



Republika ng Pilipinas  
*National Irrigation Administration*  
(Pambansang Pangasiwaan ng Patubig)  
**Negros Island Regional Irrigation Office**  
Bago City, Negros Occidental Region 18



# CITIZEN'S CHARTER

## **MESSAGE**

The Republic Act 9485 or the Anti-Red Tape Act of 2007 is perfectly crafted to promote transparency and accountability to the people through improved efficiency in the delivery of government service to the public. As a government agency, we have been mandated to modify our frontline service procedures and standards to be observed in every transaction to our clientele.

We, at the National Irrigation Administration – Negros Island Region has carefully structured the most convenient and effective Citizen’s Charter which will serve as a guide for our clients such as the Irrigator’s Associations, contractors and even former employees as they conduct business in our office. We have tried to be clear enough as to the standards and procedures set here in this Charter and we hope that this will serve its purpose as we intend to be more efficient and contribute to gaining back people’s trust towards the Government through our services.

We are one as your partner for change!

NIA – NIR Management

## FEEDBACK MECHANISM:

We encouraged our Clients to help us improve our services through filling-up the Client Feedback Form attached to this Citizens' Charter and at the Public Assistance and Complaint Desk.

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Procedure for Filing Complaints

Feedback Mechanism

## THE NIA

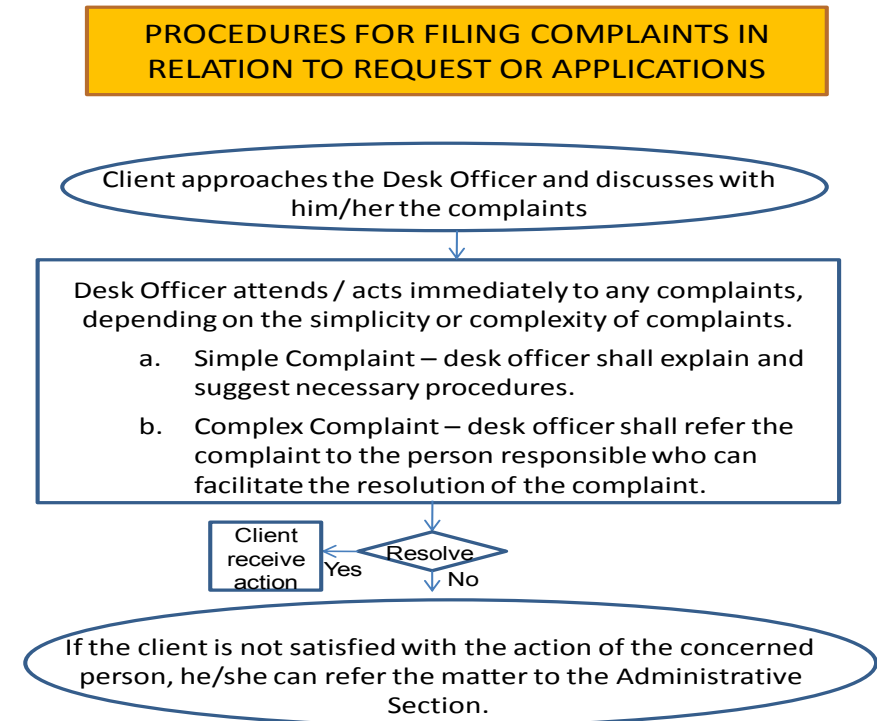
On January 11, 1962, before the opening of the first session of fifth congress, Congressman Eugenio Baltao of the first district of Nueva Ecija filed a bill seeking the creation of an irrigation agency. The measure, designated as House Bill No. 21, was co-sponsored by 27 other congressmen. After minor amendments, the lower house passed the bill on May 11, 1962. But it was not taken up in the Senate because Congress adjourned shortly thereafter. The Senate deliberated on the bill the following year and passed the measure on May 18, 1963, after minimal amendments. President Macapagal signed the bill into law on June 22, 1963, which became known as Republic Act No. 3601 entitled "An Act Creating the National Irrigation Administration".

The passage of the bill was prompted by the end to construct more irrigation systems throughout the country to boost production of food crops both to meet the rising consumption requirements of a rapidly growing population and to strengthen the national economy.

Among the outstanding features of the Act was the grant of corporate status, broad powers, functions and objectives to the new irrigation agency.

