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### RECRUITMENT PROCEDURE

#### I. OBJECTIVE

The procedure contained herein is applicable for the efficient recruitment of competent personnel for the position.

#### II. SCOPE

The procedure covers the entire recruitment process of the Water District

### **III. RESPONSIBILITY AND RESOURCES**

General Manager

Personnel Selection Board (PSB) Members

**ADepartment Managers** 

**Division Managers** 

Concerned Personnel/Applicant

Industrial Relations Management Officer – A

Supervising Industrial Relations Officer -

Supervisors

Civil Service Commission (CSC)

#### IV. DEFINITION OF TERMS

**Civil Service Commission (CSC)** – attests appointment of government personnel **Plantilla of Personnel (POP)** – contains the available and filled up positions in a government agency

**Qualifications Standards (QS)** – minimum requirements or basic standards to be met by the applicant

**Personnel Selection Board (PSB)** – Screening Committee within the organization **Merit Selection and Promotion Plan (MSPP)** – Basis for the recruitment and selection process of a government agency

**Appointment** – is the act designation by the executive officer, board or body to whom that power has been delegated, of the individual who is to exercise the functions of a given office

**Appointing Authority** – has full supervision and control of the maintenance and operation of Water District facilities, with power and authority to appoint all personnel of the district **Republic Act (RA) 7041** - (Publication Law) requires that vacancies in the government should first be announced to the public thru the Civil Service Commission Bulletin of Vacant Positions before they can be filled to provide transparency and promote equal opportunity in hiring personnel

#### V. REFERENCE DOCUMENTS

Merit Selection and Promotion Plan (MSPP), Human Resource Management Plan, DBM approved Plantilla of Personnel, RA 7041 (Publication Law)

### **VI. RECORDS GENERATED**

CSC Bulletin of Vacant Position, 201 files, Applicants Profile, PSB Rating, duly attested Appointment Form, Office Order, Notice of Termination of Service, Individual Performance Commitment and Review (IPCR)

Prepared by:	<b>HUMAN RESOURCES DIVISION</b>	Approved by:	STELLA M. GONZALES,MPS
	Process Owner		General Manager

# **RECRUITMENT PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Request for additional manpower	1.Division Manager shall make a request for additional manpower for his division.  2. Except for Management initiated hiring proceed to step 2.	Manpower Request Form for New entrant only/Job Order and shall emanate from Department Managers	Concerned Division	Manpower Request Form (FM-AHR-01)
2	Approved?  YES  FIlling up of Vacant Positions  B	2. Identify status of employment:  2.1.1 For Job Order hiring, prepare Job Order Contract for GM's approval  2.1.2 For casual hiring, process Casual Appointment for GM's approval  2.1. 3- For Promotion:  2.2 Position subject for publication:  Prepare bulletin of vacant positions duly signed by the General Manager and submit to CSC for posting in the CSC Bulletin.  2.3 Post in 3 conspicuous places in the office premises CSC duly published Bulletin.	In accordance to RA 7041 (Publication Law)	IRMO-A	Job Order Contract for Personnel with Manpower Request Form (FM-AHR-24) w/ (FM-AHR-01) Casual Appointment  CSC Bulletin of Vacant Positions (FM-AHR-04)

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No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
3	Declaration of Vacant Position	3. Office Order declaring the positions vacant and open for application with timeline	Minimum Requirement in the Qualification Standards are met	General Manager	Office Order (FM-OGM-07)
4	Are there applicants?  YES  Receive Application letters	<ul><li>4.1 If no, report shall be submitted to the Office of the General Manager</li><li>4.2 If yes, shortlist of applicants shall be prepared.</li></ul>	Application letters must be submitted within the prescribed period  Based on CSC Qualification Standards  Based on Civil Service Commission (CSC) Resolution No. 051257 dated October 15, 2005	SIRMO-A	Application letter Personal Data Sheet (FM-AHR-05)
5	Endorse shortlisted applications	5. Endorse to the General Manager shortlisted applications with application letter and Personal Data Sheet		SIRMO-A	Applicants' Profile

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No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
6	Issue Office Order	6. Office Order endorsing the shortlisted applications to the Personnel Selection Board (PSB) for screening with timeline		General Manager	Officer Order (FM-OGM-07)
7	Screening of Applicants	7.1 Issue Memorandum to the PSB members to convene 7.2 Screening of applicants 7.3 Written examinations & Interview depending on the required criteria fit to the position	CSC Approved Merit Selection and Promotion Plan (MSPP)  Passing Final Rating of 75%  For Sole Applicant- attach PSB Certification of Sole applicant based on CSC MC 18- s 2016	7.1 PSB Chairman	
8	Did the applicants pass the PSBscreening? NO YES  Submit Screening Results  D	8. 1 If yes, the PSB will submit the screening results to the Appointing Authority (General Manager)  8.2 If no, a letter will be prepared notifying the applicant that he/she did not met the Qualification Standards and the minimum requirement set for the particular vacant position	Results of PSB screening duly signed by all PSB members will be submitted to the GM one month before the expiration of the 6 months' period.	PSB Chairman	PSB Screening Result

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No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
9	Issue Office Order	9.1Issuance of Office Order for the Final Panel Interview GM's level  9.2 Final screening may or may not be required by the General Manager thru an issuance of Office Order	A screening maybe varied in terms of frequency and mode based on discretion of the General Manager	General Manager	Office Order (FM-OGM-07)
10	Issue Appointment	10.1 Issuance of Office Order for the appointment and assumption to duty of appointed applicant      10.2 Direct Managers will schedule orientation upon receipt of Office Order.	10.1Based on Civil Service Commission (CSC) Resolution No. 051257 dated October 15, 2005 10.2 Job description, Quality Policy, Office Rules and Regulations	10.1 General Manager 10.2 Direct Division Managers	
11	Process Appointment paper and supporting documents	11.1 Prepare appointment and other supporting documents 11.2 Secure signatures of the PSB Chairman, IRMO-A, concerned personnel, Supervisors and General Manager	Based on CSC Checklist of Appointment Documents	11.1. IRMO-A	Appointment Documents

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No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
12	Submit to the Civil Service Commission Office	12. Forward to CSC Office all appointment documents for attestation	Within 30 days from effectivity date with complete supporting documents	IRMO-A	
13	File CSC attested Appointments  Competent Personnel  END	13.1 Get CSC attested appointments 13.2 Furnish concerned personnel copy of their attested appointments for their file 13.3 File CSC attested appointments to employees 201 file		IRMO-A	201 File (CSC KSS Porma Blg. 33) (FM-AHR-09)

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#### TRAINING PROCEDURE

#### **OBJECTIVE**

To send personnel to trainings based on competency need.

#### II. SCOPE

All personnel

#### III. RESPONSIBILITY AND RESOURCES

General Manager Personnel Development Committee **Department Managers Division Managers** SIRMO-A IRMO-A Concerned personnel

#### IV. DEFINITION OF TERMS

**Training** - a process by which someone is taught the skills that are needed for an art, profession, or job

Itinerary of travel - a detailed plan for a journey, especially a list of places to visit; plan of travel with estimated budget of per diem and other expenses.

**Travel Order**–a document that signifies the authority to travel of the listed personnel.

Re-echo—an activity in which the attendee of training conducts a similar or shorten version of the information or recap of the information gained in the attended training or seminar

Personnel Development Committee (PDC) – the committee which assesses the training needs of the employees

#### V. REFERENCE DOCUMENTS

**CSC EO 292** 

#### **VI. RECORDS GENERATED**

List of training needs, Travel Order, Itinerary of travel, Memorandum, Attendance Sheet, Certificate of Participation/ Attendance

Prepared by:	HUMAN RESOURCES DIVISION	Approved by:	MS. STELLA M. GONZALES,MPS
	Process Owner		General Manager

# TRAINING PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Issue Memorandum to Division Managers	1.1 Issue Memorandum to Division Managers at the second quarter of the year to prepare a list of trainings for the ensuing yearbased on Training Needs Analysis conducted to personnel under their respective Divisions	Training Needs Analysis Form	PDC Chairman	PDC Memorandum
2	Receive individual training proposals from managers	2.1 Receive individual training proposals from division managers on or before July of the year.		Personnel Development Committee	Training Needs Analysis (FM-AHR-54)
3	Formulation of Annual Training Plan	3.1 PDC will convene on or before August 15 of the year and discuss the proposed training needs and actual needs of personnel.(In coordination with Human Resource Office as facilitator or responsible unit)  3.2 "PDC Shall submit Training Plan during the second quarter of the year or before formulation of SBP or COB"	3. Criteria prioritization must consider the following; 3.1 Knowledge 3.2 Skills 3.3 Attitude 3.4 Corporate Operating Budget	PDC Committee	Annual Training Plan (FM-AHR-36)

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# TRAINING PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Endorse Annual Training Plan for approval	5.1 Endorse Annual Training Plan for final approval on or before September 15 of the year	Annual training plan within Corporate Budget	PDC Chairman	
6	Approved Annual Training Plan for implementation	<ul><li>6.1 Once ATP will be approved, AHR Office will monitor the implementation and conduct of regular evaluation.</li><li>6.2 Regular evaluation of conducted training must be based on training effectiveness evaluation form.</li></ul>	Within the Corporate Budget  Conduct Re-echo after the training participated	SIRMO-A	Approved Annual Training Plan (FM-AHR-36)  Training Effectiveness Evaluation (FM-AHR-55)

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### ALTERNATIVE PROCUREMENTPROCEDURE

#### **OBJECTIVE**

This procedure defines the process flow used for effective and efficient procurement through alternative mode of procurement procedure.

#### II. SCOPE

**External Procurement Transaction** 

#### III. RESPONSIBILITY AND RESOURCES

Requisitioner, Procurement Assistant, Administrative Services Officer – A, Administrative Services Chief – D, Division Manager, Department Manager, Assistant General Manager, General Manager, Suppliers

#### IV. DEFINITION OF TERMS

Annual Procurement Plan (APP) - the requisite document that the agency must prepare to reflect the necessary information on the entire procurement activities that it plans to undertake within the calendar year.

Project Procurement Management Plan (PPMP) - refers to a procurement plan to a specific program/project/activity (PAP) of the agency.

Purchase Request (PR) - form used in notifying the Procurement-in-charge of the item needed to be purchased.

Job Order (JO) - form used in notifying the Procurement-in-charge of the services needed by the

Request for Quotation (RFQ) - pro-forma canvass together with the terms and conditions of sale, and shall deliver/serve the same to the identified direct supplier

Bids and Awards Committee (BAC) - Refers to the Committee established inaccordance with Rule V of IRR of 9184.

Abstract of Bids (AOB) - form in which the bids of the three suppliers are listed and basis for the BAC Resolution in awarding of the winning bidders.

Notice of Award (NOA) - form in which a bidder/supplier is notified that a certain PR/JO is awarded to them

Notice to Proceed (NTP) - form in which the agency notifies the bidder/supplier to proceed with the contract with the agency specifying the number of days that materials or services shall be served.

Purchase Order (PO) - The Purchase Order shall be used to support purchase of equipment. supplies and materials, etc.

#### V. REFERENCE DOCUMENTS

RA 9184

#### VI. RECORDS GENERATED

Logbook, File Copy, Soft Copy of files

Prepared by:	HUMAN RESOURCES DIVISION	Approved by:	STELLA M. GONZALES, MPS	
	Process Owner		General Manager	

# ALTERNATIVE PROCUREMENT PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Receive Approved PR/JO for Request For Quotation (RFQ)	Record and Prepare Request for Quotation (RFQ) based on approved PR/JO	1.1 Ensure that the terms and conditions are specified in the RFQ  1.2 For items that requires sample and sketches during canvass, requisitioner must directly coordinate to the Procurement Unit.	Admin. Services Chief B	PR/JO Record Book (FM-AHR-42)
2	Serve canvass/ RFQs to suppliers	<ul> <li>2.1 Secure RFQ from at least 3 suppliers.</li> <li>2.2 If procurement involves office supplies, secure certificate of Availability of items from DBM</li> <li>2.3. For sole distributor suppliers, secure Certificate of Sole Distributorship</li> </ul>	1.RA 9184 2. There must be at least three complying bidders 3. All RFQs or canvass must be completed during permissible period a. Local – 3 days b. Regional – 5days c. National – 10 days	Procurement Assistant A	Accredited Suppliers List (FM-AHR-56)
3	Endorse to BAC	3.1 PR and Job Order with complete RFQs will be endorsed to BAC  3.2 BAC will record date, time and attachments of PR and JO with canvass or RFQs	All PR/JO must have at least 3 complying bidders	BAC Secretary	
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# ALTERNATIVE PROCUREMENT PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	BAC Evaluation and Award	4.1 Endorsed JO/PR with canvass/RFQs will be evaluated  4.2 Resolution and AOB will be endorsed for approval	RA 9184	BAC	BAC Resolution and AOB
5	Preparation of Purchase Order, NOA, NTP	5. Receives AOB for Purchase Order preparation	Strictly observe the following: 1. completeness of documents 2. complete signatories 3. terms and conditions 4. accuracy of amount reflected in the AOB 5. Duly filled up PO Form	ASO-A	
6	Endorse PO, NOA and NTP for approval	6. Ensure that prepared PO is recorded, processed and validated by Department Manager of FSD for GM's approval	PO must be prepared within 24 hours after receipt of approved AOB	ASO-A	PO, NOA & NTP Record Book (E-copy) (FM-AHR-44)
7	Serve approved PO, NOA and NTP	7.Sorting of approved PO, NOA and NTP whether local, regional and national and served to concern suppliers or contractor	Served PO, NOA, NTP within the following prescribe period: a. Local – 3 days b. Regional – 5 days c. National – 10 days	Procurement Assistant B	

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#### WAREHOUSING PROCEDURE

#### **OBJECTIVE**

This procedure emphasizes on the proper storage and issuances of stock of the Metro Kidapawan Water District.

#### II. SCOPE

All common used supplies/stocks. Inventory materials

#### **III.RESPONSIBILITY AND RESOURCES**

Storekeeper, Supply Officer A Requester/End-user

#### IV. DEFINITION OF TERMS

Warehousing - refers to the activity of storing goods, materials, in an orderly and systematic manner, ensuring its availability when requested.

Purchase Request (PR) - form used in notifying the Procurement-in-charge of the item needed to be purchased.

**Stock Card** – form filled up for updating the in and out of the items from the warehouse.

**Bin Card** – form filled up in updating the in and out of the items. (E-copy)

Inspection and Acceptance Report (IAR) - the form which states the actual items inspected by the Inspection Team notifying the conformance of the quality and quantity to the indicated specifications made by the requester.

Requisition and Issuance Slip (RIS) - form used by the requisitioner for withdrawal of goods/supplies/property duly approved by the Division, Department, and Asst. General Managers.

Return Material Slip (RMS) - form used in returning materials or supplies to the warehouse.

**Return to Supplier Report** – is a report prepared whenever there are findings of defect or non-conformance of delivered items with the set specifications.

#### **II. REFERENCE DOCUMENTS**

New Government Accounting System (NGAS) Manual - Volume 1

#### **III. RECORDS GENERATED**

Requisition and Issuance Slip, Return Material Slip, Inspection and Acceptance Report, Stock Card, Return to Supplier Notice, Bin Card, SMS Logbook...

Prepared by:	GENERAL SERVICES DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **WAREHOUSING PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	START  Facilitate Deliveries	1.1 Receive items delivered based on Purchase Order (PO), Notice of Award (NOA) and Notice to Proceed (NTP) 1.2 Inform the end user, Inspectorate Team thru SMS about the delivered items. 1.3 Schedule for joint inspection 1.4 Prepare Inspection and Acceptance Report (IAR) 1.5 After inspection, IAR will be signed by concerned inspectorate team	1. Inspection will be conducted by: a. COA Representative b. End-user or representative c. Official Inspectorate Team created by virtue of office order  2. Unless IAR will be signed by concerned signatories all materials delivered can be subject for replacement for non-compliance to required specifications  3. SMS record book must be maintained for recording purposes. 4. Partial deliveries only allows procurement above P 100,000.00	Supply Officer A	Purchase Order (FM-AHR-07) SMS Record Book (FM-GSD-01) Inspection and Acceptance Report (FM-GSD-02)
2	Did the delivered items conform to the minimum requirement?	2.1. Check received items. 2.2. If the delivered items conformed to the minimum specification, proceed to store the items delivered.	Conformance to the Terms and Reference and specifications of all items requested.	Supply Officer A	
3	YES  Prepare Return to Supplier Notice  End	3.1 If the items did not conform to the minimum requirements, prepare Return to Supplier Notice 3.2 Inform Procurement Assistant B		Supply Officer A	Return to Supplier Notice
4	Store received items in the warehouse	4.1 Encode the items received in the bin card and stock card 4.2. Store received items in the warehouse. 4.3. Sorting of delivered items according to classification	Stocks properly arranged on the designated areas according to classification	Supply Officer A Store Keeper	Bin card (e-copy) (FM-GSD-03) Stock Card (FM-GSD-04)
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# **WAREHOUSING PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	A	<ul> <li>a. Project materials</li> <li>b. Maintenance materials</li> <li>c. Common-use <ul> <li>c.1 Office supplies</li> <li>c.2 Materials for other purposes</li> </ul> </li> </ul>	All items reflected in the approved IAR must be accounted and recorded in the bin card and stock card.	Storekeeper	Bin card (e-copy) (FM-GSD-03) Stock Card (FM-GSD-04)
5	Releasing of Items	5.1 For non-project materials, approved RIS with liquidation report is a must.  5.2 For project materials, return materials slip shall be executed with attached materials utilization report.  5.3 Update the Stock Card  5.4 Update Bin Card	Except for project materials, all other items require liquidation report.	Supply Officer A Storekeeper	Requisition Issuance Slip (FM-GSD-05)  Return Materials Slip (FM-GSD-07)  Bin card (e-copy) (FM-GSD-03)  Stock Card (FM-GSD-04)
6	Are there any excess or unutilized materials?				

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# WAREHOUSING PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
7	Prepare Returned Materials Slip	7.1 Endorse Return Materials Slip to the Supply Office.	7.1 All unused maintenance materials must be returned to the Supply Office	Supply Officer A Storekeeper	Return Materials Slip (FM-GSD-07)
8	Store Returned materials in the ware house	8.1 Store the received items based on the submitted RMS		Storekeeper	Return Materials Slip (FM-GSD-07)
9	Update Bin Card and Stock Card	9 Update Bin Card and Stock Card per RMS.	Updating of Bin card and Stock card must be within 24 hours.	Supply Officer A Storekeeper	Bin card (e-copy) (FM-GSD-03) Stock Card (FM-GSD-04)

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### INVENTORY CONTROL PROCEDURE

#### I. OBJECTIVE

To ensure that the inventory items are in a proper place and the actual count is tally to the Bin Card.

#### II. SCOPE

All Office Supplies, Laboratory Supplies, Materials & Fittings.

#### **III. RESPONSIBILITY AND RESOURCES**

Senior Supply Officer A

#### IV. DEFINITION OF TERMS

**Bin Card**- is used to record a running balance of stock on hand, in addition to information about stock received and notes about problems associated with that stock item.

Inventory- the activity of checking a warehouse's stocks

**Book Balance**- describes the amount of money available before any adjustments have been made.

#### V. REFERENCE DOCUMENTS

Computer Generated Physical Count Inventory Sheet.

#### **VI. RECORDS GENERATED**

Printed Reconciliation Report per Actual Count & Book Balance.

Prepared by:	GENERAL SERVICES DIVISION	Approved by:	STELLA M. GONZALES, MPS	
	Process Owner		General Manager	

# **INVENTORY CONTROL PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Observe cut-off period for inventory purposes	Every last three working days of the month is the cut-off period for all supplies subject for inventory.	1. 100% of the transaction as to in & out of supplies must be posted & printed within the cut-off period as baseline data for the conduct of inventory.  2. COA Training Handbook on Property and Supply Mgt. System will serve as a guide in the conduct of inventory. (Page 82)	Supply Officer A	Bin card (e-copy) (FM-GSD-03) Stock Card (FM-GSD-04)
2	Printing of Physical Inventory Sheet	Printing of Physical Inventory Sheet based on classification.		Supply Officer	Physical Inventory Sheet (FM-GSD-21)
3	Generate Inventory  Not Approved  Prepare Request for Review Approved  END	3. Conduct Physical Count of items	3. Bin card, Stock card and Actual Count must be tallied.	Supply Officer A	Bin card (e-copy) (FM-GSD-03) Stock Card (FM-GSD-04)

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# **INVENTORY CONTROL PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Reconcile records of Physical Inventory Sheet against actual counts	4.1. Conduct Physical count per item 4.2. Come up monthly Stock Master List Report 4.3. Identify items with discrepancy as to quantity and cost. 4.4 Request for Inventory Adjustment Memo duly justified and approved. 4.2 Prepare Inventory Adjustment Memo 4.3 Print final Stock Master List	All physical count will be conducted with the presence of SICO.     Administrator will initiate its adjustment	4. Supply Officer A	Reconciliation per Book and Actual Count (FM-GSD-17) Inventory Adjustment Memo (FM-GSD-20) Stock Master List Report (FM-GSD-16)

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### SECURITY PROCEDURE

#### I. OBJECTIVE

To maintain law and order, safeguard and protect MKWD properties, officers, employees, visitors and the public inside the premises.

#### II. SCOPE

General plant, facilities, employee and the public inside MKWD vicinity.

#### III. RESPONSIBILITY AND RESOURCES

Department Manager AHRD

**Division Manager GSD** 

General Services Chief - B

Security Agency

**Security Guards** 

#### IV. DEFINITION OF TERMS

**Security Records Book**—official records book for a systematic daily or hourly record of activities, events and occurrences.

