



CALBAYOG CITY WATER DISTRICT

PROCEDURES MANUAL | 2017

ISO 9001:2015 QUALITY MANAGEMENT SYSTEM





PROCEDURES MANUAL

Document No. : **PM-DRC-01** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 15**

INTERNAL DOCUMENT INFORMATION

I. OBJECTIVE

This document defines the system for development, review, approval, issuance, update, maintenance, control, and distribution of internal documents pertaining to **CALBAYOG CITY WATER DISTRICT's** Quality Management System. It includes the necessary actions to be taken to ensure that the involve employees understand their roles, responsibilities, and requirements in maintaining effective and efficient operation of the company.

II. SCOPE


This procedure applies to all documents related to the internal quality management system of **CALBAYOG CITY WATER DISTRICT** for documents generated externally, refer to **External Document Control [PM-DRC-02]** procedure.

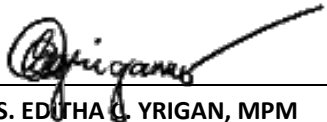
III. RESPONSIBILITY

Process Owner

IV. DEFINITION OF TERMS

- **Master Document** - refers to the original registered document retained and accessed by the QMR and Document Controller only; used for reproducing copies to be distributed
- **Controlled Document** - refers to a copy of the document reproduced from the master document and distributed to the identified copyholders of the document
- **Uncontrolled Copy** - refers to a requested copy of the document reproduced from the master document and distributed to requesting recipients for the purpose of reference or attachment

Prepared by: 
ENGR. MICHEL T. MALAQUI
Documents and Records Controller

Approved by: 
MRS. EDITHA G. YRIGAN, MPM
General Manager



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INTERNAL DOCUMENT INFORMATION

- **Obsolete Document** - refers to a document that is already superseded with another version or a document that is already discontinued

- **Initiator** - refers to the Process Owner who generates or revise document

- **Document Registration Processing (DRP)** - a form used to officially request for the registration, revision, or discontinuance of a document

- **Document Requisition Log** - a form used to request for controlled documents

- **Internal Document Master List** - a form used to list and record all internal documents generated by the company

- **Document Review** - a form that lists all documents generated per department for review at the end of the year

V. REFERENCE DOCUMENTS

- | | |
|-----------------------------|-----------|
| 1. Document Approval Matrix | GL-DRC-01 |
| 2. Document Stamping | GL-DRC-02 |

VI. RECORDS GENERATED

- | | |
|-------------------------------------|-----------|
| 1. Internal Documents Master List | FM-DRC-02 |
| 2. Document Registration Processing | FM-DRC-03 |
| 3. Document Requisition Log | FM-DRC-04 |
| 4. Document Review | FM-DRC-05 |

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INTERNAL DOCUMENT CONTROL

VII. PROCEDURES AND PROCESS FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1. Identify and validate the document(s) needed or required to be generated or revised.		Process Owner	None
02		2.1. Identify document if new or existing: 2.1.1. NEW DOCUMENT 2.1.1.1. The Initiator shall ask from the Document Controller the standard document format to be used and a Document Registration Processing form with control number. 2.1.2. EXISTING DOCUMENT 2.1.2.1. Initiator shall request a soft copy of the document to be edited		Process Owner	Document Registration Processing (DRP)

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		<p>and a Document Registration Processing form with control number.</p>			
03	<pre> graph TD A((A)) --> B[Draft or revise the document on the standard format] B --> C((B)) </pre>	<p>3.1. Draft new document or revise the existing:</p> <p>3.1.1. NEW DOCUMENT</p> <p>3.1.1.1. The Initiator shall prepare the draft document on the standard format.</p> <p>3.1.2. EXISTING DOCUMENT</p> <p>3.1.2.1. The Initiator shall draft the revised document by editing the given document copy and highlighting the changes with <i>blue font</i>.</p>		Process Owner	None

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<p>04</p>	<pre> graph TD B((B)) --> A[Fill-up Document Registration Processing (DRP)] A --> C((C)) </pre>	<p>4.1. NEW DOCUMENT</p> <p>4.1.1. The Initiator shall fill up the Document Registration Processing (DRP) form for the document to be registered and assign a Document No. and indicate the document Revision No. and Effective Date.</p> <p>4.1.2. The objective of the new document should also be explained.</p> <p>4.1.3. The copyholders of the document shall be enumerated at the bottom part of the Document Registration Processing (DRP) form.</p> <p>4.2. DOCUMENT FOR REVISION</p> <p>4.2.1. The Initiator shall fill up the Document Registration Processing (DRP) form for the revised document to be registered, indicating its current</p>		<p>Process Owner</p>	<p>Document Registration Processing (DRP)</p>
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PROCEDURES MANUAL

INTERNAL DOCUMENT INFORMATION

		<p>Document No., Revision No., and Effectivity Date.</p> <p>4.2.2. The reason for revision shall be explained and the revisions made shall be enumerated.</p> <p>4.2.3. The new Revision No. and Effective Date shall be determined and indicated in the form.</p> <p>4.2.4. The copyholders of the document to be distributed shall be enumerated at the bottom – left side of the Document Registration Processing (DRP) form, and the copyholders of the existing version of the document shall also be enumerated at the bottom – right side of the form from which the old versions are to be retrieved from.</p> <p>4.3. DOCUMENT FOR DISCONTINUANCE</p>			
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INTERNAL DOCUMENT INFORMATION

- 4.3.1. The Initiator shall fill up the **Document Registration Processing (DRP)** form for documents to be discontinued.
- 4.3.2. The reason for discontinuance shall be explained.
- 4.3.3. The current copyholders of the document to be discontinued shall be listed at the bottom – right side of the **Document Registration Processing (DRP)** form for retrieval.

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05		<p>5.1. Attach the draft document created to the filled up Document Registration Processing (DRP) form.</p> <p>5.2. The Initiator shall then route the draft document to each concerned personnel for their review. <i>Refer to Document Approval Matrix Guideline (GL-DRC-01)</i></p>	<p><i>Document Approval Matrix Guideline (GL-DRC-01)</i></p>	<p>Draft Document; Document Registration Processing (DRP); Document Approval Matrix Guideline</p>	<p>Process Owner</p>
06		<p>6.1. After all the review, the draft document shall be collected again by the Initiator to check the comments and discuss any corrections by the reviewer(s).</p> <p>6.2. The Initiator shall then make the necessary changes in the draft document for finalization.</p> <p>6.3. The finalized document shall then be attached to the Document Registration Processing (DRP)</p>	<p><i>Document Approval Matrix Guideline (GL-DRC-01)</i></p>	<p>Draft Document; Document Registration Processing (DRP)</p>	<p>Process Owner</p>

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		form and forwarded to the designated person(s) for approval.			
07	<pre> graph TD C((C)) --> C1[Submit final document (soft and hard copy) to Document Controller] C1 --> D1[Assign document Details] D1 --> D((D)) </pre>	<p>7.1. Once the document is finalized and approved, the Initiator shall then submit it to the Document Controller with the attached Document Registration Processing (DRP) form.</p>		Final Document (soft and hard copy); Document Registration Processing (DRP)	Process Owner
	<pre> graph TD D((D)) --> D1[Assign document Details] </pre>	<p>8.1. The Document Controller shall review the new document as to format and assign a Document No., Revision No., and Effective Date prior to registration in the Document Control system.</p> <p>8.2. The format for Document No. shall be followed.</p> <p>8.3 The Document Controller shall check the assigned Document No.,</p>	<p>PM-PUR-01</p> <pre> graph TD A[PM-PUR-01] --> B[SEQUENTIALNUMBER] B --> C[DEPARTMENT CODE] C --> D[DOCUMENT TYPE CODE] </pre>	Final Document; Document Registration Processing (DRP)	Document Controller

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INTERNAL DOCUMENT INFORMATION

		<p>Revision No., and Effective Date following the abbreviation assigned to each department for the coding of their forms and documents shown in the guideline below:</p> <p>QM - Quality Manual PM - Procedure Manual FM - Forms GL - Guidelines DP - Departmental Policies WI - Work Instruction</p> <p>Document Type Code:</p> <p>8.4. The Sequential Number will be incremented by one (1) each time a new document is added from the same Department</p>			
09		<p>9.1. NEW DOCUMENT</p>		Final Document; Document Registration	Document Controller



PROCEDURES MANUAL

INTERNAL DOCUMENT INFORMATION

	<pre> graph TD D((D)) --> B[Register new / revised document] B --> E((E)) </pre>	<p>9.1.1. After review, the Document Controller shall register the new document in the Internal Documents Master List for Quality Manual (QM), Procedure Manual (PM), Guidelines (GL), and Departmental Policies (DP). Forms (FM) shall be registered in the Forms Master List.</p> <p>9.2. REVISED DOCUMENT</p> <p>9.2.1. Once printed, the Document Controller shall update the Internal Documents Master List (for QM, PM, GL, and DP documents) or Forms Master List (for FM) with the new revision number of the document and its effective date.</p>		Processing (DRP)	
10		<p>10.1. Print out the new / revised document and reproduce copies according to the number of copyholders reflected in the distribution list portion of the</p>		Final Document	Document Controller



PROCEDURES MANUAL

INTERNAL DOCUMENT INFORMATION

	<pre> graph TD E((E)) --> A[Print out and reproduce copies] A --> B[Stamp documents] B --> F((F)) </pre>	<p>Document Registration Processing form.</p>			
11		<p>11.1. The reproduced copies shall be stamped with “CONTROLLED DOCUMENT”.</p>		Final Document	Document Controller
12		<p>12.1. Copies of the new / revised document shall be distributed to the copyholders indicated in the distribution list. Copyholders shall then sign with the date in the distribution list to indicate that they have already received their copies.</p> <p>12.2. Distribution of the new / revised document shall be done at least <i>the day before its effective date</i>.</p> <p>12.3. REVISED DOCUMENT</p> <p>12.3.1. The Document Controller shall ensure to retrieve the <i>obsolete</i></p>		Final Document; Document Registration Processing (DRP); Document Requisition Log	Document Controller

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INTERNAL DOCUMENT INFORMATION

E



Issue controlled
copies to registered
copy holders



F

version of the document prior to distribution of the new version. Copyholders shall also sign with the date in the retrieval list as indication that the obsolete version has been retrieved.

12.3.2. Master copy of the old version of the document and retrieved controlled copies shall be stamped with “**OBSOLETE DOCUMENT**” and filed within its inactive years, and shall be disposed accordingly once its retention period is superseded.

12.4. **ADDITIONAL COPY / REQUEST**

12.4.1 For additional copy not defined in the distribution list, requestor shall fill-up **Document Requisition Log** form indicating the purpose of the additional copy requested. Document Controller shall then stamp the requested

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		<p>additional with “REFERENCE DOCUMENT”.</p>			
<p>13</p>	<pre> graph TD F((F)) --> Review[Review documents regularly] Review --> Registered[/Registered Docs/] Registered --> END([END]) </pre>	<p>13.1. The Document Controller shall summarize all documents per department and shall issue a Document Review form to the department within a year depending on its effectivity date.</p> <p>13.2. The process owner shall review and check the document to ensure its continuing applicability and adequacy and give disposition.</p> <p>13.3. If the process owner decides that the document is still applicable, the Document Controller shall file the records of document review and continue implementing the document. However, if it is decided that the document needs to be revised, the process owner shall immediately</p>		<p>Document Review Departmental Procedures and Forms</p>	<p>Process Owner; Document Controller</p>

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INTERNAL DOCUMENT INFORMATION

issue a **Document Registration Processing** form for the revision of the said document.

13.4. In case of document cancellation, the process owner shall file **Document Registration Processing** form for the processing of the document(s) to be discontinued.

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Document No. : **PM-DRC-02** Eff. Date : **09-01-17**

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EXTERNAL DOCUMENT CONTROL

I. OBJECTIVE

This document defines the system for development, review, approval, issuance, update, maintenance, control, and distribution of internal documents pertaining to **CALBAYOG CITY WATER DISTRICT's** Quality Management System. It includes the necessary actions to be taken to ensure that the involved employees understand their roles, responsibilities, and requirements in maintaining the effective and efficient operation of the company.

II. SCOPE

This procedure applies to all externally generated documents used in the implementation of **CALBAYOG CITY WATER DISTRICT's** Quality Management System.

III. RESPONSIBILITY

IV. DEFINITION OF TERMS

- **Master Copy** - refers to the original registered document retained and accessed by the Document Controller only; used for reproducing copies to be distributed
- **Controlled Copy** - refers to a copy of the document reproduced from the master copy and distributed to the identified copyholders of the document
- **Uncontrolled Copy** - refers to a requested copy of the document reproduced from the master copy and distributed to requesting recipients for the purpose of reference or attachment
- **Obsolete Document** - refers to a document that is already superseded with another version or a document that is already discontinued
- **Initiator** - refers to the Process Owner who owns or receives the document from external sources

Prepared by:


ENGR. MICHEL T. MALAQUI

Documents And Records Controller

Approved by:


MRS. EDITHA C. YRIGAN, MPM

General Manager



PROCEDURES MANUAL

Document No. : **PM-DRC-02** Eff. Date : **09-01-17**

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EXTERNAL DOCUMENT CONTROL

- **Document Registration Processing (DRP)** - a form used to officially request for the registration of a new or updated document
- **Document Requisition Log** - a form used to request for controlled documents
- **External Document Master List** - a form used to list and record all external documents generated by the company.

V. REFERENCE DOCUMENTS

1. Document Approval Matrix

GL-DRC-01

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EXTERNAL DOCUMENT CONTROL

VI. RECORDS GENERATED

- | | |
|-----------------------------------|-----------|
| 1. External Documents Master List | FM-DRC-06 |
| 2. Document Requisition Log | FM-DRC-04 |

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PROCEDURES MANUAL

EXTERNAL DOCUMENT CONTROL

VII. PROCEDURE FLOW AND DETAILS

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Identify externally generated documents received by the company.		Process Owner / Recipient of External Document	None
02		2.1. The Document Controller shall register the external document in the External Documents Master List and stamp it with “ MASTER COPY ”. 2.2. The external document registered shall then be reproduced according to the number of copyholders reflected in the distribution list portion of the External Documents Master List form.		Documents Controller	External Documents Master List; Document Registration Processing (DRP)
03		3.1. Copies of the external document shall be distributed to the copyholders indicated in the distribution list. Copyholders shall then sign with the date in the distribution list to indicate that they have already received their copies.		Documents Controller; Registered Copy Holders	Document Registration Processing (DRP); Document Requisition Log

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RECORDS CONTROL

I. OBJECTIVE

The objective of this document is to ensure that quality records, both soft and hard copies, are maintained to demonstrate conformance to specified requirements. It defines the system for identification, storage, retrieval, protection, retention time, and disposal of records generated for the effective operation of the organization's Quality Management System. All quality records will be stored and maintained in such a way that they are readily retrievable in facilities that provide a suitable environment to minimize deterioration or damage and prevent loss.

II. SCOPE

This procedure applies to all records which are generated by **CALBAYOG CITY WATER DISTRICT** in its implementation of the Quality Management System.

III. RESPONSIBILITY

Documents Controller

IV. DEFINITION OF TERMS

- **Retention** - period of time that a record should be kept or "retained" both electronically and in paper format
- **Quality Records** - documents which furnish objective evidence of activities performed and / or results achieved in the implementation of the organization's quality management system
- **Archive Section** - storage for inactive documents and records which are being kept for a certain period of time prior to disposal
- **Quality Records Matrix** - a form that documents all the records generated in a

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Documents and Records Controller

Approved by:


MRS. EDITHA C. YRIGAN, MPM

General Manager



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RECORDS CONTROL

department and their active and inactive retention period

- **Records Endorsement** - a form used to endorse to the Records Controller all records that have surpassed their active time frame
- **Records Retrieval Log** - a record used to log any retrievals of endorsed records

V. REFERENCE DOCUMENTS

National Archiving of the Philippines

VI. RECORDS GENERATED

- | | |
|---------------------------|-----------|
| 1. Quality Records Matrix | FM-DRC-07 |
| 2. Records Endorsement | FM-DRC-08 |
| 3. Records Retrieval Log | FM-DRC-09 |

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PROCEDURES MANUAL

RECORDS CONTROL

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> List[/List of Records/] List --> Identify[Identify the records generated] </pre>	<p>1.1. Update Quality Records Matrix per department with all the identified records necessary for the effective implementation of the Quality Management System.</p>		Record Owners	Quality Records Matrix
02	<pre> graph TD Store[Store and maintain active records] --> A((A)) </pre>	<p>2.1. Record owners shall store and maintain QMS records at point of use in their area. QMS active records shall be retained in the owner's custody according to its active period as defined in their respective Quality Records Matrix.</p>	<p>All QMS records shall be labeled, filed, and indexed properly for ease of retrieval and for proper referencing</p> <p>QMS records should be kept in a place where it can be protected from physical deterioration and damage. It should be kept in a safe place to avoid loss and tampering.</p>	Record Owners	

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RECORDS CONTROL

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
03	<pre> graph TD A((A)) --> B[Collect, Store, and Maintain Inactive Records] B --> C[Retrieve Records] C --> D[Dispose Records] D --> E[/Controlled Records/] E --> F([END]) </pre>	<p>3.1. Record owner shall also specify in the Records Endorsement form the 'Disposal Method' and 'Disposal Date' of the endorsed inactive records. This shall then be forwarded to the Quality Management Representative or President for authorization of the disposal of the expired records. Once approved, it will then be forwarded to the Records Controller</p>	<p>All QMS records shall be labeled, filed, and indexed properly for ease of retrieval and for proper referencing.</p>	<p>Record Owners Record Controller</p>	<p>Records Endorsement</p>
04		<p>4.1. If there are any records needed to be retrieved by the Records Owner, the Record Retrieval Log shall be filled up.</p>	<p>Record Owners Record Controller</p>	<p>Retrieval Log</p>	
05		<p>5.1. Records Controller shall dispose the expired records according to the disposal method indicated in the Records Endorsement form and fill up the 'Remarks' portion of the form.</p>	<p>Periodically review the Records Endorsement form to determine expired records based on the retention periods</p>	<p>Record Owners Record Controller</p>	<p>Records Endorsement</p>

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DOCUMENT APPROVAL MATRIX


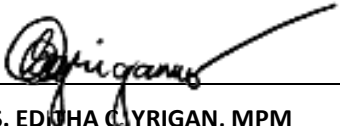
I. OBJECTIVE

This document defines the system for identification of authorized personnel who will prepare, conduct review and approve the new documents and document revision.

II. GUIDELINE

DOCUMENT	PREPARED BY	REVIEWER	APPROVED BY
QMS Manual	Management Representative	General Manager	General Manager
QMS Procedure	Process Owner	Department Manager	General Manager
QMS Standard	Process Owner	Department Manager	General Manager
Internal and External Documents / References	Document Controller	Department Manager	General Manager
QMS Guideline	Document Controller	Management Representative	General Manager
QMS Forms	Process Owner	Department Manager	General Manager

In the absence of the original reviewing body, Quality Management Representative and General Manager is herein designated and allowed to review and approve the new and revised document.

Prepared by:  ENGR. MICHEL T. MALAQUI Documents and Records Controller	Approved by:  MRS. EDITHA C. YRIGAN, MPM General Manager
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GUIDELINE

DOCUMENT STAMPING

I. OBJECTIVE

This document serves as guidelines for the Documents and Records Controllers in stamping internal documents.

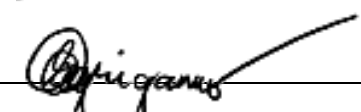
II. GUIDELINES

Classification	Definition	Image
Master Copy	Refers to the original registered document retained and accessed by the QMR and Document Controller only.	
Controlled Copy	Refers to a copy of the document reproduced from the master copy or from the original document and distributed to the identified copyholders of the document	

Prepared by:


ENGR. MICHEL T. MALAQUI
Documents and Records Controller



Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



GUIDELINE

DOCUMENT STAMPING


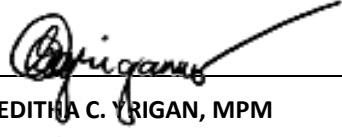
Classification	Definition	Image
Uncontrolled Copy	Refers to a requested copy of the document reproduced from the master document and distributed to requesting recipients for the purpose of reference or attachment. Recipient must fill up a Document Requisition Form for details before said copy is provided.	
Obsolete	Refers to a document that is already superseded with another version or a document that is already discontinued and will not be honored by CALBAYOG CITY WATER DISTRICT . during transactions.	

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RISK ASSESSMENT

Rank	Criteria: SEVERITY OF CONSEQUENCE	
1	No quality issues	No Customer Complaint
2	Minor quality issues	Minor Customer Complaint/ Claim
3	Major quality issues	Major Customer Complaint
Rank	Criteria: OCCURENCE (PROBABILITY)	
1	None	
	Never; unlikely to happen	
2	Low occurrence	
	Possible to occur once a year	
3	Moderate occurrence	
	Possible to occur once a month	
4	High occurrence	
	Possible to occur daily/weekly	
Rank	Criteria: DETECTION	
1	Very High	
	Regular Inspection	
	Regular Monitoring	
	Means of communication	
2	High	
	Consistent Monthly Monitoring	
	Inspection Procedure	
	Means of communication	
3	Moderate	
	Quarterly Audit & Monitoring /Quarterly Inspection	
	Inconsistent means of communication	
4	Low	
	Inconsistent recording/escalation	
	Annual Audit & Monitoring /Annual Inspection	
	Poor or unreliable means of communication	
5	Very Low/ Almost Impossible	
	No monitoring/ inspection;	
	No detection & recording	
	No means of communication	

Prepared by:  RICARDO D. SERRATO Quality Management Representative	Approved by:  MRS. EDITHA C. YRIGANS, MPM General Manager
--	---



RISK ASSESSMENT

Establish the Level of Significance

Level of significance can be determined using the Risk Priority Number (RPN).

$$RPN = (\text{Severity} \times \text{Occurrence} \times \text{Detection})$$

- High Risk ~ if RPN is greater than the set limit based on the aspects rated.
- Medium Risk ~ if RPN is within the range of the set limit based on the aspects rated.
- Low Risk ~ if RPN is below the range of the set limit based on the aspects rated

Impacts/Risk Assessment and Control Measures

Risk Scores		Control Measures
12 and below (Low Risk)	Not Significant	May require monitoring, training of personnel, periodic inspection
13-35 (Medium Risk)	Not Significant	May require inclusion in the company / departmental objectives, setting Integrated Management Programs, Production Control, Audit/Inspection
36 and above (High Risk)	Significant	Requires inclusion in the company / departmental objectives, setting of QMS Programs

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PROCEDURES MANUAL

Document No. : **PM-RAI-03** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 5**

INTERNAL QUALITY AUDIT

I. OBJECTIVE

This procedure defines the system for planning, conducting, reporting and reviewing internal audit and its results in **CALBAYOG CITY WATER DISTRICT**.

II. SCOPE

This procedure applies to all aspects of **CALBAYOG CITY WATER DISTRICT's** quality management system.

