

# Gapan City Water District

Operations Manual

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# Introduction

The Operations Manual of Gapan City Water District (GCWD) contains detailed information on the control requirements and operating procedures necessary to successfully initiate and run the district.

The manual essentially contains the general information about the agency, its function, mandates, operating procedures and organization.

Furthermore, this manual will provide knowledge about the District structures, duties and responsibilities.

This manual is composed of several sections presented in the following manner:

### **General Information**

This part of the manual contains Jaen Water District Profile, brief history, its mandates and functions, its mission and vision statement, Service pledge, Number of concessionaires, areas of operation.

### **Organization and Responsibilities**

This portion of the manual illustrates the organizational structure of GCWD as of calendar year 2015 with the corresponding duties and responsibilities of each section.

### **Operational Control and Supervision**

The section describes the powers of the Districts authority as well as the supervisory and Operational controls.

### **Operating Procedures**

Presented in this segment are the activity flow charts to illustrate the different processes involved in the Districts daily operations. The step-by-step procedures and work instructions of GCWD are also presented in this section.

# Definition of Terms

ARE- Acknowledgment 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

PHILGEPS- Philippine Government Electronic Procurement System

PPE – Property Plant & Equipment

PR – Purchase Request

GCWD – Gapan City Water District

ROSA- Report on Salaries and Allowances

RFQ – Request For Quotation

SOA – Statement of Account

SALN – Statement of Assets, Liabilities and Net Worth

JO - Job Order

VFD- Variable Frequency Drive

# General Information About the Agency



## **MANDATES AND FUNCTION**

The original system of the district was constructed on 1932 under the Municipality of Gapan. Then it was transferred to Local Water Utilities Administration (LWUA) on February 6, 1976 with CCC. No. 021. It was transferred to LWUA in order to improve, finance and expand the distribution of water. Presently the Gapan City Water District serves an area of approximately 345 ha. This covers eleven (11) different barangays the San Lorenzo, San Vicente, Mangino, Pambuan, Bayanihan, Sto Nino, San Nicolas, Sto Cristo Sur, Sto Cristo Norte, Malimba and Baluarte. The district has six (6) sources of water supply. These deepwells are located at barangay San Lorenzo, Pambuan, San Vicente (Freedom Park), San Nicolas, Sto Cristo Norte and Baluarte. Water pumped from the deepwells are treated by means of Chlorinators. The Gapan City Water District office building is located at Tinio Street. San Vicente, Gapan City, Nueva Ecija.





**Gapan City Water District Logo**

## **MISSION AND VISION**

The district's **MISSION** is to provide with safe, adequate and affordable potable water of quality and efficient service for customers satisfaction.

The district's **VISION** is to improve existing water supply facilities, to serve greater number of population within the service area of the water district.

## **SERVICE PLEDGE**

We deliver a safe and viable drinking water to our concessionaire 24 hours a day, and maintain at all-time good public relation by dealing with the public fairly and sincerely to win their support and goodwill. Our office is open to serve the public Monday to Friday from 8:00 am to 5: 00 pm except holidays. (No noon break) We serve them utmost responsibility, integrity, loyalty and efficiency.

## **AMNESTIYA**

Ang Gapan City Water District GCWD ay  
Magbibigay ng AMNESTY sa mga naputulan  
ng Serbisyo ng TUBig na may Pagkaka-utang.

### **Ang mga Sumusunod na Kasunduan:**

- A. Babayaran ang buong Pagkaka-Utang sa Tubig  
at aalisin ang lahat ng Penalty Charges.
- B. Babayaran ang Current Bill at 50% ng Utang  
at aalisin ang 50% na Penalty. Ang Balanseng 50%  
na utang na may Penalty ay Babayaran sa loob ng anim na Buwan.
- C. Babayaran ang Current Bill at ang Utang na may Penalty sa loob ng Walo (8) BUwan
- D. Kapag hindi nakabayad ng Pagkaka-utang sa napgkasunduan  
sa loob ng isang Buwang  
ang AMNESTIYA (Amnesty) ay mawawalang bisa.

