

REF: OPERATIONS MANUAL OF BINMALEY WATER DISTRICT

DUTIES AND RESPONSIBILITIES

Primary Functions:

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

II- 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.

III- Administrative and Finance Division is responsible for the implementation of administrative policies and guidelines. Oversee internal control on inventory and PPE management as well as procurement process. Prepares and monitors annual budget. Responsible in personnel management and development. Handles financial transactions and preparation of financial and operational reports of the district.

IV- Commercial Division facilitates billings and collections, maintains customer's records and attends to customer's requests and complaints.

V- Operations and Technical Services Division is divided into two sections:

1. **Production Section-** operates and maintains water production facilities and conduct water quality monitoring activities.

2. **Maintenance Section-** maintains distribution, transmission and service lines. Facilitates service connections, disconnections and reconnections.

OPERATIONAL CONTROL AND SUPERVISION

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

1. Responsible for the overall operations and supervision of resources and all activities of the Water District.
2. Plans, recommends and monitors policies, rules and regulations of the district.
3. Represents the Water District in all actions and undertakings.
4. Coordinates and create harmonious relationship with other government agencies and private entities for the general welfare of the Water District.
5. Renders full control and supervision and maintenance of all Water District facilities.
6. Appoints personnel in all levels for sound and efficient operation of the Water District.

II- The **Administrative and Finance Division Head** shall exercise operational control over following duties:

1. Evaluates finance and general services functions including personnel management & development, procurement, and security of Water District properties and preparation of management reports.
2. Prepares monthly financial statements including annual reports and budget.
3. Maintains accurate and up-to-date data/records of all inventories and properties owned by the Water District.
4. Keeps and maintains 201 File records.
5. Prepares daily reports on cash inflow and cash outflow of the Water District's fund.
6. Maintains and updates cashbook from time to time reconciled with the bankbooks.
7. Maintains and updates Water District's book of accounts.
8. Administers petty cash fund of the district.
9. Prepares Bank Reconciliation Statements.
10. Prepares and submits reports required by COA.

III- The **Commercial Division Head** shall exercise operational control over the following duties:

1. Maintains an accurate and up-to-date customer records.
2. Adopts and implements guidelines, utility rules and regulations on water service approval and installation, billings and account delinquency.
3. Prepares management reports relative to commercial activities and status including service connections and revenue projections.
4. Attends to, investigate and verify customer inquiries, complaints and requests pertinent to service connections including illegal service connections, erroneous meter reading and other water service problems.
5. Enforces collection of delinquent accounts, including preparation of promissory notes, handling of partial payments and follow-up of overdue accounts.

IV- The **Operation & Technical Services Division Head** shall exercise operational control over the following duties:

✓ *Water Maintenance Services:*

1. Maintains records of general field operations including testing and maintenance of various facilities and appurtenances.
2. Schedules construction programs and ensures availability of equipment and materials for work completion.
3. Conducts and implements safety programs in the performance of job orders.
4. Establishes, supervises and conducts regular monitoring of pressure in transmission/distribution lines, flushing of hydrants and blow-off valves.
5. Maintains records of work accomplishment for the day such as installed service connections, reconnections, transfer of water meters/service lines, leak repairs, site inspection and other related water service requests.

✓ *Production Services:*

1. Responsible for the production scheduling and delivery of 24/7 safe, potable and reliable water.
2. Maintains accurate records as to daily production, equipment operation, machinery status, water level and pressure and pump flow rate.
3. Establishes detailed maintenance schedules and safety programs for all production equipment and facilities.
4. Conducts regular check-up and monitoring of production equipment and facilities for their efficiency and reliability.

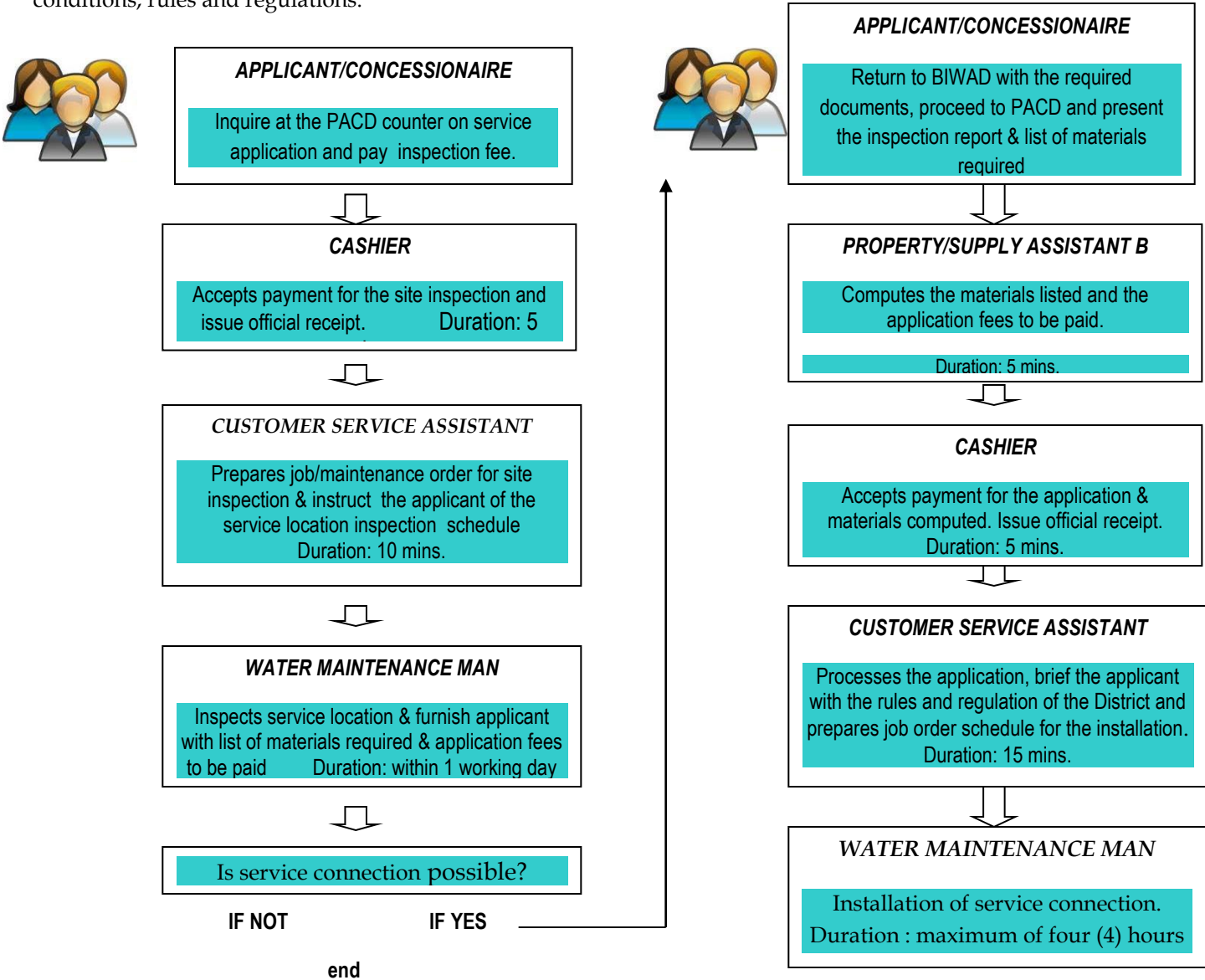
OPERATING PROCEDURES

A. COMMERCIAL ASPECTS - pertain to the systems and procedures in dealing with customers and their bills. These systems and procedures are the following aspects of the water district's business:

1. Service Connection Applications
2. Customer Classification
3. Billing & collection
4. Customer Complaints
5. Dealing with Delinquent Accounts
6. Management Reports
7. Improving Collection Efficiency