III. RESPONSIBILITY

Internal Lead Auditor

IV. DEFINITION OF TERMS

- **Audit** – is a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

V. REFERENCE DOCUMENTS

- | | |
|--------------------------------|-----------|
| 1. Corrective Action procedure | PM-RAI-04 |
| 2. Management Review procedure | PM-RAI-05 |

VI. RECORDS GENERATED

- | | |
|-------------------------------|-----------|
| 1. Annual Internal Audit Plan | FM-RAI-03 |
| 2. Audit Itinerary | FM-RAI-04 |
| 3. Audit Checklist | FM-RAI-05 |
| 4. Nonconformance Report | FM-RAI-06 |

Prepared by: MRS. MARIBEL A. ORTIZ
Internal Lead Auditor

Approved by: MRS. EDITHA C. BRIGAN, MPM
General Manager



PROCEDURES MANUAL

Document No. : **PM-RAI-03** Eff. Date : **09-01-17**

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INTERNAL QUALITY AUDIT

- 5. General Observation and Recommendations List FM-RAI-07
- 6. Audit Report FM-RAI-08

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PROCEDURES MANUAL

INTERNAL QUALITY AUDIT

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		<p>1.1. The Internal Lead Auditor shall prepare the Annual Internal Audit Plan before the start of the fiscal year. The frequency of the audit for each area shall be based on its performance on previous audits as well as on the criticality of the operations being performed.</p>	<ul style="list-style-type: none"> ○ Conduct audit at least once a year ○ The Auditors shall have the minimum qualification: <ul style="list-style-type: none"> - At least secondary level - Familiar with the organization's operations - Undergone the IQA Training (ISO 19011 Standard Requirements) 	Internal Lead Auditor	Annual Internal Audit Plan; Audit Itinerary
02		<p>2.1. The checklist generally contains requirements of the ISO 9001 standard, requirements of the documented quality system procedure and the findings from previous audits.</p>		Internal Lead Auditor	Audit Checklists
03		<p>3.1. Based on the audit plan and the audit checklist the auditor shall conduct the audit on the specific areas. Ensures that objective evidences for both conformances and nonconformance are clearly documented on the audit</p>		Internal Lead Auditor; Auditors; Auditee	Audit Checklists

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PROCEDURES MANUAL

INTERNAL QUALITY AUDIT

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
		checklists, referencing people interviewed, and documents, materials, records and other related items reviewed.			
04	<pre> graph TD A((A)) --> B[Report Audit Results] B --> C((B)) </pre>	4.1. Nonconformance Report shall be presented and given to the auditees/concerned groups during the closing meeting	<p>Classifications of Findings</p> <p>Major Nonconformance- The absence or the total breakdown of a system to meet the requirements of a clause of ISO 9001 or other reference documents.</p> <p>Minor Nonconformance Either a failure to meet one requirement of a clause of ISO 9001 or other reference documents.</p> <p>General Observation Findings that could lead into a nonconformance if not addressed (potential nonconformance)</p>	Auditors	Nonconformance Report; General Observation and Opportunities for Improvement List

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PROCEDURES MANUAL

INTERNAL QUALITY AUDIT

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
05		<p>5.1. Verification of implementation shall be conducted at an appropriate time as deemed necessary or as requested. Verification of effectiveness of the corrective action(s) shall be conducted in a timely manner after the implementation date.</p>		Auditors	Nonconformance Report; Audit Report
06		<p>6.1. Internal Lead Auditor shall then conduct evaluation of the audit process at the end of all the audit schedule for the year and evaluate the performance of auditors for improvement plans the following year.</p>		Internal Lead Auditor	

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PROCEDURES MANUAL

Document No. : **PM-RAI-01** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 4**

CONTROL OF NONCONFORMING SERVICE

I. OBJECTIVE

This procedure defines the system for identification, review and disposition of nonconforming parts of water production and customer services of **CALBAYOG CITY WATER DISTRICT**.

II. SCOPE

This procedure applies to all nonconforming parts or service found during the in-process and/or final inspection conducted by customer prior to turn-over of the project.

III. RESPONSIBILITY AND RESOURCES

Management Representative

IV. DEFINITION OF TERMS

- **Repair** - to remedy damage or defective part to attain conformance to the specifications but not redoing the affected development phase of the project
- **Rework** - to reprocesses the whole affected development phase of the project to assure conformance to the requirements

V. REFERENCE DOCUMENTS

1. Corrective Action PM-RAI-04

VI. RECORDS GENERATED

1. Corrective Action Report FM-RAI-09

Prepared by:


RICARDO D. SERRATO

Management Representative

Approved by:


MRS. EDITHA C. VIRIGAN, MPM

General Manager



PROCEDURES MANUAL

CONTROL OF NONCONFORMING SERVICE

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> Description[/Description of NC/] Description --> Identify[Identify nonconforming service] </pre>	<p>1.1. Deviation from the specified requirements of the unit shall be identified and reviewed at different inspection stages of the unit development to ascertain its implication.</p> <p>1.2. Team Leader shall prepare Nonconforming Parts / Service Logbook indicating the defects of the nonconforming unit found during inspection.</p>		Team Leader	Nonconforming Logbook
02	<pre> graph TD Disposition[Give disposition and take action] --> A((A)) </pre>	<p>2.1. Team Leader shall give disposition to the defects found on the nonconforming part and shall indicate action(s) to be taken.</p> <p>2.2. For rework disposition, issuance of Corrective Action Report is necessary.</p> <p>2.3. For repair disposition, the Team Leader or Manager shall determine the need for issuance</p>	<p>Disposition can be in following terms:</p> <p>Use-As-Is – The defect found on the nonconforming parts is minor that does not affect the functionality, the aesthetics and the quality of the unit. No remedial actions to be taken. Project Manager has the sole authority to give this disposition.</p>	Team Leader	Nonconforming Logbook

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 Rev. No. : **00**

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PROCEDURES MANUAL

CONTROL OF NONCONFORMING SERVICE

		<p>of Corrective Action Report taking into consideration the impact and number of defects.</p> <p>2.4. Update Nonconforming Parts / Service Logbook with the disposition given.</p>	<p>Repair – The defect(s) found on the nonconforming unit is non-critical that can be remedied without redoing the whole phase(s) of development.</p> <p>Rework – The defect(s) found on the nonconforming parts is major and critical. Certain phase(s) of the construction project shall be completely redone to mitigate the defect(s) found on the nonconforming service.</p>		
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Doc No. : **PM-RAI-01**

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PROCEDURES MANUAL

CONTROL OF NONCONFORMING SERVICE

03	<pre> graph TD A((A)) --> B[Monitor actions taken and review results] B --> C[/Action Plans/] C --> D([END]) </pre>	<p>3.1. Team Leader shall monitor the performance of each project to be reflected in project report. Summary shall be made indicating the nonconforming units and categorized defects found for each project.</p> <p>3.2 Team Leader shall monitor and check the implementation of the disposition instructions until the unit conforms to the required specifications and shall monitor those actions taken for those nonconforming unit(s) with issuance of Corrective Action Report.</p> <p>3.3 Review results of the project performance based on the data gathered and take appropriate improvement actions where applicable and necessary.</p>		Team Leader	Corrective Action Report
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PROCEDURES MANUAL

Document No. : **PM-RAI-02** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 4**

HANDLING OF INTERESTED PARTY FEEDBACK

I. OBJECTIVE

This procedure defines the system for handling and addressing customer feedbacks such as complaints, positive comments, claims, and customer satisfaction survey results.

II. SCOPE

This procedure covers information solicited as a measure of how effective the organization met the requirements of the customer and their satisfaction.

III. RESPONSIBILITY

Quality Management Representative

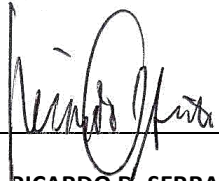
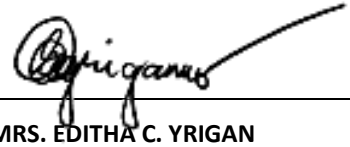
IV. DEFINITION OF TERMS

- **Complaint** – unsolicited information from the customer relating to their dissatisfaction to the organization's product and customer servicing
- **Claim** – official information from the customer of product discrepancies against the specifications or requirements after it has already been delivered
- **Satisfaction Survey** – method used in soliciting information from the customer or other parties in order to enhance the quality management system towards continuously satisfying customer requirements

V. REFERENCE DOCUMENTS

1. Management Review

PM-RAI-05

Prepared by:	 RICARDO D. SERRATO Management Representative	Approved by:	 MRS. EDITHA C. YRIGAN General Manager
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PROCEDURES MANUAL

Document No. : **PM-RAI-02** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **2 of 4**

HANDLING OF INTERESTED PARTY FEEDBACK

VI. RECORDS GENERATED

- | | |
|---------------------------------|-----------|
| 1. Customer Feedback Report | FM-RAI-01 |
| 2. Customer Satisfaction Survey | FM-RAI-02 |

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PROCEDURES MANUAL

HANDLING OF INTERESTED PARTY FEEDBACK

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> Feedback[/Feedback/] Feedback --> Receive[Receive Customer / IP Feedback] Receive --> Review[Review and Assess Customer Feedback] Review --> Formulate[Formulate Actions] Formulate --> Implement[Implement, Monitor and Verify Approved Actions] Implement --> A((A)) </pre>	Feedback from any interested party may be made in person, phone call, or in a formal writing as determined by the customer.	Customer Satisfaction Survey (for customers only) shall be done once after the project has been finished	Concerned Personnel	Interested Party Feedback; Customer Satisfaction Survey
02		Assess the interested party feedback for its relevance and validity. Communicate with IP, if there are some clarifications to be made.		Concerned Department; Management Representative	
03		For valid negative feedback, the responsible department shall formulate immediate action(s) to address the discrepancy or problem and generate corrective action to eliminate the root cause of the discrepancy or problem.		Department Head	IP Feedback Report
04		Verification of the effectiveness shall be done monthly until actions are found to be working and effective	Monthly Verification	Management Representative	

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PROCEDURES MANUAL

HANDLING OF INTERESTED PARTY FEEDBACK

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
05		Implementation of the action plans shall be done by the respective departments. Monitoring of the implementation shall also be done to ensure proper implementation and completion.		Concerned Department	
06		Review gathered IP feedback / customer satisfaction survey results and categorize according to the nature of the feedback. Analyze results of the review to generate improvement actions.		Management Representative	

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PROCEDURES MANUAL

Document No. : **PM-RAI-04** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 6**

CORRECTIVE ACTION

I. OBJECTIVE

To ensure that actions are taken to address existing nonconformities to eliminate its root cause to prevent their recurrence or occurrence.

To ensure that a detailed process is utilized to identify and systematically resolve and address existing problems or nonconformities and to ensure that actions are taken for those identified areas that can be improved or needs improvement.

II. SCOPE

This procedure applies to all processes, including suppliers providing products or services governed by the requirements specified by **CALBAYOG CITY WATER DISTRICT's** quality management system. However, this procedure does not cover customer complaints and feedbacks.

III. RESPONSIBILITY

Chief Operating Officer

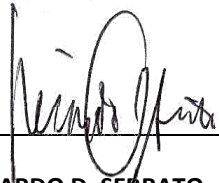
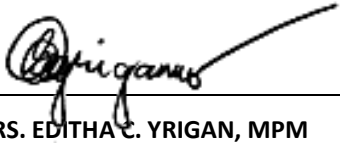
IV. DEFINITION OF TERMS

- **Correction** - immediate action taken to rectify existing nonconformity or problem;
- **Corrective Action** - action taken to eliminate the root cause(s) to prevent the recurrence of the problem / nonconformity

V. REFERENCE DOCUMENTS

1. Management Review procedure

PM-RAI-05

Prepared by:  RICARDO D. SERRATO Management Representative	Approved by:  MRS. EDITHA C. YRIGAN, MPM General Manager
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PROCEDURES MANUAL

Document No. : **PM-RAI-04** Eff. Date : **09-01-17**

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CORRECTIVE ACTION

VI. RECORDS GENERATED

- | | |
|-----------------------------|-----------|
| 1. Corrective Action Report | FM-RAI-09 |
| 2. CAR Monitoring | FM-RAI-10 |

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PROCEDURES MANUAL

CORRECTIVE ACTION

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> Problem[/Problem/ NC/] Problem --> Review[Schedule Management Review] </pre>	<p>1.1. Concerned personnel shall identify existing problems / nonconformity that needs corrective action</p>	<ol style="list-style-type: none"> 1. Non-achievement of OTP (Objectives, Targets and Programmes) 2. Quality management system implementation (excluding audit results) 3. Supplier evaluation results 4. Products or service provided by supplier 5. Process Performance / Operations 6. Equipment / Machine Operation 	Concerned Personnel	Corrective Action Report
02	<pre> graph TD Issue[Receive CAR Issuance] --> A((A)) </pre>	<p>2.1. Receiving party shall take immediate action to rectify the existing nonconformity or problem so as not to worsen the situation.</p>		Management Representative	Corrective Action Report

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PROCEDURES MANUAL

CORRECTIVE ACTION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
03		<p>3.1. Identify all possible causes, collect appropriate data and information. This may include a combination of testing results, review of records results, review of processes results, and/or any other data that may lead to the determination of the fundamental (root) cause of the existing problem / nonconformity.</p> <p>3.2. Analyze data and information gathered using analytical tools that can be applied to distinguish properly the contributing cause(s) and the fundamental (root) cause(s) for determination of appropriate actions to be taken.</p>		Management Representative; Concerned Department	Corrective Action Report
04		<p>4.1. Identify all needed activities and tasks that must be accomplished to prevent or eliminate the identified existing nonconformity / problem. Ensure to identify all actions that will be needed to address everything related to the issue.</p>		Department Head	Corrective Action Report

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PROCEDURES MANUAL

CORRECTIVE ACTION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
05		5.1. To check the appropriateness and adequacy of the actions to the identified existing nonconformity / problem. May also suggest or recommend changes and corrections whenever necessary.		Management Representative/ General Manager	Corrective Action Report
06		6.1. Verification and evaluation of the effectiveness of the implemented corrective action(s) shall be conducted after the verification of action implementation. Results of the verification shall be updated in the Corrective Action Report issuance.	Re-issuance of CAR if: Recurrence of the same identified existing nonconformity / problem or occurrence of the identified nonconformity / problem Non-achievement of the targets for OTP set for the period (that is related to the identified existing or nonconformity / problem) Receipt of customer complaint or negative feedback on the same issue Occurrence of another nonconformity / problem due to the implementation of actions	Management Representative	Corrective Action Report

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PROCEDURES MANUAL

CORRECTIVE ACTION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
07	<pre> graph TD C((C)) --> A[Review and Monitor Results] A --> B[/Action Plan/] B --> D([END]) </pre>	<p>7.1. All issuances shall be analyzed to determine trends and areas of significance. This shall be done to assess the performance and need for improvement of the Corrective Action procedure. Result of assessment shall be discussed during the management review</p>		<p>Management Representative</p>	<p>CAR Monitoring and Tracking</p>



PROCEDURES MANUAL

Document No. : **PM-RAI-05** Eff. Date : **09-01-17**

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MANAGEMENT REVIEW

I. OBJECTIVE

This procedure defines the system for reviewing the quality management system of **CALBAYOG CITY WATER DISTRICT** to ensure its continuing suitability, adequacy and effectiveness.

II. SCOPE

This procedure covers the entire **CALBAYOG CITY WATER DISTRICT's** Quality Management System.

III. RESPONSIBILITY

Chief Operating Officer

IV. DEFINITION OF TERMS

- **Management Review** - a formal evaluation by top management of the status and adequacy of the quality system in relation to quality policy and objectives

V. REFERENCE DOCUMENTS

- 1. Corrective Action PM-RAI-04

VI. RECORDS GENERATED

- 1. Management Review Schedule FM-RAI-11
- 2. Minutes of the Meeting FM-RAI-12
- 3. Management Review Action/Plan FM-RAI-13

Prepared by: <u>RICARDO D. SERRATO</u> Management Representative	Approved by: <u>MRS. EDITHA C. YRIGAN, MPM</u> General Manager
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PROCEDURES MANUAL

MANAGEMENT REVIEW

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> MR[/Management Review/] MR --> SMR[Schedule Management Review] </pre>	<p>1.1. The MR shall schedule management review meeting Fill-up Management Review Schedule form for the schedule, attendees and agenda of the meeting.</p> <p>1.2. Route the Management Review Schedule to all required attendees to inform them with the schedule</p>	Once a year at planned intervals	Management Representative	Management Review Schedule
02	<pre> graph TD MR[MR shall gather and summarize information] --> A((A)) </pre>	<p>2.1. MR shall gather and summarize information of the results and performances of processes in their respective departments and/or agenda assigned to them.</p>	2 weeks prior to the scheduled Management Review	Management Representative	

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PROCEDURES MANUAL

MANAGEMENT REVIEW

03		<p>3.1. The Management Representative shall ensure to record all issues discussed, recommendations and corrective actions to be taken using the Minutes of the Meeting form. Top management shall also ensure timely decisions are made.</p>	<ul style="list-style-type: none"> ○ The status of actions from previous management reviews; ○ Changes in external and internal issues that are relevant to the quality management system; ○ information on the performance and effectiveness of the quality management system, including trends in: <ul style="list-style-type: none"> ● Customer satisfaction and feedback from relevant interested parties; ● The extent to which quality objectives have been met; ● Process performance and conformity of products and services; ● Nonconformities and corrective actions; ● Monitoring and measurement results; ● Audit results; ● The performance of external providers ○ The adequacy of resources; ○ The effectiveness of actions taken 	Management Representative	Minutes of the Meeting
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Doc No. : **PM-RAI-05**
 Rev. No. : **00**

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PROCEDURES MANUAL


MANAGEMENT REVIEW

			to address risks and opportunities; ○ Opportunities for improvement.		
04		4.1. Affected personnel shall prepare Management Review Action Plan related to process improvements, product improvements and resource needs to ensure continual improvement of the quality management system.		Department Heads	Management Review Action Plan
05		5.1. Implementation of the action plans shall be done by the respective departments. Monitoring of the implementation shall also be done to ensure proper implementation and completion.		Management Representative	
06		6.1. Results shall be followed-up and to be reviewed in the next management review meeting.		Management Representative	Minutes of the Meeting

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	PROCEDURES MANUAL	Document No. : PM-RAI-06 Eff. Date : 09-01-17
	RISK ASSESSMENT	

I. OBJECTIVE

This procedure is used in the identification of risk that can affect the quality of product and the identification of controls associated with **CALBAYOG CITY WATER DISTRICT** activities and services and to identify those that are significant so they can be assigned as high priority for mitigation.

II. SCOPE

This procedure applies to all activities and services of **CALBAYOG CITY WATER DISTRICT**.

III. RESPONSIBILITY AND RESOURCES

Management Representative

IV. DEFINITION OF TERMS

Risk – combination of the likelihood of occurrence of a hazardous event or exposure(s) and the severity of the injury or ill health that can be caused by the event of exposure.

Risk assessment – process of evaluating the risk arising from a hazard(s), taking into account the adequacy of any of existing controls, and deciding whether or not the risk(s) is acceptable.

Impacts and Risk Control - preventive action necessary to eliminate or control identified environmental aspects and hazards.

Severity - gravity of effect of identified environmental aspect and hazards

Occurrence – the frequency of generation, incident / accident, consumption, exposure, usage, amount, etc of its identified aspects and occupational hazard(s).

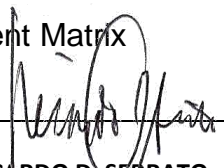
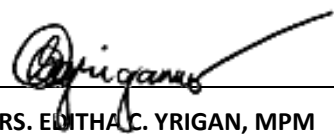
Detection - the act or process of detecting of the identified environmental aspects and hazard (s)

V. REFERENCE DOCUMENTS

- 1. Risk Assessment Guideline GL-DRC-03

VI. RECORDS GENERATED

- 1. Risk Assessment Matrix FM-RAI-14

Prepared by: <div style="text-align: center;">  RICARDO D. SERRATO Management Representative </div>	Approved by: <div style="text-align: center;">  MRS. EDITHA C. YRIGANA, MPM General Manager </div>
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PROCEDURES MANUAL

RISK ASSESSMENT

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Process owners shall identify risks and possibilities per activity/ process, impact of the risks and the existing controls the organizations		Process Owners	Risk Assessment Matrix
02		2.1 Process Owner shall evaluate quality risk that have or can have significant impacts. Get the priority number to identify what risks needs to be prioritized	Risk Assessment Guideline	Process Owners	Risk Assessment Matrix
03		3.1 Process Owner shall generate the necessary actions to address the risks and communicate the generated action(s) to all involve personnel for the implementation.		Process Owners	Risk Assessment Matrix

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PROCEDURES MANUAL

RISK ASSESSMENT

		<p>3.2 Ensure that the action(s), responsibility (ies) and expected completion date for the formulated action(s) are well-defined, understood and agreed by all involved personnel.</p>			
04		<p>4.1 Implement approved actions according to agreed implementation date(s) and identify and update as necessary the affected processes and documents of the quality management system</p>		Process Owner	Risk Assessment Matrix
05		<p>5.1 Monitoring of the implementation of the action(s) shall be done by the department. Data results from the implementation of action shall be gathered and analyzed for further recommendations or improvement of actions taken.</p>		Process Owner	Risk Assessment Matrix
06		<p>6.1 All risks shall be analyzed to determine trends and areas of significance</p>		Process Owner	Risk Assessment Matrix



PROCEDURES MANUAL

Document No. : **PM-ADH-01** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

MAINTENANCE OF UPIS

I. OBJECTIVE

This procedure outlines the maintenance and other related activities in keeping the office, comfort rooms and stairways clean and odor-free while providing users with a pleasant working environment and projecting a positive image.

II. SCOPE

This procedure covers the assigned personnel in the Admin Division, charged with the maintenance of the cleanliness and orderliness of the office and their regular activities.

III. RESPONSIBILITY AND RESOURCES

Admin Division Manager
Utility Personnel

IV. DEFINITION OF TERMS

UPIS- refers to Utility Plant in Service (i.e. Office Building)

Monitoring Tool- refers to the document which contains the logged activities of utility personnel during the conduct of maintenance activities

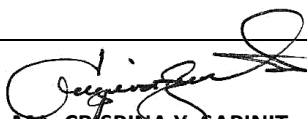
V. REFERENCE DOCUMENTS

Not Applicable

VI. RECORDS GENERATED

Monitoring Tool

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

MAINTENANCE OF UPIS

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> MT[/Monitoring Tool/] MT --> P[Prepare cleaning materials] P --> CS[Clean the stairways] CS --> DR[Disinfect the restrooms] DR --> A((A)) </pre>	1.1. Prepare the needed materials for cleaning 1.2. Identify areas for cleaning in accordance with daily assignments	Cleaning materials should be placed in area for easy access when needed.	Utility Personnel	none
02		2.1. Prepare appropriate cleaning materials	Stairways should be free from dirt, mud and dust daily Cleaning of stairways shall be made in accordance with the following sequence: This is done daily	Utility Personnel	Not Applicable
03		3.1 Scrub toilet bowls with a toilet brush. Wipe the seat, the outside circumference of the bowl, the tank and the base of the toilet with disinfectant/detergent. 3.2. Sweep and mop the floors.	Cleaning of restrooms shall be made in accordance with the following sequence: This is done daily	Utility Personnel	Not Applicable

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PROCEDURES MANUAL

MAINTENANCE OF UPIS

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04		4.1. Wipe off dirt and dust particles on office equipment such as telephone, fax machine, photocopier, computer units 4.2 Laundry of office curtains	4.1 Office equipment should be cleaned daily 4.2 Quarterly	Utility Personnel	Not Applicable
05		5.1. Collect garbage and other wastes generated at source	Collection of garbage at source should be made regularly every afternoon This is done daily	Utility Personnel	Not Applicable
06		6.1. Transfer garbage collected from trash cans to the waste receptacle at the end of office hours	Garbage receptacle of the office should be made ready every late afternoon for collection by the garbage truck This is done daily	Utility Personnel	Not Applicable
07		7.1. Log all activities performed in the Monitoring Tool and UPIS Checklist	Logging of activities in the monitoring tool shall be done within the day.	Utility Personnel	Monitoring Tool; Cleaning Check List
07		6.1. Submit the monitoring tool to the rater for rating	Submission of monitoring tool for rating shall be made in accordance w/ the SPMS	Utility Personnel Admin division Manager	Monitoring tool

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PROCEDURES MANUAL

Document No. : **PM-ADH-02** Eff. Date : **09-01-17**

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COMMUNICATION

I. OBJECTIVE

This procedure defines the system for the effectiveness and prompt handling of incoming and outgoing communication for **CALBAYOG CITY WATER DISTRICT**

II. SCOPE

This procedure covers the entire **CALBAYOG CITY WATER DISTRICT** Interested Parties incoming and outgoing communication.

III. RESPONSIBILITY AND RESOURCES

Secretary

IV. DEFINITION OF TERMS

Communication – is the act of conveying intended meanings from one entity or group to another thru email, fax or mailed letters.