The Gapan City Water District is currently serving 11 barangays of 23 barangays of the Municipality of Gapan City, Nueva Ecija as of December 2015 to wit:

<b>1</b>	<b>San Lorenzo</b>
<b>2</b>	Mangino
<b>3</b>	San Vicente
<b>4</b>	Bayanihan
<b>5</b>	Sto. Niño
<b>6</b>	San Nicolas
<b>7</b>	Sto. Cristo Norte
<b>8</b>	Pambuan
<b>9</b>	Sto. Cristo Sur
<b>10</b>	Malimba
<b>11</b>	Baluarte

Number of Connection Served 24/7

<b>Residential</b>	<b>7205</b>
<b>Government</b>	7
<b>Commercial</b>	50
<b>A</b>	102
<b>B</b>	173
<b>C</b>	11
<b>Bulk</b>	1
<b>Total</b>	7549

### Pumping Station as of December 2015

<b>Pambuan</b>	<b>1</b>
<b>San Lorenzo East</b>	<b>1</b>
<b>Freedom Park</b>	<b>1</b>
<b>San Vicente</b>	<b>1</b>
<b>San Nicolas</b>	<b>2</b>
<b>Sto. Cristo Sur</b>	<b>1</b>
<b>Baluarte</b>	<b>1</b>
<b>Total</b>	<b>8</b>

# Organizational Chart

## List of Officials

### \*\*\*\*BOARD OF DIRECTORS\*\*\*\*

Chairman – Dir. Felipe J. Nunag Sr.

Vice Chairman – Dir. Lee Mark E. San Jose

Board Secretary – Dir. Leonida V. Arcilla

Board Member – Dir. Dionicio S. Mariano Jr.

Board Member – Dir. Ricardo Q. Labios Jr.

### \*\*\*Administrative Finance & Commercial\*\*\*

General Manager – Jie Ann D. Gabriel

Admin. Services Chief C – Terezinha G. Jimenez

Cashier C – Margarita A. Estacio

Sr. Acctg Processor A – Elizabeth G. Parial

IRMO B – Ma. Theresa P. Santiago

Customer Services Assistant C – Mervin F. Lim

Customer Services Assistant C – Teodolfo Dela Cruz

Customer Services Assistant C – Leticia San Jose

Storekeeper C – Honorio Dela Cruz

Clerk Processor B – Estrelita C. Caliuag

Customer Services Assistant C – Junar Velayo

Customer Services Assistant C – Henry De Sahagun

Utility Worker B – Ma. Teresa M. Constantino

Industrial Security Guard C – Constante Dela Cruz

Water Resource Fac Operator B – Eduardo N. Bonifacio

Water Resource Fac Operator B – Ruel T. Bautista

Water Resource Fac Operator B – Francisco P. Jimenez

Water Resource Fac Operator B – Rodelio O. Pabustan

Water Resource Fac Operator B – Gil P. Delos Santos

Water Resource Fac Operator B – Ruben G. Malgapo

# Duties and Responsibility

## DUTIES AND RESPONSIBILITIES

### **Board of Directors**

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

### **Administrative Finance and Commercial**

Administrative Finance / 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 Finance / Commercial Section also responsible for the billing and collection of water sales of the districts.

### **General Manager**

\*\*\*Direct the basic efforts of all personnel towards achieving district goals and objectives within established policies. Serves at the pleasure of the Board of Directors\*\*\*

- a) Prepares agenda for the meeting of the Board of Directors. Keeps the board informed as to utility status
- b) Propose policies, rules and regulations
- c) Prepares budget for board action
- d) Carries out efficient and effective implementing of board approval, policies, circular and memoranda
- e) Performs administrative, commercial and technical duties as required from time to time.



