



Bulacan Water District

BULACAN WATER DISTRICT

OPERATIONS MANUAL

Bulakan, Bulacan

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Introduction

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

The purpose of this manual is 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 BWD, 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 2015, as well as the duties and responsibilities of every division.

Operational Control and Supervision. The powers of authority are described in this part as well as the supervisory and operational controls.

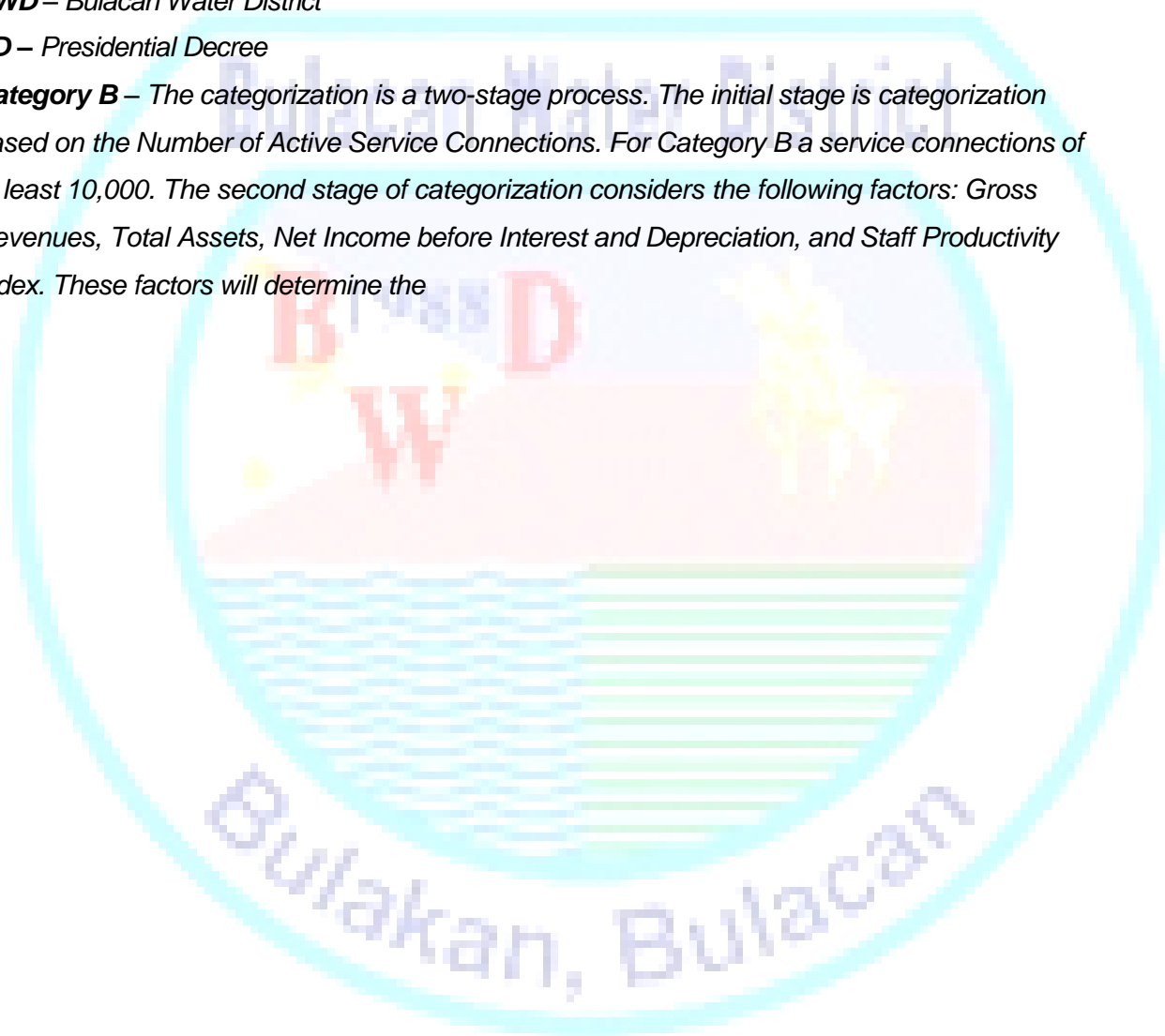
Operating Procedures. Contains the step-by-step procedures and work instructions of BWD. Activity flow charts are used to illustrate the different processes involved in daily operations.

DEFINITION OF TERMS

BWD – Bulacan Water District

PD – Presidential Decree

Category B – The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category B a service connections of at least 10,000. 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



PROFILE

The Bulacan Water District was founded on September 1, 1988, pursuant to PD 198 or Water Utilities Act of 1978. A Conditional Certificate of Conformance no. 398 was issued on January 3, 1989 by the Local Water Utilities Administration (LWUA). BWD is now categorized as Category B Water District. BWD has a total services of 12,525 connections with an average billing of Php 4.2 million monthly.



Figure 1: BWD Logo

MANDATES AND FUNCTION

The Bulacan Water District (BWD), by virtue of Presidential Decree no. 198, was created as an agency mandated to operate, maintain, improve and expand water supply delivering affordable, safe and potable water for domestic and industrial uses to the residents and lands within the jurisdiction of Bulakan and nearby barangays where it is considered necessary.

The BWD shall manage a system of water distribution that will be accessible to all sectors of society, ensure uninterrupted and adequate water and conduct other functions and operations incidental to water resource development, proper utilization and disposal.

VISION

To be an efficient, comprehensive, personalized, dedicated and sustainable water service for the people of Bulakan, Bulacan

MISSION

Bulacan Water District is committed to provide safe, potable, sufficient and affordable water aimed at sustaining financial viability and to develop a work force that is responsible, honest and service oriented that will promote good community relations and an instrument towards the conservation of our environment and the protection of our water resources.

PERFORMANCE PLEDGE

We, the Officials and Employees of BULACAN WATER DISTRICT, commit to provide and efficiently serve you with potable, safe, sufficient and affordable supply of water

BOARD OF DIRECTORS

Atty. Encarnacion Gemma M. Santos	Board Chairperson
Rosalie V. Lava	Vice Chairman
Sabina O. Farin	Board Secretary
Emma A. Cornelio	Board Member
Dra. Angelica W. Cruz	Board Member

PUMPING STATIONS		IMPLEMENTATION YEAR
1.	Bambang Purok 1	1958*
2.	Sta. Ana (Dulo)	*
3.	Pitpitan	January 1965
4.	Matungao (Fatima)	March 1969
5.	Bambang Purok 4	1981*
6.	Matungao (Masikap)	December 2001
7.	Perez	October 2001
8.	Pangulang	**
9.	Tibig	July 2002
10	Balubad	**
11	San Nicolas	March 2003
12	Bambang Purok 5	April 2005
13	Matungao (Highway)	August 2010
14	San Jose - NIA Rd.	November 2010
15	Matungoa (Dulong Barrio)	March 2014
16	Sta. Ana (Gardenia)	December 2014

AREAS OF OPERATION

There are **14 Barangays** that are served by BWD as of year 2015 namely:



