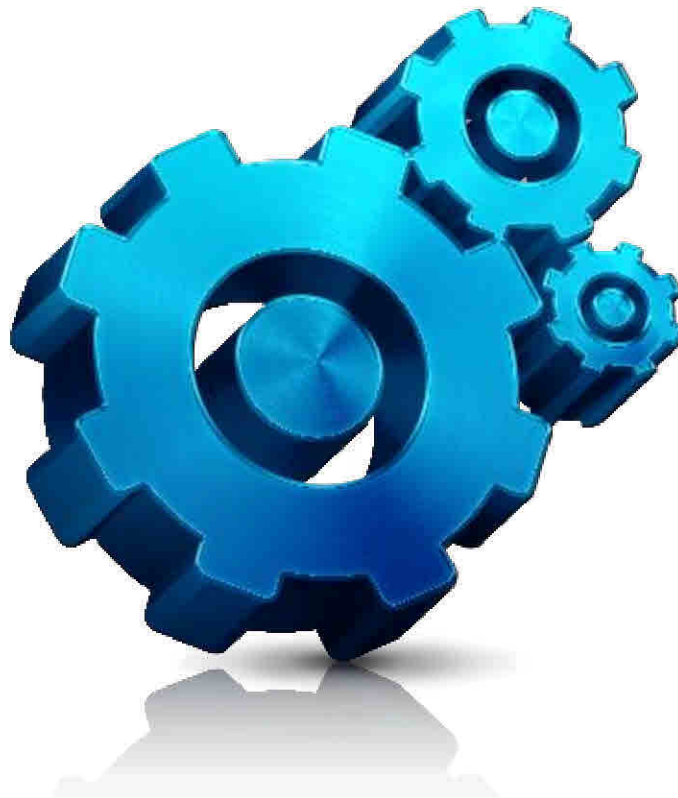


2015

LICAB WATER
DISTRICT

RJ



OPERATIONS MANUAL

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Introduction

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

The purpose of this manual is to provide its readers knowledge about the district's responsibilities and structure.

The manual is divided into several parts as follows:

General Information. This section contains the company profile, such as the brief history of LWD, mandates and functions, its mission and vision, service pledge, pumping stations and areas of operation.

Organization and Responsibilities. In this part of the manual, the organizational structure was shown using a diagram as of year 2015, as well as the duties and responsibilities of every department.

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 LWD. Activity flow charts are used to illustrate the different processes involved in daily operations.

DEFINITION OF TERMS

LWD – Licab Water District

PD – Presidential Decree

Category D – The categorization is a two-stage process. The initial stage is categorization based on the Number of Active Service Connections. For Category D a service connections below 3,000. The second stage of categorization considers the following factors: Gross Revenues, Total Assets, Net Income before Interest and Depreciation, and Staff Productivity Index. These factors will determine the Point-Rating Category Points 1-24 for Category D. Whichever is lower is the FINAL CATEGORY of the LWD.

SOA – Statement of Account

PPE – Property Plant and Equipment

PR – Purchase Requisition

HPC – Heterotropic Plate Count

LWUA – Local Water Utilities Administration

PhilGEPS – Philippine Government Electronic Procurement System

SALN – Statement of Assets, Liabilities, and Net Worth

SDs – Supporting Documents, such as Sales Invoice, Purchase Order, Job Order, Statement of Account

GENERAL INFORMATION

Profile

The operation of the local water district started on May 5, 2006 pursuant to the provisions of Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the “Provincial Water Utilities Act of 1973”. Its primary objective is to acquire, install, improve, provide, 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, 2014 the district is servicing 8 out of 11 barangays with total service connection of 1,448.



Figure 1: LWD Logo

Mandates and Functions

The Licab Water District is a local water district created by virtue of Resolution No. 01 dated January 2002 of the Municipal Council of Licab, Nueva Ecija. On December 17, 2003, the Certificate of Conditional Conformance No. 603 was issued by Local Water Utilities Administration to formalize the establishment of Licab Water District.

Vision

Provide safe, potable, affordable and sustainable water supply to all Licabeños where water is efficiently allocated and managed to support life.

Mission

Enhance the quality of life through continuous delivery of potable water and improve the well-being of men, women and children of the community.

Service Pledge

We, the Officials and Employees of LICAB WATER DISTRICT, commit to provide and efficiently serve you with potable, reliable and adequate supply of water.

Board of Directors (2015)

Atty. Dante P. Alejandria.....Chairperson
Cynthia G. Angulo.....Vice-Chairperson
Leonila J. Rayo.....Secretary
Meliton M. Tolentino.....Member
Reynaldo P. Bisa.....Member

Pumping Stations	Implementation Year
San Cristobal	2006
Sta. Maria	2012

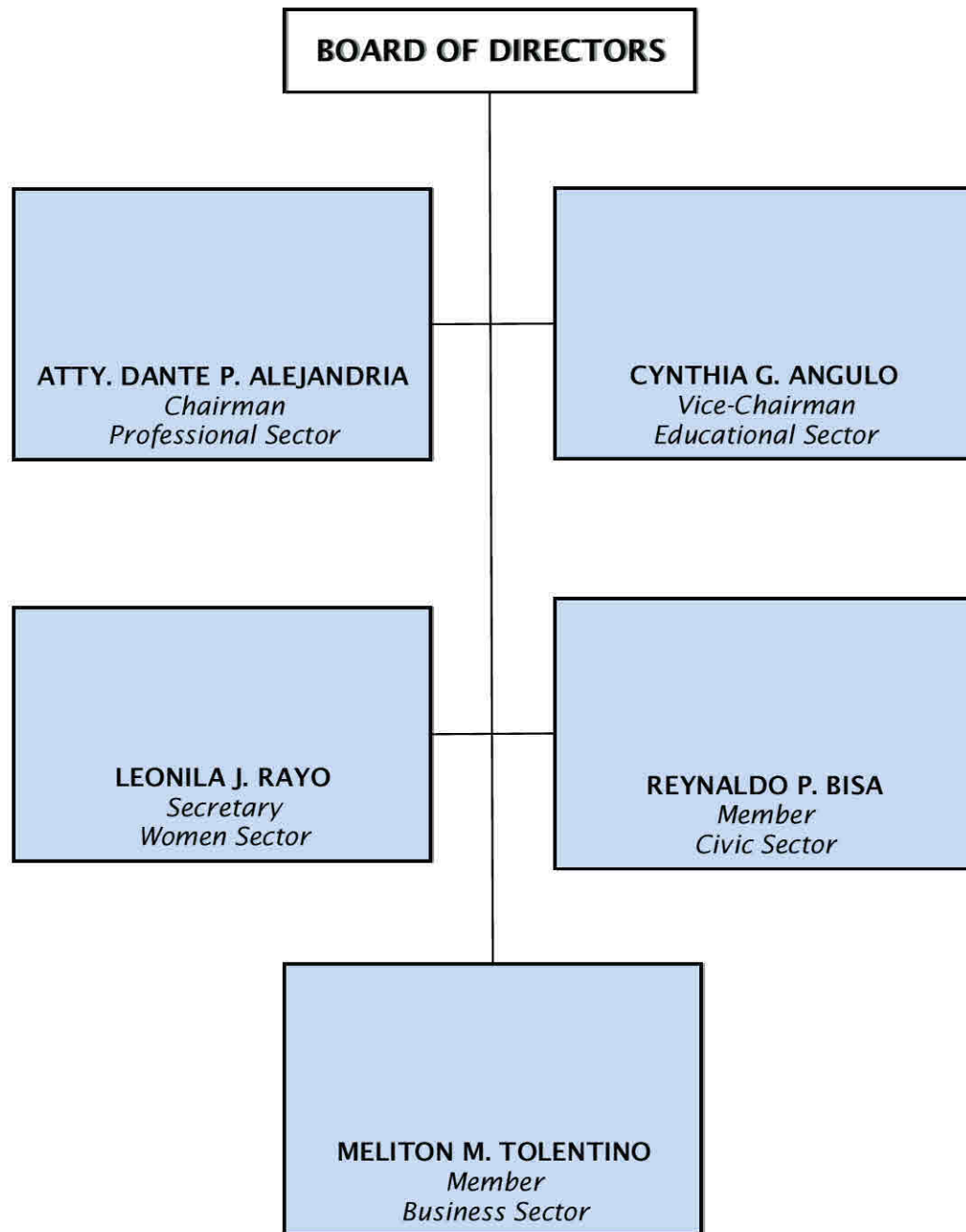
Table 1. LWD Pumping Stations as of year 2015

