



LAGUNA WATER DISTRICT

CITIZEN'S CHARTER
2025 (1st Edition)

PREFATORY STATEMENT

Laguna Water District, formerly known as Los Baños Waterworks, became operational during the 1920s. It was recognized by the Sangguniang Bayan of Los Baños to function as an independent and separate office on January 10, 1977, thus renaming Los Baños Water District. The actual operation of Los Baños Water District began on February 11, 1977. After the annexation of the adjoining municipalities of Bay and Calauan, Laguna, Los Baños Water District was renamed Laguna Water District or LWD as we know it now.

LWD is now into Public-Private Partnership (PPP) and executed a joint venture agreement with the consortium of Equi-Parco Construction Company, TwinPeak Hydro Resources Corporation and MetroPac Water Investments Corporation resulting to the formation of a Joint Venture Corporation (JVC) between LWD and Equi-Pacific Holdco Inc., known as Laguna Water District Aquatech Resources Corporation (LARC).

Under the joint venture agreement, LWD now functions as Contract Monitoring Unit (CMU) effective January 1, 2016 and LARC is responsible in financing, rehabilitation, improvement, expansion, operation and maintenance of our water supply system. On April 19, 2024, the Manila Water Philippine Ventures (MWPV) signed a Share Purchase Agreement (SPA) to purchase 70% of the shares in Equipacific HoldCo Inc., the investment company that held 90% of the shares of LARC. By acquiring the majority stake in the parent firm, MWPV effectively took control of LARC's operations on July 1, 2024. The company officially announced the rebranding of LARC to Laguna Aquatech on March 2025. The LWD at present has a total of 20 personnel housed in its main office building in Brgy. Maahas, Los Banos, Laguna. It is currently classified as Category A water district, serving approximately 55,572 households as of September 30, 2025.



Headed by its General Manager, Engr. Joel M. Lapis and backed by distinguished personalities in the community for its Board of Directors, Laguna Water District believes in sustainable development as an organization and it takes responsibility along with other institutions and civil society to protect and conserve water resources within Laguna and the environment in general.

I. MANDATE

The general mandate of the Joint Venture Project is to attain the highest possible level of water supply service as feasible as possible for all the water consumers in the JV area. Specifically, LWD sets the service obligations and targets of the JVC and formulates policies so that JVC meets its service obligations and targets to ensure sustainable and balanced water supply that will meet the growing demand for the future.

II. VISION

To render the best service at the least cost that will sustain and support the never-ending process of growth and development in an environment-conscious organization.

III. MISSION

To provide efficient adequate safe and potable water to our constituents to operate, maintain, expand, and improve the service areas water system in a viable and business-like manner.

IV. PERFORMANCE/ SERVICE PLEDGE

Laguna Water District is a local water service provider whose commitment is to provide quality service that will enable us to offer our concessionaires with clean, safe and potable water 24 hours a day with a broad array of service with unparalleled advocacy. We are dedicated to treating you as our partners in achieving our goals. This commitment means, we shall:

Work with you hand and hand and treat you with respect, courtesy and utmost dedication;

Apply our experiences and multi-disciplinary expertise to fully address your needs with integrity;

Take time to listen to you and process feedbacks that will improve our service;

Ensure that our concessionaires are well informed of the policies, programs, activities and service through our various publications and media tools;

Respond immediately to your service request on a timely manner and provide service 24/7.

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LAGUNA WATER DISTRICT OFFICE
5524 Manila South Road, Brgy. Maahas, Los Banos, Laguna

EXTERNAL SERVICES

1. Complaints Handling

Office or Division:	Laguna Water District – Technical Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Account Details				
a. Account Name		Water Bill / Laguna Aquatech		
b. Account Number		Water Bill / Laguna Aquatech		
c. Address or nearby landmark		Client		
2. Contact Number		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to LWD complaints through phone calls, private messages, written letters or walk-in.	1.1 Attend to the walk-in/forwarded messages/phone d complain or request 1.2 Acquire checklist from the client and forward to the concerned unit 1.3 Prepare Service Request (SR) 1.4 Forward SR to Laguna Aquatech	None	15 Minutes	Service Request Personnel Ferdinand Opulencia Senior Water Maintenance Man B Nicah Joie A. Carlos Engineering Assistant A
TOTAL			0 hour 15 Minutes	
2. Await until complaint or request is acted upon	2.1 Assigned personnel will monitor with Laguna Aquatech the status of the complaint or request	None	No Water/ Low Pressure Simple -1 day Complex - 7 days Highly Technical - 20 days	
			Leaking pipes/ clogged meter or service lines Simple repair - 8 hrs Complex -16 hrs	

