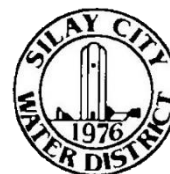

SILAY CITY WATER DISTRICT

OPERATIONS

MANUAL





INTRODUCTION

The Silay City Water District's Operation Manual is a comprehensive perspective of the overall operation of the district. It covers the different systems and procedures inherent to the functions of the three divisions namely: Administrative and General Services, Commercial Services and Operations Divisions.

The manual shall cover the detailed procedures of the functions of each division as the guidelines of all concerned to ensure efficient and effective delivery of services. This would include operation policies for the guidelines of management, employees and the concessionaire in general.

This operation manual has been approved by the Board of Directors of Silay City Water District (SICIWA) by virtue of Board Resolution No. 74 Series of 2015. Amendments and revisions to the manual shall have the approval of the Board of Directors

A copy of this shall be posted to the Silay City Water District Transparency Seal for the perusal of the public.

I. Definition of terms and acronyms

BOD -	Board of Director
GM -	General Manager
AGSDM -	Administrative and General Services Division Manager
CSDM -	Commercial Services Division Manager
ODM -	Operation Division Manager
SICIWA -	Silay City Water District
LWUA -	Local Water Utilities Administration
PD198 -	Provisional Water Utilities Act of 1973
PS -	Pumping Station

II. General Information of the Agency and Selected Cover of Operation

A. History

The Silay City Water District is a government owned and controlled corporation established on March 16, 1976 through Resolution No. 162 of the Sanguniang Panglungsod of Silay City by

virtue of P.D 198 as amended, otherwise known as the Provincial Water utilities Act of 1973. The district was issued Conditional Certificate of Conformance (CCC) No. 027 on August 12, 1976 by the Local Water Utilities Administration (LWUA). It is the sole franchisee of the government in supplying safe and potable water to the residents of Silay City.

B. Water Services

Silay City Water District (SICIWA) utilizes ground water supply from carefully selected sites in the city where our pumping stations are located at namely:

- Bautista Pumping Station – Brgy. Guinhalaran
- Fortuna Pumping Station – Brgy. V
- St. Francis Villa Rosario Pumping Station – Panaogao Road
- Burgos Pumping Station - Brgy. Mambulac
- NJL Pumping Station - Brgy. Lantad

The present facilities filtration include the five deep wells with depth ranging from 300 to 500 feet, all equipped with pumping equipment ranging from 15-20 HP submersible pumps an elevated concrete reservoir with 10,320 gallon storage capacity and a ground tank with 132,000 gallon storage capacity. The deep well pumping stations have a combined production of 7,344 cubic meter per day.

C. Water Quality

SICIWA conforms to the water quality parameters prescribed by the Philippine National Standards for drinking water. All deep wells are sealed from 50-70 feet with cement grout to prevent the entry of surface water and other pollutant that may contaminate the wells. Water that is produced from underground is being oxidized using Chlorine Dioxide before passing through a modular filtration system and then disinfection using sodium hypochlorite solution. The chemicals were transferred from chemical tanks up to the injection points conveyed by the hypo- chlorinators and closing pumps. Water sample collection at every source is conducted every year for Physical/Chemical Analysis. Bacteriological tests are conducted monthly at different locations within the service area where Chlorine Residual Test was conducted daily to check the potability of water to every household.

