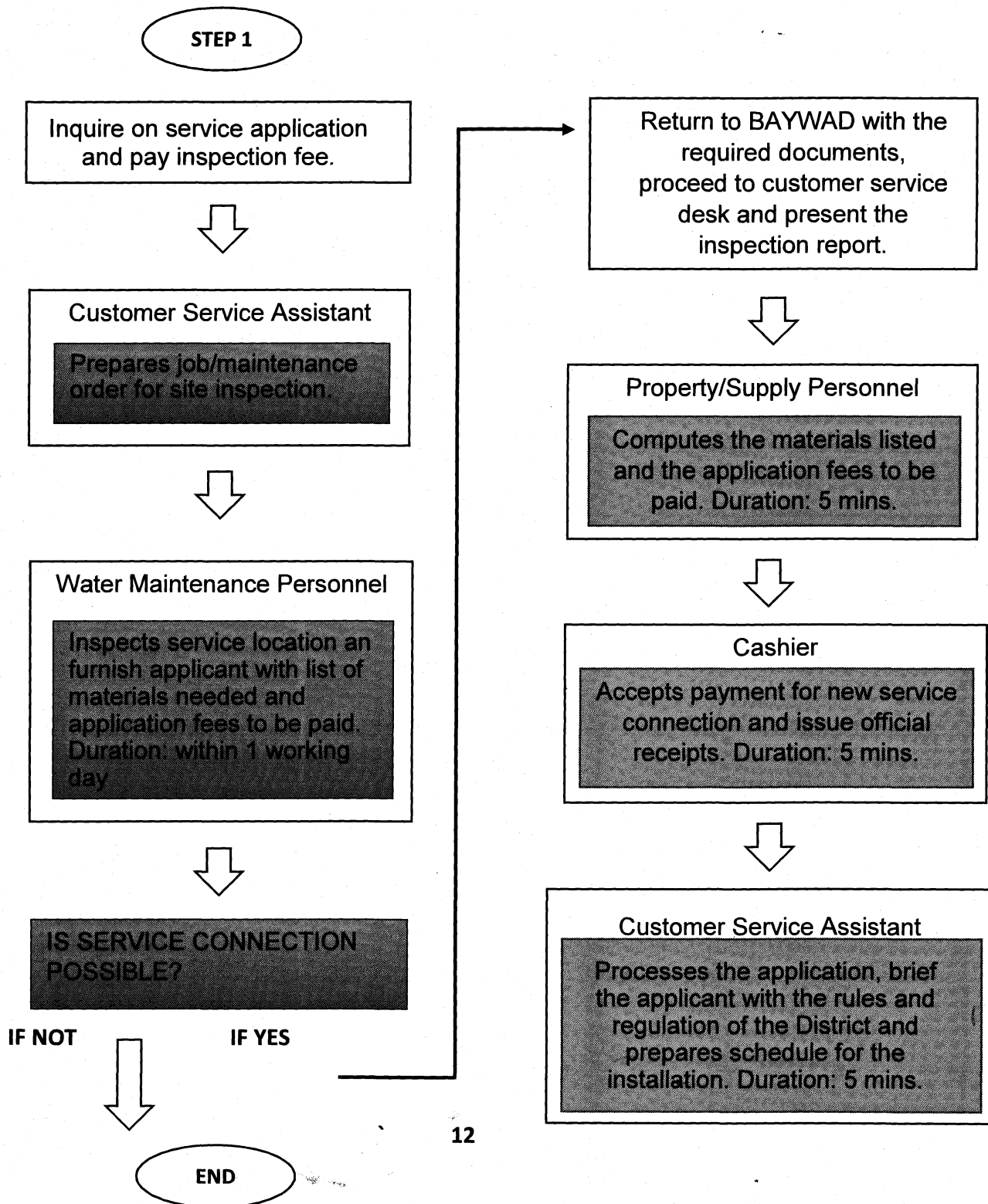
1. Maintains records of general field operations including testing and maintenance of various facilities and appurtenances.
2. Schedules construction programs and ensures availability of equipment and materials for work completion.
3. Conducts and implements safety programs in the performance of job orders.
4. Establishes, supervises and conducts regular monitoring of pressure on transmission/distribution lines, flushing of hydrants and blow-off valves.
5. Maintains records of work accomplishment for the day such as installed service connections, reconnections, transfer of water meters/ service lines, leak repairs, site inspection and other related water service requests.

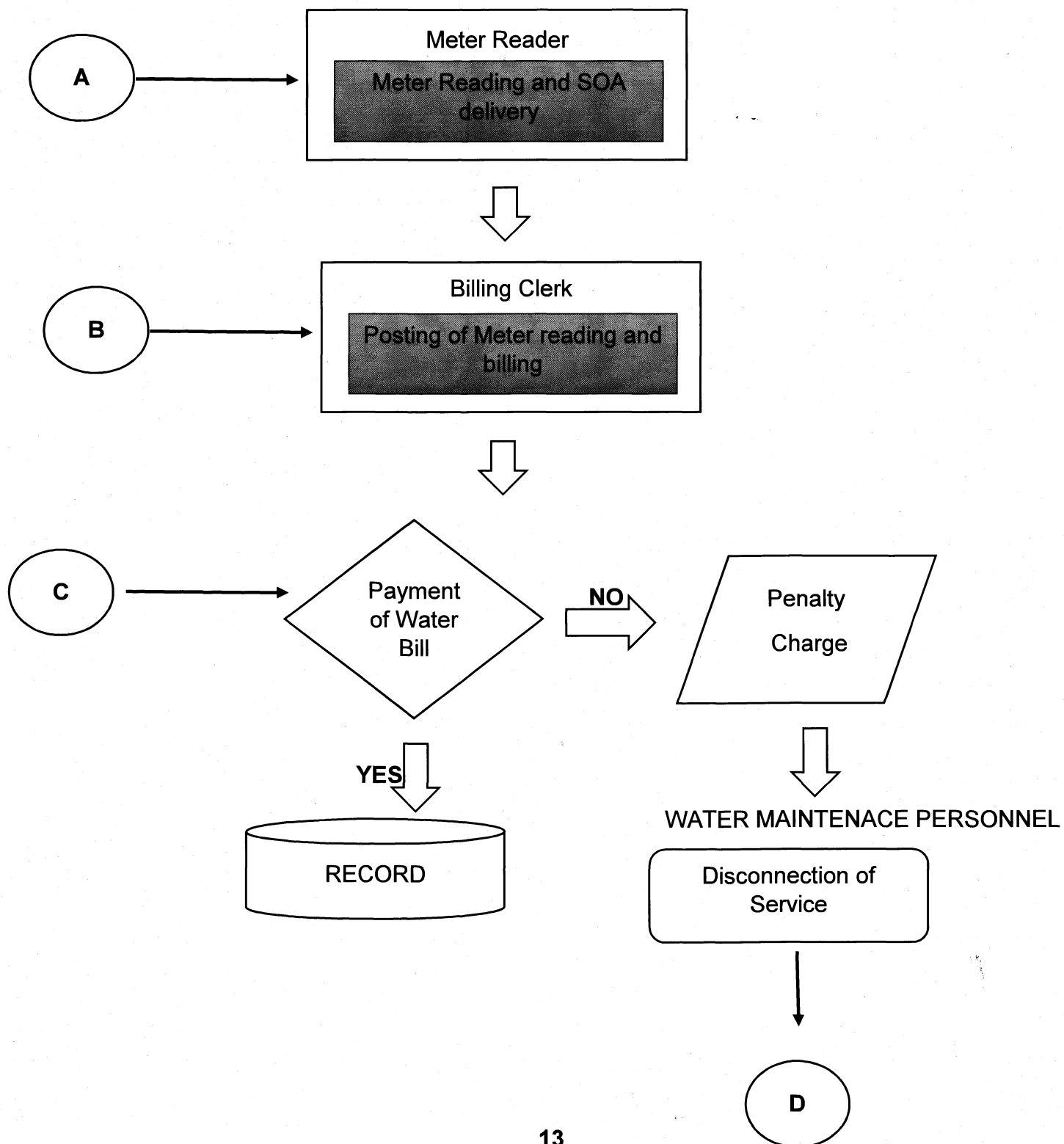
**The Production Section** shall exercise operational control over the following duties:

1. Responsible for the production scheduling and delivery of 24/7 safe, potable and reliable water.
2. Maintains accurate records as to daily production, equipment operation and machinery status, water level and pressure and pump flow rate.
3. Establishes detailed maintenance schedules and safety programs for all production equipment and facilities.
4. Conducts regular check-up and monitoring of production equipment and facilities for the efficiency and reliability.

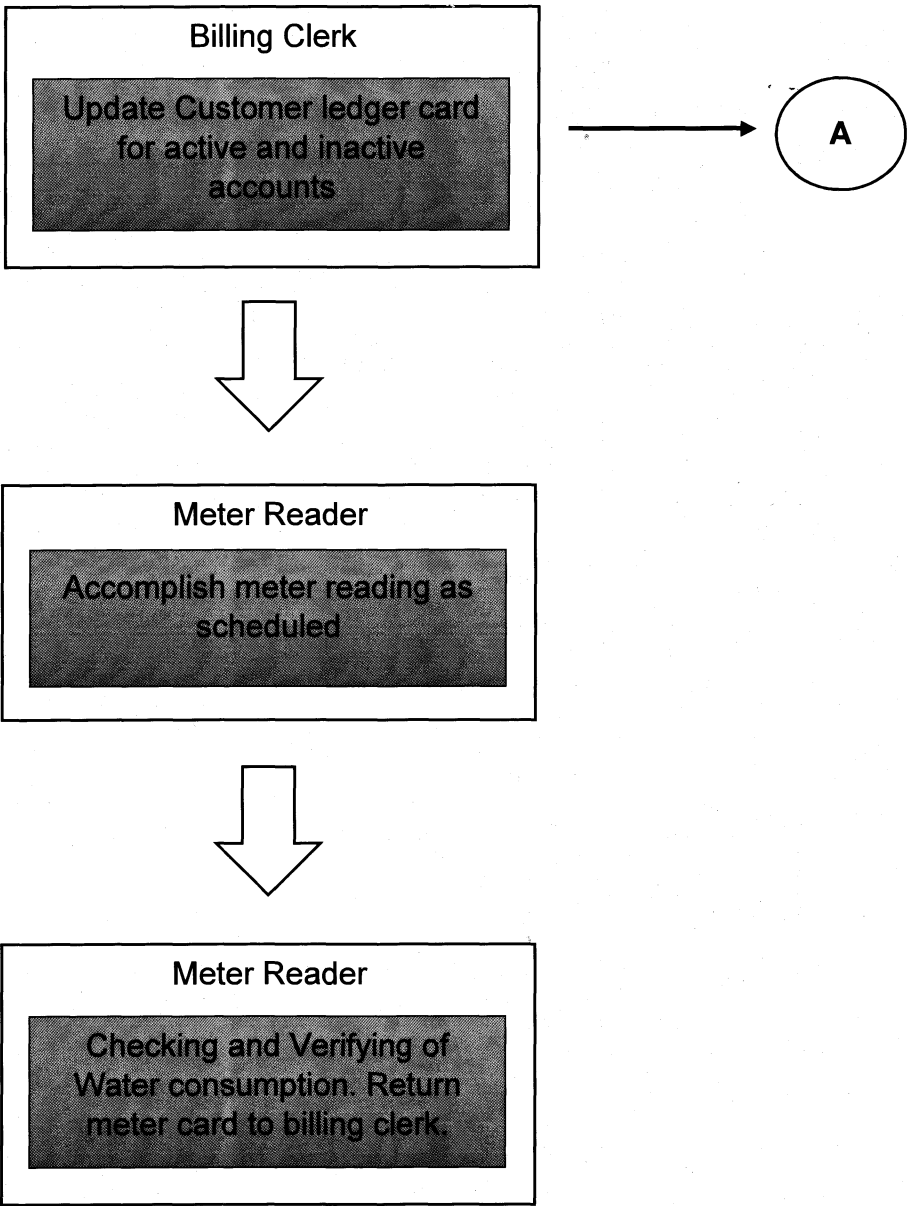