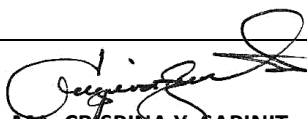
V. REFERENCE DOCUMENTS

None

VI. RECORDS GENERATED

Incoming logbook
Outgoing Logbook

Prepared by:



MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:



MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

COMMUNICATION

VII. PROCEDURE DETAILS AND FLOW

For Incoming:

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1. Receive the incoming emails, mailed letters and faxed documents	Mailed letters must be verified if it's Calbayog City Water District employees or not.	Secretary	Emails, mailed letters, faxed documents
02		2.1. Sort documents whether for office or employees' mails	Not Applicable	Secretary	Emails, mailed letters, faxed documents
03		3.1 Stamp the documents "received" and write the date, time and received by.	100% accuracy of acknowledgement details	Secretary	Emails, mailed letters, faxed documents

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COMMUNICATION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04	<pre> graph TD A((A)) --> B[Record documents to the logbook] B --> C[Forward mails to respective recipients] C --> D[File the documents] D --> E[/Communicated Information/] E --> F([END]) </pre>	4.1 Record received incoming emails, mailed letters and faxed documents to the incoming logbook.	All received incoming emails, mailed letters and faxed documents must be recorded	Secretary	Incoming logbook
05		5.1 Forward office documents to GM and to the respective recipients	All received incoming emails, mailed letters and faxed documents must be forwarded to the exact recipient	Secretary	Incoming logbook
		5.2 The recipients received mail documents and sign the incoming logbook.			
06		6.1 File the copy/original of mail documents	All received incoming emails, mailed letters and faxed documents must be filed	Secretary	Not Applicable

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PROCEDURES MANUAL
COMMUNICATION

For Outgoing:

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([START]) --> Input[/Mails /documents/] Input --> Step1[Receive and fill-out request/order] Step1 --> Step2[Reproduce copies] Step2 --> Step3[Record mail documents to the logbook] Step3 --> End((A)) </pre>	1.1. Receive documents for mail and fax 1.2 Fill-out request/order slip	Complete information of the receiver	Secretary	Documents for mail and fax
02		2.1. Photocopy the original documents.	All documents with their attachments must be photocopied before sending/mailing.	Secretary	Documents for mail and fax
03		3.1 Record the mail documents from office to the outgoing logbook.	All documents must be recorded to the logbook.	Secretary	Outgoing logbook

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COMMUNICATION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04	<pre> graph TD A((A)) --> B[Mail documents] B --> C[File copied documents] </pre>	<p>4.1 Mail office documents to post office or other courier services.</p> <p>4.2 The courier assigns to deliver the mail shall write the tracking number in the Request/Order Slip</p>	<p>All documents must be mailed.</p>	<p>Secretary</p>	<p>Official Receipts from courier services</p>
05	<pre> graph TD D[/Communicated Information/] --> E([END]) </pre>	<p>5.1 File the copy of mailed office documents.</p>	<p>All documents must be filed.</p>	<p>Secretary</p>	<p>Not Applicable</p>

	PROCEDURES MANUAL	Document No. : PM-ADH-03 Eff. Date : 09-01-17
	TRAINING	

I. OBJECTIVE

This procedure aims to further explain the course of action used in Human Resource Development External Training in accordance to 2017 Omnibus rules on appointments and other human resource actions.

II. SCOPE

This procedure covers the Calbayog City Water District Human Resource and its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

General Manager
 Human Resource Management Officer (HRMO) & Human Resource Staff
 External Trainer

IV. DEFINITION OF TERMS

Training – is a function concerned with organizational activity aimed at bettering the job performance of individuals in an organizational setting. It can be external or internal. Training also promotes greater stability, flexibility and capacity for growth in an organization.

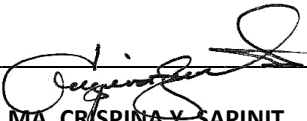
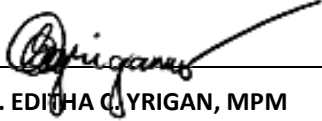
Training (External) – in this process, an external trainer is invited to conduct the training to the employees of an organization.


External Trainer – is an accredited and competent person from another government or non-government organization involved in facilitating or conducting trainings to an organization.

Human Resource – formal systems devised for the management of people within an organization.

Human Resource Management Officer – is also known as HRMO. A person instrumental in promoting employee welfare and productivity in an organization.

Strategic Performance Management System – is also known as SPMS. It is a mechanism that ensures that the employee achieve the objective set by the organization and the organization in the other hand, achieves the objectives that it has set itself in its strategic plan.

Prepared by:  MA. CRISPINA Y. SAPINIT Process Owner	Approved by:  MRS. EDITHA C. YRIGAN, MPM General Manager
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TRAINING		

V. REFERENCE DOCUMENTS

2017 Omnibus Rules on Appointments and other Human Resource Actions

VI. RECORDS GENERATED

Individual Performance Commitment and Review (IPCR) Form, Annual Training Plan, Registration Forms/Confirmation Slips, Disbursement Voucher, Training Certificate, Electronic List of Trainings/Seminars, Electronic Personal Data Sheet, Training Effectiveness Evaluation

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PROCEDURES MANUAL

TRAINING

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> IPCR[/IPCR Report/] IPCR --> Assess[Assess Organizational Needs] Assess --> A((A)) </pre>	<p>1.1. Assess Organizational Needs through performance appraisal forms such as the Individual Performance Commitment & Review (IPCR) form of the Strategic Performance Management System (SPMS)</p>	<p>Executive Order No. 292 - mandates all government agencies to ensure that each agency personnel are provided with at least one Human Resource Intervention every year.</p> <p>CSC MC No. 6, s. 2012 – Guidelines in the Establishment and Implementation of Agency Strategic Performance Management System (SPMS)</p>	<p>Human Resource Management Officer (HRMO)</p>	<p>IPCR Form</p>

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PROCEDURES MANUAL

TRAINING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
02	<pre> graph TD A((A)) --> B[Plan Training] B --> C[Check upcoming Trainings] C --> D[Recommend personnel for Training] </pre>	<p>2.1. Request Training Calendar from External Trainers such as other Government Agencies or Non – Government Organizations: Civil Service Commission (CSC), Local Water Utilities Administration (LWUA), Commission on Audit (COA) and Philippine Association of Government Budget Administration (PAGBA), Water District Training Centers (WDTC), Bureau of Internal Revenue (BIR), Philippine Institute of Civil Engineers (PICE), Philippine Society of Mechanical Engineers (PSME).</p> <p>2.2 For In-house, plot training in the training plan with training schedule.</p>	Not Applicable	Human Resource Management Officer (HRMO) External Trainer	Training Calendar
03	<pre> graph TD D[Recommend personnel for Training] --> B((B)) </pre>	<p>3.1. Check upcoming Training Schedules from the Training Calendars received from external trainers</p> <p>3.2. Receive Training Invitations from External Trainers every now and then</p>	Not Applicable	HRMO or HR Staff	Not Applicable

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PROCEDURES MANUAL

TRAINING

04		4.1. Recommend personnel who are candidates for Training to the General Manager	Nominees for training shall fit according to his/her position or function	HRMO	Not Applicable
05		5.1. Select personnel for training based on the recommendations submitted by the HRMO or based on preference.	Executive Order No. 292 - mandates all government agencies to ensure that each agency personnel are provided with at least one Human Resource Intervention every year.	General Manager	Not Applicable
06		6.1. Facilitate Registration of the chosen personnel to the Training 6.1.1. Personnel shall fill up registration forms of the Training to be attended	Registration and Confirmation of Training Attendance shall be within the day upon endorsement from HRMO	HR Staff Chosen Personnel	Registration Form Confirmation Slip



PROCEDURES MANUAL

TRAINING

07		<p>7.1. Coordinate with Trainer regarding the registration and confirmation of Training Attendance</p> <p>7.1.1. Submit Registration Forms and Confirmation Slips to the External Trainer</p>	<p>Submission of Registration Forms and Confirmation Slips shall be done within the day.</p>	<p>HR Staff External Trainer</p>	<p>Registration Form Confirmation Slip</p>
	<pre> graph TD C((C)) --> B[Facilitate Payment for Training] B --> D((D)) </pre>	<p>8.1. Facilitate Payment for Training Attendance</p> <p>8.1.1. Submit Training Invitation, Registration Forms, Confirmation Slips and Travel Order to Finance Division for preparation of Disbursement Voucher as payment for Training</p> <p>8.1.2. Personnel shall get Payment for Training from the Cashier</p> <p>8.2. Personnel shall submit Payment to the Registration Booth of the External Trainer</p> <p>8.2.1. External Trainer's Registration-in-charge shall sign the disbursement voucher and shall issue an official</p>	<p>Disbursement Voucher should have complete signatures and attachments.</p> <p>Payment for Training shall be in the form of Check with the Disbursement Voucher.</p>	<p>HR Staff Finance Division Head Personnel External Trainer's Registration-in-charge</p>	<p>Registration Form Confirmation Slip Travel Order Disbursement Voucher</p> <p>Payment for Training</p> <p>Official Receipt</p>

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TRAINING

		<p>receipt of the payment for the training.</p> <p>8.2.2. Personnel shall return the signed disbursement voucher with the OR upon coming back to the office.</p>			
09	<p style="text-align: center;">D</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Receive copy of Training Certificate</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Update Electronic List of Trainings Attended and Personal Data</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">E</p>	<p>9.1. Receive copy of Training Certificate (if applicable)</p>	<p>Not Applicable</p>	<p>HRMO HR Staff</p>	<p>List of Employment Requirements</p>
10		<p>10.1. Update Electronic List of Trainings Attended</p> <p>10.2. Update Electronic Personal Data Sheet (PDS) of the personnel who attended the Training</p>	<p>Accuracy and correctness in updating</p>	<p>HR Staff</p>	<p>Training Certificate</p>



PROCEDURES MANUAL

TRAINING

11		11.1. File Training Certificate to the respective 201 Files of the Personnel who attended the Training	Proper filing of 201 Files according to PRIME HRM HR Records Checklist	HR Staff	Appointment Papers & Relevant Documents
12		12.1 Evaluate Training Effectiveness using the training effectiveness evaluation	Trainee shall evaluate right after the training while immediate superior shall evaluate 30-60-90 days after the training	HR Staff	Training Effectiveness Evaluation



PROCEDURES MANUAL

Document No. : **PM-ADH-04** Eff. Date : **09-01-17**

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RECRUITMENT, SELECTION AND PLACEMENT

I. OBJECTIVE

This procedure defines the process flow used for recruitment, selection and placement of personnel.

II. SCOPE

Applicant, Calbayog City Water District Office

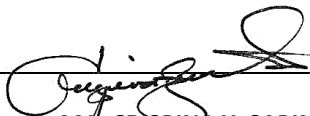
III. RESPONSIBILITY AND RESOURCES

Human Resource Management Officer/SIRMO-A, General Manager B

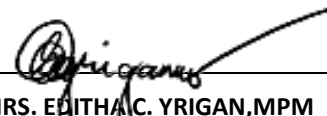
IV. DEFINITION OF TERMS

- **HRMPSB** - Human Resource Merit Promotion and Selection Board
- **Published of Vacant Position** - contains all job vacancies in a government office; a requirement of the Civil Service Commission
- **Appointment** -Refers to the official document (CS Form 33-A, Revised 2017) issued to an appointee to a certain position in an office regardless of the appointment status.

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



RECRUITMENT, SELECTION AND PLACEMENT

- **CSC**
 - Refers to the Civil Service Commission, the central personnel agency of the Philippine government mandate to promote morale, efficiency, integrity, responsiveness, progressiveness & courtesy in the Civil Service.

- **Comparative Assessment Form**
 - Refers to the qualification matrix/results of the interview and examination of qualified applicants.

- **Deliberation**
 - Refers to the interview of qualified applicants and/or discussion of the HRMPSB relative to evaluating the applicants qualifications.

- **QS**
 - Refers to the statement of the minimum qualification for a position will shall include education, experience, training, civil service eligibility, and physical characteristics and personality traits required in the performance of the job.

- **HRMO/SIRMO-A**
 - Refers to the Human Resource Management Officer who processes & handles the recruitment process.

- **Merit and Fitness**
 - Refers to having passed the entrance examination and meet the qualification requirements of the position/s.

- **Qualified-next-in rank**
 - Refers to an employee appointed in a permanent status to a position next-in-rank to the vacancy as reflected in the system of Ranking Positions (SRP) approved by the head of agency and who meets the requirements for appointment to the next higher position

- **Next-in Rank Position**
 - Refers to a position which by reason of the

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RECRUITMENT, SELECTION AND PLACEMENT

hierarchical arrangement of positions in the agency or in the government is determined to be in the nearest degree of relationship to a higher position as contained in the agency's System of Ranking Positions (SRP).

▪ **Assumption to Duty**

- Refers to the actual date where the employee performs the job.

V. REFERENCE DOCUMENTS

CSC Book V of Administrative Code of 1987, 2017 Omnibus Rules on Appointments and other Human Resource Action, CCWD Selection and Promotion Plan

VI. RECORDS GENERATED

Published Vacant Position, application letters and other documentary requirements, interview rating form, result of examination, Comparative Assessment Form, Overall Results and Ranking, Appointment Form, Assumption of Duty Form, Oath of Office

PROPRIETARY NOTICE



PROCEDURES MANUAL

RECRUITMENT, SELECTION AND PLACEMENT

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([START]) --> List[/List of Vacant Positions/] List --> Post[Post Vacancies] Post --> Eval[Evaluate Application] Eval --> Qual{Qualified?} Qual -- No --> Notify[Notify Applicant] Qual -- Yes --> A((A)) </pre>	1.1. Post vacancies in three places (CSC, office, CCWD web site) within ten working days	CSC Memorandum Circular	SIRMO-A Staff	Published Vacant Position
02		2.1 Evaluate application according to job requirements	CSC	SIRMO-A	Application letter and other documentary requirements
03		3.1 if no, notify applicant not qualified for the position 3.2 if yes, call applicant for exam and interview	Qualifications: Eligibility, Diploma (depends with job vacancy) meet minimum qualification standard such as Eligibility, Education, experience and trainings	SIRMO-A	

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PROCEDURES MANUAL

RECRUITMENT, SELECTION AND PLACEMENT

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04		4.1 Give exam to qualified applicants 4.2 HRMPSB Deliberation and Panel Interview	CCWD Merit Selection and Promotion Plan CCWD HRMPSB (Human Resource Merit Promotion and Selection Plan)	HRMPSB	Comparative Assessment Form
05		5.1 Evaluate results of exam and HRMPSB Deliberation 5.2 Prepare documents for endorsement to General Manager 5.3 The General Manager decides if the applicant is qualified for the position		SIRMO-A	Overall Results and Ranking base on Comparative assessment Form Minutes of HRMPSB Deliberation
06		6.1 when approved by the General Manager, prepare appointment		SIRMO-A	
07		7.1 Assumption of duty and oath of office		General Manager SIRMO-A	Appointment, assumption of duty and oath of office forms

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PROCEDURES MANUAL

Document No. : **PM-ADH-05** Eff. Date : **09-01-17**

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WAREHOUSING

I. OBJECTIVE

This procedure defines the efficient management of the distribution and storage of inventory and non-inventory items of **CALBAYOG CITY WATER DISTRICT**

II. SCOPE

This procedure covers the entire **Calbayog City Water District**.

III. RESPONSIBILITY AND RESOURCES

Storekeeper/Warehouse Man

Requester

IV. DEFINITION OF TERMS

Warehousing - refers to the activities involving storage of goods on a large-scale in a systematic and orderly manner and making them available conveniently when needed. In other words, warehousing means holding or preserving goods in huge quantities from the time of their purchase or production till their actual use or sale.

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

Inspection and Acceptance Report (IAR) – the form which states the actual items inspected with conclusive remarks or findings and recommendations relative to the inspection conducted.

Requisition and Issuance Slip (RIS) - be used by the Requisitioning Division/Office to request supplies/goods/ equipment/property carried in stock and by the Supply and/or Property Division/Unit to issue the items requested.

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

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.

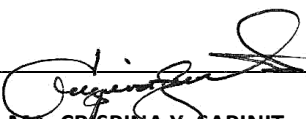
Inspection Report – is a report generated whenever there are defective and incorrect specifications to the goods purchased.

Return to Supplier Report – is a report generated for inspected defective and incorrect specifications to the goods purchased.

V. REFERENCE DOCUMENTS

New Government Accounting System (NGAS) Manual – Volume 1

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

Document No. : **PM-ADH-05** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **2 of 5**

WAREHOUSING

VI. RECORDS GENERATED

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

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PROCEDURES MANUAL

WAREHOUSING

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Prepare Budget Utilization Slip 1.2 Prepare purchase request for inventory items upon reaching reordering point. 1.3. Prepare purchase request for non-inventory items as the need arises 1.4. Forward the PR to be checked by the Property/Supply Asst. B and for the approval by the General Manager.	Items to be purchased must have an approved budget upon reaching Reorder Point for Inventory Items Upon request of Non-Inventory Items Complete and accurate entries in the PR	Division Manager & Sr. Corporate Budget Analyst Storekeeper, Property/Supply Asst. B, Admin Division Manager and General Manager	Budget Utilization Slip/ Purchase Request/Purchase Order
02		2.1 Receive items delivered. 2.2 Receive & check the appropriate documents of item delivered (sales invoice, delivery receipts, official receipts, etc. attached to approved P.R./P.O. 2.3 Prepare IAR. 2.4 Inform the end user and inspector of the items received for inspection. 2.5 Encode items received in the inventory system. 2.6 End user and inspector shall sign the IAR for final acceptance.	Check the quantity, condition, quality and specification of the items.	Warehouse Man/Storekeeper, Property/Supply Asst. B, Inspector and End user	Inspection and Acceptance Report

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PROCEDURES MANUAL

WAREHOUSING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
03	<pre> graph TD A((A)) --> D{Defective?} D -- No --> S[Store received items in the warehouse] D -- Yes --> I[Prepare Inspection & Return to Supplier] S --> R[Releasing of Inventory Items] I --> R R --> B((B)) </pre>	<p>3.1. Check received items. 3.2. If no, proceed to next step 3.3. If yes, prepare inspection report & Return to Supplier Reports 3.3.1. Inform Purchasing Agent 3.3.2. Forward the inspection report to Admin Division Manager for the preparation of return to supplier report for approval of the General Manager</p>	<p>Accuracy in checking received items. Specify complete details with reason of returning the items. Compulsory report upon delivery of items that are defective and with wrong specifications</p>	<p>Inspector/ Property /Supply Asst. B /Warehouse Man</p>	<p>Inspection Report/ Return to Supplier Report</p>
04	<pre> graph TD R[Releasing of Inventory Items] --> B((B)) </pre>	<p>4.1. Store received items in the warehouse/stockroom 4.5 Prepare Inspection & Acceptance Report (IAR)</p>	<p>Stocks properly arranged in their designated areas.</p>	<p>Storekeeper/ Warehouse Man Property/Supply Asst. B</p>	<p>Warehouse/Storeroom receiving and releasing logbook/bin cards computerized inventory system</p>



PROCEDURES MANUAL

WAREHOUSING

05		<p>5. 1 Receive the unused inventory items returned. 5.2 Receive RMS from the returning officer.</p>	<p>Complete entries with justification for returning the items</p>	<p>Returning officer Storekeeper/ Warehouse Man/Property/Supply Asst. B</p>	<p>Return Material Slip (RMS)</p>
06		<p>6.1. Store the received items that were returned in the warehouse</p>	<p>Return stocks to its proper storage area</p>	<p>Storekeeper/ Warehouse Man</p>	<p>Warehouse/Storeroom Return Stocks Logbook RMS file folder</p>
07		<p>7.1 Update each Bin Card of the inventory items indicated in the RIS, RMS and IAR on a daily basis</p>	<p>Updating to be done within the day</p>	<p>Storekeeper/ Warehouse Man</p>	<p>Warehouse/Storeroom Bin Cards</p>



PROCEDURES MANUAL

Document No. : **PM-ADH-06** Eff. Date : **09-01-17**

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INVENTORY

I. OBJECTIVE

This procedure shows the efficient management of the movement and storage of inventory and non-inventory items of the **CALBAYOG CITY WATER DISTRICT**.

II. SCOPE

This procedure covers the entire **CALBAYOG CITY WATER DISTRICT**.

III. RESPONSIBILITY AND RESOURCES

Storekeeper
Inventory Committee

IV. DEFINITION OF TERMS

Inventory – are the raw materials, work-in-process products and finished goods that are considered to be the portion of a business' assets that are ready or will be ready for sale.

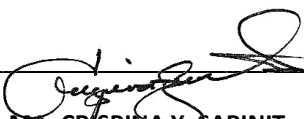
V. REFERENCE DOCUMENTS

New Government Accounting System (NGAS) Manual – Volume 1

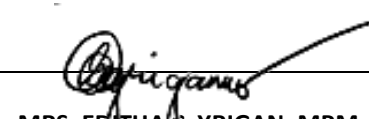
VI. RECORDS GENERATED

Summary of Lost Tools Report, Inventory Report of Materials and Supplies, Report of Physical Count of Utility Plant in Service (UPIS), Inventory Stickers

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

INVENTORY

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([START]) --> ListOfTools[/List of Tools/] ListOfTools --> PrepareList[Prepare List of Tools Issued, List of UPIS Items & List of Inventory Materials and Supplies] </pre>	<p>1.1. Prepare List of Tools Issued per employee according to the Property Acknowledgment Receipt (PAR)</p> <p>1.2. Prepare List of UPIS Items acquired within the year.</p> <p>1.3. Prepare List of Inventory Materials and Supplies</p>	<p>Updated list semi-annually Inventory of Tools Issued shall be done quarterly. Inventory of Materials and Supplies shall be done twice a year. Inventory of UPIS shall be done during the end of the year.</p> <p>NGAS Manual Volume 1</p>	Storekeeper	<p>List of Tools Issued</p> <p>List of UPIS Items</p> <p>List of Inventory Materials and Supplies</p>
02	<pre> graph TD Count[Conduct actual Physical Count of Tools Issued, UPIS Items & Materials and Supplies] --> A((A)) </pre>	<p>2.1. Conduct actual Physical Count of Tools Issued. Check actual tools vis-à-vis the List of Tools Issued.</p> <p>2.2. Conduct actual Physical Count of UPIS Items. Check actual items vis-à-vis the List of UPIS Items and shall put stickers to the UPIS Items.</p> <p>2.3. Conduct actual Physical Count of Materials and Supplies. Check actual materials and supplies vis-à-vis List of Inventory Materials and Supplies</p>	<p>NGAS Manual Volume 1</p> <p>Tools - Quarterly Material and Supply - Twice a year UPIS - Once a year</p>	Inventory Committee	<p>List of Tools Issued</p> <p>List of UPIS Items</p> <p>List of Inventory Materials and Supplies</p> <p>Inventory Stickers</p>

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PROCEDURES MANUAL

INVENTORY

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
03		3.1. Reconcile Variance from the List of Inventory Items against the Actual Physical Count	NGAS Manual Volume 1	Storekeeper Inventory Committee	List of Tools Issued List of UPIS Items List of Inventory Materials and Supplies
04		4.1. Prepare Inventory Report of Tools Issued 4.1.1. Approach Procurement-in-charge for the replacement cost of the lost tools. 4.1.2. Approach Finance Division Personnel for the depreciation cost of the lost tool 4.1.3. Inform employee of the final cost of the lost tools and ask for their preferred mode of payment 4.2. Prepare Inventory Report of UPIS and supplies.	NGAS Manual Volume 1	Storekeeper Finance Division Personnel	Inventory Report of UPIS and Tools Issued Inventory Report of Materials Issued

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PROCEDURES MANUAL

INVENTORY

<p>05</p>	<pre> graph TD A((A)) --> B[Submit Inventory Report] B --> C[/Accounted tools/UPIS/] C --> D([END]) </pre>	<p>5.1 Submit Inventory Report of Tools Issued 5.1.1. Submit Inventory Report of Tools Issued to Employee with lost tools for notification. 5.1.2. Submit Inventory Report of Tools Issued to Admin Division Head for notification. 5.1.3. Submit Inventory Report of Tools Issued to Finance Division Head for notification. 5.1.4. Submit Inventory Report of Tools Issued to General Manager for approval. 5.2. Submit Inventory Report of UPIS Items 5.2.1. Submit Inventory Report of UPIS Items to Inventory Committee for notification. 5.2.2. Submit Inventory Report of UPIS Items to General Manager for approval.</p>	<p>NGAS Manual Volume 1</p>	<p>Storekeeper</p>	<p>Inventory Report of Tools Issued Inventory Report of UPIS Items</p>
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PROCEDURE MANUAL

Document No. : PM-ADH-07 Eff. Date : 09-01-17

Revision No. : 00 Pages : 1 of 3

PREVENTIVE MAINTENANCE AND REPAIR OF VEHICLES AND EQUIPMENT

I. OBJECTIVE

This procedure explains the corrective maintenance of CCWD Vehicles and Equipment

II. SCOPE

This procedure covers the CCWD Motor pool.

III. RESPONSIBILITY AND RESOURCES

Auto Mechanic
Assigned Supervisor

IV. DEFINITION OF TERMS

Preventive Maintenance – is a routine maintenance that is designed to prevent the need for more costly repairs.

