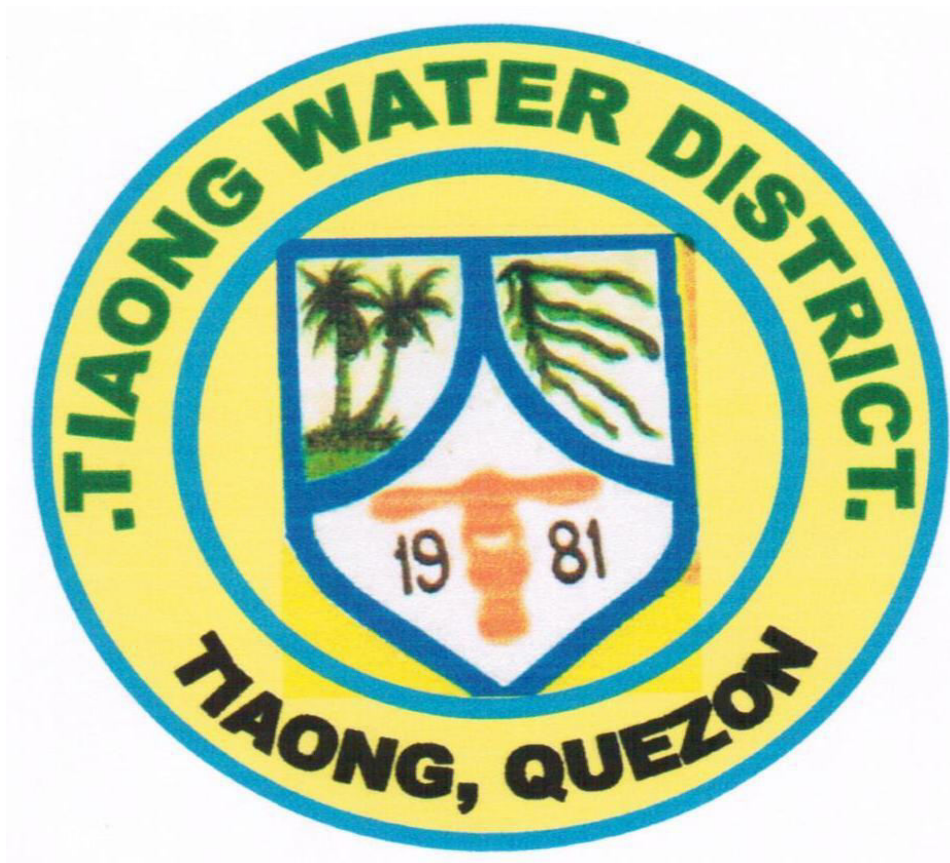


# **TIAONG WATER DISTRICT**



## **OPERATIONS MANUAL**

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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

At present, Tiaong Water is a Category C Water District that has 6,092 active 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 24 Barangay out of 31 Barangay (77%) 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**

## **24 BARANGAYS**

**Poblacion I**

**Poblacion II**

**Poblacion III**

**Poblacion IV**

**Brgy. Quipot**

**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**

**Brgy. Cabay**

**Brgy. San Juan**

# **ORGANIZATION AND RESPONSIBILITIES**

## **ORGANIZATIONAL STRUCTURES**

### **BOARD OF DIRECTORS**



**Felipe B. Ciceron**  
**Chairman**



**Renato S. Atienza**  
**Vice Chairman**



**Inocencio M. Mandocdoc**  
**Secretary**



**Maria Aurita R. Borja**  
**Treasurer**

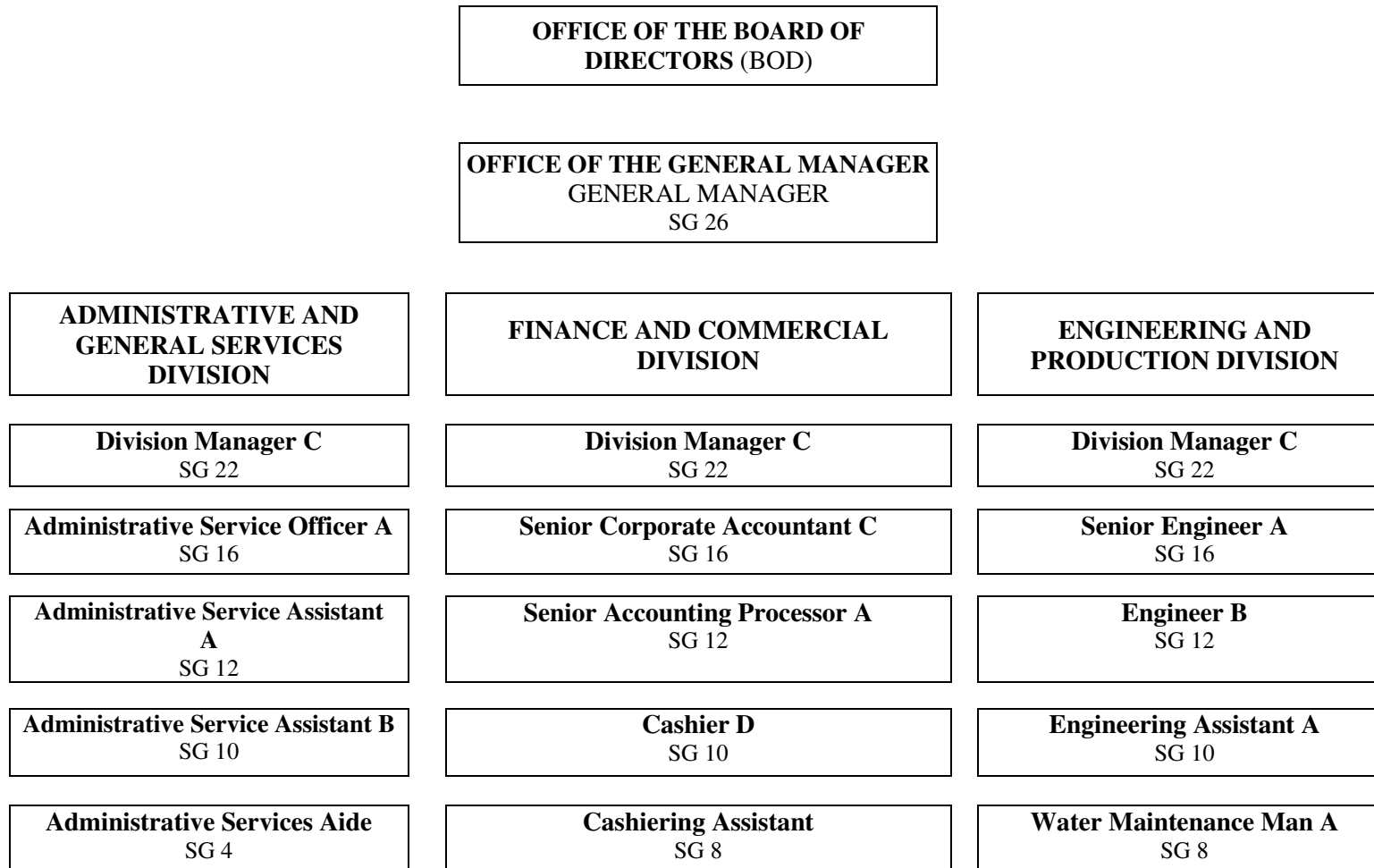


**Lino A. Andal**  
**Member**



## TWD ORGANIZATIONAL STRUCTURES

### TIAONG WATER DISTRICT EXISTING ORGANIZATIONAL CHART/STAFFING PATTERN CATEGORY C



<b>Storekeeper D</b> SG 4	<b>Utilities Service Assistant D</b> SG 6	<b>Water Resources Facilities Operator A</b> SG 8
<b>Driver</b> SG 4	<b>Customer Service Assistant D</b> SG 6	<b>Water Maintenance Man B</b> SG 6
<b>Utility Worker A</b> SG 3	<b>Customer Service Assistant E</b> SG 4	<b>Water Maintenance Man C</b> SG 4
	<b>Customer Service Assistant E</b> SG 4	<b>Water Maintenance Man C</b> SG 4
	<b>Customer Service Assistant E</b> SG 4	<b>Water Resources Facilities Tender B</b> SG 6
	<b>Utility Worker A</b> SG 3	<b>Water Resources Facilities Operator C</b> SG 4
		<b>Water Resources Facilities Operator C</b> SG 4
		<b>Water Resources Facilities Operator C</b> SG 4
		<b>Water Resources Facilities Operator C</b> SG 4
		<b>Water Resources Facilities Operator C</b> SG 4
		<b>Utility Worker A</b> SG 3

