



NATIONAL IRRIGATION ADMINISTRATION
FRONTLINE SERVICES, REQUIREMENTS AND PROCEDURES

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.	Submit O.R. to Billing Clerk.	Receives and endorses request to Irrigation Superintendent / authorized representative 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	Check water delivery to farmer's field.	1hr. (within 1km from headgate)		WRFT
2. Payment of IA Share Incentive * For IAs under Type II, SSM, Stage II Turn-over	1. IA Request 2. Remittance 3. IA Collection Report	1.	IAs submit request for payment of IA share / incentive.	Receives & records request and forward same to WRFTs.	5 minutes		Receiving Releasing Clerk
		2.	Advice to wait if document 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, advise client to complete supporting documents and submit the same ASAP.	1 hour		WRFT
		3.		Review documents as to mathematical computations per MCs / policies.	2 hours		
		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 and obligates disbursement voucher for payment.	30 minutes		Accounting Processor
		7.		Approved voucher.	5 minutes		Chief of Office
		8.	After 6 working days, returns to claim payment; Issue IA OR.	Releases check and receives IA OR evidence of payment.	10 minutes		NIA Cashier
3. Irrigation Service Fee (ISF) Collection ** A..Paid to NIA Cashier	1. Water Bill 2. Statement of Account	1.	Presents Bill of Account	Receives Bill / Statement of Account	2 minutes		Cashier
		2.		Checks and verifies account name and account number.	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	P2,550 per hectare	NIA Cashier
		4.	Waits Cashier to release the OR	Releases official receipt to client.	5 minutes	***	NIA Cashier

at the office.							
		5.	Receives original OR	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.		NIA Cashier acknowledges receipts by signing Remittance Form and keeps collection inside the vault.	5 minutes		NIA Cashier
		8.		Billing Clerk posts payment in Irrigation Fee registry.	5 minutes		Billing Clerk
3. Irrigation Service Fee (ISF) Collection ** B. Paid to NIA Collector / WRFT in the Field	1. Water Bill 2. Statement of Account	1.	Presents Bill of Account	Receives Bill / Statement of Account.	2 minutes		WRFT
		2.		Checks and verifies account name and account number	5 minutes		WRFT
		3.	Pays to Bill Collector / WRFT	Processes payment and issues official receipt, applying payment as back or current or both.	10 minutes	P2,550 per hectare	WRFT
		4.	Waits for Bill Collector to release OR	Releases Official Receipt to client.	2 minutes	***	WRFT
		5.	Receives original OR	Stamped PAID the statement of account.	5 minutes		WRFT
		6.		WRFT renders report of collection and remits the same to the cashier.	5 minutes		WRFT
		7.		NIA Cashier acknowledges receipts by signing Remittance Form and keeps collection inside the vault.	5 minutes		NIA Cashier
		8.		Billing Clerk posts payment in the Irrigation Fee registry.	5 minutes		Billing Clerk
4. Request for Minor Rehab / Restoration of existing Irrigation System	1. IA Resolution 2. If with funding counterpart from LGU, LGU endorsement, LGU Board Resolution and 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 rehabilitation.	1 day		PIO, Planning Eng'r., Survey Personnel
		3.		Prepares indicative POW for fund sourcing.	1-3 days		PIO, Planning Eng'r.
		4.		Submits project listing to RIO for fund sourcing	2 days		PIO, Planning Eng'r., Admin. Clerk
		NOTE: For projects with funding, proceed to Step 5 onwards.					
		5.		Conducts survey on existing irrigation facilities for repair / rehabilitation.	5 days		Planning Eng'r., Survey Personnel
		6.		Plots survey on existing irrigation facilities for repair / rehab.	2-5 days		Plotting Personnel
		7.		Design minor irrigation facilities.	2-5 days		Fld. Off., Design Eng'r.
		8.		Submits plans and design to RIO for review and approval.	1 day		Fld. Off. Design Eng'r., PIO, RIO Design Eng'r.
		9.		Approves plans and design for preparation of final POW at the field office.	15 minutes		RIM
		10.		Release documents to PIO.	10 minutes		Admin, Clerk
		11.		Prepares Final POW	2-5 days		Const. Eng'r.
		12.	Convene BAC and conduct bidding	Prepares Memorandum of Agreement (MOA)	3 hours		NIA, IA, Contractors
			Attend				

		13.	preconstruction conference and sign MOA	Conducts and attend preconstruction conference and ratify MOA.	1 day		PIO, Asst. PIO, IDO, IA
		14.	Participate on construction activities (IA counterpart)	Mobilize construction works.	2-6 months		NIA, IA, Contractors
		15.	Attend and sign documents for project turn-over	Turnover completed facilities to LGU and IA.	1 day		NIA, IA, BOD, LGU

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Based on Model 1 Contract: Scale of 0% to 15% of the total ISF Collection from 70% to 100% Collection Efficiency.
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ISF is computed by the formula : 150 kilos / Hectare / Cropping X Government Prevailing Price.
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Given the price of palay is at P17.00/kilo

FILING OF COMPLAINT AT THE NIA-CENTRAL OFFICE COMMITTEE ON DISCIPLINE				
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 disciplinary authority	The complaint maybe filed to the: A.Office of the Administrator B .Committee on Discipline % 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 the said notice (Sec. 3, Rule IV, MC No. 27, S.2005).	2 days from receipt of the complaint.	The secretary pf CPD-CO shall determine of the complaint is in complete form. If not, he will draft a resolution to dismiss the complaint. If yes, it will be the subject of COD meeting (Freq.: Monthly). The COD Chairman shall thereafter, assign the cases to the COD Division 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 prima facie case, the disciplinary authority shall formally charge the person complained of (Section 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.	
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.	Continues 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 members 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.	Aggrieved party.	Office of the Administrator
10.	Filing of Motion for Reconsideration. 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 Motion for Reconsideration	10 days from the receipt of the Motion for Reconsideration.	Committee en banc or the COD Division concerned; to be approved by the Administrator.	Office of the Administrator
12.	Filing of Appeals. Parties may appeal the decision of the Administrator imposing a 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 appellate court, tribunal or body as the case maybe. (Sec. 6 Rule VI, MC No. 27, S.2005).	15 days from the 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.