

# PROCESSING OF WATER PERMIT APPLICATION

(Frontline Service in the Provincial Irrigation Offices)

- SCHEDULE OF AVAILABILITY OF SERVICE** : **Monday – Friday**  
**8:00 AM – 5:00 PM**
- WHO MAY AVAIL OF THE SERVICE** : **1. Private Individuals**  
**2. Juridical Persons-Associations, Corporations**
- WHAT ARE THE REQUIREMENTS** : **1. Accomplished Water Permit Application Form**  
**2. Certificate of Incorporation, If applicant is an Association or Corporation**  
**3. Brief description of the project**  
**4. List of proposed project beneficiaries**
- WHERE TO FILE** : **NIA Provincial Irrigation Offices**

## HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE
1	Submit duly accomplished Application Form together with required documents			
2		Receive letter-request and forward to Technical Personnel	5 minutes	Office Clerk
3	(Advised to call/come back after four (4) office hours for the schedule of inspection)	Pre-assess/evaluate the completeness of submitted documents and prepare schedule date of inspection. (Only complete documents shall be processed)	4 hours	Technical Personnel
4	Provide guide/assistance during inspection	Conduct inspection of site	8 hours (depending on the location of the site)	Technical/Survey Personnel
5	(Advise to call after 8 office hours)	Accomplish technical data in the Water Permit Application & Inspection Report	8 hours	Technical Personnel
6		Endorse the request to other agencies for clearance (DPWH, LWUA, etc)	30 minutes	
7	Follow-up clearance with other office/agencies and submit same for endorsement to NWRB			
8		Endorse Application together with the clearances to NWRB	30 minutes	Provincial Irrigation Officer
9	(Wait for the completion of the 30-day post period and advise form NIA re: Result of Publication)	Post Notice of Water Permit in the NIA Bulletin Board		Technical Personnel
10		Advise client of expiration of the 30-day post period (If there is no adverse claims, client may pay the required fees)	15 minutes	Provincial Irrigation Officer
11	Pay Water Permit Fees in Postal Money Order Form			
12		Forward documents and payment to NWRB	30 minutes	Technical Personnel/Provincial Irrigation Officer
13	Wait for the approved Water Permit from NWRB			

END OF TRANSACTION

## REQUEST FOR WATER DELIVERY

(Frontline Service in the Provincial Irrigation Offices)

<b>SCHEDULE OF AVAILABILITY OF SERVICE</b>	: <b>Monday – Friday 8:00 AM – 5:00 PM</b>
<b>WHO MAY AVAIL OF THE SERVICE</b>	: <b>Farmer – Member of an Irrigators Association</b>
<b>WHAT ARE THE REQUIREMENTS</b>	: <b>Water Request</b>
<b>WHERE TO FILE</b>	: <b>NIA Provincial Irrigation Office concerned</b>

### HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE
1	Submits request (noted by IA president) for water delivery	Receives and records request and endorses to Chief of office for approval	15 minutes	Water Resources Facilities Technician
2		Receives and endorses request to superintendent/Authorized Representative for approval	5 minutes	Chief of Operations, NISO
3		Approves request for Water Delivery	5 minutes	Irrigation Superintendent/Authorized Representative
4	Receives request for water delivery	Advises WRFT to release water to concerned IA/Farmer	5 minutes	Irrigation Superintendent/Authorized Representative
5		Releases water delivery to the farmers field	10 minutes	Water Resources Facilities Technician
6	Acknowledges water delivery service	Checks water delivery to the farmers field	1 hour (within 1 km from head gate)	Water Resources Facilities Technician
END OF TRANSACTION				

# REQUEST FOR MINOR REHABILITATION/RESTORATION OF EXISTING IRRIGATION SYSTEM

(Frontline Service in the Provincial Irrigation Offices)

<b>SCHEDULE OF AVAILABILITY OF SERVICE</b>	: <b>Monday – Friday 8:00 AM – 5:00 PM</b>
<b>WHO MAY AVAIL OF THE SERVICE</b>	: <b>Farmer – Member of an Irrigators Association</b>
<b>WHAT ARE THE REQUIREMENTS</b>	: <b>Water Request/IA Resolution</b>
<b>WHERE TO FILE</b>	: <b>NIA Provincial Irrigation Office concerned</b>
<b>REQUIREMENTS</b>	: <b>1. IA Resolution 2. If with funding counterpart from LGU, LGU endorsement, LGU Board Resolution, LGU Certificate of Fund availability.</b>

## HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE
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 Program of Work (POW) for fund sourcing	1-3 days	PIO, Planning Engr.
4		Submits Project listing to RIO for fund sourcing	2 days	PIO, Planning Engr., Admin Clerk
FOR PROJECTS WITH FUNDING, PROCEED TO STEP 5 ONWARDS				
5		Conducts survey on existing irrigation facilities	5 days	Planning Engr., Survey Personnel
6		Plots Survey	2-5 days	Plotting Personnel
7		Designs minor irrigation facilities	2-5 days	Field Office Design Engr.
8		Submits plans and design to RIO for review and approval	1 day	Field Office Design Engr., PIO/RIO Design Engr.

