



MANGALDAN WATER DISTRICT

OPERATIONS MANUAL (HUMAN RESOURCE & WATER QUALITY MANAGEMENT)



NOVEMBER 2016

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I. INTRODUCTION

The Operations Manual of Mangaldan Water District shall cover the general information about the agency, its underlying functions, mandates, operating procedures and organization including **human resource & water quality management**.

This framework of the operations manual is divided into several parts, namely:

General Information: This section describes the profile of the Mangaldan Water District. Additionally, this part also contains its history, vision and mission, and core values. Selected areas of operation such as treatment process to ensure quality drinking water and customer practices are also included in the general information section.

Organization and Responsibilities: Organization and Responsibilities indicates the structure, duties, and responsibilities for each department. An organizational chart is used in order to fully understand how the MAWAD functions with specific responsibilities as defined therein.

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

Operating procedures: This section shows the step-by-step procedures and work instructions. Different flow charts are used for various transactions including the allocated time and person responsible for each transaction in our frontline services.

The *Operation Manual* shall be reviewed and amended by the management as the need arises and for improvement after any major changes to the system or management to consistently ensure the safety and acceptability of the water being supplied to our consumers. Such amendment shall be after thorough deliberation and adoption of the amended manual. This *Operation Manual* shall be presented to the Board of Directors for approval, adoption and implementation.

This *Operation Manual* shall be distributed to the Board of Directors, office of the General Manager, different divisions, consumers and Local Water Utilities Administration (LWUA).

II. DEFINITION OF TERMS

ACWS - Application and Contract for Water Service is a written agreement between the applicant for new service connection referred to as "Consumer" and the District's General Manager referred to as "management" as to the enforced rules and regulations upon entering into the said contract agreement by affixing both party's signature.

AF - Authorization Form is filled up and signed by any consumer with an active account of water service connection who gives authorization to a new applicant to tap on his/her service line. These are the cases when an applicant chooses not to tap from the mainline and opts to tap with an existing water line near their residence.

ALF - Application for Leave Form is filled out by any qualified employee who wishes to avail of Vacation Leave. Important details indicated herein are: Name, present position and basic monthly salary of the employee; date of filing, type of leave being availed of, the equivalent day to be incurred and the corresponding date; name and signatures of authorized signatories; and the signature of the employee applicant.

BC - Bundy Card is the Daily Time Record of Personnel's incoming and outgoing both in the morning and in the afternoon. Per personnel is assigned with their respective Daily Time Record monthly which they sign every end of the month for the General Manager's signature after it is checked by the Division Manager for Administrative for Leave Card updates, copy furnished the Finance Division.

CAPEX - Capital Expenditures (CAPEX) is an amount provided to finance expansion or rehabilitation projects and/or an amount used to acquire a long-term asset such as equipment, buildings, transportation, etc. for the improvement of the District's operations and services.

Category B - LWUA approved category of MAWAD effective March 2015 in which categorization is based on the active service connection, assets, financial position and staff productivity.

CCS - Cashier's Collection Summary. Refers to the list of customers who paid their bills for the day.

CFF - Customer Feedback Form is provided for by the management for the consumers to fill out and be dropped in the box also provided for near the

Paying Section. Consumers may also write any suggestion and observation in this form which will help the personnel to improve their performance and the quality of our customer service.

CIPF - Certificate of Immediate Purchase Form is used whenever there are stocks and materials that need to be purchased immediately which will be filled out by the personnel who is requesting for the stock and/or material to be approved by the General Manager.

COA - Commission On Audit. It is an independent constitutional commission established by the Constitution of the Philippines. It has the primary function to examine, audit and settle all accounts and expenditures of the funds and properties of the Philippine government.

CR - Collector's Receipt comes in a booklet with triplicate copy of the same number series which is used and issued by the Field Collectors to the consumers who pay their water bills. Validity of such as an Official Receipt of payment takes effect upon signing of the authorized MAWAD Field Collector.

CRR - Cash Receipts Register. It shows the detailed collections of water bills, materials, etc. collected for the month.

CSC- Civil Service Commission is the central personnel agency of the *Philippine* government. This is a national agency that is tasked with overseeing the integrity of government actions and processes.

DBM - Department of Budget and Management. Responsible for sound and efficient use of government resources for national development. This is a national agency that approves the Plantilla of Personnel (Itemized and Non-Itemized) of Local Water District.

DVF - Disbursement Voucher Form is filled out by the Accounting Processor , whenever issuing checks for payments to suppliers, contractors, care takers of Pump Stations, Job Order employees who are without employee-employer relationship, and all other expenses of the District paid with a check.

GL - General Ledger is a chronological accounting record a business uses to keep track of financial transactions. Transactions are categorized and summarized into general ledger accounts for each type of asset, liability, equity, revenue and expense.

HRM System - Human Resource Management System shows the procedures of activities that the Human Resource Office facilitates, processes, monitors, records

and reports personnel matters. This also refers to the four HR systems being followed by MAWAD in the Recruitment, Selection & Placement, Performance Management System, Rewards & Recognition and Learning & Development.

IARF - Inspection and Acceptance Report Form is filled out by reflecting the name of the supplier who delivered the stocks and/or materials purchased by the District, PO number, date, stocks and materials delivered, the date of delivery and name and signature of the Inspection Officer and the Property Officer, who in the case of the Mangaldan Water District is the Storekeeper B

JOS - Job Order Slip is used for all Service Requests received by the management either through a telephone call or from a walk-in customer who comes personally in the office which includes, repairs of leakages, requests for reconnection, temporary or permanent disconnection, tapping of new service connection, replacement of water meter or relocation of the same and reports of busted main lines or any other water related problems or issues.

JONAF - Job Order for New Applicant Form is accomplished by Water/Sewerage Maintenance Foreman together with the Price Slip for New Applicants as part of the requirements in applying for new service connection wherein W/SM F will certify the size of the mainline in which the service connection will be tapped. W/SM F will also certify that the said applicant is clear with any bad records like disconnected accounts, and the like, and is qualified for tapping.

LLC - Leave Ledger Card is the record of every employee's earned Vacation and Sick Leave as well as the incurred and its corresponding detail. The Division Manager for Administrative, updates the Leave Ledger Card monthly and files the same for easy access as the need may arise.

LWUA - Local Water Utilities Administration, Presidential Decree No. 198, also known as "The Provincial Water Utilities Act of 1973," was signed into law on May 25, 1973. That law created the **Local Water Utilities Administration** or **LWUA** in the national level and provided for the establishment of Water Districts in provincial cities and municipalities.

Maturity Level 2 (Process-defined HRM) - indicators of the **Program to Institutionalize Meritocracy and Excellence in Human Resource Management** (PRIME-HRM). This maturity level indicate how well the behaviors, practices and processes of an organization can reliably and sustainably produce required outcome
MAWAD - Mangaldan Water District, name of the agency.

MOOE - Maintenance and Other Operating Expenses (MOOE) refer to expenditures to support the operations of the District such as expenses for supplies and materials, transportation and travel, utilities, communications, taxes, licenses, repairs and maintenance, etc.

MR - Memorandum Receipt for Water Meter is a form duly signed by the Customer acknowledging his/her receipt of the Water Meter with its corresponding brand and serial number, Official Receipt number and date of purchase, binding himself/herself to take full responsibility of the purchased water meter.

NC - Notice of Collection or sometimes referred to as the Notice of Billing serves as a Statement of Account of the consumer wherein the consumed cubic meter for the specific reading period as well as the corresponding amount due for payment is reflected, including arrears if there is/are any.

NDF - Notice of Disconnection Form is attached to the Notice of Collection/Billing of consumers with arrears or unpaid water bill of the previous month/s. This serves as the consumer's reminder prior to disconnection of their water services in the event that the arrears are not settled within the grace period.

OR - Official Receipt is issued to consumers as proof of their payment for water bills, fees for reconnection, relocation or change name, fittings or construction materials purchased and also used by the Cashier for the remittance of the collection of all Field Collectors.

POF - Purchase Order Form is filled out whenever there are stocks or materials that need to be ordered from the suppliers. Important details like name, address and TIN of supplier, PO number, date, place and date of delivery, stocks and/or materials being ordered, the quantity, unit cost and the total amount in words and in figures are reflected in this form. This will serve as basis for preparing payments to the suppliers.

PSNA - Price Slip for New Applicants is a form duly accomplished by the Water/Sewerage Maintenance Foreman, who is in charged of inspecting the location of the prospective consumer/applicant for new service connection and determines the appropriate size of fittings needed for tapping the water line. Corresponding prices for fittings are reflected in this form to be settled by the applicant in the Paying Section of the District.

PRF - Purchase Request Form is filled out by Storekeeper B or any other authorized personnel whenever there are stocks or materials being requested to be purchased. This form is submitted to the Cashier upon approval of the General Manager for the release of funds which will then be supported by an Official Receipt as proof of purchase.

RISF - Requisition and Issue Slip Form or sometimes referred to as Store's Requisition (SR) is used to enumerate the fittings issued to the customer who purchased materials from the District for new service connections, for reconnections, relocations, repair, and replacement of water meter.

SL - Subsidiary Ledger is a group of similar accounts whose combined balances equal the balance in a specific general **ledger** account.

SRC - Service Record Card is an individual track record per employee of their services rendered in the agency at the start of employee-employer relationship. This card contains the inclusive dates of service, the designation/position, status and basic salary, name of the agency, and record of any leave of absence without pay. This card is updated whenever there are changes in the position, basic pay and in the event of the employee's separation from the agency.

III. GENERAL INFORMATION ABOUT THE AGENCY

A. Brief History:

The MANGALDAN WATER DISTRICT was first operated under the administration of the Municipality of Mangaldan under the name "MANGALDAN WATERWORKS AUTHORITY". It was formed through Resolution No. 38, series of 1979, passed by the Sanggunian Bayan of Mangaldan, Pangasinan on May 12, 1979 pursuant to the provisions of Presidential Decree (PD) No. 198, as amended by Presidential Decree Nos., 768 and R.A. 9286 also known and referred to as the "PROVINCIAL WATER UTILITIES ACT OF 1973". It is a National Policy favoring local operation and control of water systems; authorizing the formation of Local Water Districts and providing for the Government and Administration of such Districts; chartering a National Administration to facilitate improvement of Local Water Utilities; granting said administration such powers as are necessary to optimize public service from water utility operations, and for other purposes.

That on **September 1, 1980**, it acquired ownership of the Mangaldan Waterworks Authority. On **October 6, 1980**, the **Conditional Certificate of Conformance (CCC No. 139)** was issued by the Local Water Utilities Administration (LWUA) to the District entitling it to have access to LWUA's technical, financial and institutional assistance to improve and develop the water supply system in the area.

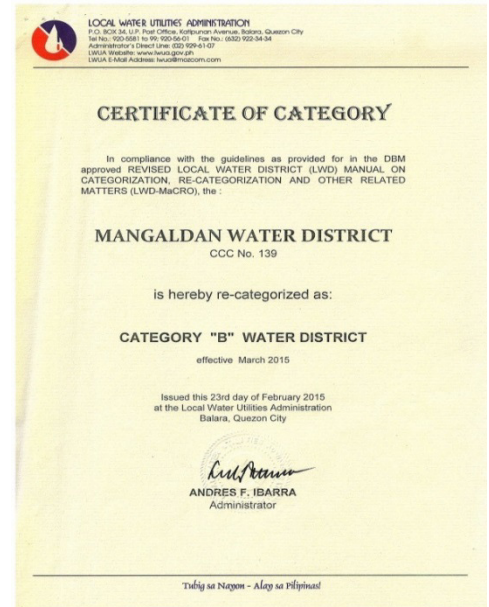
In a Supreme Court ruling with "Entry of Final Judgment on March 12, 1992" in the case of Davao City Water District, et. al vs. Civil Service Commission and Commission On Audit, GR No. 95237-38, declared all Local Water Districts (LWDs) as government-owned and/or controlled corporations subject to policies, rules and regulations of, and to usual mandatory review and examination of national agencies such as, DBM, CSC and COA.

In 1998, MAWAD applied for upward categorization from **average to medium** water district. Upon recommendation of LWUA Administrator, the request was **approved on February 15, 1999** by the Department of Budget and Management Regional Office No. 1.

Again, the MAWAD had requested for the approval of its re-categorization from **Medium to Big WD** and was duly approved by the Local Water Utilities Administration and Department of Budget and Management on **September 1, 2004**.

In compliance with the guidelines as provided for in the DBM- approved Revised Local Water District Manual on Categorization, Re-Categorization and Other Related Matters (LWD-MACRO), the Mangaldan Water District was re-categorized as Category “C” Water District on March 16, 2012 by the Local Water Utilities Administration. The Department of Budget and Management approved the staffing modification to implement its Category “C” WD on February 1, 2013.

On November 5, 2014, the Mangaldan Water District, again requested for the re-categorization of its existing Category “C” to Category B” to the LWUA. After satisfying all the required documents, the latter approved the said request on February 23, 2015. Hence, effective March 2015, MAWAD is re-categorized as Category “B” Water District.



The Mangaldan Water District is one of the agencies accredited by the Civil Service Commission per Resolution No. 982649 dated October 6, 1998, the accreditation of the Mangaldan Water District which grants the authority to take final action on appointments.

The results of the Level II Revalidation Assessment conducted by the Civil Service Commission Regional Office No. 1, San Fernando City, La Union at the Mangaldan Water District in May 2012 and the reassessment done in February 2013 showed that MAWAD has continued to be compliant to the requirement for **Level II-Accredited Status** so that MAWAD has been granted the **Revalidated Level II Accreditation** under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) thru Resolution No. 1301352 promulgated on July 2, 2013.

Likewise, the Human Resource Policies and Standards Office (HRPSO), Civil Service Commission, Central Office has confirmed the recommendation for the recognition of Mangaldan Water District's **Recruitment, Selection and Placement; and Performance Management System** core areas of its Human Resource Management for meeting the **Maturity Level 2** (Process-defined HRM) indicators of the **Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM)**. This maturity level indicates how well the behaviors, practices and processes of an organization can reliably and sustainably produce required outcome. Certificate of Recognition was awarded on **January 29, 2016** by Nelson G. Sarmiento, Director IV, Civil Service Commission, Regional Office No. 1, San Fernando City, La Union together with Rogelio T. Del Rosario, Director II, Civil Service Commission, Urdaneta City Field Office and he was then the OIC of the CSC Lingayen Field Office and Flordeliza C. Bugtong of CSC Chief Human Resource Specialist, Policies and Systems Evaluation Division, Regional Office and now the Director II of the CSC Lingayen Field Office, Pangasinan.



B. Vision – Mission and Core Values

MISSION

The MANGALDAN WATER DISTRICT will safeguard the people from water-borne-diseases and from thirst, through efficient and effective water supply that is adequate, potable, safe and affordable to the people of Mangaldan and its environs.

VISION

The MANGALDAN WATER DISTRICT is geared to build partnership with consumers or concessionaires' community and the public to value water as life-giving resource to be served with excellence and integrity.

SERVICE PLEDGE

We, the officials and employees of the Mangaldan Water District, commit to:

PROVIDE you adequate, potable, safe and affordable water;

ATTEND to you as soon as you enter the premises of MAWAD from

Days	Time	
	AM	PM
Monday – Friday	8:00 – 12:00	1:00 – 5:00
Saturday	8:00 – 12:00	-

Note: NO NOON BREAK FOR FRONTLINERS

RESPOND to your service request at the soonest possible time;

HEAR your complaint and suggestion about our service and take necessary action to improve the same;

ENSURE you that you will be served by our authorized hardworking and dedicated personnel;

TREAT everyone equally.

C. Area of Operations:

C.1 ADMINISTRATIVE OFFICE

The MAWAD took pride in the construction of its Administrative Building by administration taken solely from its savings. It is located at Serafica St., Mangaldan, Pangaisnan.



The Mangaldan Water District **runs through a Level III system** which is under the supervision of the Local Water Utilities Administration (LWUA).

C.2 WELL, PUMP AND PUMPHOUSE INCLUDING GENERATOR SET

The source of water is one hundred percent (100%) deepwells. There are **thirty (30) barangays comprising the Municipality of Mangaldan**, as follows and serving **11,561 active connections as of October 31, 2016**:

Alitaya
Amansabina
Anolid
Banaoang
Bantayan
Bari
Bateng
Buenlag
David
Embarcadero
Guesang
Gueguesangen
Guilig
Guiguilonen
Inlambo (*not yet covered by MAWAD*)
Lanas
Landas
Maasin
Macayug
Malabago
Navaluan
Nibaliw
Osiem
Palua
Poblacion
Pogo
Salaan
Salay
Talogotog
Tebag

Here are some pictures of our Pumping Stations:



Pumping Station at Brgy. Guiguilonen



Pumping Station at Brgy. Bari



Pumping Station at Brgy. Salay (NEW)



Pumping Station at Brgy. Macayug

However, only one (1) is not served by the Mangaldan Water District. MAWAD wells except for PS No. 1 (Poblacion) and PS No. 5 (Brgy. Pogo) are wells turn-over by LGU-Mangaldan, are dug with a depth of 100 to 114 meters.

At present, Mangaldan Water District depends on **eleven (11) operational production deepwells** from Barangay Poblacion, Banaoang, Salay (old), Guilig, Bari, Guiguilonen, Amansabina, Pogo, Salay (new), Anolid and Macayug. These production deepwells have an estimated capacity of about 14, 256,000 liters per day or 14, 256 cu.m. or 165 liters per second. All of our Pumping Stations are fully equipped with the standby **Generator Set** for continuous supply of safe water.



C.3 RESERVOIR

The Mangaldan Water district has no storage on most of its pump stations so that the water supply is direct from source to distribution.

It is only in Pump Station No. 1 located at Barangay Poblacion that the District has a **reservoir** which is being filled during high pressure that is usually at night time. Its transmission is from 10:00 P.M. up to 4:00 A.M. then the reservoir will be full until 6:00 A.M. followed by the distribution that is from 6:00 A.M. to 11:00 A.M. During rainy season, the reservoir always has content.



A **400 cubic meter elevated steel tank** with an overflow elevation of about 27 meters above the ground level and has a float type water level indicator. This has replaced by the original elevated reinforced concrete reservoir built by the defunct national Water Sewerage Association (NAWASA) in 1963. The concrete reservoir was damaged by the earthquake in 1990.

C.4 VALVES AND HYDRANTS

The Mangaldan Water District water supply system is equipped with values and hydrants that are installed within the service coverage area to provide convenient method of isolating section of the system, if the need arises.

These devices are also utilized to flush the water in the system to get rid of accumulated silt and other debris that build up with time.

These **several valves** are installed at different Barangays within the service coverage area of MAWAD. All valves are in good working condition and are periodically maintained by our personnel in the Engineering Division - Construction & Maintenance.

There are **twenty-one (21) units of hydrants** owned and maintained by the Mangaldan Water District installed in the following service coverage area.

All of which are fully operational and likewise maintained by our personnel Engineering Division-Construction and Maintenance.

No. (Qty.)	Barangay	Exact point of location
1	Brgy. Poblacion	Rizal Ave. infront of Municipal Building
1	do	Serafica St. infront of MAWAD Bldg.
1	do	Rizal Ave. infront of Public Market
1	do	Frianeza St.
3	do	New Public Market
1	do	P. De Guzman St. MNHS main gate
1	do	Arellano St. (cor. Arellano & Presto Sts.)
1	do	Arellano St. (back of A&B Bldg.)
1	do	Biagtan St. (Gubatan Ice Dealer)
1	do	Visperas St. (near Duyala St. crossing)
3	Brgy. Anolid	Jewelville Subdivision
1	Brgy. Banaoang	Hi-way (PS#2)
1	Brgy. Buenlag	Hi-way
1	Brgy. Guiguilonen	Hi-way
1	Brgy. Malabago	Hi-way (infront of BC Sebastian Res.)
1	Brgy. Salay	Salay Hi-way (corner Estayo St.)
1	do	Salay (Hi-way (infront of PS#3)

In case of fire, fire hydrants shall be used for fire protection purposes as shall be designated by the Board or its authorized representative. In the event of fire, only the employees of Mangaldan Water District or authorized personnel of the Bureau of Fire Protection (BFP) are allowed to open any fire hydrant or to draw water from the same. BFP are authorized to draw water for street-sprinkling purposes upon written request by the Municipal Mayor.

Service hydrants shall be opened at conventional places for public use when required by the authorities concerned upon recommendation of the General Manager.

Water shall be taken from public service hydrant in open tab vessel. Taking water from these hydrants thru a pipe hose or a piece of bamboo or to convey water from said hydrants in any other manner than as prescribed herein is prohibited.