## OPERATING PROCEDURES

### I. APPLYING FOR NEW CONNECTION



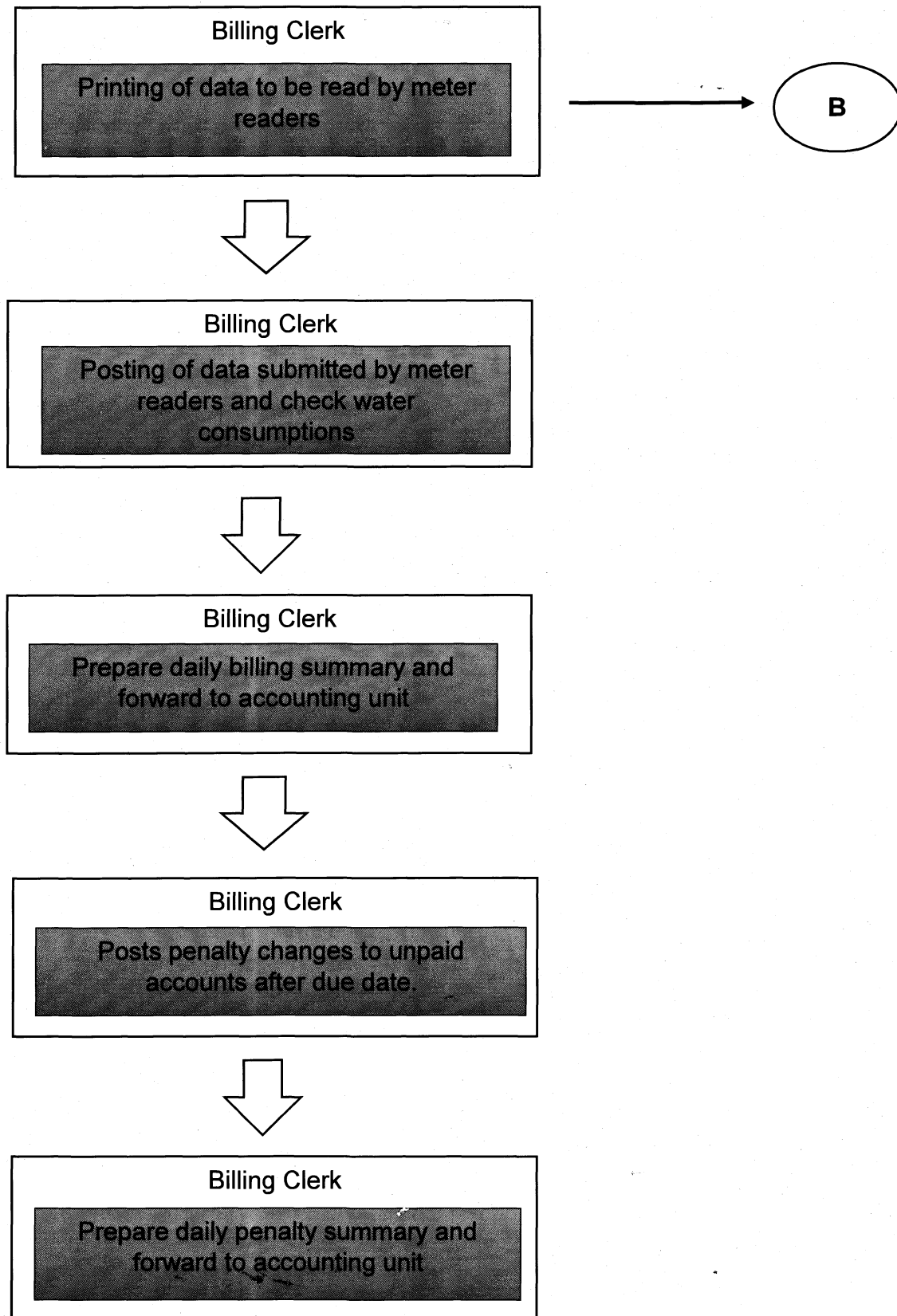


**A. METER READING**

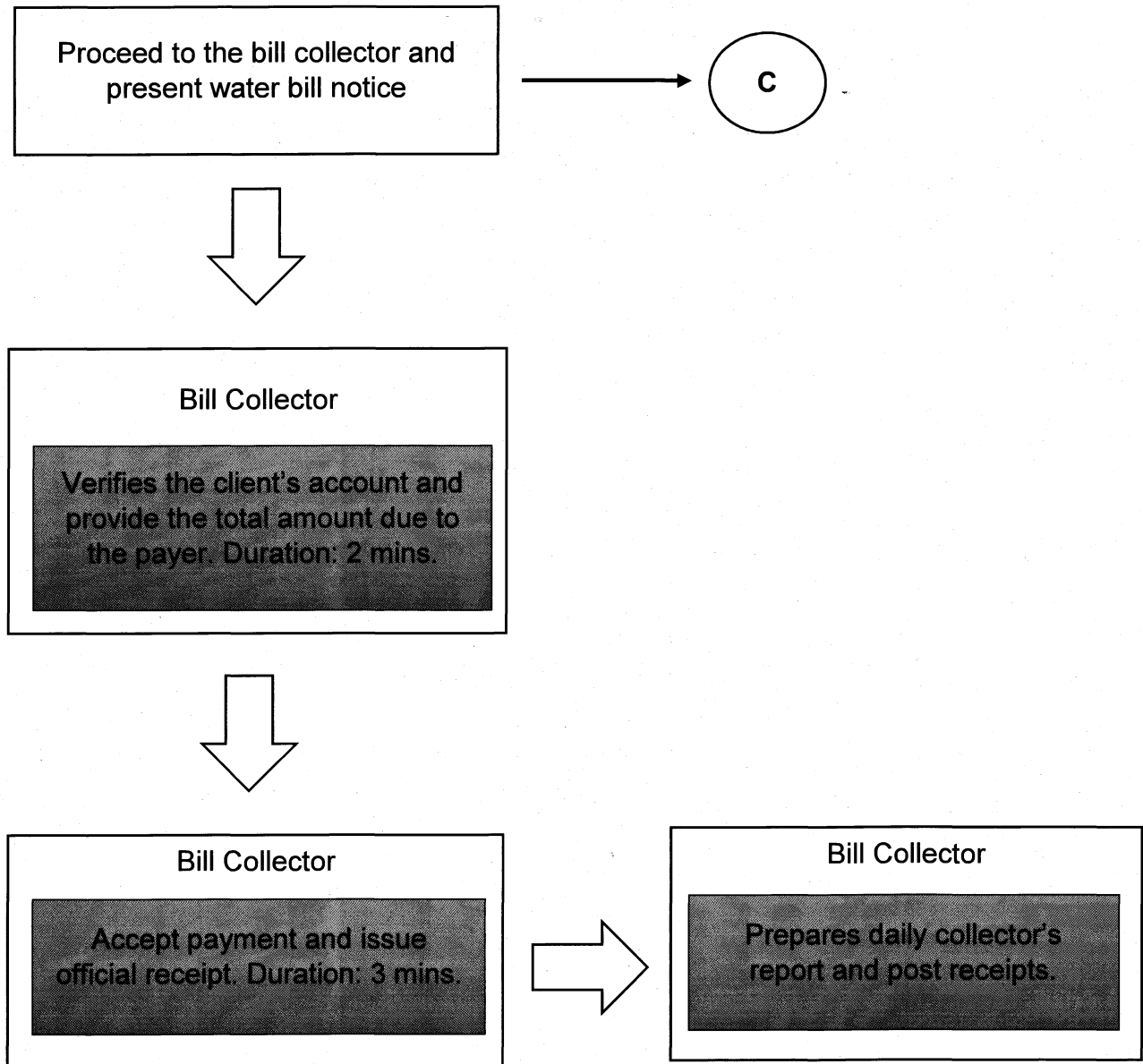




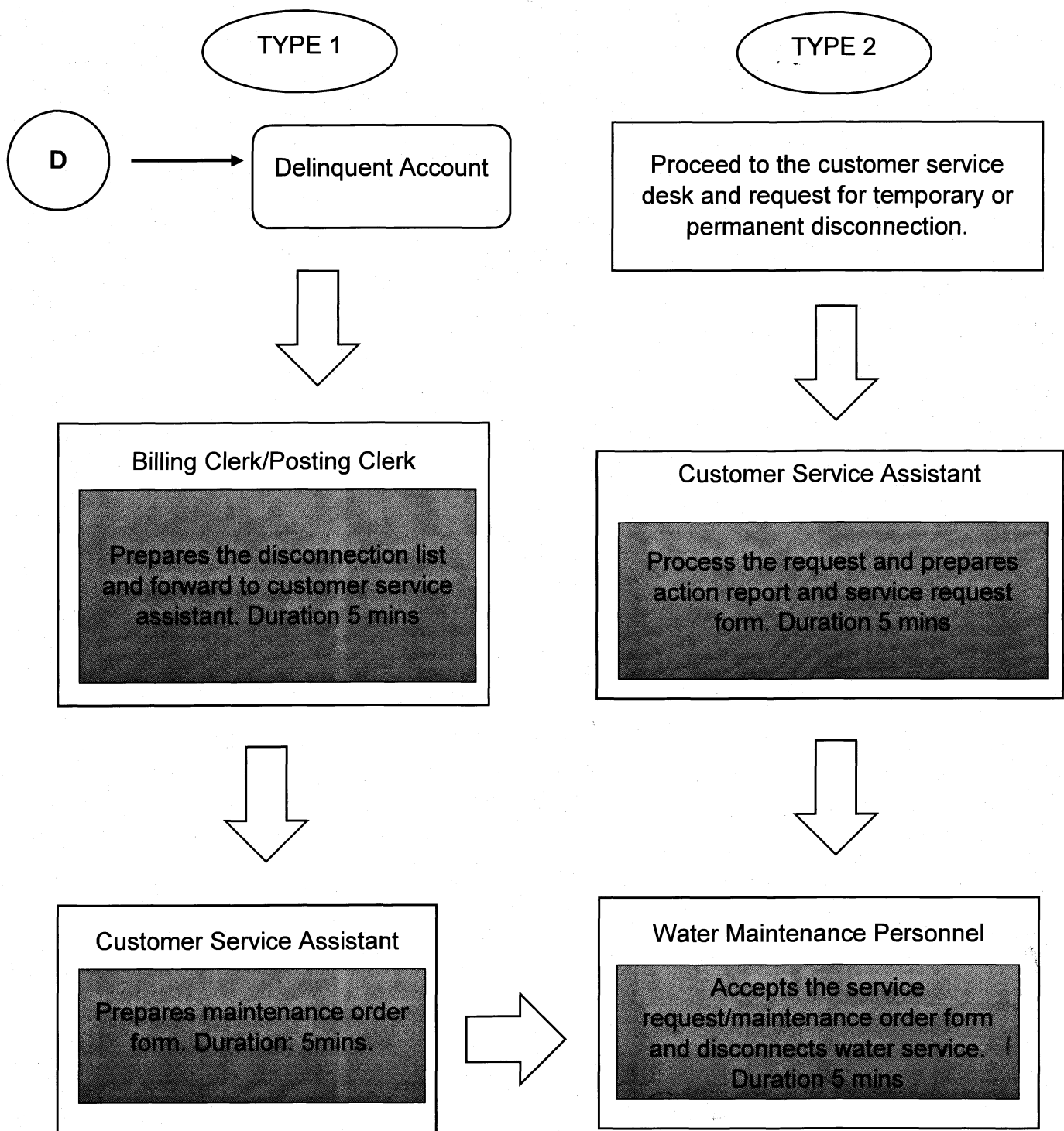
## B. BILLING



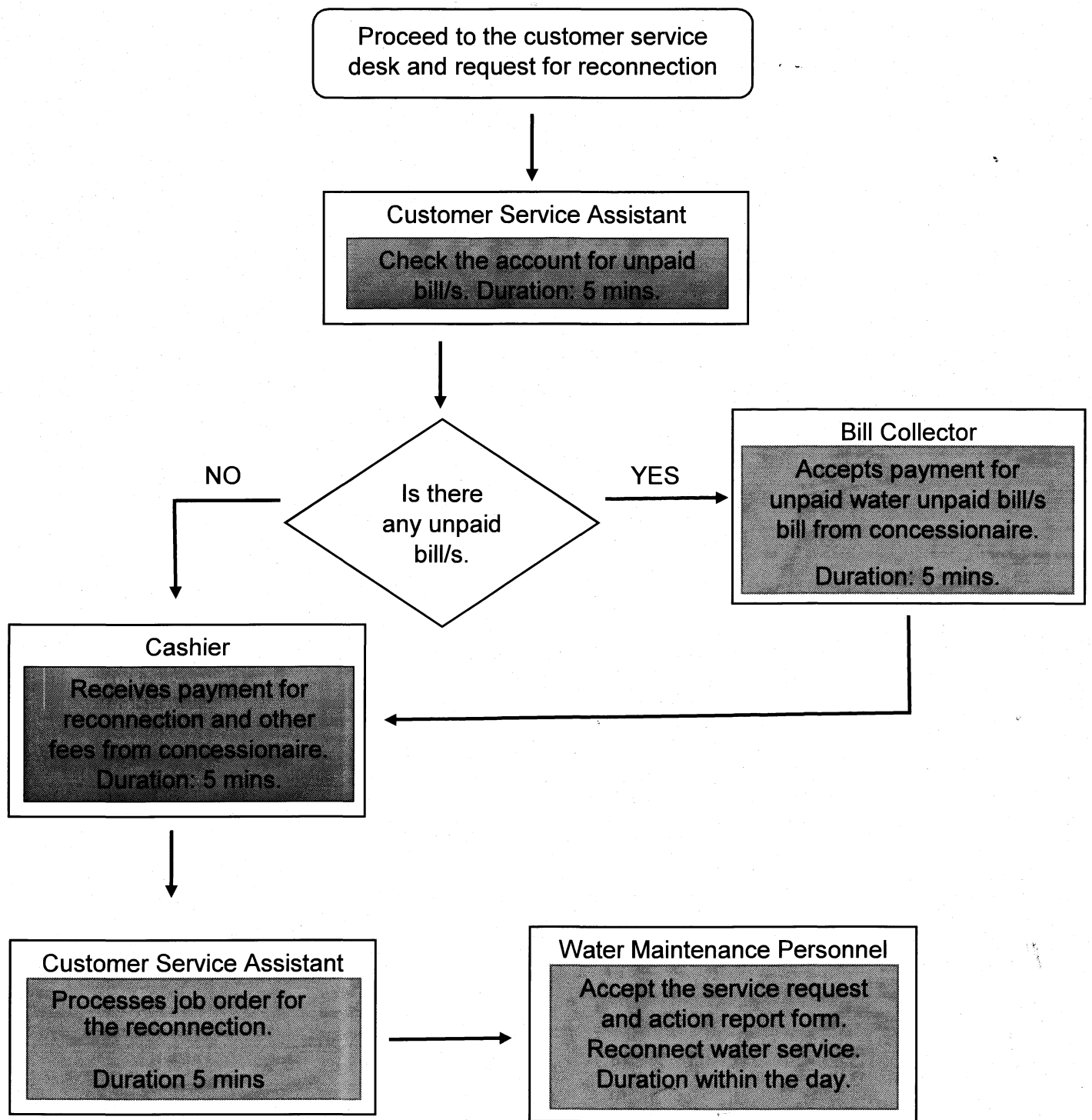
### C. PAYMENT OF WATER BILL



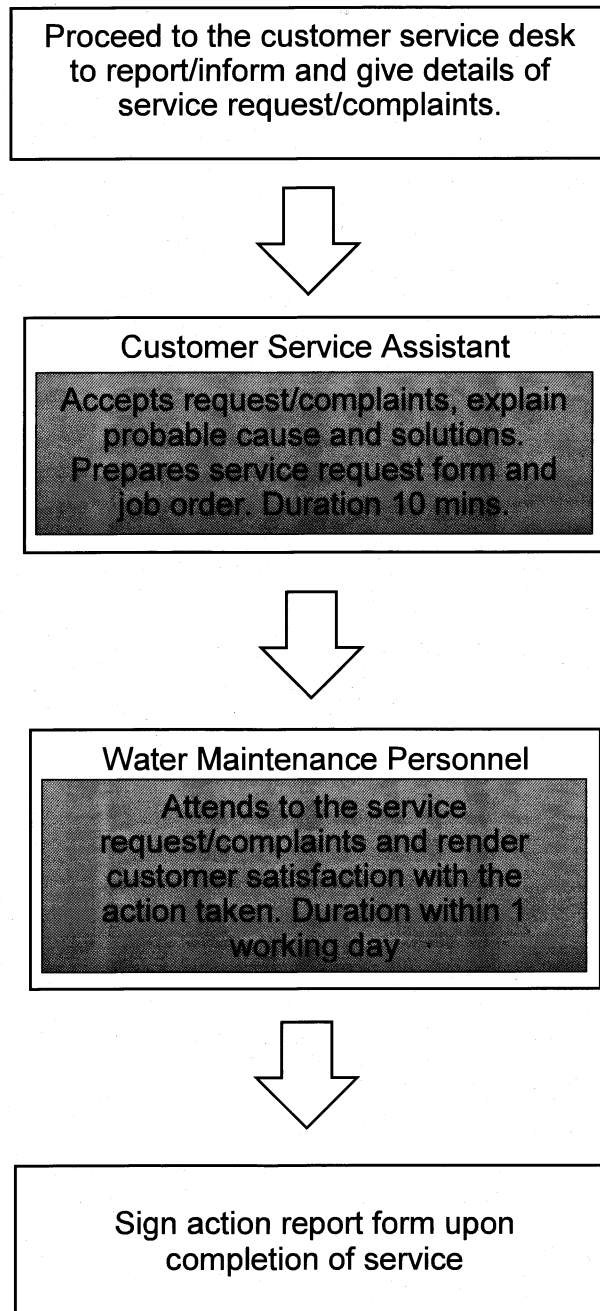
## D. DISCONNECTION OF SERVICES



## E. RECONNECTION SERVICE



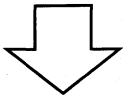
### III.SERVICE REQUEST AND COMPLAINTS



IV. TRANSFER/RELOCATION OF WATER METER

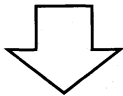
STEP 1

Proceed to Customer Service desk and request for transfer/relocation of meter



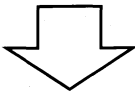
Customer Service Assistant

Accepts the request, checks status of account and prepares service request and job order for inspection.  
Duration 10 mins.

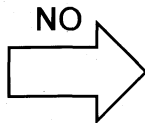


Water Maintenance Personnel

Inspects the relocation site. Duration within 1 working day

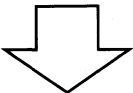


Is relocation possible?



END

YES



Water Maintenance Personnel

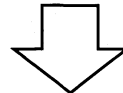
Furnishes the concessionaire with to concessionaire. The list of materials needed for the relocation and transfer.



Proceed to  
Step 2

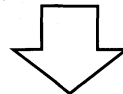
STEP 2

Return to BAYWAD office and proceed to the Customer Service desk. Present cost assessment to customer service assistant and pay all necessary charges.



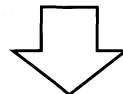
Cashier

Accept payment and issue official receipts. Duration 5 mins.