**MOA** – Memorandum of Agreement between the security agency and MKWD citing the scope of its duties and mutual responsibilities to meet the agreed objective.

### V. REFERENCE DOCUMENTS

Security Services Contract and Memorandum of Agreement

#### VI. RECORDS GENERATED

**Incident Reports** 

Visitor's Logbooks,

Security Logbooks

Security Guards Roving Logbook

Security Monitoring Report

Prepared by:	GENERAL SERVICES DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **SECURITY PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Request for outsourcing of Security Services	Prepare Job Order and approval of outsourcing of security services	Enlistment of Pre-hiring conditions and requirements	Division Manager	Proposal for outsourcing of services Job Order (FM-GSD-15)
2	Hiring of Security Services	2.1 Endorse approved job Oder with approved proposal to BAC for bidding on security services.	RA 9184 Annual Procurement Plan		Contract
3	Scheduling of duty for Security Guard on each respective area of assignment  B	3.1 Conduct orientation to every Security Personnel on office and security Protocols  3.2 Ensure provision of equipment and communication gadgets.  3.3 Observe the basic protocol in terms of security and protection measures	All facilities, sources and offices must be secured on a 24/7 basis.	Division Manager	Contract Security Guard's Profile

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# **SECURITY PROCEDURE**

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No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information			
4	Implementation of the assigned duties and responsibilities  C	<ul> <li>4.1 Employees and Visitors access to MKWD premise:</li> <li>4.1.1 Employees and visitors record book;</li> <li>4.1.2 Gate pass slip and under time slip;</li> <li>4.1.3 Security Record Book hourly monitoring of MKWD employees in and out and any other observations;</li> <li>4.1.4 Visitor's ID;</li> <li>4.1.5 For private vehicles, the security guard must verify the persons inside the vehicle and ask for their purpose before letting them inside MKWD premises;</li> <li>4.2 MKWD Motor Vehicles/Equipment</li> <li>4.2.1 Trip Ticket and Record of Travel;</li> <li>4.2.2 Security Record Book hourly monitoring of MKWD vehicles in and out;</li> <li>4.2.3 Vehicle whereabouts;</li> <li>4.2.4 Record borrowed equipment or facilities and its purpose.</li> <li>4.3 Releasing of Materials and Supplies</li> <li>4.3.1 Requisition Issuance Slip;</li> <li>4.3.2 Presence of materials and supplies to be brought outside MKWD premise;</li> <li>4.3.3 Verifying Supply Office personnel for releasing of materials and supplies at Manongol warehouse.</li> <li>4.4 Main Office Roving Guards</li> <li>4.4.1 Roving guards schedule is 5;00 P.M. to 5:00 A.M.</li> <li>4.4.2 Conduct foot patrol within respective area of responsibility.</li> </ul>	For all security services the next security guard assigned must be on post at least thirty (30) minutes before relieving the SG assigned for smooth turnover of responsibility and other matters.  All facilities will be issued with Record Book	General Services Chief	Security Guard's Record Book (FM-GSD-47)			

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# **SECURITY PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Is there any incident?  YES  ROOT OF THE STATE OF THE STA	5.1 If no incident occurred, the Security Guard will record in the book of no incident occurred in the area of responsibility.		Security Guard	Security Record Book
6	Report immediately to supervisors and concerned agency Security Head	<ul> <li>6,1 Immediate inform through mobile phone and or handheld radio on the incident happened</li> <li>6.2 Security Guard will record the incident in the Record Book.</li> <li>6.3 If incidents requires assistance from concerned agencies, call through hot line numbers.</li> <li>6.4 Prepare incident report.</li> </ul>	6.1 Security facilitator and Office Radio Operator and or Assigned Security Guard shall access the following depending on the case of incident:  1. Fire – Bureau Fire Protection (Call immediately 577-1333) 2. Theft/intrusion – Police Department (Call immediately 577-1444) 3. Earthquake/Accident – (Call immediately 911) 4. Bomb Threat – Police Department (Call immediately 577-1444) 5. Flashflood and Other calamity: 5.1 Major calamity – Crisis Management Team Members/Officers 5.2 Minor calamity – Concern Division/Department/ Officers	General Services Chief	Incident report

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# **SECURITY PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
7	Monitoring and evaluation  END	7.1 Submit on monthly basis monitoring and evaluation report.	Provide copy the office of the General Manager	General Services Chief	Security Monthly Monitoring Report (FM-GSD-42)

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### GENERAL SERVICES PROCEDURE

#### I. OBJECTIVE

To create a conducive working environment, preserve and enhance facilities and ensure timely provision of maintenance and cleaning services.

#### II. SCOPE

This process manual covers all processes concerning building and ground maintenance, general plant and utility service management.

### **III. RESPONSIBILITY AND RESOURCES**

General Manager
AGM for Admin and Finance
Department Manager B, AHRD
Division Manager B, GSD
General Services Chief – B
Utility Personnel
End-users

#### **IV. DEFINITION OF TERMS**

#### V. REFERENCE DOCUMENTS

Annual Procurement Plan

### **VI. RECORDS GENERATED**

Spot Report, Pre – inspection Report, Purchase Requisition, Job Order Maintenance Checklist, Proposal, Supply Availability Inquiry

Prepared by:	pared by: GENERAL SERVICES DIVISION		STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **GENERAL SERVICES PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information		
1	START  Conduct daily inspection on buildings and grounds	1.1 Based on scheduled activity for the day assigned buildings and areas will be inspected.		General Services Chief	Maintenance Checklist (FM-GSD-43)		
2	Monitor daily maintenance and utility works activities	2.1 Monitoring covers the maintenance and cleanliness of the following:  2.1.1 Office Building, covered court, mess hall, guard house, motorpool, storage rooms, mini-gym, children's playground and grounds;  2.1.2 Office furnitures, equipment and appurtenances;  2.1.3 Comfort and dressing rooms;  2.1.4 Manongol Reservoir Area  2.1.5 Makilala Satellite Office		General Services Chief	Maintenance Checklist (FM-GSD-43)		
3	Is there any replacement or repair?	<ul> <li>3.1. If yes, check availability of materials in the Warehouse and process Request Issuance Slip.</li> <li>3.2. If none, prepare Purchase Requisition with approved request</li> <li>3.4. If activity requires refurbishment, prepare proposal with recommendation for approval including Program of Work.</li> </ul>	Annual Procurement Plan	General Services Chief	Purchase Requisition (FM-GSD-14)		
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# **GENERAL SERVICES PROCEDURE**

	GENERAL SERVICES PROCEDURE					
No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information	
		<ul> <li>3.5 If activity requires maintenance, prepare proposal for corrective action:</li> <li>4.2.1 replacement of electrical fixtures</li> <li>4.2.2 repair of minor fixtures such as drawer handle and locks;</li> <li>4.2.3 minor carpentry works such as repair of tables, cabinets, walling and ceiling;</li> <li>4.2.4 painting works;</li> <li>4.2.5 minor construction works;</li> <li>4.2.6 perform minor plumbing works;</li> <li>4.2.7 minor electrical works;</li> </ul>				
4	Prepare recommendation and submit for GM's approval	<ul> <li>4.1 If activity requires Corrective Maintenance, prepare proposal for corrective action.</li> <li>Prepare proposal for maintenance and repair for allocation of funds;</li> <li>4.1.1 air-conditioning units;</li> <li>4.1.2 major electrical works;</li> <li>4.1.3 office equipments that needs technical expertise;</li> <li>4.1.4 welding works;</li> <li>4.1.5 major refurbishment or rehab;</li> </ul>	Approved Annual Procurement Plan	General Services Chief	Maintenance of building proposal and/or POW	
5	Approved?  Revise the proposal  AB  NO  Revise the proposal	5.1. If the recommendation is approved, prepare necessary documents needed to implement the project such as Purchase Request and Job Order;  5.2 If not, inform the end-users and prepare revision of proposal subject for approval.		General Services Chief		
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# **GENERAL SERVICES PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
6	Checking the availability of materials and services	<ul> <li>6.1 For approved proposal,</li> <li>6.1.1 Process supply availability inquiry as needed</li> <li>6.2 If the services require technical skills, preparation of Job Order is necessary</li> <li>6.3 Prepare Purchase Requisition for unavailable materials</li> </ul>	Annual Procurement Plan	General Services Chief	Supply Availability Inquiry (FM-GSD-44)  Purchase Requisition (FM-GSD-14)  Job Order (FM-GSD-15)
7	Work implementation	7.1 The hired contractor shall perform necessary corrective repair based on the terms and conditions specified in the contract.	Conformance to the specification and requirements specified in the Job Order	General Services Chief	Job Order (FM-GSD-15)
8	Work Completion  END	8. Endorse accomplishment report for payment		Division Manager	Accomplishment Report for Job Order Services Inspection and Acceptance Report (FM-GSD-02)

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### INVENTORY OF ASSETS PROCEDURE

#### I. OBJECTIVE

To provide the MKWD with an efficient and effective physical assets management system capable of planning, allocating, spending and distributing its resources

#### II. SCOPE

All non-current assets of MKWD

#### III. RESPONSIBILITY AND RESOURCES

General Services Chief – B Accountable Personnel Senior Internal Control Officer – B Personnel from Accounting Division General Manager

#### IV. DEFINITION OF TERMS

**Inventory-** is the process of systematically recording and reporting all property/assets, showing their value and distribution.

**Property Plant and Equipment (PPE)**—are tangible assets that are purchased, constructed, developed or acquired, having a useful life extending one fiscal year and are intended to be used in continuing basis.

#### V. REFERENCE DOCUMENTS

Commission on Audit Circular No. 80-124 Property Plant and Equipment Register Report generated from ASMS (List of all assets)

### **VI. RECORDS GENERATED**

PPE Inventory Report Waste Materials Report

Prepared by:	GENERAL SERVICES DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **INVENTORY OF ASSETS PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	START  PPE Report	1.1 Prepare PPE Inventory Sheet	Classification according to PPE account code	General Services Chief	PPE Inventory Sheet (FM-GSD-34)
2	Conduct physical inventory	2.1 Reconcile PPE ASMS system versus actual physical inventory  2.2 Identify the actual user and location of property and equipment listed  2.3 Identify the status of assets whether serviceable and unserviceable	Invite COA representative and Senior Internal Control Officer B to witness  PPE Inventory will be conducted every October of the year	General Services Chief	Invitation letter to COA and SICO (Received copy)
3	Is the asset present and serviceable? NO  YES  Prepare Spot Report	<ul> <li>3.1. If yes, proceed in updating the list of all assets of MKWD at the ASMS program;</li> <li>3.2 If the asset is not physically present, prepare a spot report</li> <li>3.3 Require accountable personnel for an explanation.</li> <li>3.4 If the asset is not serviceable, prepare waste Materials Report (WMR)</li> </ul>	COA Circular 80-124	General Services Chief	Inventory Spot Report (FM-GSD-28) Waste Materials Report (FM-GSD-29)
4	Prepare Annual Report END	<ul><li>4.1 Preparation of PPE Annual Report</li><li>4.2 Recommend for settlement of account involved based on valuation of assets value.</li></ul>	COA Circular 80-124	General Services Chief	Property, Plant and Equipment Register (e-copy) (FM-GSD-41)

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### **MOTORPOOL PROCEDURE**

#### I. OBJECTIVE

To ensure the maintenance and efficient operation of all equipments, motor vehicles, machines, generator and other small equipment.

#### II. SCOPE

Preventive and corrective maintenance of all equipments, motor vehicles, machines, generator and other small equipment.

#### III. RESPONSIBILITY AND RESOURCES

General Manager

AGM for Admin and Finance

Department Manager

Division Manager B, GSD

General Services Chief - B

Motorpool In-charge

**End-users** 

### **IV. DEFINITION OF TERMS**

**Maintenance**— keeping all motor vehicles/equipment continues to perform their intended purpose/functions by keeping them in good condition and restoring them to serviceable condition

**Preventive Maintenance** – is maintenance carried out at predetermined intervals intended to reduce probability of failure or malfunctioning

**End-users** – refer to accountable officer who was assigned with equipment and motor vehicle

**PR** – Purchase Requisition

JO - Job Order

**APP** – Annual Procurement Plan

#### V. REFERENCE DOCUMENTS

Annual Preventive Maintenance Plan Annual Procurement Plan

#### **VI. RECORDS GENERATED**

Vehicle and equipment History Ledger, Pre-repair Inspection Report, Spot Report, Accomplishment Report

Prepared by:	GENERAL SERVICES DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **MOTORPOOL PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Annual Preventive Maintenance Plan	Prepare Preventive Maintenance Plan for all vehicles and equipments.	Annual Procurement Plan to include: a. Schedule of Procurement b. Preventive Mantenance Schedule c. List of Items	General Services Chief	Annual Preventive Maintenance Plan (FM-GSD-23)
2	Conduct preventive maintenance for vehicles and equipments as schedule	2.1 Conduct pre-operation check-up of vehicles and equipment of the following; 2.1.1 Battery 2.1.2 Lights 2.1.3 Oil (Engine and Hydraulic Oil) 2.1.4 Water 2.1.5 Brakes 2.1.6 Air 2.1.7 Gas 2.1.8 Self (gauges, seats, windshields, windows, bumpers, door, mirror, engine cover) 2.1.9 Horns 2.1.10 Tools and early warning devices	a. Conducts daily check-up of vehicles and equipments with the official driver; b. Change engine oil shall be done every quarter or every 5,000 km travel whichever comes first c. Fuel filter twice a year 2.4 Tire once a year 2.5 Battery once a year 2.6 Tune-up once a year 2.7 Engine Oil every three (3)months 2.8 Hydraulic Oil four times a year 2.9 Hydraulic Hose six times a year or on the need arises b.) Equipment/Tools: 1. Compressor-Once a year 2.Welding machine-Once a year 3. Generators-Quarterly 4. Cleaning tools-once a year 5. Construction Equipment — once a year 6. Tools — once a year	Motorpool In-charge	Equipment Pre-operation Check List (FM-GSD-25)

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# **MOTORPOOL PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
3	Does it need repair or replacement of parts?	3.1.1 If no defects, the vehicle or equipment will be endorsed to the enduser  3.2 If corrective maintenance repair is needed, prepare Spot Report.	Spot report must be submitted twenty-four hours after conduct of preventive maintenance activity	Driver Mechanic	Vehicle Spot Report (FM-GSD-45)
4	Prepare necessary documents  C	<ul> <li>4.1 Identify list of needed materials for replacement.</li> <li>4.2 Determine labor requirement by outsourcing of qualified or accredited service provider</li> <li>4.3 Attach vehicle history ledger and photos as evidence</li> <li>4.4 Prepare Job Order and Purchase Requisition</li> </ul>	Documents Required for PR/JO: 4.1 Pre-inspection report 4.2 Spot Report 4.3 Vehicle history of asset 4.4 Photos 4.5 Justification 4.6 APP 4.7 CAF 4.8 Request for quotation	General Services Chief	Pre-inspection report (FM-GSD-26)  Spot Report (FM-GSD-28)  History ledger card (FM-GSD-33)  Job Order (FM-GSD-15)  Purchase Requisition (FM-GSD-14)

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# **MOTORPOOL PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Repair of equipment or motor vehicle	<ul> <li>5.1 If repair involves minor defects, activity will be done at the Motorpool with the Official driver and Driver Mechanic</li> <li>5.2 If repair to be done beyond the expertise of Driver Mechanic and Official Driver, hiring of qualified service provider is recommended.</li> <li>5.4 If repair is to be performed on site, inform the supervisors for schedule</li> </ul>	PR and JO must indicate terms and conditions including warranty period.  Work description shall be in accordance to the specified terms and condition	Driver mechanic  General Services Chief	
6	Good running condition vehicle  END	<ul><li>6.1 Process preparation of turn-over of vehicle.</li><li>6.2 Preparation of accomplishment report</li><li>6.3 Update the vehicle history ledger</li></ul>	Turn-over report will reflect the following: a. Activities performed b. Materials repaired or replaced c. Warranty period d. Scheduled preventive maintenance e. Inspection and Acceptance Report	General Services Chief	Turn-over report (FM-GSD46) MKWD Vehicle and Heavy Equipment Status Report

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#### **BILLING PROCEDURE**

#### **OBJECTIVE**

100% billed within the month

#### II. SCOPE

The Billing procedure covers the processes in reading, tending and billing the water consumption of all customers every month

#### III. RESPONSIBILITY AND RESOURCES

Responsible personnel are meter readers and billing in-charge with the use of personal digital assistant (PDA) gadget and with access to MRBCMS systems.

#### IV. DEFINITION OF TERMS

Meter Reading, Billing, and Collection Management System, an application MRBCMS -

that is installed to PDA gadget to produce water bill right after meter reading

personal digital assistant, a device used in reading PDA gadget -

Meter Readersa person responsible to read your water consumption every month and

tends your water bill afterwards

Billing In-chargea person responsible to upload and download data from and to

MRBCMS program to PDA gadget and vice versa

#### V. REFERENCE DOCUMENTS

MKWD Utility Rules & Regulations (URR)

#### **VI. RECORDS GENERATED**

Monthly Billing Reports

Prepared by:	pared by: CUSTOMER ACCOUNTS DIVISION		: STELLA M. GONZALES, MPS		
	Process Owner		General Manager		

# **BILLING PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Start  Monthly Billing Cycle	Preparation of monthly billing cycle as basis for meter reading schedule (data includes Reading date, Due date and Disconnection date)	Approved Monthly Billing Cycle MKWD Utility Rules and Regulations (URR)	Division Manager (CAD)	Approved Monthly Billing Cycle (FM-CAD-03)
2	Upload Data from server to PDA gadget	2.1 Uploading of billing data from MRBCMS server to PDA gadget  2.2 Ensure accurate and complete uploading of billing data to meter readers individual assignment	Billing data should be uploaded at least a day before the scheduled reading and tending	Customer Service Assista B (Billing In-charge)	MRBCMS Data Raw File (FM-CAD-03) ( e-copy from the meter reader gadget)
3	Perform Meter Reading and Bill Tending	3. Perform meter reading and inputs to the PDA the readings made, prints the water bill and delivers the same based on the assigned zone and book	3.1 Water meters are read monthly in each service area on scheduled dates using approved Billing Cycle as guide  3.2 Issue temporary bill for questionable accounts which includes;  a. Abrupt Increase/Decrease b. Negative Reading c. Defective Water Meter	Meter Readers	
4	Download Data from PDA to Server	4. Hand over their PDA gadget at the end of the day for the downloading of data from PDA gadget to MRBCMS server	Downloading of billing data from PDA gadget to MRBCMS must be executed after the complete reading and tending per book	Customer Service Assista B (Billing In-charge)	MRBCMS Data Raw File (e-copy) (FM-CAD-03)
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### **BILLING PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Are all connections billed?	5. If there are some connections not read within that scheduled day then they will perform reading	For unavoidable circumstances, late reading must be executed within 24 hours after the said schedule	Customer Service Assistant B (Billing In-charge) Meter Readers	Unbilled Consumers List (FM-CAD-06)
6	Perform Reading to all unbilled connection	Perform meter reading and bill tending to those unbilled connection		Meter Readers	
7	Download reading data from PDA to Server	Hand over their PDA gadget for the downloading of late billing data from PDA gadget to MRBCMS server		Customer Service Assistant B (Billing In-charge)	MRBCMS Data Raw File (e-copy) (FM-CAD-03)
8	Commit and Post reading entry	Commit and post meter reading and billing to individual customer's ledger at the billing system and the collection section can already start collecting accounts as billed using the online MRBCMS	Posting of billing data will be done after complete reading and tending are made and already downloaded to the MRBCMS server	Customer Service Assistant B (Billing In-charge)	Individual Customer's Ledger (e-copy) (FM-CAD-07)
9	Printing of Daily Billing Summary	Printing of Daily Billing Summary reports by zone per books	Printing of DBS will be done right after all connections are billed in every zone.	Customer Service Assistant B (Billing In-charge)	Daily Billing Summary (Detailed & Summary) (FM-CAD-08)

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### **BILLING PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
10	Submission of Monthly Billing Summary Report	Check and review the Daily Billing Summary and consolidate by zone for the monthly report	Any noted (+/-) 30% variance from the average consumption and other doubtful accounts will be subject for investigation	Customer Service Officer –A (Billing Section)	Meter Readers Monitoring Report

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#### **BILLING ADJUSTMENT PROCEDURE**

#### **OBJECTIVE**

To be able to cater customers with adjustments on their water bill and ensure that adjustments made are in conformance with the MKWD rules and regulations

#### II. SCOPE

The Billing adjustment procedure covers the processes in adjustment on customer's water

#### **III. RESPONSIBILITY AND RESOURCES**

Responsible personnel are the Customer Service Officer A and with access to MRBCMS systems.

#### IV. DEFINITION OF TERMS

Maintenance Order (M.O) – a type of request issued for a particular activity that requires maintenance action to address the said requests and is free of charge.

a type of request issued for a particular activity which requires fee as Service Request (S.R) –

per approved Miscellaneous Service Charge

Billing Adjustment Memo – is a transaction undertaken by the Accounts Receivable Section to

> adjust billed amount after thorough investigation. It is either increase or decrease in billing depending on the result of the investigation supported with a Maintenance Order (MO) or Service Request (SR).