## REQUEST FOR MINOR REHABILITATION/RESTORATION OF EXISTING IRRIGATION SYSTEM

(Frontline Service in the Provincial Irrigation Offices)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE
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	2-5 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-Construction Conference and ratify Memorandum of Agreement	1 day	IMO, IA, NIA, IDO
14	Participates on construction activities (IA counterpart)	Mobilizes construction works	2-6 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
END OF TRANSACTION				

## ISSUANCE OF CERTIFICATE OF IRRIGATION COVERAGE

(For Service in the Provincial Irrigation Offices and National Irrigation System Offices)

- SCHEDULE OF AVAILABILITY OF SERVICE** : Monday – Friday  
8:00 AM – 5:00 PM
- WHO MAY AVAIL OF THE SERVICE** : All Landowners’
- WHAT ARE THE REQUIREMENTS** : 1. Landowners’ letter requesting for certification  
2. Transfer Certificate of Title or Real Property field Appraisal and Assessment Sheet (Tax Declaration)  
3. Vicinity Map  
4. Certification of Full Payment of ISF from Irrigators Association (If subject landholding is irrigated)
- WHERE TO FILE** : NIA Provincial Irrigation Office (PIO) or National Irrigation System Office (NISO)

### HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE
1	Submit letter – request together with required documents			
2		Receive letter – request and forward to Technical Personnel	2 minutes	Office Clerk
3	(In the waiting area)	Review/evaluate the completeness of submitted documents and prepare schedule of field inspection (Only complete documents shall be processed)	30 minutes	Technical Personnel/ SWRFT/ IDO
4	Provide guide/ assistance to NIA personnel during inspection	Conduct inspection of subject landholding and advise client of the schedule of release of certification	2 hours	Technical Personnel/ SWRFT/ IDO
5	(At home waiting for the scheduled release of certification)	Prepare Investigation Report, Clearance and Certification of Irrigation Coverage and issue charge slip	3 hours	Technical Personnel/ SWRFT/ IDO/ Data Encoder
6	Pay the required fee			
7		Receive payment and issue Official Receipt	10 minutes	Cashier
8	Present Receipt			
9		Sign the certification	10 minutes	Chief of Office
10		Release the Certification of Irrigation Coverage	2 minutes	Office Clerk
11	Receive the certification			

END OF TRANSACTION

# PAYMENT OF IRRIGATORS ASSOCIATIONS INCENTIVE

(for IAs with existing Memorandum Agreement with NIA)

- SCHEDULE OF AVAILABILITY OF SERVICE** : **Monday – Friday**  
**8:00 AM – 5:00 PM**
- WHO MAY AVAIL OF THE SERVICE** : **1. Irrigators Associations (IAs) with existing Modified Irrigation Management Transfer Contract in National Irrigation Systems (NIS)**  
**2. IAs with existing Memorandum of Agreement and complete requirements in Communal Irrigation Systems (CIS)**
- WHAT ARE THE REQUIREMENTS** : **1. Memorandum of Agreement**  
**2. Master list of farmers**  
**3. Report of List of Irrigated and planted area**  
**4. Inspection Report on Maintenance of Irrigation Facilities and Structures under IA responsibility**  
**5. IA Official Receipt**
- WHERE TO FILE** : **NIA office concerned**

## HOW TO AVAIL OF THE SERVICE

Step	Applicant/IA	Service Provider	Duration of Activity (Under Normal Condition)	Person in Charge	Form
1	Submit request for IA incentive payment together with the required attachment.	Receive/record the request and forward the documents to the responsible person in charge to review.	5 minutes	Public Assistant Complaint Desk Officer (PACDO)	Weekly Report on Planted Areas (NIS) List of Irrigated and planted area for CIS duly acknowledged & approved by NIA personnel assigned.
2		Ask the client to wait while the documents are being evaluated as to the completeness of the required attachment. If found incomplete, return to client.	15 minutes- 1 hour	Sr. Water Resources Facilities Technician (SWRFT)	Inspection Report Form per MC 27 s. 2011 for canal maintenance claim
3	If documents are complete, client awaits advice as to the schedule of payment / check release	Review and evaluation of submitted documents claim.	30 minutes – 1 day	SWRFT	None
		Processing of claim	3 days (processing & payment)	Accounting Processor	None
4	Receive check and issue official receipt			IA authorized representative, cashier	None

**End of transaction**

## ISSUANCE OF CERTIFICATE OF GOOD STANDING TO NIA ASSISTED IAS

(Frontline Service in the Provincial Irrigation Offices and National Irrigation System Offices)

