



# **GENERAL TINIO WATER DISTRICT**

## **OPERATIONS MANUAL**

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## Introduction

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

This manual will provide readers knowledge about the district's responsibilities and structure.

The manual is composed of several parts as follow:

**General Information.** This section contains the brief history of GTWD, mandates and functions, its mission and vision, service pledge, pumping station and areas of operation.

**Organization and Responsibilities.** In this part of the manual, the organizational structure as of year 2015 was shown, as well as the duties and responsibilities of each section.

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

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

**ABBREVIATIONS:**

**ARE** - Acknowledgement Receipt of Equipment

**BUS** - Budget Utilization Slip

**DV** - Disbursement Voucher

**HPC** - Heterotropic Plate Count

**IAR** - Inspection and Acceptance Report

**LWUA** - Local Water Utilities Administration

**MOV** - Motorized Operated Valve

**PD** - Presidential Decree

**PFRS** - Philippine Financial Reporting Standards

**PHILGEPS** - Philippine Government Electronic Procurement System

**PPE** - Property Plant & Equipment

**PR** - Purchase Request

**PO** - Purchase Order

**GTWD** - General Tinio Water District

**ROSA** - Report on Salaries and Allowances

**RFQ** - Request For Quotation

**SOA** - Statement of Account

**SALN** - Statement of Assets, Liabilities and New Worth

**SDs** - Support Documents, such as Sales Invoice, Purchase Order, Statement of Account, Job Order

**VFD** - Variable Frequency Drive

## GENERAL INFORMATION



Logo of General Tinio Water District

### Mandates and Functions :

The General Tinio Water District was formed year 1982 and was awarded by Local Water Utilities Administration (LWUA) with Certificate of Conditional Conformance CCC No. 191 dated 10 March, 1982. This CCC is the accreditation of LWUA to a new-formed Water District as being qualified to operate under the standards specification. Its primary objective is to acquire, install, improve, maintain and operate the water supply and distribution system for domestic, commercial, and industrial consumption of residents within the boundaries of the District. As of December 31, 2015 the district has a total service connection of 2,162.

### VISION

A government owned and controlled corporation guided by good moral values created and committed to produce safe, clean, potable and affordable water supply for the whole town of General Tinio, Nueva Ecija where everyone of its constituents have the full access to enjoy the use of it.

### MISSION

Maintain harmonious relationship in a prosperous & healthy community through the use of safe, clean, potable and affordable water supply.

**PERFORMANCE PLEDGE**

Kaming mga kawani at namumuno sa General Tinio Water District ay buong pusong maglilingkod ng tapat, makatarungan, makakalikasan, makadiyos at makatao na may paninindigan at pakikiisa at layuning makapaghatid ng malinis, maaasahan, sapat at abot halagang serbisyo ng tubig sa pamayanan ng General Tinio.

“Since we are a public entity, customer satisfaction is our index of success”

PUMPING STATIONS	YEAR OF OPERATION
Libis Ng Nayon	1999
Padolina – 1	1984
Padolina – 2	2007
Concepcion	2000
Enrica	1998
Sawmill	2016

