

Republic of the Philippines
OFFICE OF THE PRESIDENT
NATIONAL IRRIGATION ADMINISTRATION
CENTRAL OFFICE

CITIZEN'S CHARTER
2025 (1st Edition)

FOREWORD



In pursuit of our commitment—and with a heart dedicated to public service, the National Irrigation Administration (NIA) upholds the principles of efficiency, effectiveness, and sustainability in delivering irrigation services, always with the highest regard for the satisfaction of our Filipino farmers. Inspired by the NIA Quality Management Policy and energized by the theme “*NIA Gear Up*,” we don’t just meet expectations—we rise above them. Every drop of water we channel and every system we improve is a step toward a future where our nation thrives.

With this, we present the NIA Citizen’s Charter Manual 2024 Edition, which showcases our re-engineered frontline services in compliance with Republic Act (RA) No. 11032, also known as the *Ease of Doing Business and Efficient Delivery of Government Services Act*. This law amends RA No. 9485, or the *Anti-Red Tape Act of 2007*, with the goal of streamlining government services, eliminating corrupt practices, and cutting bureaucratic red tape.

Aligned with President Ferdinand R. Marcos Jr.’s call for unity and cooperation toward national development, NIA launched the #bayaNIAn initiative. Inspired by the spirit of *bayanihan*—a Filipino tradition of communal unity and cooperation, often depicted as neighbors helping one another in times of need—this movement brings together NIA officials, employees, national and local government agencies, farmer-irrigators, and the general public. United in purpose, we strive for a more sustainable agricultural sector that benefits all, in pursuit of a Bagong Pilipinas.

This administration has laid out clear plans and programs through strategic policies on Irrigation Infrastructure Development, Irrigators Association (IA) Capacity Building, promotion of Climate Smart Irrigators Association Farming System, enhanced Management and Governance, Monitoring and Evaluation, Capacity Building of the Human Resources, and, strengthen Strategic Communication and Advocacy. Furthermore, it underscores the importance of efficient financial management and client satisfaction mechanisms to ensure the fast, timely, and effective delivery of services.

The NIA Citizen's Charter Manual outlines our simplified yet improved processes, complete with the corresponding turnaround times and designated responsible offices and personnel.

May this endeavor strengthen the government's thrust for good governance—ensuring that NIA's streamlined processes and programs remain accessible to all relevant stakeholders as we work toward a more transparent, accountable, and service-oriented irrigation sector.

With the NIA Citizen's Charter Manual 2024 Edition, we take another step toward a future where irrigation services are not merely a government function, but a shared endeavor—one that uplifts communities, fosters growth, and irrigates Bagong Pilipinas. Together, let us continue to gear up for excellence in service, innovation, and nation-building.

A blue ink signature of Engr. Eduardo Eddie G. Guillen is written over the text.

ENGR. EDUARDO EDDIE G. GUILLEN
Administrator



AGENCY PROFILE

I. OVERVIEW

The National Irrigation Administration (NIA) is a government-owned and controlled corporation primarily responsible for irrigation development and management. It was created under [Republic Act \(RA\) 3601](#) on 22 June 1963. Its charter was amended by [Presidential Decree \(PD\) 552](#) on 11 September 1974 and [PD 1702](#) on 17 July 1980. Both increased the capitalization and broadened the authority of the Agency.

NIA's forerunner was the Irrigation Division of the defunct Bureau of Public Works. NIA was placed under the Office of the President (OP) upon its creation. It was attached to the Department of Public Works, Transportation, and Communication under PD No.1, dated 23 September 1972. The issuance also integrated all irrigation activities under the Agency. The Administrative Code of 1987, dated 25 July 1987, attached NIA to both the Department of Public Works and Highways (DPWH), and Department of Agriculture (DA). But NIA remained attached to DPWH. It was transferred to OP pursuant to Executive Order No. 22, dated 14 September 1992. Then, it was attached to DA under [Administrative Order No. 17](#), dated 14 October 1992.

[Executive Order No. 165](#) (5 May 2014): This EO transferred several agencies, including NIA, the National Food Authority, Philippine Coconut Authority, and Fertilizer and Pesticide Authority, to the Office of the President. This reorganization aimed to streamline coordination and improve food security programs under the supervision of the President.

- [Memorandum Order No. 70](#) (5 May 2014): This memorandum outlined the functions of the newly created Presidential Assistant for Food Security and Agricultural Modernization, who was tasked with overseeing NIA and other agencies related to food security.
- Memorandum from the Executive Secretary (3 November 2016): This memorandum designated the Secretary of the Office of the Cabinet Secretary as the Acting Chairperson of the NIA Board of Directors to ensure continued leadership and direction within the Agency.

In 2022, through Executive Order No. 168, NIA was transferred back to the Department of Agriculture, aligning its operations with broader agricultural initiatives to strengthen irrigation and food production efforts.

Most recently, in 2024, under [Executive Order No. 69](#), NIA was transferred back to the Office of the President, reinforcing its critical role in national food security and irrigation development directly under the President's office.



II. VISION

By 2022, NIA is a professional and efficient irrigation agency contributing to the inclusive growth of the country and in the improvement of the farmers' quality of life.

III. MISSION

To plan, construct, operate and maintain irrigation systems consistent with integrated water resource management principles to improve agricultural productivity and increase farmers' income.

IV. SERVICE PLEDGE

We commit to provide efficient, effective and sustainable irrigation services aimed towards the highest satisfaction of the Filipino farmers.

We strive for the attainment of our strategic themes of Technical and Operational Excellence and Good Governance through Partnership with the farmers and other relevant interested parties.

We abide with applicable legal and international requirements.

We remain dedicated to the core values of Commitment, Integrity and Professionalism to continually improve the NIA's Quality Management System.



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ADMINISTRATIVE DEPARTMENT

EXTERNAL SERVICES

1. Request to Accommodate On-the -Job Trainees

Office or Division:	HUMAN RESOURCES DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	STUDENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Endorsement letter from the school addressed to the Manager of the Administrative Department - Evaluation form - Clearance/Waiver 		School		
<ul style="list-style-type: none"> - Acceptance form for apprenticeship - Certificate of completion 		Training and Career Development Section-Human Resources Division, Administrative Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if there are still slot available for On-the-Job-Trainees (OJT)	Receive inquiry	None	1 day	<i>Senior Data Encoder</i> Training and Career Development Section (TCDS)- Human Resources Division (HRD), Administrative Department (AD)
2. Ask about the requirements needed to be submitted	Provide the needed requirements	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD
3. Comply and submit the requirements	Ask when they be able to start	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD
4. Report for orientation	Conduct orientation to OJT	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD
	Deploy OJT to office of assignment	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD
	Prepare acceptance form	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD
	Route the acceptance form to the Manager where the OJT is assigned for acceptance to certify the need of student trainee in the office	None	1 day	<i>Document Controller</i> Office of the HRD Division Manager
	Route the acceptance form to the HRD Division	None	1 day	<i>Document Controller</i> Office where the OJT is assigned

	Manager for recommending approval			
	Route the acceptance form to the Office of the Administrative Department Manager for approval	None	1 day	<i>Document Controller</i> Office of the HRD Division Manager
5. Student monitoring of the school coordinator	Accompany the school coordinator to the office of assignment of the OJT	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD
6. Submit summary of total number of hours rendered and accomplished OJT evaluation form by the immediate superior	Validate the accuracy of time rendered and photocopy accomplished evaluation form	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD
	Prepare certificate of completion attached with the photocopy of accomplished evaluation form	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD
	Route the certificate of completion to the Office of the HRD Division Manager	None	1 day	<i>Senior Data Encoder</i> TCDS-HRD, AD Department
	Approve the certificate of completion	None	1 day	<i>Division Manager</i> Human Resources Division

2. Processing of Purchase Request (Procurement thru PS - DBM)

Submission of Government Agencies Citizen's Charter to the Authority

Office or Division	Procurement Section, Procurement and Property Division
Classification	Simple
Type of Transaction	G2G

Who may avail				
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Purchase Request		NIA Central Office		
PS - Catalogue		PS - DBM (Download)		
Agency Procurement Request		PS - DBM (Download)		
Certificate of Non-Availability of Stocks		PS - DBM (Download)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users shall prepare Purchase Request (PR) through the Procurement Sub-System (PSS)	1. Accepts PR through PSS	n/a	3mins	Procurement Personnel (Supervising Supply Officer)
	2. Evaluates/counter-checks items in the PR through PSS	n/a	2 hrs	Procurement Personnel (Supervising Supply Officer)
	3. Forwards PR to the Budget and Revenue Division for approval and earmarking through PSS	n/a	3mins	Procurement Personnel (Supervising Supply Officer)
2. Preparation of Agency Procurement Request	1. Evaluates approved PR if items are available to Procurement Service (Common Use Supplies & Equipment)	n/a	1 hr	Procurement Personnel (Supervising Supply Officer)
	2. Prepare/Encode Agency Procurement Request (APR)	n/a	10 mins	Procurement Personnel (Supervising Supply Officer)
	3. Forwards APR to Accounting Division & Administrative Department for Approval	n/a	5 mins	Procurement Personnel (Supervising Supply Officer)
	4. Forwards approved APR to Procurement Service - Department Budget Management	n/a	3 hrs.	Procurement Personnel (Supervising Supply Officer/Liason Officer)

3. Preparation of Replenishment Voucher	1. Receives approved/ accomplished Inspection & Acceptance Report from Stockroom	n/a	10 mins	Procurement Personnel (Supervising Supply Officer)
	2. Prepare summary of deliveries	n/a	20 mins	Procurement Personnel (Supervising Supply Officer)
	3. Prepare Budget Utilization Request (BUR) & Disbursement Voucher (DV) for replenishment of revolving funds	n/a	10 mins	Procurement Personnel (Supervising Supply Officer)
	4. Forwards BUR & DV to corresponding authorized signatories for preparation of cheque	n/a	5 mins	Procurement Personnel (Supervising Supply Officer)
	5. Preparation of Cheque		-	Cash Division
	6. Forwards cheque to PS-DBM	n/a	3 hrs.	Procurement Personnel (Supervising Supply Officer/Liaison Officer)
TOTAL:			1 CD	

3. Processing of Purchase Request (Procurement thru Direct Contracting)

Submission of Government Agencies Citizen's Charter to the Authority

Office or Division	Procurement & Property Division		
Classification	Simple		
Type of Transaction	G2G		
Who may avail			
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Approved/Earmarked Purchase Request		Requesting Office/End User Units	

CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approved/Earmarked Purchase Request	1.) Preparation of Request for Quotation (RFQ) for the Supplier		1 CD	Procurement Section Personnel (Procurement Analyst B)
	2.) For Signature of RFQ		-	Manager, Administrative Department
	3.) Issuance of RFQ to Supplier		1 CD	Procurement Section Personnel (Procurement Analyst B)
	4.) Preparation of Quotation		-	Supplier (EXTERNAL)
	5.) Evaluation of Quotation against the Approved Purchase Request		1 CD	Procurement Section Personnel (Procurement Analyst B), BAC-B and HOPE
	6.) Preparation of PO and BUR			
	7.) Issuance of PO		1 CD	Procurement Section Personnel (Procurement Analyst B)
TOTAL:			4 CD	



ADMINISTRATIVE DEPARTMENT

INTERNAL SERVICES

1. Change of Classification from Private Plate to Government Plate

Office or Division	Property Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	Change of Classification from Private Plate to Government Plate			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		ARTA Task Force of the agency availing the service		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Monitor all vehicles in need of change of classification	none		Division Manager/ Section Chief
Accountable Officers to furnish the Property Section, Procurement and Property Division with the required documentary requirements.	(A). Submit the required documents to PNP-Highway Patrol Group (HPG); (B). PO will be given a payment form to be paid on any Land Bank branch; (C). Upon payment, PO will present OR of payment to the PNP HPG; (D). Vehicle will be up for macro etching in the same venue; (E). After macro etching is done, PO will be given a release slip which sets the date for securing the PNP Clearance; and (F). PO will secure the PNP clearance on the mentioned date in the same venue	none	4hours for the processing of securing the PNP Clearance	Property Officer C
	(A). PO will then follow procedures of Vehicles' Renewal Registration as change of classification normally coincides on the month wherein the vehicle is due for LTO Renewal Registration; and (B). After LTO Renewal Registration, PO will secure the New Certificate of Registration of the vehicle. New plate for the vehicle should also be secured.	none		Property Officer C



TOTAL:		4 Hours	
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2. Consultation Dental Services

Service Information

Office or Division:	Medical and Dental Services- Administrative Department			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employee and Their Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Dental Consultation Present the company ID	1.1 Check Patient Information	None	1 Hour	<i>Medical Assistant</i> Medical & Dental Services
	1.2 Check Patient Record		1 Hour	
	1.3 Get Patient Record		1 Hour	
	1.4 Get Vital Signs			
2. Go to the doctor on duty	2.1 Review Patient Record	None	1 Hour	<i>Dentist IV</i> Medical & Dental Services
	2.2 Consultation/ Examination		1 Hour	
	2.3 Discuss Procedure w/ Patient		1 Hour	
	2.4 Treat Patient Chief complaint		1 Hour	
	2.5 Give Referral		1 Hour	
	2.6 Record New Treatment		1 Hour	
	2.7 Prescribe Medicine		1 Hour	
3. Fill up the Medicine Card	3.1 Dispense Medicine	None	1 Hour	<i>Medical Assistant</i> Medical & Dental Services
	3.2 Record Medicine		1 Hour	
TOTAL		None	1 Day, 4 Hours	

3. Consultation Medical Services

Service Information

Office or Division:	Medical and Dental Services- Administrative Department			
Classification:	Simple			
Type of Transaction:	G2C,G2B,G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Medical Consultation Present the company ID	1.1 Check Patient information	None	1 Hour	<i>Senior Industrial Nurse</i> Medical & Dental Services
	1.2 Check Patient Record		1 Hour	
	1.3 Get Patient Record		1 Hour	
	1.4 Get Vital signs		1 Hour	
2. Go to the doctor on duty	2.1 Review Patient Record	None	1 Hour	<i>Medical Officer V</i> Medical & Dental Services
	2.2 Examination/ Consultation		1 Hour	
	2.3 Issue Referral		1 Hour	
	2.4 Prescribe Medicine		1 Hour	
	2.5 Record Patient Medical Findings		1 Hour	
3. Fill up the Medicine Card	3.1 Dispense Medicine	None	1 Hour	<i>Senior Industrial Nurse</i> Medical & Dental Services
	3.2 Record Medicine		1 Hour	
TOTAL		None	1 Day, 5 Hours	

4. Disposal of Unserviceable Equipment and Scraps

Office or Division	Property Section, Procurement and Property Division	
Classification	Highly Technical	
Type of Transaction	Disposal of Unserviceable Equipment and Scraps	
Who may avail	Concerned NIA Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Citizen's Charter		ARTA Task Force of the agency availing the service

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accountable Officers to return all the unserviceable items to Property Section, Procurement and Property Division	1. Gather all unserviceable equipment, supplies and materials; 2. Identify the property numbers of the unserviceable equipment; 3. Sort unserviceable equipment according to their classification; and 4. Collate their property cards to get the information/data to be encoded in the Inventory and Inspection Report for Unserviceable Property (IIRUP)	None	20 working days	Storekeeper A/ Storekeeper C/ Utility Worker A
	Prepare I&IR and Report of Waste Material (RWM) for approval of the Head of Office	None	20 working days	Storekeeper B
	1. Inspect & appraise the items listed in the I&IR 2. Prepare Appraisal Report	None	2-3 weeks	Appraisal Technical Working Group (TWG)
	Sign & approve by the chairman of the Auction Committee	None	paused-lock	Manager, Administrative Department
	Prepare request for COA inspection of the items listed in the approved I&IR	None	paused-lock	Storekeeper A
	Forward the request to COA, they may or may not inspect (post audit)	None	5 minutes	Thru DTS by the Secretary
	Prepare Notice of Auction Sale for approval by the Chairman, Auction Committee	None	1 day	Storekeeper A

	1) Prepare letter request for publication and posting in the bulletin board in conspicuous offices 2) Prepare bidding documents to be purchased by interested bidders 3) Prepare Notice of opening of Auction Sale to Auction Committee Members	None	3 working days	Storekeeper A
	Conduct Public Auction	None	3 hours	Auction Committee
	Evaluate, sign & approve Abstract of Offer and Bid Proposal	None	1 hour	Auction Committee Chairman and Members
	1. After declaration of the winning bidder, the bid bonds of the losing bidders shall be returned; and 2. The Head, Auction Secretariat shall assist the winning bidder in securing Order of Payment and OR of the 20% bid bond from Accounting Division and Cash Division, respectively.	None	4 hours	Auction Committee Secretariat
	Prepare Minutes of the Meeting and Resolution of Award for approval		3 hours	Auction Committee Secretariat
	Prepare Notice of Award and upon approval, the same shall be served to the Winning Bidder		2 days	Storekeeper A
	The Head, Auction Secretariat shall assist the winning bidder in securing Order of Payment and OR for the full payment from Accounting Division and Cash Division, respectively and submit to Property Section		4 hours	Storekeeper A

	Prepare Gate Pass in every withdrawal of items		90 minutes	Storekeeper A
	Check/ Sign & secure Original copy of gate pass		30 minutes	Division Manager, Section Chief, Storekeeper A
	Supervise/assist the winning bidder in the withdrawal of auctioned items		Times varies depending on the volume and location of items (approximately 1 - 3 days)	Storekeeper A
	Prepare letter request to AD to drop auctioned items from the book of accounts supported with copy of pertinent documents in the public auction		#NAME?	Storekeeper A
TOTAL:			68 Days, 17 Hours, 5 Minutes	

5. Filling-up of vacancies

Office or Division	Human Resources Division		
Classification	Support Unit		
Type of Transaction	Highly Technical		
Who may avail	Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Approved Request for Publication		Civil Service Commission	
Request of Approved Authority to Fill - Up/ Create		MSD, CORPLAN	
Applications		Applicants	
Rated Potential Rating		Immediate Supervisor of Applicants	
Work Related Examination of Applicants		Department Manager where the vacancy exist	
Duly accomplished RIPPAS		Department Manager where the vacancy exist	
Approved Personnel Action Slip		Head of Agency	
Issued Appointment		Appointing Authority	
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit their application thru website or walk-in	1.1 Check the completeness of applications	5 mins	IRM Assistant

1.2 Prepare request for potential rating for insider applicants	30 mins	IRMO A/B
1.3 Review the request for potential rating	5 mins	Sr. IRMO A/ HRMO IV
1.4 Prepare applicant's information sheet	15 mins/ applicant	IRM Assistant/ IRMO B
1.5 Review the applicant's information sheet	1 hr	Sr. IRMO A
1.6 Prepare initial evaluation of applicants upon receipt of rated potential rating	3 hrs	IRMO A/B/Sr. IRMO A
1.7 Review the initial evaluation	2 hrs	HRMO IV
1.8 Schedule to the ODA for A and F schedule for HRMPSB	3 mins	IRMO A/IRMO B
1.9 Prepare Notice for HRMPSB	10 mins	IRMO A/B
1.10 Inform all HRMPSB Chair and Members regarding the schedule	1 hr	IRM Assistant
1.10 Inform all HRMPSB Chair and Members regarding the schedule	5 hrs	IRM Assistant/ IRMO A/B
1.12 Present the qualifications of applicants vis a vis requirement of the position to HRMPSB	8 hrs	IRMO A/B, Sr. IRMO A, HRMO IV
1.13 Upon receipt of work related questionnaire, prepare Notice Conduct of Examination to applicants	2 hrs	IRM Assistant/ IRMO B
1.14 Administer work related examination	15 mins	Psychometrician/ IRMO A/B
1.15 Transmit the work related examination to the concerned office	15 mins	IRM Assistant
1.16 Review the transmittal	3 mins	Sr IRMO A/ HRMO IV
1.17 Administer work related examination	15 mins	Psychometrician/ IRMO A/B
1.18 Transmit the work related examination to the concerned office	15 mins	IRM Assistant

1.19 Review the transmittal of examination docs	3 mins	Sr IRMO A/ HRMO IV
1.20 Upon receipt of the rated test questionnaires schedule the applicants for panel interview	3 mins	IRM Assistant/ IRMO A/B
1.21 Coordinate the schedule with the HRMPSB Chair and Members	30 mins	IRM Assistant/ IRMO A/B
1.22 Prepare Notice of Meeting	15 mins	IRM Assistant/ IRMO A/B
1.23 Review Notice of Meeting	3 mins	Sr. IMO A/ HRMO IV
1.24 Prepare Memorandum to applicants RE: Conduct of Panel Interview	1 hr	IRM Assistant/ IRMO A/B
1.25 Review the memorandum to applicants	3 mins	Sr. IMO A/ HRMO IV
1.26 Prepare interview rating sheets	3 hrs	IRM Assistant/ IRMO B
1.27 Assist the HRMSB in the conduct of panel interview	8 hrs	Sr. IRMO A/ IRMO A/B
1.28 Finalize HRMPSB Certification	3 hrs	IRMO A/IRMO B/ Sr. IRMO A
1.29 Review the HRMPSB Certification	1 hr	HRMO IV
1.30 Prepare RIPPAS	1 hr	IRMO A/B
1.31 Review the RIPPAS	5 mins	Sr. IRMO A/ HRMO IV
1.32 Upon receipt of duly accomplished RIPPAS, prepare PAS	1 hr	IRMO A/IRMO B
1.33 Review PAS	5 mins	Sr. IRMO A/ HRMO IV
1.34 Require applicants to submit requirements as attachment to appointment	30 mins	IRM Assistant/ IRMO A/B
1.35 Upon receipt of approved PAS, prepare appointment proposal	3 hrs	IRMO A/ IRMO B
1.36 Review appointment proposal	40 mins	Sr. IRMO A/ HRMO IV
1.37 Prepare regret letter	2 hrs	IRM Assistant
1.38 Review regret letter	30 mins	Sr. IMO A/ HRMO IV

1.39 Upon receipt of signed appointment, prepare notice of approved appointment	5 mins	IRM Assistant
1.39 Review the notice of approved appointment	2 mins	Sr. IMO A/ HRMO IV
1.40 Schedule appointee to oath of office	2 mins	IRM Assistant/ IRMO A/B
1.41 Prepare transmittal of appointment to CSC	30 mins	IRMO A/B
1.42 Review transmittal of appointment	5 mins	Sr. IMO A/ HRMO IV
1.43 Prepare advice for payment	5 mins	IRM Assistant/ IRMO A/B
1.44 Review advice for payment	2 mins	
1.45 Sort appointee's files to 201 files	30 mins	IRM Assistant/ IRMO B
1.46 Prepare/Update Service Record	5 mins	IRM Assistant/ IRMO B

6.In-house Security Guard Procedure

Office or Division	Civil Security Affairs			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	In-House Security Guard			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
In-House Security Guard	1. Inspection of post upon assumption of duty	NONE	10 minutes	<i>Industrial Security Guard A</i> Civil Security Affairs
	2. Record daily activities and occurrence of any incident for appropriate action	NONE	20 minutes	<i>Industrial Security Guard A</i> Civil Security Affairs
	3. Verify the veracity of the report, gather and consolidate pertinent information and submit the report	NONE	30 minutes	<i>Section Chief</i> Civil Security Affairs
	4. Request Police assistance if necessary	NONE	20 minutes	<i>Section Chief</i> Civil Security Affairs
	TOTAL:		1 hour and 20 minutes	

7. Invitation to Attend Training/Seminar Abroad

Office or Division:	HUMAN RESOURCES DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2B			
Who may avail:	NIA OFFICIALS AND EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Invitation - Sponsor/Organizer registration form - Personnel Development Committee Resolution - Call slip 		Training and Career Development Section-Human Resources Division, Administrative Department		
Visa application form, if necessary <ul style="list-style-type: none"> - Certificate of employment - Individual Income Tax Return or Form 2316 with personal tax identification number - Personal Bank Certificate and Bank Statement 		Embassy of country to be visited <ul style="list-style-type: none"> - Employee Welfare and Benefits Section -Human Resources Division, Administrative Department - Accounting Division-Financial Management Department - Bank of the participant 		
Air Ticket		Airline, if not sponsored Sponsor/Organizer if sponsored		
<ul style="list-style-type: none"> - Nomination - Travel Authority - Notice of Pre-Departure Orientation - Personnel Development Committee notice of meeting 		Personnel Relations, Documentation and Records Section-Human Resources Division, Administrative Department		
Passport		Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of invitation	Receive the document	None	1 day	<i>Records Personnel</i> Personnel Relations, Documentation and Records Section (PRDS)- Human Resources Division (HRD), Administrative Department (AD)
2. Inquire on the update of the invitation	Route the letter to the Office of the Administrator	None	1 day	<i>Records Personnel</i> PRDS-HRD,AD
	Route the letter to the Personnel Development Committee (PDC) Chairperson	None	1 days	<i>Document Controller</i> Office of the Administrator
	Evaluate the content of the activity	None	2 days	<i>PDC Chairperson</i> Office of the Deputy Administrator for

				Administrative and Finance (DAAF)
	Route the letter to the Office of the Administrative Department Manager	None	1 day	<i>Document Controller</i> Office of the DAAF
	Route the letter to the PDC Secretariat	None	1 day	<i>Document Controller</i> Office of the Administrative Department Manager
	Coordinate with the appropriate personnel the instructions of the Chairperson or Administrative Department Manager (if there is any)	None	1-2 days	<i>PDC Secretariat</i> Training and Career Development Section (TCDS)-HRD, AD
	Schedule a PDC meeting by checking availability of Chairperson and members	None	1 day	<i>PDC Secretariat</i> TCDS-HRD, AD
	Prepare notice of PDC meeting	None	1 day	<i>PDC Secretariat</i> TCDS-HRD, AD
	Conduct the meeting to identify possible nominee	None	1 day	PDC Committee
	Coordinate with the nominated employee for requirements	None	1-3 days	<i>PDC Secretariat</i> TCDS-HRD, AD
	Prepare memorandum of nomination, PDC Resolution and Travel Authority	None	1 day	<i>PDC Secretariat</i> TCDS-HRD, AD
	Approve the nomination, PDC Resolution and Travel Authority	None	1-2 days	<i>Administrator</i> Office of the Administrator
3. Acknowledge the receipt of list of participants and provide details of arrangements (if there is any)	Coordinate with the sponsor/organizer of the participants to attend the activity as well as the necessary	None	1-2 days	<i>PDC Secretariat</i> TCDS-HRD, AD

	arrangements for the participants			
	Assist the participants in completing their requirements	None	2-3 days	<i>PDC Secretariat</i> TCDS-HRD, AD
4. Acknowledge the receipt of required documents	Submit to the sponsor/organizer necessary documents required by them	None	1-2 days	<i>PDC Secretariat</i> TCDS-HRD, AD
	Prepare notice of pre-departure orientation seminar (PDOS)	None	1 day	<i>PDC Secretariat</i> TCDS-HRD, AD
	Approve the notice of PDOS	None	1 day	<i>Administrator</i> Office of the Administrator <i>PDC Chairman</i> Office of the DAAF
	Prepare information about the activity, the place to be visited and some reminders to be observed	None	1-2 days	<i>PDC Secretariat</i> TCDS-HRD, AD
	Prepare call slip of participants	None	1 day	<i>PDC Secretariat</i> TCDS-HRD, AD
	Conduct the PDOS	None	1 day	<i>PDC Secretariat</i> TCDS-HRD, AD
	Assist participants in the completion of call slip	None	1 day	<i>PDC Secretariat</i> TCDS-HRD, AD

8 . Leave Processing

Office or Division:	Human Resources Division
Classification:	Support Unit
Type of Transaction:	Simple
Who may avail:	NIA employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Application for Leave	Personnel Attendance Monitoring Information System/ Documents Masterlist
Attachments:	

for Sick Leave - Medical Certificate duly noted by Medical Officer V if more than 5 working days				
for all types of leave with 30 calendar days or more - approved Central Office Clearance				
for Solo Parent leave - renewed Solo Parent ID duly issued by the City Government Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of application	1. Acknowledge receipt through stamping of date received	None	1 minute per leave application	Utility Worker A/ Data Encoder
2. Leave Processing				
2.1 Manual Filing	2.1 Check and review the completeness of leave application	None	2 minutes per leave application	Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder
	2.2 Compute/Determine number of days worked for the month, total working days of the month, total late/undertime for the month	None	2 minutes per leave application	Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder
	2.3 Process according to the type of leave (Vacation/Force Leave, Sick Leave, Special Privilege Leave, Solo Parent Leave, Compensatory Time-Off, Maternity/Paternity Leave, etc.)	None	2 minutes per leave application	Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder
	- If with insufficient leave balance, it will be processed as leave without pay			Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder
	- If with sufficient leave balance, the application shall be processed as leave with pay			Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder
	2.4 Review/Check/Certify the correctness of leave balance/credits	None	2 minutes per leave application	HRMO IV
2.2 Online Filing	1. Leave Validation			
	1.1 Validate the leave filed by acknowledging it in the Leave Validation Menu	None	1 minute per leave application	Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder
	2. Leave Receipt			

	2.1 Acknowledge receipt in the Leave Monitoring Menu the Leave Application Status Sub-menu	None	1 minute per leave application	Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder
	2.2. Check/Process Leave Application filed on line	None	1 minute per leave application	Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder
	2.3. Release for Signature of HRMO IV on the	None	1 minute per leave application	Assigned Processor IRMO B/ RO C/ IRMA A / Data Encoder

9. Operational Procedure

Office or Division	Office of the Manager, Administrative Department			
Classification	Simple			
Type of Transaction	G2G, G2B, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsed Letter/documents	1.1 Receive documents	None	1-3 minutes	Secretary/Process Server
	1.2 . Track/record all incoming documents		1-5 minutes	Secretary
	1.3 Endorsed to the Manager		1-2 minutes	Secretary
	1.4 Take action on documents (evaluate/approve/note on documents); initial/sign/indorsed documents to Secretary for release		1 minute - 1 day	
	1.5 Check/sort /track documents for release of outgoing documents		1-15 minutes	Secretary
	1.6 Distribute/endorse/forward/ deliver documents to various		1-15 minutes	Process Server



	offices/department			
TOTAL:			30 minutes -1 day	

10. Preparation of Contract of Lease

Submission of Government Agencies Citizen's Charter to the Authority

Office or Division	Procurement Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail				
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Approved/Earmarked Purchase Request		Requesting Office/End User Units		
Accomplished Request for Quotation (atleast 3 suppliers)		Procurement Section		
PhilGEPS Bid Notice Abstract (ABC is above Php. 50,000.00)		Procurement Section		
Bid Distribution sheet		Procurement Section		
Bid Evaluation Report		Procurement Section and Requesting Office/End User Units		
Abstract of Quotation & Award Abstract		Procurement Section, Bids and Awards Committee and HOPE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The HOPE forwards the Approved Award Abstract to Procurement Section	1.) Preparation of Request for Certification of Availability of Funds	n/a	1 CD	Accounting Division
	2.) Preparation of Contract of Lease	n/a	1 CD	Procurement Section Personnel (Procurement Analyst B)
	3.) Forward the Contract of Lease to Supplier for Comments and Revisions	n/a	-	Supplier (EXTERNAL) and NIA-CO Legal Services

	4.) Printing of 10 copies of Contract of Lease with Budget Utilization Request (BUR) (with attachments)	n/a	1 CD	Procurement Section Personnel (Procurement Analyst B)
	5) For Approval/ Signature of BUR (2) Approval/ Signature of Contract of Lease	n/a	-	Office of the Manager, Requesting Department [BOX A of BUR]
	6) For Approval/ Signature of BUR	n/a	-	Office of the Manager, Budget and Revenue Div. [BOX B of BUR]
	7.) Funds available for Signature	n/a	-	Accounting Div.
	8) Approval/ Signature of Contract of Lease	n/a	-	Office of the Deputy Administrator for Admin & Finance
	9.) For Signature (Witness)	n/a	-	Office of the Deputy Administrator for Engineering & Operations
	10.) Preparation of Transmittal of the Approved Contract of Lease	n/a	1 CD	Procurement Section Personnel (Procurement Analyst B)
	11.) Issuance of Contract of Lease to the Supplier AND copy for Requesting Unit, Legal Services, Records Section and Accounting Division	n/a	-	Procurement Section Personnel (Procurement Analyst B)
TOTAL:			4 CD	

11. Preparation of Disbursement

Voucher

Submission of Government Agencies Citizen's Charter to the Authority

Office or Division	Procurement and Property Division
Classification	Simple
Type of Transaction	G2G

Who may avail				
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Inspection and Acceptance Report (IAR) together with other supporting documents		Property Section/Stockroom		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property Section forwards IAR with supporting documents to Procurement Section for processing of DV	1. Evaluate the IAR and other supporting documents	N/A	2 hrs	Procurement Personnel (Procurement Assistant A)
	2. Prepare Disbursement Voucher (DV)	N/A	2 hrs	Procurement Personnel (Procurement Assistant A)
	3. Compute penalty/liquidated damages, if any.	N/A	10 minutes	Procurement Personnel (Procurement Assistant A)
TOTAL:			4 hrs and 10 mins	

12. Preparation of Purchase Order

Submission of Government Agencies Citizen's Charter to the Authority

Office or Division	Procurement Section, Procurement and Property Division		
Classification	Simple		
Type of Transaction	G2G		
Who may avail			
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Approved/Earmarked Purchase Request		Requesting Office/End User Units	
Accomplished Request for Quotation (at least 3 suppliers)		Procurement Section	
PhilGEPS Bid Notice Abstract (ABC is above Php. 50,000.00)		Procurement Section	

Bid Distribution sheet		Procurement Section		
Bid Evaluation Report		Procurement Section and Requesting Office/End User Units		
Abstract of Quotation & Award Abstract		Procurement Section, Bids and Awards Committee and HOPE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The HOPE forwards the Approved Award Abstract to Procurement Section	1.) Preparation of Purchase Order (PO) and Budget Utilization Request (BUR)		3 CD	Procurement Section Personnel (Procurement Analyst B)
	2.) Forward the PO and BUR for signature		1 CD	For PO (Initial of Procurement & Property Division Personnel, Manager of Administrative Department, Accounting Division, and Signature of the Deputy Administrator for Administrative and Finance Sector) BUR for Signature of the following: Box A: Requesting Office Box B: Budget Office
TOTAL:			4 CD	

13. Pre-repair inspection process

Office or Division	Property Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	Pre-repair inspection process			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		ARTA Task Force of the agency availing the service		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-User to prepare the Pre-Repair Inspection Report	Receive the Pre-repair Inspection report from the end-user	none	5 minutes	Storekeeper A

	Accomplish pre-repair inspection report of the subject equipment indicating the complete details of the property such as descriptions/specifications, acquisition date and cost, and property number and/or Fund source	none	1 hour	Storekeeper A
	Update property card of the subject equipment with the nature/scope of repair to be done and estimated cost	none	30 minutes	Storekeeper A
	Affix initial to Pre-repair inspection report	none	5 minutes	Storekeeper A/ Section Chief/ Division Manager
TOTAL:			1 Hour, 40 Minutes	

14. Private Security Guard Procedure

Office or Division	Civil Security Affairs			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	Private Security Guard			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Private Security Guard	1. Receive Statement of Account for the security services render by private security agency	None	10 minutes	<i>Civil Security Officer A</i> Civil Security Affairs
	2. Review the Statement of Account and the Summary of Daily Time Record submit by private security provider	None	2 hours	<i>Civil Security Officer A</i> Civil Security Affairs
	3. Prepare and submit BUR, disbursement Voucher and other documents for approval	None	30 minutes	<i>Chief Civil Security Officer</i> Civil Security Affairs
	Total:		2 hours and 40 minutes	

15. Processing of Purchase Request (Procurement thru PS - DBM)

Submission of Government Agencies Citizen's Charter to the Authority

Office or Division	Procurement Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail				
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Purchase Request		NIA Central Office		
PS - Catalogue		PS - DBM (Download)		
Agency Procurement Request		PS - DBM (Download)		
Certificate of Non-Availability of Stocks		PS - DBM (Download)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users shall prepare Purchase Request (PR) through the Procurement Sub-System (PSS)	1. Accepts PR through PSS	n/a	3mins	Procurement Personnel (Supervising Supply Officer)
	2. Evaluates/counter-checks items in the PR through PSS	n/a	2 hrs	Procurement Personnel (Supervising Supply Officer)
	3. Forwards PR to the Budget and Revenue Division for approval and earmarking through PSS	n/a	3mins	Procurement Personnel (Supervising Supply Officer)
2. Preparation of Agency Procurement Request	1. Evaluates approved PR if items are available to Procurement Service (Common Use Supplies & Equipment)	n/a	1 hr	Procurement Personnel (Supervising Supply Officer)
	2. Prepare/Encode Agency Procurement Request (APR)	n/a	10 mins	Procurement Personnel (Supervising Supply Officer)

	3. Forwards APR to Accounting Division & Administrative Department for Approval	n/a	5 mins	Procurement Personnel (Supervising Supply Officer)
	4. Forwards approved APR to Procurement Service - Department Budget Management	n/a	3 hrs.	Procurement Personnel (Supervising Supply Officer/Liaison Officer)
3. Preparation of Replenishment Voucher	1. Receives approved/ accomplished Inspection & Acceptance Report from Stockroom	n/a	10 mins	Procurement Personnel (Supervising Supply Officer)
	2. Prepare summary of deliveries	n/a	20 mins	Procurement Personnel (Supervising Supply Officer)
	3. Prepare Budget Utilization Request (BUR) & Disbursement Voucher (DV) for replenishment of revolving funds	n/a	10 mins	Procurement Personnel (Supervising Supply Officer)
	4. Forwards BUR & DV to corresponding authorized signatories for preparation of cheque	n/a	5 mins	Procurement Personnel (Supervising Supply Officer)
	5. Preparation of Cheque		-	Cash Division
	6. Forwards cheque to PS-DBM	n/a	3 hrs.	Procurement Personnel (Supervising Supply Officer/Liaison Officer)
TOTAL:			1 CD	

16. Processing of Purchase Request (Procurement thru Shopping & Small Value Procurement for PRs below Php1,000,000.00)

Submission of Government Agencies Citizen's Charter to the Authority

Office or Division	Procurement Section, Procurement and Property Division
Classification	Highly Technical