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

1. Preparation of Financial Statement;
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;
13. Release of Checks;
14. Maintenance of 201 files;
15. Submission of SALN;
16. Updating of Leave Record;
17. Preparation and Submission of Report on Salaries and Allowances (ROSA) received by principal officers and governing board of Directors to Commission on Audit(COA);
18. Issuance of Acknowledgement Receipt of Equipment; (ARE)
19. Preparation of Purchase Request/ Order
20. Phil - GEPS Posting;
21. Issuance of materials & supplies;

- 22. Physical Count of Inventory;
- 23. Processing of Applications for: New Service Connections, change name, Maintenance and inspection order;
- 24. Issuance of Water bills ( SOA)
- 25. Issuance of Official Receipts;
- 26. Submission of Schedule of Accounts Receivable;
- 27. Submission of Collection report;
- 28. Maintenance of Customers' Ledger Cards.

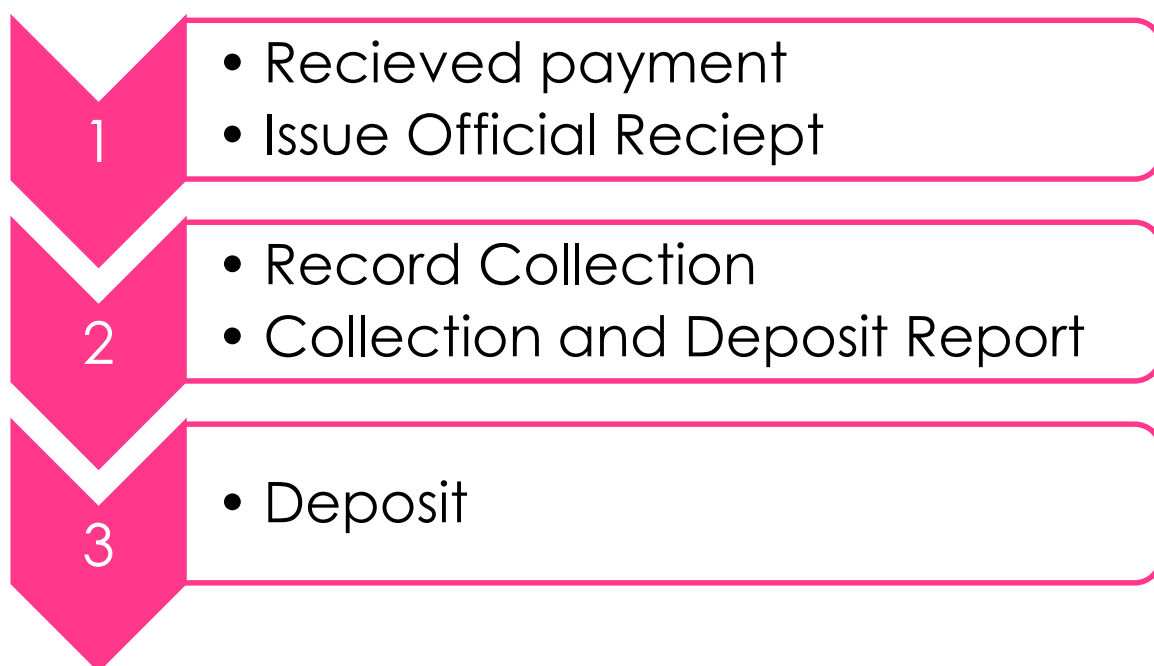
(Step by Step)

