

# MANOLO FORTICH WATER DISTRICT

Manolo Fortich, Bukidnon



## **OPERATIONS MANUAL**

2015

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## I. INTRODUCTION

The Operations Manual of Manolo Fortich Water District (MFWD) 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 and information about the district's mandate as water utility, its responsibilities and the structure of the organization as it delivers water services to the community.

The manual is divided into several parts, as follows:

**General Information.** This section contains the company profile, such as the brief history of MFWD, 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 division.

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

## **II.DEFINITION OF TERMS**

MFWD – Manolo Fortich Water District

PD – Presidential Decree

LWD- Local Water District

Category C – LWD category is based on a two-stage process. First stage is based on the number of active service connections a certain LWD has during the time of categorization. Second stage is based on the following factors with corresponding points a LWD has to attain to qualify for a category.

For Category C, at the first stage of categorization, a LWD should have at least 3,000 to 9,999 active of service connection.

Second stage requires the LWD to gain 25-49 points to qualify Category C. These factors are: Gross Revenues, Total Assets, Net Income before Interest and Depreciation, and Staff Productivity Index. These factors will determine the Points earned by LWD, whichever is lower will be the FINAL CATEGORY of the LWD.

LWUA – Local Water Utilities Administration

SOA – Statement of Account

PPE – Property Plant and Equipment

PR – Purchase Requisition

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 Accounts

### III. GENERAL INFORMATION

#### A. MFWD Profile

The Manolo Fortich Water District was founded on July 7, 1988, by virtue of Saguniang Bayan Resolution No. 48 during the administration of then Mayor Johnny C. Albarece. The formation was pursuant to PD 198 otherwise known as Water Utilities Act of 1978. A Conditional Certificate of Conformance no. 401 was issued on June 19, 1989 by the Local Water Utilities Administration (LWUA).

Together with MFWD formation was the appointment of the first set of Board of Directors who represented the following sectors:

- ❖ (Ret)Col. Hliario B. Fernandez (D)  
Chairman – Civic Sector
- ❖ Rev. Gaudioso Sustento  
Vice Chairman - Education Sector
- ❖ Mrs. Erlinda M. Derayunan(D)  
Secretary - Women Sector
- ❖ Mr. Vincent M. Tabaco  
Member – Business Sector
- ❖ Mr. Candido Pancrudo  
Member- Professional Sector
- ❖ Mr. Apolinario Abrio  
General Manager
- ❖ Engr. Charlie Rodriguez  
LWUA Advisor

MFWD started operation as a small water district in 1988. It was recategorized to an AVERAGE water district in 2004. In 2013, MFWD implemented National Budget Circular No. 2011-10 dated November 18, 2011 re: Revised Local Water District Manual on Categorization and other related Matters (LWD- MaCRO) issued by the Department of Budget and Management and was recategorized to Category C water district.



## **Mandates and Functions**

The Manolo Fortich Water District (MFWD), by virtue of Presidential Decree no. 198, was created as an agency mandated to operate, maintain, improve and expand water supply delivering affordable, safe and potable water for domestic and industrial uses to the residents and lands within the municipality of Manolo Fortich and nearby cities and municipalities where it is considered necessary. MFWD shall manage a system of water distribution that will be accessible to all sectors of society, ensure uninterrupted and adequate water and conduct other functions and operations incidental to water resource development, proper utilization and disposal.

### **VISION**

To deliver safe, dependable and potable water to the community.

### **MISSION**

MFWD is committed to provide services for a quality water supply through effective management and employee empowerment in accordance with the policy formulated by the Board of Directors.

### **OBJECTIVE**

To provide the community with quality services, efficient water system and assures safe and potable water.

### **SERVICE PLEDGE**

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

Work promptly and efficiently from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon-break;

Respond to all water supply and water service complaints even on Saturdays, Sundays and Holidays;

Attend immediately on your complaints about our services and initiate Corrective measures the soonest or within the day through our complaints and assistance desk;

Make necessary measures to further improve the District's services;

Maintain credibility in the government service through transparent operations and accountability through dedication and performance;

Ensure strict compliance with the service standards, with written explanation for any delays in frontline services.

All these we pledge,

Because **YOU** deserve no less.

### **VALUE STATEMENT**

We, the officials and employees of the Manolo Fortich Water District;

**W**illingly works promptly to

**A**ttempt all concessionaires' needs, with transparency, accountability, dedication, loyalty and integrity; as it gears

