




REPUBLIC OF THE PHILIPPINES
METROPOLITAN NAGA WATER DISTRICT
40 J. MIRANDA AVENUE, NAGA CITY

MANAGEMENT SUPPORT SERVICES

PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM)

(OGMPW03) RECORD KEEPING

	METROPOLITAN NAGA WATER DISTRICT	Document Code: OGMPW03	
	PROCEDURE	Revision No.:	0
	RECORD KEEPING	Effectivity Date:	March 2017
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Revision Status


This list identifies the revisions made in this section. The date refers to the date this section was made effective and implemented and not to the date the document was signed or printed.

Rev. No.	Pages	Details	Date of Issuance and Effectivity
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Prepared by:	Reviewed by:	Approved by:
Gilbert V. Eleazar Assistant QMS Leader	Vicente Aniceto D. Rubio QMS Leader	Virginia I. Nero Acting General Manager

Metropolitan Naga Water District Quality Management System

1. PURPOSE

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1.1. This document describes the procedures for record keeping as one of the support processes under management support service of the MNWD.

1.2. The objectives of the record keeping process are:

1.2.1. Maintain custody of the documents

1.2.2. Document control and retrieval

2. SCOPE

This procedure will apply to the MNWD- Quality Management System on one support process which is Record Keeping, which focuses on the:

2.1.1. Receiving internal and external documents/communications

2.1.2. Custody and filing of records and documents

2.1.3. Retrieval and Control of documents

3. DEFINITION OF TERMS AND ACRONYMS

Refer to "[Annex A](#)" for the GLOSSARY OF TERMS and "[Annex B](#)" for the ACRONYMS.

4. RESPONSIBILITIES

4.1. OFFICE OF THE GENERAL MANAGER

4.1.1. Responsible for receiving all internal and external communications including emails and communication received through telefax.

4.1.2. Ensures that all communications are forwarded to concerned division or individuals through Lan Messenger.

4.1.3. Ensures that a copy of received documents are retained in the custody of OGM.

4.1.4. Maintain proper filing of all relevant and vital documents of the agency.

4.1.5. Secure proper retrieval of documents.

4.1.6. Control issuance of copy of the vital and confidential documents of the agency.


5. PROCEDURES

This section describes the procedures involved in one support process which is the Record Keeping under management support service of the MNWD.

•PROCEDURE DETAILS: **RECORD KEEPING**

5.1. RECEIVING OF DOCUMENTS

5.1.1. OGM personnel receives and records communications through MNWD Communication Manager Program.

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- 5.1.2. Documents will be forwarded to the General Manager for acknowledgement.
- 5.1.3. After General Manager Acknowledgement, documents will be scanned and copies will be forwarded to concerned division or individual for proper actions.

5.2.FILING OF DOCUMENTS


- 5.2.1. Documents received and acknowledged will be scanned and the original copy if necessary or a copy will be retain to the custody of OGM for proper filing.
- 5.2.2. A brief description of the documents will be encoded in the database system before filing to the folders and cabinets where it should be kept.

5.3.RETRIEVAL OF DOCUMENTS


- 5.3.1. A Document Request Slip should be filled out, noted by Division Manager A or its supervisor and approved by the General Manager.
- 5.3.2. OGM personnel will search for the requested documents (it can be a file folder/s or a specific documents).
- 5.3.3. OGM personnel will record the requested documents to the logbook and asked the requestor to affix its signature with date and time of release of documents countersign by the personnel who release the same.
- 5.3.4. A requested photocopy of the documents or the file folder/s will be given to the requestor.
- 5.3.5. If the requested documents is a file folder or original copy, the same should be return to the OGM. The date and time of return should also be recorded in the logbook signed by OGM personnel who received the documents borrowed.

6. FORMS AND TEMPLATES

- 6.1.1. Route Slip – “[OGMF05](#)”
- 6.1.2. Documents Request Slip – “[OGMF06](#)”

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	ANNEX A	Revision No.:	0
	GLOSSARY OF TERMS	Effectivity Date:	March 2017
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TERMS	DEFINITION
SOFTWARE DEVELOPMENT	A PROCESS OF COMPUTER PROGRAMMING, DOCUMENTING, TESTING, AND BUG FIXING INVOLVED IN CREATING AND MAINTAINING APPLICATIONS AND FRAMEWORKS RESULTING IN A SOFTWARE PRODUCT
SYSTEM ANALYSIS	A PROCESS OF STUDYING AN ACTIVITY IN ORDER TO DEFINE ITS GOALS OR PURPOSES AND TO DISCOVER OPERATIONS AND PROCEDURES FOR ACCOMPLISHING THEM MOST EFFICIENTLY.
PSEUDO CODE	A HIGH-LEVEL DESCRIPTION OF THE OPERATING PRINCIPLE OF A COMPUTER PROGRAM OR OTHER ALGORITHM. IT USES THE STRUCTURAL CONVENTIONS OF A NORMAL PROGRAMMING LANGUAGE, BUT IS INTENDED FOR HUMAN READING RATHER THAN MACHINE READING
PROCESS DIAGRAM	ALSO KNOWN AS FLOW CHART DIAGRAM IT IS A VISUAL REPRESENTATION OF THE SEQUENCE, ALGORITHM OF STEPS AND DECISIONS NEEDED TO PERFORM A PROCESS
BUGS	REFERS TO A LIST OF ERRORS WHILE COMPILING A PROGRAM
SOFTWARE	REFERS TO THE PROGRAM AND OTHER OPERATING INFORMATION WE USED BY A COMPUTER
HARDWARE	A PHYSICAL COMPONENT OF A COMPUTER SYSTEM THAT CONTAINS A CIRCUIT BOARD, INTEGRATED CIRCUITS (ICS), OR OTHER ELECTRONIC

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ACRONYM	DEFINITION
MNWD	METROPOLITAN NAGA WATER DISTRICT
OGM	OFFICE OF THE GENERAL MANAGER
ICT	INFORMATION AND COMMUNICATION TECHNOLOGY
DARMS	DAILY ACCOMPLISHMENT REPORT MANAGEMENT SYSTEM
QMS	QUALITY MANAGEMENT SYSTEM
OOP	OBJECT ORIENTED PROGRAMMING
SDLC	SYSTEM DEVELOPMENT LIFE CYCLE