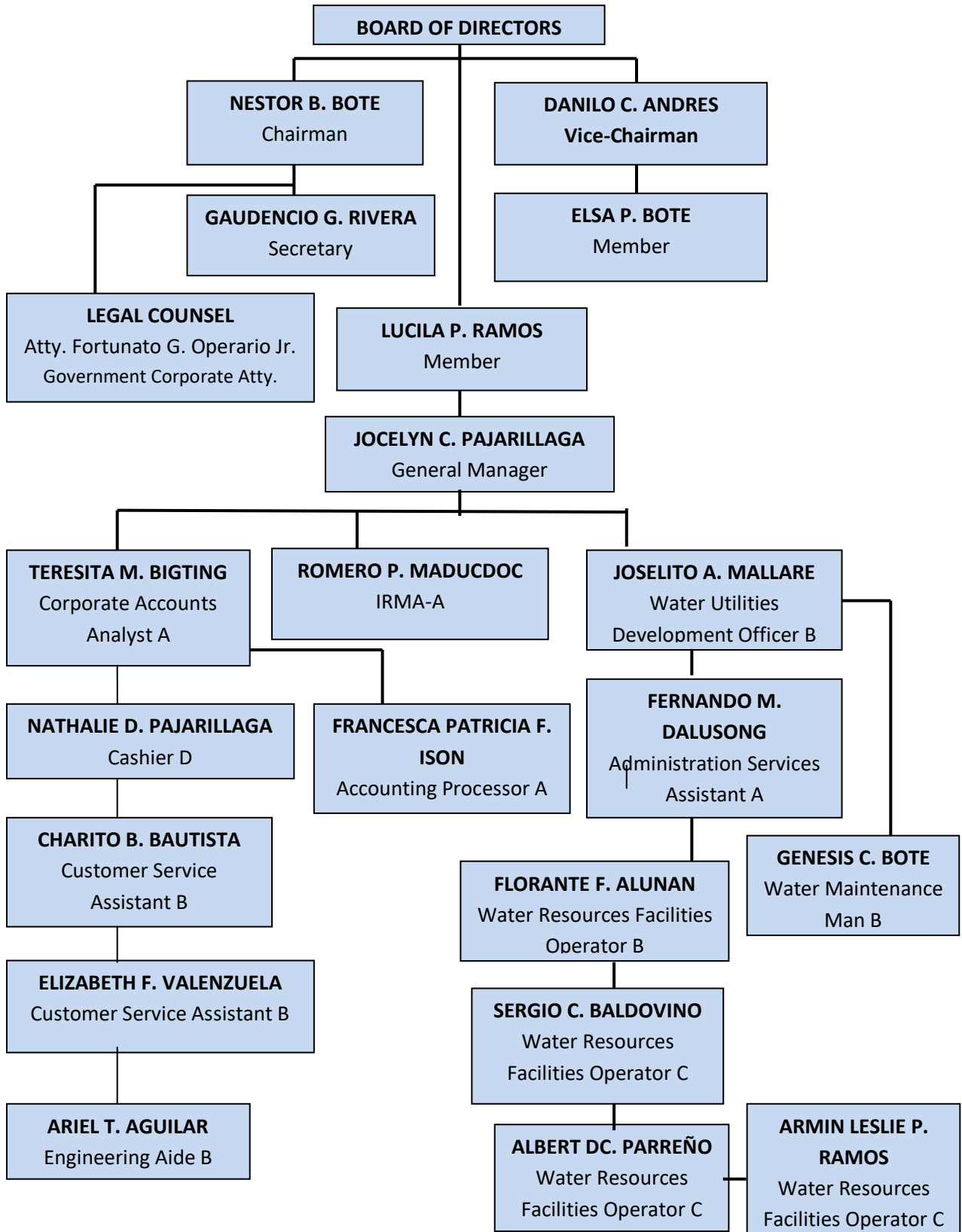
**AREAS OF OPERATION**

Barangays that are served by GTWD as of 2018

Brgy No.

1. - Padolina
2. - Concepcion
3. – Rio Chico
7. – Poblacion West
8. – Poblacion Central
9. – San Pedro
10. – Sampaguita
11. – Poblacion East
12. – Pulong Matong

GENERAL TINIO WATER DISTRICT  
ORGANIZATIONAL CHART



## DUTIES AND RESPONSIBILITIES

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

**Administrative / Commercial Section** is responsible for general service, collection and disbursements of funds. It is responsible for the recruitment and retention of qualified employees. The administrative section records, summarizes all the financial transaction of the district and prepares Financial Reports. It also provides customer services to the consumers/client. Administrative / Commercial Section also responsible for the billing and collection of water sales of the districts.

**Engineering/Production Section** is responsible for the management of the water systems maintenance operations, production and water distribution systems. It is also responsible for the implementation of the projects.

