



# QUALITY MANUAL



**CITY OF ILAGAN WATER DISTRICT**

**"Honesty and Integrity suffice"**



# GENERAL INFORMATION

## VISION

The most innovative and efficient water district in the provision of safe potable water and sewerage system.

## MISSION

To develop, preserve an ecological and sustainable, safe and potable water resource; to uphold healthy practices in protecting and stabilizing Mother Earth and the health of the City residents; insure continuous improvement in public services in providing safe potable water and sewerage system at par with international standards.

## ABOUT THE AGENCY:

The City of Ilagan Water District (CIWD) is a front liner in the government service; it supplies water in the city with its main goal to institute and construct quality standard pumping, water treatment and storage facilities, water distribution system set – up, general services and management support system. This establishment was and still is for the purpose of acquiring, installing, improving, operating and maintaining the water supply.

To have a snapshot on its historical background, City of Ilagan Water District in City of Ilagan, Isabela was established by virtue of Section 4 of Presidential Decree (P.D.) No. 198 as amended by PD Nos. 768 and 1479, RA 9286 known and referred to as the “Local Water District Law” and “Provincial Water Utilities Act of 1973”, respectively. The Local Water Utilities Administration (LWUA) has awarded the Certificate of Conformance No. 090 to the District of August 30, 1979. It operates with the primary objective of giving the best service possible to its concessionaires by providing them with potable, reliable, adequate, economically viable and sound water supply.

The Corporate name Ilagan Water District (ILA – WD) was formed in February 9, 1978 through the enactment of Resolution No. 06, series of 1978 by the Sangguiang Bayan of Ilagan.

In August 11, 2012, the municipality of Ilagan became City by the virtue of the conducted Plebiscite in the said date; the name ILA – WD then became Ilagan City Water District.

However, cognizance of the foregoing provisions as provided in the act known as the Charter of the City of Ilagan, the currently called Ilagan City Water District (ICWD) as its new corporate name.





The City of Ilagan Water District is a Government-Owned and Controlled Corporation as declared on February 12, 1992 subject to the usual mandatory review and examination by the National Government.

The CIWD is headed by the General Manager who is in charge of the day-to-day operations of the CIWD. As a General Guideline on the Staffing Pattern on the Revised Local Water District Manual on Categorization, Re-Categorization and Other Related Matters (LWD-MaCRO) and CIWD which is currently categorized as Category C, the Staff Productivity Index of one (1) position for one hundred twenty (120) service connections.

CIWD's water network consist of nine (9) independent water supply systems, (1) Poblacion, (2) Osmeña, (3) Calamagui 1<sup>st</sup> and 2<sup>nd</sup>, (4) Baligatan and Alibagu, (5) Bliss & NHA 1 &2, (6) Eastern Barangay, (7) Western Barangay, (8) California Homes Subdivision and (9) Upper Osmeña which derive water from underground sources.

At present, the utility operates 24 production wells, 9 reservoirs, 3 booster pumps, 22 chlorinating facilities, three (3) sedimentation basins and 101 km of pipelines covering 27 out of 91 barangays of the City of Ilagan.

The Water Quality of CIWD facilities are being monitored and tested on a regular basis. 5 out of the 25 deep wells which has problems regarding color/odor and turbidity from its raw water undergoes water treatment process to assure that the water entering the distribution lines would pass the parameters set by the Philippine National Standards for Drinking Water (PNSDW). Two of these five treatment chambers are designed with an aeration process for deterrence of any possible objectionable odor that goes with the raw water. Fiber textiles are laid on top of the sand filter chambers as a first line of deterrence against turbidity and the sand would handle the remnants thru the finer spaces between sand particles. Production wells having problems with iron and manganese are presently addressed by using oxidants before undergoing filtration and disinfection. At present, nine (9) water samples are submitted to the Department of Health accredited laboratory for bacteriological test on a monthly basis, randomly from service connections as well sources. Water Samples are also submitted from all our production wells for physical and chemical analysis in Metro Manila in an annual basis not only as requirement but also as a reference/guide on our part for any possible changes that would occur on the raw water quality for any given production well. We maintain the daily monitoring for chlorine residuals which is complaint to PSDW having 0.3 mg/L which is detected at the farthest point of the distribution line.

CIWD takes pride in its ability to finance its continuing expansion and improvement programs increase collection efficiency and reduce to acceptable level addressing the various issues in water quality and clamor of water supply services extended to areas of waterless barangays.



Behind the success of CIWD are the competent, efficient and active Board of Directors, Management Team and the staff who dedicatedly and committedly performs their duties and responsible just to ensure deliverance of high quality services to fulfill the increasingly needs of the consumers. At present, various expansions are now in progress to adhere with the vision and mission of the district to reach every home giving potable and safe drinking water.

