

AGENCY MANUAL



2017

TABLE OF CONTENTS

I.	Introduction	3
II.	Definition of Terms	4
III.	General Information	5
IV.	Organizational Structure	8
V.	Duties and Responsibilities	9
	a. Board of Directors	9
	b. Administrative and General Services Division	9
	c. Finance and Commercial Division	9
	d. Engineering/Construction/ Production and Water Quality Division	9
VI.	Operational Control and Supervision	10
	a. General Manager	10
	b. Administrative and General Services Division	10
	c. Finance and Commercial Section	11
	d. Engineering and Technical Section	11
	e. Production and Water Quality Section	11
VII.	Operating Procedures	12
	a. New Connection	12
	b. Meter Reading and Bill Distribution	13
	c. Payment of Water Bills	13
	d. Reconnection of Disconnected Lines	13
	e. Leak Inspection and Repair	14
	f. Service Request Flow Chart	15
	i. Filing of Complaints.	16
	g. Amount of Fees	16
	h. Required Documents	16
VIII.	Feedback Form	17

INTRODUCTION

The Agency Manual of **Santa Maria Water District (SMWD)** contains the general information about the agency, its functions, mandates, operations, procedures and organization.

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

The manual is divided into following parts:

General Information. This section contains the agency profile, the history of SMWD, its mandates and functions, mission and vision, value statement, strategic objectives, our pumping stations and areas of operation.

Organization and Responsibilities. This part shows the organizational structure and the duties and responsibilities of each department.

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

Operating Procedures. In this section, it illustrates the step-by-step procedures, processes involved and work instructions of SMWD.

DEFINITION OF TERMS

LWUA – *Local Water Utilities Administration*. It is a government-owned and controlled corporation (GOCC) with a specialized lending function mandated by law to promote and oversee the development of water supply systems in provincial cities and municipalities outside of Metropolitan Manila.

SMWD – Santa Maria Water District is a local corporate entity that operates and maintains a water supply system in the Municipality of Santa Maria, Province of Pangasinan. It is established on a local option basis and, like LWUA, is classified as government-owned and controlled corporation or GOCC. SMWD is run by a five-man Board of Directors through a General Manager.

PhilGEPS – *Philippine Government Electronic Procurement System*. It required all government requirements from goods, consulting services to civil works to be centrally posted through an internet infrastructure thus promoting transparency, competitiveness, streamlined procurement processes, accountability, and public monitoring.

PPE – *Property Plant Equipment*. These are district's purchases of property, manufacturing plants and pieces of equipment to that point in time.

SALN – *Statement of Assets, Liabilities and Net Worth*. It is a declaration under oath required to be submitted by public officials and employees mandated by Article 17, Article XI of the 1987 Constitution. It shows the assets, liabilities, net worth, business interests and financial connections, and list of relatives in the government.

SOA – *Statement of Account*. It includes the monthly billing statement, arrears, and due date for payment. It is given to concessionaires every month upon reading of meters.

GENERAL INFORMATION

HISTORY

Santa Maria Water District was established February 26, 1996 by virtue of SB Resolution No. 96-10 approved and adopted by the local legislative body on even date. It affirmed among others the organization and formation of SANTA MARIA DISTRICT, creation of the 5-member Board of Directors, appointed and initial terms of office of the Board of Directors title pursuant to Sec. 3, Title I of PD No. 198 as amended. Its establishment was duly recognized and confirmed by the Local Water Utilities Administration (LWUA) with Certificate No. 554, Conditional Certificate of Conformance issue and signed by the LWUA Administrator and Chairman of the Board of Trustees April 22, 1996.

March 15, 1997, the LWUA Board of Trustees approved a Php 11.324M financial assistance to Santa Maria Water District to finance the construction of its water supply system. LWUA partially implemented the Water District project using the Php 4.124M CIA. The balance of Php 7.613M for the overhead storage tank has yet to be release pending approval of ADB financing.

August 1998, the water supply system project was completed through the joint financial assistance of then Senator Letecia Ramos Shahani, Congressman Ranjit Ramos Shahani and the support and cooperation of the local government then under the administration of Mayor Jose C. Ginez. The local government donated a 500 square meter lot as equity in the project.

September 24, 1998, the water system project was inaugurated by Hon. Ranjit Ramos Shahani, Hon. Prudencio M. Reyes, Jr. Administrator of Local Water Utilities Administration assisted by Hon. Pinky O. Ginez, Municipal Mayor and witnessed by local government officials, LWUA personnel and officials of Water District.

