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1.0 **OBJECTIVES**

1.1 Establish guidelines in the General Services Division particularly on the receipt and issuance of fittings, equipment and tools, repair and maintenance of equipment, and other support services needed for the daily operations of the SMWD.

2.0 SCOPE

This procedure defines the responsibilities and authorities for all fittings, equipment and tools of SMWD including the process of recording transactions.

3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 7.4, 7.4.1, 7.4.2, 7.4.3
- 3.2 Procedure for Communication
- 3.3 Procedure for Resource Management
- 3.4 Procedure for Purchasing
- 3.5 Procedure for Control of Records

4.0 RESPONSIBILITIES AND AUTHORITIES

Division Manager (General Services Division), Property and Supply Officer and Assistant, Storekeeper, Administrative Services Assistant, Building Maintenance, Clerk Processor and Driver.

5.0 PROCESS

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5.1 PROPERTY AND SUPPLY

5.1.1. STOREKEEPING AND WAREHOUSING

RECEIVING, INSPECTING AND STORING

Storekeeper shall receive and store materials after ensuring the following:

- Delivery of materials shall be received on all working days only during working hours (7:30 AM to 5:00 PM).
- Supplier's Sales Invoice and/or Delivery Receipts to be signed by the person receiving the items. Storekeeper must compare the Delivery Receipts to the approved Purchase Order. NO PURCHASE ORDER NO ACCEPTANCE OF DELIVERY
- 3. Storekeeper and the delivery personnel shall count the items one by one base on the Delivery Receipt and Purchase Order.
- All apparent damages/leakages/broken seal identified in the items during receipt will be recorded in the Sales Invoice/Delivery Receipt and bring the same to the attention of purchasing official or concerned authority.
- Verify the identity of the material received. Ensure description of the material given in the Purchase Order and number of containers/packages received as per Delivery Receipt and Sales Invoice.
- 100% verification based on physical verification by way of counting and measuring. It should be confirmed that the items are received in good condition and as per our specifications.
- 7. For items delivered that are not compliant with the district's specification shall be returned immediately to the supplier's representative. Rejections should be handled promptly and with good judgement. The responsibility for return of rejected materials lies with the Storekeeper and the materials and supply inspecting personnel. The Procurement Analyst must be informed of the rejection.
- 8. After confirming the quantity and quality of the items, the storekeeper will acknowledge the receipt by affixing his signature to the "Received" portion of the Delivery Receipt.
- 9. The storekeeper shall store the materials within 24 hours of receipt for storage.
- 10. The storekeeper shall prepare Inspection and Acceptance Report (IAR). Inspection and Acceptance Report will be serially numbered in four (4) copies to furnish the following divisions: Finance, General Services, Procurement and Materials Quality Division. The following must be completely filled up:
 - Supplier's Name
 - Reference Number (provided by storekeeper)
 - Purchase Order Number (found on PO)
 - Date of PO (found on PO)
 - Date of Delivery
 - Content: Stock Code (found on PO), Item Description, Unit, Quantity, Amount (found on PO).

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- 11. All materials received will be recorded on the stock record (bin card) as per format attached as Appendix 'A'. The following fields must be filled up on the bin card:
 - Date the date of transaction.
 - Reference the IAR number.
 - Received quantity of items received.
 - Balance on hand add the received items from the previous balance on hand.
- 12. Duly accomplished Inspection and Acceptance Report (IAR) attached with duly signed Sales Invoice/Delivery Receipts and a copy of the Purchase Order shall be forwarded to Procurement Division for recording and monitoring purposes of the Annual Procurement Plan.
- 13. The Procurement Division shall turn over the complete set of the Inspection and Acceptance Report (IAR) to the Finance Division for stock card updating.
- 14. Original copy of Inspection and Acceptance Report (IAR) and the copy of the Purchase Order (PO) must be returned to the General Services Division immediately after updating the stock card.

STORAGE

The term storage refers to the physical act of storing the materials in a stockroom on pallets, shelves, racks, boxes, etc. with the objective of retrieving them later for issue to the user. The purpose of any storehouse is to provide to users the right materials, in the right quantity, and at the right time.