## **PERFORMANCE PLEDGE**

We, the God fearing, Honest and Dedicated public servants of the City of Ilagan Water District commits to:

**C** ommitment to Ilagueños for a higher level of event's satisfaction

**I** nstitute a well – organized water service provider to community

**W** elfare of clients we serve be given utmost importance

**D** eliver adequate and safe potable water to out clients

All these we pledge to serve you better!

## **SERVICE VALUE STATEMENT**

We are **COURTEOUS**; we attend to the clients promptly with a **SMILE** and treat them with **RESPECT**;

We are **HONEST**; we ensure **PRECISE** and **ACCURATE** records and make certain to **issue** billing notice and official receipts for all transactions;

We are **RESPONSIBLE**; we make sure to supply safe and potable water and guarantee **delivery** of quality service.

We are **UNITED**; empowering others and promoting best practices for internal and external satisfaction and development as a water service provider.

## **STRATEGIC OBJECTIVES**

To deliver and sustain **QUALITY WATER** to meet the high water demands of the Ilagueños; to unite as one team to meet goals of a better City of Ilagan Water District and to develop a more committed skilled, competent, efficient, honest and responsible CIWD Management and Staff.





## AREAS OF OPERATION

Barangays currently served by the City of Ilagan Water District as of December 31, 2019:

1. Brgy. Alibagu
2. Brgy. Alinguigan 2<sup>nd</sup>
3. Brgy. Alinguigan 3<sup>rd</sup>
4. Brgy. Baculud
5. Brgy. Bagumbayan
6. Brgy. Baligatan
7. Brgy. Bliss Village
8. Brgy. Calamagui 1<sup>st</sup>
9. Brgy. Calamagui 2<sup>nd</sup>
10. Brgy. Camunatan
11. Brgy. Centro – Poblacion
12. Brgy. Guinatan
13. Brgy. Lullutan
14. Brgy. Marana 1<sup>st</sup>
15. Brgy. Marana 2<sup>nd</sup>
16. Brgy. Marana 3<sup>rd</sup>
17. Brgy. Naguilian Norte
18. Brgy. Naguilian Sur
19. Brgy. Osmeña
20. Brgy. San Andres
21. Brgy. San Felipe
22. Brgy. San Isidro
23. Brgy. San Vicente
24. Brgy. Sipay
25. Brgy. Sta. Barbara
26. Brgy. Sto. Tomas
27. Brgy. Tangcul

