

AMADEO WATER DISTRICT

OPERATIONS

MANUAL

I. INTRODUCTION

The Amadeo Water District (AWD) Operations Manual is focused on describing the profile of the agency, mandates and operating procedures and systems, aligned with its mission, vision and strategic goals, that the District implements to ensure the fulfillment of the functions of the offices and its personnel.

This Manual contains the general information of the District, organization and responsibilities, operational control and supervision and operating procedures.

II. GENERAL INFORMATION

A. PROFILE

The **Amadeo Water District (AWD)** was formed locally last May 26, 2003 through Resolution No. 153, Series of 2003 passed by the Sangguniang Bayan of the Municipality of Amadeo, Cavite. Five members of the Board of Directors (BOD) were appointed to pass the Resolution forming the Water District and to act as the policy-making body of the AWD and represent the following sectors; Civic-oriented Organizations, Professional Associations, Business Associations, Educational Institutions and Women's Organizations. Resolution No. 01, Series 2003 was passed on May 24, 2003 by the Board of Directors of AWD appointing Engr. Nilo C. dela Peña as the General Manager of Amadeo Water District. A Conditional Certificate of Conformance No. 601 was awarded to Amadeo Water District on September 29, 2003 by the Local Water Utilities Administration (LWUA) in recognition of its full conformance with the Standards of water service to the public.

At present, Amadeo Water District is situated at 012 J. dela Peña St. Brgy. 9, Amadeo, Cavite. It is now categorized as Category C Water District with the above-mentioned General Manager and five members Board of Directors as policy - makers. AWD has twenty six (26) Regular employees and twelve (12) Job-order employees. Currently, AWD is already operating nine (9) Pumping Stations and covering the service areas of eleven (11) barrios and twelve (12) barangays in Poblacion serving more than 6, 000 concessionaires as of December 2015.

B. MANDATE

The **Amadeo Water District (AWD)**, formed locally through Resolution No. 153, Series of 2003 passed by the Sangguniang Bayan of the Municipality of Amadeo, Cavite, shall exercise powers and functions, as stipulated in the provisions of Title II of the Presidential Decree No. 198, as amended, and mandated to provide, operate and maintain water supply and distribution systems, administer sewerage system and other functions or purposes stated thereto.

C. VISION

The Amadeo Water District is an environment- friendly and reliable provider of sustainable, safe and clean water, servicing 100% satisfied populace with well-planned sewerage system by year 2020.

D. MISSION

The Amadeo Water District shall uphold a worry-free and quality service to its concessionaires thru highly skilled employees and well-organized system.

E. CORE VALUES

The **Amadeo Water District** shall deliver an exceptional service to the entire populace of the Municipality through a proficient workforce in light of the following values:

Integrity – the agency shall be able to maintain reliability and promote social, ethical and organizational norms in performing its duties which may aid in the realization of its mission.

Environment – Friendly – staff shall perform their duties, valuing and acting on practices on how to conserve and protect the environment, particularly the water resources. The agency shall participate in environment protection – related activities.

Excellent Service – the organization shall maintain a quality service to its concessionaires at all times through a well – organized system. Staff shall be able to take effort to discover and meet needs of our populace within the service areas.

Efficiency – staff shall be more competent in performing duties and providing exceptional service to its concessionaires. The management shall uphold continuing programs and human resource interventions to the staff that will enhance their personal and career development.

F. SERVICE AND PERFORMANCE PLEDGE

The management and employees of Amadeo Water District are committed to provide safe, sustainable and potable water supply to satisfied concessionaires within the service areas through a workforce who deliver duties and responsibilities promptly and efficiently.

G. STRATEGIC OBJECTIVES

1. Provide sustainable, safe and clean water, resulting to exceptional public service.
2. Ensure efficient management of financial resources.
3. Servicing the whole area of the Municipality.
4. Improvement/Upgrading of the water system facilities.

5. Development of sewerage system.
6. Promote highly skilled and well – organized team to deliver a more quality service.
7. Strengthen partnerships and linkages with other organizations through initiating projects and programs towards community development.

III. ORGANIZATION AND RESPONSIBILITIES

A. THE PRIMARY FUNCTIONS

The Board of Directors

The Board of Directors is the policy making - body of the water district and is comprised of five members representing various sectors: Civic - Oriented Sector, Women's Sector, Professional Sector, Educational Sector and Business Sector.

Office of the General Manager (GM)

The Office of the GM is in charge of the over-all management of the District which includes the following:

- ❖ Over-all supervision and execution of Amadeo Water District developmental programs including rehabilitation and expansion projects to provide quality service to the populace of Amadeo and set strategic objectives in line with the mission and vision of the District; spearhead the compliance to and implementation of the District's policies formulated or set by the Policy-Making Body or Board of Directors.
- ❖ Implements internal rules and and adopt external policies mandated by the Office of the President, Local Water Utilities Administration, Civil Service Commission, Commission on Audit, Department of Budget and Management, GSIS, HDMF and PHIC for the benefits of the agency and its staff.
- ❖ Provides administrative and technical assistance in all level of management and gives final approval in all official businesses and activities of the District.
- ❖ Develops and strengthens partnerships and linkages with other organizations through initiating projects and programs.
- ❖ Acts as appointing authority, fund custodian and authorized signatory of the District.

Administrative, General Services & Finance Division

The Administrative, General Services & Finance Division of Amadeo Water District provides technical services and deep specialty skill needs to support the agency's mission and wide initiatives and providing policies, guidance and innovative strategic planning in the area of administrative and human resource services, general services and finance services. The following has the overall responsibility for providing technical services in its organizational specialty area:

- **Administrative and General Services.** Responsible for the District's activities related to human resources management involving programs and operations, facilities operations, training and development, communications and business transformation. Specifically, it is responsible for the recruitment and selection, employees' contract and compensation, employee relations, personnel mechanisms, leave and benefits administration, performance evaluation, safety, supplies/property management and general services.

- **Finance.** Responsible for the agency's effective implementation of budget policies and guarantee of financial stability of the District. Specifically, it provides services in accounting and internal audit, budgeting, cash management, purchasing and financial planning, reporting and record-keeping.

Commercial Division

The Commercial Division of Amadeo Water District provides a 100% customer satisfaction and a worry – free and quality service in customer service, keeping and updating of concessionaires ledger card and billing system, customer accounting, meter reading, disconnection and reconnection of water service and monitoring of accounts receivables and other collectibles. It is also responsible in promoting sincerity, integrity, honesty and transparency and customer service standards and proper handling of customer's queries, complaints, suggestions and other related matters.

Engineering And Construction Division

The Engineering and Construction Division of Amadeo Water District provides technical services and needed skills to support the agency's mission through construction and overall of the water system/facilities, management of expansion projects and sewerage system to serve a 100% satisfied concessionaires. Specifically, it is responsible in engineering design, inspection of construction work in progress in compliance with the standards in planning, specifications and construction methods,

preparation of Program of Works (POW), installation of distribution lines, rehabilitation and upgrading of water facilities, inspection/installation of new service connections, maintenance of the pipelines, repair of leakages, well – planned sewerage system and preparation of long – term plan.















PRODUCTION AND WATER QUALITY DIVISION

The Production and Water Quality Division of Amadeo Water District is responsible for a well – operation and management of the agency’s water sources and ensure that sustainable, safe and potable water will be provided, contributing to a more quality service. Specifically, it provides technical services in maintenance and protection of pumping and storage facilities, water treatment, overseeing pumping operations, water supply engineering, water sampling and laboratory testing, watershed management and environmental compliance.

IV. OPERATIONAL CONTROL AND SUPERVISION

The General Manager exercises control in the over-all operations of the District

The Division Manager of the Administrative, General Services & Finance Division exercise operational control over the following:

-  Strategic planning and implementation of administrative and human resource services, general services and finance services.
-  Preparation of plan and programs for building a highly competent workforce and advancing organizational performance.
-  Preparation of reports to other agencies.
-  Guaranteeing the financial stability of the district & budget development and implementation.
-  Provides Administrative Support to all Divisions of AWD.
-  Maintenance of records and communications.
-  Creation, reclassification or transfer of Positions.
-  Preparation and release of Payroll.
-  Preparation of Remittances and Payments to GSIS, Pag-ibig and Philhealth
-  Preparation of report and payment of loans to other agencies.
-  Handling, issuance and inventory of materials and supplies.
-  Preparation of Purchase Order/Request.
-  Procurement processes.
-  Liquidation of Cash Advances.

- ✚ Meet BIR deadlines.
- ✚ Preparation and submission of Alphalist of withholding taxes, annual registration fee & Income Tax Return (ITR).
- ✚ Preparation and submission of Report on Salaries and Allowances (ROSA) to COA.
- ✚ Preparation and updating of PPE Depreciation Schedule.
- ✚ Preparation of Annual Budget.
- ✚ Preparation of Disbursement Voucher.
- ✚ Preparation of Financial Voucher.
- ✚ Preparation of statement of bank reconciliation.
- ✚ Release of checks.
- ✚ Reports of Daily Collection and Deposit.
- ✚ Submission of Collection Report.
- ✚ Submission of Accounts Receivable.

The Division Manager of the Commercial Division exercise operational control over the following:

- ✚ Establishment and implementation of organizational procedures particularly in front line services.
- ✚ Preparation of reports with regards to billing matters, water service application and programs conducted.
- ✚ Preparation of monthly work plan.
- ✚ Issuance of water bills (SOA).
- ✚ Processing of Applications for New Service Connection, Relocation of Water Meter, Change Name and Senior Citizen Discount.
- ✚ Post – inspection of service connections (illegal connections or tampering).
- ✚ Checking of high water consumption.
- ✚ Calibration

The Division Manager of the Engineering and Operations Division exercise operational control over the following:

- ✚ Formulation and implementation of standards for developmental planning and engineering, procedures for division operations.
- ✚ Review and approval of Program of Works, Engineering Design and Building Plans.
- ✚ Supervision of expansion projects.
- ✚ Preparation of reports.
- ✚ Installation of new water service connections.
- ✚ Maintenance of installation of electrical wiring.
- ✚ Operation and maintenance of Generators.
- ✚ Repair of service line or meter stand pipe leak.

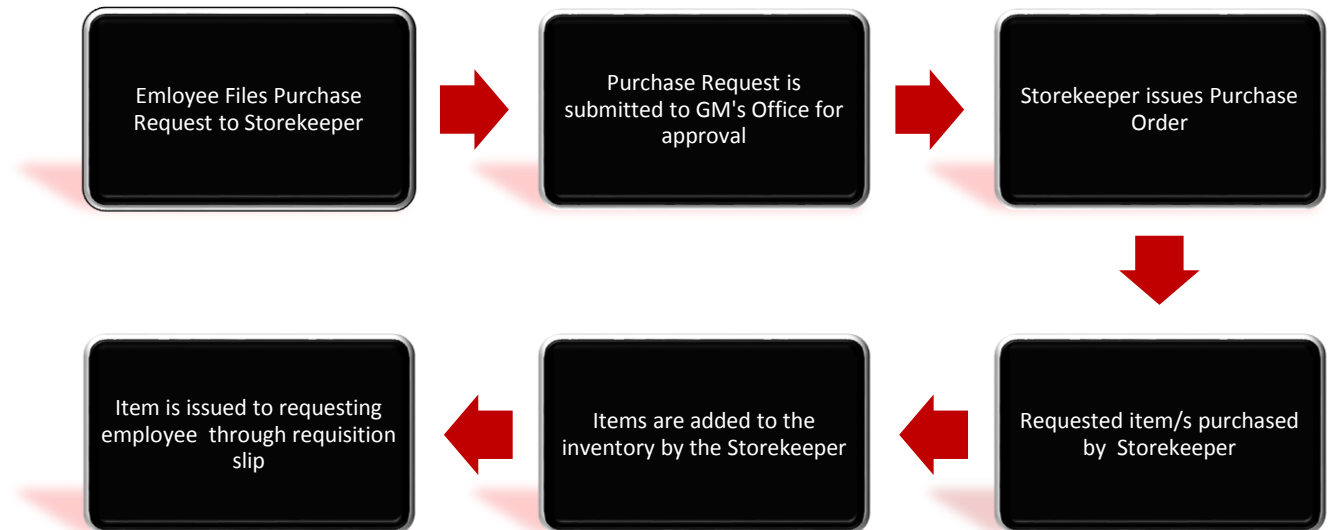
- ✚ Repair of water distribution lines.
- ✚ Repair of service line and meter stand leak.
- ✚ Stub – out of service line from main line.
- ✚ Water meter relocation.