**T**owards efficient delivery of potable water to the community; by

**E**nable every employee

**R**esponsive to the call of

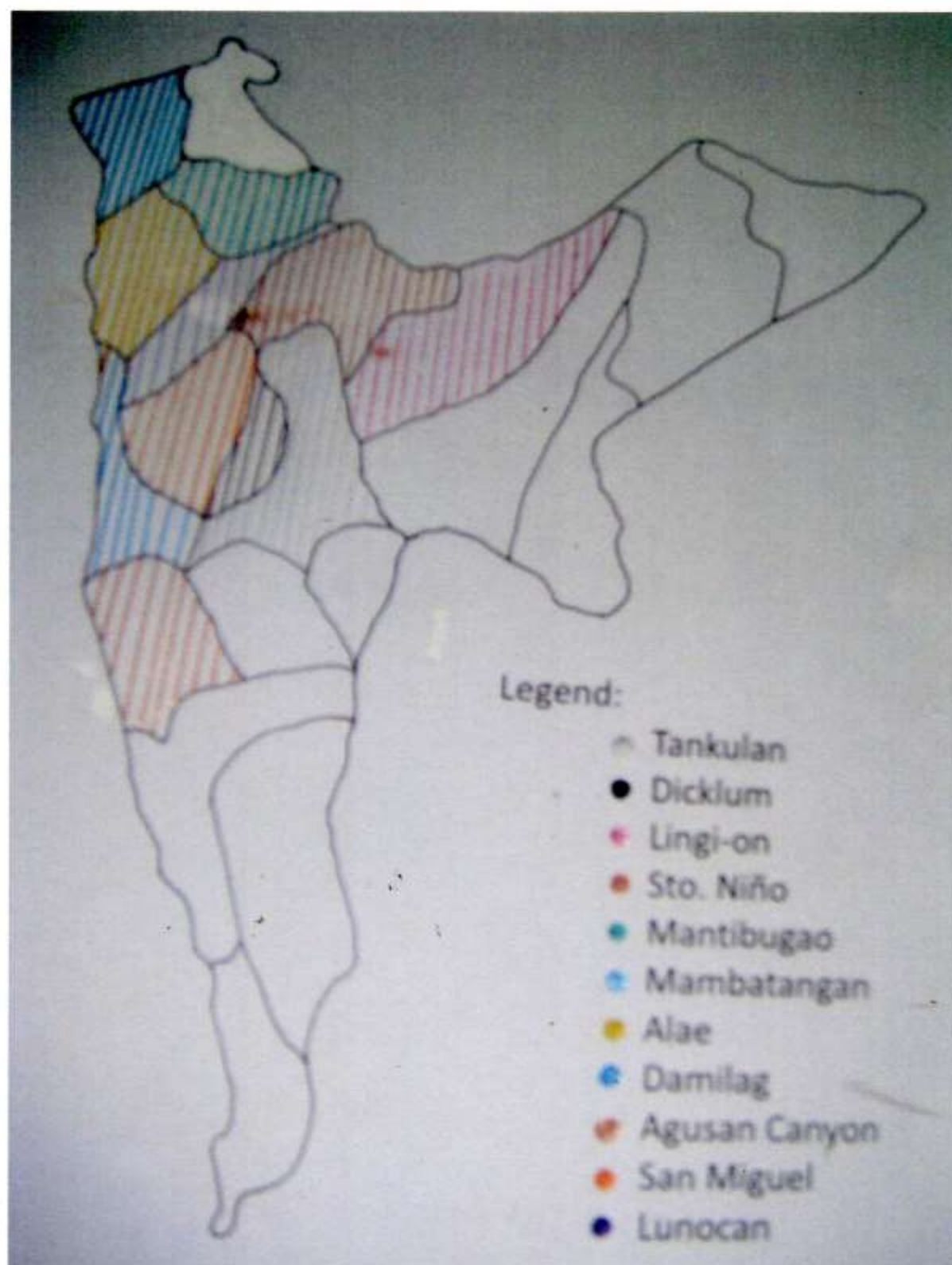
### **SERVICE**

#### **B. Area of Operations**

Eleven (11) barangays of the 22 barangays of Manolo Fortich (Bukidnon) are currently served by MFWD. Proximity, terrain and geographical location of the remaining 11 barangays are some major setback MFWD has for expansion. However, MFWD willingly extends assistance to any of the 11 unserved barangays on matters concerning water, water use and water services.

On the other hand, MFWD provides water services and delivers potable water to 2 nearby barangays under the jurisdiction of Cagayan de Oro City.

Thus, MFWD served a total of 13 barangays and provide water services to a more or less 50,000 people in the locality.