#### V. REFERENCE DOCUMENTS

MKWD Utility Rules and Regulations (URR)

#### **VI. RECORDS GENERATED**

Billing Adjustment Memo Debit/Credit Memo

Prepared by:	Prepared by: CUSTOMER ACCOUNTS DIVISION		STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **BILLING ADJUSTMENT PROCEDURE**

#### VII. PROCEDURE DETAILS AND

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Receive request for billing adjustment	Received request for billing adjustment	MKWD Utility Rules and Regulations (URR) Section 26	Customer Service Officer A (A/R Unit)	Received request can either be;  1.1 Accomplished M.O (FM-CSD-01) – for underground leakage, presence of air and erroneous reading 1.2 Accomplished S.R (FM-CSD-02) – for defective water meter 1.3 Investigation Report – for underground leakage 1.4 Billing Notice (FM-CAD-13) – for defective water meter with zero (0) consumption 1.5 Individual Customer's Ledger (FM-CAD-07)– for overpayment/overbill ing of other charges
2	Validate request C	Validate request for adjustment and the documents submitted if necessary supporting documents are complete	Complete documentary requirements per request.  There will be first and last adjustment for underground leakage adjustment request.	Customer Service Officer A (A/R Unit)	Billing Adjustment Record Book (FM-CAD-17)

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# **BILLING ADJUSTMENT PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
3	Are attached documents complete and qualify YES for adjustment?				
4	Post Billing Adjustment to customer's ledger	If Yes, 4.1 Posting of adjustment to MRBCMS system 4.2 Ensure that the data entered in customer's ledger are accurate and with correct accounting entries		Customer Service Officer A (A/R Unit)	Individual Customer's Ledger (FM-CAD-07) (e-copy)
5	Determine lacking documents to concerned division	Determine lacking documents to be complied	Check the attached documents subject for posting on MRBCMS;  5.1 Acted S.R. 5.2 Acted M.O. 5.3 Investigation Report 5.4 Billing Notice 5.5 Customers Ledger 5.6 BIR Form 2307	Customer Service Officer A (A/R Unit)	

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# **BILLING ADJUSTMENT PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
6	Print Billing Adjustment Memo/Debit/Credit Memo	Printing of BAM/DCM to be approved by the signing managers	After posting the adjustment ensure that forms are printed per transaction	Customer Service Officer A (A/R Unit)	6.1 Billing Adjustment Memo (FM-CAD-14)  6.2 Debit/Credit Memo (FM-CAD-16) (for payments made before approved adjustment, Debit/Credit Memo must be post and printed)
7	Integrate to Billing Adjustment Monthly Reports  End	Review and consolidate all adjustment made within the month	Submit Monthly Billing Adjustment Report every 3 <sup>rd</sup> working day of the ensuing month	Supervising Customer Service Officer A (CAD)	Billing Adjustment Memo Summary (FM-CAD-15)

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#### ACCOUNTS RECEIVABLE PROCEDURE

#### I. OBJECTIVE

Ensure accurate collection of accounts per individual customer as billed

#### II. SCOPE

The Accounts Receivable procedure covers the processes in reconciling accounts receivable both active and in-active

#### III. RESPONSIBILITY AND RESOURCES

Responsible personnel is the Customer Service Officer A and personnel with access to MRBCMS systems.

#### IV. DEFINITION OF TERMS

(A/R) Accounts Receivable –is the money that a company has a right to receive because it had provided customers with water services

Reconciliation - the process of matching/checking the detailed amounts of unpaid

customer billings to the accounts receivable stated in the customer

ledger

#### V. REFERENCE DOCUMENTS

#### **VI. RECORDS GENERATED**

Aging of Accounts Receivable Report

Prepared by:	CUSTOMER ACCOUNTS DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager



# **ACCOUNTS RECEIVABLE PROCEDURE**

#### **VII. PROCEDURE DETAILS AND**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Start  Monitor Accounts Receivable Daily	Daily checking of individual customers account balances.		Customer Service Officer A	Daily A/R Monitoring (e-copy)
2	Generate A/R Monitoring and Aging of Accounts Receivable	2.1 Generates and print detailed A/R Monitoring of active and inactive accounts receivable for the month  2.2 Generate reports for the detailed and summary of aging of accounts receivable	A/R Monitoring and Aging of Accounts Receivable must be generated before the first working day of the ensuing month	Customer Service Officer A (Active Accounts)  Supervising Customer Service Officer A (In- active Accounts)	Accounts Receivable Monitoring both active and inactive (soft and hard copy) (FM-CAD-18)  Aging of Accounts Receivable report (soft and hard copy) (FM-CAD-20)
3	Conduct Reconciliation of Accounts	3 Post monthly reports of A/R previous month, billing, collection, adjustment, disconnected and re-open, closing bill, free water and aging of accounts receivable report current month	The following monthly reports from different concerned sections/division must be submitted to A/R section for reconciliation;  3.1 Aging of A/R (previous & current month) – A/R Unit 3.2 Billing – Billing Section 3.3 Collection – Cash Management 3.4 Adjustment – A/R Unit 3.5 Disconnected and Reconnected – Billing Section 3.6 Closing Bill and Free Water Report – A/R Unit	Customer Service Officer A (Active Accounts) Supervising Customer Service Officer A (In- active Accounts)	Consolidated Monthly Reports (e-copy) (FM-CAD-19)

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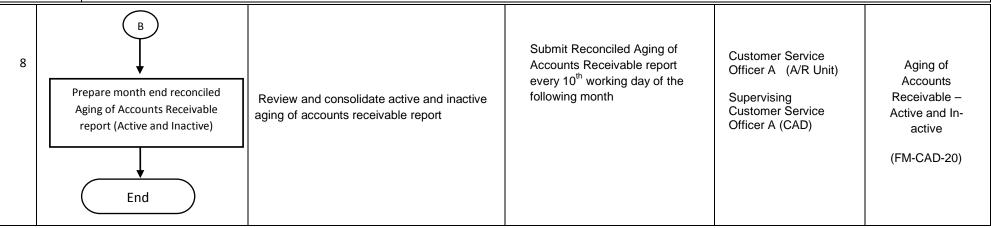
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# **ACCOUNTS RECEIVABLE PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information				
4	Is the report reconciled?	4.1 Verify the accounts receivable balance starting with the balance forwarded from previous month  4.2 Add the total billings this month which includes water sales, MSR and other charges, penalty and extension fee  4.3 Add Closing bill  4.4 Deduct the total payments made by the customer as well as the adjustment & free water report	<ul> <li>4.1 The total amount from the consolidated report should be the same as the total from Aging of accounts receivable</li> <li>4.2 Check the final figure against the total of A/R Monitoring report from the aged accounts receivable report.</li> </ul>	Customer Service Officer A	Consolidated Monthly Reports (e-copy) (FM-CAD-19)				
5	Identify Variance	<ul><li>5.1 Identify the variance and its reason before making any adjustment. This will transpire after posting all the monthly reports stated in step 3.</li><li>5.2 Any variance between the two balances must be checked.</li></ul>	Common reasons for variances:	Customer Service Officer A					
6	В	Proceed to Step 8							
7	Prepare Adjustment for Journal Entry Voucher (JEV)	Make the adjusting entries needed for the accounts to reconcile	Submit every 10 <sup>th</sup> working day of the ensuing month	Customer Service Officer A	Adjustment on A/R- Customer (for JEV) (FM-CAD-22)				
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### **ACCOUNTS RECEIVABLE PROCEDURE**



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### HANDLING CUSTOMER REQUESTS/COMPLAINT PROCEDURE

#### I. OBJECTIVE

To be able to provide customer satisfaction in handling customer complaints.

#### II. SCOPE

The scope involves all transactions that involves customer servicing.

#### III. RESPONSIBILITY AND RESOURCES

Customer Service Assistant B (CSA-B) Supervising Customer Service Officer A Division Manager B Information Officer A Radio Operator Assistant General Manager for Operations

#### IV. DEFINITION OF TERMS

Maintenance Order (M.O) – a type of order issued for a particular activity that requires

maintenance action free of charge.

Service Request (S.R) – a type of request issued for a particular activity which requires fee as

per approved Miscellaneous Service Charge

After the Meter Request - a type of request for all repairs located after the water meter such as

leakages, install additional faucets, re-piping.

Transmitted S.R. - Are accomplished SRs with complete documentary requirements such

as: Actual charges, required details in the "Remarks" portion of SR, duly signed by the customer and inspector, and committed by

Customer Accounts Division

#### V. REFERENCE DOCUMENTS

MKWD Utility Rules and Regulations (URR)

#### **VI. RECORDS GENERATED**

Maintenance Order Reports Service Requests Reports

Prepared by:	CUSTOMER SERVICING DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# HANDLING CUSTOMER REQUESTS/COMPLAINT PROCEDURE

#### VII. PROCEDURE DETAILS AND FLOW

1.1. A customer will lodge his/her complaint such as: no water, low water pressure, error in reading, abrupt increase in consumption, turbid water, presence of air, leak before water meter, leak after water meter and other water supply services concerns, new installation, reconnection, reclassification and other service connection related activities.  1.2. An assessment will be made if the complaint needs action from the Customer Servicing Division or if it is a special case this will be endorsed to the concern division  2 NO Payment needed?  YES  3.1 The following request requires payment of fees prior to issuance of Service Request; a. After Water Meter Activities. b. Transfer Source/Meter Stand/ Reconnection c. Reclassification and Customer Service Connection related activities. b. Transfer Source/Meter Stand/ Reconnection c. Reclassification d. Test / Calibrate Water Meter C. Sepair Leak After f. Pull out Water Meter for test Bench 3.2 Request not requiring payment (Maintenance Corder); a. Repair Leak After Water Meter C. Repair Leak Af	No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
3.1 The following request requires payment of fees prior to issuance of Service Request; a. After Water Meter Activities b. Transfer Source/ Meter Stand/ Reconnection c. Reclassification d. Test / Calibrate Water Meter e. Repair Leak After f. Pull out Water Meter for Test Bench 3.2 Request not requiring payment (Maintenance Order); a. Repair Leak Before Water Meter b. Investigate Leak After Water Meter b. Investigate Leak After Water Meter b. Investigate Leak After Water Meter	1	Receive customer	as: no water, low water pressure, error in reading, abrupt increase in consumption, turbid water, presence of air, leak before water meter, leak after water meter and other water supply services concerns, new installation, reconnect, transfer meter stand, transfer source, transfer connection, reclassification and other service connection related activities.  1.2. An assessment will be made if the complaint needs action from the Customer Servicing Division or if it is a special case this	(URR)  Except on weekends and holidays all maintenance requests will be coursed directly to the Maintenance	Customer Service	(FM-CSD-03)  Daily SR Report
Pay Fees to teller  MKWD Utility Rules and Regulations (URR)  Supervising Customer Service Officer A (CSD)  Payment Slip Form (FM-CSD-05)  Payment Slip Form (FM-CSD-05)  Payment Slip Form (FM-CSD-05)  Payment Slip Form (FM-CSD-05)  A Repair Leak After Meter for Test Bench 3.2 Request not requiring payment (Maintenance Order);  a. Repair Leak Before Water Meter  b. Investigate Leak After Water Meter  Maintenance Order	2	needed?				
V. Nopuli Eduk Wikita Elilo	3	Pay Fees to teller  A	prior to issuance of Service Request; a. After Water Meter Activities b. Transfer Source/ Meter Stand/ Reconnection c. Reclassification d. Test / Calibrate Water Meter e. Repair Leak After f. Pull out Water Meter for Test Bench 3.2 Request not requiring payment (Maintenance Order); a. Repair Leak Before Water Meter		Customer Service	(FM-CSD-05)

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#### **PROCEDURES MANUAL**

# HANDLING CUSTOMER REQUESTS/COMPLAINT PROCEDURE

Prepare and print Maintenance Order (MO) or Service Request (SR) for appropriate action  Preparation and printing of M.O./S.R.  Facilitate the signing of issued MO/SR from the customer  Facilitate the signing of issued MO/SR from the customer  Facilitate the signing of issued MO/SR from the customer  Facilitate the signing of issued MO/SR from the customer  Facilitate the signing of issued MO/SR from the customer and Approval of MO/SR to Customer are as follows: a. Complete name & signature b. Contact number c. Action required d. OR number and amount paid for SR  Forward MO/SR to Concerned Division  Forward MO/SR to Record Book 6.2. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.1 Record MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.2. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.3. MO/SR logbook must indicate a. Date/Time received b. Person who received the MO/SR c. Duy signed Maintenance Corder (MO) regarding complaints on leakage and clog up will be endorsed to Maintenance Division.  Mo/SR MO/SR together w/ the MO/SR together w/	No. Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
Prepare and print Maintenance Order (MO) or Service Request (SR) for appropriate action  Prepare and print Maintenance Order (MO) or Service Request (SR) for appropriate action  Prepare and print Maintenance Order (MO) or Service Request (SR) for appropriate action  Prepare and print Maintenance Order (MO) or Service Request (SR) for appropriate action  Prepare and print Maintenance Order (MO) or Service Request (SR) for appropriate action  Supervising Customer Service Officer A (CSD)  Propare A (CSD)  Facilitate the signing of issued MO/SR from the customer  Customers are as follows: a. Complete name & signature b. Contact number c. Action required d. OR number and amount paid for SR Degroys more received b. Person who received the MO/SR Record book to be received by the concerned division.  6.1 Record MO/SR to Record Book 6.2. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.1 Record MO/SR to Record Book 6.2 Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  Maintenance Order (MO) regarding complaints on leakage and clog up will be endorsed to Maintenance Division.  Maintenance Order and Service Request (SR) for testing and change of water meter, complaints on low water supply and presence of air, and reconnection will be endorsed to Water Resources Division.  Service Request regarding new installation of service connection and leak repair after the meter will and leak repair after the meter will	Trocess now	Description of Activity	Guidelines/ Criteria/ Folicy	Responsible reison	Retained information
Facilitate the signing of issued MO/SR from the customer  Facilitate the signing of issued MO/SR from the customer  Facilitate the signing of issued MO/SR from the customer are as follows: a. Complete name & signature b. Contact number c. Action required d. OR number and amount paid for SR  Forward MO/SR to concerned Division  6.1 Record MO/SR to Record Book 6.2. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.2. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.3. MO/SR logbook must indicate a. Date/Time received b. Person who received the MO/SR complaints on leakage and clog up will be endorsed to Maintenance Order (MO) regarding complaints on leakage and clog up will be endorsed to Maintenance Division.  Maintenance Order and Service Request (SR) for testing and change of water meter, complaints on low water supply and presence of air, and reconnection will be endorsed to Water Resources Division.  Service Request regarding new installation of service connection and leak repair after the meter will	4 Preparation and printing of			Customer Service	Maintenance Order (FM-CSD-01) Service Request (FM-CSD-02)
Forward MO/SR to concerned Division  6.2. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.2. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.3. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.4. Record MO/SR together w/ the MO/SR Record book to be received by the concerned division.  6.5. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned by signed  Maintenance Order (MO) regarding complaints on leakage and clog up will be endorsed to Maintenance Division.  Mo I (FM-Water Resources Division)  Service Request (SR) for testing and change of water meter, complaints on low water supply and presence of air, and reconnection will be endorsed to Water Resources Division.  Service Request regarding new installation of service connection and leak repair after the meter will	F     - ' ' '		Customers are as follows:  a. Complete name & signature b. Contact number c. Action required d. OR number and amount paid	Customer Service	Approved Maintenance Order (FM-CSD-01) Approved Service Request (FM-CSD-02
be endorsed to Construction  Division.	concerned Division	6.2. Forward the MO/SR together w/ the MO/SR Record book to be received by the concerned	a. Date/Time received b. Person who received the MO/SR c. Duly signed  Maintenance Order (MO) regarding complaints on leakage and clog up will be endorsed to Maintenance Division.  Maintenance Order and Service Request (SR) for testing and change of water meter, complaints on low water supply and presence of air, and reconnection will be endorsed to Water Resources Division.  Service Request regarding new installation of service connection and leak repair after the meter will be endorsed to Construction	Customer Service	MO Record Book (FM-CSD-06) SR Record book (FM-CSD-08)
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# HANDLING CUSTOMER REQUESTS/COMPLAINT PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information					
7	Monitoring of Status of issued MO/SR	7.1 All issued MO/SR to concerned division will be monitored	7.1 MO/SR should be acted within three days upon endorsement to concerned division  7.2 New connections and Balik connections should be acted within seven days.	Supervising Customer Service Officer A (CSD)	7.1 SR Record book (FM-CSD-08) 7.2 MO Record book for Main Line and Service Line (FM-CSD-07) 7.3 MO Record book (FM-CSD-06)					
		Printing of Monthly report for issued MO/SR	8.1 All issued MO/SR for the month 8.2 Pending MO / SR will be reported to concerned division	Supervising Customer Service Officer A (CSD)	Monthly report for issued MO/SR (FM-CSD-09)					
8	Print summary of issued MO/SR  End		8.3 Concerned Division Managers will be notified for SRs that are unaccomplished within 5 working days, except for new installation (7 working days).  Note: Only post-inspected and transmitted SRs will be considered as accomplished SRs.	Supervising Customer Service Officer A (CSD)	Memorandum from CSD					
			8.4 For lost SR and MO the Concerned Manager, within 24 hours, must submit a report with attached affidavit of loss addressed to the General Manager	Concerned Manager	Status Report and Affidavit of Loss					
			8.5 Pending SR, for new installation, unacted within 10 days must be turned over to Customer Servicing Division.	PMO - CD	Endorsement Letter					
			8.6 For new installation, materials must be readily available within 10 days from the date of application otherwise this will be treated as pending SR which should be turned over to CSD for safekeeping.		from CD					
		DRODDIETADY NOTIC	_							

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# PROCE

#### **PROCEDURES MANUAL**

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#### **PURSUIT OF DELINQUENT ACCOUNT PROCEDURE**

#### I. OBJECTIVE

To be able to achieve target revenue every month through the pursuit of delinquent accounts.

#### II. SCOPE

The pursuit of delinquent accounts covers all customers of the Metro Kidapawan Water District with unpaid water bills.

#### III. RESPONSIBILITY AND RESOURCES

Utilities Service Assistant - E
Customer Service Assistant - B
Customer Service Officer - A
Supervising Customer Service Officer - A

#### IV. DEFINITION OF TERMS

MRBCMS - Meter Reading, Billing, and Collection Management System

PDA (Pursuit of Delinquent Accounts) - refers to the process of making follow up of overdue accounts of customers

Disconnection Plumbers – a person assigned to follow up delinquent accounts and disconnects

water meters if accounts were not paid.

Final Notice - the note printed and delivered to customers with delinquent accounts giving

them considerable time to settle unpaid bills at the water district.

Water Meters - The instrument use for recording the quantity of water passing through

a service line.

#### V. REFERENCE DOCUMENTS

MKWD URR (Utility Rules and Regulations)

#### **VI. RECORDS GENERATED**

Monthly Disconnection Reports

Prepared by:	CUSTOMER SERVICING DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# PURSUIT OF DELINQUENT ACCOUNT PROCEDURE

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	List of Delinquent Accounts	1.1 Generate list of delinquent accounts from the MRBCMS server and print the same every last working day of the month  1.2 Evaluate the delinquent accounts as basis for follow up	MKWD Utility Rules and Regulations (URR)	Customer Service Officer A (CSD)	List of Delinquent Accounts (FM-CSD-10)
2	Print & deliver Final Notices	From the list of evaluated delinquent accounts, determine priorities and delivery of notices must be in consonance to the scheduled reading and tending		Customer Service Officer A (CSD)	Final Notices with Signature (on selected customers those with substantial amount of payable) (FM-CSD-11)
3	Check payment and verify if there is promissory note  NO  YES  A				

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# PURSUIT OF DELINQUENT ACCOUNT PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Verify the date committed for payment	<ul> <li>4.1. Check individual account for payment after 48 hours.</li> <li>4.2. Check the promissory note folder if delinquent customer opted to request for extension of payment thru promissory note.</li> <li>4.3. If yes, verify date committed for payment.</li> <li>4.4. If no, proceed to disconnect water meter</li> </ul>	4.1 MKWD Utility Rules and Regulations (URR)  4.2. The customer will be given a 7 Days utmost extension period from the date he/she promised.	Division Manager  Customer Service Officer A (CSD)	Promissory Note (FM-CSD-12)
5	Verify payment NO End	5.1. Verify payment on date committed based on promissory note.  5.2. Transaction ends if the customer pay their account. If no, proceed with disconnection of service connection.	<ul><li>5.1. MKWD Utility Rules and Regulations (URR)</li><li>5.2. The customer will be given a 7 day extension period from the date he/she promise.</li></ul>	Supervising Customer Service Officer A (CSD)	
6	Disconnect water meter and print MO	<ul> <li>6.1 From the list of delinquent accounts, this will be the basis for disconnection.</li> <li>6.2 Inform Officer thru phone call that the water service connection was already disconnected from the field.</li> <li>6.3 Disconnect the service connection from the MRBCMS system</li> </ul>		Customer Service Officer A (CAD)	Maintenance Order (FM-CSD-01)

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# **PURSUIT OF DELINQUENT ACCOUNT PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
7	Forward disconnected water meters	Disconnected water meters will be forwarded to the Water Resources Division.	7.1. Disconnected water meters must be endorsed to WRD within the day for immediate recalibration  7.2 Cut off for disconnection activity is every 2:00 in the afternoon	Disconnection personnel	Disconnected Water Service Connections (FM-CAD-09)
8	Daily Disconnection Report Summary  End	Maintain Daily Disconnection Report Summary	A disconnection report is composed of: a. account name b. name of customer c. meter number d. no. of bills unpaid e. water meter reading f. amount involved g. maintenance order number h. remarks including voluntary disconnection	Customer Service Officer A (CAD)	Disconnected Consumers (FM-CAD-10)

PROPRIETARY NOTICE

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#### CUSTOMER SERVICE PROCEDURE FOR CHANGE NAME

#### I. OBJECTIVE

To be able to attend to the needs of customers who wish to change the registered name of a service connection.

