

**INFORMATION TECHNOLOGY EQUIPMENT REQUESTED MAINTENANCE**

**Objective –**

To facilitate the processing of equipment maintenance within the appropriate timeline and to record the relevant details of each equipment handled at the Computer Software Development Section (CSDS) of the **CAGAYAN DE ORO CITY WATER DISTRICT**.

**Scope –**

The procedure applies to all equipment's received at Computer Software Development Section (CSDS).

**Definition of Terms –**

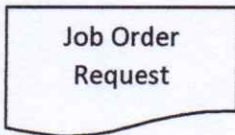
CSDS – Computer Software Development Section

Client – End User or the Requesting Party

IT – means Information Technology

JO – refers to Job Order

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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A Job Order Request Form will be filled up by the Client by logging in to CSDS web helpdesk with the following information:

- Client Information
  - Name
  - Location
  - Room
  - Email
- Ticket Information
  - Report Date
  - Due Date
  - Creator
  - Location
  - Tech
  - Priority
  - Status
  - Request Type
  - Subject
  - Request Detail
- Notes

CSDS Staff

Job Order Request Form

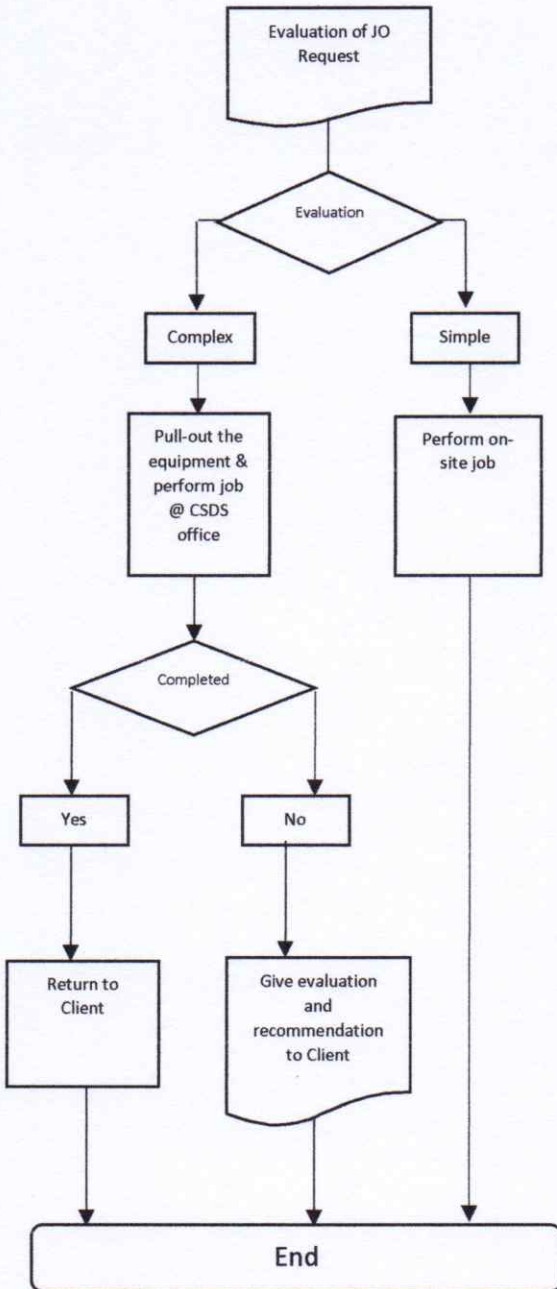
Prepared by:

*Paul Gjhon M. Yebron*  
 Jan. 12, 2022  
**Paul Gjhon M. Yebron**  
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 Process Owner

Approved by:

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 Quality Management Representative