Type of Transaction	G2G			
Who may avail	NIA-CO Various offices/end-user units			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Duly approved and signed Purchase Request		Procurement and Property Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users shall prepare Purchase Request (PR) through the Procurement Sub-System (PSS)	1. Accepts PR through PSS	n/a	3mins	Procurement Personnel (Supervising Supply Officer)
	2. Evaluates/counter-checks items in the PR through PSS	n/a	2 hrs	Procurement Personnel (Supervising Supply Officer)
	3. Forwards PR to the Budget and Revenue Division for approval and earmarking through PSS	n/a	3mins	Procurement Personnel (Supervising Supply Officer)
2. End-users submit duly approved and earmarked PR to Procurement Section	1. If PR total amount is below Php1M, Request for Quotation is prepared	n/a	1 CD	Procurement Personnel (Data Encoder)
	2. Request for Quotation is evaluated and signed by authorized signatories in the Procurement & Property Division	n/a	1 CD	PPD Personnel
	3. Request for Quotation is forwarded to the BAC-B Chairperson for signature	n/a	-	Procurement Personnel (Supervising Supply Officer)
	5. RFQ is posted in PhilGEPS if total amount is Php50,000.00 and above	n/a	7 CD	Procurement Personnel (Supervising Supply Officer)

	4. Signed RFQ is given to Canvassers for serving to prospective suppliers.	n/a	1 CD	Procurement Personnel (Supervising Supply Officer)
	5. Issuance of RFQ to prospective suppliers.	n/a	7 CD	Procurement Personnel (Supply Officer)
	6. Opening of Quotations	n/a	1 CD	Procurement Personnel (Supervising Supply Officer)
	7. Preparation of Bid Evaluation Report	n/a	-	End-user
	8. Preparation of Abstract of Quotations and Award Abstract	n/a	1 CD	Procurement Personnel (Procurement Assistant A)
	9. Forward Award Abstract to BAC-B members and HOPE for approval	n/a	1 CD	Procurement Personnel (Procurement Assistant A)
	11. Approval of Award Abstract		-	BAC-B Members and HOPE
	10. Preparation of Purchase Order and Budget Utilization Request upon receipt of approved Award Abstract	n/a	3 CD	Procurement Personnel (Procurement Analyst B)
	11. Approval of Purchase Order and Budget Utilization Request	n/a	-	End-user unit, Budget and Revenue Division, Accounting Division, Deputy Administrator for Administrative and Finance Sector
	12. Issuance of approved PO to winning supplier	n/a	2 CD	
TOTAL:			25 CD	

17. Processing of Purchase Request (Public Bidding - for PRs above Php1,000,000.00)

Submission of Government Agencies Citizen's Charter to the Authority

Office or Division	Procurement Section, Procurement and Property Division			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail				
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Approved Project Procurement Management Plan (PPMP)		Procurement and Property Division		
Approved Annual Procurement Plan (APP)				
Approved Purchase Request (PR)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users shall prepare Purchase Request (PR) through the Procurement Sub-System (PSS)	1. Accepts PR through PSS	n/a	3mins	Procurement Personnel (Supervising Supply Officer)
	2. Evaluates/counter-checks items in the PR through PSS	n/a	2 hrs	Procurement Personnel (Supervising Supply Officer)
	3. Forwards PR to the Budget and Revenue Division for approval and earmarking through PSS	n/a	3mins	Procurement Personnel (Supervising Supply Officer)
2. End-users submit duly approved and earmarked PR to Procurement Section	1. Conduct of Initial Meeting	n/a	3 CD	BAC-B Secretariat, end-user units, Technical Working Group
	2. Conduct of Pre-Procurement Conference	n/a	1 CD	BAC-B, BAC-B Secretariat, Technical Working Group
	3. Advertisement/ Posting of Invitation	n/a	7 CD	BAC-B, BAC-B Secretariat
	4. Pre-Bidding Conference	n/a	12 CD	BAC-B, BAC-B Secretariat, Technical Working Group
	5. Deadline of Submission and receipt of bids / Bid Opening	n/a	45 CD	BAC-B, BAC-B Secretariat, Technical Working Group

	6. Bid Evaluation	n/a	7 CD	Technical Working Group
	7. Post-Qualification	n/a	45 CD	BAC-B, BAC-B Secretariat, Technical Working Group
	8. Approval of Resolution, Issuance of Notice of Award	P	15 CD	c, Technical Working Group
	9. Contract Preparation & Signing		10 CD	HOPE, BAC-B, BAC-B Secretariat, Technical Working Group, Supplier
	10. Approval of contract by higher authority		30 CD	HOPE, duly authorized signatory
	11. Issuance of Notice to Proceed		7 CD	BAC-B, BAC-B Secretariat
TOTAL:			182 CD and 66 mins	

18. Receipt and Issuance of Items Purchased

Office or Division	Property Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	Receipt and Issuance of Items Purchased			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (PO), original copy		Supplier		
Request for Quotation (RFQ), if necessary		Supplier		
Delivery Receipt (DR), original copy		Supplier		
Sales Invoice (SI), original copy		Supplier		
Warranty Certificate (if applicable)		Supplier		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Delivery of Purchased Items	1. Receives/Checks delivered items against P.O., Invoice, DR, OR and other supporting documents	None	1 hour	Stockroom Personnel

	2. Records all items received	None	1 hour	Stockroom Personnel
	3. Prepares the ff: a. Inspection and Acceptance Report b. Letter Request for Technical Inspection & COA Inspection	None	3 hours	Stockroom Personnel
	4. Reviews, checks and initials letter request	None	20 minutes	Section Chief/ Division Manager
Inspection of the items by the Technical Inspector	Forward the letter for Technical and COA Inspection	None	5 minutes	Thru DTS by the Secretary
	Inspection of items by respective Technical Inspector	None	-	Technical Inspector as per NIA unnumbered Memorandum dated 09 November 2018 (Designation of Technical Inspectors at NIA-Central Office)
	Upon final inspection and acceptance of items, the following activities are done: 1) For equipment amounting to Php15,000.00 and above - Assign property number and prepare Property Acknowledgement Receipt (PAR)	None	30 minutes	Stockroom Personnel, Section Chief and Admin/PPD Managers
	2) For consumable Supplies and Materials - shall prepare Requisition and Issue Slip (RIS)	None	1 hour	Stockroom Personnel, Section Chief and Admin/PPD Managers
	3) For semi-expandable items amounting to below Php15,000.00 shall prepare Inventory Custodian Slip (ICS)	None	1 hour	Stockroom Personnel, Section Chief and Admin/PPD Managers
	4) For spare parts - shall Prepare Report of Waste Materials of surrendered items and Request for COA Inspection	None	1 hour	Stockroom Personnel, Section Chief and Admin/PPD Managers

	Forward PAR/RIS and/or ICS to end-user for signature of the end-user	None	5 minutes	Thru DTS by the Secretary
	RIS and/or ICS to end-user for signature of the end-user	None	-	End-User
	Upon receipt of signed PAR by the end-user, shall Prepare Property Card (PC)	None	10 minutes	Storekeeper B/C
	Initial & approve PAR supported by PC	None	10 minutes	Section Chief/Division Manager
	Collate and photocopy all necessary documents to be forwarded to Procurement Section for the preparation of Disbursement Voucher	None	1 hour	Stockroom Personnel
TOTAL:			1 Day, 1 Hour, 20 Minutes	

19. Relief of Property Accountability

Office or Division	Property Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	Relief of Property Accountability			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Citizen's Charter			ARTA Task Force of the agency availing the service	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee/Accountable Officer to forward his/her clearance in the Property Section, Procurement and Property Division	Receipt Clearance	None	5 mins.	Receiving Clerk



	Verification from Employee Folders	None	10 mins.	Storekeeper
	For Accountable Officials from CO and FO - prepare fax message to NIA FO requesting to furnish documents of property accountability, if any	None	7 – 14 working days (paused-lock)	Storekeeper B
	If the Item is for re-issuance: 1. Cancel Property Acknowledgment Receipt (PAR) of the former accountable officer 2. Preparation of PAR for relieving, to be signed by new accountable officer	None	1 – 2 working days (16 hours)	Storekeeper B
	File Signed PAR	None	5 minutes	Storekeeper B
	Initial Clearance	None	10 minutes	Division Manager/ Section Chief/ Storekeeper B
Employee/Accountable Officer to return the unserviceable items to stock for disposal	Receipt of unserviceable items to stock for disposal	None	5 minutes	Storekeeper B
TOTAL:			2 Days, 35 Minutes	

20. Renewal of Insurance of NIA Central Office Motor Vehicles

Office or Division	Property Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	Renewal of Insurance of NIA Central Office Motor Vehicles			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Citizen's Charter			ARTA Task Force of the agency availing the service	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	(A). For new vehicles insurance, fill up application form and attached the required documents. (B). For renewal of insurance, prepare request for renewal of insurance and attached the required documents	none	1 hour	Property Officer C
Accountable Officers to furnish the Property Section, Procurement and Property the required documentary requirements	Submit the application form / request for renewal of insurance with attached requirements to GSIS and secure Provisional Insurance Policies	none	3 hours	Property Officer C
	Prepare voucher for the payment of Insurance Premium for signature	none		Property Officer C and thru Channels
	Present the voucher with corresponding check for the preparation of the bill and Certificate of Cover (COC) at GSIS	none		Property Officer
	Request for the Order of Payment	none		Property Officer C
	Attach the Order of Payment to the voucher and remit payment to the GSIS Cash Division	none	1 hour	Property Officer C
	Receive the original copies of the bill and the strad com uploaded COC	none	1 hour	Property Officer C
	File the photocopied Vouchers, Insurance Policies, Bills and GSIS official receipts	none	10 minutes	Property Officer C
	Return the signed original voucher and GSIS official receipt to the Cash Division	none		Property Officer C
TOTAL:			6 Hours, 10 Minutes	

21. Renewal of Insurance of NIA-Central Office Buildings

Office or Division	Property Section, Procurement and Property Division
Classification	Simple



Type of Transaction	Renewal of Insurance of NIA-Central Office Buildings			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		ARTA Task Force of the agency availing the service		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issuance of Insurance Policy for Payment of Insurance Premium	Monitor the renewal of insurance of NIA buildings & its content	none	2 hours	Property Officer C
Accountable Officer to furnish all the documentary requirements to Property Section, Procurement and Property Division	Prepares request for insurance renewal, photocopy/ attached supporting documents	none		Property Officer C
	Initial request for renewal	none		Section Chief/ Property Officer C
	Sign request for renewal	none		Division Manager
	Submit request to GSIS	none		Property Officer C
	Follow-up/ secure copy of policy, in case of delay	none	3 minutes	Property Officer C
	Prepare insurance premiums BUR and DV		1 hour	Property Officer C
	Initial vouchers		5 minutes (paused-lock for DM)	Division Manager/ Section Chief/ Property Officer C
	Forward BUR and DV thru channels for the processing of check		3 minutes	Data Encoder/ Secretary
	Receive Check from Cash Division		5 minutes	Property Officer C
	Remit payment/ secure Certificate of Cover and Official Receipts of payment at GSIS		paused-lock	Property Officer C



	Photocopy vouchers and official receipts and file		10 minutes	Property Officer C
TOTAL:			3 Hours, 26 Minutes	

22. Renewal of Service Vehicles' Registration

Office or Division	Property Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	Renewal of Service Vehicles' Registration			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Voucher		NIA-Accounting Division		
Official Receipts		Land Registration Authority		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Renewal of Registration of Service Vehicles per Republic Act (RA) No. 4136	Monitor all vehicles due for renewal of insurance & registration	none	2 hours	Division Manager/ Section Chief
	Request for petty cash from the Special Disbursing Officer (SDO) to be incurred for the registration expenses	none		Property Officer A
	Prepare Petty Cash Voucher (PCV) and affix signature	none		Property Officer C
	SDO release the amount requested by the PO and sign the PCV Box B	none		Special Disbursing Officer (SDO)
	Approve the PCV	none		Division Manager
	Bring vehicle/s for smoke emission testing, stencil and inspection to LTO	none	2 hours	Property Officer C and Assigned Driver
	Pay the registration fee and secure Official Receipt from LTO	none	2 hours	Property Officer C



	Prepare Budget Utilization Request (BUR) and Disbursement Voucher (DV) to replenish the petty cash incurred for registration expenses	none	1 hour	Property Officer C
	Initial BUR and DV	none		Division Manager/ Section Chief/ Property Officer C
	Forward BUR and DV thru channels for the processing of check	none	5 minutes	Data Encoder
	Receive Check from Cash Division	none	5 minutes	SDO
	Record all transactions to the Cash Book	none	30 minutes	Property Officer C
TOTAL:			7 Hours, 40 Minutes	

23. Reservation and Accommodation of NIA Dormitory and Guesthouse.

Office or Division	General Services Division			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail	All interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prospective Renter verify thru phone or personally from FDIC the availability of room/s at least	1. Front-Desk-In-Charge (FDIC) receive call or personally verify the availability of room/s for reservation.	none	5 minutes	Front-Desk-In-Charge (FDIC) / Guesthouse Supervisor



two (2) days in advance.	2. Upon arrival of guest/s, FDIC will verify reservation and guest/s will register in the guest log book	None	15 minutes	Front-Desk-In-Charge (FDIC)
	3. FDIC shall issue a Request for Issuance Order of Payment (RFIOOP) indicating the days of room occupancy. Pay as You Check-in Policy-	None	5 minutes	Front-Desk-In-Charge (FDIC)
	4. Renter proceeds to the Accounting Division for the issuance of Order of Payment and then proceeds to the Cash Division for payment and issuance of Official Receipt	Dormitory - 300/day Penthouse - 500/day Command Center - 500/day		Accounting Division authorized personnel / Cash Division authorized personnel
	5. Guest/s presents the Official Receipt to the FDIC and the FDIC issues room/s keys and guides guests/s to their respective room	None	5 minutes	Front-Desk-In-Charge (FDIC)
	6. Monthly Report on Dormitory/ Penthouse occupancy/revenue generated is submitted to GSD Office for record/file	None	1 minute	Guesthouse Supervisor / Housekeeping Services Headman
	TOTAL:		31 minutes	

References: *NIA Memorandum Circular Nos. 117, s. 2023, 161, s. 2023, 53, s. 2023, 14, s. 2023, and 126, s. 2022.*

24. Reservation and Utilization of NIA Facilities

Office or Division	General Services Division
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Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	All interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prospective Renter verify through telephone or come personally to the GSD Office for venue availability at least two (2) days before the event and for venue reservation.	1. The GSD personnel receives the call and/or information, and verifies the venue availability for reservation.	None	5 minutes	Guesthouse Supervisor
	2. The Guesthouse Supervisor prints and issues a copy of the Reservation Request Form (RRF) or a Sport Facilities Reservation Request Form (SFRRF) to be filled up by the renter, if not available, call, and/or advise the client that said venue is not available on the said date of the event.	None	15 minutes	Guesthouse Supervisor
	3. if available, the renter proceeds to the Accounting Division for the issuance of Order of Payment then proceeds to the Cash Division for payment and issuance of Official Receipt.	NON-NIANS -Convention Hall - 25,000/day -Matikas Multi-Purpose Bldg. 35,000/day		Accounting Division authorized personnel / Cash Division authorized personnel



		Classrooms (A & B) - 10,000/day -Covered Court - 500/hour		
		Penthouse Conference Room - 10,000/day		
		Executive Lounge - 10,000/day		
		Covered Court -Day playing 600/hr -Night playing 700/hr		
		Matikas Badminton Court - Day Playing 300/hr -Night Playing 350/hr		
	4. The Renter returns to the GSD Office for approval of RRF/SFRRF by the GSD and the Administrative Department managers. Approved RRF/SFRRF will serve	None	15 minutes	GSD / Administrative Department Managers



	as gate passes by the renter of the venue.			
	5. A duplicate copy of the approved Reservation Request is for GSD record and electronic filing.	None	1 minute	Guesthouse Supervisor
TOTAL:			36 minutes	

25. TRANSFER OF ITEMS FROM CENTRAL OFFICE TO FIELD OFFICE VICE VERSA

Office or Division	Property Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	TRANSFER OF ITEMS FROM CENTRAL OFFICE TO FIELD OFFICE VICE VERSA			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		ARTA Task Force of the agency availing the service		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accountable Officers to inform the Property Section, Procurement and Property Division relative to subject Transfer of Properties	Prepare Property Transfer Report (PTR) when properties will be permanently transferred to Field Offices and other agencies	None	30 mins	Storekeeper B
	Initial PTR	None	5 mins.	Section Chief/ Storekeeper B
	For service vehicles	None	5 mins.	Division Manager
	Sign the PTR	None	20 minutes	Section/ Division Manager
	Affix initial	None	-	Department Manager

	Recommend for Approval of PTR	None	-	Deputy Administrator for Administrative and Finance Sector
	Approve PTR	None	-	Administrator
	Upon receipt of Approved PTR, prepare letter to Accounting Division (AD) requesting for Journal Entry Voucher and dropping from the books of accounts	None	30 minutes	Storekeeper B
Accountable Officer to present the subject properties for inspection of the Property Section Staff	Prepare Gate Pass in 3 copies, original - CSA Guard, duplicate - End User, triplicate - Property Section	None	20 minutes	Storekeeper B
	Once PTR was signed by the RIM/PM, original copy will be returned back to Property Section for file	None	5 minutes	Storekeeper B
	For furniture and fixtures and office equipment			
	Sign the PTR	None	5 minutes	Division Manager
TOTAL:			2 Hours	

26. Transfer of Property from NIA Field Office to Central Office

Office or Division	Property Section, Procurement and Property Division			
Classification	Simple			
Type of Transaction	Transfer of Property from NIA Field Office to Central Office			
Who may avail	Concerned NIA Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		ARTA Task Force of the agency availing the service		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	Receive the Property Transfer Report & check the equipment/ office supplies/ construction materials to be transferred to CO	None	1 hour	Storekeeper B
	Record & prepare the Property Acknowledgement Receipt (PAR) and assign Property Number and PAR No.	None	1 hour	Storekeeper B
	For Signature	None	paused-lock	End-user
	Upon receipt of signed PAR, prepare Property Card (PC)	None	30 minutes	Storekeeper B/ Storekeeper C
	Check and affix initial to PAR	None	5 minutes	Section Chief
	Sign and approve PAR, PC & PTR	None	paused-lock	Division Manager
	Forward original copy of signed PTR to FO	None	5 minutes	Thru Records Section, HRD
	File PAR, PC and PTR	None	10 minutes	Storekeeper C
TOTAL:			2 Hours, 50 Minutes	



CARP-IC INTERNAL SERVICES

1. Evaluation of Project Completion Report

Office or Division:	Engineering Division			
Classification:	Highly Technical Application			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	RIOs, IMOs, and CARP Implementers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Completion Report (PCR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare PCR of completed projects				
2. Submit PCR to CARP-IC PMO	Receive PCR and endorse it to the Engineering Division	None	1 working day	Office of the Project Manager
	Receive the PCR from the Office of the Project Manager	None		Secretary of ED Manager
	Review/Endorse the PCR to concerned section chief for appropriate action	None		ED Manager
	Assign/Endorse the PCR to the concerned staff	None		Section Chief
	Evaluate the details of the PCR thru its attachments and submit comments/output to the Section Chief	None	3 working days	Technical Staff / Monitoring Engineer
	Review/Evaluate the details of the output submitted by the Technical Staff/Engineer-in-charge	None	1 working day	Section Chief
	If with comment/s for compliance of RIO/IMO		varies	RIO, IMO
	Endorse the PCR and PCR Evaluation to CARP-IC Project Manager			ED Manager
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	Release the PCR and PCR Evaluation to the Office of the Project Manager for approval/ notation	None	1 working day	Secretary of ED Manager
	Check and sign the evaluated PCR	None		Project Manager
	Release the approved/noted PCR	None		Office of the Project Manager
	Total:		6 working days	

2. Preparation and Processing of Disbursement Voucher for Goods, Utilities, General Support Services and Other Claims

Office or Division:	Finance Section, Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Agency employees and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Refer to Commission on Audit MC 2012-001				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare Disbursement Voucher (DV)/ Budget Utilization Request (BUR) With Complete Documents Assign DV Number	None	15-20 minutes	Sr. Accounting Processor A / Administrative Assistant II
	2. Verify Claims and Supporting Documents Record Registries of allotment and NCA/Cash Control		10-15 minutes	Sr. Corporate Planning Specialist / Sr. Accounting Processor A
	3. Certification as to expenses/ cash advance necessary lawful and incurred under direct supervision of the office concern		10- 15 minutes	Division concerned
	4.Certified Supporting Documents of Disbursement Voucher complete and proper		1-2 days	Sr. Corporate Planning Specialist/ Division Manager B
	5. Approval for Payment of DV		10-15 days	Project Manager

	6. Log out approved DV to Cash Division			Administrative Assistant II
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3. Preparation of Quarterly Report

Office or Division:	Engineering Division			
Classification:	Highly Technical Application			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	NIA-C.O., DA, DAR, PARC, Senate, House of Representatives, and other oversight agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Evaluate/Check and consolidate reports submitted by field offices, as well as the consolidated report from the monthly/quarterly report		10 working days	Technical Staff / Monitoring Engineer
	Prepare the draft of the Quarterly Report			Technical Staff / Monitoring Engineer
	Check/Review the draft of the Quarterly Report			Project Manager, ED, IDD & AFD Managers
	If with comment/s for compliance		varies	Technical Staff / Monitoring Engineer
	If no comment/s, Finalize and Print the Quarterly Report		3 working days	Technical Staff / Monitoring Engineer
	Endorse all the copies of Quarterly Report for approval of the Project Manager and submission to various offices		1 working day	ED Manager
	Release the Quarterly Reports with transmittal to the Office of the Project Manager for approval	None		Secretary of ED Manager

	Release/ Distribute the Quarterly Reports			Office of the Project Manager
	Total:		14 working days	

4. Processing of Request Authority to Fill Vacant Positions

Office or Division:	Administrative Section, Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Agency employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Respective Regional Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Submit the request Authority to Fill vacant position.	None		Concerned Regional Offices
	2. Receive the document/s.		Thirty (30) minutes	Administrative Assistant II / I / Sr. Document Binder
	3. Evaluate request for authority to fill vacant positions viz a viz CARP IC Plantilla of Personnel.		Forty (40) minutes	Administrative Officer IV / Administrative Assistant II
	4. Endorse to AFD Manager for proper action and approval of the Project Manager.		Two (2) working days	AFD Manager / Project Manager
	5. Prepare transmittal for the approved request.		Twenty (20) minutes	Administrative Assistant II
	6. Release approved request to concerned Regional Office thru the Records Section of NIA CO.		Thirty (30) minutes	Administrative Assistant II / I / Sr. Document Binder
	Total:		2 days and 2 hours	

5. Processing of Request for Service, ICT Equipment Repair and Maintenance

Office or Division:	Property and General Services Section, Administrative and Finance Division
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Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Agency employees and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Repair Inspection Report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Reports any irregularities on His / Her Service Vehicle / Equipment.	None	5-10 minutes upon inspection	Driver Mechanic / Requesting Officer
	2. Coordinate on Pre-Repair and Inspection Report / Calls MID Personnel for Assistance.		5-10 minutes per transaction	General Services Division / Management Information Division
	3. Inspect / Troubleshoot / Repair Service Vehicle / Equipment.		1-2 days	General Services Division / Management Information Division
	4. Service Vehicle / ICT Equipments Repaired.		1-3 days	Driver Mechanic / Property & General Services Section

6. Processing of Terminal Leave Benefits

Office or Division:	Administrative Section, Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Agency employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Respective Regional Office		
Refer to Commission on Audit MC 2012-001				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request for Terminal Leave Claim	1. Received Retirement Application.	None	within 1 working day	Administrative Assistant II / Senior Document Binder
	2. Checks as to completeness of documentary requirements -Application for Retirement -Service Record -CO/FO Clearance			

	-Copy of latest appointment -Latest NOSA/NOSI -Latest SALN -Ombudsman Clearance (for Division Manager and above) -GSIS Clearance Attached Worksheet on Terminal Leave Claim		within 1 working day	Administrative officer IV
	3. Evaluate the requirements for terminal leave.		1-2 working days	Administrative Officer IV
	4. Endorse processed request to the AFD Manager / PM for approval.		1 working day	Administrative Assistant IV / Administrative Assistant II
	Total:		4 days	

7. Quarterly IDP Physical Accomplishment Report and IA Seasonal O&M Performance Reports

Office or Division:	Institutional Development Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)/ Government to Government (G2G)			
Who may avail:	Agency employees and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents	1. Receive submitted Regional Accomplishment Report for: <ul style="list-style-type: none"> Quarterly IDP Physical (4th week of March, June, September, and December) IA Seasonal O&M Performance (July 31 for First Crop, February 28 for Second Crop) then 	None	10 minutes per RIO Report	Data Encoder, Project Manager PMO

	endorsed to IDD Manager			
	2. Receive from Project Manager the submitted Regional IDP Accomplishment Report, check the veracity and content then forward to Area Monitor for evaluation		15 minutes per RIO Report	Division Manager/
	3. Evaluate submitted IDP Physical Accomplishment Reports from RIOs (4th week of March, June, September, and December) and IA Seasonal O&M Performance Report (July 31 for First Crop, February 28 for Second Crop)		2 days per RIO Report	Area Monitor
	4. Furnish the evaluated report to concerned IDD staff for consolidation.		10 minutes	Supervising IDO, Senior IDO
	5. Consolidate Regional IDP Physical Accomplishment Reports (1st week of April, July, October and January) and IA Seasonal &M Performance Report (July 31 for First Crop and February 28 for Second Crop)		3 days (for the IDP Physical Accomplishment Report) 7 days for the IA Seasonal O&M Performance Report	Supervising IDO, Senior IDO
	5. Print and Submit Consolidated IDP Accomplishment to IDD Manager for review		1 day	Supervising IDO, Senior IDO, Division Manager
	6. Submit the reviewed IDP Physical Accomplishment Report to Engineering Division for inclusion in the CARP-IC		15 minutes	Supervising IDO, IDD Manager

	Quarterly Report, and the IA Seasonal O&M Performance Report to Project Manager for approval			
	Total:		13 days	

8. Receiving of Documents

Office or Division:	Administrative Section, Administrative and Finance Division			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)/ Government to Business (G2B)/ Government to Government (G2G)			
Who may avail:	Agency employees and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be submitted		Respective office/ personnel/ business entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents	1. Inspection of documents to be received.	None	Ten (10) minutes	Administrative Assistant II / I / Senior Document Binder
	2. Checks as to correctness & completeness of the documents.		Ten (10) minutes	
	3. Receive document.		Two (2) minutes	
	4. Record and print document Acknowledgement Report using Computerized Document Tracking System.		Three (3) minutes	
	5. Forward processed document to PMs Office.		Three (3) minutes	
	6. Files Acknowledgement Report in corresponding location.		Two (2) minutes	
	Total:		30 inutes	

9. Review/Evaluation of Program of Work (POW)

Office or Division:	Engineering Division			
Classification:	Highly Technical Application			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	RIOs, IMOs, and CARP Implementers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program of Work (POW)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare POW				
2. Submit POW to CARP-IC PMO	Receive POW and endorse it to the Engineering Division	None	1 working day	Office of the Project Manager
	Receive the POW from the Office of the Project Manager	None		Secretary of ED Manager
	Review/Endorse the POW to concerned section chief for appropriate action	none		ED Manager
	Endorse the POW to the concerned staff	None		Section Chief
	Evaluate the POW thru its attachments and submit comments/output to the Section Chief	None	5 working days	Technical Staff / Monitoring Engineer
	Review the details of the output submitted by the Technical Staff/Engineer-in-charge	None	1 working day	Section Chief
	If with comment/s for compliance of RIO/IMO		varies	RIO, IMO
	If no comment/s, check and endorse the POW to CARP-IC Project Manager			ED Manager
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	Release the POW to the Office of the Project Manager for notation	None	1 working day	Secretary of ED Manager
	Check and sign the evaluated POW	None		Project Manager
	Release the evaluated POW	None		Office of the Project Manager
	Total:		8 working days	

10. Selection and Prioritization of Proposed Projects

Office or Division:	Engineering Division			
Classification:	Highly Technical Application			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	NIA-C.O., LGU, DA, DAR, PARC, Senate, House of Representatives, and other oversight agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter				
NIA, DAR, PARCCOM Joint Validation Report		NIA / DAR / PARCCOM		
PARCCOM Resolution or Endorsement		PARCCOM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Request for NIA, DAR, PARCCOM joint validation of the proposed project			for scheduling	
4. Submit Joint Validation Report, and endorsement/ project proposal to DAR, PARC, CARP-IC PMO	Receive Project endorsement/proposal and forward it to the Engineering Division	None	1 working day	Office of the Project Manager
	Receive Project endorsement/proposal and its supporting documents from the Office of the Project Manager	None		Secretary of ED Manager
	Review the endorsement/proposal s and its supporting documents to	None		ED Manager

	concerned section chief for appropriate action			
	Endorse the proposals and its supporting documents to the concerned staff	None		Section Chief
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Evaluate the details of the proposed project thru its supporting documents and submit comments/output to the Section Chief	None	3 working days	Technical Staff / Monitoring Engineer
	Check the details of the output submitted by the Technical Staff/Monitoring Engineer	None	1 working day	Technical Staff / Monitoring Engineer
	If with comment/s for compliance	None	varies	Section Chief
	If no comment/s, Include the project in the long list of projects to be proposed for future years		1 working day	ED manager, Section Chief Technical Staff / Monitoring Engineer
	Prioritize CY projects and discuss it with the Project Manager for submission to PARC and DAR for joint deliberation & approval		Varies *for schedule (depends on PARC)	CARP-IC PMO, PARC
	Total:		6 working days	

11. Validation of Functionality Survey Results for the Search for Most Outstanding IA

Office or Division:	Institutional Development Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)/ Government to Government (G2G)			
Who may avail:	Agency employees, IA and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents	1. Require the RIOs to submit IA Nominees	None	5 days	Supervising IDO, Division Manager, Project Manager
	2 Receive from PM the list of IA Nominees and forward to the Division Manager			Data Encoder
	3. Review list of IA Nominees and instruct concerned Area Monitor for evaluation			Division Manager
	4. Collate the evaluated nominees			Supervising IDO
	5 Prepare validation schedule/travel orders/logistics/IA FS Forms		3 days	Area Monitor
	5. Conduct validation of IA Nominees		1 month	Area Monitor, Division Manager
	6 Deliberate the results of validation and declare the winner		1 day	Area Monitor, Division Manager, Project Manager
	7.Submit in writing to PAIS the names of Most Outstanding IAs for awarding during the NIA Anniversary		4 hours	Supervising IDO, Division Manager, Project Manager
	Total:		1 month and 9.5 days	



CORPORATE PLANNING SERVICES

INTERNAL SERVICES

1. Creation of Casual, Contract of Service and Job Order Positions - Central Office

Office or Division	Management Services Division, Corporate Planning Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Concerned NIA Officials (Regional/Project/ Department Managers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MC 3., s. 2019		Management Services Division Personnel Relations, Documents and Records Section NIA's Online Memorandum Circular Retrieval System		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for creation of Casual, COS and JO positions	1. Receive request; log-in; encode to DTS; forward to Department Manager.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	2. Direct/recommend/instruct appropriate action to the Division Manager.	None	15 minutes	Department Manager Office of the Corporate Planning Services
	3. Direct the preparation of the evaluation slip on creation of positions	None	15 minutes	Division Manager Office of the Corporate Planning Services
	4. Gather, analyze and evaluate relevant data; and prepare evaluation slip.	None	4 working days	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	5. Review and initial evaluation slip.	None	30 minutes	Division Manager Department Manager Office of the Corporate Planning Services
	6. Log-out, encode to DTS; and forward to Budget and Revenue Division (BRD) for further evaluation.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	7. Receive, evaluate and prepare evaluation slip; and forward to the Management Services Division (MSD).	None	-	Budget Revenue Division Financial Management Department
	8. Receive from BRD-FMD and forward to the Division Manager.	None	5 minutes	Data Encoder Office of the Corporate Planning Services

	9. Direct the preparation of the transmittal letter on creation of positions	None	5 minutes	Division Manager Office of the Corporate Planning Services
	10. Prepare Transmittal Letter; and attach complete supporting documents, if any; route to Division Manager.	None	3 hours	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	11. Review and initial Transmittal Letter.	None	15 minutes	Division Manager Department Manager Office of the Corporate Planning Services
	12. Log-out Transmittal Letter; encode to DTS; route to respective signatories.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	13. Receive, review, initial/sign approve transmittal letter of creation of positions	None	4 working days	Department Manager Financial Management Department (initial)
				Department Manager Office of the Administrative Department (initial)
				Senior Deputy Administrator Office of the Senior Deputy Administrator/ Concerned Deputy Administrator (recommending approval)
				Administrator Office of the Administrator (approval)
	14. Receive, encode, file a copy of the signed Transmittal Letter with complete supporting documents; forward to the Human Resources Division	None	10 minutes	Data Encoder Office of the Corporate Planning Services
TOTAL:			4 days, 4 hours, 55 minutes	

2. Creation of Casual, Contract of Service and Job Order Positions - Regional and Project Management Office

Office or Division	Management Services Division, Corporate Planning Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Concerned NIA Officials (Regional/Project/ Department Managers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MC 3., s. 2019		Management Services Division Personnel Relations, Documents and Records Section NIA's Online Memorandum Circular Retrieval System		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for creation of Casual, COS and JO positions	1. Receive request; log-in; encode to DTS; forward to Department Manager.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	2.Direct/recommend/instruct appropriate action to the Division Manager.	None	15 minutes	Department Manager Office of the Corporate Planning Services
	3. Direct the preparation of the evaluation slip on creation of positions	None	15 minutes	Division Manager Office of the Corporate Planning Services
	4. Gather, analyze and evaluate relevant data; and prepare evaluation slip	None	4 working days	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services

	5. Review and initial evaluation slip.	None	30 minutes	Division Manager Department Manager Manager Office of the Corporate Planning Services
	6. Log-out, encode to DTS; and forward to Budget and Revenue Division (BRD) for further evaluation.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	7. Receive, evaluate and prepare evaluation slip; and forward to the Management Services Division (MSD).	None	-	Budget Revenue Division Financial Management Department
	8. Receive from BRD-FMD and forward to the Division Manager.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	9. Direct the preparation of the transmittal letter on creation of positions	None	5 minutes	Division Manager Office of the Corporate Planning Services
	10. Prepare Transmittal Letter; and attach complete supporting documents, if any; route to Division Manager.	None	3 hours	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	11. Review and initial Transmittal Letter.	None	15 minutes	Division Manager Department Manager Manager Office of the Corporate Planning Services
	12. Log-out Transmittal Letter; encode to DTS; route to respective signatories.	None	5 minutes	Data Encoder Office of the Corporate

				Planning Services
	13. Receive, review, initial/sign approve transmittal letter of creation of positions	None	4 working days	Department Manager Financial Management Department (initial) Department Manager Office of the Administrative Department (initial) Deputy Administrator Office of the Engineering and Operation Sector (recommending approval) Deputy Administrator Office of the Administrative and Finance Sector (approval)
	14. Receive the approved/disapproved Transmittal Letter; Log-out; encode to the DTS; file a copy of the signed Transmittal Letter with complete supporting documents; forward to the Records Section, HRD for transmittal to respective Regions/Offices.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
TOTAL:			4 days, 4 hours, 55 minutes	

3. Evaluation of Administrative Issuances

Office or Division	Management Services Division, Corporate Planning Services
Classification	Simple
Type of Transaction	G2G



Who may avail	Concerned NIA Officials (Top Management, Department, Regional and Project Managers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft Administrative Issuance		Proponent/ Concerned Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive Administrative Issuance from Office of the Administrator	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	2.Direct/recommend/instruct appropriate action to the Division Manager.	None	15 minutes	Department Manager Office of the Corporate Planning Services
	3. Direct review of Issuance to Systems Analyst	None	10 minutes	Division Manager Office of the Corporate Planning Services
	4. Review Issuance for consistency with previous issuances.	None	25 minutes	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	5. Check the results of the review done by the Systems Specialist	None	30 minutes	Division Manager Office of the Corporate Planning Services
	5.1. If for revision , return issuance with comments and revisions to the proponent. Coordinate with the proponent if the issuance requires re-routing to signatories	None	1 Hour	Data Encoder Office of the Corporate Planning Services
	5.1a Re-route revised administrative issuance	None	1 Day	Proponent
	5.1b Revise and return to MSD, CorPlan (next is step No. 6)	None	2 Hours	Proponent

	5.2. If not for revision, route the issuance to the concerned Systems Management Specialist for numbering	None	5 minutes	Division Manager Office of the Corporate Planning Services
	6. Receive approved administrative issuance after approval of the Administrator.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	7. Indicate control number on the administrative issuance	None	10 minutes	Management Systems Analyst Office of the Corporate Planning Services
	8. Log-out; encode to DTS; file copy of the issuance (e-file and hard copy) and forward to Personnel Relations, Documentation, and Records Section for proper dissemination	None	10 minutes	Data Encoder Office of the Corporate Planning Services

TOTAL:	I. Administrative issuance <i>without</i> revision	1 Hour , 45 minutes
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4. Extension of Casual, Contract of Service and Job Order Positions-Central Office

Office or Division	Management Services Division, Corporate Planning Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Concerned NIA Officials (Regional and Project Managers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MC 3., s. 2019		Management Services Division Personnel Relations, Documents and Records Section NIA's Online Memorandum Circular Retrieval System		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for extension of Casual, COS and JO positions	1. Receive request; log-in; encode to DTS; forward to Department Manager.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	2. Direct/recommend/instruct appropriate action to the Division Manager.	None	15 minutes	Department Manager Office of the Corporate Planning Services

	3. Direct the preparation of the evaluation slip on extension of positions	None	15 minutes	Division Manager Office of the Corporate Planning Services
	4. Review, evaluate and validate request for extension of positions; prepare Endorsement Letter to BRD with recommendation to approve	None	4 working days	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	5. Review and finalize, initial evaluation slip.	None	1 Hour	Division Manager Department Manager Office of the Corporate Planning Services
	6. Log-out; and encode to DTS; and forward to Budget and Revenue Division (BRD) for further evaluation.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	7. Receive, evaluate and prepare evaluation slip; and forward to the Management Services Division (MSD).	None	-	Budget Revenue Division Financial Management Department
	8. Receive from BRD and FMD and forward to the Division Manager.	None	15 minutes	Data Encoder Office of the Corporate Planning Services
	9. Direct the preparation of the Transmittal Letter approving/disapproving	None	10 minutes	Division Manager Office of the Corporate Planning Services
	10. Direct the preparation of the transmittal letter on extension of positions	None	2 hours	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	11. Review and initial Transmittal Letter.	None	15 minutes	Division Manager Office of the Corporate Planning Services
	12. Finalize and initial Transmittal Letter.	None	15 minutes	Department Manager Office of the Corporate Planning Services
	13. Log-out Transmittal Letter; encode to DTS; route to respective signatories.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	14. Receive, review, initial/sign approve transmittal letter of extension of positions	None	3 working days	Department Manager Financial Management Department (initial)