#### II. SCOPE

All registered customers of MKWD.

#### III. RESPONSIBILITY AND RESOURCES

Customer Service Assistant B Supervising Customer Service Officer A

#### **IV. DEFINITION OF TERMS**

Documents - The lists of requirements to be submitted by the registered

Customer

Registered customer - is the Account name stated in the applied service contract

with MKWD.

#### V. REFERENCE DOCUMENTS

MKWD (URR) UTILITY RULES AND REGULATIONS

#### **VI. RECORDS GENERATED**

Monthly Report for change name

Prepared by:	CUSTOMER SERVICING DIVISION	Approved by:	STELLA M. GONZALES, MPS	
	Process Owner		General Manager	

# **CUSTOMER SERVICE PROCEDURE FOR CHANGE NAME**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Start  Apply for change name	1.1. Entertain customer who apply for change name for the reason of: 1.1.a. Change status from single to married & vice versa 1.1.b.Purchase property from original owner 1.1.c. Owner is deceased  1.2. Require the customer to submit requirements for change name	MKWD Utility Rules and Regulations (URR)	Supervising Customer Service Officer A (CSD)	
2	YES Are requirements completed?				
3	Advise customer to complete the requirements  A  End	3.1. Receive the following requirements:  3.1.a. Deed of sale 3.1.b. Waiver of rights 3.1.c. Certificate of attendance 3.1.d. Death certificate (in case of deceased) 3.1.e. One pc 2x2 ID picture 3.1.f. Valid ID w/ signature 3.1.g. Marriage contract	MKWD Utility Rules and Regulations (URR)	Supervising Customer Service Officer A (CSD)	New Installation Evaluation Form (FM-CSD-14) Waiver of Rights/Death Certificate Barangay Clearance 2x2 Id Picture Any Valid ID

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## **CUSTOMER SERVICE PROCEDURE FOR CHANGE NAME**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Effect change name  End	If requirements are complete, effect the change name in the computer record from original to the new customer's name.	MKWD Utility Rules and Regulations (URR) Specific Section	Supervising Customer Service Officer A (CSD)	

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Document No. : PM-CSD-04 Eff. Date : 06-05-17

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# CUSTOMER SERVICE PROCEDURE FOR AVAILING SENIOR CITIZEN DISCOUNT

#### I. OBJECTIVE

To be able to grant a five percent (5%) discount relative to the monthly utilization of water by households with senior citizens.

#### II. SCOPE

Registered residential connections more than one (1) year in the name of the senior citizen.

#### III. RESPONSIBILITY AND RESOURCES

Customer Service Assistant B Supervising Customer Service Officer A

#### IV. DEFINITION OF TERMS

MRBCMS - Meter Reading, Billing, and Collection Management System

Registered customer - is the Account name stated in the applied service contract

with MKWD.

Senior Citizens - Person who are 60 years old and above and who qualifies under

RA 9994.

#### V. REFERENCE DOCUMENTS

MKWD (URR) UTILITY RULES AND REGULATIONS RA 9994

#### **VI. RECORDS GENERATED**

Monthly report on those who availed of Senior Citizen Discount

Prepared by:	CUSTOMER SERVICING DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# CUSTOMER SERVICE PROCEDURE FOR AVAILING SENIOR CITIZEN DISCOUNT

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Apply for senior citizen discount	1.1. Accept applicant for senior citizen discount     1.2. Interview applicant and ask to submit the needed requirements.	MKWD Utility Rules and Regulations (URR)  For residential connections only  30 cu.m. and below consumption  RA 9994	Supervising Customer Service Officer A (CSD)	1.2.a. photocopy of OSCA ID back to back 1.2.b. one pc ID picture 2x2 1.2.c. certificate of residency from the Barangay  1.2.d. Special Power of Attorney – in case the Senior Citizen is unable to process"
2	YES Are requirements complete?				
3	Advise customer to complete the requirements  A  End	3.1 If NO, advise customer to secure complete requirements and go back to the office to apply for senior citizen discount  3.2 If YES, proceed to next step	MKWD Utility Rules and Regulations (URR)	Supervising Customer Service Officer A (CSD)	

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Rev. No. : **03** 

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# CUSTOMER SERVICE PROCEDURE FOR AVAILING SENIOR CITIZEN DISCOUNT

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Fill up form	Require the applicant to fill up the utility discount application form	Three to Five minutes	Supervising Customer Service Officer A	Utility discount form for senior citizen discount
5	Posting to consumer profile  End	Post to consumer profile in the registered account name the approved 5% senior citizen discount	Three minutes  Renewal to avail senior citizen discount is renewable every fiscal year and submit the same requirements.	Supervising Customer Service Officer A	

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# CUSTOMER SERVICE PROCEDURE FOR AVAILING SENIOR CITIZEN DISCOUNT

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### **MARKETING (FOR NEW DISTRIBUTION LINE)**

#### I. OBJECTIVE

To increase growth of active service connections and convert account receivables to cash revenue.

#### II. SCOPE

Marketing of potential applicants in order to avail water services to MKWD service area.

#### **III. RESPONSIBILITY AND RESOURCES**

Division Manager Project Management Officer B Project In-charge Water Maintenance Head

#### **IV. DEFINITION OF TERMS**

DL- Distribution Line

**SC- Service Connection** 

SR- Service Request

**URR-** Utility Rules and Regulations

POW- Program of Work

#### V. REFERENCE DOCUMENTS

MKWD Utility Rules and Regulations 2016

#### **VI. RECORDS GENERATED**

Service Request

Prepared by:	CONSTRUCTION DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# MARKETING (FOR NEW DISTRIBUTION LINE)

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Start  Project Physical Accomplishment	<ul> <li>Monitor the project accomplishments</li> </ul>	Program of Work, PERT-CPM/ Marketing will commence on 50% project accomplishment	Project Management Officer B	Physical Accomplishment Report (FM-CD-01)
2	Prepare Marketing Plan	Submit the Marketing Plan includes Calendar of Activities for approval	Marketing Plan must be duly approve by the Department Manager for Engineering and Operations Department and Assistant General Manager for Operations	Project Management Office B	Approved Marketing Plan (FM-CD-02)
3	Implement Marketing Plan	3.1 Brief introduction of the new Distribution Line (DL) 3.2 Explain the flow on application of New Connection, and corresponding fees and other promo. 3.3 Check/ Verify identified potential service connection against actual applicants	Utility Rules and Regulations (URR) 2016	Project In-charge	Project In-charge Record Book (FM-CD-16)
4	Yes Apply SC  Handling Customer Requests/Complaints	If yes, proceed to Service Request Preparation under Commercial Services Department		Supervising CSO-A	Service Request (FM-CSD-02)
5	Endorse to Marketing Unit	If no, Endorse to Service Connection Marketing Unit, subject for regular follow-up	All potential applicants will be consolidated in Marketing Assessment Report	Water Maintenance Head	
6	Monitoring of Marketing Plan  End	5.1 Conduct final assessment 5.2 Schedule remarketing after completion of the DL Project 5.3 Report Marketing accomplishments	Marketing period ends 30 days after project completion	Division Manager	Marketing Assessment Report (FM-CD-05)

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#### **PROJECT IMPLEMENTATION**

#### **OBJECTIVE**

To implement project base on approved work order, plan and specifications set by the Office.

#### II. SCOPE

Installation of distribution pipeline to provide safe, potable and affordable water supply to residents in the area.

#### **III. RESPONSIBILITY AND RESOURCES**

**Division Manager Project Management Officer** Project Engineer/ In-charge

#### IV. DEFINITION OF TERMS

WO- Work Order

POW- Program of Work

PDD- Planning and Design Division

**CD- Construction Division** 

PMO- Project Management Officer

PI- Project In-charge

COA- Commission on Audit

#### V. REFERENCE DOCUMENTS

MKWD Utility Rules and Regulations 2016

#### **VI. RECORDS GENERATED**

Physical Accomplishment Report Payment Request Certificate of Project Completion

Prepared by:	CONSTRUCTION DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

## **PROJECT IMPLEMENTATION**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible	e Person	Retained Information
1	Start  Receive Approved Work Order	Received and check the documents and attachments		Division Mana	ger A (CD)	Work Order (FM-PDD-06) Memo on Project In-charge
2	PM-PDD-01 Step 10  Prepare project documents	2.1 Attend Pre-Construction Activity 2.2 Endorse approved Work Oder to AHRD for PR and JO preparation 2.3 Facilitate document for the hiring of labor workers base on COA guidelines for project 2.4 Prepare Labor Services Contract and other Project documents	<ul> <li>All request and documents prepared must be based on approved POW</li> <li>Section 4.8 of the Revised Guidelines for Implementation of Infrastructure Projects by Administration</li> <li>COA Circular No. 2009-001</li> </ul>	Project Man Officer B		
3	Project mobilization and implementation	3.1 Implement the project 3.2 Daily monitoring of project accomplishments 3.3 Monitor the material and equipment utilizations based on approved schedule. 3.4 Submit Daily Inspection Report 3.5 Request labor payment 3.6 Prepare Materials Utilization Report 3.7 Request COA Inspection	Approved Work Order/ COA Circular 87-271  Upon 50% and 100% completion of project	Project In-	charge	a. Recommendation b. Memorandum of Agreement c. Accredited Labor Only Contractor Contract d. Project In-charge Record Book (FM-CD-16)
4	Conduct Project Inspection	4.1 Conduct scheduled field inspection 4.2 Verify Projects accomplishments 4.3 Recommend Change Order (CO) and Extra Work Order (EWO)	Construction must be in accordance with approved Plans, Details and Specifications	Project Management Officer B (PDD)		a. Letter request of Labor Payments  b. Letter request of COA inspection  c. Project Inspection Report (FM-PDD-07)
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# **PROJECT IMPLEMENTATION**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Yes Conduct Corrective Actions	5.1 If yes, Prepare request for Post Inspection on fully accomplished project 5.2 If no, conduct Corrective Action, prepare Change Order or Extra Work Order if required	Memo on Construction activities that does not conform to required standards.  Change Order or Extra Work Order on required additional activity not included in approved POW.	Project Management Officer B (CD)	Change Order (FM-CD-19) Extra Work Order (FM-CD-20)
6	Project Post Inspection  If ok? No B	6.1 Conduct Post Inspection 6.2 If yes, the project is based on standard 6.3 If no, back to Step 3	Project Post Inspections includes evaluation on physical, technical and financial aspects of the Project	Division Manager B (PDD)	Project Inspection Report (FM-PDD-07)
7	Conduct Project Turn Over activity  End	7.1 Prepare Turn-over Documents 7.2 Conduct On-site Turn-over: introduction of valves and pipes location, and appurtenances. 7.3 Document filing and safe keeping. 7.4 Turn-over any unused materials to GSD using the Return Materials Slip for construction initiated by Administration	Approved POW and Detailed Plans  Attach RMS upon request for final payment of project contractor	Division Manager B (CD)	a. Physical Accomplishment / Status of Work Accomplishment b. Certificate of Project Completion (FM-CD-17) c. As Built Plan (FM-CD-06) d. Construction Works in Progress (FM-CD-07)

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### SERVICE REQUEST ACTION

#### I. OBJECTIVE

To act on all service requests from the Customers based on MKWD Standards.

#### II. SCOPE

**New Connection** 

Reconnection

"Balik" Connection

**Transfer Source** 

**Transfer Connection** 

Transfer Meter Stand

Repair Leakage after Water Meter

#### III. RESPONSIBILITY AND RESOURCES

**Division Manager** 

**Project Management Officer** 

Supervising CSO-A

Water Maintenance Head

Senior Water Maintenance Man A

Draftsman B

Engineering Aid B

#### **IV. DEFINITION OF TERMS**

DL- Distribution Line

SC- Service Connection

SR- Service Request

**URR- Utility Rules and Regulations** 

AP- Accredited Plumber

POW- Program of Work

MOA- Memorandum of Agreement

DAR- Daily Accomplishment Report

**BCMS- Billing and Collection Management System** 

#### V. REFERENCE DOCUMENTS

MKWD Utility Rules and Regulations 2016

#### **VI. RECORDS GENERATED**

Service Request

Billing and Collection Management System

Prepared by:	CONSTRUCTION DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **SERVICE REQUEST ACTION**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information		
1	Start  Engineering Verification	1.1 Conduct verification for tapping point using the System Master Plan     1.2 For Non-24hour water supply areas     Memorandum of Agreement will be signed	For New Connection, "Balik" Connection, Transfer Connection, Transfer Source and Transfer Water Meter Service Requests	Draftsman B	Service Connection Routing Slip (FM-CD-08)		
2	Yes Cancellation of request  2.1 If yes, Proceed to Step 3 2.2 If no, cancel transaction  Service Line Activities Includes: For New Connection, Repair Leakage after Water Meter, Transfer Meter Stand, Transfer Source, Transfer Connection,		2.1 If yes, Proceed to Step 3  2.2 If no, cancel transaction  For New Connection, Repair Leakage after Water Meter, Transfer Meter Stand, Transfer				
3	Handling Customer Requests/Complaints	Service Request will be prepared by Customer Servicing Division once verified	Reconnection and "Balik"  Connection	Supervising CSO-A	Service Request (FM-CSD-02)		
4	Receive Service Request  Do SR requires Pre Inspection? No	4.1 Receive and record all incoming SR 4.2 Classify SRs for Pre Inspection which must conducted within 3 days	For Pre Inspection; New Connection, "Balik" Connection, Transfer Connection, Transfer Source and Transfer Water Meter Pre Inspection not required; Repair Leakage after water meter and Reconnection	Project Management Officer B	Service Request Monitoring Report (E-copy/Program) (FM-CD-09)		
5	Conduct Pre Inspection B	5.1 Conduct field inspection 5.2 Estimate the material requirement	Utility Rules and Regulation 2016/ Inspection must be within 5 days upon receipt of SR	Senior Water Maintenance Man A (Pre Installation Inspector)	Duplicate of Estimates and Bill of Materials Report		

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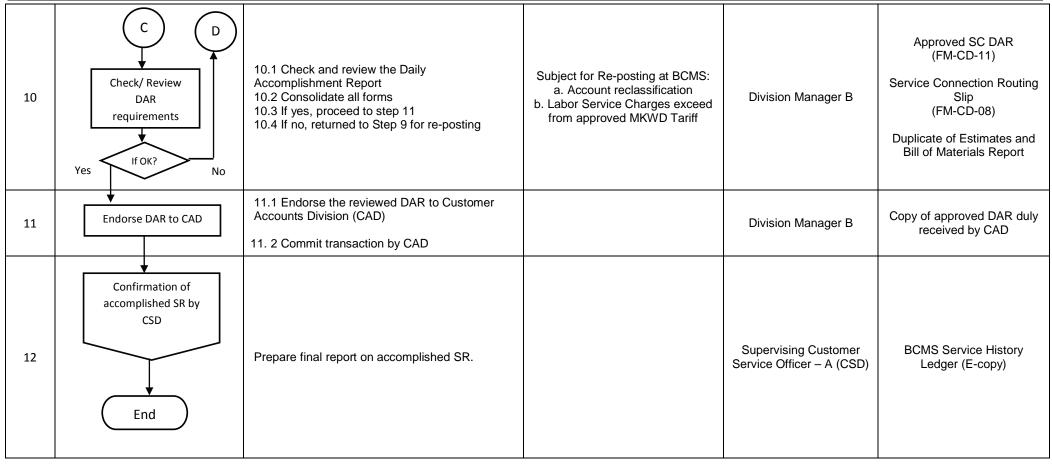
# **SERVICE REQUEST ACTION**

6	Materials Ready No Yes Endorse for cancellation	6.1 If yes, assign Accredited Plumber to address service request 6.2 For pending service request, this will be retained up to 10 days	Service Request not acted after 10 days after application will be endorsed to CSD and treated as cancelled SR  Materials for new installation that are available after 10 days, the customer must request for new SR at CSD	Project Management Officer B	Service Request Monitoring Report (E-copy/Program) (FM-CD-09) Managers Routing Slip Transmittal
7	SR Action	7.1 Assign SR to Accredited Plumber (AP) 7.2 Record all SRs endorsed and received by Accredited Plumbers 7.3 Check and review the received accomplished SR 7.4 Classify accomplished SR for Post Inspection	Utility Rules and Regulation 2016/3 days action period after SR distribution to AP  SR that does not post-inspection:  Reconnection Repair Leak After Water Meter	Project Management Officer B	Service Request Monitoring Report (E-copy/Program) (FM-CD-09)
8	Conduct Post Inspection  Standard installation  Yes	For standard installation: 8.1 Received accomplished SR 8.2 Conduct on-site evaluation 8.3 Inspect the installation based on MKWD Standards 8.4 Conduct account classification  For non conformance to standard: 8.5 If no, returned to assigned AP for corrective action 8.6 If yes, proceed to step 9	URR 2016/ Service Connection standards on; a. Material specification b. Pipe depth and restoration c. Water Meter number and location	Water Maintenance Man A (Post Installation Inspector)	Service Connection Routing Slip (FM-CD-08)
9	BCMS Posting  C D	9.1 Post accomplished SR to BCMS 9.2 Fill up all required information about the accomplished SR at the BCMS data base	Name of assigned Plumber, Account Classification, Date accomplished, Service Charges, Pressure Reading and tapping point details	Water Maintenance Man - A (CD)	Service Connection Daily Accomplishment Report (DAR) (FM-CD-11)

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### **SERVICE REQUEST ACTION**



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#### I. OBJECTIVE

1.1 To maintain Non-Revenue Water (NRW) to 19.5%.

#### II. SCOPE

2.1 This procedure covers all leaks detection activity of main and service line pipe within the Metro Kidapawan Water District (MKWD) service area

#### III. RESPONSIBILITY AND RESOURCES

- 3.1 Responsible personnel are concerned personnel who will record, verified and conduct the leak detection activity.
- a. Maintenance Division personnel (Leak Detection Team)
- b. Water Maintenance Head (WMH)
- c. Project Management Officer (PMO)
- d. Maintenance Division (MD) Manager
- e. Water Resources Division (WRD) Manager
- f. Assistant General Manager for Operations

#### **IV. DEFINITION OF TERMS**

- 4.1 LWUA -Local Water Utilities Administration
- 4.2 NRW -Non Revenue Water (water losses in the system not accounted)
- 4.3 OSHS -Occupation Safety Health and Standard
- 4.4 MKWD URR MKWD Utility Rules and Regulations as water utility.

#### V. REFERENCE DOCUMENTS

- 5.1. OSHS
- 5.2. LWUA Technical Standards

#### **VI. RECORDS GENERATED**

- 6.1. System Preventive Maintenance Report
- 6.2. Leak Test Report

Prepared by:	repared by: MAINTENANCE DIVISION		STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **LEAK DETECTION PROCEDURE**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Identify possible areas for leak detection within MKWD service coverage	1.1 Conduct Regular Monthly System Evaluation on areas where pipes vulnerable to leak.	1.1Criteria for System Preventive Maintenance Evaluation:  a. Areas above 75psi working pressure b. Pipes under road concrete pavement c. Pipe traversing water ways and bodies d. Pipes laid in isolated areas e. Pipes laid more than 1.5- meter depth	РМО	Monthly System Preventive Maintenance Report (FM-MD-02)
2	Submit report of evaluated and identified areas	2.1 Monthly System Preventive Maintenance Report will be endorsed to Assistant General Manager for Operations for validation and approval.	2.1 SPMR content includes the following data.  a. Calendar of activities b. Manpower c. Tools, equipments and devices. d. Pipe Lay-out Plan. e. Recommend activities and timelines.	РМО	SPMR (FM-MD-02)

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### **LEAK DETECTION PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
3	Implementation of System Preventive Maintenance Activities	3.1 PMO will conduct orientation to WMH regarding the detailed strategies indicated in the approved SPMR.  3.2 PMO will act as the lead personnel on system preventive maintenance activities.	3.1 Four (4) hours per week will be allocated for SPMR System Preventive Maintenance.	PMO	SPMR (FM-MD-02)
4	Conduct leak detection test on site  YES  Leak found?  Repair Leak Procedure	4.1 Conduct leak detection test on identified areas using the devices and methods.  a. Mechanical excavator b. Concrete cutter c. Portable generator set d. Emergency light e. Leak detection device f. Pressure gauge g. Flow meter h. Chlorine test kit  4.2. If leak is positive Maintenance Order (MO) will be issued as basis for the immediate repair.	4.1 Response period for reported leak must be less than 3hours.	WMH	Leak Test Report (FM-MD-03)

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## **LEAK DETECTION PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Submit Leak Test Report  End	5.1 PMO will submit detailed report base on conducted leak detection activity to AGM for Operations.	5.1 Leak test report must be submitted within 24 hours	PMO	Approved Leak Test Report (FM-MD-03)

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### REPAIR LEAK PROCEDURE

Revision No.

#### **OBJECTIVES**

- 1.1 To repair leaks and address this within designed response period.
- 1.2. To maintain Non-Revenue Water (NRW) to 19.50%.