- 1. The Storekeeper within 24 hours upon receipt shall store the materials and stacked on its respective shelves.
- 2. In storing the materials and/or supplies delivered, Storekeeper must protect it from temperature, moisture, pilferage, insects, rodents, etc.
- 3. Storekeeper must also consider the shelf life and this is specially so in the case of paints, cement, chemicals (water quality), food (coffee, sugar, creamer). The oldest stock has to be issued first (FIFO).
- Storekeeper, on or before the 5th day of the succeeding month must submit a Monthly Stock Status Report to the Finance Division for checking and monitoring of inventories. Creating Monthly Stock Status Report:

Step 1: Open "Monthly Status Report" template (excel file)

Step 2: Encode all items on the following fields:

- Major type of Material & Supply Item Name of Item
- Unit per piece, drum, set or box, etc.
- Last months Ending Inventory balance on hand balance of the previous month (last day of the month, can be found on Bin card).
- Receipts items received for the whole month (DR, RMS, found on bin card).
- Issued items issued for the whole month (RIS, found on bin card).
- This month's ending Inventory balance end of the month ending balance.
- Reorder Point Critical Level of Stock.
- Maximum inventory Level

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Print the accomplished Monthly Status Report and signed it.

Step 3: Submit the report to Finance Division.

- 5. Maintenance of bin card shall be done daily depending on the type of transaction (receiving or releasing). Storekeeper must maintain adequate records of inventories, receipts and issues.
- 6. Storekeeper must maintain an adequate inventory level of each item taking into account the average previous consumption of each item. Efficient stock control must be implemented. (Critical level: two (2) average monthly consumption)

ISSUES OF MATERIALS FROM THE STORE

The usual method of issue is by a Requisition and Issue Slip (RIS), which has to be approved by the authorized officer from Finance Division. If a material has been issued on a verbal instruction because of an emergency, then it has to be followed by a RIS without delay on the next working day. This should, however, be allowed only in exceptional cases such as On-Call Repair.

- 1. Requestor must present his/her Requisition and Issuance Slip (RIS) to storekeeper. Only items with RIS shall be issued.
- 2. Only the Storekeeper and/or Property and Supply staff are authorized to draw the materials from the stockrooms.
- 3. Upon receiving of RIS, Storekeeper checks if the concessionaire's name and RIS number is the same from the attached Service Order (SO), Water Meter Replacement Order (WMRO) or Maintenance Order (MO) to avoid incorrect issuance of supplies.
- 4. After checking, Storekeeper prepares the items listed on the RIS.
- 5. For items listed on the RIS and are out of stock, the storekeeper shall cross out and marked that particular item on the RIS with "o/s" or "out of stock"
- 6. Storekeeper shall record all the issued supplies on bin card (each supply has its own bin card). Fill up the necessary fields on bin card:
 - Date the date of transaction.
 - Reference the RIS number (found on the upper right corner of the RIS).
 - Issued quantity of items issued.
 - Balance on hand deduct the issued items from the previous balance on hand.
- 7. The storekeeper and the requestor will check the items one by one to confirm that all items listed on the RIS are complete.
- 8. After confirming the items issued are correct, the storekeeper will sign on the "issued by" portion of the RIS while the requestor will sign on the "received by" portion of the RIS.
- 9. The Storekeeper keeps the original copy of the signed RIS while the requestor keeps the duplicate copy of the RIS.
- 10. Storekeeper accumulates the RIS of each working day, forwards to Finance division for stock card updating.

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5.1.2. PROPERTY REPAIR AND MANAGEMENT

Receipt of Purchased Equipment

The purchase requisition (PR) form shall be prepared by the Procurement Analyst as reviewed by the Property and Supply Assistant and the Budget Examiner prior to purchase. This review will ensure that the SMWD does not purchase supplies and/or equipment that the SMWD has on hand. This review will also ensure that the SMWD is purchasing approved equipment and expendable supplies, and capturing the equipment for accountability purposes.

All computer purchases require the recommendation by the IT Consultant and the approval by the General Manager and shall be evidenced by an IT Request Form. All specifications for computers are specified by the IT Consultant and/or the Management Information Section.

For cellular phones subscription and renewal, subject to compliance set forth by RA 9184. Prepare necessary Purchase Request and Purchase Order (PO). Upon receipt of the units, an Inspection and Acceptance Report shall be prepared.