**IV. Geographical Map of Manolo Fortich showing barangays served by MFWD**

**A. Organizational Structure**

**BOARD OF DIRECTORS**



**Engr. ANGELES L. BONTILAO**  
Chairman  
Civic Sector



**Ptr. MICAH S. ONAHON**  
Vice Chairman  
Education Sector



**Ms. HERLYN G. CALAM**  
Secretary  
Women Sector



**Engr. REYNALDO H. BAGAYAS, Sr.**  
Member  
Professional Sector



**Ms. VILMA S. MINOZA**  
Member  
Business Sector

## MANAGEMENT



**Engr. ROGELIO K. PANGAN**  
General Manager



**VENUS I. GUMALING**  
Division Manager C  
Administration, Commercial & Finance Division



**Engr. ERMITO L. GANAS**  
Sr. Water Maintenance Man/OIC  
Engineering, Maintenance & Production Division



**EVELYN C. NARA**  
U/Customer Services Asst. B  
Commercial Section In Charge

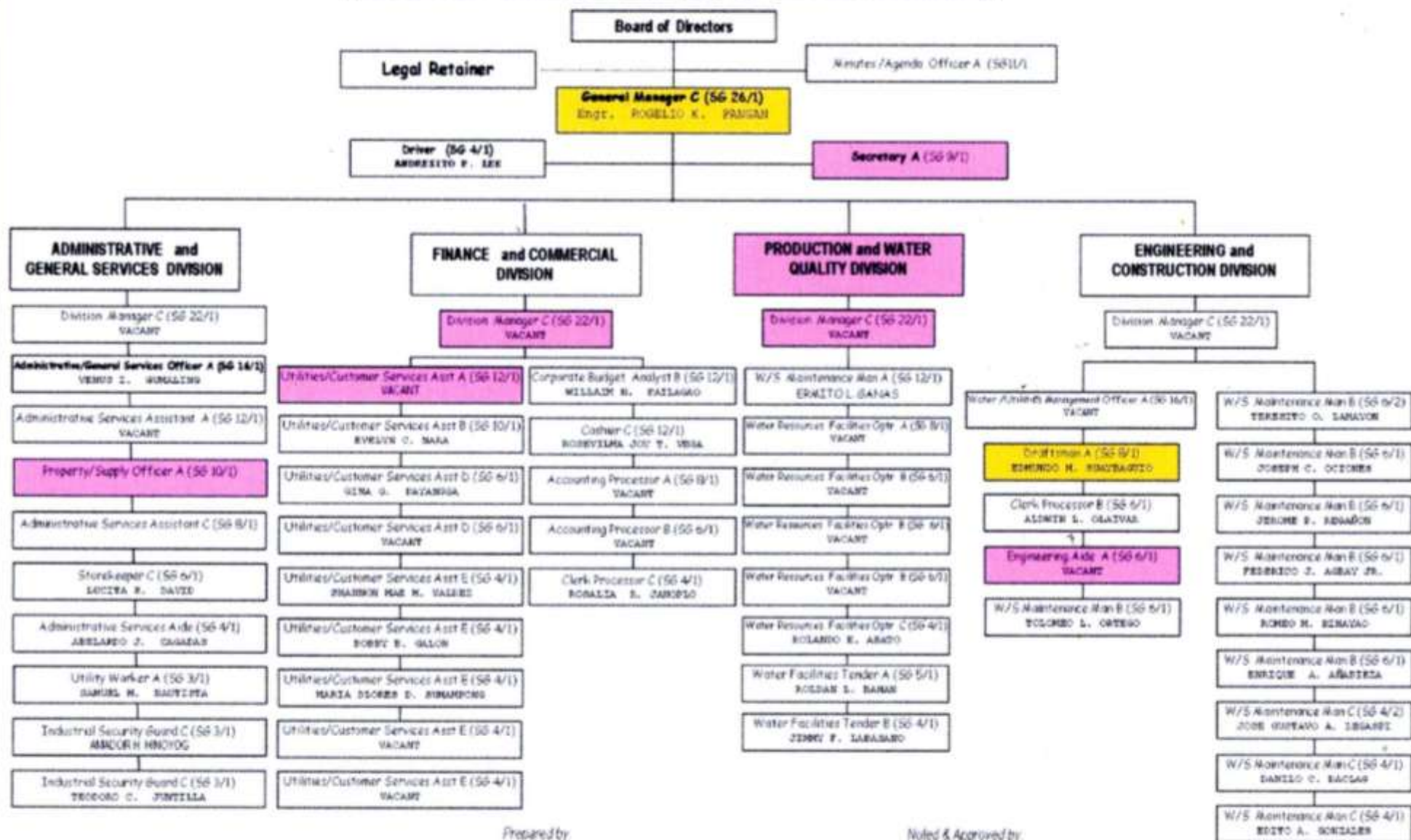


**ROSEVILMA JOY T. VEGA**  
Cashier  
Finance Section In Charge



**WILLIAM N. PAILAGAO**  
Corporate Budget Analyst B  
Accounting Section In Charge

**MANOLO FORTICH WATER DISTRICT**  
*Proposed Organizational Structure/ Staffing Pattern*



Newly created positions  Upgraded positions

Prepared by:  
 (SGd) VENUS I. GUMALING  
 Admin/Gen Services Officer A

Noted & Approved by:  
 (SGd) Engr. ROGELIO K. PANGAN  
 General Manager



## **DUTIES AND RESPONSIBILITIES**

### **Board of Directors**

The primary function of the Board of Directors is policy making. The Board of directors passes resolutions and formulate policies to ensure availability of adequate financial resource to sustain quality water service to the people, thus approves annual corporate budget of the water district.

### **The General Manager**

The General Manager primary function is being over all in charge in the administration of the district's management, operations and implementation of programs and service. The General Manager is also responsible to implementation of rule, regulations and policies formulated by the Board of Directors. He is responsible in establishing linkages with other government and non-government agencies, stakeholders, beneficiaries in the implementation of the district's social responsibilities such as protection of the environment and other activities encompassing attainment of the agency's goal.

### **Administration, Commercial and Finance Division**

Administration and General Services Section is responsible in the optimum and prudent use of the district, vehicles Property, plant and Equipment. It monitors usage of motor vehicles of the district as well as just appropriation of fuel use for the operation. It is also responsible to the order in the office as it oversees the security services for the protection of the agency including all water facilities, maintenance of the office/administration building. It takes in charge of storekeeping of supplies and materials and oversees the procurement processes and details to ensure proper observance of RA 9184 otherwise known as the Government Procurements Act and assist in the implementation of plans activities and programs in order to achieve the set goals and targets of the district.

### **Accounting and Finance Section**

Is responsible for the collection and disbursement of the district's funds. It is the in charge 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 well as monitoring the budget performance.

Accounting and Finance Section deals the preparation of Financial Reports based on approved Annual Budget and determines financial resources available to carry out water district programs; implements procedures on cash management particularly safekeeping, disbursement, and control of funds, collection of water bills and other income of the District; prepares and



maintain financial records and reports including those related to the General Ledger, Accounts Payables and Receivables, payrolls, budgets and fixed assets; Manages cash, investments, and debt-servicing management activities; conducts regular inventories on supplies and materials, equipment including other properties of the District

#### Commercial Services Section

Provides customer services to the concessionaire/client. Responsible for regular meter reading and billing of concessionaires water consumption; collection of water sales of the district; prepares notices to delinquent accounts follow up the same to enhance collection efficiency; maintains accurate and updated individual customer service records; receives, processes service applications and attends to customer complaints and requests. It is responsible in formulating strategies/program implementation and public information. In-charge in inspection and investigation regarding water service connection and violations on RA 8140 otherwise known as Water Crisis Act of 1975. Responsible for the water meter maintenance and disconnection and reconnection of service lines.

#### Production and Water Quality Division

It is responsible for the following functions: Determines water production requirements and ensures the steady supply of water to the service area; maintains the general upkeep water pump stations, storage and treatment facilities; monitors system water pressure, water level to ascertain equal distribution of water supply to all concessionaires; monitor water quality by conducting regular chlorine residual test in accordance with the standards set by PNSDW to ascertain water supplied delivered is safe and potable.

#### Engineering and Construction Division

Is responsible for the installation of new service connections; attends to the repairs and maintenance of water distribution lines; performing of major and minor plumbing services. Install new water service connection and reconnects closed connections. Conducts feasibility studies and plans and program of works and implements projects/programs on extension, expansion, rehabilitation and improvement of water supply system, facilities and other structures. Responsible for gathering and keeping data for analysis and future references.

### **V. 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 Division Manager of the Administration, Commercial and Finance Division shall exercise operational control over the following duties:

1. Maintenance of 201 files;
2. Submission of SALN to the Office of the Ombudsman;
3. Updating leave records;
4. Preparation and submission of monthly reports on Appointment Issued, DIBAR, Accession to Government Service and Separation from Government Service to the Civil Service Commission
5. Preparation of Annual Plantilla of Personnel/ Personnel Plantilla and Salary Adjustment to the Department of Budget and Management
6. Prepares Notice of Step Increment/ Notice of Salary Adjustment
7. Preparation of Purchase Order/Request;
8. Posting to Phil-GEPS for invitation to bid;
9. Preparation of procurements;
10. Issuance of materials and supplies;
11. Delivery of Documents to outside public.
12. Preparation of Creation, Reclassification and upgrade of Positions
13. Conduct of in-house training

The Accounting and Finance Section shall exercise operational control over the following duties:

1. Preparation of Financial statements;
2. Preparation of statement of Bank Reconciliation;
3. Preparation and updating of PPE Depreciation Schedule;
4. Preparation of Annual budget;
5. Preparation and release of Payroll;
6. Meet BIR deadlines;
7. Preparation and submission of Alphalist of withholding taxes, annual registration fee & Income Tax Return (ITR);
8. Preparation of Disbursement Voucher;
9. Liquidation of Cash advances;
10. Report of Monthly remittances and loan payment;
11. Preparation and payment of BIR, GSIS, HDMF, Philhealth LWUA)



12. Reports of daily Collection and Deposit;
13. Deposits of cash and check collections;
14. Administration of Petty Cash Fund;
15. Release of checks;
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 "Acknowledgment Receipt of Equipment" (ARE) Semi expendable and Non expandable property ;
18. Physical count of inventory;
19. Submission of Inspection and Acceptance Report (IAR);

The Security Guard shall exercise operational control over the following duties:

1. Safeguard of the Buildings, facilities and property safeguarded against theft, vandalism, fire and illegal entry
2. Office building sanitized, cleaned and secured

The Commercial Services Section 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.
6. Water meter relocation;
7. Repair of service line or meter stand pipe leak;
8. Issuance of water bills (SOA)
9. Issuance of Official Receipts upon collection.

