

2017

Operations Manual



MUÑOZ WATER DISTRICT



Introduction

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

This manual is created 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 MWD, 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 2017, 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 MWD. Activity flow charts are used to illustrate the different processes involved in daily operations.



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Abbreviations

MWD – Munoz Water District

GOCC – Government Owned and Controlled Corporation

DBM PS – Department of Budget and Management Procurement Service

PD – Presidential Decree

BUR – Budget Utilization Request

DV – Disbursement Voucher

HPC – Heterotropic Plate Count

IAR – Inspection and Acceptance Report

LWUA – Local Water Utilities Administration

PHILGEPS – Philippine Government Electronic Procurement System

PPE – Property Plant and Equipment

PR – Purchase Request

PO – Purchase Order

RFQ – Request for Quotation

SOA – Statement of Account

SALN – Statement of Assets, Liabilities and Networth

SDs – Supporting Documents



GENERAL INFORMATION

PROFILE

The Munoz Water District (MWD) is a Government Owned and Controlled Corporation (GOCC) created by virtue of Sangguniang Bayan Resolution No. 100 S. 1987 dated September 8, 1987 and established in January 25, 1988 through Conditional Certificate of Conformance No. 328 issued by the Local Water Utilities Administration.

The MWD operates through the leadership of the General Manager who is appointed by the Board of Directors. MWD policies, rules and regulations on the other hand, are created by the Board of Directors through a board resolution. Number of staffs and top management and tariffs are under government regulation.

At present, MWD is classified under Category C Water District with a total service connection of 5,697 and 93% of service area coverage.

MANDATES AND FUNCTIONS

The operation of the district started on January 26, 1992 pursuant to the provisions of Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the Provincial Utilities Act of 1973. The MWD is responsible for the water supply system for the Science City of Muñoz. Its primary objective is to acquire, install, improve, maintain and operate the water supply and distribution system for domestic, commercial, and industrial consumption of residents within the boundaries of the District

The MWD also extends its services to the water service providers created under DILG SALINTUBIG Program and DAR funded water supply systems by providing technical assistance and trainings during construction and initial stage of operation.



VISION

To be one of the country's top performing water districts in terms of reliability, sustainability, affordability and accessibility in providing clean & safe drinking water for customer satisfaction.

MISSION

To uplift the quality of life thru continuous delivery of safe, adequate and potable water to the public with a well defined system of operation to assure efficient responsive customer service.

SERVICE PLEDGE

We, the officials and employees of Muñoz Water District, commit to provide and deliver services promptly, efficiently, and with utmost courtesy and adhere strictly to our service standards.



AREAS OF OPERATION

BARANGAYS SERVED BY MWD AS OF DECEMBER 31, 2017

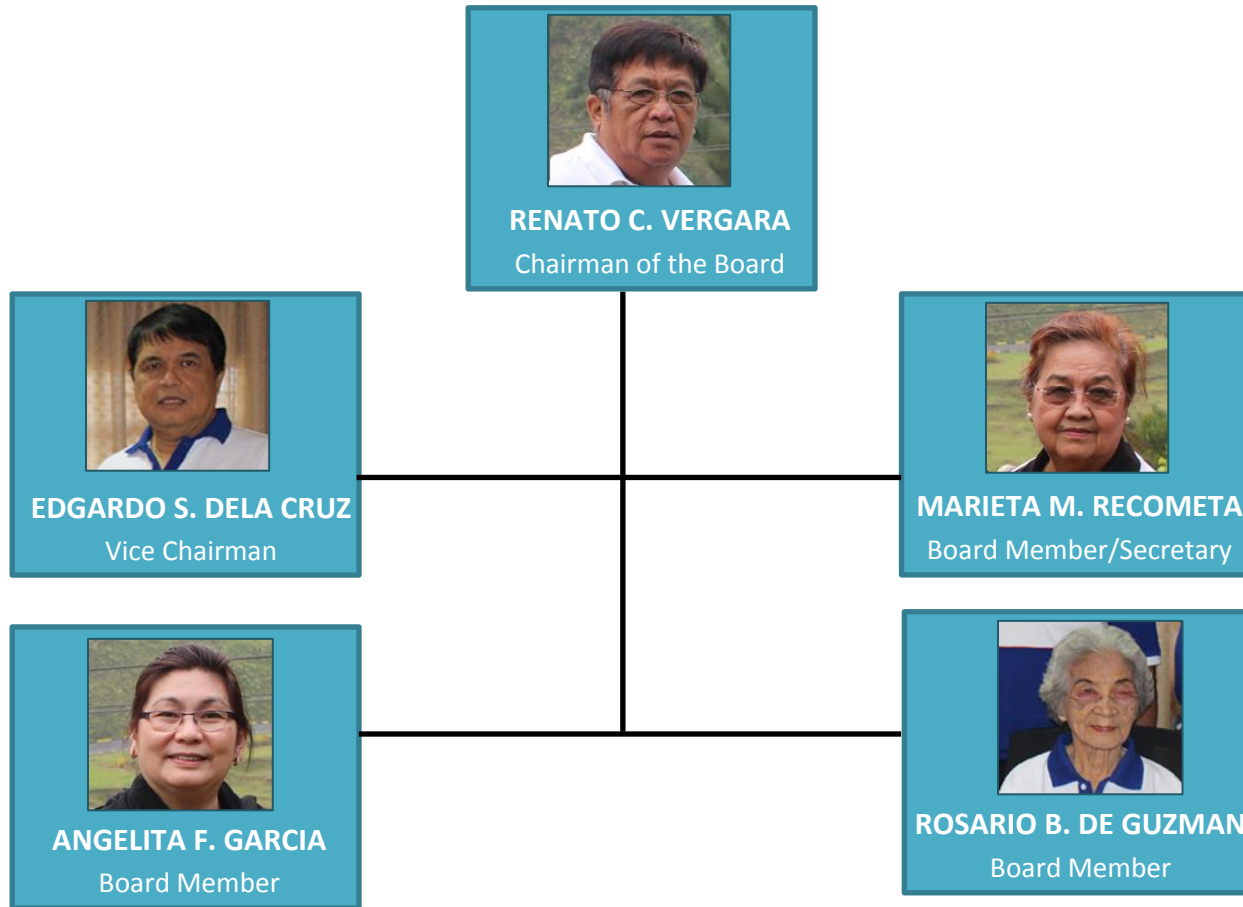
1. Poblacion East
2. Poblacion West
3. Poblacion South
4. Poblacion North
5. Catalanacan
6. Bantug
7. Bagong Sikat
8. Villa Cuizon
9. Maligaya
10. Bical
11. Matingkis
12. Gabaldon
13. Cabisuculan
14. Balante
15. Licaong

PUMPING STATION

Pumping Station	Year Constructed
Bayuga Pumping Station	1990
Villa Pinili Pumping Station	1999
Maligaya Pumping Station	2007
Bical Pumping Station	2010
Villa Isidra Pumping Station	2014