Under its charter, NIA had the following powers and objectives:

- To investigate, study, improve, construct and administer all irrigation systems in the Philippines;
- To investigate all available and possible water resources in the country for the purpose of utilizing the same for irrigation;
- To plan, design and construct the necessary projects to make the ten to twenty-year period following the approval of the Act as the "Irrigation Age" of the Republic of the Philippines;
- To collect from the users of irrigation systems constructed by it such fees as may be necessary to finance their continuous operation and reimburse within a certain period of not less than twenty-five years the cost of construction thereof; and
- To do all such other things and to transact all such businesses as are directly or indirectly necessary, incidental or conducive to the attainment of the above objective.



## NIA Vision, Mission and Core Values

### SERVICE: PROCESSING OF WATER PERMIT APPLICATION

#### Submission of the following documents

- |  |   |
|--|---|
| <p>A. For Individual Application</p> <ol style="list-style-type: none"> <li>Affidavit as to Filipino Citizenship or Birth Certificate of the applicant.</li> <li>Proof of ownership/right to the land</li> <li>Brief description of how water will be utilized</li> <li>Lot plan with vicinity map</li> <li>Location plan of water source showing point of diversion with a scale of 1:50,000</li> <li>Filing and legal research fee (the amount of which is dependent on the proposed water use) in the form of money order payable to NWRB, Quezon City</li> </ol> | <p>B. For Partnership/Cooperative/Corporation</p> <ol style="list-style-type: none"> <li>SEC/CDA Registration</li> <li>Articles of Incorporation</li> <li>By-Laws</li> <li>Brief description of how water will be utilized</li> <li>Proof of ownership/right to the land</li> <li>Lot plan with vicinity (any convenient scale)</li> <li>Location of plan of water source showing point of diversion</li> <li>Filing and legal research fee of P7, 200.00 in the form of money order payable to NWRB, Quezon City.</li> </ol> |
|--|---|

Verification as to the completeness of the documents  
20 minutes  
**Arabella B. Arsenio**

Return to Applicant

No

Are documents complete

Yes

Conduct field investigation and preparation of investigation report  
2 days  
**Arabella B. Arsenio**

Securing of clearance from government line agencies and preparation of other supporting documents  
15 days  
**Arabella B. Arsenio**

Mailing of application and other supporting documents to NWRB for evaluation and approval  
20 minutes  
**Arabella B. Arsenio**



**VISION:** By 2020, 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.

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

**CORE VALUES:**  
Commitment  
Integrity  
Professionalism



**"Ang NIA at Magsasaka, Magkatuwang sa Ginhawa"**

## Creation and Brief History of NIA – NIR

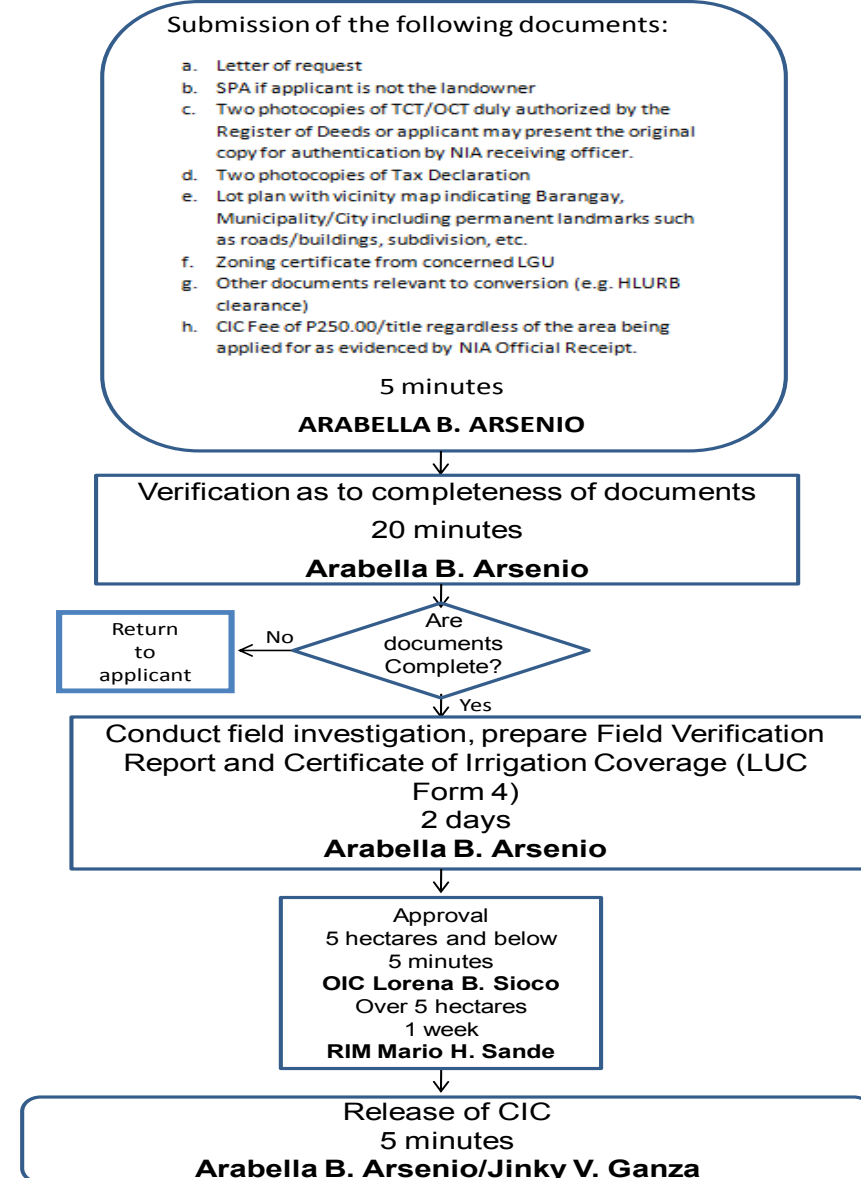
Pursuant to Presidential Executive Order (EO) No. 183, s. 2015, Creating the Negros Island Region and NIA Board of Director's Resolution No. 8327-16 s. 2016, the Negros Island Regional Irrigation Office was created with Engr. Mario H. Sande as its first Regional Manager.