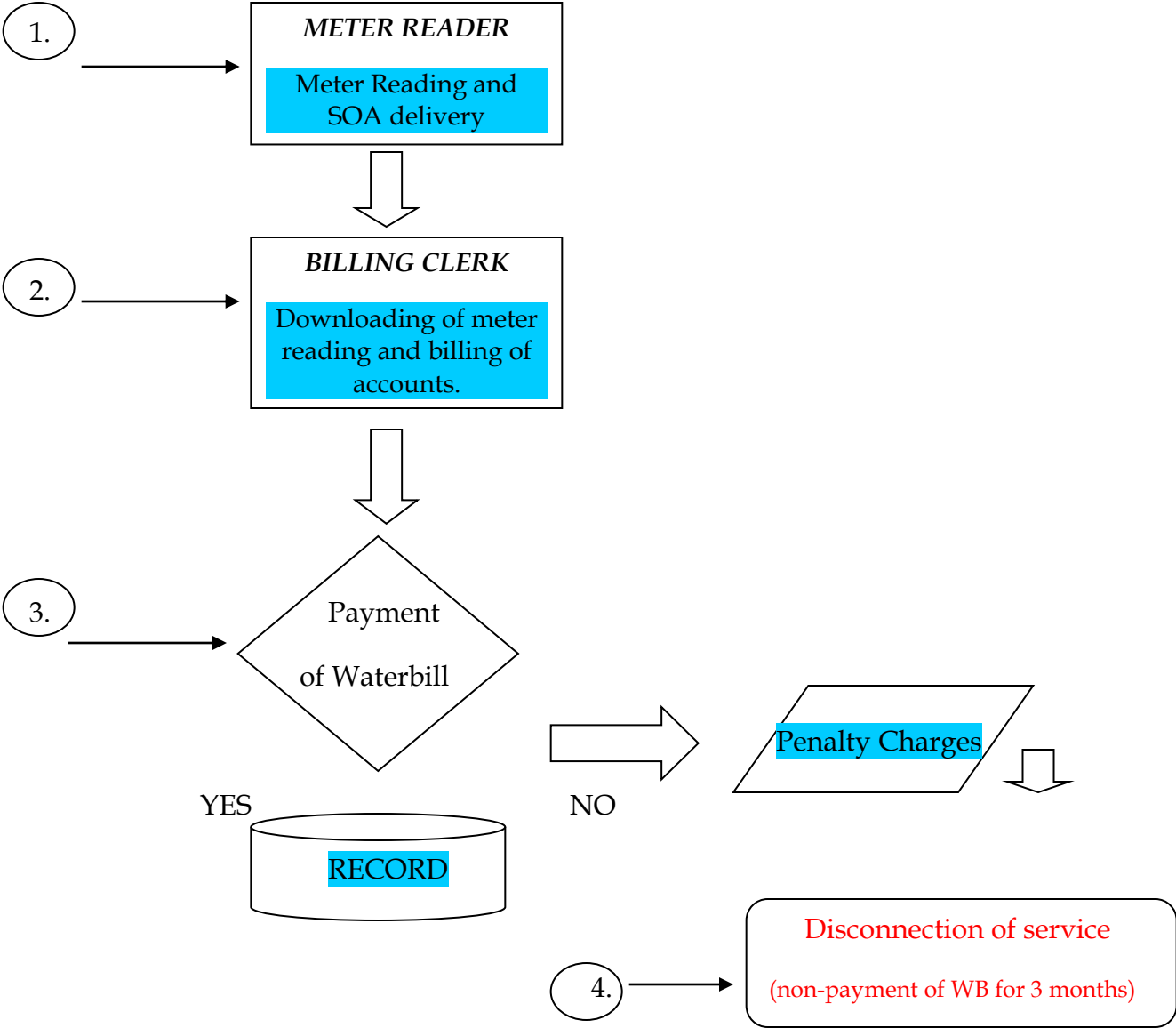
I.SERVICE CONNECTION APPLICATIONS - “the Binmaley Water District provides water directly to each customer through a metered connection, and bills them on a monthly basis. The provision of a service connection and water supply service implies a contract between two parties. Hence, all prospective consumers must sign an “Application and Contract for Water Service” with the water district and provides them with the house connection.

The Application and Contract for Water Service establishes enforceable contractual obligations between the water district and the concessionaire, so either can take legal action in case of violation of its conditions, rules and regulations.”

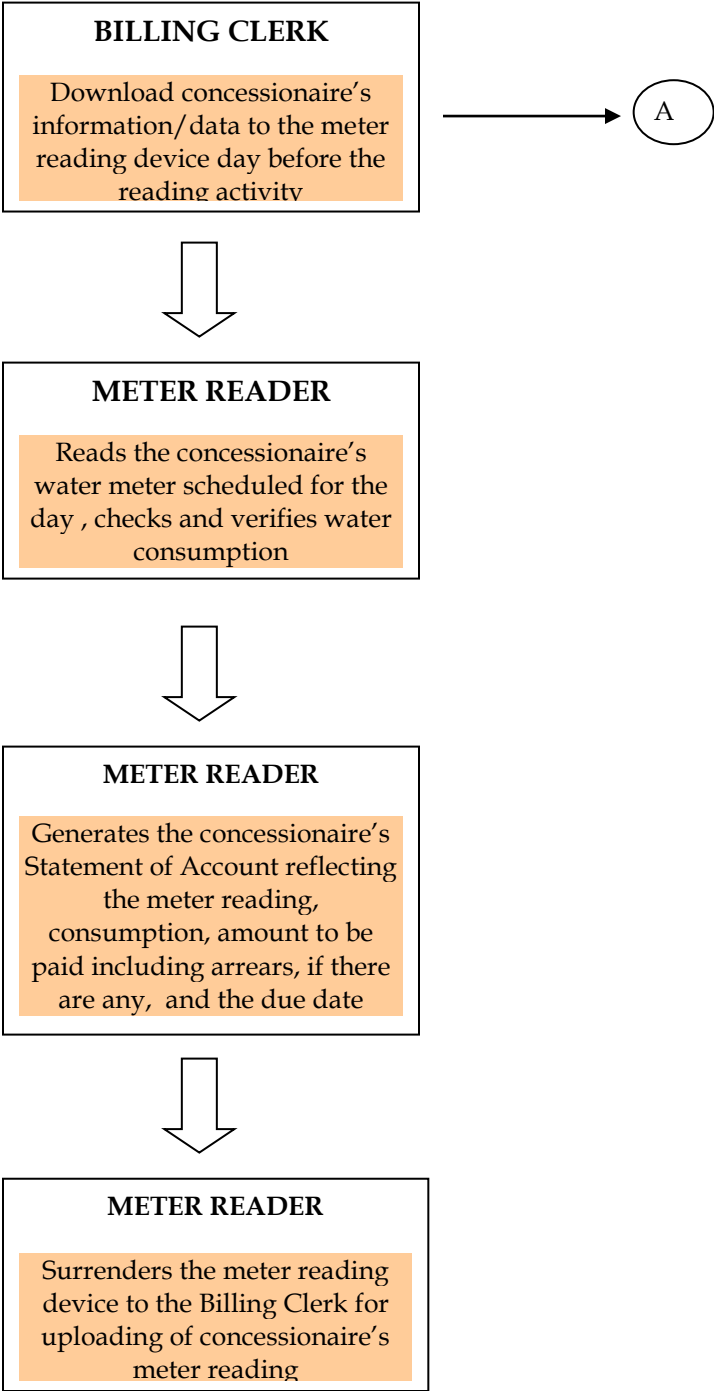


II. BILLING AND COLLECTION - “ in order to keep track of existing account numbers and control the number of concessionaires in each meter reading device, a Master List of service connections should be prepared and maintained and grouped according to areas or zones.

