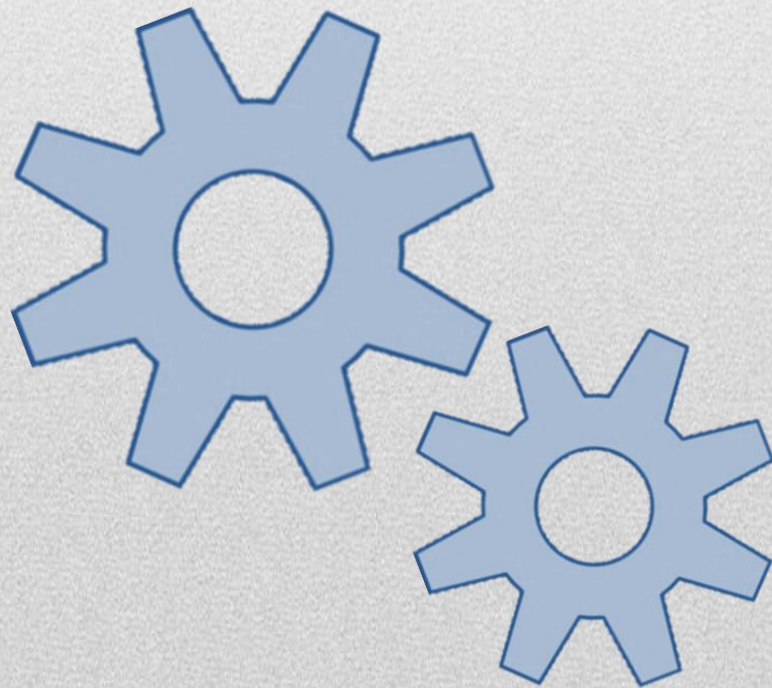


# DINALUPIHAN WATER DISTRICT

---

## *OPERATIONS MANUAL*



2015

---

## TABLE OF CONTENTS

I. Introduction.....	3
II. Definition of Terms.....	4
III. General Information.....	5
A. Profile of DWD.....	5
B. Areas of Operation.....	7
IV. Organization and Responsibilities.....	8
A. Organizational Structure	
A.1. Board of Directors.....	8
A.2. Administrative and Finance Services Department .....	9
A.3. Commercial Services Department.....	11
A.4. Engineering and Operations Department.....	13
A.5. Production Division.....	16
B. Duties and Responsibilities.....	17
V. Operational Control and Supervision.....	18
VI. Operating Procedures.....	20
VII. Appendices.....	32

## Introduction

The Operations Manual of Dinalupihan Water District (DWD) contains the general information about the agency, its underlying function, mandates, operating procedures and organization.

The purpose of this manual is to provide its readers knowledge about the district's responsibilities and structure.

The manual is divided into several parts, as follows:

***General Information.*** This section contains the company profile, such as the brief history of DWD, mandates and functions, its mission and vision, service pledge, pumping stations and areas of operation.

***Organization and Responsibilities.*** In this part of the manual, the organizational structure was shown using a diagram as of year 2015, as well as the duties and responsibilities of every department.

***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 DWD. Activity flow charts are used to illustrate the different processes involved in daily operations.

## **DEFINITION OF TERMS**

**DWD** – Dinalupihan Water District

**PD** – Presidential Decree

**Category B** – The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category B a service connections of at least 10,000. 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 50 – 74 for Category B. Whichever is lower is the FINAL CATEGORY of the LWD.

**SOA** – Statement of Account

**PPE** – Property Plant and Equipment

**PR** – Purchase Requisition

**HPC** – Heterotropic Plate Count

**LWUA** – Local Water Utilities Administration

**PhilGEPS** – Philippine Government Electronic Procurement System

**SALN** – Statement of Assets, Liabilities, and Net Worth

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

## GENERAL INFORMATION

### PROFILE

The Dinalupihan Water District was founded on July 13, 1989, pursuant to PD 198 or Water Utilities Act of 1978. A Conditional Certificate of Conformance no. 409 was issued on July 13, 1989 by the Local Water Utilities Administration (LWUA). DWD is now categorized as Category B Water District with 66 approved plantilla, 25 of which are vacant. DWD has 13,967 concessionaires with an average billing of Php5.4 million monthly.



Figure 1: DWD Logo

### *Mandates and Functions*

The Dinalupihan Water District (DWD), by virtue of Presidential Decree no. 198, was created as an agency mandated to operate, maintain, improve and expand water supply delivering affordable, safe and potable water for domestic and industrial uses to the residents and lands within the jurisdiction of Dinalupihan and nearby barangays where it is considered necessary.

The DWD shall manage a system of water distribution that will be accessible to all sectors of society, ensure uninterrupted and adequate water and conduct other functions and operations incidental to water resource development, proper utilization and disposal.

### **VISION**

A very large Water District with a good quality, reliable and cost effective water service to our community now and for generations to come.

### **MISSION**

To provide district residents with a safe, adequate, reliable and economically viable water service which is within the reach of the poorest of the poor at 100% service coverage.

### ***SERVICE PLEDGE***

We pledge to continuously work in sustaining our goals of providing good service to our consumers, thru an efficient water supply and a good working relationship with our consumers, aimed in attaining customer's satisfaction.

**BOARD OF DIRECTORS** (year 2015)

Alicia G. Merced	Board Chairman
Ramonette L. Reyes	Vice Chairman
Carmen P. De Guzman	Board Secretary
Emelita J. Lubag	Board Member
Rosario S. Acuña	Board Member

<b>PUMPING STATIONS</b>	<b>IMPLEMENTATION YEAR</b>
<b>1. KATAASAN</b>	1993
<b>2. SAN RAMON</b>	1993
<b>3. TUCOP</b>	2003
<b>4. SAGUING</b>	2004
<b>5. STA. ISABEL</b>	2005
<b>6. LOWER ROOSEVLT</b>	2009
<b>7. UPPER ROOSEVELT</b>	2010
<b>8. PITA</b>	2010
<b>9. SAPANG BALAS</b>	2012
<b>10.COLO</b>	2014

Table 1: DWD Pumping Stations as of year 2015

**AREAS OF OPERATION**

Barangays that are served by DWD as of year 2015

- |                      |                        |
|----------------------|------------------------|
| 1. Bangal            | 26. Pentor             |
| 2. Bayan-Bayanan     | 27. Pinulot            |
| 3. Bonifacio         | 28. Pita               |
| 4. Burgos            | 29. Rizal              |
| 5. Colo              | 30. Roosevelt          |
| 6. Daang Bago        | 31. Roxas              |
| 7. Dalao             | 32. Saguing            |
| 8. Del Pilar         | 33. San Benito         |
| 9. General Luna      | 34. San Isidro         |
| 10. Gomez            | 35. San Juan Extension |
| 11. Happy Valley     | 36. San Pablo          |
| 12. JC Payumo        | 37. San Ramon          |
| 13. Kataasan         | 38. San Simon          |
| 14. Layac            | 39. Sta. Isabel        |
| 15. Luacan           | 40. Sto. Niño          |
| 16. Mabini Extension | 41. Torres             |
| 17. Mabini Proper    | 42. Tucop              |
| 18. Magsaysay        | 43. Zamora             |
| 19. Naparing         |                        |
| 20. New San Jose     |                        |
| 21. Old San Jose     |                        |
| 22. Padre Dandan     |                        |
| 23. Pagalanggang     |                        |
| 24. Pag-asa          |                        |
| 25. Payumo           |                        |



**ORGANIZATION AND RESPONSIBILITIES  
DINALUPIHAN WATER DISTRICT  
ORGANIZATIONAL CHART**

**BOARD OF DIRECTORS**



**ALICIA G. MERCED**  
Chairman of the Board  
Professional Sector



**RAMONETTE L. REYES**  
Vice Chairman  
Business Sector



**CARMEN P. DE GUZMAN**  
Secretary  
Educational Sector



**EMELITA J. LUBAG**  
Member  
Women Sector



**DR. ROSARIO S. ACUÑA**  
Member  
Civic Sector



**VIRGILIO P. MANALILI**  
General Manager B

Driver  
SG 4

**VACANT**



## ADMINISTRATIVE & FINANCE SERVICES DEPARTMENT

Department  
Manager B  
SG 24

**VACANT**

### ADMINISTRATIVE SERVICES DIVISION



**JUVY N. PIEGA**  
Division Manager B  
SG 23



**SHERRY S. LAZARTE**  
Administrative/General  
Services Chief C  
SG 18

Administrative Services Assistant B	SG 10
Administrative Services Assistant C	SG 8
Administrative Services Aide	SG 4
Utility Worker A	SG 3