C.5 DISTRIBUTION LINES

Water is delivered to homes, offices businesses schools and other establishments through water **distribution lines**. The Mangaldan Water District has **90.488 kilometers of distribution mains**, all of which are maintained to ensure the water keeps of flowing 24 hours a day, 7 days a week.



The distribution lines are made up of Cast Iron (CI) and UPVc pipes with diameters ranging from (2") 50mm to (8") 200 mm. Service connection lines installed are PE tubings ranging from (1/2") 20 mm to (1") 25 mm.

C.6 TREATMENT PROCESS

All MAWAD **pumping stations are equipped with chlorination system and uses hypochlorination** (hypochlorite solution).

The water being supplied by the Mangaldan Water District to all its consumers is within the permissible level set by the Philippine National Standard for Drinking Water (PNSWD) 2007. Since, source of water is ground water, contaminations by pollutants are relatively low thus, do not require any treatment except for preventive disinfection using Calcium Hypochlorite (HTH). The mixture is 7.65 kg of 70% Chlorine (Calcium Hypochlorite) per 2200 liters of container water.



In Mangaldan Water District, we make fresh solutions frequently to maintain the necessary residual. We measure the chlorine residual regularly by using the chlorine test tube color comparator and uses OTO 1 Solution (Chlorine/Bromine).

We maintain a chlorine residual of 1.5 ppm to 1.0 ppm at the starting point and of 0.3 to 0.35 ppm at the end of distribution line to the tapstand.

Shock chlorination is being conducted by Mangaldan Water District whenever a well is new, repaired, or found to be contaminated.

This treatment introduces high levels of chlorine to the water. Shock chlorination is a "one time only" occurrence, and chlorine is depleted as water flows through the system.

If bacteriological problem persist following shock chlorination, the system should be evaluated. Likewise, during rainy season where there is possible higher rate of contamination, additional dosage of Calcium Hypochlorite granules is undertaken.

We locate and eliminate the source of contamination and we keep records of pertinent information concerning the chlorination system.

Sufficient measures are also in place in case of failures in the chlorination facilities.

Mangaldan Water District is collecting fourteen (14) water samples monthly from different consumers located in the different barangays and are tested for microbial analysis.

We also collect water samples annually from each of our deepwells for water quality test such as physical test to monitor color and turbidity, for chemical test to monitor pH, Total Dissolved Solid (mg/l), Sulfate (mg/L), Nitrate (mg/L) Chloride (mg/L) and Benzene and metal analysis to monitor Iron (total), Manganese (total), Arsenic, Cadmium and Lead.

C.7 DELIVERY POINT, INTENDED USERS OF WATER AND INTENDED USES OF WATER

The water being supplied by MAWAD comes from boreholes (groundwater) and treated to bring them up to the standard requirements for household purpose such as drinking, bathing brushing teeth, preparing and cooking foods and watering of gardens and animals. It is also intended for municipal/community purposes such as fire-fighting and other water requirements of the Municipality of Mangaldan like street-sprinkling.

MAWAD is responsible for maintaining the public water supply and assures that all water for human consumption must be free from micro-organisms and any substances that would endanger public health.

C.8 WATER QUALITY REQUIRED

The quality of water being supplied by the Mangaldan Water District is compatible with the PNSDW 2007 and thus, do not require any treatment except for disinfection using chlorine. The water sample taken from the distribution line and tapstand should have minimum of .30 parts per million of chlorine residual.

C.9 CUSTOMER PRACTICES

As our service pledge to our consumers, we commit to provide adequate, potable, safe and affordable water as we attend to them from 8:00 A.M. to 5:00 P.M. Mondays thru Fridays without noon break and 8:00 A.M. to 12:00 noon on Saturdays. We try our best to respond to our consumers' requests, hear their complaints and suggestions and ensure that we will take the necessary and appropriate action the soonest possible time without prioritizing others above anyone as we commit to treat everyone equally.

We understand that our customers keep our business going, and satisfying them with personalized and sincere service is the best way to ensure and establish trust and loyalty. Hence, *customer service is the top priority of our agency. The bottom line of all our hard work is to live up to our commitment to our valued consumers.* Achieving a higher customer service standard starts and ends with customers/consumers. Recognizing this and staying true to our service commitment and mission is a continuing challenge for us.



The Mangaldan Water District take an organic approach in identifying key points in the customer engagement process by using real, qualitative human insights about our consumers to guide our service strategies by providing a **Public Assistance and Complaints Desk (PACD)** that is very accessible to them as it is situated near the front door and visible upon a consumer's entry inside our office building with available personnel who are efficient enough to cater to their queries and service requests during office hours without noon break.

Any requirement needed in applying for water services are given beforehand to avoid time delays on the part of the applicant. Same is true with other services like reconnections, relocations and availing of the Senior Citizen discounts.

In pursuit of giving our valued consumers a personalized public service, our contact numbers are readily available as all possible lines including the direct one to the Office of the General Manager and even the personal contact number of our Foreman are posted in the paying section area and the other numbers are printed in our Official Receipts and in the commercial calendars distributed by the District every year.

Our willingness to provide proper attention to complaints and dealing with them appropriately is made possible by listening properly and asking the right questions, for we strongly believe that the right key to providing the proper and prompt action is paying close attention to what the customer is saying to make sure that we receive the right message. It is not enough that we offer good customer service with politeness, respect and understanding, but we also attend to customer concerns promptly and accurately through our authorized hardworking and dedicated personnel.

In as much as we do our best to deliver the most personalized, prompt and accurate service to our valued consumers, there are still lapses on our part and we could not always get it right 100% that sometimes make a consumer feel that his/her complaint was not handled in a fair way or as expected. Hence, a consumer feedback form is provided in the Paying Section to be filled out and dropped in the box also provided for. Rest assured that **the consumer's feedback, comments and suggestions will be considered to objectively improve our service delivery system as well as the overall performance of our employees.**

IV. ORGANIZATION AND RESPONSIBILITIES

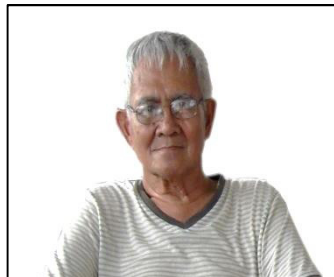
A. ORGANIZATIONAL STRUCTURE:

BOARD COMPOSITION:

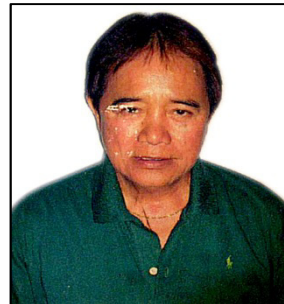
BOARD OF DIRECTORS



MR. ANTONINO S. EUCAPOR, CPA
Chairman



ENGR. LEON S. DEL CASTILLO
Vice-Chairman



MR. TITO B. SARZABA, JR.
Secretary



MRS. CONCEPSION Y. AQUINO
Treasurer



ENGR. CESAR C. DIZON
Member

MANAGEMENT & STAFF:



ENGR. MARCELO M. PETONIO
General Manager B



TERRY S. MARTICIO
Executive Assistant B



PEPE V. NOE
Driver

OFFICE OF THE ADMINISTRATIVE DIVISION



MARLYN C. DE GUZMAN
Division Manager B



DONALD M. RELLEVE
Storekeeper B



BERNADETH D. DIZON
Administration Services Assistant
A



AUGUSTO M. SORIANO
Housekeeping Services Assistant



LITO Q. CEREZO
Administrative Services Aide



JIMMY C. BALLESTEROS
Administrative Aide I



PETER JOHN T. GANADEN
Administrative Aide I

OFFICE OF THE FINANCE DIVISION



VIOLETA B. GAYAGA
Division Manager B



ANNA LIZA G. RAMOS
Senior Accounting Processor A



ARNOLD M. CARIÑO
Cashier A



KAREN S. TANDINGAN
Accounting Processor B

OFFICE OF THE COMMERCIAL DIVISION



VIOLETA O. GARCIA
Division Manager B



LEA V. MAGALONG
Utilities/Customer Service Assistant A



CECILLE A. FABIA
Utilities/Customer Service Assistant A



ARABELA R. AQUINO
Utilities/Customer Service Assistant B



ANDRES D. LALUAN, JR.
Utilities/Customer Service Assistant A



DEMMEE G. CARBONEL
Utilities/Customer Service Assistant D



RENATO C. BALTAZAR
Utilities/Customer Service Assistant B



MARNIE B. CLORES
Utilities/Customer Service Assistant D



RODOLFO P. SERAFICA, JR.
Utilities/Customer Service Assistant D



ERMIE V. MALANUM
Water/Sewerage Maintenance Man C
(ENGINEERING designated in COMMERCIAL)



JOSE V. DE GUZMAN
Water/Sewerage Maintenance Man A
(ENGINEERING designated in
COMMERCIAL)



CONRADO P. MENESES
Water Resource Facilities Operator B
(ENGINEERING designated in
COMMERCIAL)



EDROSS IAN P. FABIA
Water/Sewerage Maintenance Man C
(ENGINEERING designated in
COMMERCIAL)

OFFICE OF THE ENGINEERING DIVISION



JUAN B. BAUZON
Water/Sewerage Maintenance Foreman



LIVERINO A. TORIO
Senior Auto Mechanic



MARIO T. MAGALONG
Water Resources Facilities Operator A



RODEL F. CUISON
Water/Sewerage Maintenance Man A



LEONARDO M. DE VERA
Water Resources Facilities Operator B



BERNARDO M. AGBANLOG
Water Resources Facilities Operator B



JULIUS L. DE VERA
Water/Sewerage Maintenance Man B



MARCOS Z. PINLAC
Water/Sewerage Maintenance Man B



DARWIN P. OCAY
Water Resources Facilities Operator C



ARTCHIE V. EMBUIDO
Water Resources Facilities Operator C



MODESTO S. CENDAÑA, JR.
Housekeeping Services Assistant
(ADMIN Designated in ENGINEERING)

IV. B DUTIES AND RESPONSIBILITIES:

The Office of the Board of Directors

- a. Establish policy of the District;
- b. Approve the District's Annual Budget;
- c. Participation in District's activities with other organizations;
- d. Appoints the General Manager;
- e. Regular conduct of board meetings.

The Office of the General Manager

- a. Preparation of agenda for Board Meeting;
- b. Implementation of district's policies, rules and regulation;
- c. Participation in District's activities with other organizations;
- d. Appoints personnel;
- e. Regular conduct of staff and committee meetings.

The Office of the Administrative Division

- a. Human Resource (HR) - Recruitment, Selection and Promotion Process, Maintenance of 201 files, Submission of SALNs, Attendance monitoring, Updating of Leave Records, submission of Monthly Reports to the CSC, Prepares and Process POP to the DBM.
- b. Procurement - Procurement Process for Public Bidding; Procurement Process for Shopping;
- c. General Services Office (GSO) - maintenance of building and surroundings and office equipments, liaisoning;
- d. Inventory Management – Issuance of materials and supplies, Physical count of Inventory of Materials and Lubricants and Office supplies

The Office of the Finance Division

- a. Financial Statement Generation
- b. Cash and Collection Process
- c. Consolidated Annual Budget

The Office of the Commercial Division

- a. Meter Reading and Billing Preparation
- b. Application for New Service Connection
- c. Disconnection of Delinquent Consumer
- d. Voluntary Disconnection
- e. Reconnection of Service Connection
- f. Application for Change of Account Name
- g. Application for Location Transfer of Service Connection
- h. Granting of Promissory Note
- i. Field Inspection for illegal connections
- j. Meter Maintenance Request for Meter Testing & Change Meter

The Office of the Engineering & Construction and Production & Water Quality Division

Engineering & Construction

- a. Installation of new water service connection;
- b. Meter relocation;
- c. Complaints Monitoring;
- d. Mainline / Service Line Leak Repair;
- c. Material Handling and Stock Level Monitoring for PVC Pipes and Fittings;
- d. Disconnection of Water Service for Illegal Connections;
- e. Disconnection/Reconnection of Service Connection due to Stolen Water Meter

Production & Water Quality Services

- a. Pumping Operations Standard Operating Procedures (SOP);
- b. Operation and maintenance of Generator Set;
- c. Chlorination Standard Operating Procedures (SOP);
- d. Water Quality Monitoring - Bacteriological & Physical-Chemical.

V. OPERATIONAL CONTROL AND SUPERVISION

A. Powers of Authority

DBM - Department of Budget and Management. Responsible for sound and efficient use of government resources for national development. This is a national agency that approves the Plantilla of Personnel (Itemized and Non-Itemized) of Local Water District.

CSC- Civil Service Commission. is the central personnel agency of the *Philippine* government. This is a national agency that is tasked with overseeing the integrity of government actions and processes.

COA - Commission On Audit. It is an independent constitutional commission established by the Constitution of the Philippines. It has the primary function to examine, audit and settle all accounts and expenditures of the funds and properties of the Philippine government.

On March 1992, the Supreme Court, in the landmark case of Davao City Water District et al. vs. Civil Service Commission et al., G. R. No. 95237-38 declared that the local water districts are Government Owned and Controlled Corporations (GOCC). From then on, local water districts were regarded as GOCCs. Local Water Districts are now operated under the coverage, mandatory review and examination of national government agencies such as the DBM, CSC and COA.

LWUA - Local Water Utilities Administration, Presidential Decree No. 198, also known as "The Provincial Water Utilities Act of 1973," was signed into law on May 25, 1973. That law created the **Local Water Utilities Administration** or **LWUA** in the national level and provided for the establishment of Water Districts in provincial cities and municipalities. It shall primarily be a specialized lending institution for the promotion, development and financing of local water utilities. It prescribes standards and regulations, monitors and evaluates local water district's operation.

BOD - Board of Directors is a policy making body. Ensures the availability of financial resources and approves annual budget. All powers, privileges and duties of the District shall be exercised and performed by and through the Board. The Board shall establish policy and not engage in the detailed management of the District. The Board member shall serve a term of six years. The Board approves the appointment of the General Manager and confirms appointment of personnel in the supervisory level.

GM -The General Manager, who shall not be a director, shall have full supervision and control of the maintenance and operation of water district facilities, with power and authority to appoint all personnel of the District.

B. Supervisory

As Category B Water District, there **are four (4) divisions** headed by Division Manager and have supervision over certain areas of operation, as follows:

Administrative Division is responsible for general services, inventory of materials, assists in the procurement activities of the district, and takes charge of Human Resource.

Finance Division is responsible in Accounting, Budgeting and Cashiering reporting and activities.

Commercial Division is responsible for billing and collection of water sales of the district. Responsible in attending customer service requests and complaints and for the marketing strategies/program implementation and public information. In-charge in inspection and investigation regarding water connection.

Engineering & Construction and Production & Water Quality is responsible for the management of the water systems maintenance operations and management of production and water distribution operations.

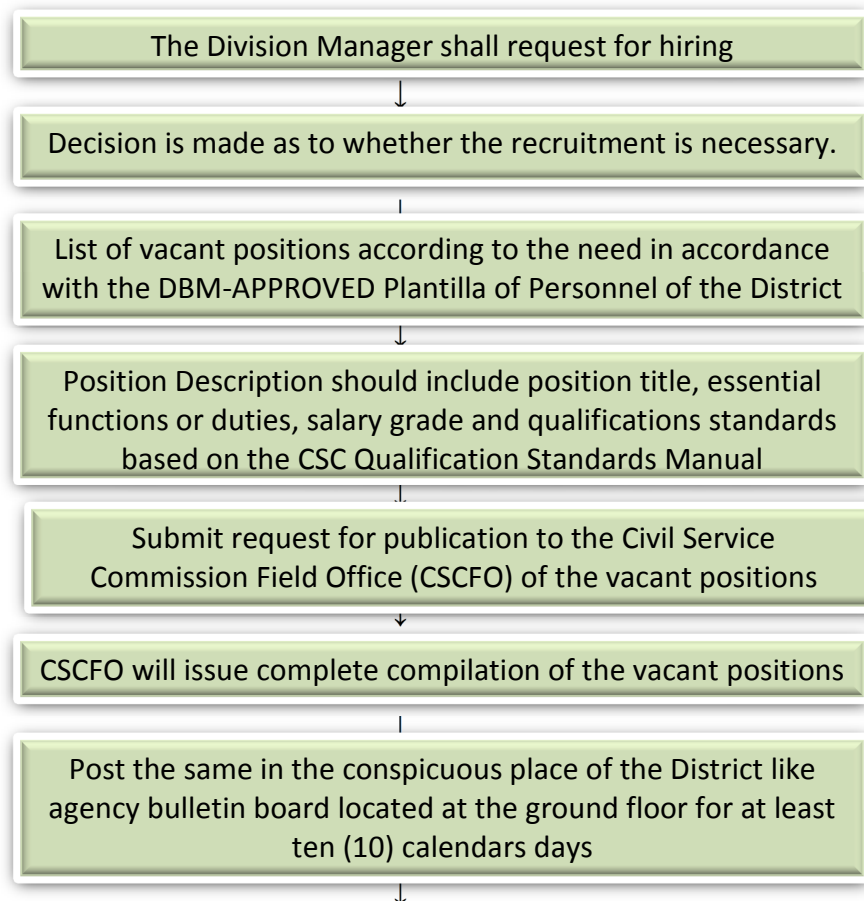
Construction/Maintenance is responsible for the installation of new service connections. Attending to the repairs and maintenance of water distribution lines; and performing of major and minor plumbing services. In-charge in water system project implementation and constructions. Responsible for the water maintenance and disconnection and reconnection of service lines.

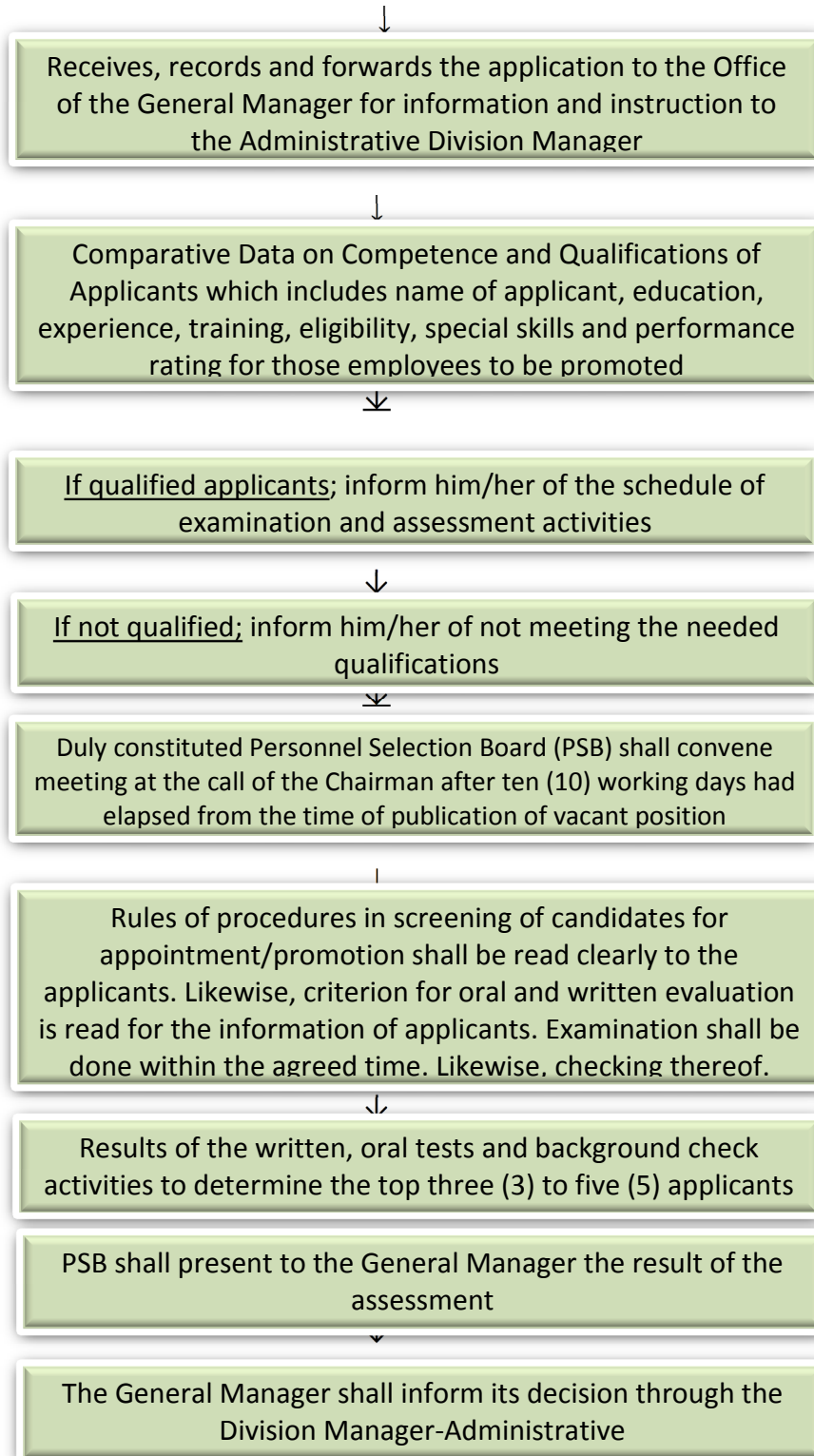
Production is responsible for the pumping operations and water distributions. Monitors the water quality. In-charge for the pumping facilities maintenance management, gathering and keeping of data analysis