The Division Manager of the Production and Water Quality Division exercise operational control over the following:

- ✚ Establishment and implementation of procedures in operation and maintenance of water source facilities including pump stations and water treatment activities.
- ✚ Operation and maintenance of Pumping Stations.
- ✚ Preparation of Production Reports.
- ✚ Operation of chlorination equipment.
- ✚ Submission of water test results (Chemical, Physical, Chlorine Residual and Bacteriological) to Municipal Health Office and LWUA
- ✚ Conduct of network flushing activity.
- ✚ Preparation of reports.

V. OPERATING PROCEDURES

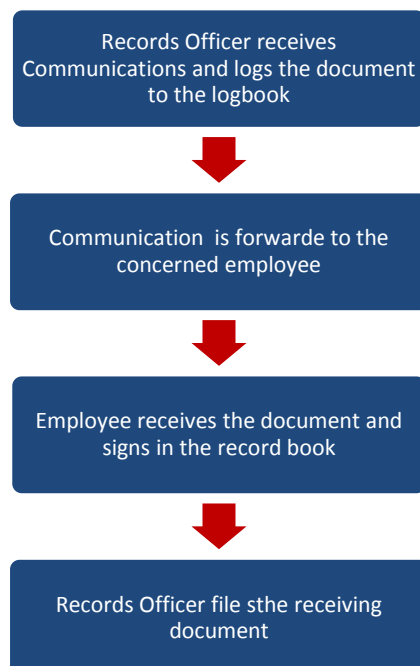
1. PURCHASE ORDER



2. STORE REQUISITION



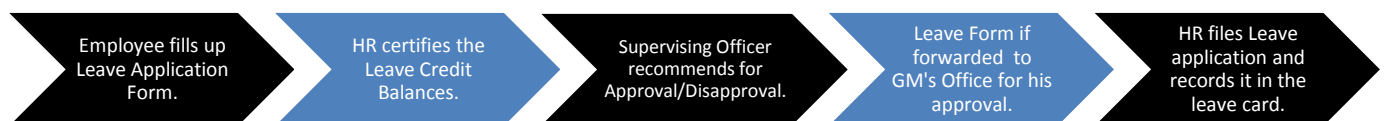
3. RECORDS MANAGEMENT - Receiving



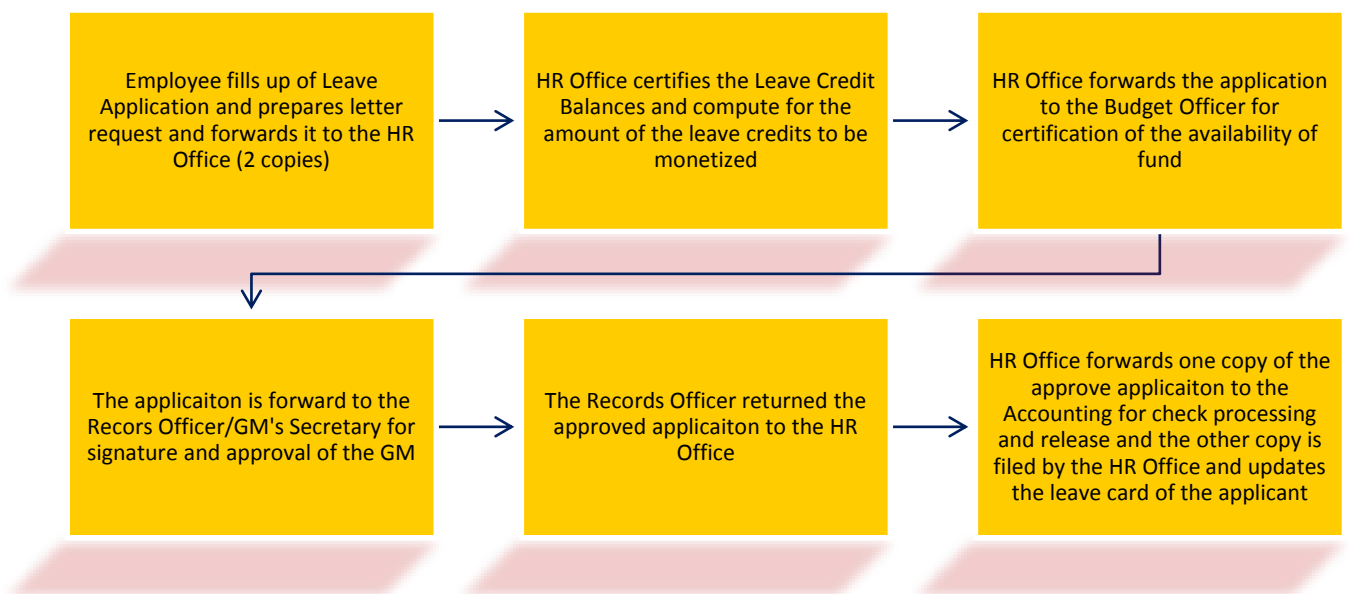
4. RECORDS MANAGEMENT – Document Request