## **MANAGEMENT**



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



**Wilfredo I. Morales**  
**Sr. Acctg. Processor A**  
**Division Manager (OIC)**  
**Finance and Commercial**



**Aurea T. Lindo**  
**Adm. Services Asst. A**  
**Division Manager (OIC)**  
**Administration and General Services**



**Engr. Anselmo B. Adame**  
**Engineer B**  
**Division Manager (OIC)**  
**Engineering and Production**

## **FINANCE AND COMMERCIAL DIVISION**



**Wilfredo I. Morales**  
**Sr. Acctg. Processor A**  
**Division Manager C (OIC)**



**Ivy Kristine E.**  
**Mangundayao**  
**Cashier D**



**Ernesto**  
**I. Dimalibot**  
**Cashiering Assistant**



**Ressie**  
**C. Umban**  
**Cust. Service Asst. E**



**Grace Fe**  
**A. Bermas**  
**Utilities Service**  
**Asst. D**



**Marycris**  
**M. Ilao**  
**Cust. Service**  
**Asst. D**



**Sanny**  
**B. Palmaria**  
**Contractual**  
**Worker**



**Erwin R. Asilo**  
**Contractual Worker**



**Noly C. Silang**  
**Utility Worker A**

**ADMINISTRATION AND GENERAL SERVICES DIVISION**



**Aurea T. Lindo**  
**Adm. Services Asst. A**  
**Division Manager (OIC)**



**Karen A. Magsino**  
**Administrative Asst.**



**Josephine A. Remo**  
**Adm. Services Asst. B**



**Ronaldo D. Hidalgo**  
**Storekeeper**



**Angelo V. Angeles**  
**Contractual Driver**



**Amando R. Crisostomo**  
**Driver**



**Erwin G. Kalaw**  
**Utility Worker A**



**Mark Alvin A. Domingo**  
**Utility Worker**

## ENGINEERING AND PRODUCTION DIVISION



Anselmo B. Adame - Engineer B  
Division Manager (OIC)



Domingo C. Bathán  
Water Maintenance Man A



Margarito S. Lalunio  
Water Resources Facilities Operator A



Teodorico L. Maranan  
Water Maintenance Man B



Arniel H. Guerra  
Water Maintenance Man C



Roberto B. De Chavez  
Water Maintenance Man C



Wilson M. Abarquez  
Water Resources Facilities Operator C



Edwin N. Dimaculangan  
Water Resources Facilities Operator C



Pedro L. Ceniza  
Water Resources Facilities Operator C



Ronald F. Guevarra  
Water Resources Fac. Tender B



Ronilo G. Alfaro  
Water Resources Facilities Operator C



Natalio D. Venerable  
Water Resources Facilities Operator C



Hector M. Escala  
Engineering Assistant



Klariz V. Lalawigan  
Secretary



Aga Evangelista  
Water Resources Facilities Operator C



Armando S. Magnaye  
Utility Worker



Jervik Rophell B. Lalusin  
Pump Operator



Jay-R C. Reyes  
Pump Operator



Rayeth C. Aguila  
Water Maintenance Man



CLarito E. Sarmiento  
Pump Operator



Christian M. Concha  
Pump Operator

## **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.



## OPERATING PROCEDURES

### PROCESSING OF NEW SERVICE CONNECTION

#### *Schedule of availability of Service*

- ❖ Monday to Friday (except Holiday)
- ❖ 8:00 AM to 5:00 PM without noon break.

#### *Who may avail of service?*

- ❖ Person with or without connection with TWD (within jurisdiction)

#### *What are the requirements?*

- ❖ Photocopy of any valid ID,
- ❖ Photocopy of Community Tax Certificate, Original copy of Brgy. Clearance or
- ❖ Certificate of Residency from Brgy. Chairman

*Duration : Maximum of 3days*

#### *How to avail of service :*

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Go to customer service and fill up Service Application & construction form.	Interview applicant	5 to 10 minutes	Customer Service		Service application form
2	Fill up the contract for new service application and the affix signature	Prepare the New Service Connection form. Make sure all the forms are filled up correctly.	5 minutes	Customer Service		Service application contract.
3	Pay service connection fee and materials.	Process payment issues the corresponding receipt.	5 minutes	Teller/ cashier	P1885 (residential) P2185 (commercial)	Official receipt /collectors official receipt.
4	Listen to orientation/briefing regarding TWD policies.	Orient/brief the customer regarding TWD policies.	15 minutes	Customer service		
Wait for maximum of three days for the installation of new service.						
Sign service/ maintenance form END OF TRANSACTION						

**RECEIVING OF COMPLAINTS/ REQUEST (no water, high consumption,  
low high pressure, water leak, stuck meter etc.)**

*Schedule of availability of service*

- ❖ Monday to Friday (except Holiday)
- ❖ 8:00 AM to 5:00 PM without noon break

*Who may avail of service?*

- ❖ Person with TWD service connection

*What are the requirements?*

*Duration: Maximum of 2 days*

***How to avail of service:***

<b>STEP</b>	<b>APPLICANT/CLIENT</b>	<b>SERVICE PROVIDER</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON IN-CHARGE</b>	<b>FEES</b>	<b>FORMS</b>
1	Go to customer Service to inform about the complaints/request and fill up Service Request form.	Acknowledge complaints request and prepare Service Request Form.	5 to 10 minutes	Customer Service		Service Request
2	Sign routing slip of Service Request	Prepare maintenance order attached the Service request Form and forward to maintenance section for final action.	2 minutes	Customer Service		Service Request maintenance order.
Wait for a maximum of two days to resolve the problem.						
Sign service/ maintenance form END OF TRANSACTION						



## **REQUEST FOR TRANSFER OF SERVICE CONNECTION**

### *Schedule of Activity of Service*

- ❖ Monday to Friday (except Holiday)
- ❖ 8:00 AM to 5:00 PM

### *Who may Avail of the Service?*

- ❖ Active and inactive concessionaires of the District.

### *What are the requirements?*

- ❖ Filled – up Service Requested Form

*Duration : maximum of 2 days*

### ***How to Avail of Service :***

<b>STEP</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in - Charge</b>	<b>Fees</b>	<b>Forms</b>
1	Go to Customer Service desk & fill-up and submit Service Request Form.	Check if there is an available line in the area. Inform the customer if there are materials to be purchased.	10 minutes	Customer Service or Officer of the day		Service request form
2	Pay to the cashier	Process payment and issue Official Receipt	5 minutes	Cashier	Transfer fee P500 additional & national arrears (if any)	Official Receipt/Collector Official Receipt
3	Present receipt and accept materials.	Inform the applicant when the installation will take place. Make Maintenance order toward to operations/technical section for final action.	3 minutes	Customer Service		
Wait for a maximum of 2 days for the transfer of water meter						
Sign service/maintenance form END of TRANSACTION.						

## **ACCEPTANCE OF PAYMENT OF WATER BILLS**

### *Schedule of Availability of Service*

- ❖ Monday to Friday (except Holiday)
- ❖ 8:00 AM to 5:00 PM without noon break.