**INFORMATION TECHNOLOGY EQUIPMENT REQUESTED MAINTENANCE**



<p>The actual execution of the job request. The Technician assigned will evaluate the request.</p> <ul style="list-style-type: none"> <li>For simple request(s),           <ul style="list-style-type: none"> <li>The Technician will perform the job onsite. The Client is then requested to sign the printed Job Order Request Form after request is completed.</li> </ul> </li> <li>For complex request(s),           <ul style="list-style-type: none"> <li>The Technician will pull out the equipment and perform job @ CSDS Office.</li> </ul> </li> </ul>		<p>Job Order Request Form</p>
<p>If request is completed, the pulled-out equipment is returned to the Client and the Client is requested to sign printed Job Order Form.</p> <p>If request is not resolved, evaluation and recommendation will be given to the Client.</p>	<p>Equipment Accountable Officer</p>	<p>Job Order Request Form</p>

Reference Documents –

None

Records Generated –

- Accomplished Job Order Request Form

## HANDLING OF CUSTOMER FEEDBACK THROUGH SURVEYS

**Objective –**

This procedure defines the system for handling customers' complaints, claims, queries and other service concerns by providing a feedback mechanism to address these concerns and to meet their expectation of a quality services rendered by COWD.

**Scope**

This procedure covers both Internal and External Interested Parties of Cagayan De Oro City Water District.

**Definition of Terms –**

Office Visit Survey – refers to the manner of handling customers during their visit to COWD office.

Telephone Courtesy Survey – refers to the manner of handling calls received from customers.

Survey Team – personnel from the Corporate Planning Division that will administer, collect and process the data from the answered survey forms/questionnaires.

LWUA – Local Water Utilities Administration

Process Flow	Detailed Description	Responsibility	Retained Documented Information
Survey Form	Administered the Survey Forms (Questionnaires) used to collect data and feedback from Internal and External Customers, as follows:  <b>Office Visit Survey Form –</b> Used for Walk-In Customers (internal or external) <b>Telephone Courtesy Survey Form–</b> Used during their contact experience at COWD office through telephone <b>Feedback Survey Form –</b> Prescribed by LWUA is used for walk-in customers (external only) and during field surveys (house to house encounter) <b>Customer Satisfaction Survey Form (3-pages) –</b> Is used during field surveys (House to House encounter)	Survey Team/ Division Manager	Survey Forms (Questionnaires)
Conduct Survey	Conducted <b>Random Sampling Survey</b> and immediate retrieval of answered survey forms accomplished by Internal and External Customers who affixed their signature on it. During the Field Survey, a House-to-House and One-on-One Personal Interview of respondents-customers were from different areas. To measure customers' satisfaction of the water services, a 5-point scale shall be used, as follows: 5.00 – Excellent; 4.00 – Very Good; 3.00 – Good; 2.00 – Fair; 1.00 – Poor.	Survey Team (Corporate Planning Staff)	Survey Forms (Questionnaires)
Encoding and Analysis	Gathered Data are encoded and statistically processed in Excel Format and the results tabulated in matrix form for easier interpretation and analysis.	Corporate Planning Staff	Accomplished Feedback Survey Forms