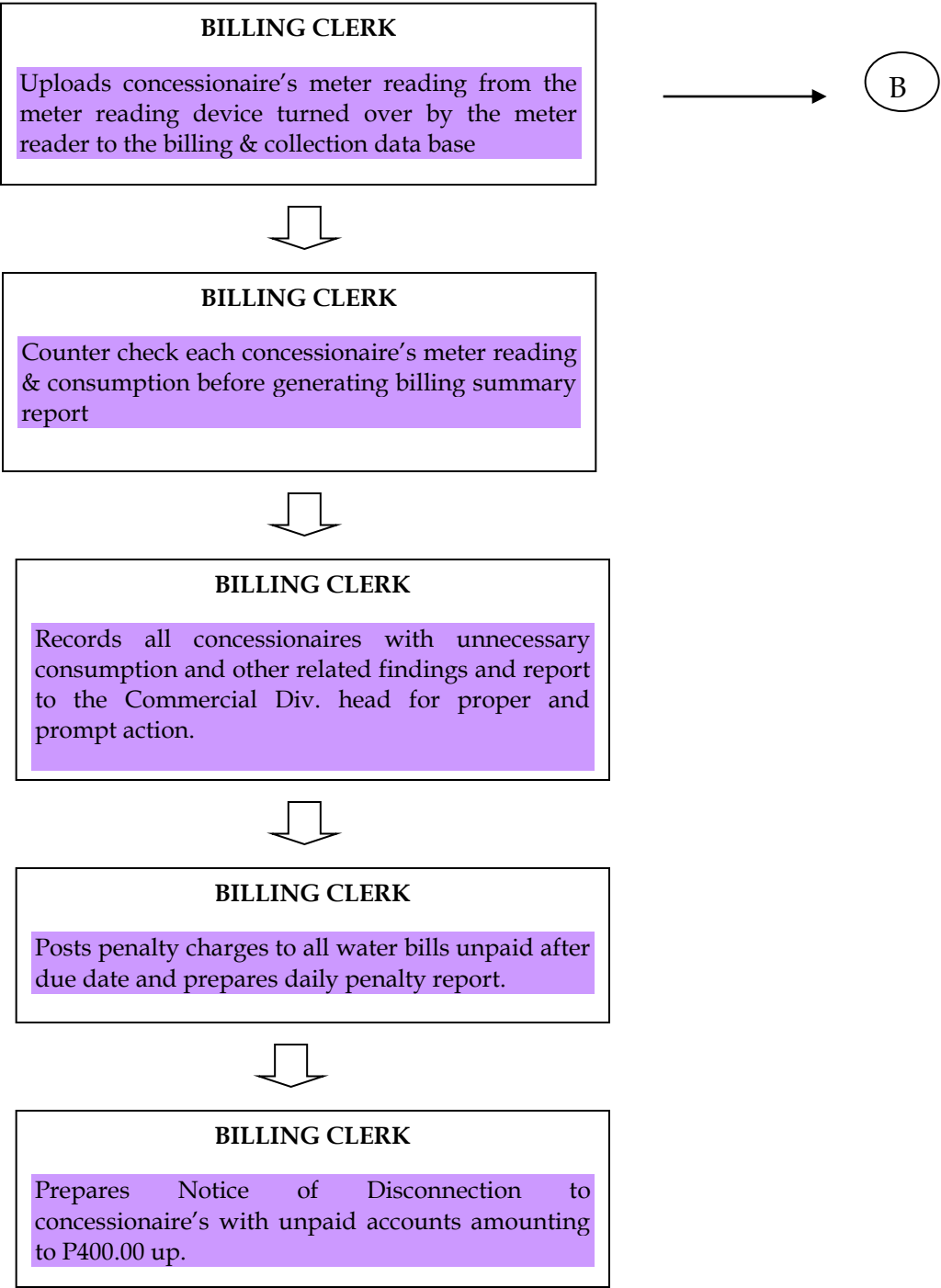
Concessionaires in each meter reading device will be numbered consecutively from number 001 taking into consideration potential concessionaires within the area including vacant lots, which will be reserved with a corresponding account number.”