**ORGANIZATION AND RESPONSIBILITIES
BULACAN WATER DISTRICT
ORGANIZATIONAL CHART**

BOARD OF DIRECTORS



ATTY. ENCARNACION GEMMA M. SANTOS
CHAIRPERSON



ROSALIE V. LAVA
VICE - CHAIRPERSON



SABINA O. FARIN
DIRECTOR-SECRETARY



EMMA A. CORNELIO
MEMBER



DRA. ANGELICA W. CRUZ
MEMBER

OFFICE OF THE GENERAL MANAGER

Bulacan Water District



Engr. ERMELO C. HERNANDEZ
GENERAL MANAGER B
SG - 27



MA. DJHOANA I. ROQUE
SR. WATER MAINTENANCE MAN B
SG - 10

ADMINISTRATIVE & FINANCE DIVISION




ROBINA T. REINGIN
DEPARTMENT MANAGER B
SG-25





EVELYN S. ALFONSO
SENIOR SUPPLY BOFFICER
SG - 16



GIZELA S. DE JESUS
ADMINISTRATIVE SERVICES
OFFICER A
SG - 16

	<p><u>MA. LUCIA V. BIONG</u> CASHIER C SG - 12</p>
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	<p><u>ARNEL A. TINAMBACAN</u> HOUSEKEEPING SERVICES ASST. SG - 6</p>
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	<p><u>SIMPLICIO R. SULIT, JR.</u> ADMINISTRATIVE SERVICES AIDE SG - 4</p>
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COMMERCIAL SERVICES DIVISION



MA. LIZA DJ. DELA CRUZ
DEPARTMENT MANAGER B
SG - 25



AMELITO G. SEVILLA
SENIOR WATER MAINTENANCE
MAN A
SG - 12




JEFFERSON R. VILLANUEVA
CUSTOMER SERVICE ASSISTANT A
SG - 10




ERNESTO C. BURGOS, JR.
WATER MAINTENANCE MAN B
SG - 6

PRODUCTION & ENGINEERING DIVISION

	<p><u>Engr. ANNAVELLE B. ALMARIO</u> WATER MAINTENANCE GENERAL FOREMAN SG - 18</p>
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	<p><u>REGIE S. PERTUBAL</u> WATER RESOURCES FACILITIES OPERATOR B SG - 6</p>
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	<p><u>ALBERTO T. MONTALBO, JR.</u> DRIVER SG - 4</p>
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DUTIES AND RESPONSIBILITIES

The Primary Functions

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

Administrative and Finance Division

Is responsible for general service, and collection & disbursement of funds. It is in-charge of the procurement; assists in the implementation of special projects program. Also responsible for the recruitment and retention of highly qualified employees for the agency.

Is responsible for recording and summarizing of financial transactions, preparation of Financial Reports and Inventory Management. Also responsible for the Budget Preparation and assist in allocation and distribution of budgets as well as monitoring the budget performance.

Commercial Services Division

Provides customer services to the concessionaire/client. Responsible for billing and collection of water sales of the district.

Is responsible for meter reading, billing and collection. Assists in the recording and posting of payments and monitoring of the customer accounts.

Is responsible in attending customer service requests and complaints. Responsible for marketing strategies/program implementation and public information. In-charge in inspection and investigation regarding water service connection. Responsible for the water meter maintenance and disconnection and reconnection of service lines.

Production and Engineering Division

Is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing of major and minor plumbing services. In-charge in water system project implementation and constructions.

Is responsible for the management of water systems maintenance operations; and management of production and water distribution operations.

Is responsible for the pumping operations and water distributions. Monitors the water quality. In-charge for the pumping facilities and maintenance management, gathering and keeping of data analysis.

OPERATIONAL CONTROL AND SUPERVISION

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

1. Regular conduct of staff and committee meetings;
2. Preparation of agenda for Board meeting;
3. Implementation of agency's policies, rules and regulations;
4. Participation in district's activities with other organizations.

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

The Department Manager of **Administrative and Finance Division** shall exercise operational control over the following duties:

1. Preparation of Financial statements;
2. Preparation of statement of Bank Reconciliation;
3. Preparation of Creation, Reclassification and upgrade of Positions;
4. Preparation and updating of PPE Depreciation Schedule;
5. Preparation of Annual budget;
6. Conduct of in-house training;
7. Preparation and release of Payroll;
8. Meet BIR deadlines;
9. Preparation and submission of Alphalist of withholding taxes, annual registration fee & Income Tax Return (ITR);
10. Preparation of Disbursement Voucher;
11. Liquidation of Cash advances;
12. Report of Monthly remittances and loan payment;
13. Preparation and payment of BIR, GSIS, HDMF, Philhealth LWUA)
14. Reports of daily Collection and Deposit;
15. Deposits of cash and check collections;
16. Administration of Petty Cash Fund;
17. Release of checks;
18. Maintenance of 201 files;
19. Submission of SALN;
20. Updating leave records;
21. Preparation and submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit (COA);
22. Quarterly report submission of: "Mamamayan Muna Program" (MMP), Report on Accession; Report on Separation;
23. Issuance of "Acknowledgment Receipt of Equipment" (ARE) Semi expendable and Non-expendable property ;
24. Preparation of Purchase Order/Request;
25. Posting to Phil-GEPS for invitation to bid;

26. Preparation of procurements;
27. Issuance of materials and supplies;
28. Physical count of inventory;
29. Submission of Inspection and Acceptance Report (IAR);
30. Delivery of Documents to outside public.

The Security Guard shall exercise operational control over the following duties:

1. Buildings, facilities and property safeguarded against theft, vandalism, fire and illegal entry
2. Office building sanitized, cleaned and secured

The Department Manager of **Commercial Services Division** shall exercise operational control over the following duties:

1. Processing of Applications for: New water service connections, change name, maintenance & inspection order;
2. Issuance of Official Receipts;
3. Submission of Schedule of Accounts Receivable;
4. Submission of Collection Report;
5. Checking of high water consumption.
6. Water meter relocation;
7. Repair/Calibration of water meter due to blurred, stuck-up or damage;
8. Repair of service line or meter stand pipe leak;
9. Installation of new water service connections;
10. Issuance of water bills (SOA)
11. Issuance of Official Receipts upon collection.