5. FILING for a LEAVE OF ABSENCE



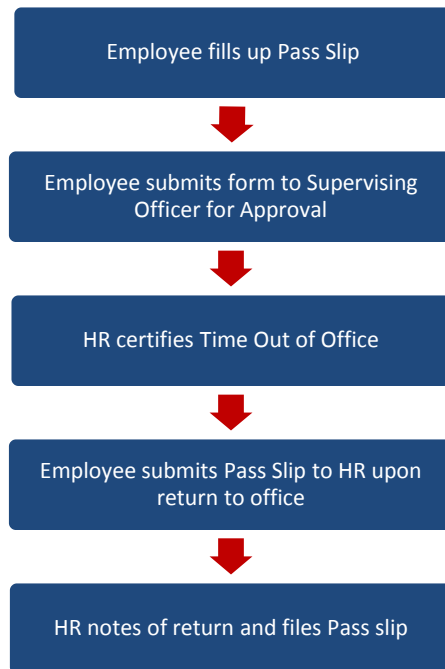
6. FILING FOR LEAVE MONETIZATION



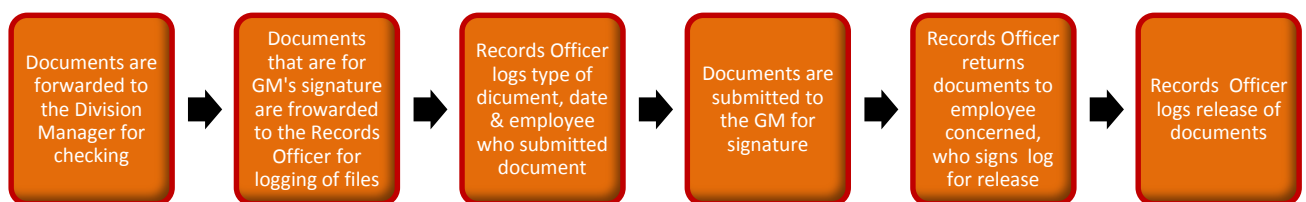
7. MONTHLY ATTENDANCE BALANCE



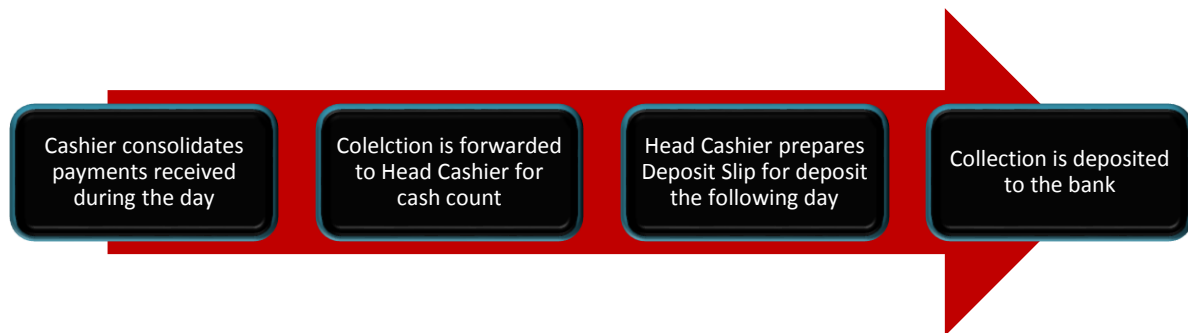
8. FILING OF PASS SLIP



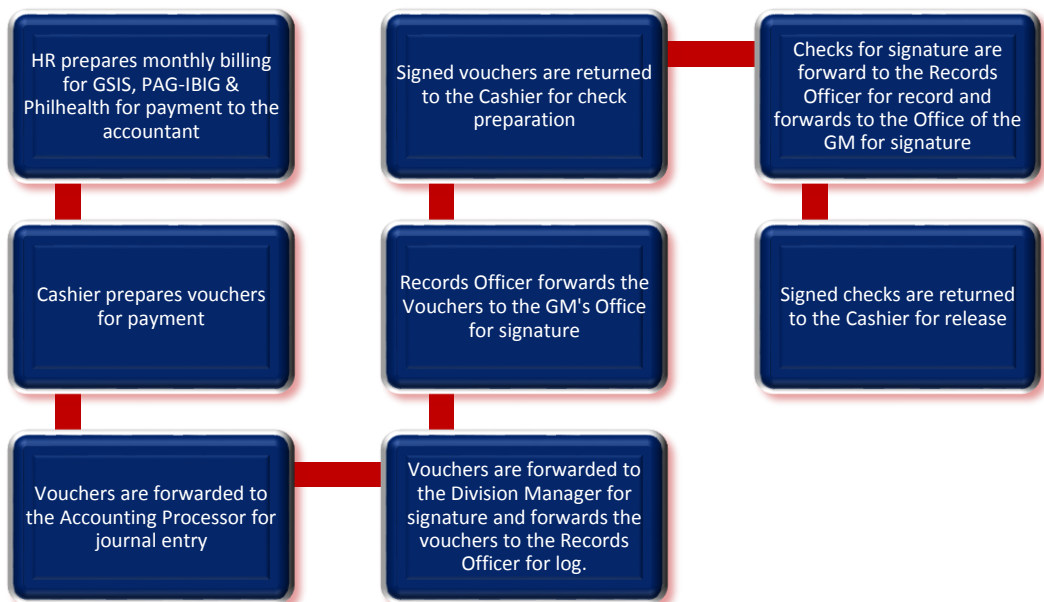
9. SECURING GM'S SIGNATURE



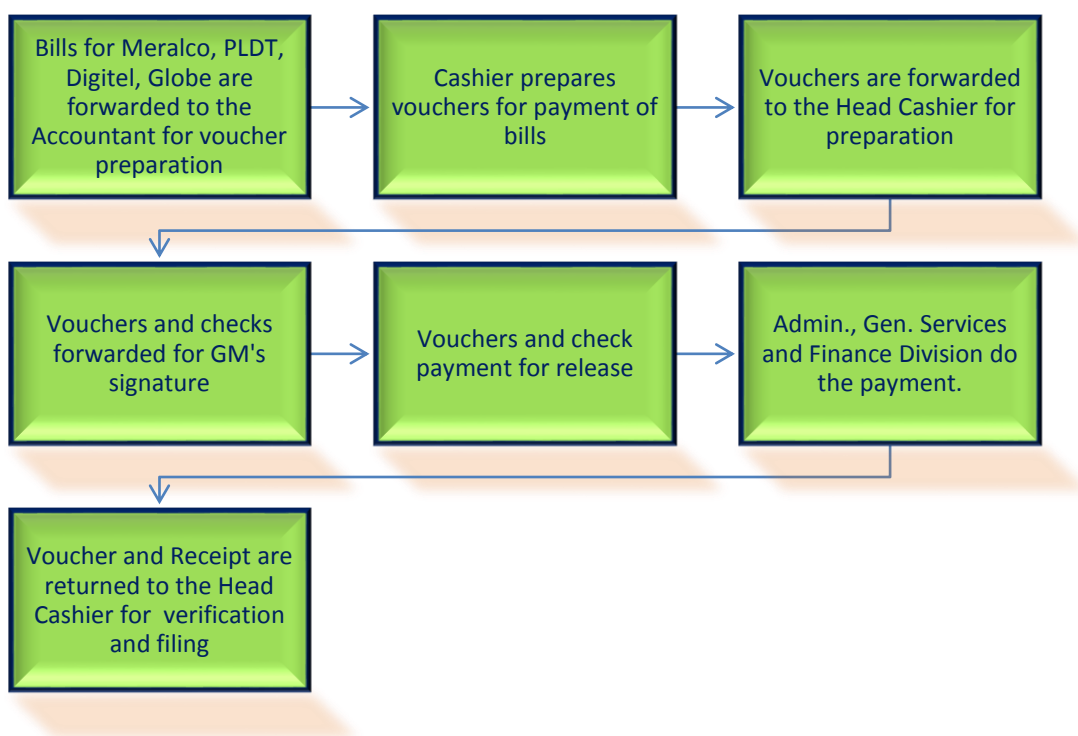
10. COLLECTION



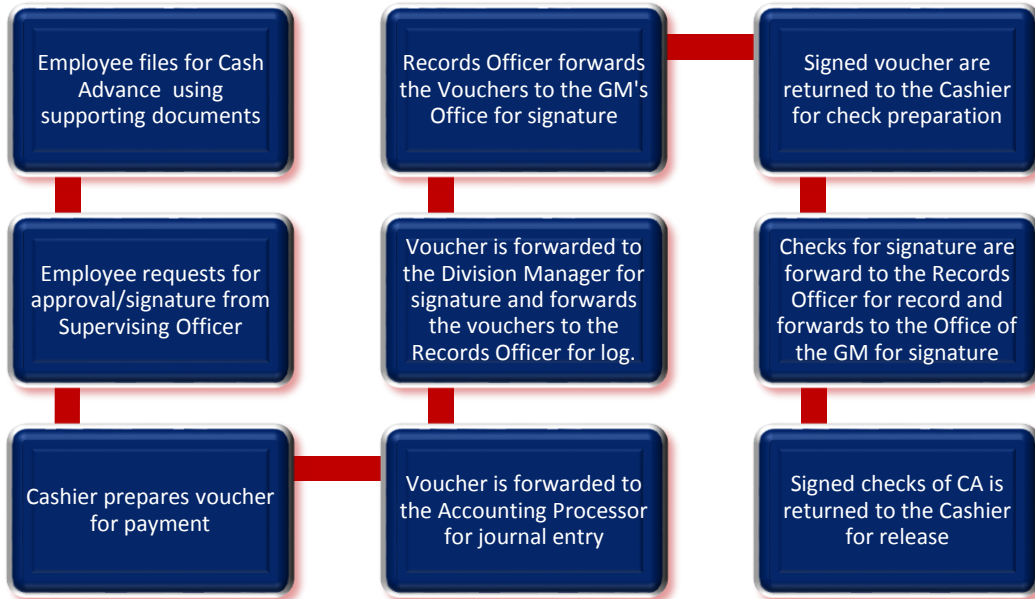
11. BILLS PAYMENT – PERSONNEL BENEFITS



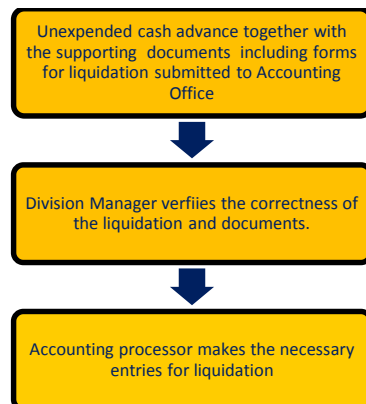
12. BILLS PAYMENT – UTILITIES