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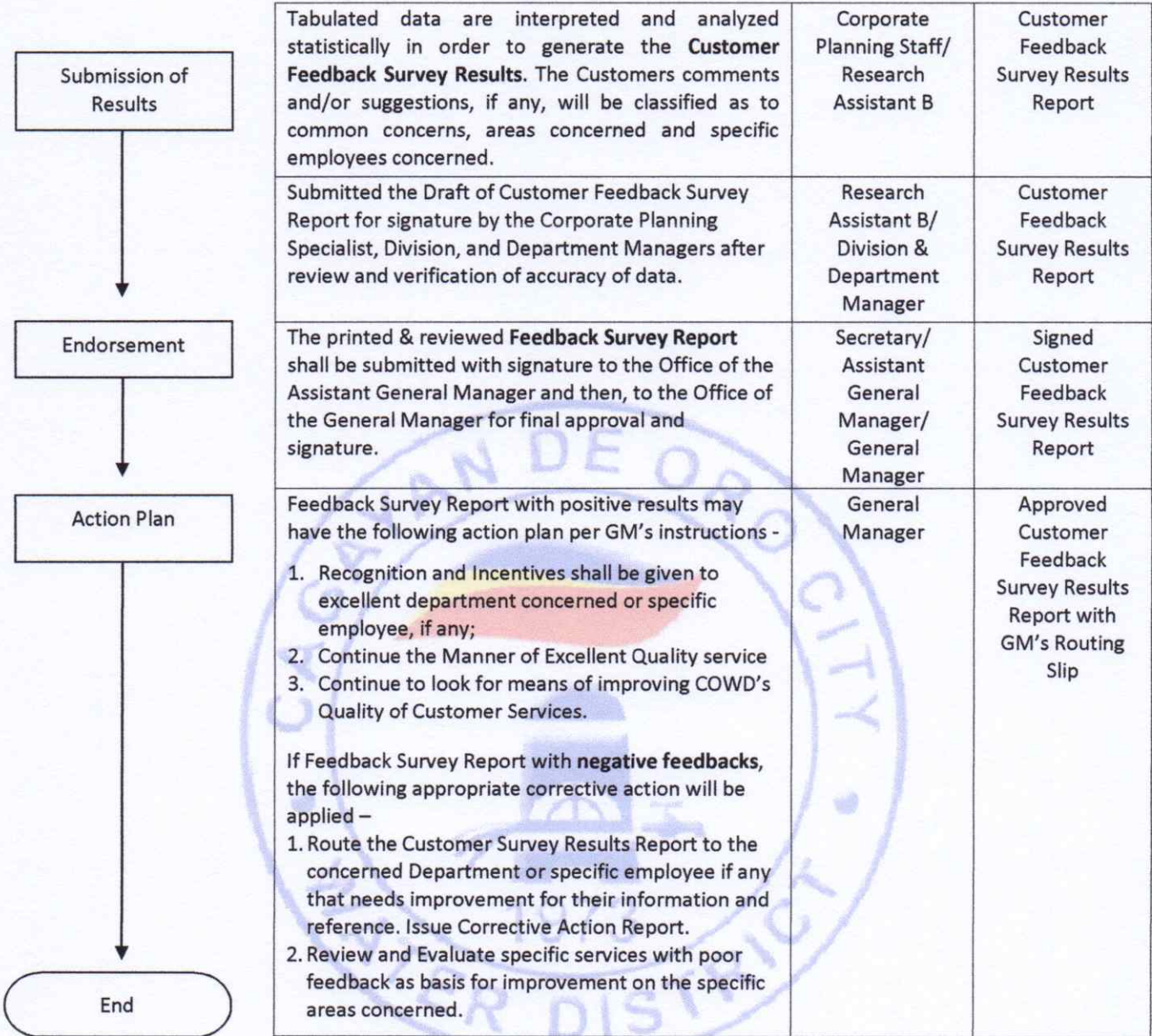
*Annalyn F. Macalolot*  
**Annalyn F. Macalolot**

Process Owner

Approved By:

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 Quality Management Representative

**HANDLING OF CUSTOMER FEEDBACK**



**Reference Documents –**

1. Accomplished Survey Questionnaires
2. GM's Routing Slips
3. Corrective Action Procedure

**Records Generated –**

1. Customer Satisfaction Survey Forms
2. Telephone Courtesy and Office Visit Survey Forms
3. Feedback Survey Form
4. Customer Feedback Survey Results Report (with Department Rating)

**PROPRIETARY NOTICE**

## SOCIO-ECONOMIC STATUS SURVEY

### Objectives –

1. To know the extent of need for water services provided by Cagayan de Oro City (COWD).
2. To measure the existing water consumption of the residents and its corresponding financial requirement for such consumption.
3. To quantify the Projected Average Amount to be paid by each Household and the capacity per household to pay, if registered as COWD water concessionaire;
4. To know the length of time to recover any possible investment to be made by COWD in the installation of water supply pipeline service extension in the area.

### Scope –

This procedure covers potential concessionaires of COWD.