**VACANT**



**VIRGILIO C. TIBOR**  
Industrial Security Guard C  
SG 3



**ANTHONY C. RAZON**  
Industrial Security Guard C  
SG 3

## FINANCE SERVICES DIVISION

Division Manager B  
SG 23  
**VACANT**



**KENETH M. DUERO**  
Senior Cashier  
SG 18



**WINEFREDA O. NAVARRO**  
Administrative/General  
Services Officer B  
SG 14



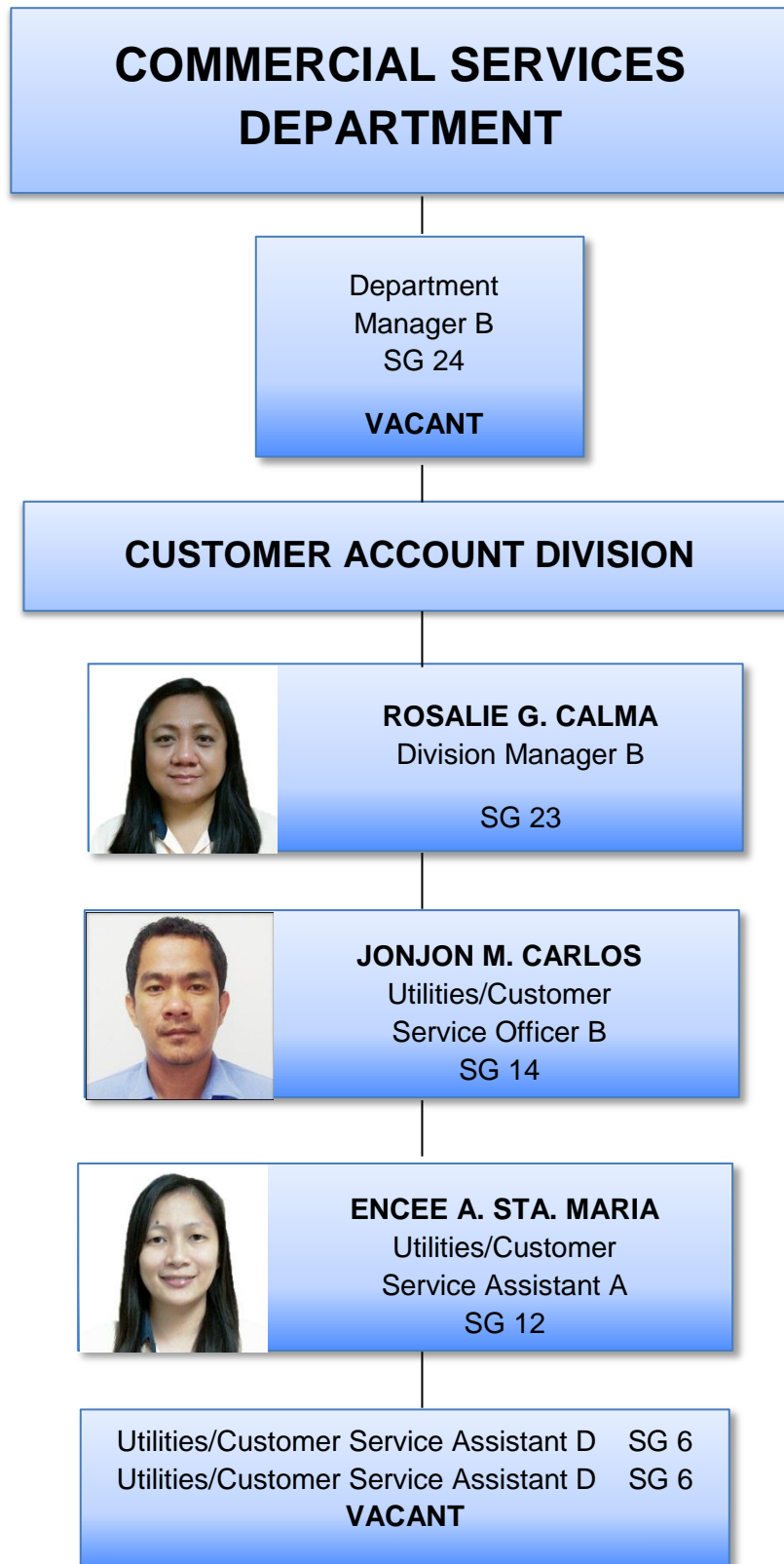
**JOANNA R. TORRES**  
Senior Accounting Processor B  
SG 10