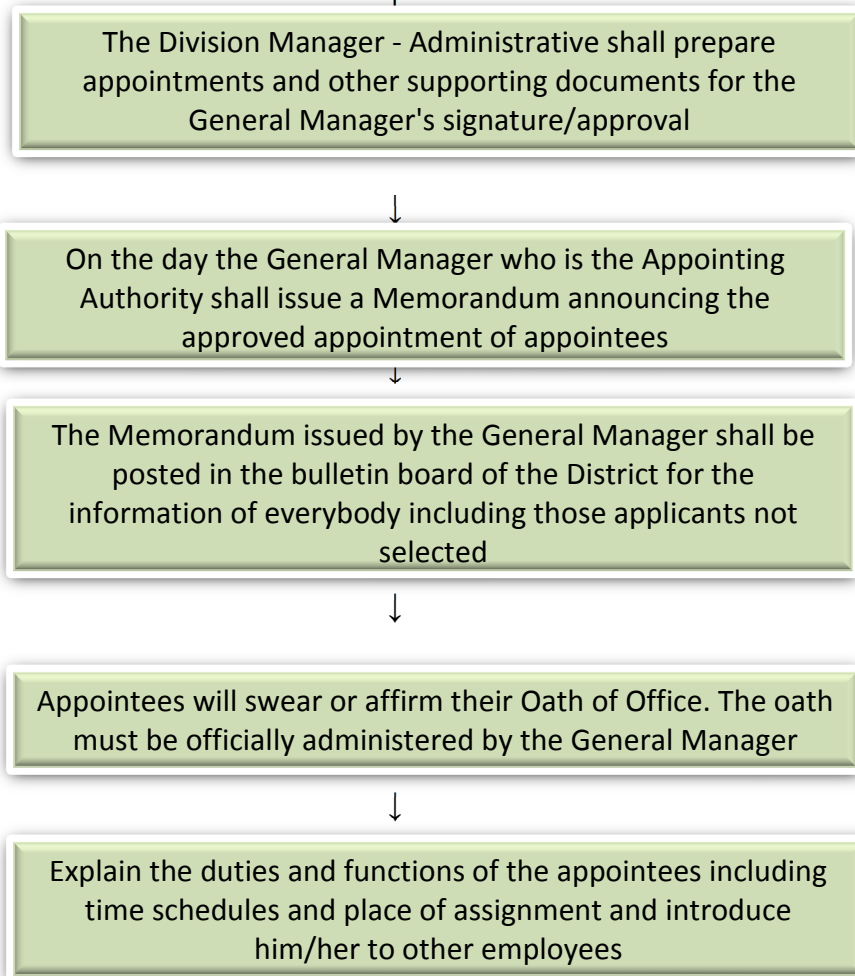
VI. OPERATING PROCEDURES

The operating procedures herein specified are the step-by-step procedures and detailed work instructions which are present through and activity flow chart using the activity flow charts by office or division.

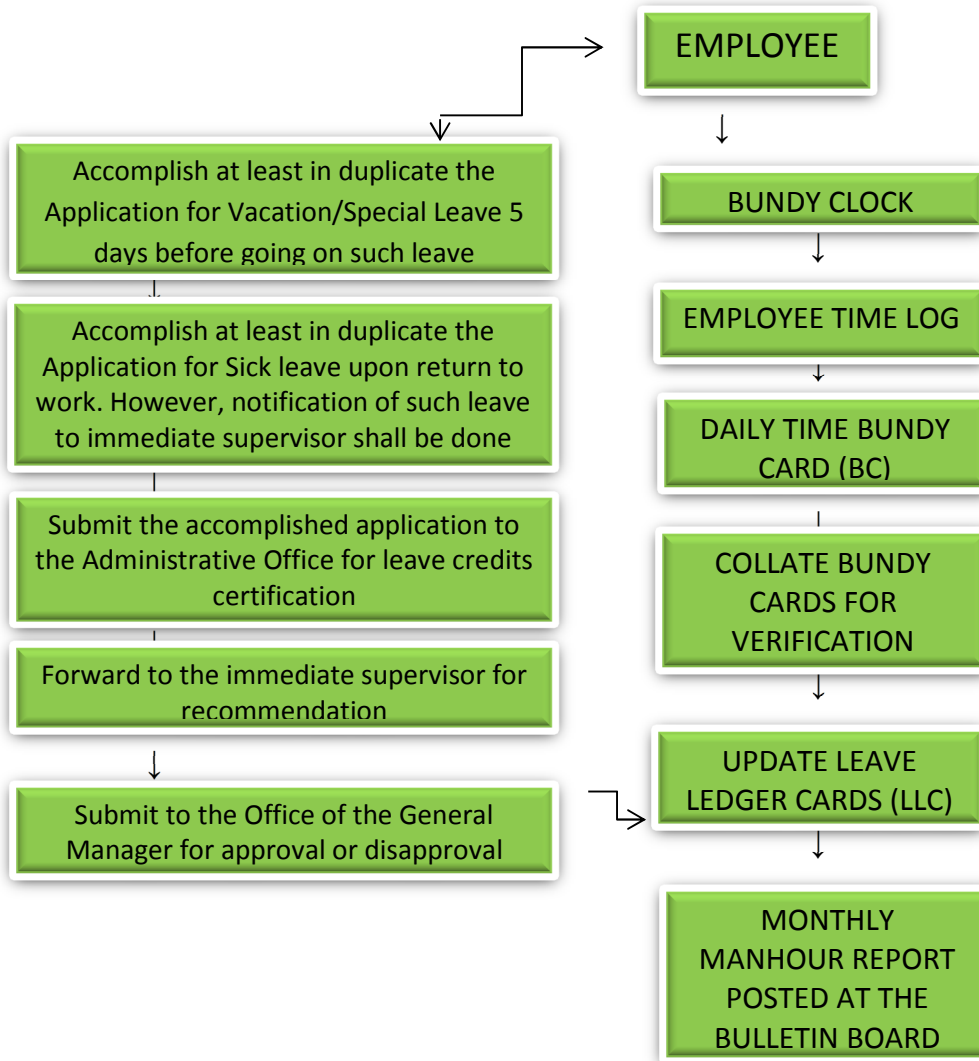
RECRUITMENT, SELECTION AND PLACEMENT FLOW CHART



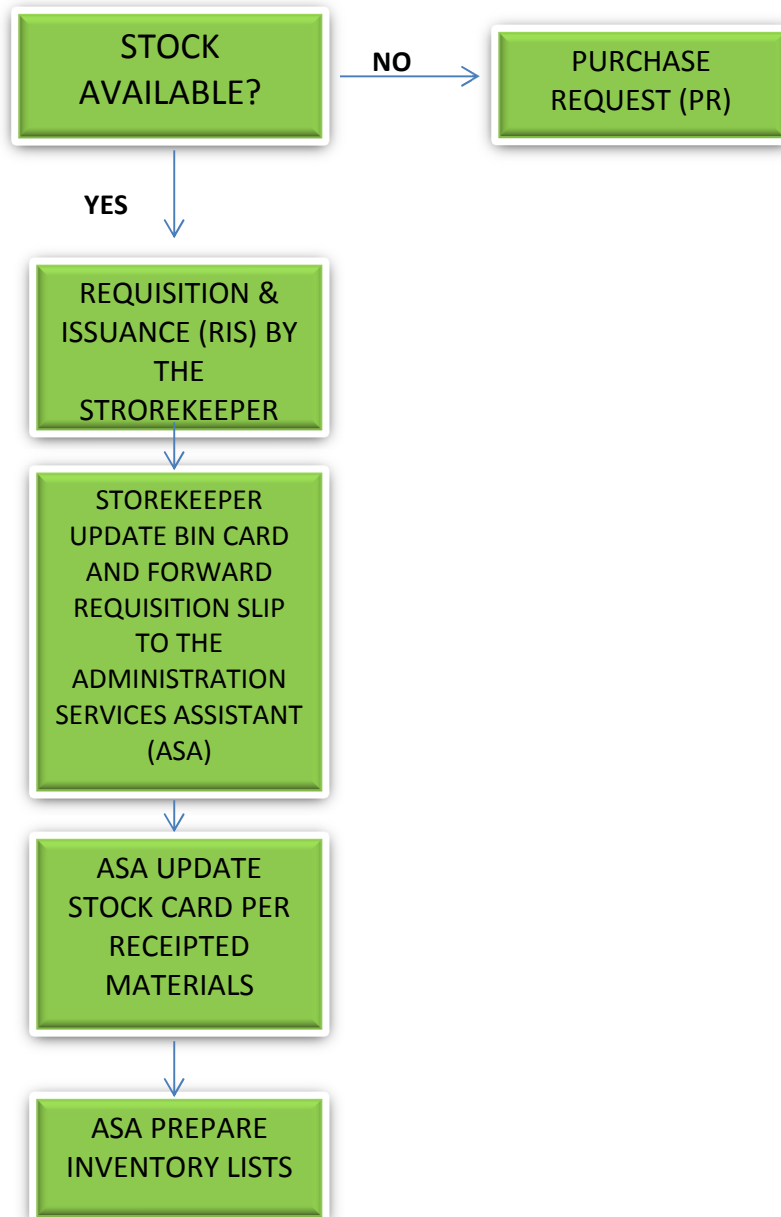




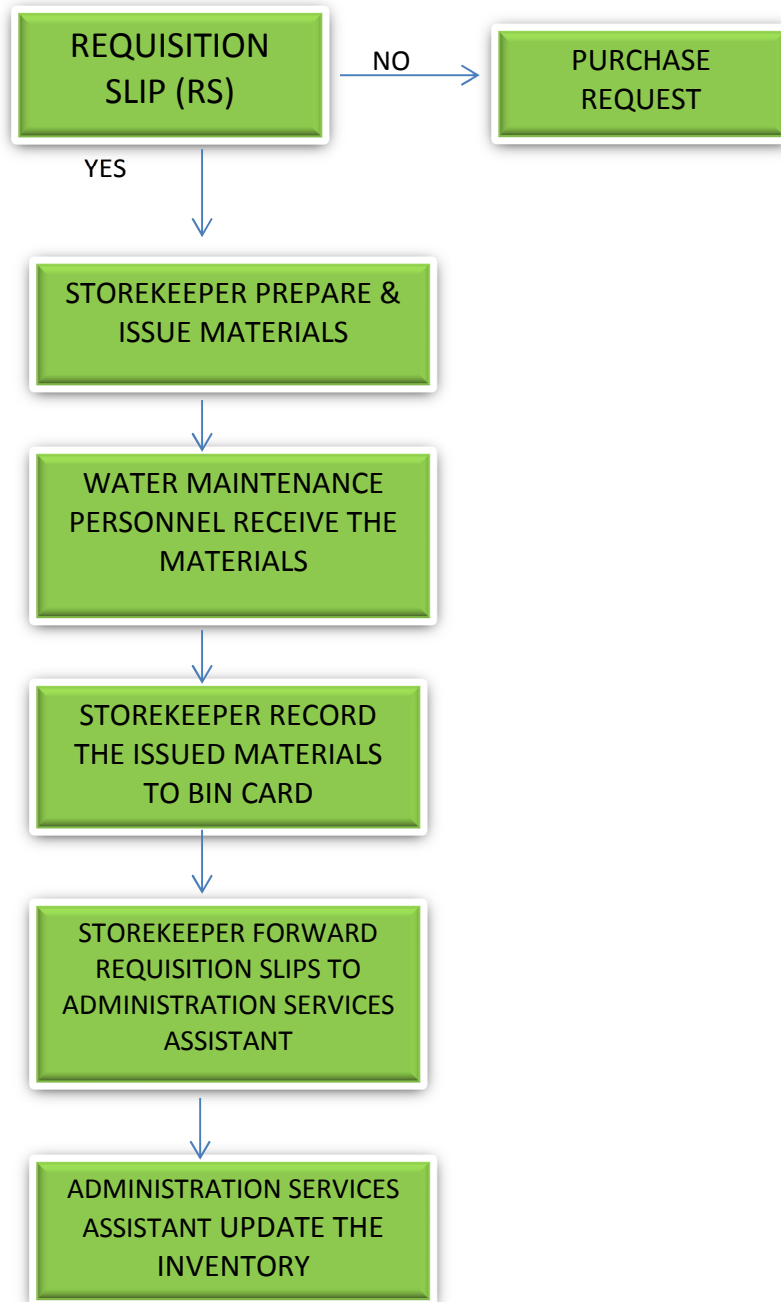
ATTENDANCE MONITORING



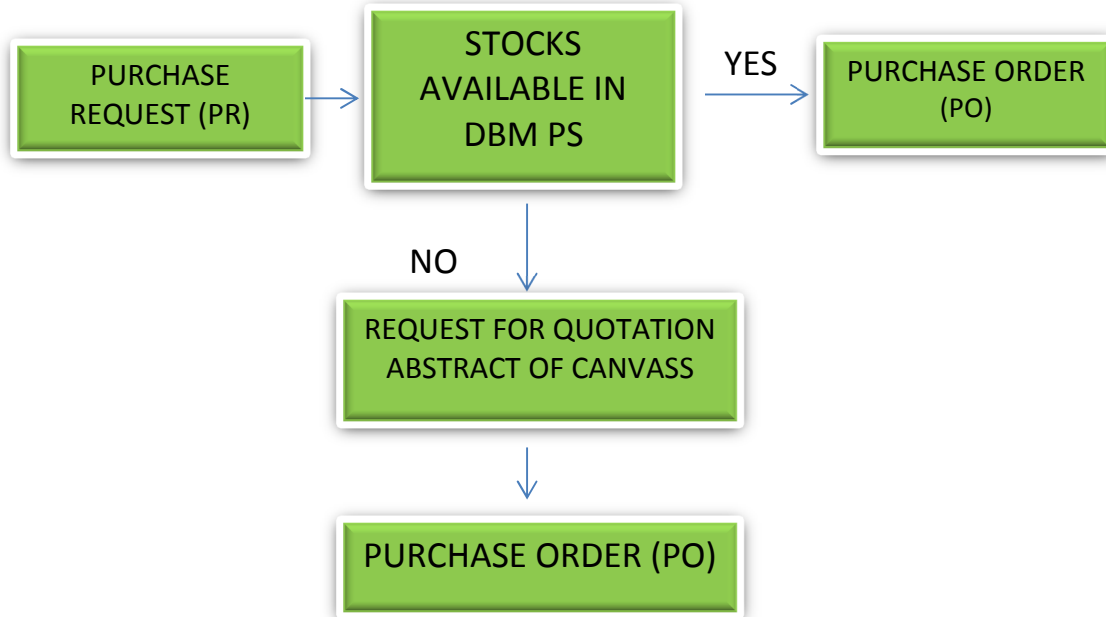
ISSUANCE OF OFFICE SUPPLIES



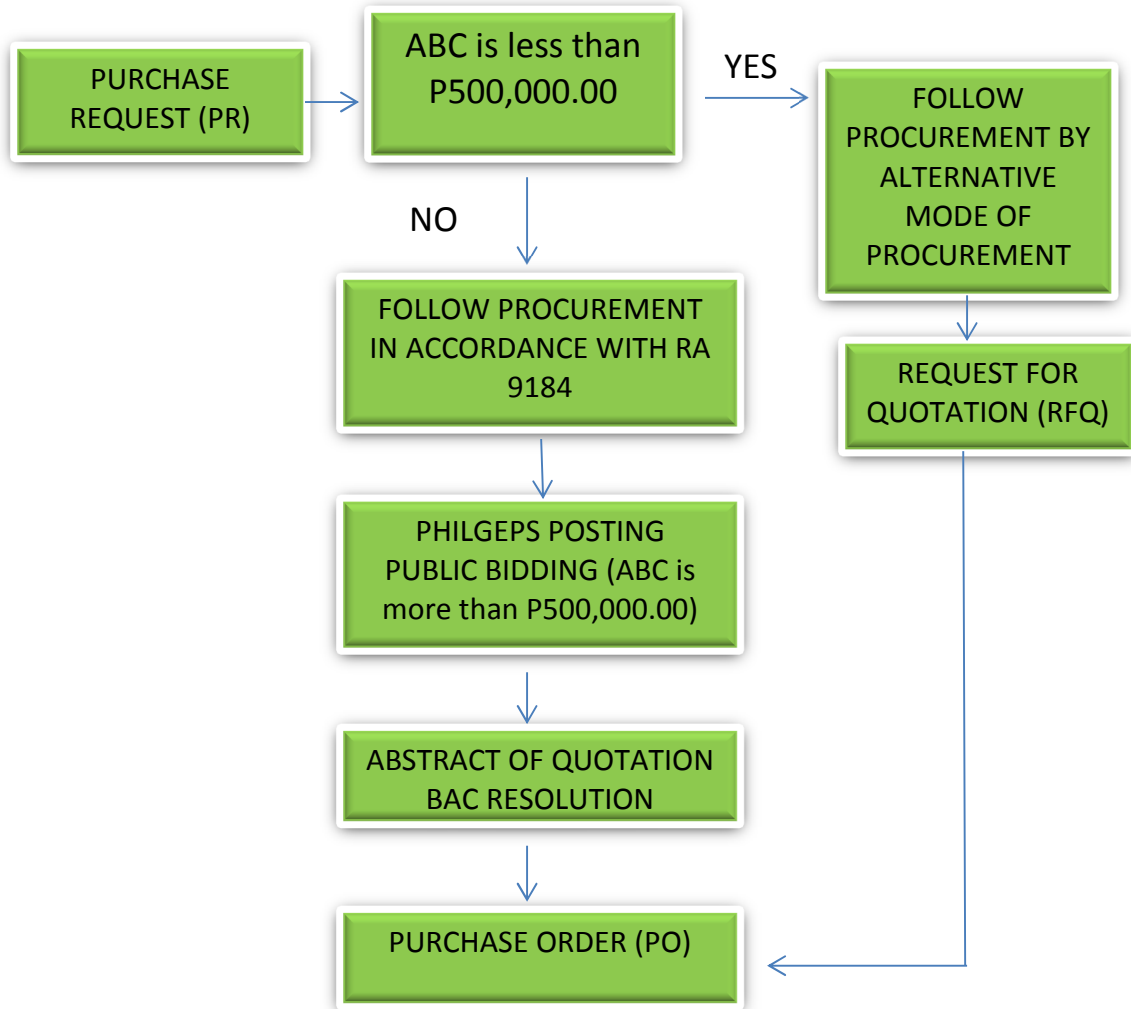
ISSUANCE OF WATER SERVICE CONNECTION MATERIALS