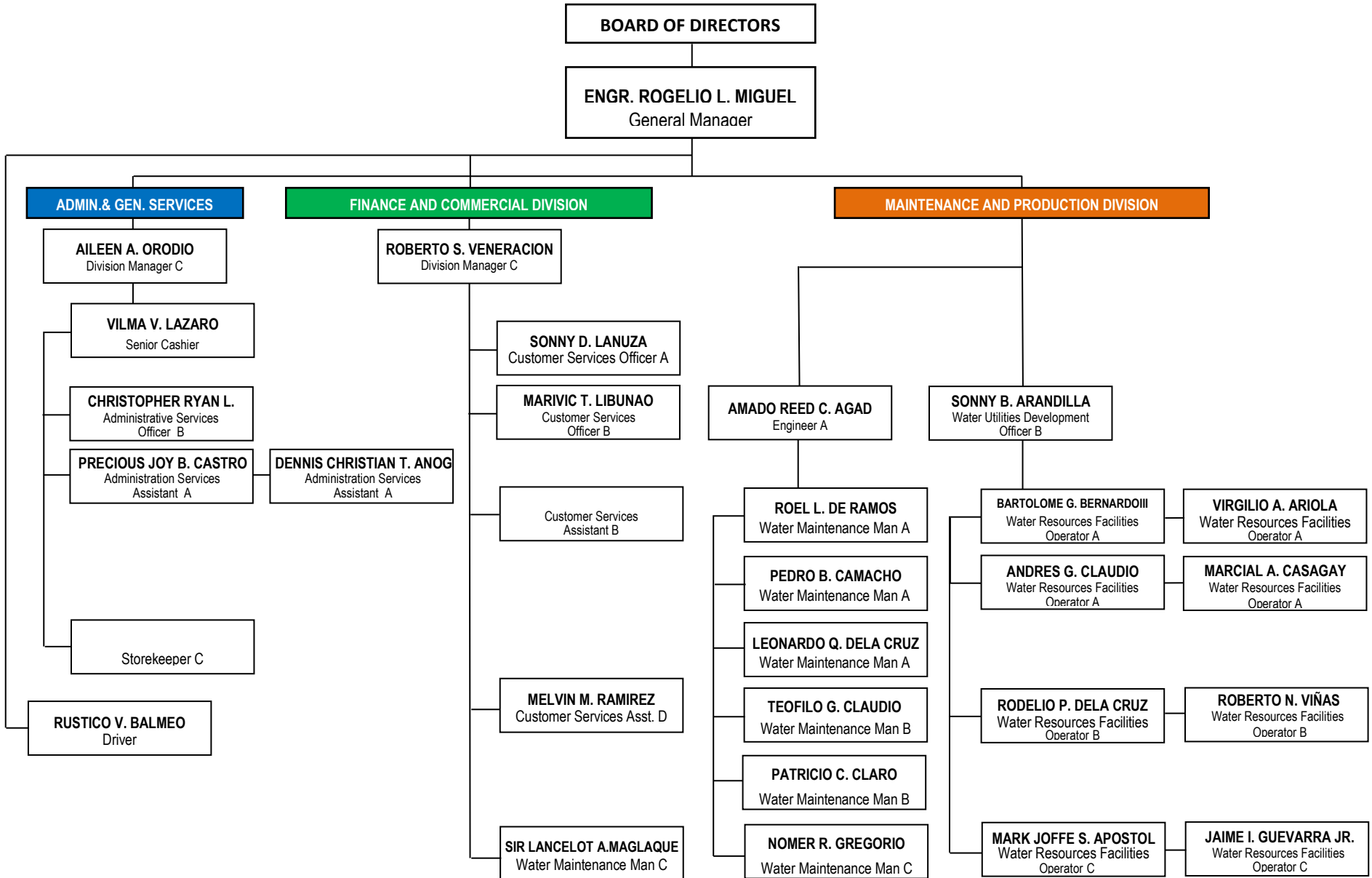


**MUÑOZ WATER DISTRICT ORGANIZATIONAL CHART
BOARD OF DIRECTORS**





MUÑOZ WATER DISTRICT ORGANIZATIONAL CHART





DUTIES AND RESPONSIBILITIES

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 Division is responsible for the implementation of Administrative Policies and Guidelines. Oversee internal control on inventory and PPE management as well as procurement process. Prepare and monitor annual budget. Also in-charge with the personnel management and development.

The Finance and Commercial Division which composed of two sections are in charge with financial operation and customer services function of the district.

- Finance Section handles financial transactions of the district. It is also in charge with the preparation of financial and operational reports of the district.
- Commercial Section facilitates billing and collection, maintain customer's records and attend to customer's requests and complaints.

The Production and Maintenance Division is divided into three functions which are as follows:

- Engineering Section – responsible for the preparation of plans and designs of water district projects as well as its implementation.
- Production Section - Operate and Maintain Water Production Facilities; Conduct water quality monitoring activities
- Maintenance Section - Maintain distribution, transmission and service lines. Facilitate service connection, disconnection and reconnection.



OPERATIONAL CONTROL AND SUPERVISION

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

1. Preparation of agenda for Board meetings;
2. Conduct regular staff and committee meetings;
3. Implement MWD policies, rules and regulations;
4. Participate in district's activities with other organizations.

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

The Head of Administrative Division shall exercise operational control over the following duties:

1. Preparation and monitoring of Annual Budget
2. Preparation and submission of Financial and Operational Reports
3. Preparation and release of payroll as well as remittance of personnel benefits contribution to GSIS, Philhealth and PAGIBIG.
4. Maintenance of employees 201 File and Leave Credits Record
5. Personnel recruitment, training and management
6. Preparation and submission of various reports to CSC
7. Preparation and submission of Plantilla of Personnel to DBM
8. Preparation and monitoring of procurement process
9. Submission of Employees' SALN
10. Property and Inventory Management
11. Updating and maintenance of MWD Website.
12. Deposits of cash and check collections as well as preparation of reports pertaining to cash collection.
13. Administration of Petty Cash Fund

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

1. Preparation of Financial Statements
2. Preparation of Statement of Bank Reconciliation
3. Preparation and updating of PPE Depreciation Schedule
4. Preparation of Disbursement/ Liquidation of Cash Advances;
5. Report of monthly remittance and loan payment
6. Preparation and submission of Report on Salaries and Allowances (ROSA)



- received by principal officers and governing Board of Directors to COA
7. Preparation of Purchase Order
 8. Processing of applications for new service connections, change name, and other customer's requests and complaints
 9. Billing and collection process
 10. Submission of Ageing of accounts
 11. Preparation and Submission of various reports pertaining to billing and collection
 12. Maintenance of Customer's Ledger Card

The Head of Engineering Unit shall exercise operation control over the following duties:

1. Implementation of on-going water district construction and expansion projects.
2. Preparation of progress and completion report.
3. Preparation of proposed plans, designs and specifications
4. Preparation of program of work of construction and expansion projects.