### Definition of Terms –

Potential Concessionaires – refers to possible COWD customers; requesting party

MSD – Management Services Department

DM – Department Manager

OGM – Office of the General Manager

AGM – Assistant General Manager

SES – Socio-Economic Status Survey

Courtesy Call – refers to formal visit to designated Barangay to acknowledge request

CPD – Corporate Planning Division

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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Request Letter	Receive Routing Slip from Department Manager with the Letter-Request from residents within COWD's service area.	Secretary of MSD	Routing Slip of DM
	<p>Check/Evaluate Letter if there are previous request surveyed and reported. The following conditions may apply:</p> <p>A – If <b>no</b> record found in the SES monitoring database/report, proceed with conducting an SES survey;</p> <p>B – If <b>yes</b>, the Requesting Party will be informed through Courtesy Call to acknowledge receipt of their letter-request.</p>	Corporate Planning Staff	Request Letter
	<p>Before conducting the Survey, a Courtesy Call is conducted to the Barangay/Requesting Party.</p> <p>Conduct a Socio-Economic Status (SES) Survey through a House-to-House and a One-on-One interview with the Respondents affixing their Signature on the Survey Form.</p>	Corporate Planning Staff	Accomplished SES Survey Form

Prepared By:

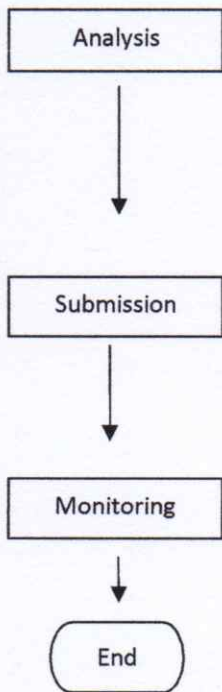
*Annalyn F. Macalolot*  
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Process Owner

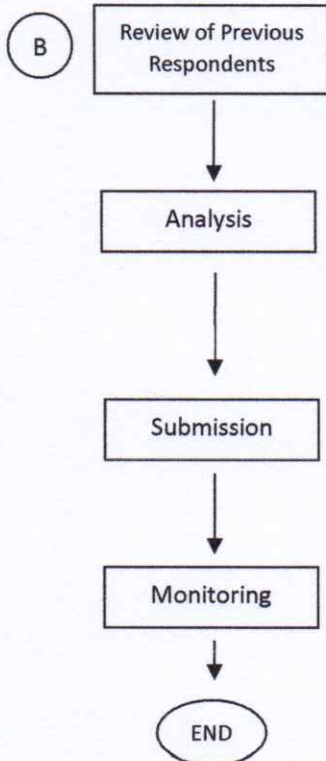
Approved By:

Quality Management Representative

**SOCIO-ECONOMIC STATUS SURVEY**



<p>Data gathered from the Survey Form/Questionnaire will be encoded (Excel Format), processed, tabulated and analyzed.</p> <p>Submit Draft Report of Results/Findings of the Socio-Economic Status Survey for review. Then, make revision of report for any specific corrections; and reprint report for final submission.</p> <p>Once corrections are done, the Corporate Planning Staff submits the final printed SES Report to the Office of the AGM for AFC Services and to the Office of the GM for approval &amp; signature, respectively.</p>	<p>Corporate Planning Staff/ CPD Manager A/ MSD Manager</p>	<p>Socio – Economic Status Survey Draft Report</p>
<p>The Secretary of MSD received the approved and signed SES Report returned from OGM and forwarded the same report to the Corporate Planning Division Manager with MSD Manager’s Routing Slip &amp; instructions:</p> <ol style="list-style-type: none"> <li>1. For Database Update and Build-Up;</li> <li>2. For documentation and scoring.</li> </ol>	<p>Secretary/ MSD Manager/ CPD Staff/ CPD Manager A</p>	<p>Routing Slip and Approved Socio – Economic Status Survey Report</p>
<p>Every Quarter, check and verify SES Reports as to projects status updates based on the Engineering Department’s submitted Report on Turn-Over Projects.</p>	<p>Corporate Planning Staff</p>	<p>Approved Socio – Economic Status Survey Report</p>