Customer Service Assistant

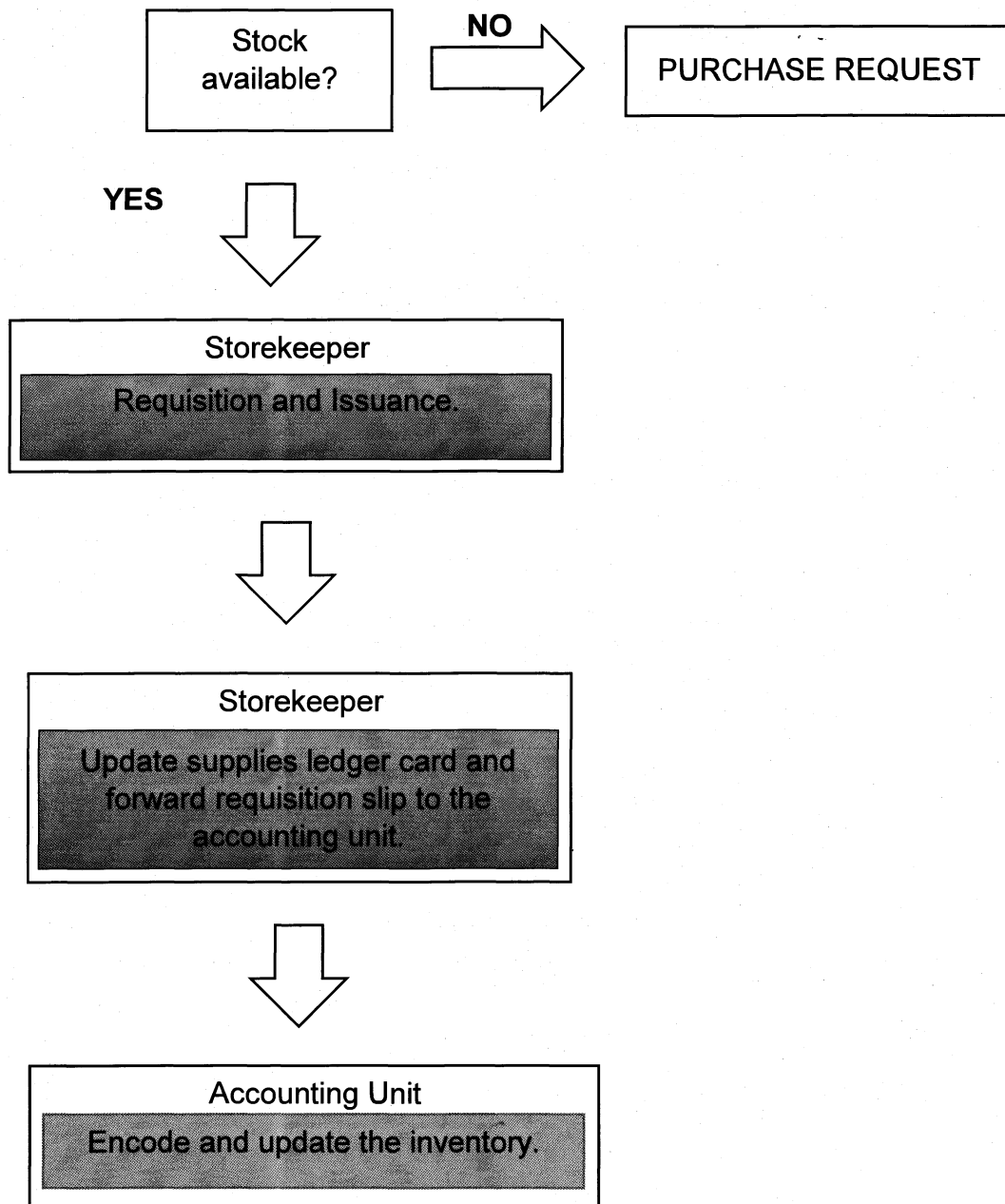
Prepare and issue action report and service request form. Duration 10 mins.



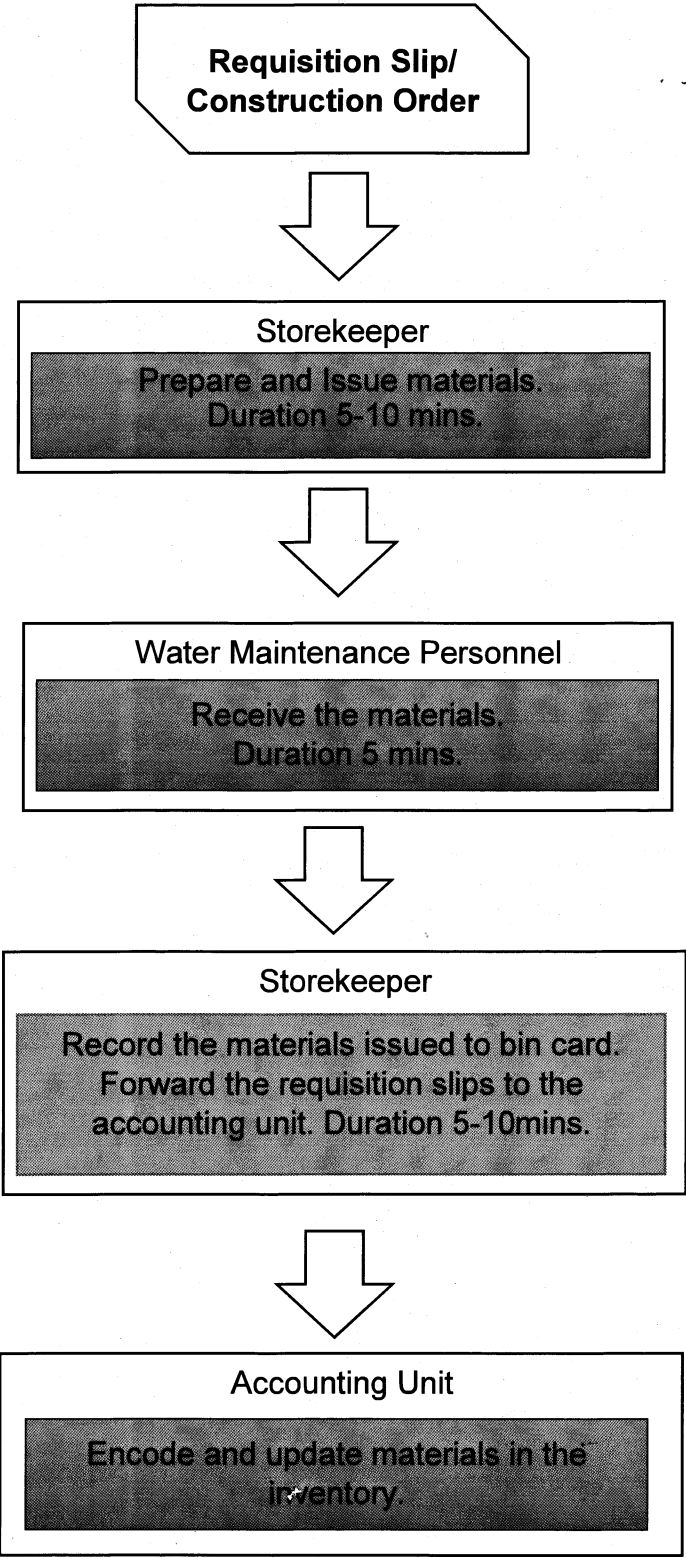
Water Maintenance Personnel

Prepare and issue cost assessment.