The Head of Maintenance Unit shall exercise operational control over the following duty:

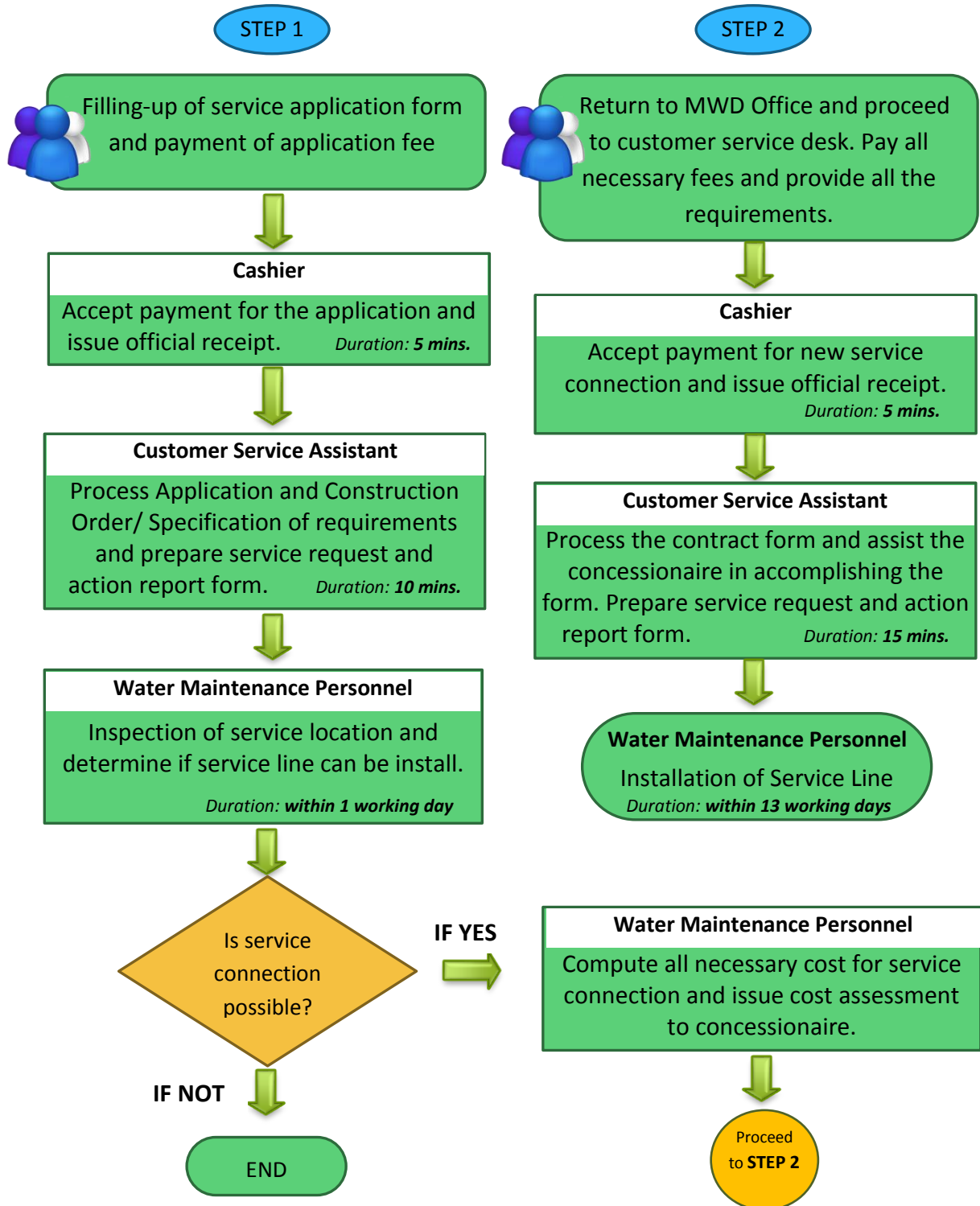
1. Installation of new water service connections
2. Water meter relocation
3. Repair of main or distribution line
4. Repair of service line or meter stand pipe leak
5. Disconnection/reconnection of service line
6. Conduct flushing activity;

The Head of Production unit shall exercise operational control over the following duties:

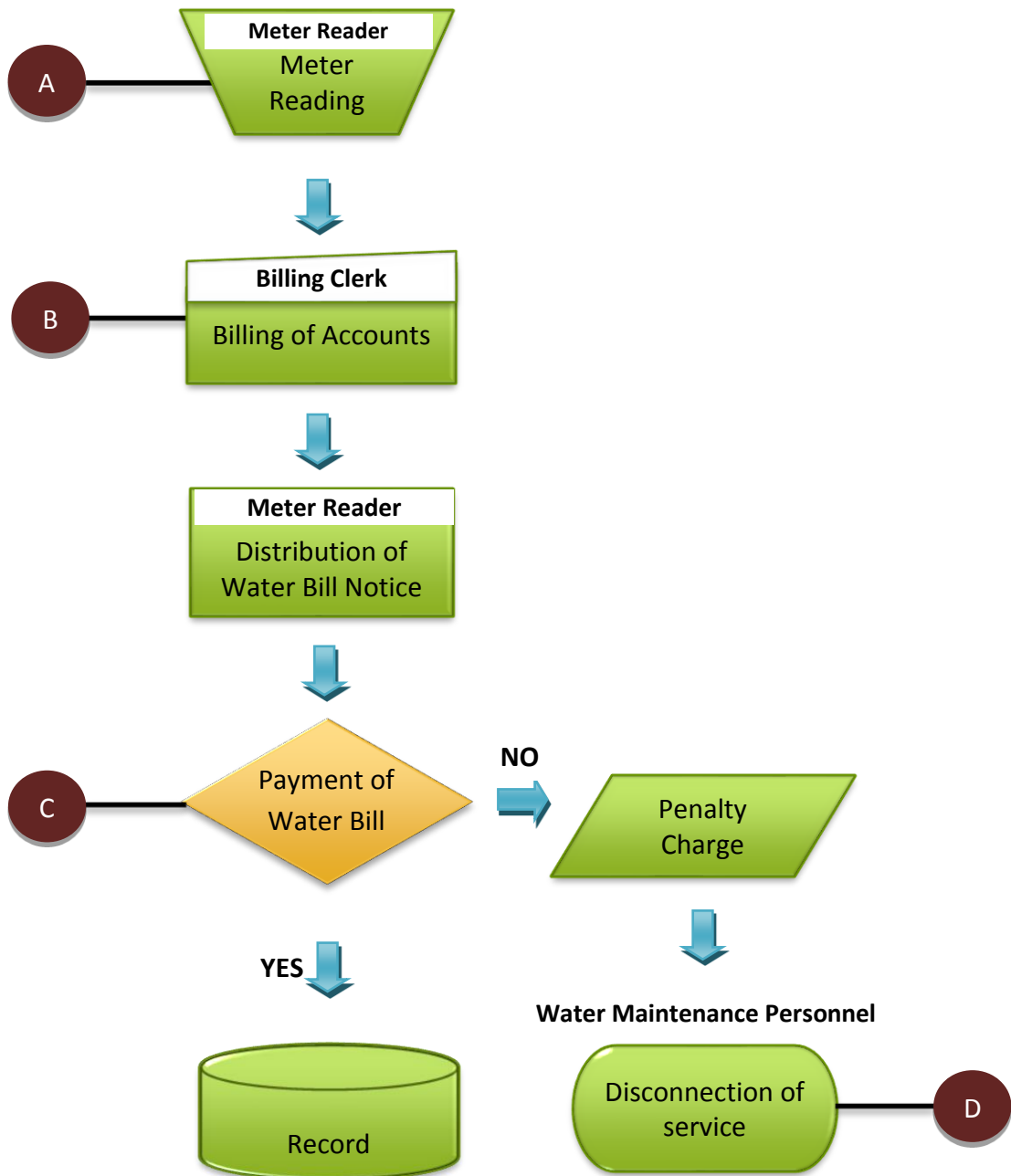
1. Operation & Maintenance of pumping and chlorinating facilities including power generating equipment;
2. Submission of water samples for bacteriological, physical and chemical test;
3. Submission of Summary Reports on Microbiological, Physical and Chemical Test to LWUA
4. Preparation of Production Reports.
5. Monitoring of Non Revenue Water