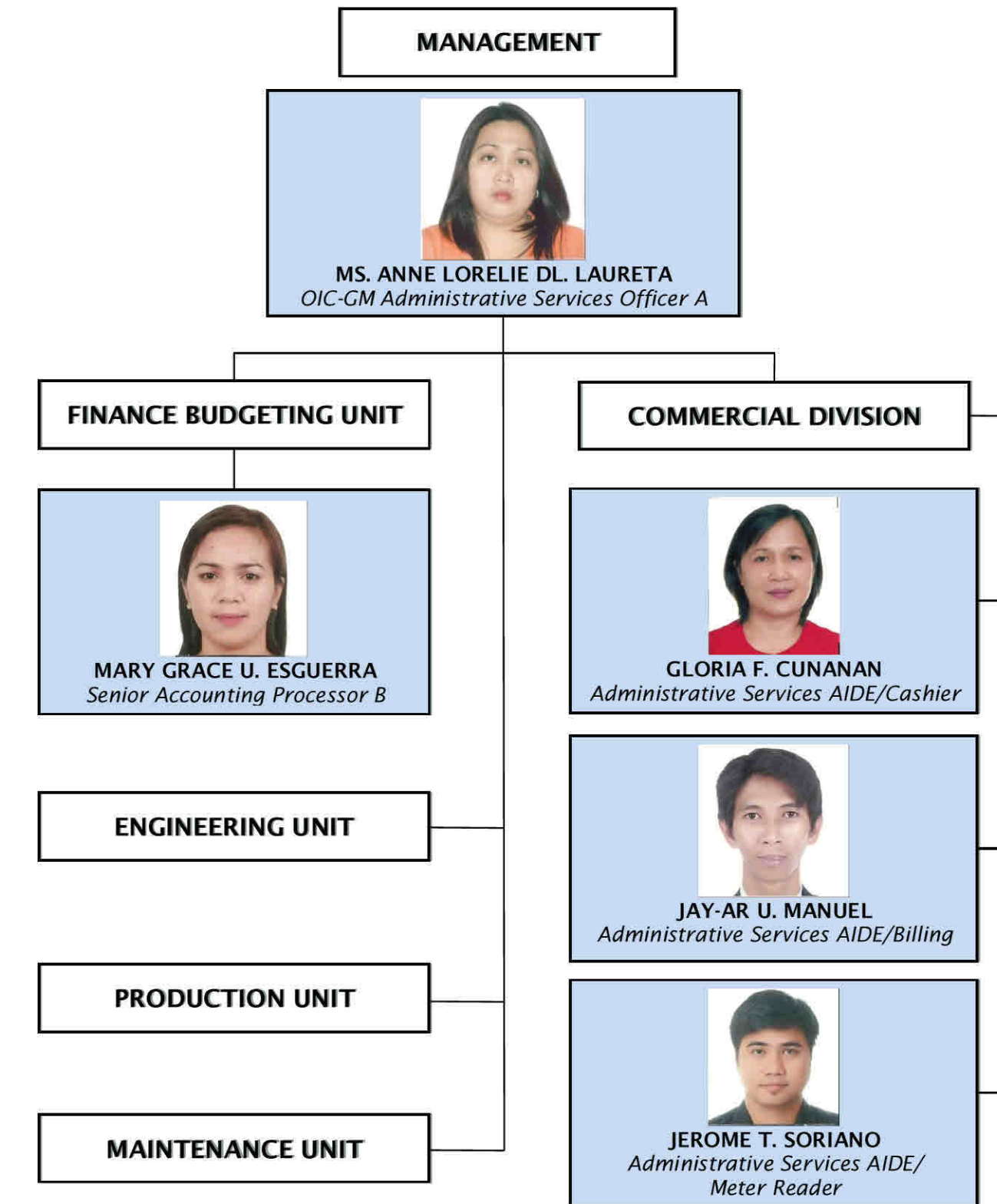
AREAS OF OPERATION

Barangays that are being served by LWD as of year 2015:

- ✓ Linao
- ✓ San Casimiro
- ✓ San Cristobal
- ✓ San Juan
- ✓ Sta. Maria
- ✓ Poblacion Norte
- ✓ Poblacion Sur
- ✓ Villarosa

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





DUTIES AND RESPONSIBILITIES

The Primary Functions

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

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

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

Commercial Services Unit provides customer services to the concessionaire/client. Responsible for billing and collection of water sales of the district. It is divided into two namely:

- *Customer Accounts* is responsible for meter reading, billing and collection. Assists in the recording and posting of payments and monitoring of the customer accounts.
- *Customer Services* is responsible in attending customer service requests and complaints. Responsible for the marketing strategies/program implementation and public information. In-charge in inspection and investigation regarding water connection.

Engineering Operations Unit is responsible for the management of the water systems maintenance operations; and management of production and water distribution

operations.

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

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

OPERATIONAL CONTROL AND SUPERVISION

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

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

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

The **Administrative and Finance Unit** shall exercise operational control over the following duties:

1. Preparation of Financial statements;
2. Preparation of statement of Bank Reconciliation;
3. Preparation of Creation, Reclassification and upgrade of Positions;
4. Preparation and updating of PPE Depreciation Schedule;
5. Preparation of Annual budget;
6. Preparation and release of Payroll;
7. Meet BIR deadlines;
8. Preparation and submission of Alphalist of withholding taxes, annual registration fee & Income Tax Return (ITR);
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 LWUA)
13. Reports of daily Collection and Deposit;
14. Deposits of cash and check collections;

15. Administration of Petty Cash Fund;
16. Release of checks;
17. Maintenance of 201 files;
18. Submission of SALN;
19. Updating leave records;
20. Preparation and submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit (COA);
21. Preparation of Purchase Order/Request;
22. Posting to Phil-GEPS for invitation to bid;
23. Preparation of procurements;
24. Issuance of materials and supplies;
25. Physical count of inventory;
26. Submission of Inspection and Acceptance Report (IAR);
27. Delivery of Documents to outside public.