				Department Manager Office of the Administrative Department (initial) Senior Deputy Administrator Office of the Senior Deputy Administrator/Concerned Deputy Administrator (recommending approval) Administrator Office of the Administrator (approval)
	15. Receive, encode, file a copy of the signed Transmittal Letter with complete supporting documents; forward to the Human Resources Division	None	10 minutes	Data Encoder Office of the Corporate Planning Services
TOTAL:			4 days, 4 hours, 55 minutes	

5. Extension of Casual, Contract of Service and Job Order Positions-Regional and Project Management Office

Office or Division	Management Services Division, Corporate Planning Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Concerned NIA Officials (Regional and Project Managers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MC 3., s. 2019		Management Services Division Personnel Relations, Documents and Records Section NIA's Online Memorandum Circular Retrieval System		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for extension of Casual, COS and JO positions	1. Receive request; log-in; encode to DTS; forward to Department Manager.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	2. Direct/recommend/instruct appropriate action to the Division Manager.	None	15 minutes	Department Manager Office of the



				Corporate Planning Services
	3. Direct the preparation of the evaluation slip on extension of positions	None	15 minutes	Division Manager Office of the Corporate Planning Services
	4. Review, evaluate and validate request for extension of positions; prepare Endorsement Letter to BRD with recommendation to approve	None	4 working days	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	5. Review and finalize, initial evaluation slip.	None	1 Hour	Division Manager Department Manager Office of the Corporate Planning Services
	6. Log-out; and encode to DTS; and forward to Budget and Revenue Division (BRD) for further evaluation.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	7. Receive, evaluate and prepare evaluation slip; and forward to the Management Services Division (MSD).	None	-	Budget Revenue Division Financial Management Department
	8. Receive from BRD and FMD and forward to the Division Manager.	None	15 minutes	Data Encoder Office of the Corporate Planning Services
	9. Direct the preparation of the Transmittal Letter approving/disapproving	None	10 minutes	Division Manager Office of the Corporate Planning Services
	10. Preparation of the transmittal letter on extension of positions	None	2 hours	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services

	11. Review and initial Transmittal Letter.	None	15 minutes	Division Manager Office of the Corporate Planning Services
	12. Finalize and initial Transmittal Letter.	None	15 minutes	Department Manager Office of the Corporate Planning Services
	13. Log-out Transmittal Letter; encode to DTS; route to respective signatories.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	14. Receive, review, initial/sign approve transmittal letter of extension of positions	None	3 working days	Department Manager Financial Management Department (initial)
				Department Manager Office of the Administrative Department (initial)
				Deputy Administrator Office of the Engineering and Operation Sector (recommending approval)
				Deputy Administrator Office of the Administrative and Finance Sector (approval)
	15. Receive, encode, file a copy of the signed Transmittal Letter with complete supporting documents; forward to the Records Section, HRD for transmittal to respective Regions/Offices.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
TOTAL:			4 days, 4 hours, 55 minutes	

6. Formulation of Organizational Policies- Management Services Division, Corporate Planning Services

Office or Division	Management Services Division, Corporate Planning Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Concerned NIA Officials (Top and Middle Management)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instruction from the Top Management 2. Instruction from the Department Manager, Corporate Planning Services 3. Request from the Concerned Office				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive instruction to formulate policy	None	-	Top Management
	2. Direct/recommend/instruct appropriate action to the Division Manager.	None	25 minutes	Department Manager Office of the Corporate Planning Services
	3. Review the request/instruction and direct to formulate policy	None	15 minutes	Division Manager Office of the Corporate Planning Services
	4. Gather, review, analyze necessary data/information; draft the policy, and confer to the Division Manager	None	4 days	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	5. If not for revision, affix initial on the drafted policy; forward to the Department Manager, for initials/signature	None	10 minutes	Division Manager Office of the Corporate Planning Services

	6. Affix initials/signature on the policy and route to the Data Encoder	None	30 minutes	Department Manager Office of the Corporate Planning Services
	7. Receive, review, initial/sign drafted policy	None	3 working days	Department Manager Financial Management Department (initial)
				Department Manager Office of the Administrative Department (initial)
				Deputy Administrator Office of the Engineering and Operation Sector (recommending approval)
				Deputy Administrator Office of the Administrative and Finance Sector (approval)
	8. Receive approved administrative issuance after approval of the Administrator.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	9. Indicate control number on the administrative issuance	None	10 minutes	Management Systems Analyst Office of the Corporate Planning Services
	10. Log-out Administrative Issuance; encode to DTS; forward to Records Section	None	10 minutes	Data Encoder Office of the Corporate Planning Services
TOTAL:			4 Days, 1 Hour, 45 Minutes	

7. ICT Service

Provides assistance on minor Information and Communications Technology (ICT) related Services e.g. Computer Troubleshooting, Network-Related Issues, Software Troubleshooting Errors and Anti-Virus Updates

Office or Division:	Management Information Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NIA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Service Form NIA-AO-COR-MID-INT-Form01 Rev.03 (1 Copy)		Management Information Division (MID) Office – 2/F NIA Building A, NIA Ave., EDSA, Diliman, Quezon City Or Office Document Controllers using the Document Masterlist Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill the ICT Service Form	1. Provide ICT Service Form to client	None	1 Day	<i>ICT Support Staff</i> Management Information Division
2. Submit the accomplished form to MID Office	2. Receive the form and check for completeness 2.1. Process the request	None	1 Day	<i>ICT Support Staff</i> Management Information Division
3. Provide Service Feedback 3.1 Acknowledge the Action Taken and Recommendations Provided by ICT Support Staff 3.2 Optionally, give your remarks	3. Fill the ICT Support Staff's Name and Signature 3.1 Provide the Action Taken and Recommendations 3.2 Put the Date & Time Finished	None	1 Day	<i>ICT Support Staff</i> Management Information Division
TOTAL:		None	31 Days	

8. Modification of Annual Irrigation Program Process

Office or Division	Planning and Programming Division - Corporate Planning Services
Classification	Technical
Type of Transaction	Government to Government
Who may avail	Regional Irrigation Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of duly signed letter/document form addressed to the Administrator requesting for modification of annual irrigation program.		Requesting Regional Irrigation Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly signed document/letter/request for modification.	Review/evaluate document/letter/request for modification.	None	Within 30 minutes	<i>Project Evaluation Officer IV</i> <i>Project Evaluation Officer III</i> Investment Planning and Programming Section
N/A	Review/check/evaluate irrigation programs/projects identified in the modification request from NIA field offices/PMOs.	None	Within 4 hours	<i>Project Evaluation Officer IV</i> <i>Project Evaluation Officer III</i> <i>Sr. Research Analyst A</i> Investment Planning and Programming Section
N/A	Validate/recommendation/approve (Sign/Initial) the document and endorse to next signing official.	None	Within 30 working days	<i>Project Evaluation Officer IV</i> <i>Project Evaluation Officer III</i> <i>Sr. Research Analyst A</i> Investment Planning and Programming Section
N/A	Approve (Sign/Initial) the document and endorse to next signing official.	None	One (1) hour	<i>Department Manager</i> Corporate Planning Services
N/A	Track/record the outgoing document through the DTS and forward document to next approving office.		Within 15 minutes	<i>Secretary</i>
N/A	Approval/recommendation on request for modification.	None	Five (5) working days	<i>Administrator</i>

N/A	Receive approved document, File a copy for records keeping and endorse/furnish copy to all concerned for their references and guidance.	None	One (1) hour	<i>Project Evaluation Officer III</i> <i>Sr. Research Analyst A</i> Investment Planning and Programming Section
N/A	Receive/review/check/evaluate fund release status of programs/projects identified in the modification request and endorse/furnish copy to MID for appropriate action.	None	One (1) hour	<i>Division Manager</i> <i>Section Chief</i> Budget and Revenue Division
N/A	Receive approved document request and modify details of programs/projects in the online monitoring system.	None	One (1) hour	<i>Division Manager</i> <i>Section Chief</i> <i>Computer Programmer III</i> Management Information Division
TOTAL:		None	35 days, 7 hours and 45 minutes and (6) hours	

9. Organization Proposal

Office or Division	Interim Management Services Division, Corporate Planning Services			
Classification	Highly Technical			
Type of Transaction	G2G, G2C			
Who may avail	Concerned NIA Officials (Top Management, Regional and Project Managers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NEDA Approval of the Project 2. Project Profile 3. Implementation Schedule 4. Organizational Proposal <ul style="list-style-type: none"> a. Organizational Structure b. Staffing Pattern c. Functional Description d. Duties and Responsibilities of the Position 		Office of the Concerned Project Manager		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit Organizational Proposal	1. Receive Organization Proposal; log-in; encode in document tracking system (DTS); forward to Department Manager.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	2. Direct/recommend/instruct appropriate action to the Division Manager.	None	30 minutes	Department Manager Office of the Corporate Planning Services
	3. Direct the detailed preparation of the organization proposal to concerned Management System Specialist/ Analyst.	None	1 hour	Division Manager Office of the Corporate Planning Services
	4. Research and gather all necessary data relevant to the request	None	2 working days	Concerned Supervising Mgt. Specialist/ Management Analyst Office of the Corporate Planning Services
	5. Evaluate proposal; analyze based on the gathered data and position standard, prepare recommendation	None	2 working days	Concerned Supervising Mgt. Specialist/Mgt. Analyst Office of the Corporate Planning Services
	6. Draft Organizational Proposal, Statement of Functions, Staffing Pattern and Financial Requirements, and forward to the Division Manager	None	6 working days	Concerned Supervising Mgt. Specialist/Mgt. Analyst Office of the Corporate Planning Services
	8. Review the Organization Proposal; incorporate corrections, additional inputs and comments and return to concerned Management Specialist for revision	None	2 working days	Division Manager Office of the Corporate Planning Services
	9. Revise Organization Proposal, gather additional data and attach all documents required, if there are any and forward to the Division Manager for final review and initials	None	4 Hours	Concerned Supervising Mgt. Specialist/Mgt. Analyst Office of the Corporate Planning Services



	10. Review the revised Organizational Proposal, affix initials and forward to the Department Manager	None	1 hour	Division Manager Office of the Corporate Planning Services
	11. Finalize the Organization Proposal and instruct to prepare Letter Recommendation to the NIA-Board of Directors (BOD) for approval.	None	1 working day	Department Manager Office of the Corporate Planning Services
	12. Finalize the Organization Proposal, Statement of Functions, Staffing Pattern and Financial Requirements; prepare Endorsement Letter to the BOD.	None	2 working days	Concerned Management System Specialist/ Analyst Office of the Corporate Planning Services
	13. Review; initial endorsement letter to the Board.	None	30 minutes	Division Manager Department Manager Office of the Corporate Planning Services
	15. Log-out Endorsement Letter; encode to DTS; file duplicate copy of the letter, approved Structure and supporting documents; forward to the concerned Office of the Deputy Administrator	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	16. Review and initial the Endorsement Letter to GCG / DBM with complete supporting documents; forward to the Office of the Senior Deputy Administrator	None	-	Concerned Deputy Administrator (Administrative and Finance/Engineering and Operations)
	17. Endorsement Letter to the Board with the approved Organization Plan and supporting docs; forward to Office of the Senior Deputy Administrator for initials	None	-	Senior Deputy Administrator
	18. Approve the Endorsement Letter to the Board with the approved Organization Plan and supporting docs; and return to Corplan	None	-	Administrator



	19. Receive the approved Endorsement Letter of the Organization Proposal with supporting documents; forward to the Office of the Corporate Board Secretary	None	10 minutes	Data Encoder Office of the Corporate Planning Services
Contain in 1 activity for the BOD - not counted in the total processing time	21.Receive, include in the agenda, approved in the board meeting, and issue Board Resolution	None	14 Days	Board of Directors (BOD)
	22.Receive the approved BOD Resolution; log-in; encode in the DTS, forward to the Department Manager	None	10 minutes	Data Encoder Office of the Corporate Planning Services
Submit Proposal to GCG	23. Prepare Submission letter to GCG and DBM with complete attachments; forward to Department Manager for initials	None	4 hours	Concerned Supervising Mgt. Specialist/Systems Mgt. Analyst Office of the Corporate Planning Services
	24. Review and initial the submission letter to GCG/DBM	None	15 minutes	Department Manager Office of the Corporate Planning Services
	25. Encode in the DTS the submission letter; forward to the Senior Deputy Administrator for initials	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	26. Review and initial the submission letter to the GCG/DBM	None	-	Senior Deputy Administrator
	27. Sign submission letter of the Organization Proposal to the GCG/DBM	None	-	Administrator
	28. Receive submission letters; encode in the DTS; file copy; forward to the Records Section for transmittal to GCG and DBM	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	28. Transmit the submission letter with complete supporting documents to GCG and DBM	None	-	Records Officer
TOTAL:			15 days, 12 hours, 10 minutes	

10. Preparation of Annual Irrigation Program and the Budgetary Process

Office or Division	Planning and Programming Division - Corplan			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	Regional Irrigation Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of duly signed letter addressed to Administrator submission of feasible projects/ regional programs for the Budget Year.		Requesting Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online submission of feasible projects/regional programs for the annual year	Issuance of Memorandum of Guidelines and conduct of review, planning, and workshop/ forum. Update criteria for the selection/ prioritization of programs and projects for Annual Program	None	Within five (5) working days	Acting Manager
				Planning and Programming Division
				or
				Project Evaluation Officer III/IV
				Investment Planning and Programming Section
N/A	Gather/ Consolidate/ Evaluate inputs of new projects and on-going projects from NIA field offices/ PMOs from RDC endorsement, LGUs, and stakeholders	None	Ten (10) working days	Project Evaluation Officer III/IV
				Investment and Programming Section
				or
				Sr. Research Analyst A
				Investment Planning and Programming Section
N/A	Validation/ recommendation of proposals of program/project	None	Within five (5) working days	Concerned IPP Staff
N/A	Receive DBM's advice of Budget Call. Attend Budget Forum/ Update additional criteria and Project Proposal Guidelines and Issuance of Program/Budget memorandum for workshop.	None	Seven (7) working days	Acting Manager
				Planning and Programming Division
				or
				Project Evaluation Officer III/IV
				Investment Planning and Programming Section

N/A	Conduct of Annual Programs/ Budget Workshop/ Receipt of programs/ projects online submissions from region/PMOs. Receipt of endorsements from * RDCs and *CSOs comments and recommendations of Budget Proposal	None	Seven (7) working days	Acting Manager
				Planning and Programming Division
				or
				Project Evaluation Officer III/IV
				Investment Planning and Programming Section
				or
				Sr. Research Analyst A
N/A	Presentation for review/comments/approval of Irrigation Programs and Budget Proposal by Top Management. Follow-up actions on recommendations for final version	None	Three (3) working days	Investment Planning and Programming Section
				or
				Project Evaluation Officer III/IV
				Investment Planning and Programming Section
N/A	Issuance to all offices of the Program/Budget considered for Budget Forms preparation and documentation requirements	None	Within Two (2) working days	Project Evaluation Officer III/IV
				Investment Planning and Programming Section
				or
				Sr. Research Analyst A
N/A	Submit Budget Proposal & Supporting Documents. Attend Technical Budget Hearings in DBM with Top Management and Officials	None	Fourteen (14) working days	Investment Planning and Programming Section
				or
				Sr. Research Analyst A
				Acting Manager
				Planning and Programming Division
				or
				Project Evaluation Officer III/IV
N/A	Recommend Budget Level of Projects/Programs received from DBM	None	Within five (5) working days	Investment Planning and Programming Section
				Investment Planning and Programming Section
N/A	Receive Annual Budget Level under the National Expenditure	None	Seven (7) working days	Acting Manager
				Planning and Programming Division



	Program (NEP/President's Budget), Coordinate preparation of Final Forms/ Supporting Documents of the NEP, Submit complete Annual Budget Documents to the House of Representative/ Senate and DBM			or <i>Project Evaluation Officer III/IV</i> Investment Planning and Programming Section or <i>Sr. Research Analyst A</i> Investment Planning and Programming Section
N/A	Attend Budget Hearing in Congress, Present to concerned Congressional Committees the Annual Irrigation Status as needed	None	Twenty-Two (22) working days	<i>Acting Manager</i> Planning and Programming Division or <i>Project Evaluation Officer III/IV</i> Investment Planning and Programming Section or <i>Sr. Research Analyst A</i> Investment Planning and Programming Section
N/A	Submit to DBM Budget Execution Documents based on NEP Budget, Submit to DBM Detailed List of projects and subprojects included in Approved GAA	None	Twenty-Four (24) working days	<i>Project Evaluation Officer III/IV</i> Investment Planning and Programming Section or <i>Sr. Research Analyst A</i> Investment Planning and Programming Section
N/A	Receipt of Approved Annual Program under GAA for implementation/ present/ disseminate to all offices of Final Irrigation Program. Submit to DBM Final Budget & Execution Documents (Physical/Financial Plan)	None	Ten (10) working days	<i>Project Evaluation Officer III/IV</i> Investment Planning and Programming Section or <i>Sr. Research Analyst A</i> Investment Planning and Programming Section
N/A	Consolidate Program of Works/ Status of Procurement of Contracts	None	Fifteen (15) working days	<i>Project Evaluation Officer III/IV</i> Investment Planning and Programming Section or <i>Sr. Research Analyst A</i> Investment Planning and Programming Section



N/A	Submit request for Partial Special Allotment Release Order of the GAA to DBM	None	Twenty-Two (22) working days	Acting Manager
				Planning and Programming Division
				or
				Project Evaluation Officer III/IV
				Investment Planning and Programming Section
				or
				Sr. Research Analyst A
				Investment Planning and Programming Section
TOTAL:			One Hundred Eighty-One (181) working days	

11. Preparation/Updating of Agency's Irrigation Development Program for Inclusion in the Government's Infrastructure Program

Office or Division	Planning and Programming Division - Corplan			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of duly signed letter addressed to Administrator submission of feasible projects/ regional programs.		Requesting Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly signed letter submission of feasible projects/regional programs.	Coordinate submission of feasible projects/ Regional programs. Communicate/ Gather available Information from Long-Term Irrigation Indicative Dev. Program/ Masterplan for Irrigation Development	None	Within 5 weeks (continuing process)	<i>Acting Manager</i> , Planning and Programming Division or <i>Corporate Planning Analyst</i> , Planning and Policy Section

N/A	Tabulate information/data, classify priority and validate project cost for inclusion in the investment program. Present of Yearly Financial Requirement output indicators and physical targets.	None	Within 3 weeks	<i>Acting Manager, Planning and Programming Division or Corporate Planning Analyst, Planning and Policy Section</i>
N/A	Submit Draft Plan to the Corplan Manager for comments	None	Within 1 week	<i>Acting Manager, PPD & Department Manager, Corplan</i>
N/A	Revise Plan to incorporate comments	None	Within 1 week	<i>Corporate Planning Analyst, PPD</i>
N/A	Present Preliminary Irrigation Development Program to Top Management for comments/ recommendations/ confirmation and finalize for the submission of : a) Public Investment Program (overall-6 years) b) Core Investment Program (1 Billion up-6 years) c) Three-Year Rolling Investment Program (overall program for year period)	None	Seven (7) working days	<i>Acting Manager, Planning and Programming Division or Corporate Planning Analyst, Planning and Policy Section</i>
N/A	Submit NIA approved PIP, CIP and TRIP for inclusion in the National Development Plan	None	Within Three (3) working days	<i>Acting Manager, Planning and Programming Division or Corporate Planning Analyst, Planning and Policy Section</i>

N/A	Revise/Update necessary project information and re-submit revision of updated Plans and Programs	None	Seven (7) working days	<i>Acting Manager, Planning and Programming Division or Corporate Planning Analyst, Planning and Policy Section</i>
N/A	Furnish copy to all concerned for their references and guidance. (Note: Data submitted once accepted/confirmed by NEDA it will be posted in their website)	None	Three (3) working days	<i>Acting Manager, Planning and Programming Division or Corporate Planning Analyst, Planning and Policy Section</i>
N/A	Establish projection of funding sources (GOP or Loan) of Programs and Projects for the 6-year period and present to Top Management. Finalize in consideration of comments and recommendations for submission of budget strategy to DBM	None	Seven (7) working days	<i>Acting Manager, Planning and Programming Division or Corporate Planning Analyst, Planning and Policy Section</i>
N/A	Follow-up DBM's comments on submission with requirements/recommendations for its favorable action	None	Three (3) working days	<i>Acting Manager, Planning and Programming Division or Corporate Planning Analyst, Planning and Policy Section</i>
N/A	Coordinate DBM's action with NEDA-ICC and NIA offices needing the documents for the guidance/information of fund support to projects and programs	None	Three (3) working days	<i>Acting Manager, Planning and Programming Division or Corporate Planning Analyst, Planning and Policy Section</i>
TOTAL:			Seventy-Three (73) working days	

12. Request for Authority to Fill Vacant Permanent Positions - Central Office

Office or Division	Management Services Division, Corporate Planning Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Concerned NIA Officials (Top and Middle Managers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Authority to Fill Vacant Positions		Management Services Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for creation/ extension and request for authority to fill vacant permanent positions	1. Receive request; log-in; encode to DTS; forward to Department Manager.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	2.Direct/recommend/instruct appropriate action to the Division Manager.	None	15 minutes	Department Manager Office of the Corporate Planning Services
	3. Direct the preparation of the evaluation slipon Filling-up	None	15 minutes	Division Manager Office of the Corporate Planning Services
	4. Gather, analyze and evaluate relevant data; and prepare evaluation slip.	None	1 working day	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	5. Review and initial/sign evaluation slip.	None	20 minutes	Division Manager Department Manager Office of the Corporate Planning Services
	6. Log-out; and encode to DTS; forward to BRD for further evaluation and routing to signatories.	None	5 minutes	Data Encoder Office of the Corporate Planning Services



	7. Receive, evaluate and prepare evaluation slip; and forward to the Management Services Division (MSD).	None	-	Budget Revenue Division Financial Management Department
	8. Receive evaluation slip; and forward to the Division Manager.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	9. Direct the preparation of the transmittal letter for approval of the filling-up of the position.	None	10 minutes	Division Manager Office of the Corporate Planning Services
	10. Prepare Transmittal Letter for approval, incorporating BRD comments, if there are any, and attach evaluated request and supporting documents; route to respective signatories. Forward to the Division Manager.	None	2 hours	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	11. Review and initial Transmittal Letter.	None	15 minutes	Division Manager Department Manager Office of the Corporate Planning Services
	12. Receive, review, initial/sign approve transmittal letter of extension of positions	None	2 working days	Deputy Administrator Office of the Senior Deputy Administrator Administrator Office of the Administrator
	13. Receive, encode and file a copy of the approved transmittal of the filling up of positions; and forward to HRD for appropriate action.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
TOTAL:			5 hrs., 30 minutes	

13. Request for Authority to Fill Vacant Permanent Positions - Regional Office

Office or Division	Management Services Division, Corporate Planning Services			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Concerned NIA Officials (Regional Managers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Authority to Fill Vacant Positions		Management Services Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for authority to fill vacant permanent position	1. Receive request; log-in; encode to DTS; forward to Department Manager.	None	10 minutes	Data Encoder Office of the Corporate Planning Services
	2.Direct/recommend/instruct appropriate action to the Division Manager.	None	10 minutes	Department Manager Office of the Corporate Planning Services
	3. Direct the preparation of the evaluation slip on Filling-up	None	10 minutes	Division Manager Office of the Corporate Planning Services
	4.Prepare evaluation slip on the request for filling-up.	None	2 Hours	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	5. Review and initial/sign evaluation slip	None	20 minutes	Division Manager Department Manager Office of the Corporate Planning Services
	6. Log-out; encode to DTS; forward to Budget and Revenue Division (BRD) for validation.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	7. Receive, evaluate and prepare evaluation slip; and forward to the Management Services Division (MSD).	None	-	Budget Revenue Division Financial Management Department

	8. Receive evaluation slip; and forward to the Division Manager.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
	9. Direct the preparation of the transmittal letter for approval of the filling-up of the position.	None	10 minutes	Division Manager Office of the Corporate Planning Services

	10. Prepare Transmittal Letter for approval, incorporating BRD comments, if there are any, and attach evaluated request and supporting documents; route to respective signatories. Forward to the Division Manager.	None	2 hours	Concerned Supervising Management Specialist/ Management Systems Analyst Office of the Corporate Planning Services
	11. Review and initial Transmittal Letter.	None	15 minutes	Division Manager Department Manager Office of the Corporate Planning Services
	12. Receive, review, initial/sign approve transmittal letter of extension of positions	None	2 working days	Deputy Administrator Office of the Senior Deputy Administrator (initial) Administrator Office of the Administrator (approval)

	13. Receive, encode to DTS; file a copy of the signed Transmittal Letter with complete supporting documents; forward to the Records Section, HRD for transmittal to respective Regional Offices.	None	5 minutes	Data Encoder Office of the Corporate Planning Services
TOTAL :			5 hrs, 30 minutes	



14. System Performance Monitoring and Technical Services

Provides assistance on software related issue on In-house developed systems by the Information System Development Section (ISDS). This includes bug reports, data related support, and system enhancements.

Office or Division:	Information System Development Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-Users using NIA In-house developed systems			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
System Performance monitoring and Technical Services Form NIA-AO-COR-MID-INT-Form03 Rev.01 (1 Copy)		Management Information Division (MID) Office – 2/F NIA Building A, NIA Ave., EDSA, Diliman, Quezon City Or Office Document Controllers using the Document Masterlist Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill the System Performance monitoring and Technical Services Form until Description of Work Examined/Technical Services entry	1. Provide System Performance monitoring and Technical Services Form	None	2 Days	ISDS Programmers Management Information Division
2. Submit the accomplished form to ISDS Office	2. Receive the form and check for completeness 2.1. Process the request	None	1 Day	ISDS Programmers Management Information Division
3. Provide Name and Signature of End User	3. Fill the Action Recommended and Description of Revision/Additional work Section 3.1 Signature of System Developer.	None	16 Days	ISDS Programmers Management Information Division
4. Noted by Immediate Supervisor/Head of Office's Name and Signature	4. Noted by Information System Development Section Chief A And	None	1 Day	ISDS Programmers Management Information Division



	Management Information Division Manager			
TOTAL:		None	20 Days	

15. Website Posting Request

Provides assistance to NIA's different offices on posting, uploading and updating of NIA website contents in compliance to disclosure and transparency requirements e.g. Institutional Matters, Board and Officers, Financial and Operational Matters, Governance Matters and other reportorial requirements.

Office or Division:	Management Information Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NIA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Website Posting Request NIA-AO-COR-MID-INT-Form02 Rev.01 (1-copy for MID and 1-copy for client)		Management Information Division (MID) Office - 2/F NIA Building A, NIA Ave., EDSA, Diliman, Quezon City Or Download the form in the Document Masterlist Program by the Office Document Controllers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
15. Fill-up the Website Posting Request Form a. Attached the signed document(s) / report(s) to be posted	1. Track the approval of the request thru Document Tracking System or personal	None	2 Days	<i>Client</i> Requesting Office
16. Submit the approved request and the attached document(s) to MID Office	2. Receive the approved request and check for completeness a. Process the request b. Published the document(s) / report(s) in NIA website	None	1 Day	<i>ISDS Staff</i> Management Information Division



17. View document(s) / report(s) posted in NIA website				<i>Client</i> Requesting Office
TOTAL:		None	3 Days	



ENGINEERING DEPARTMENT INTERNAL SERVICES

1.BIDDING DOCUMENTS AND TECHNICAL SPECIFICATIONS FOR ALL PROPOSED CIVIL WORK CONTRACT, GOODS AND CONSULTANCY SERVICES

The Bidding Documents Refer to the documents issued by Procuring Entity (NIA) as the basis for bids, furnishing all information necessary for a prospective bidder to prepare a bid. (2016 Revised IRR of R.A. 9184 Section 5[e])

Office or Division:	Specifications Section – Design and Specifications Division, Engineering Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government (Internal)
Who may avail:	RIOs, PMOs, IMOs and Central Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Contents of Request for Bidding (RFB)</p> <ul style="list-style-type: none"> • Feasibility Study Report (FS) • Detailed Engineering Design (DED) <ul style="list-style-type: none"> ○ Survey ○ Site Investigation ○ Soils and foundation Investigation ○ Construction Materials Investigation ○ Technical Specifications ○ Quantity Cost Estimates • Approved Program of Works (Calendar Year) <ul style="list-style-type: none"> ○ Construction Schedule & Cash Flow • Approved Plans including Map/Schematic Diagram showing source and volumes of Borrow materials/ROW Acquisition • Estimated quantities and its Detailed Computation • Minimum Equipment Requirement • Derivation of Unit Costs • Regional Development Council (RDC) Endorsement (when applicable) • National Commission on Indigenous People (NCIP) (when applicable) • Environmental Compliance Certificate (ECC) • National Economic Development Authority- Investment Coordinating Committee (NEDA-ICC) Approval (when Applicable) 	

<ul style="list-style-type: none"> ● Local Conditions/Other Information <ul style="list-style-type: none"> ○ Project Location ○ Climatological data ○ Daily rainfall data for the last 3 years ○ No. of unworkable days per month for the last three years ○ Sources of Borrow Materials and Disposal Areas ○ Sources of other Const. Materials ○ Relevant documents for ROW ○ Information on Facilities, ie. Power Supply, Water Supply and Banking facilities, and; ○ Other information Regarding Site Conditions ● Included in the Approved Project Procurement Management Plan (PPMP)/ Annual Procurement Plan (APP) (Mandatory) <p>B. Forms and Contents of Bidding Documents for Civil Works</p> <ul style="list-style-type: none"> ● Section I. Invitation to Bid ● Section II. Instructions to Bidders ● Section III. Bid Data Sheet ● Section IV. General Conditions of Contract ● Section V. Special Conditions of Contract ● Section VI. Specifications ● Section VII. Drawings ● Section VIII. Bill of Quantities ● Section IX. Checklist of Technical and Financial/Documents. <p>C. Contents of Bidding Documents for Goods</p> <ul style="list-style-type: none"> ● Section I. Invitation to Bid ● Section II. Instructions to Bidders ● Section III. Bid Data Sheet ● Section IV. General Conditions of Contract ● Section V. Special Condition of Contract ● Section VI. Schedule of Requirements ● Section VII. Technical Specifications ● Section VIII. Checklist of Technical and Financial Documents <p>D. Contents of Bidding Documents for Consultancy Services</p>	
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<p>Part I</p> <ul style="list-style-type: none"> ● Section I. Request for Expression of Interest ● Section II. Eligibility Documents ● Section III. Eligibility Data Sheet <p>Part II</p> <ul style="list-style-type: none"> ● Section I. Notice of Eligibility and Short Listing ● Section II. Instructions to Bidders ● Section III. Bid Data Sheet ● Section IV. General Conditions of Contract ● Section V. Special Conditions of Contract ● Section VI. Terms of Reference ● Section VII. Bidding Forms ● Section VIII. Appendices 				
CLIENT STEPS	AGENCY ACTION PER PROJECT	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Infrastructures 1.Forward RFB to NIA – Central Office/ Deputy Administrator for Engineering and Operations Sector/Senior Deputy Administrator	1.Receive copy of RFB Approved by the Administrator	None	15 minutes	Data Encoder/ Secretary
	1.1Request Approved Plans/Drawings from concerned Office/ End User	None	1 day	DSD Manager/ Specifications Section Head and Staff
2.Forward Requested Plans/Drawings to Specifications Section, DSD, Engineering Department	2.Receive Approved Plans/ Drawings submitted by concerned Office/ End User	None	1 day	DSD Manager/ Specifications Section Head
	2.1Prepare Bid Documents and Technical Specifications	None	25 days	Specifications Section Head and Staff

	2.2 Forward Bid Documents to the Bids and Awards Committee – A (BAC – A) for sale to prospective Bidders.	Depends on ABC	1 day	DSD Manager/ Specifications Head
	2.3 Copy of Bid Documents and Technical Specifications prepared for Approval of BAC-A members, TWG and Administrator.	None	7 days	DSD Manager/ Specifications Section Head
TOTAL:		None	30 days	
B. Goods		None	Varies	RIO/PMO/IMO/C O
1. Prepare/Submit copy of Purchase Request to be Bid.				
2. Forward Purchase Request to NIA-Central Office/Deputy Administrator for Engineering and Operations/ Senior Deputy Administrator	2. Received approved copy of Purchase Request	None	15 mins	Data Encoder/Secretary
	2.1 Prepare Bid Documents	None	25 days	Specifications Section Head and Staff
	2.2 Forward Bid Documents to Bids and Awards Committee - A (BAC-A) for sale to prospective bidders.	Depends on ABC	1 day	DSD Manager/ Specifications Section Head
TOTAL:		None	27 days	
C. Consultancy		None	Varies	RIO/PMO/IMO/C O
1. Prepares/Submit copy of RFB to be Bid.				

2.Forward RFB to NIA Central Office/Deputy Administrator for Engineering and Operations/ Senior Deputy Administrator.	2.Received approved copy of RFB.	None	15 minutes	Data Encoder/Secretary
	2.1Prepare Bid Documents	None	25 days	Specifications Section Head and Staff
	2.1Forward Bid Documents to the Bids and Awards Committee - A (BAC-A) for sale to prospective bidders.	Depends on ABC	1 day	DSD Manager/ Specifications Section Head
TOTAL:		None	30 days	

2. Conduct of Field/Site Inspection

It is conducted to validate the accomplishment of the project and the work of the contractors.

Office or Division	CONSTRUCTION MANAGEMENT DIVISION			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2G - Government to Government			
Who may avail	RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Coded Reports		RIOs, IMOs, PMOs		
Monthly Progress Reports		RIOs, IMOs, PMOs		
Copy of Approved Program of Works		RIOs, IMOs, PMOs, Other NIA Offices (CPSS-CMD)		
Financial Reports		RIOs, IMOs, PMOs, Other NIA Offices (FMD)		
Evaluation Reports		RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution		
Copy of Approved Feasibility Study Reports		RIOs, IMOs, PMOs, Other NIA Offices (PPD-ED)		
Copy of Loan Agreement/ Minutes of Discussion		Lending Institution		
Internal and External Policies (Memorandum Circulars)		Other NIA Offices, Oversight Agencies and Lending Institution		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements	1. Receive approved evaluation report	None	10 minutes	Data Encoder
	2. Discuss with the project monitor	None	1 hour	PBMES Head, PBMES Staff concerned
	3. If with critical issue, conduct field inspection to assess validity of submitted accomplishments and conformity with requirements per approved POW	None	5 days	PBMES Staff concerned

	4. Prepare Back to Office Report and submit to Management for information	None	2 days	PBMES Staff concerned
TOTAL:			7 Days, 1 Hour and 10 Minutes	

3. Conduct of In-house Feasibility Study

The conduct of Feasibility Study (FS) of proposed major irrigation projects which may classify as National Irrigation Projects (NIPs), Small Reservoir Irrigation Projects (SRIPs) or Multi-Purpose Projects (MPPs). The whole activity is conducted by PPD personnel that involves various discipline which includes topographic survey, geologic assessment, hydrologic analysis, geo-resistivity, dam planning and design, irrigation and drainage planning, economic and financial evaluation, environmental and social impact assessment, watershed management, among others.

Office or Division:	Project Planning Division, Engineering Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for assistance to conduct Feasibility Study				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to PPD, ED Central Office	1. Review the request and endorse to the Section Head, PFPS, PPD	None	1 day	Manager, PPD, ED
	1.1 Organize the technical team who will conduct the field work activities	None	2 days	Section Head, PFPS, PPD, ED
	1.2 Desk review of all available data (per discipline)	None	20 days	PPD Technical Team and Support Staff
	1.3 Field work activity (gathering of primary data)	None	80 days	PPD Technical Team and Support Staff
	1.4 Conduct Analysis and Report Preparation	None	120 days	PPD Technical Team and Support Staff
	1.5 Prepare/Draft the FS Report and submit to the Manager, PPD	None	40 days	PFPS, PPD, ED



	1.6 Submit the FS Report to the Manager, Engineering Department and to the requesting NIA Regional Office	None	1 day	Manager, PPD, ED
TOTAL :			264 days	

4. Conduct of Pre-Construction Conference / Issuance of Notice to Proceed (NTP)

Briefing stage for the winning bidder including the project implementor and NIA prior to start of the Construction mobilization.

Office or Division:	CAS-CMD, Engineering Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for conduct of pre-construction Conference				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to CMD, ED Central Office	1. Receive requests to conduct pre-construction conference from Division Manager	None	10 minutes	CAS-Data Encoder
	1.1 Evaluate request and routed to Engineer In-Charge	None	10 minutes	CAS-Section Chief
	1.2 Prepare Notices of Meeting and submit to Section Chief	None	10 minutes	CAS-Engineer In-Charge
	1.3 Check/process Notices of Meeting	None	10 minutes	CAS-Section Chief
	1.4 Endorse to Division Manager and initialed Notices of Meeting	None	10 minutes	CAS-Section Chief
	1.5 Release & deliver of Notices of Meeting to the Office of the Division Manager	None	10 minutes	CAS-Data Encoder

	1.6 Review the Notices of Meeting	None	10 minutes	CMD-Division Manager
	1.7 Initialed the Notices of Meeting endorsed to Engineering Manager	None	10 Minutes	CMD-Division Manager
	1.8 Release the Notices of Meeting to the Office of the Department Manager	None	10 Minutes	Data Encoder of the CMD-Division
	1.9 Receive the Notices of Meeting	None	10 Minutes	Data Encoder of the Engineering Department Manager
	2.0 Final Review of the Notices of Meeting	None	10 Minutes	Engineering Department Manager
	2.1 Initialed/sign and recommend approval by the proper authorities	None	10 Minutes	Engineering Department Manager
	2.2 Release the Notices of Meeting thru document tracking system	None	10 Minutes	Engineering Department Manager
	2.3 Deliver the Notices of Meeting to next Office for approval	None	10 Minutes	Utility of the Engineering Department
	2.4 Output approved Notice of Meeting	None	10 Minutes	Concerned Attendees of the Notice of Meeting
TOTAL :		None	1 day	

5. Conduct of Pre-Feasibility Study

The Pre-Feasibility Study is used to justify if a certain proposed irrigation project will be worth to move to the feasibility phase, thus, helps to save time and resources.