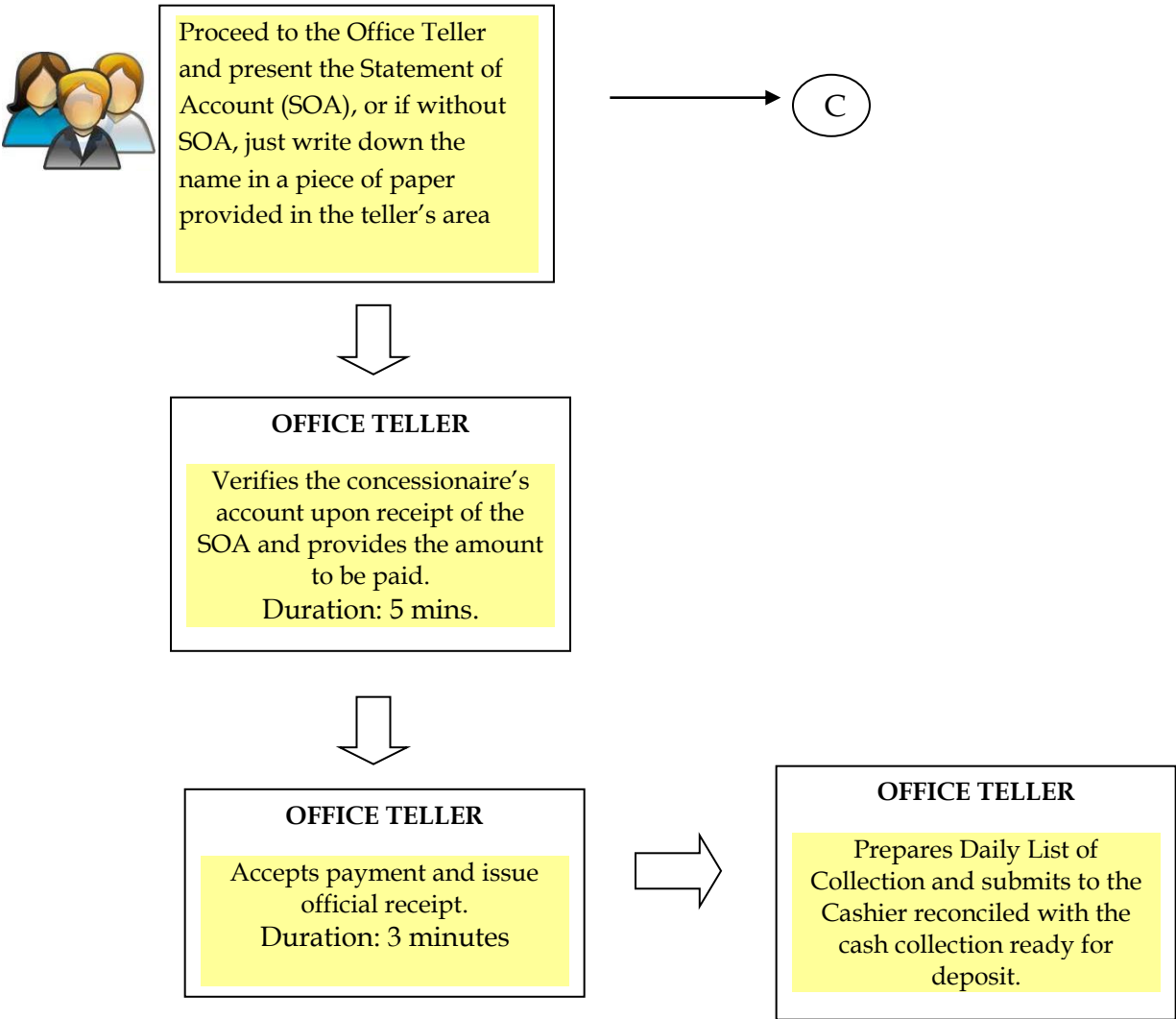
A. METER READING



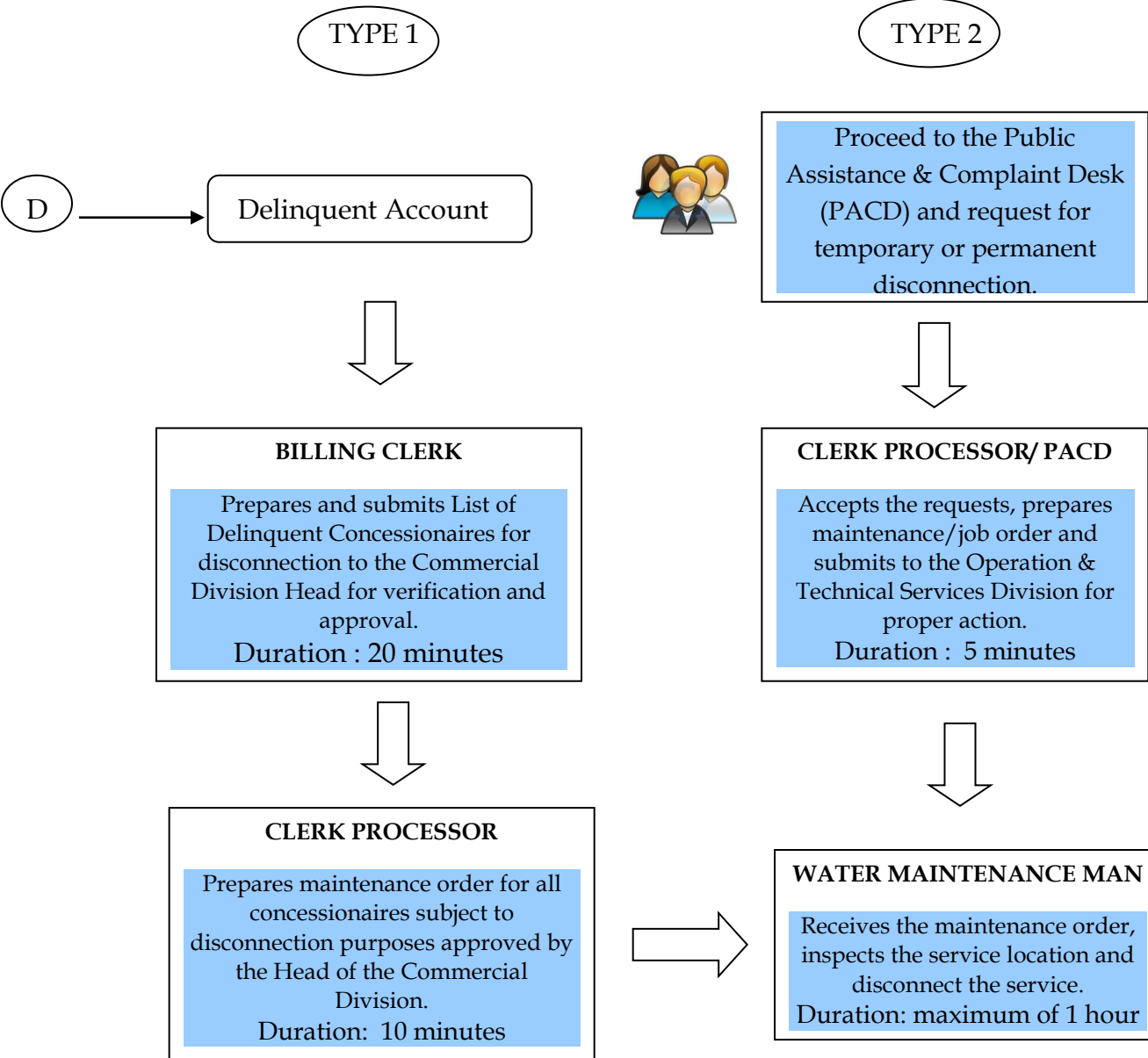
B. BILLING



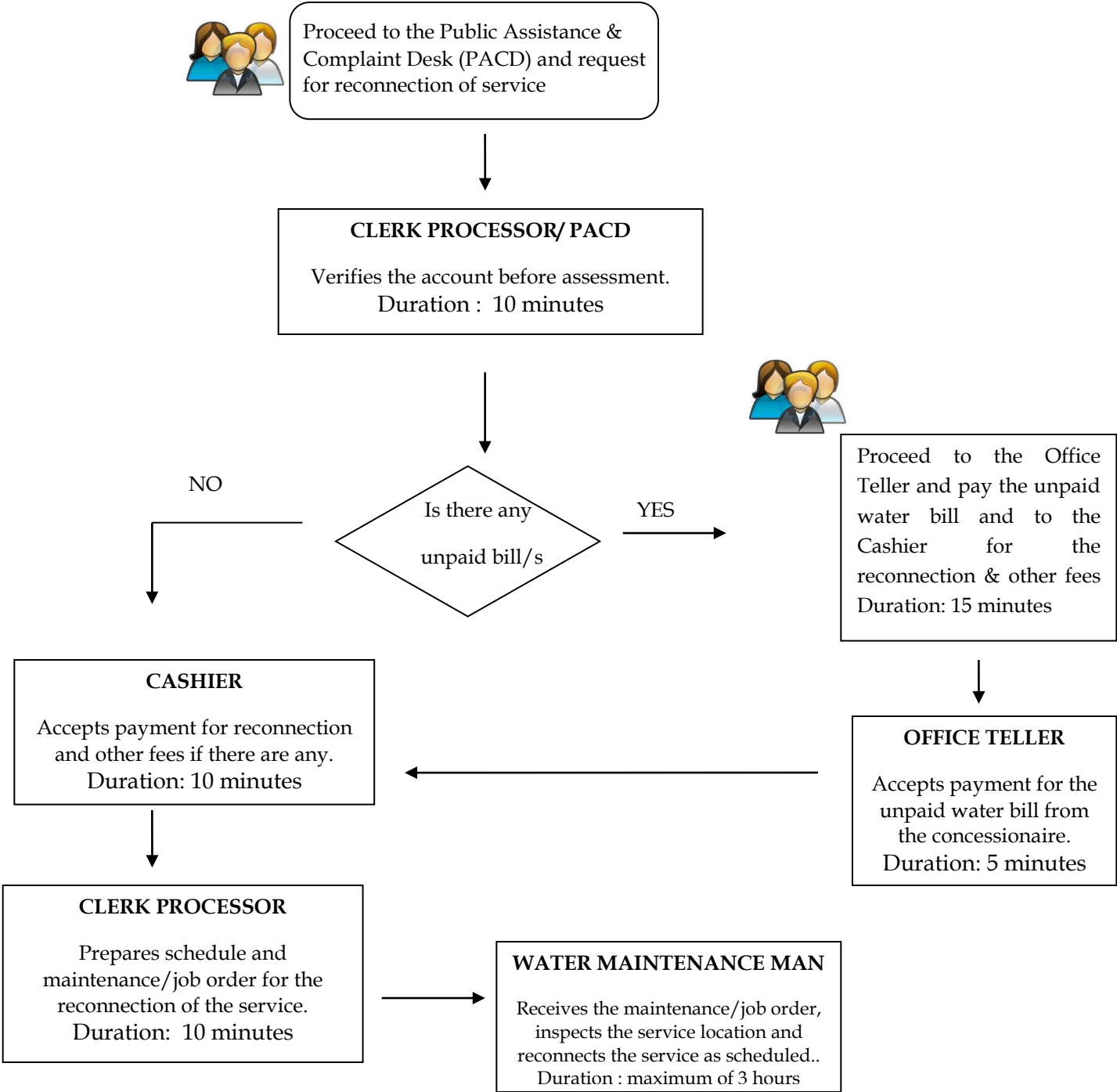
C. PAYMENT OF WATERBILL



D. DISCONNECTION OF SERVICE



E. RECONNECTION OF SERVICE



III. **SERVICE REQUEST AND COMPLAINT** - “As a rule, every concessionaire’s complaint should be attended to as quickly as possible”.

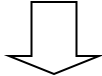
There are several ways by which the water district can receive complaints from its concessionaires. These can be made directly to the Meter Reader, or the concessionaire can call or report directly to the office. These complaints must be recorded, classified as to their nature and date received, and resolved or acted upon. The report for each complaint should also indicate the dates for subsequent monitoring.



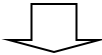
Proceed to the Public Assistance & Complaints Desk (PACD) to make a report with the details of service request/complaints.



