



# CALAMBA WATER DISTRICT

Risk Assessment No.: <b>RA 02</b>		SECTION/DEPARTMENT: <b>ENGINEERING</b>			CONDUCTED BY: <b>Engr. Ranelly Cartago</b>			REVIEWED & APPROVED BY/DATE: <b>Engr. Restituto Sumanga Sr.</b>			LATEST REVIEWED DATE: <b>1/6/2017</b>			NEXT REVIEW <b>1/6/2018</b>	
RISK IDENTIFICATION					RISK EVALUATION				RISK CONTROL/ACTION			RE-RISK EVALUATION			
NO.	ACTIVITY	RISK ORIGIN	POTENTIAL FAILURE	EFFECT	EXISTING CONTROL	L	S	RISL LEVEL / RPN	ADDITIONAL RISK CONTROL	L	S	RISL LEVEL / RPN	RESPONSIBLE	INTERFACING DOCUMENT REF./NO	
1	Receive Approved Service Request from Commercial Department	INTERNAL	Delay on installation due to absence of office personnel in charge.	Prolong time of installation. Low customer satisfaction.	The Senior Water Utilities Management Officer shall receive the service request	3	4	12	Fill up the vacant Division Manager plantilla position for Water Maintenance Division being in charge of this section for close implementation, supervision and monitoring of the work.	3	3	9		CWD-ENG-003	
2	Record and Transmit /Request to Administrative Department - General Service Division. for issuance of materials	INTERNAL	Delay in transmittal of request due to absence of the Senior Water Utilities Management Officer due to leave of absence.	Prolong time of installation Low customer satisfaction.	none	3	3	9	Fill up the vacant Division Manager plantilla position for Water Maintenance Division being in charge of this section for close implementation, supervision and monitoring of the work.	2	2	4			
3	Receive Requisition and Issue Slip	INTERNAL	Delay on materials issuance due to long RAIS documentation in Administrative Department which usually takes up to an average of three(3) days process to be released to Engineering Department which delay the installation.	Prolong time of installation Low customer satisfaction.	The Senior Water Utilities Management Officer will holistically follow up the RAIS to Administrative Department through follow up request.	5	5	25	1.Fill up the vacant Division Manager plantilla position for Water Maintenance Division being in charge of this section for close implementation, supervision and monitoring of the work. 2. Recommends that the Administrative Department hire additional manpower to prioritize encoding of RAIS.	3	3	9			
4	Check RAIS versus Estimate	INTERNAL	Typographical error in encoding	Reiteration/repetition of work (repeat step 2 and #3)	The Senior Water Utilities Management Officer return the RAIS to Administrative Dept. and wait until RAIS is encoded.	3	4	12	Recommends that the Administrative Department upgrade their program in encoding RAIS that can be edited in case of discrepancy in quantity.	3	3	9			
5	Fill up necessary data and countersign the Requisition and Issue Slip (RAIS)	INTERNAL	Delay on installation due to absence of concerned Personnel	Prolong time of installation Low customer satisfaction.	The Senior Water Utilities Management Officer shall fill up the RAIS	3	3	9	Fill up the vacant Division Manager plantilla position for Water Maintenance Division being in charge of this section for close implementation, supervision and monitoring of the work.	1	1	1			