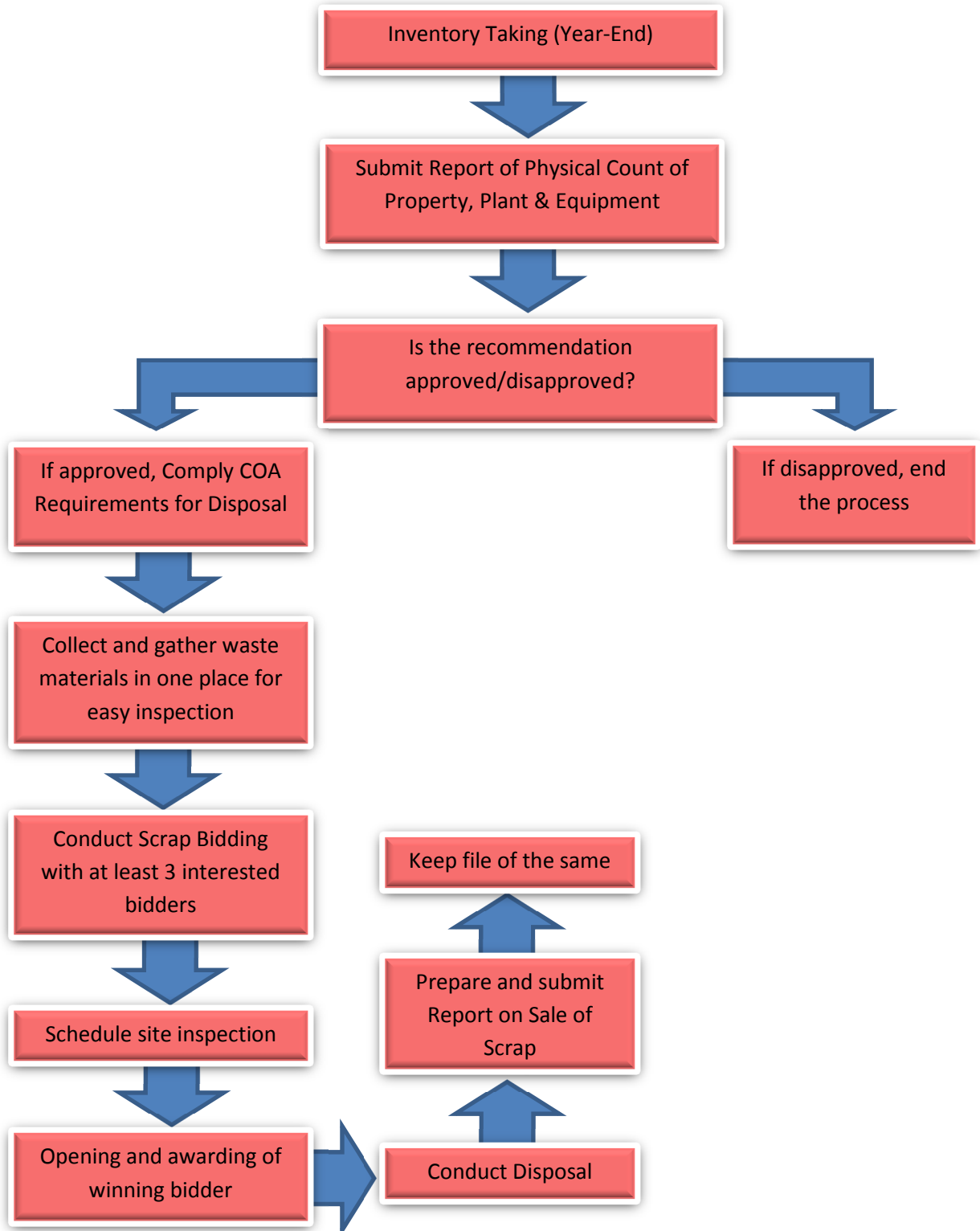
PROCUREMENT PROCESS FOR OFFICE SUPPLIES



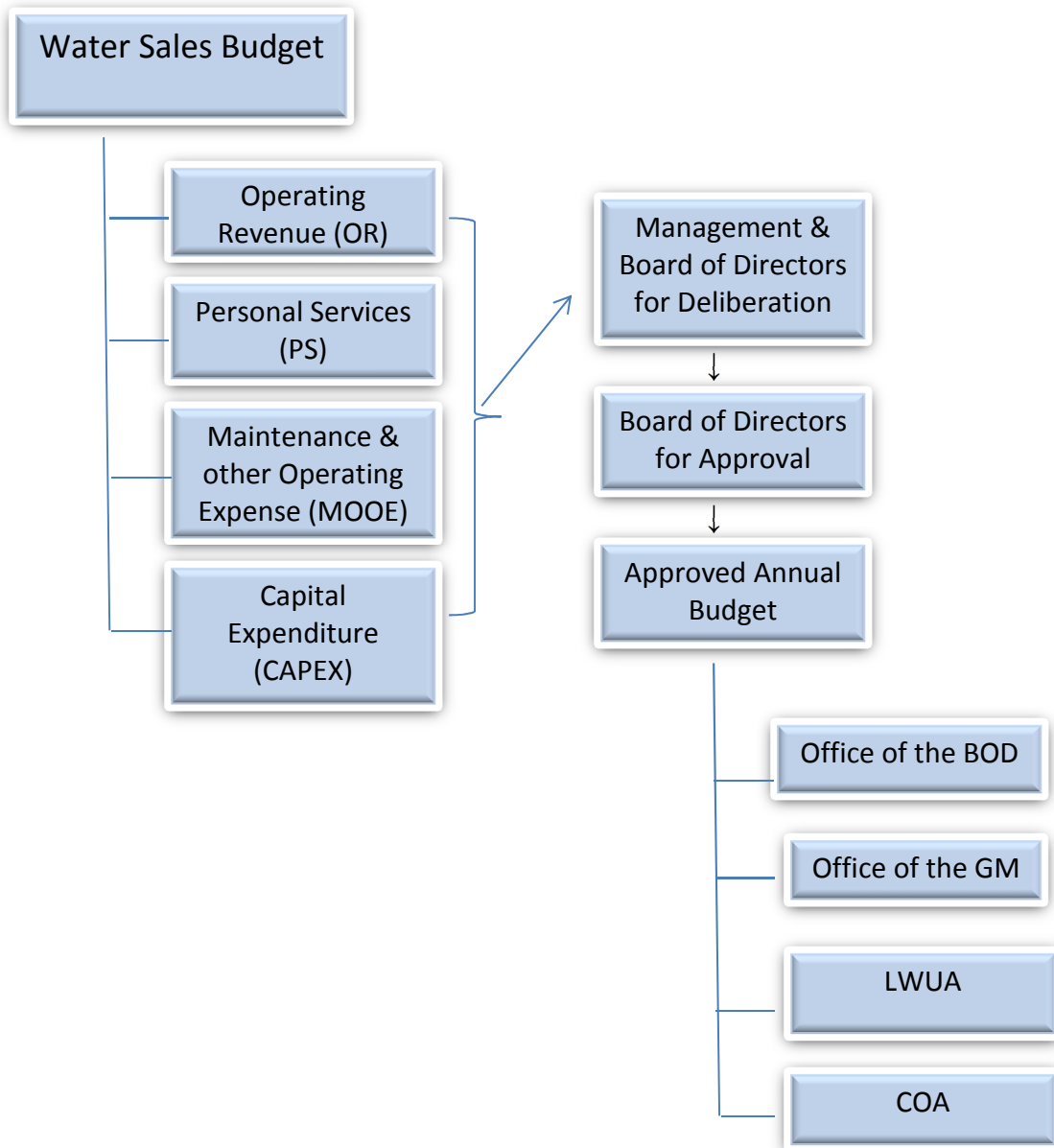
PROCUREMENT PROCESS FOR SERVICE CONNECTION MATERIALS/CAPEX



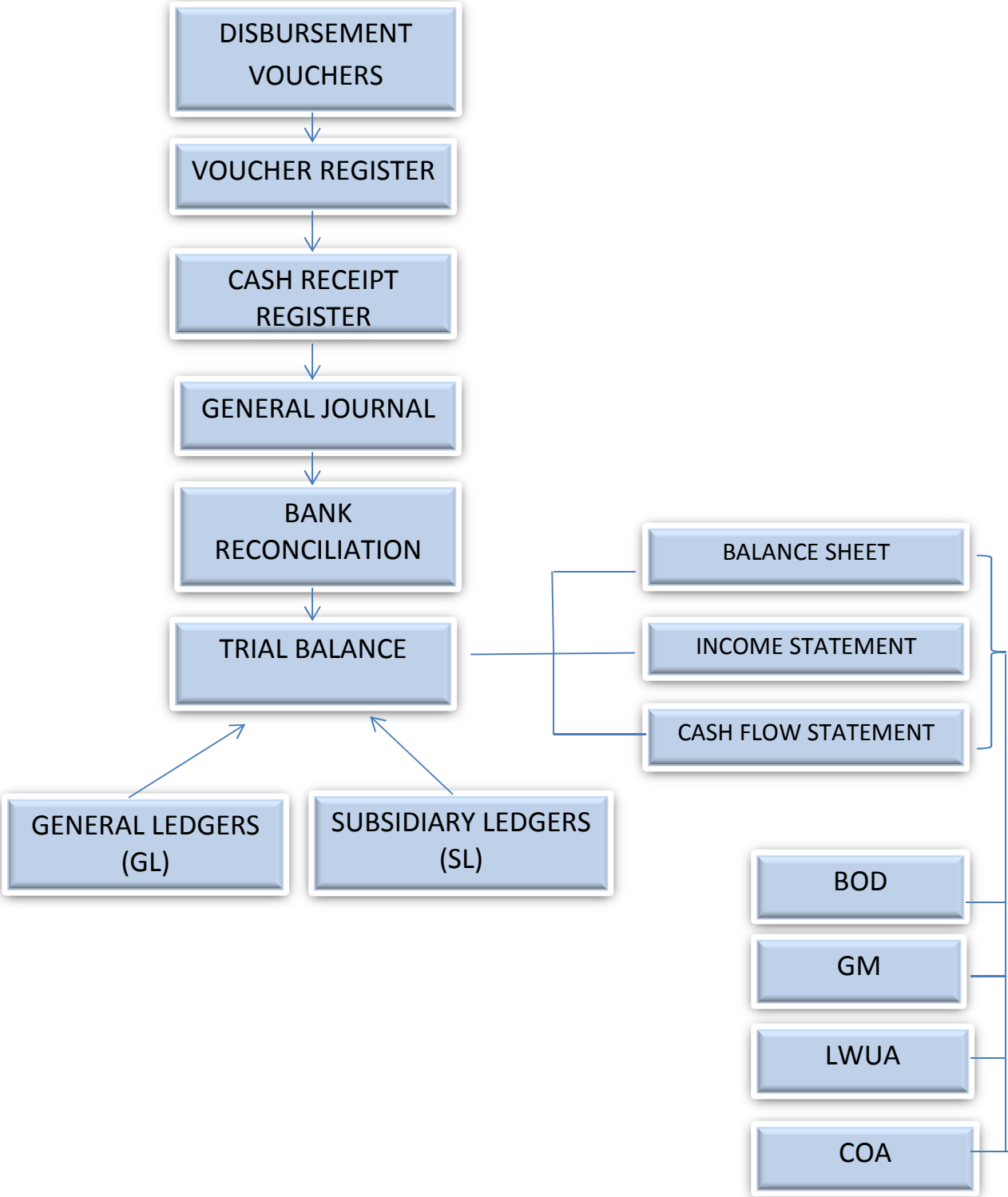
PROCEDURE ON DISPOSAL OF MATERIALS



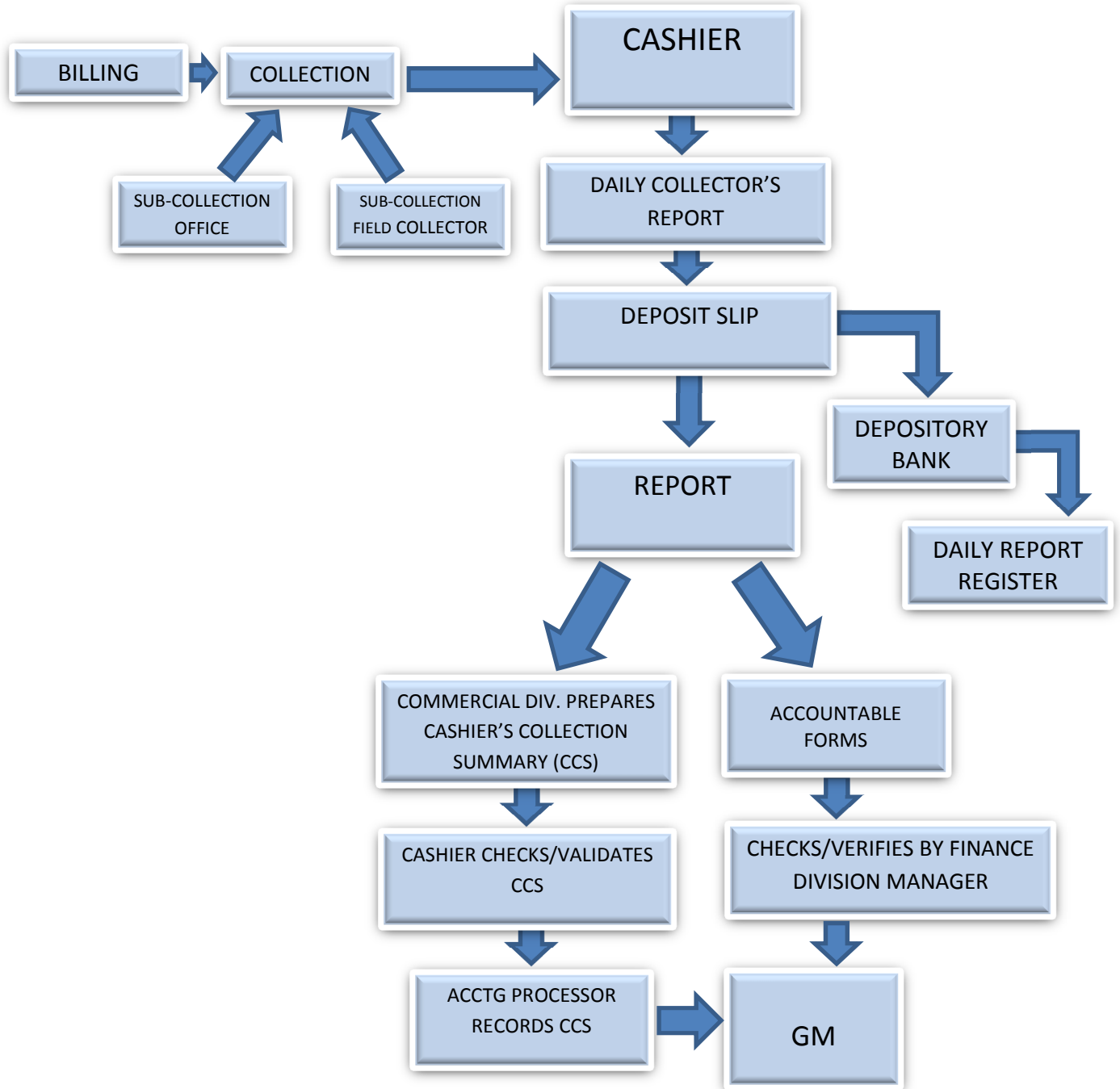
ANNUAL BUDGET PREPARATION



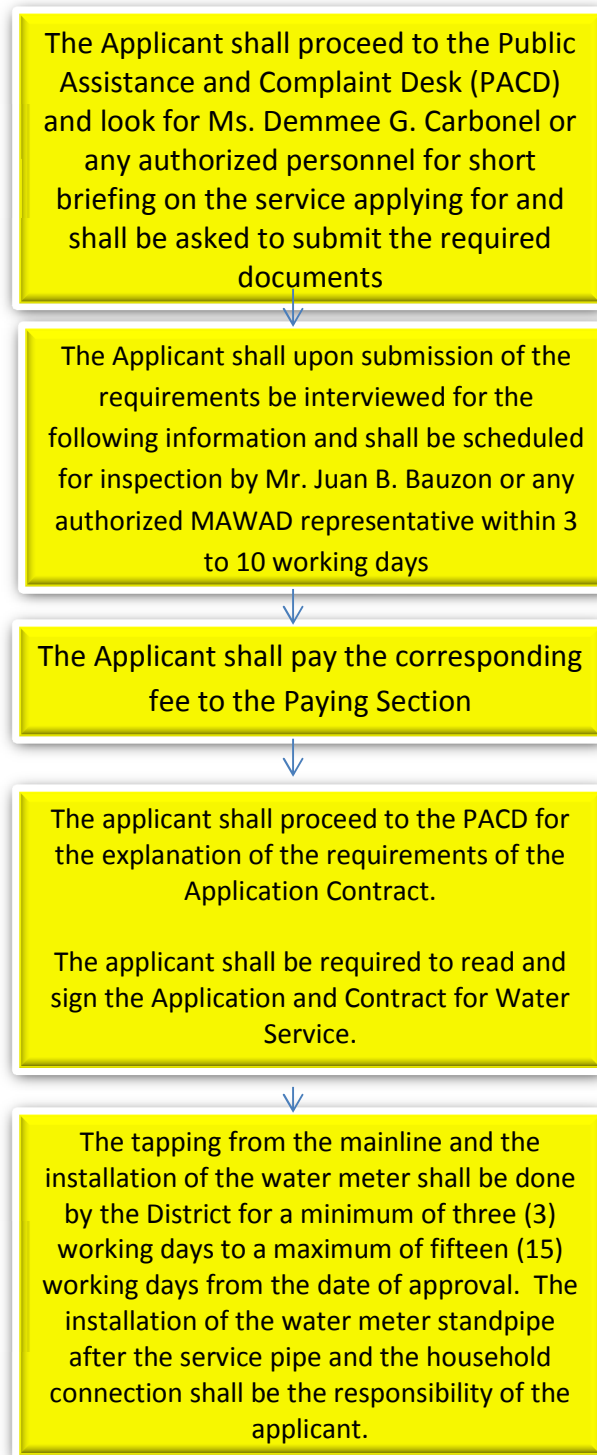
FINANCIAL STATEMENT PROCESS FLOW



CASH, COLLECTION & DEPOSIT PROCESS FLOW



APPLYING FOR WATER SERVICE





Upon installation of the water connection, **MEMORANDUM RECEIPT (MR) FOR WATER METER** shall be signed by the consumer for acknowledgement

DELIVERY AND COLLECTION OF WATER BILLS

Consumer receives from the Meter Reader the water bill after the water meter has been read at the 1st to the 13th day of every month

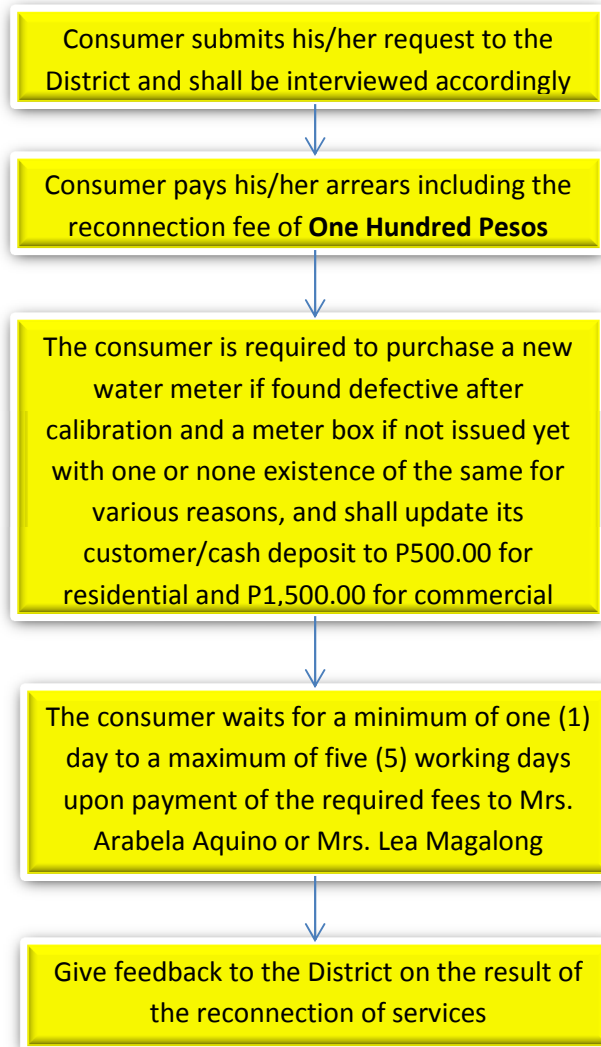


Consumer may pay his/her bill at the MAWAD Office and look for Mrs. Arabela R. Aquino and/or Mrs. Lea V. Magalong or to the authorized Field Collector with proper identification



Consumer gets his/her official receipt within 2 minutes from the person-in-charge