## OPERATIONAL CONTROL AND SUPERVISION

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

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

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

The Administrative/Commercial Section shall exercise operational control over the following duties:

1. Preparation of Financial Statements following the newly adopted Philippine Financial Reporting Standards (PFRS) of government agencies classified as Government Business Entities (GBEs), per COA Circular No. 2015-003;
2. Preparation of Statement of Bank Reconciliation;
3. Preparation and updating of PPE Depreciation Schedule;
4. Preparation of Annual Budget;
5. Reports of Daily Collection and Deposit;
6. Deposit of Cash and Check Collections;
7. Administration Of Petty Cash Fund;
8. Preparation and Release of Payroll;
9. Preparation of Disbursement Voucher;
10. Liquidation of Cash Advances;



11. Report of Monthly remittances and loan payment;
12. Preparation and payment of BIR, GSIS, HDMF, Philhealth;
12. Release of Checks;
13. Maintenance of 201 files;
14. Submission of SALN;
15. Updating of Leave Record;
16. Preparation and Submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit(COA);
17. Issuance of Acknowledgement Receipt of Equipment; (ARE)
18. Preparation of Purchase Request/ Order
19. Phil - GEPS Posting;
20. Issuance of materials & supplies;
21. Physical Count of Inventory;
22. Processing of Applications for: New Service Connections, change name, Maintenance and inspection order;
23. Issuance of Water bills ( SOA)
24. Issuance of Official Receipts;
25. Submission of Schedule of Accounts Receivable;
26. Submission of Collection report;
27. Maintenance of Customers' Ledger Cards.

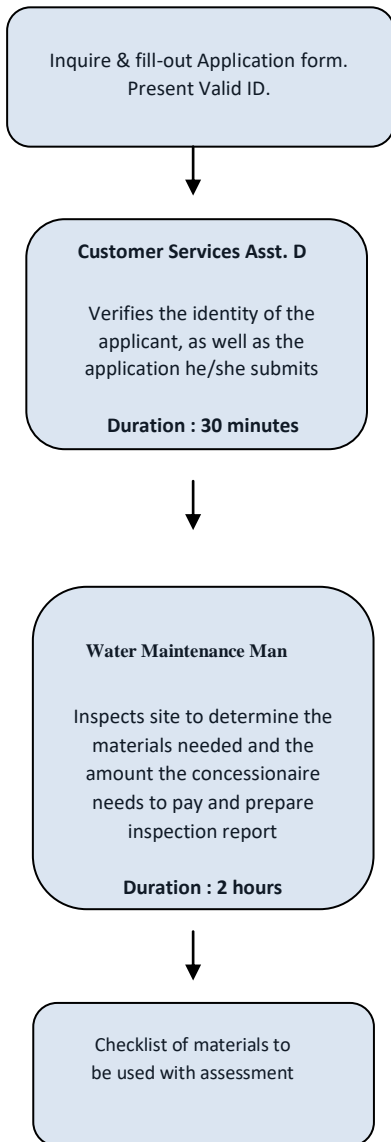
Engineering/Production Section shall exercise operational control over the following duties:

1. Operation & Maintenance of all engineering facilities such as water sources, pumping station equipment, distribution network, including power generating equipment.
2. Water Meter relocation;
3. Repair / calibration of water meter due to blurred , stuck up or damage;
4. Installation of New service connection;
5. Conduct Network flushing Activity;
6. Report on Non- Revenue Water ( NRW)
7. Submission of Water Samples for Bacteriological Test;
8. Submission of Physical and Chemical testing of water samples for all pumping stations;
9. Submission of Summary Reports on Microbiological Test of water samples to LWUA;
10. Operation of chlorination equipment;
11. Maintenance of reservoir tank.
12. Operation and mainenance of generators

