



Republika ng Pilipinas  
**Hambansang Pangasiwaan ng Patubig**  
(NATIONAL IRRIGATION ADMINISTRATION)  
Lungsod ng Quezon

OFFICE ADDRESS: NATIONAL GOVERNMENT CENTER  
E. DE LOS SANTOS AVENUE  
QUEZON CITY PHILIPPINES

TELEPHONE NOS.: 929-6071 TO 78  
TELEFAX NO.: 926-2846  
TIN: 000-916-415

OUR REFERENCE:

MC No. 39, Series of 2009

## MEMORANDUM CIRCULAR

**TO : THE SENIOR DEPUTY ADMINISTRATOR, DEPUTY ADMINISTRATORS, DEPARTMENT/REGIONAL/OPERATIONS/ PROJECT MANAGERS, PROVINCIAL IRRIGATION MANAGEMENT OFFICERS AND ALL OTHERS CONCERNED**

**SUBJECT : CITIZENS' CHARTER OF THE NATIONAL IRRIGATION ADMINISTRATION**

Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, mandates all government agencies to set up their respective service standards to be called Citizens' Charter (CC) to guide the public in transacting business with a particular government office.

Pursuant thereto, the following frontline services shall form part of the NIA Citizens' Charter:

1. Request for Water Delivery by Farmers;
2. Payment of Irrigators Association (IA) Share/Incentive;
3. Irrigation Service Fee (ISF) collection;
4. Request for Minor Rehabilitation/Restoration of existing irrigation systems; and,
5. Filing of Complaint against NIA employees at the NIA-Central Office Committee on Discipline (COD);

All NIA office is hereby directed to post, within five (5) days from receipt of this Circular, the foregoing frontline services as well as the detailed procedures and requirements of its availment by the general public, including the Mission, Vision and Objectives of the Agency (attached), in conspicuous places within its premises. The same may be printed in tarpaulin or in any material of appropriate sizes.

In addition, the Corporate Planning Staff shall post the NIA Citizen's Charter in the NIA website within five (5) days from the issuance of this Circular.

All concerned heads/chiefs of NIA offices shall submit a compliance report with corresponding photos not later than September 15, 2009 to the Deputy Administrator for Administrative and Financial Management, Attention: Manager, Administrative Department.

For strict compliance.

**CARLOS S. SALAZAR**  
Administrator

26 August, 2009

## **VISION**

### **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;  
and sustainably supporting the Food Production Program of the  
Government

### **And NIA -**

transformed into a financially independent organization  
that operates at its full potential  
with its employees enjoying compensation and benefits  
comparable with other service-oriented government  
corporations  
attaining its prominence as a leader in irrigation management in the  
Asian region  
and 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

## VISION

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

- That are environment-friendly, sound and socially acceptable
- Located in strategic agricultural areas
- Capably managed by viable and dynamic Irrigators' Associations
- Profitably producing good variety of rice and other diversified crops
- Progressively improving the welfare of the farm families in rural communities
- Supporting sustainable Food Production Program of the government

### For the NIA

- Transform <sup>a</sup> into financially independent organization
- With its employees enjoying compensation and benefits comparable with other service-oriented government corporations
- Regain its prominence as a leader in irrigation management in the Asian region
- Achieve 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 area <sup>s</sup> thru irrigation development and management
- To improve and sustain the operation of NIA as a viable corporation and service-oriented agency

- ① Welcome to  
NIA's Citizens Charter
- ② How can we help you?
- ③ Search/ query

# FRONTLINE SERVICES, REQUIREMENTS AND PROCEDURES OFFERED BY NIA

SCHEDULE OF AVAILABILITY OF SERVICE : Monday – Friday  
8:00AM - 5:00PM

Frontline SVC: -

Reqs: -

Frontline Services	Requirements	Step	Applicant/client	Service Provider	Duration of activity (under normal condition)	FEES	Responsible person
1. Request for Water Delivery	1. Request for Water Delivery 2. Official receipt as evidence of Current Billing	1	Submit request (noted by IA president) for water delivery	Receives and records request: A) If w/o pending accounts, endorses to Chief of Office for approval (proceed to Step 4) B) If with pending accounts, advises client to pay accounts	15 minutes 15 minutes		WRFT WRFT
		2	Pays pending account to NIA Cashier	Process payment and issue Official receipt	5 minutes		Cashier/deputized collector
		3	Submits O.R. to billing clerk	Receives and endorses request to Irrigation Superintendent/Authorized rep. for approval	5 minutes		Billing clerk
		4		Approves request for water delivery	5 minutes		IS/authorized representative
		5	Receives request for water delivery	Advises WRFT to release water to concerned IA/farmer	5 minutes		Is/authorized representative
		6		Releases water to concerned IA/farmer	10 minutes		WRFT
		7	Acknowledge water delivery service	Checks water delivery to the farmer's field	1 hr ( within 1 km from headgate		WRFT