The quest for "One Island, One Region" started in 1994 and for over 20 years, the Negrenses remained hopeful that eventually a unified and coordinated development of the two provinces, the Negros Occidental and Negros Oriental will accelerate the transformation of Negros Island into a showcase of economic progress. After the signing of EO 183 on May 29, 2015, NIA was among the agencies that immediately responded to the mandate of this executive order.

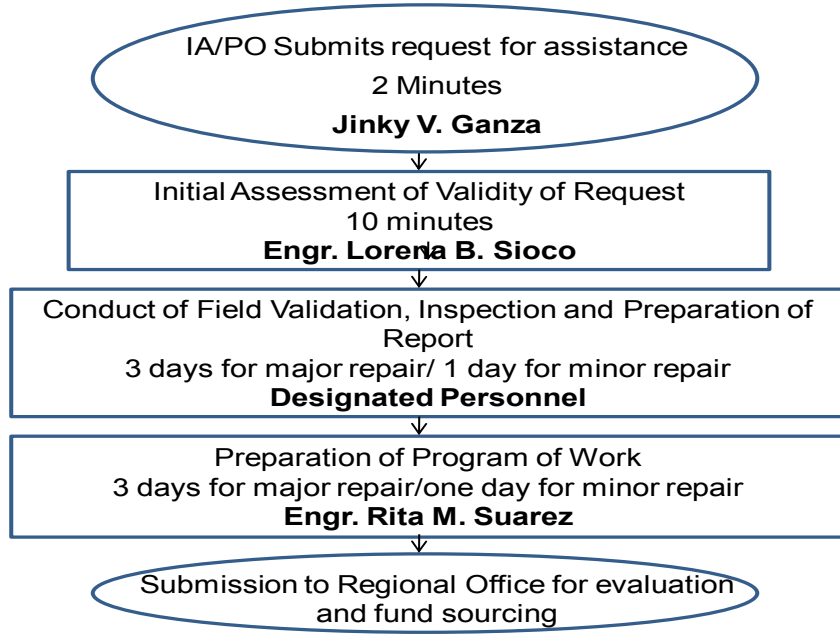
On July 2, 2015, only 33 days from signing of EO No. 183, Former NIA Administrator, Engr. Florencio F. Padernal, convened the key personnel of Negros Occidental IMO of Region 6 and Negros Oriental Satellite Office of Region 7 to initially discuss the possibility of creating a new regional office for Negros Island. Then on December 9, 2015, the NIA management endorsed to its Board of Directors the Creation of Negros Island Regional Irrigation Office (NIRIO). While waiting for the Board's approval, the NIA management sent Engr. Modesto G. Membreve to Negros Island for a workshop on NIRIO staffing pattern and budgetary requirement on February 18-19, 2016. Finally, the NIA Board approved the Creation of NIRIO on May 23, 2016 with a mandate that NIA management should take appropriate action for immediate operationalization of this newly created regional office. On June 20, 2016, the NIA issued a Memorandum Creating the NIA-Negros Island Region.