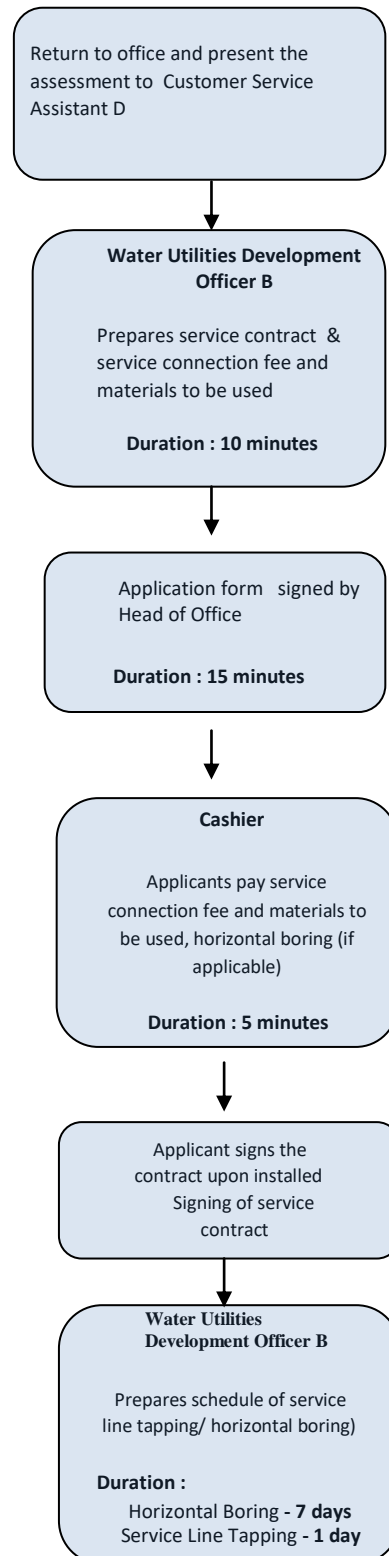
**OPERATING PROCEDURES**

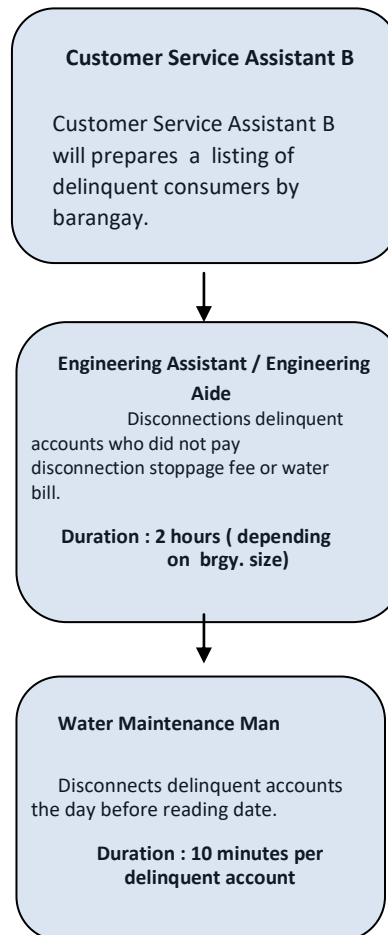
**A. APPLICATION AND INSTALLATION OF NEW SERVICE CONNECTION**

Step 1 :



Step 2:



**B. DISCONNECTION OF SERVICE LINES**

**C. BILLING & COLLECTION**

**Billing**

**Customer Service Assistant B**  
Reads consumption every 1<sup>st</sup> week of the month  
(minimum of 1 brgy per day)



**Computer Operator/ Customer Services Asst B**  
Encode & post meter reading of each consumer. Update customer ledger cards and print billing statement



**Customer Service Assistant B**  
Distributes billing statement on the 5<sup>th</sup> day after after reading.



Consumers received their billing statement

Consumers walk into the office to pay water bills .



**Customer Services Assistant B**  
Verifies the amount due or refers client to responsible person  
**Duration : 5 minutes**