### *Who may avail of service?*

- ❖ Any person with service connection

### *What are the requirements?*

- ❖ Concessionaires copy of Statement of Account

*Duration: 5 minutes*

### ***How to avail of service:***

<b>STEP</b>	<b>APPLICANT/CLIENT</b>	<b>SERVICE PROVIDER</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON IN-CHARGE</b>	<b>FEES</b>	<b>FORMS</b>
1	Go to teller/cashier window and give statement of account	Process payments and issue the corresponding receipt.	5 minutes	Cashier/Teller		Statement of account/collector's official receipt
<b>END OF TRANSACTION</b>						



## **DISCONNECTION OF SERVICE CONNECTION (VOLUNTARY CUT-OFF)**

### *Schedule of Availability of Service*

- ❖ Monday to Friday (except Holiday)
- ❖ 8:00 AM to 5:00 PM without noon break

### *Who may avail of the service?*

- ❖ Any person who has service connection to Tiaong Water District

### *What are the requirements?*

- ❖ Water bill receipts/Collector's receipt for water bill payments.
- ❖ Request letter

*Duration : maximum of 2 days*

### *How to avail of service:*

<b>STEP</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in-charge</b>	<b>Fees</b>	<b>Forms</b>
1	Go to Customer Service and fill-up Service request form	Check customer record then advice customer to pay arrears if there's any	5 minutes	Customer Service		Service Request
2	Pay unpaid water bills at cashier	Process payment and issue corresponding receipt	2 to 3 minutes	Cashier/Teller		Collector's official Receipt/Official Receipt
3	Go back to Customer Service and present the COR/OR and letter of request	Record details of payment and letter of request process maintenance order and forward to Operators/technical section	3 minutes	Customer Service		Maintenance order
Wait for a maximum of 2 days for the disconnection of Service Connection						
Sign service/ maintenance order END OF TRANSACTION						

## RECONNECTION OF SERVICE CONNECTION

### *Schedule of availability of service*

- ❖ Monday to Friday (except Holiday)
- ❖ 8:00 AM to 5:00 PM

### *Who may avail of the service?*

- ❖ Any person whose service connection is disconnected either voluntary or unpaid.

### *What are the requirements?*

- ❖ Official receipt for Reconnection Fee and;
- ❖ Collection's Official receipt for water bill payments

*Duration: maximum of 2 days*

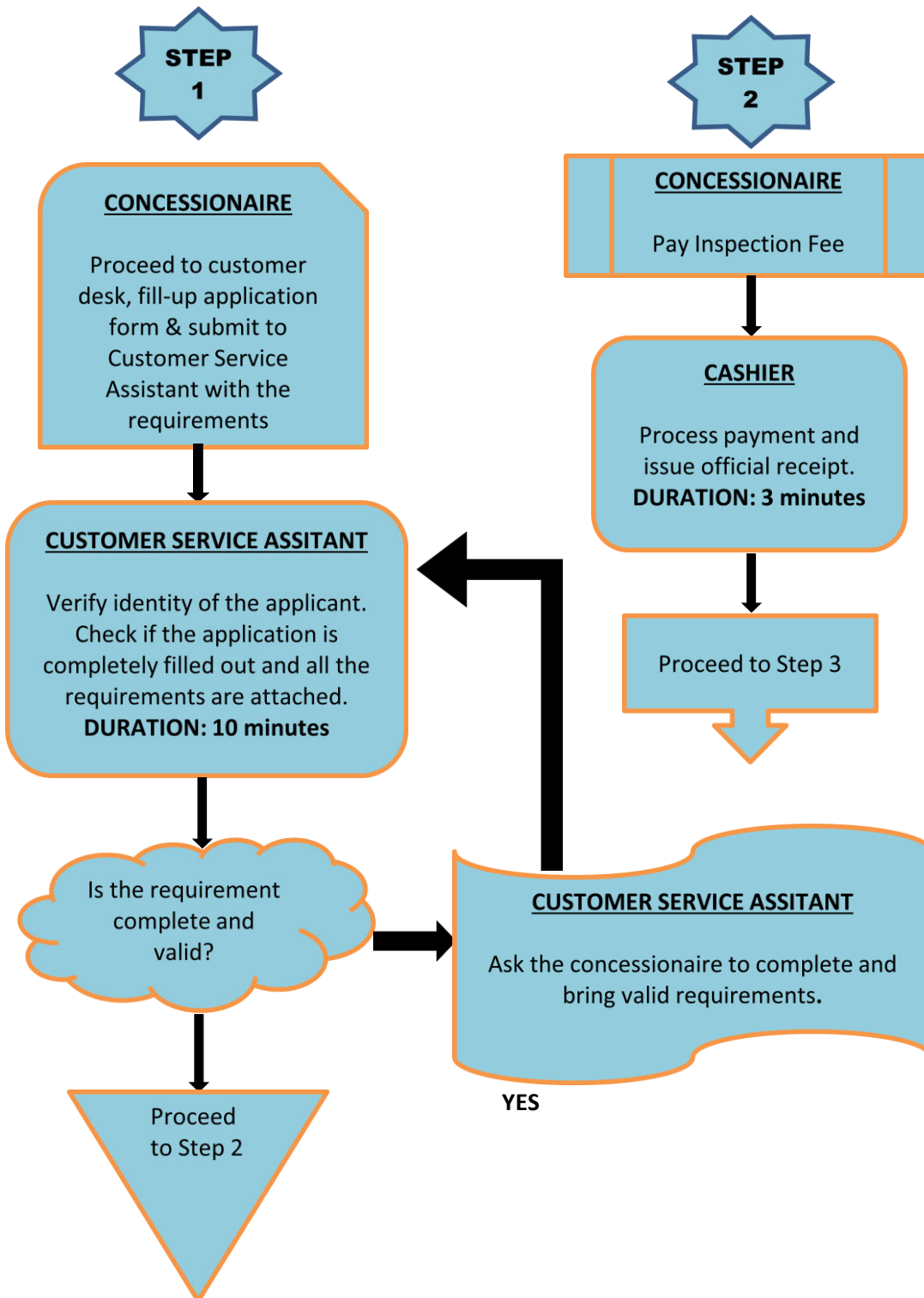
### *How to avail of service:*

STEP	Applicant/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Go to customer service desk & fill-up the Service Request Form	Check customer record/advice customer to pay reconnection fee and arrears if there's any	5 to 10 minutes	Customer Service		Service Request Form
2	Pay unpaid water bills and reconnection fee at Teller's/Cashier's window	Process payment and issue corresponding receipt.	2 to 3 minutes	Cashier/ Teller	P 150 + arrears (below 6 mos. disconnection) new Service Connection change apply if above 6mos disconnection + arrears if there's any	Official Receipt/ Collector's Official Receipt
3	Go back to customer's Service desk and present the OR/COR	Process maintenance order and forward to operations/Technical Section	3 minutes	Customer Service		Maintenance Order official Receipt/ Collector's Official Receipt.
Wait for maximum of 2 days						
Sign service/ maintenance form END OF TRANSACTION						