<p>Process review of Report through cross-checking from previous SES Reports as to how many respondents were covered.</p> <p>Submit Draft of Socio-Economic Status Survey Report for review; revised report for any specific corrections; and reprint report for final submission.</p> <p>Once corrections are made, the Corporate Planning Staff submits the final printed SES Report to the Office of the AGM for Admin &amp; Finance and to the Office of the GM for approval &amp; signature, respectively.</p>	<p>Corporate Planning Staff</p>	<p>Current Request Letter and Previous submitted SES Report</p>
<p>The Secretary of MSD received the approved and signed SES Report returned from OGM and forwarded the same report to the Corporate Planning Division Manager with MSD Manager’s Routing Slip &amp; instructions:</p> <ol style="list-style-type: none"> <li>1. For Database Update and Build-Up</li> <li>2. For documentation and scoring.</li> </ol>	<p>Secretary/ MSD Manager / Assistant General Manager- AF/ GM</p>	<p>Signed Transmittal Report</p>
<p>Every Quarter, check and verify Transmittal Reports as to projects status updates through the Engineering Department’s submitted Report on Turn-Over Projects.</p>	<p>Corporate Planning Staff</p>	<p>Routing Slip and Approved Transmittal Report</p>
<p>Every Quarter, check and verify Transmittal Reports as to projects status updates through the Engineering Department’s submitted Report on Turn-Over Projects.</p>	<p>Corporate Planning Staff</p>	<p>Approved Transmittal Report</p>

**PROPRIETARY NOTICE**

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## **SOCIO-ECONOMIC STATUS SURVEY**

### **Reference Documents –**

1. Letter Request from Barangay and other Requesting Parties (e.g. Homeowners, Associations & Informal Settlers, etc.)
2. GM's Routing Slip

### **Records Generated –**

1. Routing Slips
2. Accomplished Socio - Economic Status Survey Report
3. Transmittal Reports
4. Socio – Economic Status Survey Monitoring Report



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## CASH CONTROL

**Objective-**

To implement Cash Control in order to safeguard collections from possible pilferage and recommend improvement, if applicable; and provide information to Management.

**Scope –**

This procedure applies to all COWD Offices.

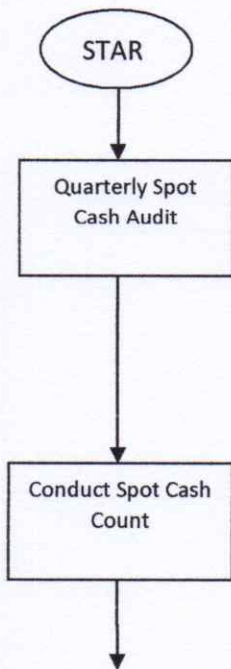
**Definition of Terms:**

Cash Control – refers to Cash Audit, a control measure to ensure cash collections are properly accounted for.

MSD – refers to Management Services Department where Internal Control Division is under supervision.

ICD –refers to Internal Control Division responsible for instituting internal control measures in the accounting system.

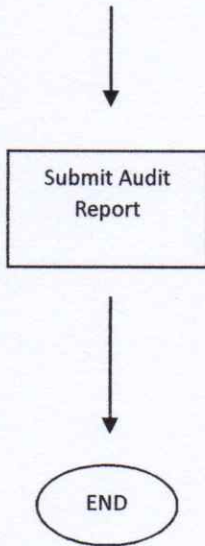
Process Flow	Detailed Description	Responsibility	Retained Documented Information
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<p>The Internal Control Division (ICD) conducts quarterly unannounced Spot Cash Count.</p> <p>The Internal Control Division Manager and Staff then proceed to the audit location immediately.</p>	<p>Internal Control Division Manager &amp; Staff</p>	
<p>The ICD Representative/Staff observes the proper conduct of the Spot Cash Count by the Teller as follows:</p> <ol style="list-style-type: none"> <li>1. Teller prints the Cut Off Sub-Total Collection.</li> <li>2. Teller counts the Cash and Cash Items by denomination.</li> <li>3. The ICD Representative/Staff shall record the actual Cash Count to the Cash Count Audit Sheet.</li> <li>4. The ICD Representative/Staff shall match against the Total Net Cash Accountability</li> </ol>	<p>All Internal Control Division Personnel</p>	<p>Copy of Sub-Total Collection Print Out</p> <p>Copy of Cash Count Audit Sheet</p>