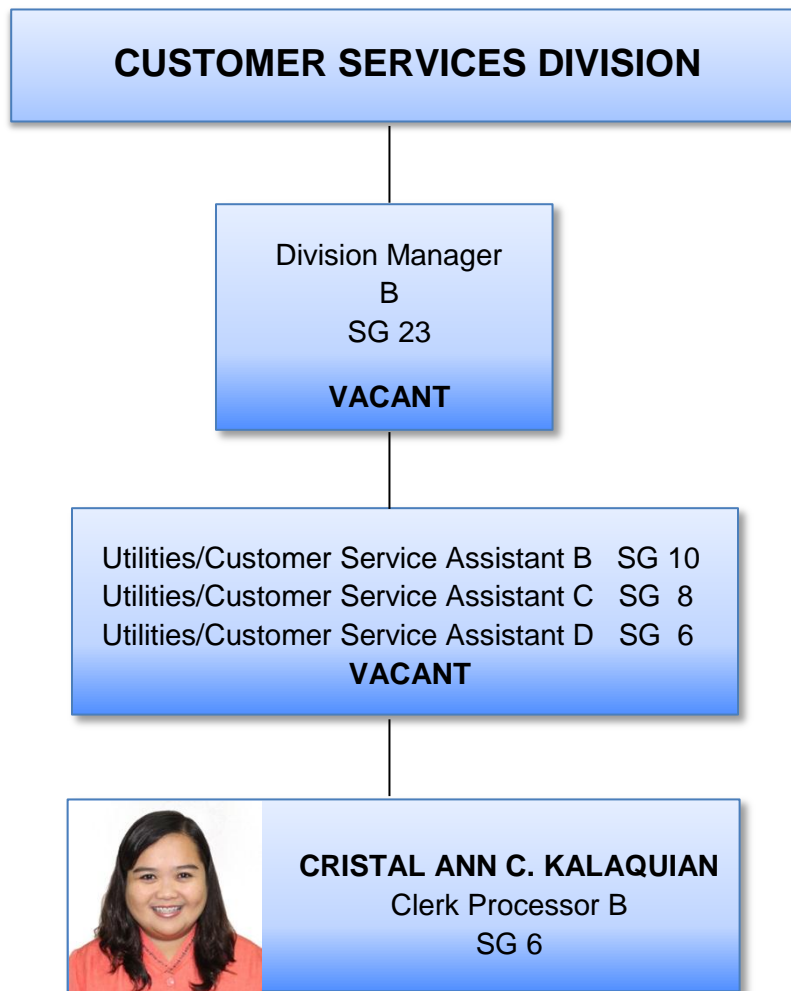


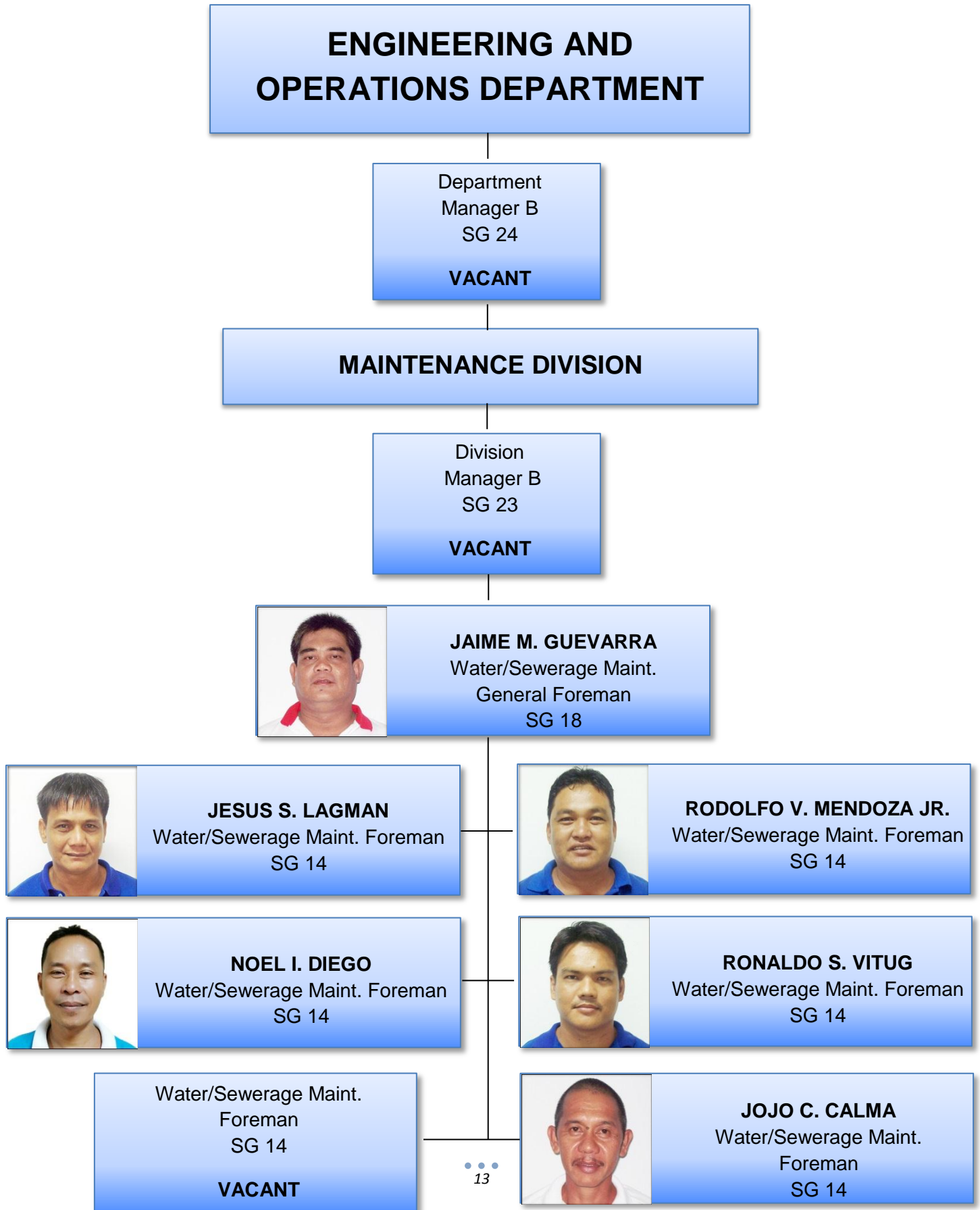
**MARK NEIL T. CABILING**  
Storekeeper C  
SG 6



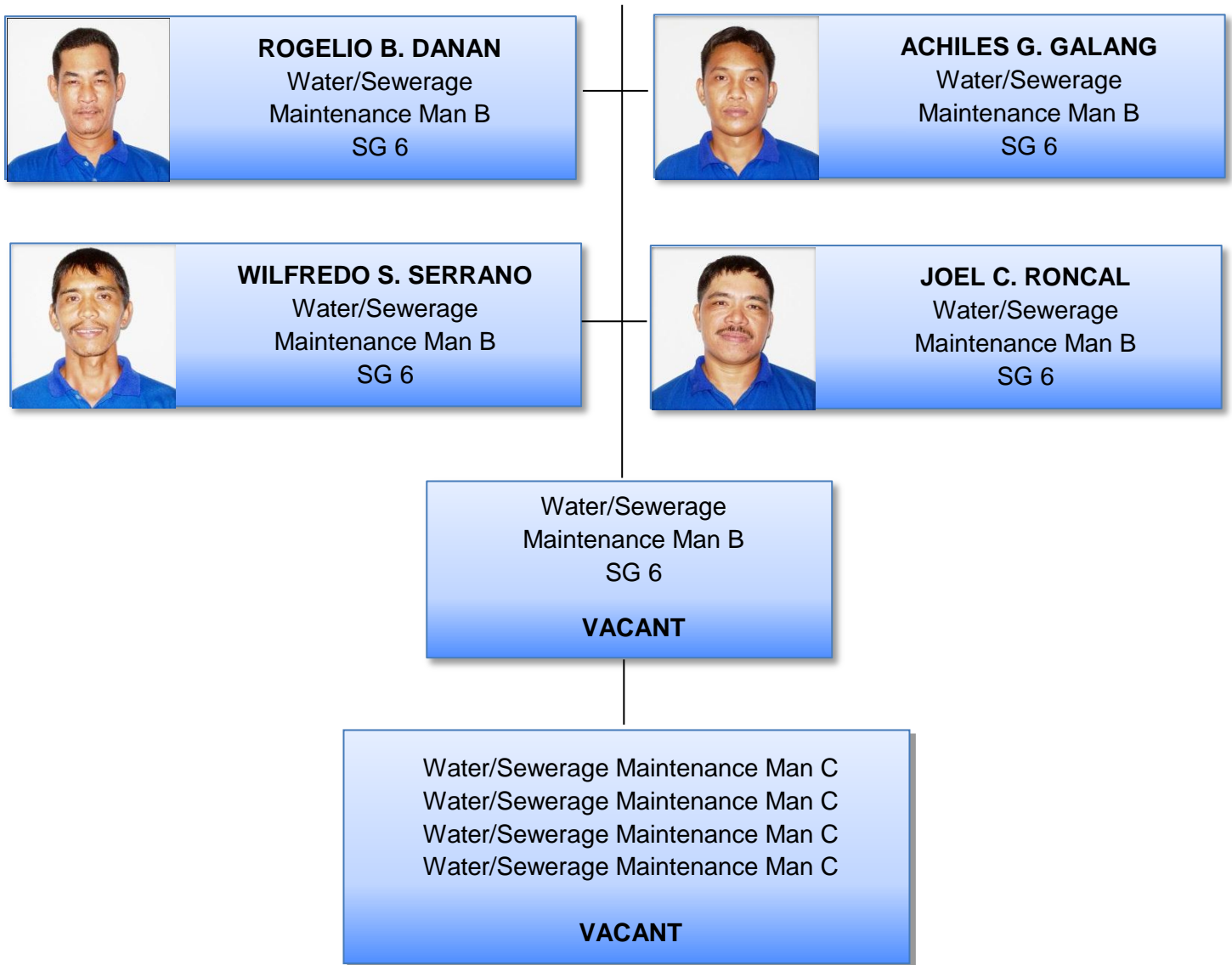
**ARLEERA D. ANDRADE**  
Accounting Processor B  
SG 6