Office or Division:	Project Planning Division, Engineering Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for assistance to conduct Pre-Feasibility Study				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to PPD, ED Central Office	1. Review the request and endorse to the Section Head, PIVS, PPD	None	1 day	Manager, PPD, ED
	1.1 Organize the technical team who will conduct the field investigation/ validation	None	1 day	Section Head, PIVS, PPD, ED
	1.2 Field work activity (gathering of secondary data)	None	30 days	PPD Technical Team and Support Staff
	1.3 Conduct Analysis and Report Preparation	None	45 days	PPD Technical Team and Support Staff
	1.4 Prepare/Draft the Pre-FS Report and submit to the Manager, PPD	None	15 days	PIVS, PPD, ED
	1.5 Submit the Pre-FS Report to the Manager, Engineering Department and to the requesting NIA Regional Office	None	1 day	Manager, PPD, ED
TOTAL :		None	93 days	

6. DETAILED ENGINEERING DESIGN PROCESS

This process pertains to the undertaking of review of the Feasibility Study Report/ Design Criteria and preparation of Preliminary and Final Design to determine whether the parameters used meets the requirements of the applicable Codes and Manuals in the design of dams, irrigation

facilities and other appurtenant structures. Conduct and evaluate Value Engineering and Value Analysis (VE/VA) of Irrigation and Drainage related projects.

Office or Division:	Civil Works Design Section – Design and Specifications Division, Engineering Department
Classification:	Highly Technical
Type of Transaction:	G2B – for services whose client is a business entity (External)
Who may avail:	Consultants / Independent Designer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. REVIEW OF FEASIBILITY STUDY REPORT/ DESIGN DATA</p> <p>A.1 Review of Approved FS Report/ Design Data</p> <ul style="list-style-type: none"> ● Land Resources ● Survey Data (Topo Map, Contour Lines and Elevations, Horizontal and Vertical Control Points, Profile and Cross-Sections, etc.) ● Geologic Data ● Hydrologic Data ● Environmental Data (Hazard, Risk Assessment and Management) ● Drilling Factual Report ● Gather Additional/ Supplemental Data (Optional) <p>B. REVIEW OF PRELIMINARY DESIGN PLANS AND DRAWINGS</p> <p>B.1 Check/ Review Project Detailed Design Engineering Plans and Detailed Design Report</p> <ul style="list-style-type: none"> ● Irrigation and Drainage Network Plan ● General Layout ● Project Facilities <ul style="list-style-type: none"> ○ Structural Analysis <ul style="list-style-type: none"> ▪ Buildings ▪ Pumping House ▪ Power House ● Irrigation and Drainage Structures <ul style="list-style-type: none"> ○ Siphons ○ Bridges ○ Tunnels ○ River Training Works ● Diversion Dams/ Storage Dams and its Appurtenances <ul style="list-style-type: none"> ○ Geotechnical Design/ Analysis 	Consultants / Independent Designer

<ul style="list-style-type: none"> ○ Hydraulic Design/ Analysis ○ Structural Design/ Analysis ○ Stability Check/ Analysis <p>B.2 Provide Mechanical-Electrical Section Preliminary Design Data for the preparation of Electro-Mechanical Plans/ Drawings</p> <p>C. SITE/ FIELD VALIDATION</p> <p>C.1 Conduct Site Inspection/ Field Validation on the design data in coordination with the RIO/ IMO/ PMO</p> <ul style="list-style-type: none"> ● Survey Data (Topo Map, Contour Lines and Elevations, Horizontal and Vertical Control Points, Profile and Cross-Sections, etc.) ● ROW ● Dam and Reservoir Area ● Irrigation and Drainage Area ● Traverse Profile and Cross-Sections etc. ● Project Facilities <p>C.2 Prepare/submit Back to Office Report</p> <p>D. FINALIZATION OF DETAILED DESIGN PLANS AND DRAWINGS</p> <p>D.1 Check and undertake the final review of the Detailed Design Plans and Drawings</p> <p>D.2 Rectify/ Finalization of the Detailed Design Plans and Drawings if applicable/ necessary</p> <p>D.3 Prepare Final Detailed Design Plans and Drawings in coordination with the Consultant/ Independent Designer</p> <ul style="list-style-type: none"> ● Irrigation and Drainage Network Plan ● General Layout ● Project Facilities <ul style="list-style-type: none"> ○ Structural Analysis <ul style="list-style-type: none"> ▪ Buildings ▪ Pumping House ▪ Power House ● Irrigation and Drainage Structures <ul style="list-style-type: none"> ○ Siphons ○ Bridges 	
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<ul style="list-style-type: none"> ○ Tunnels ○ River Training Works ● Diversion Dams/ Storage Dams and its Appurtenances <ul style="list-style-type: none"> ○ Geotechnical Design/ Analysis ○ Hydraulic Design/ Analysis ○ Structural Design/ Analysis ○ Stability Check/ Analysis 				
CLIENT STEPS	AGENCY ACTION PER PROJECT	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward / furnish DSD Copy of the Approved FS Report	1.Receive FS Report from Consultants/ Independent Designers	None	30 Minutes	Data Encoder
	1.1Receive approved Feasibility Study, Detailed Engineering Design and Plans & Drawings from Consultants/ Independent Designers for review and evaluation	None	1day	Division Manager
	1.2Assign and direct Design Engineers to facilitate review of Feasibility Study Report preparation of project Documents/ Plans & Drawings	None	2 days	Principal Engr A CWDS Head
	1.3Review of Feasibility Study Report/ Design Data	None	42 days	CWDS Staff Supervising Engineer A/ Senior Engineer A/ Engineer A/ Engineering Assistant A
	1.4Review of preliminary design / plans and drawings	None	59 days	CWDS Staff Supervising Engineer A Senior Engineer A/ Engineer A/

				Engineering Assistant A (Structural Engineer/ Hydraulic Engineer/ Irrigation and Drainage Engineer/ Div. Dam Engineer/ Reservoir/ Embankment Dam Engineer/ Geotechnical Engineer/ Safety Engineer
	1.5 Provide copy of Preliminary Design Data for the preparation of Electro-Mechanical Plans/ Drawings	None	1 day	Principal Engineer A Mechanical and Electrical Section
2. Conduct Site Assistance / Joint Site Inspection and concurrence / agreement of the comments, findings and recommendations	2. Conduct Site/ Field Validation on Design data in coordination with RIO/ IMO/ PMO/ PPD/ Consultants/ Independent Designers and submit Back-to-Office Report	None	30 days	CWDS Staff Supervising Engineer A Senior Engineer A Engineer A Engineering Assistant A
	2.1 Prepare Final Detailed Plans and Drawings	None	3 months and 22 days	CWDS Staff Principal Engr A Supervising Engineer A Senior Engr. A Engineer A Engineering Assistant A Structural Engineer/Hydraulic Engineer/ Irrigation and

				Drainage Engineer /Div. Dam Engineer. / Reservoir/Emb ankment Dam Engineer/ Geotechnical Engineer/Safet y Engineer
	2.2Submit original Plans for Signature/ Approval	None	2 days	Engineering Manager Deputy Administrator for Engineering and Operations, Administrator
	2.3Receive the approved Plans / Documents from the approving authority	None	1 day	Principal Engineer A CWDS Head
	2.4Forward the approved Plans/ Documents for Reproduction and E-filling	None	3 days	Principal Architect A, ADS Staff Architecture and Drafting Section
	2.5Receive the detailed design plans	None	1 day	Principal Engineer A
	2.6Provide copy of the approved copy of Plans			

	and Drawings for bidding			Specifications Section
	2.7 Forward the Approved Plans/ Documents for safekeeping	None	1 day	Architecture and Drafting Section Principal Architect A
TOTAL:		None	255 days, 30 minutes	

7. Final Inventory

It is conducted when the project is substantially completed/completed or the overall accomplishment is already 95%. This is to validate the accomplishment of the project. The Final Inventory report is used to identify the plans of action and in making the official turnover document.

Office or Division	CONSTRUCTION MANAGEMENT DIVISION	
Classification	HIGHLY TECHNICAL	
Type of Transaction	G2G - Government to Government	
Who may avail	RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Monthly Coded Reports		RIOs, IMOs, PMOs
Monthly Progress Reports		RIOs, IMOs, PMOs
Copy of Approved Program of Works		RIOs, IMOs, PMOs, Other NIA Offices (CPSS-CMD)
Financial Reports		RIOs, IMOs, PMOs, Other NIA Offices (FMD)
Evaluation Reports		RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution
In-House Inventory Reports		RIOs, IMOs, PMOs
Copy of Approved Feasibility Study Reports		RIOs, IMOs, PMOs, Other NIA Offices (PPD-ED)
Copy of Loan Agreement/ Minutes of Discussion		Lending Institution
Internal and External Policies (Memorandum Circulars)		Other NIA Offices, Oversight Agencies and Lending Institution

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements	1. Receive submitted Monthly Progress Report by Field Office from CMD Manager	None	10 minutes	Data Encoder
	2. Scan report and endorse to PBMES staff concerned for reference and necessary/appropriate action	None	30 minutes	PBMES Head
	3. Review MPR , compose Inventory Team for the Final Inventory if MPR indicates that project is substantially completed or already 95% completed	None	1 day	PBMES Staff concerned
	4. Prepare letter notifying PMO/RIO to submit updated In-House Inventory Report	None	1 day	PBMES Staff concerned
	5. Receive submitted updated In-House Inventory Report by Field Office from CMD Manager	None	10 minutes	Data Encoder
	6. Scan report and endorse to PBMES staff concerned for reference and necessary/appropriate action	None	30 minutes	PBMES Head
	7. Review submitted In-House Inventory	None	2 days	PBMES Staff concerned
	8. If, complete/substantial, compose Final Inventory Team	None	1 day	PBMES Staff concerned
	9. Compose Final Inventory Team	None	2 hours	PBMES Staff concerned

	10. Check and endorse to CMD Manager for further review	None	4 hours	PBMES Head
	11. Release memorandum to the Office of the Division Manager, CMD	None	10 minutes	Data Encoder
	12. Review and recommend for Top Management approval	None	3 days	CMD Manager ED Manager DAEO Administrator
	13. Conduct Orientation/Kick-Off Meeting with the Final Inventory Team	None	4 hours	PBMES Head
	14. Conduct On Site Walk Through / Physical Inventory	None	5-20 working days (depending on the scale of the project)	Final Inventory Team
	15. Prepare and submit Sub-Committee Report (Infra Sub-Committee)	None	5 days	Final Inventory Team
	16. Receive other Sub-Committee reports submitted to the CMD Manager	None	10 minutes	Data Encoder
	17. Scan reports and endorse to PBMES staff concerned for preparation of Official Turnover Document	None	1 day	PBMES Head
TOTAL:		None	20-40 Days, 3 Hours and 40 Minutes	

8. Monitoring & Evaluation of Engineering Monitored Projects

It is used in monitoring project implementation. It is also used in identifying critical issues and solving problems of the project.

Office or Division	CONSTRUCTION MANAGEMENT DIVISION
Classification	Highly Technical Transaction

Type of Transaction	G2G - Government to Government			
Who may avail	RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Coded Reports		RIOs, IMOs, PMOs		
Monthly Progress Reports		RIOs, IMOs, PMOs		
Copy of Approved Program of Works		RIOs, IMOs, PMOs, Other NIA Offices (CPSS-CMD)		
Financial Reports		RIOs, IMOs, PMOs, Other NIA Offices (FMD)		
Copy of Loan Agreement/ Minutes of Discussion		Lending Institution		
Internal and External Policies (Memorandum Circulars)		Other NIA Offices, Oversight Agencies and Lending Institution		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements	1. Receive copy of Approved GAA Budget/Approved POW from CMD Manager	None	10 minutes	Data Encoder
	2. Scan and review approved GAA Budget/ Approved POW and endorse to PBMES staff concerned	None	2 days	PBMES Head
	3. Review Approved POW to be familiarized with the scope of work of the project	None	2 days	PBMES Staff concerned
	4. Receive copy of Monthly Coded/ Progress Report from CMD Manager	None	10 minutes	Data Encoder

	5. Scan report and endorse to PBMES staff concerned for reference and necessary/appropriate action	None	30 minutes	PBMES Head
	6. Review/evaluate project performance vis-a-vis targets/required output per approved POW	None	2 days	PBMES Staff concerned
	7. Prepare evaluation report	None	1 day	PBMES Staff concerned
	8. Check report, discuss with PBMES staff concerned and endorse to CMD	None	4 hours	PBMES Head PBMES Staff concerned
	9. Release report to the Office of the Division Manager, CMD	None	10 minutes	Data Encoder
	10. Review and approve evaluation report	None	3 days	CMD Manager ED Manager DAEO Manager
	11. Recieve approved report and furnish copies to RIO and PMO	None	10 minutes	Data Encoder
TOTAL:		None	10 Days , 5 Hours and 10 Minutes	

9. Pre-Final Inventory

It is conducted when the overall accomplishment of the project is already 85% to validate the accomplishment and to identify works that are needed to be rectified.

Office or Division	CONSTRUCTION MANAGEMENT DIVISION
Classification	Highly Technical Transaction
Type of Transaction	G2G - Government to Government
Who may avail	RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Coded Reports		RIOs, IMOs, PMOs		
Monthly Progress Reports		RIOs, IMOs, PMOs		
Copy of Approved Program of Works		RIOs, IMOs, PMOs, Other NIA Offices (CPSS-CMD)		
Financial Reports		RIOs, IMOs, PMOs, Other NIA Offices (FMD)		
Evaluation Reports		RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution		
Copy of Approved Feasibility Study Reports		RIOs, IMOs, PMOs, Other NIA Offices (PPD-ED)		
Copy of Loan Agreement/ Minutes of Discussion		Lending Institution		
Internal and External Policies (Memorandum Circulars)		Other NIA Offices, Oversight Agencies and Lending Institution		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive submitted Monthly Progress Report by Field Office from CMD Manager	None	10 minutes	Data Encoder
	2. Scan report and endorse to PBMES staff concerned for reference and necessary/appropriate action	None	30 minutes	PBMES Head
	3. Review MPR , compose Inventory Team for the Pre-Final Inventory if MPR indicates that project is already 85% completed	None	2 days	PBMES Staff concerned
	4. Prepare Memorandum	None	2 hours	PBMES Staff concerned
	5. Check, discuss with the PBMES staff concerned and endorse to CMD Manager for further review	None	4 hours	PBMES Head PBMES Staff concerned
	6. Release memorandum to the Office of the Division Manager, CMD	None	10 minutes	Data Encoder

	7. Review and recommend for Top Management approval	None	3 days	CMD Manager ED Manager DAEO Administrator
	8. Receive memorandum and furnish copy to offices concerned	None	15 minutes	Data Encoder
	9. Conduct Orientation/Kick-Off Meeting to the Inventory team	None	4 hours	PBMES Head
	10. Conduct On Site Walk Through / Physical Inventory	None	5-20 working days (depending on the scale of the project)	Pre-final Inventory Team
	11. Evaluate if Project delivers the desired output and can be completed within the approved budget/schedule.	None	3 days	Pre-final Inventory Team
	12. Prepare evaluation report for Top Management information	None	2 days	Pre-final Inventory Team
TOTAL:		None	16-36 Days, 3 Hours and 5 Minutes	

10. Preparation of Official Turnover Document

It is used to officially turn over the project to operations department for operation and maintenance. Plans of action is also included in the official turnover document.

Office or Division	CONSTRUCTION MANAGEMENT DIVISION			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2G - Government to Government			
Who may avail	RIOs, IMO, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Evaluation Reports		RIOs, IMO, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution		
Sub-Committee Reports		All Sub-Committees of Final Inventory Team		
Internal and External Policies (Memorandum Circulars)		Other NIA Offices, Oversight Agencies and Lending Institution		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive other Sub-Committee reports submitted to the CMD Manager	None	10 minutes	Data Encoder
	2. Scan Final Inventory Sub-Committee Reports and endorse to PBMES staff concerned	None	1 hour	PBMES Head
	3. Review the Sub-Committee Reports	None	2 days	PBMES staff concerned
	4. Prepare Official Turnover Document with Final Plans of Action	None	3 days	PBMES staff concerned
	5. Check, discuss with PBMES staff concerned and endorse to CMD for further review and instruction Manager	None	1 day	PBMES Head
	6. Release to the Office of the Division Manager, CMD	None	10 minutes	Data Encoder

	7. Review and endorse for approval	None	2 days	CMD Manager ED Manager
	8. Recommend and approve	None	1 day	DAEO Administrator
	9. Receive approved turnover document and furnish copy to all concerned for information on the respective plans of action of their concern	None	10 minutes	Data Encoder
	10. Follow-up compliance to the agreed plans of action until project turnover is finally completed	None	from time to time	PBMES Head, PBMES staff concerned
TOTAL:		None	8 Days, 1 Hour and 30 Minutes	

11. Processing of Monetary Claims

Review, Evaluate, process and prepare vouchers for payment of monthly progress billing, contract price escalation and other monetary claims of on-going civil works contracts both foreign and locally funded projects.

Office or Division:	CAS-CMD, Engineering Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Processing of Progress Billings/ Release Of 10% Retention Money and Other Monetary Claims				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to CMD, ED Central Office	1. Receive requests progress billings/ release of 10% retention money and other monetary claims from Division Manager	None	10 minutes	CAS-Data Encoder
	1.1 Evaluate request and routed to Engineer In-Charge	None	10 minutes	CAS-Section Chief

	1.2 Evaluate progress billings/ release of 10% retention money and other monetary claims and submit comments to Section Chief	None	5 days	CAS-Engineer In-Charge
	1.3 Check processed progress billings/ release of 10% retention money and other monetary claims	None	10 Minutes	CAS-Section Chief
	1.4. Endorse to Division Manager and initial the processed progress billings/ release of 10% retention money and other	None	10 Minutes	CAS-Section Chief
	1.5 Release & deliver processed progress billings/ release of 10% retention money and other monetary claims to the Office of the Division Manager	None	10 Minutes	CAS-Data Encoder
	1.6 Review the processed progress billings/ release of 10% retention money and other monetary claims	None	10 Minutes	CMD-Division Manager
	1.7 Initial the processed progress billings/ release of 10% retention money and other monetary claims endorsed to Engineering Manager	None	10 Minutes	CMD-Division Manager
	1.8 Release the processed progress billings/ release of 10% retention money and other monetary claims	None	10 Minutes	Data Encoder of the CMD-Division

	1.9 Receive the processed progress billings/ release of 10% retention money and other monetary claims	None	10 Minutes	Data Encoder of the Engineering Department Manager
	2.0 Final review the processed progress billings/ release of 10% retention money and other monetary claims	None	10 Minutes	Engineering Department Manager
	2.1 Initial /sign and recommend approval by the proper authorities	None	10 Minutes	Engineering Department Manager
	2.2 Release the processed progress billings/ release of 10% retention money and other monetary claims thru document tracking system	None	10 Minutes	Engineering Department Manager Data Encoder
	2.3 Deliver the processed progress billings/ release of 10% retention money and other monetary claims to next Office	None	10 Minutes	Utility of the Engineering Department
	2.4 Output copy of the Approved Disbursement Voucher	None		Treasury Records
TOTAL :		None	6 days	

12. Provide Technical Assistance to RO/PMO/LGU

Provision of technical assistance to ROs/IMOs/PMOs/LGUs in the conduct of FS, implementation of projects, including groundwater investigation, compliance to environmental and social safeguards requirement, environmental monitoring and other related activities.

Office or Division:	Project Planning Division, Engineering Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for technical assistance of a specific activity/discipline				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send copies of report including a letter request to PPD, ED Central Office	1. Review the request and endorse the request to the Section Head of concerned discipline	None	1 day	Manager, PPD, ED
	1.1 Assign technical staff/s to conduct assistance	None	1 day	Concerned Section Head
	1.2 Field work activity	None	10 days	Assigned technical staff/s
	1.3 Conduct Analysis and Technical Report Preparation	None	25 days	PPD Technical Team and Support Staff
	1.4 Prepare/Draft the Technical Report and submit to the Manager, PPD	None	6 days	PFPS, PPD, ED
	1.5 Submit the Technical Report to the Manager, Engineering Department and to the requesting RO/ IMO/ PMO/ LGU	None	1 day	Manager, PPD, ED
TOTAL:			44 days	

12. Purchasing of Bidding Documents

Facilitation of the purchase of Bidding Documents to interested bidders of projects for Bidding

Office of Division:	BAC-A Secretariat		
Classification:	Simple Transaction		
Type of Transaction:	G2B		
Who may avail:	Prospective Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

PCAB License		Appropriate offices		
Letter of Intent				
Company ID				
Authorization Letter (for representative)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check for PhilGEPS/NIA posting	None	None	None	BAC-A Secretariat
2. Purchasing of Bid Documents	1.Checking/Scrutiny of requirements presented/ and issuance of initial BAC-A receipt if he/she qualifies	None	5 minutes	BAC-A Secretariat
3. Presentation of "initial receipt" to the Accounting for the issuance of "ordered payment"	1.Issuance of "ordered payment"	None	5 minutes	Accounting Division
4. Presentation of the "ordered payment" and actual payment of the purchase price of the Bid Docs	1.Issuance of NIA "official receipt"	Php50,000 for contracts worth Php50M- Php100M or Php75,000 for contracts worth Php100M above	5 minutes	BAC-A Secretariat
5. Presentation of NIA O.R to BAC-A Secretariat	1.Scrutiny of the receipt and signing in the BAC-A Logbook for documentation purposes	None	5 minutes	BAC-A Secretariat
6. Receipt of Bid Documents		None	5 minutes	BAC-A Secretariat

TOTAL:		Php50,000 for contracts worth Php50M-Php100M or Php75,000 for contracts worth Php100M above	25 Minutes	

13. Reporting and Documentation

It is used in reporting the status of implementation of the project.

Office or Division	CONSTRUCTION MANAGEMENT DIVISION			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2G - Government to Government			
Who may avail	RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Coded Reports		RIOs, IMOs, PMOs		
Monthly Progress Reports		RIOs, IMOs, PMOs		
Financial Reports		RIOs, IMOs, PMOs, Other NIA Offices (FMD)		
Evaluation Reports		RIOs, IMOs, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution		
Copy of Loan Agreement/ Minutes of Discussion		Lending Institution		
Internal and External Policies (Memorandum Circulars)		Other NIA Offices, Oversight Agencies and Lending Institution		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements	1. Receive submitted Monthly Progress Reports by Field Offices from CMD Manager	None	10 minutes	Data Encoder

	2. Scan report and endorse to PBMES staff concerned for reference and necessary/appropriate action	None	30 minutes	PBMES Head
	3. Evaluate and prepare individual reports	None	3 days	PBMES Staff concerned
	4. Consolidate project physical and financial status vis-a-vis annual targets to evaluate overall performance of all Engineering-assisted projects	None	5 days	PBMES Staff concerned
	5. Check consolidated report and endorse to CMD Manager for further review	None	2 days	PBMES Head
	6. Release report to the Office of the Division Manager, CMD	None	10 minutes	Data Encoder
	7. Review and approve consolidated report	None	2 days	CMD Manager ED Manager
	8. Furnish copy to Top Management and all concern NIA Departments for information and reference (for internal)	None	1 day	Data Encoder
	9. Prepare consolidated report based on required information/format as requested from time to time (for Oversight Agencies)	None	as the need arise	PBMES Staff concerned

	10. Check consolidated report and endorse to CMD Manager for further review	None	1 day	PBMES Head
	11. Release report to the Office of the Division Manager, CMD	None	10 minutes	Data Encoder
	12. Review and endorse for approval	None	2 days	CMD Manager ED Manager
	13. Recommend and approve	None	2 days	DAEO Administrator
	14. Receive approved report and furnish copy to oversight agency/ies concerned	None	10 minutes	Data Encoder
TOTAL:		None	18 Days, 1 Hour and 10 Minutes	

14.REQUEST FOR FUNDING CHECK

Evaluate and process request for Funding Check both for locally funded and foreign assisted projects.

Office or Division	Construction Planning and Scheduling Section-Construction Management Division			
Classification	Complex Transaction			
Type of Transaction	G2G-Government to Government (Internal)			
Who may avail	RIOs, PMOs, IMOs and Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
•Request for Sub Allotment Advice (SAA)		RIOs, PMOs, IMOs and Central Office		
•Special Allotment Release Order (SARO)		Department of Budget and Management		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Cash Support to Central Office	1.Receive Request for Cash Support from Division Manager	None	10 minutes	Data Encoder

	2. Instruct the concerned staff to review/evaluate the request for Notice of Cash Allotment (NCA)	None	1 hour	Section Head
	3. Review/Evaluate the request for Notice of Cash Allotment (NCA)	None	2 days	Supervising Engineer A/Senior Engineer A / Engineer A / Engineering Assistant A
	4.Check for request for Notice of Cash Allotment (NCA)	None	1 hour	Section Head
	4.1 If found in order, Initial the document and endorse to the Division Manager	None	1 hour	Section Head
	4.2 If correction were observed, Subject for Reevaluation	None	1 hour	Supervising Engineer A/Senior Engineer A / Engineer A / Engineering Assistant A
	5. Record and Forward documents to the office of the Division Manager	None	10 minutes	Data Encoder
TOTAL:		None	2 Days, 3 Hours and 20 Minutes	

15. Requests/ Communications

Prepare correspondence, communications, evaluations and corresponding recommendations and other related documents to the administration of on-going civil works both foreign and locally funded projects.

Office or Division:	CAS-CMD, Engineering Department
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government (Internal)
Who may avail:	All NIA Regional Offices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Requests/ Communications	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to CMD, ED Central Office	1. Receive requests/communications from Division Manager	None	10 minutes	CAS-Data Encoder
	1.1 Evaluate requests/communications and routed to Engineer In-Charge	None	10 minutes	CAS-Section Chief
	1.2 Prepare communications /memorandum and submit to Section Chief	None	3 days	CAS-Engineer In-Charge
	1.3 Check/process communications /memorandum	None	10 minutes	CAS-Section Chief
	1.4 Endorse to Division Manager and initialed the processed communications /memorandum	None	10 minutes	CAS-Section Chief
	1.5 Release & deliver processed communications /memorandum to the Office of the Division Manager	None	10 minutes	CAS-Data Encoder
	1.6 Review the processed of communications /memorandum	None	10 minutes	CMD-Division Manager
	1.7 Initial the processed communications /memorandum endorsed to Engineering Manager	None	10 minutes	CMD-Division Manager
	1.8 Release the processed communications /memorandum to the Office of the Department Manager	None	10 minutes	Data Encoder of the CMD-Division
	1.9 Receive the processed	None	10 minutes	Data Encoder of the Engineering Department Manager

	communications /memorandum			
	2.0 Final received the processed communications /memorandum	None	10 minutes	Engineering Department Manager
	2.1 Initial/sign and recommend approval by the proper authorities	None	10 minutes	Engineering Department Manager
	2.2 Release the processed communications /memorandum thru document tracking system	None	10 minutes	Engineering Department Manager
	2.3 Deliver the processed communications /memorandum to next Office	None	10 minutes	Utility of the Engineering Department
TOTAL :		None	4 Days	

16.REVIEW AND EVALUATION OF ELECTRO-MECHANICAL PLANS/DRAWINGS FOR DAMS, PUMPING STATIONS, IRRIGATION FACILITIES AND BUILDINGS/OFFICES.

This process pertains to all proposed electromechanical equipment of dams, hydraulic steel gates, steel pipes, valves, pumping stations, substations, transmission lines and buildings/office facilities recommended for approval / funding support conforming to MC. 55 S. 2017 (Revised Delegated Authorities to NIA Officials and its succeeding addendums / amendments) and MC 36 S. 2016 (NIA Guidelines for the Preparation of Conceptual Plans and Detailed Design Drawings for Existing and New Irrigation, Drainage and related Infra-Facilities).

Office or Division:	Electro-Mechanical Design Section – Design and Specifications Division, Engineering Department		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government (Internal) G2B- Government to Business (External)		
Who may avail:	RIOs, PMOs, IMOs, Central Office and Consultants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Proposed Projects		RIOs, PMOs, IMOs, Central Office and Consultants	
A.1 Mechanical Plans/Drawings			

<p>A.1.1 Diversion Works</p> <p>Composed primarily of the following:</p> <ul style="list-style-type: none"> ● Tabulated part number, size & weight, material description & material specifications of gate ● U/S and D/S Elevation of Gate ● Sections of Gate (Mechanical) showing the roller & shaft ● Detail of gate groove (side & bottom) ● Detail of breast wall/ curtain wall including first and second stage parts ● U/S and D/S Elevation of Embedded Parts ● Section & details of first and second stage parts ● Details of roller & shafts ● Plans & sections of hoist mechanism ● U/S elevation of hoist & spindle ● Gear and spindle data ● Detail of drum ● General Notes, Legends for 1st & 2nd Stage Parts and SI units ● Tabulated operation load and motor data: ● TOTAL WEIGHT OF GATE (Tons) ● HOISTING LOAD (Tons) ● MOTOR CAPACITY (KW) ● OUTPUT TORQUE (Kg.-M) ● OUTPUT SPEED (RPM) ● STARTING FORCE (MANUALLY) (Kgs.) ● Monorail Beam Elevation & Section ● A-Frame Elevation & Section ● Storage of Stoplogs Plans, Section and Details ● Design Calculation/Report <p>A.1.2 Pumps</p> <p>Composed primarily of the following:</p> <ul style="list-style-type: none"> ● Intake sump plan & section ● Plan of pump (intake & discharge) 	
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- Section of pumps showing the trashracks, stoplogs, intake gates and monorail beam with trolley hoist capacity
- General notes, specifications and SI units
- Tabulated pump data:
- NO. OF PUMPS (UNITS)
- CAPACITY (M³/MIN)
- TDH (M)
- MOTOR CAPACITY (KW)
- SPEED (RPM)
- SIZE OF DISCHARGE PIPE (M)
- SIZE OF SUCTION PIPE (M)
- Design Calculation/Report

A.1.3 Pipes – Outlet Works

(for Irrigation)

Composed primarily of the following:

- Plan & Section of Energy Dissipator
- Detail of Wye Branch
- Details and Sections of Percolating Ring
- Joint Detail of 2 or 3 plates support
- Joint detail of Collar plate
- General Notes, Specifications and SI units
- Details of Anti-Seep Collar
- Details of Gate & Butterfly Valves Support
- Details of thrust bracing level 1 & 2 including anchorage
- Plan & elevation of Base Support
- 1st & 2nd stage concrete details between butterfly valve and dissipator or at the gate chamber
- Details of concrete/ thrust block on bends/ elbows
- Design Calculation/Report

A.2 Electrical Plans/Drawings for Buildings, Offices, etc.

<p>A.2.1 General Contents Requirements as Prescribed in the latest edition of the Philippine Electrical Code (PEC)</p> <ul style="list-style-type: none"> ● Location and Site Development Plans Requirements <ul style="list-style-type: none"> ○ Bordering Streets ○ Nearest Pole and Tapping Point ○ Existing Service Drop Locations, if any ○ Proposed Service Point ○ Proposed Location of Service Equipment ○ Proposed Locations of Metering Facilities ● Legend or Symbols Requirements ● Standard Design Symbols ● Rating and Sizes ● Description ● General Notes and/or Specifications Requirements ● Electrical Laws, National Building Code and Local Ordinances ● Service Drop Requirements ● Nature of Service ● Type of Wiring Method ● Service Entrance ● Feeders and Sub-feeders ● Lighting and Power Branch Circuits ● Grounding ● Service Equipment, Materials and Equipment for General Use ● Working Space: Clearance: Accessibility Requirements ● Workmanship ● Design and Supervision /In-charge ● Color Coding and Markers ● Grounded Conductors ● Branch Circuits ● Feeders ● Equipment Grounding Conductors ● Conductor Identification for General Wiring ● Marking Heating Cables ● Lighting, Power, Motors and Auxiliary Requirements ● Location of Panelboards, Circuit Breakers, Disconnecting Means ● Room Usage ● Type of Lighting 	
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<ul style="list-style-type: none"> • Locations of Switches • Adequacy of Convenience Outlets • “In-sights” Disconnect for Motors or Transformer • Vertical Raceways • Mandatory Outlets 	
<ul style="list-style-type: none"> • Schedule of Loads Requirements • Circuit Designation Number • Load Description • Quantity of Lights, Switches, Convenience Outlets • Protective Device Rating and Type • kVA, Hp, Ampere and Voltage Rating • Type & Size of Branch Circuit, Grounding Conductor, Conduit /Raceway • Load Computation • Size of Feeder and Grounding Conductors • Main Protective Device Rating • Design Analysis and Computation Requirements • Total Floor Area Lighting and Power • Small Appliance Load • Application of Demand Load • Other Loads Including Demand Factor • Total Computed Volt-Amperes • Total Computed Current • Size of Service Entrance Conductors • Service Equipment Rating • Voltage Drop Computation • Short Circuit Calculation • One Line Diagram Requirements • Service Head Location and Height • Size and Rating of Service Equipment • Type and Dimension of Gutters • Metering Facilities • Size of Conductors • Switch Boards, Panelboards and Enclosed Circuit Breakers • Panelboards Details • Allowable Ampacity of Conductors Over Designed Load Current • Plan, Section & Details shall be comprised but not limited to the followings: 	

- Lighting and Power layout of building, and other auxiliary /ancillary loads.
- Lighting Manufacturing Drawings.
- Cable tray, Conduit, Duct bank layout and details
- Grounding System Layout and Details
- Mounting of electrical fixtures and panels.