<p>Prepared By: _____  <b>OIC/ DIVISION MANAGER</b>                  Process Owner</p>	<p>Approved By: _____                  Quality Management Representative</p>
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<p>to determine if there is shortage or overage.</p> <p>5. The Teller is required to explain any shortage or overage by filling up the Cash Count Audit Sheet.</p>		
<p>The ICD Manager submits the Audit Report to the Assistant General Manager for Admin &amp; Finance through the MSD Manager copy furnish the Cash Management Division Manager regarding the results of the audit and trustworthiness of the Tellers assigned with the following attached documents:</p> <ol style="list-style-type: none"> <li>1. Cash Count Audit Sheet</li> <li>2. Change Fund Denomination &amp; Checks Details</li> <li>3. Collection Sub-Total Print-Out</li> <li>4. Teller's Remittance to Cashier, if applicable</li> </ol>	<p>Internal Control Division Manager</p>	<p>Audit Report File with the attachments</p>

**Reference Documents**

1. Commission on Audit (COA) Circular No. 2015-010 dated December 1, 2015 re Revised Chart of Accounts for Government Corporations
2. Presidential Decree (PD) No. 1445 or the Government Accounting Code of the Philippines

**Records Generated-**

1. Cash Count Audit Sheet
2. Collection Print Out
3. Audit Report

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## WORKMANSHIP CONTROL

**Objective-**

To check compliance of service connections to COWD Service Standards.

**Scope –**

This procedure applies to Engineering Department, Commercial Department, and Maintenance and NRW Department.

**Definition of Terms:**

**Implementation Plan** – plan containing the schedules of work to do and the time frame required in the performance of the same.

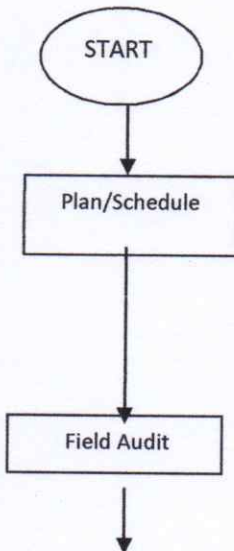
**Job Order** - document that contains the name and address of the customer and the materials to be used in the performance of the job.

**COWD Service Standards** – refers to the Service Connection Standards set by COWD. Please refer to Work Instructions on COWD Service Standards.

**MSD** – refers to Management Services Department, the department where the Internal Control Division is under supervision.

**ICD** –refers to Internal Control Division, the unit responsible in instituting internal control measures in the accounting system.

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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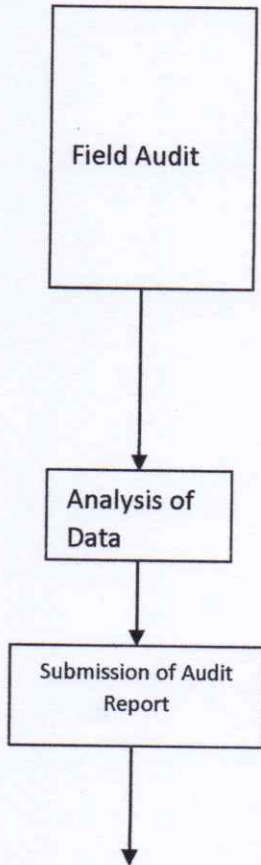


Identify samples for random audit, take hold of the Job Orders and Sketch, and set date for actual field inspection.	Internal Control Division Manager	Implementation Plan
Conduct Field Audit. Check the installed service connections if complying to COWD Service Standards. Pictures are taken for documentation. The following parameters will be checked in the field depending on the classification:  A. NEW CONNECTION - Water Meter Position is in perfectly horizontal position	All Internal Control Division Staff	Job Order with Sketch of location