**Cashier**  
Receives payment and issue official receipt  
**Duration : 2 minutes**

**Payment of Reconnection fee, Service connection fee, Materials, etc.**

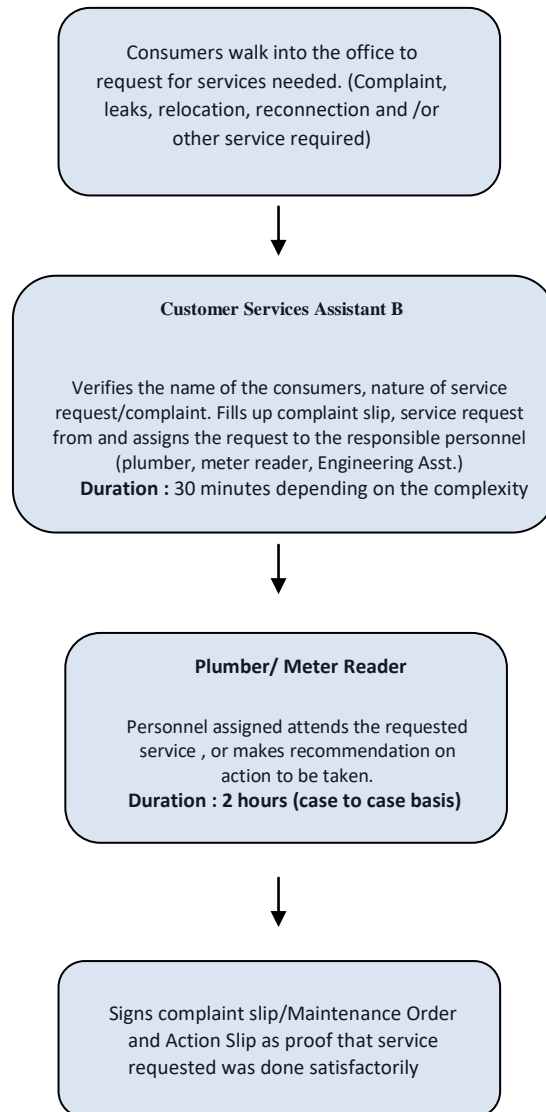
Consumers walk into the office to pay Reconnection fee ,Service connection fee, materials etc.



**Customer Services Assistant B**  
Verifies the account of the consumer  
**Duration : 30 minutes depending on the complexity**



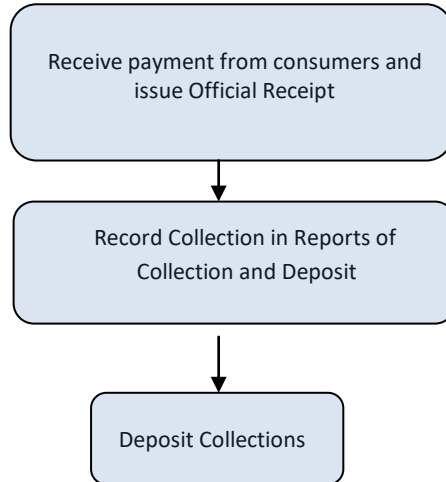
**Cashier D**  
Examines the amount to be paid and issue official receipt. After payment was received.  
**Duration : 2 minutes**