### II. SCOPE

2.1This procedure covering all maintenance of main and service line pipe leak within the Metro Kidapawan Water District (MKWD) service area

### III. RESPONSIBILITY AND RESOURCES

- 3.1 Responsible personnel are concerned personnel who will record, verify and conduct the maintenance activity.
- a. Guard / Operator
- b. Customer Service Assistant (CSA) of Costumer Servicing Division (CSD)
- c. Accredited Plumber
- d. MD personnel
- e. Water Maintenance Head (WMH)
- f. Project Management Officer (PMO)
- g. Maintenance Division (MD) Manager
- h. Water Resources Division (WRD) Manager
- i. Water Utilities Management Officer

### IV. DEFINITION OF TERMS AND ACRONYMS

- 4.1 BSS- Billing Section System
- 4.2 DAR- Daily Accomplishment Report (summary report of Maintenance Orders accomplished
- 4.3 MO-Maintenance Order form prepared and filled up as to the nature of maintenance activities and services are being done.
- 4.4 NRW-Non Revenue Water (water losses in the system not accounted)
- 4.5 OSHS- Occupation Safety Health and Standard
- 4.6 RIS-Request Issuance Slip (forms to be filled up and approved when requesting for materials for utilization at the Stock Room Office)
- 4.7 MWKD URR- MKWD Utility Rules and Regulations as water utility.

#### V. REFERENCE DOCUMENTS

- 5.1 URR
- **5.2 OSHS**
- 5.3 DPWH technical standard

#### **VI. RECORDS GENERATED**

- 6.1. Maintenance Order Record Book
- 6.2 Daily Accomplishment Report
- 6.3 Operation and Maintenance Materials Ledger Card
- 6.4 Right of Way Request
- 6.5 Valve Manipulation Report
- 6.6 Inspection Report

Prepared by:	MAINTENANCE DIVISION	Approved by:	STELLA M. GONZALES, MPS	
	Process Owner		General Manager	

### REPAIR LEAK PROCEDURE

### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Preparation of Maintenance Order (MO)	1.1 Prepare MO form for the repair activity.  1.2 MO will be recorded to record book and assigned to the MD personnel.	1.MO must include the following: a. Name and account no. of the concessionaire b. Specific Location c. MO details  Note: For regular working hours, MO will be prepared by CSD  For maintenance works during non-office hours MO will be prepared on the subsequent working day.	CSD/ Water Maintenance Head	MO Record Book (FM-MD-06)
2	Assigning of maintenance works indicated in MO	2.1 For Service Line leak, Operation Section will perform the activity.  2.2 For Mainline Line Leak, Maintenance Section will perform the activity.	2.1 Below 50mmdia pipes are considered as service line  2.2 Above 50mmdia pipes are considered as main line	Water Maintenance Head	MO Record Book (FM-MD-06)
3	Preparation of materials for the repair  Availability of materials  YES  A  NO  Warehousing Procedure (PM-GSD-01)	3.1 Prepare materials needed for the repair.  3.2 If materials are available w/ in the division, no need to request (Request Issuance Slip) RIS.  3.3 If materials are not available, prepare request RIS at the Property and Supply Office.		Water Maintenance Head	Operation Materials Ledger Card (FM-MD-08)  Maintenance Materials Ledger Card (FM-MD-09)

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## REPAIR LEAK PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Preparation of tools and equipment	4.1 Prepare tools and equipment needed in the repair activity.  Including the use of tools and equipment: a. Mechanical Excavator b. Portable Generator Set c. Concrete Cutter d. Portable Jack Hammer		РМО	
5	Securing permit to excavate  YES  Necessary?  Prepare request to concerned agency  NO	5.1 Prepare request for permit to excavate for pipe leak along and under roadways address to concerned agency if necessary.	5.1 Permit must be secured on the following offices.  a. For Municipal and Barangay road: Municipal Local Government Unit (LGU) and City LGU b. For Provincial road: Provincial Government c. For National road: Department of Public Works and Highways (DPWH)	Division Manager B - MD	Right of Way Request
6	Prepare request for WRD assistance  YES  Water Supply Interruption Procedure (PM-WRD-04)	6.1 Informed and prepare request for Water Resources Division (WRD) assistance in the repair activities.  -Including in this assistance are: a. Valve manipulation b. Flushing of blow offs and end point. If necessary.	6.1 All valve manipulation activity must account the following:  a. Areas affected of the water interruption. b. Specific data on valve manipulation. c. Personnel involve.	WUMO-WRD	Valve Operation Report (FM-WRD-43)

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## REPAIR LEAK PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
7	Repair and restoration activity on site	7.1 Response period for repairs will be accounted including reaction time and duration  7.2 All restoration after maintenance activity must be conducted with-in 72hours after the repair unless otherwise special provisions are to be complied based on the requirements of concerned agencies	7.1 Repair and restoration must be based on approved designed specifications	PMO	Maintenance Division Daily Accomplishment Report (DAR) (FM-MD-07)
8	Post inspection of accomplished maintenance activity based on standard  NO  Standard?  YES	8.1 On site inspection will be conducted on accomplished MO. 8.2 If maintenance and restoration activity did not conform to standard, WMH will perform corrective action.	8.1 Investigation report must be based on the following:  a. MKWD URR b. DPWH restoration standard c. Provincial Government restoration standard d. City and Municipal restoration standard	РМО	Inspection Report (FM-MD-05)

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### REPAIR LEAK PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
9	Posting of accomplished MO and preparation of Daily Accomplishment Report (DAR)	9. Checked MO will be posted to MRBCMS and generate copy thru DAR form for record purposes.	9. Accomplished MO must be posted to MRBCMS within 24 hours after the activity completed.	WMH	Maintenance Division DAR (FM-MD-05)
10	Endorse accomplished MO to CSD for confirmation  End	Endorse accomplished MO with complete documentary requirements to CSD for confirmation	MO must be endorsed to CSD after 3 days accomplished.	PMO (MD)	Endorsement Letter from MD DAR

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### PROJECT DESIGN PROCEDURE

### I. OBJECTIVE

This procedure defines the efficient processing and zero error in preparation of project plans, interconnection details and design.

#### II. SCOPE

This process manual covers all processes concerning the preparation of water system project designs.

### **III. RESPONSIBILITY AND RESOURCES**

Senior Engineer of Planning Section

Senior Engineer of Design Section

Project Management Officer of PDD

Division Manager of Planning and Design

Department Manager for Engineering and Operations

Assistant General Manager for Operations

General Manager

### IV. DEFINITION OF TERMS

**Topographic Survey** - activity done prior to system analysis to identify and map the contour and elevations of the ground.

Peak Hour Pressure - the water pressure in a specific area during peak hour

**Hydraulic Analysis** - essential prerequisite to the preparation of Bill of Materials. It is conducted to determine the feasibility and design requirements of the system as well as its capacity.

**Program of Works (POW)** - it is a document that includes the Bill of Materials, Labor Summary, Required Services and the Project Cost Summary

**Preconstruction Activity** - it is an activity done by PDD personnel, Project In-charge, and the Project Contractor before the implementation of the project to discuss the Programs of Works, details, risks, and any possible changes and alteration on the project.

**Work Order** - a document that reflects the summary of labor and the project cost to be used as basis for Certificate of Availability of Funds (CAF) and is a prerequisite of Purchase Requisition (PR) of materials.

### V. REFERENCE DOCUMENTS

MKWD Operations Manual, Utility Rules and Regulations (URR), National Standards for Drinking Water (NSDW), Miscellaneous Service Charges (MSC)

### VI. RECORDS GENERATED

Letter request/ Petition for Evaluation, Program of Works (POW), Work Order (WO), Project Inspection Report, Right of Way (ROW) permit

Prepared by:	PLANNING AND DESIGN DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

## PROJECT DESIGN PROCEDURE

### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Site Survey	1. Pre-evaluation 1.1 Conduct Topographic Survey 1.2 Source Pressure Reading (Peak Hour) 1.3 Derive Pipeline Profile 1.4 Identify potential households 1.5 Identify possible risks (special provision on concrete demolition and restoration) 1.6 Right of Way (ROW)		Senior Engr. B – Planning Unit	Engineering Survey Sheet per POW (PM-PDD-05)
2	Hydraulic Analysis	2.1 Analysis of data for new Water System     2.1.1 Peak hour analysis     2.1.2 Non-Peak hour analysis for water impounding structures.      2.2 Rehabilitation and rerouting projects will no longer undergo hydraulic analysis.	Pressure Distribution must be within 10 psi to 150 psi even on Peak hour.  Maximum Capacity must meet the number of identified potential households	Senior Engr. B – Planning Unit	Hydraulic Analysis Summary per POW
3	YES  Preparation of Outgoing Letter to Notify the Recipient of the Project  End	<ul><li>3.1 If installation of water system is feasible, Program of Works will be prepared.</li><li>3.2 If not feasible, outgoing communication will be prepared informing the recipient of the result of the study.</li></ul>	Project Feasibility refers to technical feasibility	Senior Engr. B – Planning Unit	External Outgoing communication letter (for Projects not initiated by MKWD)

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## **PROJECT DESIGN PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Preparation of Program of Works	4. Preparation of Program of Works w/ the following documents: 4.1 Plans and Details 4.2 Project Cost Estimates 4.3 PERT-CPM 4.4 Financial Evaluation for Petitions 4.5 Synopsis 4.6 Right of Way will be acquired: 4.6.1 Affected lot owners 4.6.2 Brgy. LGU 4.6.3 Municipal/City LGU 4.6.4 Provincial Government 4.6.5 DPWH	Design must be based on the results of hydraulic analysis	Senior Engr. B – Design Unit	Project Synopsis (FM-PDD-01)  Project Cost Estimates (FM-PDD-02)  PERT-CPM (FM-PDD-03)  Shop Drawings/Details (FM-PDD-04)  Engineering Survey Sheet (FM-PDD-05)  Financial Evaluation (for Petitions/Requests) (FM-PDD-08)
5	Review of Project Design	Review of Project design and Project synopsis		Project Management Officer	
6	Presentation of POW	6. POW will be presented to the AGMO including its technical, legal and financial viability, ROW, Detailed plan, Manpower Utilization, Machineries, Money, Materials & Management.	Presentation must be scheduled within 15 day upon issuance of Office Order/ Memo	Division Manager B	
7	Any Modifications?  YES  NO  Determination of Source of Funds	<ul> <li>7.1 If there are modifications in POW technicalities, POW will be revisited for revision and is subject for another presentation.</li> <li>7.2 If no, modifications found in Technicalities, Financial matters, Bill of materials and other details of the Program of Works, Source of fund will be determined.</li> </ul>	100% completion of POW and attachments a. Project Cost Estimates b. Shop Drawings c. PERT-CPM d. Financial Evaluation e. ROW	Senior Engr. B – Planning Unit	
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## **PROJECT DESIGN PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
8	Is the source of fund available?  YES  Subject for Availability of Funds  Preparation of Work Order	<ul> <li>9.1 If fund is unavailable POW will be presented to management for consideration.</li> <li>9.2 If fund is available, Work Order will be prepared and will be approved by the GM.</li> <li>9.3 For projects subject for external fund, this will be endorsed to the requisitioning party.</li> </ul>	Possible sources of funds:  a. MKWD Capital Expense b. MKWD Retained Earnings c. MKWD GAD d. LGU Cost Recovery Program e. LWUA Financial Assistance	<ul><li>9.1 Division Manager</li><li>9.2 PMO</li><li>9.3 Division Manager</li></ul>	Letter of Endorsement (Internal)
9	Endorsement of Approved Work Order to AHRD, CD and ABD	Copies of approved Work Order and Program of Works will be endorsed to Construction Division and Accounting and Budget Division for their reference.	There will be a preconstruction conference w/ in 3 days after the approval of Work Order to be participated by CD, PDD, and other concerned officers.	РМО	Approved POW w/ Work Order (FM-PDD-06)
10	Pre-construction Activity  END	11. Pre-construction includes:  a. Project Presentation w/ AGMO, CD and PDD  b. On site Evaluation and Inspection		Division Manager	Preconstruction Activity

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### **QUALITY CONTROL PROCEDURE ON PROJECTS**

### I. OBJECTIVE

This procedure defines the efficient inspection of materials and 100% material compliant to quality standards.

### II. SCOPE

This process manual covers the processes included in the conduct of material quality control procedure.

### **III. RESPONSIBILITY AND RESOURCES**

Project Management Officer of PDD
Senior Engineer of Design Section
Division Manager of Planning and Design
Department Manager for Engineering and Operations
Assistant General Manager for Operations

#### IV. DEFINITION OF TERMS

Materials Inspection - activity conducted prior to the preparation of work order

Standards - is the materials' level of quality or attainment

**Work Order** - a document that reflects the summary of labor and the project cost to be used as basis for Certificate of Availability of Funds (CAF) and is a prerequisite of Purchase Requisition (PR) of materials.

### V. REFERENCE DOCUMENTS

MKWD Operation Manual, Program of Works (POW), Work Order (WO)

### **VI. RECORDS GENERATED**

Letter request for Materials Inspection, Inspection/Activity Report for Preconstruction

Prepared by:	ed by: PLANNING AND DESIGN DIVISION		STELLA M. GONZALES, MPS		
	Process Owner		General Manager		

## **QUALITY CONTROL PROCEDURE ON PROJECTS**

### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Start  Conduct Materials Inspection	<ol> <li>Conduct actual materials inspection to ensure standards and completeness of materials.</li> <li>Materials Inspection upon delivery.</li> <li>Materials Quantity will be checked upon delivery.</li> <li>Materials Inspection upon installation.</li> <li>Hydrotesting every 500m distance.</li> <li>Pressure-Leak test</li> </ol>	Required materials specification must conform to LWUA technical standards	Project Management Officer B - PDD	Materials Inspection Report (FM-PDD-11) Project Inspection Report (FM-PDD-07)
3	Are the materials complete or compliant to standards?  Preparation of report and Notification of Petitioner  Preparation of report w/ recommendations for WO  End	<ul> <li>3.1 If Materials are complete and meet the standards, report recommending for Work Order will be prepared</li> <li>3.2 If materials do not meet the standards or incomplete, report and notification to petitioner/recipient of the project regarding the lacking materials or materials for replacement will be prepared by Project Management Officer B.</li> </ul>	Materials specifications and quantity must conform to the Program of Works (POW) and/or Work Order (WO)	Project Management Officer B - PDD	Materials Inspection Report (FM-PDD-11)

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### **CALIBRATION OF WATER METERS**

#### I. OBJECTIVE

This procedure defines the accuracy and durability of water meters to be used.

#### II. SCOPE

Covers all calibration of Maintenance Orders, Service Requests, New and for Old water meters.

### III. RESPONSIBILITY AND RESOURCES

Supervising Water Utilities Management Officer Water Meter Mechanic Water Meter Unit Field Personnel Requester

### IV. DEFINITION OF TERMS

Water Meter – a device use to measure the volume of water being used by the concessionaires

**Water Meter Mechanic** – a person having knowledge in repairing and checking Water Meter **SWUMO**– Supervising Water Utilities Management Officer

**Test Bench** – a device where water meter is installed for testing

**MO** – Maintenance Order

**SR**- Service request

### V. REFERENCE DOCUMENTS

### **VI. RECORDS GENERATED**

Water Meter Inventory Daily Summary Report

Prepared by:	repared by: WATER RESOURCES DIVISION		STELLA M. GONZALES, MPS
	Process Owner		General Manager



### **CALIBRATION OF WATER METERS**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Receive Water Meters, Maintenance Orders and Service Requests	1.1 Receive Water Meters based on the following classifications:      1.1.1 New water meters     1.1.2 Disconnected Water Meters     1.1.3 Defective Water Meters     (After Testing)     1.1.4 Pulled out due to customers requests     1.1.5 General Water Metering Program     1.1.6 Voluntary Disconnection Water Meter		SWUMO	Water Meter Laboratory Record Books
2	Calibrate/Test Water meters	<ul> <li>2.1.1 New water meter will be, install at the test bench for calibration.</li> <li>2.1.2 For defective Water Meters, Repair and Recalibration/Recondition <ul> <li>a. Pulled out (delinquent)</li> <li>b. Disconnected</li> <li>c. Special Program GZP</li> </ul> </li> <li>2.1.3 All defective Water Meters will be subject for immediate testing and repair.</li> <li>2.1.4 Special Projects</li> </ul>	A minimum of 24 hours and a pressure of 120 psi applied for all Water Meters.  Testing and Calibrating by the following:  a. 100 Liters Capacity Calibrating Bucket Flow Testing b. Electronic Calibrating Gadget c. Flow Testing with a Mother Meter.	SWUMO	Water Meter Laboratory Record Book  a. Calibrated New Water Meters Record Book (FM- WRD-03)

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### **CALIBRATION OF WATER METERS**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
3	Does Water Meter conform to MKWD standards?  NO  End  Conduct repair.	If No, 3.1 Check Water Meter and conduct another repair and calibration 3.2 For Service Request (SR) and Maintenance Order (MO), do another round of repair for testing and calibration.  If Yes, 3.3 Remove Water Meter at Test Bench and ready for its release/utilization. 3.4 For Service Request (SR) and Maintenance Order (MO), remark the form as "Functioning" and submit the form to SWUMO for posting of accomplishment.	A variance of ±2% reading of all water meters installed versus the calibrating equipments as compliance to MKWD Standards.  A minimum pressure of 120 psi applied for all Water Meters for 24hours duration of testing/calibrating.	SWUMO	Water meter laboratory Record Book  a. Record Book for Release Water Meter (FM-WRD-02)  b. Service Request (FM-CSD-02)
4	Remove inserts and endorse WM to supply office for disposal.	<ul> <li>4.1 If Water Meter is still not functioning;</li> <li>4.1.1 For New Water Meters, Over Six (6) months and above five (5) years, remove all inserts and endorse Water Meter Body to Supply Office for proper disposal.</li> <li>4.1.2  For Service Request (SR) and Maintenance Order (MO), remark the form as "Defective" and submit the form to SWUMO for posting of accomplishment.</li> </ul>	Not conforming to MKWD set standards.	SWUMO	Water meter laboratory logbook  a. Record Book for Disposal Water Meter. (FM-WRD-08)

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### SOURCES AND RESERVOIR TREATMENT PROCEDURE

### **OBJECTIVE**

Efficient management of treating impounded water supply, surface and spring production.

### II. SCOPE

This procedure covers all reservoir, spring and surface water production.

### **III. RESPONSIBILITY AND RESOURCES**

MT III **SWUMO** Sources personnel

### IV. DEFINITION OF TERMS

**ppm** – parts per million **NTU** – Nephelometric Turbidity Unit **SWUMO** – Supervising Water Utilities Management Officer MT III- Medical Technologist III **PNSDW** – Philippine Standards for Drinking Water

### V. REFERENCE DOCUMENTS

Philippine National Standards for Drinking Water

### **VI. RECORDS GENERATED**

Daily Chlorine Residual Report Weekly Chlorine Residual Report Monthly Chlorine Residual Report

Prepared by:		Approved by: STELLA M. GONZALES, MPS	
	Process Owner		General Manager

## SOURCES AND RESERVOIR TREATMENT PROCEDURE

### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Start  Determine total production/capacity	<ul> <li>1.1 Determine capacity by using either production meter, Flow Meter or by Volumetric Method.</li> <li>1.2 Determine the production of Transmission/Mainline</li> <li>1.3 Determine reservoir static level (in cu.m)</li> </ul>	Monthly inventory for source production capacity.	SWUMO	Monthly Production Inventory Report (FM-WRD-44)
2	Derive chlorine requirement based on designed treatment matrix (see table)	After determining the chlorine demand, immediately dose the amount of chlorine needed for treatment at the intake box/reservoir.	Philippine National Standards for Drinking Water.  Permissible range of Metro Kidapawan Water District from 0.3ppm to 1.5ppm.	MT III	Water Treatment Record Book (FM-WRD-13)
3	Check/Monitor of Chlorine Residual.	3.1 Daily Chlorine Residual will be conducted on all zones of the district	Philippine National Standards for Drinking Water.  Permissible range of Metro Kidapawan Water District from 0.3ppm to 1.5ppm.	MT III	Daily Water Quality Monitoring Report (FM-WRD-25)  Monthly Chlorine Residual Report (FM-WRD-29)
4	PNSDW standards.	4.1 If Yes, the correct dosage and residual will be recorded 4.2 If No,  4.2.1 Chemical will be regulated 4.2.2 System residual will be regulated	All instructions will be recorded in sources or facilities Record Book  Philippine National Standards for Drinking Water.  Maintaining a minimum of 0.3 ppm and a maximum of 1.5 ppm chlorine residual.	MT III	Monthly Chlorine Residual Report (FM- WRD-29)

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## **SOURCES AND RESERVOIR TREATMENT PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Check chlorine residual.	5.1 After getting the correct dosage, chlorine residual results will be recorded and consolidated.	Philippine National Standards for Drinking Water.  Permissible range of Metro Kidapawan Water District from 0.3ppm to 1.5ppm.	MT III	Monthly Chlorine Residual Report (FM- WRD-29)
6	End				

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#### FOR STAGNANT WATER:

Let: x = volume impounded water

Y = chlorine demand

For Chlorine Gas:

- = X cu.m/day (1000 kg/1 cu.m)
- = 1000**X** kg/day

To achieve a standard of 0.5 ppm chlorine residual (maximum requirement of PNSDW)

Y = (500 X) / (1,000,000)

Y = 0.0005X kg/dose

For granules having 70% concentration

Y = (0.0005X kg/dose)/0.70

Y= 0.0007143X kg/dose

### **FILL AND DRAW:**

Let: x = production in lps (spring and surface water)

Y = chlorine demand

For Chlorine Gas:

- = X lps (3600 sec/1 hr)x (24hr/1 day) x (1 cu. m/1000 lit)
- = 86.4**X** cu.m
- = 86,400**X** kg

To achieve a standard of 0.5 ppm chlorine residual (maximum requirement of PNSDW)

Y = (43200 X) / (1,000,000)

Y = 0.0432X kg/day

For granules having 70% concentration:

= (0.0432X)/0.70

= 0.617X kg/dose

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### TREATMENT PLANT UTILIZATION PROCEDURE

### I. OBJECTIVE

Efficient management of Lapaan Treatment Plant Facility (LTPF) in treating turbid water.