## BOARD OF DIRECTORS



**JOSEPH C. PAGGAO**  
Chairman



**EXEQUIEL T. BUMATAY**  
Vice Chairman



**MA. KAREN B. ESTAVILLO**  
Secretary



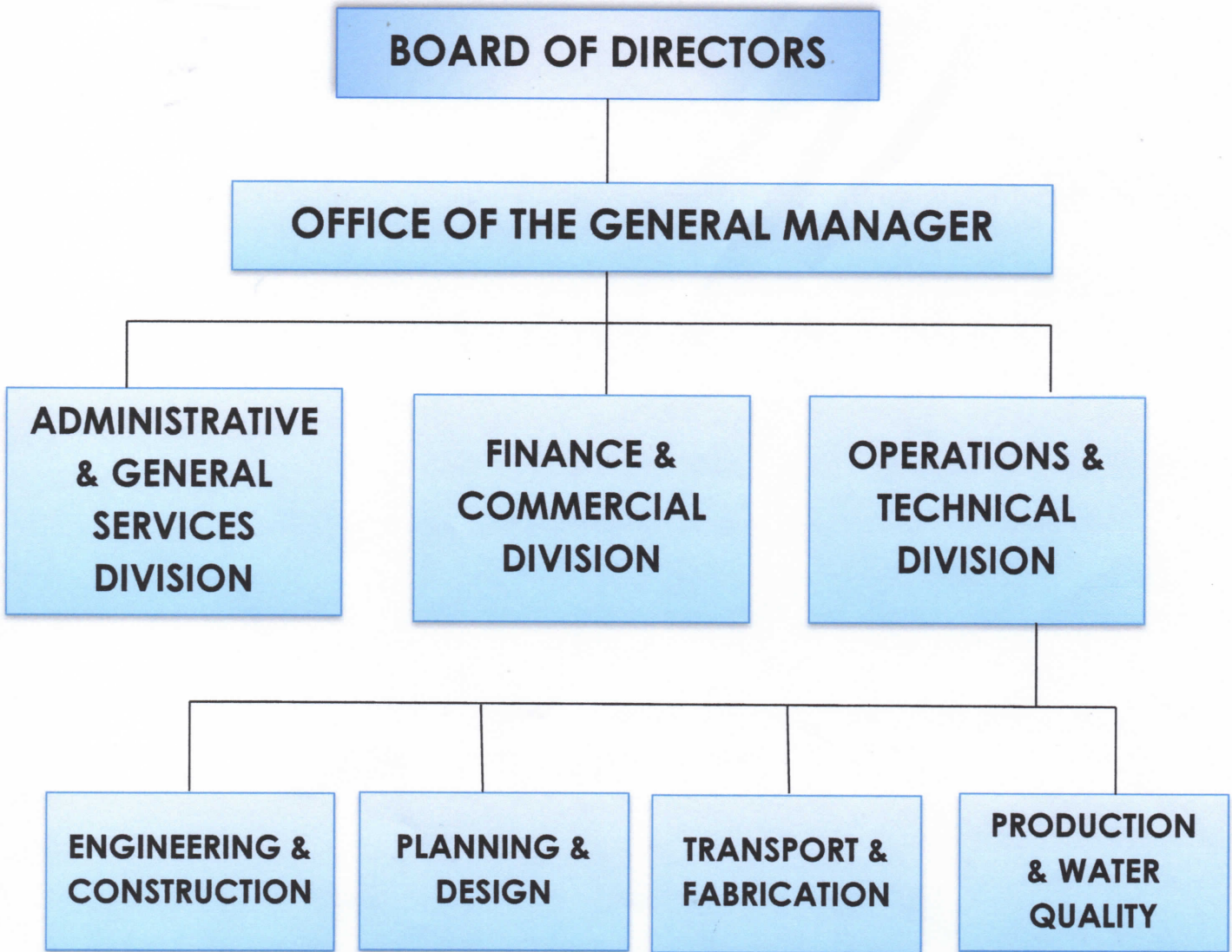
**ROSARIO C. MANALO**  
Treasurer



**SHERWIN B. QUIJANO**  
Member



# ORGANIZATIONAL CHART





## **DUTIES AND RESPONSIBILITIES**

### **BOARD OF DIRECTORS**

(as per Amended Presidential Decree No. 198 and other related issuances)

- Performance of District Powers – All powers, privileges and duties of the district shall be exercised and performed by and through the board; Provided, however, that any executive, administrative or ministerial power shall be delegated and redelegated by the board to officers or agents designated for such purpose by the board.
- Functions Limited to Policy-Making – The function of the board shall be established policy. The Board shall not engage in the derailed management of the district.
- By Laws – At first meeting, the board shall adopt and may thereafter from time to time amend by-laws for the operation of business and affairs of the board and the district. By-laws may not be amended without 30 days public notice to that effect and a public hearing held.
- System of Business Administration – The Board shall, as soon as practicable, prescribe and define by the resolution a system of business administration and accounting for the district, which shall be patterned upon and conform to the standard established by the Administration. Auditing shall be performed by a certified public accountant not in the government office.
- Contracts – All contracts of the district shall be entered into by or pursuant to the authority of the board: Provided however, that the board may by resolution delegate and redelegate to officers or agents at the district, under such conditions and restrictions as shall be affixed by the board, the power to bind the district by contract.

### **OFFICE OF THE GENERAL MANAGER**

#### **I. GENERAL MANAGER**

- In-charge with the overall administration of CIWD's operations, oversees personnel management and executes established policies and guidelines to attain the effectiveness of the organization;
- Full supervision and control of the maintenance and operation of water district facilities;
- With power and authority to appoint all personnel of the district: Provided that the appointment of personnel in the supervisory level shall be subject to approval by the board (as amended by Sec.10 PD 768);

- Represents the management in the conduct of meetings of the Board of Directors and keeps the Board informed on the proposed policies, rules and regulations and budget for the Board's action.

## II. SECRETARY

- Recording Secretary (taking and transcribing Minutes) on the following meetings of the District such as :
  - Regular/Special Board of Directors Meetings,
  - Regular/Emergency Staff/Joint Divisions Meetings,
  - Other District's different committees such as: Grievance Committee, Investigative Committee, Human Resources Merit Promotion & Selection Board (HRMPSB);
- Prepares CIWD Board of Directors Resolutions and Policies;
- Prepares comprehensive management reports, annual and accomplishment reports (for BOD & Office of the GM);
- Prepares CIWD semi-annual Pipeline magazine/newsletter and other informative materials (e.g. primer, flyers, tarpaulins);
- Prepares correspondences (internal & external), inter-office memoranda and Office Orders;
- Perform a wide range of Administrative & Office support activities for the Department and/or Managers & Supervisors to facilitate the efficient Operation of the Organization;
- Coordinate with various division/department/section on the data needed for completion of reports;
- Assist in the information desk unit by posting update, activities, notices and other related activities to the CIWD social media page (as administrator).

## **ADMINISTRATIVE AND GENERAL SERVICES DIVISION**

### **I. INDUSTRIAL RELATIONS MANAGEMENT SECTION**

- In-charge with the employment legislation, policies and procedures (human resources management) and is directly responsible for recruitment, selection and placement;
- In-charge with the learning and career development, coaching employee relations and law and policies in human relations.