# Operating Procedures

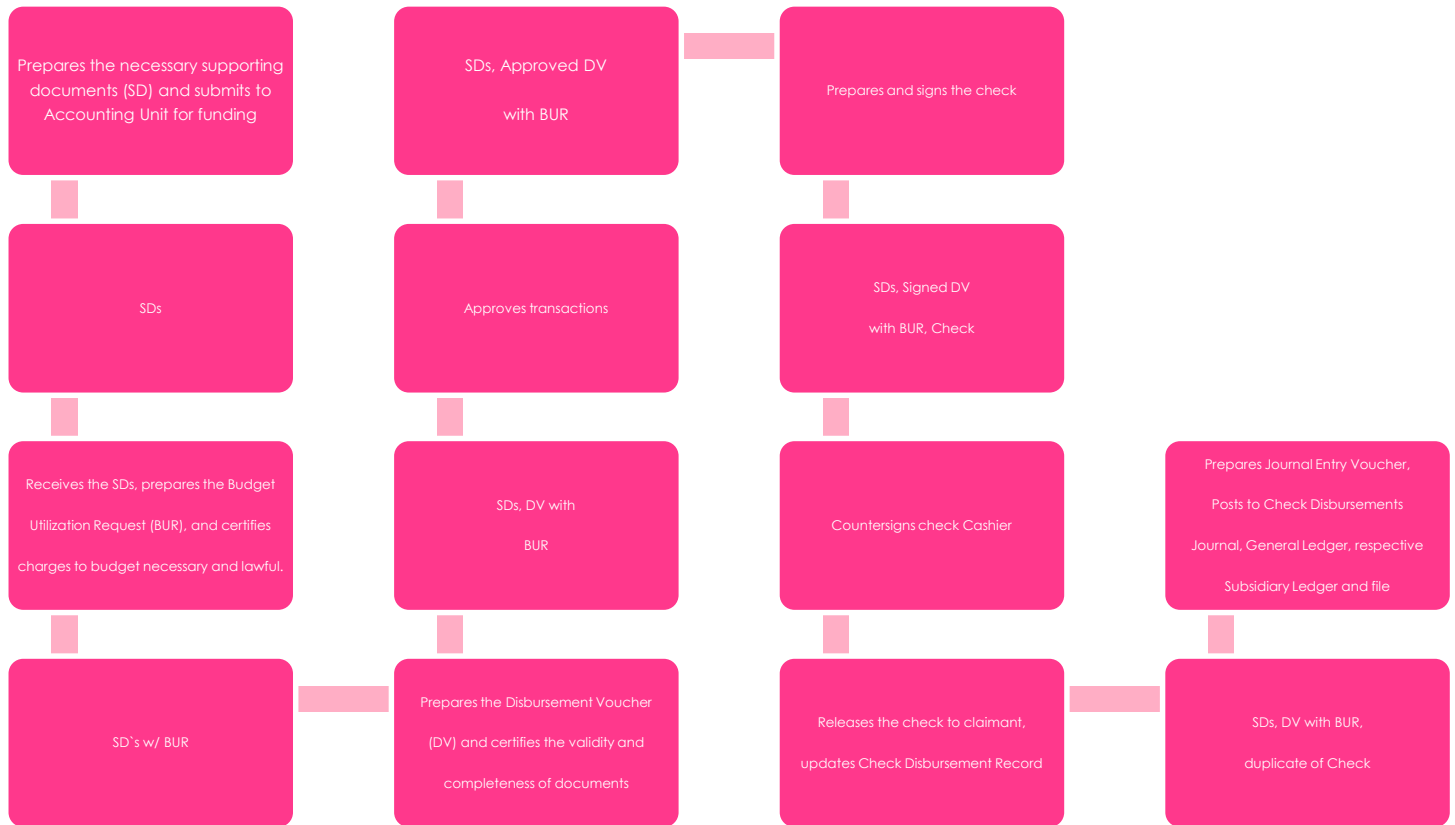
## 1. ADMINISTRATIVE FINANCE AND COMMERCIALS

