



Republika ng Pilipinas
Department of Agriculture

Pambansang Pangasiwaan ng Patubig
(NATIONAL IRRIGATION ADMINISTRATION)
Lungsod ng Quezon

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MC No. 29 S 2009

MEMORANDUM CIRCULAR

To : **THE ACTING SR. DEPUTY ADMINISTRATOR,
DEPUTY ADMINISTRATORS, DEPARTMENT
MANAGERS, CO-BASED PROJECT MANAGERS,
REGIONAL/OPERATIONS/PROJECT
MANAGERS, AND ALL OTHERS CONCERNED**
This Agency

SUBJECT : ANTI-RED TAPE PROJECTS AND PROGRAMS

Civil Service Commission MC No. 18 S 2009 reiterates the implementation of Republic Act No. 9425 (Anti-Red Tape Act or ARTA of 2007). To comply and achieve the set goals, General Appropriations Act for CY 2009 mandates all government agencies to, "allot at least one-half of one percent (1/2 of 1 %) of their total FY 2009 MOOE to implement ARTA related programs and projects".

In compliance with these directives, you are hereby instructed to initiate and undertake the following activities, but not limited to:

1. **Establishment/set-up complaints and assistance desks** at the regional and field offices. Complaints received should be acted upon with dispatch furnishing the complainant copy of the action taken thereof. For complaints beyond the capacity of the regional office to resolve after exhausting all possible legal means, shall be forwarded to NIA, Central Office for appropriate action.

At the NIA-Central Office, the Public Affairs and Information Staff (PAIS) shall establish/set-up complaints and assistance desk in location accessible to the public.

2. **Establishment of feedback mechanism to create awareness on the sentiments and level of satisfaction of NIA services provided to its clientele.** Some of the suggested feedback mechanisms are;

- a. Putting up of suggestion boxes within the vicinity of the irrigation system and/or in areas most frequented by farmers served by an irrigation system, be it national or communal.
 - b. Attending IA meetings/conferences.
 - c. Conducting NIA-IA Dialogue carried out through the Systems Management Conferences, IA Trainings, Seminars, Irrigation Forum, IA Congress, to name a few..
 - d. Attending Sangguniang Panlalawigan/Bayan sessions, whenever invited.
3. **Provision for Hotline** where the clients can have direct access to NIA officials. A Point Person shall be assigned to perform this task. All information received thru the Hotline shall be recorded in a logbook. At the end of the week, a summary of entries shall be submitted to the Administrator/Regional/Operations/Project Manager for his information and appropriate action. For issues needing immediate attention, the Point Person shall inform concerned official immediately upon receipt of the issue/complaint.
4. One of the suggested activities by the CSC is the conduct of a **quarterly People's Day**. However, related activity is already being undertaken by the NIA in the likes of Irrigation Forum and Farmers' Congress held every year. To implement this suggestion, said forum and congress may be held in every province at least two times a year and/or where the regional/field office may find convenient and practical.
- On the part of the NIA-Central Office, the Employees Forum shall be conducted at least once in two (2) months and/or whenever there is a need to hold such fora. A committee to be created for this purpose shall spearhead this activity.
5. Finalization and launching of the activities for Citizens' Charter. Please be reminded that each office was requested to prepare its own Citizens' Charter during the Workshop on Strengthen the Roles of NIA Ombudsman in Corruption Prevention conducted in May 5-6, 2009 at NIA-Central Office, a copy of which shall be submitted to the Central Office, attn.: Administrative Department.
6. Distribution of flyers and posters of ARTA. These campaign materials could be sourced out from the Office of the Ombudsman.

Section 1, Rule IV of the IRR of RA 9485 provided for Citizen's Charter, which shall include the Vision, Mission and Objectives (VMO) of the government office or agency. Hence, all offices shall print and display the VMO of the agency.

VISION:

For the Irrigation Sector – Nationwide existence of efficient irrigation systems –

- That are environmentally sound and socially acceptable.
- Located in strategic agricultural areas.
- Capably managed by viable and dynamic Irrigators' Associations.
- Profitably producing good quality rice and diversified crops.
- Progressively improving the welfare of the farm families, the rural communities.
- Sustainably supporting the Food Production Program of the government.

For the NIA –

- Transformed into financially independent organization.
- With its employees enjoying compensation and benefits comparable with other service-oriented government corporations.
- Attaining back its prominence as a leader in irrigation management in the Asian region.
- Attaining excellence as a well managed government corporation.

MISSION:

Development and management of water resources for irrigation and provision of necessary services on a sustainable basis consistent with the agricultural development program of the government.

OBJECTIVES:

- To develop and maintain irrigation systems in support of the agricultural development program of the government.
- To provide adequate level of irrigation service on a sustainable basis in partnership with the farmers and the local government units (LGU).
- To provide technical assistance to institutions in the development of water resources for irrigation.
- To support economic and social growth in the rural areas thru irrigation development and management.
- To improve and sustain the operation of NIA as a viable corporation and service-oriented agency.

To monitor compliance to these directives at the regional/field level, the Regional Office is hereby directed to submit a **quarterly status report** on the implementation of ARTA related programs and projects to the **Administrative Department** copy furnished the **Public Affairs and Information Staff**.

Compliance hereof is enjoined.

CARLOS S. SALAZAR
Administrator

6 July 2009