



Republic of the Philippines  
Province of Bohol  
MUNICIPALITY OF LOON



**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*

## CITIZEN'S CHARTER

### LOON WATERWORKS SYSTEM

Frontline Service1: **REPAIR AND MAINTENANCE OF WATER LINES AND OTHER SERVICE CONNECTION**

Step	Activity/Process		Duration	Requirement's	Fees	Person Responsible	Location
	Client	LWS Office					
1	Report for repair of leakage	Interview Client	3 min.	None	None	Support Staff	LWS Office
2	Wait	Prepare service request form	3 min.	None	None	Support Staff	LW Office
3	Pay service charge	Wait for concessioner to come back	4 min.	Request Form/Official Receipt	P100.00/job. Refer to Municipal Ordinance	Sharon Yamas Support Staff	MTO LWS Office
4	Wait	Schedule for inspection/Give list of fitting/materials	1 day	None	None	Plumber/Inspector	Address of the client
4	Prepare fitting/materials	Act promptly on request	4 hrs.	Fitting/materials	None	Plumber	Address of the client

Frontline Service2: **APPLICATION FOR NEW WATER CONNECTION**

Step	Activity/Process		Duration	Requirement's	Fees	Person Responsible	Location
	Client	LWS Office					
1	Request for water connection	Interview applicant/Provide application request for inspection	3 min.	None	None	Support Staff	LWS Office
2	Wait	Schedule for inspection/Give list of requirements	2 days	None	None	Support Staff	Applicant address
3	Submit requirements	Accept requirements/prepare application form/Conduct orientation	20 min.	<ul style="list-style-type: none"> <li>a. Barangay Clearance w/ receipt</li> <li>b. Cedula</li> <li>c. Tax Clearance</li> <li>d. Xerox Copy of Land title/Tax declaration</li> <li>e. Affidavit of Consent - (if not the Land Owner)</li> <li>f. Deed of Sale</li> <li>g. Xerox Copy of Building Permit</li> <li>h. Xerox Copy of Plumbing permit</li> <li>i. Xerox Copy Vicinity map</li> <li>j. Certification from Barangay Captain</li> <li>k. Certification from DSWD</li> <li>l. House Picture</li> </ul>	Refer to Application form	Support Staff	LWS Office
4	Wait	Recommend application for approval by Waterworks Superintendent/Give list of fittings/materials	1 day	Application form	None	Nonito E. Gucor, C.E.	LWS Office
5	Pay application fees	Wait for the applicant to come back	10 min.	Approved Application Form/official Receipt	Refer to Application form	Sharon Yamas Support Staff	MTO LWS Office
	Wait	Recommend application for approval by Municipal Mayor/Accept fittings/materials	1 day	Application form	None	Elvi Peter L. Relampagos	Mayors Office
6	Prepare fittings/materials	Install new water connection	4 hrs.	Fittings/materials	None	Support Staff	LWS Office

Frontline Service3: **PREPARATION OF PLAN AND P.O.W. OF BARANGAY WATER SYSTEM PROJECTS**

Step	Activity/Process		Duration	Requirement's	Fees	Person Responsible	Location
	Client	LWS Office					
1	Request for Plan and P.O.W.	Interview Barangay Captain	30 min.	None	None	Nonito E. Gucor, C.E Joseph Irwin Requina	LWS Office
2	Wait	Site Inspection	1 day	None	None	Nonito E. Gucor, C.E Joseph Irwin Requina	Address of Barangay
3	Wait	Prepare Plan and P.O.W.	10 days	None	None	Nonito E. Gucor, C.E.	LWS Office
4	Wait	Give to Brgy. Captain the Plan and P.O.W	3 mins	None	None	Nonito E. Gucor, C.E. Support Staff	LWS Office

Frontline Service4: **REPAIR ALL PIPELINE DAMAGE/S**

Step	Activity/Process		Duration	Requirement's	Fees	Person Responsible	Location
	Client	LWS Office					
1	Report/Call of text damage mainline or transmission line	Receive the report	1 min.	None	None	Support Staff	LWS Office
2	Wait	Act promptly on the report	1 hr	None	None	Plumber	Site Damage

Frontline Service5: **ISSUANCE OF WATER BILL CLEARANCE**

Step	Activity/Process		Duration	Requirement's	Fees	Person Responsible	Location
	Client	LWS Office					
1	Request for water bill clearance	Prepare water bill clearance and record in logbook	5 min.	Official Receipt of the latest bill	None	Support Staff	LWS Office

Frontline Service6: **RECONNECTION OF CONCESSIONERS**

Step	Activity/Process		Duration	Requirement's	Fees	Person Responsible	Location
	Client	LWS Office					
1	Request for reconnection	Prepare reconnection form	3 min.	Official Receipt of the unpaid bills	None	Support Staff	LWS Office
2	Payment for reconnection	Wait	10 mins.	Official Receipt	100.00	Sharon Yamas Support Staff	MTO LWS Office
3	Wait	Act promptly on request	4 hrs.	None	None	Plumber	Address of the requestor

**For complaints, comments and suggestions please contact:**

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