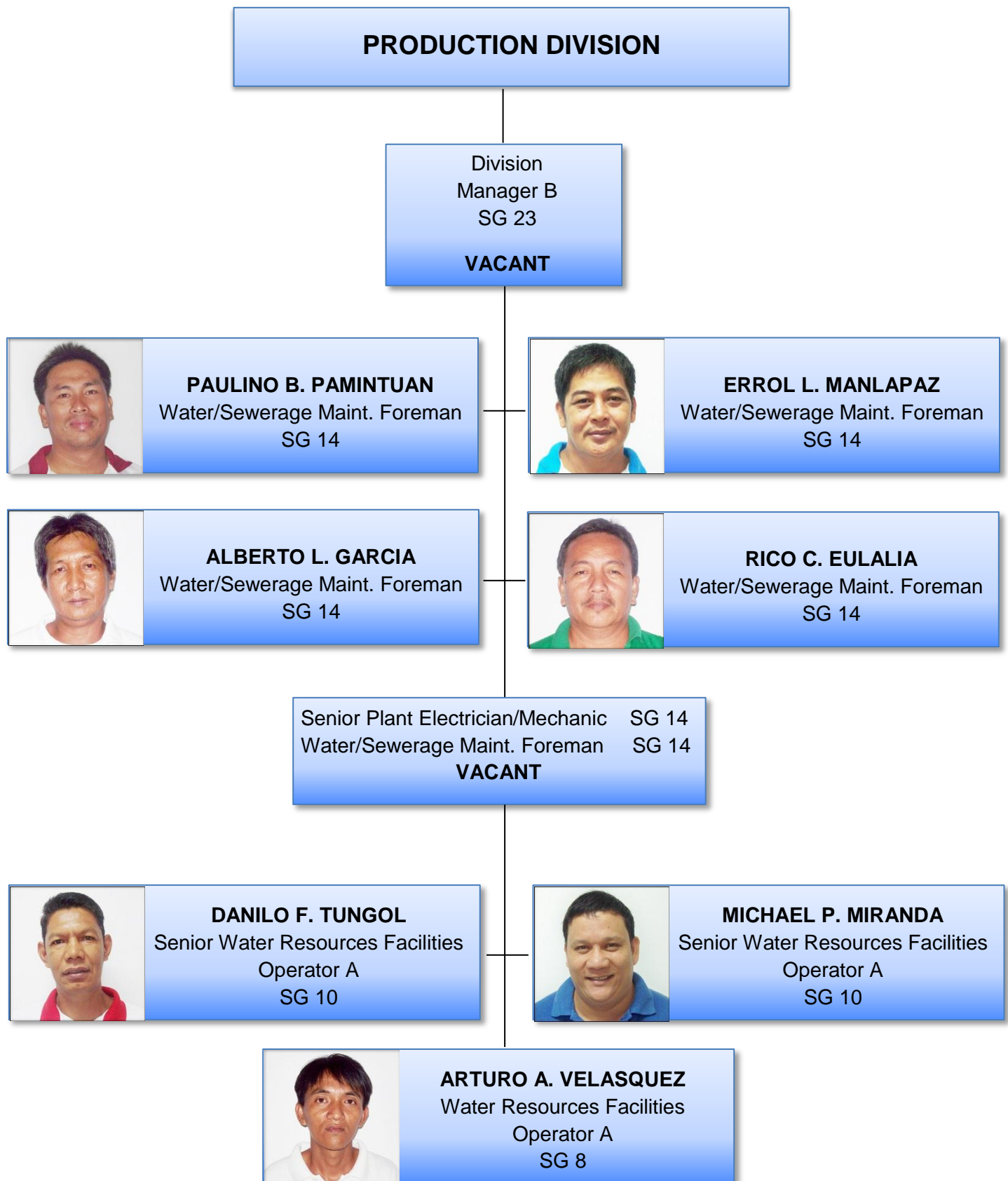












## DUTIES AND RESPONSIBILITIES

### The Primary Functions

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

**Administrative Division** is responsible for general service, and collection & disbursement of funds. It is in-charge of the procurement; assists in the implementation of special projects program. Also responsible for the recruitment and retention of highly qualified employees for the agency.

**Finance Department** is responsible for the recording and summarizing of financial transactions, preparation of Financial Reports and Inventory Management. Also responsible for the Budget Preparation and assist in allocation and distribution of budgets as wells as monitoring the budget performance.

**Commercial Services Department** provides customer services to the concessionaire/client. Responsible for billing and collection of water sales of the district. It is divided into two divisions namely:

**Customer Accounts Division** is responsible for meter reading, billing and collection. Assists in the recording and posting of payments and monitoring of the customer accounts.

**Customer Services Division** is responsible in attending customer service requests and complaints. Responsible for the marketing strategies/program implementation and public information. In-charge in inspection and investigation regarding water connection.

**Engineering Operations Department** is responsible for the management of the water systems maintenance operations; and management of production and water distribution operations.

**Water Systems Maintenance Division** is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing of major and minor plumbing services. In-charge in water system project implementation and constructions. Responsible for the water maintenance and disconnection and reconnection of service lines.

**Production Division** is responsible for the pumping operations and water distributions. Monitors the water quality. In-charge for the pumping facilities maintenance management, gathering and keeping of data analysis.

## OPERATIONAL CONTROL AND SUPERVISION

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

1. Regular conduct of staff and committee meetings;
2. Preparation of agenda for Board meeting;
3. Implementation of agency's policies, rules and regulations;
4. Participation in district's activities with other organizations.

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

The Division Manager of **Administrative and Finance Department** shall exercise operational control over the following duties:

1. Preparation of Financial statements;
2. Preparation of statement of Bank Reconciliation;
3. Preparation of Creation, Reclassification and upgrade of Positions;
4. Preparation and updating of PPE Depreciation Schedule;
5. Preparation of Annual budget;
6. Conduct of in-house training;
7. Preparation and release of Payroll;
8. Meet BIR deadlines;
9. Preparation and submission of Alphalist of withholding taxes, annual registration fee & Income Tax Return (ITR);
10. Preparation of Disbursement Voucher;
11. Liquidation of Cash advances;
12. Report of Monthly remittances and loan payment;
13. Preparation and payment of BIR, GSIS, HDMF, Philhealth LWUA)
14. Reports of daily Collection and Deposit;
15. Deposits of cash and check collections;
16. Administration of Petty Cash Fund;
17. Release of checks;
18. Maintenance of 201 files;
19. Submission of SALN;
20. Updating leave records;
21. Preparation and submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit (COA);
22. Quarterly report submission of: "Mamamayan Muna Program" (MMP), Report on Accession; Report on Separation;
23. Issuance of "Acknowledgment Receipt of Equipment" (ARE) Semi expendable and Non-expendable property ;
24. Preparation of Purchase Order/Request;
25. Posting to Phil-GEPS for invitation to bid;

26. Preparation of procurements;
27. Issuance of materials and supplies;
28. Physical count of inventory;
29. Submission of Inspection and Acceptance Report (IAR);
30. Delivery of Documents to outside public.

The Security Guard shall exercise operational control over the following duties:

1. Buildings, facilities and property safeguarded against theft, vandalism, fire and illegal entry
2. Office building sanitized, cleaned and secured

The Division Manager of **Commercial Department** shall exercise operational control over the following duties:

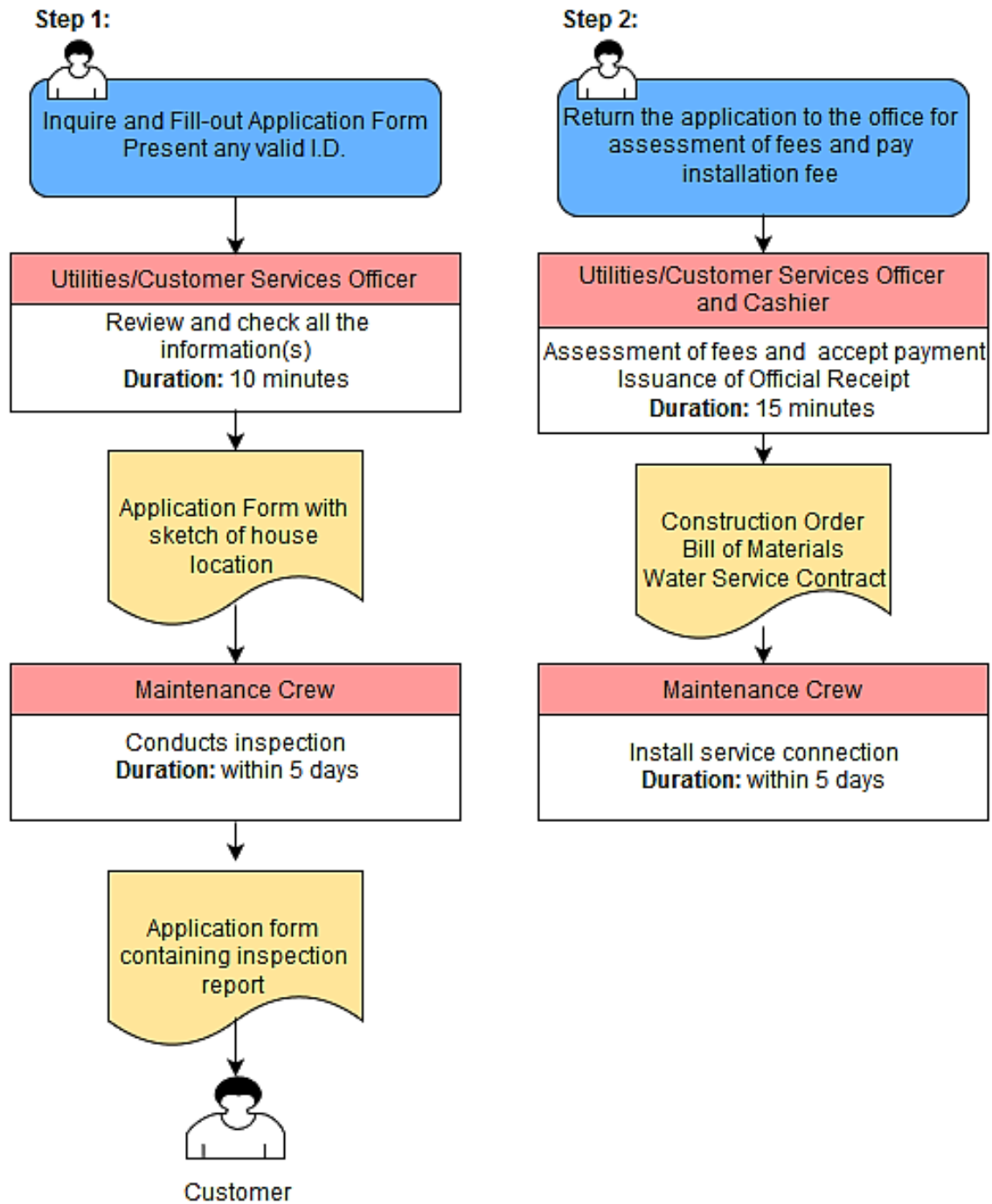
1. Processing of Applications for: New water service connections, change name, maintenance & inspection order;
2. Issuance of Official Receipts;
3. Submission of Schedule of Accounts Receivable;
4. Submission of Collection Report;
5. Checking of high water consumption.