Frontline Services	Requirements	Step	Applicant/client	Service Provider	Duration of activity (under normal condition)	<del>FEES</del>	Responsible person
2. PAYMENT OF IA SHARE/INCENTIVE  (for IAs under Type II,SSM, Stage II Turn-over)	1. IA request  2. IA Remittance List  3. IA collection Report	1	IA's submit request for payment of IA share/incentive	Receives & records request & forward same to WRFTs	5 minutes		Receiving /Records Clerk
		2	Advice to wait if documents are complete/correct or not.	Review/evaluate request as to completeness of supporting papers. If found complete advise client to come back after 5 working days, If incomplete, advice client to complete supporting documents & submit same ASAP	1 hour		WRFT
		3		Reviews documents as to mathematical computations per MCs/policies	2 hours		WRFT
		4		Forward to RIO for RIM's action and endorses to Field Office acted request	5 working days		WRFT/IS/Clerk
		5		Receives acted request	2 minutes		Clerk
		6		Prepare & obligates Disbursement Voucher for payment	30 minutes		Accounting Processor
		7		Approved voucher	5 min		Chief of Office
		8	After 6 working days, returns to claim payment; issues IA O.R.	Releases check and receives IA O.R. evidence of payment	10 minutes		NIA Cashier

		9		Records payment in Cash Book	10 minutes		NIA Cashier
Frontline Services	Requirements	Step	Applicant/client	Service Provider	Duration of activity (under normal condition)	FEES	Responsible person
3. Irrigation Service Collection  a)Paid to NIA cashier at the office	1. Water Bill  2. Statement of Account						
		1	Present Bill of account	Receives Bill/ Statement of Acct	2 minutes		Cashier
		2		Checks & Verifies Account Name and Account No.	5 minutes		Billing Clerk
		3	Pays to Bill Collector	Processes payment and issues Official Receipt, applying payment as back or current or both	10 minutes		NIA cashier
		4	Waits Cashier to release the O.R.	Release Official Receipt to client	30 seconds		NIA cashier
		5	Receives original O.R.	Stamped PAID statement of Account.	5 minutes		NIA Cashier
		6		Cashier prepares report of collection and deposits same to NIA Cashier	5 minutes		Cashier
		7			5 minutes		NIA Cashier
		8		Billing Clerks posts payment in Irrigation Fee Registry	5 minutes		Billing Clerk

Frontline Services	Requirements	Step	Applicant/client	Service Provider	Duration of activity Duration (normal condition)	FEES	Responsible person
3. Irrigation Service Fee Collection  b)Paid to NIA Collector/ WRFT in the Field	3. Water Bill Statement of Account	1	Presents Bill/Statement of Account	Receives Bill/Statement of Acct	2 minutes		WRFT/Irrig.
		2		Checks & Verifies Account Name and Account No.	5 minutes		WRFT
		3	Pays to Bill Collector/ WRFT	Processes payment and issues Official Receipts, applying payment as back or current account or both.	10 minutes		WRFT/NIA Cashier
		4	Waits for Bill Collector to release the O.R.	Releases Official Receipt to client	2 minutes		WRFT/NIA Cashier
		5	Receives original O.R.	Stamped PAID the Statement of Account.	5 minutes		NIA Cashier/WRFT
		6		WRFT renders report of collection and remits same to NIA Cashier	5 minutes		WRFT
		7		NIA Cashier acknowledges receipts by signing Remittance Form and keeps collection inside vault.	5 minutes		NIA Cashier
		8		Billing Clerks posts payment in Irrigation Fee Registry	5 minutes		Billing Clerks

FRONT LINE SERVICE	Requirement	Step	Applicant/client	Service Provider	Duration of activity Duration (normal condition)	Fees	Responsible person
4. Request for minor Rehabilitation /Restoration of existing Irrigation Systems	1. IA Resolution  2. If with funding counterpart from LGU,LGU endorsement ,LGU Board Resolution, LGU Certificate of Fund Availability	1	Submits letter request/IA Resolution	Receives and records letter request and forward to RIM/technical personnel	10 minutes		Receiving Clerk
		2	Accompanies/Guides NIA Technical staff in inspection of facilities	Conducts ocular inspection with IA members of irrigation facilities for rehab	1 day		PIO, Planning Engr., Survey personnel
		3		Prepares indicative POW for fund sourcing	1 to 3 days		PIO, Planning Engr.,
		4		Submits project listing to RIO for fund sourcing	2 days		PIO, Planning Engr., Admin. Clerk
		NOTE: FOR PROJECTS WITH FUNDING, PROCEED TO STEP 5 ONWARDS					
		5		Conducts survey on existing irrigation facilities for repair/rehab	5 days		Planning Engineer, Survey personnel,
		6		Plots survey	2 to 5 days		Plotting personnel
		7		Design minor irrigation facilities	2 to 5 days		Fld. Off Design Engr.
		8		Submits plans and design to RIO for review and approval	1 days		Fld. Off Design Engr/PIO/RIO Design Engr.
		9		Approves plans and design for preparation of final POW at field office	15 minutes		RIM
		10		Release documents to PIO	10 minutes		Admin Clerk
		11		Prepares Final POW	2 to 5 days		Construction Engr.
		12	Convene BAC and conduct bidding	Prepares Memorandum of Agreement	3 hours		NIA/ IA/ Contractor
		13	Attend Pre- Construction Conference and sign Memorandum of Agreement	Conduct & attend Pre-Con Conference and ratify Memorandum of Agreement	1 day		PIO, Asst PIO,IDO,IA NIA IDO
		14	Participate on construction activities (IA Counterpart)	Mobilize construction works	2 to 6 months		NIA/IA Contractor
		15	Attend and sign documents for Project Turn Over	Turn Over completed facilities to LGU and IA	1 day		NIA/IA BOD/ LGU



