

**FRONTLINE SERVICES, REQUIREMENTS AND PROCEDURES OFFERED BY NIA  
(APPLICABLE TO NIA REGIONAL OFFICES)**

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

Frontline Services	Requirements	Step	Applicant/ Client	Service Provider	Duration of activity (under normal condition)	Responsible Person
1. Request for Water Delivery		1	Submits request (noted by IA president) for water delivery	Receives and records request and endorses to Chief of Office for approval	15 minutes	WRFT
		2		Receives and endorses request to Irrigation Superintendent/Authorized Representative for approval	5 minutes	Chief of Operations, NISO
		3		Approves request for Water Delivery	5 minutes	IS/Authorized Representative
		4	Receives request for water delivery	Advises WRFT to release water to concerned IA/farmer	5 minutes	IS/Authorized Representative
		5		Releases water to concerned IA/Farmer	10 minutes	WRFT
		6	Acknowledges water delivery service	Checks water delivery to the farmers field	1 hr. (within 1 km from headgate)	WRFT
2. Payment of IA Share/Incentive for IAs under IMT	1. IA request	1	IAs submits request for payment of IA share/incentive	Receives & records request & forwards same to WRFTs	5 minutes	Receiving/ Records Clerk
		2	Advice to wait if documents are complete/correct or not	Reviews/evaluates request as to completeness of supporting papers. If found complete, advises client to come back after 5 working days; if incomplete, advises client to complete supporting documents & submit same ASAP	1 hour	WRFT
		3		Reviews documents as to mathematical computations per MCs/policies	2 hours	WRFT

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		4		Forwards to RIO for RIM's action and endorses to Field Office acted request	5 working days	WRFT/IS/Clerk
		5		Receives acted request	2 minutes	Clerk
		6		Prepares & obligates Disbursement Voucher for Payment	30 minutes	Accounting Processor
		7		Approves voucher	5 minutes	Chief of Office
		8	After 6 working days, returns to claim payment; issues IA O. R.	Releases check and receives IA O. R. / evidence of payment	10 minutes	NIA Cashier
		9		Records payment in Cash Book	10 minutes	NIA Cashier
3. Request for minor Rehabilitation/ Restoration of existing Irrigation Systems	1. IA Resolution 2. If with funding counterpart from LGU, LGU endorsement, LGU Board Resolution, LGU Certificate of Fund Availability	1	Submits letter request/ IA Resolution	Receives and records letter request and forwards to RIM/technical personnel	10 minutes	Receiving Clerk
		2	Accompanies/Guides NIA Technical staff in inspection of facilities	Conducts ocular inspection with IA members of irrigation facilities for rehabilitation	1 day	PIO, Planning Engr., Survey personnel
		3		Prepares indicative POW for fund sourcing	1 to 3 days	PIO, Planning Engr.
		4		Submits Project listing to RIO for fund sourcing	2 days	PIO, Planning Engr., Admin. Clerk

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		NOTE: FOR PROJECTS WITH FUNDING, PROCEED TO STEP 5 ONWARDS				
		5		Conducts survey on existing Irrigation facilities	5 days	Planning Engineer, Survey personnel
		6		Plots survey	2 to 5 days	Plotting personnel
		7		Designs minor irrigation facilities	2 to 5 days	Field Office Design Engr.
		8		Submits plans and design to RIO for review and approval	1 day	Fld. Office Design Engr./PIO/RIO Design Engr.
		9		Approves plans and design for preparation of final POW at field office	15 minutes	RIM
		10		Release documents to IMO	10 minutes	Admin Clerk
		11		Prepares final POW	2 to 5 days	Construction Engr.
		12	Convene BAC and conduct bidding	Prepares Memorandum of Agreement	3 hours	NIA/IA/Contractor
		13	Attends Pre-Construction Conference and sign Memorandum of Agreement	Conducts & attends Pre-Con Conference and ratify Memorandum of Agreement	1 day	IMO, IA, NIA, IDO
		14	Participates on construction activities (IA Counterpart)	Mobilizes construction works	2 to 6 months	NIA/IA Contractor
		15	Attends and signs documents for Project Turn Over	Turns Over completed facilities to LGU and IA	1 day	NIA/IA BOD/LGU

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