OPERATING PROCEDURES

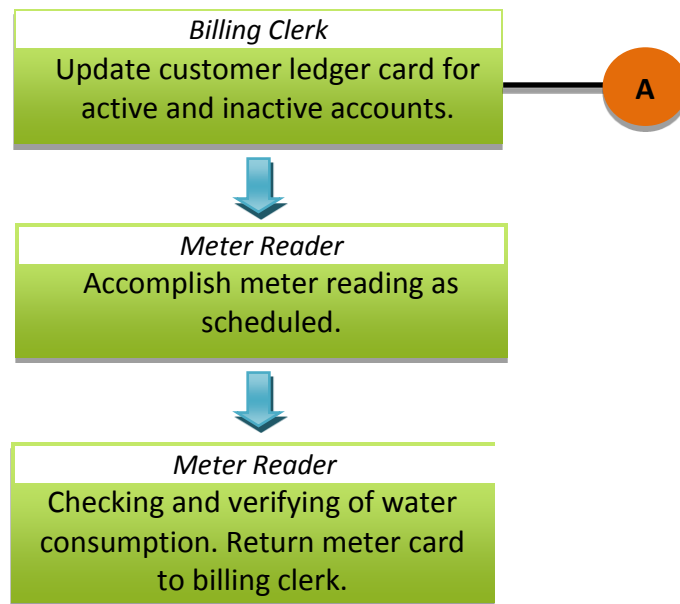
I. APPLYING FOR NEW SERVICE CONNECTION



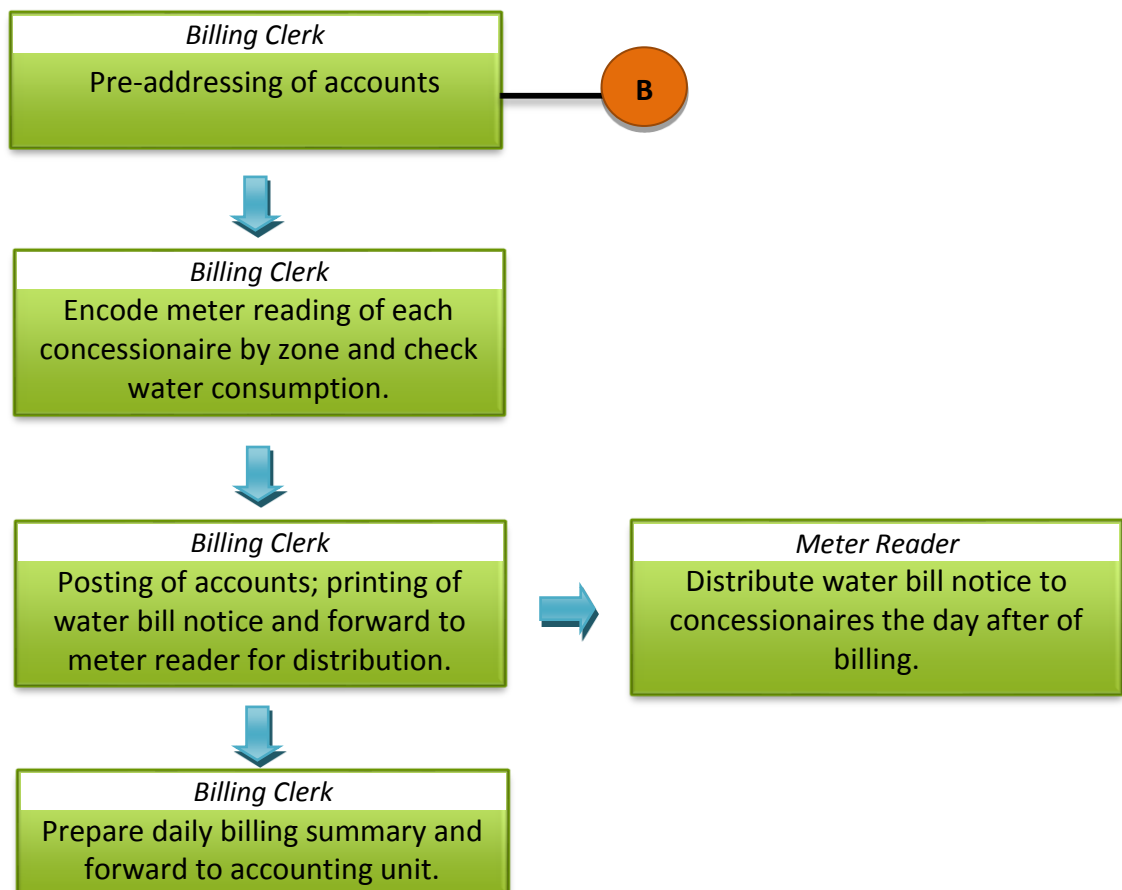
II. BILLING AND COLLECTION



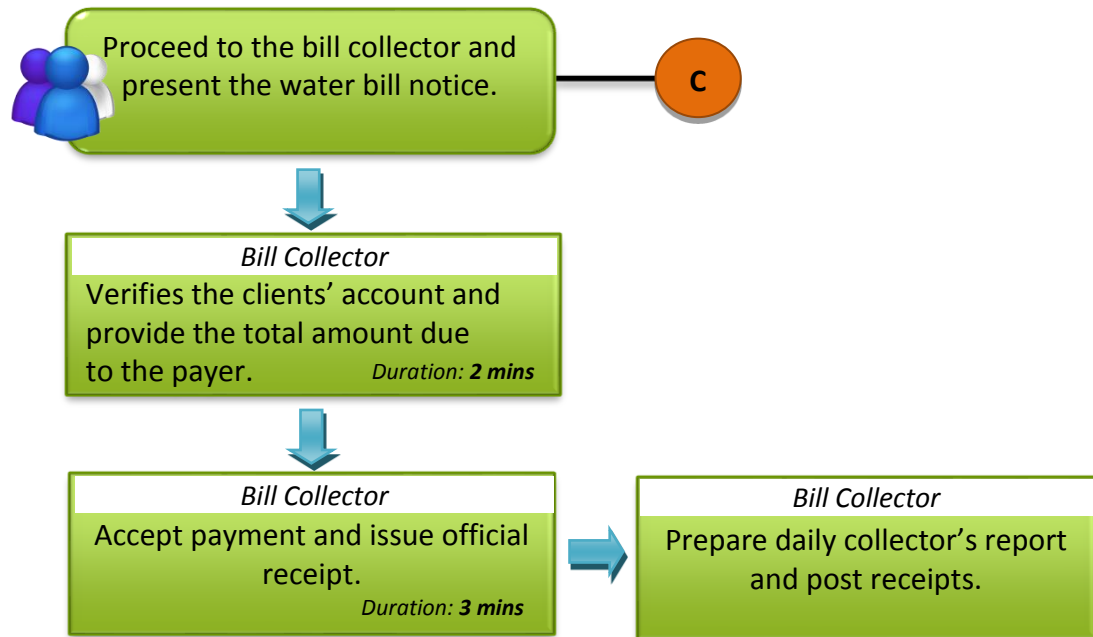
A. METER READING



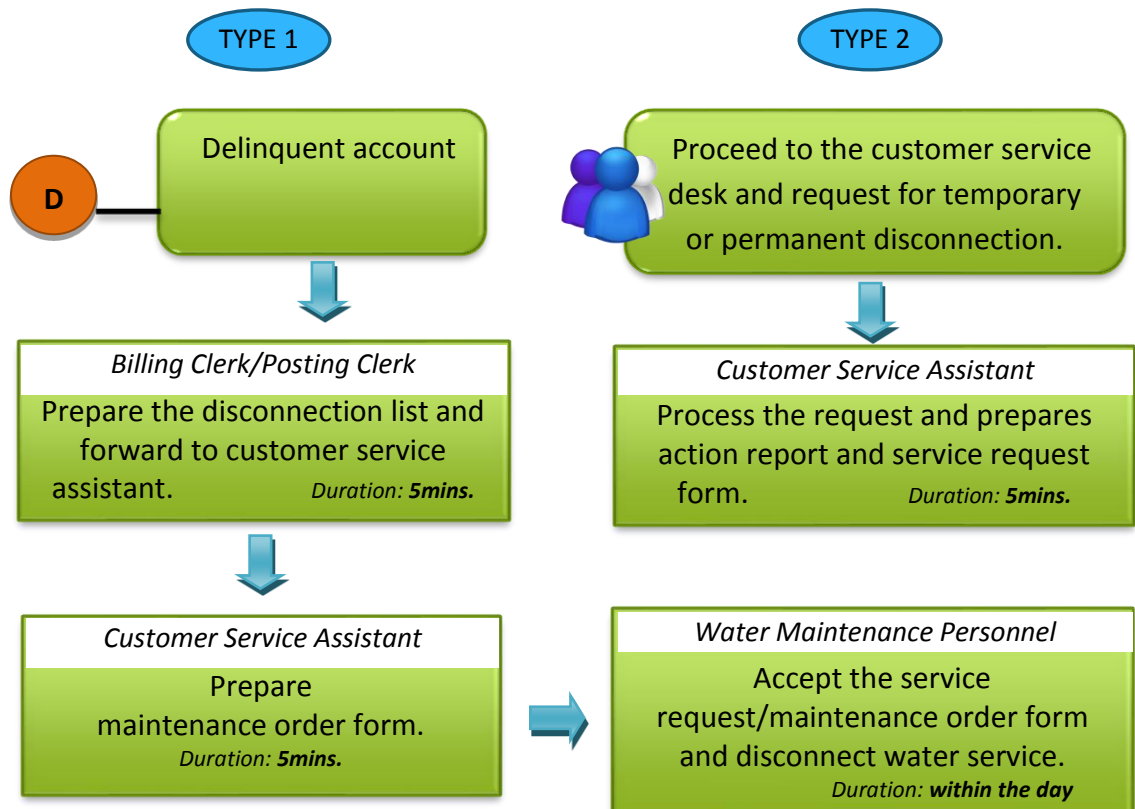
B. BILLING



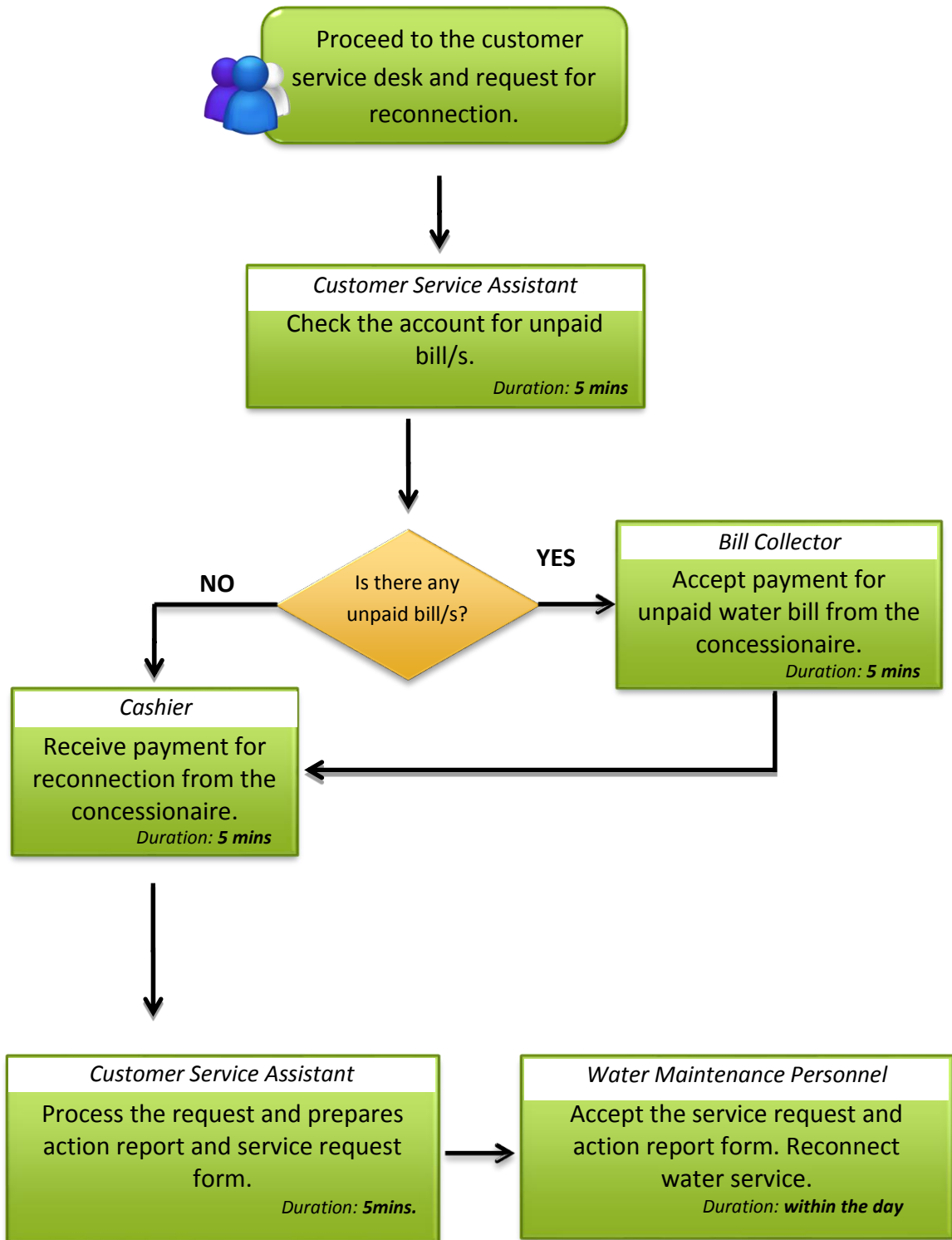
C. PAYMENT OF WATER BILL



D. DISCONNECTION OF SERVICE



E. RECONNECTION OF SERVICE



III. SERVICE REQUEST AND COMPLAINTS



Proceed to the customer service desk to report/inform the customer service assistant and give details of service request/complaints.



Customer Service Assistant

Accept request/complaints, explain probable cause and solutions. Prepare action report and service request form.

