

Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code:
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Document Title	CITIZEN'S CHARTER
Office/Department	LOON WATERWORKS SYSTEM



Vision: A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
Mission: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

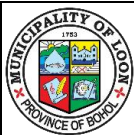
LOON WATERWORKS SYSTEM (ECONOMIC ENTERPRISE)

Frontline Service 1: Repair and Maintenance of Water Lines and other Service Connections

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Report leakage	▪ Interview client	3 min			Support Staff	LWS Office
2	▪ Wait	▪ Prepare service request form	3 min			Support Staff	LWS Office
3	▪ Pay service charge at MTO	▪ Wait for concessionaire	4 min	Request Form Official Receipt	P100/job	Sharon Yamas Support Staff	MTO LWS Office
4	▪ Wait	▪ Schedule for inspection ▪ Provide list of fittings/materials	1 day	None		Plumber Inspector	Address of client
5	▪ Prepare fittings/materials	▪ Act promptly on request	4 hr	Fittings/materials		Plumber	Address of client
			1 day, 4 hr, 10 min				

Frontline Service 2: Application for New Water Connection

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Request for water connection	▪ Interview applicant ▪ Provide request form for inspection	3 min			Support Staff	LWS Office
2	▪ Wait	▪ Schedule for inspection ▪ Provide list of requirements	2 days			Support Staff	Applicant's address



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	<ul style="list-style-type: none"> Submit requirements 	<ul style="list-style-type: none"> Accept requirements Prepare application form Conduct orientation 	20 min	<ul style="list-style-type: none"> a. Barangay Clearance with OR b. Community Tax Certificate c. Tax Clearance d. Photocopy of Land title/Tax declaration e. Affidavit of Consent - (if not the Land Owner) f. Deed of Sale g. Photocopy of Building Permit h. Photocopy of Plumbing permit i. Photocopy of Vicinity Map j. Certification from Punong Barangay 	Refer to Application form	Support Staff	LWS Office
				<ul style="list-style-type: none"> k. Certification from DSWD l. House Picture 			
4	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Recommend application for approval Provide list of fittings/materials to be purchased 	1 day	Application form		Support Staff	LWS Office
5	<ul style="list-style-type: none"> Pay fees at MTO 	<ul style="list-style-type: none"> Wait 	10 min	OR Application Form	Refer to Application form	Support Staff	MTO LWS Office
	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Recommend application for approval by Mayor 	1 day	Application form		E. Relampagos	Mayor's Office
6	<ul style="list-style-type: none"> Prepare fittings/materials 	<ul style="list-style-type: none"> Accept fittings/materials Install new water connection 	4 hr	Fittings/materials		Support Staff	LWS Office
			4 days, 4 hr, 33 min				

Frontline Service 3: Preparation of Plan of Works (POW) of Barangay Water System

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	<ul style="list-style-type: none"> Request for plan and POW 	<ul style="list-style-type: none"> Interview Punong Barangay 	30 min			J Requina	LWS Office



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2	▪ Wait	▪ Inspect site	1 day			J Requina	Barangay
3	▪ Wait	▪ Prepare plan and POW	10 days				LWS Office
4	▪ Wait	▪ Give Plan and POW to Punong Barangay	3 min			Support Staff	LWS Office
			11 days, 33 min				

Frontline Service 4: Repair of All Pipeline Damages

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Report damage (call or text damage) line	▪ Acknowledge report	1 min			Support Staff	LWS Office
2	▪ Wait	▪ Act promptly on the report	1 hr			Plumber	On site
			1 hr, 1 min				

Frontline Service 5: Issuance of Water Bill Clearance

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Express request	▪ Prepare water bill clearance ▪ Record on logbook	5 min	Official Receipt of latest bill		Support Staff	LWS Office
			5 min				

Frontline Service 6: Reconnection of Concessionaire's Water Connection

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LWS					
1	▪ Express intent	▪ Prepare reconnection form	3 min	OR of unpaid bills		Support Staff	LWS Office
2	▪ Pay reconnection fee at MTO	▪ Wait	10 min	OR	P100	Support Staff	MTO
3	▪ Wait	▪ Act promptly on request	4 hr	None		Plumber	Address of client
			17 min				