November 8, 1998, the system was operational and functional initially with 100 services connections covering the areas of barangays Poblacion East, Poblacion West, and San Alejandro. A master plan for expansion programs has been laid out with barangays San Patricio, and San Vicente as the target for 1999. A Workshop and Storage building of the Water District will soon rise with approved by LWUA of a Php 0.450M Level III loan.

Santa Maria Water District is a government-owned and controlled corporation as resolved by the Supreme Court November 12, 1992. It is an autonomous agency free from political influence and independent of any local government and which entity take charge and operate the local water utility on a self-supporting and business-like manner.

OUR MANDATE

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Santa Maria Water District was formed for the purpose of providing adequate, safe and viable waterworks system to the people residing in the district.

VISION

Santa Maria Water District envisions to be a world class provider of safe and potable water in Eastern Pangasinan.

MISSION

The Santa Maria Water District will continue to supply dependable, safe and quality water, delivered to its concessionaires in an efficient, affordable and responsive manner.

VALUE STATEMENT:

To serve the concessionaires, fellow employees with uprightness and exhibit efficiency in demonstrating sensitivity, appropriate manners & professionalism. Provide transparency by giving proper, sufficient information to all concerns, instantaneous respond to all complaints and value customers by affording a comfortable waiting area. Value Mother Earth by being eco-friendly.

S – erve with integrity

E – nsure the public with prompt and timely service

R – espond to complaints

V – alue customers and provides comfortable waiting area

I – ncorrigibly polite and courteous

C – onsistent in applying rules

E – fficient in demonstrating sensitivity and appropriate behaviour and professionalism

F – aithfully wear proper uniform and identification

I – nstant feedback mechanism

R – eady and available during office hours

S – ufficiently display procedures, fees and charges

T – reat everyone equally

STRATEGIC OBJECTIVES:

- a. Extend water pipelines and setting additional pumping stations in a planned locality.
- b. Assurance of continuous 24 hours water supply and clean water.
- c. Proficient, prompt and timely services.
- d. Recognition of employee benefits.

PUMPING STATION:

PUMP STATION 1

Location:

- Poblacion West, Sta. Maria, Pangasinan

PUMP STATION 2

Location:

- Sta. Cruz, Sta. Maria, Pangasinan

PUMP STATION 3

Location:

- Bantog, Sta. Maria, Pangasinan

PUMP STATION 4

Location:

- Cal-litang, Sta. Maria, Pangasinan

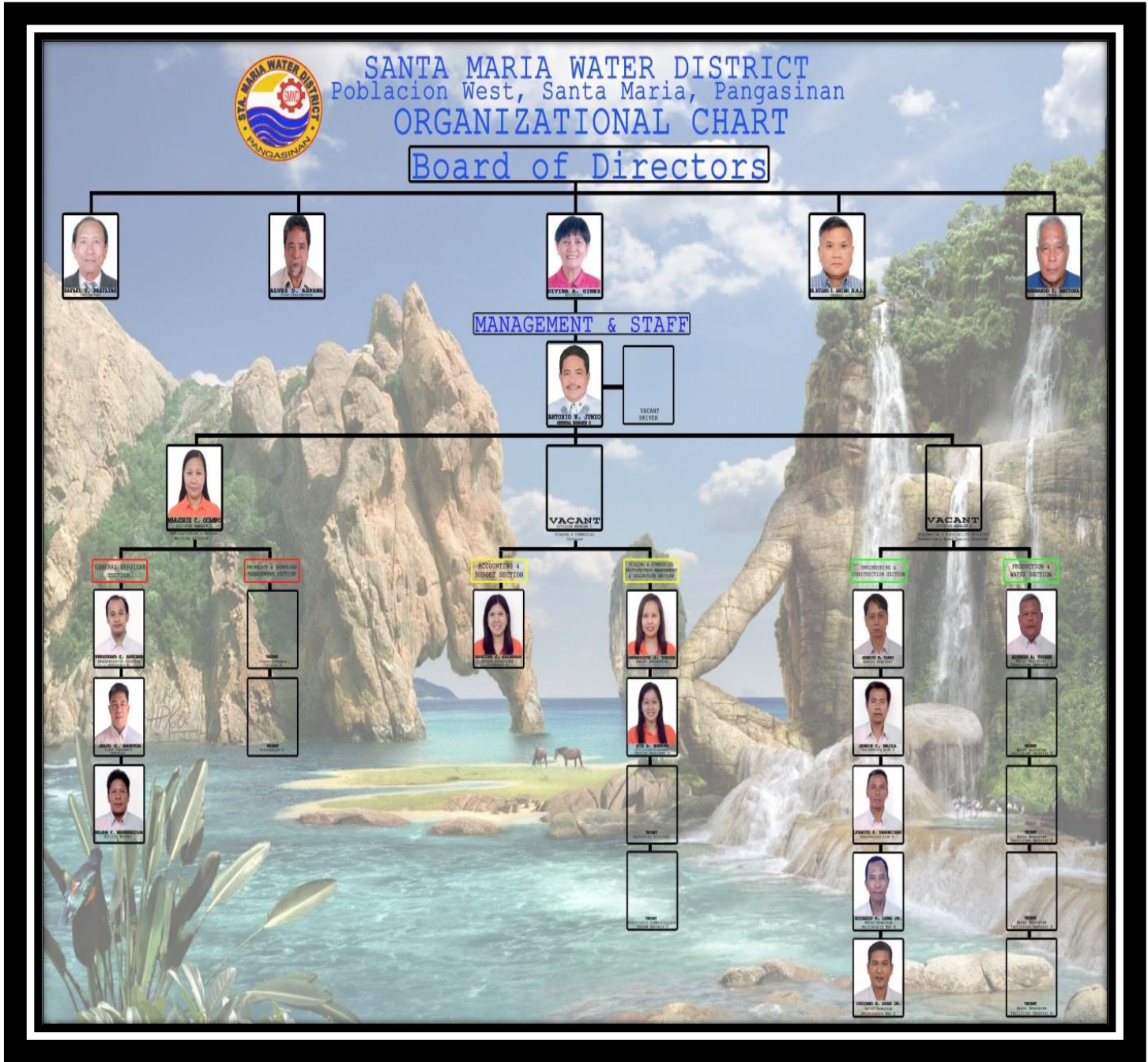
AREA OF OPERATION:

ALL SMWD CONCESSIONAIRES WITHIN THE AREA OF JURISDICTION IN THE FOLLOWING BARANGAYS:

Santa Rosa	Pob. West
Cal-litang	Paitan
Samon	Pob. East
Sta. Cruz	San Vicente
San Pablo	Paitan
Bal-loy	Sitio Cuangao
Caboluan	Cauplasan
Pataquid	San Alejandro
Bantog	San Mariano
Capandanan	San Patricio
Dalayap	Namagbagan
Sitio Bugarin	Pilar
Sitio Imus	

ORGANIZATIONAL STRUCTURE

Category: C



DUTIES AND RESPONSIBILITIES

Board of Director

Acts as the policy making body. Approves the annual budget and ensures the availability of adequate resources.

Administrative and General Services Division

Responsible for general services, collection and disbursement of agency funds. It is in-charge of procurement, provide assistance in the implementation of special projects and programs, recruitment and retention of qualified and skilled employees for the agency.

Financial and Commercial Division

Responsible for recording and summarizing financial transactions, preparation of Financial Reports and Inventory Management as well as budget preparation and assists in the allocation, distribution and monitoring of budget performance.

Commercial and Customer Service

Provides customer services to the concessionaires and in charge for billing and collection of water sales.

Engineering/Construction / production and Water Quality Division

Responsible for the management of water systems maintenance and project construction and implementation, production and water distribution operations. They are also responsible for installation of new service connections, repairs, maintenance of water lines, disconnections and reconnections, and other plumbing services.

Responsible for the pumping operations, water distributions and monitors the water quality, as well as the maintenance of pumping facilities and date 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. Implementation of agency's policies, rules and regulations;
3. Participation in district's activities with other organizations.

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

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

1. Preparation of Financial Statements;
2. Preparation of statement of Bank Reconciliation;
3. Preparation of creation, reclassification and upgrade of positions;
4. Preparation of 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 and Income Tax Return (ITR);
9. Preparation of Disbursement Vouchers;
10. Liquidation of cash advances;
11. Report on monthly remittances and loan payments;
12. Preparation and payment of BIR, GSIS, HDMF, Philhealth, LWUA;
13. Maintenance of 201 files;
14. Submission of SALN;
15. Updating leave records;
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. Preparation of Purchase Order/Request;
18. Posting to PhilGEPS for invitation to bid;
19. Preparation of procurements;
20. Issuance of materials and supplies;
21. Physical count of inventory;

22. Submission of Inspection and Acceptance Report (IAR)

The Commercial Unit shall exercise operation control over the following duties:

1. Processing of applications for
 - (a) New water service connections,
 - (b) Change name,
 - (c) Maintenance and 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. Meter Reading and Distribution
7. No billing
8. High Consumption/ Doubtful high consumption
9. Account Inquiry
10. Disconnection/ Reconnection

The Maintenance Unit shall exercise the operational control over the following duties:

1. Water meter relocation;
2. Repair/Calibration of water meter due to blurred, stuck-up or damage;
3. Repair of the main and distribution lines;
4. Repair of service lines or meter stand pipe leaks;
5. Installation of new water service connections;
6. Issuance of water bills (SOA);
7. Conduct of network flushing activity;
8. Report on Non-Revenue Water (NRW) or unaccounted water per cubic meter.

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

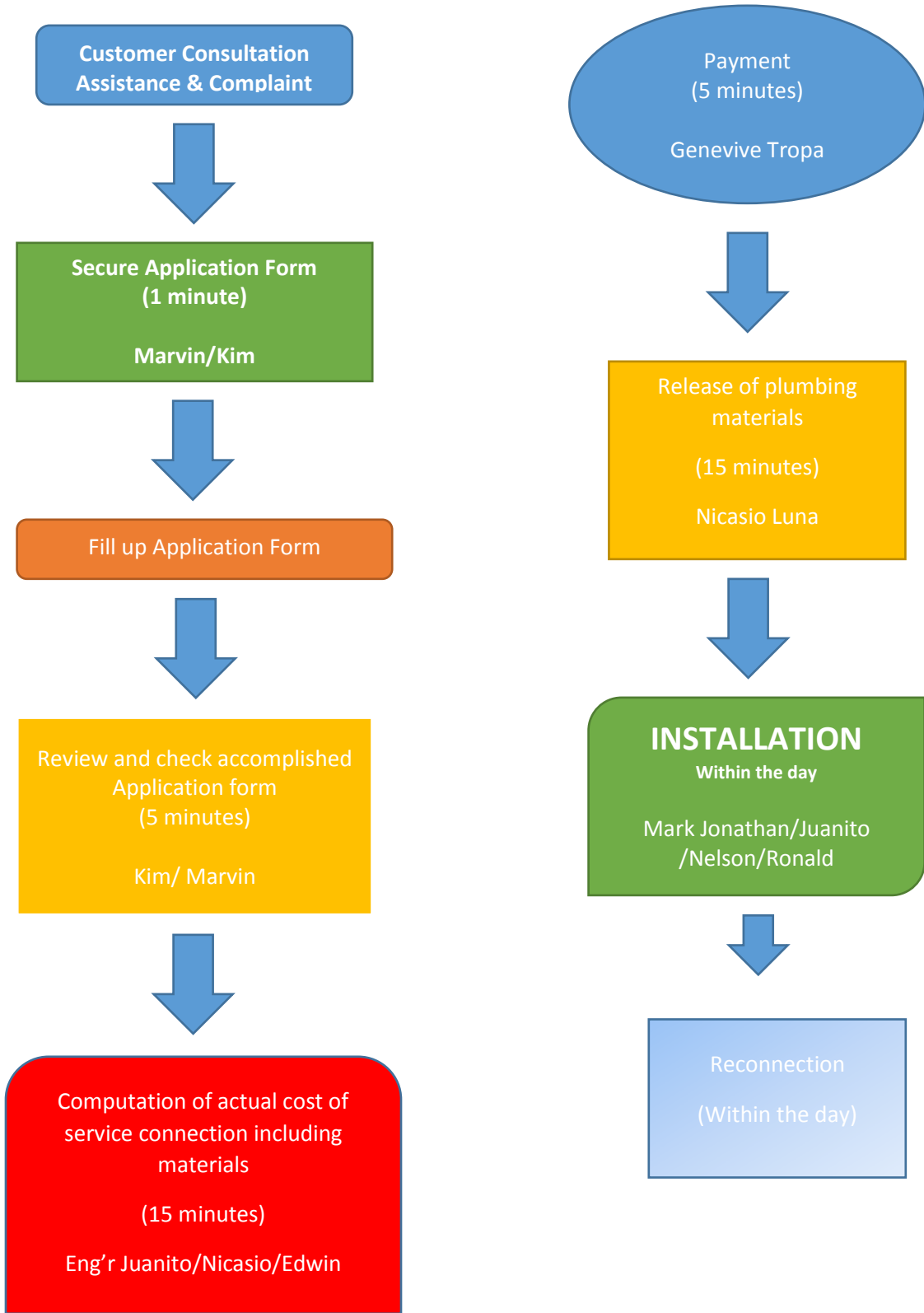
1. Submission of water samples for Bacti-testing & Heterological Plate Count (HPC) to Municipal Health Office monthly;
2. Submission of chemical and physical testing of water samples from all Pumping Stations;
3. Submission of summary report on Microbiological Test of water samples to LWUA;
4. Operation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