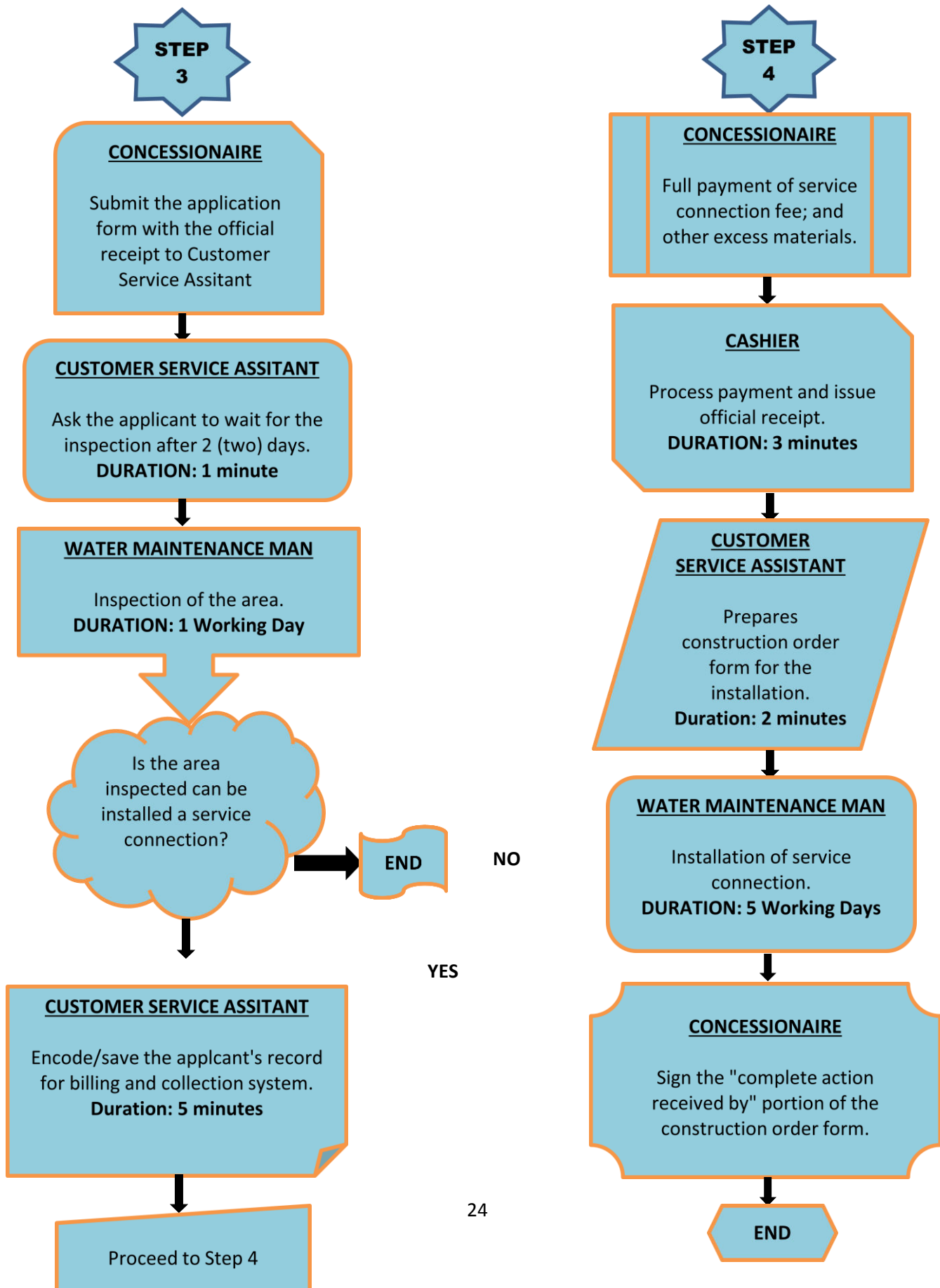
## OPERATING PROCEDURES

### I. COMMERCIAL SERVICES

#### NEW CONNECTION

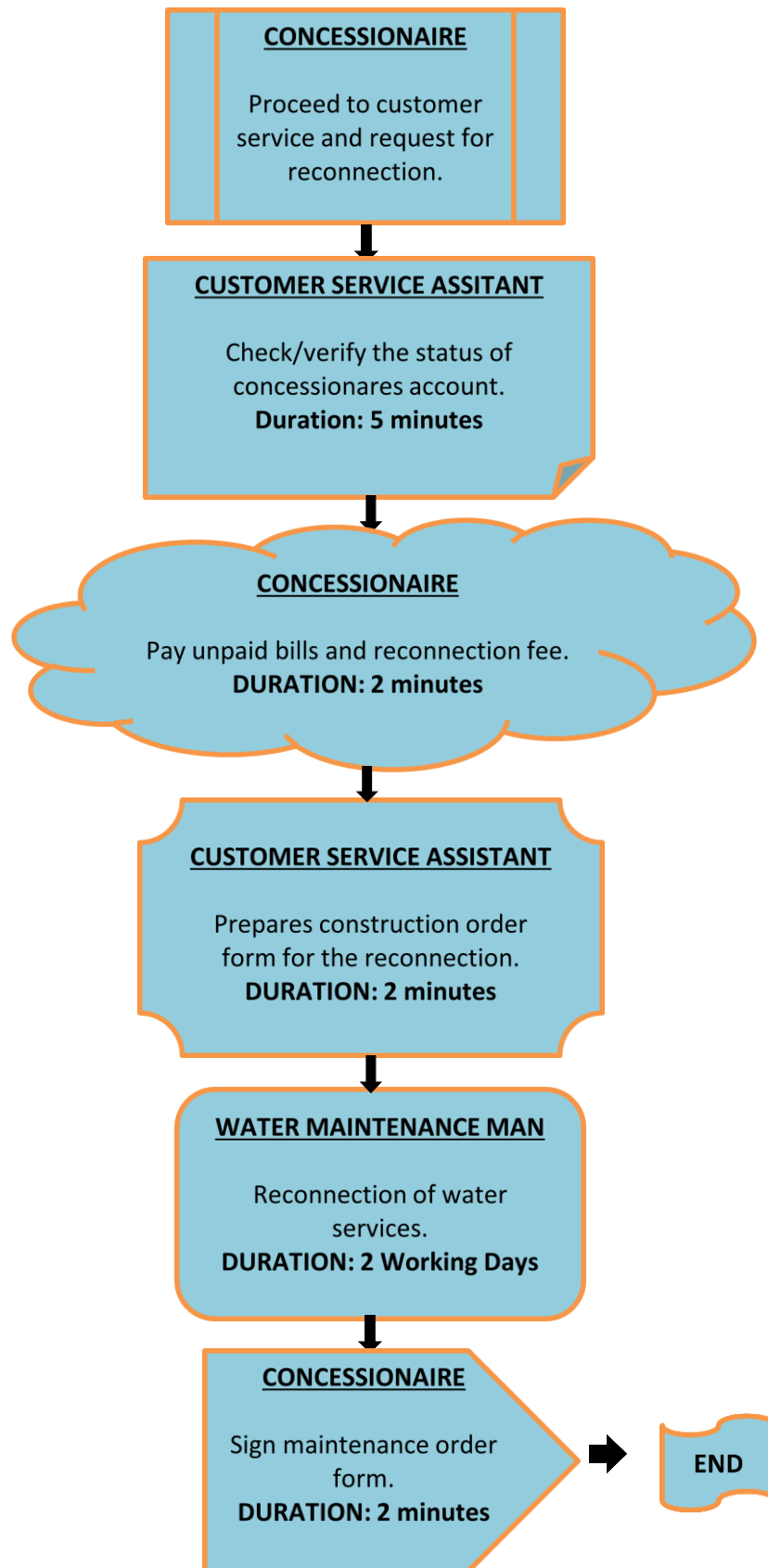




