



<u>Office/ Department/ Section</u>	<u>Description</u>
BOARD OF DIRECTORS	
OFFICE OF THE GENERAL MANAGER	Responsible for the planning, monitoring, coordinating, directing and controlling overall operation of ZCWD
INTERNAL AUDIT DIV. (Operations Audit Division)	Responsible for audit reviews of administrative, commercial, technical and management process and systems to ensure alignment of activities with company goals, due management of risks, and effective and economical use of company.
CORPORATE PLANNING DEPARTMENT	Responsible for the planning of office targets, strategic planning and monitoring as well as the development and maintenance of systems and information as well as managing public relations and external affairs.
PLANNING & MONITORING DIVISION	Responsible for the planning, target setting and consolidation of office programs, projects and activities as well as monitor and evaluate accomplishments.
MANAGEMENT INFORMATION SERVICES DIVISION	Responsible in reviewing and monitoring system analysis and design, statistical data and database management, including the operation and maintenance of management information system, processes and procedures.
SYSTEMS DEVELOPMENT AND MAINTENANCE SECTION	Responsible in the implementation of plans and programs particularly in the areas of computer innovation through information systems and coordinated systems and procedures for company-wide operations.
SYSTEMS APPLICATION AND MANAGEMENT SECTION	Responsible for all activities related to PICOS; computerized billing and data entries, update customer records, generate section divisions, reports and safekeeping of computer hardwares and softwares.
COMMUNITY RELATIONS & EXTERNAL AFFAIRS SECTION	Responsible for all publicity and information efforts of the office, and informing regularly the general public on the operations of the utility through tri-media. Prepares and implements appropriate projects and activities geared towards the well-being of the community support and understanding and establishing goodwill and cooperation between the community and the Water District. Conducts community needs assessments for community relations and development. In charge of the central information unit of the district.

LEGAL DEPARTMENT	Responsible for formulating relevant corporate policy, issuing legal opinions, reviews, and recommendations; conducting internal investigations, processing legal claims, enforcing the pertinent mandates of RA 8041 and its IRR, as well as pertinent ZCWD policies; represents ZCWD before judicial and quasi-judicial agencies, were authorized;
LEGAL SERVICES DIVISION	Responsible for drafting/reviewing Contracts, MOA's, MOU's, Deeds, Corporate Policies; issuing/providing legal opinions, reviews and research; conducting internal (administrative) investigations while determining the extent of culpability and prescribing recommendations for the same.
INVESTIGATION & LITIGATION DIVISION	Responsible for discovering/determining illegal service connections and violations pursuant to R.A. 8041 and its IRR, pertinent ZCWD policies, and the imposition of applicable penalties for the same. Senior Industrial Relations Management Officer A
ADMINISTRATION GROUP OFFICE OF THE AGM FOR ADMINISTRATION	Establishes the Administrative Group's goals and objectives, recommends policies, rules and regulation for management action, and carries out all Board and Management policies in achieving utility objectives and controls all administrative department activities.
HUMAN RESOURCE DEPARTMENT	Responsible in the management of human resource which includes recruitment and development of personnel. To recruit, develop and manage the human resource for outstanding performance
MANPOWER PLANNING AND RECRUITMENT DIVISION	Responsible in the recruitment of new personnel based on the merit and fitness, implementation of Water District and CSC rules and regulations.
PERSONNEL WELFARE DIVISION	Responsible for personnel development (RTC and In house Trainings), disposition, preservation, maintenance and security of records and medical assistance to personnel.
GENERAL SERVICES DEPARTMENT	Responsible in providing general services, procurement of office equipment/materials and institution of security concerns as well as management and maintenance of transportation.