The Engineering and Technical Section control over the following duties:

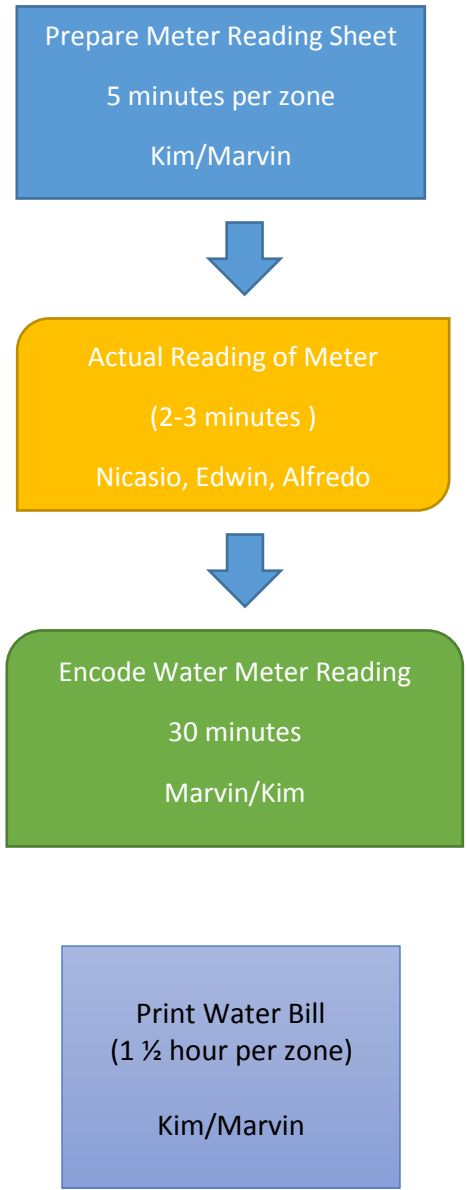
1. Leak repairs
2. Estimate of Service Connection
3. No water pressure
4. Dirty Water/ Illegal Connection
5. Dirty/ Murky Water
6. Foul Odor