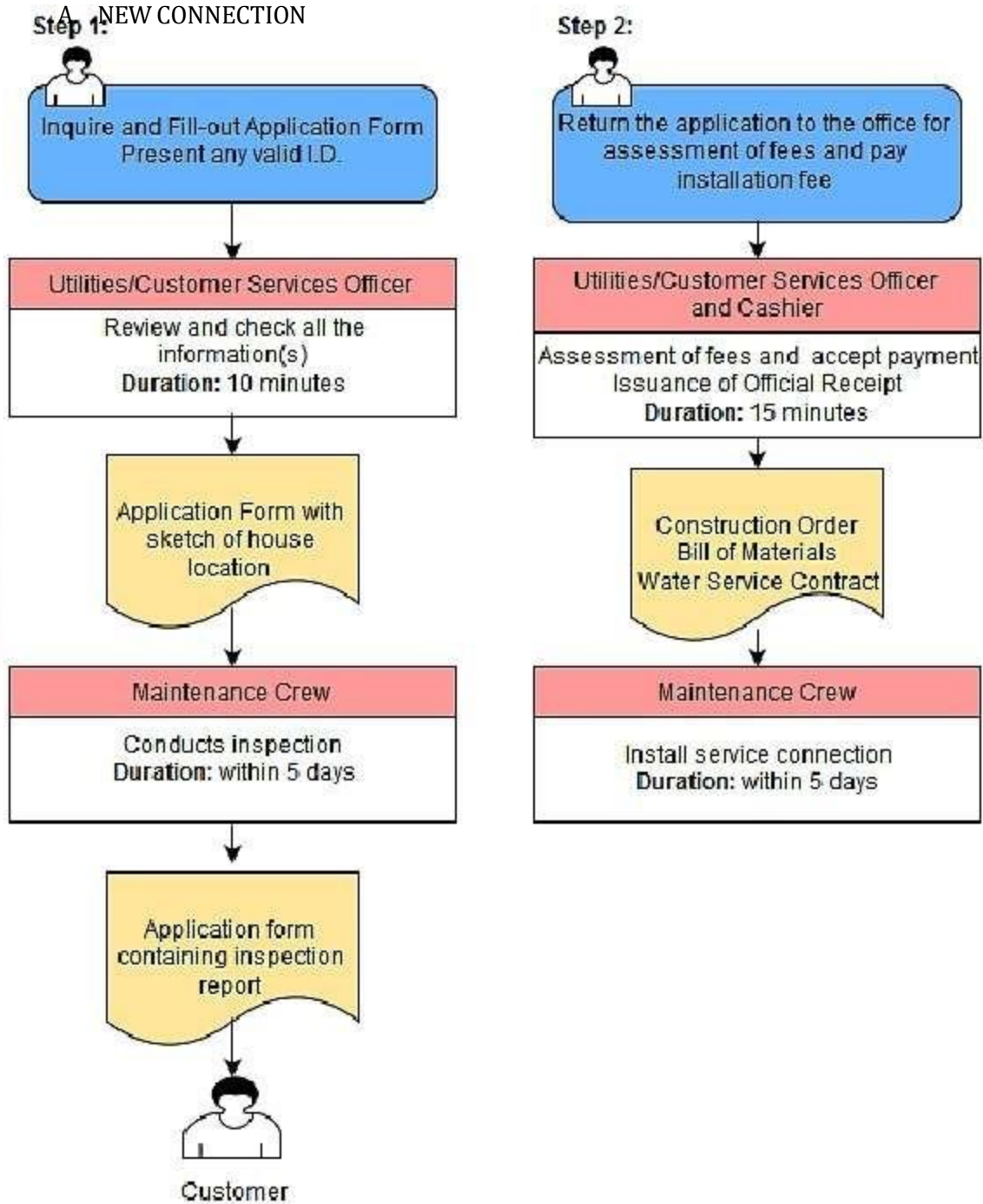
The Water Maintenance General Foreman under **Production and Engineering Division** shall exercise operational control over the following duties:

1. Submission of water samples for Bacteriological Testing & Heterological Plate Count (HPC) to Provincial Health Office monthly;
2. Submission of Chemical and physical testing of water samples from all pumping stations;
3. Submission Summary report on Microbiological Test of water samples to LWUA;
4. Operation of Chlorination equipment;
5. Maintenance of Installation of electrical wiring
6. Operation and maintenance of Generators
7. Repair of the main or distribution line.
8. Conduct of network flushing.
9. Report of Non-Revenue Water (NRW) or Unaccounted water per cubic meter.