Engineering and Construction Section shall exercise operational control over the following duties:

1. Prepare Feasibility studies and program of work for the district's expansion, extension and rehabilitation projects;
2. Install new service connections;
3. Attends to major and minor repair and maintenance work of water distribution lines and facilities
4. Repair and calibration of water meters to ensure accurate reading ;

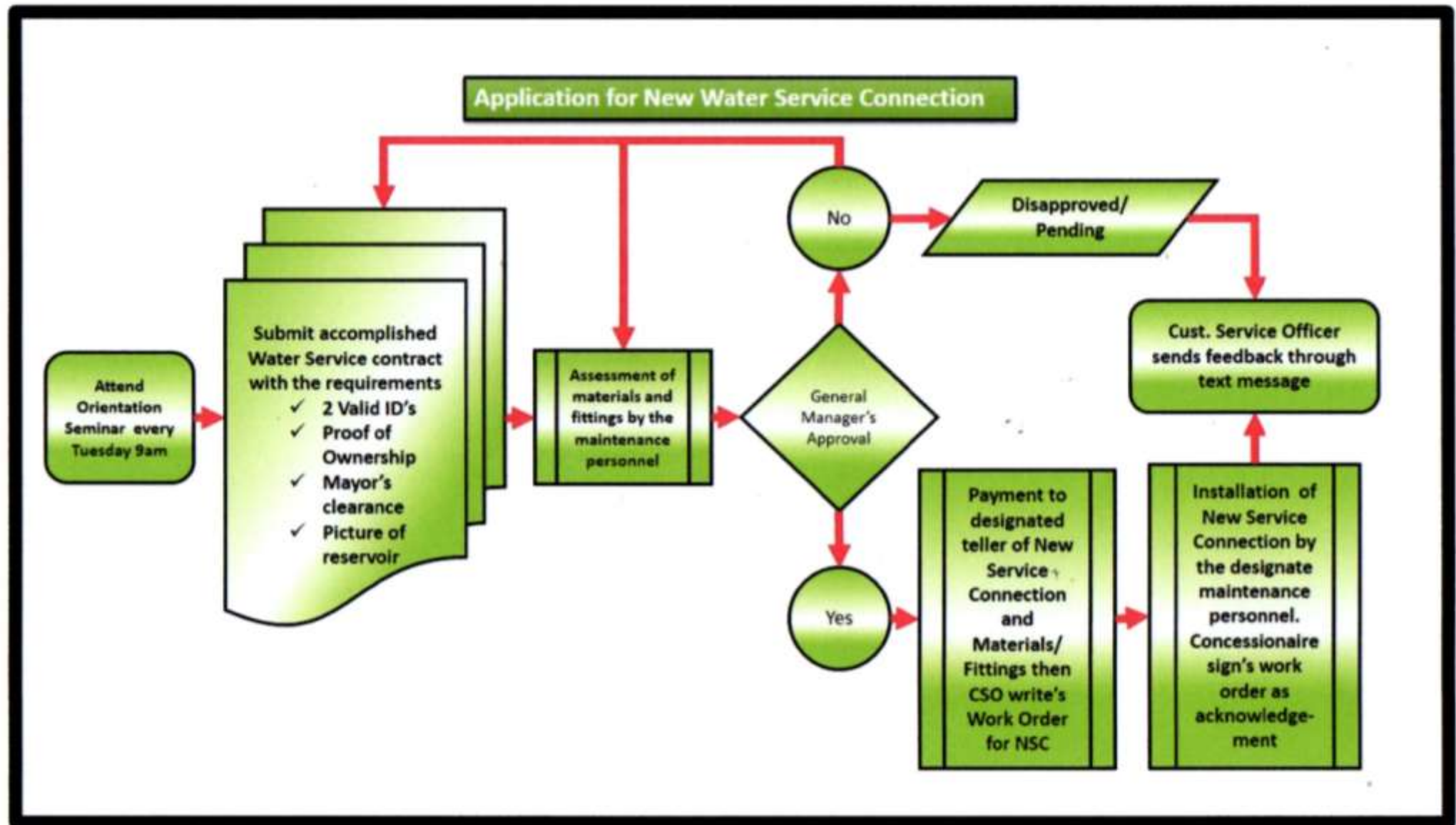
5. Implements programs and projects of the agency to improve water service delivery to the concessionaires;
6. Facilitate documentations on road right of ways and usufructuary of easements for water transmission lines.
7. Monitor leakages to lower NRW;

The Production and Water Quality Section shall exercise operational control over the following duties:

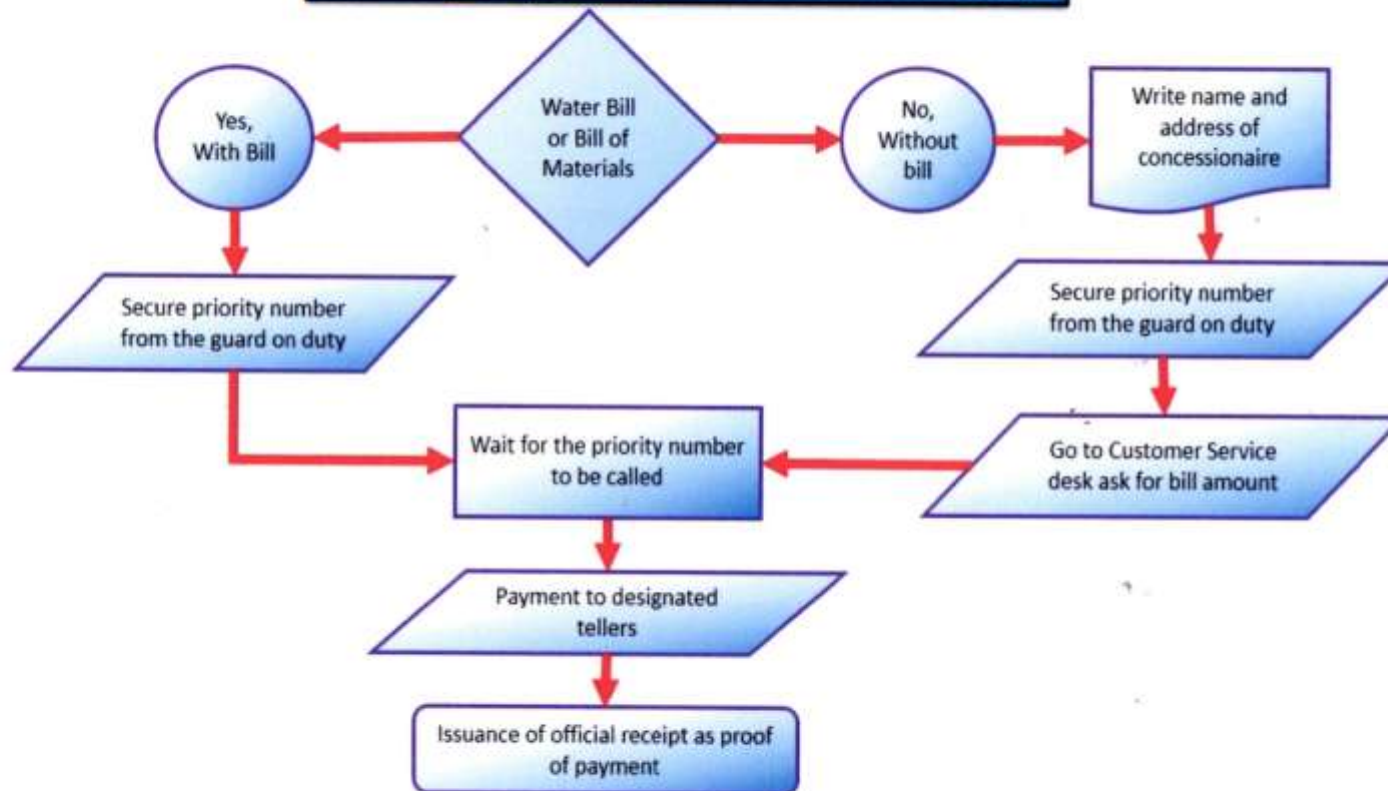
1. Submission of water samples for Bacteriological and Physical-Chemical Tests
2. Submission Summary report on Microbiological Test of water samples to LWUA;
3. Operate and Maintain upkeep of Chlorination equipment;
4. Maintenance of pumping stations, storage facilities, and intake boxes;
5. Operation and maintenance of Generators
6. Monitor and conduct chlorine residual test;
7. Monitor water supply to service area ensuring equal distribution of supply to all concessionaires;
8. Conduct of network flushing.