D. Service Coverage

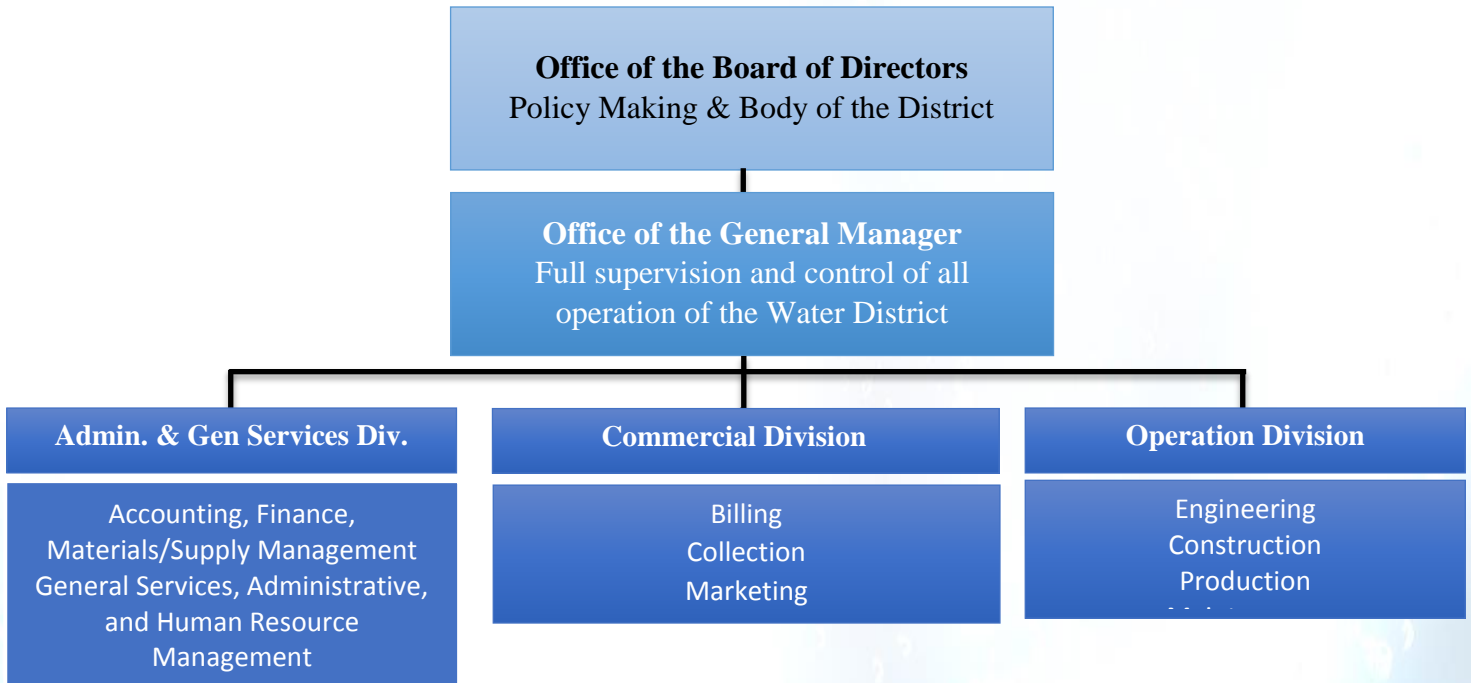
SICIWA has total active service connections of 6,440 as of November 2015 and serves more than a population of 32,200 which is equivalent to 42% of the population of the service area and 25% of the population of Silay.

Service area covers ten (10) barangay out of 15 barangay of Silay City as follows:

- Brgy. Guinhalaran
- Brgy. Mambulac
- Brgy. I
- Brgy. II
- Brgy. III
- Brgy. IV
- Brgy. V
- Brgy. Rizal
- Brgy. Lantad
- Brgy. Balarang

III. Organization and Responsibilities

Functional Chart



IV. Operational Control and Supervision

A. The Board of Directors (BOD)

1. The policy making function is vested with the Board of Directors.
2. The Board of Directors is composed of five (5) sectorial representatives from the Professional, Education, Civic, Business and Women Sectors.
3. The Board exercises and performs its powers and duties through the medium of resolution and/or directives. Its function is to establish policies and they shall not engage in the detailed management of the district.
4. The Board approves the budget appropriation of the Water District and its implementation.
5. The Board approves the hiring, appointment and termination of the General Manager.
6. The Board approves the travels and expenses of the General Manager.
7. The Board approves the authorization of the General Manager to sign contracts, agreements, etc. with another party.
8. The Board approves the supplemental budget and realignment.
9. The Board confirms the appointment of all supervisory positions.

B. General Manager (GM)

1. The General Manager is responsible for the overall supervision and control of the operation of the Water District which covers the Administrative, Commercial and Technical Services.
2. The General Manager approves and signs the appointment of all employees and the dismissal/termination of the same.
3. The General Manager approves and signs all transaction documents of the Water District from purchase requisition to payments.
4. The General Manager approves and signs all travels of personnel and all cash advances and liquidation of the same.
5. The General Manager approves and signs in behalf of the Water District, all contracts, memorandum of agreements and other legal documents involving the water district.
6. The General Manager approves the vacation leave, sick leave and compensatory time off of all employees.

C. The Administrative and General Services Division Manager (AGSDM)

1. The AGSDM is responsible for the overall supervision and overseeing of the performance of the Division which encompasses the Accounting and Finance Function, Supply Management Function, Building and Good Maintenance Function and the Administrative Human Resource Function.
2. The AGSM recommends and signs documents which concern the division from purchase requisition to their payments.
3. The AGSM recommends all actions on appointments of all personnel for approval of the General Manager.
4. The AGSM approves the trip tickets and pass slips of its personnel.
5. The AGSM recommends disciplinary action for sanctions on its personnel for approval of the GM.
6. The AGSM recommends and signs Journal Entry Voucher for all payment transaction of the water district.
7. The AGSM recommends and signs documents of Job requests and Job orders for approval of the General Manager.
8. The AGSM supervises the preparation of monthly and annual reports of the Division and sign the same.
9. The AGSM supervise and oversees the budget preparation of the Division.