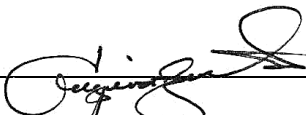
V. REFERENCE DOCUMENTS

Not Applicable


VI. RECORDS GENERATED

Preventive Maintenance and Repair Record Logbook
Job Order Request Form

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

PREVENTIVE MAINTENANCE AND REPAIR OF VEHICLES AND EQUIPMENT

VII. PROCEDURE DETAILS AND FLOW

No	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> JORF[/Job Order Request Form/] JORF --> Prep[Preparation of Job order request form] Prep --> Rec[Make a recommendation/ Prepares parts list] Rec --> App{Approval/ Parts available} App -- No --> Prep App -- Yes --> A((A)) </pre>	<p>1.1 In – charge informs the end-user for the scheduled preventive activity. The end-user will fill – out job order request form.</p> <p>1.2 In – charge receives vehicles and equipment for repair.</p>	<p>100% of Job order form responded within 20 minutes after receiving form from the end-user</p>	End-user	Copy of Job order request
02		<p>2.1 In-charge who conducts assessments should make a recommendation</p> <p>2.2 In-charge prepares list of parts needed for repair</p>	<p>100% follow preventive maintenance procedure</p> <p>Accomplished within one (1) hour after check-up</p>	Auto mechanic	Preventive Maintenance & Repair Logbook
03		<p>3.1 Checks and evaluates recommendation</p> <p>3.2 Checks the availability of parts needed for repair</p>		Assigned Supervisor	



PROCEDURES MANUAL

PREVENTIVE MAINTENANCE AND REPAIR OF VEHICLES AND EQUIPMENT

No	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04	<pre> graph TD A((A)) --> B[Perform Preventive/Repair Activity] B --> C{Accepted} C -- No --> B C -- Yes --> D[/Serviceable vehicles/equipment/] D --> E([END]) </pre>	<p>4.1 In-charge performs preventive maintenance procedure, change oil, replace oil filter, fuel filter (if necessary), checks brake system, steering system, lights, tires and alignment, cleaning air cleaner & carburetor, tune-up if necessary, lubricate ball joints & cross-joints</p> <p>4.2 In-charge conducts repair, replace worn-out or damage parts and run a test if necessary</p>	<p>Check based on Preventive Maintenance Manual</p> <p>Repair based on Vehicles and Equipment Repair Manual</p>	<p>Auto Mechanic</p>	<p>Preventive Maintenance & Repair Logbook</p>
05	<pre> graph TD END([END]) </pre>	<p>5.1 The end-user checks and signed Job order form for acceptance</p>	<p>Preventive Maintenance conducted based on schedule</p>	<p>End-users</p>	<p>Filed accomplished Job Order Request Form</p>



PROCEDURES MANUAL

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STORAGE OF DISCONNECTED WATER METER

I. OBJECTIVE

This procedure defines the efficient management of issuance and storage of the Disconnected Water Meters in the **CALBAYOG CITY WATER DISTRICT** Warehouse.

II. SCOPE

This procedure covers the entire **CALBAYOG CITY WATER DISTRICT**.

III. RESPONSIBILITY AND RESOURCES

Storekeeper
Disconnection Team

IV. DEFINITION OF TERMS

Disconnected Water Meter- is the water meter of the customer that was pulled out due to unpaid water bill.

Pulled-Out Materials Form - contains the record and history of the water meter installed of the customer.

Disconnection Logbook - contains the summary of Disconnected Water Meter

Maintenance Order – contains the information of the disconnected water meter subject for maintenance/reconnection.

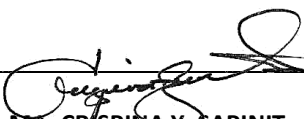
V. REFERENCE DOCUMENTS

Disconnection Logbook
Pulled-Out Materials Form
Maintenance Order

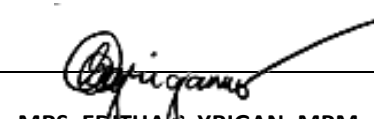
VI. RECORDS GENERATED

Disconnection Logbook, Pulled-Out Materials Form, Maintenance Order

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

STORAGE OF DISCONNECTED WATER METER

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		<p>1.1 Receive Pulled-Out Materials Form together with Disconnected Water Meter from Commercial Services Division/Engineering & Operations Division</p> <p>1.2 Check the data in the Pulled - Out Materials Form against the actual meter: Meter Brand, Meter No., last reading</p>	<p>Accuracy of the data in the Pulled-Out Materials Form against the disconnected water meter</p>	<p>Storekeeper</p>	<p>Pulled-Out Materials Form</p>
02		<p>2.1. Record all the Disconnected Water Meters including turned-over fittings in the disconnection logbook based on the entries in the Pulled-Out Materials Form as checked</p>	<p>Complete entries in the Disconnection Logbook</p>	<p>Storekeeper</p>	<p>Disconnection Logbook</p>
03		<p>3.1 Store the Disconnected Water Meter in the Warehouse as per brand name.</p>	<p>Proper storage and arrangement of Meter</p>	<p>Storekeeper</p>	<p>Not Applicable</p>

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PROCEDURES MANUAL

STORAGE OF DISCONNECTED WATER METER

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04		4.1 File the Pulled-Out Materials Form of the Disconnected Water Meter. 4.2. End of Storage Process	Proper Filing according to account number. Store the water meter unless for reconnection.	Storekeeper	Pulled-Out Materials Form
05		5.1 Receive the Maintenance Order from the Commercial Division 5.2 Find its Pulled-Out Materials Form 5.3 Find the requested Disconnected Water Meter in the storage area. 5.4 Put entries in the Pulled-Out Materials Form: purpose (RO), date of re open, last reading of the meter & water meter no. 5.5 Release the requested disconnected water meter and Pulled-Out Materials Form to the requester. 5.6 Update the disconnection logbook.	Complete entries in the Maintenance Order Accuracy of the Disconnected Water Meter released. Within the Day	Storekeeper	Disconnection Logbook

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PROCEDURES MANUAL

Document No. : PM-ADH-09 Eff. Date : 09-01-17

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RELEASING OF MATERIALS AND SUPPLIES

I. OBJECTIVE

This procedure defines the efficient management of the distribution of inventory and non-inventory items of **CALBAYOG CITY WATER DISTRICT**.

II. SCOPE

This procedure covers the entire **CALBAYOG CITY WATER DISTRICT**.

III. RESPONSIBILITY AND RESOURCES

Property/Supply Asst. B & Storekeeper
Department/Division Manager
Requester

IV. DEFINITION OF TERMS

Storekeeping - refers to the activities involving storage of goods on a small-scale in a systematic and orderly manner and making them available conveniently when needed. In other words, storekeeping means holding or preserving goods in small quantities from the time of their purchase till their actual use.

Requisition and Issuance Slip (RIS) - be used by the Requisitioning Division/Office to request supplies/goods/ equipment/property carried in stock and by the Supply and/or Property Division/Unit to issue the items requested.

Pull out Materials and Supplies Form/Warehouse/ Bodega Withdrawal Slip – be used by the Requisitioning Division/employee to pull out materials & supplies/goods/ equipment carried in stock.

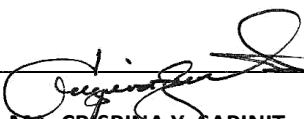
V. REFERENCE DOCUMENTS

New Government Accounting System (NGAS) Manual – Volume 1

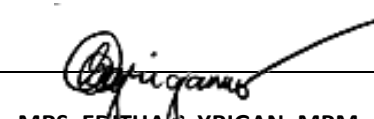
VI. RECORDS GENERATED

Requisition and Issuance Slip, Pull out Materials and Supplies Form

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

RELEASING OF MATERIALS AND SUPPLIES

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1. Fill-Out the Pull-out Materials and Supplies Form	Complete entries in the Form	Requester	Pull out Materials and Supplies Form (PMSF)/Warehouse/Bodega Withdrawal Slip
02		2.1. Approach the Department or Division Manager for the approval for release of materials and supplies to be withdrawn	Complete entries in the Form	Dep't. / Division Manager	Pull out Materials and Supplies Form (PMSF)/Warehouse/Bodega Withdrawal Slip (WBWS)
03		3.1 Requester at Storeroom for the Materials and Supplies to be withdrawn	Submit the approved Pull out Materials and Supplies Form/ Warehouse/Bodega Withdrawal Slip (WBWS)	Storekeeper or Property/Supply Asst. B/ Warehouseman	Pull out Materials and Supplies Form (PMSF)/Warehouse/Bodega Withdrawal Slip (WBWS)
04		4.1 Prepare the Requisition and Issuance Slip (RIS) 4.2 Release the materials and supplies to requester.	Exactness of quantity and description of materials and supplies released.	Storekeeper or Property/Supply Asst. B/Requester/Warehouseman	Requisition Issuance Slip (RIS) with attached PMSF/Warehouse/Bodega Withdrawal Slip (WBWS)

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PROCEDURES MANUAL

RELEASING OF MATERIALS AND SUPPLIES

05		5.1 Sign the Released By & Received By portions of the filled-out Requisition Issuance Slip (RIS) and/or Pull out Materials and Supplies Form (PMSF)/ Warehouse/Bodega Withdrawal Slip (WBWS).	During the same working day	Storekeeper or Property/Supply Asst. B/Requester/Warehouse Man	Requisition Issuance Slip (RIS) with attached PMSF/WBWS
06		6.1 Manually log in all released item/s description & quantity to the Record Book and update the Bin Cards	During the same working day	Storekeeper/Warehouse Man	Requisition Issuance Slip (RIS) with attached PMSF/ Warehouse/Bodega Withdrawal Slip (WBWS)
07		7.1 Forward all the filled out Requisition and Issuance Slip (RIS) of pull out materials and supplies to the Office of the General Manager for Approval	During the same working day	Storekeeper/ Warehouse Man	Requisition and Issuance Slip (RIS) with attached PMSF/WBWS

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PROCEDURES MANUAL

RELEASING OF MATERIALS AND SUPPLIES

08	<pre> graph TD B((B)) --> A[Receive and Sort RIS & submit to the Accounting Section] A --> C[/Released materials and supplies/] C --> D([END]) </pre>	<p>8.1 Receive and sort the RIS duly signed and approved by the General Manager</p> <p>8.2 Submit RIS to the Accounting Section.</p>	A day after working day	Storekeeper/ Warehouse Man/ Property Supply Asst. B	Requisition and Issuance Slip (RIS)
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PROCEDURES MANUAL

Document No. : **PM-PUR-01** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 6**

SHOPPING

I. OBJECTIVE

This procedure describes the system of Procurement through Shopping of the **CALBAYOG CITY WATER DISTRICT**

II. SCOPE

This procedure covers the **CALBAYOG CITY WATER DISTRICT** as a Procuring Entity and its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

End user
Division Manager of the End User
Procurement-in-charge
Bids and Awards Committee (BAC)

Finance Division Manager
Head of Procuring Entity

IV. DEFINITION OF TERMS

Procurement – refers to the acquisition of goods, consulting services and the contracting for infrastructure projects the procuring entity.

Procuring Entity – shall be the office/agency/organization concerned in the procurement process.

Procurement-in-charge - carries out the procurement function in a Procuring Entity.

Shopping – a method of Procurement whereby the Procuring Entity simply requests for the submission of price quotations for readily available off-the-shelf Goods or ordinary/regular equipment to be procured directly from suppliers of known qualification.

Bids and Awards Committee – is also known as BAC. Recommend to the Head of the Procuring Entity the method of procurement of the goods, services, infrastructure projects included in the APP, i.e. whether to use public bidding or any of the alternative methods of procurement.

V. REFERENCE DOCUMENTS

Republic Act No. 9184 – Government Procurement Reform Act
Government Procurement Policy Board Guidelines

VI. RECORDS GENERATED

Annual Procurement Plan, Budget Utilization Slip, Purchase Request, Canvass Results, Abstract of Quotation, Purchase Order, PR Monitoring.

Prepared by:


MA. CRISPINA Y. SAPINIT

Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM

General Manager



PROCEDURES MANUAL

SHOPPING

VII. PROCEDURE DETAILS AND FLOW

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> BUS[/BUS/] BUS --> RPBUS[Receive/Prepare B.U.S.] RPBUS --> A((A)) </pre>	<p>1.1. Receive B.U.S from the End User/Requesting Division</p> <p>1.1.1. End User/Requesting Division shall prepare the BUS attached with complete Specifications</p> <p>1.1.2. Division Manager of the End User shall evaluate and check the APP schedule and sign it as notification that it has a budget allocation</p> <p>1.1.3. Forward the BUS to the Procurement-in-Charge for recording/numbering</p> <p>1.1.4. Procurement-in-Charge will forward the BUS to Finance Division Head for checking/signature</p> <p>1.1.5. Receive the approved BUS</p>	<p>Republic Act No. 9184</p> <p>GPPB Manual</p> <p>APP</p>	<p>Division Manager Finance Division Manager Procurement-in-charge</p>	<p>Budget Utilization Slip</p>



PROCEDURES MANUAL

SHOPPING

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
02	<pre> graph TD A((A)) --> B[Prepare Purchase Request] B --> C{Approved?} C -- YES --> D((B)) C -- NO --> E[Return to End-user] </pre>	<p>2.1. Receive Purchase Request from the End User/Requesting Division</p> <p>2.1.1. End User/Requesting Division shall prepare the PR attached with complete Specifications and sign it.</p> <p>2.1.2. Forward the P.R. to the Property/Supply Asst. for checking of stocks availability/for signature</p> <p>2.1.3. Forward the P.R. to the Receiving to be forwarded to the Head of the Procuring Entity for approval</p> <p>2.1.4. Received approved Purchase Request.</p>	<p>Republic Act No. 9184</p> <p>GPPB Manual</p>	<p>Procurement-in-charge Bidding Committee End User</p>	<p>Purchase Request</p>



PROCEDURES MANUAL

SHOPPING

	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
03	<pre> graph TD B((B)) --> A[Submit/Email the RFQ to Suppliers] A --> B[Create print-out/list of P.R] B --> C[Receive approved Abstract of Quotations] C --> C((C)) </pre>	<p>3.1. The Procurement-in-charge shall submit/email RFQ to Suppliers</p> <p>3.1.1. Follow-up RFQ's not yet Submitted or emailed</p> <p>3.1.2. Collect this RFQ's until it is complete (at least 3</p>	<p>Republic Act No. 9184</p> <p>GPPB Manual</p>	<p>Procurement-in-charge</p>	<p>RFQ</p>
04		<p>4.1. The Procurement-in-charge shall create list of P.R.'s for Bidding/to be opened</p> <p>4.1.1. Forward to BAC Sec for scheduling</p>			
05		<p>5.1. The Procurement-in-charge shall receive the approved Abstract of quotations by the HOPE</p>			

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PROCEDURES MANUAL

SHOPPING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
06	<pre> graph TD C((C)) --> A[Prepare Purchase Order] A --> B[Serve Purchase Order] </pre>	<p>6.1. Prepare Purchase Order 4 (copies) white (2), yellow & blue</p> <p>6.1.1. Forward to Finance Head checking of funds/approval</p> <p>6.1.2. Div. Manager concerned Shall sign/approve</p> <p>6.1.3. Forward to receiving to be forwarded to the Head of the Procuring for signature/approval</p> <p>6.1.4. Receive approved P.O.</p>	<p>Republic Act 9184 GPPB Manual</p>	<p>Procurement-in-charge Division Manager Finance Head HOPE</p>	<p>Purchase Order</p>
07	<pre> graph TD A[Serve Purchase Order] --> D((D)) </pre>	<p>7.1. The Procurement-in-charge shall serve the P.O. to the winning bidder</p> <p>7.1.1. Procurement-in-charge email approved P.O. 's and send it via LBC if supplier is not in the local (Calbayog)</p>	<p>Republic Act 9184 GPPB Manual</p>	<p>Procurement-in-charge</p>	<p>Purchase Order</p>

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PROCEDURES MANUAL

SHOPPING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
08	<pre> graph TD D((D)) --> A[Update Procurement Status] A --> B[/Procured Item/] B --> C([End]) </pre>	<p>8.1. The Procurement-in-charge shall update the procurement status in the procurement monitoring form</p> <p>8.1.1. Follow-up status at least 3 times a week or as often as needed</p>	<p>Republic Act 9184 GPPB Manual</p>	<p>Procurement-in-charge</p>	<p>Purchase Order Procurement Monitoring Form</p>



PROCEDURES MANUAL

Document No. : **PM-PUR-02** Eff. Date : **09-01-17**

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PROCUREMENT PROCESS – DIRECT CONTRACTING

I. OBJECTIVE

This procedure describes the system of Procurement through Direct Contracting of the **CALBAYOG CITY WATER DISTRICT**

II. SCOPE

This procedure covers the **CALBAYOG CITY WATER DISTRICT** as a Procuring Entity and its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

End user
Division Manager of the End User
Property Assistant
Procurement-in-charge
Bids and Awards Committee (BAC)
Finance Division Manager
Head of Procuring Entity

IV. DEFINITION OF TERMS

Procurement – refers to the acquisition of goods, consulting services and the contracting for infrastructure projects the procuring entity.

Procuring Entity – shall be the office/agency/organization concerned in the procurement process

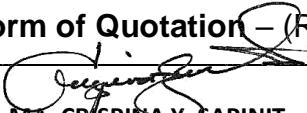
Procurement-in-charge - carries out the procurement function in a Procuring Entity

Direct Contracting – is a method of procurement of Goods that does not require elaborate bidding documents. The supplier is simply asked to submit a price quotation or a pro-forma invoice together with the conditions of sale. The offer may be accepted immediately or after some negotiations.

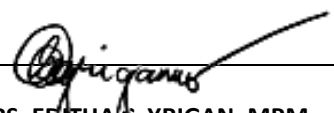
Bids and Awards Committee – is also known as BAC. Recommend to the Head of the Procuring Entity the method of procurement of the goods, services, infrastructure projects included in the APP, i.e. whether to use public bidding or any of the alternative methods of procurement.


Request Form of Quotation – (RFQ)

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager

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DIRECT CONTRACTING		

V. REFERENCE DOCUMENTS

Republic Act No. 9184 – Government Procurement Reform Act
 Government Procurement Policy Board Guidelines

VI. RECORDS GENERATED

Annual Procurement Plan, Budget Utilization Slip, Purchase Request, Canvass Results, Abstract of Quotation, Purchase Order, Procurement Monitoring

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PROCEDURES MANUAL

DIRECT CONTRACTING

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> BUS[/BUS/] BUS --> RPB[Receive/Prepare B.U.S.] RPB --> A((A)) </pre>	<p>1.1. Receive B.U.S from the End User/Requesting Division</p> <p>1.1.1. End User/Requesting Division shall prepare the BUS attached with complete Specifications</p> <p>1.1.2. Division Manager of the End User shall evaluate and check the APP schedule and sign it as notification that it has a budget allocation</p> <p>1.1.3. Forward the BUS to the Procurement-in-Charge for recording/numbering</p> <p>1.1.4. Procurement-in-Charge will forward the BUS to Finance Division Head for checking/approval</p> <p>1.1.5. Receive the approved BUS</p>	<p>Republic Act No. 9184</p> <p>GPPB Manual</p> <p>APP</p>	<p>Division Manager Finance Division Manager Procurement-in-charge</p>	<p>Budget Utilization Slip</p>

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PROCEDURES MANUAL

DIRECT CONTRACTING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
02	<pre> graph TD A((A)) --> B[Prepare Purchase Request] B --> C{Approved?} C -- YES --> D((B)) C -- NO --> E[Return to End-user] E --> C </pre>	<p>2.1. Receive Purchase Request from the End User/Requesting Division</p> <p>2.1.1. End User/Requesting Division shall prepare the PR attached with complete Specifications and sign it.</p> <p>2.1.2. Forward the P.R. to the Property/Supply Asst. for checking of stocks availability/for signature</p> <p>2.1.3. The procurement-in-charge create RFQ and sign it</p> <p>2.1.4. Forward the P.R. to the Receiving to be forwarded to the Head of the Procuring Entity for approval</p> <p>2.1.4. Received approved Purchase Request.</p>	<p>Republic Act No. 9184</p> <p>GPPB Manual</p>	<p>Procurement-in-charge Property Asst. End User</p>	<p>Purchase Request</p>



PROCEDURES MANUAL

DIRECT CONTRACTING

No	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
03		3.1. Submit Request Form of Quotation to Direct Supplier of Goods and Services	Republic Act No. 9184 GPPB Manual	Procurement-in-charge	Not Applicable
04		4.1. Received Accomplished RFQ 4.1. Received Manufacturer's Certification	Republic Act No. 9184 GPPB Manual	Procurement-in-charge	RFQ Certification



PROCEDURES MANUAL

DIRECT CONTRACTING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
05		<p>5.1. Prepare Purchase Order 4 (copies)</p> <p>5.1.1. Forward to Finance Head checking of funds/approval</p> <p>5.1.2. Div. Manager concerned Shall sign/approve</p> <p>5.1.3. Forward to receiving to be forwarded to the Head of the Procuring for signature/approval</p>	<p>Republic Act 9184 GPPB Manual</p>	<p>Procurement-in-charge Finance Division Manager Division Manager Head of the Procuring Entity</p>	<p>Purchase Order</p>
06		<p>5.1.4. Receive approved P.O.</p> <p>6.1. Serve Purchase Order to the winning bidder</p> <p>6.1.1. Email the P.O. to the Winning bidder</p> <p>6.1.2. Send the P.O. to the Winning bidder via LBC</p>		<p>Procurement-in-charge</p>	<p>Purchase Order</p>



PROCEDURES MANUAL

DIRECT CONTRACTING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
07	<pre> graph TD D((D)) --> A[Update Procurement Status] A --> B[/Procured Item/] B --> C([End]) </pre>	<p>9.1. The Procurement-in-charge shall update the procurement status in the procurement monitoring form</p> <p>9.1.1. Follow-up status at least twice a week or as often as needed</p>	<p>Republic Act 9184 GPPB Manual</p>	<p>Procurement-in-charge</p>	<p>Purchase Order Procurement Monitoring Form</p>

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PROCEDURES MANUAL

Document No. : **PM-PUR-03** Eff. Date : **09-01-17**

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PROCUREMENT PROCESS - BIDDING

I. OBJECTIVE

This procedure describes the system of Procurement through Bidding of the **CALBAYOG CITY WATER DISTRICT**.

II. SCOPE

This procedure covers the **CALBAYOG CITY WATER DISTRICT** as a Procuring Entity and its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

Procurement-in-Charge
Bids and Awards Committee (BAC)
BAC Secretariat
End user
Division Manager of the End User
Head of Procuring Entity

IV. DEFINITION OF TERMS

Procurement – refers to the acquisition of goods, consulting services and the contracting for infrastructure projects the procuring entity.

Procuring Entity – shall be the office/agency/organization concerned in the procurement process.

Procurement-in-charge - carries out the procurement function in a Procuring Entity

Bidding – refers to the method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre bid conference, eligibility screening of prospective bidders, receipt and opening of bids, evaluation of bids, post-qualification, and award of contract.

Bids and Awards Committee – is also known as BAC. Recommend to the Head of the Procuring Entity the method of procurement of the goods, services, infrastructure projects included in the APP, i.e. whether to use public bidding or any of the alternative methods of procurement.

BAC Secretariat – assists the BAC in the conduct of its functions.

Head of Procuring Entity – the head of the agency or body, or his duly authorized official, for NGAs and the constitutional commissions or offices, and branches of government; (ii) the governing board or its duly authorized official, for GOCCs, GFIs and SUCs; or (iii) the local chief executive, for LGUs.