**FILING OF COMPLAINT AT NIA- CENTRAL OFFICE COMMITTEE ON DISCIPLINE (COD)**

Step	Activity/Action to be undertaken	Duration of Activity	Person Responsible	Office Responsible
1	Filing of complaint. (Sec. 1, Rule IV, MC No. 27, S. 2005)		A complaint maybe filed by any of the following persons, to wit: a.) Any NIA official or employee; b.) Any private individual; or c.) Proper disciplining authority.	The complaint maybe filed to the: a.) Office of the administrator; or b.) Committee on Discipline c/o the Chairman
2	Action on the Complaint - If the complaint is substantial as required under Section 2, MC 27 S. 2005, notify and require the person complained of to submit a comment under oath within 3 days from receipt of said notice. (Sec. 3, Rule IV, MC No. 27, S. 2005)	2 days from receipt of the complaint	The Secretary of COD-CO shall determine if the complaint is in complete form. If not, he will draft resolution to dismiss the complaint. If yes, it will be the subject of COD meeting (frequency: monthly). The COD Chairman shall thereafter, assign the cases to the COD Divisions created under NIA MC No. 8 S. 2004.	
3	Conduct of Preliminary Investigation (Sec. 1, Rule V, MC No. 27, S. 2005 )	5 days from receipt of the complaint and shall be terminated within 15 days thereafter	The Committee en banc or the concerned COD division	
4	Issuance of Formal Charge – After finding a prima facie case, the disciplining authority shall formally charged the person complained of. (Sec. 4, Rule V, MC No. 27, S. 2005)	2 days from the preparation of report as a result of the preliminary investigation	The Committee en banc or the concerned COD division	
5	Conduct of Formal Investigation (Sec. 5, Rule V, MC No. 27, S. 2005)	Not earlier than 5 days nor later than 10 days from receipt of the respondent's Answer to the Formal Charge. Said investigation shall be finished within 30 days from the issuance of the formal charge or the receipt of the answer unless the Committee in meritorious cases	The Committee en banc or the concerned COD division	

		extends the period.		
6	Conduct of Pre-Hearing Conference (Sec. 6, Rule V, MC No. 27, S. 2005)	At the commencement of the formal investigation, the hearing Officer may conduct a pre-hearing conference.	Hearing Officer and members of the Committee en banc or the COD Division concerned	
7	Continuous Hearing until terminated (Sec. 7, Rule V, MC No. 27, S. 2005)	Hearings shall be conducted on the hearing dates set or as agreed upon by the parties concerned during the pre-hearing conference.	Hearing Officer and members of the Committee en banc or the COD Division concerned	
8	Decision after Formal Investigation (Sec. 18, Rule V, MC No. 27, S. 2005)	Within 15 days after the conclusion of the formal investigation	Hearing Officer and member of the Committee en banc or the COD Division concerned	
9	When a case is decided. A case is decided when the administrator approves the same. (Sec. 19, Rule V, MC No. 27, S. 2005)	Within 30 days from receipt of the decision.	Administrator	Office of the Administrator
10	Filing of Motion for Reconsideration (MR). Only one MR shall be filed. (Sec. 1, Rule IV, MC No. 27, S. 2005)	15 days from receipt of the decision.	Aggrieved party.	
11	Decision for MR.	10 days from receipt of the MR.	Committee en banc or the COD Division concerned; to approved by the Administrator.	Office of the Administrator
12	Filing of Appeals. Parties may appeal the decision of the Administrator imposing a penalty exceeding 30 days suspension or fine in an amount exceeding 30 days salary to the proper authorities as prescribed by law in the administrative cases. The appeal shall be	15 days from receipt of the decision (see Uniform rules on Administrative Cases in the Civil Service)	Appellate Court, tribunal or body as the case maybe.	Office of the appellate court, tribunal or body as the case maybe.

	governed by the rules of the appellate court, tribunal or body as the case maybe. (Sec. 6, Rule VI, MC No. 27, S. 2005).			
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