**D. REQUEST FOR SERVICE ( Complaints, reconnection etc)**

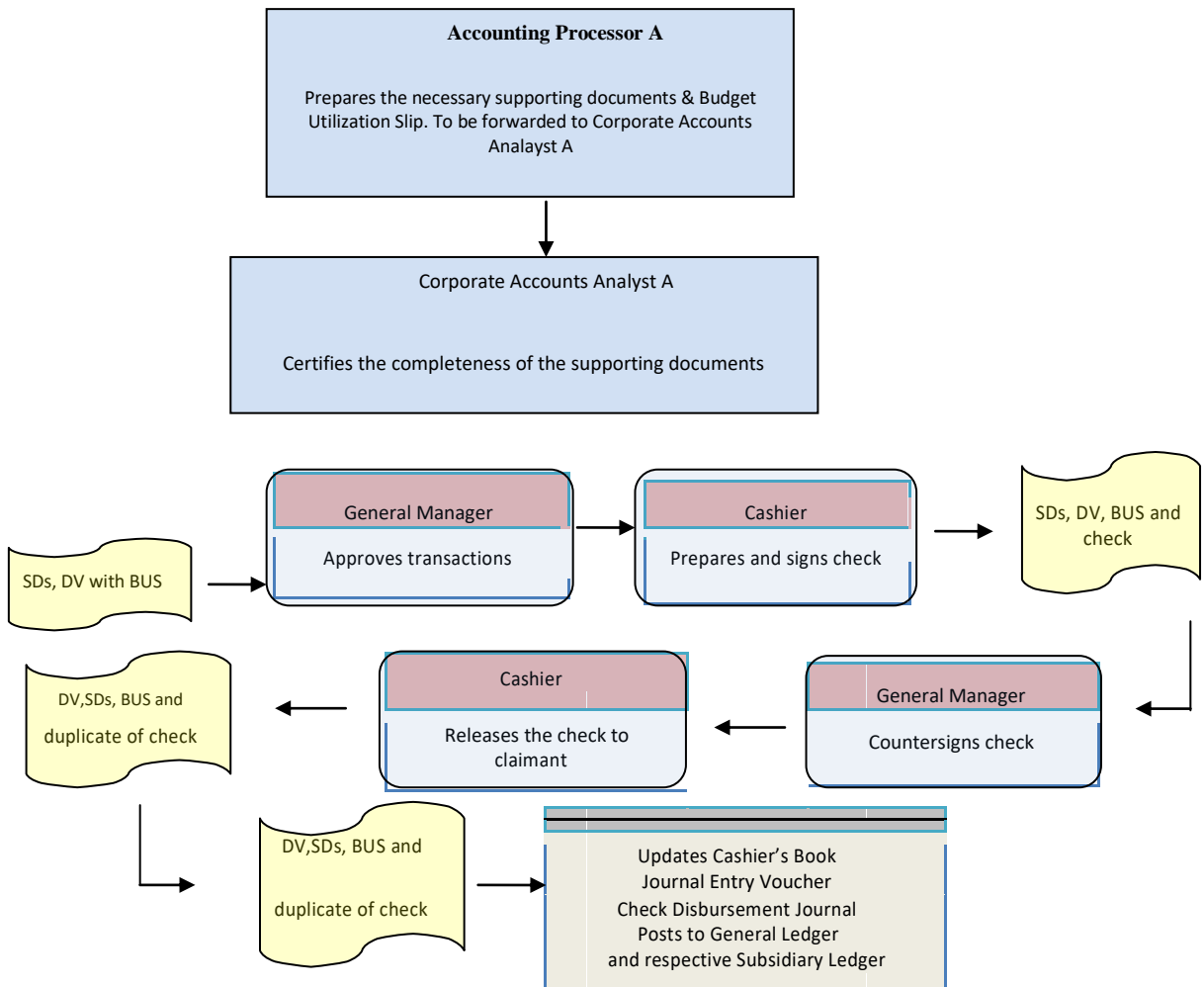
**WORK FLOW CHARTS**

**ACCOUNTING WORKFLOW**

**RECEIPTS AND COLLECTION PROCESS**

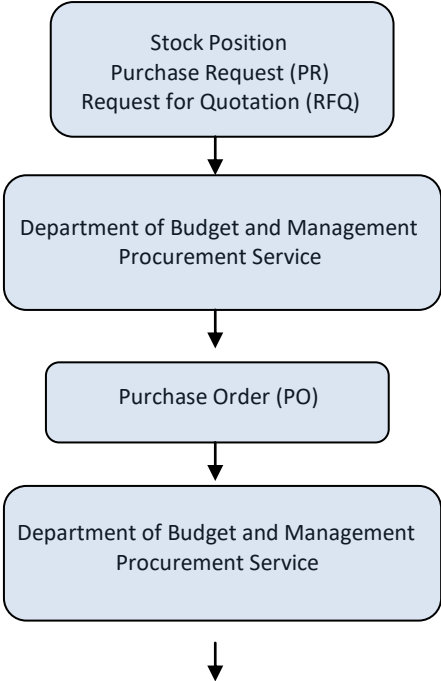


**DISBURSEMENT PROCESS**

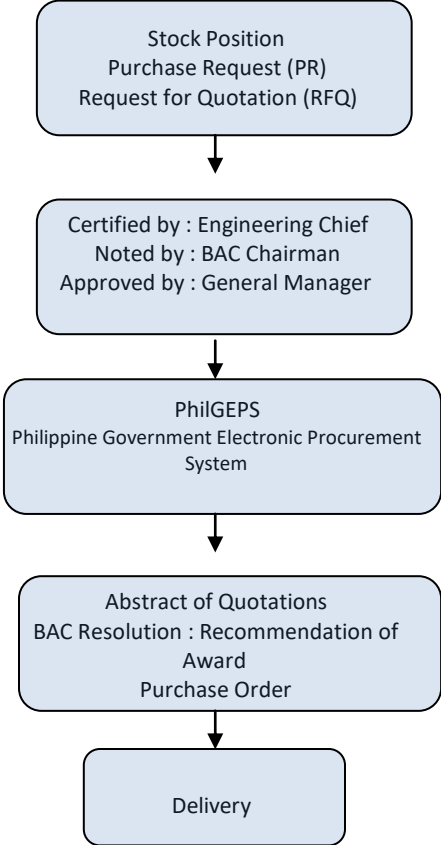


**PROCUREMENT PROCESS**

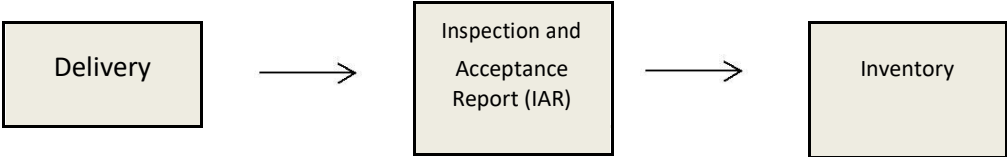