### ACCOUNTING WORKFLOW

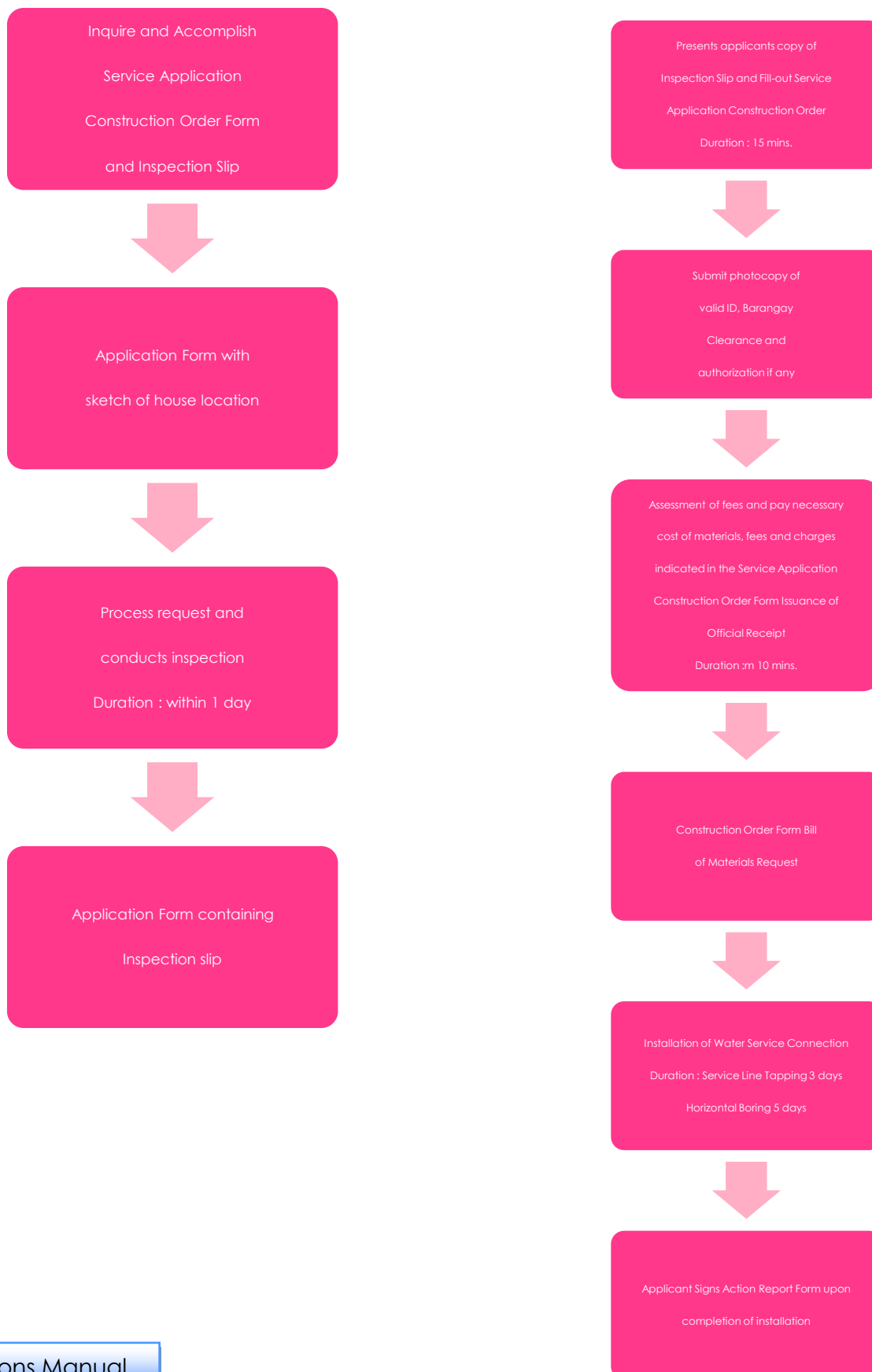
#### RECEIPTS AND COLLECTION PROCESS



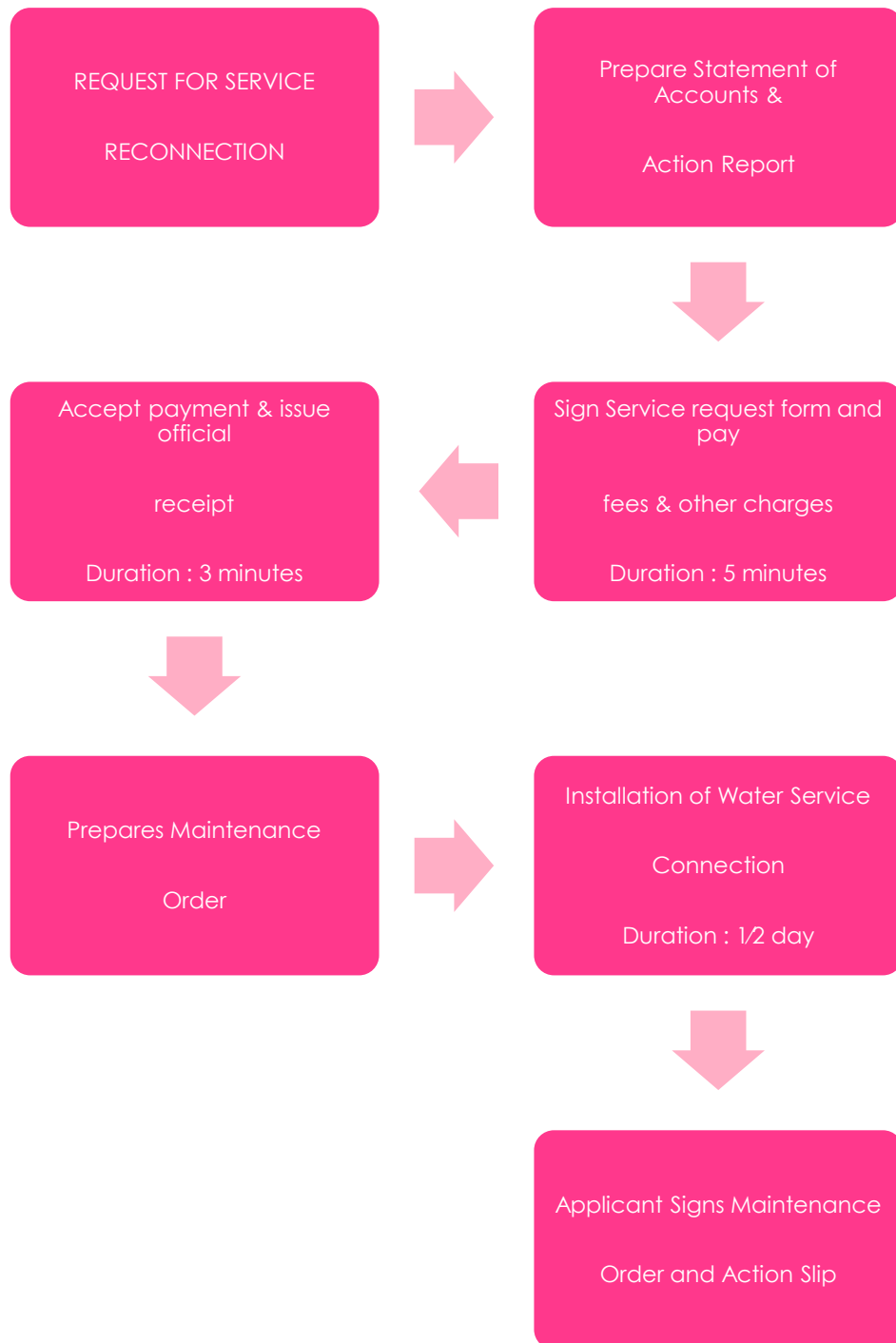
## DISBURSMENT PROCESS



## APPLICATION AND INSTALLATION NEW SERVICE CONNECTION



## RECONNECTION OF DISCONNECTED LINES



## MAINTENANCE AND SERVICES





## BILLING AND DISTRIBUTION OF STATEMENT

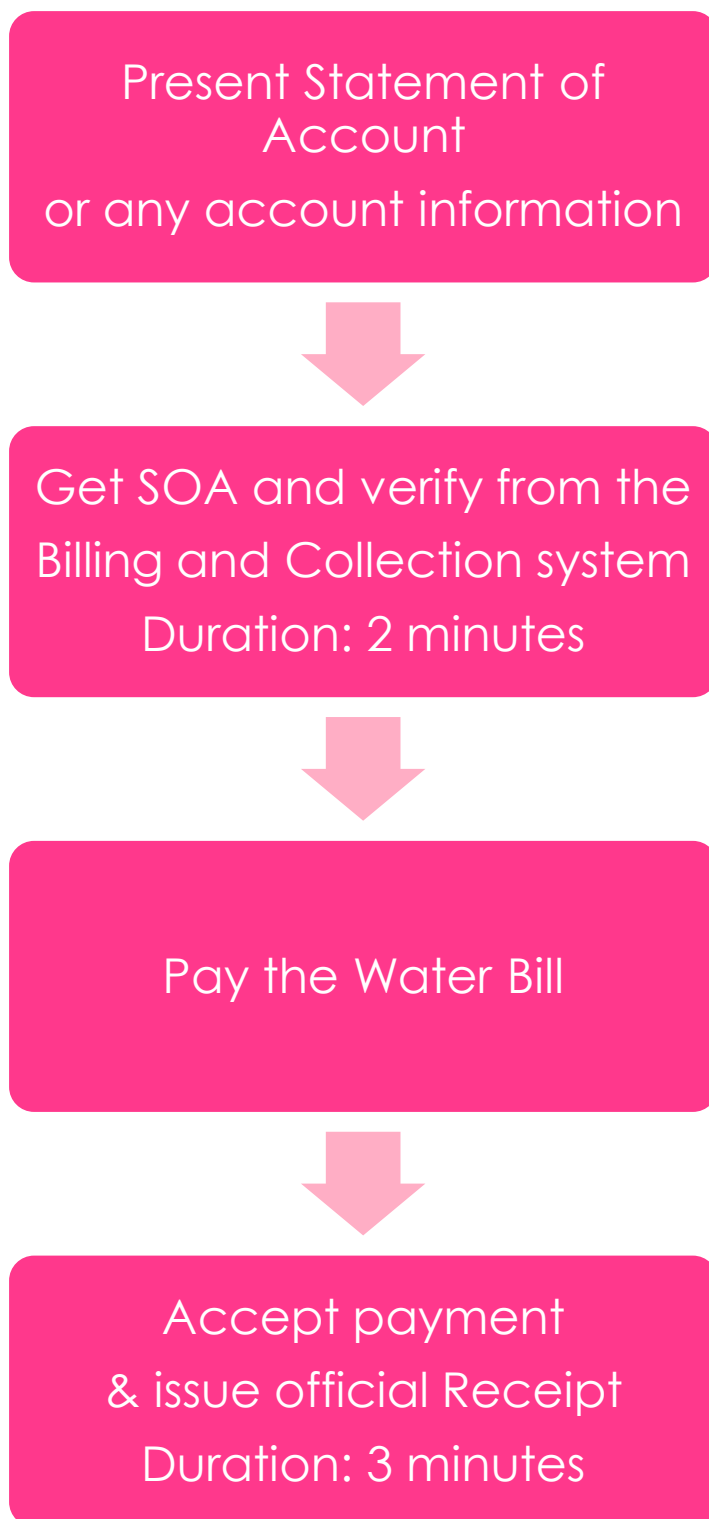
Read water meter consumption of concessionaires by Zone ( per day starting on the 5th day of the month )

Encode and post reading consumption of each concessionaires. Updates customer ledger card and print billing statement

Distribute billing statement after reading and encoding on the 3rd day

Concessionaires received their billing statement

## PAYMENT OF WATER BILL



## Feedback Form

( PANANAW o PUNA )

Please let us know how we served you.  
*Ipaalam po ninyo sa amin kung paano namin 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 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)*

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(Please use additional sheet/s if necessary)  
*(Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office  
*(Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan)*

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(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)*