13. CASH ADVANCE REQUEST – above P 1, 000 (Check)

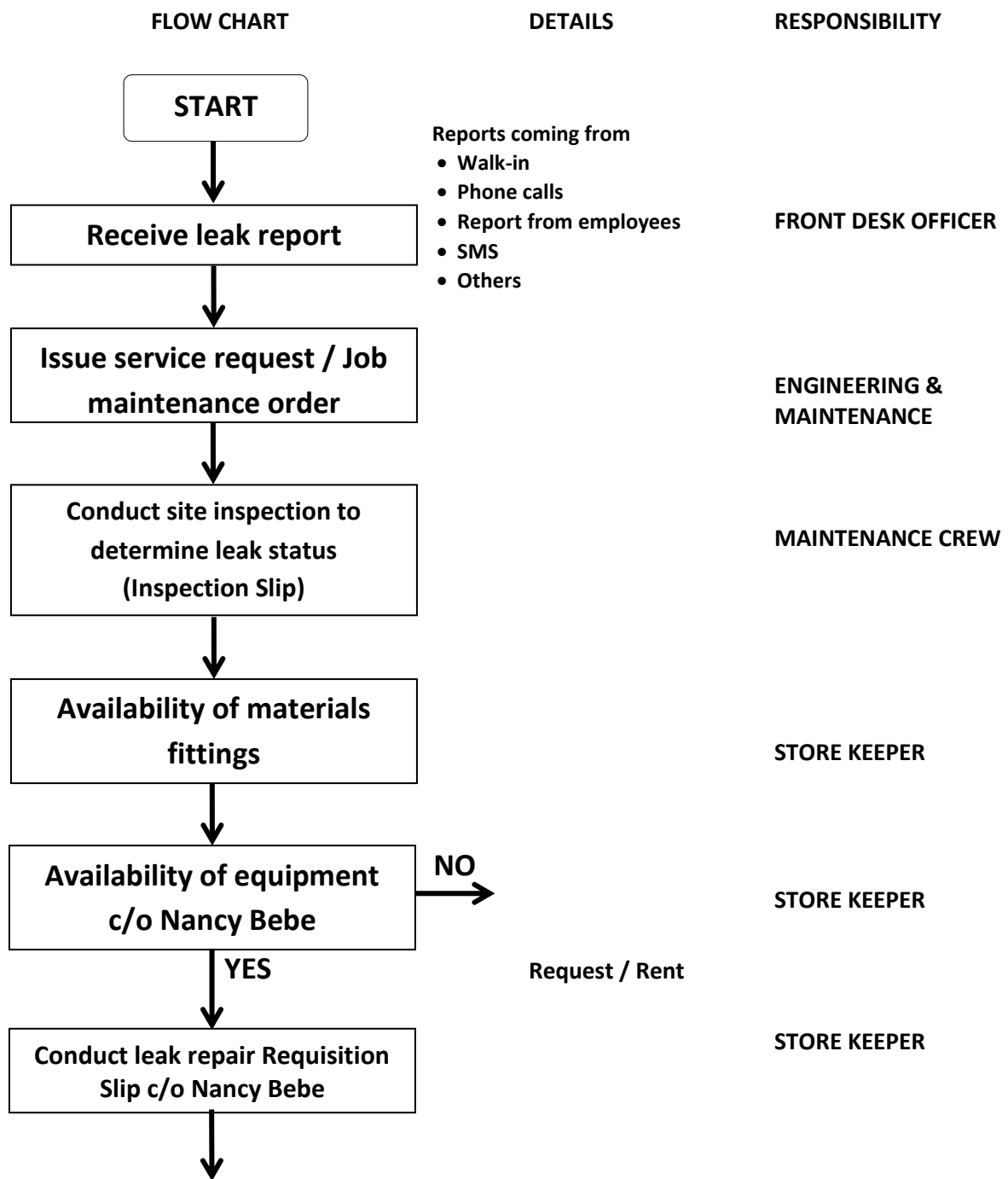


14. LIQUIDATION OF CASH ADVANCE



ENGINEERING AND ONSTRUCTION DIVISION

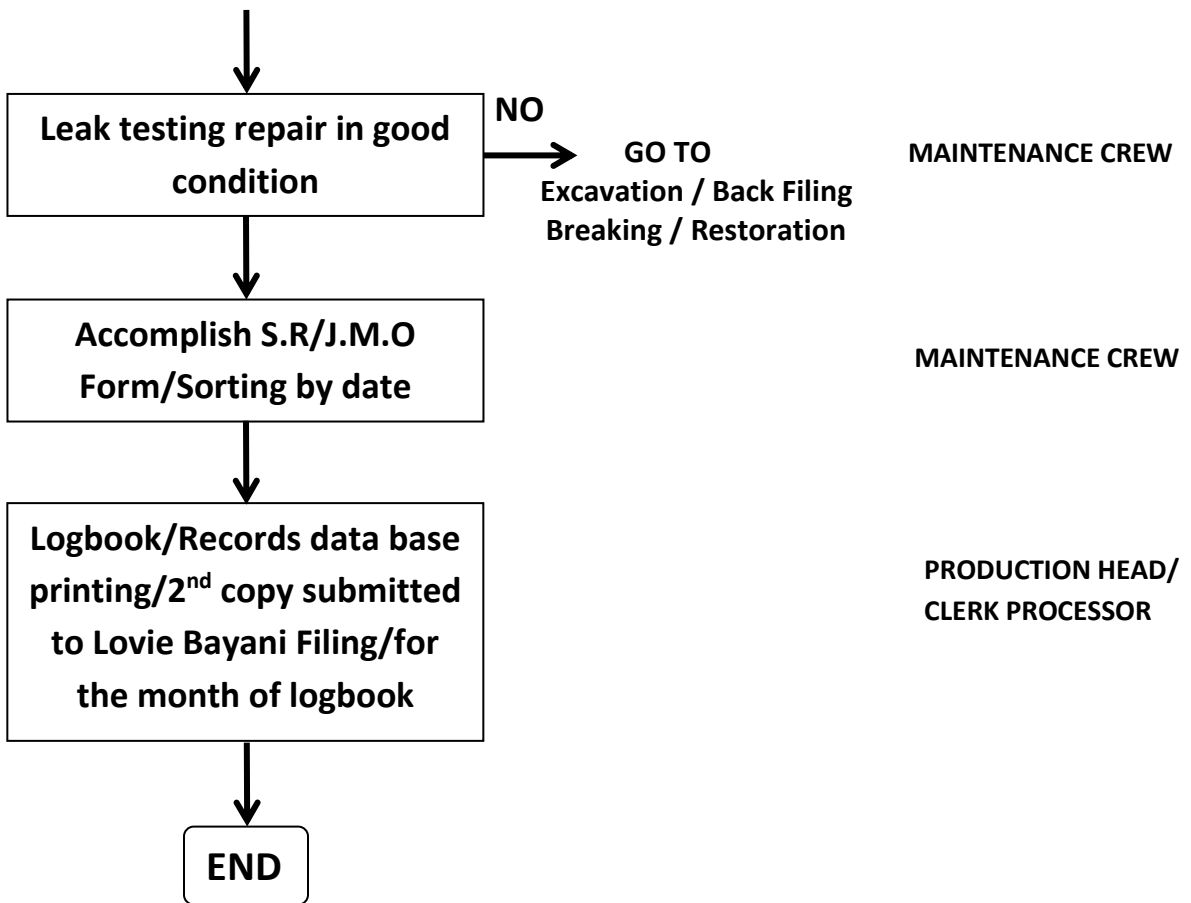
A. Mainline / Service line Leak Repair



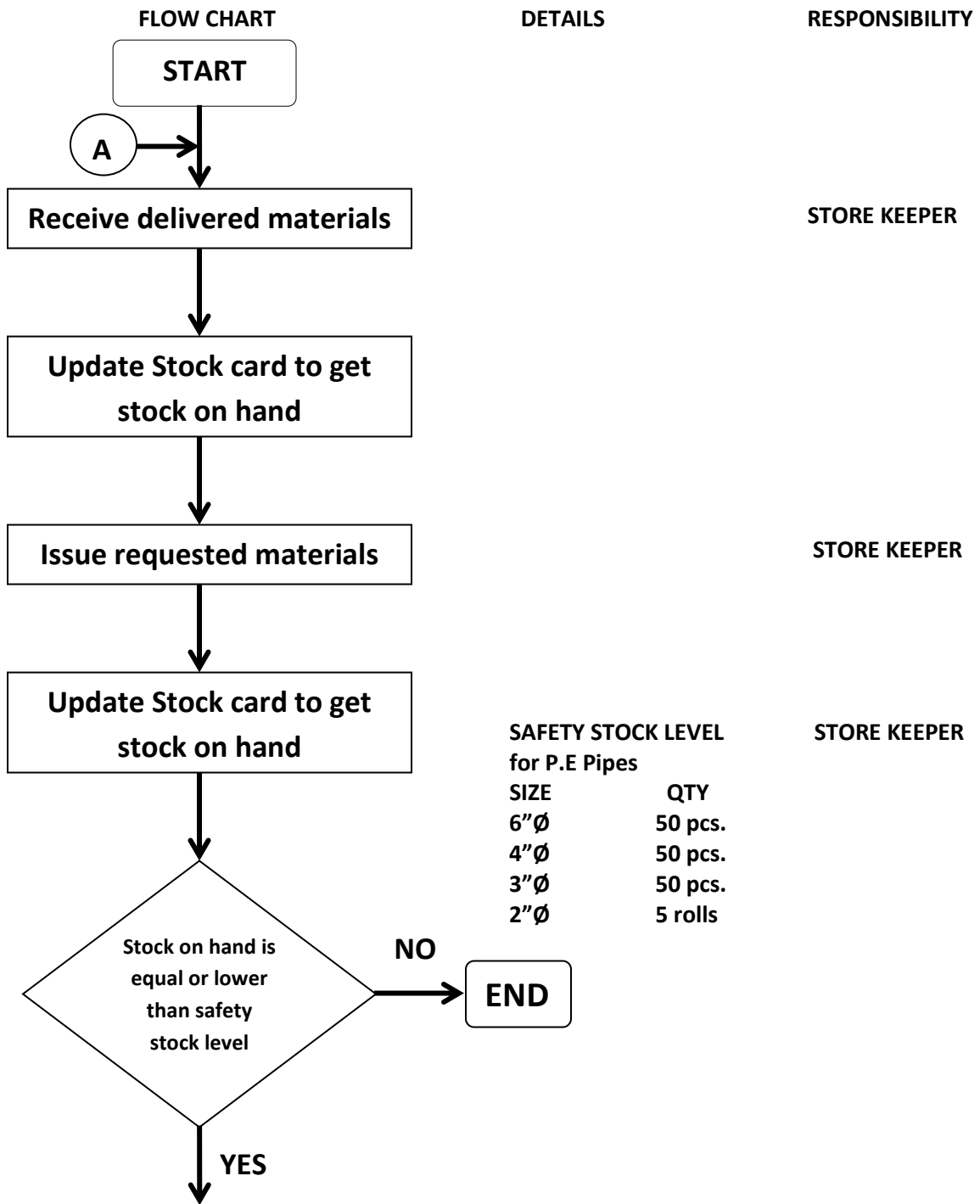
FLOWCHART

DETAILS

RESPONSIBILITY



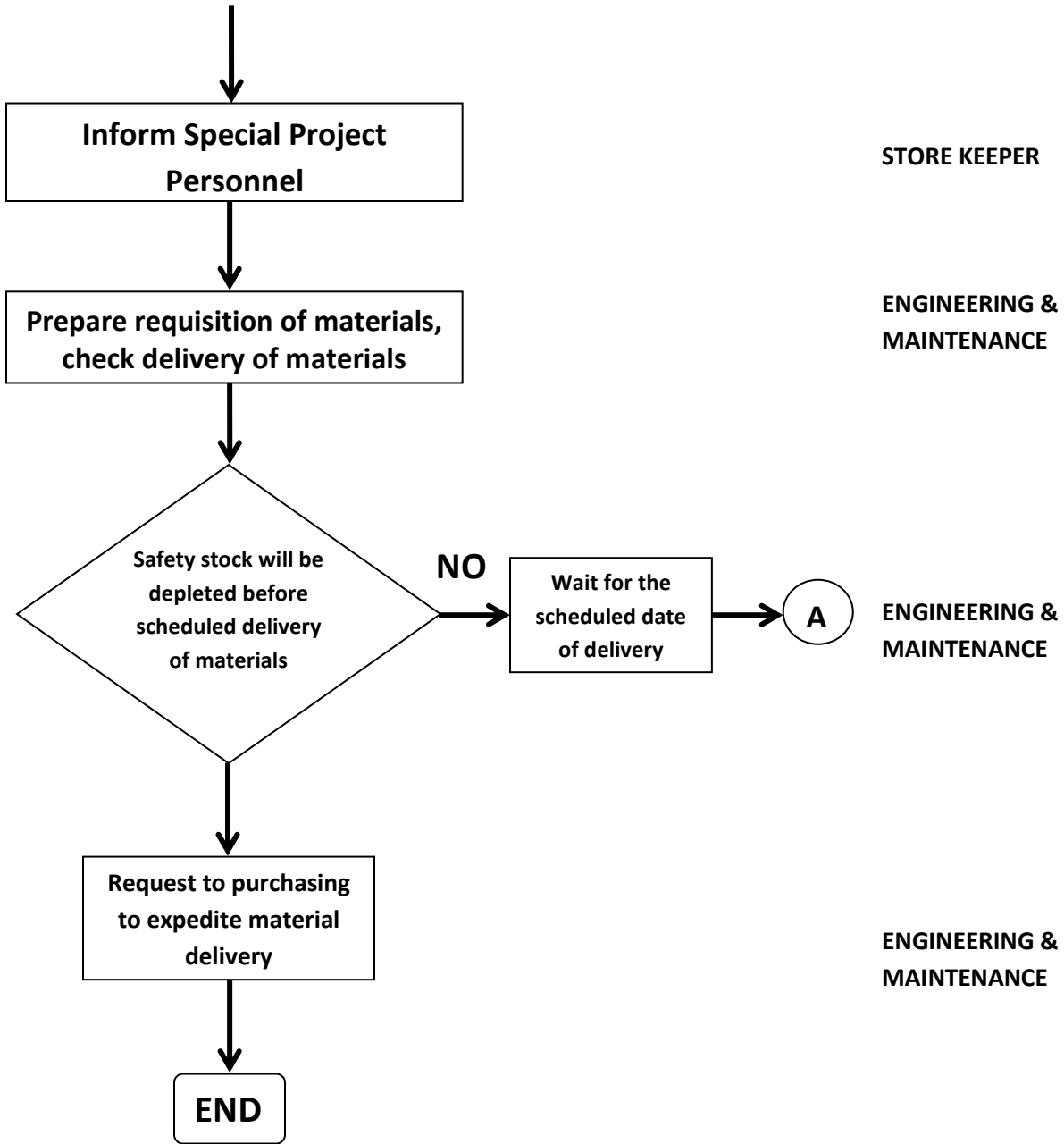
B. Material Handling and Safety Stock Level Monitoring for PE Pipes



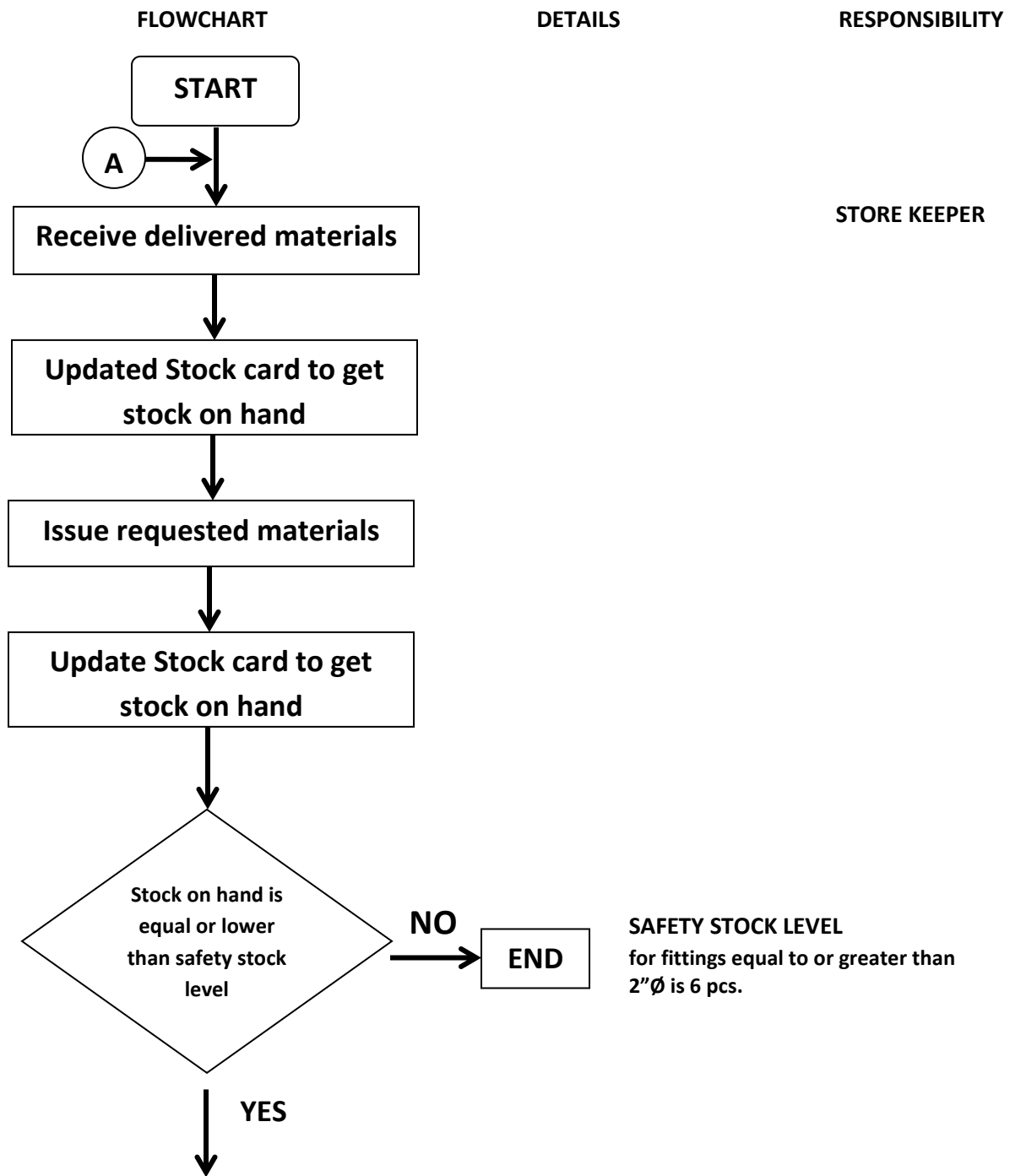
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DETAILS

