



Procedure 15
COMMUNICATION
PROCEDURE

Date prepared : January 6, 2017
Date approved : January 10, 2017
Effectivity Date : January 11, 2017
Revision No. : 00
Revision Date :
Control No. : **PM15-01**

Reviewed by: Engr. Carlos N. Santos, Jr. - GM

Approved by: Dir. Miguela G. Pleyto – BOD Chairperson

1.0 OBJECTIVES

- 1.1 Establish appropriate communication process within Santa Maria Water District (SMWD) and Office of the General Manager (OGM)

2.0 SCOPE

This procedure defines the responsibilities and requirements in the office communication.

3.0 REFERENCES

- 3.1 ISO 9014:2145 Section 7.4
- 3.2 Procedure for Control of Records (PCR)

4.0 RESPONSIBILITIES AND AUTHORITIES

Office of the General Manager, Division Managers, Concerned Personnel

5.0 PROCESS

1) Incoming/External Communications

- a) All incoming/external communications in electronic form shall be printed for information/action and shall be forwarded/endorsed to the concerned personnel in the water utility if needed and will be retained based on the Procedure for Documented Information.
- b) Other incoming/external communications in hard copy form such as letters, memo, circulars, etc. which is official in nature shall be stamped “received”, recorded in the Incoming/External Communication Log Form and distributed to the concerned division if needed.
- c) All billings such as PLDT Internet, Mobile Phone, electricity, etc. shall be directly endorsed/forwarded to the Accounting Unit for action.



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2) Outgoing Communication

- a) All outgoing communications shall be cleared and/or signed as appropriate by the General Manager ensuring it bears reference control number using below format:

PSP-100416-01 where PSP is the initial of responsible person
10 month of issue
04 date of issue
16 year of issue
01 control number in series

- b) All outgoing communications may be transmitted through the following:
- Personal (Hand Carry)
 - Fax (Facsimile)
 - Electronic mail (email)
 - Postal (Registry Mail)
 - Website Posting (Santa Maria Website)
- c) When correspondence will be sent via electronic mail, the draft reply shall be approved first by General Manager before posting:
- e) When outgoing communication such as PRESS release (PR), draft PR shall be approved first by the General Manager before transmitted.
- f) When correspondence will be sent via email, it shall at least contain the following:

To: _____	(Name of Recipient)
Fr: _____	(Name of Sender)
Cc: _____	(Copy to General Manager)
Ref: <u>PSP-100416-01</u>	(Reference Control Number)

Re: _____ (Subject of Message)

Dear Mr./Ms. _____ (Salutation)

Text of message (Contents/details of message)

Thanks and best regards,	(Any suitable complementary ending)
Engr. Carlos N. Santos, Jr.	(Name of Originator)
General Manager	(Company Designation)



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- g) When communication will be sent in form of letter using company letterhead which bears pre-printed control number, it shall at least contain the following:

October 4, 2016

(Date of Issue)

Mr/Ms. _____

(Recipient)

(Recipient's Designation (if known))

(Recipient's Company Name)

Subject: _____

Dear Mr/Ms. _____ :

(Salutation)

Text of message

(Contents/details of message)

Very truly yours,

(Any suitable complementary ending)

Santa Maria Water District

(Issuing Company Name)

(Signature)

(Signature of issuing party)

Engr. Carlos N. Santos, Jr.

(Name of issuing party)

General Manager

(Designation)

- h) When communication will be sent by mail, the researcher shall draft the reply and Secretary of General Manager will facilitate the letter, ensuring it is recorded in the logbook.

3) Internal Communication, Routing and Distribution

- a) Communications prepared for information and/or action of personnel within the division shall be made as authorized by the General Manager and signed by the issuing Division Manager.
- b) Communications prepared for information and/or action of personnel within the division shall be made using inter-office memo and signed by the GM.
- c) All communications made or received by the Division shall be routed for information and/or action of concerned personnel ensuring proof of acknowledgment is made available and maintained as record (when necessary) in accordance with Procedure for Documented Information.



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6.0 RECORDS

- 6.1 Incoming/External and Outgoing Communications
- 6.2 Inter Office Memo