Prepared By: <div style="text-align: center; border-bottom: 1px solid black; margin: 5px 0;"> <b>OIC/ DIVISION MANAGER</b> </div> Process Owner	Approved By: <div style="text-align: center; border-bottom: 1px solid black; margin: 5px 0;">           _____         </div> Quality Management Representative
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<ul style="list-style-type: none"><li>- Materials Used are according to standard</li><li>- Service Lines are buried at least 40 cm depth</li><li>- Pipelines are not exposed after the meter</li><li>- Meter is outside customer property line</li><li>- PVC Pipe/Garden Hose is not used after the meter</li><li>- New Materials are used in the backfilling of service line of sand below &amp; above it.</li><li>- Tapping is at Distribution Lines only (200mm and below)</li><li>- There is GI Pipe encasement of service line along drainage or crossing canals</li></ul> <p><b>B. RECONNECTION</b></p> <ul style="list-style-type: none"><li>- Water Meter Position is in perfectly horizontal position</li><li>- Pipelines are not exposed after the meter</li><li>- PVC Pipe/Garden Hose is not used after the meter</li><li>- Pipeline is not laid near drainage/canals</li><li>- With Meter Stand</li><li>- Meter is outside Property Line</li><li>- There is GI Pipe encasement of service line along drainage line or crossing canals</li></ul> <p><b>C. DISCONNECTION</b></p> <ul style="list-style-type: none"><li>- Water Meter was pulled-out and turned-over</li><li>- Angle Valve/Control Valve was detached (For Stub-Out Connection)</li><li>- Stub-out, with plug</li><li>- Angle Valves must have padlock</li><li>- Fixed-cut Properly</li></ul> <p><b>D. CHANGE METER</b></p> <ul style="list-style-type: none"><li>- Water Meter Position is in perfectly horizontal position</li><li>- Pipeline is not exposed after the meter</li><li>- PVC Pipe/Garden Hose is not used after the meter</li><li>- Pipeline is not laid near the drainage/canals</li><li>- With Meter Stand</li><li>- There is GI Pipe encasement of service line along drainage line or crossing</li></ul>		
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**PROPRIETARY NOTICE**



canals  <b>E. TRANSFER METER</b> <ul style="list-style-type: none"> <li>- Water Meter Position is in perfectly horizontal position</li> <li>- Pipeline is not exposed after the meter</li> <li>- PVC Pipe/Garden Hose is not used after the meter</li> <li>- Pipelines not laid near the drainage/canals</li> <li>- With Meter Stand</li> <li>- Standpipe and PE pipe after the meter</li> <li>- Outside Property Line</li> </ul>		
Analyze the data gathered and summarize to arrive at findings and recommendation.	Internal Control Division Staff/ICD Division Manager	Data File, Printed Pictures
Submit Audit Report with Findings and Recommendations to the Office of the Assistant General Manager for Admin and Finance through the Department Manager.	Division Manager, ICD	Audit Report File with the attachments

END

**Reference Documents**

1. COWD Service Connection Standards
2. Citizen's Charter
3. Job Order
4. GM Memo 322, S-2016 dated Aug. 25, 2016 on 'Guidelines for the Installation & Repair of Service Connections'

**Records Generated-**

1. Filled Up-Workmanship Control Audit Checklist
2. Audit Report

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**CORPORATE COMMUNICATION**

**Objective –**

To inform Cagayan de Oro City Water District (COWD) Customers, Internal and External, of the status or updates on COWD Operations, Projects and/or Activities, through Advisories, Announcements and Press Releases disseminated through Tri-Media, Emailed and Faxed to communication network, posted on its Official Website or published in its Company Newsletter.

**Scope –**

This procedure covers the Internal and External Customers of COWD and the Public in general.

**Definition of Terms –**

**Advisories –** refers to Notices of Water Interruptions issued to the Customers to inform them in advance so they can prepare for it.

**Press Releases and Announcements –** refers to information on recent COWD operations, projects and activities prepared and released to the Public, including the Media, for dissemination and publication.

**Communication Network –** refers to media, COWD Board & Management, barangay chairpersons and all others who are in the list of recipients of the information sent through email and text blast.

**Company Newsletter –** refers to FLOWELL, the Official Publication of COWD produced and distributed quarterly.

**Official Website –** refers to the COWD Website (<https://www.cowd.gov.ph>), where information about COWD can be readily accessed.

**Request for Press Release –** refers to the request submitted by the Technical/Operations Departments (Maintenance, Production & Engineering) regarding activities they will be conducting that will result to a temporary water service interruption.

**Service Upgrade –** refers to Technical Activities intended to improve or expand services such as interconnections, pipeline extensions, stub-out installations that will result to a temporary water supply interruption.