Duration: 10 mins



Water Maintenance Personnel

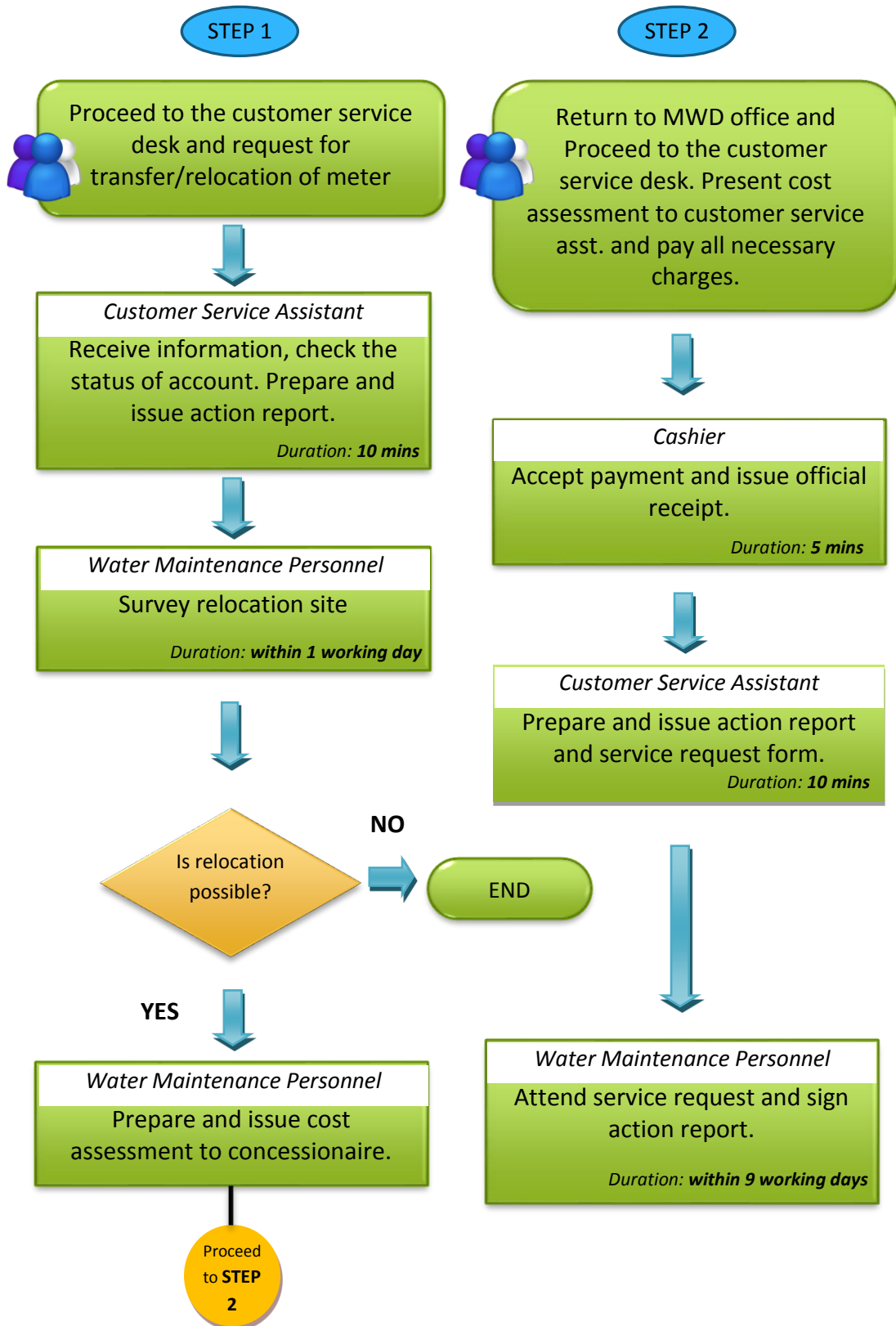
Attend service request/complaints:
Change gate valve
Leak repair
Dirty water
Low/High consumption
Low pressure/No water
Broken/check meter

Duration: within 1 working day

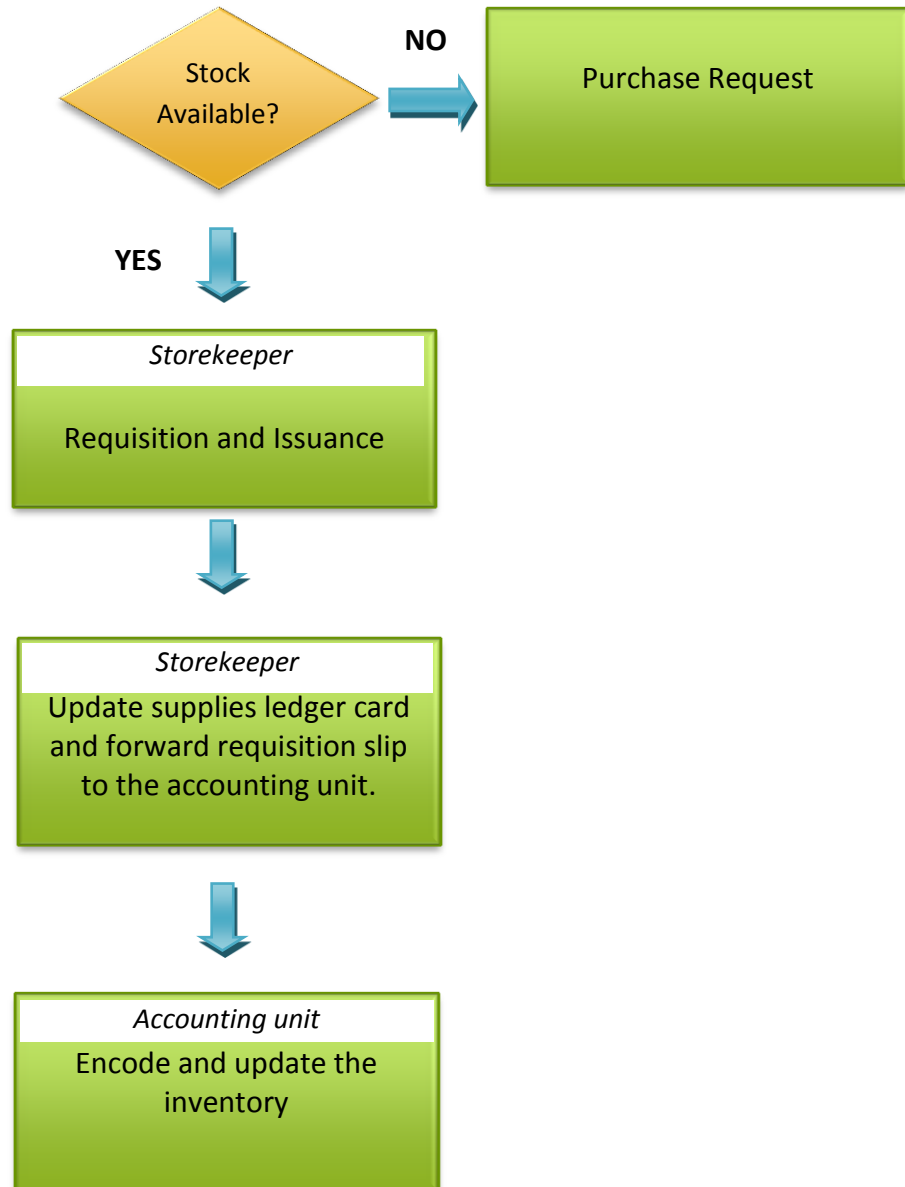


Sign action report form upon completion of service.