PACD/ CLERK PROCESSOR
Accepts the complaint or request using the Service Request Form. Explains the possible cause and solution (if high consumption). Prepares maintenance/job order.
Duration: 10 minutes

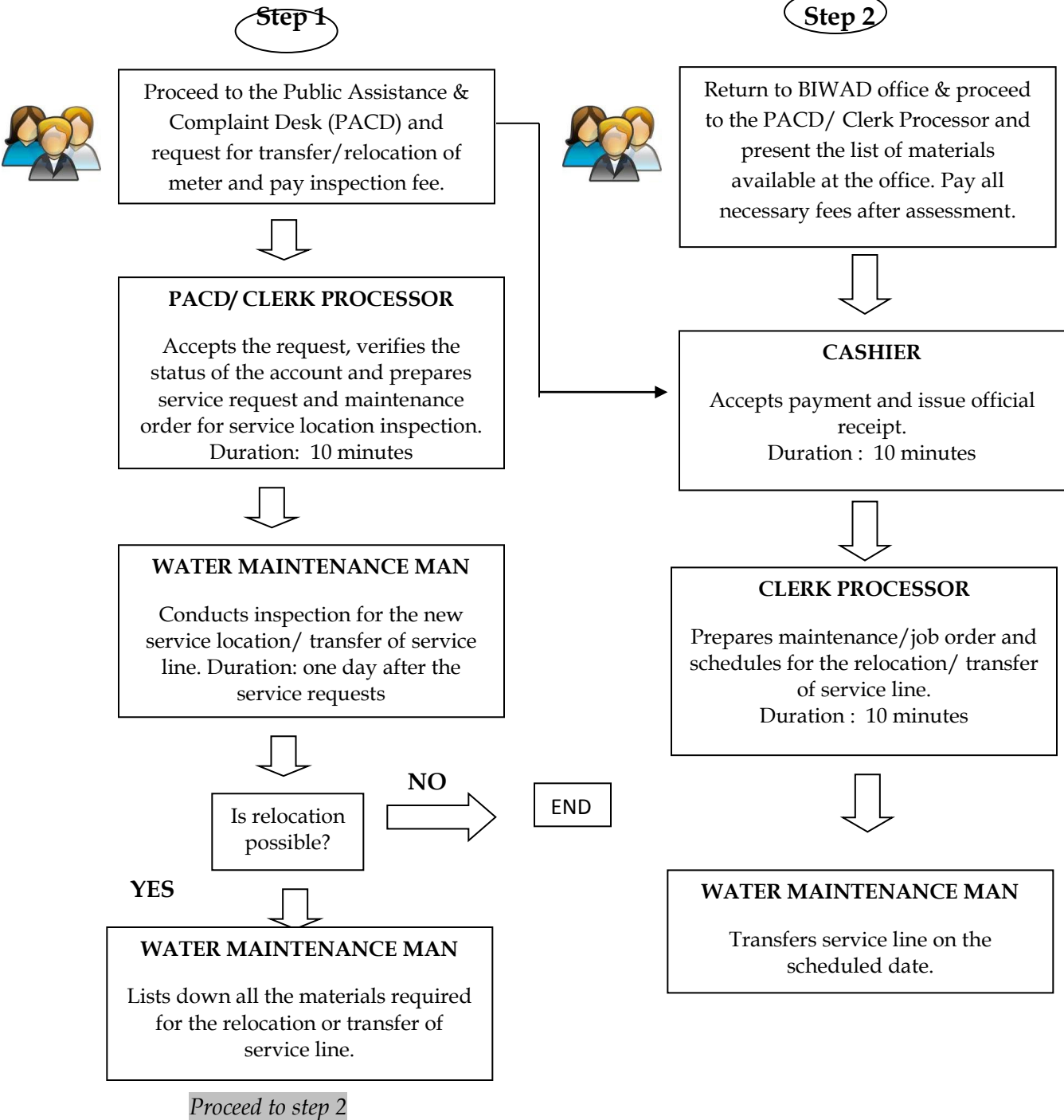


WATER MAINTENANCE MAN
Inspects the service location and attends to the request or complaint and render customer satisfaction with the action taken.
Duration : maximum of one hour



Acknowledge the maintenance/job order upon completion of the service rendered.

IV. TRANSFER/RELOCATION OF WATER METER



B. ADMINISTRATIVE & FINANCIAL ASPECTS - “the most important factor for the success of a water district is the quality of the people who manage and operate it. They need, however, to work within a clear, supportive administrative system that channels their capabilities and enables them to fulfill their unique functions within the organization. The **Binmaley Water District** is composed of the Board of Directors, General Manager, and the staff. The Board establishes policies and regulations to carry out the business affairs of the water district while the management and operating staff, headed by the General Manager, handle the day-to-day operations.

Financial aspects of a water district play an important role in the effective management of a utility and to a large extent, determine its viability and sustainability. These includes tariff-setting considerations and methodologies and the financial management and control system such as budget preparation.

I. BUDGET PREPARATION:

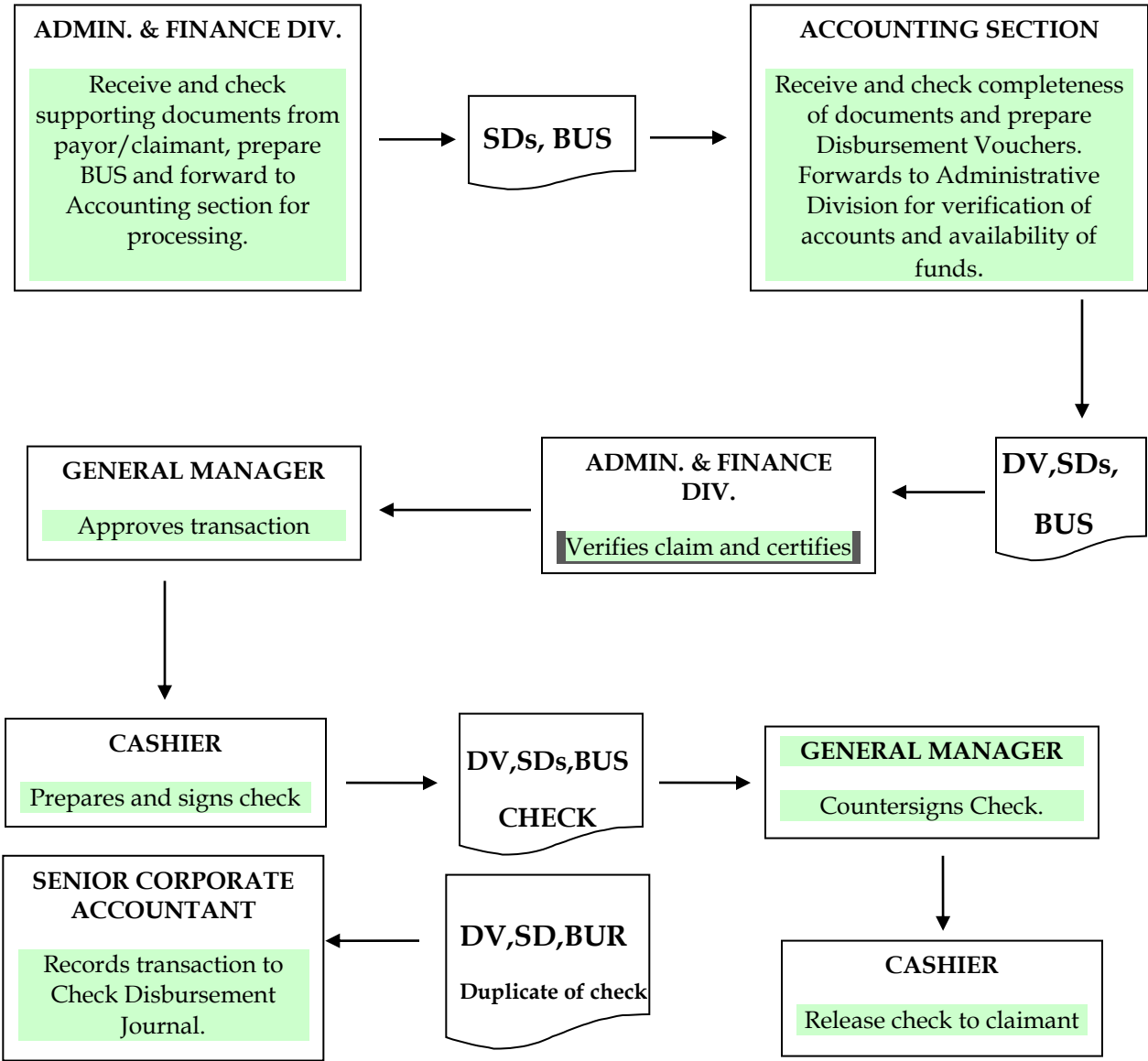
“A Budget is merely a plan expressed in quantitative (monetary) terms. Its preparation involves setting targets for the revenues and expenditures of the water district. It is a process on how the financial inflows, outflows and other accounts will behave as it implements its plan within the budget period. The adoption of a relatively detailed annual budget is a key element in improving the water district’s effectiveness.