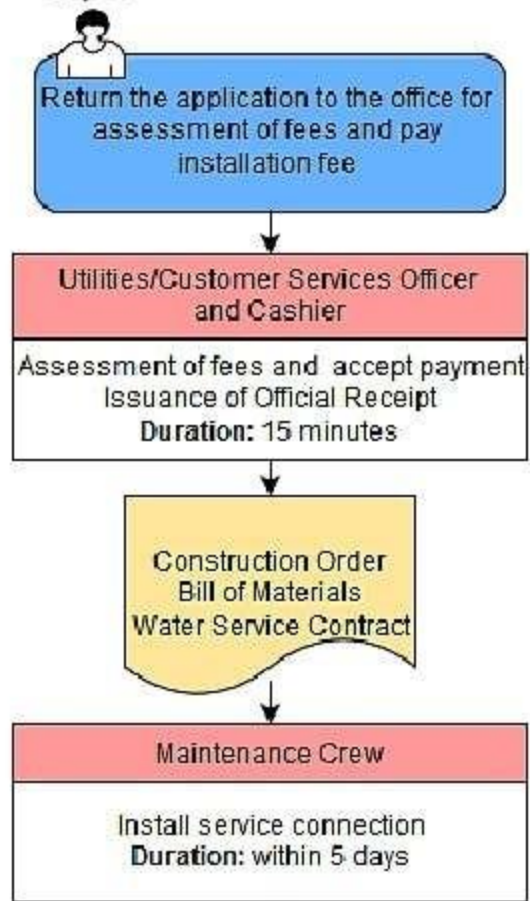
OPERATING PROCEDURES

I. COMMERCIAL SERVICES DEPARTMENT

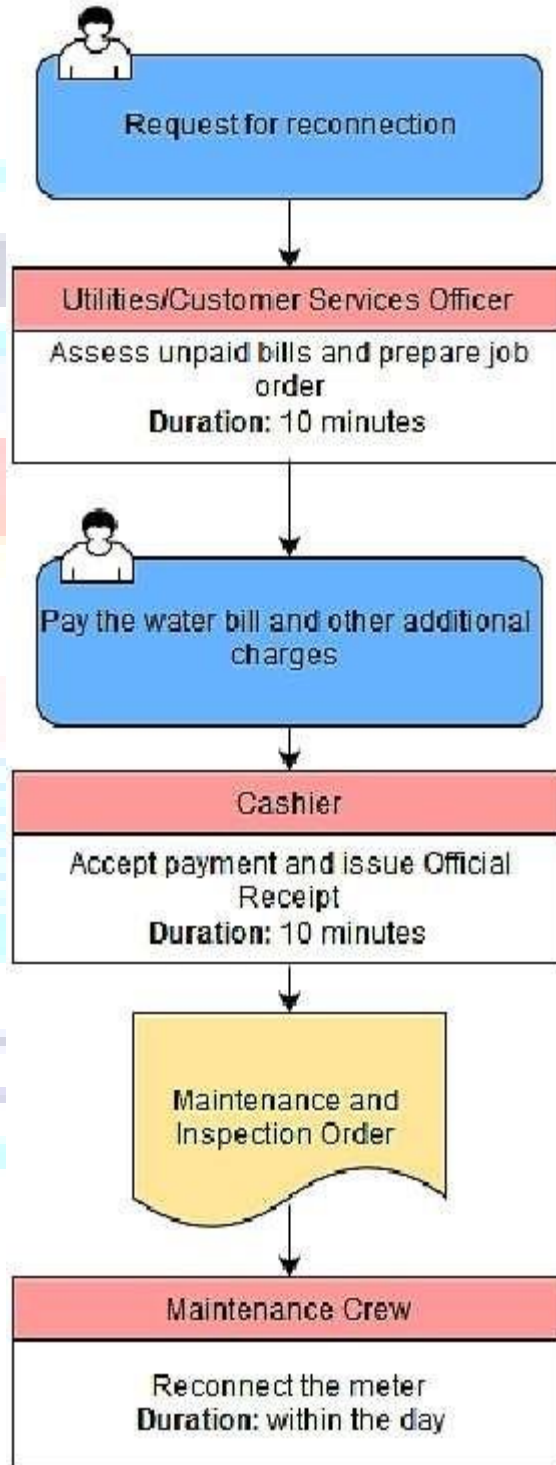
A. NEW CONNECTION



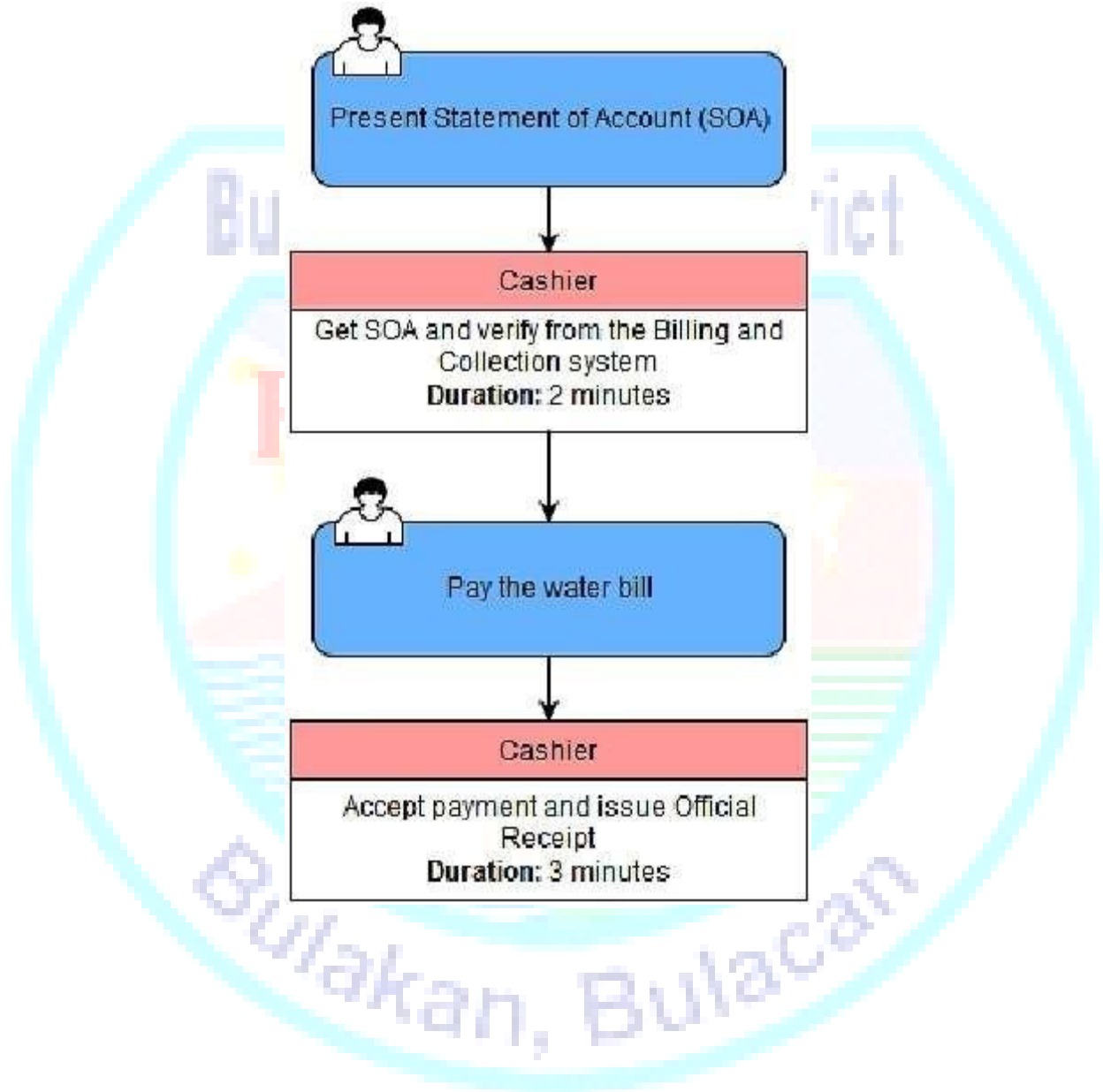
Step 2:



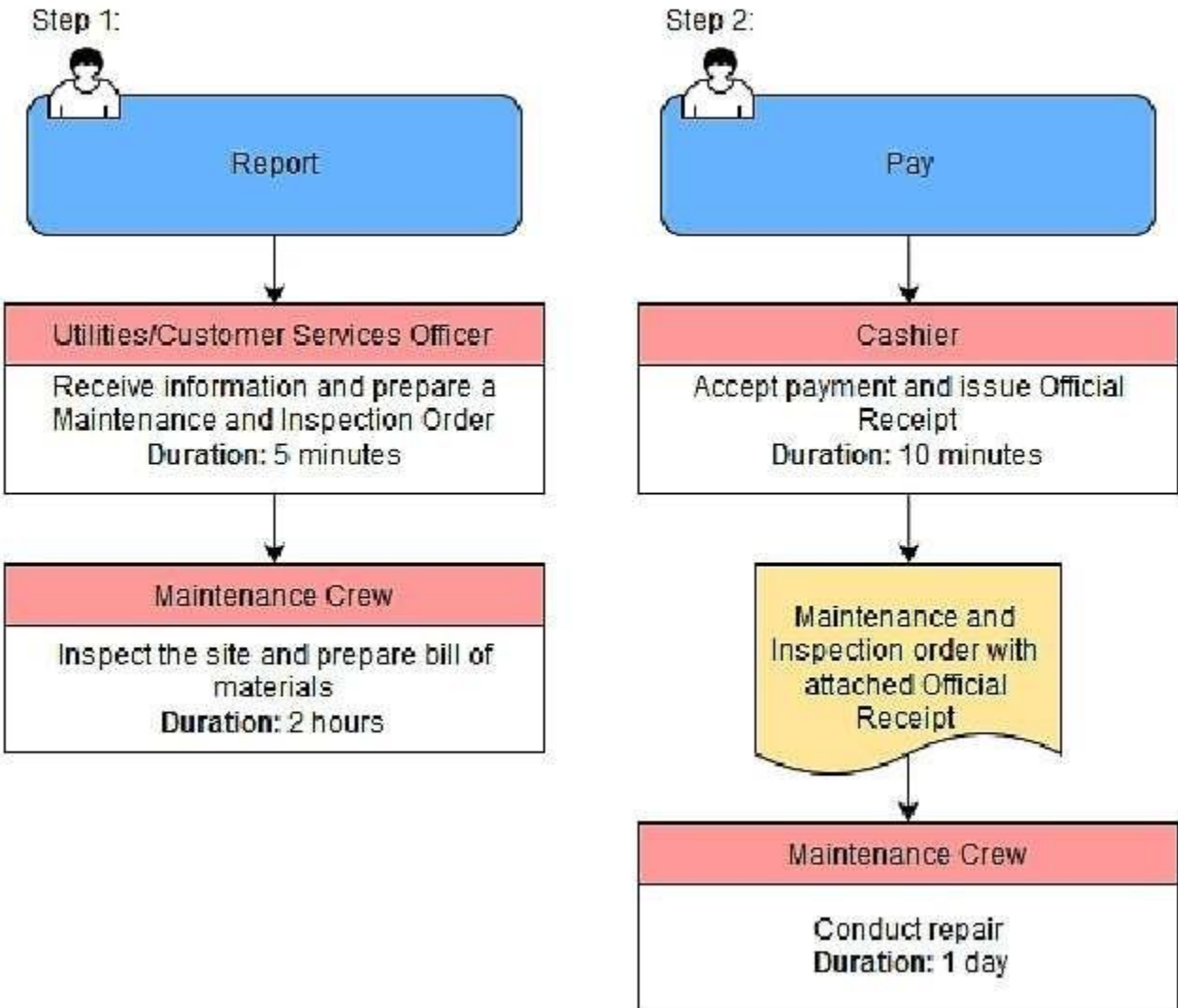
B. RECONNECTION OF DISCONNECTED LINES



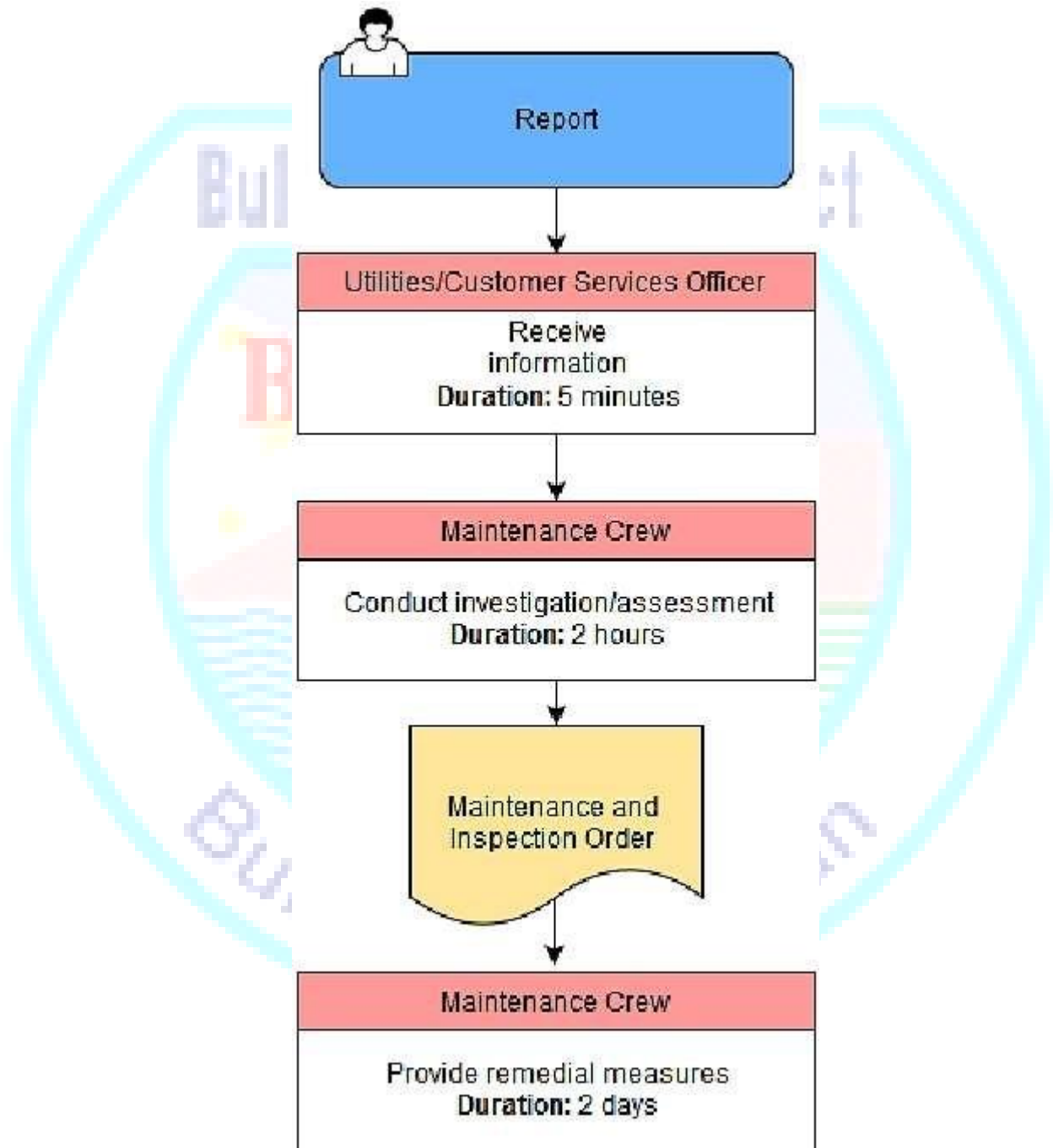
C. PAYMENT OF WATER BILLS