## V. ISSUANCE OF OFFICE SUPPLIES



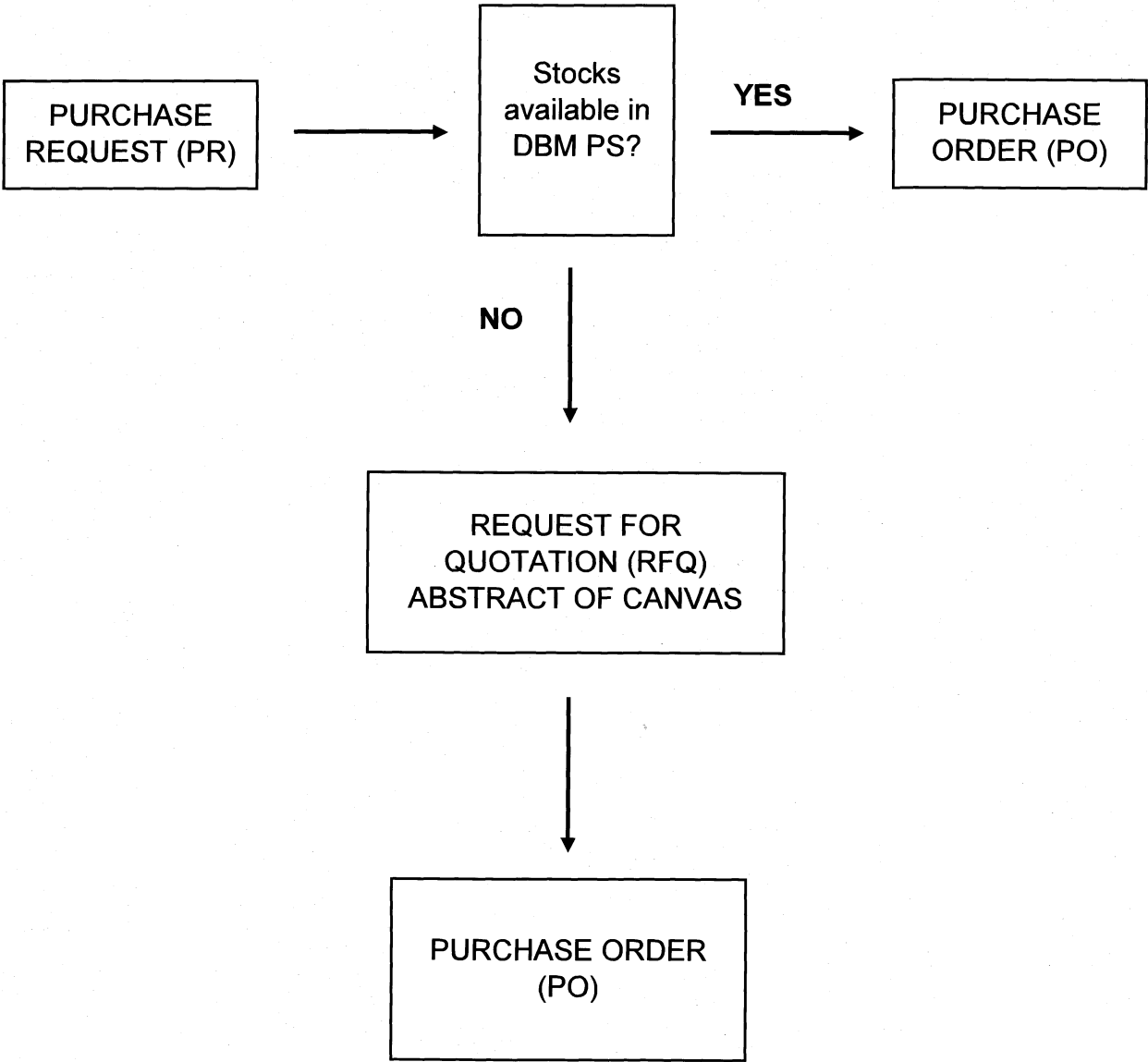
**V. ISSUANCE OF SERVICE CONNECTION MATERIALS**