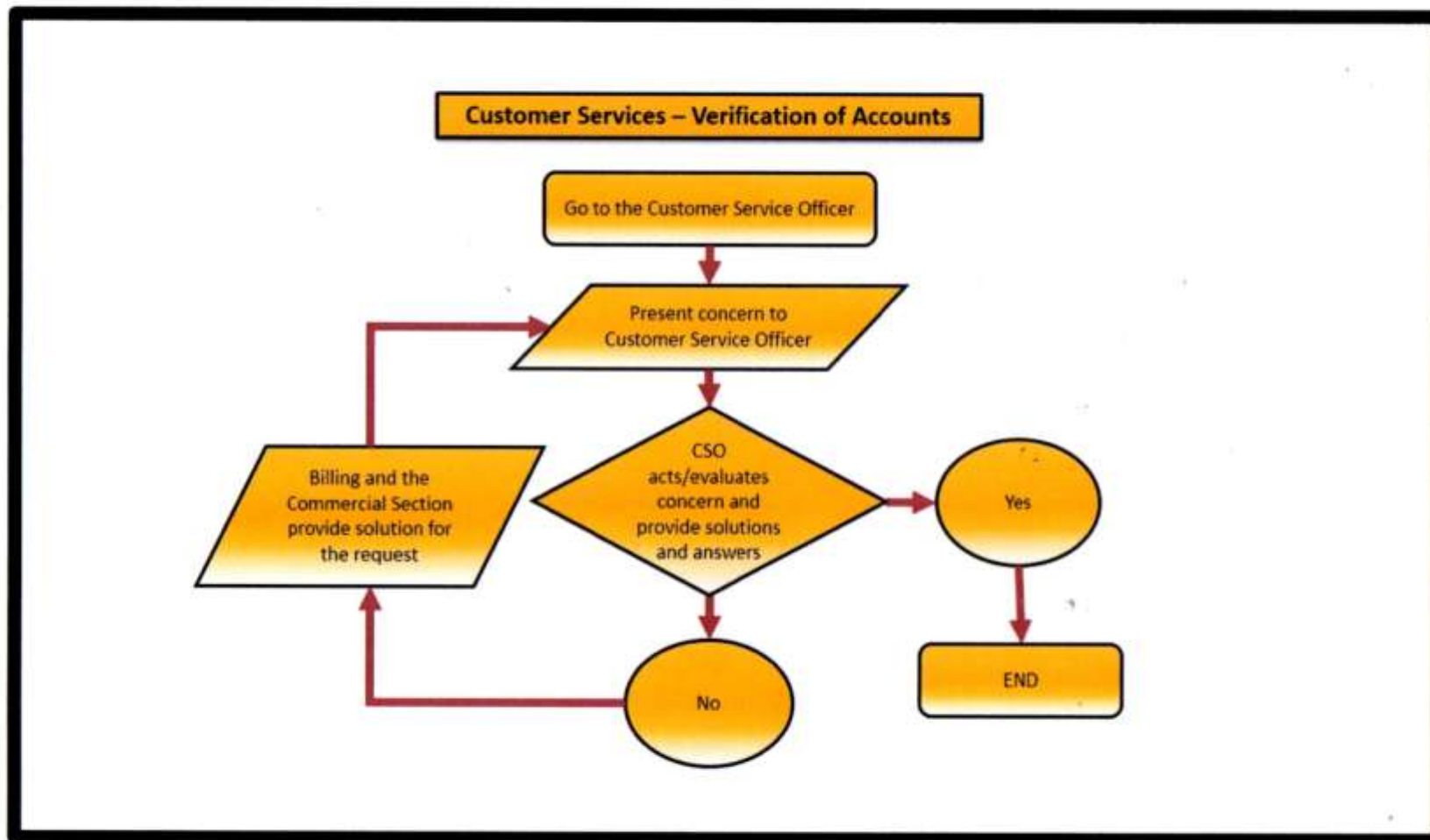


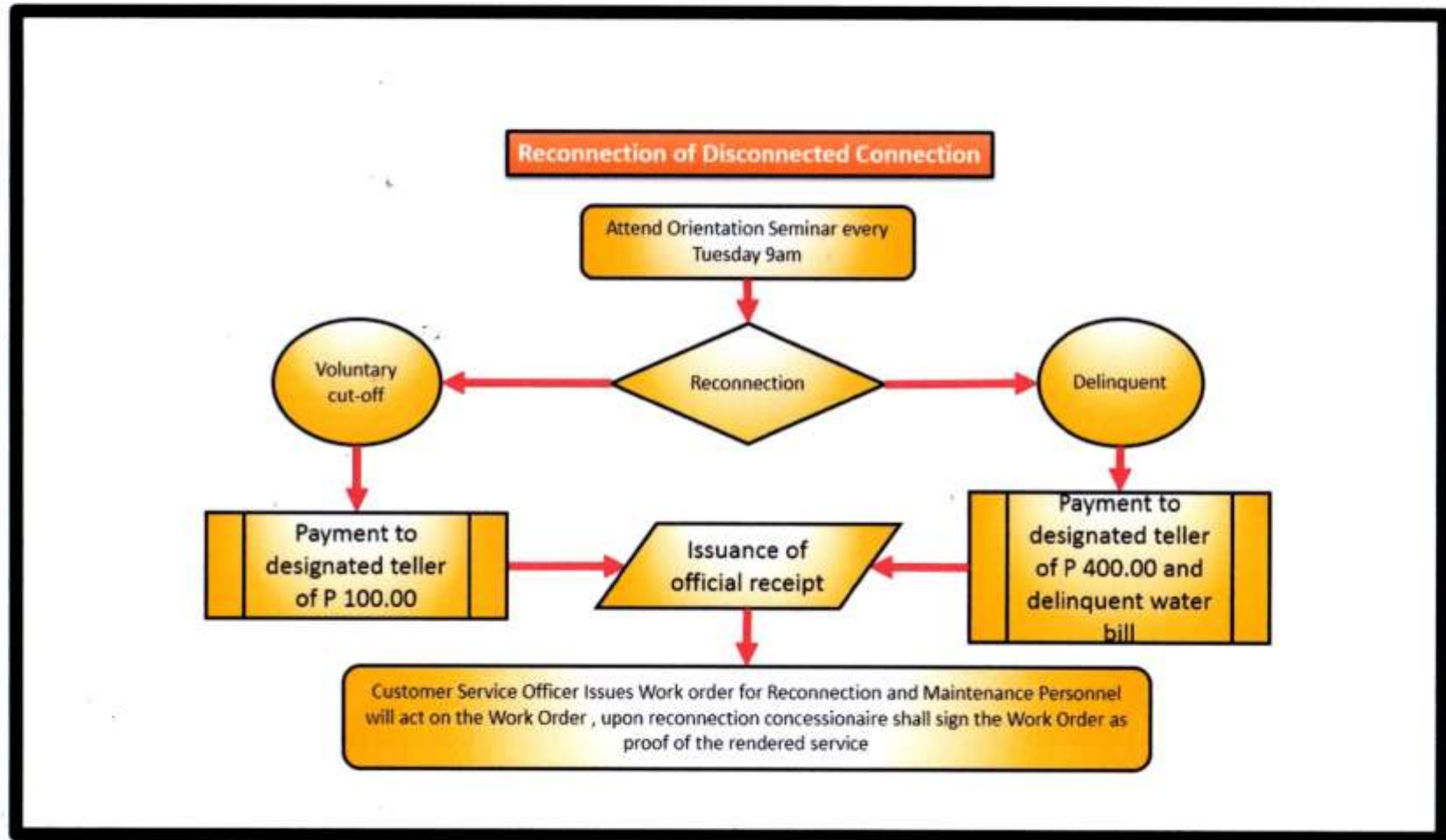
## V. OPERATING PROCEDURES