RESPONSIBILITY



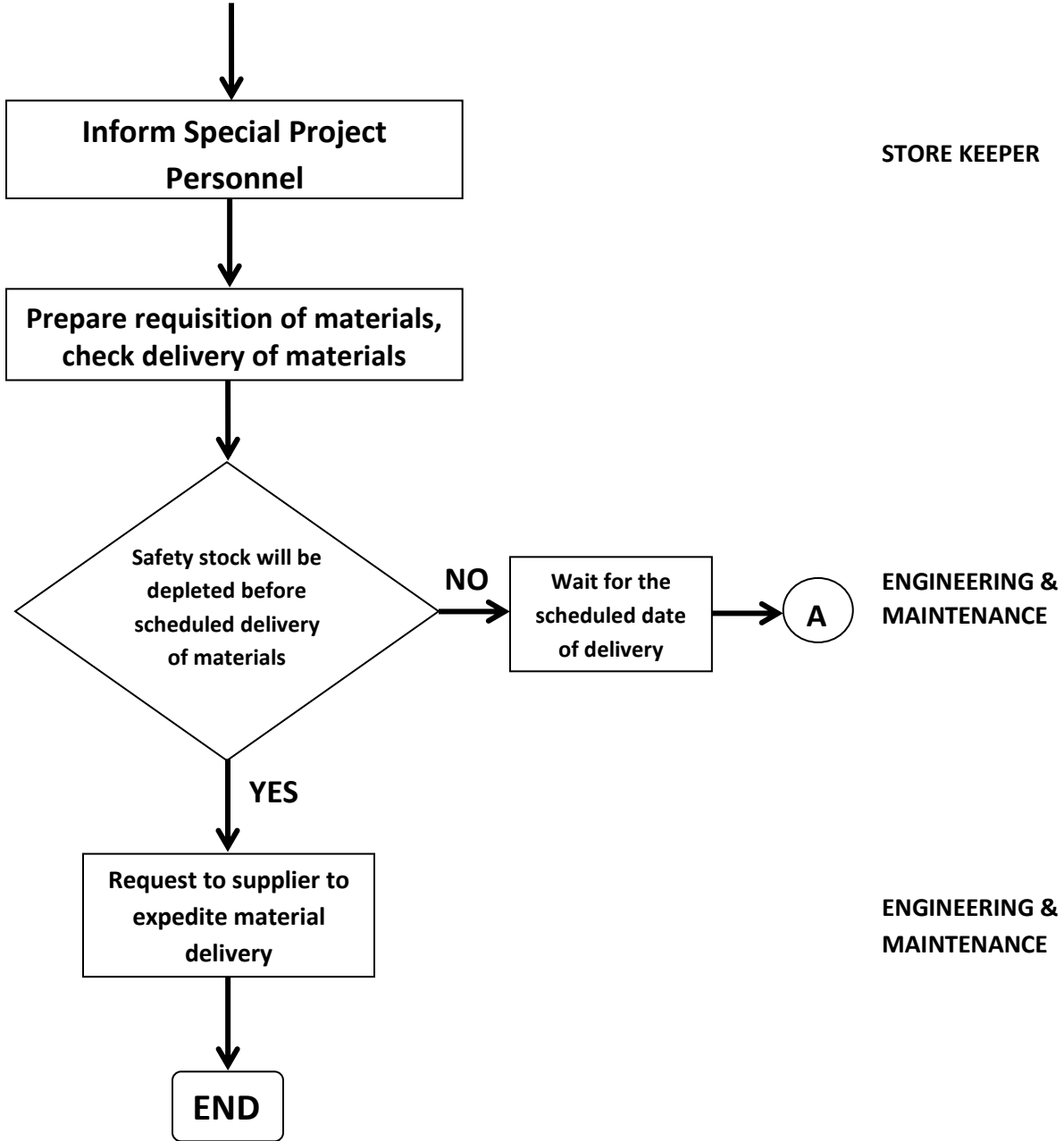
C. Material Handling and Safety Stock Level Monitoring for Fittings



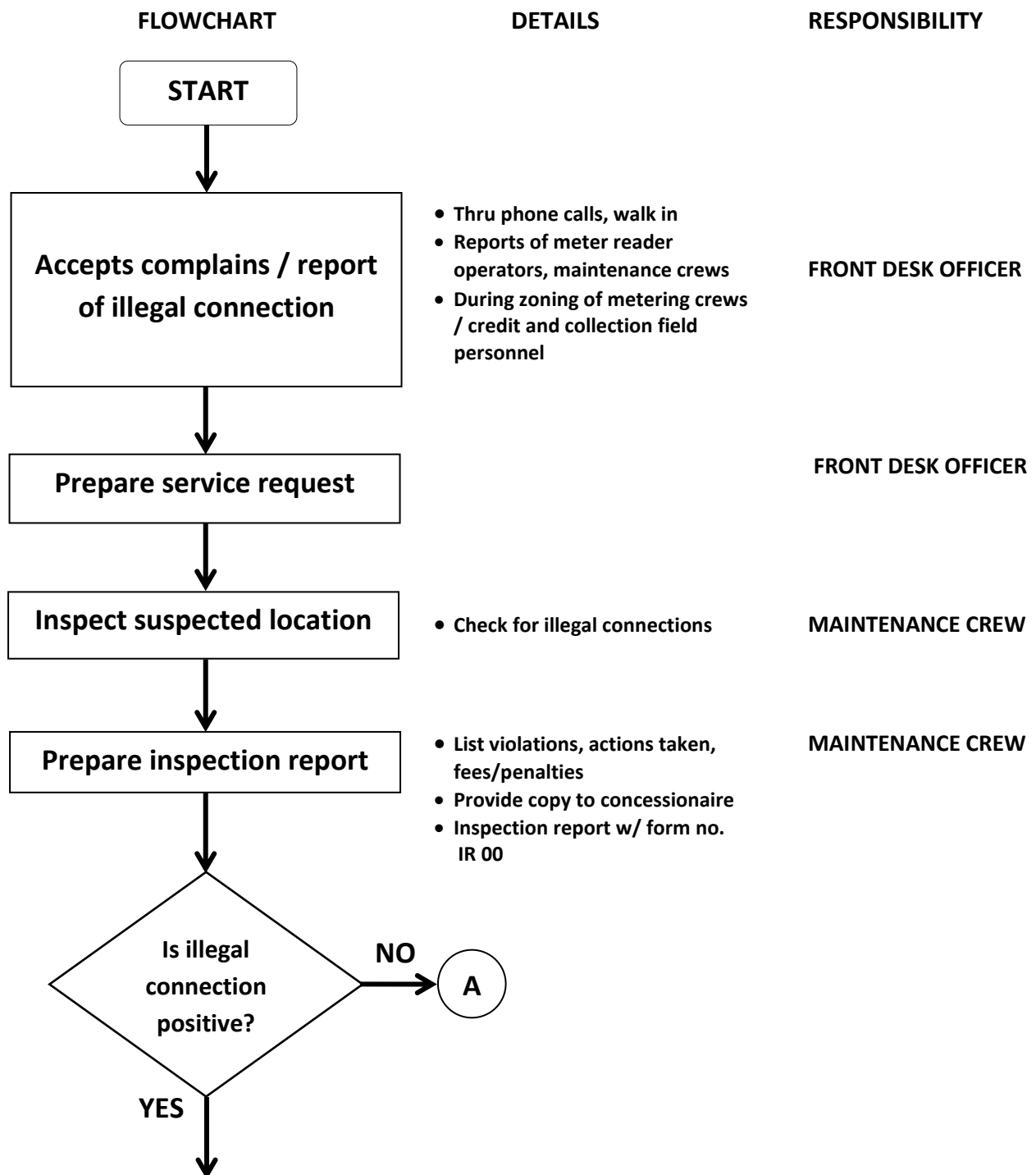
FLOWCHART

DETAILS

RESPONSIBILITY



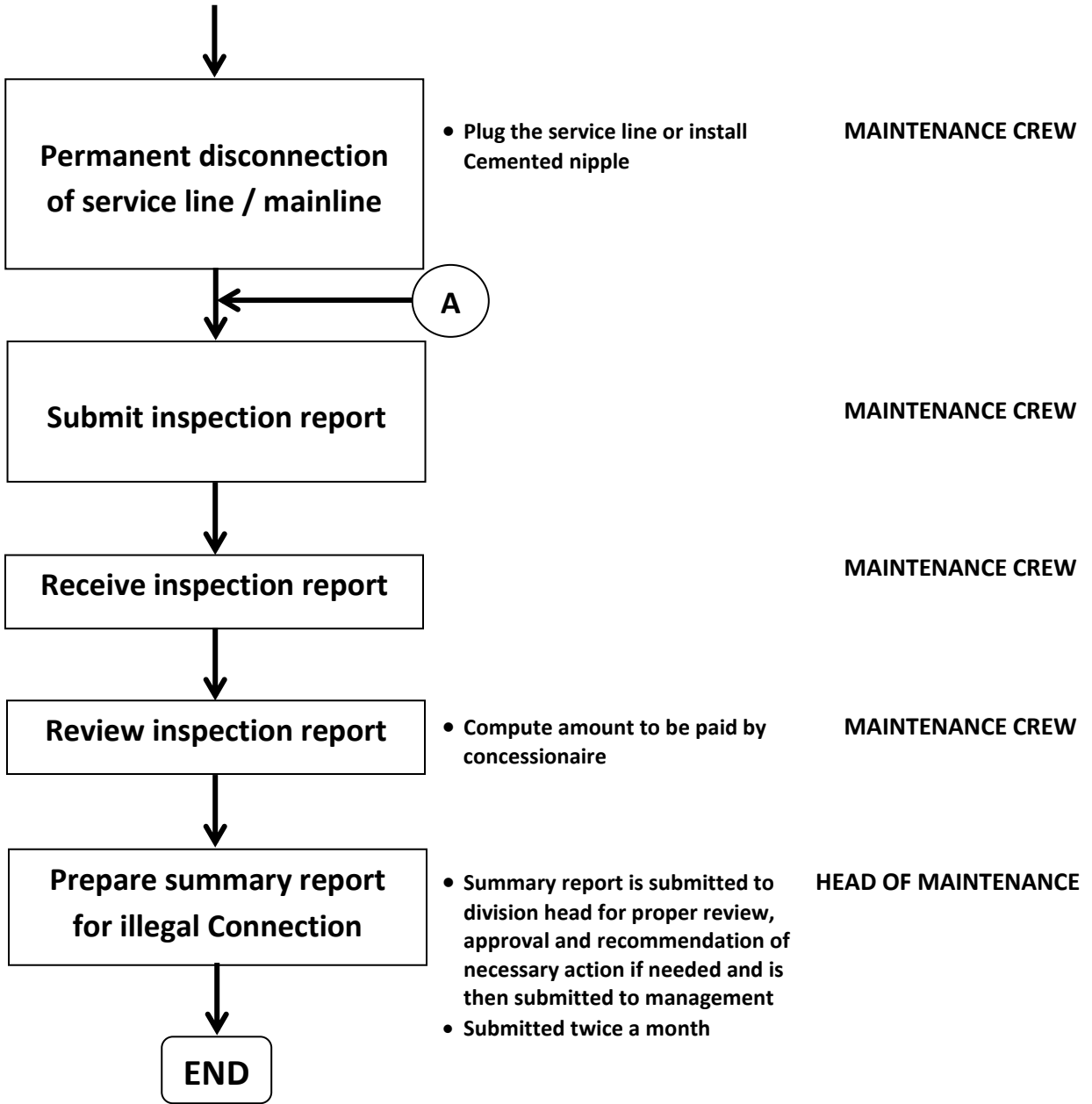
D. Disconnection of Water Service for Illegal