### **II. GENERAL SERVICES SECTION**

- Responsible for providing supply and procurement services for CIWD, property and supply management and its physical inventory, maintenance of building, grounds and facilities management and transport operations and maintenance;
- Over-all in charge to deliver basic services needed for the entire CIWD.

## **FINANCE AND COMMERCIAL DIVISION**

### **I. FINANCE (Budget and Accounting)**

- Responsible for all counting and budget activities including the checking, review and prudence of all supporting documents/ attachments to all disbursements;
- Monitors the daily cash position and ensures all disbursements are properly funded;
- Responsible for the preparation of COA, LWUA and other government agencies' required documentary reports and the preparation and review of the Financial Statements of CIWD;
- Over-all responsible on the preparation of Annual Corporate Operating Budget of CIWD and ensuring that all activities are confined with approved budget.





## **II. COMMERCIAL (Commercial/Billing/Cash Management)**

- Responsible for all billing activities which include computerized billing and data entries, meter reading, encoding and posting of water consumption, updating of concessionaires' master file, monthly penalty charges, billing adjustment memos and consumption patterns;
- Monitor the monthly ageing of active and inactive accounts;
- In-charge for the preparation of marketing plans and programs of CIWD on its existing and expansion projects;
- Preparation of work schedule of meter readers, collectors and disconnection teams;
- Responsible in addressing all customer-related services and complaints including meter testing and calibration, field investigations, suspected illegal connections , reclassification of accounts and changes in account details;
- The Cash Management Section validates daily 100% cash and cheque collections for deposit. They also monitor and record the disbursements and petty cash fund.

## **TECHNICAL AND OPERATIONS DIVISION**

### **I. ENGINEERING AND CONSTRUCTION SECTION**

The unit is divided into three sections, namely: Planning & Design, Construction & Maintenance and Transportation & Fabrication. It is duty and responsibility to orient and train all newly hired job orders in consonant to their field of assignment.

- Implement and supervise the construction of all projects;
- Prepare monthly accomplishment report of all on-going projects and other activities undertaken within the month;
- Prepare progress billing and supporting documents of "pakyaw" contractors;

- Supervise the repair of service connection leak and mainline leak and restore all damaged concrete pavement to its original condition;
- Supervise the installation of new service connection, transfer, calibration & cleaning of water meter;
- Trace/locate and plug illegal connections;
- Lay-out pipelines of transmission/distribution in all on going barangay expansion and upgrading transmission/distribution pipeline;
- Supervise the repair of damaged transmission pipeline due to road and bridge widening;
- Replace all defective gate valves within the distribution system, stand pipe of flushing point, bursting pipes and corroded bridge crossing B.I. pipe;
- Repaint fire hydrants, blow off valve and bridge crossing B.I. pipeline;
- To supervise the drilling of new production well and its appurtenances;
- Supervise the cleaning and purging of transmission/distribution pipeline and service connection within the CIWD service area.

## **II. PLANNING & DESIGN SECTION**

- Prepare plans and design of all proposed projects for next year funding and current year for implementation;
- Prepare as built plans of all completed project and existing structures and transmission/distribution pipeline within the CIWD service area;
- Prepare Program of Work of all projects for funding and current year implementation.

## **III. TRANSPORT & FABRICATION SECTION**

- Submits monthly accomplishment report



- Conduct monthly check –up and maintenance of all service vehicles , standby generator sets, compressor engine and other equipment;
- Fabricate fittings and assemble discharge line of production well, supply and discharge line of storage tank, holding tank and coagulation tank;
- Fabricate repair clamp and special fittings for mainline leakages repair.

#### **IV. PRODUCTION AND WATER QUALITY SECTION**

##### **A. PRODUCTION UNIT**

- Prepare technical reports like Monthly Pumping Assessment Data & Monthly Electric Power Consumption Data;
- Prepare Monthly Operators' Schedule including overtime request schedule with corresponding accomplishment report;
- Prepare projected Monthly Program of preventive maintenance of all pumps & motors including upgrading & downgrading of every calendar year;
- Maintain all pumping stations which include pump house, perimeter fence, treatment plant structure, elevated tanks and ground tanks, discharge line & cleanliness of its surroundings;
- Supervise all scheduled preventive maintenance of pumps & motors including its controls and power supply connections;
- Supervise the installation of new equipment and its appurtenances in all existing pumping station including new projects under contract;
- Daily monitoring of water pressure of every pumping and conduct visual inspection to locate possible mainline leak if pressure is below normal operation;
- Ensure normal operation of chlorination unit and check for operation flaws (hose leak, suction valve abnormalities, etc.) that could stop chlorination process;



- Maintain good running condition of all standby generator sets to ensure reliable operation during power outages and scheduled brown-out (check oil, radiator coolant, battery, etc.);
- Check the integrity of installed PSRV (pressure sustaining and reduction valve) and other isolation valves.