RECONNECTION OF WATER METER



RELOCATION OF WATER METER

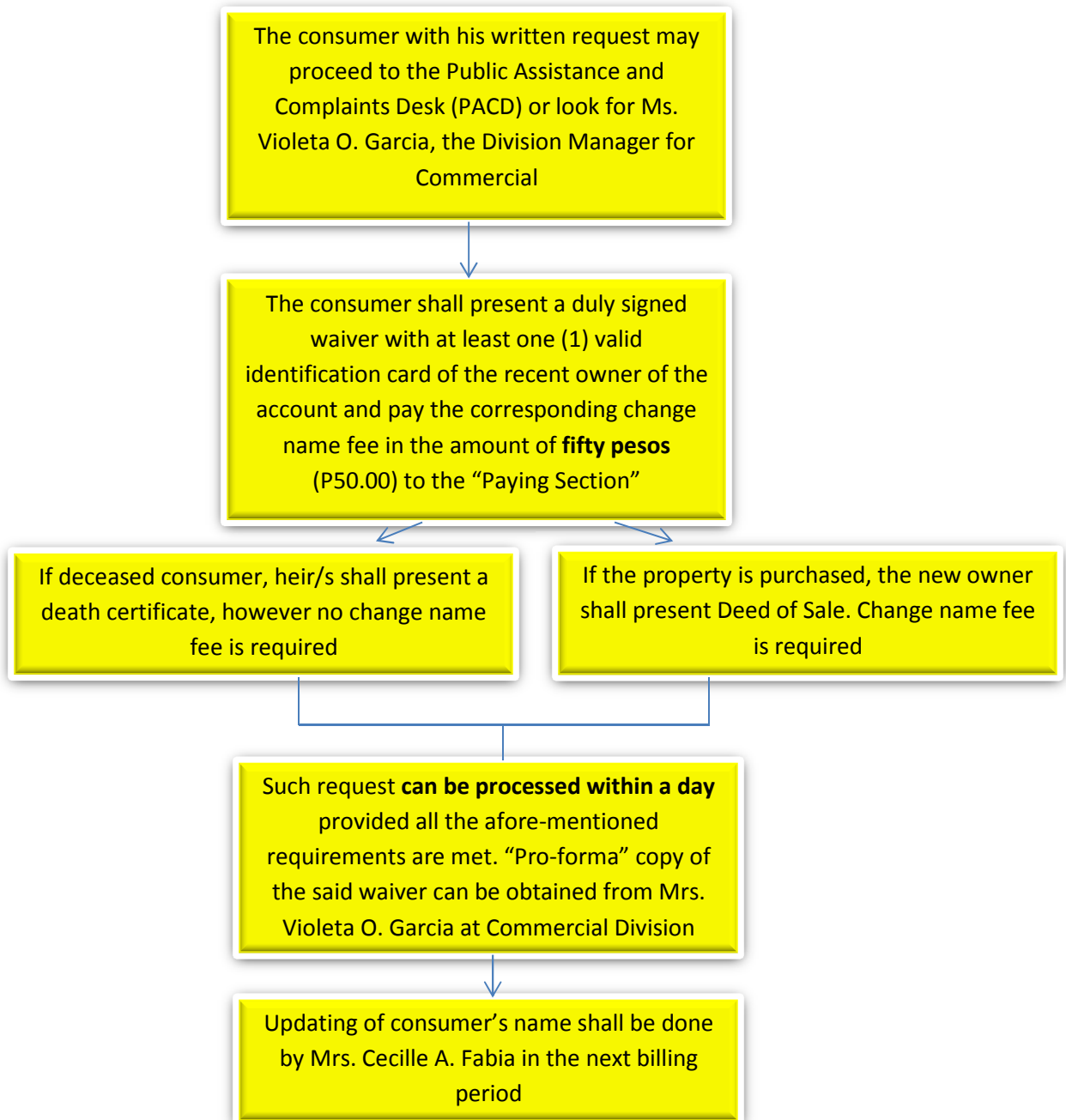
The consumer with his written request may proceed to the "Paying Section" and look for Mrs. Arabela R. Aquino or Mrs. Lea V. Magalong for relocation of water meter. A Consumer may also approach the Public Assistance and Complaint Desk for the said request

The employee shall get the name of the consumer and the exact location using a job order to be forwarded to Mr. Bauzon or any authorized MAWAD representative for inspection within **seven (7) working days**

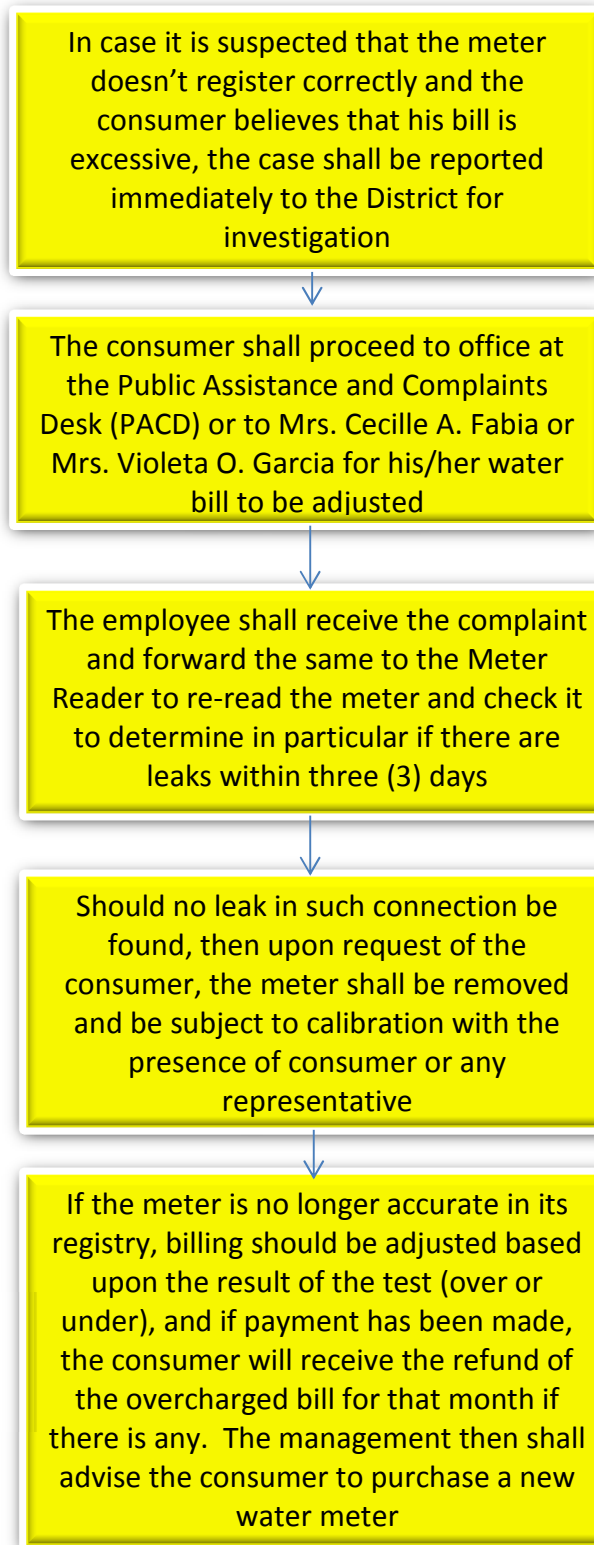
Mr. Bauzon or any authorized MAWAD representative shall list down the materials required to be paid by the consumer requesting such relocation including a **Relocation Fee of Three Hundred Fifty Pesos (P 350.00)** to the "Paying Section"

Relocation of water meter shall be done by our authorized plumbers

APPLYING FOR CHANGE NAME OF CONSUMER



CHECK/CALIBRATE WATER METER DUE TO HIGH & ZERO CONSUMPTION



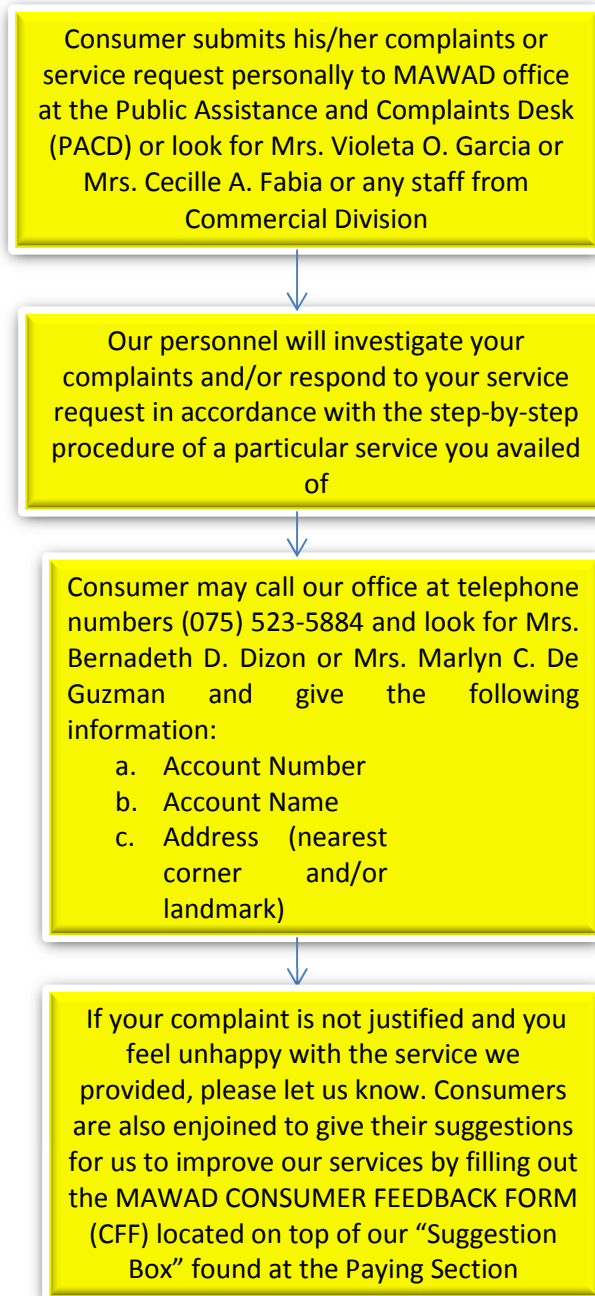


Should no leak be found and the meter is found to be in order, the consumer shall be held responsible for payment of all water consumed on his property

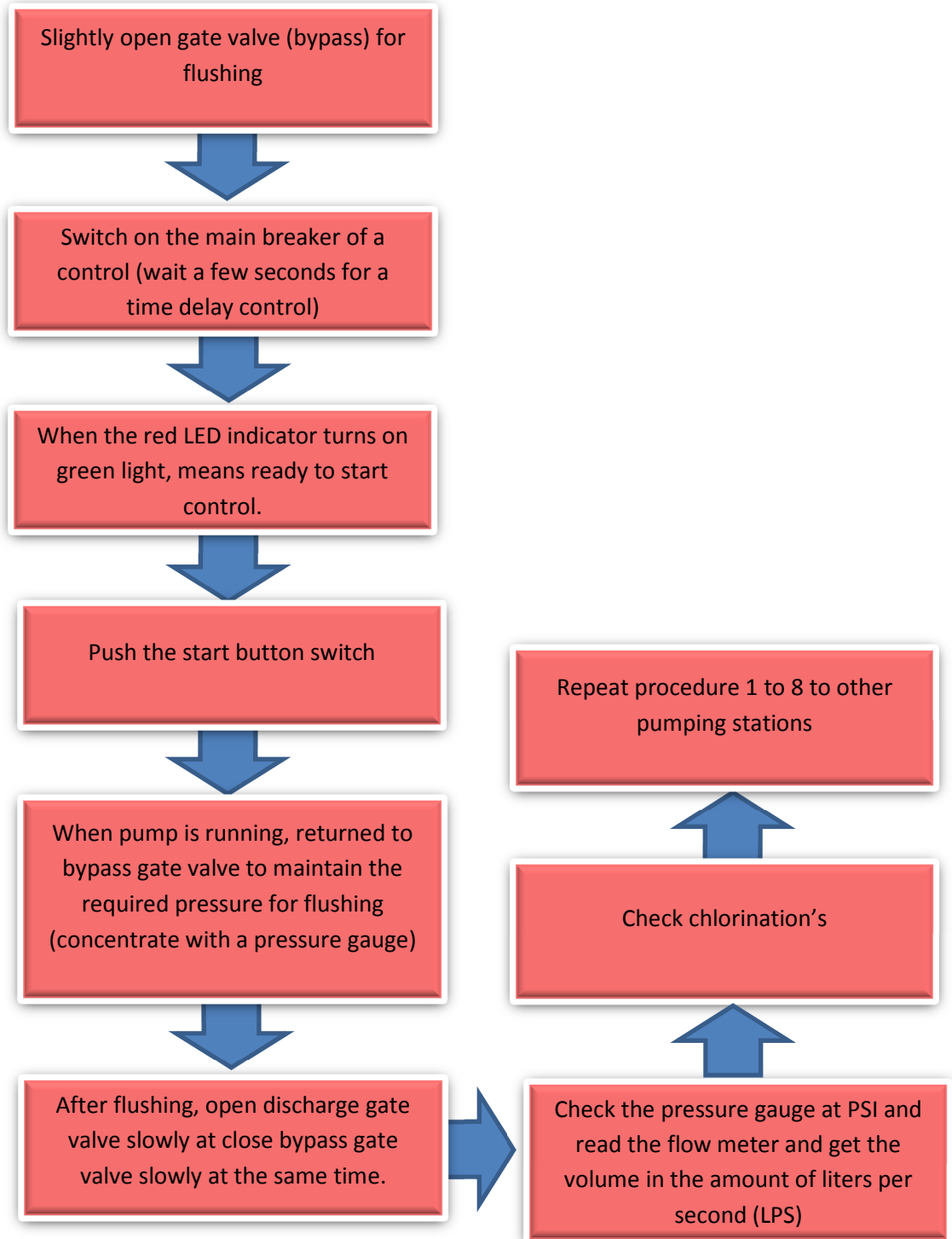


In the event that a meter is defective, the District will notify the consumer of his/her defective meter and will bill him/her based on the average of three (3) highest consumption within the twelve (12) months period; and if the consumer fails to purchase a new water meter for replacement for the next three (3) consecutive months despite the notification letter sent by the District, the defective meter shall then be removed by the District's authorized personnel without further notice