**OFFICE SUPPLIES:**



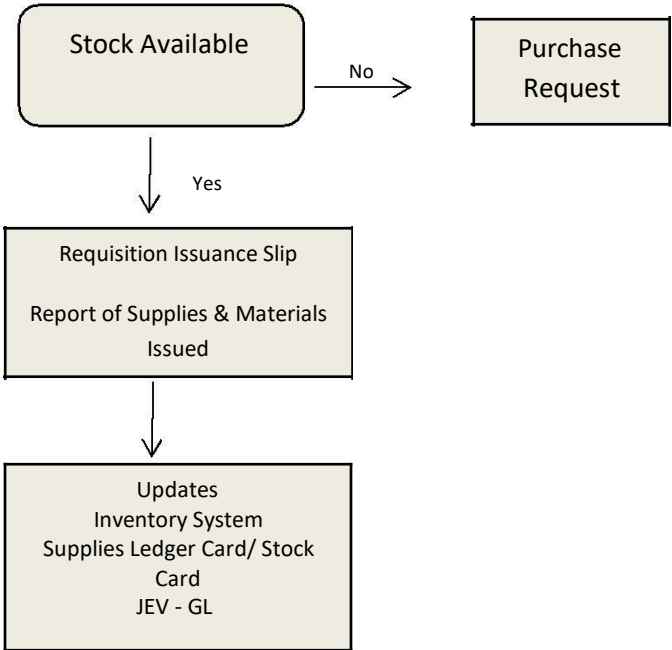
**Materials:**



**RECEIPT OF DELIVERIES OF INVENTORY**



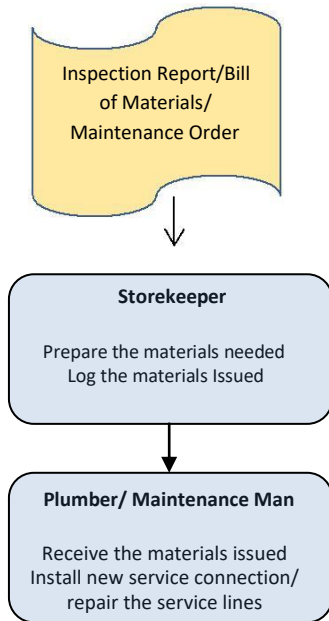
**ISSUANCE OF OFFICE SUPPLIES**



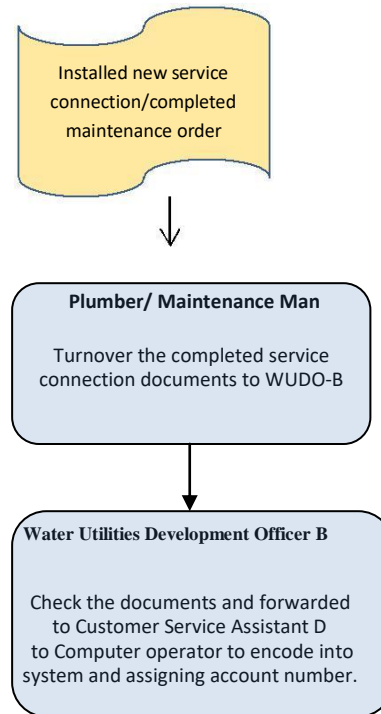


**ISSUANCE OF NEW SERVICE CONNECTION MATERIALS AND REPAIRS**

Step 1:



Step 2:



**PRODUCTION**