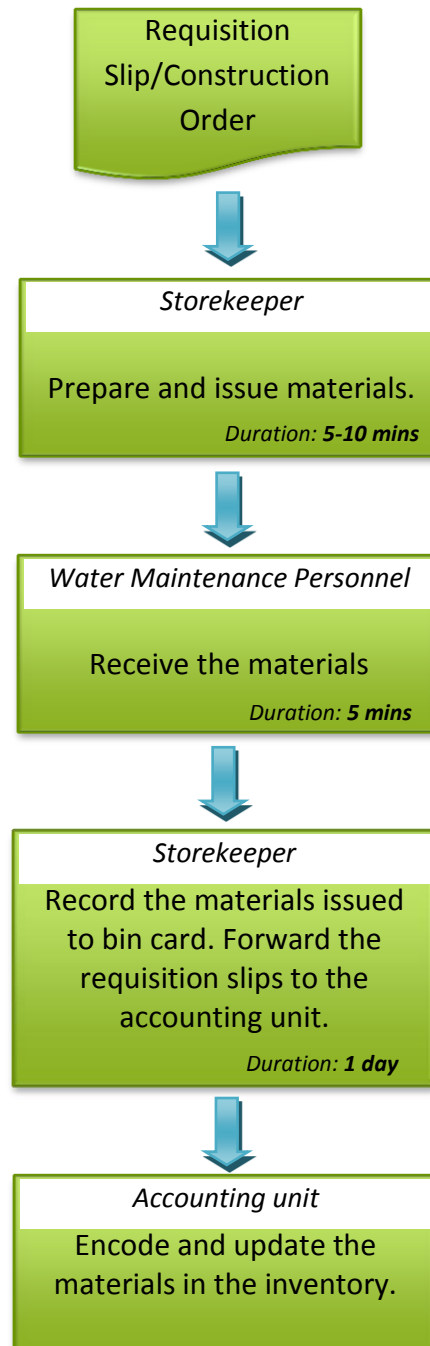
IV. TRANSFER/RELOCATION OF WATER METER



V. ISSUANCE OF OFFICE SUPPLIES



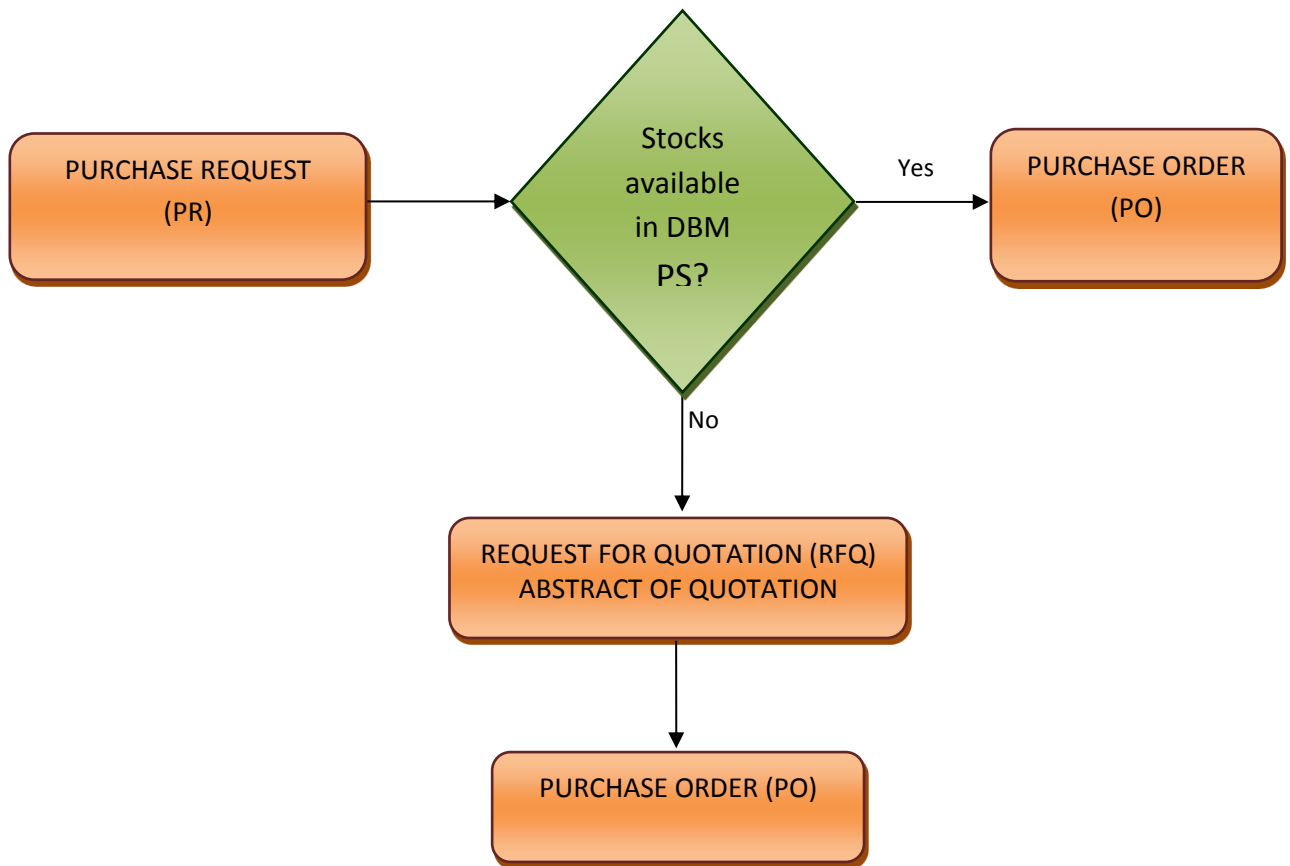
VI. ISSUANCE OF CONSTRUCTION MATERIALS



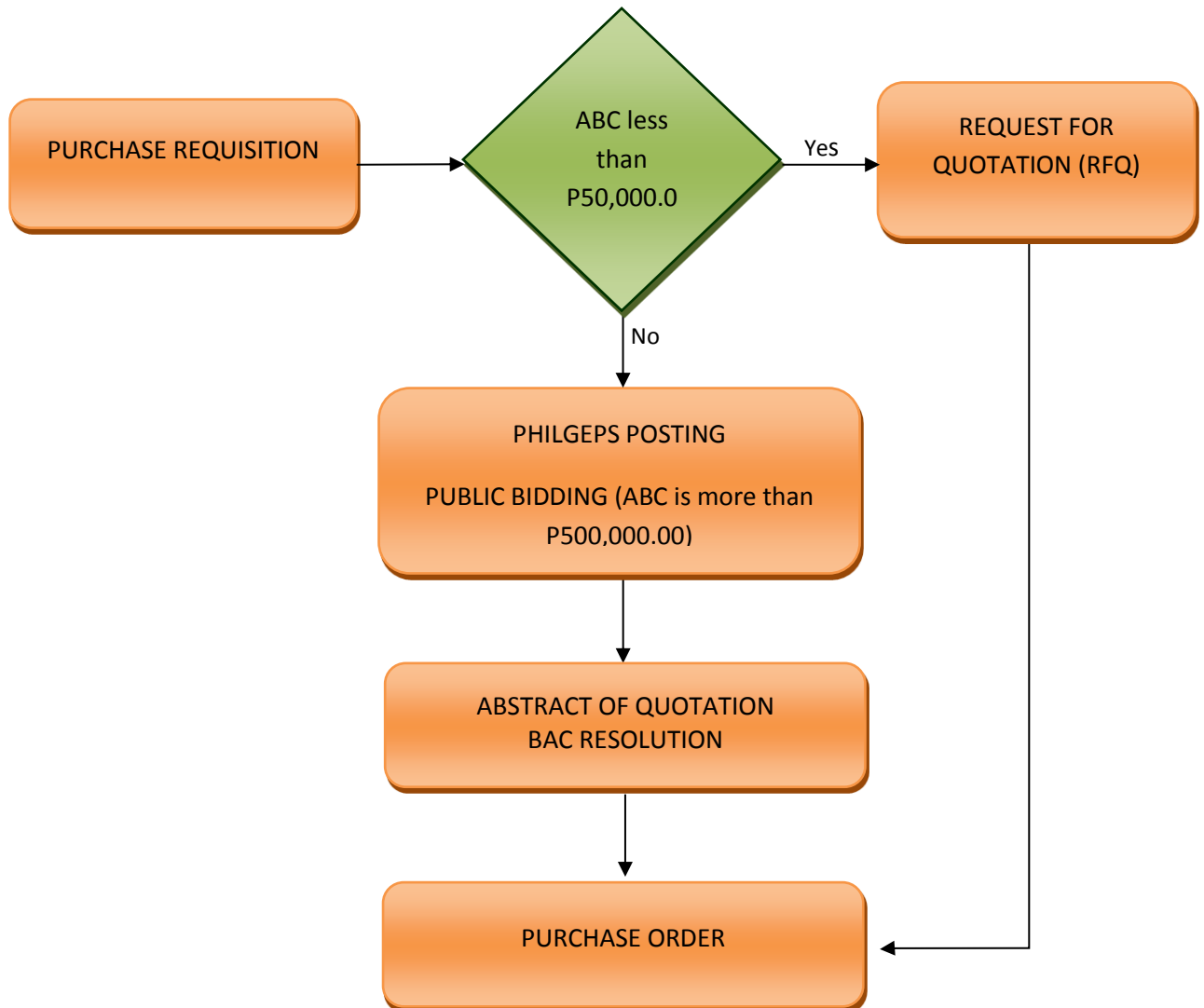