Prepared by:


MA. CRISPINA Y. SAPINIT

Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM

General Manager



PROCEDURES MANUAL

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PROCUREMENT PROCESS - BIDDING

V. REFERENCE DOCUMENTS

Republic Act No. 9184 – Government Procurement Reform Act
Government Procurement Policy Board Guidelines

VI. RECORDS GENERATED

Annual Procurement Plan, Purchase Request, Canvass Results, Approved Budget of Contract (ABC), Technical Specifications, Notice of Meeting, Minutes of Meeting, Bidding Documents, Letters to Observers, Invitation to Bid, Bids, Checklist of Technical & Financial Requirements, Official Receipt, BAC Resolution, Notice of Post Qualifications, Notice of Bidding Results, Notice of Award, Performance Security, Contract Agreement, Notice to Proceed, Purchase Order

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PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> BUS[/B.U.S./] BUS --> A((A)) </pre>	<p>1.1. Receive B.U.S from the End User/Requesting Division</p> <p>1.1.1. End User/Requesting Division shall prepare the BUS attached with complete Specifications</p> <p>1.1.2. Division Manager of the End User shall evaluate and check the APP schedule and sign it as notification that it has a budget allocation</p> <p>1.1.3. Forward the BUS to the Procurement-in-Charge for recording/numbering</p> <p>1.1.4. Procurement-in-Charge will forward the BUS to Finance Division Head for checking/approval</p> <p>1.1.5. Receive the approved BUS</p>	<p>Republic Act No. 9184</p> <p>GPPB Manual</p> <p>APP</p>	<p>Division Manager Finance Division Manager Procurement-in-charge</p>	<p>Budget Utilization Slip</p>

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PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
2	<pre> graph TD A((A)) --> B[Prepare Purchase Request] B --> C{Approved?} C -- YES --> D[Return to End-user] D --> E((B)) C -- NO --> B </pre>	<p>2.1. Receive Purchase Request from the End User/Requesting Division</p> <p>2.1.1. End User/Requesting Division shall prepare the PR attached with complete Specifications and sign it.</p> <p>2.1.2. Forward the P.R. to the Property/Supply Asst. for checking of stocks availability/for signature</p> <p>2.1.3. The procurement-in-charge create RFQ and sign it</p> <p>2.1.4. Forward the P.R. to the Receiving to be forwarded to the Head of the Procuring Entity for approval</p> <p>2.1.4. Received approved Purchase Request.</p>	<p>Republic Act No. 9184</p> <p>GPPB Manual</p>	<p>Procurement-in-charge Property Assistant End User</p>	<p>Purchase Request</p>



PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
03		3.1. Inform the BAC Secretariat of the request for Bidding 3.1.1. BAC Chairperson shall call for a Pre-Procurement Conference	<i>Republic Act No. 9184</i>	BAC Secretariat BAC Chairperson Procurement-in-Charge	Not Applicable
04		4.1. Prepare Notice of Meeting with the schedule and agenda for the Pre Procurement Conference duly signed by the BAC Chairperson and to be received by all the BAC Members	<i>Republic Act No. 9184</i>	BAC Secretariat BAC Chairperson BAC Members	Notice of Meeting
05		5.1. Attend Pre-Procurement Conference 5.1.1. BAC shall confirm the ABC, PR, Technical Specifications, contract duration and schedule of the bidding. 5.1.2. BAC shall check the APP/BUS for the budget allocation versus the ABC.	<i>Republic Act No. 9184</i>	BAC Secretariat BAC Chairperson BAC Members TWG Head	ABC PR Technical Specifications Minutes of the Meeting



PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
		5.2. Prepare Minutes of the Meeting 5.3. Receive ABC, Technical Specifications and PR for preparation of Bid Docs			
06		6.1. Prepare Bidding Documents 6.1.1. Prepare Checklist of Technical and Eligibility Requirements	<i>Republic Act No. 9184</i>	BAC Secretariat	Bidding Documents Checklist of Technical and Eligibility Requirements
07		7.1. Determine pricing of the Bid Docs 7.2. Post Invitation to Bid in the PhilGeps website, CWD Website, in the front entrance of the CCWD Building & National Newspaper if applicable	<i>Republic Act No. 9184 Period of Advertisement in the PhilGeps website shall be made available for 30 days' maximum</i>	Procurement-in-Charge BAC Secretariat	Invitation to Bid Bidding Documents Philgeps print-out
08		8.1. Prepare letters to observers 8.2. Send letters to observers via courier	<i>Republic Act No. 9184</i>	BAC Secretariat Procurement-in-Charge	Letters to Observers

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PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
09	<pre> graph TD D((D)) --> SellBidDocs[Sell Bid Docs] SellBidDocs --> E((E)) </pre>	<p>9.1. Accommodate prospective bidders who are interested in buying the bid docs.</p> <p>9.2. Sell Bid Docs to prospective bidders.</p> <p>8.2.1. Bidders may personally come to the office to purchase and pick up the bid docs and others purchase and pay through couriers</p> <p>9.3. Scan Official Receipt of Bid Docs for filing and return the OR to the bidder</p> <p>9.4. Send Bid Docs to prospective bidders who purchase through couriers</p>	<p><i>Republic Act No. 9184 Purchasing of Bid Docs shall be made available the next day after it was posted in Philgeps</i></p>	<p>BAC Secretariat Cashier</p>	<p>Bidding Documents Official Receipts</p>

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PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
10	<pre> graph TD E((E)) --> A[Attend Pre-Bid Conference] A --> B[Receive Bids] B --> F((F)) </pre>	<p>10.1. Prepare Attendance Sheet 10.2. Attend Pre-Bid Conference 10.2.1. Some bidders who attend the Pre-Bid may request to the BAC for considerations of specific items in the Bid Docs. 10.2.2. Prepare BAC Resolution and Supplemental Bid Bulletin in accordance to the changes that shall be approved by the BAC. 10.2.3. Post Supplemental Bid Bulletin in the PhilGeps Website and shall be emailed to the bidders who purchased the Bid Docs. 10.3. Prepare Minutes of the Meeting</p>	<p><i>Republic Act No. 9184</i></p> <p><i>BAC Resolution and Supplemental Bid Bulletin shall be made 7 days before the Bid Opening/Evaluation.</i></p>	<p>BAC BAC Secretariat Bidder Procurement-in-Charge</p>	<p>Bid Docs BAC Resolution Supplemental Bid Bulletin Attendance Sheet Minutes of the Meeting</p>
11	<pre> graph TD F((F)) </pre>	<p>11.1. Receive Bids 11.2. Allow bidder to sign in the Logbook of Submitted Bids</p>	<p><i>Republic Act No. 9184</i></p>	<p>BAC Secretariat Bidder</p>	<p>Bids Logbook of Submitted Bids</p>



PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
12		12.1. Prepare Attendance Sheet 12.2. Attend Bid Opening/Evaluation 12.2.1. BAC shall examine the submitted bids according to the Checklist of Technical and Financial Requirements 12.3. Fill up the Abstract of Bids as Read/Calculated 12.4. Prepare Minutes of the Meeting	<i>Republic Act No. 9184</i> <i>Bid Opening/Evaluation should start at exactly during the time specified in the Invitation to Bid.</i> <i>Late Bids should not be accepted</i> <i>Bidding should follow a pass or fail criterion.</i>	BAC BAC Secretariat Bidders	Bids Attendance Sheet Checklist of Technical and Financial Requirements Abstract of Bids as Read/Calculated Minutes of the Meeting
13		13.1. Prepare Attendance Sheet 13.2. Attend Post-Qualification	<i>Republic Act No. 9184</i>	BAC Secretariat	Bids Attendance Sheet



PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
14	<pre> graph TD G((G)) --> D{Determine Post - Qualification} D -- Post-Disqualified --> END([END]) D -- Post-Qualified --> R[Receive Post Qualification Summary Report] </pre>	<p>13.1. Determine Post – Qualification of the Lowest Bidder 13.1.1. BAC shall determine whether the Lowest Calculated Bidder is compliant and responsive to all the requirements and conditions as specified in the Bid Docs.</p> <p>13.2. If Post-Qualified, BAC shall prepare a Post Qualification Summary Report</p> <p>13.3. If Post-Disqualified, end of the process for the bidder. The 2nd lowest bidder shall then be subject to Post-Qualification.</p>	<p><i>Republic Act No. 9184</i></p>	<p>TWG BAC Secretariat</p>	<p>Bids Attendance Sheet Post-Qualification Summary Report</p>
15	<pre> graph TD R[Receive Post Qualification Summary Report] --> H((H)) </pre>	<p>15.1. Receive Post Qualification Summary Report from the BAC</p>	<p><i>Republic Act No. 9184</i></p>	<p>BAC Secretariat</p>	<p>Post-Qualification Summary Report</p>



PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
16		<p>16.1. Forward Post Qualification Summary Report to BAC 15.1.1. BAC shall propose a Resolution declaring the Lowest Calculated and Responsive Bid approved by the Head of Procuring Entity</p> <p>16.2. Prepare BAC Resolution declaring the Lowest Calculated and Responsive Bidder.</p>	<p><i>Republic Act No. 9184</i></p>	<p>BAC BAC Secretariat Head of Procuring Entity</p>	<p>Post Qualification Summary BAC Resolution</p>
17		<p>17.1. Prepare Notice of Post Qualification to the Lowest Calculated and Responsive Bid to be signed by the BAC Chairperson.</p> <p>17.2. Prepare Notice of Bidding Results to the Higher Bidders signed by GM.</p> <p>17.3. Issue Notice of Post Qualification and Notice of Bidding Results</p>	<p><i>Republic Act No. 9184</i></p>	<p>BAC Chairperson BAC Secretariat Head of Procuring Entity</p>	<p>Notice of Post Qualification Notice of Bidding Results</p>



PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
18	<pre> graph TD I((I)) --> B[Receive Approved BAC Resolution & Award Abstract] </pre>	18.1. Receive approved BAC Resolution declaring the LCRB from Head of Procuring Entity 18.2. HOPE shall ask approval to the BOD for the award	<i>Republic Act No. 9184</i>	BAC Secretariat Head of Procuring Entity	Approved BAC Resolution
19	<pre> graph TD B --> C[Issue Notice of Award to the Lowest Bidder] </pre>	19.1. Prepare Notice of Award that shall be signed by GM. 19.2. Issue Notice of Award to the Lowest Bidder 19.2.1. Lowest Bidder shall acknowledge the receipt of the Notice of Award by sending back a signed copy of the notice.	<i>Republic Act No. 9184</i>	Procurement-in-Charge BAC Secretariat Head of Procuring Entity Lowest Bidder	Notice of Award Performance Security
20	<pre> graph TD C --> D[Receive Performance Security] D --> J((J)) </pre>	20.1. Receive Performance Security. 20.2. When Performance Security is in form of Cash or Manager's Check, reproduce 2 copies of the cash/check and shall submit cash/check with the copies to the Cashier for issuance of Official Receipt	<i>Republic Act No. 9184</i> <i>Lowest Bidder shall be given 10 days to issue a Performance Security equivalent to 10% of the Contract Price in a form of Cash/Manager's Check, Bank Guarantee, Surety Bond</i>	BAC Secretariat Cashier	Performance Security Official Receipt

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PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
21		<p>21.1. Prepare Contract Agreement and its supporting documents for Contract Signing.</p> <p>21.2. Facilitate Contract Signing 21.2.1. Procurement-in-charge shall prepare the Purchase Order approved by GM.</p>	<p><i>Republic Act No. 9184</i></p>	<p>Head of the Procuring Entity Supplier Board of Directors BAC Secretariat Procurement-in-charge</p>	<p>Contract Purchase Order Notice to Proceed</p>



PROCEDURES MANUAL

PROCUREMENT PROCESS - BIDDING

22		<p>22.1. Prepare Notice to Proceed signed by the Head of the Procuring Entity</p> <p>22.2. Serve Notice to Proceed to the Supplier and shall be acknowledged receipt by the Supplier.</p>	<i>Republic Act No. 9184</i>	Procurement-in-Charge	Notice to Proceed
23		<p>23.1. Procurement-in-charge shall serve the PO to the Supplier together with the Notice to Proceed</p>	<i>Republic Act No. 9184</i>	Procurement-in-Charge	Purchase Order
24		<p>24.1. Update Procurement Status In the Procurement Monitoring Logbook</p>	<i>Republic Act No. 9184</i>	Procurement-in-Charge	Procurement Monitoring Form



PROCEDURES MANUAL

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CONTROL OF SUPPLIERS

I. OBJECTIVE

To provide a uniform & consistent system to accredit & evaluate suppliers and service providers that directly or indirectly affects the service quality of **CALBAYOG CITY WATER DISTRICT**.

II. SCOPE

This procedure applies to all suppliers of direct & indirect materials and also to service providers of **CALBAYOG CITY WATER DISTRICT**.

III. RESPONSIBILITY AND RESOURCES

Responsible person is/are the Purchaser(s).

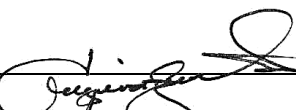
IV. DEFINITION OF TERMS

- **Accreditation** – the process of qualifying a new supplier of the organization.
- **Evaluation** – regular review of existing supplier's reliability and performance.
- **Direct Materials** – materials that are directly used to produce the organization's service.
- **Indirect Materials** – materials not directly used to produce the organization's service but have a vital part in the delivery of the service.


V. RECORDS GENERATED

Supplier Evaluation and Accreditation	FM-PUR-01
Accredited Suppliers Master List	FM-PUR-02
Accredited Suppliers Evaluation Schedules	FM-PUR-03
Supplier Performance Evaluation	FM-PUR-04

Prepared by:


MA. CRISPINA Y. SAPINIT
Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

CONTROL OF SUPPLIERS

VI. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([START]) --> List[/List of Suppliers/] List --> Identify[Identify and Process Potential Supplier] Identify --> Decision{New supplier?} Decision -- Yes --> A((A)) Decision -- No --> B((B)) </pre>	<p>1.1 Purchaser shall identify at least three suppliers per materials or item needed by the organization.</p> <p>1.2 New suppliers shall be required to submit the following requirements for accreditation:</p> <ul style="list-style-type: none"> 1.2.1. Company Profile 1.2.2. Business Registration documents 1.2.3. Copy of ISO Management System Certificate (if any) 1.2.4. Product List 1.2.5. Contact Person List <p>1.3 For old suppliers who have rendered at least three (3) transactions already with the organization shall be exempted with the accreditation process and shall be directly passed as an</p>		Purchaser	

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CONTROL OF SUPPLIERS

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
		accredited supplier of the organization.			
02	<pre> graph TD A((A)) --> B[Evaluate and Accredit Supplier] B --> C((C)) </pre>	<p>2.1 New suppliers applying to be accredited shall be required to submit complete documents as indicated in 1.2 and a sample material for evaluation of its quality according to the needs of the organization.</p> <p>2.2 Purchaser shall be responsible in assessing the submitted documents and users of the supplied material(s) shall be responsible in material supply evaluation using Supplier Evaluation and Accreditation form.</p> <p>2.3 For supplier(s) that passed the evaluation and accreditation process, the supplier(s) shall then be included in the Accredited Suppliers Master List.</p>	Purchaser	Supplier Evaluation and Accreditation; Accredited Suppliers List	

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CONTROL OF SUPPLIERS

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
03	<pre> graph TD C((C)) --> A[Monitor Supplier Performance] A --> B{PASS?} B -- Yes --> D((D)) B -- No --> C1[CAR FM-RAI-09] C1 --> B1((B)) B1 --> A </pre>	<p>3.1 Purchaser shall conduct performance evaluations for all the accredited suppliers that have transactions with the organization according to Accredited Supplier Evaluation Schedules.</p> <p>3.2 Accredited suppliers shall be evaluated in areas such as quality of materials or service supplied, quantity of materials, capacity of delivery according to agreed time frame, submission of complete required documentations, and the quality of customer service.</p> <p>3.3 For accredited supplier who failed the evaluation, shall be given a request for corrective actions and a three months' timeframe to improve or address their discrepancies. After the three (3) months period they will be re-evaluated. For failure of the re-evaluation, the supplier(s) will be removed from the Accredited</p>		Purchaser	Accredited Supplier Evaluation Schedules; Supplier Performance Evaluation



PROCEDURES MANUAL

CONTROL OF SUPPLIERS

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
		Supplier Master List and will not be given any transaction with the organization.			
04	<pre> graph TD D((D)) --> Review[Review and report results] Review --> Suppliers[/Controlled Suppliers/] Suppliers --> END([END]) </pre>	4.1 Summarize and review performances and status of supplier accreditations and evaluations. Accredited Suppliers updates and their performances should be reported during the Management Review meeting.		Purchaser	



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Disbursement Procedures

I. OBJECTIVE

- a. To ensure that all documents supporting the disbursement vouchers are complete and duly approved by the Department Heads and/or Agency Head.
- b. To determine the proper accountable officers or employees processing/making the disbursement.
- c. To ensure that proper internal controls are in place in the disbursement process of the Water District.

II. SCOPE

This procedure covers the Disbursing process and control of Operational Expenditures and Acquisition of Assets of the Water District.

III. RESPONSIBILITY AND RESOURCES

- a. General Manager (GM) – responsible for the final approval of disbursement vouchers and corresponding checks for actual payment of Expenditures.
- b. Finance Service Head – responsible for overseeing the disbursement procedures of the District and approval of the disbursement vouchers.
- c. Senior Cashier (SC) – responsible for the availability of fund and preparation and actual release of checks for payment.
- d. Budget Officer – ensures that all purchases and fund releases are within the scope of the approved budget.
- e. Disbursement Clerk (DC)/ Accounting Processor (AP) – prepares the corresponding disbursement voucher based on complete supporting documents and duly approved by the Department Head/Section Head requesting for fund release or payment.

Prepared by: NICANDRO B. COQUILLA
Process Owner

Approved by: EDITHA C. YRIGAN, MPM
General Manager



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Disbursement Procedures

- f. Senior Quality Control Officer – reviews the completeness and accuracy of documentary requirements for disbursement.

IV. DEFINITION OF TERMS

- a. Accounts Payable (AP) – refers to valid and legal obligation of the WD for which good/services/projects have been delivered/rendered/completed and accepted regardless of the year when this obligations were incurred.
- b. Commercial Check (CC) – refers to check issued by government agencies chargeable against the agency's checking/current account with Authorized Government Depository Bank.
- c. Disbursements – constitute all cash paid out during a given period in currency (cash) or by check/Advice to Debit Account (ADA).
- d. Disbursement Voucher (DV) – is a form used to have a check made to pay an individual or an organization for merchandise sold or services rendered.
- e. Purchase Order (PO) – is a document to support the purchase of property, materials, supplies and services.
- f. Budget Utilization Slip (BUS) – is a document indicating the approved budget balance as of a given period and allocation of budget for new requisitions.
- g. Abstract of Quotation – is a document that provides clear and concise back up documentation to justify the issuance of a purchase order.
- h. Board Resolution (BR) – a written statement made by the board of directors detailing the decision of the body to authorize officers/employees to enact on the WD's behalf and approve policies, regulations and acquisitions.

Prepared by: NICANDRO B. COQUILLA
Process Owner

Approved by: EDITHA C. YRIGAN, MPM
General Manager



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Disbursement Procedures

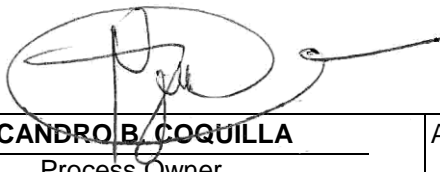
V. REFERENCE DOCUMENTS

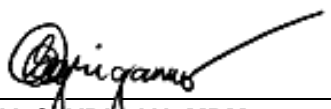
Supporting Documents/Requirements (SD)

- a. Request for Payment
- b. Purchase Order (if applicable)
- c. BOD Resolution (if applicable)
- d. Abstract of Quotation
- e. Invoice/Billing Statement
- f. Delivery Receipt/Acknowledgement Receipt
- g. Inspection and Acceptance Certificate

VI. RECORDS GENERATED

- a. Commercial Check (Issued for payment)
- b. Disbursement Voucher
- c. Disbursement Voucher Register
- d. Journal Voucher


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General Manager



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Disbursement Procedures

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> AP[/Accounts Payable, Request for payment/] AP --> RE[Receives and Evaluates SD's] RE --> C((C)) </pre>	<p>1.1 Receives Supporting Documents submitted for disbursement.</p> <p>1.2 Reviews and verify as to the completeness and accuracy of the documents submitted.</p>	<p>COA Circular No. 2012-001 dated Jun 4, 2012 amended by COA Circular No. 2013-001 dated Jan 10, 2013</p>	<p>Accounting Processor</p>	<p>Disbursement Voucher</p>
02	<pre> graph TD D{Tax withheld?} -- Yes --> CT[Compute Tax Due & prepare BIR Form 2306/2307] D -- No --> B((B)) CT --> A((A)) A --> C((C)) B --> C </pre>	<p>2.1 If yes, compute Withholding Tax due (if any) and prepares the necessary BIR Payment Forms (Payee's tax liability).</p> <p>2.2 And proceed in encoding and printing Transaction and Payee's detail in BIR Form 2306/2307.</p> <p>2.3 If no, proceed in DV preparation.</p>	<p>BIR RR 2-98</p>	<p>Accounting Processor</p>	<p>Tax liability</p>

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No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
03		<p>3.1 Prepares the Disbursement Voucher and record the transaction into the Accounting System (JV).</p> <p>3.2 Encodes and prints the Transaction and Payee's detail in the DV Register.</p> <p>3.3 Forwards the DV and SD to the Senior Quality Control Officer for review and final evaluation.</p>	GAAM	Accounting Processor	DV/SD
04		<p>4.1 The Senior Quality Control Officer reviews and evaluates the documents attached to the DV and certifies to the completeness and accuracy of the documents and forwards the same to the Finance Head for Approval.</p> <p>4.1.1 If Yes, Proceed</p> <p>4.1.2 If No, Return to Originator</p>	GAAM	Senior Quality Control Officer	DV/SD

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Disbursement Procedures

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
05	<pre> graph TD D((D)) --> A[Disbursement Approval] A --> B{Approved?} B -- Yes --> C[Approved DV] B -- No --> D2((C)) D2 --> B </pre>	<p>5.1 The Finance Head approves the disbursement (DV and SD) for payment.</p> <p>5.1.1 If Yes, proceed</p> <p>5.1.2 If No, return to originator</p> <p>5.2 Approved DV is submitted to the Cashier for Check Issuance.</p>	GAAM	Finance Service Head	DV/SD
06	<pre> graph TD D2((C)) --> B{Fund Availability} B -- Yes --> C[Issue Commercial Check] C --> E((E)) B -- No --> D2 </pre>	<p>6.1 The Cashier accepts the approved DV and supporting documents and certify to the Availability of Funds.</p> <p>6.1.1 If yes, proceed</p> <p>6.1.2 If no, return to originator</p> <p>6.2 Cashier prepares and issue corresponding check for payment based on the approved DV.</p>	GAAM	Cashier	DV/SD/CC

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Disbursement Procedures

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
07	<pre> graph TD E((E)) --> Monitor[Monitor Status of Check Issued] Monitor --> Release[/Release Approved Check/] Release --> END([END]) </pre>	<p>7.1 The approved DV and issued check are then forwarded to the Office of the Agency Head (GM) for final Approval and Authority to settle obligations.</p> <p>7.2 The Cashier reviews the Checks and DV's approved by the GM and authorizes the release of payments.</p>	GAAM	Cashier/ Agency Head (General Manager)	DV/SD/CC
08	<pre> graph TD Record[Record Checks Issued in Check Register] --> Release[/Release Approved Check/] Release --> END([END]) </pre>	8.1 AP receives Disbursement Summary Report from Cashier and reviews if all approved DV's were properly issued corresponding checks.	GAAM	Accounting Processor	DV/SD/Check

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Budget Preparation

I. OBJECTIVE

- a. To establish and allocate the Water Districts Resources in conformity with existing laws, rules and regulations with the WD fiscal target.
- b. To setup fiscal target compatible with the Districts expenditures.
- c. To plan for the District growth and development over a specified period of time.

II. SCOPE

This procedure covers the budget preparation, allocation and efficient utilization and planning of the Calbayog City Water District.

III. RESPONSIBILITY AND RESOURCES

- a. Top Management – responsible for approving the proposed Budget for the continued operational activities and plan.
- b. Division/Departmental Heads – responsible for the preparation of budget proposal within the Department's expenditures and operational activities and plan for a specified period of time.
- c. Agency Head (AH) or General Manager (GM) – responsible for the proper implementation, allocation and utilization of the approved budget within the WD's goals, targets and restrictions/limitation.
- d. Budget Officer – responsible for the monitoring and appropriate use and allocation of WD's acquisitions and expenditures.

Prepared by: 
NICANDRO B. COQUILLA
Process Owner

Approved by: 
EDITHA C. YRIGANES, MPM
General Manager



PROCEDURES MANUAL

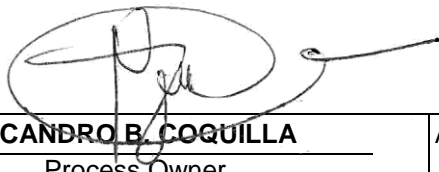
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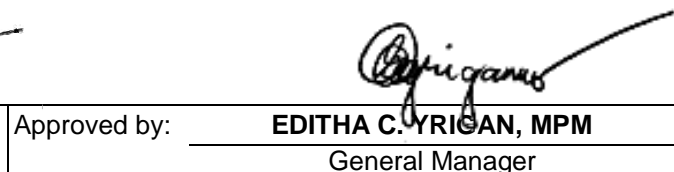
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Budget Preparation

IV. DEFINITION OF TERMS

- a. Budget Appropriation Form – a document used in the preparation of the proposed budget of the District.
- b. Financial Projections – a detailed statement of the Districts' Financial Projection (Revenue & Disbursement Projection) for budget purposes.
- c. Approved Budget – is the expenditure authority derived from appropriation laws, government ordinances and other decisions related to the anticipated revenue or receipts for the budgetary period.
- d. Budget Information – budgetary information consist of data on appropriations or the approved budget, allotments, obligations, revenues and other receipts and disbursements.
- e. Disbursement – are the actual amount spent or paid out of the budgeted amounts.
- f. Final Budget – is the original budget adjusted for all reserves, carry-over amounts, transfer, allocations and other authorized legislative or similar authority changes.
- g. Obligation – is an act of a duly authorized official which binds the government to immediate or eventual payment of a sum of money. Obligation may refer to as possible future liabilities based on current contractual agreement.
- h. Revenues – are increase in economic benefits or service potential during the accounting period in the form of inflows or increase in assets or decrease in liabilities that result in net increase of equity other than those relating to contributions from owners.