- 1. Delivery of equipment shall be received on all working days only during working hours (8:00 AM to 5:00 PM).
- Supplier's Sales Invoice and/or Delivery Receipts to be signed by the person receiving the items. Property and Supply Personnel must compare the Delivery Receipts to the approved Purchase Order. NO PURCHASE ORDER, NO ACCEPTANCE OF DELIVERY.
- 3. The Property and Supply Personnel and the requesting party's representative (if available), together with the supplier's representative shall check/inspect the delivered items if it conforms to the specification stated in the Purchase Order.
- 4. All apparent damages/leakages/broken seal identified in the items during receipt will be brought to the attention of the supplier's representative and thereby items delivered shall not be accepted and shall be returned immediately to the supplier.
- 5. 100% verification based on physical verification by way of counting and measuring. It should be confirmed that the items received are in good condition and conforms to our specification.
- 6. For items delivered that are not compliant with the district's specification shall be returned immediately to the supplier's representative. Rejections should be handled promptly and with good judgment. The responsibility for return of rejected equipment/materials lies with the Property and Supply Personnel and the materials and supply inspecting personnel. The Procurement Analyst must be informed of the rejection.
- After confirming the quantity and quality of the items, the Property and Supply Personnel will acknowledge the receipt by affixing his signature to the "Received" portion of the Delivery Receipt.
- 8. The Property and Supply Personnel shall store the materials within 24 hours of receipt for storage.
- 9. The Property and Supply Personnel shall prepare Inspection and Acceptance Report (IAR). Inspection and Acceptance Report will be serially numbered in four (4) copies to furnish the following divisions: Finance, General Services, Procurement and Materials Quality Division. The following must be completely filled up:
 - Supplier's Name

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| Purchas Date of Date of Content (found of 10. Duly accomplish Invoice/Delivery Procurement Di Plan. 11. The Procurement | hed Inspection and Acceptance Report v Receipts and a copy of the Purvision for recording and monitoring to Division shall turn over the complete | (IAR) attached with duly signed Sales chase Order shall be forwarded to purposes of the Annual Procurement e set of the Inspection and Acceptance |
| 12. Original copy of (PO) must be ret | the Finance Division for stock card upor Inspection and Acceptance Report (IA turned to the General Services Division instruction Equipment in the Property Le | R) and the copy of the Purchase Order immediately after updating the l card. |
| Issuance Of Property (Ed | quipment/Materials) | |
| | accountable property, equipment and e | expendable property will be issued by |
| For new issuar Acknowledgeme Returned Matern Slip (RIS) and Equipment and 0 The Property a | Supply Officer/Assistant. ince, Requisition and Issuance Slip (ent Receipt of Equipment and Other S ials Slip (RMS) will be required upon therefore an amendment to the resp Other Supplies (ARE) shall be made. and Supply Officer/Assistant will be operty, equipment, radio, cellular pho- | Supplies (ARE). But for replacement, issuance of Requisition and Issuance ective Acknowledgement Receipt of responsible for the issuance of all |
| All requests for submit a request | equipment should be submitted to the st to the designated personnel from H Issue Slip (RIS) containing the followir | Finance Division who shall issue the |
| divisi assig Date Supe | of the employee whom the property sh ion or location where property will be a ned property number, and by which equipment is needed rvisor approval hase Order Number for reference | |
| the date the equ | d Supply Officer/Assistant will make the ipment is needed. Encode items to be for the issuance of Acknowledgement | e issued in the Memorandum Receipt |
| 6. The Property an Equipment and 0 | d Supply Officer/Assistant will then is Other Supplies (ARE) to the requesting hat they have received or had returned a | employee. The employee will sign the |

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- Property may NOT be transferred from one person to another and must be returned to the Property and Supply Officer/Assistant unless there have been an approved Transfer of Property Accountability to authorize such transfer.
- It should be noted that previous authorization of equipment and supplies for a given position does not necessarily imply that equipment will be authorized for new employees filling the same position.

Repair and Maintenance Of Property (Building/Equipment/Service Vehicles)

In order to ensure work equipment does not deteriorate to the extent that it may put people at risk, employers, and those in control of work equipment are required by SMWD to keep it 'maintained in an efficient state, in efficient order and in good repair'. Such effective maintenance can not only help in meeting SMWD requirements but can also serve other objectives, such as improved productivity and reduced environmental impact.