VII. PROCUREMENT PROCESS

A. OFFICE SUPPLIES

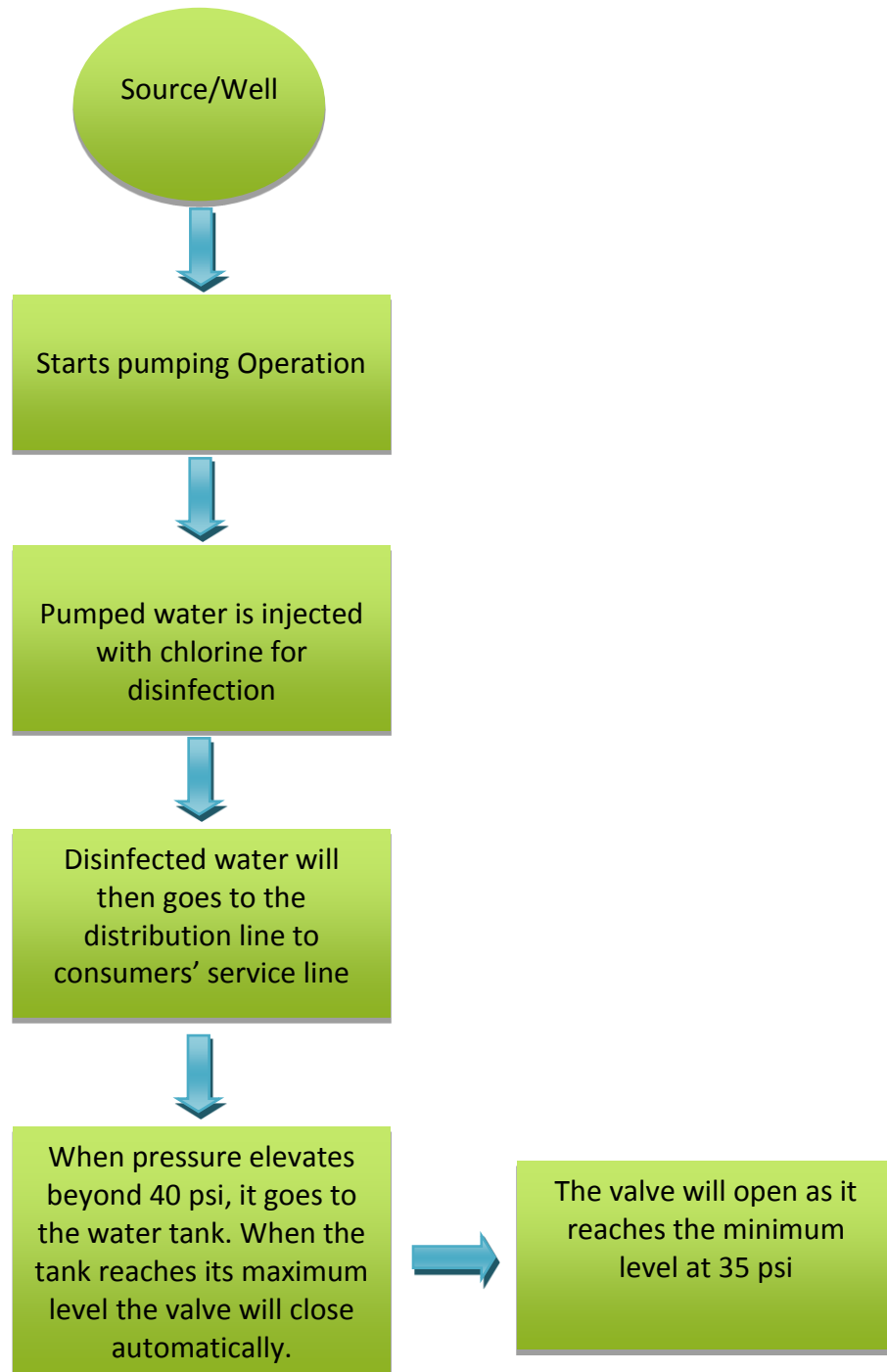


B. SERVICE CONNECTION MATERIALS/ CAPEX



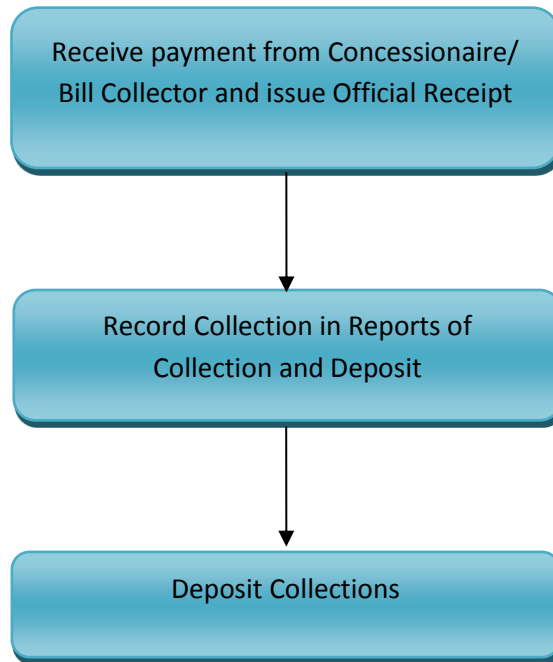


VIII. PRODUCTION





IX. RECEIPTS AND COLLECTION PROCESS





X. DISBURSEMENT PROCESS