A.3 Electrical Plans/Drawings for Diversion Dams

A.3.1 Site Development Plan and General Plan /Layout shall be comprised but not limited to the following:

- General Arrangement /Site Plan
- Location of Intake Gates, Sluice Gates, Office, Control House, Guard House, Gate Keeper's Quarter, Generator House, etc.
- Other requirements stipulated to Section A.2
- General Contents, Notes and Specifications Requirements
Please refer to Sections A.2
- Plan, Section & Details shall be comprised but not limited to the followings:
 - Transmission Line / Incoming Feeder Line Layout and Details
 - Electrical Pole Layout and Details (from tapping point to power receiving pole)
 - Pole Dressing and List of Materials
 - Grounding System, Transformer Banking, etc.
 - Electro-mechanical Equipment Identification Layout and Other Auxiliary /Ancillary Loads.
 - Cable Tray, Conduit /Raceway, Duct Bank Layout and Details
 - Equipment Grounding and Bonding, and Lightning Protection System.
 - Lighting and Power Layout of office building, control room

<p>/operation house, generator house, guard house, sluice and intake gates shed, etc.</p> <ul style="list-style-type: none"> ● Lighting Manufacturing Drawings. ● Grounding System Layout and Details ● Switchboard /Panelboard Details and Wiring Diagram ● Main Distribution Panel ● AC Auxiliary Panel (if any) ● Motor /Local Control Panel ● Switchboard /Panelboard Details and Wiring Diagrams ● Design Report <p>A.3.1.2 Electrical Plans/Drawings of Diversion Dams</p> <p>(Modernization /Automation System of Hydraulic /Steel Gates) shall comprise but not limited to the following:</p> <ul style="list-style-type: none"> ● Motor Control Center Panel ● Remote Control Panel ● Programmable Logic Controller (PLC) ● Signal Converter Panel (If Any) ● Supervisory Control And Data Acquisition (SCADA System); if any ● Other procedures or methodology for automation system ● Details and layout of Float Switch, Water Level, Flow Meter, etc. (If Any) ● Mounting of electrical fixtures, panels and other equipment ● Schedule of Loads; Refer to Section A.2 ● Single Line Diagram, consist of the following details; ● Incoming Utility Power Line /Supply Line ● First Private Pole & Power Receiving Pole Materials /Pole Dressing ● Capacity and Ratings of transformers, power fuse /fuse cutout, lightning arrester, load break switch (LBS), etc. ● Switchboards /Panelboards and Automatic or Manual Transfer Switch 	
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- Diesel Engine Generating Set (capacity, ratings and type or description), if any
- Exact nature of the load in each feeder
- All main cable and wire runs with their associated isolating switches (size & type)
- DC Source or Battery Bank and Charger connection with their associated loads; if any
- Other requirements prescribed in Section 7.1.2.7
- Three Line Diagram /Circuit Diagram of Motor Control Panel, Switchgear /Switchboard, etc.
- Legend and Symbols
- Electrical and Electronics Materials /Equipment
- Other requirements stated in Section A.2
- Design Analysis and Computation Requirements /Technical Calculation Documents
- Design Report

A.4 Electrical Plans/Drawings for Pumping Stations

- Site Development Plan and General Plan /Layout shall be comprised but not limited to the following:
 - General Arrangement /Site Plan
 - Location of Pump House, Office, Control House, Guard House, Gate Keeper's Quarter, Generator House, Substation, etc.
 - Other requirements stipulated to Section A.2
- General Contents, Notes and Specifications
 - Please refer to Section A.2
- Plan, Section & Details shall be comprised but not limited to the followings:
 - Transmission Line /Incoming Feeder Line Layout and Details
 - Plan and Profile
 - Pole Schedule, Pole Dressing and List of Materials

<ul style="list-style-type: none"> ● Electrical Pole Layout & Details (from tapping point to power receiving pole) ● 69kV Transmission Pole Structure Design ● Substation Plan Section and Details ● Grounding Plan and Details ● Cable Tray, Conduit /Raceway, Duct Bank Layout and Details ● Electro-mechanical Equipment Identification Layout ● Equipment Grounding and Bonding, and Lightning Protection System. ● Lighting and Power Layout of office building, control room /operation house, generator house, guard house, pump house, etc. ● Lighting Manufacturing Drawings ● Switchgears /Panelboards, Control Panels Wiring Diagram and Details ● Mounting of Electrical Fixtures and Panels. ● Other requirements prescribed in Section 7.1.2.8 and Section 7.2.4 ● Schedule of Loads <ul style="list-style-type: none"> ● Please refer to Section A.2 ● Single Line Diagram, consist of the following details; <ul style="list-style-type: none"> ● Incoming Utility Power Line /Transmission Line ● Substation Equipment and Metering Outfit (Capacity & Ratings) ● Other requirements prescribed in Section A.2 and Section A.3 ● Three Line Diagram /Circuit Diagram of Motor Control Panel, Switchgear /Switchboard, etc. ● Legend and Symbols <ul style="list-style-type: none"> ● Electrical and Electronics Materials /Equipment ● Other requirements stated in Section A.2 ● Design Analysis and Computation Requirements /Technical Calculation Documents ● Design Report 	
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CLIENT STEPS	AGENCY ACTION PER PROJECT	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IN-HOUSE DETAILED ENGINEERING DESIGN				
1. Forward the request to NIA-Central Office / Deputy Administrator for Engineering and Operations Sector	1. Receive Request for preparation of plans and drawing for In-House Electro-Mechanical Works	None	1 day	Data Encoder of the Engineering Department
	2. Review / Endorse the request / communication to the concerned Division Manager for appropriate action	None		Engineering Department Manager
	3. Receive request / communication from Office of the Administrator / Office of the Deputy Administrators	None		Data Encoder of Design and Specifications Division
	4. Disseminate and direct scope of works to EMDS for review and evaluation	None		Division Manager A
	5. Receive Letter of Request for the preparation of plans and drawings for In-House Electro-Mechanical Works	None	1 day	Principal Engineer A
	6. Evaluate and study the given Approved Plans/ Drawings and then coordinate with the Civil Works Design Section and to gather and Architectural and Drafting Section to gather and complete the	None	5 days	Principal Engineer A / Civil Works Design Section

	necessary data for design calculator			
	7. Assign an engineer to review and prepare the design calculations and drawings	None	1 day	Principal Engineer A
	8. Conduct Field Validation and Data Verification together with the Civil Works Assigned Design Engineer in Coordination with the Field Office	None	7 days	Supervising Engineer A/ Senior Engineer A/ Engineer A / Architects/ Draftsman
	9. Prepare and submit an inspection report to be used as additional reference in the design	None	7 days	Supervising Engineer A/ Senior Engineer A/ Engineer A /Architects/ Draftsman
	10. Coordinate with the Architecture and Design Section for the initial preparation of drawings	None	1 day	Principal Engineer A/ Supervising Engineer A/ Senior Engineer A/ Engineer A
	11. Undergoes Detailed Design (on-going coordination with the CWDS and ADS)	None	45 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
	12. Submit design calculations for review	None	15 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
	13. Reviews with the Section Head for necessary changes or corrections	None	10 days	Principal Engineer A/ Supervising Engineer A
	14. Prepare Plans for Printing (Drafting of plans and drawings through AutoCAD in integration to Hydro-Mechanical and Electrical Plans)	None	7 days	Senior Engineer A/ Engineer A /Architecture and Drafting Section

	15. Review, then submit design calculations and plans to Section Head for initial signature	None	1 day	Supervising Engineer A
	16. Submit final design plans/ drawings for approval to concerned approving authority.	None	1 day	Principal Engineer A/Division Manager A/ Engineering Manager / Deputy Administrator for Engineering and Operations
	17. Original Approved Documents/ Plans to be turned over for archiving (original and scanned copies - on file)	None	1 day	Principal Engineer A/ Architecture and Drafting Section Staff
TOTAL:			103 Days,	
OUTSOURCED DETAILED ENGINEERING DESIGN				
1. Forward the request to NIA-Central Office / Deputy Administrator for Engineering and Operations Sector	1. Receive request for preparation of plans and drawings for Outsource Electro-Mechanical Works	None	1 day	Data Encoder of Engineering Department
	2. Review/ Endorse the request/ communication to concerned Division Manager for appropriate action	None		Engineering Department Manager
	3.Receive request/ communication from Office of the Administrator/Office of the Deputy Administrator	None		Data Encoder of Design and Specifications Division
	4.Disseminate and direct	None		Division Manager A

	scope of works to EMDS for review and evaluation			
	5.Receive Letter of Request for the review of detailed Plans/ Drawings prepared by Consultant	None	1 day	Principal Engineer A
	6.Evaluate and study the given Plans/ Drawings and the coordinate with the Civil Works Design Section Head and Architecture and Drafting Section Head to gather and clarify some information on the plans and drawings	None	5 days	Principal Engineer A/ Civil Works Design Section/ Architecture and Drafting Section
	7.Assign an engineer to discuss and review the design calculations and drawings	None	1 day	Principal Engineer A
	8.Undergo design review (on-going coordination with CWDS and ADS)	None	45 days	Supervising Engineer A/ Senior Engineer A/ Engineer A/ Architectural and Drafting Section
	9.Submit design calculation to the immediate supervisor	None	1 day	Supervising Engineer A/ Senior Engineer A/ Engineer A
	10.Coordinate with the Architecture and Drafting Section to do the necessary changes or correction	None	1 day	Supervising Engineer A/ Architecture and Drafting Section
	11.Prepare Plans for Editing (Drafting of Plans and drawings through AutoCAD in integration to Hydro-Mechanical and Electrical Plans	None	5 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
	12.Review then submit design calculations and	None	1 day	Supervising Engineer A

	plans to Section Head for final review			
	13. Review, create and submit final report indication all recommended corrections and concerns	None	16 days	Principal Engineer A
	14. Submit report with recommendations to the requesting offices (with transmittal signed by the Department Manager and Da for Engineering and Operations)	None	1 day	Engineering Manager/ Deputy Administrator for Engineering and Operations
TOTAL:		None	78 Days	
Technical Assistance in the preparation/ review of Cost Estimates				
1. Forward the request to NIA-Central Office / Deputy Administrator for Engineering and Operations Sector	1. Receive Request for preparation/ review of Cost Estimate	None	1 day	Data Encoder of the Engineering Department
	2. Review / Endorse the request / communication to the concerned Division Manager for appropriate action	None		Engineering Department Manager
	3. Receive request / communication from Office of the Administrator / Office of the Deputy Administrators	None		Data Encoder of Design and Specifications Division
	4. Disseminate and direct scope of works to EMDS for review and evaluation	None		Division Manager A

	5. Receive Letter of Request for the assistance in the preparation/ review of the Cost Estimate	None	1 day	Principal Engineer A
	6. Evaluate and study the given plans/ drawings and the then coordinate with the civil works design section head to gather and clarify some information on the plans/ drawing	None	5 days	Principal Engineer A/ Civil Works Design Section
	7. Assign and engineer to discuss and review the plans for the preparation of cost estimates and drawings	None	1 day	Principal Engineer A
	8. Undergo Cost Estimate	None	7 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
	9. Submit cost estimates to the Section Head for review	None	3 days	Principal Engineer A
	10. Forward the original copies of cost estimates to the requesting office and furnish a duplicate copy for the office		1 day	Division Manager
TOTAL:		None	19 Days	
Technical Assistance in the review of Electro-Mechanical Design Works Fabrication Drawings				
1. Forward the request to NIA-Central Office / Deputy Administrator for Engineering and Operations Sector	1. Receive Request/ Communication from Office of the Administrator/ Office of the Deputy Administrator	None	1 day	Data Encoder of the Engineering Department

	2. Review / Endorse the request / communication to the concerned Division Manager for appropriate action	None		Engineering Department Manager
	3. Receive request / communication from Office of the Administrator / Office of the Deputy Administrators	None		Data Encoder of Design and Specifications Division
	4. Disseminate and direct scope of works to EMDS for review and evaluation	None		Division Manager
	5. Receive Letter of Request for the assistance in the review of Mechanical-Electrical Works Fabrication Drawings	None	1 day	Principal Engineer A
	6. Assign and instruct the checking of the fabrication drawings	None	1 day	Principal Engineer A
	7. Check Fabrication drawings	None	8 days	Supervising Engineer A
	8. Mark comments and/or correction on the fabrication drawings and submit it to the Section Head	None	3 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
	9. Make final review and recommendations	None	2 days	Principal Engineer A
	10. Forward the fabrication drawings to the Division Manager for recommendation of correction and resubmission of the requesting office	None	1 day	Principal Engineer A
TOTAL:		None	17 Days	

Technical Assistance of on-going projects of various Mechanical-Electrical works (Material Inspection, Pre-Delivery Inspection and Final Inspection)				
A. Material Inspection				
1. Forward the request to NIA-Central Office / Deputy Administrator for Engineering and Operations Sector	1. Receive Request for preparation/ review of Cost Estimate	None	1 day	Data Encoder of the Engineering Department
	2. Review / Endorse the request / communication to the concerned Division Manager for appropriate action	None		Engineering Department Manager
	3. Receive request / communication from Office of the Administrator / Office of the Deputy Administrators	None		Data Encoder of Design and Specifications Division
	4. Disseminate and direct scope of works to EMDS for review and evaluation	None		Division Manager A
	5. Receive request letter for technical assistance to the on-going projects of various Mechanical - Electrical Works	None	1 day	Principal Engineer A
	6. Assign two engineers (1 Mechanical and 1 Electrical) to assist the requesting IMO/RIO/PMO representative	None	1 day	Principal Engineer A
	7. Gather all approved plans and technical	None	1 day	Principal Engineer A/ Supervising Engineer

	specification documents necessary for the inspection			A/ Senior Engineer A/ Engineer A
	8. Assist the Construction Management Division in checking the conformity of materials used to the approved plans/ drawings and technical specifications	None	7 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
	9. Create a technical inspection report to be approved by the concerned approving authority (Reports kept on file)	None	7 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
TOTAL:		None	18 days	
B. Pre-final Inspection and Final Inspection				
1. Forward the request to NIA-Central Office / Deputy Administrator for Engineering and Operations Sector	1. Receive Request for preparation/ review of Cost Estimate	None	1 day	Data Encoder of the Engineering Department
	2. Review / Endorse the request / communication to the concerned Division Manager for appropriate action	None		Engineering Department Manager
	3. Receive request / communication from Office of the Administrator / Office of the Deputy Administrators	None		Data Encoder of Design and Specifications Division
	4. Disseminate and direct scope of works to EMDS for review and evaluation	None		Division Manager A

	5. Receive request letter for technical assistance to the on-going projects of various Mechanical - Electrical Works	None	1 day	Division Manager & Staff
	6. Direct and assign the request to the section head	None	1 day	Division Manager A
	7. Assign two engineers (1 Mechanical and 1 Electrical) to assist the requesting IMO/RIO/PMO representative	None	1 day	Principal Engineer A
	8. Gather all approved plans and technical specification documents necessary for the inspection	None	1 day	Supervising Engineer A/ Senior Engineer A/ Engineer A
	9. Assist the Construction Management Division in checking the conformity of materials used to the approved plans/ drawings and technical specifications	None	7 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
2. Rectify the punch list	10. Create a punch list for the rectification of deficiencies noted as official report	None	7 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
	11. Recommend for final acceptance of project	None	1 day	Supervising Engineer A/ Senior Engineer A/ Engineer A
TOTAL:		None	20 Days	
C. Pre-final and Final Inventory Inspection				
1. Forward the request to NIA-Central Office / Deputy Administrator for Engineering and Operations Sector	1. Receive Request for preparation/ review of Cost Estimate	None	1 day	Data Encoder of the Engineering Department
	2. Review / Endorse the request / communication to the concerned Division	None		Engineering Department Manager

	Manager for appropriate action			
	3. Receive request / communication from Office of the Administrator / Office of the Deputy Administrators	None		Data Encoder of Design and Specifications Division
	4. Disseminate and direct scope of works to EMDS for review and evaluation	None		Division Manager A
	5. Receive request letter for technical assistance to the on-going projects of various Mechanical - Electrical Works	None	1 day	Division Manager & Staff
	6. Assign two engineers to assist the requesting IMO/RIO/PMO representative	None		Principal Engineer A
	7. Gather all approved plans and technical specification documents necessary for the inspection	None		Principal Engineer A/ Supervising Engineer A/ Senior Engineer A/ Engineer A
	8. Request scanned copy of GFC Plans/ As-built Drawings and gather pertinent document such as; a. In-house inspection report b. Actual picture of Mechanical Equipment /Documentations	None	1 day	Supervising Engineer A/ Senior Engineer A/ Engineer A
	9. Assist the Construction Management Division in checking the conformity of materials used to the approved plans/ drawings and technical specifications	None	7 days	Supervising Engineer A/ Senior Engineer A/ Engineer A

2. Rectify the punch list	10. Create a punch list for the rectification of deficiencies noted as official report	None	3 days	Supervising Engineer A/ Senior Engineer A/ Engineer A
	11. Create an inventory inspection report to be approved by the concerned approving authority (Recommend for final acceptance of the project)	None	8 day	Supervising Engineer A/ Senior Engineer A/ Engineer A
TOTAL:			21 Days	
Assistance on the Review of Technical Specifications/ Documents of the Project for Procurement in Central Office/ Field Offices				
1. Forward the request for review of technical specifications & bidding documents of the Project for Bidding	1. Receive Request/ communication from Office of the Administrator/ Office of the Deputy Administrator	None	1 day	Data Encoder of the Engineering Department
	2. Review / Endorse the request / communication to the concerned Division Manager for appropriate action	None		Engineering Department Manager
	3. Receive request / communication from Office of the Administrator / Office of the Deputy Administrators	None		Data Encoder of Design and Specifications Division
	4. Disseminate and direct scope of works to EMDS for review and evaluation	None		Division Manager A
	5. Receive request for assistance on the Review of Technical Specifications/ Documents of the Project for procurement in	None	1 day	Specifications Section

	Central Office/ Field Offices			
	6. Direct and assign the request to the Section Head	None	1 day	Division Manager
	7. Review and Prepare an additional Technical Specifications/ Documents of the project	None	15 days	Principal Engineer A
	8. Forward the data to the Specifications Section	None	1 day	Principal Engineer A
TOTAL:		None	19 Days	
Technical Assistance on the Installation of various Mechanical Electrical Works including the Non-Destructive Test of welding works on steel pipes				
1.Forward request for technical assistance on the installation of various Mechanical Electrical Works	1.Receive request/ communication from Office of the Administrator/ Office of the Deputy Administrator	None	1 day	Data Encoder of the Engineering Department
	2.Review/ Endorse the request/ communication to concerned Division Manager for appropriate action	None		Engineering Department Manager
	3.Receive request communication from Office of the Administrator/ Office of the Deputy Administrator	None		Data Encoder of Design and Specifications Division
	4.Disseminate and direct scope of works to EMDS for review and evaluation	None		Division Manager A
	5.Receive request letter for Assistance and Supervision of the On-going Installation of	None	1 day	IMO/ RIO/ PMO Division Manager & Staff

	various Mechanical-Electrical works			
	6.Assign two(2) Engineers for the site inspection	None	1 day	Principal Engineer A
	7.Gather all Approved Plans and Testing Methodologies prior to inspection of works	None	1 day	Supervising Engineer A/ Senior Engineer A
	8.Assist the Construction Management Division in checking the conformity of installation to the Approved Plans and Approved Testing Methodologies/ Reports	None	7 days	Supervising Engineer A/ Senior Engineer A
	9.Create a technical inspection report to be approved by the concerned approving authority (Reports kept on file)	None	7 days	Supervising Engineer A/ Senior Engineer A
TOTAL:		None	18 Days	

17.REVIEW AND EVALUATION OF THE PLANS FOR BUILDINGS AND CAMP FACILITIES

This process pertains to all proposed building related structures recommended for approval/ funding support conforming to MC. 55 S. 2017 (Revised Delegated Authorities to NIA Officials and its succeeding addendums / amendments) and MC 36 S. 2016 (NIA Guidelines for the Preparation of Conceptual Plans and Detailed Design Drawings for Existing and New Irrigation, Drainage and related Infra-Facilities).

Office or Division:	Architecture and Drafting Section – Design and Specifications Division, Engineering Department	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government (Internal)	
Who may avail:	RIOs, PMOs, IMOs and Central Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Proposed Projects (all design discipline plans must coincide with each other)		RIOs, PMOs, IMOs and Central Office
A.1 Architectural Plans		

- Vicinity Map, Site Development Plan, Table of Contents and Perspective
- Floor Plans with furniture and appliances layout
- Roof Plan with details
- Front, Left, Right, Rear Elevations
- Cross and Longitudinal Sections
- Toilet Layout and Section Details (4)
- Reflected Ceiling Plan with details
- Floor Pattern Layout with details
- Schedule of Finishes Doors and Windows with details
- Railing, Ramp, Stairs, Cladding, Signage and other Architectural Details, if applicable
- Cabinet Layout with details, if applicable
- Modular Partition / Cubicles Layout with details, if applicable

A.2 Structural Plans

- General Notes / Construction Notes
- Foundation Plan with details
- Schedule of Details for Footing, Column, Beam and other Structural Details (specify)
- Slab / Floor Framing Plan with details
- Structural detail of stairs
- Structural Analysis, if applicable / required
- Soil Boring Test Report for three-storey and higher / near geotechnical hazards area

A.3 Electrical Plans

- General Notes, Legends
- Power, Lighting, Fire Detection, Alarm Circuits, and other Electrical Layout with details
- Schedule of Loads
- One Line Diagram
- Design Computation and Analysis
- Other electrical details (specify)

A.4 Plumbing Plans

- General Notes, Legends
- Plumbing Layout (Waste water, Ventilation, Drainage, downspouts, Hot and Cold-Water Line, etc.) with details
- Isometric Drawings
- Plan with details of Septic Tank, Catch Basin, Cistern and other plumbing details (specify)

<p>A.5 Mechanical Plans</p> <ul style="list-style-type: none"> • General Notes, Legends • Mechanical Layout Plans with details • Longitudinal and Transverse Section Elevations • Isometric Drawings • Design Computation and Analysis • <p>A.6 Electronics Plan</p> <ul style="list-style-type: none"> • General Layout Plans, Notes and Legends • Riser / System Diagram • Unit/Equipment Specifications • Isometric Drawings • Design Computation and Analysis <p>B. For Renovation / Alteration / Rehabilitation / Improvement / Demolition / Additional Works</p> <ul style="list-style-type: none"> • All of the above-mentioned applicable plan and details, subject for additional submission of the following: <ul style="list-style-type: none"> • An official study / rationale / justification with supporting pictures and report for the proposed renovation / alteration / rehabilitation / improvement / demolition / additional works etc. • Works to be done shall be hatched / properly identified along with the existing plan and its details. • Inventory of re-usable furniture, equipment, etc. 				
CLIENT STEPS	AGENCY ACTION PER PROJECT	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward the request to NIA-Central Office / Deputy Administrator for Engineering and Operations Sector	1.Receive request / communication from Office of the Administrator / Office of the Deputy Administrator	None	10 minutes	Data Encoder of the Engineering Department
	1.1Review / Endorse the request / communication to the concerned Division Manager for appropriate action	None	10 minutes	Engineering Department Manager

	1.2Receive request / communication from Office of the Administrator / Office of the Deputy Administrators	None	10 minutes	Data Encoder of Design and Specifications Division
	1.3Disseminate and direct scope of works to Architectural and Drafting Section	None	10 minutes	Division Manager
	1.4Receive, assess and assign to sub-ordinates the Proposed Documents / Plans relating to Architecture and Drafting Section	None	1 day	Principal Architect A
	1.5Forward to other design discipline for review and evaluation (Structural, Electrical, Mechanical, Electronics)	None	1 day	Civil Works Design Section, Electro-mechanical Design Section
	1.6Conduct Review and Evaluation	None	27days	Principal Architect A / Supervising Architect A / Senior Architect / Architect A
2.Conduct Site Assistance / Joint Site Inspection and concurrence / agreement of the comments, findings and recommendations	2. Conduct Site Inspection (if necessary) and meeting with the concerned office	None	3 days	Principal Architect A / Supervising Architect A / Senior Architect / Architect A and designated Design Engineers
	2.1Preparation and submission of Back to Office Report (BTOR) including the evaluation report		7 days	Principal Architect A / Supervising Architect A / Senior Architect / Architect A and designated

				Design Engineers
	2.2 Check and review the report		1 day	Principal Architect A
	2.3 Endorse and forward to the Division Manager		2 days	Principal Architect A
	2.4 Further review the endorsed and forwarded documents / plans		varies	Division Manager A
	2.5 Endorse the reviewed documents / plans to Engineering Department Manager		15 minutes	Division Manager A
	2.6 Release the reviewed documents / plans to the Office of the Engineering Department Manager		15 minutes	Data Encoder A /Utility Worker A
	2.7 Receive the reviewed documents / plans from Design and Specifications Division		15 minutes	Data Encoder A of the Office of Manager, Engineering Department
	2.8 Final receives the reviewed documents / plans for final review and checking	None	15 minutes	Engineering Department Manager
	2.9 Initial / sign final documents / plans and recommended for approval to the approving authority	None	1 day	Engineering Department Manager
	2.10 Release the documents / plans recommended for approval thru document tracking system to the approving authority	None	15 minutes	Data Encoder A and Utility Worker A of the Office of the Engineering Department
	2.11 Receive the Approved Plans / Documents from the Approving Authority	None	15 minutes	Data Encoder A of Design and

				Specification Division
	2.12 Forward the Approved Plans / Documents for proper action from the Division Manager	None	1 day	Data Encoder A
	2.13 Receive and disseminates the Approved Plans / Documents to the concerned sub-ordinate	None	1 day	Principal Architect A
	2.14 Conducts white / reproducible copy and scanning for e-library	None	8 days	Supervising Draftsman A / Senior Draftsman A / Draftsman A
	2.15 Hand over the Original Approved Documents / Plans to the Section Head	None	15 minutes	Supervising Draftsman A / Senior Draftsman A / Draftsman A
3. Receive documents / Approved plans in reproducible copy	3. Original Approved Documents / Plans to be kept in the Archives and furnish copy to the concerned office	None	1 day	Principal Architect A / Supervising Draftsman A / Senior Draftsman A / Draftsman A / Document Custodian
TOTAL:		None	53 Days, 2 Hours and 30 minutes	

18. Review and Process of Extension of Contract Time

Review, evaluate and process contract time extensions and/or additional contract durations.

Office or Division:	CAS-CMD, Engineering Department			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Processing of Contract Time Extensions/ Suspension Order and Resumption Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to CMD, ED Central Office	1. Receive the time extensions/ suspension orders/resumption orders from Division Manager	None	10 minutes	CAS-Data Encoder
	1.1 Evaluate time extensions /suspension orders/ resumption orders and routed to Engineer In- Charge	None	10 minutes	CAS-Section Chief
	1.2 Evaluate time extensions/ Suspension orders/ resumption orders and submit to Section Chief	None	5 days	CAS-Engineer In- Charge
	1.3 Check processed time extensions/ suspension orders/ resumption orders	None	10 minutes	CAS-Section Chief
	1.4 Endorse to Division Manager and initial the processed time extensions/ suspension orders/ resumption orders	None	10 minutes	CAS-Section Chief

	1.5 Release & deliver processed time extensions/ suspension orders/resumption orders to the Office of the Division Manager	None	10 minutes	CAS-Data Encoder
	1.6 Review the processed time extensions/ suspension orders/ resumption orders	None	10 minutes	CMD-Division Manager
	1.7 Initial the processed and endorsed to Engineering Manager	None	10 minutes	CMD-Division Manager
	1.8 Release the processed time extensions/ suspension orders/ resumption orders to the Office of the Engineering Department Manager	None	10 minutes	Data Encoder of the CMD-Division
	1.9 Receive the processed time extensions/ suspension orders/ resumption orders	None	10 minutes	Data Encoder of the Engineering Department Manager
	2.0 Final receive the processed time extensions/ suspension orders/ resumption orders	None	10 minutes	Engineering Department Manager
	2.1 Initial/sign and recommend approval by the proper authorities	None	10 minutes	Engineering Department Manager
	2.2 Release the processed time extensions/ suspension orders/ resumption orders thru document tracking system	None	10 minutes	Engineering Department Manager

	2.3 Deliver the processed time extensions/ suspension orders/ resumption orders to next Office	None	10 minutes	Utility of the Engineering Department
TOTAL :		None	6 days	

19. Review and Process Variation Orders

Review, Evaluate, process and prepare vouchers for payment of variation orders and/or negotiated contracts firm-up quantities & costs and other Monetary Claims

Office or Division:	CAS-CMD, Engineering Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Processing of Variation Orders/Firmed-Up Quantities & Costs and Other Monetary Claims				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to CMD, ED Central Office	1. Receive requests variation orders/firmed-up quantities & costs and other monetary claims from Division Manager	None	10 minutes	CAS-Data Encoder
	1.1 Evaluate request and routed to Engineer In-Charge	None	10 minutes	CAS-Section Chief
	1.2 Evaluate variation orders/firmed-up quantities & costs and other monetary claims and submit comments to Section Chief	None	15 days	CAS-Engineer In-Charge
	1.3 Check processed variation orders/firmed-up quantities & costs and other monetary claims	None	3 days	CAS-Section Chief
	1.4 Endorse to Division Manager and initial variation orders/firmed-up quantities & costs and other monetary claims	None	10 minutes	CAS-Section Chief

	1.5 Release & deliver processed variation orders/firmed-up quantities & costs and other monetary claims to the Office of the Division Manager	None	10 minutes	CAS-Data Encoder
	1.6 Review the processed variation orders/firmed-up quantities & costs and other monetary claims	None	10 minutes	CMD-Division Manager
	1.7 Initial the processed variation orders/firmed-up quantities & costs and other monetary claims endorsed to Engineering Manager	None	10 minutes	CMD-Division Manager
	1.8 Release the processed variation orders/firmed-up quantities & costs and other monetary claims to the Office of the Department Manager	None	10 minutes	Data Encoder of the CMD-Division
	1.9 Receive the processed variation orders/firmed-up quantities & costs and other monetary claims	None	10 minutes	Data Encoder of the Engineering Department Manager
	2.0 Final receive the processed variation orders/firmed-up quantities & costs and other monetary claims	None	10 minutes	Engineering Department Manager
	2.1 Initial/sign and recommend approval by the proper authorities	None	10 minutes	Engineering Department Manager
	2.2 Release the processed variation orders/firmed-up quantities & costs and other monetary claims thru document tracking system	None	10 minutes	Engineering Department Manager

	2.3 Deliver the processed variation orders/firmed-up quantities & costs and other monetary claims to next Office	None	10 minutes	Utility of the Engineering Department
TOTAL :		None	19 Days	

20. Review of Outsourced Feasibility Study

Facilitate the execution/completion of outsourced Feasibility Study of NIPs through timely review and evaluation of Terms of Reference (TOR), Inception Report, Progress Reports, Interim Report, Value Engineering/Value Analysis, and Draft and Final Feasibility Study Reports.

Office or Division:	Project Planning Division, Engineering Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for the review/ evaluation of outsourced FS Report 2. At least six (6) copies of report including an electronic copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send copies of report including a letter request to PPD, ED Central Office	1. Review/ Endorse report to the Section Head, PFPS, PPD	None	1 day	Manager, PPD, ED
	1.1 Endorse the report to every section head (one copy each)	None	1 day	Section Head, PFPS, PPD, ED

	1.2 Evaluate the report and submit comments/ endorsement to PFPS for consolidation	None		Assigned staff to review the report
	A) If Draft/Final Inception report, Draft/ Final VE/VA Report, Interim Report		10 days	
	B) If Draft/ Final Feasibility Study Report		25 days	
	1.3 Collate comments from all sections	None	2 days	Section Head, PFPS, PPD, ED
	1.4.a. If the Inception Report or VE/VA Report is already acceptable (no more comment), endorse acceptance letter to the Manager, Engineering Department.	None	1 day	Manager, PPD, ED
	1.4.b. If the FS Report is already acceptable (no more comment), submit the report to NIA TWG for review/ evaluation	None	1 day	Manager, PPD, ED
	1.4.c. If the reviewed report still has comments, endorse letter to the Manager, Engineering Department.	None	1 day	Manager, PPD, ED
TOTAL :		None	A) 15 days B) 30 days	

21. Review the Construction Management Plan

Check construction schedules submitted by Contractors in accordance with specifications for approval of higher authorities.

Office or Division:	CAS-CMD, Engineering Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Internal)			
Who may avail:	All NIA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for the review of the Construction Program				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to CMD, ED Central Office	1. Receive the submitted Construction Program of the Contractor from Division Manager	None	10 minutes	CAS-Data Encoder
	1.1 Evaluate the Construction Program and routed to Engineer In-Charge	None	10 minutes	CAS-Section Chief
	1.2 Evaluate the Construction Program and submit comments to Section Chief	None	5 days	CAS-Engineer In-Charge
	1.3 Check processed Construction Program	None	10 minutes	CAS-Section Chief
	1.4 Endorse to Division Manager and initial processed Construction Program	None	10 minutes	CAS-Section Chief
	1.5 Release & deliver processed Construction Program to the Office of the Division Manager	None	10 minutes	CAS-Data Encoder

	1.6 Review the processed Construction Program	None	10 Minutes	CMD-Division Manager
	1.7 Initial the processed Construction Program and endorsed to Engineering Department Manager	None	10 Minutes	CMD-Division Manager
	1.8 Release the processed Construction Program to the Office of the Engineering Department Manager	None	10 Minutes	Data Encoder of the CMD-Division
	1.9 Receive the processed Construction Program	None	10 Minutes	Data Encoder of the Engineering Department Manager
	2.0 Final review the processed Construction Program	None	10 Minutes	Engineering Department Manager
	2.1 Initial/sign and recommend approval by the proper authorities	None	10 Minutes	Engineering Department Manager
	2.2 Release the processed Construction Program thru document tracking system	None	10 Minutes	Engineering Department Manager
	2.3 Deliver the processed Construction Program to next Office	None	10 Minutes	Utility of the Engineering Department

	2.4 Output approved Construction Management Plan	None		Concerned Contractor
TOTAL :		None	6 days	

22. Reviewing/Finalizing of Project Completion Report

It is done when the project is completed or substantially completed.

Office or Division	CONSTRUCTION MANAGEMENT DIVISION			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2G - Government to Government			
Who may avail	RIOs, IMO, PMOs, Other NIA Offices, Oversight Agencies and Lending Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft of Project Completion Report		RIOs, IMO, PMOs		
Sub-Committee Reports		All Sub-Committees of Final Inventory Team		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Draft of Project Completion Report	1. Receive submitted draft of Project Completion report by Field Office from CMD Manager	None	10 minutes	Data Encoder
	2. Scan and endorse draft PCR to concerned PBMEs staff for review.	None	1 day	PBMEs Head
	3. Review the submitted draft of Project Completion Report	None	10 days	PBMEs staff concerned
	4. If with revision, Discuss together with the PMO and revise. Then, go back to step 3.	None	2 days	PBMEs Head, FO, PBMEs staff concerned
	5. If no revision, Release report to the Office of the Division Manager, CMD	None	10 minutes	Data Encoder
	6. Review and endorse for approval	None	2 days	CMD Manager ED Manager
	7. Recommend and Approve	None	1 day	DAEO Administrator



	8. Receive approved report and furnish copy to NEDA, COA, lending institution and other oversight agencies	None	10 minutes	Data Encoder
TOTAL:			16 Days and 30 Minutes	



FINANCIAL MANAGEMENT DEPARTMENT

EXTERNAL SERVICES



Service No. 1	Payment of Consultancy Services			
Service Information	Process of consultancy services payments			
Office or Division:	Financial Management Department			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please see attached file.		Accounting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements.	1. Receive, verify the completeness of the supporting documents, prepare Budget Utilization Request (BUR), and forward all required documents to Accounting Division	0.00		End User
	2. Approval of Department/Division Manager of the DV (box A) that the claim is necessary lawful and under their direct supervision.	0.00		End User
	3. Approval of the Authorized Department Manager of the BUR (box A) that the charges to budget was lawful and under their direct supervision, and supporting documents are valid, proper and legal.	0.00		End User
	4. Approval of the Manager Budget and Revenue Division of BUR (box B) that the budget is available and utilized for the purpose/adjustment necessary as indicated in the BUR.	0.00	20 minutes	Manager, Budget and Revenue Division
	5. Accomplishing the Accounting Entry in DV's box B, verifying validity of claim, checking for completeness of supporting documents, and computation of claim.	0.00	20 minutes	Corporate Finance Services Chief, Accounting Division
	6. Approval of the Accounting Division's Manager of DV (box C) that the supporting documents are complete and the amount claimed is proper.	0.00	20 minutes	Manager, Accounting Division



	7. Approval of DV (box D) for the payment	0.00	20 minutes	
	8. Preparation of Check.	0.00	2 minutes	Senior Accounting Processor, Cash Division
	9. Review prepared Check	0.00	2 minutes	Cashiering Services Chief, Cash Division
	10. Sign Check	0.00	2 minutes	Signatories, acting under the Delegated Authority per MC 169 s. 2020 and MC 108 s. 2024.
	11. Forward Check together with Disbursement Voucher's attachments for signature/s of co-signatory	0.00	5 minutes	Administrative Services Aide, Cash Division
	12. Receive signed check	0.00	2 minutes	Administrative Assistant, Cash Division
	13. Record Check in the Check Register for releasing	0.00	2 minutes	Senior Cashier, Cash Division
2. Wait for the call from the Cash Division if the check is available and ready for pick-up	14. Release Check to claimant	0.00	2 minutes	Senior Cashier, Cash Division
TOTAL			1 hour and 37 minutes	

Service No. 2	Payment of Infrastructure Project			
Service Information	Process of infrastructure project payments			
Office or Division:	Financial Management Department			
Classification:	Simple Transaction			
Type of Transaction:	G2B			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please see attached files		Accounting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all documentary requirements.	1. Receive, verify the completeness of the supporting documents, prepare Budget Utilization Request (BUR), and forward all required documents to Accounting Division	0		End User
	2. Prepare Disbursement Voucher (DV), accomplish the Accounting Entry in DV's box B, verifying validity of claim, checking for completeness of supporting documents and computation of claim.	0	1 to 3 hours	Corporate Finance Services Chief, Accounting Division
	3. Approval of Department/Division Manager of the DV (box A) that the claim is necessary lawful and under their direct supervision.	0	10 minutes	Concerned Division Manager
	4. Approval of the Authorized Department Manager of the BUR (box A) that the charges to budget was lawful and under their direct supervision, and supporting documents are valid, proper and legal.	0	10 minutes	Concerned Department Manager
	5. Approval of the Manager Budget and Revenue Division of BUR (box B) that the budget is available and utilized for the purpose/adjustment necessary as indicated in the BUR.	0	10 minutes	Manager, Budget and Revenue Division
	6. Approval of the Accounting Division's Manager of DV (box C) that the supporting documents are complete and the amount claimed is proper.	0	1 hour	Manager, Accounting Division
	7. Approval of DV (box D) for the payment	0		



	8. Preparation of Check.	0	2 minutes	Senior Accounting Processor, Cash Division
	9. Review prepared Check	0	2 minutes	Cashiering Services Chief, Cash Division
	10. Sign Check	0	2 minutes	Signatories, acting under the Delegated Authority per MC 169 s. 2020 and MC 108 s. 2024.
	11. Forward Check together with Disbursement Voucher's attachments for signature/s of co-signatory	0	5 minutes	Administrative Services Aide, Cash Division
	12. Receive signed Check	0	2 minutes	Administrative Assistant, Cash Division
	13. Record Check in the Check Register for releasing	0	2 minutes	Senior Cashier, Cash Division
2. Wait for the call from the Cash Division if the check is available and ready for pick-up	14. Release Check to claimant	0	2 minutes	Senior Cashier, Cash Division
	TOTAL		2 hours and 27 minutes to 4 hours and 27 minutes	

Service No.3	Payment of Consultancy and Infrastructure through Lending Institution/Loan Proceeds		
Service Information	Payment Process (Loan-Funded Projects): Disbursement of consultancy and infrastructure project payments via lending institution/loan proceeds.		
Office or Division:	Accounting Division		
Classification:	Highly Technical		
Type of Transaction:	G2B		
Who may avail:	Business Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly approved Disbursement Voucher		Accounting Division	

Documents that support amount claimed and show sufficient details as to work accomplished		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documentary requirements	1. Receive, verify the completeness of the supporting documents and then forward all required documents to Accounting Division	0		End User
	2. Prepare Disbursement Voucher, Accomplish the Accounting Entry in DV's box B, verifying validity of claim, checking for completeness of supporting documents and computation of claim.	0	1 - 3 hours	Corporate Finance Services Chief, Accounting Division
	3. Approval of Department/Division Manager of the DV (box A) that the claim is necessary lawful and under their direct supervision.	0		Concerned Division Manager
	4. Approval of the Authorized Department Manager of the BUR (box A) that the charges to budget was lawful and under their direct supervision, and supporting documents are valid, proper and legal.	0		Concerned Department Manager
	5. Approval of the Manager Budget and Revenue Division of BUR (box B) that the budget is available and utilized for the purpose/adjustment necessary as indicated in the BUR.	0	1 hour	Manager, Budget and Revenue Division
	6. Approval of the Accounting Division's Manager of DV (box C) that the supporting documents are complete and the amount claimed is proper.	0	1 hour	Manager, Accounting Division
	7. Approval of DV (box D) for the payment	0		
	8. Preparation of Withdrawal Application and Summary Sheet of Disbursement	0	1 hour	Senior Corporate Accountant,



				Accounting Division
	9. Approval of Withdrawal Application by Head of Agency	0		
	10. Submission of Withdrawal Application	0		Senior Corporate Accountant, Accounting Division
	11. Upon submission, wait for issuance of Notice of Disbursement from Lending Institution and Certification from Bureau of Treasury	0		
2. Wait for confirmation that the amount was released to the service provider's account.	12. Request for issuance of Non-Cash Availment Authority to Department of Budget and Management	0	1 hour	Senior Corporate Accountant, Accounting Division
TOTAL			4 to 6 hours	

Service No. 4	Payment of Goods and Services		
Service Information	Process for the payment of goods and services in cash or check		
Office or Division:	Financial Management Department		
Classification:	Simple		
Type of Transaction:	G2B		
Who may avail:	Business Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Dealer's certificate of exclusive distributorship (if applicable)		Client	
Samples of brochures/photographs (if applicable)		Client	
Original copy of dealer's/suppliers Invoices/DRs/SOA (showing quantity, description, unit & total value) duly signed by the dealer/representative indicating receipt of proper agency official		Client	
Result of Test Analysis (if applicable)		Client	
Tax receipts from BIR		Client	
Inspection and Acceptance Report		Procurement and Property Division	
Property Acknowledgement Report (for equipment)		Procurement and Property Division	
Warranty Security		Client	
Purchase Request/ Purchase Order		Procurement and Property Division	
Certificate of Completion			

Philgeps Registration		Client		
Waste material report (if Necessary)		Procurement and Property Division		
Specifications		End User		
Authority to purchase, in case of motor vehicles		Procurement and Property Division		
Delivery Receipt duly signed		Client		
BAC resolution		Bids and Awards Committee (BAC A or B)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements.	1. Receive, verify the completeness of the supporting documents, prepare Budget Utilization Request (BUR), and forward all required documents to Accounting Division	0.00		End User
	2. Approval of Department/Division Manager of the DV (box A) that the claim is necessary lawful and under their direct supervision.	0.00		End User
	3. Approval of the Authorized Department Manager of the BUR (box A) that the charges to budget was lawful and under their direct supervision, and supporting documents are valid, proper and legal.	0.00		End User
	4. Approval of the Manager Budget and Revenue Division of BUR (box B) that the budget is available and utilized for the purpose/adjustment necessary as indicated in the BUR.	0.00	20 minutes	Manager, Budget and Revenue Division
	5. Accomplishing the Accounting Entry in DV's box B, verifying validity of claim, checking for completeness of supporting documents, and computation of claim.	0.00	20 minutes	Corporate Finance Services Chief, Accounting Division
	6. Approval of the Accounting Division's Manager of DV (box C) that the supporting documents are complete and the amount claimed is proper.	0.00	20 minutes	Manager, Accounting Division
	7. Approval of DV (box D) for the payment	0.00	20 minutes	



