

## FRONTLINE SERVICES, REQUIREMENTS AND PROCEDURES

Name of Agency : NIA Region 12 (National Irrigation Systems Office)

Frontline Service : Request for Water Delivery

Schedule of Availability of Service : 8:00AM - 5:00PM, Monday to Friday

Requirements	Step	Applicant/Client	Service Provider	Duration of Activity (Under normal condition)	Responsible Person
1. Request for Water Delivery  2. Official Receipt as evidence of payment of current billing	1	Submits request (noted by IA President) for water delivery	Receives and records requests: a. If without pending accounts, endorses to chief of Office for approval (proceed to Step 4) b. If with pending account, advises client to pay the account.	15 minutes	Water Resource Facilities Technician (WRFT)
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	2	Pays pending account to NIA cashier	Process payment and issue Official Receipt	5 minutes	Cashier/ deputized collector
	3	Submits O.R. to billing clerk	Receives and endorses request to Principal Engineer A / authorized representative for approval	5 minutes	Billing Clerk
	4		Approved request for water delivery	5 minutes	PEA / authorized representative
	5	Receives request for water delivery	Advises WRFT to release water to concerned IA / farmer	5 minutes	PEA / authorized representative
	6		Releases water to concerned IA / farmer	10 minutes	WRFT
	7	Acknowledge water service	Checks water delivery in the farmer's field	1 hour ( within 1 km. from headgate)	WRFT

Name of Agency : NIA Region 12 (National Irrigation Systems Office)  
 Frontline Service : Payment of IA Share / Incentive  
 Schedule of Availability of Service : 8:00AM - 5:00PM, Monday to Friday

Requirements	Step	Applicant/Client	Service Provider	Duration of Activity (Under normal condition)	Responsible Person
1. IA Request 2. IA Remittance List 3. IA Collection Report	1	IA submits request for payment of IA share / incentive	Receives and records request and forward same to WRFTs	5 minutes	Receiving /Records Clerk
	2	Advise to wait if documents are complete / correct or not	Reviews / evaluates request as to completeness of supporting papers. If found complete, advise client to come back after 5 working days. If incomplete, advise client to complete the supporting documents and come back ASAP.	1 hour	WRFT
	3		Reviews documents as to mathematical computations per MCs / policies	2 hours	WRFT
	4		Forwards to RIO for RIM's action and endorses to field office the acted request	5 working days	WRFT / PEA / Clerk
	5		Receives acted request	2 minutes	Clerk
	6		Prepares and 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. as evidence of payment	10 minutes	NIA Cashier
	9		Records payment in Cash Book	10 minutes	NIA Cashier

Name of Agency : NIA Region 12 (National Irrigation Systems Office)  
 Frontline Service : Irrigation Service Fee Collection( Paid to NIA collector / WRFT in the field)  
 Schedule of Availability of Service : 8:00AM - 5:00PM, Monday to Friday

Requirements	Step	Applicant/Client	Service Provider	Duration of Activity (Under normal condition)	Responsible Person	Fees
1. Water Bill Statement of Account	1	Presents Bill / Statement of Account	Receives Bill / Statement of Account	2 minutes	WRFT	Dry Crop = 3 cav x 50 kls x prevailing govt. support price of palay  Wet Crop = 2 cav x 50 kls x prevailing govt. support price of palay
	2		Checks and verifies account name and account number	5 minutes	WRFT	
	3	Pays to Bill Collector / WRFT	Processes payment and issues Official Receipts, applying payment as back or current account or both.	10 minutes	WRFT / NIA cashier	
	4	Waits for Bill Collector to release the O.R.	Releases Official Receipt to client	2 minutes	WRFT / NIA cashier	
	5	Receives original O.R.	Stamps the Statement of Account as PAID	5 minutes	WRFT / NIA cashier	
	6		WRFT renders report of collection and remits same to NIA cashier	5 minutes	WRFT	
	7		NIA cashier acknowledges receipts by signing Remittance Form and keeps collection inside vault	5 minutes	NIA Cashier	
	8		Billing Clerks post payment in Irrigation Fee Register	5 minutes	Billing Clerks	

Name of Agency : NIA Region 12 (National Irrigation Systems Office)  
 Frontline Service : Irrigation Service Fee Collection (Paid to NIA cashier at the office)  
 Schedule of Availability of Service : 8:00AM - 5:00PM, Monday to Friday

Requirements	Step	Applicant/Client	Service Provider	Duration of Activity (Under normal condition)	Responsible Person	Fees
1. Water Bill Statement of Account	1	Presents Bill of Account	Receives Bill / Statement of Account	2 minutes	Cashier	Dry Crop = 3 cav x 50 kls x prevailing govt. support price of palay  Wet Crop = 2 cav x 50 kls x prevailing govt. support price of palay
	2		Checks and verifies account name and account number	5 minutes	Billing Clerk	
	3	Pays to NIA Cashier	Processes payment and issues Official Receipts, applying payment as back or current account or both.	10 minutes	NIA cashier	
	4	Waits for Cashier to release the O.R.	Releases Official Receipt to client	30 seconds	NIA cashier	
	5	Receives original O.R.	Stamps the Statement of Account as PAID	5 minutes	NIA cashier	
	6		Cashier prepares report of collection and deposits same to NIA cashier	5 minutes	Cashier	
	7		Billing Clerks post payment in Irrigation Fee Register	5 minutes	Billing Clerks	

Name of Agency : NIA Region 12 (National Irrigation Systems Office)  
 Frontline Service : Request for Minor Rehabilitation / Restoration of Existing Irrigation systems  
 Schedule of Availability of Service : 8:00AM - 5:00PM, Monday to Friday

Requirements	Step	Applicant/Client	Service Provider	Duration of Activity (Under normal condition)	Responsible Person	
1. IA Resolution  2. If with funding counterpart from the 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 rehab	1 day	IMO, Planning Engineer, Survey personnel	
	3		Prepares indicative POW for fund sourcing	1 to 3 days	IMO, Planning Engineer	
	4		Submits project listing to RIO for fund sourcing	2 days	IMO, Planning Engineer, Administrative Clerk	
	NOTE: FOR PROJECTS WITH FUNDING, PROCEED TO STEP 5 ONWARDS					
	5		Conducts survey on existing irrigation facilities repair / rehab	5 days	Planning engineer, survey personnel	
	6		Plots survey	2 to 5 days	Plotting personnel	
	7		Design minor irrigation facilities	2 to 5 days	Field office design engineer	
	8		Submits plans and design to RIO for review and approval	1 day	FO design engineer / IMO / RIO design engineer	
	9		Approves plans and design for preparation of final POW at field office	15 minutes	RIM	
	10		Release documents to IMO	10 minutes	Admin. Clerk	
	11		Prepares final POW	2 to 5 days	Construction Engineer	
12		Convene BAC and conduct Bidding	Prepares Memorandum of Agreement	3 hours	NIA / IA / Contractor	

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Requirements	Step	Applicant/Client	Service Provider	Duration of Activity (Under normal condition)	Responsible Person
	13	Attends Pre-Construction Conference and sign Memorandum of Agreement	Conducts and attends Pre-Construction Conference and ratify Memo of Agreement	1 day	IMO, Asst. IMO, IDO, IA
	14	Participates in construction activities (IA counterpart)	Mobilize construction works	2 to 6 months	NIA / IA contractor
	15	Attends and signs documents for project turnover	Turns over completed facilities to LGU and IA	1 day	NIA / IA BOD / LGU