The budget is prepared by the management usually during the last quarter of the year and should be approved by the Board before being endorsed to the stakeholders and to the regulatory bodies like DBM, COA or LWUA.

The basic components of Budget are:

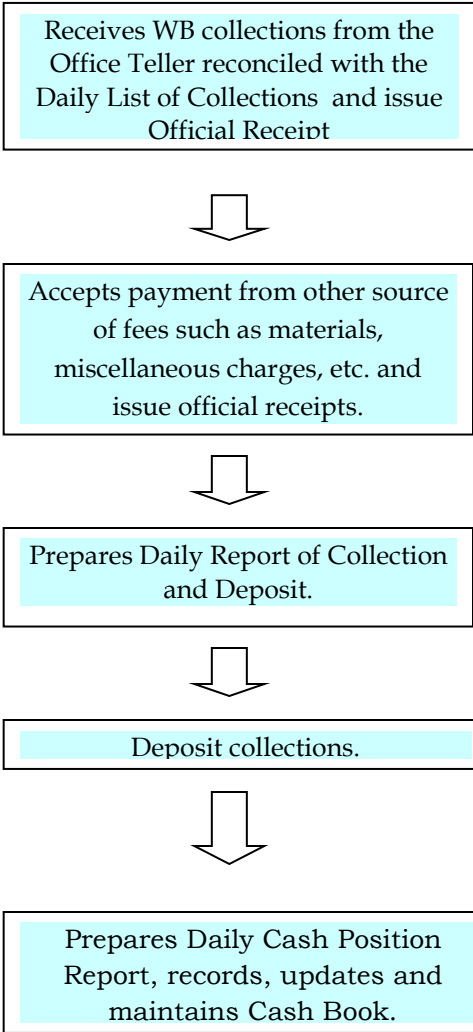
1. Statement of Objectives
2. Operations & Maintenance Budget
3. Capital Expenditures Budget
4. Financial Statements, including Cash Flow and Income Statement

II. DISBURSEMENT OF FUNDS - “ the **Binmaley WD** maintains disbursement process to keep track of the expenses and accountability purposes. Disbursements of **BIWAD** covers the following purposes such as payroll, operational expenses like chemicals, fuels, repairs, CAPEX, debt service, maintenance expenditures and emergency procurement.”



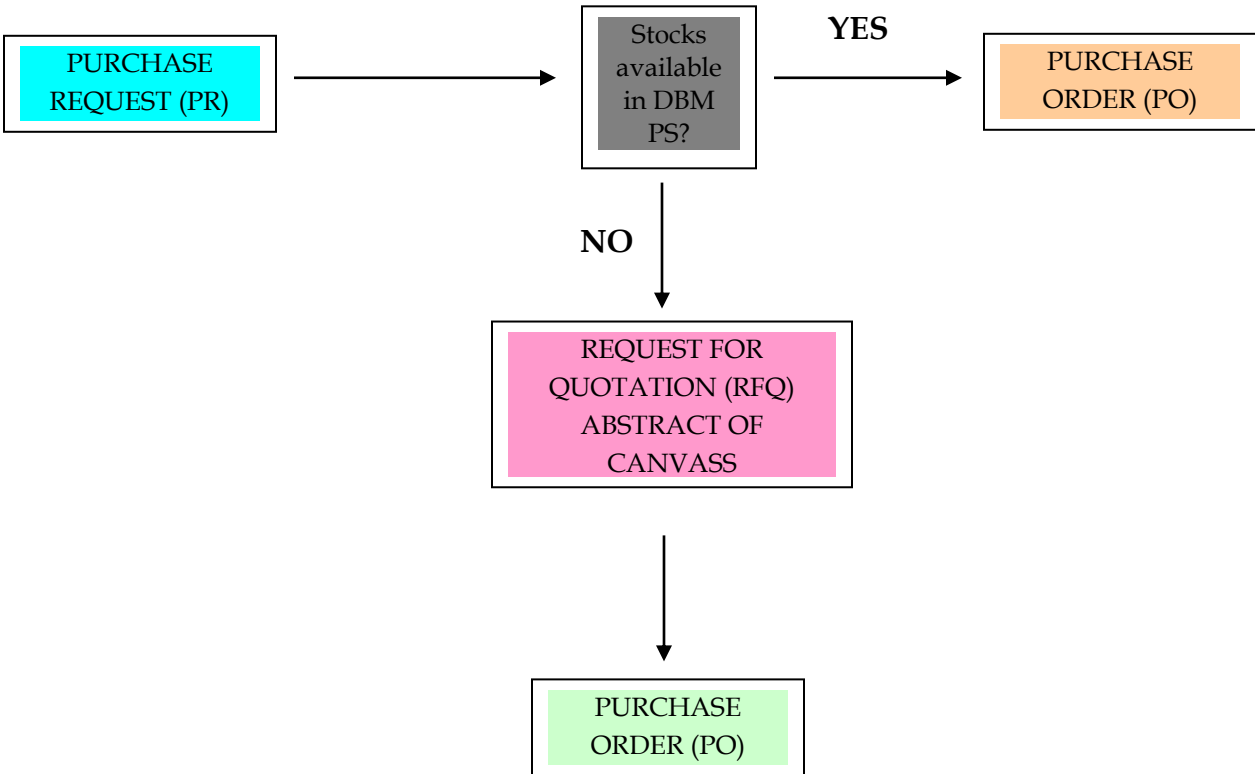
III. RECEIPTS AND COLLECTION PROCESS:

CASHIER

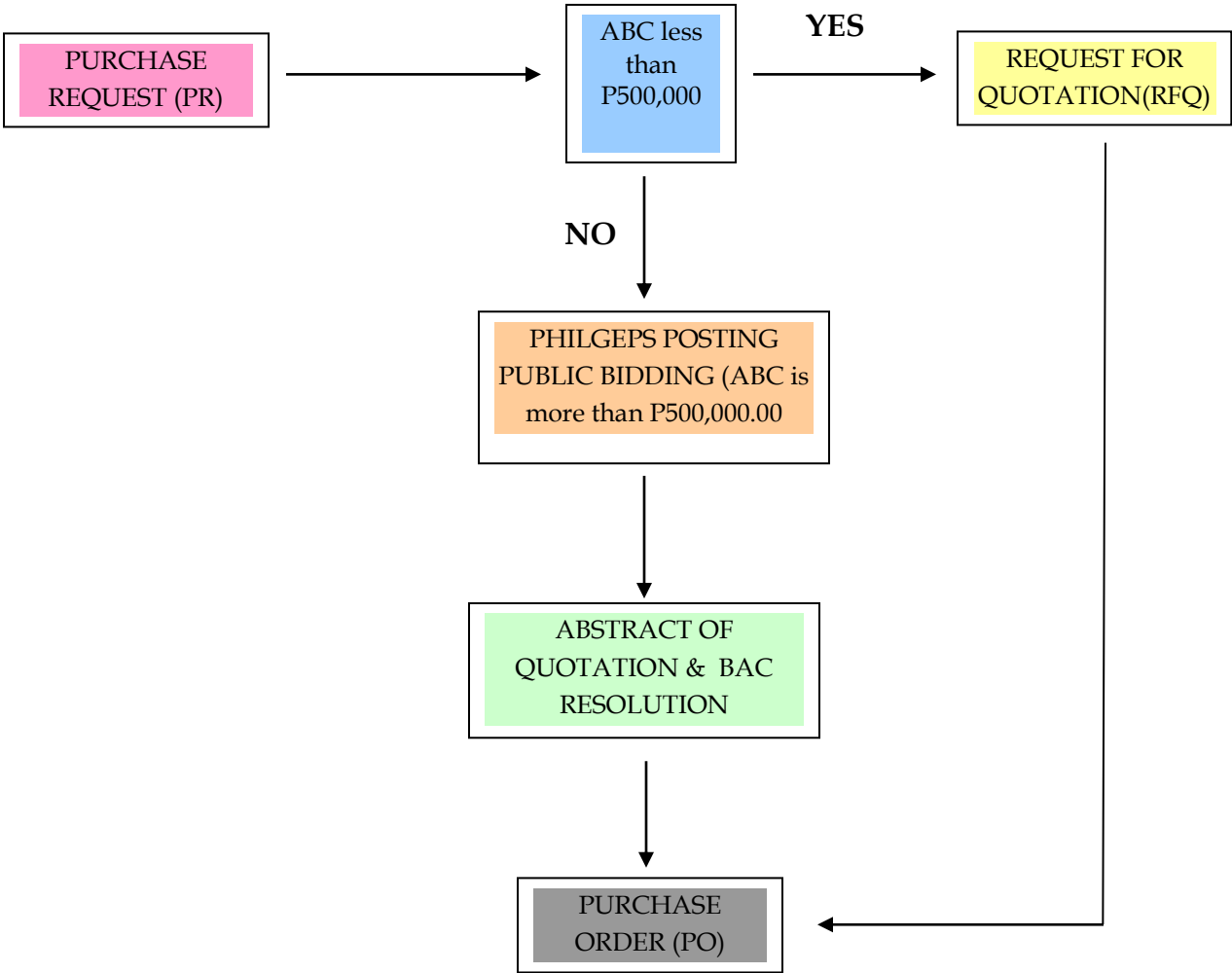


IV. PROCUREMENT PROCESS :

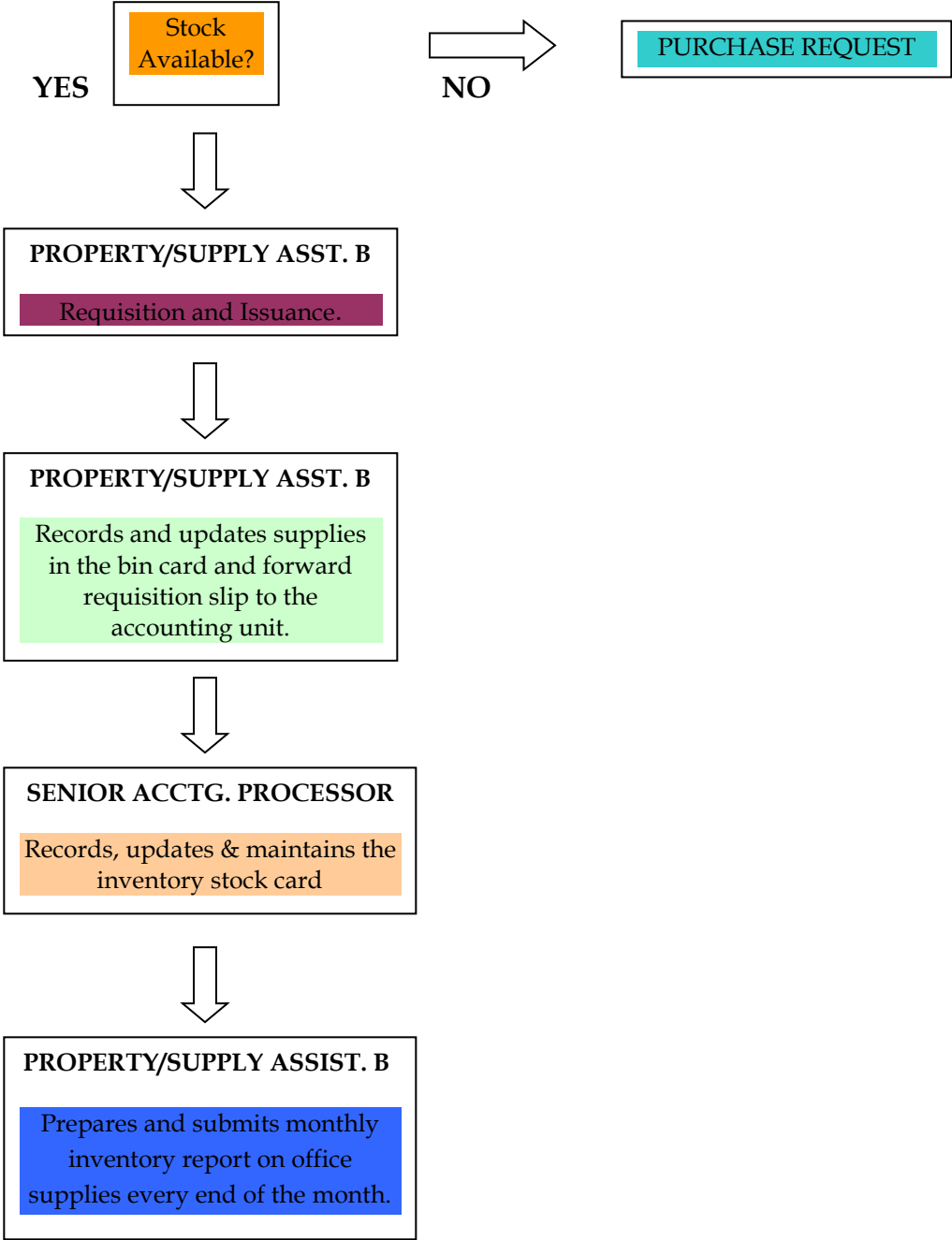
A. OFFICE SUPPLIES



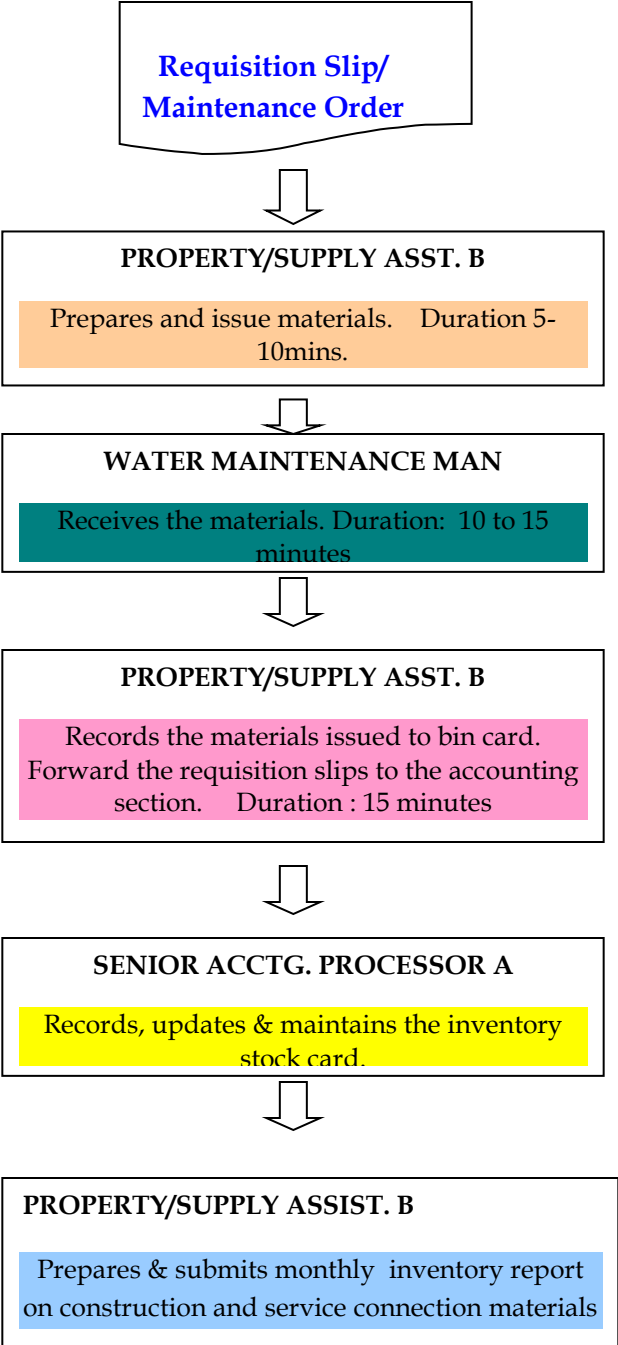
B. SERVICE CONNECTION MATERIALS/CAPEX



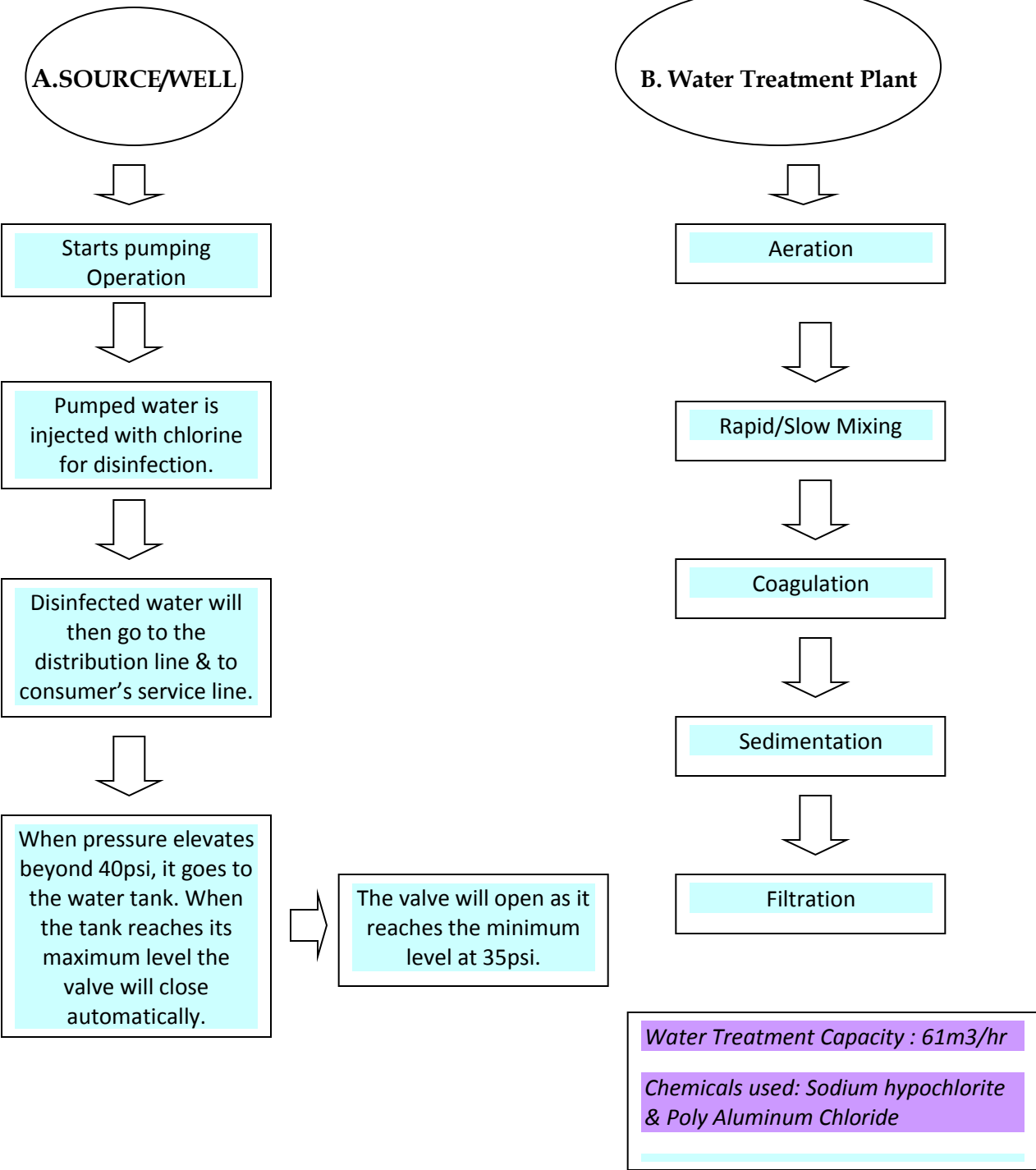
V. ISSUANCE OF OFFICE SUPPLIES



VI. ISSUANCE OF SERVICE CONNECTION MATERIALS



VIII. PRODUCTION



Feedback and Redress Mechanisms

Please let us know how we have served you

by doing any of the following:

- ❖ Accomplish our Feedback Form available in the office and put in the drop box at Public Assistance and Complaints Desk
- ❖ Send your feedback through BIWAD e-mail address: biwad_79@yahoo.com or call us at 075-5400054 ; 5400057 Or 5400058
- ❖ Talk to our OFFICER OF THE DAY

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Action Officer of the Day at the Public Assistance and Complaints Desk.

THANK YOU for helping us continuously improved our services.

Feedback Form



Sa Aming Mga Kliyente :

Hangad naming maingat ang antas ng aming paglilingkod kaya hinihiling namin ang inyong mga puna, opinyon at mungkahi sa pamamagitan ng paglalaan ng inyong maikling panahon para sagutin ang mga sumusunod na katanungan habang kayo ay narito sa aming tanggapan.

Petsa : _____ Oras : _____ Pinuntahang Opisina : Binmaley WD

Nakausap: _____

Ano ang inyong pakay sa pagpunta : _____

Sa mga sumusunod na katanungan, mangyaring i-tsek (/) lamang ang angkop na kahon gamit ang mga sumusunod na sukatan:

- Sukatan :
- 5 - Labis na nakuntento/ labis na nasiyahan
 - 4 - Nakuntento/ kasiya-siya