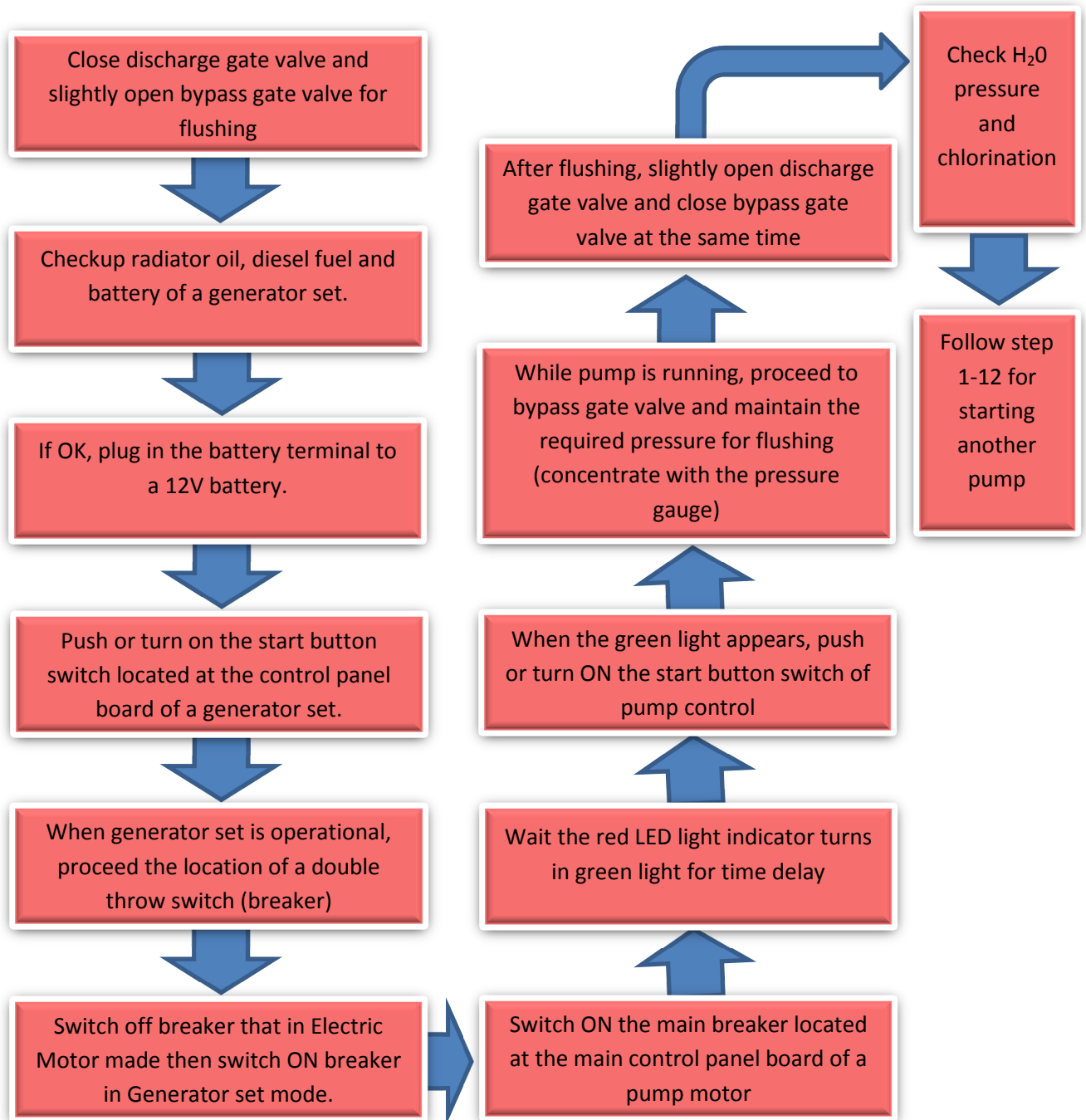
COMPLAINTS/SERVICE REQUEST PROCEDURE



PROCEDURE ON HOW TO START PUMP

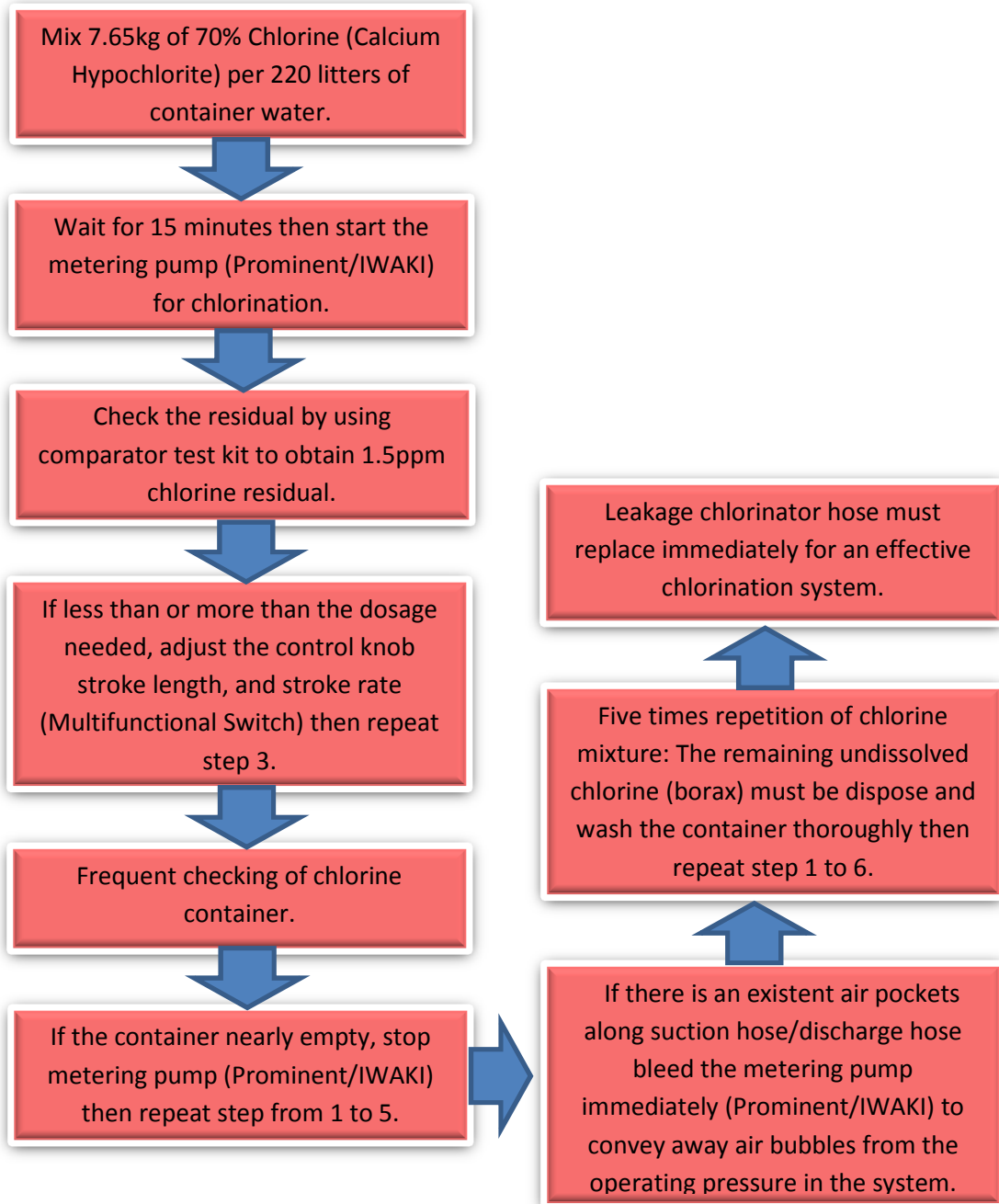


PROCEDURE ON HOW TO START PUMP USING GENERATOR SET DUE TO POWER INTERRUPTION

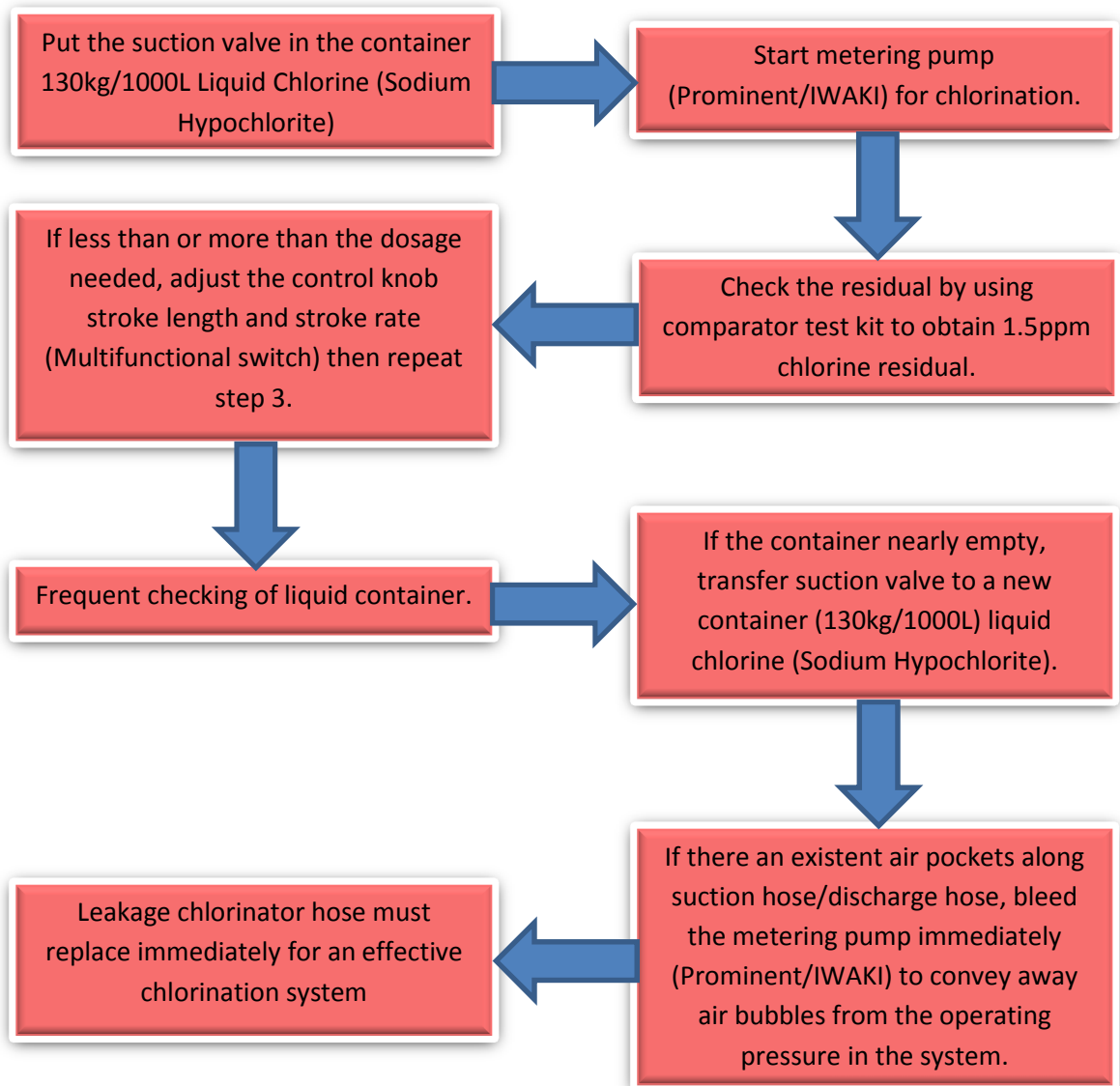


PROCEDURE ON CHLORINATION

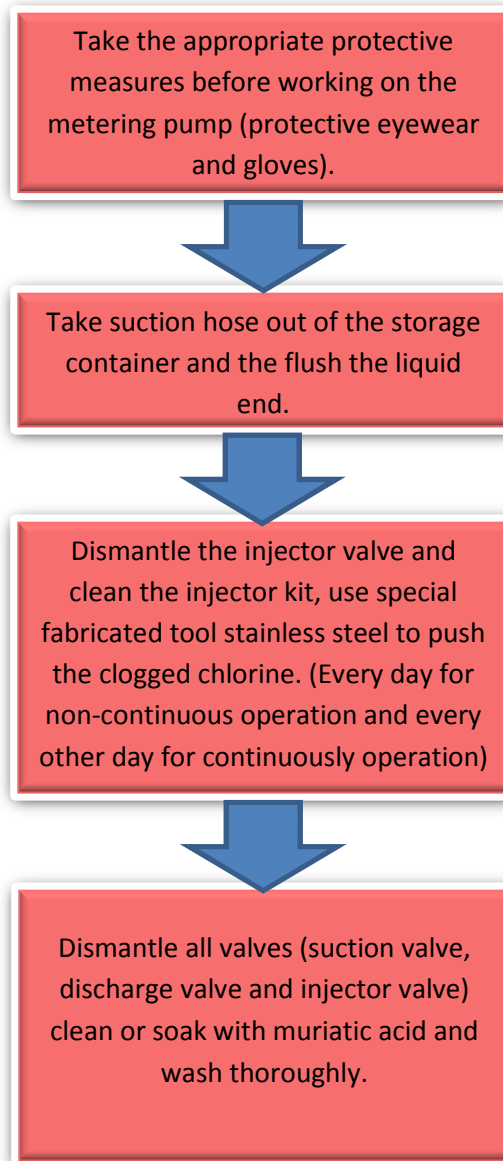
GRANULAR CHLORINE



LIQUID CHLORINE



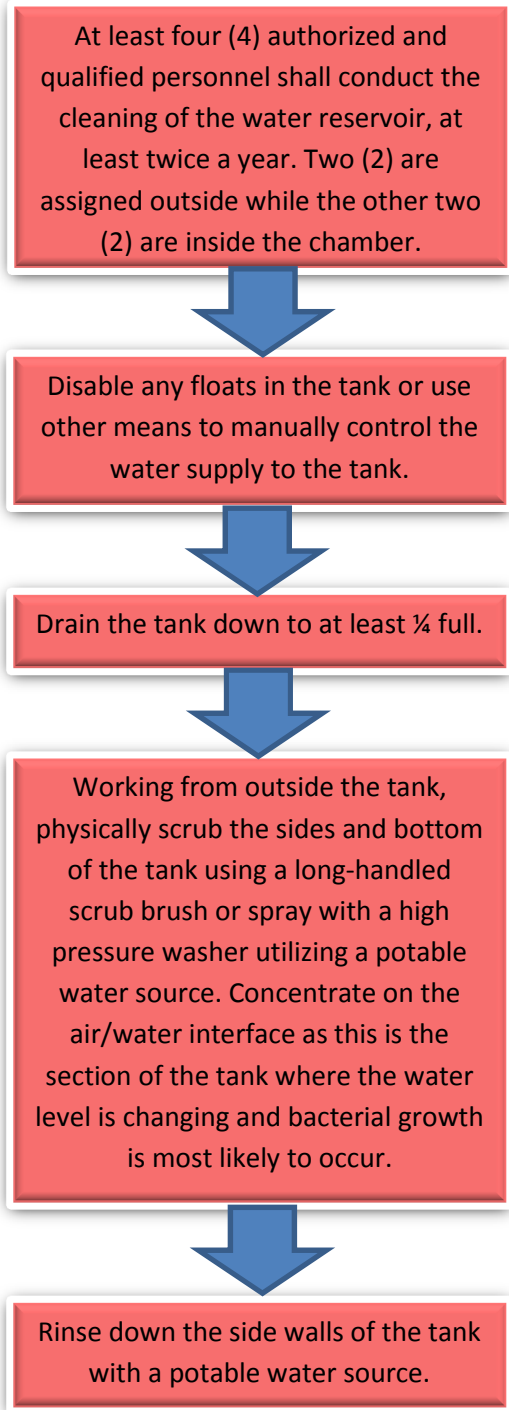
CLEANING OF VALVES

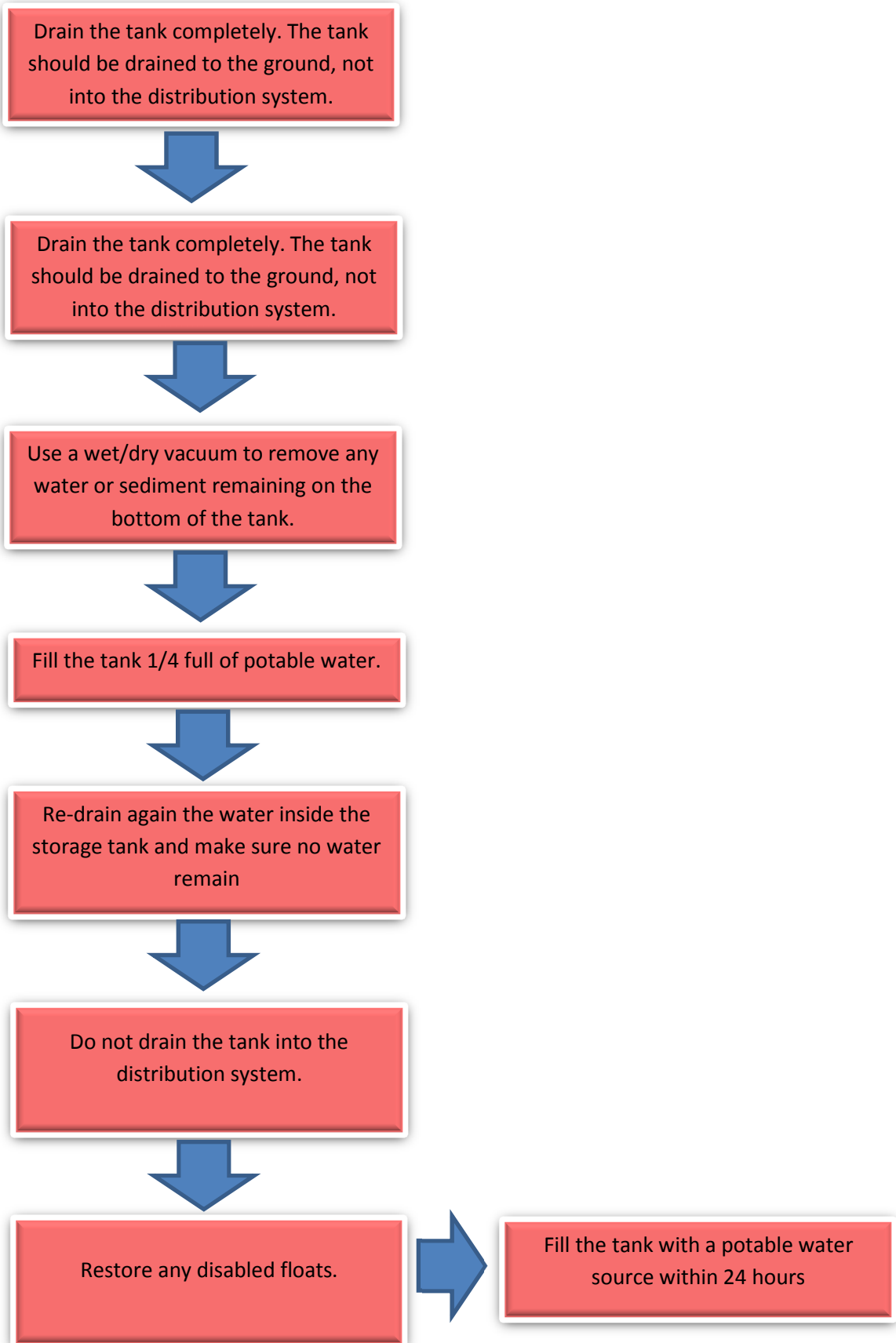


Note: The suction valve is constructed by almost the same way as discharge valve. However, the flow direction of the suction connector is the opposite of that the discharge connector to avoid confusion of the components take them apart one after each other.

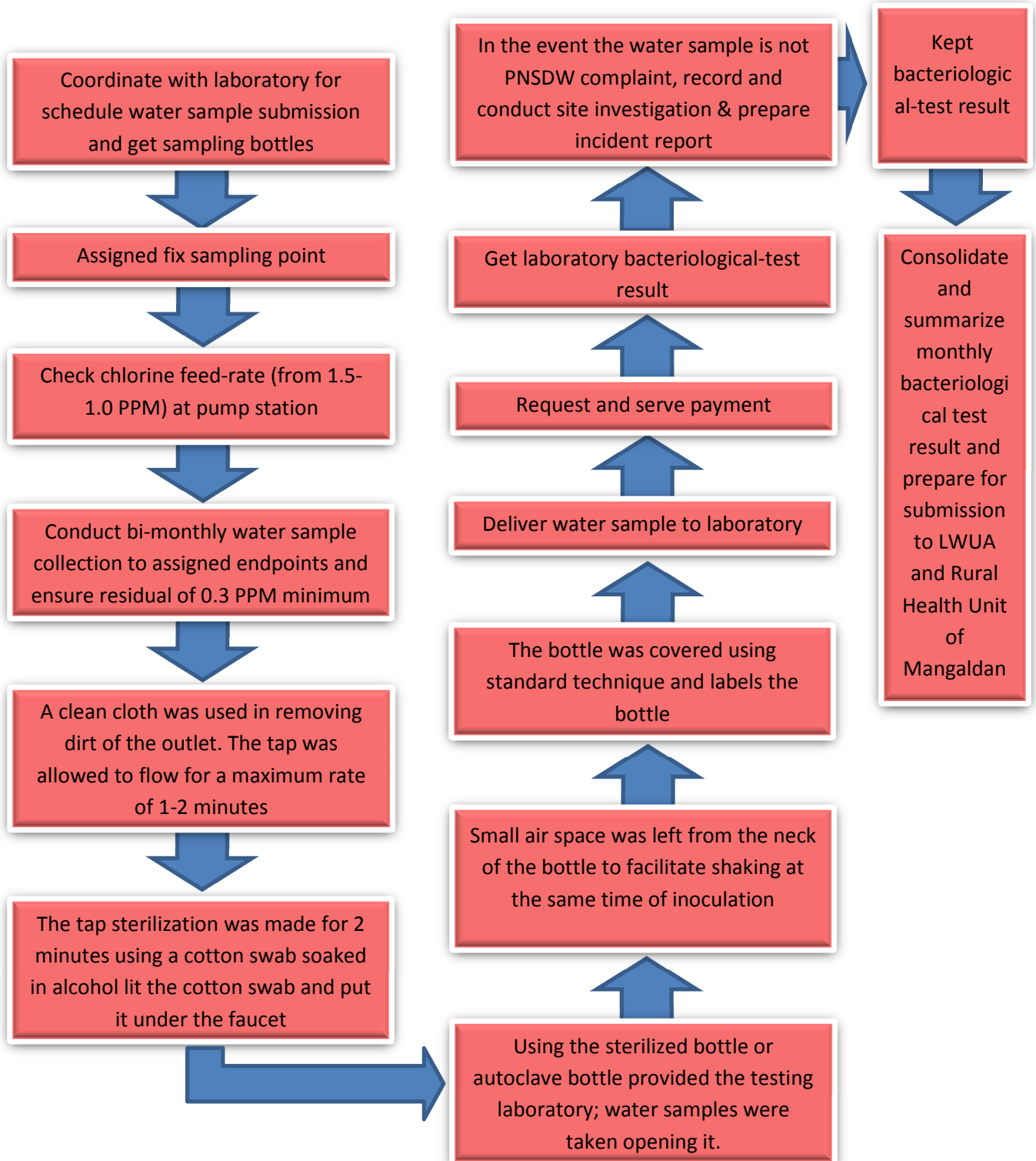
PROCEDURES FOR CLEANING STORAGE TANK

CLEANING STORAGE TANK

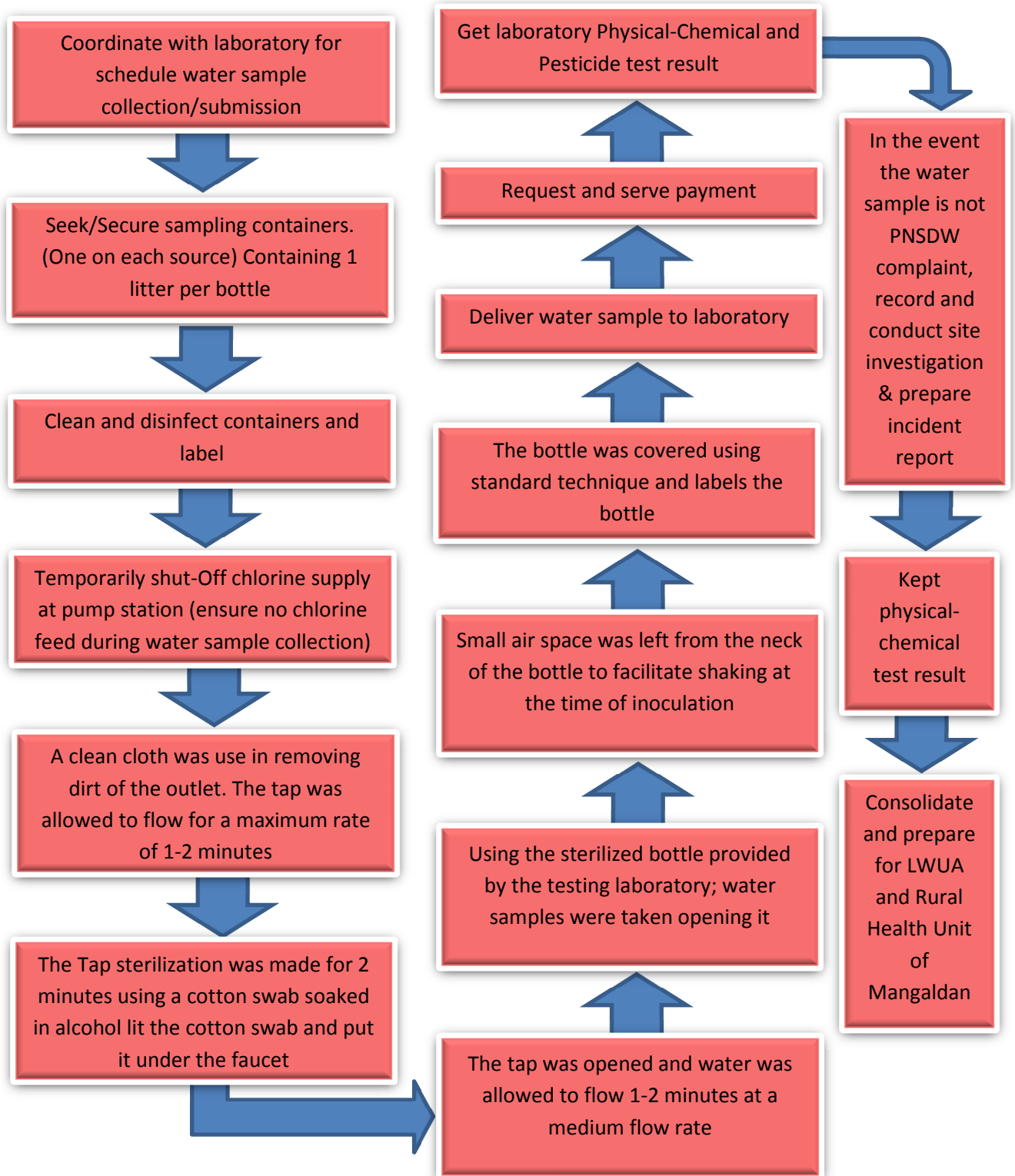




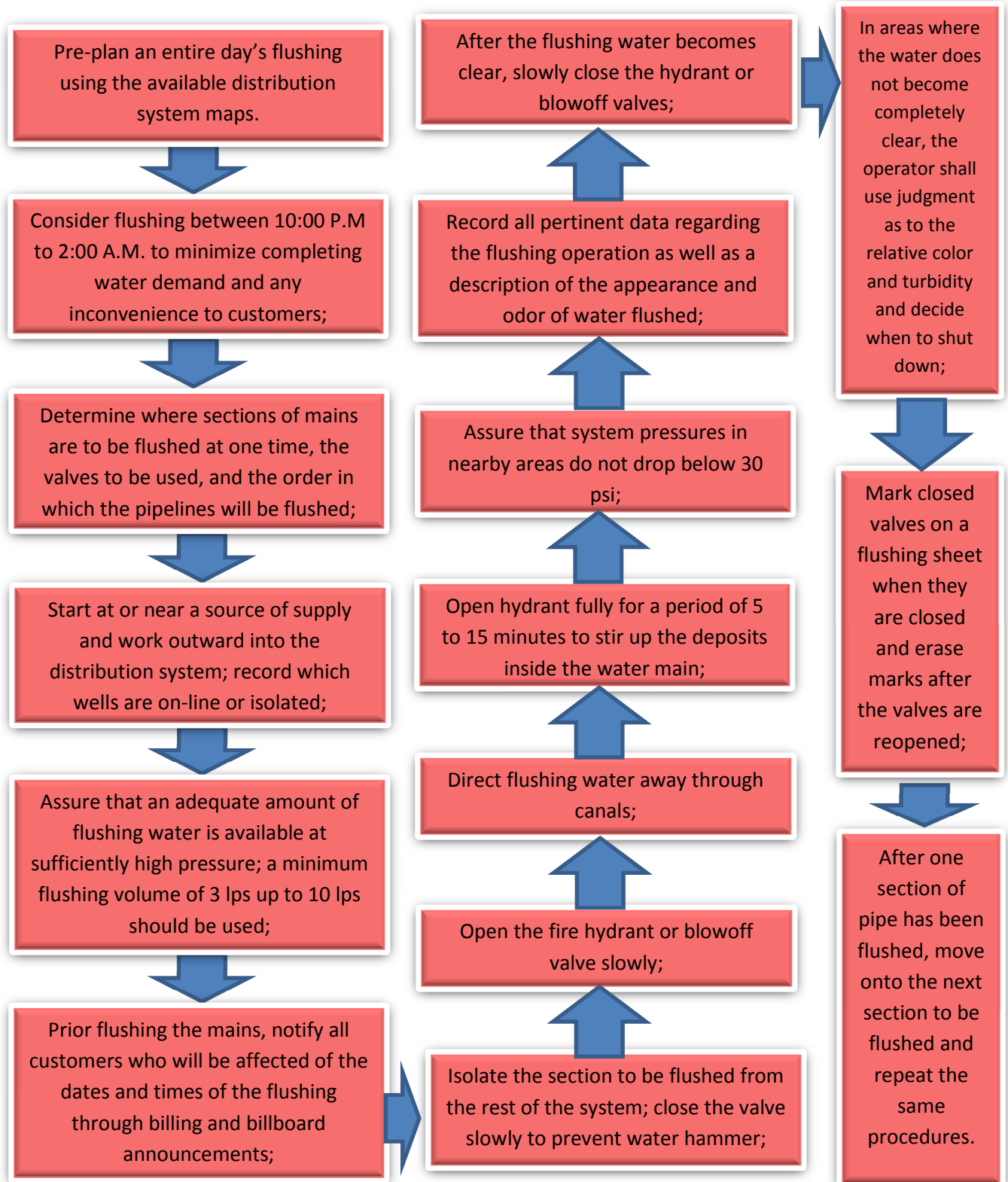
WATER QUALITY (BACTERIOLOGICAL) PROCESS FLOW CHART