	8. Preparation of Check.	0.00	2 minutes	Senior Accounting Processor, Cash Division
	9. Review prepared Check	0.00	2 minutes	Cashiering Services Chief, Cash Division
	10. Sign Check	0.00	2 minutes	Signatories, acting under the Delegated Authority per MC 169 s. 2020 and MC 108 s. 2024.
	11. Forward Check together with Disbursement Voucher's attachments for signature/s of co-signatory	0.00	5 minutes	Administrative Services Aide, Cash Division
	12. Receive signed check	0.00	2 minutes	Administrative Assistant, Cash Division
	13. Record Check in the Check Register for releasing	0.00	2 minutes	Senior Cashier, Cash Division
2. Wait for the call from the Cash Division if the check is available and ready for pick-up	14. Release Check to claimant	0.00	2 minutes	Senior Cashier, Cash Division
TOTAL			1 hour and 37 minutes	



FINANCIAL MANAGEMENT DEPARTMENT

INTERNAL SERVICES



Service No.1	Cash Advance and Reimbursement			
Service Information	Process for claiming cash advance and reimbursement for travel expenses, registration fees, membership fees, etc.			
Office or Division:	Financial Management Department			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	NIA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Travel Order		Employee/s		
2. Approved Itinerary		Employee/s		
3. Certification from Chief Accountant that previous cash advance has been liquidated (Cash Advance)		Accounting Division		
4. Letter of invitation for host/sponsoring agency/organization		Employee/s		
5. Certificate of Travel Completed		Employee/s		
6. Certificate of Appearance/Attendance		Employee/s		
7. Certification of Expenses not requiring receipts, if any		Employee/s		
8. Receipts/E-receipts, if any		Employee/s		
9. Daily Trip Ticket, if any				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gather and prepare all documentary requirements.				Employee/s
2. Prepare BUR thru Online BURs				Employee/s
3. Prepare Disbursement Voucher				Employee/s
4. Submit all required documentary requirements, Disbursement Voucher and BUR to Box A Signatory of DV Box A	1. Approval of Department/Division Manager of DV (box A) that the claim is necessary lawful and under their direct supervision.			
	2. Approval of the Authorized Department Manager of the BUR (box A) that the charges to budget was lawful and under their direct supervision, and supporting			

	documents are valid, proper and legal.			
	3. Approval of the Manager, Budget and Revenue Division of BUR (box B) that the budget is available and utilized for the purpose/adjustment necessary as indicated in the BUR.		10 - 20 minutes	Manager, Budget and Revenue Division
	4. Accomplishing the Accounting Entry in DV's box B, verifying validity of claim, checking for completeness of supporting documents and computation of claim.	0	10 - 20 minutes	Corporate Finance Services Chief, Accounting Division
	5. Approval of the Accounting Division's Manager of DV (box C) that the supporting documents are complete and the amount claimed is proper.		10 - 20 minutes	Manager, Accounting Division
	6. Approval of DV (box D) for the payment			
	7. Preparation of Check.	0	2 minutes	Senior Accounting Processor, Cash Division
	8. Review prepared Check	0	2 minutes	Cashiering Services Chief, Disbursement Section, Cash Division



	9. Sign Check.	0	2 minutes	Signatories, acting under the Delegated Authority per MC 169 s. 2020 and MC 108 s. 2024.
	10. Forward Check together with Disbursement Voucher's attachments for signature of authorized approving official	0	5 minutes	Administrative Services Aide, Cash Division
	11. Receive signed check	0	2 minutes	Administrative Assistant, Cash Division
	12. Record check in the Check Register for releasing	0	2 minutes	Senior Cashier, Cash Division
5. Wait for the call from the Cash Division if the check is available and ready for pick-up	13. Release check to claimant	0	2 minutes	Senior Cashier, Cash Division
TOTAL			47 minutes to 1 hour and 17 minutes	

Service No. 2	Collection of Rent		
Service Information	Process for the collection of rent in cash or check		
Office or Division:	Financial Management Department		
Classification:	Simple		
Type of Transaction:	G2C, G2B, G2G		
Who may avail:	CITIZENS, EMPLOYEES, BUSINESS ENTITIES, OTHER GOVERNMENT AGENCIES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved schedule of Rental / Accommodation Request Form		General Services Division	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved schedule of Rental / Accommodation Request Form to the Accounting Division	1. Check for the accuracy and completeness of supporting documents and prepare Order of Payment	0	5 minutes	Corporate Accounts Analyst, Accounting Division
	2. Check for the accuracy and completeness of supporting documents	0	5 minutes	Collecting Officer
	3. Receive cash/ Review details of Manager's check	0	5 minutes	Collecting Officer
2. Pay at the Cashier	4. Issue Invoice / Receipt	Fees are determined by the existing contract between the agency and tenant, or by the number of days of accommodation	5 minutes	Collecting Officer
TOTAL			20 minutes	

Service No.3	Refund of Cash Advance			
Service Information	Procedure for returning excess cash from a Cash Advance Request			
Office or Division:	Financial Management Department			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Liquidation Report		Various Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Complete and Proper Documents	1. Check for the accuracy and completeness of supporting documents and prepare Order of Payment	0	5 minutes	Corporate Accounts Analyst, Accounting Division



	2. Check for the accuracy and completeness of supporting documents	0	5 minutes	Collecting Officer
	3. Receive cash/ Review details of Manager's check	0	5 minutes	Collecting Officer
2. Remit to the Cashier	4. Issue Invoice / Receipt	0	5 minutes	Collecting Officer
TOTAL			20 minutes	



LEGAL SERVICES

INTERNAL SERVICES

1. Filing of Answer and other pleadings in cases filed by or against NIA before the Courts

Preparation and filing of Answer, and other initiatory pleading, including collation of annexes/exhibits, preparation of the Judicial Affidavits and its supporting documents, within the reglementary period provided by the Rules of Court.

Office or Division	Legal Services
Classification	Highly Technical
Type of Transaction	G2G
Who may avail	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit a copy of the Summons and corresponding Complaint	1. Record receipt of Summons and corresponding Complaint	None	15 minutes	Legal Researcher/ Secretary/ Data Encoder
	2. Conduct initial review of documents and refer the request to the responsible person and/or staff	None	1 hour	Department Manager
	3. Conduct review on the accuracy of facts and supporting documents. If necessary, draft a Motion for Extension to File Answer and other responsive pleadings. Comments from the concerned NIA Office may likewise be requested. Hence, fax message or	None	2 working days	Attorney V/ Attorney IV/ Legal Researcher

	letter will be sent to the office concerned.			
	4. Prepare draft of Answer or other pleadings upon receipt of comment and documents from the office concerned.	None	6 working days	Attorney V/ Attorney IV
	5. Draft answer or other pleading is submitted to the Department Manager for review	None	10 minutes	Attorney V/ Attorney IV
	6. Review by the Department Manager and return of the draft to the handling counsel for finalization.	None	1 working day	Department Manager
	7. Finalize the Answer or other pleading for filing in court or for referral to OSG or OGCC, ensuring that all supporting documents are attached..	None	4 hours	Attorney V/ Attorney IV/ Legal Researcher
	8. Forward the final draft of Answer/Pleading to the Department Manager for his signature or forward the referral letter to	None	30 minutes	Attorney IV/ Attorney V

	the Administrator for signature.			
	9. Sign/initial the final draft of Answer/pleading or referral letter to OSG/OGCC.	None	30 minutes	Department Manager
	10. Forward the Answer or other pleading to Records Management Section for filing in court or delivery to OSG or OGCC for filing in the appropriate court.	None	30 minutes	Legal Researcher/ Data Encoder
TOTAL:			11 Days and 7 hours	

2. Filing of Complaint in Expropriation cases in courts and/or referral to OGCC or OSG

Preparation and Filing of Expropriation Cases referred and duly deputized by the Office of the Government Corporate Counsel/Office of the Solicitor General

Office or Division	Legal Services	
Classification	Highly Technical	
Type of Transaction	G2G	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Client to submit a request for legal assistance from the field office.	1. Record receipt of request for legal assistance from the field office concerned and forward the same to the Department Manager.	None	15 minutes	Legal Researcher/ Secretary/ Data Encoder
	2. Conduct initial review of documents and refer the request to the responsible person/staff.	None	1 hour	Department Manager
	3. Conduct review on the accuracy of facts and supporting documents. If facts are accurate and supporting documents are complete, prepares draft of Answer. Otherwise, send fax message or letter requesting clarification of facts and submission of additional documents.	None	2 working days	Attorney V/ Attorney IV
	4. Prepare draft Complaint upon receipt of complete documents.	None	7 working days	Attorney V/ Attorney IV
	5. Submit draft complaint to the Department Manager for review.	None	10 minutes	Attorney V/ Attorney IV
	6. Review by the Department Manager and return of the draft to the handling counsel for finalization.	None	2 working days	Department Manager

	7. Finalize the Complaint for filling in court OR for referral OSG or OGCC, ensuring that all supporting documents are attached.	None	1 working day	Attorney V/ Attorney IV
	8. Forward the Complaint for Expropriation to the Department Manager for signature or forward the referral letter to the Administrator for signature.		30 minutes	Attorney V/ Attorney IV
	9. Sign/initial the Complaint Expropriation or referral letter to OSG/OGCC.	None	30 minutes	Department Manager
	10. Forward the Complaint to Records Management Section for filing in court or for delivery to OSG or OGCC for filing in the appropriate court.	None	30 minutes	Legal Researcher/ Secretary/ Data Encoder
TOTAL:			12 days and 3 hours	

3.Issuance of Legal Opinion

Prepare legal Opinion involving the interpretation of NIA Charter and other laws, policies, circulars, rules and regulations enforced by the agency (i.e. FISA, RA9184, RA 10752, etc.)

Office or Division	Legal Services
Classification	Complex

Type of Transaction	G2G	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request stating the factual circumstances		Client
Supporting documents/papers		Client

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit a written request for issuance of legal opinion	1. Record receipt of request for issuance of legal opinion from concerned NIA field office.	None	15 minutes	Legal Researcher/ Secretary/ Data Encoder
	2. Refer the request to the responsible person and/or staff.	None	20 minutes	Department Manager
	3. Evaluate the facts in request if the same is sufficient, complete and clear. If the facts are complete, conduct research on the applicable law, policy or jurisprudence. Otherwise, return the request to the office of origin for further clarification and comments.	None	2 working days	Attorney V/ Attorney IV/ Legal Researcher
	4. Draft legal opinion after facts are established and the applicable law or policy or jurisprudence are identified.	None	3 working days	Attorney V/ Attorney IV/ Legal Researcher

	5. Forward the draft of legal opinion to the Department Manager for review and approval.	None	2 hours	Department Manager
	6. Finalize the legal opinion and return to the Department Manager for signature after approval of the draft by the Department Manager	None	1 hour	Attorney V/ Attorney IV/ Legal Researcher
	7. Sign the legal opinion	None	30 minutes	Department Manager
	8. Forward the signed legal opinion to the records management section for release to the requesting office and/or for dissemination to all concerned officials and employees.	None	30 minutes	Legal Researcher/ Secretary/ Data Encoder
TOTAL:			5 Days, 4 hours and 35 minutes	

4. Review of Civil Works Contract, Supply/Services Contract and Consultancy Contract procured under RA 9184

Conducts review of contracts to determine its completeness, and compliance procured under RA 9184 and its Implementing Rules and Regulations, prior signature by the procuring entity/authorized signatories.

Office or Division	Legal Services
Classification	Complex
Type of Transaction	G2G
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit a draft contract, Notice of Award and other supporting documents.	1. Record receipt of draft contract, Notice of Award and other supporting documents from BAC Secretariat.	None	15 minutes	Legal Researcher/ Secretary/ Data Encoder
	2. Refer the documents to the responsible person/staff.	None	20 minutes	Department Manager
	3. Conduct review of the provisions of contract to determine if it is in accordance with the Bid Documents and to know if the documentary requirements are complete. If the same is in order, the routing slip is prepared for the initial/signature of authorized NIA officials. If there are corrections in the draft contract or documents are incomplete, the same is returned to BAC Secretariat for appropriate action.	None	3 working days	Attorney V/ Attorney IV
	4. Prepare routing slip upon receipt of	None	1 working day	Attorney V/ Attorney IV/

	revised contract and complete documents.			Legal Researcher
	5. Forward the routing slip with supporting documents to the Department Manager for initial.	None	20 minutes	Attorney V/ Attorney IV/ Legal Researcher
	6. Affix initial in the routing slip.	None	30 minutes	Department Manager
	7. Forward the routing slip to the concerned NIA officials for initial/signature.	None	30 minutes	Legal Researcher/ Secretary/ Data Encoder
TOTAL:			4 Days 2 hour and 55 minutes	

5. Review of MOA, MOU, Lease Agreement, Deed of Sale, Deed of Usufruct and other related Agreements

Review of all contracts, agreements, and other legal instruments that may be entered into by the agency with private entities and other government instrumentalities on the substance and form to determine compliance with existing laws and NIA policy.

Office or Division	Legal Services	
Classification	Complex	
Type of Transaction	G2G, G2B, G2C	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request for Review		Client
If Lease Agreement Selection Committee MOU/MOA:		Secretariat, LASC

Board Resolution and duly Notarized Secretary's Certificate <i>(1 copy)</i>	Corporate Secretary
If Deed of Sale, Usufruct and other related agreements or mode of conveyance: Certified True Copy/Legible Copy of Title <i>(1 copy)</i>	Register of Deeds
Tax Declaration (if untitled) <i>(1 copy)</i>	Municipal/ City Assessor's Office
Certificate of No Title <i>(1 copy)</i>	Register of Deed/Land Registration Authority
Lease - Transfer Certificate of Title <i>(1 copy)</i>	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit a request to review MOA, MOU, Lease Agreement, Deed of Sale, Deed of Usufruct and others.	1. Record receipt of request to review MOA, MOU, Lease Agreement, Deed of Sale, Deed of Usufruct and others	None	15 minutes	Legal Researcher/ Secretary/ Data Encoder
	2. Refer the documents to the responsible person/staff.	None	20 minutes	Department Manager
	3. Conduct review on the substance (contents) and form of the Agreement to determine compliance with existing laws and NIA policy. The completeness of supporting documents must also be reviewed. If in order, prepare Board Indorsement for approval of the NIA	None	2 working days	Attorney V/ Attorney IV/ Legal Researcher



	Board, if such approval is needed, or forward the document to the authorized NIA officials for initial/signature. Otherwise, return the Agreement originated with the comments and/or observations which must be complied.			
	4. Prepare routing slip upon receipt of MOA, MOU, etc. or any revision thereof as well as supporting documents and Board Resolution approving the MOA, MOU, etc. (if necessary).	None	4 hours	Attorney V/ Attorney IV/ Legal Researcher
	5. Forward the routing slip with supporting documents to the Department Manager for initial.	None	10 minutes	Attorney V/ Attorney IV/ Legal Researcher
	6. Affix his initial in the routing slip.	None	10 minutes	Department Manager
	7. Forward the routing slip with supporting documents to the other authorized NIA officials for initial and signature.	None	30 minutes	Legal Researcher/ Secretary/ Data Encoder
TOTAL:			4 Days, 6 hours, and 25 minutes	

6. Review of Project Valuation Committee Resolution for Right-of-Way Acquisition

Review of the resolution/findings on the proposed right-of-way valuation/compensation price as determined by the Project Valuation Committee is in accordance with the provisions of RA 10752 and its implementing rules and regulations.

Office or Division	Legal Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Implementing Office (CO, RO, IMO, PMO)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request for Review			Client	
Right of Way valuation/ compensation price			Project Valuation Committee	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit a request to review the Project Valuation Committee Resolution.	1. Record receipt of request to review of Project Valuation Committee Resolution from the concerned NIA field office or Project Management Office.	None	15 minutes	Legal Researcher/ Secretary/ Data Encoder
	2. Refer the documents to the responsible person/staff.	None	20 minutes	Department Manager
	3. Conduct review on the Project Valuation Committee (PVC) Resolution to determine if the provisions of RA 10752 and its IRR re. An Act Facilitating the Acquisition of Right-of-Way, Site or Location for National Government Infrastructure Projects. If the PVC Resolution complies with said law, the same shall be	None	4 working days	Attorney V/ Attorney IV

	forwarded to the authorized NIA officials for initial/signature. Otherwise, return the Agreement. Otherwise, return the PVC Resolution to the office where it originated with the comments and/or observations which must be complied.			
	4. Prepare memorandum recommending approval upon receipt of the reviewed PVC or any revision thereof with supporting documents.	None	4 hours	Attorney V/ Attorney IV
	5. Forward the PVC Resolution with supporting documents and the memorandum recommending approval thereof to the Department Manager for review.	None	30 minutes	Attorney V/ Attorney IV
	6. Review the PVC Resolution and the memorandum recommending approval thereof. Thereafter, the PVC Resolution and the memorandum will be returned to the responsible staff for finalization.	None	8 hours	Department Manager

	7. Finalize the PVC Resolution and the memorandum recommending approval thereof.	None	4 hours	Attorney V/ Attorney IV
	8. Forward the PVC Resolution with supporting documents and the memorandum recommending approval thereof to the Department Manager for signature.	None	30 minutes	Attorney V/ Attorney IV
	9. Sign the memorandum and affixes his initial in the PVC Resolution	None	10 minutes	Department Manager
	10. Forward the PVC Resolution with supporting documents to the other authorized NIA officials for initial and signature.	None	30 minutes	Legal Researcher/ Secretary/ Data Encoder
TOTAL:			5 days, 18 hours and 15 minutes	



OPERATIONS DEPARTMENT EXTERNAL SERVICES



1. Monitoring and evaluation of EMD reports

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MC No. 69 s. 2018 – 2018 Revised Equipment Rental		M.C Online Retrieval System		
MC No. 03 s. 2016 – Cutoff Report Content and Deadline of Report Submission		M.C Online Retrieval System		
MC No. 7 s. 2013 - Revised Monthly Equipment Utilization and Rental Generation Report (EM-12c2)		M.C Online Retrieval System		
MC No. 43 s. 2010 Revised Computation of Percent Operability for all NIA		M.C Online Retrieval System		
MC No. 10 s. 2012 New Cut-off Date and Deadline of Submission of Reports		M.C Online Retrieval System		
MC No. 56 s. 2007 Revised Status Codes for all NIA Construction Equipment and Motor Vehicles		M.C Online Retrieval System		
MC No. 36 s. 2003 Modified Status Codes For All NIA Construction Equipment and Motor Vehicles		M.C Online Retrieval System		
MC No. 4 s. 2003 Modification of Table 1: Annual Available Utilization of MC no. 49 s. 1994 : Expanded Coverage in the Submission of Form EM-4Q		M.C Online Retrieval System		
MC No. 41 s. 1995 Revised Rules and Regulation in Utilization of NIA Construction Equipment		M.C Online Retrieval System		
MC No. 29 s. 1995 - Amended Guidelines in the Preparation of Quarterly Program and Accomplishment Report (Form EM-4Q)		M.C Online Retrieval System		
MC No.31 s.1998 Utilization of usable parts from disposable equipment		M.C Online Retrieval System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of Evaluated EMD reports	1.Receive evaluation reports from the Deputy Administrator for E & O / Operations Department	N/A	1 hour	Division Manager



	2. Division Manager instructs and forwards evaluated report to Section chief	N/A	1 hour	Division Manager
	3. Section Chief instructs EMD personnel to consolidate/encode and evaluate EMD reports	N/A	1 hour	Section chief
	4. EMD personnel consolidates/encodes and evaluate EMD reports.	N/A	3 day	EMD personnel
	5. Prepare letter to the Regional Manager regarding findings and recommendation on the submitted reports for reconciliation.	N/A	2 hour	EMD personnel
	6. EMD personnel Forward letter to the concerned regional office	N/A	1 hour	EMD personnel
	7. Records on file	N/A	1 hour	Division's Secretary
TOTAL			4 days	



OPERATIONS DEPARTMENT INTERNAL SERVICES

1. Budgeting, Evaluation and Validation of Program of Works (POW)

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MC No. 50 s. 2012 - Repair and Maintenance of operation and maintenance (O&M) Equipment		M.C Online Retrieval System		
MC No. 8 s. 1989 - Supplementary Guidelines on Equipment Disposal		M.C Online Retrieval System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Budgeting, Evaluation and Validation of Program of Work (POW)	1. Preparation and submission of request for budget for repair and maintenance of O&M heavy and light equipment per mc. No. 50 s, 2012 to Budget division for inclusion in the NIA budget for the following year.	N/A	1 working da ys	EMD personnel
	2. Prepare and Send Fax message instructing Regional offices to submit POW based on the approved budget	N/A	1 hour	EMD personnel
	3. Submission of Program of works (POW) from Regional Offices	N/A	2 hour	Concerned region/ project
	4. Receive POW from Regional Offices	N/A	1 hour	Division Manager
	5. Evaluate submitted POW from Regional offices	N/A	5 working days	Section Chief
	6. Preparation of necessary Travel documents and fax message	N/A	1 hour	Area Monitor
	7. Actual inspection and validation in the field offices	N/A	10 working days	Area Monitor
	8. Preparation of back to office report	N/A	2 hour	Area Monitor

	9. Submission and approval of Back to Office Report regarding validation of POW	N/A	2 hours	Area Monitor
	10. Prepare memo for Regional Manager informing him on the approved POW	N/A	2 hours	Area Monitor
	11. Prepare request for Advise for Sub-allotment (ASA) and Funding check (FC) for approval by the Administrator	N/A	2 working days	Section Chief
	12. Furnish Regional office a copy of approved request of ASA and FC from the Administrator	N/A	1 hour	Division Manager
	13. Furnish Regional office a copy of approved ASA from finance sector	N/A	2 hour	Operations Department Manager
	14. EMD personnel prepares and submits letter to Regional office regarding the approved POW	N/A	1 working day	
	15. Encode POW on equipment repair database	N/A	5 working days	EMD personnel
	16. Records on file	N/A		EMD personnel
TOTAL			26 days	

2. Capability Building

Office or Division	Institutional Development Division
Classification	Highly Technical
Type of Transaction	G2G
Who may avail	NIA Central and Field Offices Staff
CHECKLIST OF REQUIREMENTS	
1. Approved Training Calendar	NIA IDD Central Office
2. Approved Annual Procurement Plan (APP)	NIA IDD Central Office
3. Training materials and manuals	NIA IDD Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Top Management requires to conduct Capacity Building to IDP implementers and National Confederation of Irrigators Associations.	1. Discusses with the Section Chiefs the conduct of scheduled Capability Building based on approved Training Calendar and APP	None	30 minutes	Division Manager
	2. Instructs Area Monitor to prepare Training Proposal based on agreed training schedule	None	40 minutes	Section Chief
	3. Prepares training proposal and submits to Section Chief for review	None		Assigned Area Monitor
	4. Reviews and evaluates training proposal and provides comments to Area Monitor for finalization.	None	1 day	Section Chief
	5. Submits to the Section Chief the corrected training proposal for final review and submits to the Division Manager for appropriate action.	None	4 hours	Area Monitor
	6. Endorses to the Operations Department Manager for recommending approval	None	10 minutes	Division Manager
	7. Endorses to the Deputy Administrator for Engineering and Operations the training proposal for approval.	None	10 minutes	Operations Department Manager
	8. Endorses the approved training proposal back to the Division Manager for implementation.	None	10 minutes	Operations Department Manager

	9. Directs the Section Chief to oversee the conduct of the training course.	None	2 hours	Division Manager
	10. Assigns staff to accomplish the different pre-training activities (i.e. request for fund release, coordination with the host region for the training venue, preparation and sending of communication, and confirmation of participants and resource persons/facilitators, etc.)	None	5 days	Section Chief / Assigned staff
	11. Leads the conduct of the training course, overall training evaluation and documentation	None	5 days	Section Chief
	12. Prepares and submits the training documentation to the Section Chief for review and comments	None	3 days	Assigned staff / training documenters
	13. Finalizes the training report incorporating the reviewed and commented training documentation report (if any), and submit to the Section Chief for final checking	None	1 day	Assigned staff / training documenters
	14. Submits the final training documentation report to the Division Manager for submission to the Operations Department Manager for notation	None	20 minutes	Section Chief
	TOTAL		20 days	



3.Communications (Request/ Complaint Letter) Submission of Request/ Complaint Letter to the Authority

Office or Division	Systems Management Division			
Classification	Simple			
Type of transaction	G2E			
Who may avail	NIA Field Offices / Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal / Official request / complaint letter		RIO / stakeholders		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formal / Official request / complaint letters from RIO / stakeholders forwarded to the Central Office	1.1. Accepts communications and routes to the Deputy Administrator for E&O	None	10 minutes	Human Resources Division - Records Section
	1.2. Routes communications to the Department Manager	None	10 minutes	Deputy Administrator for Engineering & Operations
	1.3. Accepts and instructs Division Manager to take appropriate actions on the submitted letter	None	10 minutes	Department Manager
	1.4. Instructs Area Engineer to take appropriate action on submitted letter	None	10 minutes	Division Manager / Section Chief
	1.5. Prepares / drafts communication	None	60 minutes	Area Engineers
	1.6. Checks prepared communication	None	10 minutes	Section Chief
	1.7. Reviews prepared communication	None	5 minutes	Division Manager
	1.8. Recommends / approves prepared communication	None	5 minutes	Department Manager
Total		None	2.5 hours	

4.Comparative Specification Table (CST)

Office or Division	Equipment Management Division (EMD)	
Classification	Highly Technical	
Type of Transaction	Government to Government	
Who may avail	NIA Field Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
none		none



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comparative Specification Table (CST)	1. Receive request for technical specifications of equipment from concerned project	N/A	1 hour	EMD Point Person
	2. Conduct gathering of brochures/flyers, quotation and manuals from different suppliers/manufacturers	N/A	5 working days	EMD Point Person
	3. Consolidate and encode gathered data and prepare specifications based on the technical requirements	N/A	6 working days	EMD Point Person
	4. Evaluate the request for technical specifications of equipment	N/A	2 working days	EMD Point Person
	5. Print a copy for comment/deliberation of TWG	N/A	1 working day	EMD Point Person
	6. Print final CST for indorsement to BAC Secretariat	N/A	1 working day	EMD Point Person
	7. Indorse final CST to BAC Secretariat for presentation to BAC members and inclusion in the Bid Documents	N/A	1 working day	EMD Point Person
	8. Records on file	N/A		EMD Point Person
TOTAL			17 days	

5. Conduct of Soil and Water Analysis

Office or Division	Irrigation Engineering Center (IEC)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail	NIA Central and Field Offices
CHECKLIST OF REQUIREMENTS	
Accomplished Request for Analysis Form	IEC
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for soil / water analysis	1. IEC Laboratory staff provides Client a request for soil / water analysis form.	Not applicable	5 minutes	IEC staff
	2. IEC Laboratory staff receives accomplished request form samples from client.	Not applicable	5 minutes	IEC staff
	3. Laboratory staff logs in the necessary information in the Logbook labelled "Incoming Samples Logbook"	Not applicable	15 minutes	IEC staff
	4. Laboratory staff assigns laboratory code number to each sample.	Not applicable	15 minutes	IEC staff
	5. Laboratory staff prepares and labels each sample containers with necessary information including laboratory code number.	Not applicable	15 minutes	IEC staff
	6. Laboratory staff prepares samples and reagents prior to analysis.	Not applicable	2.5 hours	IEC staff
	7. Conduct of soil / water laboratory analysis	Not applicable	6 days	IEC staff
	8. Laboratory staff prepares the laboratory result report and submits to the Division Manager for review and approval.	Not applicable	4 hours	IEC staff
	9. The Division Manager reviews and approves the laboratory result report.	Not applicable	30 minutes	IEC staff
	10. The laboratory staff issues the report to the client and keeps a record on file.	Not applicable	5 minutes	IEC staff
TOTAL			7 days	



6. Dam Safety Inspection and Evaluation

Office or Division		Irrigation Engineering Center (IEC)		
Classification		Highly Technical		
Type of Transaction		G2G - Government to Government		
Who may avail		NIA Field Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter for dam safety inspection and evaluation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. NIA Field Office requests for dam safety inspection and evaluation.	1. The Division Manager forwards the request for inspection to assigned staff upon receipt.	Not applicable	5 minutes	Division Manager
	2. The assigned IEC staff coordinates the request to the Central Office Dam Safety Group and schedules the date of inspection.	Not applicable	2 hours	IEC staff
	3. The assigned IEC staff prepares and submits Travel Order for approval.	Not applicable	30 minutes	IEC staff
	4. The Data Encoder-Controller processes the travel order to the designated signatories using the Computer Data Tracking System (CDTS).	Not applicable	5 minutes	Data Encoder-Controller
	5. Upon receipt of the approved Travel Order, the assigned IEC staff sends a copy of the approved Travel Order to concerned Central Office Dam Safety Group member.	Not applicable	10 minutes	IEC staff

	6. Upon arrival at field office, the Central Office Dam Safety Group makes courtesy call to the managers at site before inspection and holds a correlation meeting/planning of inspection with the counterpart Field Office Dam Safety Group (Includes travel time to Field Office).	Not applicable	1 day	IEC staff/ Inspection Team/ Counterpart Staff
	7. Conduct of field inspection including travel time back to Central Office.	Not applicable	4 days	IEC staff/ Inspection Team/ Counterpart Staff
	8. The assigned IEC staff in coordination with other Central Office Dam Safety Group members prepares an inspection report with findings/ observation and recommendation.	Not applicable	14 days	IEC staff/ Inspection Team/
	9. The assigned IEC staff submits and discusses the report to the Division Manager for review/ approval.	Not applicable	1 hour	IEC staff
	10. The Division Manager reviews the submitted inspection report.	Not applicable	1 hour	Division Manager
	11. The assigned IEC staff revises and submits the final draft to the Division Manager for review and approval.	Not applicable	2 hours	IEC staff
	12. The Division Manager reviews the submitted inspection report.	Not applicable	1 hour	Division Manager
	13. The Data Encoder-Controller transmits the approved inspection report to the designated signatories using the Computer Data Tracking System (CDTS).	Not applicable	5 minutes	Data Encoder-Controller

	14. Upon receipt of the duly noted dam integrity evaluation report, the Data Encoder-Controller forwards the report to HR Records to furnish the Field office concerned a copy.	Not applicable	5 minutes	Data Encoder-Controller
TOTAL			20 days	

7. Evaluation of Monthly Reports

Evaluation of submitted Monthly Report Reports (Project Accomplishment Report, Monthly Maintenance Report (MMR), Monthly Daily Discharge Measurement, O&M Performance Report, Status of Farming Activities, Status of Procurement by Concerned Office

Office or Division	Systems Management Division			
Classification	Simple			
Type of transaction	G2G			
Who may avail	NIA Field Offices, Department of Agriculture (DA), Governance Commission for GOCCs (GCG), Department of Budget Management (DBM), National Economic and Development Authority (NEDA) and other oversight agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Reporting		Online Server (Website)		
Official Hard Copy Report		RIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RIO / IMO submits Monthly reports to CO	1.1. Accepts Monthly Report and routes to the Deputy Administrator for E&O	None	10 minutes	Human Resources Division - Records Section
	1.2. Routes submitted Monthly Report to the Department Manager	None	10 minutes	Deputy Administrator for Engineering & Operations
	1.3. Accepts and instructs Division Manager to evaluate submitted Monthly Report	None	10 minutes	Department Manager
	1.4. Division Manager instructs Area Engineer to evaluated submission of RIO	None	10 minutes	Division Manager / Section Chief

	1.5. Evaluates monthly progress reports for projects and provides feedbacks / findings then sends memo to RIO	None	1 hour	Area Engineers
	1.6. Consolidates evaluated monthly progress reports for projects with feedbacks / findings	None	1.5 day	Area Engineers
	1.7. Checks consolidated monthly progress reports for projects with feedbacks / findings	None	60 minutes	Section Chief
	1.8. Reviews consolidated monthly progress reports for projects with feedbacks / findings	None	15 minutes	Division Manager
	1.9. Approves consolidated monthly progress reports for projects with feedbacks / findings	None	10 minutes	Department Manager
Total		None	2 days	

8. Farmers Satisfaction Survey

Office or Division	Institutional Development Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	NIA Central and Field Offices, Governance Commission for GOCCs (GCG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FSS Report submitted by RIOs		Regional Offices (RIO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

6. Top Management requires to submit, summarize, consolidate and analyze result of Farmer Satisfactory Survey (FSS).	1. Receives from the Operations Department Manager the submitted FSS reports from the RIOs and forwards to the Division Manager for appropriate action	None	5 minutes	Data Encoder
	2. Reviews the submitted FSS reports from the RIOs and forwards/endorsees to the Section Chief for review	None	30 minutes	Division Manager
	3. Reviews the submitted FSS reports from the RIOs and provides instructions to concerned Area Monitor to take specific action	None	1 day	Section Chief
	4. Further reviews and evaluates the submitted FSS reports from the RIOs and endorses the results/findings to the Section Chief for final comments	None	5 days	Area Monitor
	4. Makes final comments on the submitted FSS reports from the RIOs and forwards it to assigns staff for consolidation	None	2 days	Section Chief
	5. Consolidates and analyzes the submitted results of FSS from the RIOs and forwards to the Section Chief for further review and comments	None	10 days	Assigned Staff
	6. Reviews the consolidated FSS results and returns to the assigned staff for final editing	None	1 days	Section Chief

	7. Edits and submits the final consolidated FSS results to the Section Chief and endorses to the Division Manager for notation	None	1 days	Assigned staff
	8. Submits the final results to the Operations Department Manager for notation and endorses to the Deputy Administrator for Engineering and Operations and the Administrator for information	None	25 minutes	Division Manager
	TOTAL		20 days	

9. Formulation of Policy Guidelines / Memorandum Circulars & Office Guidelines

Formulation of Policy Guidelines from feedbacks of RIO and Stakeholders

Office or Division	Systems Management Division			
Classification	Simple			
Type of transaction	G2E			
Who may avail	NIA Field Offices / Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback / comments on evaluated Monthly O&M / Farming Activities / MMR/ Daily Discharge Measurement / Project Accomplishment		RIO / stakeholders		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Feedback from RIO / stakeholders through formal letter submitted to the Central Office	1.1. Evaluates feedback from RIO / stakeholders and instructs Division Manager to draft policy guidelines / MC / OG	None	15 minutes	Department Manager
	1.2. Instructs concerned Area Engineer to draft policy guidelines / MC / OG	None	15 minutes	Division Manager / Section Chief
	1.3. Drafts policy guidelines / memorandum circulars / office circulars, etc.	None	1 day	Area Engineer

	1.4. Checks draft policy guidelines / memorandum circulars, office circulars, etc.	None	1 hour	Section Chief
	1.5. Reviews for approval draft policy guidelines / memorandum circulars / office circulars, etc.	None	30 minutes	Division Manager
	1.6. Recommends for approval draft policy guidelines / memorandum circulars / office circulars, etc.	None	15 minutes	Department Manager
Total		None	1.5 days	

FRONTLINE SERVICES, REQUIREMENTS AND PROCEDURES OFFERED BY NIA

Frontline Service:	WATER DELIVERY
Schedule of Availability of Service:	Monday to Friday 8:00 a.m. to 12:00 nn 1:00 p.m. to 5:00 p.m.
Who May Avail of the Service:	All Irrigators 'Associations (IA) covered by a certain NIS in all IMO's of NIA Regions
What are the Requirements:	Request for Water Delivery

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/ Client	Service Provider	Duration of activity (under normal circumstances)	Person Responsible	Fees	Location/Office
1	Submits request (noted by IA President) for water delivery	Receives and records request and endorses to O&M Chief for approval	15 minutes	SWRFT	None	National Irrigation System's Office (NISO) in all IMO's and Regions
2		SWRFT receives and endorses request to O&M Chief /Authorized Rep. for approval	5 minutes	O&M Chief, NISO		National Irrigation System's Office (NISO) in all IMO's and Regions



3		Approves request for Water Delivery	5 minutes	O&M Chief /Authorized Representative		National Irrigation System's Office (NISO) in all IMOs and Regions
4	Receives SWRFT's request for water delivery	O&M Chief Advises SWRFT to release water to concerned IA/Farmer	5 minutes	O&M Chief /Authorized Representative	None	National Irrigation System's Office (NISO) in all IMOs and Regions
5		Releases water to concerned IA/Farmer	10 minutes	WRFO/SWRFT		Headgates of the NIS
6	Acknowledges water delivery service	Checks water delivery to the farmers field	1 hr. (within 3.5 km from headgate)	SWRFT	None	Within the service area of NIS
END OF TRANSACTION						

Frontline Service:

Schedule of Availability of Service:

Payment of IA Incentive under IMT (as per RA 10969)

Monday to Friday

8:00 a.m. to
12:00 nn
1:00 p.m. to 5:00
p.m.

Who May Avail of the Service:

All Irrigators 'Associations (IAs) with Modified IMT Contract with NIA

What are the Requirements:

1. IA Request
2. Canal Maintenance Accomplishment Report
3. List of Irrigated and Planted Are (LIPA)

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of activity (under normal circumstances)	Person Responsible	Fees	Location/Office
1	IA submits request for payment of IA O&M incentive	Receives and records request and forward same to SWRFT	5 minutes	Receiving/ Data Encoder	None	Office of the IMO Manager in all Regions

2	-	Evaluates request as to the completeness of supporting papers. If found complete, advises customer to come back after 4 working days; if incomplete, advises customer to complete supporting documents and submit same ASAP	1 hour	SWRFT		National Irrigation System's Office (NISO) in all IMOs and Regions
3		Reviews documents as to mathematical computations per IMT Contract/MCs/policies	2 hours	SWRFT		National Irrigation System's Office (NISO) in all IMOs and Regions

Step	Applicant/Client	Service Provider	Duration of activity (under normal circumstances)	Person Responsible	Fees	Location/Office
4		Forwards to O & M Chief for action and endorses to IMO acted request for approval	5 working days	SWRFT/ O & M Chief / Data Encoder		National Irrigation System's Office (NISO) in all IMOs and Regions
5		Receives acted request	2 minutes	Data Encoder		Office of the IMO Manager in all Regions
6		Prepares and obligates Disbursement Voucher for Payment	30 minutes	Accounting Processor		Office of the Accounting in in all IMOs
7		Approves voucher	5 minutes	Chief of Office		Office of the IMO Manager in all Regions
8	After 4 working days, returns to claim payment; issues IA O. R.	Releases check and receives IA O. R. as evidence of payment	10 minutes	NIA Cashier	None	Office of the Cashier in all IMOs



9		Records payment in Cash Book	10 minutes	NIA Cashier		Office of the Cashier in all IMOs
END OF TRANSACTION						

Frontline Service: **Irrigation Service Fee (ISF) Collection (For non-exempt farmers as per RA 10969)**
a.) Paid to NIA cashier at the office

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to

12:00 nn

1:00 p.m. to 5:00

p.m.