The Negros Island Regional Irrigation Office is on its way towards the realization of Negrensees' vision of a coordinated planning and implementation of irrigation program in the whole island. It can be reached in Celis Street, Bago City, Negros Occidental with telephone number (034) 4610-494/(034) 454-2033/(034)4610-196 and email add : [nianegrosislandrio@yahoo.com](mailto:nianegrosislandrio@yahoo.com)

## SERVICE: ISSUANCE ON CERTIFICATE OF IRRIGATION COVERAGE (CIC)



**SERVICE: TECHNICAL AND INSTITUTIONAL ASSISTANCE TO COMMUNAL IRRIGATION SYSTEM**



**Directory of Key Personnel**

A. NIR

- Regional Manager - Engr. Mario H. Sande
- Engineering and Operations Division - Engr. Lorena B. Sioco
- Construction Section - Engr. Jerry E. Gigare
- Planning and Design Section - Engr. Helen T. Lacpao
- Operations and Institutional Dev't. Section - Engr. Aida M. Elvinia
- Finance Section - Ms. Dionecita D. Cabarse
- Administrative Section - Ms. Florentina L. Magbanua

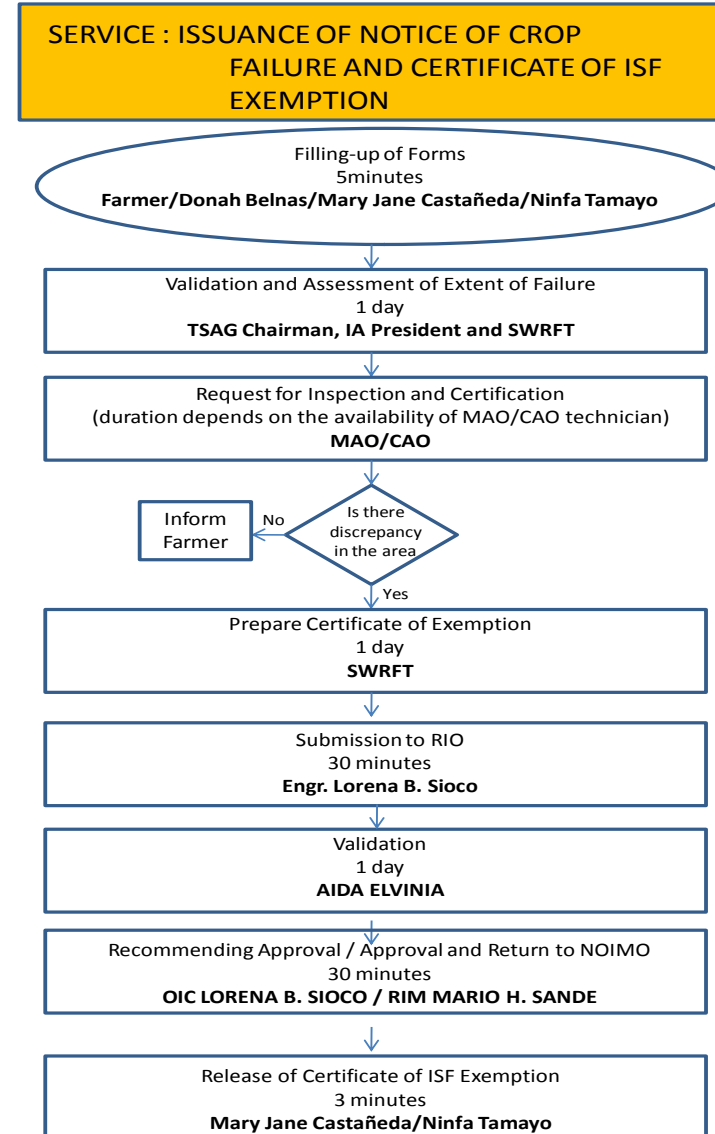
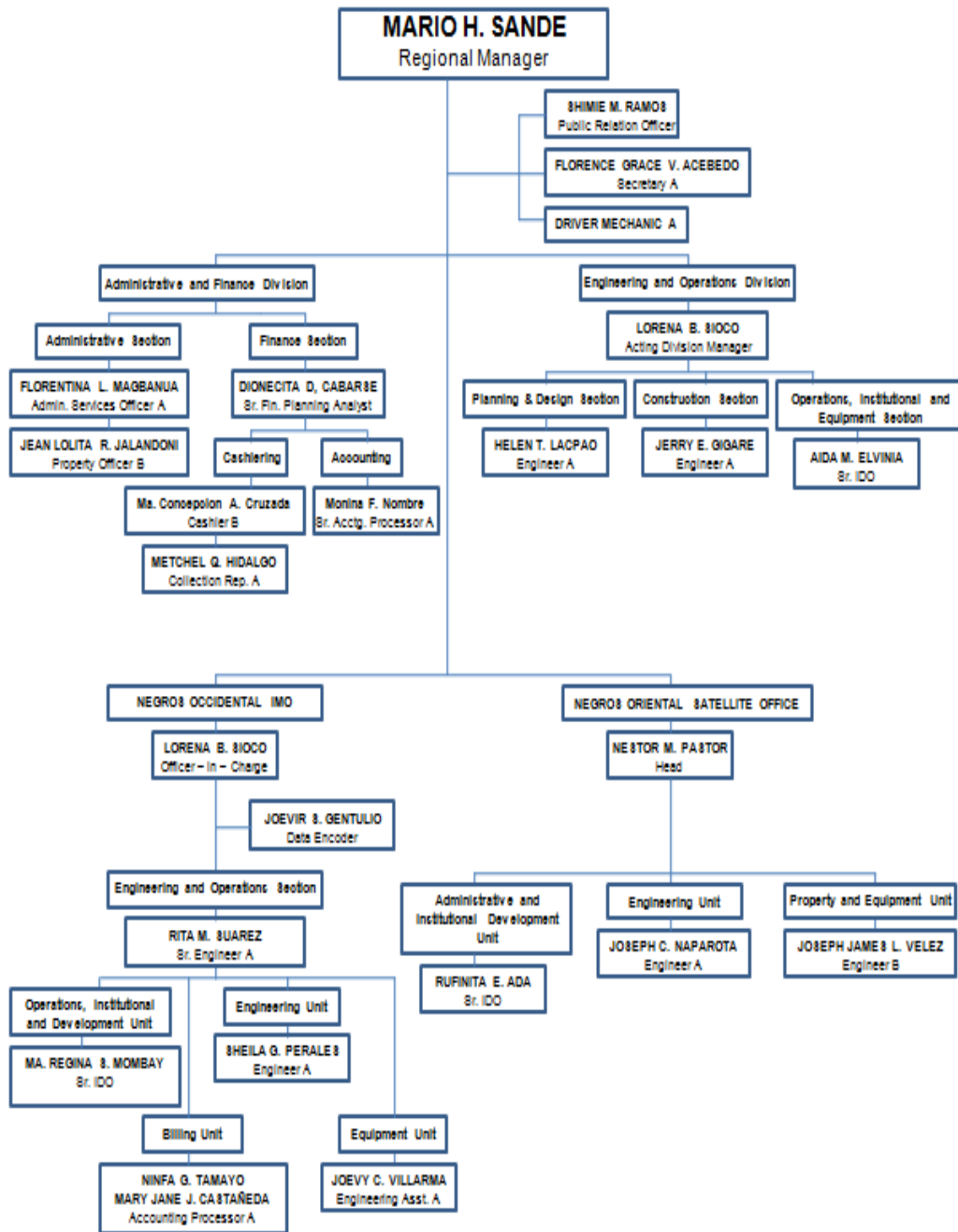
B. NOIMO

- Acting Division Manager - Engr. Lorena B. Sioco
- Acting Chief Engineering and Operation Section - Engr. Rita M. Suarez
- Construction Unit - Engr. Sheila G. Perales
- Operations and Institutional Devt. Unit - Ma. Regina S. Mombay
- Survey Team Leader - Mr. Efren O. Posadas
- Equipment Unit - Mr. Joevy C. Villarma