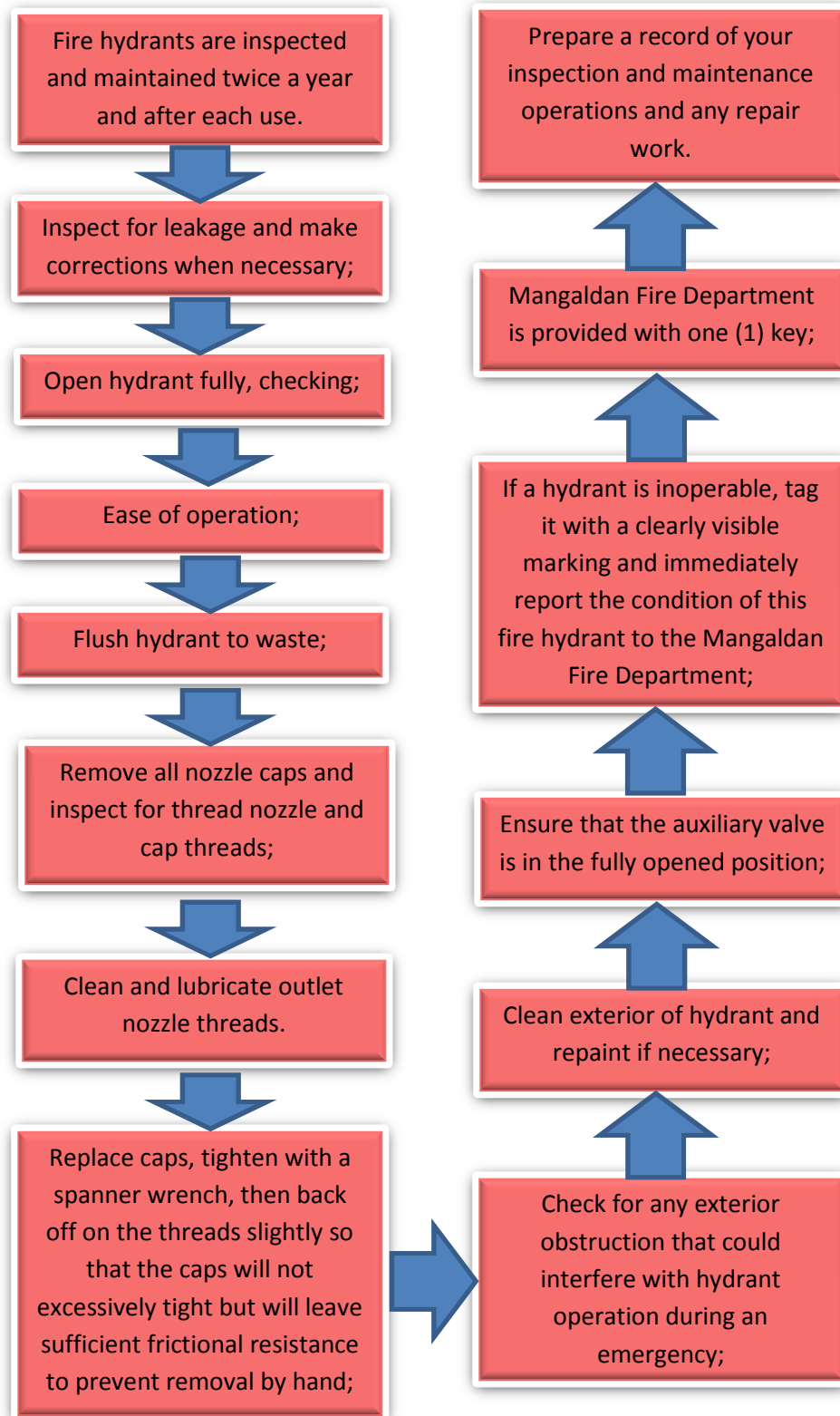
WATER QUALITY (PHYSICAL-CHEMICALS) PROCESS FLOW CHART



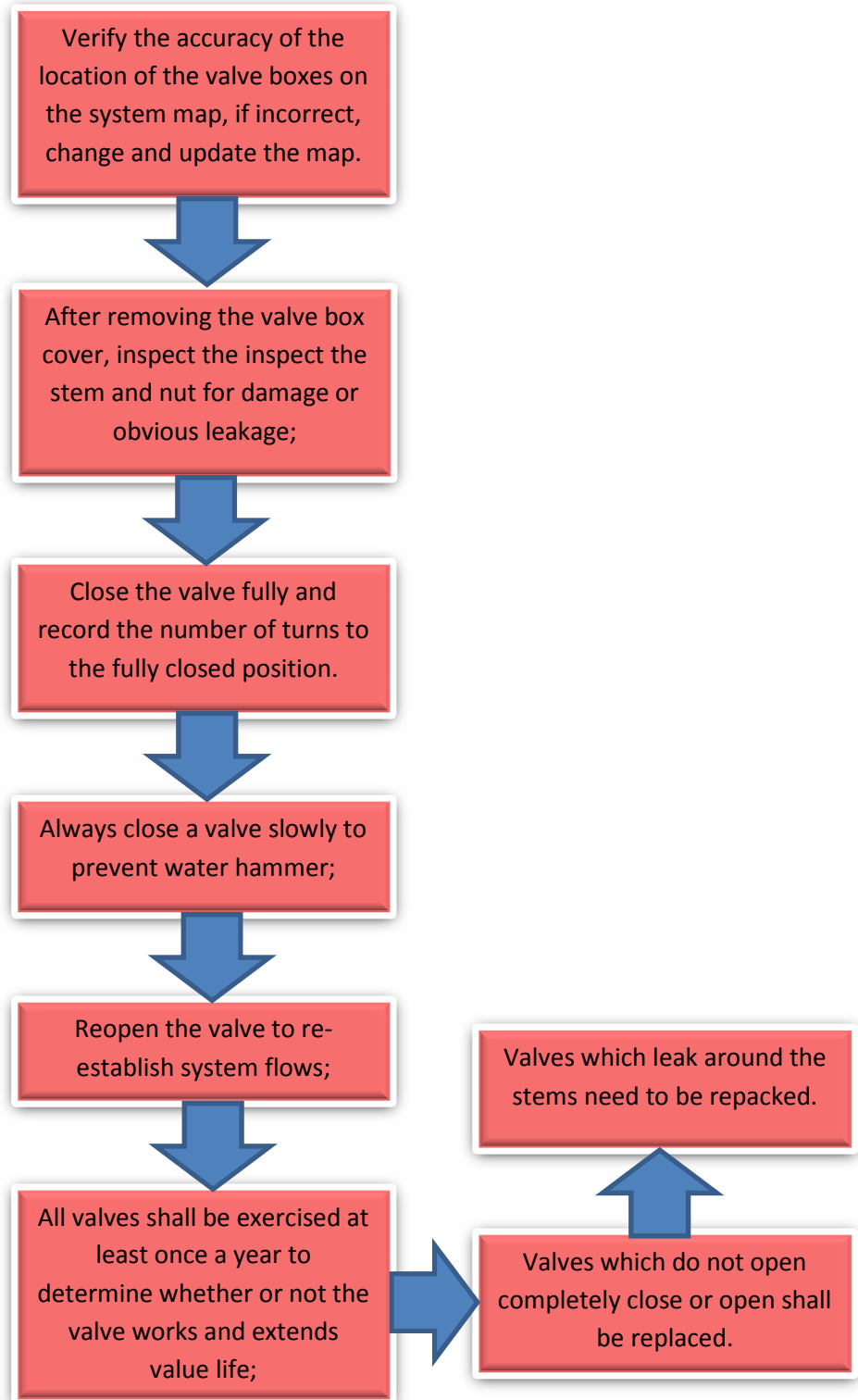
PROCEDURES FOR DISTRIBUTION LINE FLUSHING



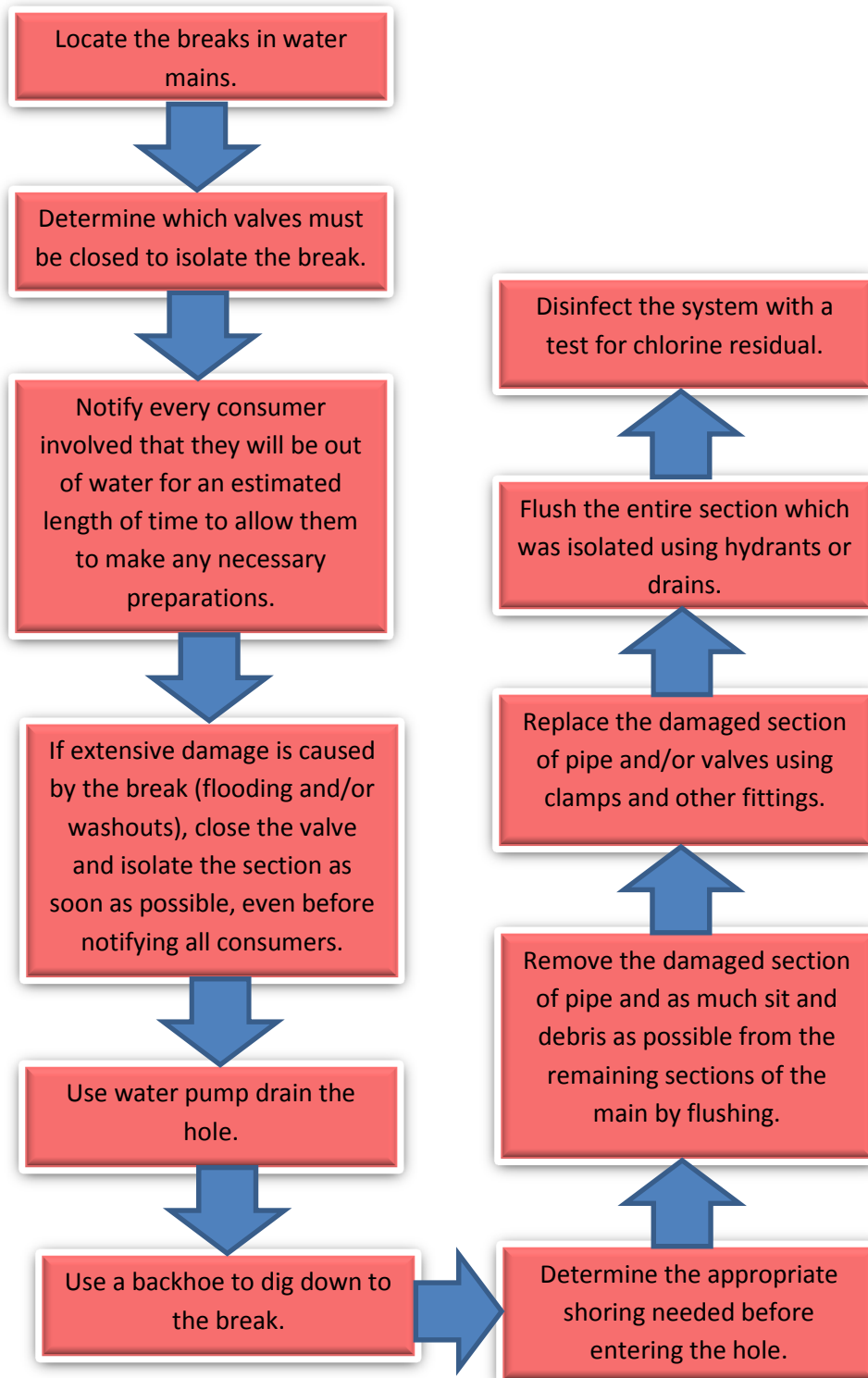
PROCEDURES FOR FIRE HYDRANTS



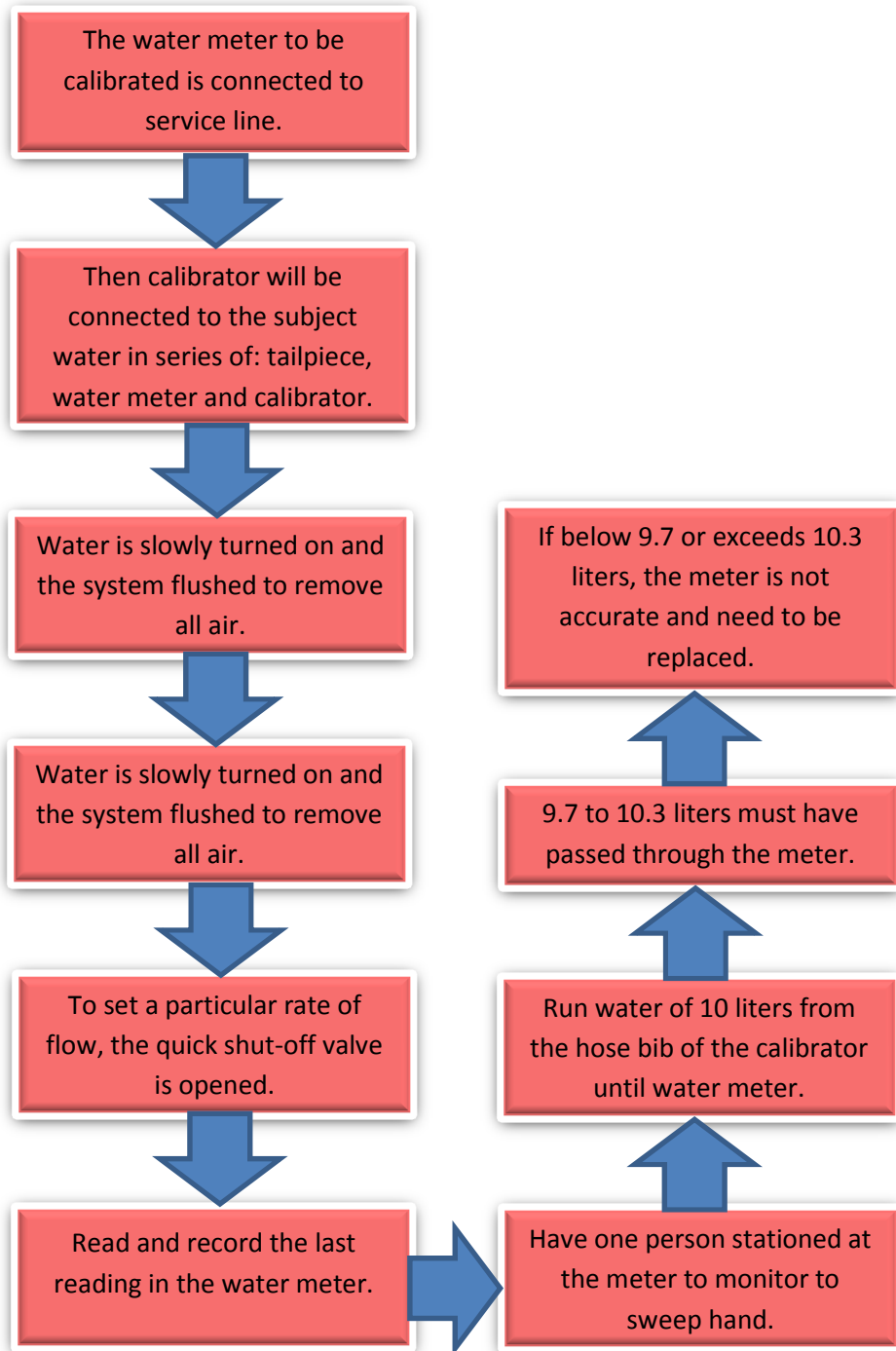
PROCEDURES FOR INSPECTION AND MAINTAINING VALVES



PROCEDURES IN LOCATING AND REMEDIATING LINE BREAKS



PROCEDURES IN CALIBRATING WATER METER



Mostly, disconnected water meter are calibrated in the office as per Standard Operations Procedures

VII. APPENDICES

PRICE SLIP FOR NEW APPLICANTS

MANGALDAN WATER DISTRICT
Serafica St., Mangaldan, Pangasinan

Date _____

FOR NEW APPLICANTS

Name: _____
Address: _____

Application Fee	P	_____
1 set Water Meter ½"		_____
1 pc. Meter Box ½"		_____
___ pc(s) Ballvalve w/ lockwing		_____
___ pc(s) Adoptor		_____
___ pc(s) Saddle Clamp		_____
___ meters PE Tubing		_____

P _____

Inspected by:

MR. JUAN B. BAUZON
Water/Sewerage Maintenance Foreman

The Mangaldan Water District's Price Slip for New Applicants is a form duly accomplished by the immediate supervisor in Engineering & construction who is in charged of inspecting the location of the prospective consumer/applicant for new service connection and determines the appropriate size of fittings needed for tapping the water line. Corresponding prices for fittings are reflected in this form to be settled by the applicant in the Paying Section of the District.

JOB ORDER SLIP

MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan

JOB ORDER

Date Prepared

Date of Completion

DESCRIPTION

_____ () Leaking Pipes/Gate Valve
_____ () Busted Pipes
_____ () Replacement of Water Meter
_____ () Disconnection
_____ () Reconnection
_____ () Others

LOCATION: _____

NAME OF CONSUMER: _____

PERSON(S) RESPONSIBLE: _____
Name & Designation

NOTED:

ENGR. MARCELO M. PETONIO
General Manager

The Mangaldan Water District's Job Order Slip is used for all Service Requests received by the management either through a telephone call or from a walk-in customer who comes personally in the office which includes, repairs of leakages, requests for reconnection, temporary or permanent disconnection, tapping of new service connection, replacement of water meter or relocation of the same and reports of busted main lines or any other water related problems or issues

The Personnel who is/are responsible in accomplishing the specified service requests duly signs the Job Order Slip upon completion of any appropriate action that is made to be forwarded to the office of the General Manager for his signature.