Who May Avail of the Service:

All registered landowner with an area of more than 8 hectares, fishpond, contract farming, drainage, and other water users

What are the Requirements:

1. ISF Bill

2. Statement of Account (SOA)

Note: *For the ISF Prevailing Rate, refer to Annex 1, Rate of Irrigation Service Fee (ISF) For Non-Exempt Farmers/Irrigation Users

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of activity (under normal circumstances)	Person Responsible	Fees	Location/Office
1	Presents ISF Bill/Statement of Account	Receives ISF Bill/Statement of Account	2 minutes	NIA Cashier	None	Office of the Cashier in all IMOs
2		Checks and Verifies Account Name and Account No. in the Registry of Landowners, Farmers, and Other Irrigation Water Users	5 minutes	Billing Clerk		Office of the Billing Clerk in all IMOs
3	Pays to NIA Cashier	Processes payment and issues Official Receipt, applying payment as back or current or both	10 minutes	NIA Cashier	*Prevailing ISF Rate	Office of the Cashier in all IMOs
4		Releases Official Receipt to Customer	30 seconds	NIA Cashier		Office of the Cashier in all IMOs

5	Receives original O.R	Stamps PAID statement of Account	5 minutes	NIA Cashier	None	Office of the Cashier in all IMOs
6		Cashier prepares report of collection and deposits same to NIA's Depository Bank	5 minutes	NIA Cashier		Office of the Cashier in all IMOs
7		Billing Clerk posts payment in Irrigation Fee Registry (IFR)	5 minutes	Billing Clerk		Office of the Billing Clerk in all IMOs
END OF TRANSACTION						

Frontline Service: **Irrigation Service Fee (ISF) Collection (For non-exempt farmers as per RA 10969)**
b.) Paid to NIA Collector/SWRFT/Collection Representative in the Field

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to
12:00 nn
1:00 p.m. to 5:00
p.m.

Who May Avail of the Service:

All registered landowner with an area of more than 8 hectares, fishpond, contract farming, drainage, and other water users

What are the Requirements:

1. ISF Bill
2. Statement of Account

Note: *For the ISF Prevailing Rate, refer to Annex 1, Rate of Irrigation Service Fee (ISF) For Non-Exempt Farmers/Irrigation Users

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of activity (under normal circumstances)	Person Responsible	Fees	Location/Office
1	Presents ISF Bill/Statement of Account	Receives ISF Bill/Statement of Account	2 minutes	NIA Deputized Collector	None	National Irrigation System's Office (NISO) in all IMOs and Regions
2		Checks and Verifies Account Name and Account No. in the Registry of Landowners, Farmers, and Other Irrigation Water Users	5 minutes	NIA Deputized Collector/Collection Representative		National Irrigation System's Office (NISO) in all IMOs and Regions



3	Pays to NIA Deputized Collector/Colle ction Representative	Processes payment and issues Official Receipt , applying payment as back or current or both	10 minutes	NIA Deputized Collector/Co llection Representati ve	*Prevaili ng ISF Rate	National Irrigation System's Office (NISO) in all IMOs and Regions
4		Releases Official Receipt to Costumer	30 seconds	NIA Deputized Collector/Co llection Representati ve		National Irrigation System's Office (NISO) in all IMOs and Regions
5	Receives original O.R	Stamps PAID statement of Account	5 minutes	NIA Deputized Collector/Co llection Representati ve	None	National Irrigation System's Office (NISO) in all IMOs and Regions

Step	Applicant/Cli ent	Service Provider	Duration of activity (under normal circumstances)	Person Responsibl e	Fees	Location/Office
6		Deputized Collector prepares report of collection and remits to NIA Cashier	5 minutes	NIA Deputized Collector/Co llection Representati ve		National Irrigation System's Office (NISO) in all IMOs and Regions
7		NIA Cashier acknowledges receipts by signing Remittance Form and keeps collection inside vault or deposits same to the NIA's depository bank	5 minutes	NIA Cashier		Office of the Cashier in all IMOs
8		Billing Clerk posts payment in Irrigation Fee Registry (IFR)	5 minutes	Billing Clerk		Office of the Billing Clerk in all IMOs
END OF TRANSACTION						

Frontline Service:

Request for minor Rehabilitation/ Restoration of existing Irrigation Systems

Schedule of Availability of
Service:

Monday to Friday
8:00 a.m. to
12:00 nn



1:00p.m. to 5:00
p.m.

Who May Avail of the
Service:

All interested
farmers
organization or IA

What are the Requirements:

1. IA Resolution
2. If with funding counterpart from LGU, LGU endorsement, LGU Board Resolution, LGU Certificate of Fund Availability

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/ Client	Service Provider	Duration of activity (under normal circumstances)	Person Responsibl e	Fees	Location/Office
1	Submits letter request/ IA Resolution	Receives and records letter request and forwards to IMO Manager/technica l personnel	10 minutes	Data Encoder	None	Office of the IMO Manager in all Regions
2	Accompanies/ Guides NIA Technical staff in inspection of facilities	Conducts ocular inspection with IA members of irrigation facilities for rehabilitation	1 day	IMO Manager, Planning Engr, Survey personnel	None	Office of the IMO Manager in all Regions
3		Prepares indicative POW for fund sourcing	1 to 3 days	IMO Manager, Planning Engr.		Office of the IMO Manager in all Regions
4		Submits Project listing to RIO for fund sourcing	2 days	IMO Manager, Planning Engr., Admin. Clerk		Office of the IMO Manager in all Regions
NOTE: FOR PROJECTS WITH FUNDING, PROCEED TO STEP 5 ONWARDS						
5		Conducts survey on existing Irrigation facilities	5 days	Planning Engineer, Survey personnel		Office of the Planning Engineer, IMO in all Regions
6		Plots survey data	2 to 5 days	Plotting personnel		
7		Designs minor irrigation facilities	2 to 5 days	Field Office Design Engr.		Office of the Design Engineer,

						IMO in all Regions
8		Submits plans and design to RIO for review and approval	1 day	Field Office Design Engr./IMO/RIO Design Engr.		Office of the Design Engineer, IMO and Regional Irrigation Office

Step	Applicant/Client	Service Provider	Duration of activity (under normal circumstances)	Person Responsible	Fees	Location/Office
9		Approves plans and design for preparation of Final POW at Field Office	15 minutes	RIM		Office of the Regional Irrigation Manager (RIM)
10		Releases documents to IMO	10 minutes	Admin Clerk		
11		Prepares final POW	2-5 days	Planning Engr.		Office of the Planning Engineer, IMO in all Regions
12	Attends and observes bidding	Convenes BAC and conducts bidding	1 hour	BAC/IA/Contractor	None	IMO or RIO
13		Prepares Memorandum of Agreement	2 hours	IDO-A		
14	Attends Pre-Construction Conference and Signs Memorandum of Agreement	Conducts and attends Pre-Con Conference and ratify Memorandum of Agreement	1 day	IMO Manager, IDO, IA, NIA	None	Office of the IMO Manager in all Regions
15	Participates in the construction activities (IA Counterpart)	Mobilizes farmers to participate in the construction works/Supervises construction works	2 to 6 months	PIC, IDO-A/IA/Contractor	None	Project site or location
16	Attends Project Turn Over; signs documents and receives Turn Over Documents	Turns Over completed facilities to IA and releases copy of Turn Over Document to the IA	1 day	NIA/IA/BOT/LGU	None	Project site or location
END OF TRANSACTION						

10. IDP Management Information System

10.a Generation of Report from the Report Server

10.a Generation of Report from the Report Server				
Office or Division	Institutional Development Division			
Classification	Simple			
Type of Transaction	G2G, G2C - Government to Government, Government to Citizen			
Who may avail	NIA Central and Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Encoded data and information from IMO		Online Database Management System for Irrigators Association (DBMS-IA) and Monthly Monitoring Report		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Management Information System (MIS) for IDP				
a. Client (e.g. NIA top management, NIA Field Offices, IDD staff) requests to generate report from the Report Server	1. Receives the request and endorses it to the Section Chief	None	5 minutes	Division Manager
	2. Instructs Database Management Assistant/Data Encoder to generate the report	None	10 minutes	Section Chief
	3. Logs in in the MIS Program	None	5 minutes	Database Management Assistant/Encoder
	4. Selects the menu folder from the "Report Server"	None	3 minutes	Database Management Assistant/Encoder
	5. Selects the desired Reports from the "Report Form"	None	3 minutes	Database Management Assistant/Encoder
	6. Views the desired Reports to MS Excel Program	None	10 minutes	Database Management Assistant/Encoder
	7. Exports the desired Reports to MS Excel Program	None	10 minutes	Database Management Assistant/Encoder
	8. Edits the exported Reports according to the desired format	None	2 hours	Database Management Assistant/Encoder
	9. Saves the edited Report for personal electronic copy as reference	None	3 minutes	Database Management Assistant/Encoder

	10. Prints edited Reports	None	10 minutes	Database Management Assistant/Encoder
	11. Forwards the generated IDP Report to the Section Chief for review	None	10 minutes	Database Management Assistant/Encoder
	12. Reviews the generated IDP Report	None	30 minutes	Section Chief
	13. Endorses the generated report to the Division Manager for review and provides soft/hard copy to the requesting party	None	30 minutes	Section Chief
TOTAL			4.5 hours	

11. Inspection of Equipment Recommended for Disposal at Field Offices

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MC No.31 s.1998 Utilization of usable parts from disposable equipment		M.C Online Retrieval System		
MC No. 8 s. 1989 - Supplementary Guidelines on Equipment Disposal		M.C Online Retrieval System		
MC No. 4, s. 1985 Standard Procedure in the Appraisal of Unserviceable Vehicles Equipment		M.C Online Retrieval System		
Checklist for unserviceable equipments.		Document Masterlist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inspection of Newly Delivered Equipment at Central Office	1. Receive Request for Technical Inspection together with the Inspection and Acceptance report prepared and accepted by PPD (Procurement and Property Division)	N/A	1 hour	Division Manager

	2. Validation of I&I report thru EMIS, List of sold equipment and List of unsold equipment with authority for disposal	N/A	2 working days	EMD point person
	3. Prepare necessary travel documents and Fax message	N/A	4 hours	EMD point person
	4. Actual Inspection and Validation in the field offices	N/A	12 working days	EMD point person
	5. Prepare Back to Office Report (Request for clearance to dispose unserviceable equipment, approved by the administrator	N/A	4 working days	EMD point person
	6. Prepare endorsement to concerned office and Procurement and Property Division of Central Office of the approved clearance to dispose unserviceable equipment	N/A	1 working day	EMD Point Person
	7. Update monitoring board	N/A	2 hours	EMD Staff
	8. Records on file	N/A		EMD Staff
TOTAL			15 days	

12. Inspection of Newly Delivered Equipment at Central Office

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Comparative Specification Table		BAC Secretariat		
Delivery Receipt		Procurement and Property Division Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Inspection of Newly Delivered Equipment at Central Office	1. Receive Request for Technical Inspection together with the Inspection and Acceptance report prepared and accepted by PPD (Procurement and Property Division)	N/A	1 hour	Division Manager
	2. Prepare inspection checklist based on the Comparative Specification Table (CST)	N/A	3 working days and 5 hours	EMD Inspectorate team
	3. Conduct Actual technical inspection / testing	N/A	9 working days	EMD Inspectorate team
	4. Sign the IAR, as to inspection of quantity and specification.	N/A	1 working day	EMD Inspectorate team
	5. Return the report to PPD the signed IAR	N/A	1 hour	EMD Staff
	6. Update EMIS	N/A	1 working day	EMD Point Person
	7. Records on file	N/A		EMD Staff
TOTAL			15 days	

13. Inspection of Newly Delivered Spare Parts / Job Order at Central Office

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order, Delivery Receipt and Sales Invoice		Procurement and Property Division Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inspection of Newly Delivered Spare Parts / Job Order at Central Office	1. Receive Request for Technical Inspection together with the Inspection and Acceptance report prepared and accepted by PPD (Procurement and Property Division)	N/A	1 hour	Division Manager

	2. Check the description of items in the PR (Purchase Request), PO (Purchase Order) and sales invoice if it conforms with prepared inspection and acceptance report.	N/A	1 working day and 2 hours	EMD Inspectorate team
	3. Conduct Actual technical inspection / testing based on the Inspection and acceptance Report, Purchase Request and Purchase Order / Job Order	N/A	5 working days	EMD Inspectorate team
	4. Sign the Inspection and acceptance report, as to inspection of quantity and specification.	N/A	2 hours	EMD Inspectorate team
	5. Return the report to PPD the signed IAR	N/A	2 hours	EMD Staff
	6. Records on file	N/A		EMD Staff
TOTAL			7 days	

14. Inspection of Unserviceable Property Recommended for Disposal at Central Office.

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MC No.31 s.1998 Utilization of usable parts from disposable equipment		M.C Online Retrieval System		
MC No. 8 s. 1989 - Supplementary Guidelines on Equipment Disposal		M.C Online Retrieval System		
MC No. 4, s. 1985 Standard Procedure in the Appraisal of Unserviceable Vehicles Equipment		M.C Online Retrieval System		
Checklist for unserviceable equipment's.		Document Master list		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Inspection of Unserviceable Property Recommended for Disposal at Central Office.	1. Receive request for inspection of unserviceable property and I&I (Inventory and Inspection Report	N/A	1 hour	Division Manager
	2. Conduct actual inspection and validation using I&I and waste materials report	N/A	5 working days and 6 hours	EMD point person
	3. Conduct canvassing and computation to determine appraisal value as per MC. No. 4 s. 1985	N/A	4 working days	EMD point person
	4. Prepare appraisal report of unserviceable property for signature of the member of Appraisal Committee and for approval of Deputy Administrator of Administrative and Finance	N/A	3 working days	EMD point person
	5. Records on file	N/A		EMD Staff
TOTAL			13 days	

15. Issuance of Certificate of Irrigation (CIC)/ Certificate of Non-Irrigation Coverage (CNIC)

Office or Division	Irrigation Engineering Center (IEC)	
Classification	Technical	
Type of Transaction	Government to Individual / Business	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

Original Attachments: 1. Duly accomplished Appendix "A" (NIA Irrigation Coverage Certificate Form) and signed by the RIM 2. Appendix "B" Field Verification Report (FVR) duly signed by the IMO Manager and RIM 3. Geotagged Layout Map of Applied Area showing boundaries and location of applied area 4. Photos of the Applied Area Photocopy Attachments: 5. Official Receipt of Payment * 6. Land Title of Applied Area* 7. Deed of Sale (if applicable or any relevant document as proof of ownership) * 8. Tax Declaration of Applied Area * Additional Attachments (If Applicant's Name is not stated on the Land Title of Applied Area) 9. Special Power of Attorney * 10. Secretariat Certificate (if applicant is a private corporation / company or alike) *		Concerned Regional Irrigation Office (RIO) Concerned Irrigation Management Office (IMO) and RIO Concerned IMO / RIO Concerned IMO / RIO Concerned IMO / RIO Registry of Deeds Applicant Registry of Deeds / Municipal's Office Registered Owner Corporate Secretary			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
Submit letter of application together with the complete documentary requirements* to the concerned Irrigation Management Office (IMO) / Regional Irrigation Office (RIO)	Check the completeness and validity of documentary requirements. If found complete, prepare the schedule of conduct of Field Verification in coordination with the applicant Note: Only complete and valid documentary requirements shall be processed. Incomplete documents shall be returned immediately to the applicant within 3 days upon receipt	Not applicable	3 days		IMO

Pay applicable fees to the Cashier upon receipt of charge slip	Issue a charge slip to be paid by the Client. Note: A photocopy of the Official Receipt shall be submitted by RIO as part of the documentary requirements to be forwarded to the NIA Central Office	Applicable Fees for the Certification and Inspection ¹	1 day		Applicant
Accompany NIA personnel during Field Verification	Conduct of Field Verification with report submitted to the IMO Manager attached with the Certificate and documentary requirements for approval	Not applicable	15 days		IMO
	Upon approval of the Field Verification Report, endorse together with the application and complete attachments to the Regional Irrigation Manager (RIM) for validation and approval	Not applicable	2 days		Manager, IMO
	Upon receipt of application from IMO, check the completeness of documentary requirements. If found complete, schedule conduct of Field Validation. Note: Only complete documentary requirements shall be processed. Incomplete documentary requirements shall be returned immediately to the concerned IMO Office.	Not applicable	3 days		RIO

	Review and submit to RIM for approval the Field Verification Report and the Certificate to be issued together with the other documents submitted by the applicant	Not applicable	15 days		RIO
	Review, approved and forward duly signed Certificate together with complete documentary requirements as per M.C No. 31 s. 2020 to the NIA Central Office for the approval of the Administrator	Not applicable	2 days		Manager, RIO
	Receive and evaluate the application and documentary requirements. If found complete and correct, recommend/endorse for approval of CIC/CNIC to the Administrator. Note: If there are findings upon evaluation, coordination with the concerned Field Office and/or with the proponent shall be made and a Memorandum shall be prepared for compliance.	Not applicable	15 days		NIA Central Office thru IEC-OD
	Endorse the Administrator-approved CIC/CNIC together with the attached documents to concerned Regional Office thru HR Records	Not applicable	5 days		IEC-OD
TOTAL			60 days		

¹ Applicable Filing and Field Inspection Fee as per M.C No. 132 s. 2020

16. Monitoring and Validation of Progress report for Equipment Repair

Office or Division	Equipment Management Division (EMD)
Classification	Highly Technical
Type of Transaction	Government to Government



Who may avail	NIA Field offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MC No. 50 s. 2012 - Repair and Maintenance of operation and maintenance (O&M) Equipment		M.C Online Retrieval System		
MC No. 8 s. 1989 - Supplementary Guidelines on Equipment Disposal		M.C Online Retrieval System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Monitoring and Validation of Progress report for Equipment Repair	1. Receive Progress Report from Regional Offices	N/A	1 hour	Division Manager
	2. Instructs and forwards Progress report to Area monitor	N/A	1 hour	Section Chief (EIRES)
	3. Evaluation of Progress Report	N/A	5 working days	Area Monitor
	4. Preparation of necessary travel documents	N/A	2 hour	
	5. Actual inspection and validation in the field offices	N/A	10 working days	Area Monitor
	6. Preparation of back to office report	N/A	3 hours	Area Monitor
	7. Update physical and financial accomplishment	N/A	1 working day	Area Monitor
	8. Update monitoring board	N/A	1 day	Area Monitor
	9. Update database regarding progress on equipment repair	N/A	5 days	Section Chief
TOTAL			23 days	

17. Monthly Dam Water Level Reporting

Office or Division	Systems Management Division (SMD) – Flood Forecasting and Warning System (FFWS)
Classification	Simple
Type of Transaction	G2G - Government to Government



Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data from NIA Dam Offices		via telephone call		
Data from NPC Dam Offices		via NPC website or telephone call		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Report of Monthly Dam Water Level	1. The assigned FFWS staff prepares a monthly report with graph based on the collected daily water level data and submits to the Division Manager for review and approval.	Not applicable	1 hour	FFWS staff
	2. The Division Manager reviews and approves the daily water level data report.	Not applicable	25 minutes	FFWS Staff
	3. The Data Encoder-Controller transmits the daily water data report to approving signatories thru Computer Data Tracking System (CDTS)	Not applicable	5 minutes	Data Encoder-Controller
	4. The assigned FFWS staff provides a copy of said duly signed daily water data to management offices thru the Data Encoder-Controller	Not applicable	30 minutes	FFWS staff / Data Encoder - Controller
TOTAL			2 hours	

18.Monthly Rainfall Frequency Reporting

Office or Division	Systems Management Division – Flood Forecasting and Warning System (FFWS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data from NIA Dam Offices		via telephone call		
Data from NPC Dam Offices		via NPC website or telephone call		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Request Report of Monthly Dam Water Level	1. The assigned FFWS staff prepares a monthly report with graph based on the collected daily water level data and submits to the Division Manager for review and approval.	Not applicable	1 hour	FFWS staff
	2. The Division Manager reviews and approves the daily water level data report.	Not applicable	25 minutes	FFWS staff
	3. The Data Encoder-Controller transmits the daily water data report to approving signatories thru Computer Data Tracking System (CDTS)	Not applicable	5 minutes	Data Encoder-Controller
	4. The assigned FFWS staff provides a copy of said duly signed daily water data to management offices thru the Data Encoder-Controller	Not applicable	30 minutes	FFWS staff / Data Encoder - Controller
TOTAL			2 hours	

18. O&M Telecommunication Equipment Inspection

Office or Division	Systems Management Division (SMD) – Flood Forecasting and Warning System (FFWS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication equipment maintenance record form		SMD-FFWS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for O&M Telecommunication Equipment Inspection	1. The assigned FFWS staff conducts daily inspection of the operational status of the equipment and fills up the communication equipment maintenance record form	Not applicable	1 hour	FFWS staff



	2. If there is problem encountered in the equipment, the assigned FFWS staff examines which station / part of the device is experiencing problems	Not applicable	1 hour	FFWS staff
	3. Reset the unit and/or change parts as needed	Not applicable	1 hour	FFWS staff
	4. Re-check the performance of the system	Not applicable	1 hour	FFWS staff
	5. If major network connection error is found, the assigned FFWS staff coordinates w/ PAGASA for repair	Not applicable	1 hour	FFWS Staff
	6. The assigned FFWS staff documents all problems encountered in the equipment.	Not applicable	30 minutes	FFWS Staff
TOTAL			5.5 hours	

19. Periodic IDP Program of Work and Monitoring Reports

Office or Division	Institutional Development Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	NIA Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Regional IDP POW, Accomplishment and Monitoring Reports		NIA Regional Office IDS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. RIOs / PMOs submit IDP POW, Accomplishment and Monitoring Reports	1. Receives from the Operations Department Manager the IDP POW, Accomplishment and Monitoring Reports from RIOs/PMOs and forwards to Division Manager for appropriate action	None	5 minutes	Encoder

	2.Reviews/endorsees the IDP POW, Accomplishment and Monitoring Reports to concerned Section Chief	None	30 minutes	Division Manager
	3. Reviews and endorses IDP POW, Accomplishment and Monitoring Reports to concerned Area Monitor	None	1 day	Section Chief
	4. Reviews, evaluates and analyzes the IDP POW, Accomplishment and Monitoring Reports	None	4.5 days	Area Monitor
	5. Endorses the IDP POW, Accomplishment and Monitoring Reports to the concerned Section Chief highlighting results of analysis and evaluation for comments	None	10 minutes	Area Monitor
	6. Reviews and provides comments based on analysis provided by Area Monitor and return the IDP POW, Accomplishment and Monitoring Report to the Area Monitor for feedback to RIO	None	2 day	Section Chief
	7. Forwards the reviewed and evaluated IDP reports to the assigned staff for consolidation	None	10 days	Area Monitor
	8. Submits the consolidated IDP Reports to the Section Chief for final review	None	10 minutes	assigned staff

	9. Reviews the consolidated reports and forwards to the Division Manager for appropriate action.	None	3 days	Section Chief
	10. Submits the consolidated IDP Reports to the Operations Department Manager	None	5 minutes	Division Manager
TOTAL			19.6 days	

20. Physical Inventory of Project Completion Report

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physical Inventory Manual		Construction Management Division - Project Benefits Monitoring and Evaluation Section Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Physical Inventory of Project Completion Report	1. Receive request for Physical Inventory and Project Completion Report (PI- PCR)	N/A	1 hour	EMD Point Person
	2. Attend (PI- PCR) kick-off meeting	N/A	3 hours	EMD Point Person
	3. Prepare necessary travel documents for PCR	N/A	2 hour	EMD Point Person
	4. Secure a hard copy of inhouse inventory report and inventory of equipment from EMIS	N/A	1 hour	EMD Point Person
	5. Conduct actual validation of equipment and physical resources	N/A	10 working days	EMD Point Person
	6. Prepare final inventory report on equipment and physical resources	N/A	6 hours	EMD Point Person



	7.Submit final report to PI-PCR Chairman Steering committee for consolidation	N/A	1 hour	EMD Point Person
	8.Records on file	N/A		EMD Point Person
TOTAL			12 days	

21. Processing of Evaluated EMD reports

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MC No. 7 s. 2013 - Revised Monthly Equipment Utilization and Rental Generation Report (EM-12c2)		M.C Online Retrieval System		
MC No. 43 s. 2010 Revised Computation of Percent Operability for all NIA		M.C Online Retrieval System		
MC No. 61 s. 2007 - Revised Monthly Equipment Utilization and Rental Generation Report (EM-12C1)		M.C Online Retrieval System		
MC No. 56 s. 2007 Revised Status Codes for all NIA Construction Equipment and Motor Vehicles		M.C Online Retrieval System		
MC No. 36 s. 2003 Modified Status Codes For All NIA Construction Equipment and Motor Vehicles		M.C Online Retrieval System		
MC No. 4 s. 2003 Modification of Table 1: Annual Available Utilization of MC no. 49 s. 1994 : Expanded Coverage in the Submission of Form EM-4Q		M.C Online Retrieval System		
MC No. 29 s. 1995 - Amended Guidelines in the Preparation of Quarterly Program and Accomplishment Report (Form EM-4Q)		M.C Online Retrieval System		
MC No. 23 s. 1979 - Revised Form of "Monthly Operation, Maintenance and Cost Report" (EM-12)		M.C Online Retrieval System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of Evaluated EMD reports	1. Division Manager receives instruction from the Deputy Administrator for E & O / Operations Department		30 minutes	Division Manager

	2. Division Manager instructs and forwards evaluated report to Section chief		30 minutes	Division Manager
	3. Section Chief instructs EMD personnel to consolidate/encode submitted evaluated report		30 minutes	Section chief
	4. EMD personnel consolidates/encodes submitted evaluated report		1 day	EMD personnel
	5. EMD personnel generates and submit periodic report to Section chief		1 hour	EMD personnel
	6. Section chief reviews/checks and submit the periodic report to Division Manager		1 day	Section chief
	7. Division Manager signs and submits periodic report to CORPLAN and PAIS		30 minutes	Division Manager
	8. Records on file			Division's Secretary
TOTAL			2.1 days	

22. Request for an Ocular Inspection

Request for Ocular Inspection to the Concerned Personnel

Office or Division	Systems Management Division
Classification	Highly Technical
Type of transaction	G2C
Who may avail	NIA Field Offices / Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum / Request for Ocular Inspection		Top Management		
Reviewed / Evaluated POW		RIO		
Assessed MPR on O&M & Project Status		NIA Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from Top Management / RIO to conduct ocular inspection of on-going and completed projects.	1.1 Accepts request and instructs Department Manager to conduct ocular inspection	None	15 minutes	Deputy Administrator for Engineering & Operations
	1.2. Instructs Division Manager to conduct ocular inspection	None	15 minutes	Department Manager
	1.3. Instruct concerned Area Engineer to conduct ocular inspection	None	15 minutes	Division Manager / Section Chief
	1.4. Prepares travel order for approval by the DA E&O	None	3 days	Area Engineers
	1.5. Conducts ocular / field inspection	None	5 days	Area Engineers
	1.6. Prepares field inspection and validation report	None	2 days	Area Engineers
	1.7. Checks field inspection and validation report	None	1 hour	Section Chief
	1.8. Review field inspection and validation report	None	30 minutes	Division Manager
	1.9. Notation of field inspection and validation report	None	15 minutes	Department Manager



Total	None	10.50 days	
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23. Request to conduct field inspection

Request for Ocular Inspection to the Concerned Personnel

Office or Division	Systems Management Division			
Classification	Complex			
Type of transaction	G2E			
Who may avail	NIA Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum / Request for Ocular Inspection		Top Management		
Reviewed / Evaluated POW		RIO		
Assessed MPR on O&M & Project Status		NIA Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from Top Management / RIO to conduct ocular inspection of on-going and completed projects.	1.1 Accepts request and instructs Department Manager to conduct ocular inspection	None	10 minutes	Deputy Administrator for Engineering & Operations
	1.2. Instructs Division Manager to conduct ocular inspection	None	10 minutes	Department Manager
	1.3. Instruct concerned Area Engineer to conduct ocular inspection	None	10 minutes	Division Manager / Section Chief
	1.4. Prepares travel order for approval by the DA E&O	None	1 day	Area Engineers
	1.5. Conducts ocular / field inspection	None	5 days	Area Engineers
	1.6. Prepares field inspection and validation report	None	2 days	Area Engineers
	1.7. Checks field inspection and validation report	None	60 minutes	Section Chief
	1.8. Review field inspection and validation report	None	15 minutes	Division Manager
	1.9. Notation of field inspection and validation report	None	5 minutes	Department Manager
Total		None	10.50 days	

24. Review/Updates of Policies, Guidelines, Directions and IDP Manuals

Office or Division	Institutional Development Division			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail	NIA Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Policies, Guidelines, Directions and IDP Manuals		IDD - NIA Central Office		
2. Memorandum Circulars		M.C Online Retrieval System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RIO / PMO provides feedback on the effects of changes in NIA's IDP	1. Instructs the Section Chief to review / update policies, guidelines, directions and IDP manuals	None	1 hour	Division Manager
	2. Coordinates with the other Section Chiefs to organize Working Team and discusses tasks and functions	None	2 hour	Section Chiefs
	3. Leads the Working Team to review / evaluate existing policies, guidelines, directions and IDP Manuals based on the feedback from Field Offices	None	4 days	Section Chief
	4. Prepares / drafts proposed revision and formulates new one (if any) based from the feedback of field offices.	None	2 days	Working Team/Assigned Staff

	5. Submits proposed revision / new policies, guidelines, directions, frameworks and IDP Manuals to the Division Manager for comments.	None	4 hours	Working Team/Assigned Staff
	6. Incorporates the comments / suggestions of the Division Manager in the proposed revision/new policies, guidelines, directions, frameworks and IDP Manuals and submits such to the Division Manager for final review.	None	1 day	Working Team/Assigned Staff
	7. Submits the revised/new policies, guidelines, directions, frameworks and IDP Manuals to the Operations Department Manager for notation	None	1 hour	Division Manager
TOTAL			8 days	

25. Submission of Annual Procurement Plan (APP) and Project Procurement Management Plan (PPMP)

Submission of APP and PPMP to the Concerned Office

Office or Division	Systems Management Division			
Classification	Simple			
Type of transaction	G2G			
Who may avail	NIA Field Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Annual Plan			RIO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. RIO / IMO submits APP-PPMP to Central Office	1.1. Accepts APP-PPMP and routes to the Deputy Administrator for E&O	None	10 minutes	Human Resources Division - Records Section
	1.2. Routes submitted APP-PPMP to the Department Manager	None	10 minutes	Deputy Administrator for Engineering & Operations
	1.3. Accepts and instructs Division Manager to evaluate submitted APP-PPMP	None	10 minutes	Department Manager
	1.4. Division Manager instructs Area Engineer to evaluated submission of RIO	None	10 minutes	Division Manager / Section Chief
	1.5. Evaluates and reviews APP-PPMP / programs / budgetary requirement	None	2 days	Area Engineers
	1.6. Checks evaluated APP-PPMP / programs / budgetary requirement	None	60 minutes	Section Chief
	1.7. Reviews evaluated annual APP-PPMP / programs / budgetary requirement	None	15 minutes	Division Manager
	1.8. Recommends for approval evaluated APP-PPMP / programs / budgetary requirement	None	10 minutes	Department Manager
Total		None	2.5 days	

26. Submission of Monthly Progress Report for Projects

Submission of Monthly Progress Report to the Concerned Office

Office or Division	Systems Management Division			
Classification	Simple			
Type of transaction	G2G			
Who may avail	NIA Field Offices, Oversight Agencies, NIA Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Progress Report		RIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Monthly Progress Report for projects to Central Office	1.1. Accepts submitted report and routes to the Deputy Administrator for E&O	None	10 minutes	Human Resources Division - Records Section



	1.2. Routes submitted report to the Operations Department Manager	None	10 minutes	Deputy Administrator for Engineering & Operations
	1.3. Accepts and instructs Division Manager to evaluate submitted report	None	5 minutes	Department Manager
	1.4. Instructs Area Engineer to evaluate submitted report	None	10 minutes	Division Manager / Section Chief
	1.5. Evaluates monthly progress reports for projects	None	1.5 hours	Area Engineers
	1.6. Consolidates evaluated monthly progress reports for projects	None	1.5 day	Area Engineers
	1.7. Checks consolidated monthly progress reports for projects	None	30 minutes	Section Chief
	1.8. Reviews consolidated monthly progress reports for projects	None	15 minutes	Division Manager
	1.9. Approves consolidated monthly progress reports for projects	None	10 minutes	Department Manager
Total		None	2 days	

27. Submission of Program of Work

Submission of Program of Work to the Concerned Office

Office or Division	Systems Management Division			
Classification	Simple			
Type of transaction	G2G			
Who may avail	NIA Field Offices, Oversight Agencies, NIA Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Program of Work (in accordance with MC 176 S. 2020, MC 169 S. 2020, Manual of Delegated)		RIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Program of Work to Central Office	1.1. Accepts submitted POW and routes to the Deputy Administrator for E&O	None	10 minutes	Human Resources Division - Records Section
	1.2. Routes submitted POW to the Operations Department Manager	None	10 minutes	Deputy Administrator for Engineering & Operations



	1.3. Accepts and instructs Division Manager to evaluate submitted POW	None	15 minutes	Department Manager
	1.4. Instructs concerned Area Engineer to evaluate submitted POW for feedbacks / findings.	None	15 minutes	Division Manager / Section Chief
	1.5. Evaluates submitted POWs. If lacking documents, sends memo to the RIO. Evaluates and provide feedbacks / findings of any discrepancies in the details and lacking attachments then sends memorandum to RIO.	None	3 days	Area Engineers
	1.6. Checks evaluated POWs with feedbacks / findings.	None	60 minutes	Section Chief
	1.7. Reviews evaluated POWs with feedbacks / findings.	None	10 minutes	Division Manager
	1.8. Notation of evaluated POWs with feedbacks / findings.	None	10 minutes	Department Manager
Total		None	4 days	

28.Submission of Quarterly Reports to Top Management

Office or Division	Equipment Management Division (EMD)	
Classification	Highly Technical	
Type of Transaction	Government to Government	
Who may avail	NIA Field Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
MC No. 69 s. 2018 – 2018 Revised Equipment Rental		M.C Online Retrieval System
MC No. 03 s. 2016 – Cutoff Report Content and Deadline of Report Submission		M.C Online Retrieval System
MC No. 7 s. 2013 - Revised Monthly Equipment Utilization and Rental Generation Report (EM-12c2)		M.C Online Retrieval System
MC No. 43 s. 2010 Revised Computation of Percent Operability for all NIA		M.C Online Retrieval System
MC No. 10 s. 2012 New Cut-off Date and Deadline of Submission of Reports		M.C Online Retrieval System
MC No. 56 s. 2007 Revised Status Codes for all NIA Construction Equipment and Motor Vehicles		M.C Online Retrieval System

MC No. 36 s. 2003 Modified Status Codes For All NIA Construction Equipment and Motor Vehicles		M.C Online Retrieval System		
MC No. 4 s. 2003 Modification of Table 1: Annual Available Utilization of MC no. 49 s. 1994 : Expanded Coverage in the Submission of Form EM-4Q		M.C Online Retrieval System		
MC No. 41 s. 1995 Revised Rules and Regulation in Utilization of NIA Construction Equipment		M.C Online Retrieval System		
MC No. 29 s. 1995 - Amended Guidelines in the Preparation of Quarterly Program and Accomplishment Report (Form EM-4Q)		M.C Online Retrieval System		
MC No.31 s.1998 Utilization of usable parts from disposable equipment		M.C Online Retrieval System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Quarterly Reports to Top Management	1. Generate/Print hard copy of Final Evaluated EMD reports for review and comments of EMD Division Manager	N/A	3 working days	EMD Point Person
	2. Review Quarterly evaluated reports	N/A	3 hours	Division Manager
	3. Submit Quarterly reports to CORPLAN and PAIS for consolidation	N/A	2 hour	Division Manager
	4. Records on file	N/A	1 hour	EMD personnel
	5. Update monitoring board	N/A	1 day	EMD personnel
TOTAL			4 days	

29. Technical Assistance to IMO/RIO/PMO

Office or Division	Institutional Development Division	
Classification	Complex	
Type of Transaction	G2G - Government to Government	
Who may avail	NIA Field Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request letter for technical assistance		RIOs/IMOs/PMOs
2. Policies, guidelines and direction		IDD Central Office files

3. Relevant data, information and materials		IDD Central Office files		
4. Approved travel order and itinerary of travel		NIA Central Office		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. IMOs/RIOs/PMOs request for technical assistance from Central Office	1. Receives from the Operations Department Manager the request from IMOs/RIOs/PMOs for technical assistance and forwards to the Division Manager	None	5 minutes	Data Encoder
	2. Evaluates the request and forwards to the Section Chief for appropriate action	None	15 minutes	Division Manager
	3. Reviews the request and provide instructions to concerned Area Monitor to take specific action	None	30 minutes	Section Chief
	4. Gathers / collects data, documents and prepares necessary materials	None	1 days	Area Monitor
	5. Prepare travel order and Itinerary of Travel for approval	None	1 day	Area Monitor
	6. Conducts field works/attends workshops/conferences/ meetings and provides technical guidance/advice and directions to field staff	None	5 days	Area Monitor
	7. Provides feedback to IMOs/RIOs/PMOs staff through exit conference	None	1 hour	Area Monitor
	8. Provides feedback to Section Chief and Division Manager	None	30 minutes	Area Monitor
	9. Prepares Back to Office Report (BTOR) and submits to the Section Chief for review and comments	None	1 days	Area Monitor