D. The Commercial Services Division Manager (CSDM)

1. The CSDM is responsible for the overall supervision and overseeing of the performance of the Division which encompasses the Billing, Collection functions, Marketing and Public Relations functions.
2. The CSDM recommends and signs documents which concern the Division from the purchase requests to their payments.
3. The CSDM recommends and signs service applications and construction order for approval of the General Manager.
4. The CSDM approves disconnection list of delinquent accounts for implementation.
5. The CSDM recommends and signs the Job Requests and Job Orders concerning the Division for approval of the General Manager.
6. The CSDM supervises the preparation of monthly and annual reports of the Division and signs the same.

E. The Operations Division Manager (ODM)

1. The Operations Division manager is responsible for the overall supervision and overseeing of the performance of the Division which encompasses the Engineering and Construction functions, Production and Water Quality Management functions of the district.
2. The ODM recommends and sign documents which concern the Division from purchase requisition to their payments.
3. Recommends and sign documents of Job Requests and Job orders concerning the Division for approval of the General Manager.
4. Supervises the preparation of monthly and annual reports of the Division and sign the same.

IV. OPERATION PROCEDURES

A. Application of New Service Connection

ACCOUNTABLE PERSON	ACTION
1.Applicant/Client	1.1 Proceed to the Customer Service Assistant for application.
2.Customer Service Assistant (CSA)	2.1 Provides applicant with list of requirements for compliance.
3.Applicant/Client	3.1 Submit requirements/documents to Customer Service Assistant (CSA).
4.Customer Service Assistant (CSA)	4.1 Request applicant to pay the Inspection Fee to the Cashier.
5.Cashier	5.1 Receives payment and issued official receipt (OR) to the applicant.
6.Applicant	6.1 Presents OR to the Customer Service Assistant
7.Customer Service Assistant (CSA)	7.1 Prepares request for inspection and forwards to the Engineer A.
8.Engineer A. (EA)	8.1 Reviews request and schedules inspection. 8.1 Assigns to plumber to conduct inspection
9.Plumber	9.1 Conducts Inspection and estimates costs and materials. 9.2 Forwards inspection request and estimates to the CSA.
10. Customer Service Assistant (CSA)	10.1 Informs applicants of results of inspection and amount to be paid.
11.Applicant	11.1 Proceeds to the cashier and pay the corresponding amount for new connection.
12.Cashier	12.1 Receives payment and issues OR to the applicant
13.Applicant	13.1 Presents the OR to the Customer Service Assistant
14. Customer Service Assistant (CSA)	14.1 Checks OR and prepares documents for new connection for signature of the applicant. 14.2 Orients clients on the policies of SICIWA regarding Service Connection and the water rates. 14.3 Forwards documents for signature of the Commercial Division Manager.
15.Commercial Services Division Manager	15.1 Signs the documents and forward to the General Manager for approval.

16.General Manager (GM)	16.1 Approves and signs documents and forward documents to the Engineer for installation.
17.Engineer A	17.1 Schedules installation of service connection 17.2 Assigns plumber to conduct the installation of Service Connection.
18.Plumber	18.1 Prepares Request for Issuance Slip (RIS) and presents it to the Property Assistant B
19.Property Assistant B	19.1Issues materials to the plumber 19.2 Forwards a copy of the Request for Issuance Slip (RIS) to the Bookkeeper.
20.Bookkeeper	20.1 Receives the RIS and records it on the book.
21.Plumber	21.1 Receives materials and conducts the installation. 21.2 Informs the Engineer A of the installation.
22.Engineer A	22.1 Conducts final inspection of the work done by the plumber. 22.2 Forwards the installation application to the operation clerk for filing. 22.3 Forwards contract to the Customer Service Assistant for notarization
23. .Customer Service Assistant (CSA)	23.1 Have the contracts notarized and files a copy 23.2 Gives a copy to the concessionaire.