The **Commercial Unit** shall exercise operational control over the following duties:

1. Processing of Applications for: New water service connections, change name, maintenance & inspection order;
2. Issuance of Official Receipts;
3. Submission of Schedule of Accounts Receivable;
4. Submission of Collection Report;
5. Checking of high water consumption.

The **Maintenance Unit** shall exercise operational control over the following duty:

1. Water meter relocation;
2. Repair/Calibration of water meter due to blurred, stuck-up or damage;
3. Repair of the main or distribution line;
4. Repair of service line or meter stand pipe leak;
5. Installation of new water service connections;

6. Issuance of water bills (SOA)
7. Issuance of Official Receipts upon collection (field collection)
8. Conduct of network flushing activity;
9. Report on Non-Revenue Water (NRW) or Unaccounted water per cubic meter;

The **Production Unit** shall exercise operational control over the following duties:

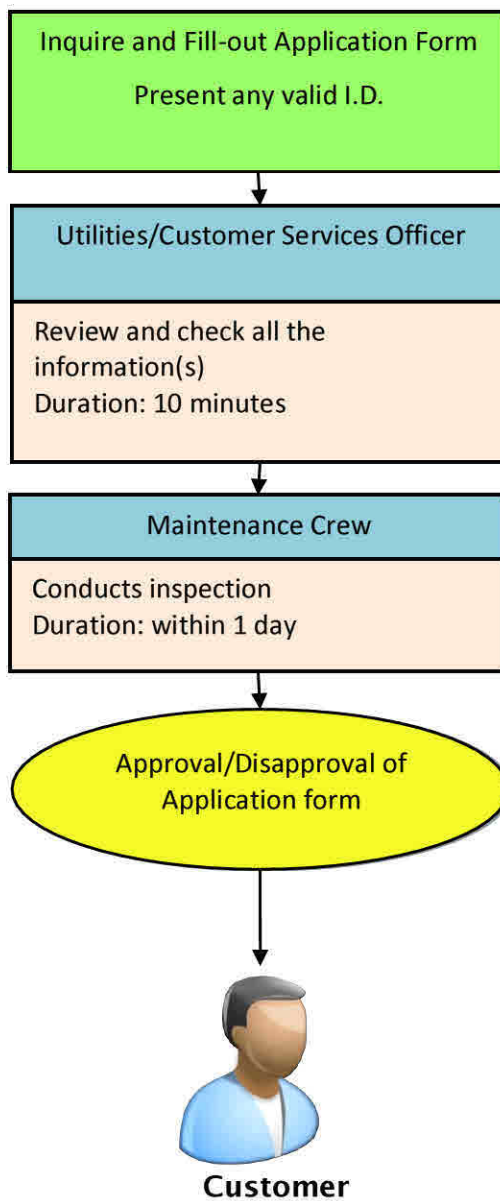
1. Submission of water samples for Bacti-Testing & Heterological Plate Count (HPC) to Municipal Health Office monthly;
2. Submission of Chemical and physical testing of water samples from all pumping stations;
3. Submission Summary report on Microbiological Test of water samples to LWUA;
4. Operation of Chlorination equipment;
5. Maintenance of Installation of electrical wiring
6. Operation and maintenance of Generators

OPERATING PROCEDURES

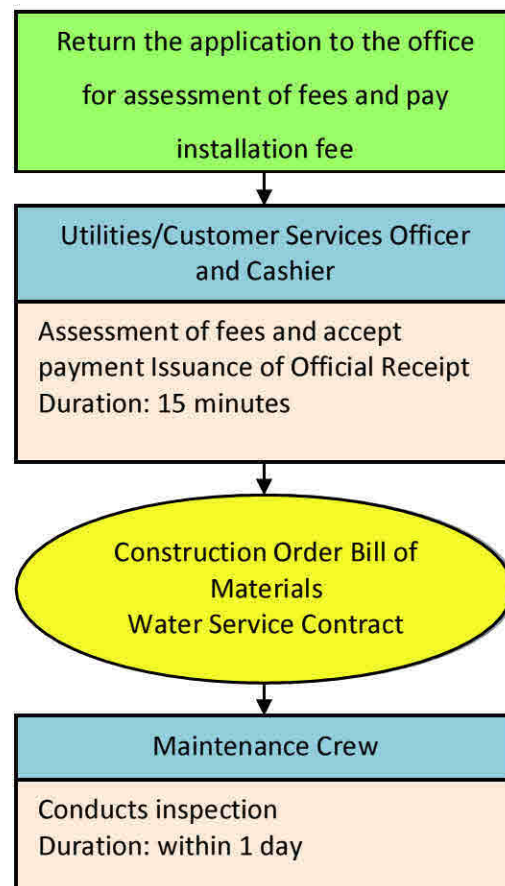
I. COMMERCIAL SERVICES UNIT

A. NEW CONNECTION

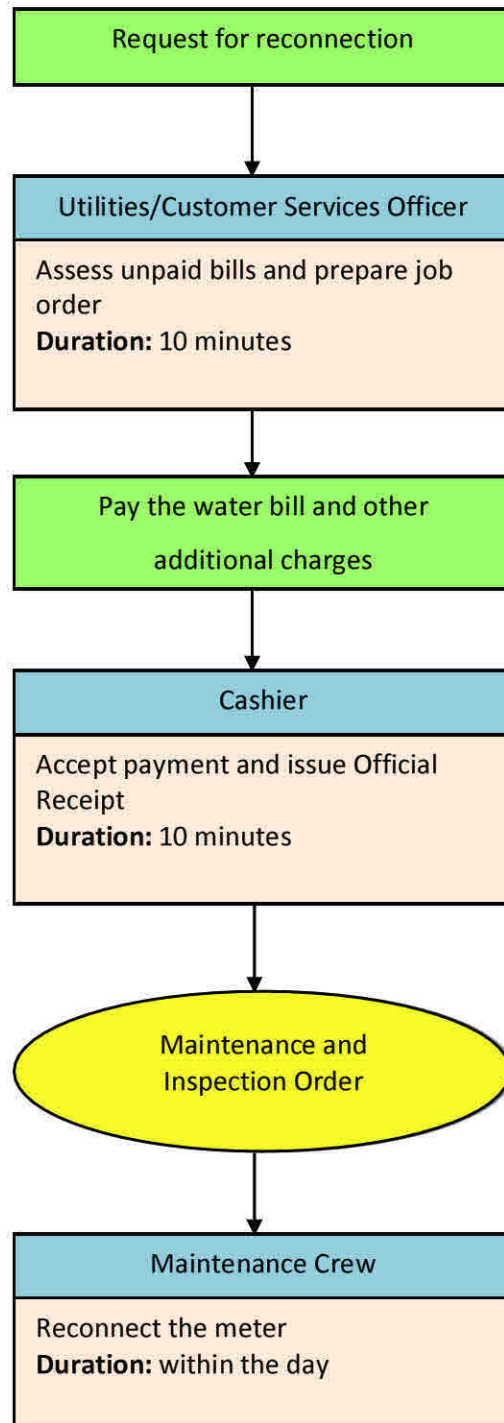
Step 1:



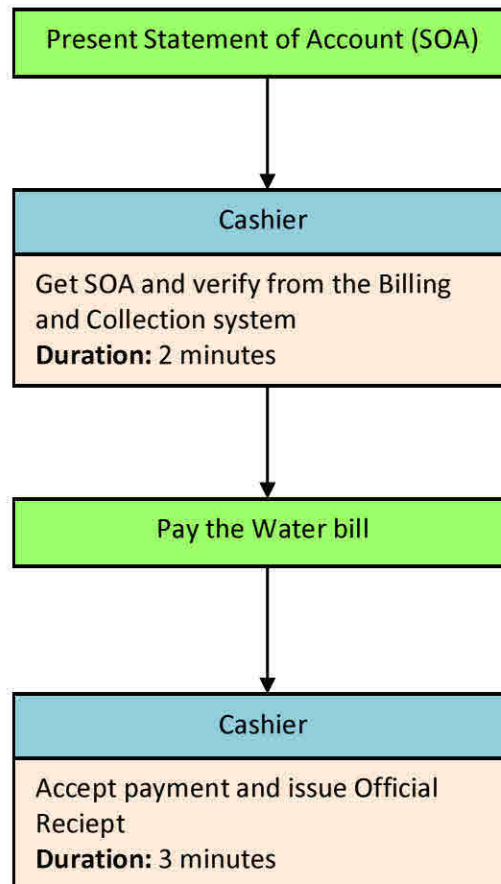
Step 2:



B. RECONNECTION OF DISCONNECTED LINES

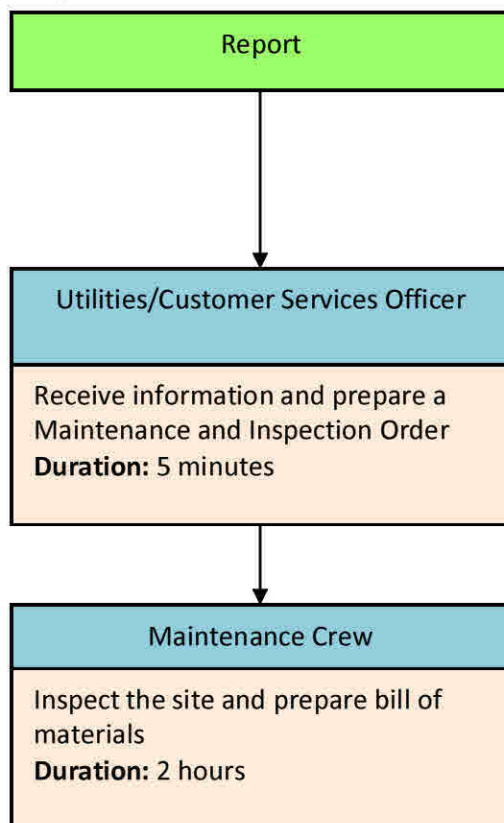


C. PAYMENT OF WATER BILLS

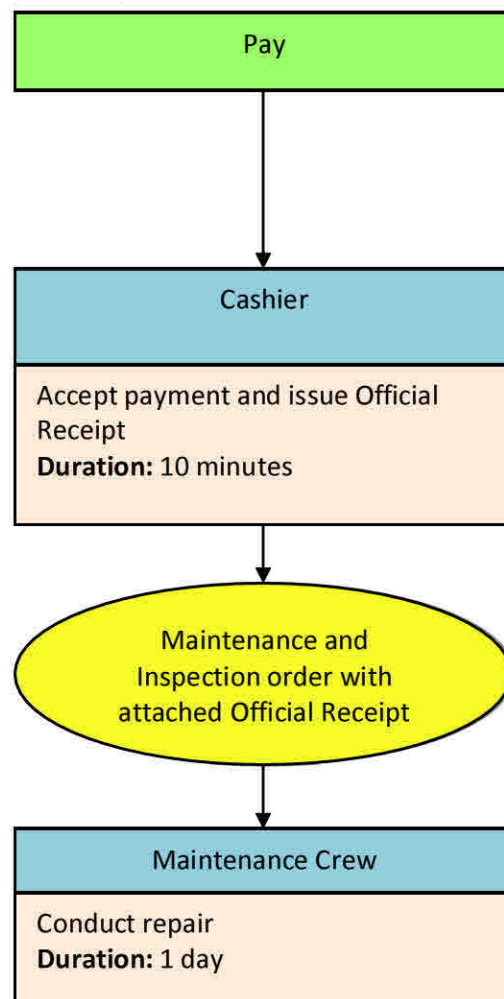


D. COMPLAINTS ON LEAKS

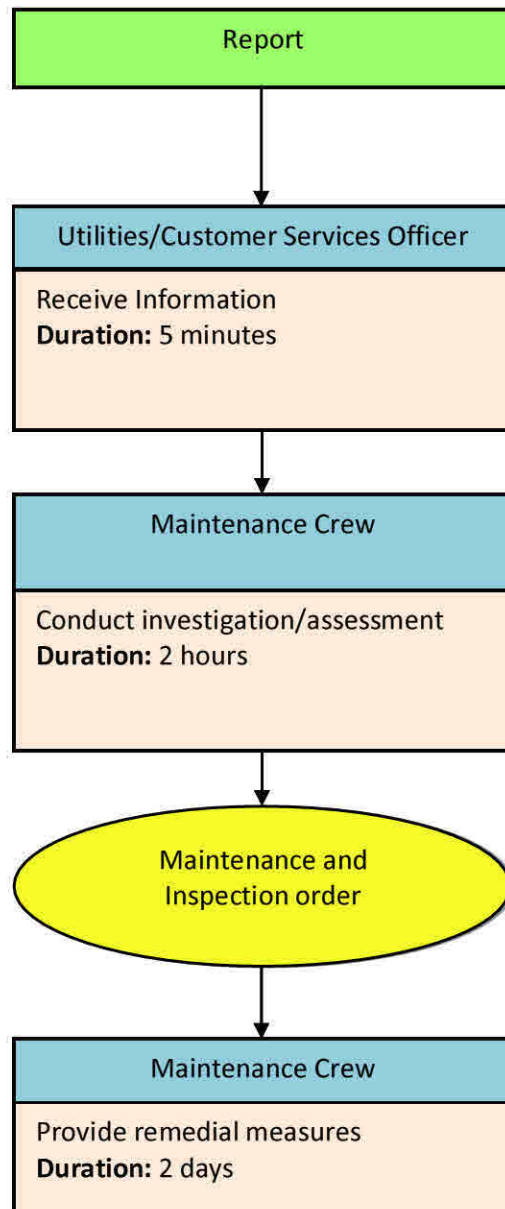
Step 1:



Step 2:

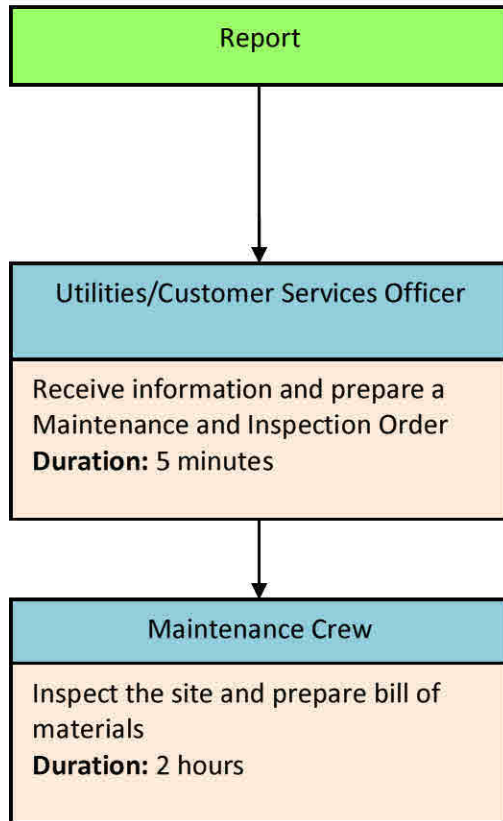


E. COMPLAINTS IN LOW PRESSURE/ HIGH CONSUMPTION

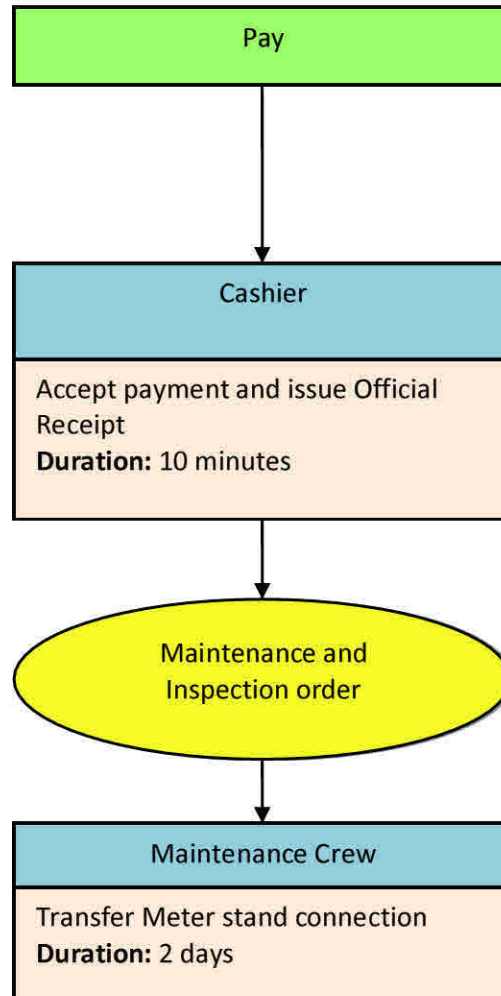


F. TRANSFER OF LINE/RELOCATION OF WATER METER

Step 1:

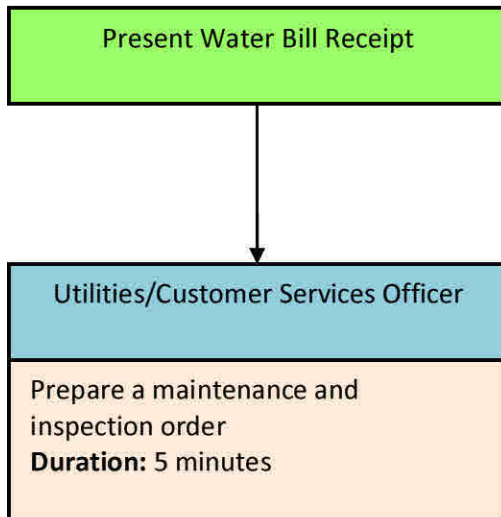


Step 2:

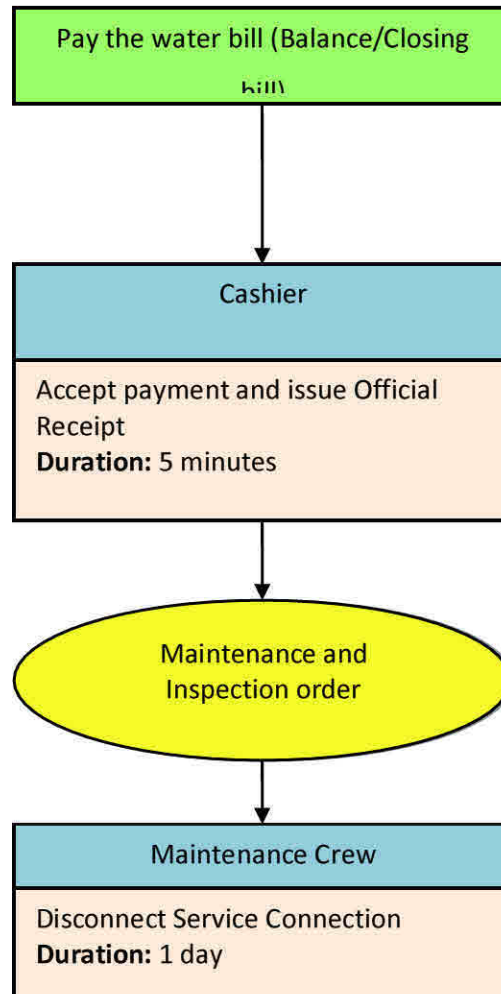


G. REQUEST FOR VOLUNTARY DISCONNECTION

Step 1:



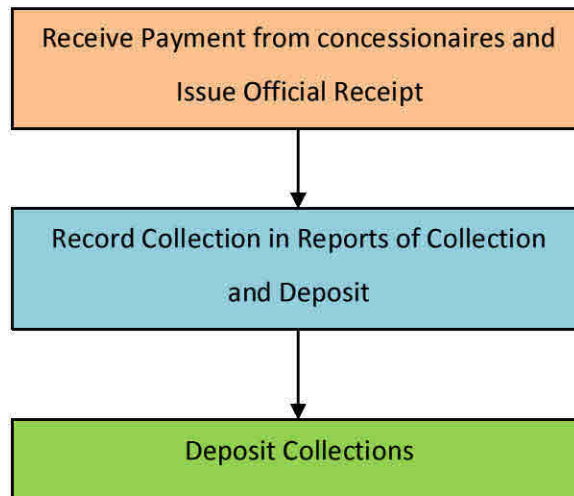
Step 2:



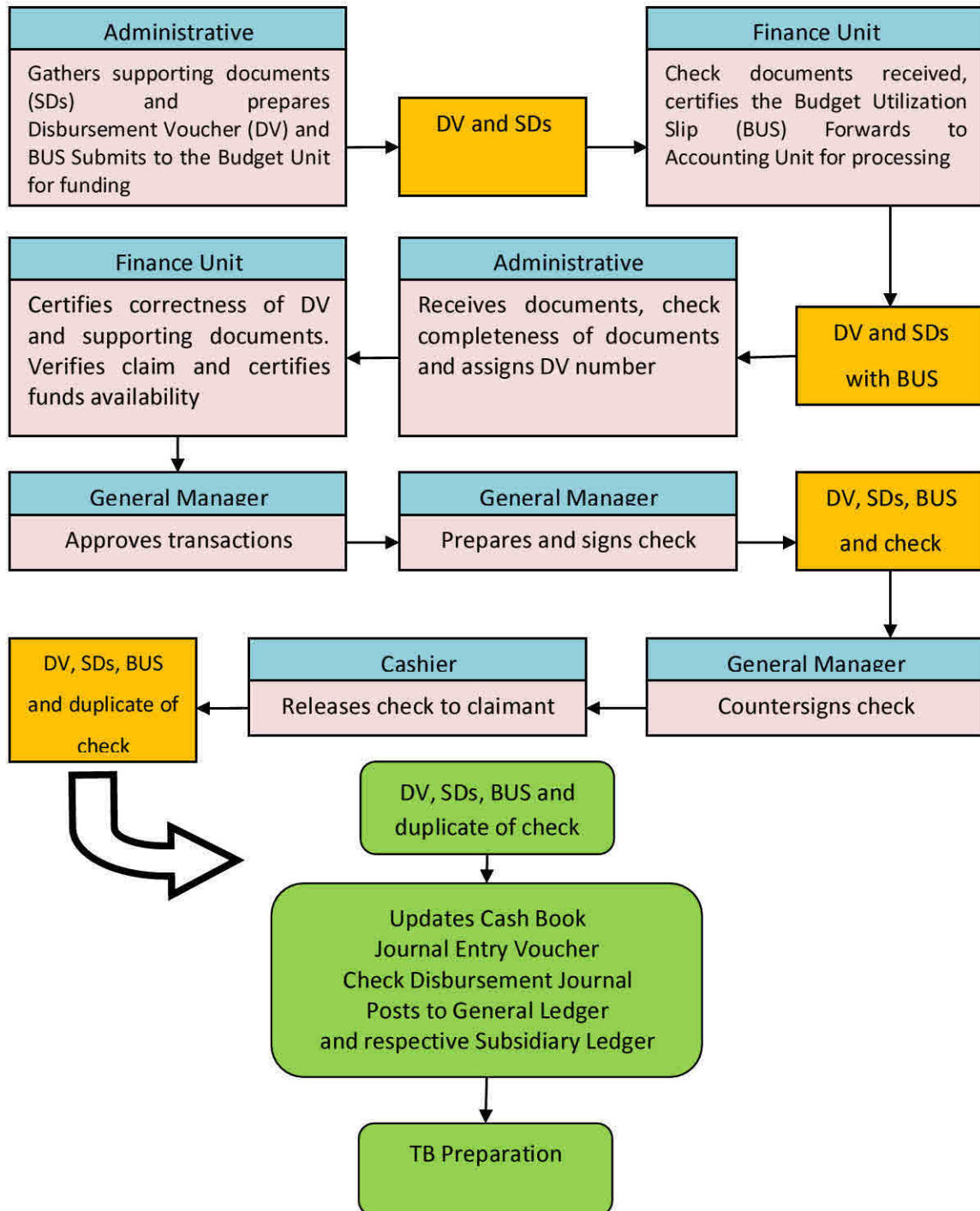
II. ADMINISTRATIVE AND FINANCE SERVICES UNIT

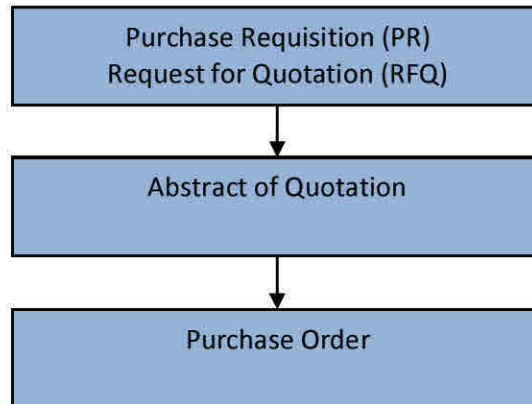
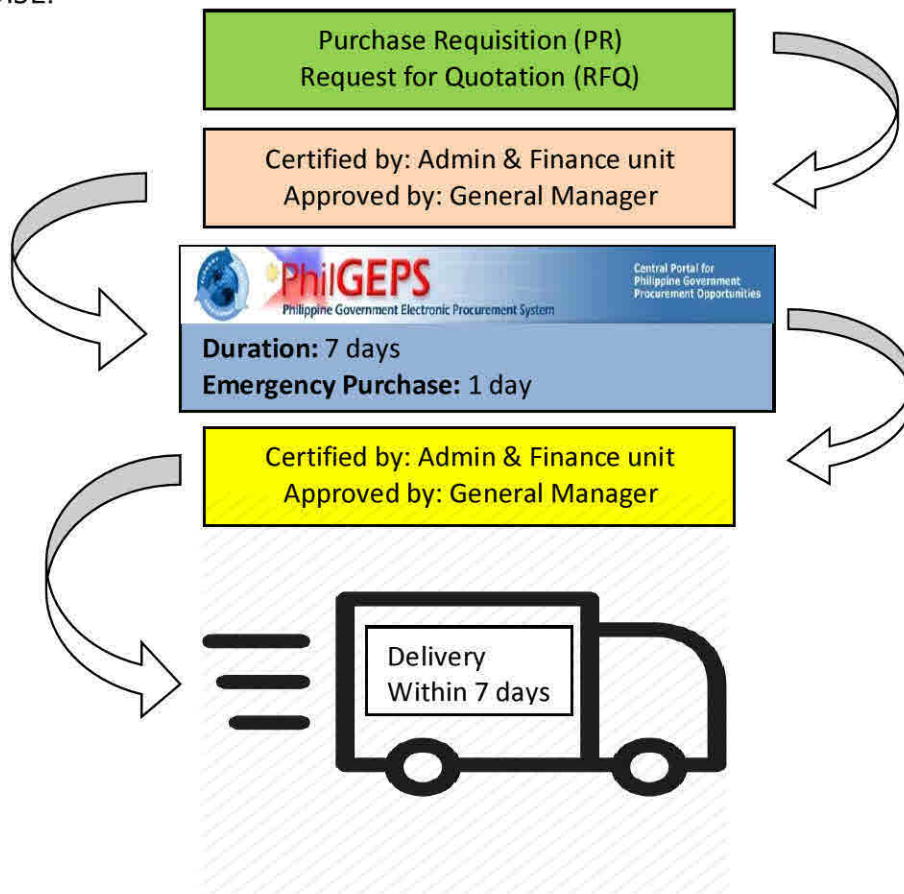
ACCOUNTING WORKFLOW