OPERATING PROCEDURES

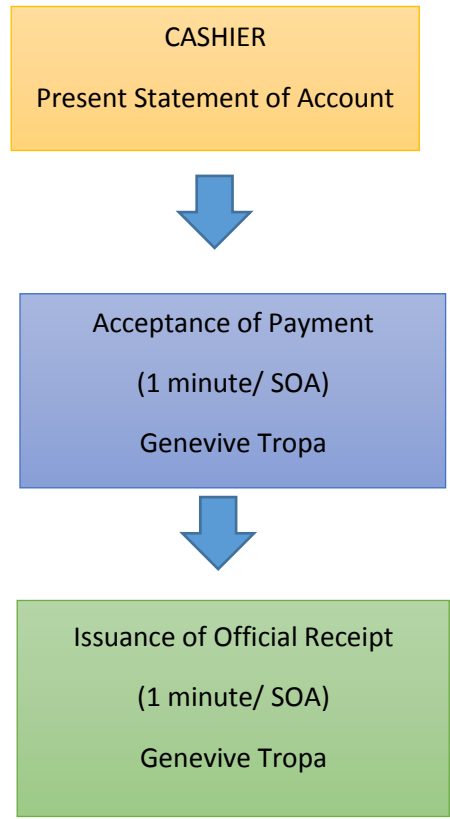
NEW CONNECTION APPLICATION



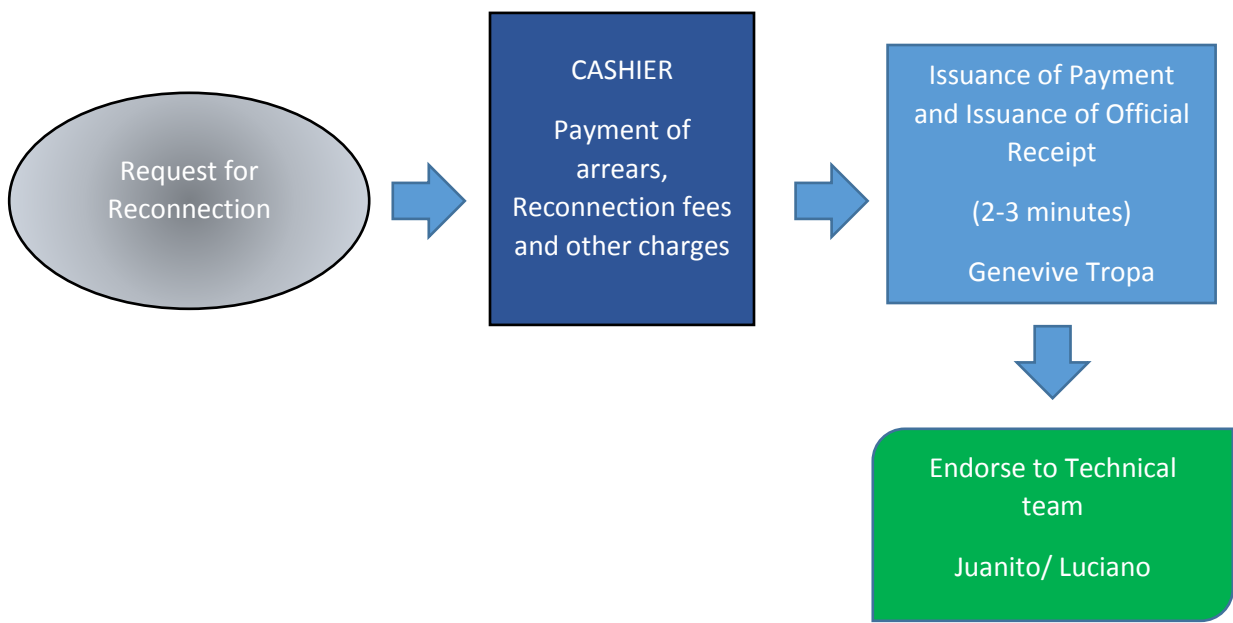
METER READING & BILL DISTRIBUTION



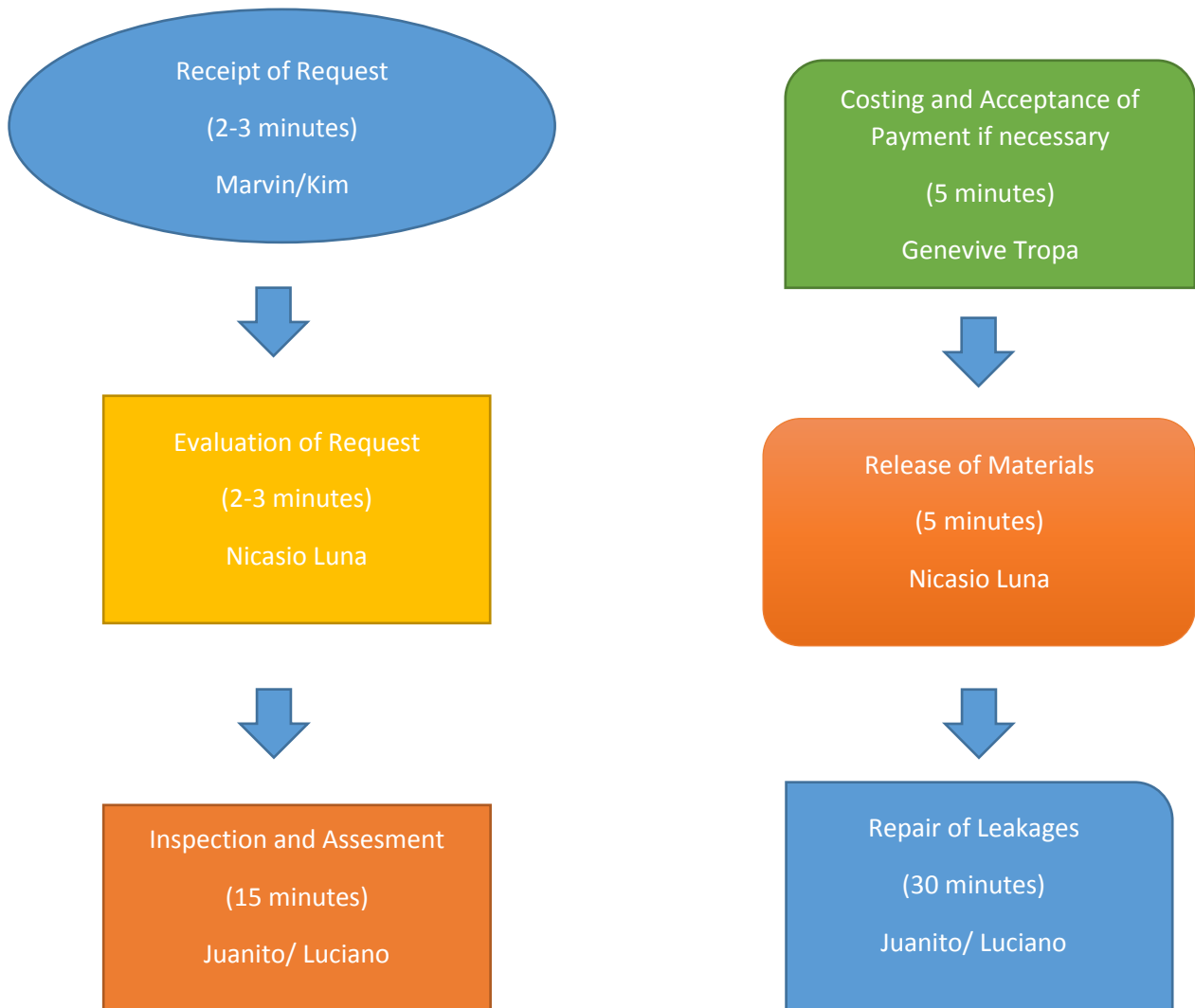
PAYMENT OF WATER BILL



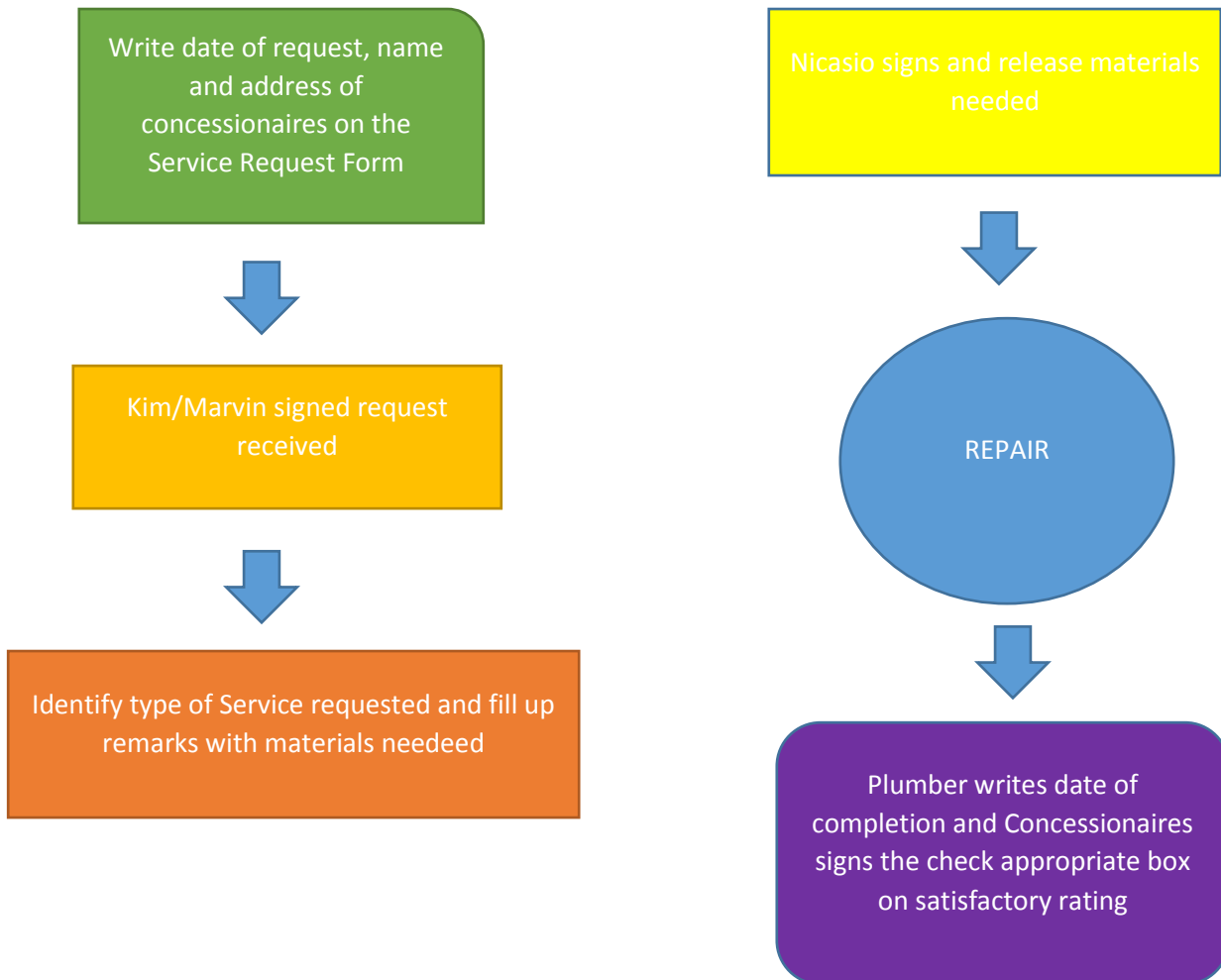
RECONNECTION OF DISCONNECTED LINES



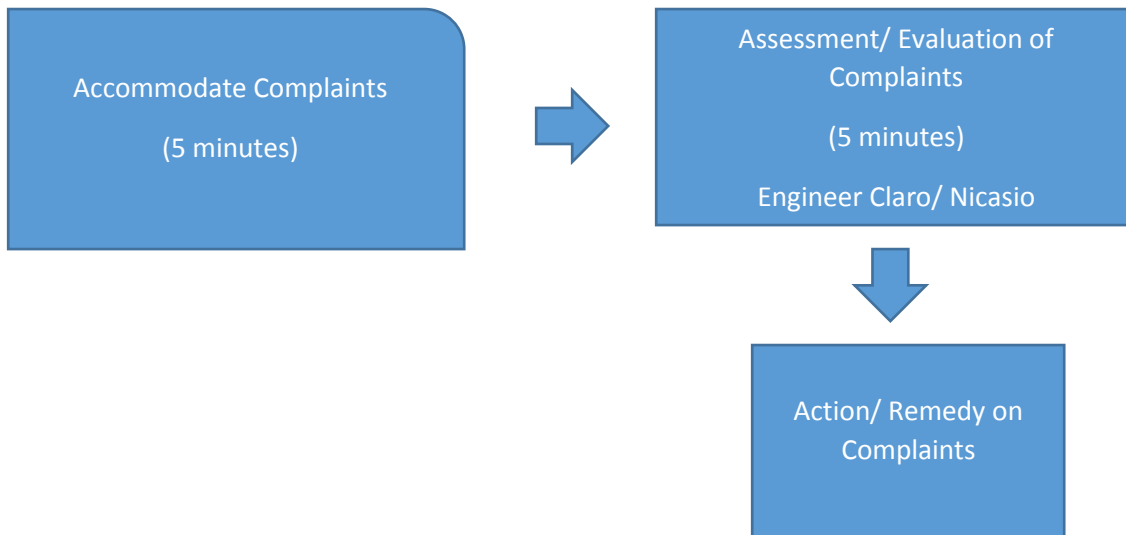
LEAK INSPECTION & REPAIR



SERVICE REQUEST FLOWCHART



FILING OF COMPLAINTS



Water Quality	Albert, Ismael, Ariel, Kenneth	30 minutes
Bill and Collection	Genevive/ Kim/Marvin	10 minutes
Water Service Installation & Repairs	Engr. Claro/ Edwin/ Nicasio	20 minutes
Meter Reading	Alfredo, Edwin, Nicasio	10 minutes

AMOUNT OF FEES

NEW SERVICE CONNECTION FEE:

SIZE	FEE
1/2"	Php 3,000.00
3/4"	Php 4,425.00
1"	Php 4,561.92
2"	Php 9,123.84

RECONNECTION P100.00 - 300.00

REQUIRED DOCUMENTS

Senior Citizen Discount	Senior Citizen ID/ Birth Certificate/Certification of Birth
	Statement of account under the name of the Senior Citizen
New Connection	Valid Identification Card

FEEDBACK FORM

How satisfied were you at our service?

- Very satisfied
- Satisfied
- Didn't care
- Dissatisfied
- Very dissatisfied

Further Comments:

Your comments and suggestions are greatly appreciated.

Thank you for helping us continuously improve our services

Accomplish our Feedback Form available in the office and put in the drop box at

The Public Assistance and Complaint Desk

Send your feedback through e-mail smwd554_1996@yahoo.com,

Phone: (075) 632-4696, and 09228303755-sun.

Talk to our officer at the Public Assistance and Complaint Desk