B. Handling Complaints

ACCOUNTABLE PERSON	ACTION
1.Client	1.1 Presents complaint/concern to the Customer Service Assistant (CSA)
2.Customer Service Assistant (CSA)	2.1 Requests for details of complaint from client 2.2 Prepares Service Report Form (SRF) indicating the complaint 2.3 Logs the complaint in the log book and forwards the SRF to the CSDM.
3. Commercial Services Division Manager	3.1 Signs approved of the SRF and forward to operation clerk
4.Operation Clerk	4.1 Receives SRF and logs the request. 4.2Forwards request to the Engineer A for scheduling.
5.Engineer A	5.1 Gives SRF to plumber and schedules date for action.
6.Plumber	6.1Proceeds to the site and acts in the complaint/concern. 6.2Requests client to sign the SRF after the work is done. 6.3Forwards signed and accomplished SRF to the Engineer A.
7.Engineer A	7.1 Checks the accomplished SRF and forwards to Operation Clerk.
8.Operation Clerk	8.1 Records results of action taken and forwards SRF to Customer Service Assistant (CSA).
9.CSA	9.1 Files SRF for of future reference.

C. Reconnection Procedure of Disconnected Accounts

ACCOUNTABLE PERSON	ACTION
1.Client	1.1 Proceeds to the Customer Service Assistant to apply for reconnection.
2.Customer Service Accountant (CSA)	2.1 Checks the account of the client, to determine the water bills to be paid. 2.2 Requests client to pay the water bills.
3.Client	3.1 Proceed to the Bill Collection for payment.
4.Bill Collector	4.1 Receives payment and issues receipt.
5.Client	4.1 Presents receipts to CSA

6. .Customer Service Assistant (CSA)	6.1 Checks payment and refers the client to the cashier for payment of reconnection fees.
7.Client	7.1 Proceed to the Cashier for payment of Reconnection fee.
8.Cashier	8.1 Receives payments and issues Official Receipt
9.Client	9.1 Present official receipt to Customer Service Assistant (CSA)
10. .Customer Service Assistant (CSA)	10.1 Prepares Serviced Request Form (SRF) for reopening and forward documents to CSDM. 10.1 Records the SRF in the log book.
11.Commercial Services Division Manager	11.1 Sign the recommending approval & forwards SRF to CSA
12. Customer Service Assistant (CSA)	12.1 Forward the SRF to the Disconnection/Reconnection team for disconnection/re-opening.
13.Disconnection/Reconnection Team (DRT)	13.1 Reopens the Service line of the client. 13.2 Forwards the SRF to the CSA
14.Customer Service Assistant CSA	14.1 Receive SRF and Records the result of action 14.2 Files the SRF for future reference.

D. Purchase of Materials and Equipment/Job Order

ACCOUNTABLE PERSON	ACTION
1.Requesting Division	1.1Prepares Purchase Request Form (PRF) for purchase and forward to the Division Manager.
2.End User, Division manager	2.1Signs recommendation on (PR) and forwards to General Manager for approval.
3.General Manager	3.1 Approves and signs PR and forwards to Property Assistant
4.Property Assistant	4.1Receives PR and indicates number and logs in the logbook. 4.2 Conducts canvass of P50, 000.00 and below. For over P 50,000.00 but less than P 500,000.00 post to PhilGeps the Request For Quotation (RFQ). For amount of P 500,000.00 posts to PhilGeps for bidding procedure. 4.3For amount P 50,000 and below prepares abstract of quotations with PhilGeps attachments. For P500.000.00 or more

	<p>requests convening of Bids and Awards Committee (BAC).</p> <p>4.4 For the amount less than P 500,000.00 prepares Purchase Order/ Job Order Form.</p> <p>4.5 Forwards PO/JO to Accountant for budget and availability of fund.</p>
5.Accountant	<p>5.1 Checks if funds/budget is available and indicates in the PO/JO form.</p> <p>5.2 For P.Os, forward to General Manager for signature.</p> <p>5.3 For JO's forward to the End User Division Manager and AGSM for recommending approval</p>
6.End User Division Manager	6.1 Sign PO/JO and forward to AGSM for signature.
7.AGSM	7.1 Signs PO/JO and forwards to General Manager for approval.
8.General Manager	8.1 Approves and signs PO/JO and sends to Property Assistant
9.Property Assistant	9.1 Awards to the winning supplier or bidder.