**Repair and Maintenance –** refers to Technical Activities such as pipeline leak repairs, replacement of defective valves, preventive maintenance works that will result to a temporary water supply interruption.

**Low Pressure –** refers to decrease in normal water pressure or intermittent water supply.

**No Water –** refers to temporary stoppage of water supply.

**Date and Time –** refers to the inclusive period of water supply interruptions.

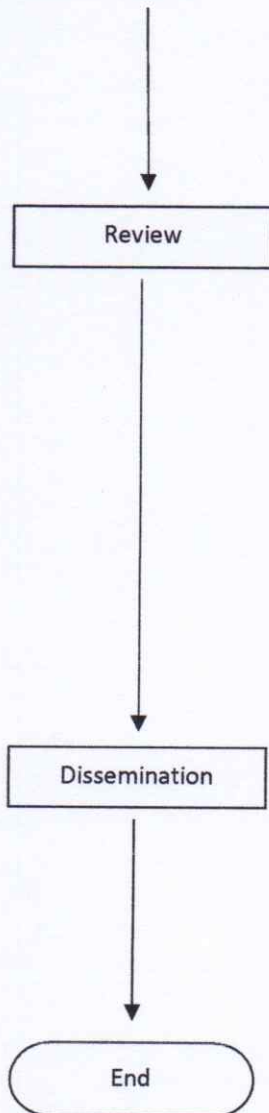
**Affected Areas –** refers to the specific parts of the Service Area that will experience water supply interruptions.

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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Request for Corporate Communication	Liaison to receive a request for communication: If Advisory – Receive Request for Press Release from the Concerned Department. Prepare Advisory citing the Nature and Reason/s for the interruption, Date and Time and Areas Affected.	Liaison Aide; PR Staff	Request for Press Release with Location Map; Data, Articles, Pictures
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Prepared By:  <u>Sharon C. Neri</u> Process Owner	Approved By:  _____ Quality Management Representative
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**CORPORATE COMMUNICATION**



<p><u>For Press Release/Announcement/Company Newsletter</u> – Gather updates, articles and other information, including pictures, from the different Departments. Draft Press Release, Announcement or Articles.</p>	<p>PR Staff</p>	<p>Copy of Press Release/ Announcements/ Pictures/Articles/ Documents</p>
<p><u>For Advisory</u> – Check and sign Advisory and proceed to ‘Disseminate’ Step.</p> <p><u>For Press Release / Announcement</u> – Submit for checking and approval and proceed to ‘Disseminate’ Step.</p> <p><u>For Newsletter</u> – Generate and edit a Dummy Newsletter. This includes proof reading and editing of layout conducted by the PR Division Manager and PR Assistant. The Department Manager reviews the Dummy Newsletter before Final Draft will be sent for printing.</p>	<p>Public Relations/ Information Division Manager and MSD Manager; PR Staff</p>	<p>Copy of Signed Advisory; Approved Press Release/ Announcement; Dummy Newsletter</p>
<p><u>ForAdvisories/ Press Release/ Announcement</u> – <u>Disseminate through:</u> Text blast – text information to Media and Communication Network. Email – Email information to Media and Communication Network. Website Posting – Post information to COWD Website under appropriate category. Internal Dissemination – Post information at Bulletin Board and distribute a copy to all Departments. “Recorda” –Dissemination of the advisory in the affected areas using mobile Public Address System. TV Viewing –Information is also shown on the television installed at the Customer Paying Area of the COWD Main Office in Corrales Avenue. Facebook – posted on the Official Facebook Page.</p> <p><u>For Newsletter</u> – Withdraw published Newsletters from Property Division, sort and distribute to the Sub-Offices/Departments/ Divisions/ Sections.</p>	<p>Public Relations/ Information Division Staff; PR Staff</p>	<p>Disseminated Advisory/ Receiving Copy; Requisition and Issuance Slip (RIS); Receiving Copy</p>

**Reference Documents –**

1. Request for Press Release with Location Map/ Updates.
2. Articles, Pictures and Documents Gathered

**Records Generated –**

1. File Copy of Advisories
2. Press Releases
3. Public Service Announcements (PSAs)
4. Quarterly Newsletter (FLOWELL)

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