The Maintenance Foremen under the **Maintenance Division** shall exercise operational control over the following duty:

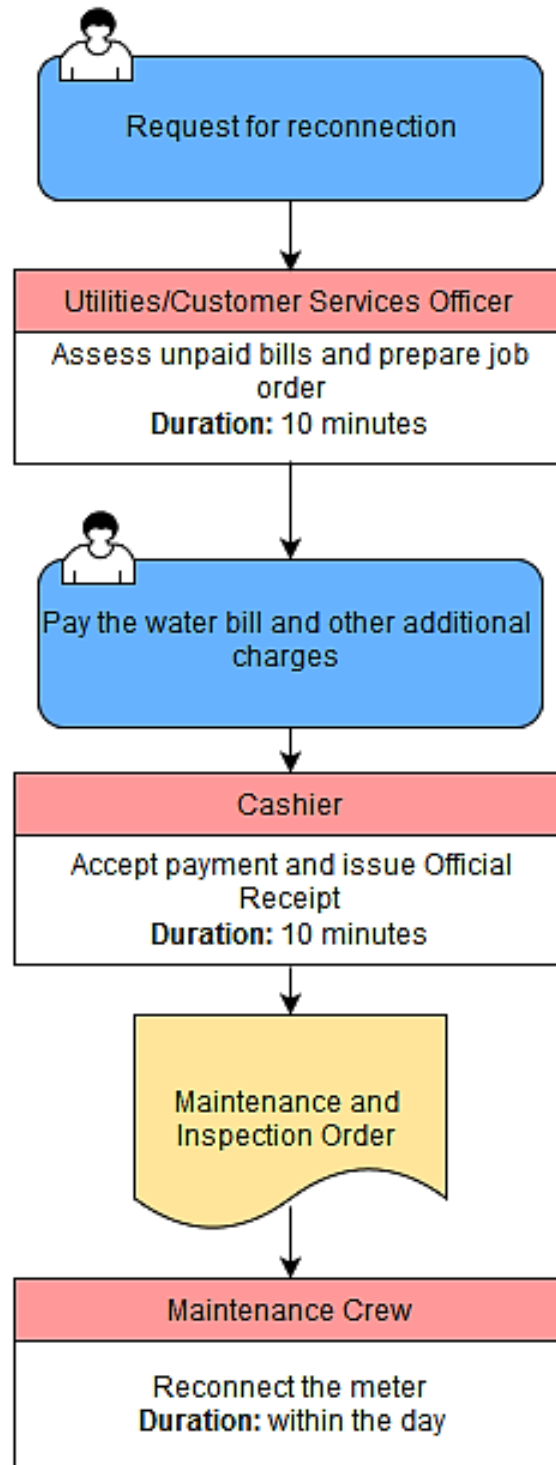
1. Water meter relocation;
2. Repair/Calibration of water meter due to blurred, stuck-up or damage;
3. Repair of the main or distribution line;
4. Repair of service line or meter stand pipe leak;
5. Installation of new water service connections;
6. Issuance of water bills (SOA)
7. Issuance of Official Receipts upon collection (field collection)
8. Conduct of network flushing activity;
9. Report on Non-Revenue Water (NRW) or Unaccounted water per cubic meter;

The Maintenance General Foreman under **Production Division** shall exercise operational control over the following duties:

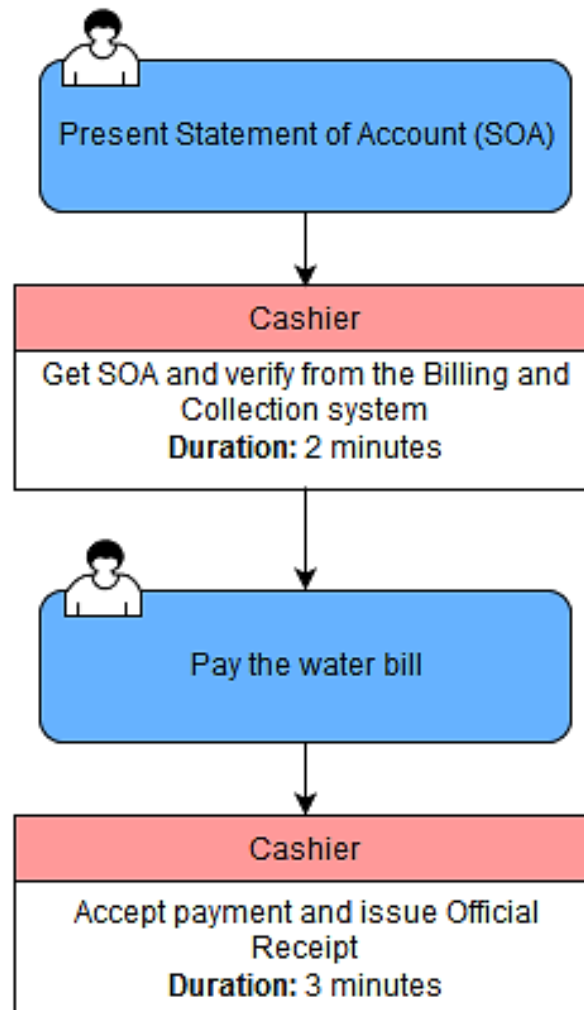
1. Submission of water samples for Bacti-Testing & Heterological Plate Count (HPC) to Provincial Health Office monthly;
2. Submission of Chemical and physical testing of water samples from all pumping stations;
3. Submission Summary report on Microbiological Test of water samples to LWUA;
4. Operation of Chlorination equipment;
5. Maintenance of Installation of electrical wiring
6. Operation and maintenance of Generators

