



CALAMBA WATER DISTRICT

Risk Assessment No.: RA-01		SECTION/DEPARTMENT: COMMERCIAL		CONDUCTED BY Ronnie G. Sierva, Maria Lourdes B. Tan				REVIEWED & APPROVED BY/DA Jan. 05, 2017			LATEST REVIEWED DATE: Jan. 05, 2017			NEXT REVIEW Jan. 05, 2018	
RISK IDENTIFICATION					RISK EVALUATION				RISK CONTROL/ACTION				RE-RISK EVALUATION		
NO.	ACTIVITY	RISK ORIGIN	POTENTIAL FAILURE	EFFECT	EXISTING CONTROL	L	S	RISL LEVE L/ RPN	ADDITIONAL RISK CONTROL	L	S	RISL LEVE L/ RPN	RESPONSIBLE	INTERFACING DOCUMENT REF./NO	
1	Handling of Complaints - Water Quality	INTERNAL	Delay on Response to Customer Complaint(s)	More Customer Complaint	Endorse the complaint to respective department	4	4	16	Coordinate with Engineering and Production Dept. related to applicable process/action to be applied (Regular Flushing)	4	4	16	Customer Division	Service: Job Order/Service Request	
				Annoyed Customer	Use of PR, continuous follow-up to concerned department	4	4	16	Follow-up to the concerned Department corresponding actions to be taken	4	4	16	Customer Division	Service: Record Book	
2	Handling of Complaints - Delivery of Service	INTERNAL	Major Repairs (leak on distribution line, leak on transmission lines)	Non Revenue Water	Immediate endorsement of Complaint to the concerned department	4	4	16	Thorough monitoring of the action being taken	4	4	16	Customer Division	Service: Record Book	
				Possible Water Contamination	Immediate endorsement of Complaint to the concerned department	3	3	9	Thorough monitoring of the action being taken	2	1	2	Customer Division	Service: Record Book	
				Annoyed Customer	Use of PR, continuous follow-up to concerned department	4	4	16	Follow-up to the concerned Department corresponding actions to be taken	3	3	9	Customer Division	Service: Record Book	
			Lack of Emergency Crew	Non Revenue Water	Prioritize the Repair of Major Leaks	4	4	16	Additional Manpower	4	4	16	Engineering and Administrative Department	Job Order/Service Request	
				Annoyed Customer	Use of PR / continuous follow-up to concerned department	4	4	16	Follow-up to the concerned Department corresponding actions to be taken	3	3	9	Customer Division	Service: Record Book	
			Minor Repairs (leak service line, leak tapping point, leak before the meter, leak on meter)	Displeased Customer	Use of PR / continuous follow-up to concerned department	4	4	16	Follow-up to the concerned Department corresponding actions to be taken	4	4	16	Customer Division	Service: Record Book	
			Other Requests (relocation/ elevation of meter, transfer of meter/ tapping point, restoration)	Discrepancy in Meter Reading	Verification of Meter Reading	4	4	16	Make materials available at all times / Proper Scheduling	4	4	16	Administrative Department / Engineering Department	Job Order/Service Request	



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				Risky to Public	Installation of Warning Devices on areas with Excavations	4	4	16	Make materials available at all times / Proper Scheduling	4	4	16	Administrative Department Engineering Department	Job Order/Service Request
			Verification of Consumption / Meter (high and low consumption, calibration of meter, replacement of meter)	Inaccurate Billing	Billing Adjustments are made after inspection	4	4	16	Review of Consumption Pattern	4	4	16	Customer Accounts and Customer Service Division	Billing Adjustment Memo
3	Handling of Complaints - Customer Relation	INTERNAL	Miscommunication with the Frontline Staff, Collection, and Cashiering Section Staff	Annoyed Customer	Call the attention of the concerned personnel	4	4	16	Strengthen the Company Policy to handle employee behaviour	3	4	12	Cashier Head, HR	Company Policy, Handling Customer Complaint Process
4	Acceptance of Application for New Water Service - Filing	INTERNAL	Unlocated Site	Delay in Processing New Water Application	Call the applicant for clarification of the actual location	4	4	16	Provision of Landmark/Details of exact location, Familiarity of Concerned Staff to Service Areas	4	4	16	Engineering Department	Estimate Form
			Areas with low water pressure	Lesser number of New Applications Processed	Thorough evaluation of areas with low water pressure	4	4	16	Continuous Improvement of Infrastructure	4	4	16	Engineering Department	Estimate Form
5	Acceptance of Application for New Water Service - Delivery of Service	INTERNAL	Delay on installation due to Lack of Supply of materials	Annoyed Customer	Use of PR / continuous follow-up to concerned department	4	4	16	Follow up to the concerned the lacking materials	3	4	12	Engineering, Production and Administrative Department	Purchasing Process
			Delay on installation due to inavailability of Equipment	Annoyed Customer	Use of PR / continuous follow-up to concerned department	4	4	16	Provision of spare equipment	4	4	16	Engineering Department	Job Order/Service Request
			Delay on installation due to Discrepacy in Estimate	Annoyed Customer	Re-estimate	4	4	16	Thorough evaluation of Site	4	4	16	Engineering Department	Estimate Form



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			Delay on installation due to conflict in Schedule	Annoyed Customer	Completion of required materials	4	4	16	Observe first-come-first-serve basis	4	4	16	Engineering Department	Job Order/Service Request
		EXTERNAL	Submission of Requirements	Unprocessed Application	Evaluation of Required Documents	4	4	16	Follow-up to the concerned applicant the lacking documents	4	4	16	Customer Service Division	Documents Required for New Water Service Application
			Ownership of Propoerty	Unprocessed Application	Secure Certification or Proof of Ownership from Concerned Barangay Official	4	4	16	Keep the applicants well informed	3	3	9	Customer Service Division	Job Order/Service Request
			Provision of Needed Materials	Unprocessed Application	Monitoring of Needed Materials	4	4	16	Thorough Monitoring and Reconciliation of Available Materials with the Admin Department	4	4	16	Engineering Department	Purchase Request Form
6	Acceptance of Application for New Water Service Customer Relations	INTERNAL	Miscommunication with the Frontline Staff	Annoyed Customer	Call the attention of the concerned personnel	4	4	16	Strengthen the Company Policy to handle employee behaviour	3	4	12	Cashier Head, HR	Company Policy, Handling Customer Complaint Process

Likelihood of Detection		Severity of Impacts		Note: L x S = TOTAL (Indicates the risk level) S - Severity L - Likelihood "THE HIGHER THE SCORE THE MORE SIGNIFICANT AS RISK COULD BE"	Severity/Likelihood		RISK LEVEL: 15-25 High 5-12 Medium 1-4 Low
SIGNIFICANCE	RANK	SIGNIFICANCE	RANK				
Very Low	1	Very Low	1	1	Very low	Almost nil (life end)	
Low	2	Low	2	2	2	Low	Almost never, emergency (once in 10 years)
Moderate	3	Moderate	3	3	3	Moderate	From time to time, abnormal (once a year)
High	4	High	4	4	4	High	Normally occurs, normal (once a week to once a month)
Very High	5	Very High	5	5	5	Very high	Frequent (everyday)

No.	Revision Details	Revised Date	No.	Revision Details	Date Revised	No.	Revision Details	Date Revised
1			3			5		
2			4			6		