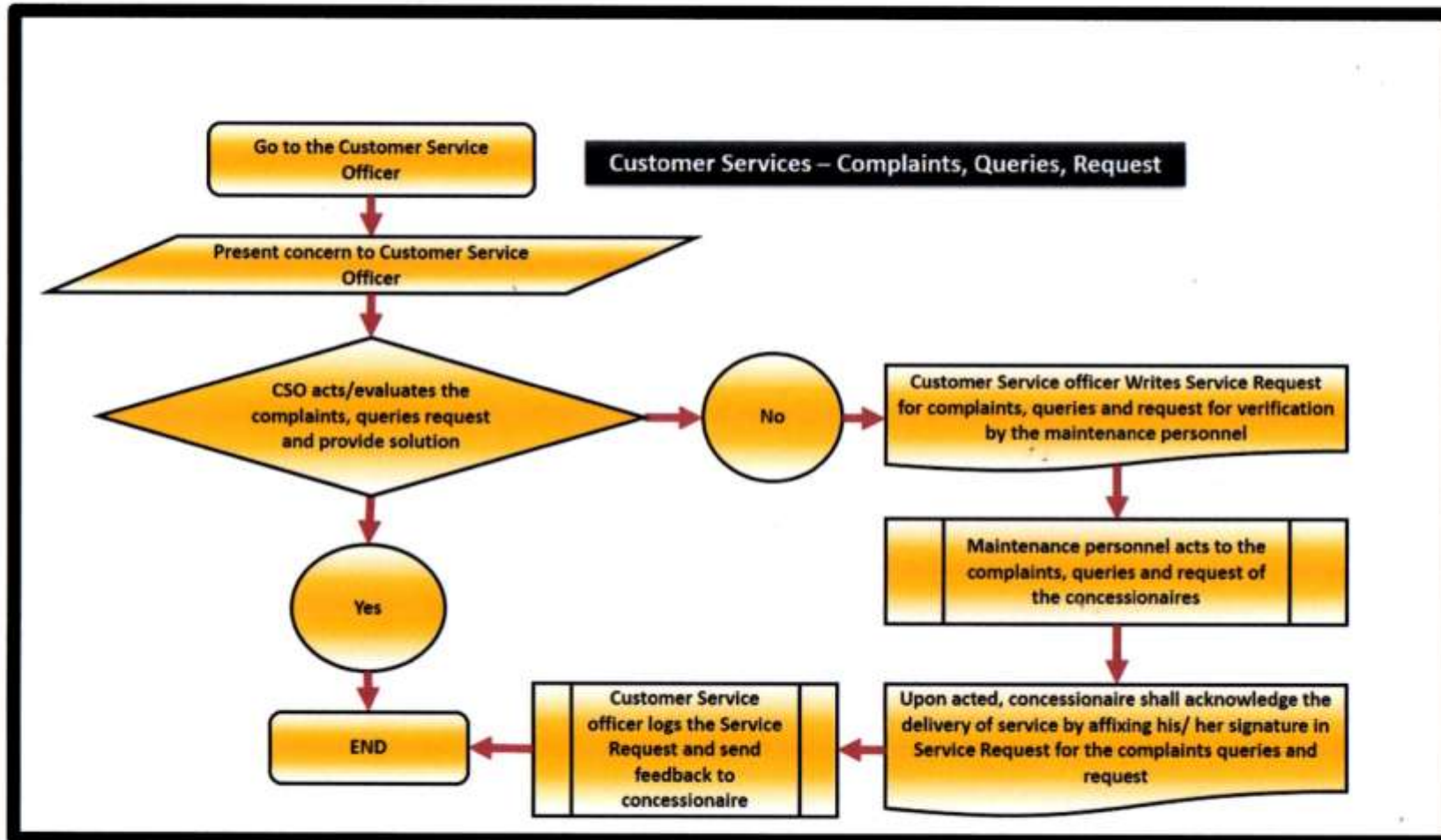
### Receiving of Payments (Water bill and Bill of materials)