RECEIPTS AND COLLECTION PROCESS

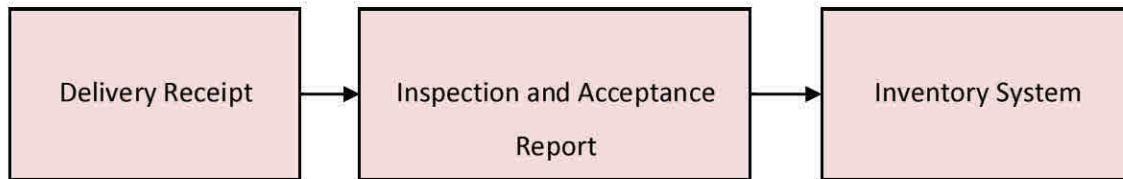


DISBURSEMENT PROCESS

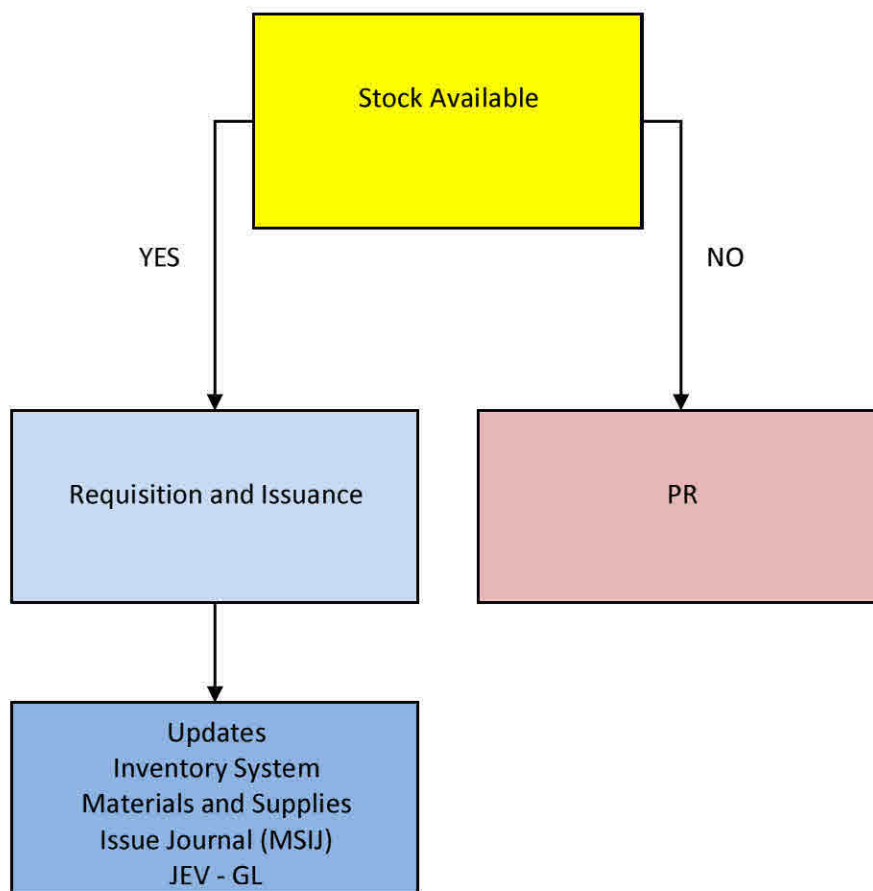


PROCUREMENT PROCESS**OFFICE SUPPLIES:****MERCHANDISE:**

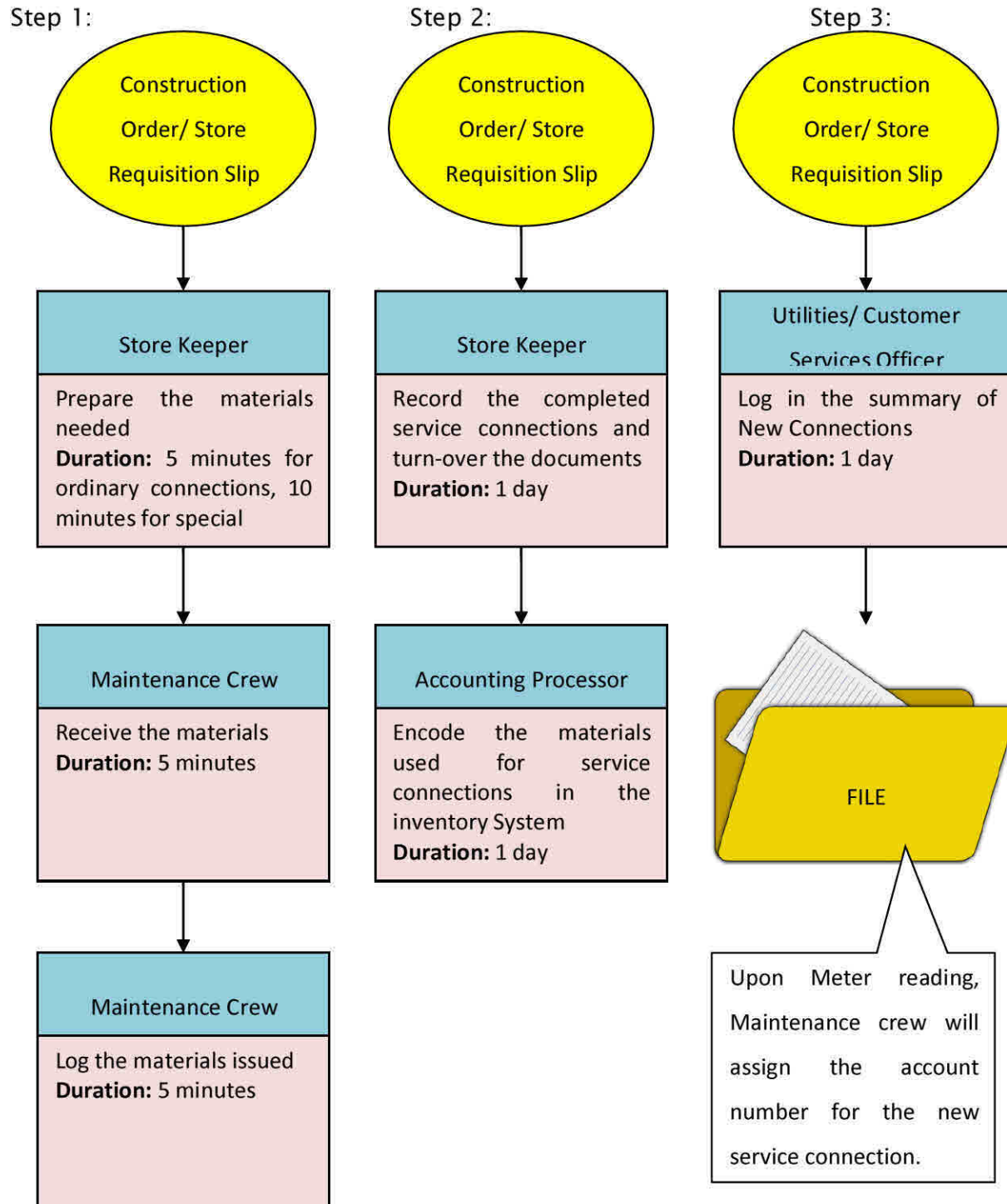
RECEIPT OF DELIVERIES OF INVENTORY



ISSUANCE OF OFFICE SUPPLIES



ISSUANCE OF NEW SERVICE CONNECTION MATERIALS



APPENDICES

Reference:

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

Feedback Form

(PANANAW o PUNA)

Please let us know how we served you.

Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran.

You may use this form for compliments, complaints, or suggestions.

Maaaring gamitin ito para sa papuri, reklamo, o mungkahi.

Simply check the corresponding box.

Mangyaring i-tsek lamang po ang kahong naaayon.

☐

Compliment
(Papuri)

☐

Complaint
(Reklamo)

☐

Suggestion
(Mungkahi)

Person(s)/Unit/Office concerned or involved: _____

(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi.

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s of necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)


Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name (OPTIONAL): (Pangalan)	Office/Agency: (Tanggapan/Ahensya)
Address	E-mail Address (if any) Contact Number(s) (if any) (Telepono)
Signature: (Lagda)	Date: (Petsa)



LICAB WATER DISTRICT
Don Dalmacio Ave., Poblacion Sur, Licab, Nueva Ecija
Contact# +639258158581 / +639258158582
Email: licabwd@yahoo.com

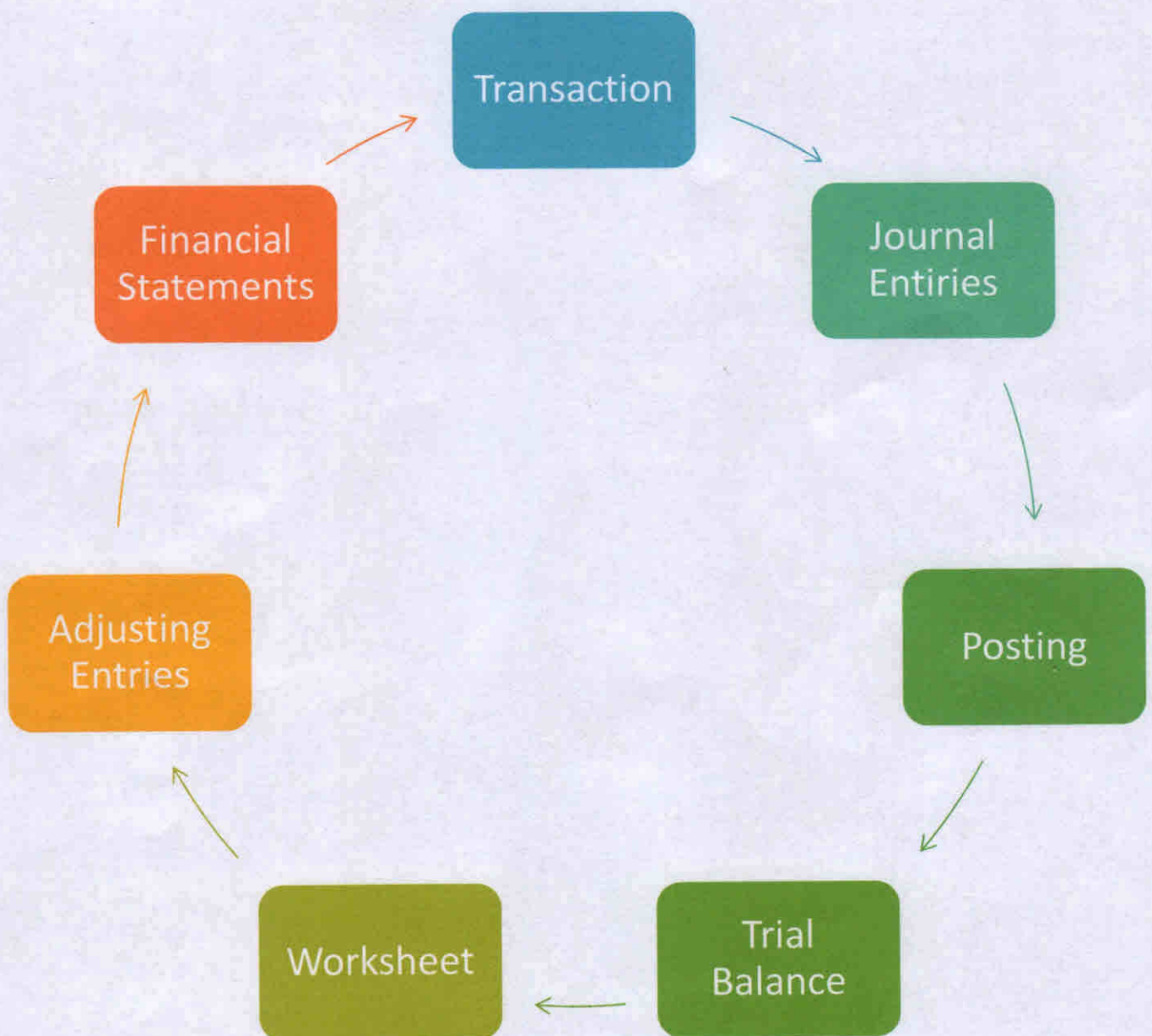
Requirements for new water service connections:

1. Clear Copy of Barangay Certificate of Residency or any valid Government I.D.
(all I.D.(s) should bear signature, picture and exact address.
2. Accomplished Application Form (request from the water district office).

Figure 2. List of Requirements for new service connections

The Accounting Cycle

(Flow Chart)



Steps in the Accounting Cycle

1. **Transactions:** Financial transactions start the process. If there were no financial transactions, there would be nothing to keep track of. Transactions may include a debt payoff, any purchases or acquisition of assets, sales revenue, or any expenses incurred.
2. **Journal Entries:** With the transactions set in place, the next step is to record these entries in the company's journal in chronological order. In debiting one or more accounts and crediting one or more accounts, the debits and credits must always balance.
3. **Posting to the General Ledger (GL):** The journal entries are then posted to the general ledger where a summary of all transactions to individual accounts can be seen.
4. **Trial Balance:** At the end of the accounting period (which may be quarterly, monthly, or yearly, depending on the company), a total balance is calculated for the accounts.
5. **Worksheet:** When the debits and credits on the trial balance don't match, the bookkeeper must look for errors and make corrective adjustments that are tracked on a worksheet.
6. **Adjusting Entries:** At the end of the company's accounting period, adjusting entries must be posted to accounts for accruals and deferrals.
7. **Financial Statements:** The balance sheet, income statement, and cash flow statement can be prepared using the correct balances. These reports follow the prescribed Philippine Financial Reporting Standards (PFRS) per COA Circular No. 2015-003.