## **B. WATER QUALITY UNIT**

- Daily monitoring of Chlorine residuals of all pumping stations, distribution lines to service connections. Samples taken from pumping stations and households;
- Monthly submission of water samples to DOH accredited laboratories for microbiological analysis (local);
- Annual submission of water samples from production wells to DOH accredited laboratories for physical and chemical analysis (Metro Manila);
- Monitor scheduled flushing activities of assigned personnel's;
- Supervised periodic cleaning and maintenance of all water storage tanks (Ground reservoirs and elevated tanks), Water treatment facilities, chambers and filtration beds;
- Monitor dosing pump conditions, dosing pump flow rates and dosing concentrations;
- Assists in treatment plant designs and operations.

## **WATER SAFETY PLAN**

The CIWD water system facilities include: twenty four (24) operational deep well pumping stations, network of pipelines, elevated water tanks, ground reservoirs and on-line filtration. With the current deep well facilities of CIWD, it serves twenty seven (27) barangays out of the ninety one (91) barangays, representing 30% water service coverage.

Presently, the twenty four (24) operational deep well pumping stations of CIWD are:

1. Alibagu Elementary School Pumping Station



2. Alinguigan 3<sup>rd</sup> Dugwell Pumping Station
3. Isabelita Sports Complex Pumping Station
4. California Homes Subdivision Pumping Station
5. Ilagan Central Terminal Pumping Station
6. Baligatan Elementary Pumping Station
7. Baligatan Market Pumping Station
8. Bliss Pumping Station
9. Lullutan Pumping Station
10. NHA – 1
11. NHA – 2
12. Upper Osmeña Pumping Station
13. Osmeña (PMS) Pumping Station
14. Calamagui 1<sup>st</sup> Riverside Pumping Station
15. South Central School Pumping Station
16. Sto. Tomas Pumping Station 1
17. Sto. Tomas Pumping Station 2
18. Ilagan East Central School Pumping Station
19. Ilagan West Elementary School Pumping Station
20. Bagumbayan Pumping Station\
21. Alinguigan 3<sup>rd</sup> Pumping Station
22. DPWH Pumping Station
23. Marana 1<sup>st</sup> Pumping Station
24. Sergio Pumping Station

Majority of the deep well facilities complemented each other through interconnected network of pipelines and augment water pressure in the high portion and far end of the pipelines within the service area. All of these deep wells are guided with the following standard operation procedures:

- Pumping stations operates in accordance with approved daily operating hours
- Comply with the pre-scheduled preventive maintenance deep well pumping stations
- Minor/Major repair and maintenance works to all electro-mechanical equipment, mechanical equipment and electrical machineries used by every pumping stations
- Daily monitoring and recording of operating conditions of all pumping stations
- Cleanliness and orderliness of all pumping station surroundings and equipment rooms
- Recommends improvement plan, rehabilitation and upgrading of pumping station

# BILLING AND COLLECTION POLICIES

## EXISTING POLICIES

### BILLING ADJUSTMENT POLICY

(PER CIWD BOARD RESOLUTION NO. 7, SERIES OF 2019)

In line with the District's effort to fulfill its social obligations and liabilities to its concessionaires, the existing rules and regulations governing the Billing Adjustment Policy are hereunder revised and restated and shall be adopted for the guidance and appropriate implementation of all concerned:

#### A. WAIVING OF PENALTIES AND SURCHARGES DERIVED FROM LATE PAYMENT:

- Case 1 : May apply to establishments and government agencies whose funding for such are source out from their respective Central Office;
- Case 2 : May apply to LGU – Ilagan, provincial Government of Isabela and their subsidiaries;
- Case 3 : May apply to consumers whose billing are under protest and are subject To billing adjustments and verification

#### B. REFUNDS AND ADJUSTMENTS

1. 10% DISCOUNT ON THE TOTAL BILLING AMOUNT IN EXCESS OF THE 10 CUBIC METER WATER CONSUMPTION IN THE EVENT OF ANY OF THE FOLLOWING, SUBJECT TO VERIFICATION OF THE DULY AUTHORIZED CIWD PERSONNEL:
  - (a) Interior Leak – water loses after the meter within the in-house plumbing system;
  - (b) Turbid water – where water physical properties exceeds the Philippine National Standards for Drinking Water (PNSDW) parameters as to color and high presence of sediment formation is visible;



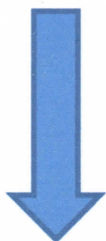
- (c) Excessive air pressure – presence of excessive air within the distribution system causing abnormal flow of water and water meter registry;
2. FOR FAST, SLOW AND STUCK – UP WATER METERS RESULTING TO ABNORMAL WATER READING, BILLING COMPUTATION IN EXCESS OF THE 10 CUBIC METER WATER CONSUMPTION, SHOULD BE:
- Determine the ratio and get percentage of water meter readings between consumer's water meter and testing kit-water meter. Adjust billing in consideration according to the percentage as computed.
3. IF A CONSUMER IS ENTITLED TO A REFUND SUCH AS FOR OVERPAYMENT OF A CLOSING BILL, OR OTHER JUST CAUSE, THE OVERPAYMENT WILL CONSIDERED AS ADVANCE PAYMENT AND WILL BE CREDITED TO HIS ACCOUNT ON THE NEXT WATER BILL.