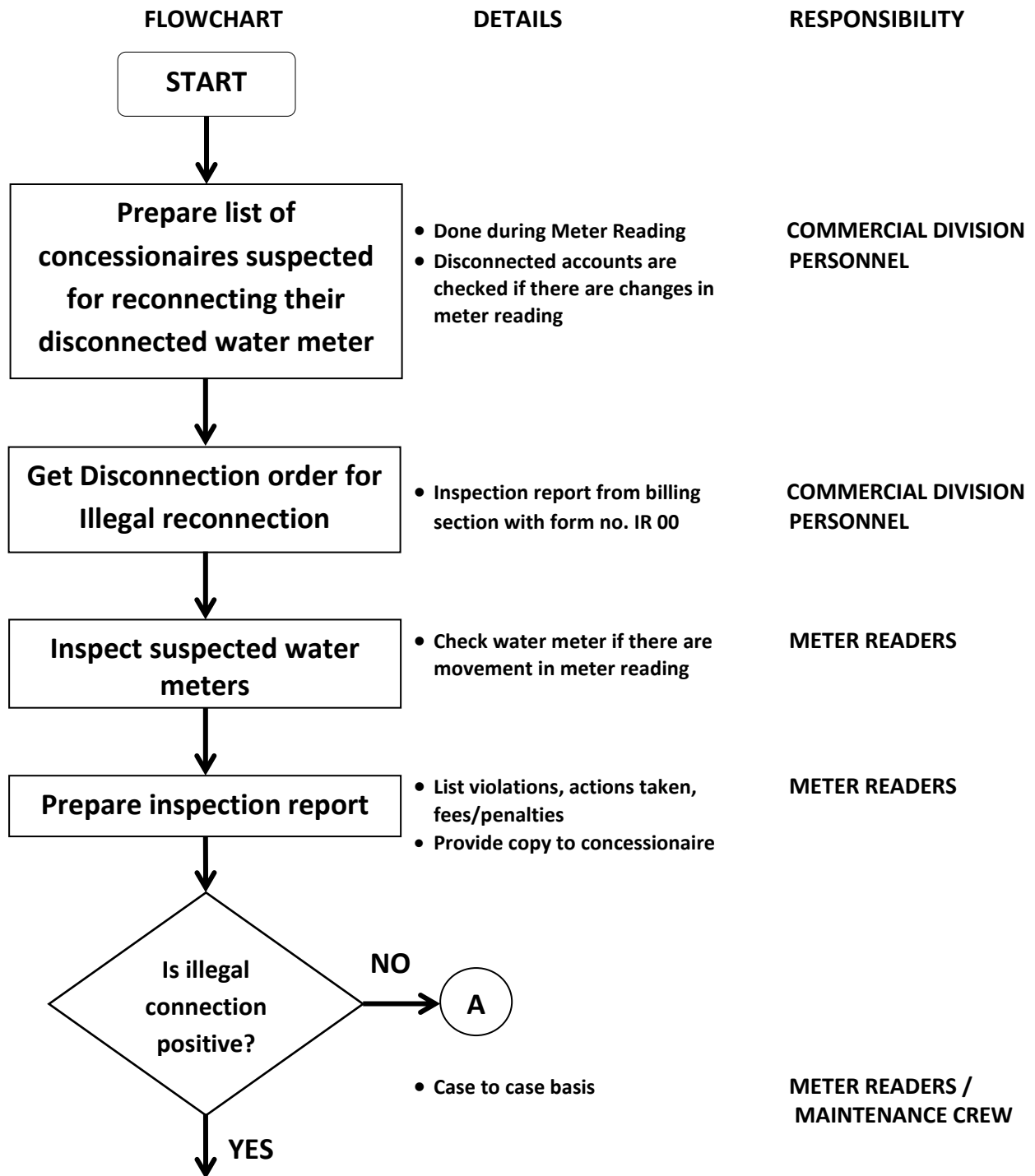
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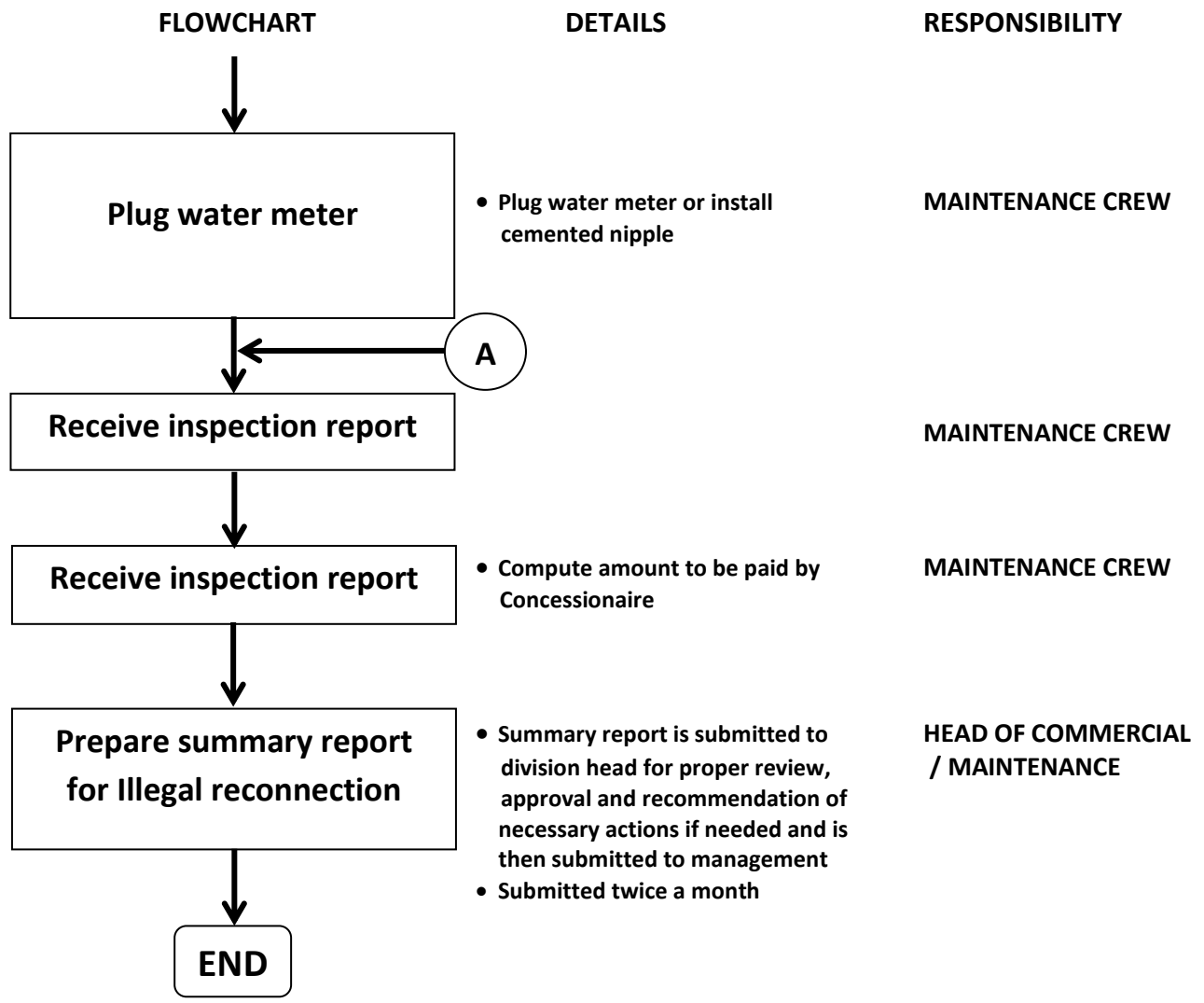
DETAILS