BUILDING & GROUNDS MAINTENANCE DIVISION	Responsible in the management and dissemination of office documents and its filing and safekeeping. Maintains cleanliness and performs minor repairs and maintenance of office facilities and its premises. Secure and safeguard office facilities, properties and its employees. Maintains peace and order and ensure that office rules, regulations and policies are properly enforced. Provides services to every office activities.
JANITORIAL & MINOR REPAIRS SECTION	Responsible for the dissemination of incoming, outgoing and internal documents. Maintains cleanliness of office facilities and its premises. Performs minor repairs and maintenance of office facilities and its premises. Provide services to every other office activities.
SECURITY SECTION	Responsible in securing and safeguarding office facilities, properties and its employees. Ensure the proper implementation of office policies, rules and regulations pertaining to security matters. Provide services to every office activities.
TRANSPORT OPERATIONS & EQUIPMENT MAINTENANCE DIVISION	Responsible for the maintenance and repair of motor vehicle and heavy equipment as well as the undertaking of general repair and maintenance for the entire ZCWD.
WATER METER MAINTENANCE DIV.	Responsible for in the maintenance, general repairs, testing and calibration of all water meters, including all replacements of non-functioning and aging water meters and reconnection of closed service lines; maintenance, repair, and replacement of the fence, meter protection and other accessories.
PROCUREMENT MATERIALS & MANAGEMENT DIVISION	Responsible for providing procurement analysis and support; Monitor/prepare contracts and purchase orders to assure suppliers compliance with schedule and terms; preparation of Notice and Execution of Award. Includes fixed assets inventory monitoring such as land and buildings.
PROCUREMENT SECTION	Responsible in the preparation of the Purchase Order, Notice of Awards, Notice to Proceed, Serve Purchase Order to include canvass in accordance with RA 9184.

BAC SECRETARIAT	Responsible in assisting the BAC the bidding and awarding process as provided in the Revised Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as the Government Procurement Reform Act.
PROPERTY AND WAREHOUSINGSECTION	Responsible for ensuring the correctness, availability and proper storage of stocks and equipment in the Property Materials Division; receiving and checking of incoming deliveries of materials and supplies against purchase orders, delivery receipts or invoices, and issues materials and supplies against duly approved store requisitions slips, coordinate with Inspection Committee for the final inspection and acceptance of delivery; monitoring of licenses/registration of Water District property that requires licenses/registration by regulatory government agencies. Monitor all stocks, recommend measures to avoid overstocking/understocking. Prepares Periodic Inventory Report or upon instruction from the management. Maintain Property Card of all assets of ZCWD.
FINANCE GROUP OFFICE OF THE AGM FOR FINANCE	Establishes Finance Group's goals and objectives and recommends policies, rules and regulation for management action and carries out all Board and Management policies in achieving utility objectives and controls all financial department activities.
ACCOUNTING & FINANCIAL MANAGEMENT DEPARTMENT	Responsible for managing accounting and financial matters of the ZCWD which include payroll, collection, remittances, financial statements
GENERAL ACCOUNTING DIVISION	Responsible preparing financial statements, payroll of ZCWD employees, and other general accounting reports.
LEDGERING SECTION	Responsible for the assessment of total cost of new water service connection, posting and reconciliation of loan payments and processing of liquidation of cash advances of ZCWD Officials and employees. Responsible for checking and pre- audit purchase order, payroll of ZCWD employees, monetization, overtime, pera, rata, and other allowances

FINANCIAL REPORTING SECTION	Responsible for preparing report for cash receipts, income statement, breakdown of expenses, rollover of interest and other financial statements.
PAYROLL & SUBSIDIARY DIVISION	Responsible for the preparation and consolidation and check and balance of the payroll for employees and monitor remittances/contributions.
ACCOUNTS PAYABLE SECTION	Responsible for checking and pre-audit purchase order, payroll of ZCWD employees, monetization, overtime, PERA, RATA , JB & CV and other allowances.
PAYROLL & REMITTANCE SECTION	Responsible for examining accounting books, records and documents for conformity with established practices, rules and regulations; Monitors payment due to suppliers. Responsible for the preparation and consolidation by fund of the payroll of daily-paid employees; Check and balance for employees payroll and monitor remittances/contributions.
BUDGET & CASH MANAGEMENT DIV.	Responsible for the collection reports as to actual cash turn-over of all cashiers; printed collection reports as to actual cash remittances of all collection centers/satellite offices; and managing all cash and cash turn-overs.
CASHIERING SECTION	Responsible for managing all cash and cash turn-overs; monitoring all collections and disbursements; Checks, reviews and monitors the issuance of official receipts for various collections; Monitors the correctness/accuracy of daily cash position report reconcile the same with actual bank balances; Prepares cash book as required by Commission on Audit; Monitors various bank accounts as to its cash requirements and initiate fund transfer as may be deemed necessary; and Monitors roll-over of various time deposit accounts
COLLECTION SECTION	Responsible for all printed collection reports as to actual cash turn-over of all cashiers; printed collection reports as to actual cash remittances of all collection centers/satellite offices; releasing and monitoring the sequential use of official receipts of all cashiers and collection centers; Monitors and validates all payments made directly to the banks through Expanded Modified Direct Payment Scheme (Ex MDPS) of all national and local government accounts; Handles all collection related complaints; and checks accuracy of franchise tax generated report