Office or Division:	Laguna Water District – Technical Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Account Details				
a. Account Name		Water Bill / Laguna Aquatech		
b. Account Number		Water Bill / Laguna Aquatech		
c. Address or nearby landmark		Client		
2. Contact Number		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Restoration Works - 8 hrs. Rehabilitation of meters or lines - 2 days	
	2.2 If the service is not acted upon at the agreed time, call or text the consumers & set a new schedule to address the complaint or request.			
TOTAL			0 hour 15 Minutes	

2. Request for Information and Queries

Office or Division:	LWD – Office of the General Manager			
Classification:	Simple to Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the General Manager		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the LWD office	1.1 Acknowledge and receive the letter request and endorse to the Office of the General Manager	None	5 Minutes	PACD Assigned Personnel Jay-r Makiling Water Maintenance Man B
	1.2 Acknowledge the letter and endorse it to the GM for action.	None	3 Minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
	1.3 Instruct a reply letter or delegate to the concerned unit	None	5 Minutes	OGM Engr. Joel M. Lapis General Manager
2. Wait within two (2) days for the feedback of the OGM		None	2 days	OGM Maria Angelian Patricia Lapis Private Secretary B
TOTAL			2 days and 13 minutes	

3. Request for Water Analysis

Office or Division:	LWD – Office of the General Manager			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the General Manager 2. Service Request/ Request for Water Analysis Form 3. Water Bill Office Receipt/ Water Sample acquired not more than 24 hours		1. Client 2. Technical Unit 3. Client or the area where the technical representative acquired the sample		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request and the water sample if readily available to the LWD office	1.1 Acknowledge and receive the letter request and endorse to the Office of the General Manager	None	5 Minutes	PACD Assigned Personnel Jay-r Makiling Water Maintenance Man B
	1.2 Acknowledge the letter and endorse it to the GM for action.	None	3 Minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
	1.3 Instruct a reply letter or delegate to the Technical unit	None	5 Minutes	OGM Engr. Joel M. Lapis General Manager
2. Wait within two (2) days for the feedback of the Technical Unit		None	2 days	Technical Unit Engr. Charles Bronson B. Olea Principal Engineer C
TOTAL			2 days and 13 minutes	

LAGUNA WATER DISTRICT OFFICE
5524 Manila South Road, Brgy. Maahas, Los Banos, Laguna

INTERNAL SERVICES

1. Certificate of Employment

Office or Division:	LWD Administrative – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pertinent information about the request.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the HR of the request. 2. Await until the requested documents have been signed/certified.	1. Acknowledge the request and process the requested document. 2. Endorse to the OGM to secure signature for confirmation	None	5 Minutes	HR Personnel Alice Peralta Industrial Relations Management Officer B
	3. Endorse the document to GM for signature.	None	3 Minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
TOTAL			8 minutes	

2. Service Record

Office or Division:	LWD Administrative – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pertinent information about the request.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the HR of the request. 2. Await until the requested documents have been signed/certified.	1. Acknowledge the request and process the requested document. 2. Endorse to the OGM to secure signature for confirmation	None	5 Minutes	HR Personnel Alice Peralta Industrial Relations Management Officer B
	3. Endorse the document to GM for signature.	None	3 Minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
TOTAL			8 minutes	

3. Leave Application

Office or Division:	LWD Administrative – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application – CSC Form No. 6 Medical Certificate for Sick leave incurred for more than 2 days		CSC Form template provided by the office Clinic or Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to HR the completely filled-out Application form with attached pertinent documents such as excuse letter, medical certificate or compensatory leave credits	1. Receive the application leave form for recording and posting to Leave Ledger Card. 2. Endorse to the Administrative section to secure signature for confirmation	None	5 Minutes	HR Personnel Alice Peralta Industrial Relations Management Officer B
	3. Endorse the document to OGM for signature.	None	3 Minutes	Administrative Section Lalaine Jimenez Senior Engineer A
	4. Endorse the document to GM for approval.	None	3 Minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
TOTAL			11 minutes	