- SCHEDULE OF AVAILABILITY OF SERVICE** : Monday – Friday  
8:00 AM – 5:00 PM
- WHO MAY AVAIL OF THE SERVICE** : Irrigators Associations (IA)
- WHAT ARE THE REQUIREMENTS** : Master List of IA Members
- WHERE TO FILE** : NIA Provincial Irrigation Office (PIO) or National Irrigation Systems Office (NISO)

### HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES
1	Request for Certificate of Good Standing				NONE
2		Review/verify Irrigators Associations (IA)	1 hour	Technical Personnel/ SWRFT/ IDO	NONE
3	(Advised to stay in the lobby or waiting area)	Prepare/ Encode Certificate of Good Standing and issue charge slip	30 minutes	Technical Personnel/ SWRFT/ IDO/ Data Encoder	NONE
4	Pay the required fee				P 250.00
5		Receive payment and issue Official Receipt (OR)	10 minutes	Cashier	NONE
6	Present Official Receipt (OR)				NONE
7		Sigh certification	5 minutes	Chief of Office	NONE
8		Release the Certificate of Good Standing	2 minutes	Office Clerk	NONE
9	Receive the certification				NONE
END OF TRANSACTION					

# REQUEST FOR EXEMPTION FROM PAYMENT OF IRRIGATION FEE

(Frontline Service in the Provincial Irrigation Offices and National Irrigation System Offices)

- SCHEDULE OF AVAILABILITY OF SERVICE** : Monday – Friday  
8:00 AM – 5:00 PM
- WHO MAY AVAIL OF THE SERVICE** : Irrigators Associations (IA)
- WHAT ARE THE REQUIREMENTS** : Master List of IA Members
- WHERE TO FILE** : NIA Provincial Irrigation Office (PIO) or National Irrigation Systems Office (NISO)

## HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES
1	Submit letter – request for exemption from ISF indicating reason for request				NONE
2		Receive/record the request and forward same to the chief of office	2 minutes	Receiving Clerk	NONE
3	Guide or assist in the conduct of inspection	Conduct inspection/sampling	2 hours	Water Resources Facilities Technician	NONE
4	Secure certification from the Department of Agriculture (DA) Re: Extent of Damage due to crop infestation				NONE
5	(At home waiting for the approval or disapproval of the request)	Verify/check with the Department of Agriculture (DA) in the locality if damage is due to crop infestation	30 minutes	Water Resources Facilities Technician	NONE
6		If approved, record exemption to the Irrigation Fee Register and send notice of approval or disapproval to applicant	5 minutes	Billing Clerk/ Data Encoder/ Irrigation Superintendent	NONE
7	Receive notice approval/disapproval				NONE
END OF TRANSACTION					



# PROCESSING OF COMPLAINTS AND OTHER CONCERNS BROUGHT TO OFFICE

(Frontline Service in the Irrigation Management Office)

<b>SCHEDULE OF AVAILABILITY OF SERVICE</b>	<b>:</b>	<b>Monday-Friday 8:00 A.M. – 5:00 P.M.</b>
<b>WHO MAY AVAIL OF THE SERVICE</b>	<b>:</b>	<b>1. Private Individuals 2. Judicial Persons-Associations, Corporation</b>
<b>WHAT ARE THE REQUIREMENTS</b>	<b>:</b>	<b>1. Accomplished Prescribed Form 2. Attached proof of complaint/concern</b>
<b>WHERE TO FILE</b>	<b>:</b>	<b>NIA- Provincial Irrigation Management Office</b>

## HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Condition)	Person in Charge	Fees
<b>1</b>	Submit duly accomplished Form together with required documents if necessary. (Forms varies depending on the type of concern) Form 1: Commendation (Papuri) Form 2: Request for Assistance (Paghingi ng Tulong) Form 3: Complaint (Reklamo) Form 4: Recommendation (Mungkahi) NIA Client Feedback Form	Provide the prescribed form to the applicant/client for him/her to fill-up. Attached proof of complaint/concern if available.  Address the concern if the issue brought for attention is within the capacity of the desk officer to answer.	5-15 minutes or as required	Public Assistant Complaint Desk Officer (PACDO)	NONE
<b>2</b>		Receive the Form and forward to the Regional Manager for proper disposition to concerned unit	5 minutes	PACDO	NONE
<b>3</b>	Advise client for further action to be taken by the agency, such as;	Assessment/Evaluation of the complaint's submitted documents, and preparation of schedule of inspection if needed and/or coordinate to concern employees/section/field office that can provide information to answer the issue/concern brought by the client.	30 minutes	Personnel of unit concerned	NONE
		Conduct site inspection, validation, and report-meeting	1 week-10 working days		NONE
<b>4</b>	Inform the client of the result of his/her complaint/concern.	Furnish the client/ concern person(s) of the result of the action for their information and appropriate action.	5 minutes- 15 working days		NONE
<b>End of transaction</b>					