**OPERATING PROCEDURES****I. COMMERCIAL SERVICES DEPARTMENT****A. NEW CONNECTION**

## B. RECONNECTION OF DISCONNECTED LINES

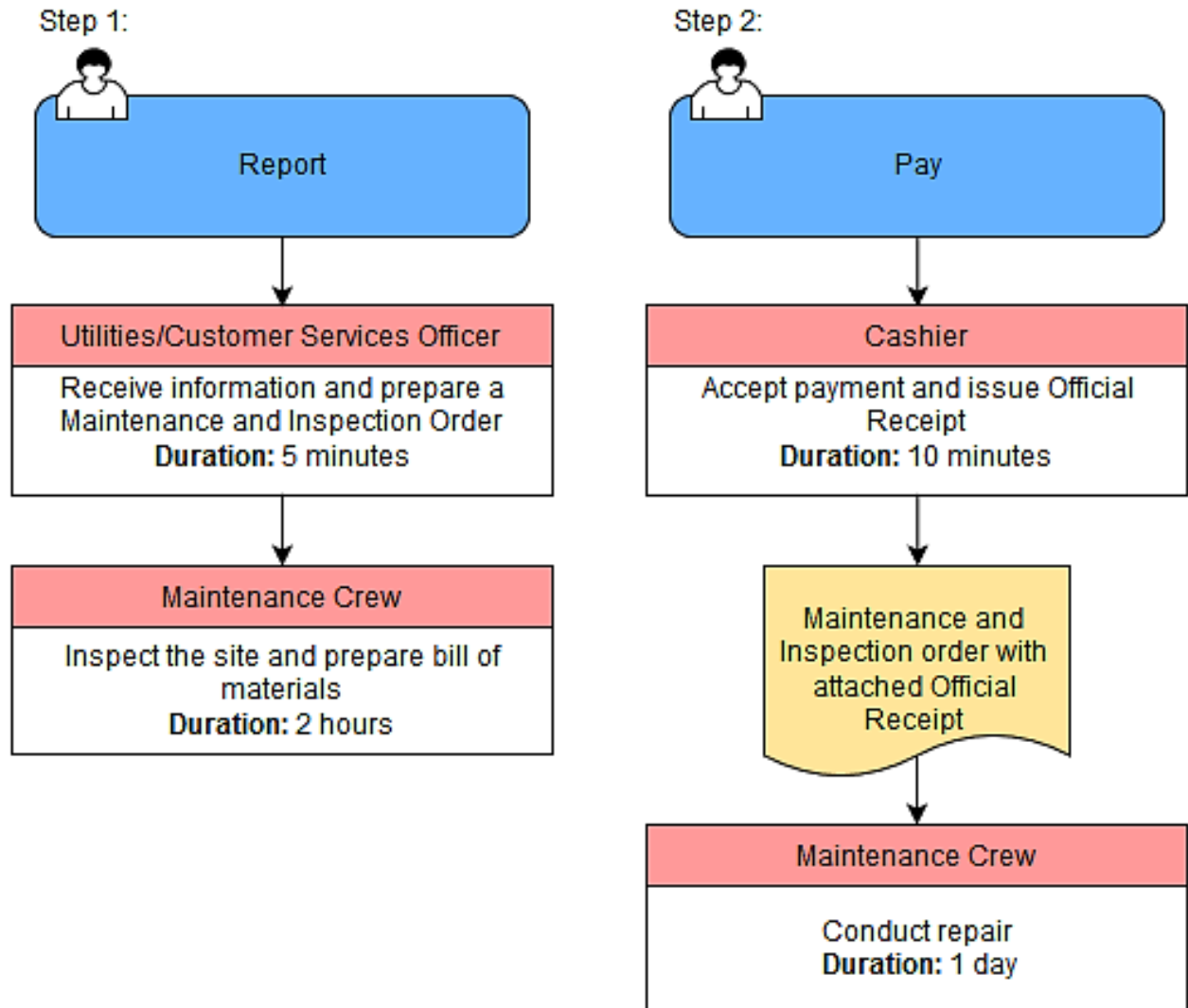


## C. PAYMENT OF WATER BILLS

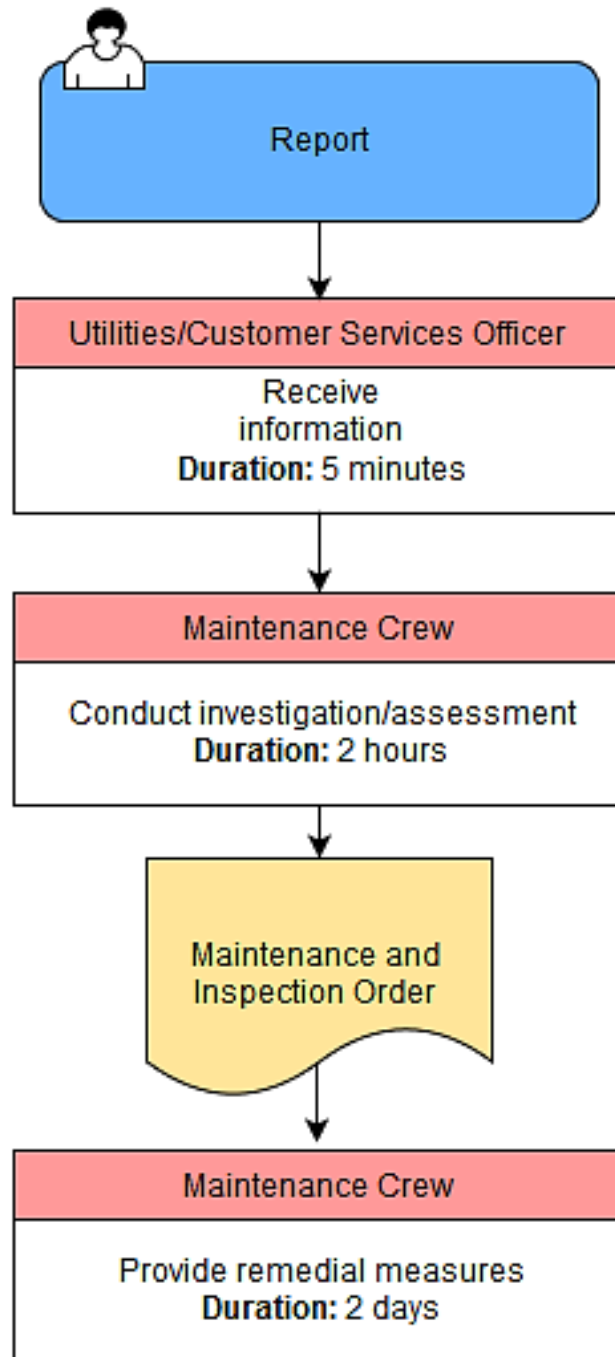




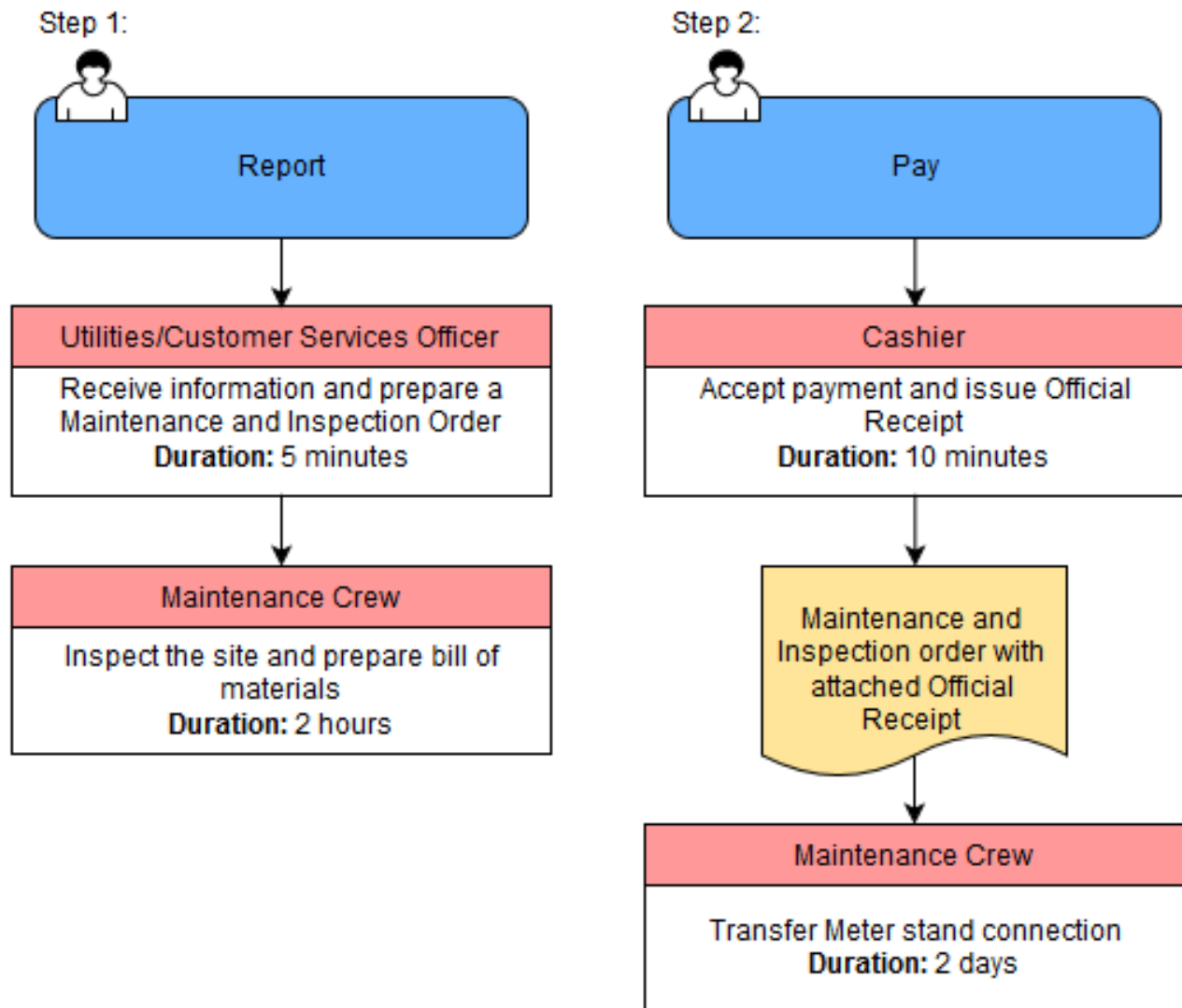