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6	Approve RAIS by the WMD Division Manager/ Department Manager	INTERNAL	Delay on installation due to absence of concerned Personnel	Prolong time of installation Low customer satisfaction.	Senior Water Utilities Management Officer will approved when the Division Manager is on official business	2	2	4	Fill up the vacant Division Manager plantilla position for Water Maintenance Division being in charge of this section for close implementation, supervision and monitoring of the work.	1	1	1		
7	Withdraw available materials from stock room Administrative Department –General Service Division	INTERNAL	Delay on installation due to absence of issuing personnel in the Administrative-GSD. And or the Senior Water Utilities Management Officer .	Prolong time of installation. Low customer satisfaction.	Wait for the return to work of concerned personnel. Or as need arises when customer is around the present personnel in other section will take note of the customer complaint and forward upon the return to work of the Senior Water Utilities Management Officer	3	3	9	Fill up the vacant Division Manager plantilla position for Water Maintenance Division being in charge of this section for close implementation, supervision and monitoring of the work. Department Manager shall address the request	1	1	1		
8	Prepare schedule of works and dispatch to Water Maintenance Foreman	INTERNAL	Unavailability of sufficient maintanance Man crew and driver.	Prolong time of installation. Low customer satisfaction.	Deploy manpower every saturdays, sundays and holidays as need arises.	4	4	16	Request for additional manpower needed and driver that has driver license fit to the four(4) wheel vehicle.	2	2	4		
			Lack of tools and equipments breakdown.	Prolong time of installation. Low customer satisfaction.	The water Maintenance man crew has to make use of the tools . Re schedule works that needs equipment and schedule service request that do not need equipments	4	4	16	Purchase for the additional tools and equipments.	3	3	9		
			Often service vehicle breakdown and lack of vehicle.	Prolong time of installation. Low customer satisfaction.	The Senior Water Utilities Management Officer or the water maintenance man crew provide the money (for the meantime) for transportation of the Water Maintenance Man crew to be reimburse later on.	4	4	16	Include in the budget and fast track documentation approval to DBM for additional brand new service vehicle .	3	3	9		



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		EXTERNAL	Failure of the the client/customer to provide materials advise by the Commercial Department on time.	Prolong time of installation. Susceptible to leak.	Re-schedule of installation. Inform the client/customer to purchase right materials and according to standard.	4	4	16	1. Calamba Water District must provide budget for unlimited call and text to all network provider for communication to concessionaire before scheduling. 2. Client shall be advised by the Commercial Department before payment to procure materials needed that are not available in the Calamba Water District. Further upon purchased to call up Calamba Water District that their materials are available at their house.	2	2	4		
			Availability of client itself in their repective locations or houses during the service connection installtion as schedule.	Prolong time of installation. Low customer satisfaction.	Re-schedule the installation.	4	4	16	Request for unlimited call and text to all network gadgets for communication to client/customer before scheduling or used available communication gadget.	2	2	4		
9	Install service connection.	EXTERNAL	Substandard materials provided by the customer which are susceptible to leak /break.	Customer complaint to installation defect.	Repair leak before the meter and at the tapping point and advise the customer to repair the service lineafter the meter	5	5	25				0		
10	Inspect	INTERNAL	Absence of assigned inspector not part of the section.	Low quality service connection installation.	The existing water maintenance foreman that leads the installation temporarily also serve as the inspector	4	4	16	Hire manpower with technical qualification or preferrably a graduate of civil engineering course as inspector.	2	2	4		
11	Fill up the accomplished Service Connection Request	INTERNAL	Mis-interpretation of data due to incomplete fill up. Or error in the client/customer detail record.	Discrepancy of record that leads to complains.	The Senior Water Utilities Management Officer shall guide and check the output and on how to fill up the forms and check before submission to Commercial Department and Engineering record	2	2	4				0		



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12	Return/Submit the completed and accomplished Service Connection Request to office personnel	INTERNAL	Late submission of Service Connection Request due to absence of the Water Maintenance Foreman.	Late submission of accomplishment report.	The Senior Water Utilite Management Officer shall do the work of the Water Maintenance Foreman.	2	2	4				0		
13	Encode service connection data	INTERNAL	Late submission of Service Connection Request due to absence of the in office personnel	Late submission of report	Wait for the return to work of the office personnel.	3	3	9				0		
14	Transmit of Accomplished Service Connection Request Form to Commercial Department	INTERNAL	Late submission of Service Connection Request due to absence of the in office personnel	Late submission of report	The Senior Water Utilite Management Officer shall do the work of the office personnel.	3	3	9				0		
15	Summarize for monthly report and submit to Department Manager for approval	INTERNAL	Late submission of Service Connection Request due to absence of the office Personnel	Late submission of report	The Senior Water Utilite Management Officer shall do the work of the office personnel or wait for the return to work of the office personnel	3	4	12				0		



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

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