Keeping and updating a maintenance log is a requirement. Maintenance logs can provide useful information for the future planning of maintenance, as well as informing maintenance personnel of previous action taken. The maintenance log shall contain the following information: Property No., date acquired, description, location of equipment (storage), manufacturer, model, date of repair/maintenance, particulars of the repair works done, amount, items replaced including RMS No., who conducted the repair, date and time the equipment was pulled out and returned to the Equipment Room, and the name and signature of the employee that pulled out the equipment.

Inspection may be part of the overall maintenance program and, like thorough examination, may be of the techniques for validating the maintenance program. Maintenance work should only be undertaken by those who are competent to do the work, who have been provided with sufficient information, instruction and training. With high-risk or complex equipment, these demands may be significant and, in some cases, may be best undertaken by the manufacturer or specialist contractors. But, in many cases, maintenance can be done in-house by suitably trained, competent staff.

Maintenance to be undertaken by specialist contractors, the following process must be observed:

- 1. Provide quotation for the maintenance/repair to be done.
- 2. Request GSD to prepare Work Order Request. The Work Order must be signed first by the SMWD BAC and shall impose method of procurement.
- 3. Upon completion of the signature by SMWD BAC, the Work Order shall be forwarded to the Office of the GM for approval.
- 4. Upon approval by the General Manager, the equipment shall be pulled out of the Equipment Room and shall be delivered to the specialist contractor and shall undergo the necessary repair/maintenance.
- 5. Specialist contractor upon completion of the repair/maintenance work shall bill the SMWD.
- 6. The Statement of Account or Bill of Labor and Materials shall be forwarded to the GSD for the preparation of the Job Order and a Certificate of Completion shall be attached to it.
- 7. The signed Job Order shall be forwarded to the Office of the GM for approval.
- 8. Upon approval of the GM, the approved Job Order shall be forwarded to the Finance Division for preparation of Disbursement Voucher and check for payment of the repair works.

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A. Returns Procedure - Defective under warranty

1. Delivered materials which are found to be defective (with hidden defects not noted during inspection) should be returned immediately to the supplier.

- 2. Upon discovery of the defective item, the item/s shall be returned to the General Services Division. The Storekeeper request the Procurement Analyst to make arrangements with the supplier for the return (if replacement is not possible) of the defective item.
- 3. The returned item/s shall be received by the Storekeeper upon confirmation that the item is defective and it shall be replaced with a new one, if available.
- 4. The returned item shall be stored separately.
- 5. A Notice of Return Materials Under Warranty shall be prepared duly filled up and acknowledged by the supplier's representative upon pick up of the items.
 - Description description of the defective item.
 - Unit if the defective item is per piece, drum, set or box, etc.
 - Serial Number Serial number of the defective item (if available).
 - Reference Purchase Order number (if available).
 - Remarks DR Number and date when the item was delivered (if available).
- 6. Supplier's representative shall retrieve the returned items (usually upon delivery).
- The representative should sign on the "Received by" portion of the notice of return upon receipt of the defective materials.
- 8. Storekeeper shall keep the signed Notice of Returned Materials for reference.
- 9. Upon replacement of the defective items by the supplier (usually on their next delivery), storekeeper prepared the previous Notice of Return Materials and fill up the following:
 - Description description of the returned item.
 - Unit if the returned item is per piece, drum, set or box, etc.
 - Serial Number Serial number of the returned item (if available).
 - Reference Purchase Order number (if available).
 - Remarks DR Number and date when the item was delivered (if available).
- 10. Storekeeper signs on the "Received by" portion of the Notice, and the supplier's representative who returns the items should sign on the "Returned by" portion of the same document.
- 11. After receipt of the item (replacement/repaired), the storekeeper returns the items in the store room.

B. Returning of Excess, Recovered (for refurbishing), Property and Defective.

 The client upon completion of the work and recovering and/or replacement of the fitting/s shall return the same to the General Services Division not exceeding five (5) working days after the work has been completed.