4. Travel Per Diem Documents

Office or Division:		LWD Administrative – Finance Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Request and Travel Order Certification of Travel Completed Itinerary of Travel Travel Report Certificate of Appearance Trip Ticket		Travel documents provided by the office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Admin – Finance Section the completely filled-out Travel document forms.	1. Receive the travel documents for completeness check and recommending approval. 2. Endorse the travel documents to the Accounting Personnel for recording and amount checking.	None	5 Minutes	Admin Finance Lalaine Jimenez Senior Engineer A Accounting Unit Khrishshyn Arquiza Senior Accounting Processor B
	3. Endorse the document to the Administrative Section for signature.	None	3 Minutes	Administrative Section Lalaine Jimenez Senior Engineer A
	4. Endorse the document to GM for approval.	None	3 Minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
TOTAL			11 minutes	

5. 201 Records/Personal Data Information

Office or Division:	LWD Administrative – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pertinent information about the request.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the HR of the request. 2. Await until the requested documents have been signed/certified.	1. Acknowledge the request and process the requested document. 2. Endorse to the OGM to secure signature for confirmation	None	5 Minutes	HR Personnel Alice Peralta Industrial Relations Management Officer B
	3. Endorse the document to GM for signature.	None	3 Minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
TOTAL			8 minutes	

6. Clearance

Office or Division:	LWD Administrative – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		HR Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the HR Section to secure Clearance Form	1. Issue Clearance Form – CS Form No. 7 Revised 2018 2. Endorse to the various signatories of the Clearance Form to secure signature for confirmation	None	1 day	HR Personnel Alice Peralta Industrial Relations Management Officer B
	3. Endorse the document to GM for final approval of clearance.	None	3 Minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
2. Return the approved and completely signed Clearance Form 3. Await until the acceptance letter has been signed/certified.	4. Attach the approved Clearance Form for preparation of the acceptance letter signed by the General Manager 5. HR provide copy of the signed documents to the employee	None	1 day	HR Personnel Alice Peralta Industrial Relations Management Officer B
TOTAL			2 days and 3 minutes	

7. Monetization

Office or Division:	LWD Administrative – HR and Finance Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All permanent and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Monetization Form Application for Leave Form		HR Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding their leave balance (Employees should have at least 5 number of leave credits remaining after applying the requested monetization)	1. Accommodate queries of the employee by checking his/her leave credits balance. 2. Issue monetization and leave form to be filled out by the employee	None	5 minutes	HR Personnel Alice Peralta Industrial Relations Management Officer B
2. Accomplish and submit signed monetization and leave form with attached letter if the monetization is more than 30 days.	3. Endorse the document to GM for approval. (For Board's approval if the monetization is more than 30 days)	None	1 day	OGM Maria Angelian Patricia Lapis Private Secretary B
	4. Endorse to the Admin and finance for voucher preparation and recommending approval	None	1 day	Admin & Finance Khrishshyn Arquiza Senior Accounting Processor B Lalaine Jimenez Senior Engineer A
	5. Endorse the document to GM for final approval.		5 minutes	OGM Maria Angelian Patricia Lapis Private Secretary B
TOTAL			2 days and 10 minutes	

VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>The client may answer the feedback form and drop it at the designated drop box on the Public Assistance and Complaint Desk or call</p> <p>Contact info: (049) 0661 or email ogm@laguna-water.com</p>
How feedbacks are processed?	<p>Every Friday, the Human Resource (HR) Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers is forwarded to the concerned unit and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: (049) 536-0661 or email ogm@laguna-water.com</p>
How to file a complaint?	<p>The client may go to Public Assistance and Complaint Desk to inform them the complaint/request through signing a Service Request Form.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evidence</p> <p>For inquiries and follow-ups, clients may contact the telephone number: (049) 536-0661 or email ogm@laguna-water.com</p>
How complaints are processed?	<p>The HR Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward</p>

	<p>the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: (049) 536-0661 or email ogm@laguna-water.com</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: 8478 5093 complaints@arta.gov.ph</p> <p>PCC: 8888 pcc@malacañang.gov.ph</p> <p>CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph</p>

VII. OFFICE CONTACT INFORMATION

CONTACT DETAILS	(049) 536-0661 ogm@laguna-water.com www.laguna-water.com
OFFICE LOCATION	Laguna Water District Main Building 5524 Manila South Road, Brgy Maahas, Los Baños, Laguna, 4030
OFFICE HOURS	Monday to Friday, except holidays 8:00 AM to 5:00 PM No noon break