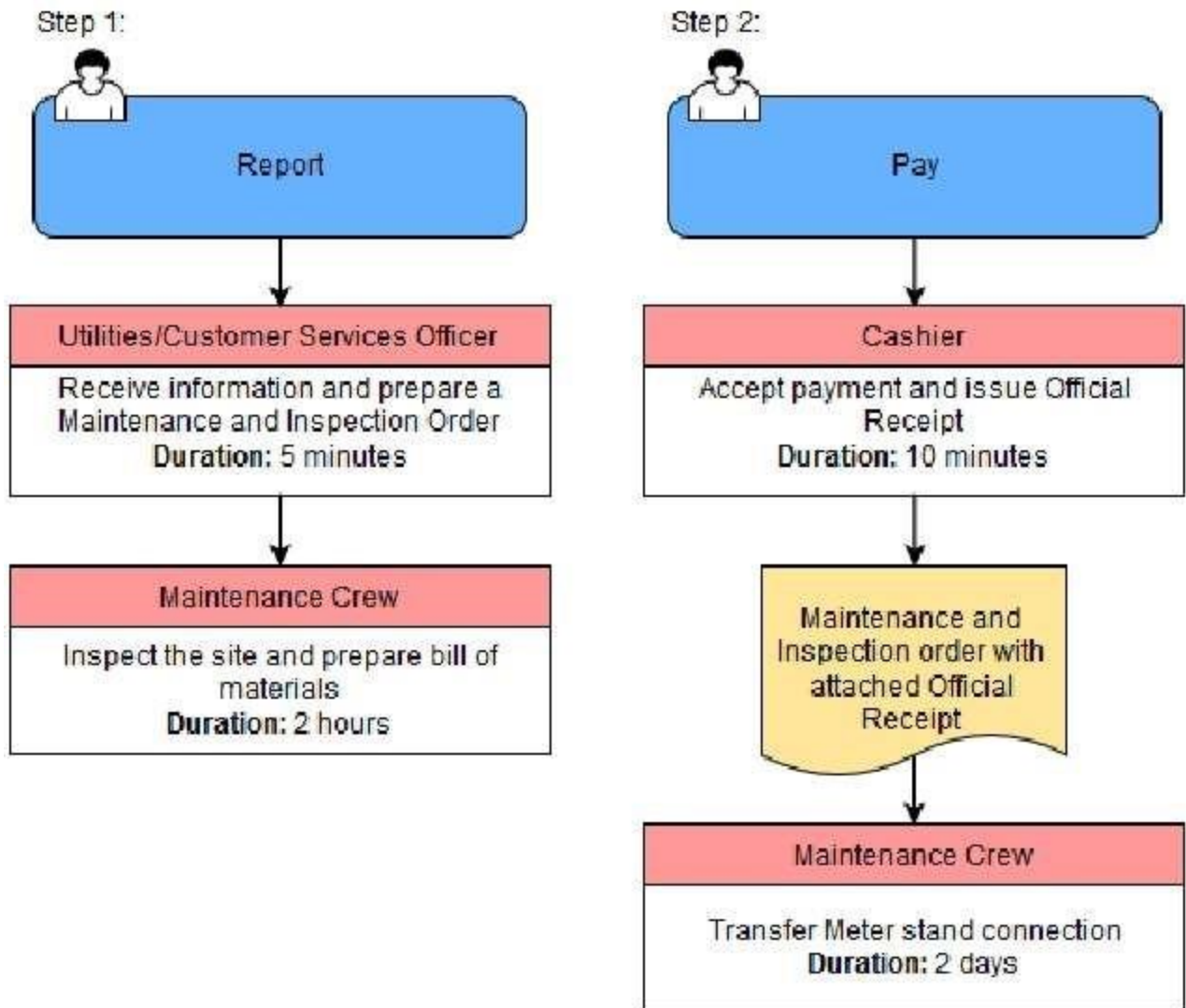
D. COMPLAINTS ON LEAKS



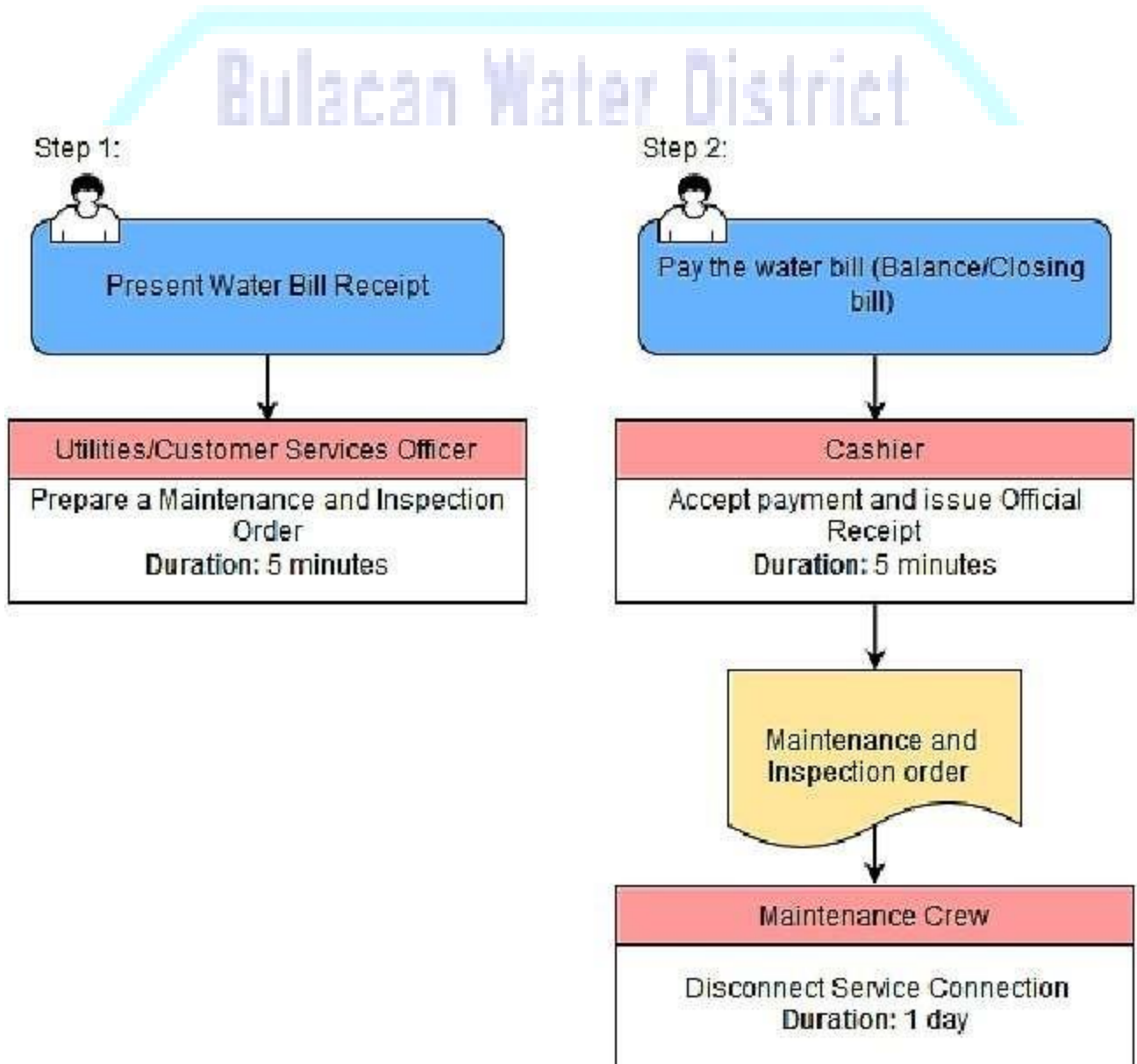
E. COMPLAINTS IN LOW PRESSURE/ HIGH CONSUMPTION



