



CAGAYAN DE ORO CITY WATER DISTRICT

# FUNCTIONAL CHART

**OFFICE of the**  
BOARD OF DIRECTORS

Enacts laws to steer, guide and direct the operation of the District toward achieving the utility goals and objectives. It sees to it that policies are properly implemented as intended.

**Executive Technical Assistance Group**

Consolidates and directs all the activities per instructions of the Office of the Board of Directors and the Office of the General Manager. Manages the documentation and compilations of Policies & Resolutions upon approval of the Office of the Board of Directors

**OFFICE of the**  
GENERAL MANAGER

Directs the basic efforts of all departments and offices towards achieving utility goals and objective within established rules and policies.

**Management Services Department**

Provides support to the office of the General Manager. It is responsible for establishing an effective feedback mechanism in order to provide a comprehensive information about the general operation of the District

Senior Corporate Atty.

**Secretarial/Correspondence & Records Division**

Records and handles the In-and Out-Communication of the COWD; Prepares and facilitates the correspondence activities of the District. Implements appropriate Filing and maintenance of COWD Records.

**Computer Software Dev't Section**

Coordinate the construction, maintenance, and expansion of the District's computer systems. Design each dept's computer needs and make suggestions about its technical direction. Set up the District's intranets. Responsible for the design and implementation of system security and data assurance.

**Corporate Planning**

Directs the integration of dept. reports and information to effect a clear picture of the District's operations. Supervises the research works related to the general operation of COWD. Spearheads the consolidation of programs and plans necessary in the formulation of a Corporate Framework.

**Public Info/Relations**

Directs the activities in public relation programs in the community, print and broadcast media, and general public. Supervises the activities in the Implementation Water District's Scholarship Program.

**Internal Control**

Directs the activities in the implementation of the Water District financial management, auditing function, and operation. Supervises the control of procurement/disposal/inventory of Water District's material and supply requirements

**OFFICE OF THE ASSISTANT GENERAL MANAGER FOR ADMINISTRATION, FINANCE AND COMMERCIAL**

Directs all efforts of all departments under the Admin/Finance/Commercial Services group towards achieving utility goals and objectives within established rules and policies.

**OFFICE OF THE ASSISTANT GENERAL MANAGER FOR OPERATIONS AND TECHNICAL SERVICES**

Directs all efforts of all departments under the Operations & Technical Services group towards achieving utility goals and objectives within established rules and policies.

**Administrative Department**

Provides personnel welfare and development programs; Directs the activities of the Regional Training Center; Directs the implementation of government rules and regulations pertaining to personnel matters; Oversees the procurement activities of COWD; Administers the general services of the District.

**Finance Department**

Directs financial activities of the District such as but not limited to financial planning and control, asset management; oversees the optimum utilization of COWD funds and properties; ensures compliance with generally accepted government rules and regulations pertaining to accounting procedures.

**Commercial Department**

Directs the operation related to customer services and billing; monitors, evaluates and maintains customer accounts and Records.

**Engineering Department**

Directs the monitoring and evaluation of the environment and watershed, to safeguard the fresh water quality, availability, and sustainability; Directs the identification, evaluation, planning & design for a viable water supply project; Directs the implementation of COWD approved water supply improvement/expansion projects.

**Production Department**

Directs the operation and maintenance of production, storage & treatment facilities to ensure equitable allocation of safe and potable water.

**Maintenance Department**

Schedules, coordinates and supervises the repair and maintenance of all utility transmission & support facilities. Directs the management of water losses for sustainability of water supply. Directs the NRW Program and monitors the progress of NRW strategy implementation towards reducing physical or real loss; commercial or apparent loss; and loss of water for operational purposes.

**Human Resource Division**

Implements CSC Rules and Regulations as well as COWD Personnel Policies. Caters to the training needs of WD's employees.

**General Services Division**

Responsible for the janitorial, security, and and healthcare services of the District. Responsible for the procurement activities of the District.

**Accounting Division**

Responsible for the preparation of monthly financial statements, disbursement vouchers on capital, operating & maintenance expenditures, budget allocation for the said expenditures and preparation of annual budget.

**Budget Division**

Responsible for the preparation of Annual Budget, Monitor Actual Expense against Budget. Preparation of Monthly O & M, and CAPEX.

**Treasury Division**

Responsible for the control & management of cash, i.e. its safeguarding and custodial funding in prescribed Water District's adherence to policies

**Property & Materials Management Division**

Responsible in the planning, acquisition custodianship, issuance & utilization, accounting & disposal of the WD's properties and supplies.

**Customer Service Division**

Directs the processing of customer's applications, complaints & inquiries. Installs service lines, inspects and investigates new and existing accounts, service lines of customers.

**Customer Accounts Division**

Directs the operation of Budo Sub-Office related to customer services, billing, complaints & inquiry. Maintains & assess customer accounts and records, pipeline network within specific area of coverage.

**Customer Billing Division**

Directs the operation of reading and preparation of customer billing and delivery of same. Maintains customer billing records and posts corresponding customer payments.

**Planning & Design Division**

Directs the planning and design of all water supply system facilities. Evaluates existing water supply system and proposed development projects.

**Environ. & Water Resources Division**

Directs the monitoring of the environment and the watershed and evaluates its effect to the fresh water resource quality, quantity and sustainability.

**Construction Division**

Directs and implements the construction of all water supply system projects and maintenance of all utility buildings.

**Water Production Division**

Directs the activities in the operation of its production facilities. Operates water production facilities, including well pumping stations, water treatment facilities, chlorination systems, storage facilities, standby power equipment and raw water mains; Maintains the general condition and upkeep of all production and storage facilities. Maintains, operates and evaluates pumping facilities and equipment including electrical controls and mechanical equipment and appurtenances.

**Electro-Mechanical Equipment Division**

Implements maintenance and repair works of water production facilities and equipment, storage and treatment facilities; Maintains the general condition and upkeep of the grounds of all production and storage facilities. Repairs, rehabilitates, and upgrades all pumping facilities and equipment. Implements equitable allocation of water supply; ensure safe and potable water supply in accordance with the Philippine National Standards for Drinking Water (PNSDW).

**Pipeline Division**

Responsible for the repair of mainline and service connection leakages. Schedules, supervises the maintenance of record of activities and material usage necessary in the repair & maintenance of the system.

**Water Distribution Division**

Implements the even distribution of water in the service area through the effective operation, maintenance and management of the water facilities, including control valves, fire hydrants and other appurtenances in the distribution system. Implements water supply and distribution programs and schedules.