## D. COMPLAINTS ON LEAKS



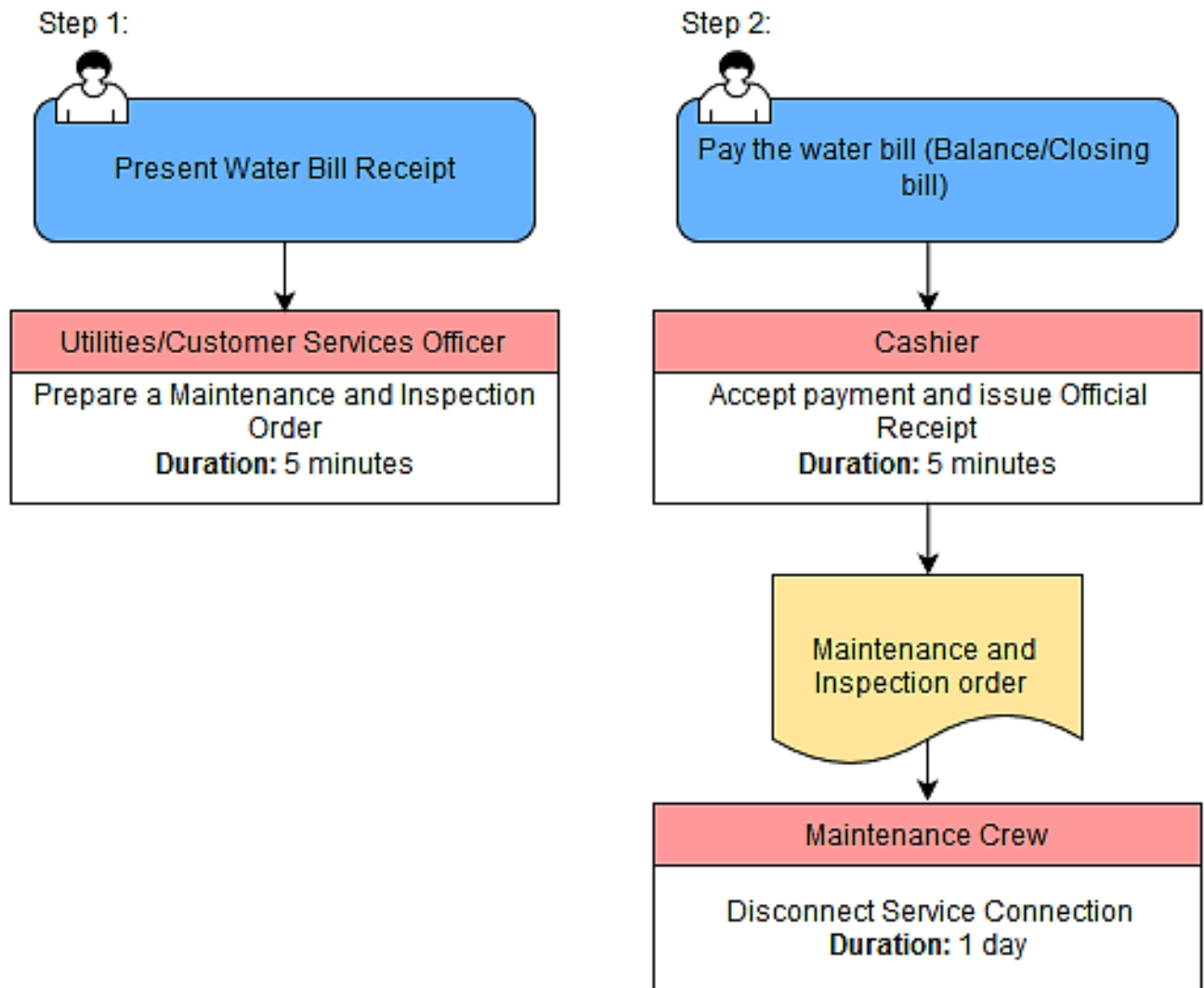
## E. COMPLAINTS IN LOW PRESSURE/ HIGH CONSUMPTION



## F. TRANSFER OF LINE/RELOCATION OF WATER METER



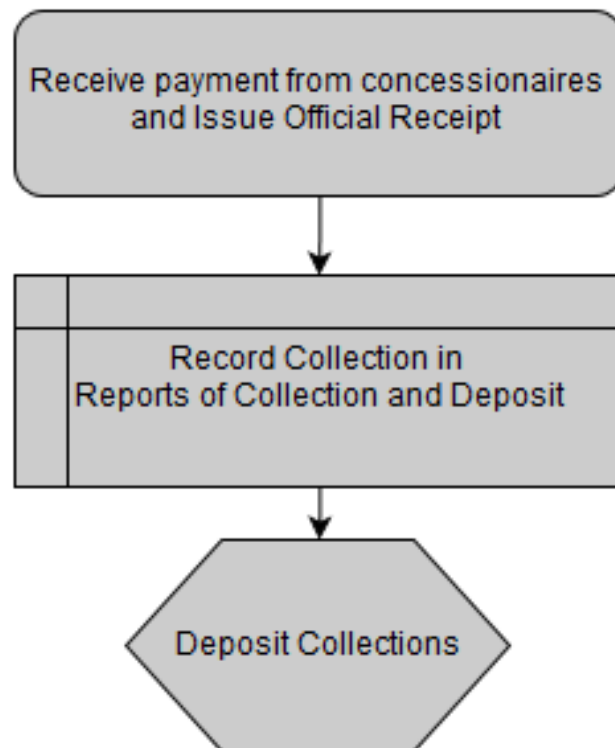
## G. REQUEST FOR VOLUNTARY DISCONNECTION