	10. Forwards the BTOR to the Division Manager for notation and submits to the Operations Department Manager for approval	None	20 minutes	Section Chief Division Manager
TOTAL			7.5 days	

30. Testing Simulation of Diesel Engine Generator (DEG)

Office or Division	Systems Management Division (SMD) – Flood Forecasting and Warning System (FFWS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication equipment maintenance record form		SMD-FFWS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for testing simulation of Diesel Engine Generator	1. The assigned FFWS staff conducts monthly testing and simulation of DEG and fills -up the communication equipment maintenance record form	Not applicable	1 hour	FFWS staff
	2. If there is problem encountered in the equipment, the assigned FFWS staff examines which station / part of the device is experiencing problems.	Not applicable	1 hour	FFWS staff
	3. The assigned FFWS staff repairs the DEG as needed using the Operations and Maintenance Manual.	Not applicable	1 hour	FFWS staff
	4. Reset the unit and/or change parts as needed	Not applicable	1 hour	FFWS staff
	5. Re-check the performance of the system	Not applicable	1 hour	FFWS staff



	6. The assigned SMD staff documents all problems encountered in the equipment.	Not applicable	30 minutes	FFWS Staff
TOTAL			5.5 hours	

31.Updating of Equipment Management Information System

Office or Division	Equipment Management Division (EMD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	NIA Field Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MC No. 69 s. 2018 – 2018 Revised Equipment Rental		M.C Online Retrieval System		
MC No. 03 s. 2016 – Cutoff Report Content and Deadline of Report Submission		M.C Online Retrieval System		
MC No. 7 s. 2013 - Revised Monthly Equipment Utilization and Rental Generation Report (EM-12c2)		M.C Online Retrieval System		
MC No. 43 s. 2010 Revised Computation of Percent Operability for all NIA		M.C Online Retrieval System		
MC No. 10 s. 2012 New Cut-off Date and Deadline of Submission of Reports		M.C Online Retrieval System		
MC No. 56 s. 2007 Revised Status Codes for all NIA Construction Equipment and Motor Vehicles		M.C Online Retrieval System		
MC No. 36 s. 2003 Modified Status Codes For All NIA Construction Equipment and Motor Vehicles		M.C Online Retrieval System		
MC No. 4 s. 2003 Modification of Table 1: Annual Available Utilization of MC no. 49 s. 1994 : Expanded Coverage in the Submission of Form EM-4Q		M.C Online Retrieval System		
MC No. 41 s. 1995 Revised Rules and Regulation in Utilization of NIA Construction Equipment		M.C Online Retrieval System		
MC No. 29 s. 1995 - Amended Guidelines in the Preparation of Quarterly Program and Accomplishment Report (Form EM-4Q)		M.C Online Retrieval System		
MC No.31 s.1998 Utilization of usable parts from disposable equipment		M.C Online Retrieval System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submission of Quarterly Reports to Top Management	1. Generate/Print hard copy of Final Evaluated EMD reports for review and comments of EMD Division Manager	N/A	3 working days	EMD Point Person
	2. Review Quarterly evaluated reports	N/A	3 hours	Division Manager
	3. Submit Quarterly reports to CORPLAN and PAIS for consolidation	N/A	2 hour	Division Manager
	4. Records on file	N/A	1 hour	EMD personnel
	5. Update monitoring board	N/A	1 day	EMD personnel
TOTAL			4 days	



PUBLIC AFFAIRS AND INFORMATION STAFF (PAIS) SERVICES



Office : Public Affairs and Information Staff				
Classification of Services : Complex				
Types of Transactions : G2C; G2B, G2G				
<p>Freedom of Information Services (FOI) 8888 Complaint Center Hotline Presidential Complaint Center Facebook Concern Management</p> <p>5- Library Services 6- Photo and Video Services 7-Signing of Clearance 8-Paging System</p>				
Who may avail : ALL				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1- FOI				
1. Client fill-up FOI Form and attach requirements.	<p>1. The designated FOI Receiving Officer (FRO) receives request for Information through email, phone calls, and walk-in clients and checks on the requirements as prescribed under the Agency Manual of FOI (Per EO No. 2 S. 2016) NIA-19 December 2016;</p> <p>2. Request shall be stamped received by the FRO indicating date and time of receipt. The FRO shall input details of request on the Request Tracking System and allocate Reference Number;</p>	None	<p>1. 2-5 minutes</p> <p>2. 2 minutes</p>	Assigned FOI focal person staff (PROs/Designated PROs) in the concerned office

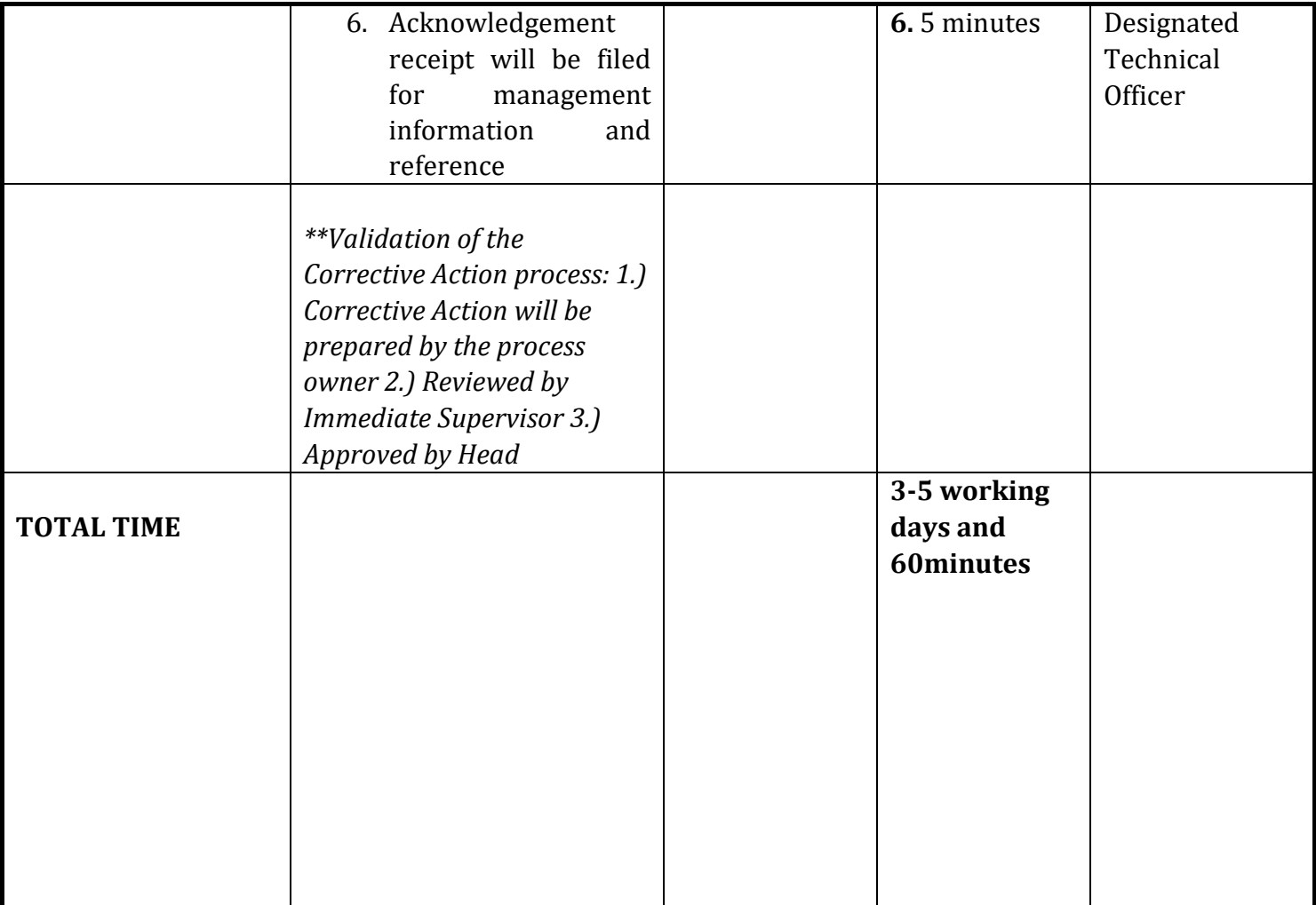
<p>2. Initial Evaluation- The FRO shall evaluate the contents of the request.</p>	<p>3. Review and evaluate the submitted FOI request form. (If document is not complete) Advise the client to complete the requirements;</p>		<p>3. 5-10 minutes</p>	
<p>3. Transmittal of request by the FRO to the FOI Decision Maker (FDM)</p>	<p>4. Prepare endorsement and Request for Action (RFA) approved by the Department Manager (DM). Forward the request to the appropriate office for action with information to comply with the prescribed timeline. Advise the concerned office to give the FRO action undertaken on the request of the client;</p>		<p>4. 5-10 minutes</p>	
<p>4. Verification on the RFA</p>	<p>5. Follow up and verify actions undertaken on the RFA. With FOI Monitoring Form, RFA must be acted upon within 5 days from receipt thereof depending on the complexity of the request. (3 days for simple, 7 days for complex transaction and 20 days for highly technical). If more than 3 days, client must be informed on the stated periods to take action on his request;</p>		<p>5. 3-5 minutes</p>	

	<p>6. Update as closed in the RFA and submit report to the NIA IQA Secretariat and include in the PAIS RFA data base for client FOI.</p> <p>7. Consolidate on monthly basis the FOI monitoring form and submit to PAIS at the end of each year.</p> <p>8. PAIS consolidates all FOI request reports both received and submitted by different regional offices/project offices (inventory, registry and summary) for submission to the FOI PMO under the PCOO as per FOI MC 03, s. 2019.</p>		<p>6. 15 minutes</p> <p>7. 3 days</p>	
2. 8888 Citizen's Complaint Hotline				
1. Processing	<p>1. Received complaint / concern from 8888 for Initial Evaluation</p> <p>2. Write Indorsement Letter and Corrective Action Request for signature</p>	NONE	<p>1. Five minutes per complaint</p> <p>2. Five minutes per complaint</p>	<p>Designated Technical Officer</p> <p>Designated Permanent Focal Person (Office of the Senior Deputy Administrator)</p>
2. Referred to	3. Refer/Forward the complaint to the concerned Deputy Administrators Office/CO Departments & Divisions, region/project/IMOs		3. Five minutes per complaint	<p>Designated Technical Officer</p> <p>Region /project/ IMOs/District or Division</p>

	<p>/District or Division offices through official email with attached Corrective Action Request Form.</p> <p>4. Coordinate with concerned office re: action taken within the prescribed timeline. Receive the reply/action taken through email and send it through the 8888 Portal.</p>		<p>9. Within 72 Hours</p>	<p>offices/DA Offices, CO Departments and Divisions and Secretary Manager</p> <p>Designated Technical Officer</p>
4. Recommended for closing	5. Assessment of the received response/action taken, and If it acceptable, Submit the document to Hotline 8888 portal and recommend for closing		10. 20 minutes	Designated Technical Officer
5. For Compliance	6. If the document is not acceptable from the Office of the President – Technical Officer, the document should be re-indorsed (2 nd Indorsement) to the concerned office for compliance. Request concerned office to provide status of action the designated permanent Focal Person (OSDA)		6. Five minutes per complaint	<p>Designated Technical Officer</p> <p>Region /project/ IMOs/District or Division offices/DA Offices, CO Departments and Divisions, Secretary Manager</p>
7. Closed	7. 8888 Ticket closed. Send the electronic copy of the “ticket		7. Five minutes per complaint	Designated Technical Officer

	closed” to the concerned region/project/IMOs /District or Division offices through email			
Corrective Action Request	Follow-up the Corrective Action Request Form on Action taken within 5 days. <i>**Validation of the Corrective Action process: 1.) Corrective Action will be prepared by the process owner 2.) Reviewed by Immediate Supervisor 3.) Approved by Head</i>			Designated Technical Officer
TOTAL TIME			72 hours	
3.Presidential Complaint Center (PCC)				
1. Processing	1. Received complaint / concern from PCC for 1.1) Scanning and 1.2) Initial Evaluation (Hard copy and or via electronic mail)		1.1 Scan File (for advance electronic submission to the concerned offices) 10 minutes per complaint 1.2 Initial Evaluation, 10 minutes per complaint	Designated Technical Officer
	2. Write Indorsement Letter and Corrective Action Request for signature		2. 10 minutes per complaint	Designated Technical Officer
2.Referred to	3. Refer / Forward the complaint to the concerned Deputy Administrator, CO Department Managers or Division Managers/ region/		3. 5 minutes per complaint	Designated Technical Officer

	project/IMOs/District or Divisions offices through courier (records section, hrd) and or email with attached Corrective Action Request Form.			
	4. Coordinate with concerned office re: action taken within the prescribed timeline. Receive the reply/action taken through courier (records section, hrd) and or email		4. . Within 3 to 5 days	Designated Technical Officer
3. Transmittal to PCC office.	5. Reply/response received from the concerned Deputy Administrator, CO Department Manager/Division Managers/region/project/IMOs/District or Divisions offices through courier will be send to the Office of the President, Presidential Complaint Center, Malacañang, Manila. If reply as instructed needs follow-up action, send another communication to the concerned office and wait until a satisfactory response is received and sent to the OP-PCC.		5. 20 minutes	Designated Technical Officer



1. Receive concern/complaint thru the comment section of the Agency's Official FB Page, YouTube account and Official Email.	1. Secure printed and electronic copies of the concern/complaint and prepare a Request for Action (RFA) approved by the PAIS, Department Manager;		5 minutes	PAIS FB Moderator
	2. Forward/indorse the copy of the concern/complaint and signed RFA Form to the concerned office through the		10 minutes	

	<p>office official e-mail address, Facebook Messenger, personal message, and/or NIA PR Team Facebook Group;</p>			
	<p>3. Constantly follow-up the status of actions taken/response from the concerned office. The Regional Public Relations Officer shall update/inform the Designated FB Moderators of the Central Office about the current status of the complaint/concern;</p>		15 minutes	
	<p>4. Received complaint/concern shall be acted upon within 72 hours. A memorandum shall be issued to the region/project that failed to update PAIS Central Office within 72 hours from receipt thereof;</p>		30 minutes	
	<p>5. Inform/update the complainant about the actions taken on his/her complaint/Concern;</p>		5 minutes	
	<p>6. Update the Facebook Complaint Tracker every Friday (12:00 NN) and secure the completeness of the tracking database.</p>		1 hour	

	<p>Include the name of field personnel who led the site investigation/field visit to address the complaint/concern;</p> <p>7. Consolidate Weekly/Periodic Report on Summary Report of Facebook Complaints and submit the same to the Administrator, Department Manager for Department Meetings, Managers Conference, for Quarterly Managers' Conference and Management Reviews.</p>		10 minutes	
<u>Total Time</u>			2 hours and 15 minutes	
2. <u>Library Services For PAIS Personnel</u>				
<p>1. Walk-in at the NIA Library (located on the 1st Floor NIA Bldg. A, adjacent to the Public Affairs and Information Staff) and approach the librarian for needed material.</p> <p>2. Sign the book card and leave his/her any issued government ID.</p> <p>3. Use the resources/material.</p> <p>4. Return the material and</p>	<p>1. Received request from Borrower/Researcher for needed resources;</p> <p>2. If material is available, issue the needed material;</p> <p>3. File the signed book card;</p> <p>4. Give back the borrower's ID.</p>	<p><u>Fines are imposed as follows:</u></p> <p>1. Overdue books/reference materials ---- ---- Php50.00/book-reference material.</p> <p>2. Mutilated/torn pages ---- Php100.00.</p> <p>3. Lost book/reference --- replacement</p>	<p>1. 10 minutes</p> <p>2. 10 minutes</p> <p>3. 20 minutes-2 hours</p>	Designated Librarian

secure his/her ID. 5. Log out		with most recent copyright available.		
Total Time			30 inutes	
5. Library Management System (LMS) For NIA Employee				
1. Log in to the LMS to browse the collection. 2. Click the status of the book/reference material to borrow. <u>If available,</u> 3. Reserve the book/reference material to borrow. 4. Borrow the book/reference material. 5. Fill-out the due book slip issued by the librarian and give to the Librarian for filling. 6. Take note of the due date of the borrowed material 7. Logout.	1. Librarian seeks the approval of the PAIS Department Manager; 2. If approved, the Librarian issues a due book slip and reminds the employee-borrower to return the borrowed reference materials a week after; 3. Issue the reserved reference material. An employee-borrower can only have 3 items for check-out at one time.		1. 10 minutes 2. 10 minutes 3. 10 minutes 4. 10 minutes 5. 10 minutes	

Total Time			50 minutes to 1 hour	
<p><u>If Book / Reference Material Not Available</u></p> <ol style="list-style-type: none"> 1. Inquire when the specific book/reference will be available. 2. Borrow the book/reference material at date when it will be available. 3. Logout. 	<ol style="list-style-type: none"> 1. Determine availability of the reference material and inform the borrower; 2. Reserve the book/reference material 		<ol style="list-style-type: none"> 1. 10 minutes 2. 10 minutes 3. 10 minutes 	
Total Time			30 minutes	
<p><u>Library Management System For Outsider</u></p> <ol style="list-style-type: none"> 1. To see available selection of reference materials/books, browse the LMS. 2. If available, borrow the book/reference material. 3. If not available, ask librarian. 	<ol style="list-style-type: none"> 1. If not available, Librarian will suggest other reference materials; 2. The outsider borrower is allowed to use the material only inside the library. These can be photocopied however, at the 		<ol style="list-style-type: none"> 1. 15 minutes 2. 10 minutes 3. 10 minutes 4. 10 minutes 	



4. Borrow the book/ reference materials (For room use only). 5. Logout.	Records Section of the Human Resources Division located at the ground floor of NIA Bldg. B near the Civil Securities Affairs.		5. 5 minutes	
Total Time			50 minutes- 1 hour	

6. Request for Photo and Video Services

1. Accomplished PAIS Form 2016-001. 2. Submit the accomplished form to PAIS C.O.	1. Receive request for photo/video services through filled up PAIS Form 2019-001 and indorse for Manager's approval; 2. If approved; Instruct staff to prepare requirements and coordinate activities with concerned offices; 3. Prepare the requirements, coordinate activities with concerned offices and document the event/s; 4. Sort and print photo/edit video; 5. Post and Provide copy to client.	None	1. 30 minutes 2. 1 day 3. 3 days 4. 3 days-photo 1 week-video 5. 0.5 days	Head photographer *In the RIO/PMO's it is the PR Team (PROs/designat ed PROs/ Artist illustrators) who performs this function. It is suggested that said request forms be adopted by the RIO/PMO.
Total Time			8 days for photo; 2 weeks for video	

7. Signing of Clearance

1. Submit the document to the concerned Office thru either by the employee or an assigned liaison officer.	<ol style="list-style-type: none"> 1. Receive and endorse the document to the Librarian; 2. If no unreturned reference material, Initial the clearance and give back to the Secretary; 3. Give the clearance to PAIS Manager for signature; 4. Affix the signature to the clearance; 5. Indorse the signed clearance to the next concerned office. 	None	<ol style="list-style-type: none"> 1. 5 minutes 2. 5 minutes 3. 5 minutes 4. 5 minutes 5. 5 minutes 	Secretary, Librarian, DM
Total Time			25 minutes	
8.- Paging System				
1. Phone-in/walk in – inform the department of request for announcement for the day.	<ol style="list-style-type: none"> 1. Receive request for announcement/reminder/ advisory from other offices and refer it to the designated Staff; 2. Draft/revise the announcement, reminder, or advisory and present it for Department Manager's approval; 3. Secure DM's approval. If approved, record the activity to Paging Request Summary (ecopy); 4. Initially deliver the announcement twice. Repeat as necessary within the day; 	None	<ol style="list-style-type: none"> 1. 2-5 minutes 2. 2-5 minutes 3. 2-3 minutes 4. 2-3 minutes 	PAIS Staff designated for the task

	5. File all Paging request forms.			
Total Time			15 minutes	
7. Walk-in/ Phone calls. Query (Client Feedback Form)	<p>1. a. If walk-ins are FOI-related, they are provided with the FOI form and follow the (FOI) process;</p> <p>b. Phone-in queries. Refer to access NIA website re: FOI or refer to appropriate office.</p>		<p>1.a. 5 minutes</p> <p>b. 2-5 minutes</p>	
Total Time			10 minutes	
Remarks: For certain projects (FAPs) like JRMP, a Grievance and Redress Committee is part of the project design. This committee functions as a mechanism where complains and queries about the project are addressed.				

FEEDBACK AND COMPLAINTS MECHANISM	
	<p><i>Clients who come to visit the Agency in any purpose can send feedback through the Client Feedback Form Mechanism (CFF). CFFs are available in all divisions, departments, and project management offices in the entire Central Office. All clients, either internal (those coming from other departments/divisions/PMOs) or external (those coming from the outside) are asked to fill up CFF after transacting with the office/s concerned.</i></p> <p><i>Included in the CFF are ratings (Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied) the client gives to NIA-CO employees and offices in the following criteria: staff appearance, staff helpfulness, speed/efficiency, job knowledge, quality of service, cleanliness, and orderliness. Also included in the form are the client's commendation of any employee (and reason for such) and client's comments/suggestions</i></p>
How to send feedback (Walk-in)	A Answer the client feedback form found in front of the Department Secretary and drop in the designated drop box.
How feedbacks are processed (PAIS)	<ol style="list-style-type: none"> 1. Filled-out feedback forms in the drop box are collected and collated by the designated staff. , every month. 2. The forms are then analyzed using a simple matrix based on the answers on the form. Feedback requiring answers are sent to the concerned office, requesting them to update the PAIS on their actions taken on the complaint. Response of the office is sent to the complainant/client
Processing feedbacks (Agency wide)	<ol style="list-style-type: none"> 1: The Office of the Public Affairs and Information Staff compiles all CFFs every month. 2: PAIS office does a monthly summary and analysis of them – finding in what aspects CO

	<p>has performed well and where it has to improve.</p> <p>3: Such summary and analysis are being discussed in meetings to assess the performance of CO through feedbacks coming from its clients.</p> <p>4: Specific offices respond to CFF summary and analysis by maintaining the good ratings they receive and by improving the aspects to which the clients found themselves dissatisfied. Comments and suggestions of the clients are also taken into consideration for further improvement of NIA services.</p>
How to file a complaint (Hotline 8888)	Office of the President's 8888 Citizen's Complaint Hotline
How complaints are processed	<ol style="list-style-type: none"> 1. Forwards the complaint to the concerned region/project offices through email/fax and by posting to NIA PR Team FB page with attached Request for Action (RFA). 2. Coordinate with concerned office re: action taken within the prescribed timeline. Receive the reply/action taken through email/fax message and send it through the 8888 Portal. 3. Follow-up the RFA on Action taken within 5 days. Validate the action taken/dealing with consequence in the RFA within 5 days. 4. If response is acceptable, send to Hotline 8888 portal 5. 8888 Ticket closed and file it by Region. Declare as closed in the RFA and report to NIA IQA Secretariat.
Contact Information of CCB, PCC, ARTA	8888 Portal
How to send feedback /Request (FOI)	<ol style="list-style-type: none"> 1. Client fill-up FOI Form and attach requirements
How feedbacks are processed	<ol style="list-style-type: none"> 1. Receive request for Information through email, phone calls, and walk-in clients 2. Advise to access FOI through nia.gov.ph under the Corruption Prevention

	<p>Initiative, download the request form (pp. 28-29), meet the requirements, and submit it to PAIS</p> <p>3. Review the submitted FOI request form.</p> <p>(If document is not complete) Advise the client to complete the requirements</p> <p>4. Prepare endorsement and Request for Action (RFA), secure manager's approval/signature and give it to appropriate office for action with information of prescribed timeline. Advise the client and involved office to give PAIS feedback.</p> <p>5. Follow up and validate the RFA on Action taken/dealing with consequence in the RFA within 5 days. Include in the Department's FOI Monitoring Form</p> <p>6. Update as closed in RFA and submit report to NIA IQA Secretariat</p>
How to file a complaint (Phone-in)	<p>1. Client will call PAIS either thru the trunk line or thru direct line.</p>
How complaints are processed	<p>2. The PAIS Secretary will answer the call and will provide the caller the answer to the query. In case the secretary is not able to respond to the query or complaint, a more senior staff is asked to attend to the caller.</p> <p>3. If the concern is deemed by the staff to be addressed better in the field offices where the concern of the caller is situated, the address of the NIA office, the office contact number and the name of the chief of office at the RIO or IMO is provided to the caller.</p> <p>4. If the caller is amenable with the arrangement, then the call is ended. The case is then listed in the data logbook for the purpose.</p> <p>5. The office then calls the concerned IA office and validates the concern with them. A written report is required from the office to be submitted to PAIS for reference.</p> <p>6. If the caller insist that he will be calling the PAIS instead of the concerned</p>

	<p>office, a schedule for the follow-up call is agreed.</p> <ol style="list-style-type: none"> 7. PAIS will then call the concerned NIA office, usually the head or the NIA staff mentioned by the caller to clarify the issue and agree on an action for to resolve the issue. Time lines are set , usually not longer than the 72 hours set by 8888. 8. A written report is required from the concerned office to be submitted to the office. 9. Continued follow-up with the concerned office is undertaken within the 72 hours. 10. The office then calls the client for update. 11. If the client is amenable with the action, the case is logged as resolved in the log book for the purpose
Contact Information of CCB, PCC, ARTA	PAIS- 9296071 loc 113/ or 9213741



DIRECTORY

REGIONS	NAMES	DESIGNATION	CONTACT NUMBER	LOCAL NUMBER	ADDRESS	EMAIL ADDRESS
OFFICE OF THE ADMINISTRATOR	ENGR. EDUARDO EDDIE G. GUILLEN	Administrator	(02) 8928-1280	148	G/F Building A, NIA Central Office, NIA EDSA, Diliman, Quezon City	adminoffice@nia.gov.ph
OFFICE OF THE SENIOR DEPUTY ADMINISTRATOR	ENGR. ROBERT C. SUGUITAN	Senior Deputy Administrator	(02) 8926-2635	109	G/F Building A, NIA Central Office, NIA EDSA, Diliman, Quezon City	osda@nia.gov.ph
OFFICE OF THE DEPUTY ADMINISTRATOR FOR ADMINISTRATIVE AND FINANCE	ROBERT VICTOR G. SEARES JR.	Deputy Administrator for Administrative and Finance Sector	(02) 8926-2388	111	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	deputy.afs@nia.gov.ph
OFFICE OF THE DEPUTY ADMINISTRATOR FOR ENGINEERING AND OPERATIONS	ENGR. JOSEPHINE B. SALAZAR	Deputy Administrator for Engineering and Operations Sector (OIC)	(02) 8928-9311	191	3/F DCIEC Building, NIA Central Office, EDSA, Diliman, Quezon City	deputy.eos@nia.gov.ph
OFFICE OF THE CORPORATE BOARD SECRETARY	ATTY. ALLAN PAUL S. SARANGAYA	Corporate Board Secretary	(02) 8926-3398	108	3/F Building B, NIA Central Office, EDSA, Diliman, Quezon City	board.secretary@nia.gov.ph; bod@nia.gov.ph
PUBLIC AFFAIRS AND INFORMATION STAFF	CLARIZZE C. TORIBIO	Acting Department Manager	(02) 8921-3741	113/119	G/F Building A, NIA Central Office, NIA EDSA, Diliman, Quezon City	pais@nia.gov.ph
LEGAL SERVICES	ATTY. AILYNE C. AGTUCA-SELDA	Acting Department Manager	(02) 8926-2566	151	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	legal@nia.gov.ph
INTERNAL AUDIT SERVICES	ATTY. PEPITO L. PADILLA	Department Manager	(02) 8926-2411 / (02) 8927-7984	307/139 /197	2/F Building B, NIA Central Office, EDSA, Diliman, Quezon City	ias@nia.gov.ph
Financial and Operations Audit Division			(02) 8926-2411 / (02) 8927-7984	197	2/F Building B, NIA Central Office, EDSA, Diliman, Quezon City	ias@nia.gov.ph
Financial Audit Section		Officer-In-Charge, Financial Audit Section	(02) 8926-2411 / (02) 8927-7984	139	2/F Building B, NIA Central Office, EDSA, Diliman, Quezon City	ias@nia.gov.ph
Operations Audit Section	WENONAH J. DELA VEGA (OIC)	Officer-In-Charge, Operations Audit Section	(02) 8926-2411 / (02) 8927-7984	197	2/F Building B, NIA Central Office, EDSA, Diliman, Quezon City	ias@nia.gov.ph



Organization and Management Audit Division	MARIA KATHLEEN E. BARBOSA	Division Manager (Acting)	(02) 8926-2411 / (02) 8927-7984		2/F Building B, NIA Central Office, EDSA, Diliman, Quezon City	ias.omad@nia.gov.ph
CORPORATE PLANNING SERVICES	ENGR. FERDINAND G. SALES	Department Manager (Acting)	(02) 8926-5896 / 8926-2076	146/255	2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	cps@nia.gov.ph
Management Information Division	ENGR. SUSSIE T. TANIEGRA	Division Manager	(02) 8927-0916	157/219	2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	cps.mid@nia.gov.ph
Data Management and Network Operation Section	EDILBERTO L. CHAVEZ	Information Technology Officer II	(02) 8927-0916	157	2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	-
Information System Development Section	RANSEY S. CATARAN	Acting Section Chief	(02) 8927-4179	219	2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	-
Planning and Programming Division	PATRICK R. RILLON	Acting Division Manager	(02) 8926-5896	305	2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	cps.ppd@nia.gov.ph
Corporate Planning And Policy Section	ROSA D. LAURENTE				2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Investment Planning and Programming Section	PATRICK R. RILLON	Section Chief			2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	cps.msd@nia.gov.ph;
Management Services Division			(02) 8926-5896 / 8926-2076		2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	nia.msdcorplan@gmail.com
ENGINEERING DEPARTMENT	ENGR. REYNE B. UGAY	Acting Department Manager	(02) 8925-4614	128	6/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ed@nia.gov.ph
Construction Management Division	ENGR. FERDINAND G. SALES	Division Manager (CMD)	(02) 8929-6021	300	6/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ed.cmd@nia.gov.ph
Construction Planning and Scheduling Section	CYNTHIA C. RIÑOSA	Officer-in-Charge	(02) 8929-6021	142	6/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Project Benefit Monitoring and Evaluation Section	ENGR. KIERVYN E. SARMIENTO	Officer-in-Charge	(02) 8927-0923	143	6/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Contract Administration Section	ENGR. ROLANDO S. RODRIGUEZ JR.		(02) 8928-2550	184	6/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	

Design and Specifications Division	ENGR. ARIEL S. NAJERA	Division Manager (Acting)	(02) 8929-8944	162	4/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ed.dsd@nia.gov.ph
Civil Works Design Section	ENGR. ARIEL S. NAJERA		(02) 8929-8944	163	4/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Electro-Mechanical Section	ENGR. ARNOLD L. SALAZAR	Section Chief	(02) 8929-8944	163	4/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Architecture and Drafting Section	CATHERINE U. BUENALUZ	Section Chief (Acting)	(02) 8929-8944	163	4/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Specifications Section	ENGR. LOURDES S. EQUIZ	Section Chief	(02) 8929-8944	129	4/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Project Planning Division	ENGR. ROALD MARCK J. REVELLAME	Acting Division Manager	(02) 8926-7678	121	5/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ed.ppd@nia.gov.ph
Project Investigation And Validation Section	ENGR. HERALD CHINO S. PEREZ	Section Chief	(02) 8926-7678	182	5/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
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Land And Water Resources Section	ENGR. ROWELL D. DULA	Officer-in-Charge	(02) 8928-2548	179	5/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Environmental And Watershed Management Section	ENGR. GILMAR J. BALLATAN			160		
Project Formulation And Packaging Section	ENGR. HANZIEL NONILON U. DE GUZMAN			178		
OPERATIONS DEPARTMENT	ENGR. EUSEBIO S. VILLAMANTO	Acting Department Manager	(02) 8928-4130	125	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	od@nia.gov.ph
Equipment Management Division	ENGR. MARCIAL G. GEALONE JR.	Division Manager (Acting)	(02) 8928-4254	156	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	od.emd@nia.gov.ph
Equipment Utilization and Evaluation Section	ENGR. ALBERT D. ASTURIANO	Section Chief	(02) 8928-4254		3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	



Equipment Inspection and Repair Evaluation Section	ENGR. CHRISTIAN C. CABREGA	Section Chief	(02) 8928-4254		3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Institutional Development Division	MR. MARTIN T. TACLOBAN	Division Manager	(02) 8927-7802	126	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	od.idd@nia.gov.ph / centralidd@yahoo.com
Irrigator's Associations Organization and Capability Building Section	MERLYN T. JOVER	Acting Section Chief	(02) 8927-7802	114	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Irrigator's Associations Assistance Section	MARICEL M. DEL ROSARIO				3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Irrigation Engineering Center	ENGR. LUISITO RUEL S. SAN MIGUEL	Division Manager (Acting)	(02) 8920-5409	149/206	2/F DCIEC Building, NIA Central Office, EDSA, Diliman, Quezon City	od.iec@nia.gov.ph
IEC for Design	ENGR. ERNESTO L. MAPOY JR.	Acting Supervising Engineer	(02) 8920-5409		2/F DCIEC Building, NIA Central Office, EDSA, Diliman, Quezon City	
IEC for Construction-Material testing	MAQUILING, CHRISTIAN JUNE CONOL		(02) 8920-5409		2/F DCIEC Building, NIA Central Office, EDSA, Diliman, Quezon City	
IEC for Operation Maintenance	ENGR. JEROME R. OSIAS		(02) 8920-5409			
IEC for Dam Safety	ENGR. ARIEL S. NAJERA				2/F DCIEC Building, NIA Central Office, EDSA, Diliman, Quezon City	
Research/Soil And Laboratory Group	MS. ELAINE R. SANTOS	Chief Researcher Analyst	(02) 8920-5409		2/F DCIEC Building, NIA Central Office, EDSA, Diliman, Quezon City	
Systems Management Division	ENGR. MA. LOURDES J. GARRIGA	Acting Division Manager	(02) 8925-3207	224	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	od.smd@nia.gov.ph
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System Improvement Section			(02) 8925-3207		3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
ADMINISTRATIVE DEPARTMENT	ATTY. AILYNE C. AGTUCA-SELDA	Department Manager	(02) 8922-4768	137/205	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ad@nia.gov.ph
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					EDSA, Diliman, Quezon City	
General Services Division	ARCH. RUTHGEN C. MALAZARTE-ABDULA	Acting Division Manager	(02) 8928-9207	211	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	d.gsd@nia.gov.ph
Maintenance Section	ENGR. LEXTER G. CADELIÑA	Section Chief		210/177 /116	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
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Recruitment, Standards and Compensation Section	MILANIE C. ARZAGA	Human Resources Management Officer IV	(02) 8926-1996	140	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Employee Welfare and Benefits Section	MARISSA D. DE LEON	Human Resources Management Officer IV	(02) 8926-1996	152	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ad.hrd.ewbs@nia.gov.ph
Training and Career Development Section	KRISTINE C. OFRECIO	Acting Section Chief	(02) 8926-1996	176	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Personnel Relations, Documentation and Records Section	ROSEMARIE B. SALVADOR	Records Officer IV	(02) 8926-1996	134	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ad.hrd.prdrs@nia.gov.ph
Medical and Dental Services	DR. CATHERINE DC. BINAG	Medical Officer V	(02) 8928-4642	153	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ad.mds@nia.gov.ph
Procurement and Property Division	ELAINE P. VILLANUEVA	Division Manager	(02) 8926-5822 / 8921-3906	201/132	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	ad.ppd@nia.gov.ph
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Property Section	LAILYN B. VILLAFLOR-SANTIAGO	Acting Material Planning Services Chief	(02) 8929-6071	138	G/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
FINANCIAL MANAGEMENT DEPARTMENT	MILCA B. CAYANGA	Department Manager	(02) 8926-9852 / 8922-2330	117	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	fmd@nia.gov.ph
Accounting Division	SHARILYN A. BLUZA	Division Manager	(02) 8928-9245	135/190	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	fmd.ad@nia.gov.ph



Bookkeeping Section	AIMEE GRACE V. RAMOS	Corporate Finance Services Chief	(02) 8928-9245	226	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Claims Analysis and Processing Section	DHIVIELYN V. CORTEZ		(02) 8928-9245		3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Reconciliation and Miscellaneous Section	RESHAIRE S. ESPERANZATE		(02) 8928-9245	128	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Loans Management and Cost Section	JULITA T. RONDON	Corporate Finance Services Chief	(02) 8928-9245	135	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Budget and Revenue Division	HELEN T. LAOYAN	Division Manager	(02) 8922-2474	161	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	fmd.brd@nia.gov.ph
Control Monitoring Section	MYLENE C. GARCIA	Corporate Finance Services Chief	(02) 8922-2474	161	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Financial Planning Section	MARIA ANGELITA E. GRACIA	Corporate Finance Services Chief (Acting)	(02) 8922-2474	161	3/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Cash Division	RAMON WILDEN C. SELVA	Acting Division Manager	(02) 8926-2988	166/120	2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	fmd.cd@nia.gov.ph
Disbursement Section	AMIDA F. ROBLES	Cashiering Services Chief A	(02) 8926-2988	120	2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
Collection and Remittance Section	SHERYL A. BACANI	Section Chief (Acting)	(02) 8926-2988	120	2/F Building A, NIA Central Office, EDSA, Diliman, Quezon City	
COMPREHENSIVE AGRARIAN REFORM PROGRAM IRRIGATION COMPONENT (CARP-IC)	ENGR. WILHELM S. TIANGCO	Acting Project Manager	(02) 8925-4614	155/213 /213	4/F DCIEC Building, NIA Central Office, EDSA Diliman, Quezon City	carp-ic@nia.gov.ph
ANTI-RED TAPE AUTHORITY	SEC. ERNESTO V. PEREZ	Director General	(02) 84785091 /84785093		5/F NFA Building, Visayas Avenue, Brgy. Vasra, Quezon City	info@arta.gov.ph
CSC-CONTACT CENTER NG BAYAN (CSC-CCB) PRESIDENTIAL ACTION CENTER (PAC)	DIR. FIABERNA U. SALUMBIDES	Director IV	(02)9317935		CSC Building, IBP Road, Constitution Hills, Quezon City	cscphil@csc.gov.ph
	DIR. MARIA EDSIE V. BUADO-GARCIA	Director IV	(02) 82498310	8175	PACe Building, JP Laurel St., San Miguel, Manila	pace@op.gov.ph