- 2. The client upon completion of work and determining excess fittings; shall return the same to the General Services Division not exceeding five (5) working days after the work has been completed.
- 3. Schedule of returning of recovered items, is Monday to Friday from 8:00am to 12:00 nn only.
- 4. Client must provide the recipient (Gen. Serv. Div.) the following details relevant the returned item/s: The following references are necessary but not limited Maintenance Order (MO) or Service Order (SO) or Water Meter Replacement Order (WMRO) Nos. and Requisition Issuance Slip (RIS) No. whichever is applicable, nature of return, location and account name (MOOE).
- 5. Upon receiving, the General Services Division personnel shall CHECK AND CONFIRM if the items returned are GOOD/REUSABLE.
- General Services Division shall issue necessary Return Materials Slip (RMS) to be signed by the client. The accomplished Returned Materials Slip (RMS) shall be forwarded to the Finance Division for the issuance of triplicate copy of Returned Materials Slip (RMS) with necessary costing.
- 7. Pink copy Returned Materials Slip (RMS) shall be given to the client (Maintenance personnel). The said form shall contain the following details: description of the items returned, quantity, references, date returned and necessary remarks.
- 8. The yellow copy shall be compiled by the General Services Division for future reference.
- 9. White copy shall remain with the Finance Division. The items returned and received as GOOD shall be RETURNED TO THE STOCK (a. as new for excess issuance and b. as 2nd Hand Items, subject to refurbishing process) and can be issued by the Storekeeper as appropriate.
- Items identified to be REUSABLE/RECOVERABLE shall be gathered together and schedule for REFURBISHING of the said item/s shall be set. REFURBISHMENT means to restore used/recovered fittings into a condition of safety and effectiveness comparable to new.
- 11. For items returned and received as defective or unserviceable shall be forwarded to WASTE items subject to annual waste disposal.

C. Returning of SMWD Property

- 1. When employee ends their employment with SMWD they will turn in all issued property on/before their last day of work to the Property and Supply Officer. This includes vehicles, computers and accessories, cell phones, GPS units and accessories, table and chair and any other issued equipment and furniture. Radio Communication related permits and identification card will be returned to the GSD.
- 2. The Property and Supply Officer/Assistant will ensure that:
 - Cell phones and tablets have been inspected and sanitized of all personal information by the Management Information Section prior to being re-issued.

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| are | ipment and vehicles are completely che in a safe and serviceable/operable condi- e been made before issuance or re-issuance | ition, and that any updates or repairs |
| | equipment supply record reflects that dition in which it was returned. | the property was returned and the |
| signed forwa Mater 4. Pink c perso items | al Services Division shall issue necessar d by the client. The accomplished Retu- rded to the Finance Division for the iss rials Slip (RMS) with necessary costing. topy Returned Materials Slip (RMS) sha nnel). The said form shall contain the returned, quantity, references, date return ellow copy shall be compiled by the G | urned Materials Slip (RMS) shall be suance of triplicate copy of Returned Il be given to the client (Maintenance following details: description of the med and necessary remarks. |
| 6. White 7. The ite | copy shall remain with the Finance Divis ems returned shall be RETURNED TO erty and to WASTE for defective and uns | THE STOCK for Good/Serviceable |
| 5.2 BUILDING, G | ROUNDS & FACILITIES MANAGEM | ENT |
| 5.2.1 Buildin | g, Workspace, Associated Utilities | |
| | e General Manager ensures that the lities are in good condition. | building, workspace and associated |
| b) Ho the | owever, as deemed necessary, SMWD him e maintenance of office equipment, utilitie | res job orders or external providers for es and the building. |
| 5.2.2 Work | Environment | |
| fao Ph | the Division Manager determines and a cilitate the achievement of objectives systical factors such as ventilation, light sitive working environment shall also be | within his/her area of responsibility. ting, etc. and human factors towards |
| | ecord of compliance for this requiremen cords. | t may already be included in relevant |
| 5.3 TRANSPORT | ATION OPERATIONS & MAINTENA | NCE |
| 5.3.1 Suppo | ort Services | |
| | | |
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a) All services needed to support personnel activities such as transport and communication facilities shall be identified and provided when deemed necessary. In cases where such provision will hold the personnel directly accountable, it shall be recorded using Acknowledgement Receipt for Equipment and Other Supplies (ARE).

5.3.2 Travel Orders

Travel plans are prepared monthly according to the process outline below. All travel plans requires the approval of the General Manager before any travel arrangements can be made.

