

FRONTLINE SERVICES, REQUIREMENTS and PROCEDURES OFFERED BY NIA

Schedule of Availability of Service

Monday to Friday
8:00 AM - 5:00 PM

Memorandum Circular No. 39 Series of 2009

Signed : August 26, 2009

Revised : December 15, 2015

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 3. List of Irrigated and Planted Area(LIPA) 4. Parcellary Map 5. IA Operations and Maintenance Plan	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	N/A	WRFO	
						15 minutes		SWRFT
		2.	Pays pending account for NIA Cashier	Process payments and issue Official receipt	5 minutes		Cashier / deputized collector	
		3.	Submits O.R. to billing clerk	Receives and endorses request to Irrigation Superintendent / Authorized representative for approval	5 minutes		IS / authorized representative	
		4.		Approves request for water delivery	5 minutes		IS / authorized representative	
		5.	Receives request for water delivery	Advises SWRFT to release water to concerned IA / farmer				
		6.		Release water to concerned IA / farmer	10 minutes		SWRFT/WRFO	
		7.	Acknowledge water delivery service	Checks water delivery to the farmers's field	1 hr (within 1 km from headgate)		SWRFT/WRFO	
2. PAYMENT OF IA SHARE / INCENTIVE IMT Model 2 Contract	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 SWRFT's	5 minutes	N/A	Receiving / Record 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		SWRFT	
		3.		Review documents as to mathematical computations per MCs / policies	2 hours		SWRFT	
		4.		Forward to RO for RIM's action and endorses to Field Office acted request	5 working days		SWRFT/IS/Clerk	
		5.		Receives acted request	2 minutes		Clerk	
		6.		Prepares & obligates Disbursement Voucher for payment	30 minutes		Sr. Accounting Processor	
		7.		Approved voucher	5 minutes		Chief of Office	
		8.	After 6 working days, returns to claim payment ; issues IA Official Receipt	Release check and receives IA O.R. evidence of payment	10 minutes		NIA Cashier	

Frontline Services	Requirements	Step	Applicant / client	Service Provider	Duration of activity (under normal	Fees	Responsible	
3. IRRIGATION SERVICE COLLECTION Paid to NIA cashier at the office	1. ISF Bill	1.	Present Bill of account	Receives Bill / Statement of Account	2 minutes	Dry: 2,550/ha Wet: 1,700/ha	Cashier/Collection Officer	
	2. Statement of Account	2.		Checks & Verifies Account Name and Account No./Lot. 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		NIA Cashier	
		7.		Billing Clerks posts payment in Irrigation Fee Registry	5 minutes		Billing Clerk	
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 & records request & forward to RIM / technical personnel	10 minutes	N/A	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		IMO Manager, Planning Engr. Survey Personnel	
		3.		Prepares indicative POW for fund sourcing	1 to 3 days		IMO, Planning Engr.	
		4.		Submits project on listing on RO for fund sourcing.	2 days		IMO, 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		Field Office Design Engineer	
		8.		Submits plans and design to RO for review and approval	1 day		Field Office Design Engineer IMO / RIO Design Engineer	
		9.		Approves plans and design for preparation of final POW at field office	15 minutes		RIM	
		10.		Release documents to IMO	10 minutes		Admin Clerk	
		11.		Prepares Final POW	2 to 5 days		Principal Engr. - Engineering Section	
		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 - Construction Conference and ratify Memorandum of Agreement	1 hour		IMO Manager/Principal Engr. A, IDO, IA, NIA	
		14.	Participate of 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	1 day		NIA/IA BOD / LGU		

FILING OF COMPLAINT AT NIA - REGIONAL 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 Regional Manager , 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 with in 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).	
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	
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	2 days from the preparation of report as a result of the preliminary	The Committee en banc	
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 meritorius cases extends the period.	The Committee en banc	
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	
7	Continuous Hearing until terminated (Sec. 7, Rule V, MC No. 27, S, 2005.	Hearing 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	
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 members of the Committee en banc	
9	RM Recommendation to be forwarded to Central Office	Within 15 days after the COD Decision thru Resolution	Regional Manager	Office of the Regional Manager
10	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
11	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	
12	Decision for MR.	10 days from receipt of the MR.	Committee en banc to approved by the Administrator	Office of the Administrator
13	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 governed by the rules of the	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