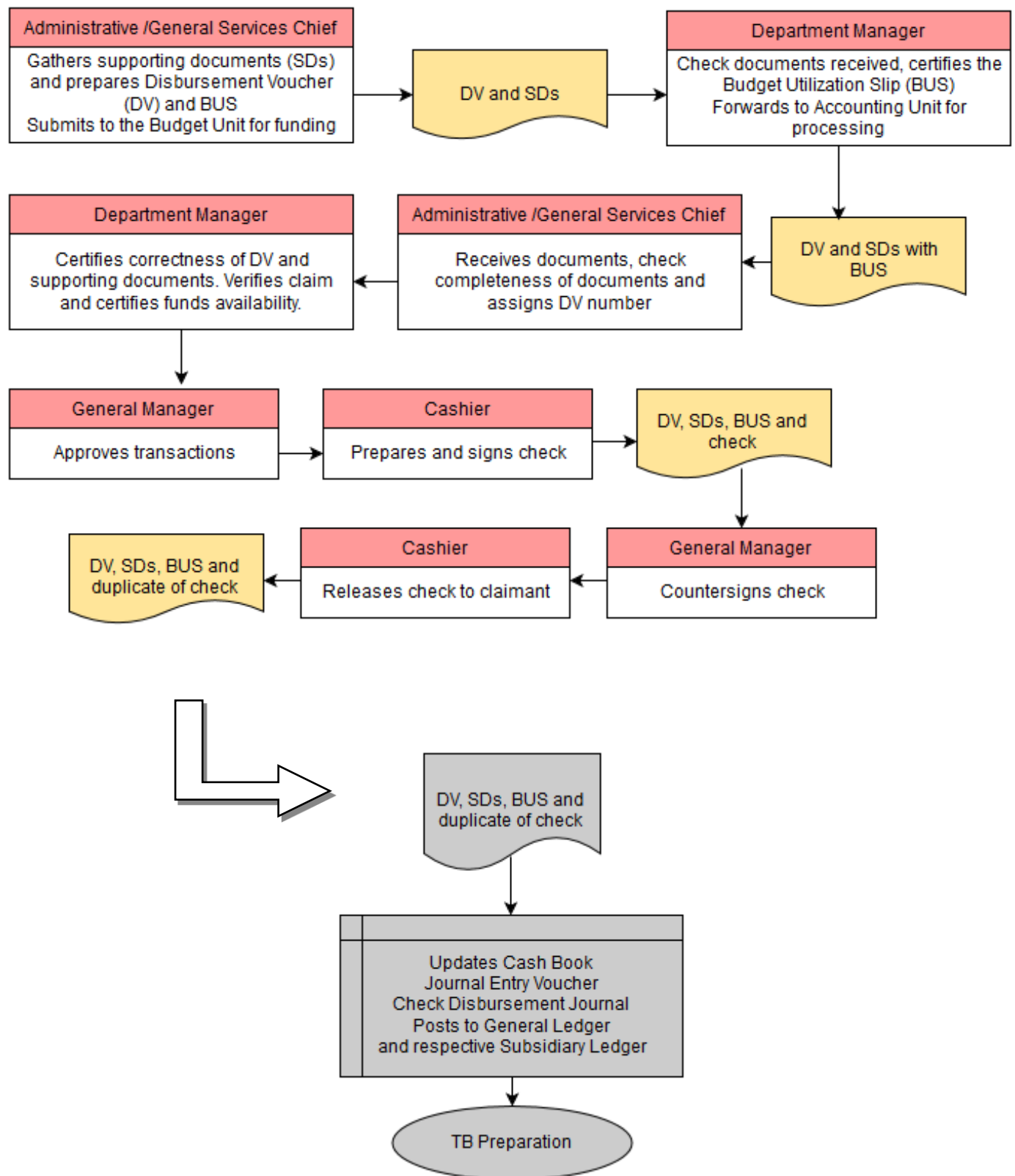
## II. ADMINISTRATIVE AND FINANCE SERVICES DEPARTMENT

### ACCOUNTING WORKFLOW

#### RECEIPTS AND COLLECTION PROCESS

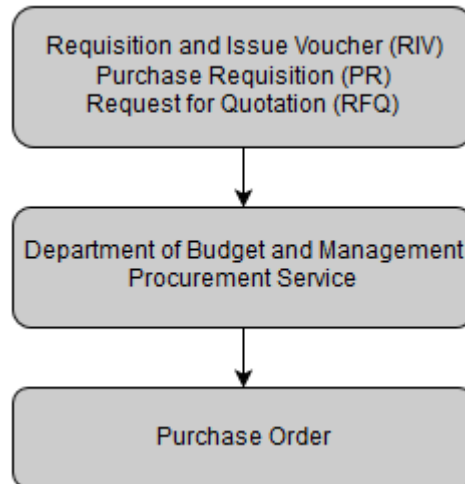


## DISBURSEMENT PROCESS



## PROCUREMENT PROCESS

### OFFICE SUPPLIES:

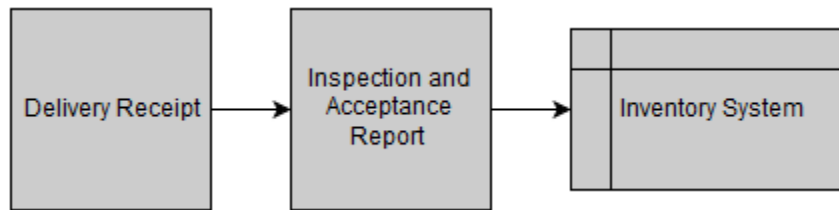


### MERCHANDISE:

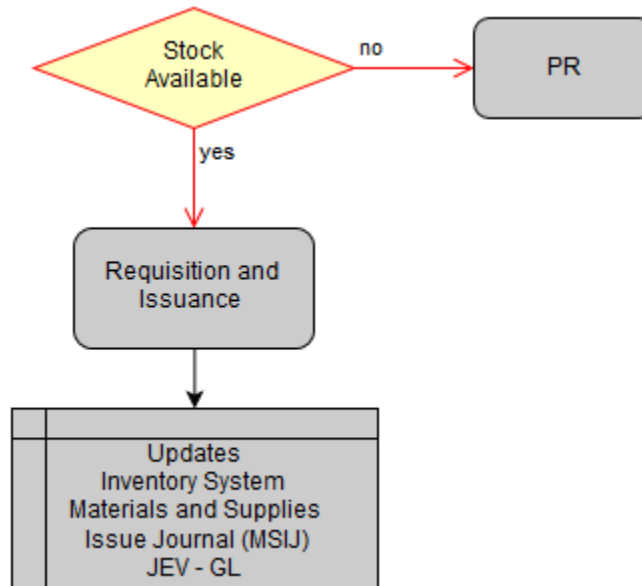




### RECEIPT OF DELIVERIES OF INVENTORY

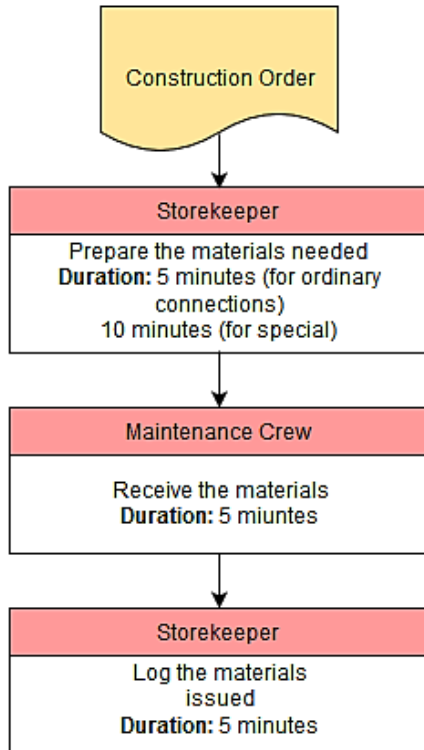


### ISSUANCE OF OFFICE SUPPLIES

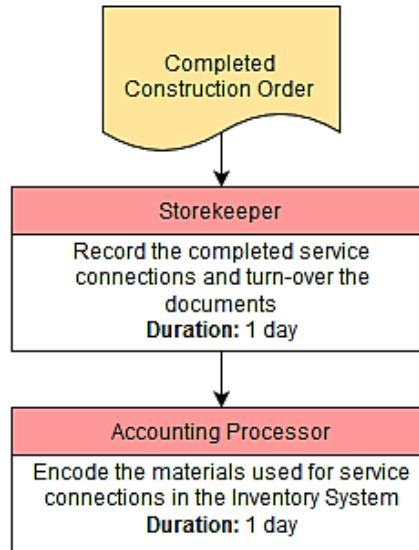


## ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

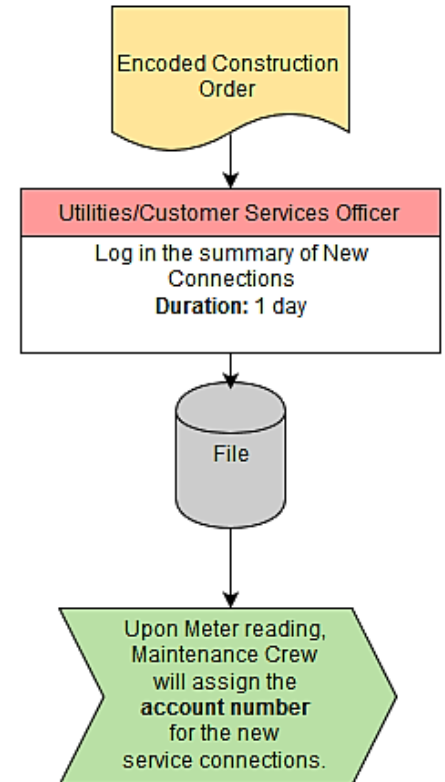
Step 1:



Step 2:



Step 3:



## APPENDICES

### Reference:

Department of Budget and Management (2011). *Revised Local Water District manual on categorization, re-categorization and other related matters (LWD – MaCRO)*. Retrieved October 5, 2015 from [http://www.lwua.gov.ph/wd\\_classification/Revised-Local-Water-District-Manual-MaCRO.pdf](http://www.lwua.gov.ph/wd_classification/Revised-Local-Water-District-Manual-MaCRO.pdf)

## FEEDBACK FORM (PANANAW O PUNA)

**Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.**

*(Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring itsek lamang ang kahong naaayon.)*

☐

COMPLIMENT

☐

COMPLAINT

☐

SUGGESTION

**Person(s)/Unit Office Concerned or Involved:** \_\_\_\_\_

*(Mga) Tao/ Pangkat/Tanggapan na may Kinalaman sa Papuri, Reklamo, o Mungkahi*

**Facts or Details Surrounding the Incident:**

*(Kaganapan o Detalyeng Bumabalot sa Pangyayari)*

---



---



---

*(Please use additional sheet/s, if necessary)*

*(Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

**NAME (Optional):** \_\_\_\_\_ **OFFICE/AGENCY:** \_\_\_\_\_

*(PANGALAN)*

*(TANGGAPAN/AHENSYA)*

**ADDRESS:** \_\_\_\_\_ **Contact Numbers (if any):** \_\_\_\_\_

*(TIRAHAN)*

*(TELEPONO)*

**EMAIL ADDRESS (if any):** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

*(LAGDA)*

*(PETA)*

Figure A.1: Feedback Form



### DINALUPIHAN WATER DISTRICT

**Contact No.: (047) 636-1325**

#### **Requirements for New Water Service Connection:**

1. Statement of Account / Official Receipt of neighbor with existing water connection
2. Xerox copy of ID with picture
3. Accomplished Application Form *(request from the district)*

Figure A.2: List of requirements for new service connection