C. NOSO

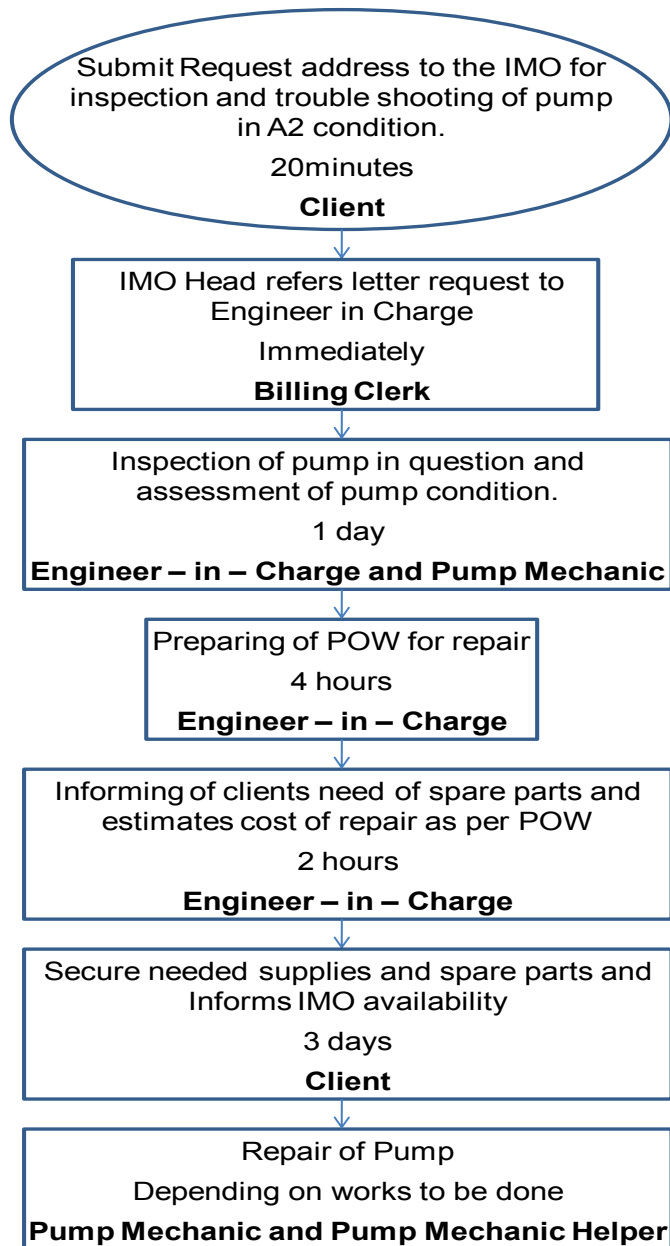
- Head - Engr. Nestor M. Pastor
- Admin. and Institutional Dev't. Unit - Ms. Rufinita E. Ada
- Construction Unit - Engr. Joseph C. Naparota
- Equipment Unit - Engr. Joseph James L. Velez
- Survey Team Leader - Mr. Romualdo Raguing