RESPONSIBILITY

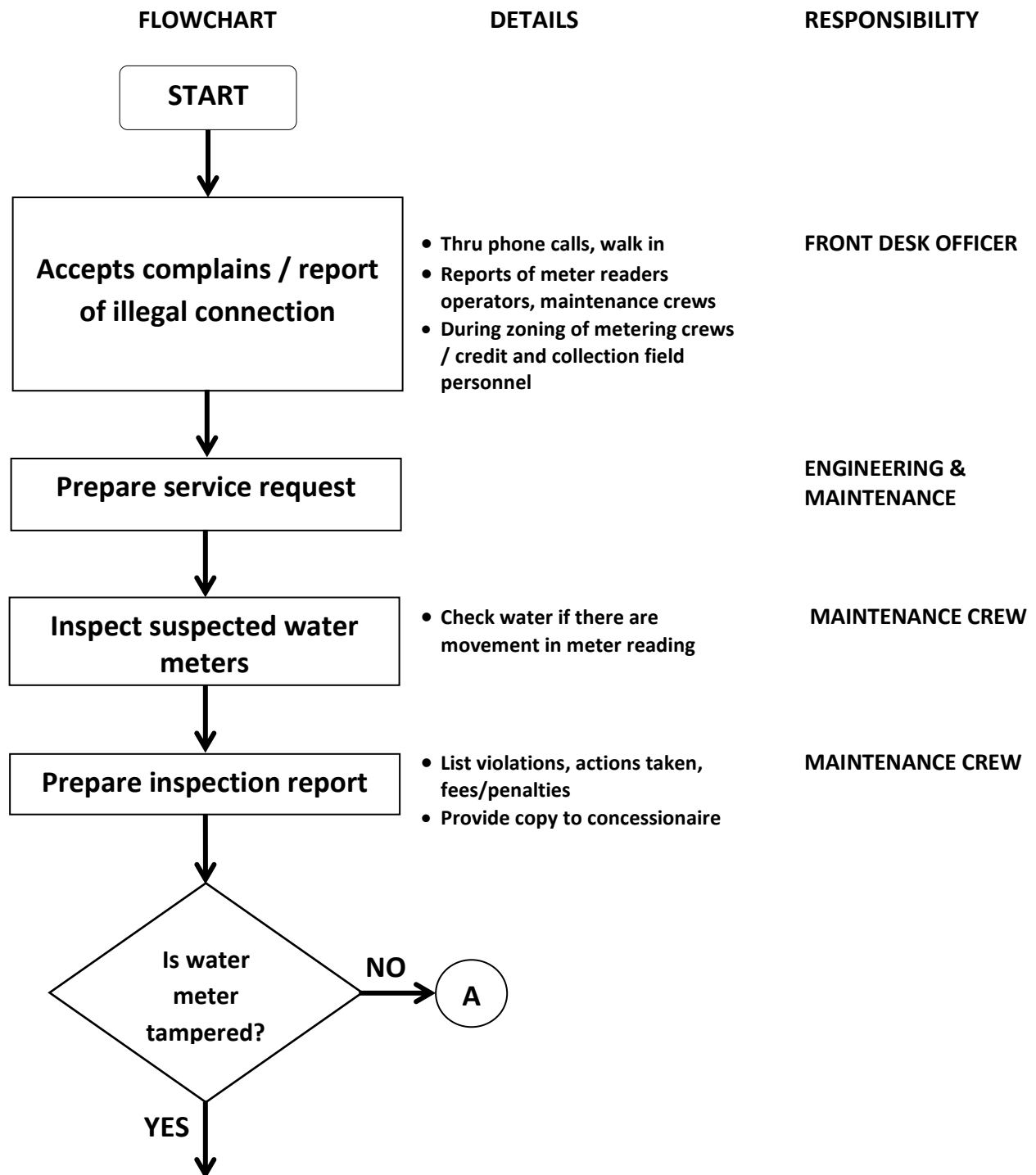


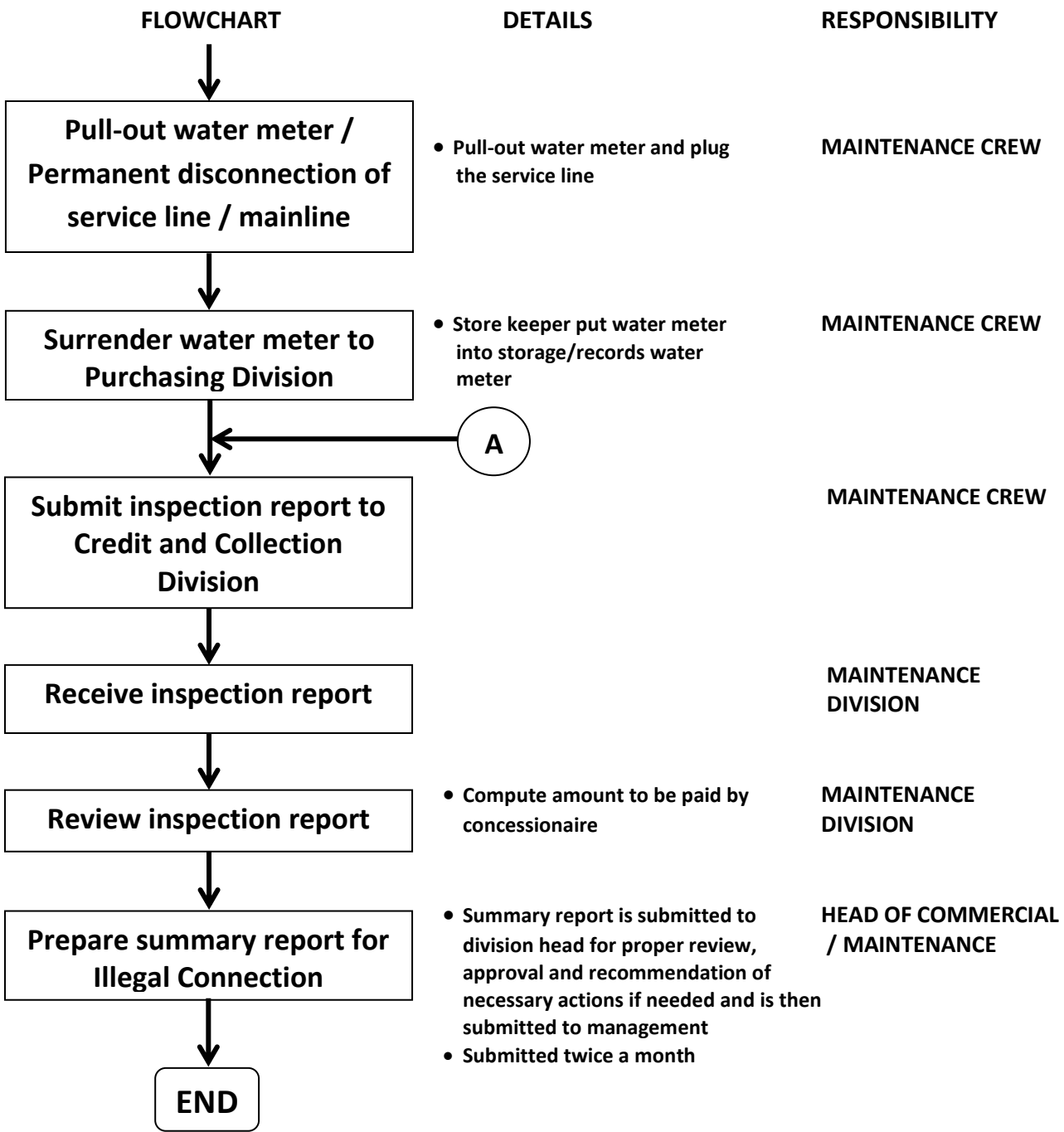
E. Disconnection of Water Service for Illegal Reconnections



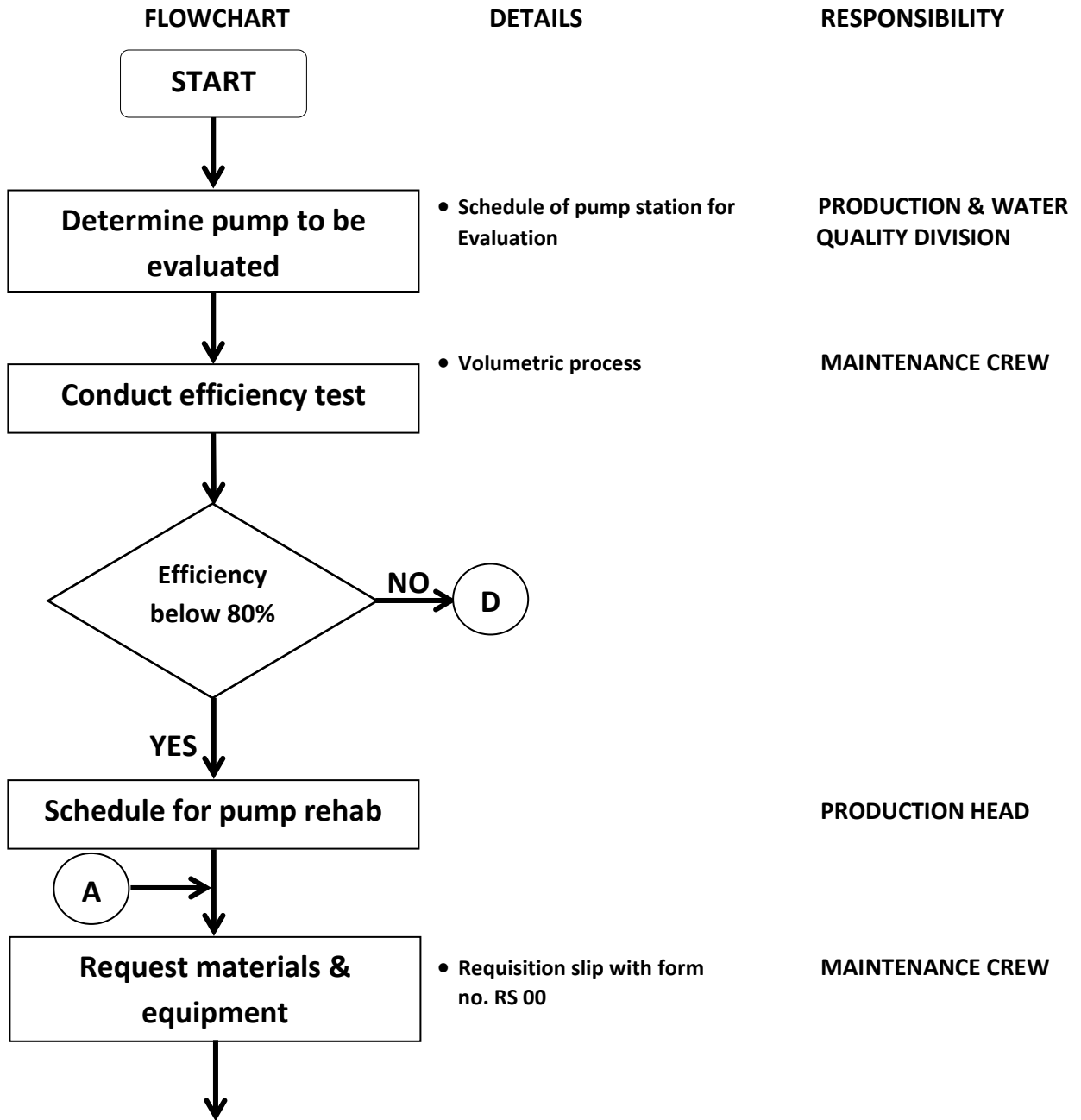


F. Disconnection of Water Service for Tampered Water Meters





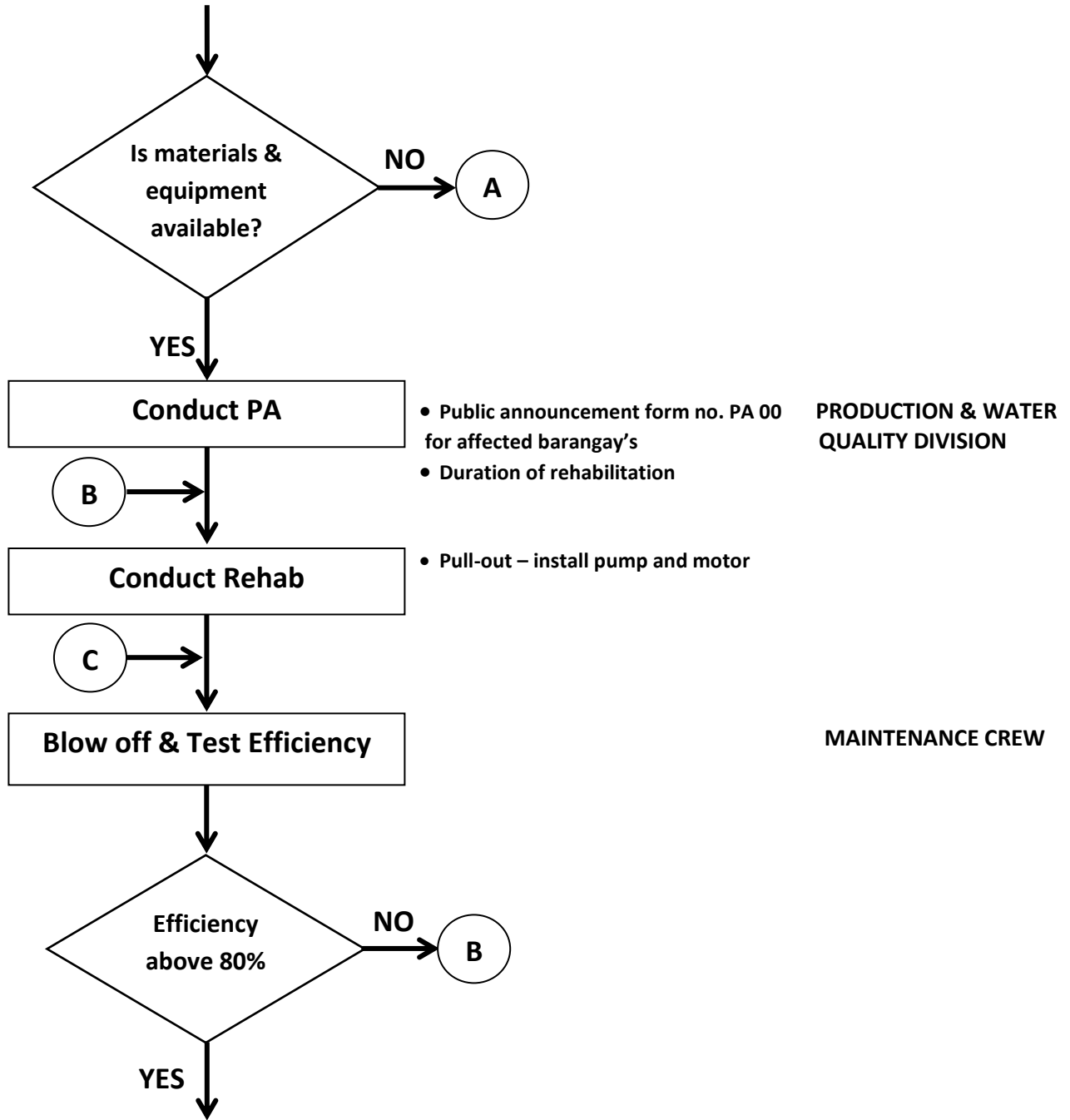
G. Rehabilitation and Efficiency of Pump Motor