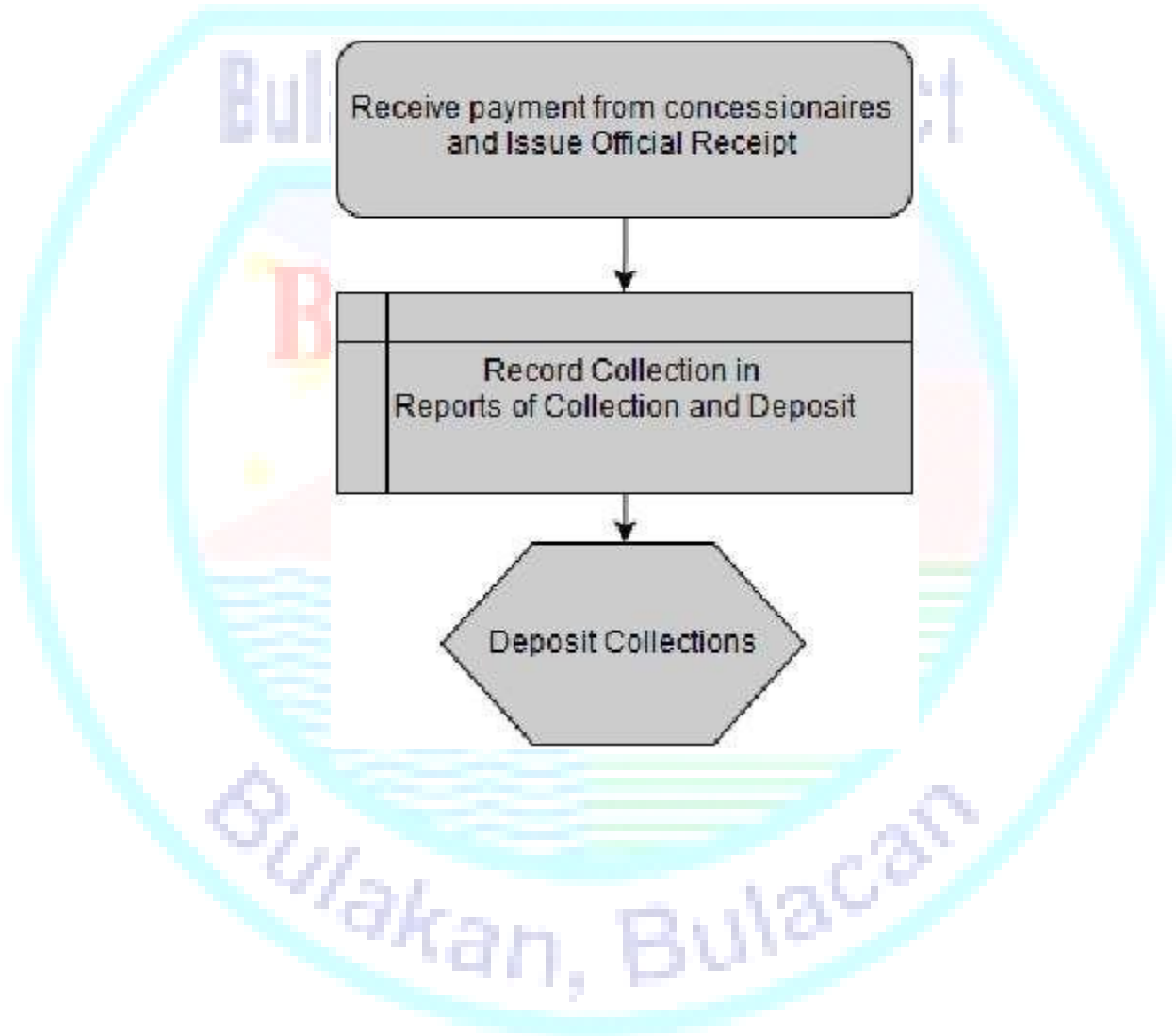
F. TRANSFER OF LINE/RELOCATION OF WATER METER