BUDGET MANAGEMENT SECTION	Responsible for planning, directing, monitoring of reports for cash receipts, income statements, breakdown of expenses, comparative cash flow and bank reconciliation.
COMMERCIAL SERVICES DEPARTMENT	Responsible for the Commercial Operations of the Office; Ensuring compliance to Office Policies; Monitors and implement programs and activities in increasing number of water connection and prompt delivery of services to customers in relation to billing and water-related complaints/problems.
BILLINGS DIVISION	Responsible for the operations of the Billing Division and the safekeeping of all the files and records of the division, ensures regular monthly, accurate and timely billings of all the customers.
METER READING SECTION	Responsible for the conduct of monthly water meter reading and delivery of bills; implement various memos, directives for bill handlers and assists customer needs pertaining to billing matters.
BILLING SECTION	Responsible for ensuring that customers are regularly billed; Reviews and analyzes the accuracy of the reading especially when there is abrupt increase or decrease in consumption; prepares statement of accounts of government agencies; and submits reports monthly on water meter related problems.
CUSTOMER ACCOUNTS DIV.	Responsible for monitoring the customer's accounts; Acts on customer's request for reconnections; Files and keeps records related to disconnection, reconnections, loss water meters and generation of delinquent account reports; and grant extension of payment with promissory note to customers with delinquent/unpaid accounts; In charge of the satellite offices; and as additional function delegated by the Board of Directors, approve the application for new water service/sewer connection/transfer site of tapping and change of name.
DELINQUENT SECTION	Responsible for issuing notices to all customers with delinquent accounts; Disconnect water meter in accordance with office policies; Prepares Job Order for reconnection and Mainline Disconnection; Submits monthly reports.

SATELLITE OFFICES	Responsible for acting on customer's complaint and application for water services within the coverage of Satellite Office and forwarding to responsible units the requests/complaints received.
CUSTOMER SERVICES DIV.	Responsible for the processing of new water/sewer service connection, TST and change of name application and installation. Keeps and Safeguard record of Customer's Application.
SERVICE APPLICATION SECTION	Responsible in orienting and briefing applicants regarding water/sewer service connection application; Inspection of water/sewer connection applied; to determine the exact information and locations; ensures that no infractions or violations of the R&R governing the operation of the ZCWD are committed; the preparation of the job orders for tapping of paid water service connection application, thoroughly checks requirement; and recommends materials for tapping in accordance with the ZCWD approved design.
WATER SERVICE CONNECTION INSTALLATION SECTION	Responsible for the withdrawal of materials listed in the approved Store Requisition; the installation of water service connection in accordance with the approved ZCWD Design; the maintenance of tapping equipment including its vehicles.
CUSTOMER CARE DIV.	Responsible for the complaints filed by the customers and preparation of job orders; Forward job orders to the proper division for action; Reviews accomplished job orders acted by Customer care Personnel to ensure proper adherence to the district's prescribed policies and procedures; Keep records of all complaints and preparation of reports.
TECHNICAL SERVICES GROUP OFFICE OF THE AGM FOR TECHNICAL SERVICES	Establishes Technical Group's goals and objectives, recommends policies, rules and regulation for management action, and carries out all Board and Management Policies in achieving utility objectives and controls all financial department activities
ENGINEERING & CONSTRUCTION DEPARTMENT	Responsible for the preparation of detailed Engineering Design for all infrastructure projects of the ZCWD; implementation and monitoring of all infrastructure projects of ZCWD; conduct of technical study for all infrastructure projects of ZCWD; conceptualization, planning, design and implementation of all ZCWD infrastructure project.