Prepared by: **NICANDRO B. COQUILLA**
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Approved by: **EDITHA C. YRIGAN, MPM**
General Manager



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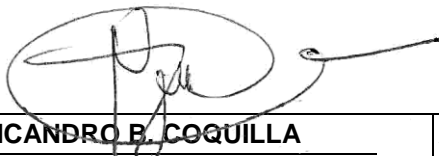
Budget Preparation

V. REFERENCE DOCUMENTS

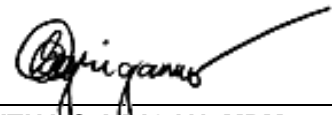
- a. New Government Accounting System Manual (NGAS)
- b. Government Accounting and Auditing Manual (GAAM)
- c. General Appropriations Act
- d. Previous Years Approved Budget Information

VI. RECORDS GENERATED

- a. Budget Appropriation
- b. Budget Information
- c. Financial Statements Projections
- d. Approved Final Budget



Prepared by: **NICANDRO B. COQUILLA**
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Approved by: **EDITHA C. YRIGAN, MPM**
General Manager



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Budget Preparation

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> Projection[/Commercial Department Revenue Projection/] Projection --> Present[Present Projected Revenue] Present --> B((B)) </pre>	<p>1.1 Commercial Department prepares the projected revenue cash flow of the District for the Budget Year based on the nine (9) months actual financial data.</p> <p>1.2 Present Projected Revenue to Management for Evaluation.</p>	General Appropriations Act	Department Heads	Projected Financial Statements
02	<pre> graph TD A((A)) --> Proposal[Departments Budget Proposal] Proposal --> B1((B)) B1 --> B2((B)) </pre>	<p>2.1 Respective Department Heads prepare their projected disbursement for the budget year based on actual operational expenditures.</p> <p>2.2 Budget Appropriation Form is used to detail the budget allotment, purpose and utilization</p>	General Appropriations Act	Respective Department Heads	Budget Appropriation

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Budget Preparation

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
		with comparative figures from previous budget allotment.			
03		<p>3.1 Management reviews and evaluates the respective departments' budget proposal for the budget year.</p> <p>3.2 Management presents Proposed Budget Plan to BOD for approval.</p> <p>3.2.1 If yes, proceed</p> <p>3.2.2 If no, return to originator</p>	General Appropriations Act	Department Heads/ Management	Budget information Budget Appropriation Approved Budget

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Cash

I. OBJECTIVE

- a. To determine that the cash balances as stated on the books are actually on-hand or in Bank.
- b. To determine the extent of ownership and accountability of cash custodian/s.
- c. To ascertain that cash/fund availability are with or without restrictions as per Accounting or Procedures Manual, BOD Resolutions and existing rules and regulations of the State.
- d. To ensure that Cash Management Plan of Calbayog City Water District are properly implemented.
- e. To ensure that proper internal controls are set to safeguard the Cash of the Water District.

II. SCOPE

This procedure covers the areas of cash receipts to safekeeping and transfer from and to Authorized Depository Banks (ADB) of Calbayog City Water District.

III. RESPONSIBILITY AND RESOURCES

- a. Top Management – responsible for approving the Cash Management Plan (CMP).
- b. Finance Service Head – responsible for overseeing cash management process and CMP.
- c. Cashier – responsible for the cash inflows and outflows from the CCWD office to the authorized depository banks.
- d. Teller – responsible for proper accounting of cash payments received from concessionaires and proper turn-over of collections to the Cashier.

Prepared by: NICANDRO B. COQUILLA
Process Owner

Approved by: EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

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Cash

IV. DEFINITION OF TERMS

- a. Cash – is money in physical form of currency, such as bank notes and coin.
- b. Check/ Cheque – is a document that orders a bank to pay a specific amount of money from a person or entity's account to the person or entity whose name the check has been issued.
- c. Official Receipts – is a written acknowledgement that a person has received money as payment following a sale or transfer of goods or provision of a service.
- d. Deposit – a sum of money placed/kept in a bank account.
- e. Deposit Slip – is a small written form that is used to deposit funds into a bank.
- f. Passbook – used to record a transaction on a deposit account.
- g. Bank Statement Account – is a document from the bank stating the transactions that transpired in the CCWD Account as of a particular period.
- h. Daily Cash Position Report (DCPR) – is a document that reflects the daily transaction (Cash Collection and Check Disbursement) of the WD.
- i. Cash Book – is a document used in recording all deposit transactions from collections and checks issued from Disbursement Vouchers.

V. REFERENCE DOCUMENTS

- a. New Government Accounting System Manual (NGAS)
- b. Government Accounting and Auditing Manual (GAAM)
- c. Philippine Accounting Standard (PAS)
- d. Philippine Financial Reporting Standard (PFRS)

Prepared by: NICANDRO B. COQUILLA
Process Owner

Approved by: EDITHA C. YRIGAN, MPM
General Manager



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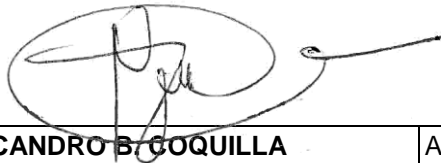
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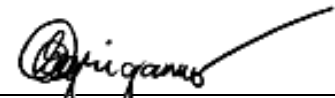
Cash

VI. RECORDS GENERATED

- a. Official Receipts
- b. Deposit Slips
- c. Daily Collection Summary Report
- d. Daily Cash Position Report (DCPR)
- e. Cash Book



Prepared by: **NICANDRO B. COQUILLA**
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Approved by: **EDITHA CUYRIGAN, MPM**
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Cash

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> SA[/Statement of Account, Application Form and other collections/] SA --> RPP[Receives and Process Payments/Collection] RPP --> DCR[Daily Collection Report, Teller's Blotter] DCR --> A((A)) </pre>	<p>1.1 Tellers' receives Cash/Check payment from concessionaries.</p> <p>1.2 Encodes payment transaction to the system and issues corresponding official receipts.</p> <p>1.3 Receives application/s, bill of materials, job order requests and requisition forms from customer service or PACD.</p> <p>1.4 Receive payments and liquidation forms from employees who had a cash advances.</p> <p>1.5 Prepares detailed daily collection report and endorses daily collections to the Cashier.</p>	GAAM	Teller/ Cashier	Job Order Requests, Application Forms, Liquidation Forms, Bill of Materials, Tellers Collection Summary and Requisition Forms

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No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
02	<pre> graph TD A((A)) --> B[Endorsement of Daily Collection] </pre>	<p>2.1 Cashier acknowledges endorsement of cash/check collection and verifies the amount received based on the collection report.</p>	GAAM	Cashier	Official Receipts Daily Collection Report Teller's Blotter
03	<pre> graph TD C[Deposit collection to ADB] --> D[Collection Summary, Deposit slips] D --> B((B)) </pre>	<p>3.1 Cashier accounts all cash/check on hand based on the total collection transacted.</p> <p>3.2 Prepares corresponding deposit slips based on the collection summary report (Cashier).</p> <p>3.3 Cashier deposits cash/check to authorized depository bank.</p>	GAAM	Cashier	Official Receipts, Daily Collection Report Deposit Slips,

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Cash

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
04	<pre> graph TD B((B)) --> CI[Check Issuance] CI --> DCP[Daily Cash Position Report, Check Issued Register/ Cash Book] DCP --> END([END]) </pre>	<p>4.1 Prepares and signs corresponding checks for approved disbursement vouchers.</p> <p>4.2 Prepares the Daily Cash Position Report</p>	GAAM	Cashier	Daily Cash Position Report, Check Issued Register/ Cash Book

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Disbursement Procedures – Cash Advances

I. OBJECTIVE

- a. To ensure that all documents supporting the cash advance are complete and duly approved by the Agency Head.
- b. To determine the proper accountable officers or employees requesting the Cash Advance.
- c. To ensure that Cash Advances (CA) policies and procedures of the Water District are properly implemented.

II. SCOPE

This procedure covers the administration and monitoring of the Water District's Cash Advances.

III. RESPONSIBILITY AND RESOURCES

- a. General Manager (GM) – responsible for the final approval of the Cash Advances granted to Officers and employees.
- b. Finance Service Head – responsible for overseeing the cash advance procedures of the District and approval of the request.
- c. Budget Officer – responsible in monitoring and proper utilization of the Budget of the Water District.
- d. Disbursement Clerk (DC)/ Accounting Processor (AP) – prepares the corresponding disbursement voucher based on complete supporting documents duly approved by the Department Head/Section Head requesting such Cash Advance.
- e. Senior Quality Control Officer – reviews the completeness and accuracy of documentary requirements for disbursement.

Prepared by: NICANDRO B. COQUILLA
Process Owner

Approved by: EDITHA C. YRIGAN, MPM
General Manager



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Disbursement Procedures – Cash Advance

IV. DEFINITION OF TERMS

- a. Regular Cash Advance – are granted to Cashiers, disbursing officers, paymaster and/or property/supply officer for payment of the following purposes:
 - i. Salaries and Wages
 - ii. Commutable Allowances
 - iii. Honoraria and other similar payments to officials and employees
 - iv. Petty operating expenses consisting of small payments for maintenance and operating expenses which cannot be paid conveniently by check or are required to be paid immediately.

- b. Special Cash Advance – are granted on the explicit authority of the Head of the Agency only to duly designated disbursing officers or employees for other legally authorized purposes;
 - i. Current operating expenditures of the agency field office or activity undertaken in the field when it is impractical to pay the same by check such as –
 - Salaries, Wages and Allowances
 - Maintenance and Other Operating Expenses
 - ii. Travel expenditures, including transportation fare, travel allowance, hotel room/lodging expenses and other expenses incurred by officials and employees in connection with official travel.

- c. Disbursements – constitute all cash paid out during a given period in currency (cash) or by check/Advice to Debit Account (ADA).

- d. Disbursement Voucher (DV) – is a form used to have a check made to pay an individual or an organization for merchandise sold or services rendered.

- e. Budget Utilization Slip (BUS) – is a document indicating the approved budget balance as of a given period and allocation of budget for new requisitions or use.

Prepared by: NICANDRO B. COQUILLA
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General Manager



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Disbursement Procedures – Cash Advance

V. REFERENCE DOCUMENTS

- a. Requisition Slip/Letter of Request (Cash Advance)
- b. Approved Travel Order form and Itinerary
- c. Budget Utilization Slip
- d. Approved Payroll Register
- e. Official Receipts

VI. RECORDS GENERATED

- a. Commercial Check (issuance of Cash Advance)
- b. Disbursement Voucher
- c. Disbursement Voucher Register
- d. Journal Voucher
- e. Liquidated Cash Advance Report

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Disbursement Procedures – Cash Advance

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> TO[/Travel Order, Itinerary/ Letter of request/] TO --> REE[Receives and Evaluates SD's] REE --> B((B)) </pre>	<p>1.1 Receives Supporting Documents submitted for disbursement.</p> <p>1.2 Reviews and verify as to the completeness and accuracy of the documents submitted.</p>	GAAM	Accounting Processor	Travel Order, Itinerary BUS SD
02	<pre> graph TD B1((B)) --> C{Certified: funds availability} C -- Yes --> PDV[Prepare DV] PDV --> DV[DV] DV --> A((A)) A --> B1 C -- No --> B2((B)) </pre>	<p>2.1 Prepares the Disbursement Voucher and record the transaction into the Accounting System (JV).</p> <p>2.2 Encodes and prints the Transaction and Payee's detail in the DV Register.</p> <p>2.3 Forwards the DV and SD to the Senior Quality Control Officer for review and final evaluation.</p>	GAAM	Accounting Processor	DV/JV

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Disbursement Procedures – Cash Advance

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
03		3.1 The Senior Quality Control Officer reviews and evaluates the documents attached to the DV and certifies to the completeness and accuracy of the documents and forwards the same to the Finance Head for Approval.	GAAM	Senior Quality Control Officer	DV/SD
04		4.1 The Finance Head approves the disbursement (DV and SD) for payment. 4.2 Approved DV is submitted to the Cashier for Check Issuance.	GAAM	Finance Service Head	DV/SD

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Disbursement Procedures – Cash Advance

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
05	<pre> graph TD C((C)) --> DA{Fund Availability?} DA -- Yes --> ICC[Issue Commercial Check] DA -- No --> B((B)) </pre>	<p>5.1 The Cashier accepts the approved DV and supporting documents and certify to the Availability of Funds.</p> <p>5.2 Cashier prepares and issue corresponding check for payment based on the approved DV.</p>	GAAM	Cashier	DV/SD/CC
06	<pre> graph TD MSCI[Monitor Status of Check Issued] --> RAC[Release Approved Check] RAC --> D((D)) </pre>	<p>6.1 The approved DV and issued check are then forwarded to the Office of the Agency Head (GM) for final Approval and Authority to settle obligations.</p> <p>6.2 The Cashier reviews the Checks and DV's approved by the GM and authorizes the release of payments.</p>	GAAM	Cashier/ Agency Head (General Manager)	DV/SD/CC

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Disbursement Procedures – Cash Advance

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
07	<pre> graph TD D((D)) --> A[Record Checks Issued in Check Register] A --> END([END]) </pre>	7.1 AP receives Disbursement Summary Report from Cashier and reviews if all approved DV's were properly issued corresponding checks.	GAAM	Accounting Processor	DV/SD/Check

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Disbursement Procedures - Suppliers

I. OBJECTIVE

- a. To ensure that all documents supporting the disbursement vouchers are complete and duly approved by the Department Heads and/or Agency Head.
- b. To determine the proper accountable officers or employees processing/making the disbursement.
- c. To ensure that proper internal controls are in place in the disbursement process of the Water District.

II. SCOPE

This procedure covers the Disbursing process and control of Operational Expenditures and Acquisition of Assets of the Water District.

III. RESPONSIBILITY AND RESOURCES

- a. General Manager (GM) – responsible for the final approval of disbursement vouchers and corresponding checks for actual payment of Expenditures.
- b. Finance Service Head – responsible for overseeing the disbursement procedures of the District and approval of the disbursement vouchers.
- c. Senior Cashier (SC) – responsible for the availability of fund and preparation and actual release of checks for payment.
- d. Budget Officer – ensures that all purchases and fund releases are within the scope of the approved budget.
- e. Disbursement Clerk (DC)/ Accounting Processor (AP) – prepares the corresponding disbursement voucher based on complete supporting documents and duly approved by the Department Head/Section Head requesting for fund release or payment.

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Process Owner

Approved by: EDITHA C. YRIGAN, MPM
General Manager



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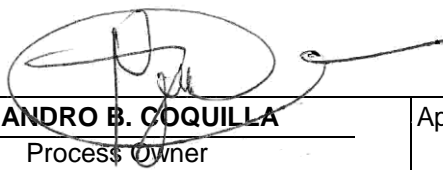
Disbursement Procedures - Suppliers

- f. Senior Quality Control Officer – reviews the completeness and accuracy of documentary requirements for disbursement.

IV. DEFINITION OF TERMS

- a. Accounts Payable (AP) – refers to valid and legal obligation of the WD for which good/services/projects have been delivered/rendered/completed and accepted regardless of the year when this obligations were incurred.
- b. Commercial Check (CC) – refers to check issued by government agencies chargeable against the agency's checking/current account with Authorized Government Depository Bank.
- c. Disbursements – constitute all cash paid out during a given period in currency (cash) or by check/Advice to Debit Account (ADA).
- d. Disbursement Voucher (DV) – is a form used to have a check made to pay an individual or an organization for merchandise sold or services rendered.
- e. Purchase Order (PO) – is a document to support the purchase of property, materials, supplies and services.
- f. Budget Utilization Slip (BUS) – is a document indicating the approved budget balance as of a given period and allocation of budget for new requisitions.
- g. Abstract of Quotation – is a document that provides clear and concise back up documentation to justify the issuance of a purchase order.
- h. Board Resolution (BR) – a written statement made by the board of directors detailing the decision of the body to authorize officers/employees to enact on the WD's behalf and approve policies, regulations and acquisitions.

Prepared by:


NICANDRO B. COQUILLA

Process Owner

Approved by:


EDITHA C. YRIGANES, MPM

General Manager



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Disbursement Procedures - Suppliers


V. REFERENCE DOCUMENTS

Supporting Documents/Requirements (SD)

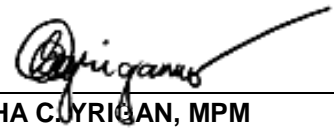
- a. Request for Payment
- b. Purchase Order (if applicable)
- c. BOD Resolution (if applicable)
- d. Abstract of Quotation
- e. Invoice/Billing Statement
- f. Delivery Receipt/Acknowledgement Receipt
- g. Inspection and Acceptance Certificate

VI. RECORDS GENERATED

- a. Commercial Check (Issued for payment)
- b. Disbursement Voucher
- c. Disbursement Voucher Register
- d. Journal Voucher
- e. Index of Payment to Suppliers



Prepared by: **NICANDRO B. COQUILLA**
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Approved by: **EDITHA C. YRIGANS, MPM**
General Manager



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Disbursement Procedures - Suppliers

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> AP[/Accounts Payable, Request for payment/] AP --> RE[Receives and Evaluates SD's] RE --> C((C)) </pre>	<p>1.1 Receives Supporting Documents submitted for disbursement.</p> <p>1.2 Reviews and verify as to the completeness and accuracy of the documents submitted.</p>	<p>COA Circular No. 2012-001 dated Jun 4, 2012 amended by COA Circular No. 2013-001 dated Jan 10, 2013</p>	<p>Accounting Processor</p>	<p>Disbursement Voucher</p>
02	<pre> graph TD D{Tax withheld?} -- Yes --> CT[Compute Tax Due & prepare BIR Form 2306/2307] D -- No --> B((B)) CT --> A((A)) A --> C((C)) B --> C </pre>	<p>2.1 If yes, compute Withholding Tax due (if any) and prepares the necessary BIR Payment Forms (Payee's tax liability).</p> <p>2.2 And proceed in encoding and printing Transaction and Payee's detail in BIR Form 2306/2307.</p> <p>2.3 If no, proceed in DV preparation.</p>	<p>BIR RR 2-98</p>	<p>Accounting Processor</p>	<p>Tax liability</p>

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Disbursement Procedures - Suppliers

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
03		<p>3.1 Prepares the Disbursement Voucher and record the transaction into the Accounting System (JV).</p> <p>3.2 Encodes and prints the Transaction and Payee's detail in the DV Register.</p> <p>3.3 Forwards the DV and SD to the Senior Quality Control Officer for review and final evaluation.</p>			
04		<p>4.1 The Senior Quality Control Officer reviews and evaluates the documents attached to the DV and certifies to the completeness and accuracy of the documents and forwards the same to the Finance Head for Approval.</p> <p>4.1.1 If Yes, Proceed</p> <p>4.1.2 If No, Return to Originator</p>	GAAM	Senior Quality Control Officer	DV/SD

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Disbursement Procedures - Suppliers

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
05	<pre> graph TD D((D)) --> A[Disbursement Approval] A --> B{Approved?} B -- No --> C((C)) B -- Yes --> D1[Approved DV] </pre>	<p>5.1 The Finance Head approves the disbursement (DV and SD) for payment.</p> <p>5.1.1 If Yes, proceed</p> <p>5.1.2 If No, return to originator</p> <p>5.2 Approved DV is submitted to the Cashier for Check Issuance.</p>	GAAM	Finance Service Head	DV/SD
06	<pre> graph TD C((C)) --> A[Disbursement Approval] A --> B{Approved?} B -- No --> C B -- Yes --> D1[Approved DV] D1 --> E{Fund Availability} E -- No --> C E -- Yes --> F[Issue Commercial Check] F --> G((E)) </pre>	<p>6.1 The Cashier accepts the approved DV and supporting documents and certify to the Availability of Funds.</p> <p>6.1.1 If yes, proceed</p> <p>6.1.2 If no, return to originator</p> <p>6.2 Cashier prepares and issue corresponding check for payment based on the approved DV.</p>	GAAM	Cashier	DV/SD/CC

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Disbursement Procedures - Suppliers

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
07	<pre> graph TD E((E)) --> A[Monitor Status of Check Issued] A --> B[Release Approved Check] </pre>	<p>7.1 The approved DV and issued check are then forwarded to the Office of the Agency Head (GM) for final Approval and Authority to settle obligations.</p> <p>7.2 The Cashier reviews the Checks and DV's approved by the GM and authorizes the release of payments.</p>	GAAM	Cashier/ Agency Head (General Manager)	DV/SD/CC
08	<pre> graph TD A[Record Checks Issued in Check Register & Updates Index Card] --> B[/Payment to Suppliers Index Card/] B --> C([END]) </pre>	<p>8.1 AP receives Disbursement Summary Report from Cashier and reviews if all approved DV's were properly issued corresponding checks.</p> <p>8.2 Updates Payment to Suppliers Index Card.</p>	GAAM	Accounting Processor	DV/SD/Check

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PROCEDURES MANUAL

Document No. : **PM-FIN-06** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 4**

Materials, Supplies and Property Inventory Monitoring

I. OBJECTIVE

- a. To ensure that materials, supplies and property are properly accounted, expensed and capitalized accordingly.
- b. To ensure that proper internal controls are set to monitor the inflows and outflows of Materials and Supplies and Properties acquired by the Water District.

II. SCOPE

This procedure covers the proper accounting and recording of newly purchased and old stock of materials and supplies as well as Real Properties acquired (sale or donation).

III. RESPONSIBILITY AND RESOURCES

- a. Accounting Processor A (AP-A) – responsible for the proper recording, accounting and classification of materials and supplies purchased and used.
- b. Accounting Processor B (AP-B) – responsible for identifying and proper charging of accounts.
- c. Senior Quality Control Officer (SQCO) – responsible for updating the Districts Assets, Equipment's, Materials and Supplies balances (Lapsing Schedule).

Prepared by: NICANDRO B. COQUILLA
Process Owner

Approved by: EDITHA C. YRIGANES, MPM
General Manager



PROCEDURES MANUAL

Document No. : **PM-FIN-06** Eff. Date : **09-01-17**

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Materials, Supplies and Property Inventory Monitoring

IV. DEFINITION OF TERMS

- a. Stock Card – a document detailing the inflows and outflows of Materials and Supplies used/expensed during a given period and the actual remaining balance.
- b. Property Card – a document detailing the Real and Other Properties Acquired (ROPA) of the District.
- c. Journal Entry Voucher (JEV) – a document used to record the entries of materials and supplies used.
- d. Requisition and Issue Slip (RIS) – is a document detailing the actual outflows of materials and supplies used.
- e. Materials and Supplies Issued Journal – is a summary report of materials and supplies issued.

V. REFERENCE DOCUMENTS

- a. Requisition and Issue Slip (RIS)
- b. Deed of Sale and/or Deed of Donation
- c. Tax Declaration
- d. Transfer Certificate of Title (TCT)
- e. Real Property Tax Payment Form

VI. RECORDS GENERATED

- a. Stock Card
- b. Property Card
- c. Materials and Supplies Issued Journal
- d. Lapsing Schedule

Prepared by: NICANDRO B. COQUILLA
Process Owner

Approved by: EDITHA C. YRICAN, MPM
General Manager



PROCEDURES MANUAL

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Materials, Supplies and Property Inventory Monitoring

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> RIS[/RIS/] RIS --> Eval[Receive and Evaluates RIS] </pre>	<p>1.1 AP-B receives RIS submitted by Property Section.</p> <p>1.2 AP-B reviews and evaluates the RIS for proper charging of accounts.</p>	GAAM	Accounting Processor B	RIS
02	<pre> graph TD Prep[Prepare JEV] --> JEV[JEV] JEV --> A((A)) </pre>	2.1 AP-A prepares Journal Entry to record RIS.	GAAM	Accounting Processor A	JEV/RIS

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Materials, Supplies and Property Inventory Monitoring

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
03	<pre> graph TD A((A)) --> B[Updates Lapsing Schedule] B --> C[/Lapsing Schedule/] C --> D([END]) </pre>	<p>3.1 SQCO record and updates lapsing schedule based on RIS charged as CAPEX.</p>	<p>GAAM</p>	<p>Senior Quality Control Officer</p>	<p>Lapsing Schedule/ JEV</p>

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PROCEDURES MANUAL

Document No. : **PM-FIN-07** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

Petty Cash

I. OBJECTIVE

- a. To establish the proper uses and administration of the Petty Cash Fund (PCF) in accordance with existing policies, rules and regulations.
- b. To determine the extent of ownership and accountability of Petty Cash Fund custodian/s.
- c. To ensure that Petty Cash Fund are not used as an operating fund (to pay invoices for goods and services, to pay salary or wages, or to make advances or loans).
- d. To ensure that only payments in small amount are made through the PCF.
- e. To ensure that proper internal controls are set to monitor and safeguard the Petty Cash Fund of the Water District.