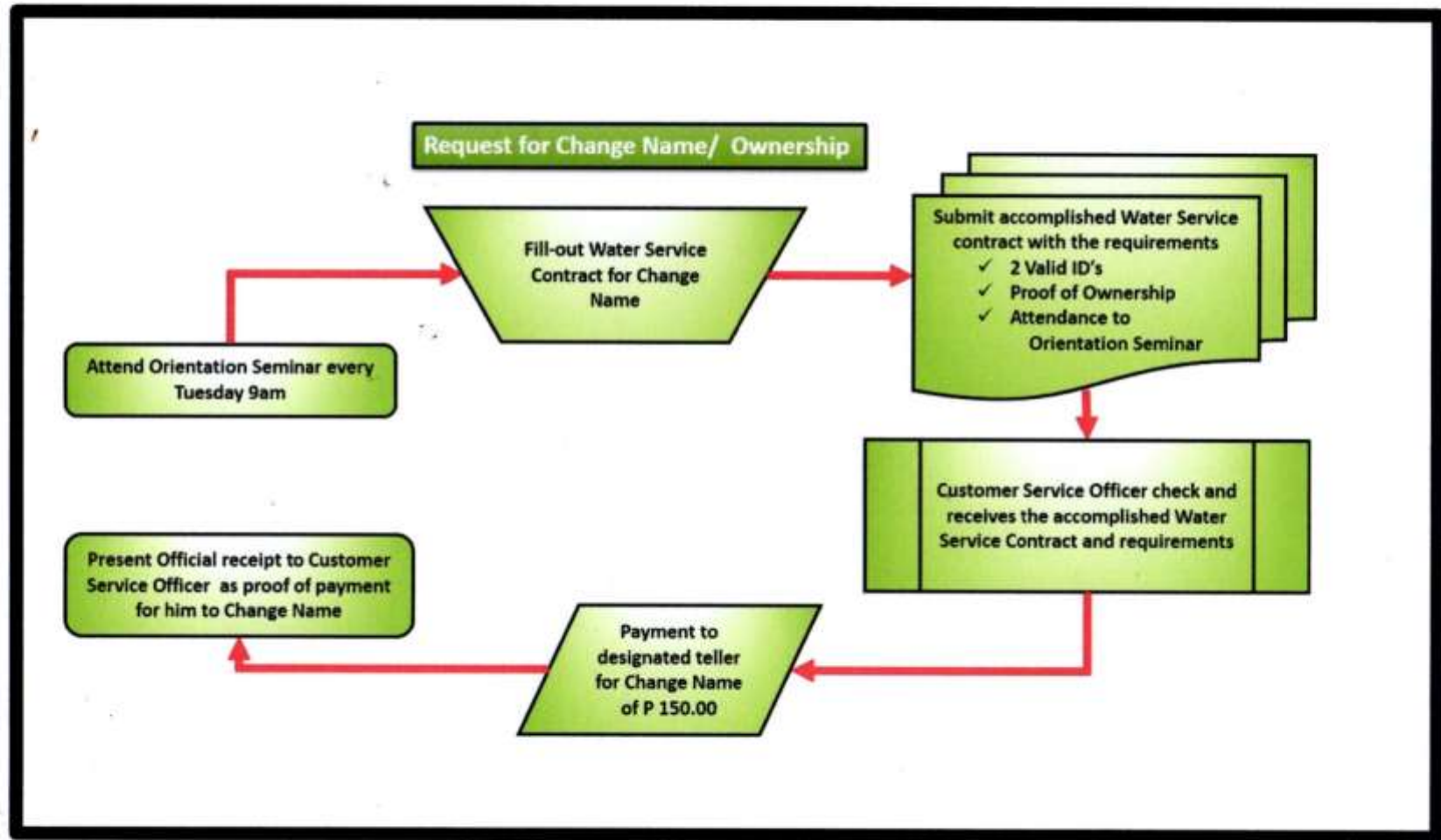


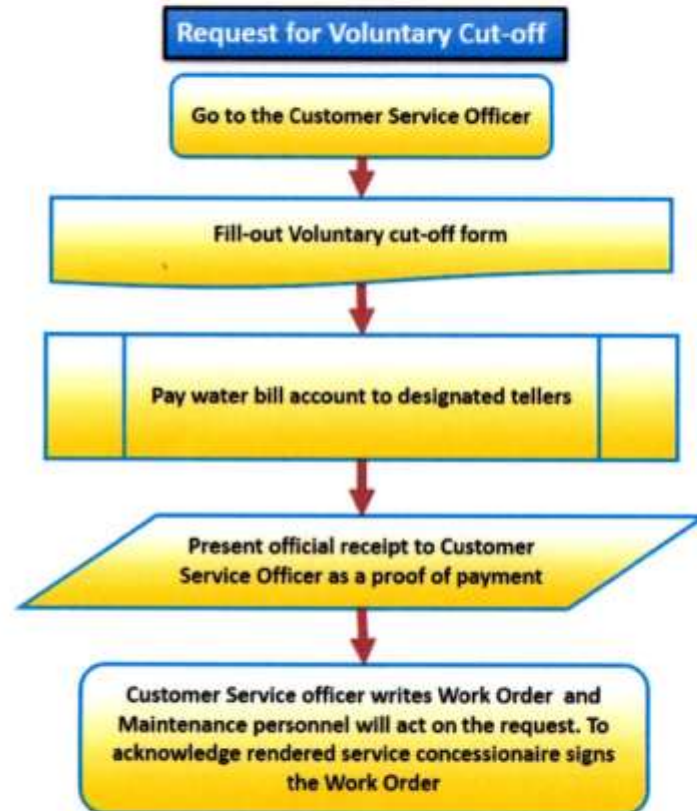


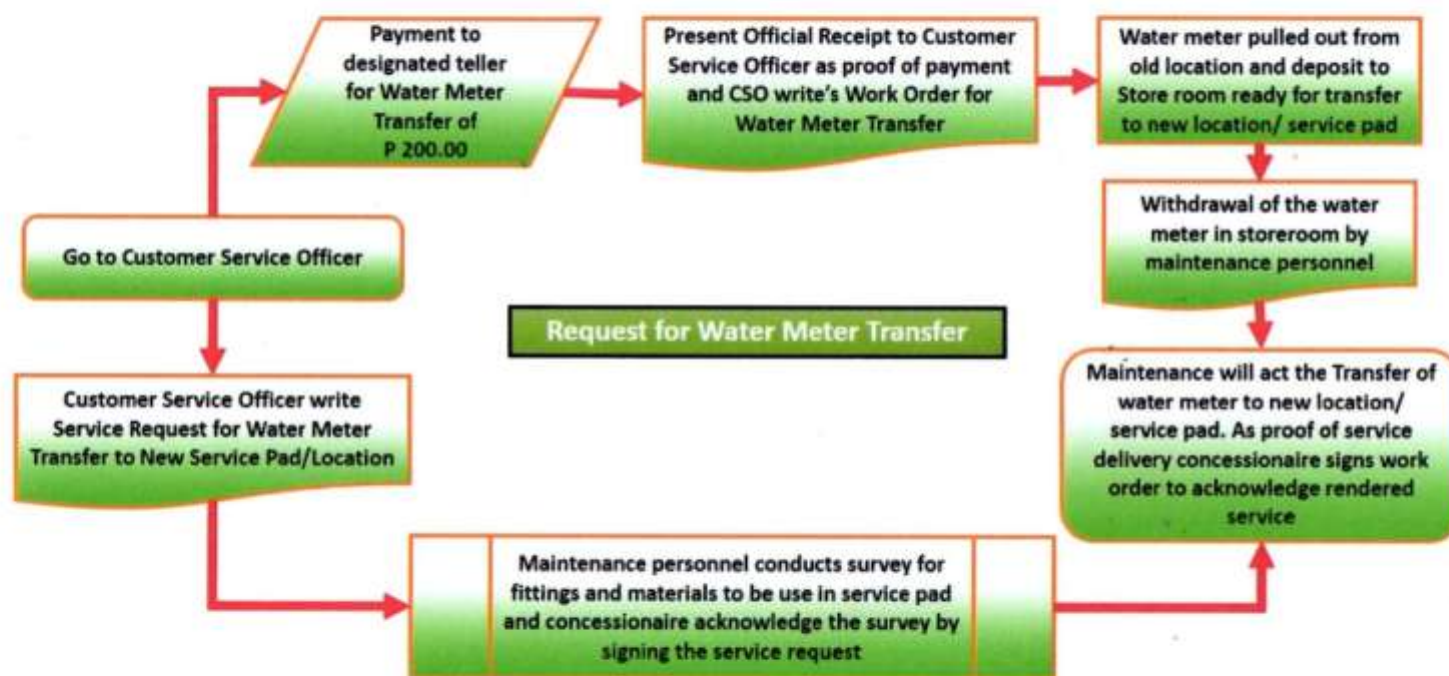








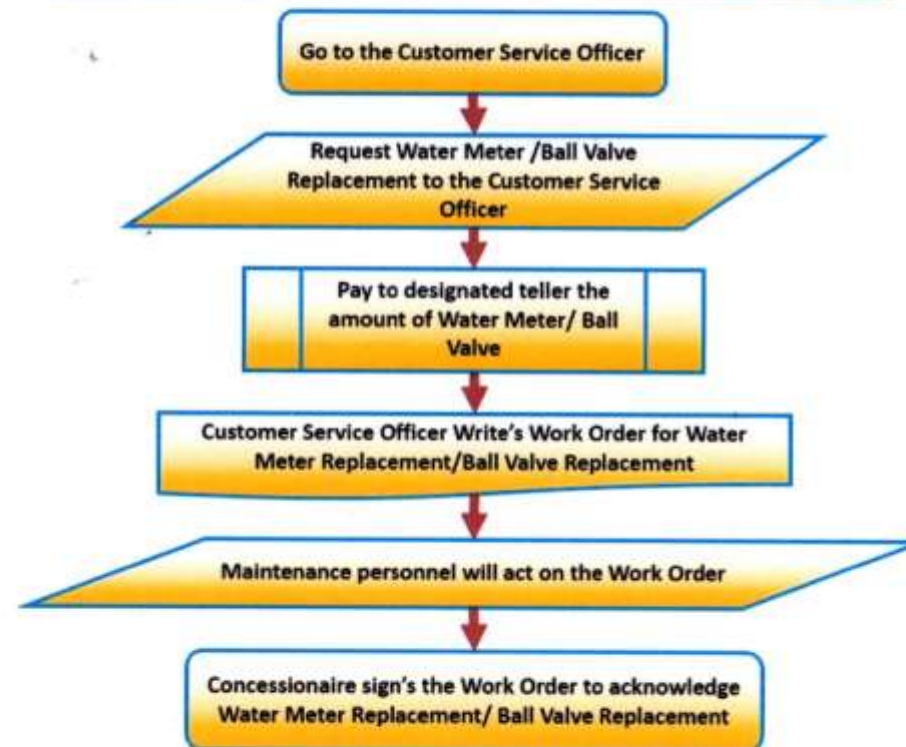








### Request for Water Meter Replacement/ Ball Valve Replacement



**REFERENCES: PD 198 Implementing Rules and Regulations  
LWUA-MacRO Manual**