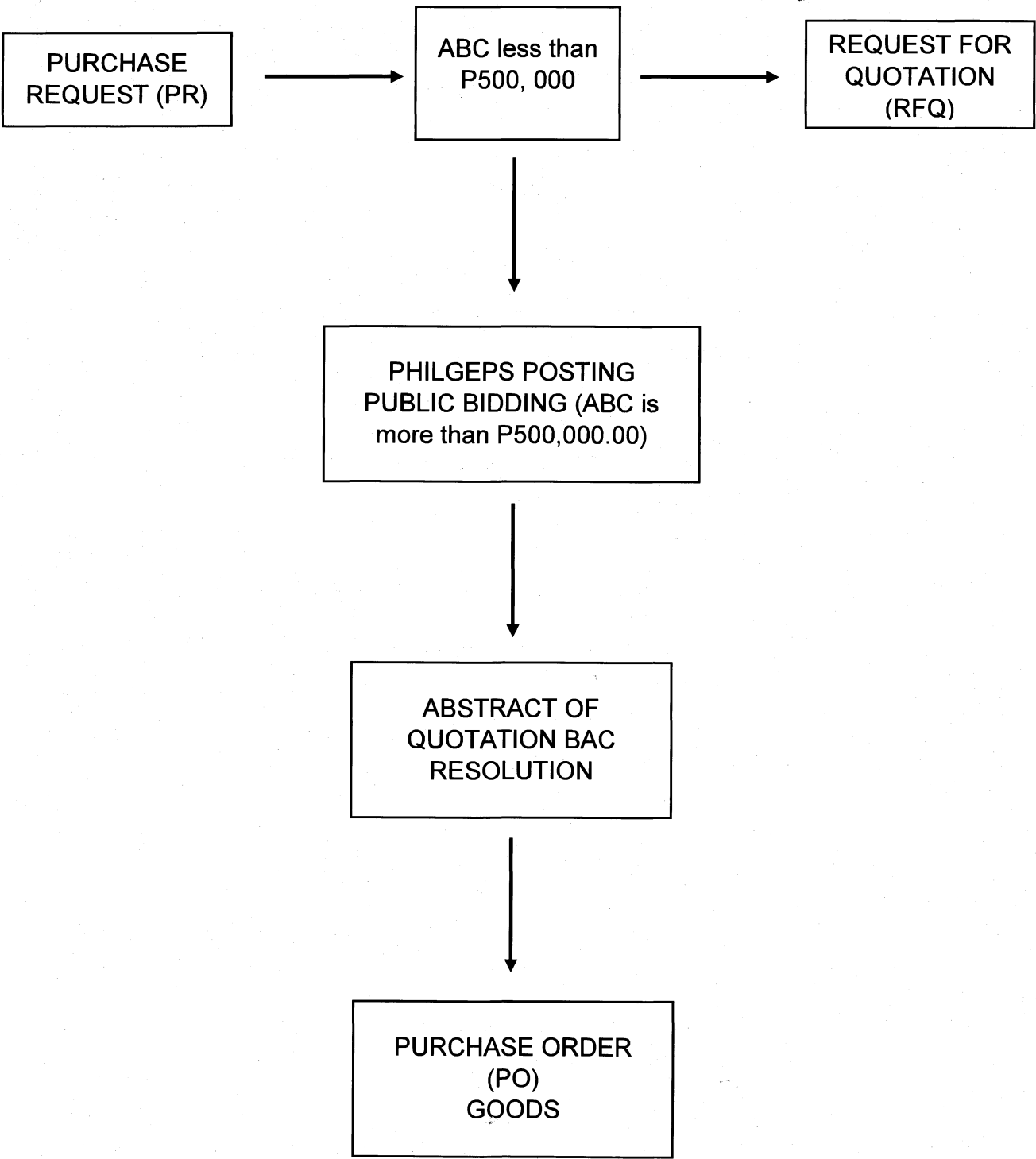


VII. PROCUREMENT PROCESS

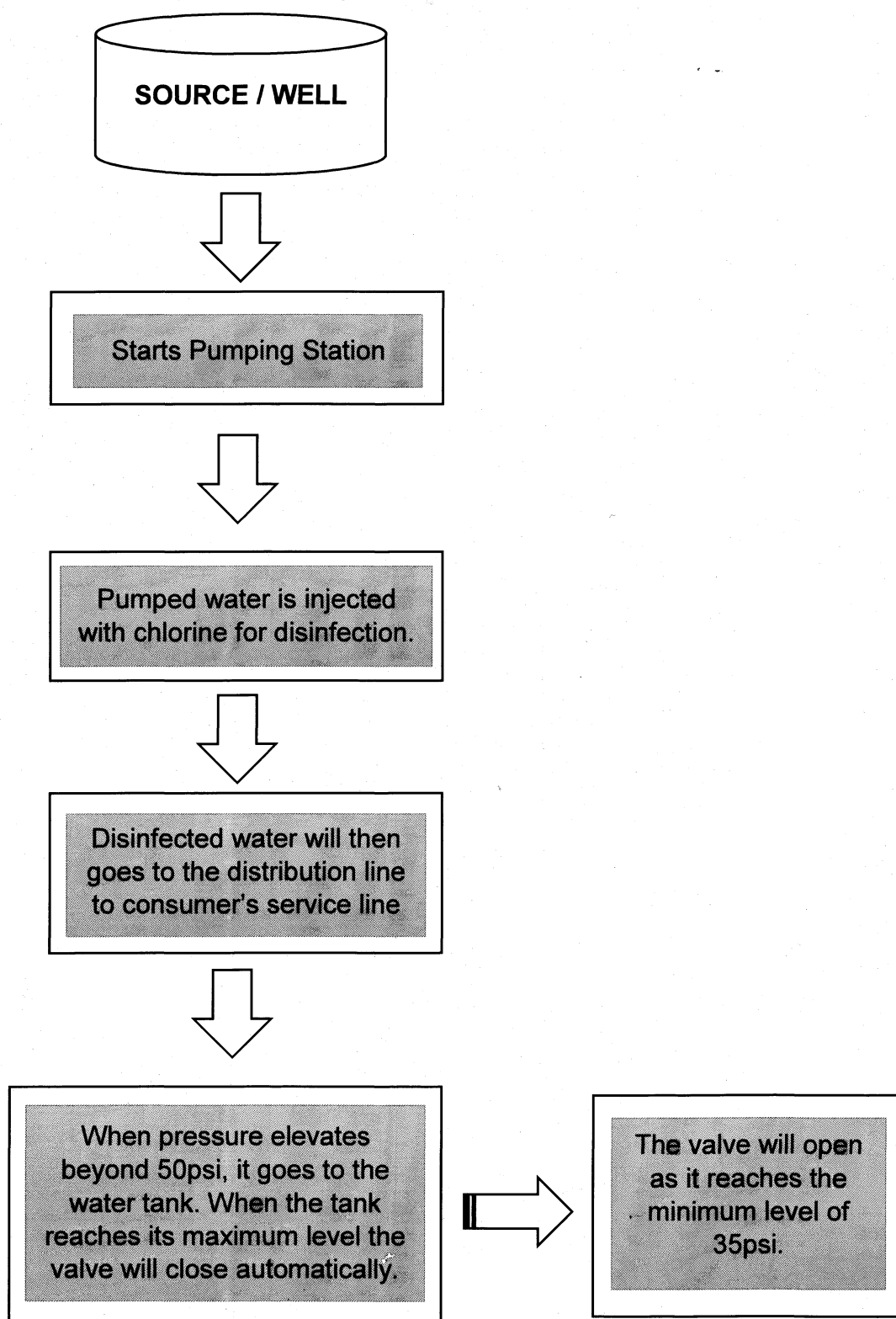
A. OFFICE SUPPLIES



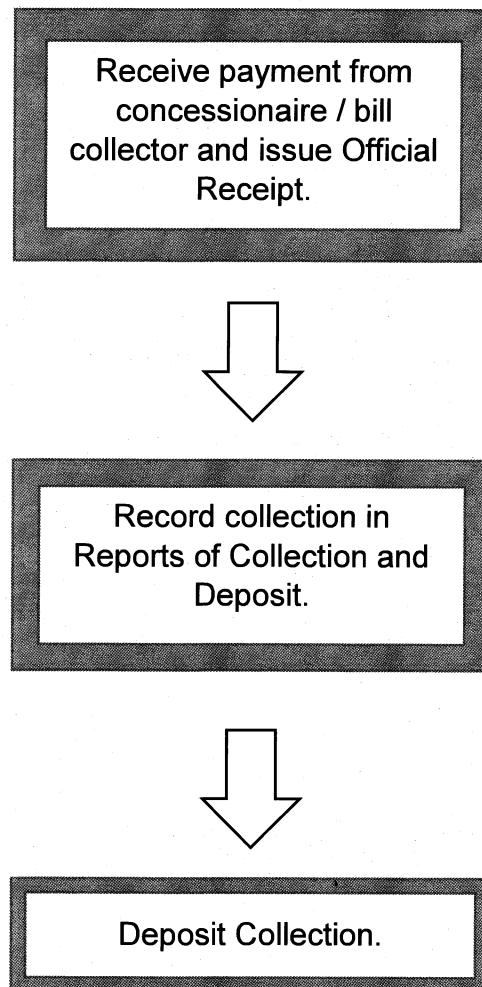
**B. SERVICE CONNECTION MATERIALS/CAPEX**



## VIII. PRODUCTION



## IX. RECEIPTS AND COLLECTION PROCESS



**X. DISBURSEMENT PROCESS**