II. SCOPE

This procedure covers the proper uses and administration of the Petty Cash Fund of the Water District.

III. RESPONSIBILITY AND RESOURCES

- a. Agency Head/ General Manager - is responsible for the proper granting, utilization, and liquidation of the PCF.
- b. Finance Service Head – is responsible for the review and approve the creation, maintenance and reconciliation of the PCF.
- c. Petty Cash Fund Custodian – is responsible for disbursing of cash from PCF, documenting expenditures and keeping receipts, replenishing the account when runs low and generally safeguarding the cash.

Prepared by: NICANDRO B. COQUILLA
Process Owner

Approved by: EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

Document No. : **PM-FIN-07** Eff. Date : **09-01-17**

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Petty Cash

IV. DEFINITION OF TERMS

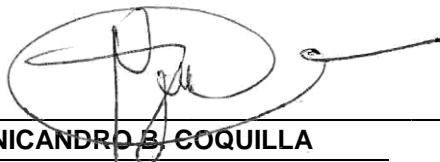
- a. Cash – is money in physical form of currency, such as bank notes and coin.
- b. Official Receipts (OR) – is a written acknowledgement that a person has received money as payment following a sale or transfer of goods or provision of a service.
- c. Petty Cash Voucher (PCV) – is a document used to record the disbursement of cash out of the PCF.
- d. Purchase Order (PO)/ Purchase Request (PR) – is a document to support the purchase of property, materials, supplies and services.
- e. Budget Utilization Slip (BUS) – is a document indicating the approved budget balance as of a given period and allocation of budget for new requisitions/use.

V. REFERENCE DOCUMENTS

- a. Approved Request Letters or Requisition Slips
- b. Approved Liquidation Documents
- c. Budget Utilization Slips (BUS)
- d. Approved Reimbursement Request
- e. Supporting documents

VI. RECORDS GENERATED

- a. Petty Cash Fund Voucher
- b. Official Receipts
- c. Petty Cash Fund Log/Register
- d. Monitoring Report of PCF
- e. Summary of Fund consumed


Prepared by: NICANDRO B. COQUILLA
Process Owner


Approved by: EDITHA C. YRIGUAN, MPM
General Manager



PROCEDURES MANUAL

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Petty Cash

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/ Criteria/ Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> RS[/Requisition Slip & SD's/] RS --> RDE[Receive Documents for Evaluation] RDE --> A((A)) </pre>	<p>1.1 Receive requisition slips and supporting documents.</p> <p>1.2 Evaluates documents and availability of fund.</p>		Petty Cash Fund Custodian	Approved requisition slip BUS Reimbursement Request Official Receipts (if reimbursement)
02	<pre> graph TD PCV[Prepare PCV] --> AP{Approved?} AP -- Yes --> PAY[/Payment/] PAY --> END([END]) AP -- No --> A((A)) </pre>	<p>2.1 Prepare and submit PCV to Agency Head for approval.</p> <p>2.2.1 if yes, proceed</p> <p>2.2.2 if no, return to originator</p> <p>2.2 Release payment.</p>		Petty Cash Fund Custodian	Approved PCV Approved requisition slip BUS Reimbursement Request Official Receipts (if reimbursement)

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PROCEDURES MANUAL

Document No. : **PM-COM-01** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 2**

MARKETING

I. OBJECTIVE

This procedure defines how marketing for new connection is carried out

II. SCOPE

This covers the entire **Calbayog City Water District's** Marketing Process and its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

Commercial Division
Administrative Division
Finance Division
Operations & Maintenance Division

IV. DEFINITION OF TERMS

Barangayan – is the assembly or gathering of people wherein objectives & relevant issues are being discussed.

V. REFERENCE DOCUMENTS

BOD Policy on Proposed Promo
Utility Rules

VI. RECORDS GENERATED

Application form
Attendance Sheet
Minutes of the Assembly

Prepared by: ENGR. JOSEPH M. DACURRO
Process Owner

Approved by: MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

MARKETING

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Analyze current situation w/ O&M. 1.2 Conduct Market Survey 1.3 Set targets & goals 1.4 Develop a marketing strategy	Within the service area only Once a Year (Budget Workshop)	Division Manager	Marketing Plan
02		2.1 Set budget for supplies and materials 2.2 Seek for GM & BOD's approval	Must be included in the annual budget	Division Manager	Marketing Plan
03		3.1 Implement Marketing Strategies as per plan	Should only be within the service area	Division Manager, Commercial Division	Marketing Plan; Attendance Sheet
04		4.1 Monitor and Evaluate planned vs. Actual service connections	Quarterly Evaluation	Division Manager, Marketing Team	Billing Reports; Minutes of the Meeting; Monthly Data Sheet (MDS)

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PROCEDURES MANUAL

Document No. : **PM-COM-02** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

CUSTOMER SERVICE

I. OBJECTIVE

This procedure defines the system of Calbayog City Water District's customer service.

II. SCOPE

This covers the process of Commercial Division's Customer Service which includes; customer complaints and service requests.

This services includes the ff: Change Meter, Change Stop Cock, Change Name, Inspection of High/Low Consumption, Request for Calibration of Water meter, Re-connection, Transfer of Meter or Service Connection, Request for temporary disconnection, Inspection of illegal connection, Re-classification of Service Connection

III. RESPONSIBILITY AND RESOURCES

Customer Service Officer
Customer Service Assistant
Investigator

IV. DEFINITION OF TERMS

Change Meter – is the process of removing the old, damaged or dysfunctional water meter and replacing it with a new water meter.

Calibration of water meter- is the process of testing the accuracy of the water meter.

V. REFERENCE DOCUMENTS

Board Resolution
National Water Crisis Act of 1995
Service Contract Agreement

VI. RECORDS GENERATED

Application form
Maintenance order
Service request

Prepared by: <u>ENGR. JOSEPH M. DACURRO</u> Process Owner	Approved by: <u>MRS. EDITHA C. YRIGAN, MPM</u> General Manager
--	---



PROCEDURES MANUAL

CUSTOMER SERVICE

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		<p>1.1 Customer Service Assistant shall identify customer request. 1.2 Customer Service Assistant shall forward the customer to the concerned personnel.</p>	<p>Customer Service (engineering) - Leaks, Repairs, Complaints Water Utilities Officer – Billing and Payment Issues Customer Service - All services</p>	<p>Customer Service Assistant / Front liner</p>	<p>Service Request Form</p>
02		<p>2.1 Customer Service Request 2.1.1 Take down applicant's data and requirements 2.1.2 Let the applicant sign the service request form 2.1.3 Pay Inspection Fee or Investigation Fee to the Cashier 2.1.4 Orient applicant with CCWD rules and regulations 2.1.5 Forward the documents to Investigator or Engineering Department. 2.2 For Other Services: 2.2.1 Customer Service Assistant shall encode the maintenance order base on the</p>	<p>All Service Request shall have applicant's contact number and service location map.</p>	<p>Customer Service Assistant Engineering Department</p>	<p>Service Request Form</p>

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PROCEDURES MANUAL

CUSTOMER SERVICE

		<p>requested service. 2.2.2 Customer shall sign the Service Request Form.</p>			
<p>03</p>	<pre> graph TD A((A)) --> B[Processing of Service Request] B --> C[Attending to Complaints] C --> D[/Maintenance Order/] D --> E([END]) </pre>	<p>3.1 Receive the Service Request 3.2 Identify the request based on the services offered by the office 3.3 Prepare Maintenance Order 3.4 Indicate Payment. For Payment, refer to Cashiering Procedure 3.5 Forward Maintenance Order to assigned team/personnel/department 3.6 Execute the assigned task 3.7 Fill-up and sign Maintenance Order Form 3.8 Updating of Records on Billing and Collection System (if applicable)</p>	<p>100% of Maintenance orders prepared within 10 mins. after receipt of complaints/service requests</p>	<p>Customer Service Assistant Cashier Engineering Department</p>	<p>Maintenance Order Form</p>



PROCEDURES MANUAL

Document No. : **PM-COM-03** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 2**

NEW SERVICE CONNECTION

I. OBJECTIVE

This procedure defines the system of Calbayog City Water District's application of new service connection.

II. SCOPE

This procedure covers the flow of the entire application process

III. RESPONSIBILITY AND RESOURCES

Investigator
Customer Service Assistant
Customer Service Officer

IV. DEFINITION OF TERMS

Inspection – is the inspection of the site for new water service connection

Cost Estimate – is the estimation of materials for new water service connection

V. REFERENCE DOCUMENTS

Application Contract Agreement

VI. RECORDS GENERATED

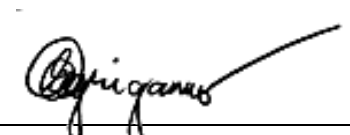
Application Form
Approved/Signed Service Contract Agreement
Maintenance Order

Prepared by:


ENGR. JOSEPH M. DACURRO

Process Owner

Approved by:


MRS. EDITHA C. YRIGANA, MPM

General Manager



PROCEDURES MANUAL
NEW SERVICE CONNECTION

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> AF[/Application Form/] AF --> CA[Check Application] CA --> PI{Paid Inspection?} PI -- No --> END([END]) PI -- Yes --> IE[Inspect and Estimate] </pre>	<p>1.1 Customer Service Assistant shall check and verify applicant's fully accomplished application and requirements.</p> <p>1.2 Orient applicant with CCWD rules and regulations</p> <p>1.3 Pay P 75.00 inspection fee to the cashier.</p> <p>1.4 Forward the documents to Investigator and engineering assistant for site inspection and Estimate.</p>	<p>100% of Maintenance Order prepared within 10 mins. After receipt of application forms.</p>	<p>Customer Service Assistant, Investigator, Engineering Personnel</p>	<p>Application Form</p>
02	<pre> graph TD IE[Inspect and Estimate] --> PCM[Pay Cost of Materials] PCM --> PM{Paid Materials?} PM -- No --> END([END]) PM -- Yes --> PMENG05[PM-ENG-05] PMENG05 --> SCA[/Service Contract Agreement/] SCA --> END </pre>	<p>2.1 Proceed to site based on the sketch provided by the applicant</p> <p>2.2 Conduct inspection and provide bill of materials needed for the installation</p> <p>2.3 Pay estimated materials</p> <p>2.4 Forward the documents to the Commercial Services Division Manager and General Manager for approval</p> <p>2.5 Update application status</p>	<p>100% process application 24 hours after receipt of application forms.</p>	<p>Investigator, Engineering Personnel, Customer Service Officer</p>	<p>Application Form</p>

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PROCEDURES MANUAL

Document No. : **PM-COM-04** Eff. Date : **09-01-17**

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BILLING AND COLLECTION

I. OBJECTIVE

This procedure defines the system of Calbayog City Water District's billing and collection.

II. SCOPE

This covers the Commercial Division's Billing and Collection process

III. RESPONSIBILITY AND RESOURCES

Meter Readers
Encoder/Billing Clerk
Tellers
Disconnection Team

IV. DEFINITION OF TERMS

Pision – a handheld computer used for meter reading

DBS – Daily Billing Summary

DCR – Daily Collection Report

V. REFERENCE DOCUMENTS

Meter Reading Form
Statement of Account
Official Receipt
Disconnection List

VI. RECORDS GENERATED

Daily Billing Report
Daily Collection Summary
Disconnection List

Prepared by: ENGR. JOSEPH M. DACURRO
Process Owner

Approved by: MRS. EDITHA C. YRIGAN, MPM
General Manager



PROCEDURES MANUAL

BILLING AND COLLECTION

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> MO[/Maintenance Order/] MO --> Encode[Encode data of newly installed service connection] Encode --> ReadM[Read Water Meters] ReadM --> A((A)) </pre>	1.1 Assign new account number 1.2 Encode application and installation details to Billing and Collection System 1.3 Set the activation date to 15 days from the date of installation 1.4 Sequence the account according to its nearest water meter 1.5 File documents to its designated location	100% of new service connection accounts accurately encoded the following working day after receipt of application forms	Water Utilities Management \Development Officer – A Cust. Serv. Asst. Encoder/Billing Clerk	New Connection List
02	<pre> graph TD ReadM[Read Water Meters] --> A((A)) </pre>	2.1 Prepare billing statement 1 working day before the reading schedule 2.2 Prepare meter reading fare by filling up cash advance form and have it signed by the Division Head 2.3 Load Psion with the scheduled zones 2.4 Proceed to site and locate the water meters provided on the bill 2.5 Write the reading on the bill and encode it to the Psion Gadget 2.6 Copy the reading to the meter reading form	100% assigned water meters read and recorded accurately by the end of the day. Once a month per zone	Meter Readers	Bill, Billing Prooflist Cash Advance Form Statement of Account



PROCEDURES MANUAL

BILLING AND COLLECTION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
		2.7 Verify the consumption by comparing it to its average consumption 2.8 Serve the bill 2.9 Post the meter reading data to Billing and Collection System 2.10 Print Daily Billing Report			
03	<pre> graph TD A((A)) --> B[Collect payments] B --> C{Paid?} C -- No --> D((B)) C -- Yes --> E[Issue OR] </pre>	3.1 Prepare Cash Fund 3.2 Call the next number by pressing the queuing system 3.3 Receive the bill to be paid 3.4 Encode account number / account name of the Concessionaire 3.5 Receive the payment 3.6 Count and check the money for possible counterfeit 3.7 Provide change and issue Official Receipt 3.8 Advise the payor to verify the account being paid for and count the change before leaving the premises	100% of payments received are accurately reported and remitted at the end of the day.	Tellers Customer Service Assistant - A	Official Receipt, Daily Collector's Report
04		4.1 If paid, Issue Official Receipt 4.2 If no, Disconnect Water Meter		Tellers	Official Receipt



PROCEDURES MANUAL

BILLING AND COLLECTION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
05	<pre> graph TD B((B)) --> DM[Disconnect Meter] DM --> DL[/Disconnection List/] DL --> END([END]) </pre>	<p>5.1 Prepare disconnection list 5.2 Check accounts with compromised agreement or staggered payments 5.3 Proceed to site and locate the water meter 5.4 Call the office to check the payment status 5.5 If unpaid, close the gate valve or angle valve then disconnect the water meter and re-open the valves 5.6 Call the office to record the disconnection on Billing and Collection System 5.7 Proceed to the next target water meter 5.8 Record the disconnected accounts to the Disconnection Logbook 5.9 Get the history card from the shelves and update the record 5.10 Return the disconnected water meters to the warehouse with its corresponding meter history cards</p>	<p>7% of delinquent accounts disconnected within the day</p>	<p>Customer Service Officer-A Customer Service Assistant Disconnection Team</p>	<p>Disconnection List, Staggered Payment Forms, Disconnection Logbook, Meter History Card</p>



PROCEDURES MANUAL

Document No. : **PM-ENG-01** Eff. Date : **09-01-17**

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LEAK REPAIR PROCEDURE

I. OBJECTIVE

This procedure clearly defines the process to minimize water losses and contamination and improve water supply and pressure.

II. SCOPE

This covers the entire **Calbayog City Water District** Water Service Area and all its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

Engineering and Operations Personnel

IV. DEFINITION OF TERMS

RIS – Requisition Issuance Slip

M.O. - Maintenance Order

V. REFERENCE DOCUMENTS

Calbayog City Water District's Water Safety Plan

Philippine National Standards for Drinking Water (PNSDW) 2007

LWUA Standard Specifications for Water System Construction Vol.2

VI. RECORDS GENERATED

Tools and equipment logbook, **Calbayog City Water District** Pipe Network/ Gate Valve Location CAD Files, RIS, M.O.

Prepared by:


ENGR. RODOLFO A. TAN

Process Owner

Approved by:


MRS. EDITHA C. YRIGAN, MPM

General Manager



VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Checking and preparing appropriate tools and equipment needed in leak repair	Calbayog City Water District's Water Safety Plan	Operation and Maintenance personnel	Tools and equipment logbook
02	 	2.1 To determine the coverage area for possible low pressure/ no water 2.2 Coordinate with Information Officer Re: Nature of leak, Duration, and Possible Restoration of Water Supply 2.3 When leak repair is service line proceed to activity 3.1.	Calbayog City Water District's Water Safety Plan Residents of the affected areas should be informed at least 2 hrs. before the interruptions. In compliance to M.O.	Operation and Maintenance personnel Public information officer	Calbayog City Water District Pipe Network/ Gate Valve Location Files
03	 	3.1 Installing barricade and proceed excavation with sufficient early warning devices/ clearances. 3.2 Requesting appropriate fittings needed in leak repair	Calbayog City Water District's Water Safety Plan Accuracy of request of the materials	Operation and Maintenance personnel	Tools and equipment logbook RIS

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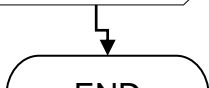
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No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04		4.1 Repairing leakage	CCWD Citizen's Charter	Operation and Maintenance personnel	Maintenance Order Form/ Data Files
05		5.1 Backfilling, compaction & restoration. 5.2 When leak repair is service line is accomplished proceed to 6.3	Water Supply System operation Maintenance Manual	Operation and Maintenance personnel	Not Applicable
06		6.1 Opening gate valves in affected areas. 6.2 Open Blow-off valve for Flushing of pipelines then close blow-off valve to restore water supply when chlorine Residual is within PNSDW standard. 6.3 Accomplished M.O. then end process	Water Supply System operation Maintenance Manual	Operation and Maintenance personnel Operation and Maintenance personnel	Not Applicable Completed Maintenance Order /Data Files

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PROCEDURES MANUAL

Document No. : **PM-ENG-01** Eff. Date : **09-01-17**

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MAJOR LEAK REPAIR PROCEDURE

I. OBJECTIVE

This procedure clearly defines the process to minimize water losses and contamination and improve water supply and pressure.

II. SCOPE

This covers the entire **Calbayog City Water District** Water Service Area and all its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

Engineering and Operations Personnel

IV. DEFINITION OF TERMS

RIS – Requisition Issuance Slip

M.O. - Maintenance Order

V. REFERENCE DOCUMENTS

Calbayog City Water District's Water Safety Plan

Philippine National Standards for Drinking Water (PNSDW) 2007

LWUA Standard Specifications for Water System Construction Vol.2

VI. RECORDS GENERATED

Tools and equipment logbook, **Calbayog City Water District** Pipe Network/ Gate Valve Location CAD Files, RIS, M.O.

Prepared by:


ENGR. RODOLFO A. TAN

Process Owner

Approved by:


MRS. EDITHA C. YRIGANS

General Manager



PROCEDURES MANUAL

MAJOR LEAK REPAIR PROCEDURE

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Checking and preparing appropriate tools and equipment needed in leak repair	Calbayog City Water District's Water Safety Plan	Operation and Maintenance personnel	Tools and equipment logbook
02		<p>2.1 To determine the coverage area for possible low pressure/ no water</p> <p>2.2 Coordinate with Information Officer Re: Nature of leak, Duration, and Possible Restoration of Water Supply</p>	<p>Calbayog City Water District's Water Safety Plan</p> <p>Residents of the affected areas should be informed at least 2 hrs. before the interruptions</p>	<p>Operation and Maintenance personnel</p> <p>Public information officer</p>	Calbayog City Water District Pipe Network/ Gate Valve Location Files



PROCEDURES MANUAL

MAJOR LEAK REPAIR PROCEDURE

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04		4.1 Repairing leakage	CCWD Citizen's Charter	Operation and Maintenance personnel	Maintenance Order Form/ Data Files
05		5.1 Backfilling and compaction	Water Supply System operation Maintenance Manual	Operation and Maintenance personnel	Not Applicable

Doc No. : **PM-ENG-01**
 Rev. No. : **00**

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PROCEDURES MANUAL

Document No. : **PM-ENG-02** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

MINOR LEAK REPAIR PROCEDURE

I. OBJECTIVE

This procedure clearly defines the process to minimize water losses and contamination. And increase water pressure.

II. SCOPE

This covers the entire CCWD Water Service Area and all its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

Engineering and Operations Department

IV. DEFINITION OF TERMS

RIS – Requisition Issuance Slip

M.O. – Maintenance Order

V. REFERENCE DOCUMENTS

CCWD Operations Manual

Philippine National Standards for Drinking Water (PNSDW), 2007

VI. RECORDS GENERATED

Maintenance Order Form, Tools Logbook, Equipment Logbook, RIS, **CCWD** Water Safety Plan, Operations Manual

Prepared by:

ENGR. RODOLFO A. TAN

Process Owner

Approved by:

MRS. EDITHA C. YRIGAN

General Manager



PROCEDURES MANUAL

MINOR LEAK REPAIR PROCEDURE

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Receive maintenance order form.	CCWD Water Safety Plan, Citizen's Charter, Operations Manual	Engineering and Operations personnel	Maintenance Order Form
02		2.1 Check and prepare appropriate tools and equipment needed in leak repair. 2.2 Verification in the site	CCWD Water Safety Plan, Citizen's Charter, Operations Manual	Engineering and Operations personnel	Tools Logbook Equipment Logbook
03		3.1 Excavation working place.	CCWD Water Safety Plan, Citizen's Charter, Operations Manual	Engineering and Operation personnel	Not Applicable
04		4.1 Request appropriate fittings needed in leak repair.	Accuracy of request of the materials	Engineering and Operations personnel Division Manager Storekeeper	RIS

Doc No. : **PM-ENG-02**
Rev. No. : **00**

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PROCEDURES MANUAL

MINOR LEAK REPAIR PROCEDURE

05		5.1 Repair leakage.	CCWD Water Safety Plan, Citizen's Charter, Operations Manual CCWD Water Safety Plan, Citizen's Charter, Operations Manual	Engineering and Operations personnel	Maintenance Order Form
06		6.1 Backfilling and compaction for non-exposed lines.	CCWD Water Safety Plan, Citizen's Charter, Operations Manual	Engineering and Operations personnel	Not Applicable
07		7.1 Open control valve .if applicable	CCWD Water Safety Plan, Citizen's Charter, Operations Manual	Engineering and Operation personnel	Not Applicable
08		8.1 Check the supply and all connection lines.	CCWD Water Safety Plan, Citizen's Charter, Operations Manual	Engineering and Operations personnel	Not Applicable
09		9.1 Flush pipeline then restoration.	CCWD Water Safety Plan, Citizen's Charter, Operations Manual	Engineering and Operations personnel	



PROCEDURES MANUAL

Document No. : **PM-ENG-03** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

PRODUCTION OF WATER

I. OBJECTIVE

Maintain full water level in Concrete Ground Reservoir for sufficient water supply.

II. SCOPE

All CCWD service area.

III. RESPONSIBILITY AND RESOURCES

Engineering and Operation Division / Station Operators
Pressure Monitoring, Production Meter, Reservoir Elevation

IV. DEFINITION OF TERMS

Pressure Monitoring – Providing the operators with proper information in activating pumps as per schedule.

Production Meter – Register the actual volume of water.

Reservoir Elevation – Actual water level at Concrete Ground reservoir.