### II. SCOPE

This procedure covers all water interruption activities.

### **III. RESPONSIBILITY AND RESOURCES**

Supervising Water Utilities Management Officer Water Utilities Management Officer Office Operator Utility Worker B

### **IV. DEFINITION OF TERMS**

LTPF – Lapaan Treatment Plant Facility
NTU – Nephelometric Turbidity Unit
HTL – High Turbidity Level
Office Operator – refers to Main Gate Personnel/Blue Guards
PNSDW – Philippine Standards for Drinking Water

### V. REFERENCE DOCUMENTS

Philippine National Standards for Drinking Water

### VI. RECORDS GENERATED

Lapaan Treatment Plant Utilization Report Losses for Maintenance Activities Turbidity Report per Hour

Prepared by:	ared by: WATER RESOURCES DIVISION		STELLA M. GONZALES, MPS		
_	Process Owner		General Manager		



### TREATMENT PLANT UTILIZATION PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Release advisory from Office Operator regarding High Turbidity Level (HTL).	<ul> <li>1.1 Office Operator will be informed on the occurrence of HTL.</li> <li>1.2 Advisory will be released to LTPF personnel.</li> <li>1.3 LTPF personnel will prepare the plant into utilization mode.</li> </ul>	MKWD allowable turbidity level for consumption is 2 NTU  Note: PNSDW permissible limit is 5.0 NTU	Dam 1 an Dam 2 personnel Office Operator.	Record Books of: a. Sources and facility Activity record Book (FM-WRD-11) c. Data Collection Report (FM-WRD-01)
2	Utilize Lapaan Treatment Plant Facility (see Utilization Mode)	<ul> <li>2.1 Hourly checking of production turbidity; turbidity must be maintained less than 2 NTU.</li> <li>2.2 If Turbidity Level remains above 2 NTU for Four (4) hours and above, intense monitoring procedure will be applied; (Intense monitoring procedure involves 15 minute interval testing on samples before and after Treatment Plant)</li> </ul>	Philippine National Standards for Drinking Water.	SWUMO	Sources and facility Activity record Book (FM-WRD-11)  Data Collection Report (FM-WRD-01)
3	Is production at Dam less than 2 NTU?  YES  Advise LTPF personnel to set valve status at By-Pass Mode see "Annex A".  A	<ul> <li>3.1 If No, Dam 1 personnel will continue sending information thru radio or SMS on the status of HTL in their area on hourly basis.</li> <li>3.2 If yes, manipulate LTPF valve into By-Pass Mode see "Annex A".</li> <li>3.3 Hourly checking of production turbidity; turbidity must be maintained less than 1 NTU.</li> </ul>	Philippine National Standards for Drinking Water.  Maintain less than 30 ntu before treatment plant and less than 2 ntu after treatment plant.	SWUMO Lapaan Dam 1, Dam 2 personnel Office Operator.	Sources and facility Activity record Book (FM-WRD-11) Data Collection Report (FM- WRD-01)

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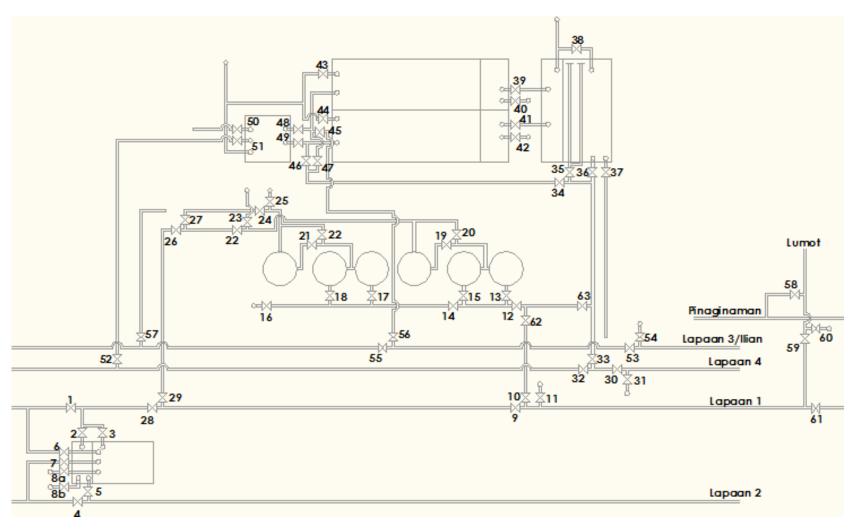


### TREATMENT PLANT UTILIZATION PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Conduct Post LTPF Utilization	<ul> <li>4.1 Conduct Blow-Off for pressure stabilization at LTPF in eliminating air pockets.</li> <li>4.2 After stabilization set valve status into Maintenance Mode see "Annex A"</li> </ul>	Production must be less than 2 ntu.  Pressures to be maintained; Lapaan 1= 100psi Lapaan 2= 110psi Lapaan 3= 80psi Lapaan 4= 5psi	SWUMO	Sources and facility Activity record Book (FM-WRD-11)
5	Maintenance Activity	5.1 Conduct backwashing of Lapaan Treatment Plant Facilities	Five (5) hours after stabilizing L1, L2, L3 and L4 line pressure at LTPF:  Twenty (20) minutes backwashing activity for Silt Separator.  One (1) hour backwashing activity for Filtration Box A and B and Catalytic Line Filter	LTPF Personnel	Sources and facility Activity record Book (FM-WRD-11)  Sources and facility Backwashing Report (FM-WRD-14)
6	End				

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## FILTRATION PLANT OPERATIONAL MANUAL



**SCHEMATIC DIAGRAM** 

### BY PASS MODE (DIRECT LINE/NORMAL OPERATIONS)

## A.) SLOW SAND FILTRATION PLANT 1 (F1)

Step	Valve Number	Valve Adjustment	Description	Remarks
1	1	Full Open	150mmØ Lapaan 1 Direct Line Valve	
2	2	Full Close	150mmØ Lapaan 1 Filtration Inlet Valve	
3	3	Full Close	150mmØ Lapaan 1 Backwash Valve	
4	4	Full Open	100mmØ Lapaan 2 Direct Line Valve	
5	5	Full Close	100mmØ Lapaan 2 Filtration Inlet Valve	
6	6	Full Close	150mmØ Lapaan 1 Filtration Outlet Valve	
7	7	Full Close	100mmØ Lapaan 2 Filtration Outlet Valve	
8	8a and 8b	Full Close	150mmØ Filtration Drain Valve	

### B.) SLOW SAND FILTATION 2 (F2)

Step	Valve Number	Valve Adjustment	Description	Remarks
1	32	Full Close	200mmØ Lapaan 4 Direct Line Valve	
2	33	Full Open	200mmØ Lapaan 4 Filtration Inlet Valve	Primary Inlet Control
3	37	Full Close	200mmØ Filtration Inlet 2 Valve	Preparatory for 2 <sup>nd</sup> Source
4	34	Full Open	200mmØ Filtration Diversion Valve	Backwash or Looping
5	35, 36	Full Close	200mmØ Filtration Inlet Control Valves	Secondary Inlet Control
6	38 to 42	Full Open	200mmØ Filtration Control Valves	
7	43 and 44	Full Close	200mmØ Filtration Control Valves	Drain Valves of F2a and F2b
8	47	Full Close	200mmØ Filtration Control Valves	Looping Valve, Lap 3TL to Lap 4TL
9	55 and 56	Full Open	200mmØ Lapaan 4 Direct Line Valves	
10	45 and 48	Regulated	200mmØ Filtration Control Valves	Lapaan 3TL Backwash Valves
11	46 and 49	Regulated	200mmØ Filtration Control Valves	Lapaan 4TL Backwash Valves
12	50	Full Close	200mmØ Filtration Outlet 2 Valve	Preparatory for 2 <sup>nd</sup> Source
13	51	Full Open	200mmØ Filtration Outlet Valve	Secondary Outlet Control
14	52	Full Close	200mmØ Lapaan 4 Filtration Outlet Valve	Primary Outlet Control

Note:

The Looping of Lapaan 3 TL to Filtration 2 Backwash Inlet regulates the Direct Line Pressure Lapaan 3 TL to 80 to 100psi (as per advised by the incharge and management).

### C.) LINE FILTERS (LF)

Step	Valve Number	Valve Adjustment	Description	Remarks
1	9	Full Open	150mmØ Lapaan 1 Direct Line Valve	
2	10	Full Open	150mmØ Lapaan 1 Filtration Inlet Valve	
3	11	Full Close	150mmØ Lapaan 1 Blow-off Valve	
4	12	Full Close	200mmØ Lapaan 1 Filtration Inlet Valve	
5	62, 63	Full Close	Lapaan 1-4 Looping Control Valves	See F2 HTL Procedure
6	28	Full Open	150mmØ Lapaan 1 Direct Line Valve	
7	29	Full Open	150mmØ Lapaan 1 Filtration Outlet Valve	
8	26, 27	Full Close	200mmØ Filtration Outlet Valves	V26 (Tank1-3), V27 (Tank 4-6)
9	13 to 22	Full Open	200mmØ Filtration Control Valves	
10	23, 25	Full Close	200mmØ Filtration Blow-off Valves	

### **UTILIZATION MODE (HIGH TURBIDITY LEVEL OPERATIONS)**

A.) SLOW SAND FILTRATION PLANT 1 (F1)

Step	Valve Number	Valve Adjustment	Description	Remarks
1	5	Full Open	100mmØ Lapaan 2 Filtration Inlet Valve	
2	4	Full Close	100mmØ Lapaan 2 Direct Line Valve	
3	7	Full Open	100mmØ Lapaan 2 Filtration Outlet Valve	
4	59	Full Open	150mmØ Lumot-Lapaan1 Looping Valve	Lapaan 1 Full Close at Dam

Note:

- 1. During HTL occurrence, Lapaan 1 Transmission Line is deactivated at Dam and Lumot Transmission Line is activated through valve no. 61.
- 2. Slow Sand Filtration Plant 1 is utilized only for Lapaan 2 Transmission Line HTL occurrence.

### B.) SLOW SAND FILTATION 2 (F2)

Step	Valve Number	Valve Adjustment	Description	Remarks
1	36	Full Open	200mmØ Filtration Inlet Control Valve	
	34	Full Close	200mmØ Filtration Diversion Valve	Backwash or Looping
	38	Full Close	200mmØ Filtration Control Valve	Silt Separator Drain Valve
	40, 42	Full Close	200mmØ Filtration Control Valves	Backwash Drain A and B Valves
	45	Full Close	200mmØ Lapaan 3TL Inlet Valve	

Note:

- 1. Maintain Full Close Filtration Drain Valves 43 and 44. Utilized said valves during draining F2a and F2b respectively.
- 2. Due to reduction of Lapaan 3TL pressure, valve 45 is regulated (as per advised by the incharge and management).

### C.) LINE FILTERS (LF)

Step	Valve Number	Valve Adjustment	Description	Remarks
1	26, 27	Full Open	200mmØ Filtration Outlet Valves	V26 (Tank1-3), V27 (Tank 4-6)
2	12	Full Open	200mmØ Lapaan 1 Filtration Inlet Valve	
3	63	Full Open	Lapaan 1-4 Looping Control Valve	
4	20, 22	Full Open	200mmØ Filtration Control Valves	Activation of Tank 3 and 6
5	Butterfly	Regulated	75mmØ Backwash Valve per Tank	Monitor not to exceed 150psi

Note: 1. Line Filters is utilized from Lapaan 4 TL HTL Occurrence to add supply to Lapaan 1 TL/Lumot TL.

2. When exceeding to 50 NTU Limit, monitor pressure not to exceed 150psi limit and deactivate the Line Filters utilization by manipulation Valves 12 and 63 to fully closed. And proceed with Direct Line Operations (see Normal Conditions Table).

### MAINTENANCE MODE (BACKWASHING PROCEDURE)

### A.) SLOW SAND FILTRATION PLANT 1 (F1)

Step	Valve Number Valve Adjustment D		Description	Remarks
1	3	Full Open	150mmØ Lapaan 1 Backwash Valve	
2	8	Full Open	150mmØ Filtration Drain Valve	

Note: 1. Consider that the valve manipulation was from Normal Conditions (Direct Line Operations).

2. Backwashing period is between 11:00am to 1:00pm.

### B.) SLOW SAND FILTATION 2 Box A (F2a)- Utilize Lapaan 3TL

Step	ep Valve Number Valve Adjustment Description		Remarks	
1	48 Regulated to FC 200mmØ Filtration Chamber Inlet Valve		Slow Sand Filtration A	
2	45	Full Open	200mmØ Lapaan 3TL Inlet Valve	From Lapaan 3/Ilian TL Source
3	62, 63	Regulated to FO	Lapaan 1-4 Looping Control Valves	From Lapaan 1 TL Source
4	47	Regulated to FO	200mmØ Filtration Control Valves	Looping Valve, Lap 3TL to Lap 4TL

Note: 1. Consider that the valve manipulation was from Normal Conditions (Direct Line Operations).

- 2. Backwashing period be conducted during Non peak hour only or as per advised by the incharge and management.
- 3. Maintain Full Close Filtration Drain Valves 43 and 44. Utilized said valves during draining F2a and F2b respectively.

### C.) SLOW SAND FILTATION 2 Box B (F2b) )- Utilize Lapaan 4TL

Step Valve Valve Adjus		Valve Adjustment	Description	Remarks
1	1 49 Regulated to FC 200mmØ Filtration Chamber Inlet Valve		Slow Sand Filtration B	
2	46	Full Open	200mmØ Lapaan 4TL Inlet Valve	From Lapaan 4 TL Source
3	62, 63	Regulated to FO	Lapaan 1-4 Looping Control Valves	From Lapaan 1 TL Source
4	47	Regulated to FO	200mmØ Filtration Control Valves	Looping Valve, Lap 3TL to Lap 4TL

Note: 1. Consider that the valve manipulation was from Normal Conditions (Direct Line Operations).

- 2. Backwashing period be conducted during Non peak hour only or as per advised by the incharge and management.
- 3. Maintain Full Close Filtration Drain Valves 43 and 44. Utilized said valves during draining F2a and F2b respectively.

### D.) SILT SEPARATOR

Step	Valve Number	Valve Adjustment	Description	Remarks
1	1 35 Full Open		200mmØ Filtration Inlet Control Valve	Silt Separator Inlet Valve
2	62, 63	Full Open	Lapaan 1-4 Looping Control Valves	From Lapaan 1 TL Source
3	33	Full Close	200mmØ Filtration Inlet Control Valve	Primary Inlet Valve
4	38	Full Open	200mmØ Filtration Control Valve	Silt Separator Drain Valve

Note: 1. Consider that the valve manipulation was from Normal Conditions (Direct Line Operations).

2. Backwashing period is between 2:00pm to 3:00pm.

### E.) LINE FILTERS (LF)

Step Valve Number		Valve Adjustment	Description	Remarks
1	23, 25	Full Open	200mmØ Filtration Blow-off Valves	To Drain Stagnant Water
2	2 26, 27 Full Open 200mmØ Filtration Outlet Valves		V26 (Tank1-3), V27 (Tank 4-6)	
3	Butterfly	Full Open	75mmØ Backwash Valve per Tank	
4	Drain	Full Open	75mmØ Drain Valve per Tank	
5	19, 21	Full Close	200mmØ Filtration Control Valves	
5	23, 25	Full Close	200mmØ Filtration Blow-off Valves	After 5min Flushing

Note: 1. Consider that the valve manipulation was from Normal Conditions (Direct Line Operations).

2. Backwashing period is between 1:00pm to 2:00pm.

Prepared By:

WINIFREDO D. CENIZA JR.

Supervising WUMO-WRD



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### WATER SUPPLY INTERRUPTION

### I. OBJECTIVE

Efficient responding in diverting water to mitigate water supply interruption. Immediate respond in performing repairs of mainlines and service lines Ensure no turbid water enters the system

### II. SCOPE

This procedure covers all water interruption activities.

### III. RESPONSIBILITY AND RESOURCES

Supervising Water Utilities Management Officer Water Utilities Management Officer Office Operator Water Supply Section Field Personnel

### **IV. DEFINITION OF TERMS**

NTU – Nephelometric Turbidity Unit
SWUMO- Supervising Water Utilities Management Officer
WUMO- Water Utilities Management Officer
LWUA- Local Water Utilities Administration
WSS- Water Supply Section
Office Operator – refers to Main Gate Personnel/Blue Guards
PNSDW – Philippine Standards for Drinking Water

Flow Meter- a portable gadget used in measuring discharge, velocity and flow rate of pipeline.

### V. REFERENCE DOCUMENTS

Philippine National Standards for Drinking Water

### **VI. RECORDS GENERATED**

Maintenance Orders Service Request

Prepared by:	WATER RESOURCES DIVISION	Approved by: STELLA M. GONZALES, MPS	
	Process Owner		General Manager

### **WATER SUPPLY INTERRUPTION**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Receive advisory ON Water Interruption thru report or SMS.	1.1 Received/Release advisory on Water Supply Interruption thru SMS report or requests.  Types of Advisories/Request covers the ff:  1.1.1 Mainline/Service line Repair Request 1.1.2 Low pressure 1.1.3 Leak 1.1.4 Turbid Water 1.1.5 Interconnection Activity 1.1.6 Maintenance Works (Desilting Activity) 1.1.7 Flushing Activity 1.1.8 System Evaluation Activity	All system interruption must be relayed to all managers and officers for information purposes  For scheduled interconnection notices will be disseminated 3 days prior to said activity.	SWUMO	WSS- Daily Activity Report (FM-WRD-18) Valve Operation Report (FM-WRD-43)
2	Validate the affected areas.	<ul> <li>2.1 Collection of data on site;</li> <li>2.1.1 Date of problem started</li> <li>2.1.2 Duration of supply interruption</li> <li>2.1.3 Number of household affected</li> <li>2.1.4 Collect pressure and discharge reading.</li> <li>2.1.5 Others</li> </ul>	For reports endorsed by CSD, MO and SR will be attached to the report.	WUMO	WSS- Daily Activity Report (FM-WRD-18)

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## **WATER SUPPLY INTERRUPTION**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
3	Manipulate system valves	<ul> <li>3.1 Manipulation of valve will be derived after collection of data on field, evaluation and analyses.</li> <li>3.2 Conduct post valving evaluation from different approaches using.</li> <li>3.2.1 Comparative pressure reading 3.2.2 Flow evaluation 3.2.3 Actual investigation</li> </ul>	Maintain permissible turbidity level of the system ranging less than 2 NTU.  LWUA standard minimum pressure distribution within the system of 10 psi (7 meters head).	SWUMO WUMO	WSS- Daily Activity Report (FM-WRD-18)  Maintenance Order (FM-CSD-01)  Security Guard's Record Book for Sources and Facility (FM-GSD-47)  Daily Pressure Monitoring Report (FM-WRD-17)  Valve Inventory/Status Report (FM-WRD-20)
4	Is the case subject for further investigation?  Release advisory after advisory.	2.1 Release advisory thru SMS to all Mangers, Officers and Office Operator concerning the accomplishment of the activity.  2.2 Include detailed action taken in the daily system interruption report (DSR).	All advisories must have a reaction time indicated and the personnel rendering duty.  WSS Daily Accomplishment Report includes the following data.  a. Location b. Purposed of Activity c. Detailed Activities d. Accomplishments e. Sketch	WUMO	Security Guard's Record Book for Sources and Facility (FM-GSD-47) WSS- Daily Activity Report (FM-WRD-18)

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### **MULTIPLE TUBE FERMENTATION TECHNIQUE (MTFT)**

### I. OBJECTIVE

To monitor Microbial levels in water in compliance to the criteria set by the Philippine National Standards for Drinking Water.

### II. SCOPE

Inside and outside (clients) water quality monitoring samples

### III. RESPONSIBILITY AND RESOURCES

Medical Technologist III, Senior Laboratory Technician, Laboratory Technician

### IV. DEFINITION OF TERMS

**NRL- National Reference Laboratory** 

MTFT - Multiple Tube Fermentation Technique for microbiological analysis

LSB- Lauryl Sulfate Broth; a culture media used for the presumptive phase of determining the presence of coliform bacteria in water sample

Inoculate- to introduce into a suitable situation for growth

BGLB- Brilliant Green Lactose Bile Broth; a media used for the detection of Total Coliform in water samples

ECB- E. coli Broth; a media used for the detection of Fecal Coliform in water samples

Total Coliform- consists of fecal Coliform and/ or non-fecal coliform bacteria

Fecal Coliform- a subset of total coliform, but grows at 44.5 °C; indicator of presence of fecal materials in water; represented mostly by E. coli bacteria.