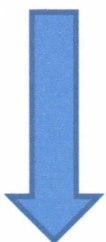
## FRONTLINE SERVICES

### NEW SERVICE CONNECTION

**APPLY FOR NEW  
SERVICE  
CONNECTION**



**PAY REGISTRATION  
FEE AND COST OF  
MATERIALS**



**ACKNOWLEDGE  
SCHEDULE OF  
SERVICE  
CONNECTION**

- Interviews and orients applicants on the policies and regulations of CIWD; assist in filling up of application
- Assess/verify and evaluates filled – up service application form; prepares cost estimate form and issue service request
- Takes action on the given service request; conduct actual site inspection of the new service connection and prepares material cost estimates
- Verifies and assess the prepared estimated cost of materials; check available stocks and prepares the needed materials

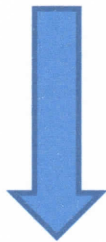
- Issues Official Receipt

- Takes action for the scheduled installation of the new service connection

## METER READING

**COVERING THE 27  
BARANGAYS IN THE  
SERVICE AREA**

- Meter Reading Billing System (MRBS Gadgets)

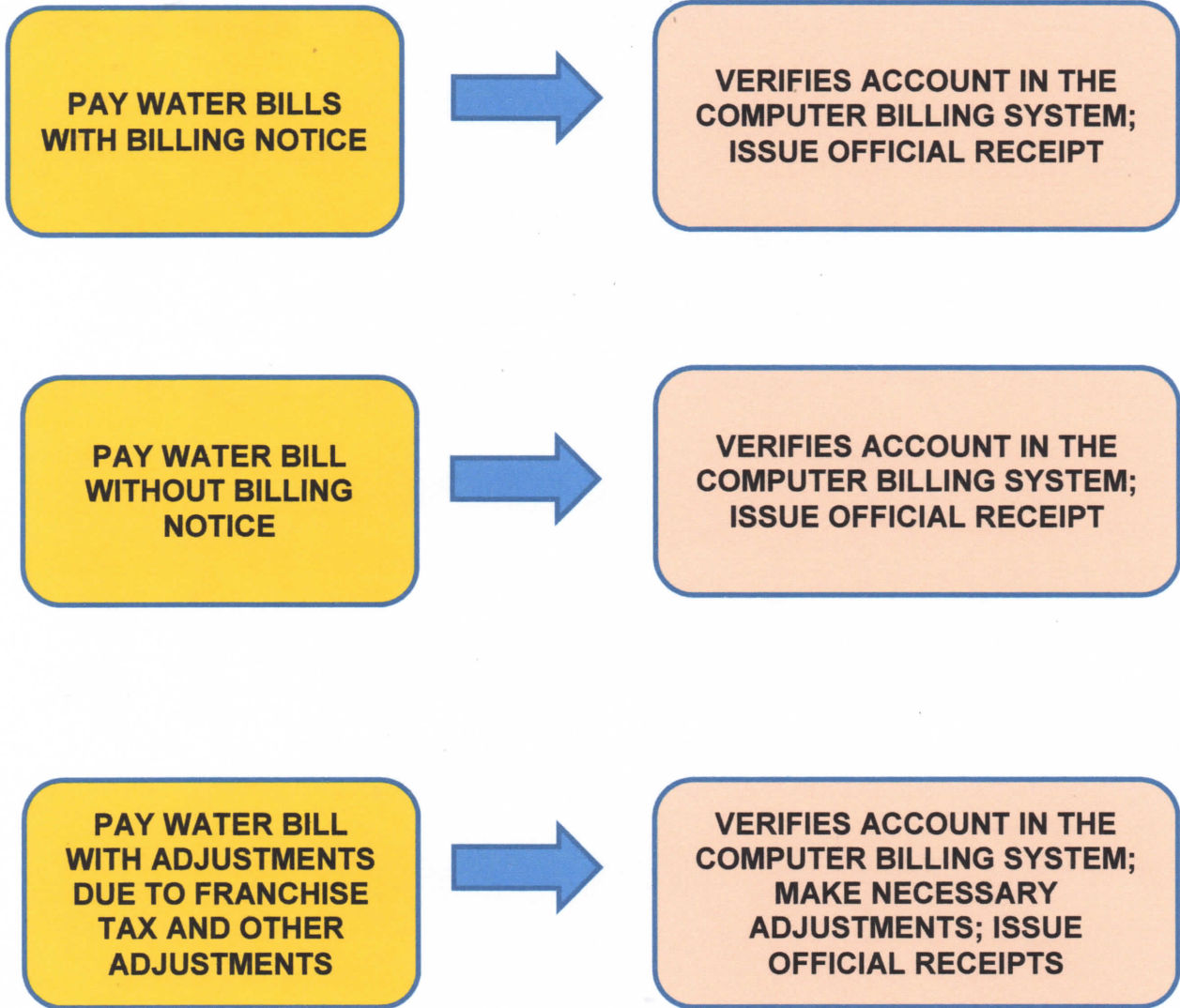


**RECEIVES COPY OF  
BILLING NOTICE**

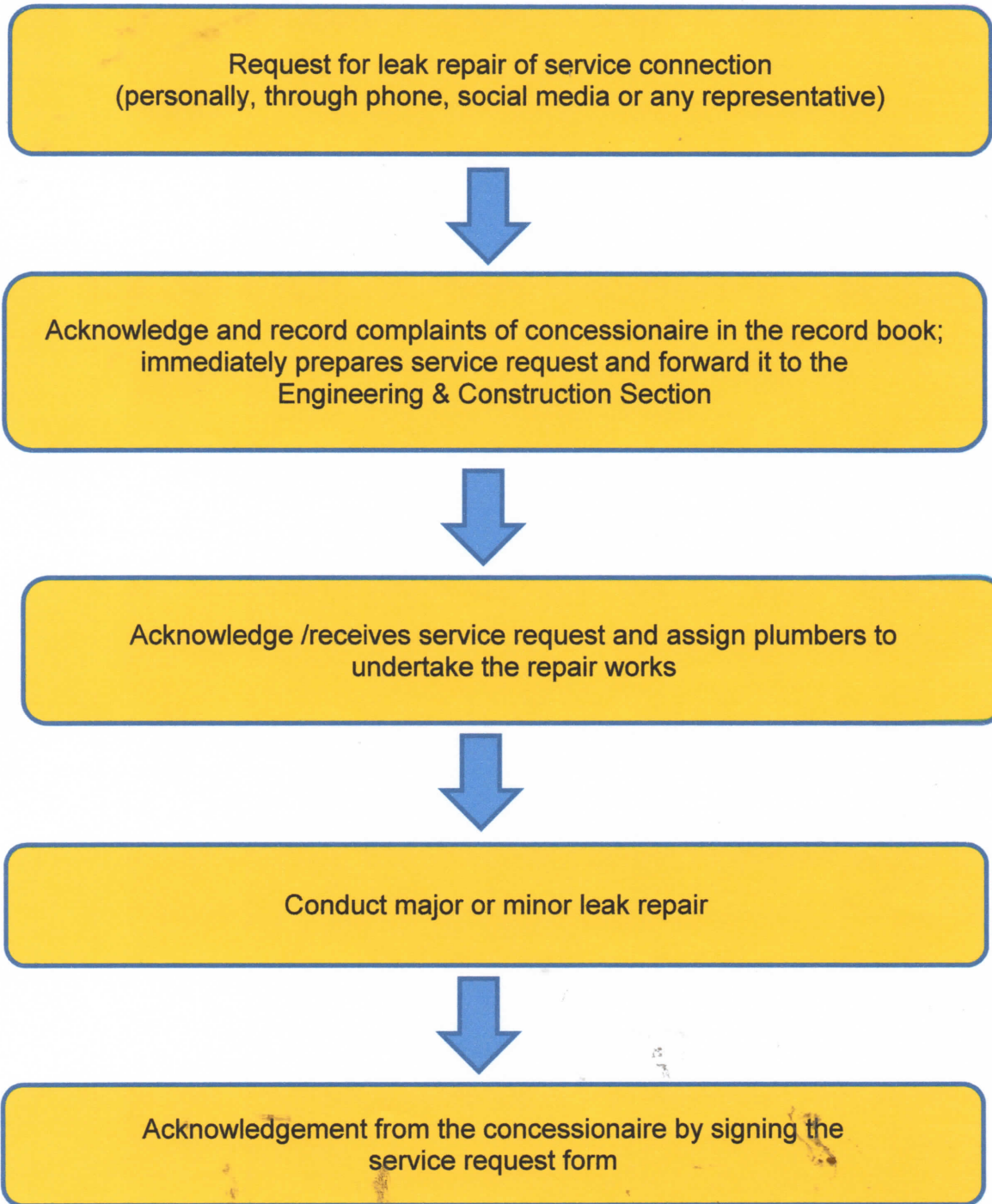
- Issues Billing Notice
- Submit MRBS Gadget to the office for downloading
- Printing of Statement of Accounts