Travels which are deemed regular are as follows:

| Agency | Nature | Frequency | Due Date |
|-----------------|-------------------|-------------------|--|
| GSIS | Remittance | Monthly | Every 10 th day |
| HDMF (Pag-ibig) | Remittance | Monthly | |
| Philhealth | Remittance | Monthly | |
| CSC | Report Submission | Monthly | |
| BIR | Remittance | Monthly/Quarterly | |
| LWUA | Remittance | Monthly | Every 15 th day |
| OGCC | Payment | Monthly | |
| BAWD | Meeting | Monthly | Every 2 nd to the last Thursday of the month |
| PLDT/SUN/SMART | Payment | Monthly | 2 nd & last week of each month |

Other travels not stated above which are considered not regular shall require information and schedule to be submitted to the GSD at least 3 to 5 days prior the planned date of travel.

Authorization of travel based on the travel plan includes the following steps:

- 1. Regular travel state above shall be prepared at least five (5) days before the travel.
- 2. Request GSD to prepare a Travel Order (Appendix H) of the proposed staff travel by providing all the necessary information such as (a) date and time of travel; (b) itinerary; and (c) name of staff that will travel.



- 3. GSD should assess whether the requested travel can be consolidated with other division's travel plans. Once travel plan has been finalized, the GSD then shall inform staff affected by the decision. Any changes to the travel plan subsequent to its approval are first cleared by the respective supervisors and shall inform the GSD for final approval by GM.
- 4. Following the approval of the travel plan, a Travel Order shall be prepared. It must be signed by the Administration Services Assistant and GS Supervisor.
- 5. Travel Order must be recorded in the record book (Records of Outgoing Documents) and shall be submitted to the Office of the General Manager for approval.
- 6. Travel Order details (travel date, itinerary and designated driver) shall be posted on the white board of GSD for information.

Posting of Accomplished Travel Order

- Designated driver shall make sure that the Itinerary of Travel (at the back of the Travel Order) is duly filled up. That the authorized passenger/s (if there are any) must have affixed their signature/s. That, Certificate of Appearance duly signed by representatives of the agencies visited are attached or at least they have signed on the 'Signature & Date' portion of the Travel Order.
- After completion of the travel, Travel Order duly filled up with necessary information (time and place of departure/arrival and odometer reading) shall be forwarded to the Transport Section of the GSD to confirm the itinerary and time with the GPS report. GS Personnel shall affix his/her initial.
- GS Personnel shall post the Travel Order to the summary of travel and shall be filled up the following: total hours/minutes, means of transportation and distance travelled. GS Personnel shall affix his/her initial.
- 4. Upon posting of Travel Order it will be signed by the GS Supervisor.
- 5. After signing, it will be recorded in the Outgoing Document and shall be forwarded to Finance Division.
- 6. From the Finance Division to initiate computation of travel allowance as provided for by existing SMWD rules and regulations (ref. Executive Order No. 298 dated March 23, 2004).

As per Executive Order No. 298 dated March 23, 2004, travel allowance shall be given to officials and employees with approved Travel Order and shall be based on the time of departure at the permanent official station and back at the following rate:

| Departure | Arrival | To Cover | % | | Amount | |
|--------------|--------------|---------------------|--------|---|--------|----------|
| Before 7 AM | Before 12 NN | Meals | 10.00% | Р | 80.00 | |
| | | Incidental Expenses | 6.67% | Р | 53.33 | P 133.33 |
| Before 12 NN | After 6 PM | Meals | 10.00% | Р | 80.00 | |
| | | Incidental Expenses | 6.67% | Р | 53.33 | P 133.33 |



| Before 6 PM | ? | Meals | 10.00% | Р | 80.00 | |
|-------------|---|---------------------|--------|---|-------|----------|
| | | Incidental Expenses | 6.67% | Р | 53.33 | P 133.33 |
| | | TOTAL | | | | P 400.00 |

- 7. Travel Order shall be forwarded to the cashier for payment of allowance.
- Designated driver for the particular Travel Order will get the allowance from the cashier.
 NO TRAVEL ALLOWANCE SHALL BE GIVEN TO THOSE WITH OUTSTANDING OR
- UNLIQUIDATED TRAVEL ALLOWANCE.