LWUA- Local Water Utilities Administration

### V. REFERENCE DOCUMENTS

Philippine National Standards for Drinking Water NRL Manual on Microbiological Analysis of Drinking Water

### **VI. RECORDS GENERATED**

Official Result Form for water samples

Prepared by:	WATER RESOURCES DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

## MULTIPLE TUBE FERMENTATION TECHNIQUE (MTFT)

### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information	
1	Start  Receive water sample	1.1. Water sample is received by the Laboratory Staff	1 sample per 10,000 population, plus 12 additional samples monthly. Collection of samples should be spread out within a month (PNSDW Requirement)	Senior Laboratory Technician	Inside Samples Record Book (FM-WRD-27) Outside Samples Record Book (FM-WRD-45)	
2	Recording of water samples	2.1. Upon receipt, water sample is recorded for its official laboratory number assignment.	National Reference Laboratory Manual on Microbiological Analysis of Drinking Water	Senior Laboratory Technician	Microbiological Analysis Workbook (FM-WRD-26)	
3	Preparation of water testing materials	3.1. Processing area, materials, and equipment shall be prepared and disinfected before use	National Reference Laboratory Manual on Microbiological Analysis of Drinking Water	Senior Laboratory Technician	Microbiological Analysis Workbook (FM-WRD-26)	
4	Water sample processing	4.1. 100ml of water sample is equally distributed to 5 tubes of Lauryl Sulfate Broth (LSB) for Presumptive Coliform Testing	20mL of water sample per LSB Tube (5 replications)  National Reference Laboratory Manual on Microbiological Analysis of Drinking Water	Senior Laboratory Technician	Microbiological Analysis Workbook (FM-WRD-26)	

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## **MULTIPLE TUBE FERMENTATION TECHNIQUE (MTFT)**

		IVIULTIPLE TUBE PERIVIENTATION TECHNIQUE (IVITET)					
No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information		
5	Is the water sample positive for presumptive test for coliform after 48 hours of incubation?  Official Result Form (FM-WRD-78)  YES  END	<ul> <li>5.1. If the water sample showed a negative result for the presumptive coliform testing phase, then official result form can be generated.</li> <li>5.2. If the water sample showed a positive result for the presumptive phase, proceed to the confirmatory phase.</li> </ul>	Presumptive Coliform Testing samples should be incubated at 37 degrees Celsius for 48 hours.  The two indicators for bacterial growth are the Presence of Bubbles and Turbidity.	Senior Laboratory Technician	Microbiological Analysis Workbook (FM-WRD-26) Official Result Form (FM-WRD-46)		
6	Confirmatory Test for Total and Fecal Coliform	6.1.0.1ml of the positive water sample from the presumptive phase shall be inoculated to Brilliant Green Lactose Bile Broth (BGLB) to confirm presence of Total Coliform and to E. coli Broth (ECB) to confirm presence of Fecal Coliform.	Transfer 0.1ml of the water sample (positive from the presumptive phase) per confirmatory testing	Senior Laboratory Technician	Microbiological Analysis Workbook (FM-WRD-26)		
7	Is the water sample positive for Fecal Coliform and/or Total Coliform?  NO  Official Result Form (FM-WRD-78)  B  END	<ul> <li>7.1. If the water sample showed a negative result for both the BGLB and ECB media for the confirmatory phase, then official result form can be generated.</li> <li>7.2. For outside samples, official result form will be noted with presence of Total Coliform should the water sample indicate presence of bacteria for the BGLB, and Fecal Coliform for presence of bacteria in ECB</li> </ul>	Fecal Coliform Testing (ECB) samples should be incubated at 45 degrees celsius for 24 hours. Total Coliform Testing (BGLB) samples should be incubated at 37 degrees celsius for 48 hours.  The two indicators for bacterial growth are the Presence of Bubbles and Turbidity	Senior Laboratory Technician	Microbiological Analysis Workbook (FM-WRD-26) Official Result Form (FM-WRD-46)		
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## MULTIPLE TUBE FERMENTATION TECHNIQUE (MTFT)

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
8	Flushing and line disinfection	8.1. For areas with water sample that showed positive result for total and/or fecal coliform, flushing and line disinfection shall be performed before conducting repeat water sampling  8.1. a. Increase chlorine residual by 100% (as long as within the allowable limit)  8.1.b. Perform flushing at system endpoint of the area and to the exact location wherein repeat water sampling is to be conducted  8.1.c. Investigate the area for other possible causes	Chlorine Residual Levels must be within 0.3ppm (minumum) - 1.5ppm (maximum)  Philippine National Standards for Drinking Water	Medical Technologist III	Microbiological Analysis Workbook (FM-WRD-26)
9	Repeat Sampling	9.1. After performing corrections, the water sample collectors shall conduct repeat sampling	Philippine National Standards for Drinking Water	Laboratory Staff	Microbiological Analysis Workbook (FM-WRD-26)
10	Was flushing and disinfection effective?	10.1. If the corrective actions are effective in eliminating coliform, proceed to the preparation of Official Result Form  10.2. If the corrective actions are not effective, conduct corrective actions again until issues are addressed	Philippine National Standards for Drinking Water	Medical Technologist III	Microbiological Analysis Workbook (FM-WRD-26)

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# MULTIPLE TUBE FERMENTATION TECHNIQUE (MTFT)

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
11	Official Result Form  END	11.1. Official Result Forms are generated after achieving satisfactory results  11.2. Copies of official microbiological analysis reports shall be furnished to LWUA, and the City and Local Municipal Health Officers.	LWUA Requirement for Water Districts	Laboratory Staff	Official Result Forms (FM-WRD-46) Water Quality Monitoring Report (FM-WRD-25)

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### PHYSICAL AND CHEMICAL ANALYSIS

#### I. OBJECTIVE

To monitor Physical, Chemical, and Pesticide levels in water in compliance to the criteria set by the Philippine National Standards for Drinking Water

#### II. SCOPE

All areas covered by the MKWD system

#### III. RESPONSIBILITY AND RESOURCES

Medical Technologist III, Senior Laboratory Technician, Laboratory Technician

#### IV. DEFINITION OF TERMS

WQS – Water Quality Section LWUA - Local Water Utilities Administration

#### V. REFERENCE DOCUMENTS

Philippine National Standards for Drinking Water

### **VI. RECORDS GENERATED**

Daily and Monthly reports

Prepared by:	WATER RESOURCES DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **PHYSICAL AND CHEMICAL ANALYSIS**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Determine areas to be collected with samples	1.1.Laboratory staff shall communicate with the Chemistry Laboratory for booking of schedule  1.2. WRQ-WQS Head will instruct the staff on which areas are to be monitored. The said stations may be for random testing and/or repeat testing	Per PNSDW Requirement, Phy-Chem and Pesticide are to be performed annually	Medical Technologist III	Annual Schedule for Physical, Chemical, and Pesticide Analysis
2	Preparation of materials for sampling	2.1. Necessary materials for Phy-Chem monitoring shall be prepared by the WQS staff: Pipe wrench, valve keys, sampling bottles, Ice box	For Phy-Chem, Sampling bottles should be able to contain at least 4 liters and should not be exposed to sunlight  For Pesticide, Sampling bottles should be at least 2 liters, contained in ambercolored sampling bottles, and should not be exposed to sunlight	Laboratory Technician	
3	Water Sampling  A	3.1. Travel to the area for water sampling	Proper labeling must be observed. Indicate area, time, and date of collection	Laboratory Technician	

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# **PHYSICAL AND CHEMICAL ANALYSIS**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Submission of Water Samples for outsourcing	4.1. Water samples are outsourced to the Physical-Chemical, and Pesticide Laboratory	Samples must be kept in an ice cooler in order to maintain a temperature of less than 10 degrees celsius and must be submitted within 24 hours after collection	Senior Laboratory Technician	
5	Claiming of official test results	5.1. Official test results shall be claimed from the testing laboratory one month after submission of samples	WQS Staff shall inquire/verify from the testing laboratory on the availability of official results	Senior Laboratory Technician	Official Physical-Chemical Analysis Result forms (FM-WRD-36)
6	Monthly Report  END	6.1. Copies of monthly chlorine residual reports shall be furnished to LWUA, and the City and Local Municipal Health Officers	LWUA Requirement for Water Districts	Laboratory Staff	Official Physical-Chemical Analysis Result forms (FM-WRD-36) Water Quality Section Summary Report on Physical and Chemical Analysis (for LWUA) (FM-WRD-32)

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# **BUDGET UTILIZATION PROCEDURE**

#### I. OBJECTIVE

To achieve operating expense of not more than 80% of the actual gross sales/revenues.

To utilize the budget appropriation by at least 90% of the approved corporate budget.

To realize an income of at least 20% of the actual gross sales/revenues.

To obtain a current ratio of equal to or greater than two.

#### II. SCOPE

All Financial transactions.

#### **III. RESPONSIBILITY AND RESOURCES**

Ensures to implement internal control system as to funds availability, investment and disposition.

#### IV. DEFINITION OF TERMS

APP - Annual Procurement Plan BUR - Budget Utilization Request

CAF - Certificate of Availability of Funds

DV - Disbursement Voucher

PPMP - Project Procurement Management Plan

BAMS - Budget and Accounting Management System

CI - Checks Issued
CM - Credit Memo
DM - Debit Memo
JO - Job Order

PR - Purchase Requisition

#### V. REFERENCE DOCUMENTS

Approved 2016 Corporate Budget

Approved 2016 APP

Approved 2016 PPMP

Daily Cash Position Register

Disbursement Voucher

### **VI. RECORDS GENERATED**

CAF register

**BUR** register

DV register

Report on Checks Issued

Report on Unreleased Voucher

Disbursement Voucher Transmittal

Prepared by:	ACCOUNTING & BUDGET DIVISION	Approved by:	STELLA M. GONZALES, MPS
	Division Manager		General Manager



# **BUDGET UTILIZATION PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Receive approved PR / JO / Payment	1.1 Receive approved PR/JO / Payment	100% Completion of the Checklist (for approved payments)	Accounting Processor B	Transaction Checklist (FM-ABD-01 to 15)
2	Issuance of CAF	Check and evaluate request based on budget (within corporate budget)	APP / PPMP / Approved Budget	Accounting Processor B	
3	Approval on CAF  YES  Return to Users  END	<ul><li>3.1 If no, return documents to user (lacking in documents/signatures)</li><li>3.2 If yes, create/print CAF register on BAMS and sign document and forward to next signing official</li></ul>	100% Completion of the Checklist (for approved payments)	Accounting Processor B	Report on outstanding CAF Issued (FM-ABD-16)
4	Approved CAF Register	<ul> <li>4.1 Approved CAF register and supporting documents will be returned to requesting unit (PR/JO only)</li> <li>4.2 Forward to Corporate Budget Specialist B (Payments for BUR)</li> </ul>	100% Completion of the Checklist (for approved payments)	Accounting Processor B	CAF register (electronic) (FM-CMD-44)

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# **BUDGET UTILIZATION PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Issuance of BUR	5. Check and evaluate request based on budget (within corporate budget)	APP / PPMP / Approved Budget /100% Completion of the Checklist	Corporate Budget Specialist	
6	Approval  YES  Return to Users  END	<ul> <li>6.1 If no, return documents to user (lacking in documents/signatures)</li> <li>6.2 If yes, create/print BUR register on BAMS and sign document and forward to next signing official</li> </ul>	100% Completion of the Checklist	Corporate Budget Specialist	BUR register (electronic) (FM-ABD-18)
7	Approved BUR Register	7.1Approved BUR register and supporting documents will be forwarded to accounting for disbursement preparation	100% Completion of the Checklist	Corporate Budget Specialist	BUR register (electronic) (FM-ABD-18)

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# **BUDGET UTILIZATION PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
8	Issuance of DV	8.1 Check and evaluate documents based on BUR	100% Completion of the Checklist	Accounting Processor A	
9	YES Return to Users	9.1 If no, return documents to concerned units (lacking in documents/signatures)  9.2 If yes, create/print DV register on BAMS and sign document and forward to next signing official	100% Completion of the Checklist	Accounting Processor A	DV register (electronic) (FM-ABD-19)
10	Approved DV Register	10.1 Forward approved DV and supporting documents to Cash Management Division for issuance of check preparation	100% Completion of the Checklist	Accounting Processor A	DV register (electronic) (FM-ABD-19)

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# **BUDGET UTILIZATION PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
11	Disbursement Voucher Transmittal	11.1 Review Disbursement Voucher Transmittal	Office guidelines/ Office Policy	Cashier A	Disbursement Voucher Transmittal (FM-CMD-44)
12	YES Return to Cashier A	If NO, 12.1 Return the Disbursement Voucher to Cashier A (for completion of documents)  If YES, 12.2.1 Forward to Accounting Processor C for filing and reproduction  12.3.1 Original copy will be transmitted to COA	Office Guidelines/ Office Policy	Cashier A	
13	Monitoring	13.1 Monitor All Disbursement Voucher	Office Guidelines/ Office Policy	Cashier A	Unreturned Vouchers (FM-CMD-45)

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### CASH MANAGEMENT PROCEDURES- COLLECTION

#### I. OBJECTIVE

To achieve 100% accurate collection and deposit with zero over/under.

To achieve a revenue performance ratio of at least 97%

To ensure 100% Compliance to Rules & Regulation of COA, CSC, DBM and other Regulatory body.

### II. SCOPE

All Collection and Deposit Transactions

### III. RESPONSIBILITY AND RESOURCES

**Collection Assistant** 

Cashier A

Cashier D

Cashiering Assistant

Supervising Cashier

**Division Manager** 

Department Manager

AGM for A&F

#### IV. DEFINITION OF TERMS

**BCMS**-Billing and Collection Management System

**COA** -Commission on Audit

CRR -Cash Receipts Register

**DCR** -Daily Collection Report

**OR** -Official Receipt

### V. REFERENCE DOCUMENTS

Water Bill, Payment Slip

## **VI. RECORDS GENERATED**

Daily Teller's Collection Report, Summary of Collection Report, Summary of Other Collections, Cash Receipts Register, Modified Collection & Deposit, Daily Cash Position Report, Teller's Collection Certification, Remittance Denomination Form

Prepared by:	CASH MANAGEMENT DIVISION	Approved by:	STELLA M. GONZALES
_	Process Owner		General Manager



# CASH MANAGEMENT PROCEDURES-COLLECTION

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Receive Bills for Payment	1.1 Receive of water bill from client 1.2.1. Access to Collection System (BCMS Program) 1.2.2 Verify Customer's account 1.2.3 Override if partial payments with approval from CAD Division	No partial payment is allowed unless there is approved promissory or agreement from CSD	Collection Assistants	Promissory Note (FM-CSD-12)
2	Collection of Payment	2.Issuance of Official Receipt 2.1.1 Print & Sign Official Receipt (Office Copy) 2.1.2 Print & Sign Official Receipt (Customer's Copy)	Office Copy OR's will be endorsed to COA after ensuing month	Collection Assistants	Official Receipt Transmittal (Office Copy) (FM-CMD-44)
3.	Generate Collection Report	3.1 At the end of collection report will be generated per assigned teller	Planned schedule/ 4 to 10 times / Office Policy	3.1.1 Collection Assistant 3.2.1 Cashiering Assistant	Collection Report (e-copy) (FM-CMD-04)

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## **PROCEDURES MANUAL**

# **CASH MANAGEMENT PROCEDURES-COLLECTION**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Pe	rson Retained Information
NO.	3	3.3 Generation of Collection Report from the system (BCMS) 3.3.1 Give Collection Report to Collection Assistant	3.3 Office Guidelines on Collection and Deposit	3.3.1 Cashiering Assistant	3.3.1 Tellers' Collection Journal (FM-CMD-12) 3.3.2 Transmittal to COA indicating the following: - Daily Collection Report (FM-CMD-04) - Teller's Remittance Forms(FM-CMD-11) - Issued OR's (FM-CMD-01) - Teller's Collection Certification (FM-CMD-16) (all are e-copy)
	Do issued OR's reconcile w/ collection report?	3.3.2 Reconciliation of Issued OR vs. System Generated Report and Collection vs. Remittances 3.3.2.1 Approval 3.3.2.1.1 if YES – sign & forward collection report to the next signing official 3.3.2.1.2 If NO - return Collection Report to Collection Assistant. 3.4. Submission of report to AR & COA	3.4 Office Guidelines/AR (within the day) COA (every 15 <sup>th</sup> day of the ensuing month)	3.3.2.1.1 Cashierin Asst. 3.4.1 Cashiering Assistant	3.3.2.1.1Collection Report (FM-CMD-04) 3.3.2.1.2 Remittance Form
4.	Preparation of Remittances	<ul> <li>4.1 Submission of first, succeeding, final cash and check remittances according to denomination</li> <li>4.2 Preparation and Sign 5 copies of Deposit Slip</li> </ul>	4. Planned schedule/ Office Policy	4.1.1 Cashiering Assistant 4.2.1 Cashier A	4.1.1 Teller's Remittance Form (FM-CMD-11)  4.2.1 Teller's Remittance Form(FM-CMD-11)  4.2.2 Validated Deposit Slips (FM-CMD-17)
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# CASH MANAGEMENT PROCEDURES-COLLECTION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5.	Deposit slip				
6.	Deposit collection  END	Deposit office collection to depository banks & receive validated Deposit Slips	6.1 Collection Cut Off time is 4:00PM 6.2 Deposit-in-Transit must not exceed 50,000.00	Cashier A	6.1 Validated Deposit Slips (FM-CMD-17) 6.2 Modified Cash Receipt Register (FM-CMD-40) 6.3 Teller's Collection Certification (FM-CMD-16)

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### CASH MANAGEMENT PROCEDURES – CHECK DISBURSEMENT

#### I. OBJECTIVE

To ensure 100% Compliance to Rules & Regulation of COA, CSC, DBM and other Regulatory body.

#### II. SCOPE

**Disbursements** 

### **III. RESPONSIBILITY AND RESOURCES**

Collection Assistant

Cashier A

Cashiering Assistant

Supervising Cashier

Division Manager - CM

Department Manager - FS

AGM for AF

General Manager

#### IV. DEFINITION OF TERMS

**BAMS**-Budget and Accounting Management System

CI -Checks Issued

CM -Credit Memo

**DM** -Debit Memo

**DV** -Disbursement Vouchers

**LARGE-** Laws and Regulations on Government Expenditures

#### V. REFERENCE DOCUMENTS

Daily Cash Position Register, Disbursement Voucher

#### **VI. RECORDS GENERATED**

Report on Checks Issued, Report on Unreleased Checks, Report on Returned Vouchers, Disbursement Voucher Transmittal, Daily Cash Position Report

Prepared by:	CASH MANAGEMENT DIVISION	Approved by:	STELLA M. GONZALES	
	Process Owner		General Manager	



# CASH MANAGEMENT PROCEDURES- CHECK DISBURSEMENT

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Disbursement Voucher C	Receive Disbursement Voucher with complete attached documents	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	
	Is fund NO sufficient?	If <b>NO</b> 2.1. Prepare Credit Memo and Debit memo 2.2. Sign the DM and CM	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	2.1.1 Validated Debit/Credit Memo (FM-CMD-42)
2	YES Fund END	2.3 Transact the approved DM and CM to banks and File for safekeeping and future references			
3	Review attachments  A	3. Review all attached documents	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	

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# CASH MANAGEMENT PROCEDURES- CHECK DISBURSEMENT

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	A C NO Approval NO Return to Accounting	4. IF <b>NO</b> , Return to Accounting Unit	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	
5	Check preparation	5.1 Assign Check 5.2 Access to BAMS & Print	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	5.1 Check Issued Register(FM-CMD-43)
6	Approval  Return to Cashier A  END	6.1 IF NO, Return to Cashier A for Check and/or Voucher Cancellation	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	6.1.1 Check Issued Register(FM-CMD-43)

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# CASH MANAGEMENT PROCEDURES- CHECK DISBURSEMENT

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
7	Release check	<ul> <li>7.1 Local Check-inform payee/supplier the availability of check thru Telephone or personal Delivery if necessary</li> <li>7.2 Regional/National Check-Deposit check payment to supplier's/payees account &amp; Faxed Deposit Slip or personal Delivery if necessary</li> </ul>	Chapter 2 & 3 COA Modified Disbursement System - LARGE	7.1 Cashier A	7.1 Check Issued Register(FM-CMD-43)  7.2 Disbursement Voucher Transmittal (FM-CMD-44)
8	Transmit released DV's	Forward Disbursement Voucher with attached document to Accounting Division	Chapter 2 & 3 COA Modified Disbursement System - LARGE	8.1Cashier A	
9	Disbursement Voucher Transmittal	Review Disbursement Voucher Transmittal	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	9.1 Disbursement Voucher Transmittal (FM-CMD-44)
10	YES Return to Cashier A	11.1 If NO, Return the Disbursement Voucher to Cashier A	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	
11	Monitoring	11. Monitor All Disbursement Voucher	Chapter 2 & 3 COA Modified Disbursement System - LARGE	Cashier A	11.1 Report on Unreleased Checks (FM-CMD-46) 11.2 Unreturned Vouchers(FM-CMD-45)

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# CASH MANAGEMENT PROCEDURES – PETTY CASH FUND HANDLING

#### I. OBJECTIVE

To ensure 100% Compliance to Rules & Regulation of COA, CSC, DBM and other Regulatory body.