JOB ORDER FOR NEW APPLICANT

JOB ORDER FOR NEW APPLICANT

<p>REMARKS:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>INSPECTED BY:</p> <p>MR. JUAN B. BAUZON <i>Water/Sewerage Maintenance Foreman</i></p>	<p>REMARKS:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>EVALUATED BY:</p> <p>MS. VIOLETA O. GARCIA <i>Division Manager B – Commercial</i></p>
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APPROVED BY:

ENGR. MARCELO M. PETONIO
General Manager B

The Mangaldan Water District's Job Order for New Applicant Form is accomplished by supervisor in the Engineering & Construction together with the Price Slip for New Applicants as part of the requirements in applying for new service connection wherein Mr. Bauzon will certify the size of the mainline in which the service connection will be tapped. Mr. Bauzon will also certify that the said applicant is clear with any bad records like disconnected accounts, and the like, and is qualified for tapping.

Same certification will be done by the Division Manager for Commercial, upon checking on the records of the ledger/file kept in the office. Both personnel will affix their respective signatures for submission in the office of the General Manager for approval.

AUTHORIZATION FORM

AUTHORIZATION

TO WHOM IT MAY CONCERN:

I, _____ of Brgy. _____, consumer of the Mangaldan Water District, hereby authorize Mr./Ms. _____ to tap to my service connection.

This authorization is being issued in compliance with the requirements for the application of water service connection of Mr./Ms. _____.

Issued this on the _____ day of _____ 20__ at Mangaldan, Pangasinan.

Signature Over Printed Name

Signed in the presence of:

Signature Over Printed Name

Signature Over Printed Name

The Mangaldan Water District's Authorization Form is filled up and signed by any consumer with an active account of water service connection who gives authorization to a new applicant to tap on his/her service line. These are the cases when an applicant chooses not to tap from the mainline and opts to tap with an existing water line near their residence.

APPLICATION AND CONTRACT FOR WATER SERVICE



REPUBLIC OF THE PHILIPPINES
MANGALDAN WATER DISTRICT
 Mangaldan, Pangasinan

APPLICATION AND CONTRACT FOR WATER SERVICE

Application is hereby made for water service to be supplied by the MANGALDAN WATER DISTRICT (MAWAD) to be used in accordance with the rules and regulations of the MAWAD now being enforced or maybe enforced hereafter.

In addition, I hereby agree:

1. To use water service on a month to month basis, automatically renewing thereafter unless otherwise terminated upon reasonable notice by their party;
2. To pay Registration Fee to the MANGALDAN WATER DISTRICT in the amount of FIVE HUNDRED PESOS (P500.00) for residential connection and ONE THOUSAND FIVE HUNDRED PESOS (P1,500.00) for commercial connection, P6,000.00 for 2" P12,000.00 for 3", P20,000.00 for 4", and to pay tapping fee, etc. as per existing regulations;
3. To pay monthly to the MANGALDAN WATER DISTRICT for the water consumed upon presentation of the bill. Thereby agree that 10% penalty charge will be added to my water bill if payment is made after due date;
4. To notify the MANGALDAN WATER DISTRICT when, as owner, I transfer the ownership of the property; or as tenant, if I leave the premises;
5. That upon perfection to this application and contract, and at any time during the effectivity of the same, any employee and/or representative of the MANGALDAN WATER DISTRICT is hereby authorized to enter my premises so as to perform their official functions as such, they should not be charged for trespassing;
6. It is hereby understood that the MANGALDAN WATER DISTRICT shall not be responsible for any interruption of its service due to cause beyond its control;
7. To guarantee that no tapping will be made on my service pipe from the water meter, unless otherwise consented by both parties, and I further agree that in the event it becomes necessary I will be answerable for expenses incurred thereby;
8. That I will not allow any sub-connection from my service pipe after my water meter;
9. That my service connection will be connected with the water meter of the MANGALDAN WATER DISTRICT. Should the MANGALDAN WATER DISTRICT furnish a water meter, I guarantee that I will be responsible for any loss, damage or tampering of the same, and in case of loss, or damage, I promise that I will either replace either the water meter in kind or pay it at current price;
10. That my service connection be disconnected and the water meter be taken by the authorized representative of the MAWAD even without prior notice for failure to pay any bill after a period of two months;
11. That if I violate any of the terms and conditions of this contract, or when the MANGALDAN WATER DISTRICT has reasonable ground to believe that I am using the water service in violation of its rules and regulations, this contract will be deemed rescinded, thereby giving the MANGALDAN WATER DISTRICT the right to disconnect my water service even without prior notice;
12. To submit myself to the jurisdiction of the court in Mangaldan, Pangasinan in case of any litigation that may arise out of this contract.

Location of the service: _____ Size of Service: _____

Registration Fee: P _____
 Tapping Fee: _____
 Installation Fee: _____
 Inspection Fee: _____
TOTAL: P _____

 Name & Signature of Applicant

WITH MY MARITAL CONSENT

Paid under O.R.# _____ Date: _____

ENGR. MARCELO M. PETONIO
 General Manager

The Mangaldan Water District's Application and Contract for Water Service is a written agreement between the applicant for new service connection referred to as "Consumer" and the District's General Manager referred to as "management" as to the enforced rules and regulations upon entering into the said contract agreement by affixing both party's signature.

MEMORANDUM RECEIPT FOR WATER METER FORM

MANGALDAN WATER DISTRICT
Serafica St., Mangaldan, Pangasinan

MEMORANDUM RECEIPT FOR WATER METER

I acknowledge to have received from the MANGALDAN WATER DISTRICT the following property which will be used in my house/building/apartment connection at _____.

Quantity	Water Meter Brand	Property No.	Value	Remarks

If the water meter is owned by MAWAD, I do hereby promise and bind myself responsible and agree to keep this meter safe from possible loss and damage and that in case of loss, I will either replace the water meter in kind or pay it at the current price. In case of deliberate damage for whatever cause, I promise that I will bear the cost of its repair.

On the other hand, if the water meter is purchased or privately owned, disregard the preceding paragraph.

WITNESS: _____

BY: _____

Meter: _____

O.R.: _____


Date: _____

O.R.: _____

Date: _____

The Memorandum Receipt for Water Meter is a form duly signed by the Customer acknowledging his/her receipt of the Water Meter with its corresponding brand and serial number, Official Receipt number and date of purchase, binding himself/herself to take full responsibility of the purchased water meter.

REQUISITION AND ISSUE SLIP FORM

 REQUISITION & ISSUE SLIP MANGALDAN WATER DISTRICT <i>Agency</i>					
Division: _____		Responsibility Center Code _____		RIS No.: _____	
Office: _____				SAI No.: _____	
REQUISITION				ISSUANCE	
Stock No.	Unit	Description	Quantity	Unit Cost	Amount
Purpose: _____					
Signature Printed Name Designation Date	Requested by:		Approved by:		Issued by:
			ENGR. MARCELO M. PETONIO		DONALD M. RELLEVE
			<i>General Manager</i>		<i>Storekeeper B</i>

The Mangaldan Water District’s Requisition and Issue Slip Form or sometimes referred to as Store’s Requisition (SR) is used to enumerate the fittings issued to the customer who purchased materials from the District for new service connections, for reconnections, relocations, repair, and replacement of water meter. The Storekeeper accomplishes this form for the purpose of record keeping that is vital for accomplishing the monthly inventory report of stock materials. This form is also used for issuances of office supplies issued to particular personnel who requested and the materials used for expansion projects and repairs of busted mainline. Personnel who received the material duly signs this form together with Storekeeper’s and the General Manager’s approval.

Other important details like Official Receipt Number and date of payment, name of the consumer and address, the quantity and size of the fittings, date of issuance and the name of personnel to whom the materials were issued are all reflected in this form.

NOTICE OF COLLECTION

MANGALDAN WATER DISTRICT TEL. NO. 075-5235884 MANGALDAN, PANGASINAN									
ACCOUNT NUMBER		METER SERIAL NO.		TYPE	RATE	DUE DATE			
NAME/ADDRESS									
PERIOD COVERED			METER READING		CUBIC METER CONSUMED	AMOUNT			
FROM	TO		PRESENT	PREVIOUS					
MO	DA	YR	MO	DA	YR				
A collection charge is added to bills paid after due date. Service may be discontinued without further notice if payment of the bill is not made to the Office Bill Collector on the due date. Complaints made after 5 days upon receipt shall not be entertained.						ARREARS			
						TOTAL AMOUNT			
						PENALTY CHARGE			
						TOTAL			
						AMOUNT DUE			
Signature of Collector					Date				
MONTH OF					NOTICE OF COLLECTION				
DATE GENERATED					BILL NO.				

The Mangaldan Water District’s Notice of Collection or sometimes referred to as the Notice of Billing serves as a Statement of Account of the consumer wherein the consumed cubic meter for the specific reading period as well as the corresponding amount due for payment is reflected, including arrears if there is/are any.


Account Number of the consumer is also reflected in this form for easy access to their account when paying for their water bill in the office upon presenting it to the tellers in the Paying Section.

OFFICIAL RECEIPT

MANGALDAN WATER DISTRICT Serafica St., Poblacion, Mangaldan, Pangasinan Tel. #: 075-5235884 NON-VAT REG. TIN 000-629-746-000						OFFICIAL RECEIPT NO. 00378083	
DATE PAID				Classification			
Meter Size							
Ref. No.	Consumption		Due Date		CURRENT MONTH	AMOUNT	
Reading						PENALTY	
Consumption Month	Amount	Penalty	Total		ARREARS	CURRENT YEAR	
						PREVIOUS YEAR	
SERVICE FEE/ MATERIALS				ADVANCE			
TOTAL				BALANCE			
Signature of Office Bill Collector							
St. Citizen TIN _____ Total Sales _____ Less: SOPWD Discount _____ Total Due _____ OSCA/PWD ID No. _____ Signature _____ Withholding Tax _____ PAYMENT DUE _____ B. SOYKER 0000 SHEET/PERMIT/REV. SN. 00348001-00554000 BR PERMIT NO. 440000450065 Date Issued: 11-05-2010 Exp. Date: 11-05-2023 RDA-RRJ RULING NO. 07-010 DATE ISSUED: MARCH 10, 2010 BR RULING NO. 11-01 DATE ISSUED: JANUARY 20, 1992 Loose Leaf Permit No. MANG-L.P. PERM. No. 101504-0007 Dated Oct. 10, 2015 POMES INTERNATIONAL ENTERPRISES CORPORATION 200 Central Ave., Proj. 8, Clark City, Tulaog, 06600 Baguio City Printer's Accreditation No. 01060001-000000011 Date Issued: 12-23-13 VAT REG. TIN: 000-010-044-000 *THIS OFFICIAL RECEIPT SHALL BE VALID FOR FIVE (5) YEARS FROM THE DATE OF ATP. *THIS DOCUMENT IS NOT VALID FOR CLAIM OF INPUT TAXES.							

The Mangaldan Water District’s Official Receipt is issued to consumers as proof of their payment for water bills, fees for reconnection, relocation or change name, fittings or construction materials purchased and also used by the Cashier for the remittance of the collection of all Field Collectors.

NOTICE OF DISCONNECTION FORM



MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan
Tel. #: 075-5235884

NOTICE OF DISCONNECTION

Account Name			
Service Address			
Account No.		Meter No.	
Classification		Meter Size	

Sir/Madam:
This is to remind you about your water bill obligation amounting to _____ pesos only _____ corresponding to your water consumption for the period and account details listed below.

Months	Billing	Penalty	Amount
			Amount Due

Please settle your account on or before _____ to avoid inconvenience. Failure to do so will constrain us to disconnect your water service without further notice. Payment of reconnection, updating fees and other necessary charges will be required prior to reconnection.

If payment has been made, please disregard this notice.

Thank you and Mabuhay!!!

Sincerely,
The Management

The Mangaldan Water District Notice of Disconnection Form is attached to the Notice of Collection/Billing of consumers with arrears or unpaid water bill of the previous month/s. This serves as the consumer's reminder prior to disconnection of their water services in the event that the arrears are not settled within the grace period.

CUSTOMER FEEDBACK FORM



Republic of the Philippines
MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan

CUSTOMER FEEDBACK FORM

To our valued consumer:

We are committed to provide you adequate, potable, safe and affordable water and serving you with excellence and integrity. However, we could not get it right 100% most of the time. There are times when things will go wrong. We do not want our consumer walk away disgruntled, vowing to tell everyone about the negative experience with our agency. We want our consumer feel that we have handled his/her complaint in a fair way and responded his/her service request as expected.

Your feedback/comments on our service will help us objectively improve our service delivery system as well as the overall performance of our employees. Please mark the box that corresponds to your response on each of the following questions relevant to the services you availed to us. Also, give your comments on the space provided. Upon accomplishment, pls. submit the same to MAWAD.

Name: _____

Address: _____

Service/s Availed: _____


	YES	NO
OUR OFFICE		
1. Is the Office easy to locate?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the Office clean & orderly?	<input type="checkbox"/>	<input type="checkbox"/>
3. Were you accommodated well while waiting for your turn?	<input type="checkbox"/>	<input type="checkbox"/>
4. Is there a comfortable waiting area?	<input type="checkbox"/>	<input type="checkbox"/>
OUR FRONTLINERS		
1. Is the employee knowledgeable in his assigned task?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the employee always at his station and punctual?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the EMPLOYEE courteous, friendly and accommodating?	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you treated fairly, "walang palakasan"?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is the employee presentable, wears uniform and ID?	<input type="checkbox"/>	<input type="checkbox"/>
OUR OFFICERS		
1. Were the authorized signatories available?	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the signing of documents within the specified time?	<input type="checkbox"/>	<input type="checkbox"/>
OUR REQUIREMENTS		
1. Are all the requirements for the service clearly defined?	<input type="checkbox"/>	<input type="checkbox"/>
2. Were the requirements easy to accomplish?	<input type="checkbox"/>	<input type="checkbox"/>

Other comments/observations/suggestions

THANK YOU VERY MUCH.

The Mangaldan Water District Customer Feedback Form is provided for by the management for the consumers to fill out and be dropped in the box also provided for near the Paying Section. Consumers may also write any suggestion and observation in this form which will help the personnel to improve their performance and the quality of our customer service.

PURCHASE REQUEST FORM

 PURCHASE REQUEST MANGALDAN WATER DISTRICT <i>Agency</i>					
Department: _____		PR NO.: _____		Date: _____	
Section: _____		Date.: _____		Date: _____	
STOCK NO.	UNIT	ITEM DESCRIPTION	QUANTITY	UNIT COST	TOTAL COST
Purpose: _____ _____					
Signature: _____ Printed Name: _____ Designation: _____			Requested by: _____ Approved by: _____ ENGR. MARCELO M. PETONIO <i>General Manager</i>		

The Mangaldan Water District’s Purchase Request Form is filled out by Storekeeper B or any other authorized personnel whenever there are stocks or materials being requested to be purchased. This form is submitted to the Cashier upon approval of the General Manager for the release of funds which will then be supported by an Official Receipt as proof of purchase.

CERTIFICATE OF IMMEDIATE PURCHASE FORM

MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan

CERTIFICATE OF IMMEDIATE PURCHASE

_____ 20__

Requisitioning Division _____

Item No.	Quantity	Unit	DESCRIPTION.	Quantity	Amount	Acct. Charged

This is to certify that the above items are vital and necessary in the operation of the district. Failure to purchase the said items immediately would cause delay and consequent loss of the district.

Requisitioned by: _____ APPROVED BY: _____ IP NO. _____

Name _____ ENGR. MARCELO M. PETONIO _____ Date _____


General Manager

The Mangaldan Water District's Certificate of Immediate Purchase Form is used whenever there are stocks and materials that need to be purchased immediately which will be filled out by the personnel who is requesting for the stock and/or material to be approved by the General Manager.

BUNDY CARD

NAME _____

Month _____ Year _____



MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan

DAILY TIME RECORD

Date	MORNING		AFTERNOON		OVERTIME		DAILY TOTAL
	In	Out	In	Out	In	Out	
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							

I verified as to the prescribed office hours.

ENGR. MARCELO M. PETONIO
GENERAL MANAGER

The Mangaldan Water District’s Bundy Card is the Daily Time Record of Personnel’s incoming and outgoing both in the morning and in the afternoon. Per personnel is assigned with their respective Daily Time Record monthly which they sign every end of the month for the General Manager’s signature after it is checked by the Division Manager for Administrative for Leave Card updates, copy furnished the Finance Division.

APPLICATION FOR LEAVE FORM (FRONT)

Form No. 6
Revised 1984

APPLICATION FOR LEAVE

1. OFFICE/AGENCY MANGALDAN WATER DISTRICT	2. NAME (last) (first) (middle)
3. DATE OF FILING	4. POSITION 5. SALARY (monthly)

6. DETAILS OF APPLICATION

6. (a) TYPE OF LEAVE <input type="checkbox"/> Vacation To seek employment Others (Specify) _____ <input type="checkbox"/> Sick <input type="checkbox"/> Maternity Others (Specify) _____ 6. () NUMBER OF WORKING DAYS APPLIED FOR _____ INCLUSIVE DATES _____	6. (b) WHERE LEAVE WILL BE SPENT (1) IN CASE OF VACATION LEAVE _____ Within the Philippines _____ Abroad (Specify) _____ (2) IN CASE OF SICK LEAVE _____ In Hospital (Specify) _____ 6. (d) COMMUTATION <input type="checkbox"/> Requested <input type="checkbox"/> Not Requested _____ (Signature of Applicant)
--	---

7. DETAILS OF ACTION ON APPLICATION

7. (a) CERTIFICATION OF LEAVE CREDITS As of _____ <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 33%; text-align: center;">Vacation</td> <td style="width: 33%; text-align: center;">Sick</td> <td style="width: 33%; text-align: center;">Total</td> </tr> <tr> <td style="text-align: center;">days</td> <td style="text-align: center;">days</td> <td style="text-align: center;">days</td> </tr> </table> <div style="text-align: center;"> MARLYN C. DE GUZMAN Division Manager C - Administrative </div>	Vacation	Sick	Total	days	days	days	7. (b) RECOMMENDATION <input type="checkbox"/> Approved <input type="checkbox"/> Disapproved due to _____ _____ _____ <div style="text-align: center; margin-top: 20px;"> Authorized Official <i>(Signature over printed name)</i> </div>
Vacation	Sick	Total					
days	days	days					
7. (c) APPROVED FOR _____ days w/ pay _____ days w/o pay _____ days others (specify) _____	7. (d) DISAPPROVED DUE TO _____ _____ _____						

ENGR. MARCELO M. PETONIO
General Manager

date

(Please see instructions at the back)

The Mangaldan Water District's Application for Leave Form is filled out by any employee who wishes to avail of Vacation Leave. Important details indicated herein are: Name, present position and basic monthly salary of the employee; date of filing, type of leave being availed of, the equivalent day to be incurred and the corresponding date; name and signatures of authorized signatories; and the signature of the employee applicant.

APPLICATION FOR LEAVE FORM (BACK)

INSTRUCTIONS		
1.	Application for vacation or sick leave of absence for one full day or more shall be made on this form and to be accomplished at least in duplicate.	
2.	Application for vacation leave shall be filed in advance or whenever possible, five (5) days before going on such leave.	
3.	Application for sick leave of absence shall be filed immediately upon employee's return from such leave. Notice of absence, however, should be sent to the immediate supervisor and/or to the agency head. Likewise, sick leave filed in advance or exceeding five (5) days shall be accompanied by Medical Certificate.	
4.	An employee who is absent without approved leave shall not be entitled to receive his/her salary corresponding to the portion of his/her unauthorized leave of absence.	
5.	Application for special leave shall also be made on this form and to be accomplished at least in duplicate.	

The back portion of the Application for Leave Form contains the instructions to be followed by the employee who is applying for a Leave of Absence and forms part of the Office Rules and Regulations of the agency.

VIII. REFERENCES

Department of Budget and Management (DBM). Revised Local Water District Manual on Categorization, Re-categorization and Other Related Matters (LWD – MaCRO).

Local Water Utilities Administration (LWUA).

Amended Presidential Decree No. 198 and other related issuances.

Philippine National Standards for Drinking Water (PNSDW) 2007

Civil Service Commission (CSC). Human Resource management

Commission On Audit (COA). Financial management



Republic of the Philippines
MANGALDAN WATER DISTRICT
Serafica St., Mangaldan, 2432 Pangasinan
Tel. Nos: (075) 523-5884; (075) 653-0574

CERTIFICATION OF COMPLIANCE
(Operations Automated Billing & Collection System)

This is to certify that the **MANGALDAN WATER DISTRICT (MAWAD)** uses computerized Billing and Collection System.

This Certification is being issued in compliance with the requirements for the evaluation of our Performance-Based Bonus (PBB) FY 2016.

IN WITNESS WHEREOF, we have hereunto affixed our signatures this 18th day of October 2016 at Mangaldan, Pangasinan, Philippines.


VIOLETA O. GARCIA
Division Manager B
Commercial


ENGR. MARCELO M. PETONIO
General Manager B



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