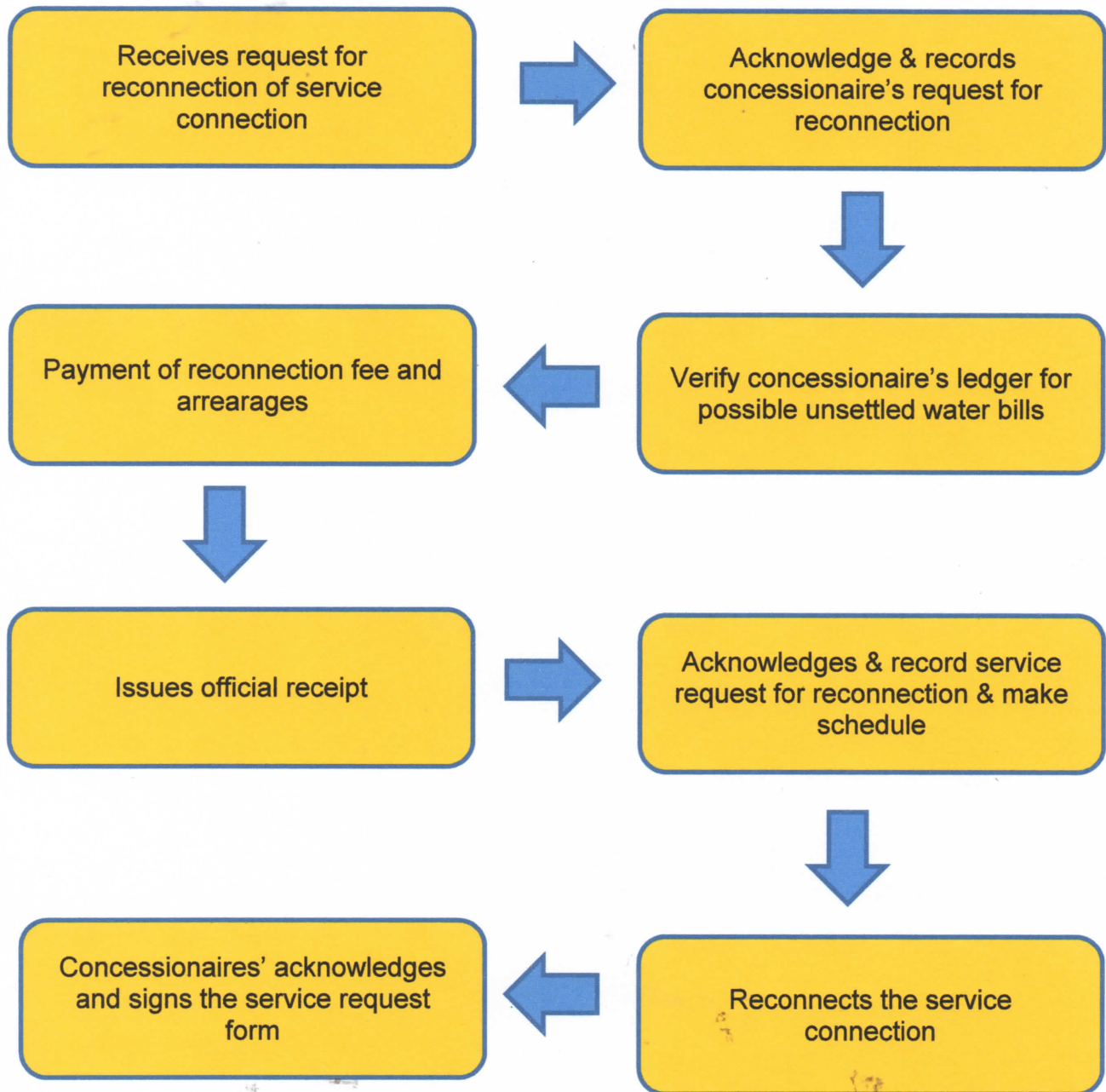
## PAYMENT OF WATER BILLS



## SERVICE CONNECTION LEAK REPAIR




## RECONNECTION OF SERVICE CONNECTION



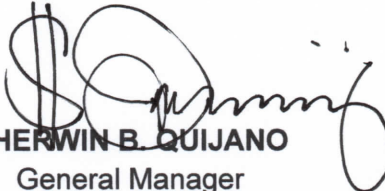


Certified correct by:

  
**MARIA ANA M. TORIBIO**  
Division Manager C  
Finance & Commercial Div.

  
**JOSE T. GALACINAO**  
Division Manager C  
Operations & Technical Div.

Approved by:

  
**SHERWIN B. QUIJANO**  
General Manager