#### II. SCOPE

Petty Cash Fund Transactions

### III. RESPONSIBILITY AND RESOURCES

Cashier A

Cashier D

**Supervising Cashier** 

Division Manager -CM

Department Manager- FS

AGM for A&F

#### IV. DEFINITION OF TERMS

**BAMS**-Budget and Accounting Management System

**COA** -Commission on Audit

**DV** -Disbursement Vouchers

**EF** -Emergency Fund

FFV -Fuel Fund Voucher

WFV -Petty cash Fund

### V. REFERENCE DOCUMENTS

Approved itinerary of travel, Approved Fuel Requisition Slip, Travel Order, Fuel Liquidation Voucher, Approved Request Letter

## **VI. RECORDS GENERATED**

Petty Cash Fund Register, Petty Cash Fund Recapitulation, Summary of Fund Consumed, Report on Unliquidated Request, Monitoring Report of Petty Cash Fund

Prepared by:	CASH MANAGEMENT DIVISION	Approved by:	STELLA M. GONZALES
·	Process Owner		General Manager

# CASH MANAGEMENT PROCEDURES- PETTY CASH FUND HANDLING

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Approved Trip Ticket, Fuel Requisition Slip	Fuel Fund- Submission of request including approved supporting documents     Petty cash Fund- Submission of request including approved supporting documents     Submission of request including approved supporting documents	1. Fuel Fund 1.1Approved Requisition Slip 1.2 Approved trip ticket  2. Petty cash Fund 2.1 Approved Itinerary 2.2 Approved letter of Request  3. Emergency fund 3.1 Approved letter	1.1 Cashier A	1.1Fuel Fund Register (e – copy)(FM-CMD-48) 2.1 Petty Cash Fund Register(e-copy) (FM-CMD-54) 3.1 Emergency Fund monitoring report-e-copy(FM-CMD-57)
2.	Is Fund Sufficient? NO Replenishment YES END	2.1 IF NO, Replenish Petty cash fund and Fuel Fund	3.2 Approved PR and/or JO  2.1 Office Guidelines/ Office Policy/ 70% threshold policy	2.1 Cashier A	2.1 Petty cash Fund register-e-copy(FM-CMD- 54) Fuel Fund register (e-copy) (FM-CMD-48)
3.	Approval NO Return to requistioner	Check & Evaluate request based on guidelines and correctness of documents  IF NO, returned to requisitioner  IF YES, Issue Petty Cash Fund Voucher	Office Guidelines on Documentary Requirements	3.1 Cashier D	

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# CASH MANAGEMENT PROCEDURES- PETTY CASH FUND HANDLING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4.	Issuance of fund voucher	Issue Petty cash Fund Voucher	COA /Office Guidelines on Petty Cash Fund utilization	4.1 Cashier D 4.2 Cashier A	4.1 Petty cash Fund register-e-copy(FM-CMD-54)
5.	Release of fund	Release of Fuel Fund as to requested amount by Cashier A	COA /Office Guidelines on Petty Cash Fund utilization	5.1 Cashier D 5.2 Cashier A	5.1 ) Fuel Fund register-e- copy(FM-CMD-48)
6.	Monitoring of Fund  END	Monitor Petty Cash Fund	COA /Office Guidelines on Petty Cash Fund utilization	6.1 Supervising Cashier 6.2 Div. Manager	6.1 Petty Cash Fund Voucher (FM-CMD-53) 6.2 Petty Cash Fund Register (FM-CMD-54) 6.3Monitoring Report of Petty Cash Fund (FM-CMD-56)

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### **INCOMING COMMUNICATION PROCEDURE**

#### I. OBJECTIVE

This procedure defines the efficient management and proper handling of all incoming communication of the Water District.

#### II. SCOPE

This procedure covers the entire Metro Kidapawan Water District concerned parties.

#### III. RESPONSIBILITY AND RESOURCES

Records Officer
Secretary of the General Manager
SICO – B
General Manager
Concerned personnel

#### IV. DEFINITION OF TERMS

Incoming Communication – All letters/invitations/programs/requests coming from different individuals and agencies.

#### V. REFERENCE DOCUMENTS

Office Order No. 2016-0593 dated May 26, 2016

## **VI. RECORDS GENERATED**

Incoming Communication Logbook
Daily Accomplishment Report
Copy of Office Order and Incoming Communication
Monitoring Report Form

Prepared by:	OFFICE OF THE GENERAL MANAGER	Approved by:	STELLA M. GONZALES, MPS
	Process Owner		General Manager

# **INCOMING COMMUNICATION PROCEDURE**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Start  Incoming Communication	Receipt of incoming communication from outside agencies/ individuals	Receipt of Incoming Communication within the day.	1. Records Officer	
2	Record and submit to the General Manager	2.1. Recording of the incoming communication of Records Officer 2.2. Endorsement to the Secretary of the General Manager or SICO - B for recording and submission of the incoming communication.	2.1 100% of incoming communication within the day are recorded 2.2 Office Order No. 2016-0593	2. Secretary of the General Manager or SICO – B	OGM Daily Detailed Accomplishment Report (FM-OGM-06)
3	Required issuance of office order?	3. General Manager read and reviews the incoming communication for appropriate action.		3. General Manager	Copy of Incoming Communication
4	Issuance of Office Order	4. Issuance of Office Order depending on the nature of the incoming communication.		4. Secretary of the General Manager	Office Order (FM-OGM-07 Copy of Incoming Communication

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# **INCOMING COMMUNICATION PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Endorse to concerned personnel	5. If the incoming communication does not require for an issuance of office order the communication will be endorsed to the concerned personnel	Incoming communication must be endorsed to the concerned personnel within the day after the instruction of the General Manager	5. Secretary of the General Manager	Copy of Incoming Communication
6	Endorsement of Office Orders	6.1 Photocopying of Office Orders 6.2 Endorsement to the concerned personnel, AGMs, Dept. Managers and Div. Managers.	6. 100% of the recipients have received the issued office order	6. Secretary of the General Manager	Retained Copy of Office Order with signature of recipients
7	Monitoring of Incoming Communication  End	7. Submission of monthly monitoring report of the incoming communication with issued office orders.		7. Secretary of the General Manager	

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### **OUTGOING COMMUNICATION PROCEDURE**

#### I. OBJECTIVE

This procedure defines the efficient management and proper handling of all outgoing communication of the Water District.

#### II. SCOPE

This procedure covers the entire Metro Kidapawan Water District concerned personnel.

#### III. RESPONSIBILITY AND RESOURCES

Records Officer
Secretary of the General Manager
SICO – B
General Manager
Concerned personnel

#### **IV. DEFINITION OF TERMS**

Outgoing Communication – All letters/invitations/requests that the General Manager is the signatory

#### V. REFERENCE DOCUMENTS

#### VI. RECORDS GENERATED

Daily Accomplishment Report
Retained copy of the outgoing communication with signature of the recipients
Courier Official Receipt
Monitoring Report

Prepared by:	pared by: OFFICE OF THE GENERAL MANAGER		STELLA M. GONZALES
	Process Owner		General Manager

# **OUTGOING COMMUNICATION PROCEDURE**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Start Outgoing Communication	Preparation and submission of concerned personnel of outgoing communication.	All signatories before the GM have reviewed and signed the outgoing communication.	1.Concerned personnel	
2	Record and submit Outgoing Communication to the General Manager	2.1 Receipt of the Secretary of the General Manager of the outgoing communication 2.2 Recording of the Outgoing Communication	2. 100% record of the outgoing communication	2. Secretary of the General Manager	OGM Daily Detailed Accomplishment Report (FM-OGM-07)
3	Review of the outgoing communication by the GM	General Manager reviews the content of the outgoing communication		3. General Manager	
4	Approved by GM?  YES  A  B	4. If after the review of the General Manager and there are corrections on the outgoing communication, the Secretary of the General Manager shall endorse it to the concerned personnel for corrections to be submitted back to the General Manager after corrections.	4. 100% corrections have been effected if corrected	4.1 Secretary of the General Manager 4.2 Concerned Personnel	

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# **OUTGOING COMMUNICATION PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Return to concerned personnel for correction then return to GM				
5	Signing of the Outgoing Communication	5. If the outgoing communication has no corrections the General Manager will sign the letter			
6	Endorse to Records Officer/ Concerned personnel	6. Endorsement of the signed outgoing communication to the Human Resource Division or concerned personnel for proper dissemination.	6. 100% endorsement of the outgoing communication within the prescribed time	6.1 Records Officer 6.2 Concerned Personnel	
7	Monitoring of Outgoing Communication  End	7. Monthly monitoring report on all outgoing communications that has been sent		7. Secretary of the General Manager	

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### MAINTENANCE OF IT PROCEDURE

#### I. OBJECTIVE

This procedure defines the efficient management and 100% proper maintenance of IT software and hardware system

#### II. SCOPE

All software system, hardware, and facilities of MKWD

#### III. RESPONSIBILITY AND RESOURCES

Concerned personnel with access to systems used by the MKWD in its daily operations.

Concerned personnel with computer hardware problems

General Manager

Secretary of the General Manager

Supervising Data Encoder/Controller

Corporate Budget Officer

#### **IV. DEFINITION OF TERMS**

Software - part of a computer system that consists of encoded information or computer instructions, in contrast to the physical hardware from which the system is built.

Hardware - is the collection of physical parts of a computer system. This includes the computer case, monitor, keyboard, and mouse. It also includes all the parts inside the computer case, such as the hard disk drive, motherboard, video card, and many others. Computer hardware is what you can physically touch.

#### V. REFERENCE DOCUMENTS

#### VI. RECORDS GENERATED

Request letter or Proposal, Records in the Daily Accomplishment Report, Spot Report, Preventive Maintenance Plan and Waste Materials Report

Prepared by:	epared by: OFFICE OF THE GENERAL MANAGER		STELLA M. GONZALES
	Process Owner		General Manager

# **MAINTENANCE OF IT PROCEDURE**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Identify Facilities/ Software/ Hardware	<ul> <li>1.1 Inventory of all hardware IT equipment such as Computer Desktop, Computer Servers, Laptop, Switch hub, Routers and Printers.</li> <li>1.2 All software such as systems MRBCMS, ASMS, BAMS, HRMS and MKWD official website</li> <li>1.3 Sever Room Facility</li> </ul>	100% IT equipment are all accounted for.	Supervising Data Encoder / Controller	Masterlist of all IT equipment, software and facilities (FM-OGM-09)
2	Plan Annual Preventive maintenance	2. Two weeks before the end of the calendar year, the Corporate Budget Officer will prepare the Annual Preventive Maintenance activities plan for the succeeding year.		Corporate Budget Officer	Annual Preventive Maintenance Plan (FM-OGM-05)
3	Conduct Preventive Maintenance	Preventive Maintenance 3.1 Software 3.1.1 Virus Scanning of All Computer Desktop and office issued Laptop. 3.1.2 Software backup of all Systems. 3.1.3 Checks the connectivity of the internet Connection. 3.1.4 Back-up of systems databases 3.1.5 Flashdrive used in computers outside the office must be first scanned for software virus infection. 3.2 Hardware 3.2.1 Conduct inspection of Network Router, Internet Connection, Switch Hub or Network Terminal, all Desktop and Laptop as scheduled in Annual Preventive Maintenance Plan 3.3 Server Room Facility 3.3.1 Isolation of the area where the all servers of the system are located.	As scheduled in APMP.  Every revision of the system.  Every working day at 6:00 PM.  As scheduled in APMP.	Supervising Data Encoder/ Controller and Corporate Budget Officer	Preventive Maintenance Checklist (FM-OGM-04)

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## **PROCEDURES MANUAL**

# **MAINTENANCE OF IT PROCEDURE**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
4	Modification or repair is needed?  NO  C  YES  Conduct Corrective Maintenance	<ul> <li>4 (a). If there are requests for modification or proposal for a new system or there is a request for repair for computer hardware, a corrective maintenance shall be conducted by the Supervising Data Encoder/ Controller.</li> <li>4(b). If there is none, then proceed to the monitoring of the software, hardware and facilities.</li> <li>Corrective Maintenance</li> <li>4.1 Software</li> <li>4.1.1 Internal Job Order Request for Software System Modification</li> <li>4.1.1.1 The requisitioner or preparer of the letter/proposal will endorse the proposal or Request for IT System Maintenance Form to the In-house programmer for verification if the request or proposal is possible to be developed</li> <li>4.1.1.2 If the Request/proposal is verified, the requisitioner shall submit to the General Manager thru the Secretary of the General Manager</li> <li>4.1.1.3 If the request is not possible, the request letter/proposal will be returned to the requisitioner or preparer</li> <li>4.1.1.4The General Manager will review the request or proposal. If it is not approved, the request or proposal will be returned to the requisitioner or preparer.</li> <li>4.1.1.5 If the request or proposal is approved, it will be endorsed to the In-house programmer for appropriate action.</li> <li>4.1.1.6 The In-house programmer will check if the request is an addition to the existing of a new system or it is</li> </ul>	All request letters for IT Maintenance must be approved first by the General Manager before performing the stated request description stated in the job order or request letter.	Supervising Data Encoder/ Controller	Approved Request for IT System Maintenance Form Proposal (FM-OGM-08)
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# MAINTENANCE OF IT PROCEDURE

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No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
		needed to develop a new system			
		depending on the request/proposal			
		4.1.1.7 If the request/proposal does not			
		involve an existing system and needs			
		a development of a new system the			
		In-house programmer will conduct			
		data gathering and propose for a			
		project timeline.			
		4.1.1.8 The In-house programmer will start			
		the development and coding of the			
		new system based on the gathered			
		data and within the project timeline			
		agreed upon with the requisitioner			
		4.1.1.9 The In-house programmer will install			
		the system to desktop of the system			
		users.			
		4.1.1.10 The requisitioner will test the newly			
		developed system with the guidance			
		of the In-house programmer.			
		4.1.1.11 The new system will be deployed			
		for use in the transactions of the			
		District.			
		4.2 Hardware			
		4.2.1 Internal Job Order request for			
		Hardware Systems			
		4.2.1.1 See 4.1.1.1 to 4.1.1.5			
		4.2.1.2(a) If the item is beyond repair the IT			
		in-charge will issue a pre-repair			
		inspection report with			
		recommendation to endorse it			
		as waste material to the General			
		Services Division			
		4.2.1.2(b) If the item is possible to be			
		repaired, the IT in-charge repairs the			
		hardware and after repair the IT in-			
		charge will return the item to the			
		requisitioner.			
		4.2.1.3 The requisitioner can utilize the fully			
		functional item/ computer system			
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# MAINTENANCE OF IT PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
5	Monitoring	5. The Supervising Data Encoder/Controller shall prepare a monitoring form on activity performed and records the observations of each activity for evaluation.	Monthly monitoring	Corporate Budget Officer	Preventive Maintenance Checklist (FM-OGM-04)

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#### COMPETITIVE BIDDING PROCEDURE

#### **OBJECTIVE**

In compliance of RA 9184 and its Implementing Rules and Regulation, providing for the modernization. standardization and regulation of the procurement activities of the government and for other purposes.

#### II. SCOPE

This shall apply to the Procurement of Infrastructure Projects, Goods, and Consulting Services, regardless of source of funds, whether local or foreign, by all branches and instrumentalities of government with approved budget cost of One Million (P 1,000,000.00) and above.

#### **III. RESPONSIBILITY AND RESOURCES**

Bids and Awards Committee, Technical Working Group, End User, HoPE

#### IV. DEFINITION OF TERMS

BAC - Bids and Awards Committee

ITB - Invitation to Bid

ABC - Approved Budget for the Contract

BID – Refers to a signed offer or proposal submitted by a supplier, manufacturer, distributor, contractor or consultant in response to the Bidding Documents

PHILGEPS - Philippine Government Electronic Procurement System

TWG - Technical Working Group

LCRB - Lowest Calculated and Responsive Bid

HRRB - Highest Rated Responsive Bid

SCRB - Single Calculated and Responsive Bid

SRRB - Single Rated and Responsive Bid

HoPE - Head of the Procuring Entity

CD - Calendar Day

#### V. REFERENCE DOCUMENTS

2016 Revised RA 9184 and its Implementing Rules and Regulation

#### **VI. RECORDS GENERATED**

**Public Bidding Summary Checklist** 

Prepared by:	Approved by:	
Process Owner		General Manager



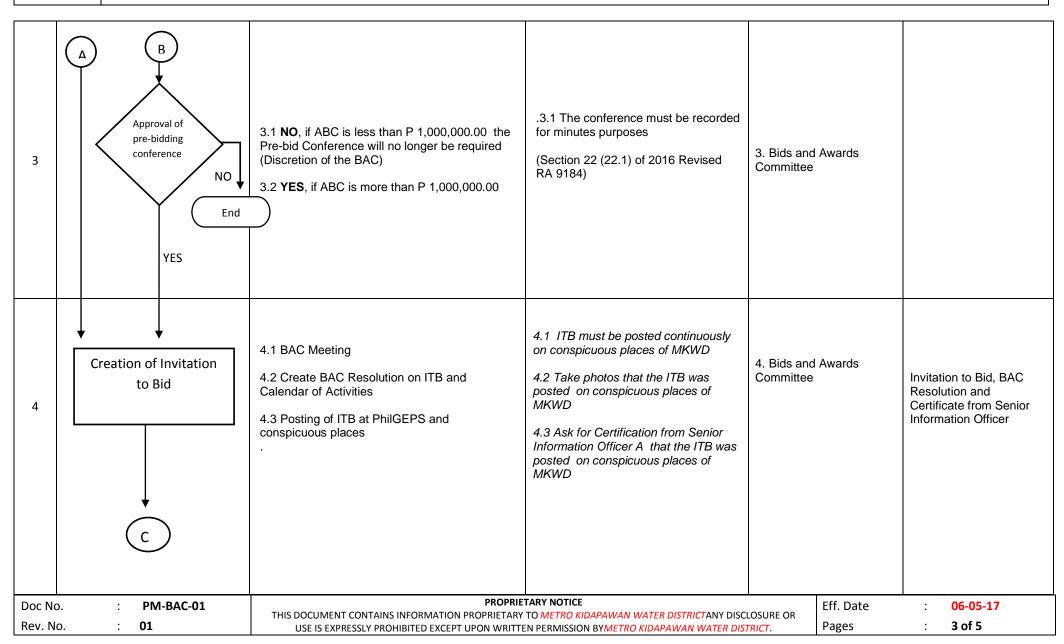
# **BIDDING PROCEDURE**

#### VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
1	Receive PR/JO for Public Bidding	Receipt of Approved Job Order/Purchase Requisition with Approved Budget Cost of One Million and above	1.1 Checklist of complete attachments	Bids and Awards     Committee	Approved Purchase Requisition/Job Order
2	Approval of Newspaper Publication NO	2.1 NO, if contracts to be bid with an ABC of (10,000,000.00) and below for the procurement of goods, (15,000,000.00) and below for the procurement of Infrastructure Projects, and Five Million Pesos (5,000,000.00) and below for the procurement of Consulting Services  2.2 YES, if contracts to be bid with an ABC of (10,000,000.00) and above for goods and infrastructure project and 5,000,000.00 and above ABC for consulting services	2.1 ITB will be posted at any conspicuous place reserved for this purpose in the premises of the Procuring Entity concerned for seven (7) calendar days  2.2. Posted continuously in the PhilGEPS website  (Section 21 (21.2.1-C) of 2016 RA 9184)	2. BAC Secretariat	Newspaper Clippings

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## **BIDDING PROCEDURE**





# **BIDDING PROCEDURE**

5	Pre-procurement Conference	5. 1.Confirm the description and scope of the contract, the ABC, and contract Duration  5.2. Ensure that the procurement is in accordance with the PPMP and APP  5.3. Determine the readiness of the procurement at hand  5.4. Review, modify and agree on the criteria for eligibility screening, evaluation, and post-qualification  5.5. Review and adopt the procurement schedule, including deadlines and timeframes, for the different activities  5.6. Reiterate and emphasize the importance of confidentiality, in accordance with Section 19 of this IRR, and the applicable sanctions and penalties, as well as agree on measures to ensure compliance with the foregoing.	5.1 Conference must be recorded for minutes purposes  (Section 20.1 of 2016 Revised RA 9184)	5. Bids and Awards Committee	BAC Memorandum
6	Pre-bid Conference	6.1.Discuss, clarify and explain, among other things, the eligibility requirements and the technical and financial components of the contract to be bid including questions and clarifications raised by the prospective bidders before and during the Pre-Bid Conference	6.1 Pre-bid conference shall be held at least twelve (12) calendar days before the deadline for the submission and receipt of bids, but not earlier than seven (7) calendar days from the PhilGEPS posting 6.2 Conference must be recorded for minutes purposes (Section 22 (22.2) of 2016 Revised RA 9184)	6. Bids and Awards Committee	Minutes of Pre-bid Conference and Bidding Documents

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# **BIDDING PROCEDURE**

7	Receive Bids from suppliers	7.1 Receive sealed bids from suppliers not later than projected time for Opening of Bids	7.1 The BAC must take note the specific date and time when bids were received	7. Bids and Awards Committee	Bids from suppliers
8	Opening of Bids	8.1 Determine the eligibility of bidders using the criteria stated in Section23.4 of RA 9184 Implementing Rules and Regulations	Section 23.4 of 2016 Revised RA 9184 Implementing Rules and Regulations	8. Bids and Awards Committee	Legal, Technical and Financial Requirement form Bidder/s
9	Post-Evaluation	9.1 Verify, validate, and ascertain all statements made and documents submitted by the bidder with the Lowest Calculated Bid/Highest Rated Bid, using non-discretionary criteria, as stated in the Bidding Documents.	9.1 The post-evaluation must be7 days after Opening of Bids.	9. Bids and Awards Committee	Bid Evaluation Report
10	Awarding of Contract  End	10.1The BAC shall recommend to the HoPE the award of contract to the bidder with the LCRB, HRRB, SCRB, or SRRB after the post-qualification process has been completed.	10.1 Within three (3) calendar days from the issuance of the resolution recommending award of the contract, the BAC shall notify all other bidders, in writing, of its recommendation.  (Section 37.1.1 of 2016 Revised RA 9184 Implementing Rules and Regulations)	10. Bids and Awards Committee	Abstract of Bids, BAC Resolution, Purchase Order, Notice of Award, Notice to Proceed, Letter to bidders informing the LCRB/SCRB

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