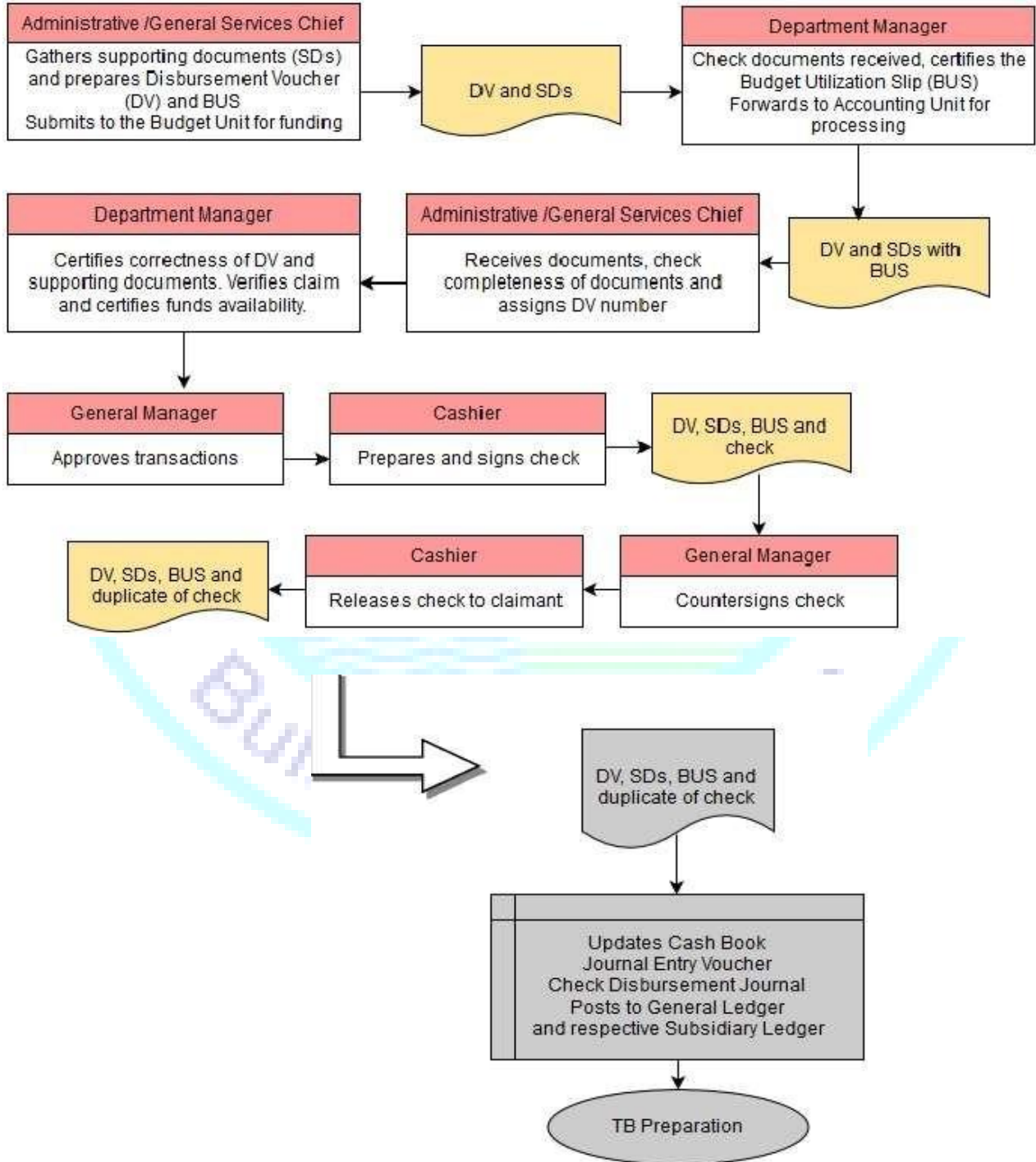
G. REQUEST FOR VOLUNTARY DISCONNECTION



II. RECEIPTS AND COLLECTION PROCESS

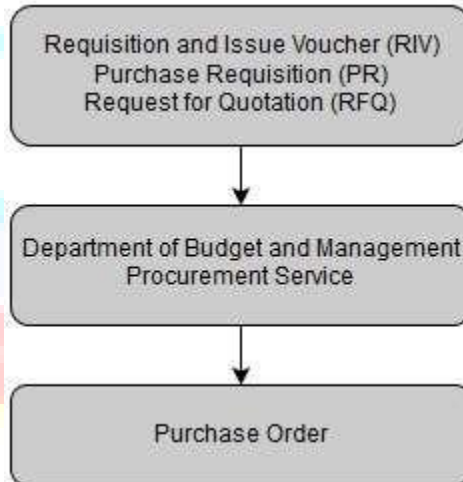


DISBURSEMENT PROCESS



PROCUREMENT PROCESS

OFFICE SUPPLIES



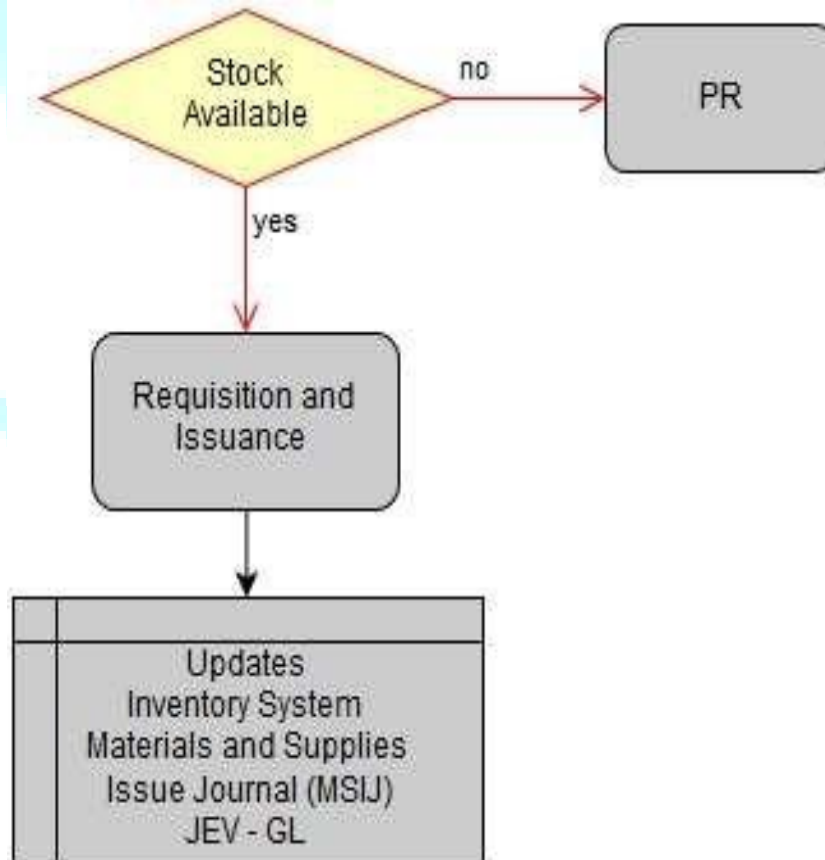
MERCHANDISE



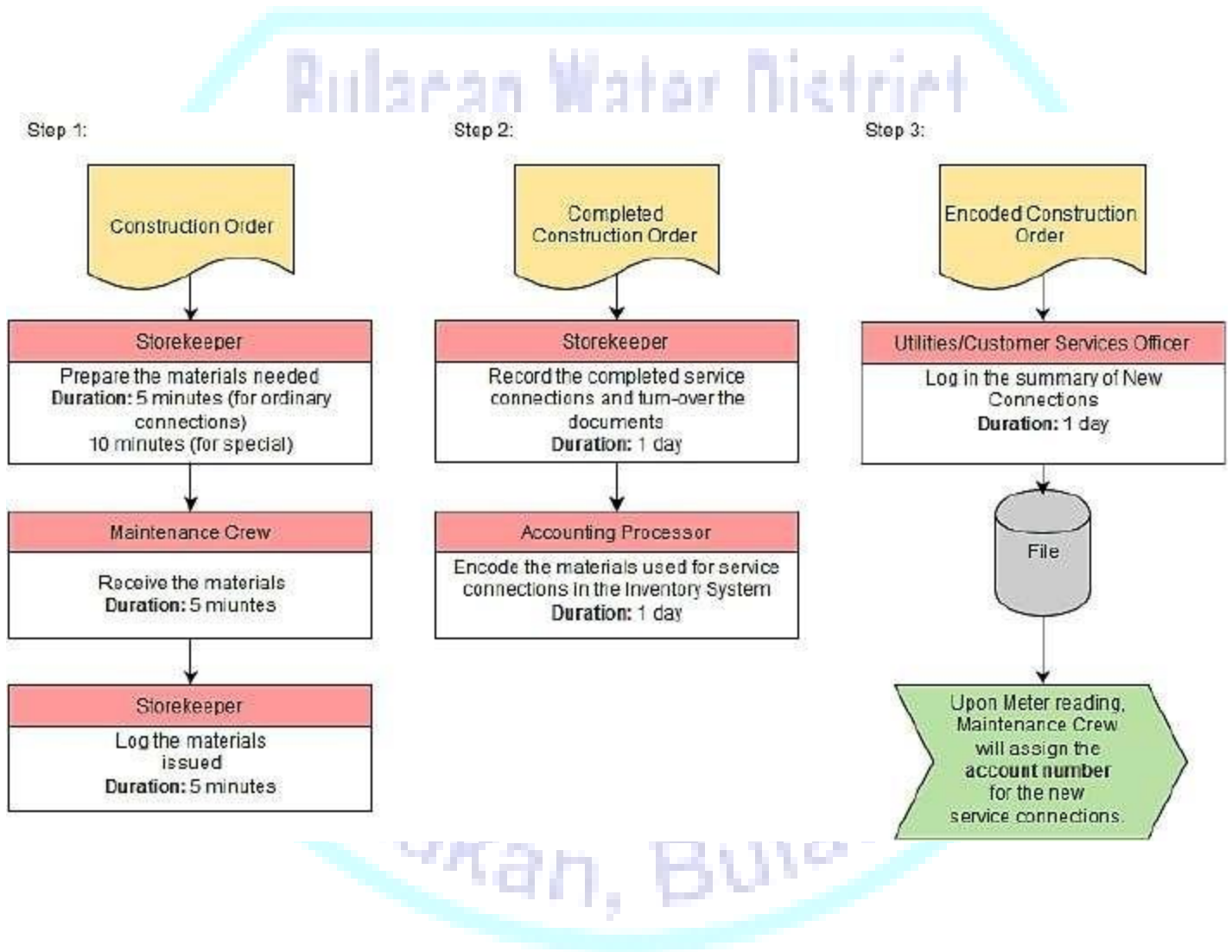
RECEIPT OF DELIVERIES OF INVENTORY



ISSUANCE OF OFFICE SUPPLIES



ISSUANCE OF NEW SERVICE CONNECTION MATERIALS



Reference:

Department of Budget and Management (2011). *Revised Local Water District manual on categorization, re-categorization and other related matters (LWD – MaCRO)*. Retrieved October 5, 2015 from http://www.lwua.gov.ph/wd_classification/Revised-Local-Water-District-Manual-MaCRO.pdf



FEEDBACK FORM
(PANANAW O PUNA)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

(Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring itsek lamang ang kahong naaayon.)

COMPLIMENT COMPLAINT SUGGESTION

Person(s)/Unit Office Concerned or Involved:

(Mga) Tao/ Pangkat/Tanggapan na may Kinalaman sa Papuri, Reklamo, o Mungkahi

Facts or Details Surrounding the Incident:

(Kaganapan o Detalyeng Bumabalot sa Pangyayari)

(Please use additional sheet/s, if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

NAME (Optional): _____ OFFICE/AGENCY: _____
(PANGALAN) (TANGGAPAN/AHENSYA)

ADDRESS: _____ Contact Numbers (if any): _____
(TIRAHAN) (TELEPONO)

EMAIL ADDRESS (if any) _____ SIGNATURE: _____ DATE: _____
(LAGDA) (PETA)



BULACAN WATER DISTRICT