PLANNING DIVISION	<p>Responsible for data gathering, surveys, and investigation of existing and future projects of ZCWD and preparation of reports, plans, maps and technical descriptions.</p> <p>Responsible for conducting continuing studies on areas related to the organization, work methods, systems and procedures, and safety programs for organizational units.</p> <p>Responsible in performing technical and administrative functions of planning and design division in the construction various pipe laying projects.</p>
DESIGN DIVISION	<p>Responsible for the preparation of Analysis and Design of the Water Systems and Civil Structures. Responsible in the preparation of program works which include detailed engineering plan, bill of material, cost estimates and schedule of project activities needed for the proposed project.</p> <p>Responsible for studying problem areas and assist in formulating and improving department level, policies, methods and procedures.</p>
MAINLINE EXPANSION & REHABILITATION DIVISION	<p>Responsible for the over-all supervision of the following: rehabilitation and replacement of dilapidated pipeline and its appurtenances; installation/expansion of new water system; construction of new infrastructure projects and renovation of existing ZCWD facilities; installation of electromechanical equipment; Upgrading of electrical system.</p>
ENVIRONMENT & WATER RESOURCES DEPARTMENT	<p>Responsible for the safeguarding and maintenance of the watershed area.</p>
WATERSHED & ENVIRONMENTAL MANAGEMENT DIVISION	<p>Responsible for the operation, safeguarding and maintenance of the watershed area and its facilities.</p>
WATER RESOURCES MANAGEMENT DIVISION	<p>Responsible for the security of the watershed area as well as water resources in the area.</p>
OPERATIONS GROUP OFFICE OF THE AGM FOR OPERATIONS	<p>Establishes Operational Group's goals and objectives, recommends policies, rules and regulation for management action, and carries out all Board and Management policies in achieving utility objectives and controls all financial department activities.</p>

PIPELINES AND APPURTENANCES MAINTENANCE DIVISION	Responsible for the Maintenance of Water System from Production to water service connection, Pressure management in the system, None-Revenue Water (NRW) data collection and management, Operation of Sewerage system from customer first clean out to Sewerage Treatment Plan (STP) Conduct other related services.
WATER DISTRIBUTION DIVISION	Responsible to maintain and balance the water pressure in the system, Mainline / Distribution line monitoring, preventive maintenance and leak repair, Valves, Blowoffs, air releases, pressure reducing valves, hydrants and stand pipes, Rehabilitation of Clusters and conduct valve exercises.
PRESSURE MANAGEMENT AND MONITORING SECTION	Responsible in pressure management and monitoring to ensure stable and balance water pressure in the system.
TRANSMISSION/MAINLINE LEAK REPAIR SECTION	Responsible in managing and monitoring leak repair in the Transmission/Mainline.
TRANSMISSION/MAINLINE APPURTENANCES MAINTENANCE SECTION	Responsible for the Preventive Maintenance of appurtenances which include: Fire Hydrants, Blow-offs, Air Release, Pressure Reducing Valves.
RESTORATION DIVISION	Responsible for the restoration works in surface pavement, Service leakages repair before the water meter stand and within the cluster, Installation of New Service Connection and Transfer Site Of Tapping.
SERVICE CONNECTION MAINTENANCE SECTION	Responsible for the repair of service line before, within the meter stand and in the cluster. Conduct concrete cutting breaking for leakages under concrete.
SURFACE/PAVEMENT RESTORATION SECTION	Responsible for the restoration activities; back filling, concrete pavement, asphalt overlay, concrete gutter and all kinds of macadam road.
PIPELINES & LEAKAGE CONTROL DIV.	Responsible for the rehabilitation of pipelines, leak detection activities and service connection rehabilitation program.
LEAK DETECTION AND MONITORING SECTION	Responsible for conducting leak detection activities and detecting leaks for repair.
PIPELINE REHABILITATION SECTION	Responsible for the re-opening and Closure of service line at tapping point and Mainline/Lateral line replacement with the same diameter.
SERVICE CONNECTION REHABILITATION SECTION	Responsible for the rehabilitation of water service connection; elevation, relocation, replacement and repair of defective meter stand and cluster.
NON-REVENUE WATER MANAGEMENT DIV.	Responsible for monitoring and managing NRW reduction to the level required by the Local Water Utilities Administration.

SEWERAGE DIV.	Responsible for managing sewerage system from the customer first clean out to sewerage pumping station/sewerage treatment plan. 24/7 Operation of sewerage pumping station.
SEWERAGE PLANT OPERATION SECTION	Responsible for managing, operation and maintenance of sewer plant
SEWERAGE MAINTENANCE AND CONNECTION MAINTENANCE SECTION	Responsible for dislodging and cleaning of sewer lines, manholes and sewerage collection box for east and west area. Tapping of new sewerage connection and servicing at first clean out.