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DETAILS

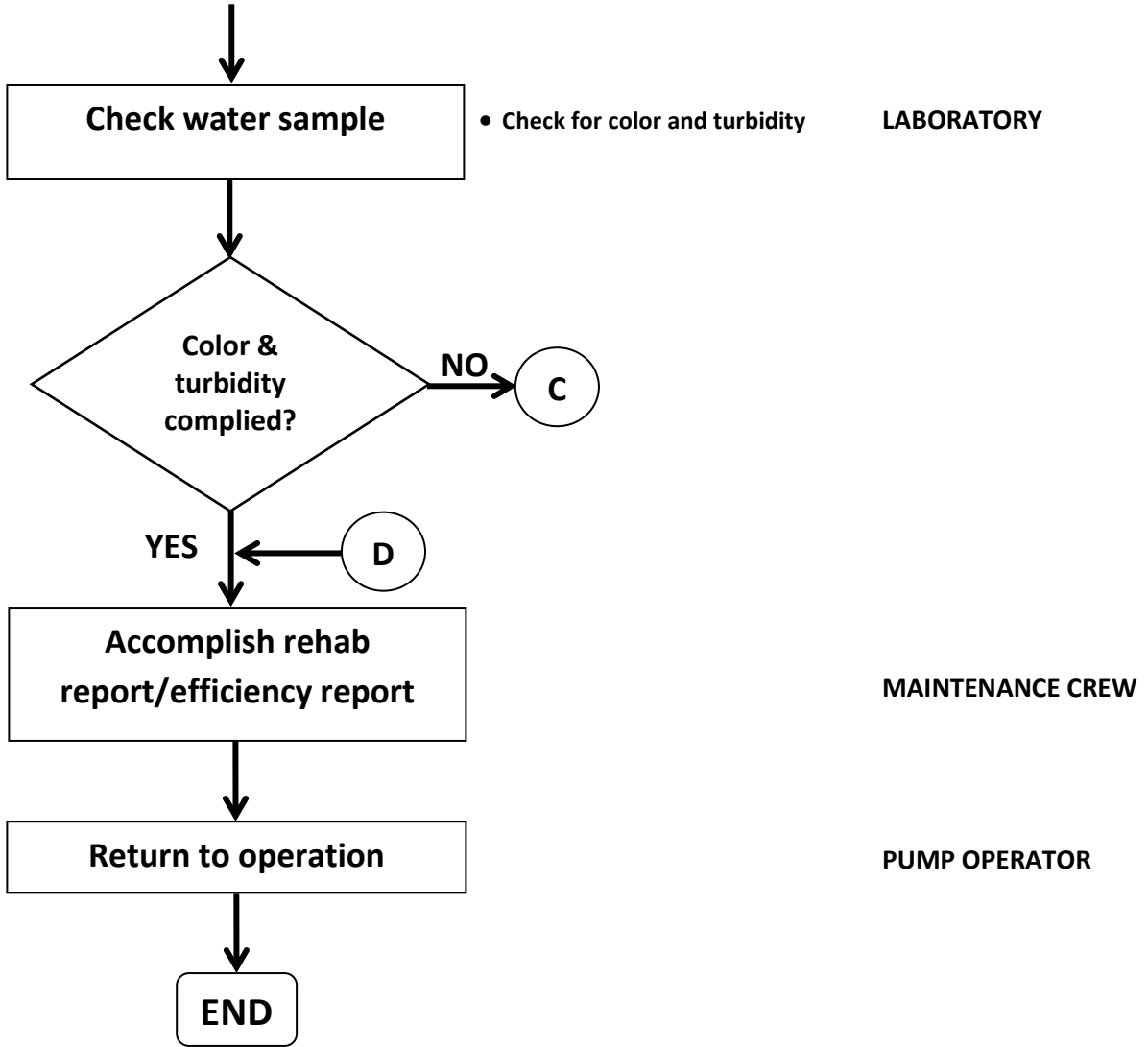
RESPONSIBILITY



FLOWCHART

DETAILS

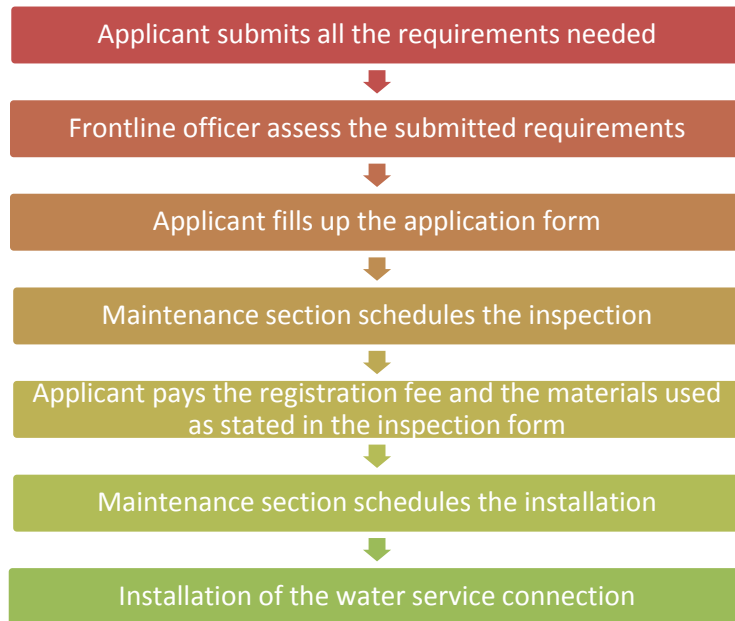
RESPONSIBILITY



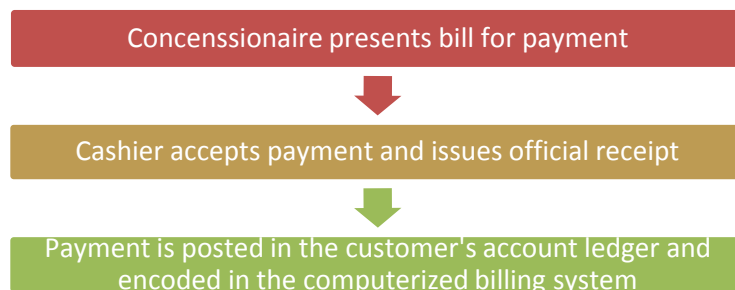
COMMERCIAL DIVISION

OPERATING PROCEDURES

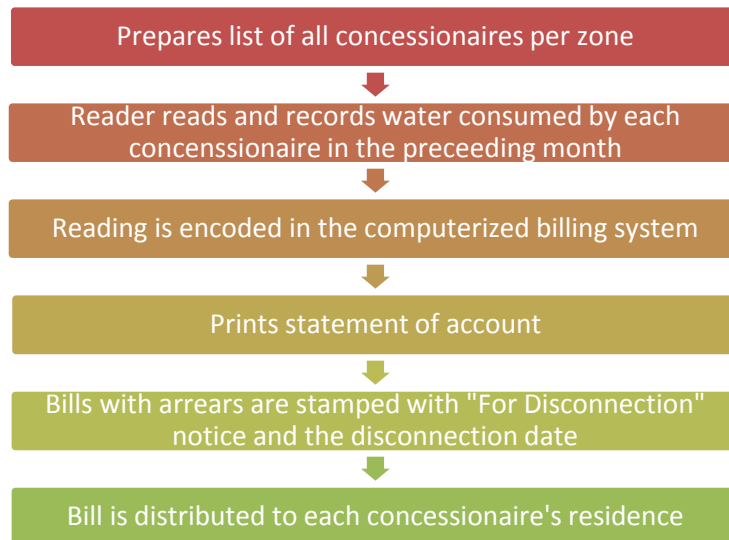
1. NEW REGISTRATION



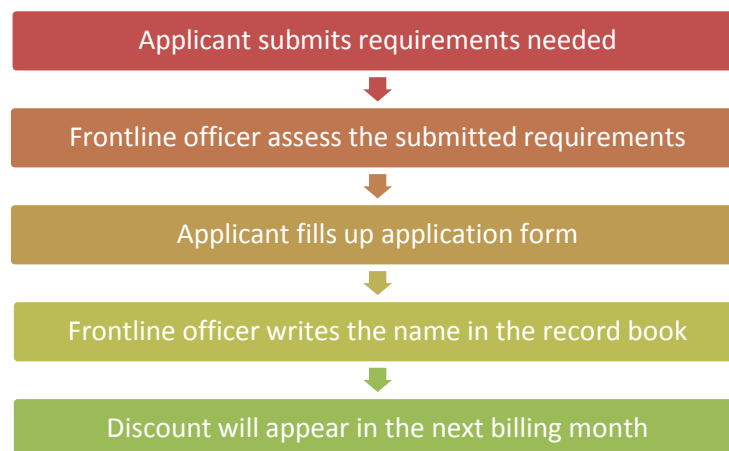
2. PAYMENT OF BILLS



3. BILL PREPARATION



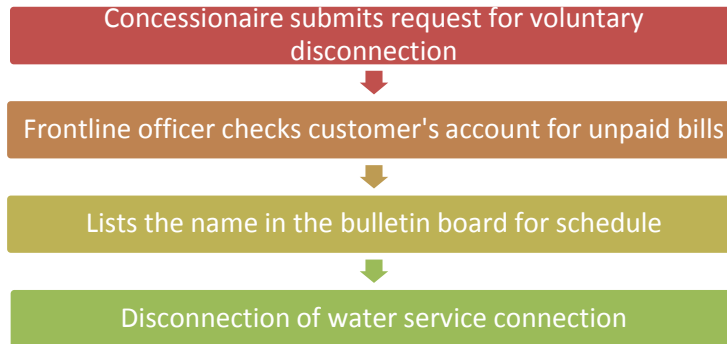
4. SENIOR CITIZEN'S DISCOUNT



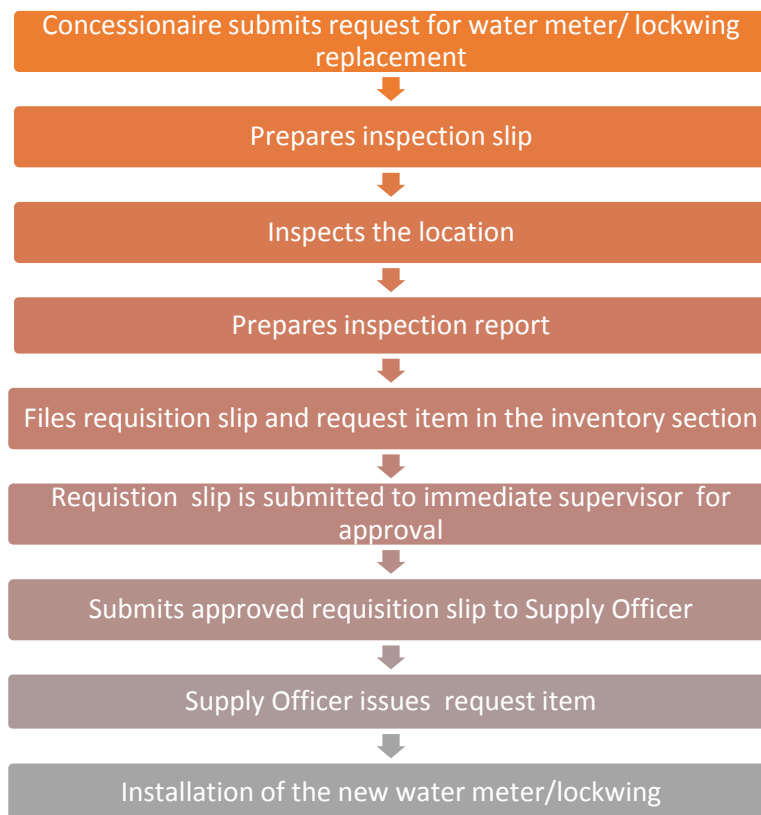
5. DISCONNECTION OF WATER SERVICE FOR ILLEGAL CONNECTION



6. VOLUNTARY DISCONNECTION



7. WATER METER/ LOCKWING REPLACEMENT



8. COMPLAINTS RESOLUTION