 - 3 - Hindi makapagpasya/ hindi alam
 - 2 - Hindi nakuntento/ hindi nasiyahan
 - 1 - Sobrang hindi nakuntento/ talagang hindi nasiyahan

A. Gaano kayo ka-kuntento sa klase ng serbisyo na ibinigay sa inyo sa mga tuntunin ng mga sumusunod :

1. Kaagapan sa pagtugon sa inyo ng kawani
2. Pag-aasikaso sa inyo ng kawani
3. Kaalaman ng kawani sa serbisyo na ibinigay
4. Resulta ng serbisyo na inyong natanggap
5. Kahusayan sa paghahatid ng serbisyong inyong kailangan
6. Kagandahang-loob, kagandahang-asal at pagkamagiliw ng kawani, at pagkusang-loob na gawin ng mas higit pa sa kung ano ang inaasahan na ibigay kailangan ng kliyente
7. Pagkamakatarungan at wastong pakikitungo ng kawani sa kliyente, kasama ang pag-asikaso na ang batayan ay “unang dumating, unang pagsilbihan”

1	2	3	4	5

B. Gaano kayo ka-kuntento sa oras na ginugol upang matapos ang inyong transaksyon?

K. Gaano kayo ka-kuntento sa pisikal na ayos ng opisina (katulad ng direksyon, madaling puntahan, kalinisa, ilaw, bentilasyon, at kaayusan) ?

D. Gaano kayo ka-kuntento sa pangunahing pasilidad na binibigay ng tanggapan (katulad ng pasilidad para sa mga buntis, may kapansanan at matatanda, hintayan, at palikuran/ kubeta) ?

Komentaryo/ Rekomendasyon/ Obserbasyon:

(Maararing gamitin ang likuran ng papel para sa karagdagang impormasyon)

Maraming salamat sa inyong ginugol na oras at tapat na pagsagot.

Pagkakakilanlan (Opsyonal) : Pangalan : _____

Opisina/ Ahensya : _____ Tirahan : _____

Telepono : _____ Email Address : _____

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