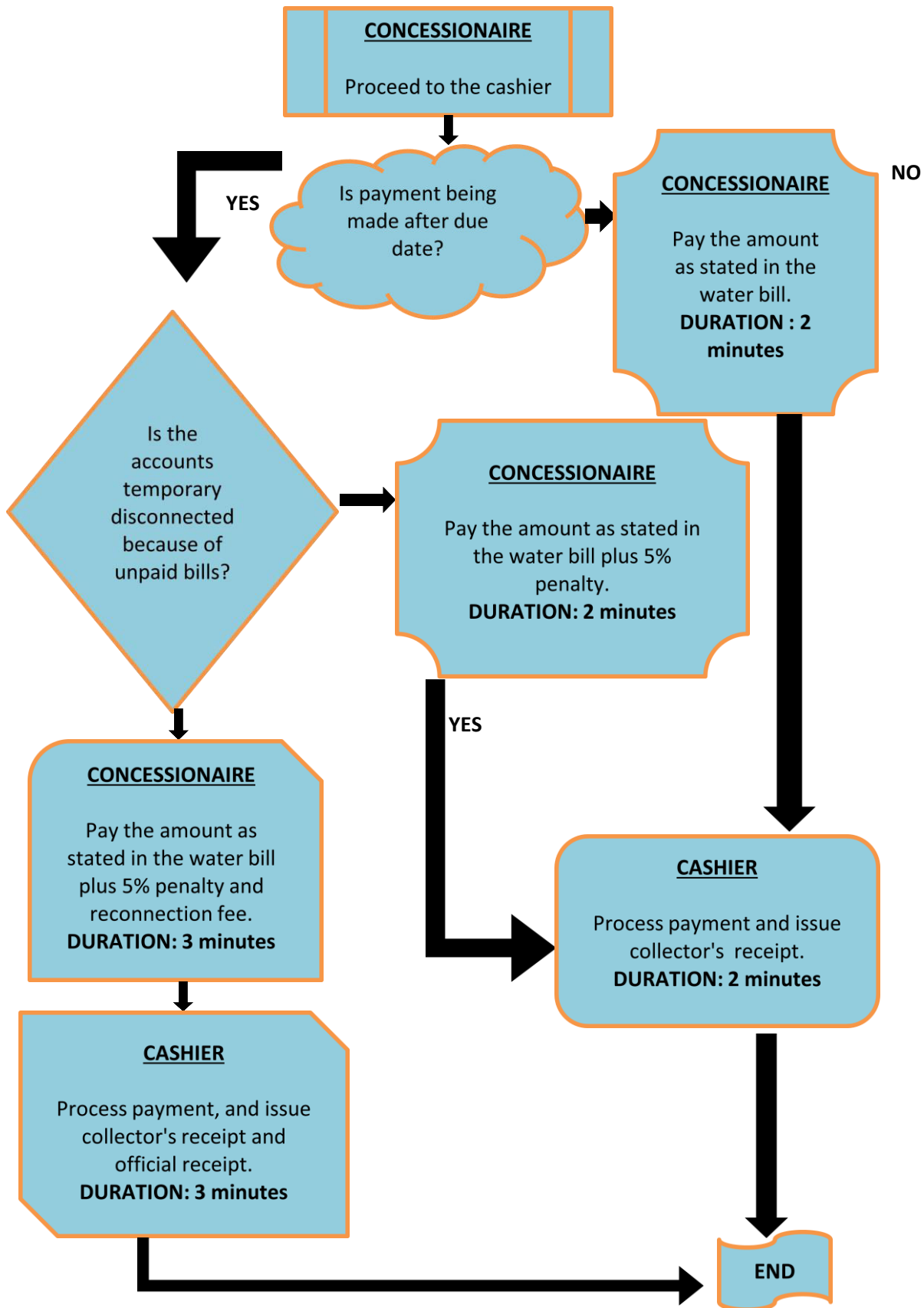




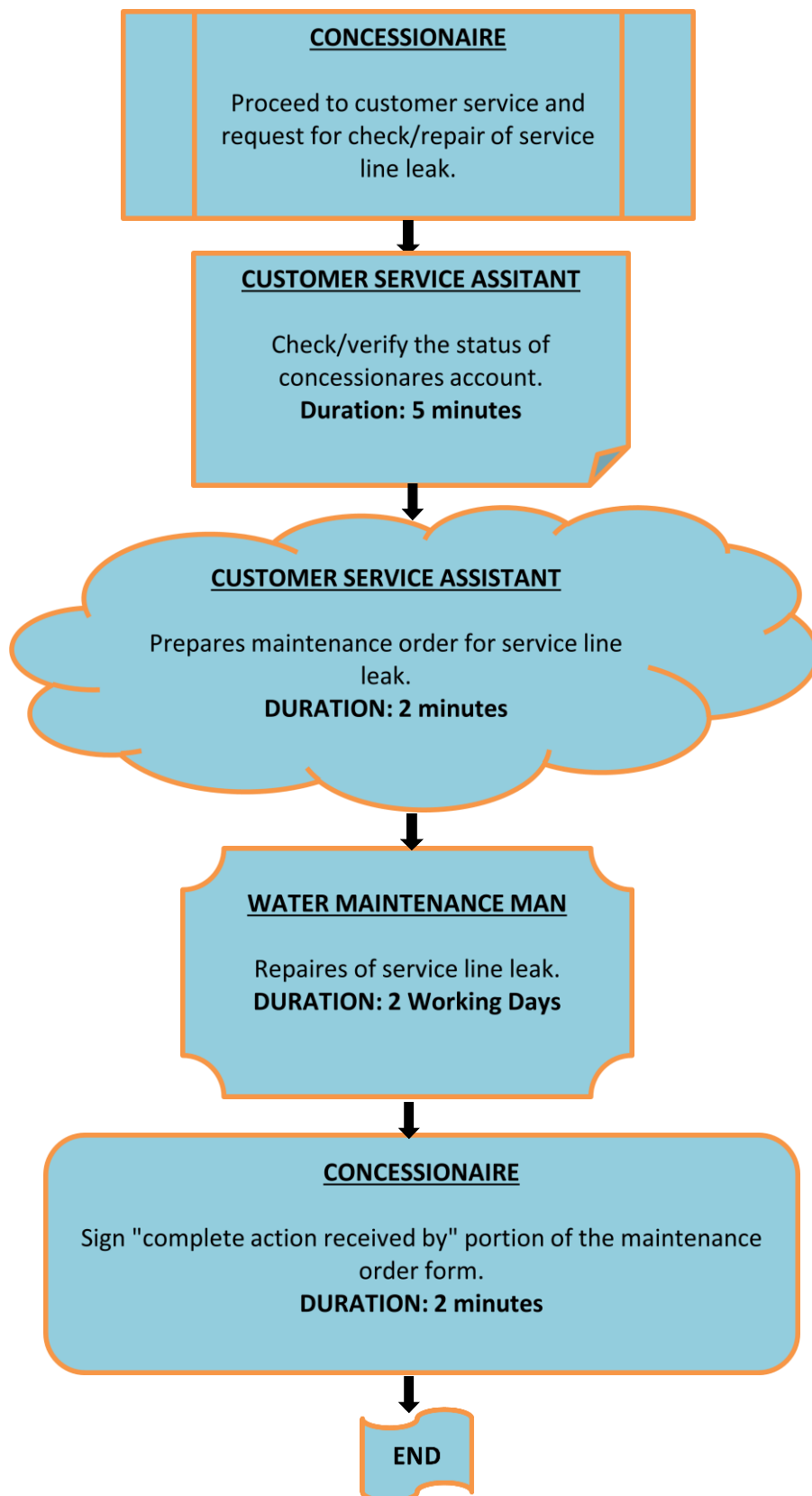
## RECONNECTION OF DISCONNECTED LINE.