E. Payment Procedure

ACCOUNTABLE PERSON	ACTION
1.Supplier	1.1 Delivers goods/services and presents to Property Assistant B.
2.Property Assistant B	2.1Receives purchased items and prepares Inspection and Acceptance Report (IAR) 2.2Forwards to Inspection Officer for checking.
3.Inspection Officer	3.1 Checks the goods delivered and signs IAR 3.1 Forward IAR to End user/Division Manager for acceptance.
4.End User Division Manager	4.1 Signs IAR and forwards to Property Assistant B.
5.Property Assistant B	5.1 Requests for payment for goods/services delivered, attaching JO/PO and other supporting documents. 5.2 Forwards request to Monitoring Officer.
6.Monitoring Officer	6.1Prepares and attaches transaction slip to the requests for payments and logs the payment request. 6.2Forwards request for payments to the Admin & General Services Division manager (AGSM) for signature

7. Administrative and General Services Manager	7.1 Checks request and approve the request for payment 7.2 Signs in the transaction slip and forward to Accounting Clerk.
8. Accounting Clerk	8.1 Prepares voucher of payment and Journal Entry Voucher (JEV) 8.2 Forwards to Accountant.
9. Accountant	9.1 Checks if documents are proper. 9.2 Indicates on the voucher if funds/budget is available and signs voucher and JEV. 9.3 Forwards to End user Division Manager
10. End User Division Manager	10.1 Signs the recommendation of the payment 10.2 Forwards to Admin and gen. Services Manager (AGSM).
11. Admin and gen. Services Div. Mgr.	11.1 Check the voucher and JEV and indicate her signature in the voucher and signs the JEV. 11.2 Forwards to General Manager for approval.
12. General Manager	12.1 Approves and signs the voucher. 12.2 Forwards voucher and supporting documents to Cashier.
13. Cashier	13.1 Receives voucher and prepare checks 13.2 Signs checks and forward to General Manager for signature.
14. General Manager	14.1 Signs checks for payment. 14.2 Sends back to Cashier
15. Cashier	15.1 Releases check to concerned party. 15.2 Requires an Official Receipt and attach to the voucher. 15.3 Forwards all documents to Accounting Clerk.
16. Accounting Clerk	16.1 Files voucher and supporting documents for future reference.

V. Control of Records and Documents

Records/Documents

Accountable Person

A. Office of the General Manager

- | | |
|----------------------------------|---|
| 1. Minutes of the Board Meeting | Board Secretary/ Secretary of the General Manager |
| 2. Policies and Regulation files | --do-- |
| 3. Communications/Memoranda | --do-- |

B. Administrative and General Services Division

- | | |
|--|--|
| 1. 201 Files (Personal Records) | Industrial Relations Mgt. Officer (IRMO) |
| 2. Vacation/Sick Leave Ledger | --do-- |
| 3. Records of Daily Time Record | --do-- |
| 4. Records of VL/SL Application | --do-- |
| 5. Records of Pass Slip | --do-- |
| 6. Records of Extension of Work | --do-- |
| 7. Records of Communication from Civil Service, GSIS Pag-ibig. | --do-- |
| 8. Monthly Data Sheet Files | Accountant |
| 9. Financial Reports | --do-- |
| 10. Subsidiary Ledger of Cash Advances, Depreciation, and Inventories. | --do-- |
| 11. Annual Budget | --do-- |
| 12. Bank Reconciliation | --do-- |
| 13. Inventory Lists | --do-- |
| 14. Disbursement Voucher and Journal Entries Voucher | Accounting processor Clerk |
| 15. Book of Accounts | Sr. Accounting Processor |
| 16. Stock Card | --do-- |
| 17. LTO Registration | Property Assistant |
| 18. Insurance Policies of SICIWA Properties | --do-- |
| 19. Memorandum Receipts | --do-- |
| 20. Purchase Order/Purchase Request | --do-- |
| 21. Job Order/Job Request | --do-- |
| 22. Bin Cards | --do-- |
| 23. Checks | Cashier |
| 24. Record of all accountable form | --do-- |

C. Commercial Division

1. Contracts of Service Connection	Computer Operator
2. Commercial Accountable Forms	--do--
3. Records of Complains	Customer Service Assistant
4. Records of New Connection/Disconnection and Reconnection Accounts	--do--
5. Aging of Accounts	Computer Operator
6. Records of Billings and Collection	Computer Operator

VI. APPENDICES

A. Acronyms and Abbreviation

SACO	-	Service Application and Construction Order
PR	-	Purchase Request
PO	-	Purchase Order
JR	-	Job Request
JO	-	Job Order
RIS	-	Requisition and Issuance Slip
RFQ	-	Request for Quotation
IAR	-	Inspection and Acceptance Report
PhilGeps	-	Philippines Government Electronic

B. Table of Organization

Republic of the Philippines
SILAY CITY WATER DISTRICT
 Silay City, Negros Occidental

ORGANIZATIONAL STRUCTURE