V. REFERENCE DOCUMENTS

Operation Procedure Manual (WTP & Cabatuan Pumping)
Water Safety Plan

VI. RECORDS GENERATED

Daily operation record. Log books

Prepared by:


ENGR. RODOLFO A. TAN

Process Owner

Approved by:


MRS. EDITHA C. YRIGAN

General Manager

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information	
01	<pre> graph TD START([START]) --> RES_WATER_LEVEL[/RES. WATER LEVEL/] RES_WATER_LEVEL --> FILL_IN_CISTERN_TANK[FILL-IN CISTERN TANK] FILL_IN_CISTERN_TANK --> INFORM_STATION_01[INFORM STATION 01] INFORM_STATION_01 --> START_PUMPING[START PUMPING] START_PUMPING --> POWER_FAILURE[POWER FAILURE] POWER_FAILURE --> POWER_RESUME{POWER RESUME} POWER_RESUME -- Yes --> A((A)) POWER_RESUME -- Yes --> B((B)) POWER_RESUME -- No --> C((C)) A --> FILL_IN_CISTERN_TANK B --> FILL_IN_CISTERN_TANK C --> FILL_IN_CISTERN_TANK </pre>	1.1 Check sump pump water level	Sufficient and stable water inlet from check dam and cut & cover	Station operators	Operation records	
02			2.1 Check balance electric current from L1/L2/L3 2.2 Inform station 01 for logging of pumping time.	Stable Rated voltage	Station operators	Operation record
03			3.1 Start pump thru motor control 3.2 Immediately inform power facility regarding power failure.	Maintain minimum water level draw down at sump pump	Station operator & operator aide operator personnel	Operation record

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No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04	<pre> graph TD A((A)) --- B((B)) B --- C((C)) C --> D[START Standby Generator Set] D --> E[Re-start pumps] E --> F[/Attained daily water demand/] F --> G([END]) </pre>	4.1 Start Standby generator set	Equipment checklist pre-operation	Station operators	Operation records
05		5.1 Resume pumping if normal power resume	Sufficient and stable water pressure	Station operators	Operation records
06		6.1 Achieved water demand cycle process	All activity should be reflected in a daily operation record form and log books.	Station operators	Operation records



PROCEDURES MANUAL

Document No. : **PM-ENG-07** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

DISTRIBUTION SYSTEM MAINTENANCE

I. OBJECTIVE

This procedure clearly defines the process of distribution system maintenance

II. SCOPE

This covers the entire CCWD Water System Service Area and all its Interested Parties.

A

III. RESPONSIBILITY AND RESOURCES

Engineering and Operations Department

Responsible persons are the team leaders

Resources required plumbers, drivers who shall conduct closure and opening of valves, cleaning and others. The team leaders secured the actual data which include records of valves

IV. DEFINITION OF TERMS

Psi – Pounds per Square Inch

Hydrant – A discharge pipe with a valve and spout at which water may be drawn from a water mains (as for firefighting)

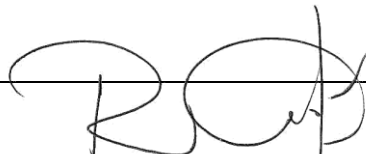
V. REFERENCE DOCUMENTS

CCWD Pipe Network (CAD Files)

VI. RECORDS GENERATED

Pressure monitoring record,

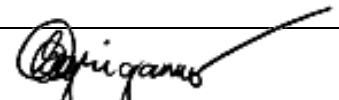
Prepared by:



ENGR. RODOLFO A. TAN

Process Owner

Approved by:



MRS. EDITHA C. YRIGANS

General Manager



PROCEDURES MANUAL

DISTRIBUTION SYSTEM MAINTENANCE

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Receive maintenance order for flushing	CCWD Water Safety Plan, Operations and Maintenance for Water Supply manual	Engineering and Operations personnel	Maintenance Order Form
02		2.1 Prepare service vehicle and plan out areas to be isolated for valving operations 2.2 Verify on site	CCWD Water Safety Plan, Operations and Maintenance for Water Supply manual	Engineering and Operations personnel	Tools Logbook Equipment Logbook
03		3.1 Gradual Closure with 2-3 minutes interval should be observed for each turn on the valve, to avoid turbulence on the pipelines. 3.2 Observe number of turns as reference for the opening of valves.	CCWD Water Safety Plan, Operations and Maintenance for Water Supply manual	Engineering and Operation personnel	Not Applicable

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PROCEDURES MANUAL

DISTRIBUTION SYSTEM MAINTENANCE

<p>04</p>	<pre> graph TD A((A)) --> B[Open Blow-off Valves or hydrants] B --> C[Close Blow-off/hydrant Valve] C --> D[Open isolation valves] D --> E[/Accomplished M.O./] E --> F([End]) </pre>	<p>4.1 Slowly open the blow-off valve or the Hydrant for flushing</p> <p>4.2. Let water flow for several minutes until chlorine odor is significantly detectable and turbidity is within acceptable level.</p> <p>4.3. Conduct chlorine testing.</p> <p>5.0 Slowly close blow-off valve (See Maintenance of Valve procedure)</p> <p>6.1. Restore operations of the pipelines.</p> <p>6.2 Open valves which are previously closed during isolation of the water mains. (See Maintenance of Valve procedure)</p> <p>7.0. Record the Location, Valve number, Brand/kind of valve, number of turns, date tested, status of the valve. Chlorine level, turbidity level, Time of blow-off opening and closure. Pressure at the time of opening.</p> <p>4.4 End of process</p>	<p>CCWD Water Safety Plan, Operations and Maintenance for Water Supply manual</p>	<p>Engineering and Operations personnel</p>	<p>M.O. Record book</p>
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PROCEDURES MANUAL

Document No. : **PM-ENG-04** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

MAINTENANCE OF PIPELINES

I. OBJECTIVE

This procedure clearly defines the process of the maintenance of exposed pipelines and mechanical fittings.

II. SCOPE

This covers the entire **CALBAYOG CITY WATER DISTRICT's** Water System and Pipelines.

III. RESPONSIBILITY AND RESOURCES

Operation and Maintenance personnel

IV. DEFINITION OF TERMS

POW – Program of Works

RIS – Requisition Issuance Slip

M.O. – Maintenance Order

V. REFERENCE DOCUMENTS

CALBAYOG CITY WATER DISTRICT Operations Manual, Water Supply System Operation and Maintenance

VI. RECORDS GENERATED

Maintenance Order Form, Tools Logbook, Equipment Logbook, RIS,

Prepared by:

ENGR. RODOLFO A. TAN

Process Owner

Approved by:

MRS. EDITHA C. YRIGANS

General Manager



PROCEDURES MANUAL

MAINTENANCE OF PIPELINES

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/ Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> POW[/Approved POW/] POW --> WOP[Prepare Work Order] WOP --> T[Prepare tools] T --> C[Check and clean-up of Pipelines, Valves & fittings] C --> R[Prepares accomplishment report] R --> A((A)) </pre>	1.1 Prepare Maintenance Order for the Schedule PMS on Exposed Pipeline			
02		2.1 Prepare tools needed.			
03		3.1 Wire brush, rust; make necessary repair or replacement of defective fitting parts. 3.2. Apply anti rust paint on all piping and mechanical fittings surfaces as primary coating. 3.3 Finally apply the surfaces with the desired enamel paints (metallic base) as final coating..			
04		4.1 Prepare Accomplishment Report and Submit to the EOD personnel.			

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PROCEDURES MANUAL

MAINTENANCE OF PIPELINES

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
05	<pre> graph TD A((A)) --> B[Evaluate, check and file report] B --> C[/Accomplished M.O./] C --> D([END]) </pre>	<p>5.1 Evaluate and check the prepared report.</p> <p>5.2 5.3 File the reports.</p>			



PROCEDURES MANUAL

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Revision No. : **00** Pages : **1 of 2**

New Water Service Connections

I. OBJECTIVE

This procedure defines the entire process of New Connection Installation

II. SCOPE

This covers the entire **Calbayog City Water District** Customer Service Area and all its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

EOD Personnel, S-1, S-2, S-3 Teams

IV. DEFINITION OF TERMS

RIS – Requisition Issuance Slip

EOD – Engineering and Operations Division

M.O. – Maintenance Order

S-1 Team – Segment 1 Team Personnel

S-2 Team – Segment 2 Team Personnel

S-3 Team – Segment 3 Team Personnel

V. REFERENCE DOCUMENTS

Calbayog City Water District Citizens' Charter

VI. RECORDS GENERATED

Maintenance Order, Log book

Prepared by:


ENGR. RODOLFO A. TAN

Process Owner

Approved by:


MRS. EDITHA C. YRIGAN

General Manager



PROCEDURES MANUAL

New Water Service Connections

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	START	1.1 EOD Receive M.O. for New Connection	CCWD Citizen's Charter	EOD Aide	Not Applicable
02		2.1 EOD conducts Field Inspection/Investigation	Fill-up of Service Connection pre materials form for types of service connection	EOD Segment Team Leader	Not Applicable
03		3.1 Prepare Computer generated bill of materials and endorse to Commercial Division 3.2 Prepare RIS and endorse to General Manager for Approval. 3.3 Receive issued materials/fittings from Admin Division 3.4 Schedule for tapping then end of process.	CCWD Citizen's Charter	EOD Aide personnel	Log book

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PROCEDURES MANUAL

Document No. : **PM-ENG-06** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 2**

CCWD HIGHER/ELEVATED SERVICE AREA

I. OBJECTIVE

TO provide water at higher CCWD service area

II. SCOPE

This covers the upper portion and other area of the subdivision.

III. RESPONSIBILITY AND RESOURCES

Engineering and Operation Division / Station Operators
Pressure Monitoring, Reservoir Elevation

IV. DEFINITION OF TERMS

Pressure Monitoring – Providing the operators with proper information in activating pumps as per schedule.

Reservoir Elevation – Actual water level at elevated reservoir.

V. REFERENCE DOCUMENTS

Operation Procedure, Water Safety Plan

VI. RECORDS GENERATED

Daily operation record, Log books.

Prepared by:


ENGR. RODOLFO A. TAN

Process Owner

Approved by:


MRS. EDITHA C. YRIGAN

General Manager



PROCEDURES MANUAL
CCWD HIGHER SERVICE AREA

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD Start([START]) --> Cond1[/WATER LEVEL IN RESERVOIR AT HALF FULL LEVEL/] Cond1 --> Act1[FILL-IN AND MAINTAIN FULL LEVEL AT CISTERN TANK.] Act1 --> Act2[START PUMPING] Act2 --> Cond2[/FULL LEVEL AT RESEVOIR/] Cond2 --> End([END]) </pre>	1.1 Opening of the gate valve at the cistern tank.	Sufficient and stable water pressure	Station operators	Operation records
02		2.1 Record previous data.	Sufficient and stable water pressure	Station operators	Operation records
03		3.1 Start pump thru motor control 3.2 Full level at reservoir stop pump motor, record at log book water level, time of operation and pressure then end of process	Sufficient and stable water pressure	Station operators	Operation records

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PROCEDURES MANUAL

Document No. : **PM-ENG-07** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

DISTRIBUTION SYSTEM MAINTENANCE

I. OBJECTIVE

This procedure clearly defines the process of distribution system maintenance

II. SCOPE

This covers the entire CCWD Water System Service Area and all its Interested Parties.

A

III. RESPONSIBILITY AND RESOURCES

Engineering and Operations Department

Responsible persons are the team leaders

Resources required plumbers, drivers who shall conduct closure and opening of valves, cleaning and others. The team leaders secured the actual data which include records of valves

IV. DEFINITION OF TERMS

Psi – Pounds per Square Inch

Hydrant – A discharge pipe with a valve and spout at which water may be drawn from a water mains (as for firefighting)

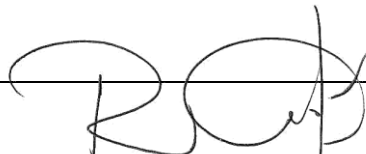
V. REFERENCE DOCUMENTS

CCWD Pipe Network (CAD Files)

VI. RECORDS GENERATED

Pressure monitoring record,

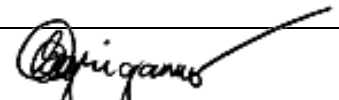
Prepared by:



ENGR. RODOLFO A. TAN

Process Owner

Approved by:



MRS. EDITHA C. YRIGANS

General Manager



PROCEDURES MANUAL

DISTRIBUTION SYSTEM MAINTENANCE

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 Receive maintenance order for flushing	CCWD Water Safety Plan, Operations and Maintenance for Water Supply manual	Engineering and Operations personnel	Maintenance Order Form
02		2.1 Prepare service vehicle and plan out areas to be isolated for valving operations 2.2 Verify on site	CCWD Water Safety Plan, Operations and Maintenance for Water Supply manual	Engineering and Operations personnel	Tools Logbook Equipment Logbook
03		3.1 Gradual Closure with 2-3 minutes interval should be observed for each turn on the valve, to avoid turbulence on the pipelines. 3.2 Observe number of turns as reference for the opening of valves.	CCWD Water Safety Plan, Operations and Maintenance for Water Supply manual	Engineering and Operation personnel	Not Applicable



PROCEDURES MANUAL

DISTRIBUTION SYSTEM MAINTENANCE

<p>04</p>	<pre> graph TD A((A)) --> B[Open Blow-off Valves or hydrants] B --> C[Close Blow-off/hydrant Valve] C --> D[Open isolation valves] D --> E[/Accomplished M.O./] E --> F([End]) </pre>	<p>4.1 Slowly open the blow-off valve or the Hydrant for flushing</p> <p>4.2. Let water flow for several minutes until chlorine odor is significantly detectable and turbidity is within acceptable level.</p> <p>4.3. Conduct chlorine testing.</p> <p>5.0 Slowly close blow-off valve (See Maintenance of Valve procedure)</p> <p>6.1. Restore operations of the pipelines.</p> <p>6.2 Open valves which are previously closed during isolation of the water mains. (See Maintenance of Valve procedure)</p> <p>7.0. Record the Location, Valve number, Brand/kind of valve, number of turns, date tested, status of the valve. Chlorine level, turbidity level, Time of blow-off opening and closure. Pressure at the time of opening.</p> <p>4.4 End of process</p>	<p>CCWD Water Safety Plan, Operations and Maintenance for Water Supply manual</p>	<p>Engineering and Operations personnel</p>	<p>M.O. Record book</p>
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PROCEDURES MANUAL

Document No. : **PM-ENG-08** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 3**

PEAK HOUR WATER DEMAND

I. OBJECTIVE

To augment water supply and stabilized pressure during peak hours.

II. SCOPE

This covers the entire city proper.

III. RESPONSIBILITY AND RESOURCES

Engineering and Operation Division / Station Operators
Pressure Monitoring, Production Meter, Reservoir Elevation

IV. DEFINITION OF TERMS

Pressure Monitoring – Providing the operators with proper information in activating pumps as per schedule.

Production Meter – Register the actual volume of water.

Reservoir Elevation – Actual water level at Concrete Ground reservoir.


V. REFERENCE DOCUMENTS

Operation Procedure, Water Safety Plan

VI. RECORDS GENERATED

Daily operation record. Log books

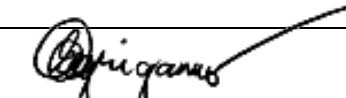
Prepared by:



ENGR. RODOLFO A. TAN

Process Owner

Approved by:



MRS. EDITHA C. YRIGAN

General Manager

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information	
01	<pre> graph TD START([START]) --> Reservoir[/HALF FULL LEVEL AT RESERVOIR/] Reservoir --> FillIn[FILL-IN CISTERN TANK] FillIn --> Inform[INFORM STATION 01] Inform --> StartPump[START PUMPING] StartPump --> PowerFail[POWER FAILURE] PowerFail --> PowerResume{POWER RESUME} PowerResume -- Yes --> B((B)) PowerResume -- No --> C((C)) B --> Inform C --> StartPump A((A)) --> StartPump </pre>	1.1 Opening of the gate valve at the cistern tank.	Sufficient and stable water pressure	Station operators	Operation records	
02			2.1 Record previous data. 2.2 Inform station 01 for logging of pumping time.	Sufficient and stable water pressure	Station operators	Operation record
03			3.1 Start pump thru motor control 3.2 Immediately inform power facility regarding power failure.	Sufficient and stable water pressure Stable power supply	Station operators Station 01 on duty personnel	Operation record

Doc. No. : **PM-ENG-08**
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Pages : **2 of 3**

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
04	<pre> graph TD A((A)) --> B1[Start fuel engine drive motor pump] B((B)) --> B1 C((C)) --> B1 B1 --> B2[RESUME PUMPING] B2 --> B3[/Full Water Level at Reservoir/] B3 --> B4([END]) B3 --> A B3 --> B </pre>	4.1 Start Fuel engine drive motor pump if no normal power.	Sufficient and stable water pressure. Perform the pre-operation check list.	Station operators	Operation records
05		5.1 Resume pumping if normal power resume or using 4dr5 engine	Sufficient and stable water pressure	Station operators	Operation records
06		6.1 If target elevation is achieved then end the process.	All activity should be reflected in a daily operation record form and log books.	Station operators	Operation records



PROCEDURES MANUAL

Document No. : **PM-PRO-01** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 2**

WATER QUALITY MONITORING

I. OBJECTIVE

This procedure clearly defines the process in monitoring the quality of water in semi-annual physical-chemical parameters and monthly for bacteriological analysis.

II. SCOPE

Safe and potable water in all CCWD service area.

III. RESPONSIBILITY AND RESOURCES

DOH Accredited Laboratory
CCWD Lab. / Senior Laboratory Technician

IV. DEFINITION OF TERMS

Bacteriological Analysis- is a method to determine the presence of Escherichia Coli & Fecal Coli form.

Physical-Chemical Test for Water – parameters for testing of water

DOH Accredited Laboratory – is to perform testing and evaluating water parameters

Senior Laboratory Technician – is the person involved in conducting water sample

V. REFERENCE DOCUMENTS

Philippine National Standards for Drinking Water (PNSDW), 2007.

VI. RECORDS GENERATED

Purchase Request, Test Result for Water

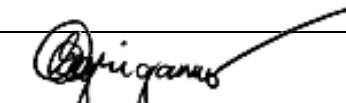
Prepared by:



ENGR. RODOLFO A. TAN

Process Owner

Approved by:



MRS. EDITHA C. YRIGAN

General Manager



PROCEDURES MANUAL

WATER QUALITY MONITORING

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01		1.1 EOD makes a purchase request.	Location for Testing Monthly Bacteriological Twice a year, every January and June	Senior Lab. Technician	Purchase Request
02		2.1 Approved by the General Manager.	Request should be with complete signatories	General Manager	Purchase Request
03		3.1 Conduct sampling for raw & treated water 3.2 Conduct sampling as per bacteriological sampling procedure. 3.3 Submit to DOH Accredited laboratory 3.4 If failed then apply for corrective action based on PNSDW 2007; process shall go back to Request for Testing. 3.5 If passed then end of process.	Philippine National Standards for Drinking Water (PNSDW), 2007	DOH Accredited Laboratory/ EOD Senior Lab. Technician	Physical-Chemical Test Results & Bacteriological Results

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PROCEDURES MANUAL

Document No. : **PM-PRO-02** Eff. Date : **09-01-17**

Revision No. : **00** Pages : **1 of 2**

WATER POTABILITY MONITORING

I. OBJECTIVE

This procedure clearly defines the process that can be used to achieve safe levels of chlorine in drinking water supply delivered to every concessionaire.

II. SCOPE

This covers the entire **CCWD**'s Operations and Maintenance and its Interested Parties.

III. RESPONSIBILITY AND RESOURCES

Senior Laboratory Technician

IV. DEFINITION OF TERMS

Disinfection/ Chlorination – is a treatment method by using chlorine

Chlorine – is a highly efficient disinfectant

Ppm – parts per million

RIS – Requisition Issuance Slip

V. REFERENCE DOCUMENTS

Philippine National Standards for Drinking Water (PNSDW), 2007

VI. RECORDS GENERATED

RIS and Daily Chlorine Residual Form, Calculating $Q * 0.3$ ppm to 1.5 ppm, Daily Chlorine Residual Logbook

Prepared by:


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Process Owner

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General Manager



PROCEDURES MANUAL

WATER POTABILITY


VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> DOH[/DOH/LWUA MC/] DOH --> Disinfection[Disinfection/Chlorination] </pre>	1.1 Attach gas chlorine cylinder and adjust dosage based on computation	Treated Based on Philippine National Standards for Drinking Water, 2007	Senior Laboratory Technician	RIS and Daily Chlorine Residual Form, Calculating Q * 0.3 ppm to 1.5 ppm
02	<pre> graph TD Disinfection --> Check[Check chlorinator] Check --> Standard{Within standard?} </pre>	2.1 Check chlorinator and chlorine dosage.	Dosage not less than 0.3 ppm and not more than 1.5 ppm	Senior Laboratory Technician	Daily Chlorine Residual Logbook
03	<pre> graph TD Standard -- No --> Check Standard -- Yes --> Residual[/0.3 - 1.5 PPM CL2 RESIDUAL/] Residual --> END([END]) </pre>	3.1 Flush pipelines, conduct internal testing using test kit. 3.1.1 If below/ above the standard then process shall go back to checking chlorinator. 3.1.2 If within the standard then end the process.	Assigned personnel for their corresponding area obliged to conduct testing daily	Senior Laboratory Technician	Daily Chlorine Residual Logbook

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	PROCEDURES MANUAL	Document No. : PM-PRO-03 Eff. Date : 09-01-17
	CALIBRATION	

I. OBJECTIVE

The purpose of this procedure is to establish a uniform and consistent system for the control, calibration and maintenance of all monitoring and measuring devices of **CALBAYOG CITY WATER DISTRICT** to ensure that the results of the measurement are reliable and sufficiently accurate with a known degree of uncertainty.

II. SCOPE

This procedure shall apply to all monitoring and measuring devices used by **CALBAYOG CITY WATER DISTRICT** that directly affects the quality of the product. These may include the following items;


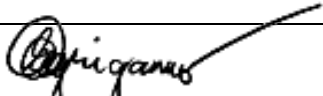
- a. Working standards used for calibration.
- b. Inspection, Measuring and Test equipment including Test Software used to verify the acceptance of the product.

III. RESPONSIBILITY AND RESOURCES

Responsible person is the Senior Laboratory Technician.

IV. DEFINITION OF TERMS

- **Calibration**
 - The set of operations which establish, under specified conditions, the relationship between values indicated by a measuring instrument or measuring system or measuring system, or values represented by a material measure or a reference material, and the corresponding values of a quantity realized by a reference standard.

Prepared by:  <hr/> ENGR. RODOLFO A. TAN Process Owner	Approved by:  <hr/> MRS. EDITHA C. YRIGAN General Manager
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- **Measuring Instrument** – A device intended to make a measurement, alone or in conjunction with supplementary equipment.

- **Standard** – A material measure, measuring equipment reference material or system intended to define, realize, conserve or reproduce a unit or one or more values of a quantity in order to transmit them to other measuring instruments by comparison.

- **International Standard** – A standard recognized by an international agreement to serve internationally as the basis for fixing the value of all other standards of the quantity concerned.

- **National Standard** – A standard recognized by an official national decision to serve, in a country, as the basis for fixing the value of all other standards of the quantity concerned.

- **Traceability** – The property of the result of a measurement whereby it can be related to appropriate measurement standards, generally international or national standards, through an unbroken chain of comparison.

- **Accuracy of Measurement** – The closeness of the agreement between the result of the measurement and the true value of the measured.

- **Turbidimeter** – an instrument for measuring the turbidity of a liquid suspension
- **Turbidity** – a cloudiness or haziness of a water caused by suspended solids that are usually invisible to the naked eye
- **NTU- nephelometric turbidity units**

V. REFERENCE DOCUMENTS

LOGBOOK

Philippine National Standards for Drinking Water (PNSDW), 2007

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VI. RECORDS GENERATED

Facilities and Equipment Master list
Calibration History Records
Calibration Schedule

FM-GNS-03
FM-PRO-01
FM-PRO-02

Daily turbidity logbook

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PROCEDURES MANUAL

CALIBRATION

VII. PROCEDURE DETAILS AND FLOW

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
01	<pre> graph TD START([START]) --> MD[/Measuring devices/] MD --> CAL[Calibration] </pre>	1.1 Press and briefly hold the on button and press enter to select measure.	Treated Based on Philippine National Standards for Drinking Water, 2007	Team leaders	Daily turbidity logbook
02	<pre> graph TD RS[Reading of standard] --> WS{Within standard?} </pre>	2.1 Select turbidity no blank	Reading must 5 ntu or below	Team leaders	Preventive Maintenance Logbook
03	<pre> graph TD WS{Within standard?} -- Yes --> CT[/Calibrated TURBIDITIMETER/] CT --> END([END]) WS -- No --> RS[Reading of standard] </pre>	3.1 Fill the tube to the line with standard. Insert tube and align the index line on the tube with the index arrow on the meter and select scan sample. Read the result 3.1.1 If below/ above the standard then process shall go	Assigned personnel for their corresponding area obliged to conduct testing daily	Team leaders	Daily turbidity Logbook

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PROCEDURES MANUAL

CALIBRATION

No.	Process Flow	Description of Activity	Guidelines/Criteria/Policy	Responsible Person	Retained Information
		back to reading of standard. 3.1.2 If within the standard then end the process.			

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