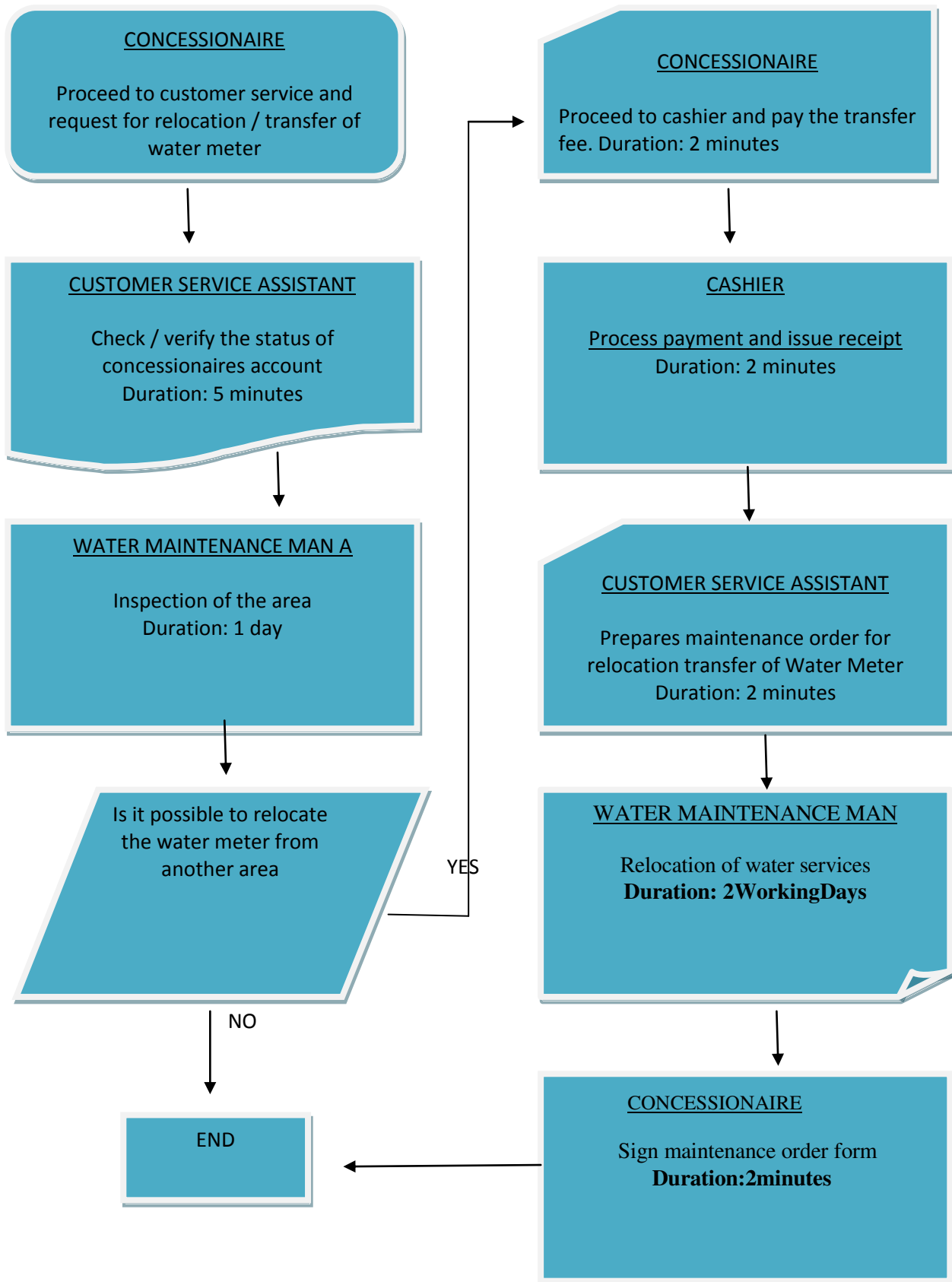
## PAYMENT OF WATER BILLS



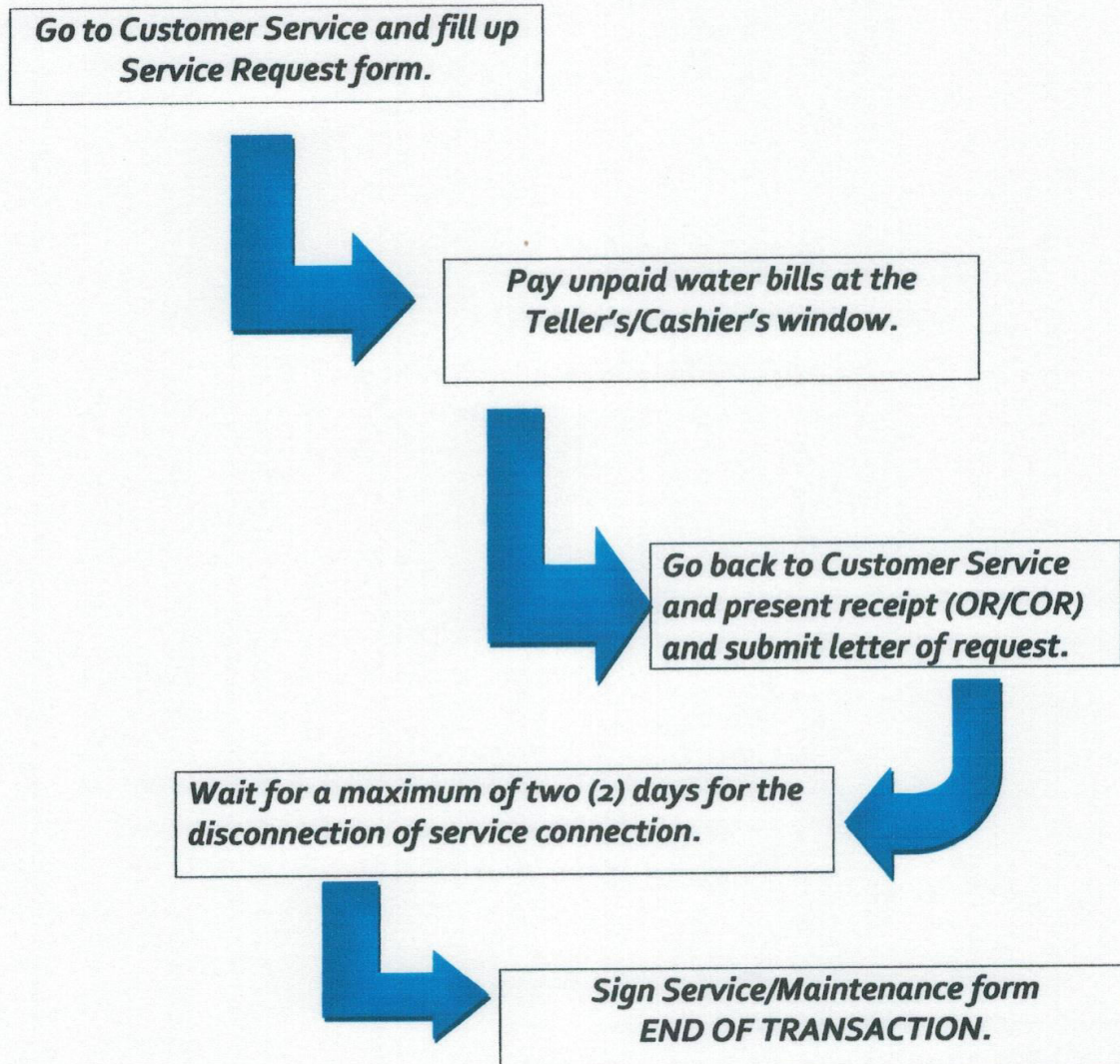
## COMPLAINT ON SERVICE LINE LEAKS



## TRANSFER OF LINE / RELOCATION OF WATER METER



**DISCONNECTION OF SERVICE  
CONNECTION (Voluntary Cut-Off)  
(Pagpapaputol ng Linya ng Tubig)**





## 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

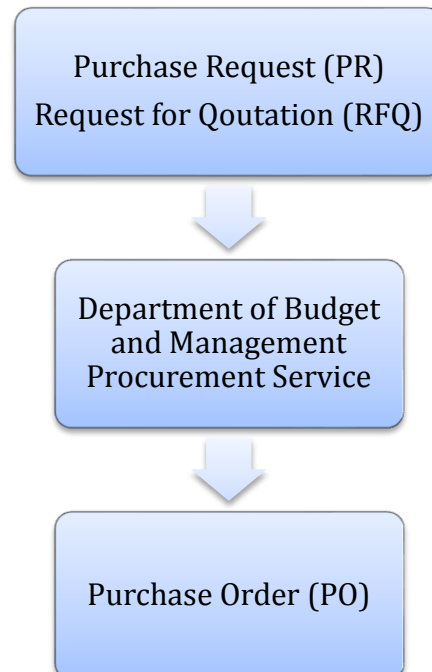
*Duration: Maximum of 2 hours'*

#### *How to Avail of Service:*

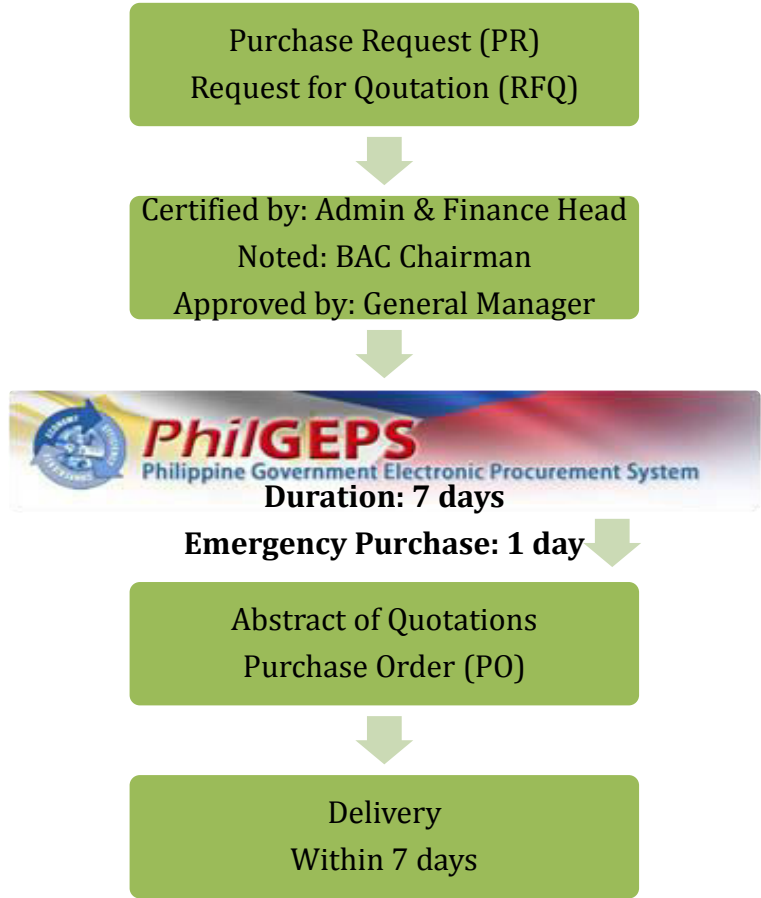
STEP	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Forms
1	Read posted listings of vacant position at TWD office, Public Market	Post vacant position/s in three conspicuous places	2 minutes	HR Personnel		Published Vacant Position
2	Submit your resume to HR Section	Accept 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

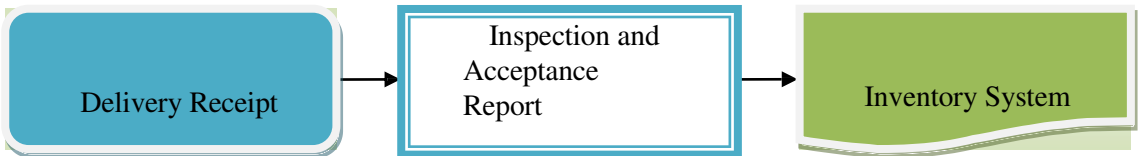
### OFFICE SUPPLIES:



**GOODS and SERVICES**

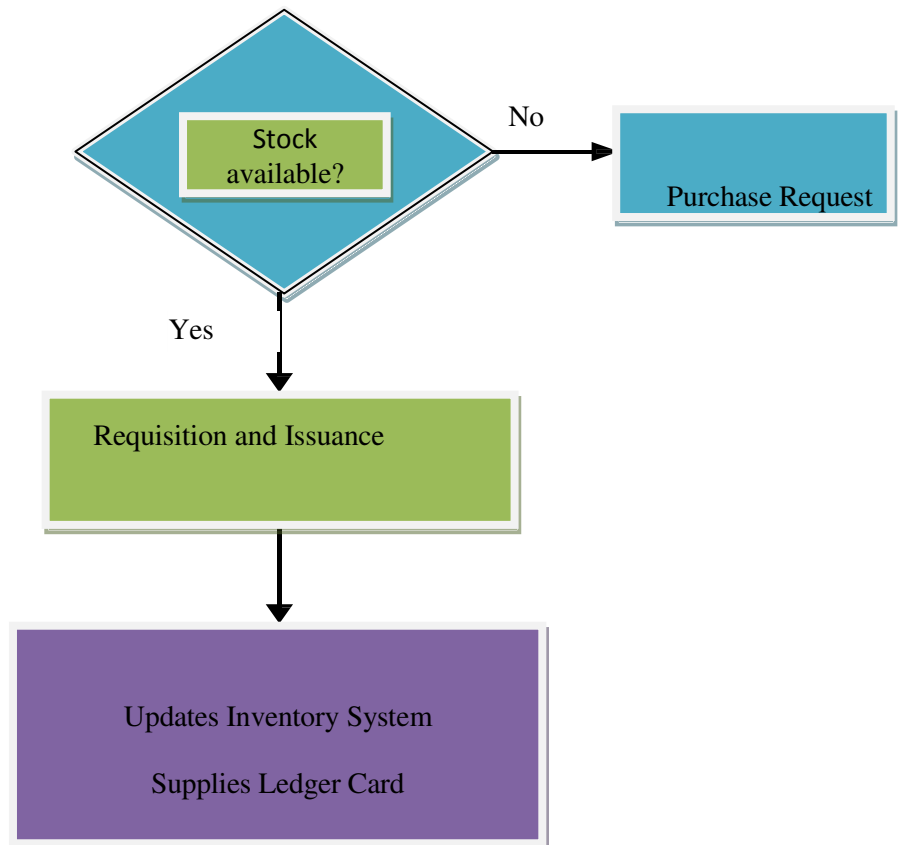


**RECEIPTS OF DELIVERIES OF INVENTORY**

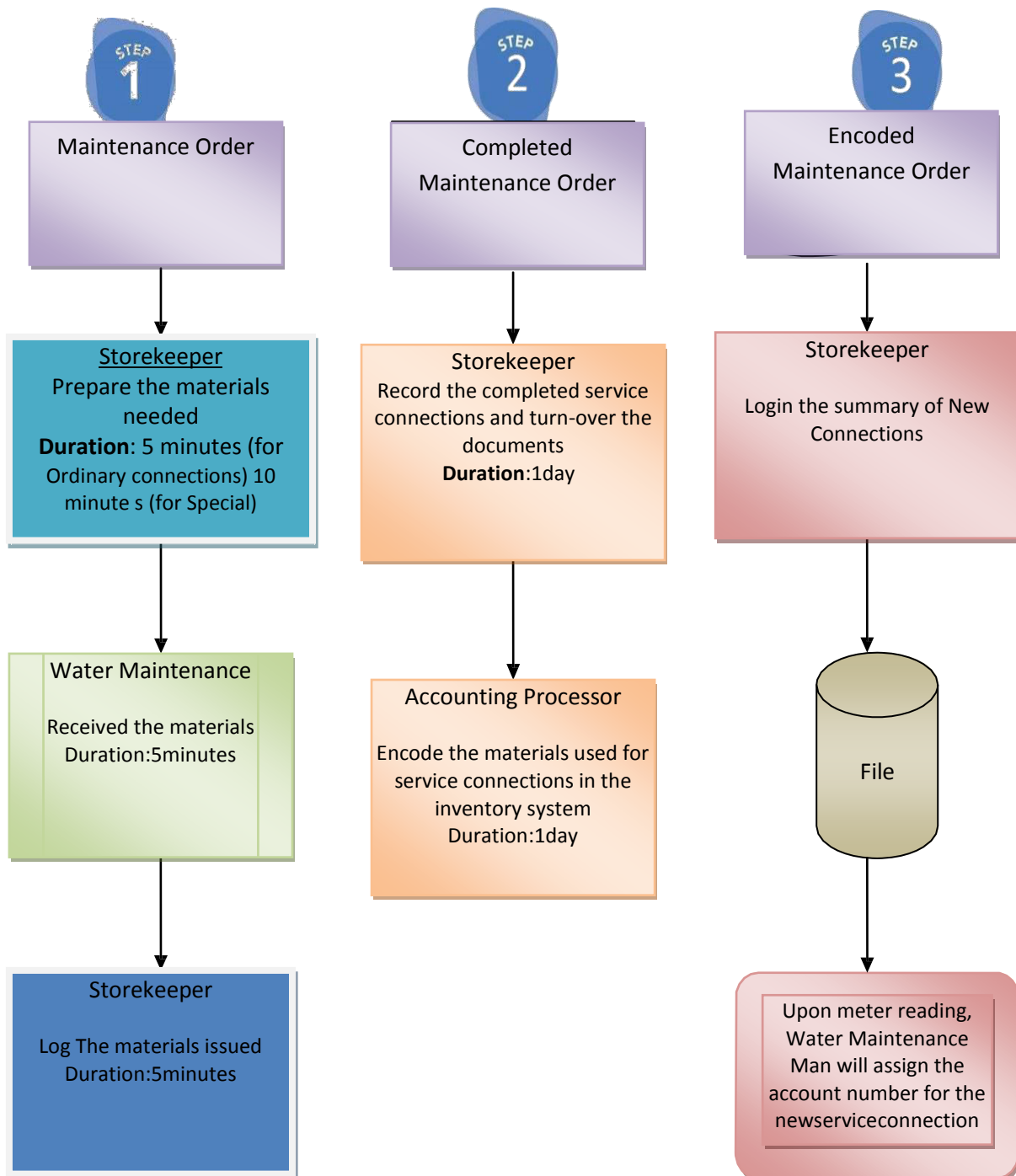




## ISSUANCE OF OFFICE SUPPLIES

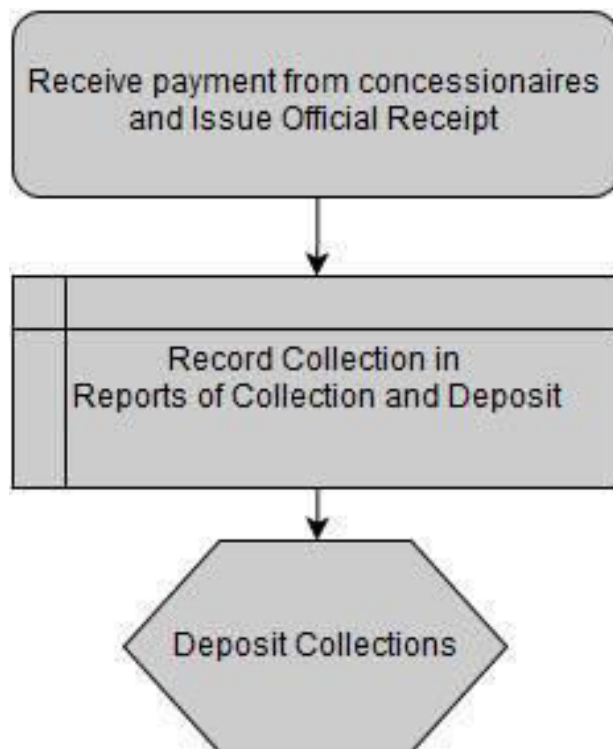


## ISSUANCE OF NEW SERVICE CONNECTION MATERIALS

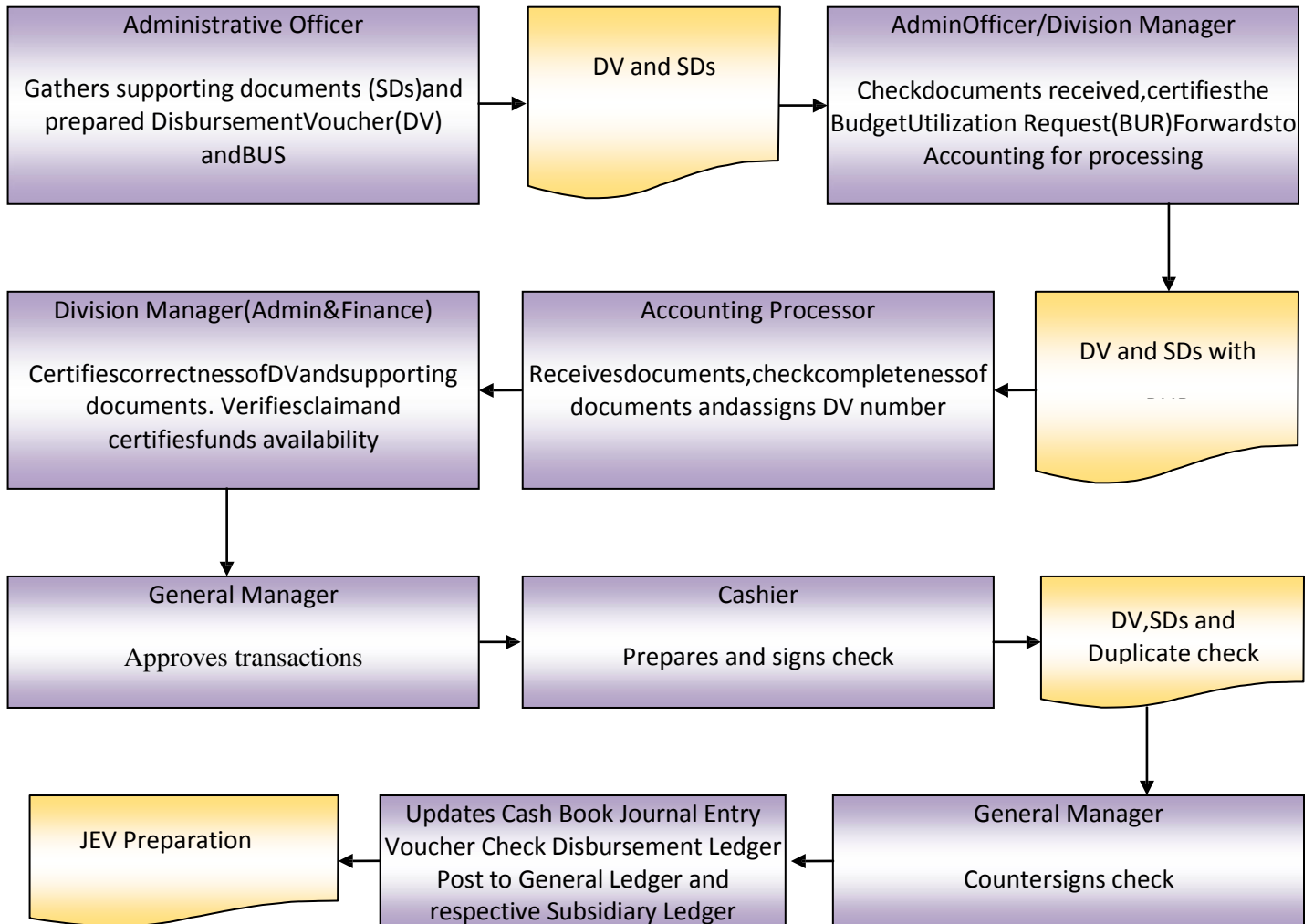


## *ACCOUNTING WORKFLOW*

### RECEIPTS AND COLLECTION PROCESS



## DISBURSEMENT PROCESS



# **APPENDICES**

**FEEDBACK FORM**  
**TIAONG WATER DISTRICT**  
**Public Market Brgy. Lalig**  
**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



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*Thank you for helping us continuously improves our service.*