# ORGANIZATIONAL CHART



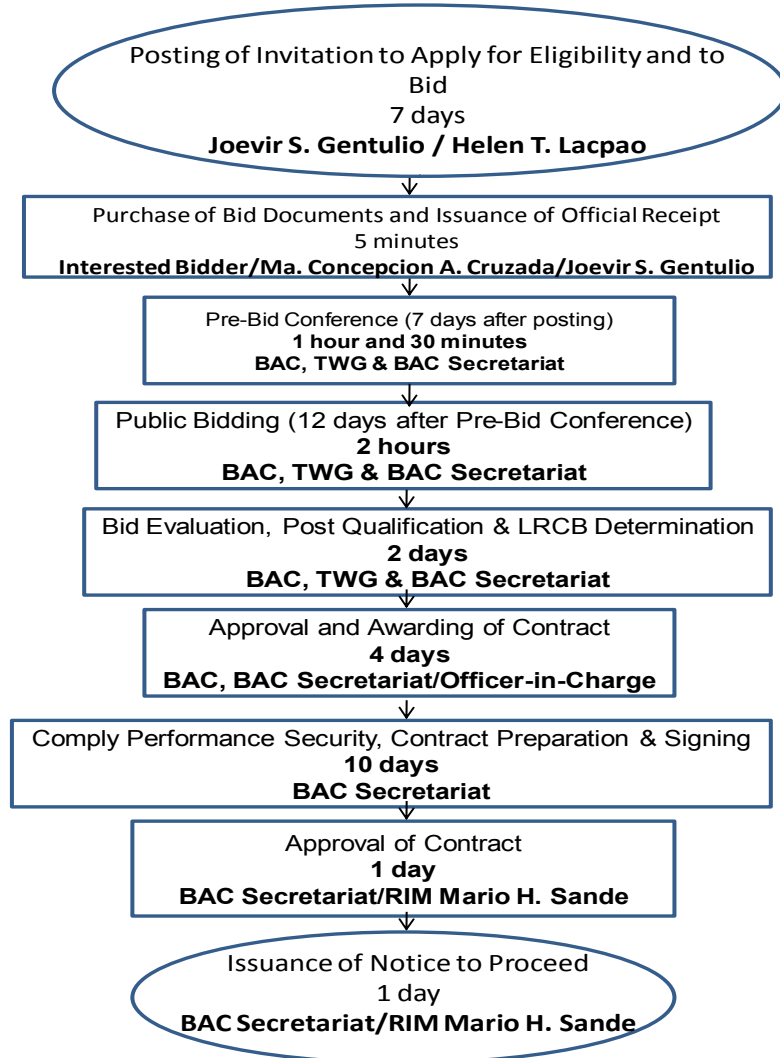


**SERVICE : REQUEST FOR ASSISTANCE IN THE  
REPAIR & INSPECTION OF PUMPS**

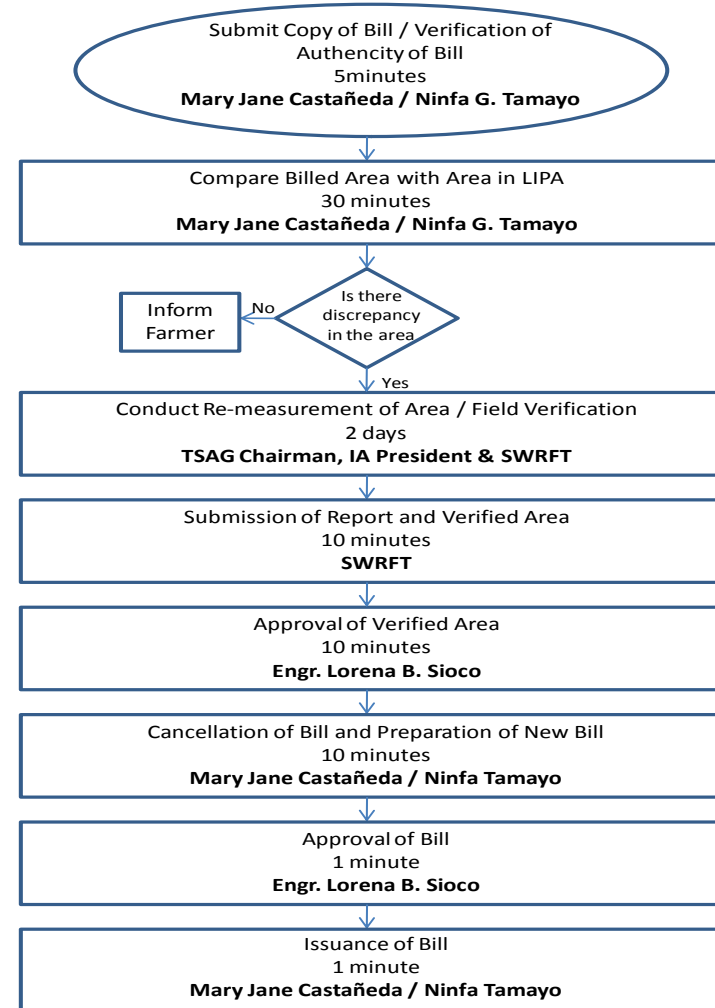


FRONTLINE SERVICES  
OF  
REGIONAL OFFICE

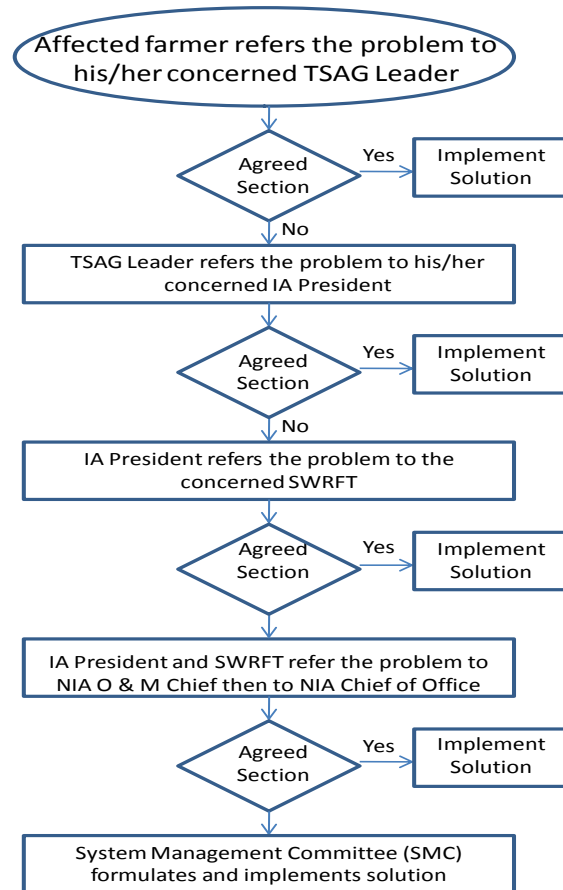
**SERVICE : PROCUREMENT OF GOODS THROUGH PUBLIC BIDDING**



**SERVICE : CORRECTION TO DISCREPANCY OF ISF BILLED AREA**



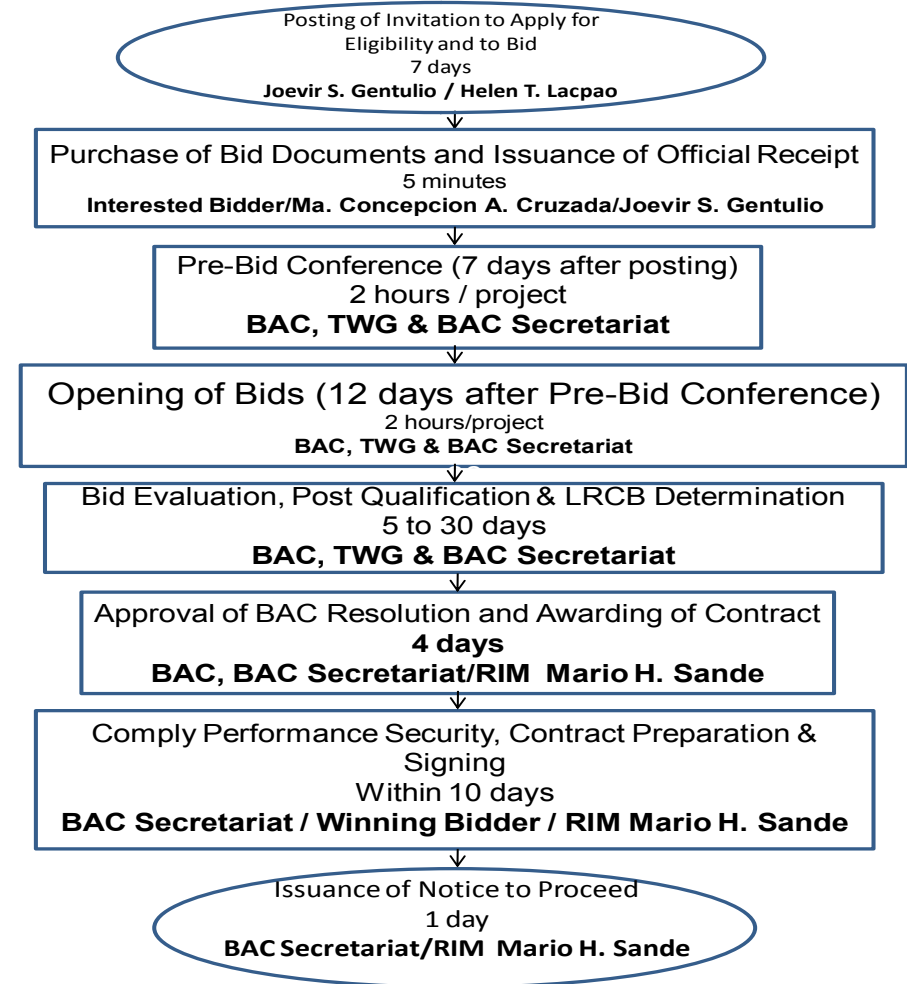
**SERVICE : RESOLVING PROBLEM ON WATER DELIVERY AND DISTRIBUTION**



**Notes :**

1. Each CIS/RIS implements an established Water Delivery and Distribution Schedule duly endorsed by the farmers through their respective Irrigators' Associations.
2. SMC is composed of NIA, FIA and LGU's and other lined agencies with the Governor as Chairman.

**SERVICE: PROCUREMENT OF INFRASTRUCTURE PROJECTS (LMC) THROUGH PUBLIC BIDDING**



**SERVICE : LEASING OF NIA OWNED EQUIPMENT**

Submission and Receipt  
of Request to  
Lease Addressed to the Regional Manager  
5 minutes  
Lessee / Florence Grace V. Acebedo

Forward Request to Operations and Equipment  
Section and Check for availability of Equipment  
30 minutes  
Aida M. Elvinia / Jean Lolita Jalandoni

Discussion and Procuring of Rental Agreement  
2 hours  
Jean Lolita Jalandoni / Lessee

Approval of Rental Agreement  
5 minutes  
RIM Mario H. Sande

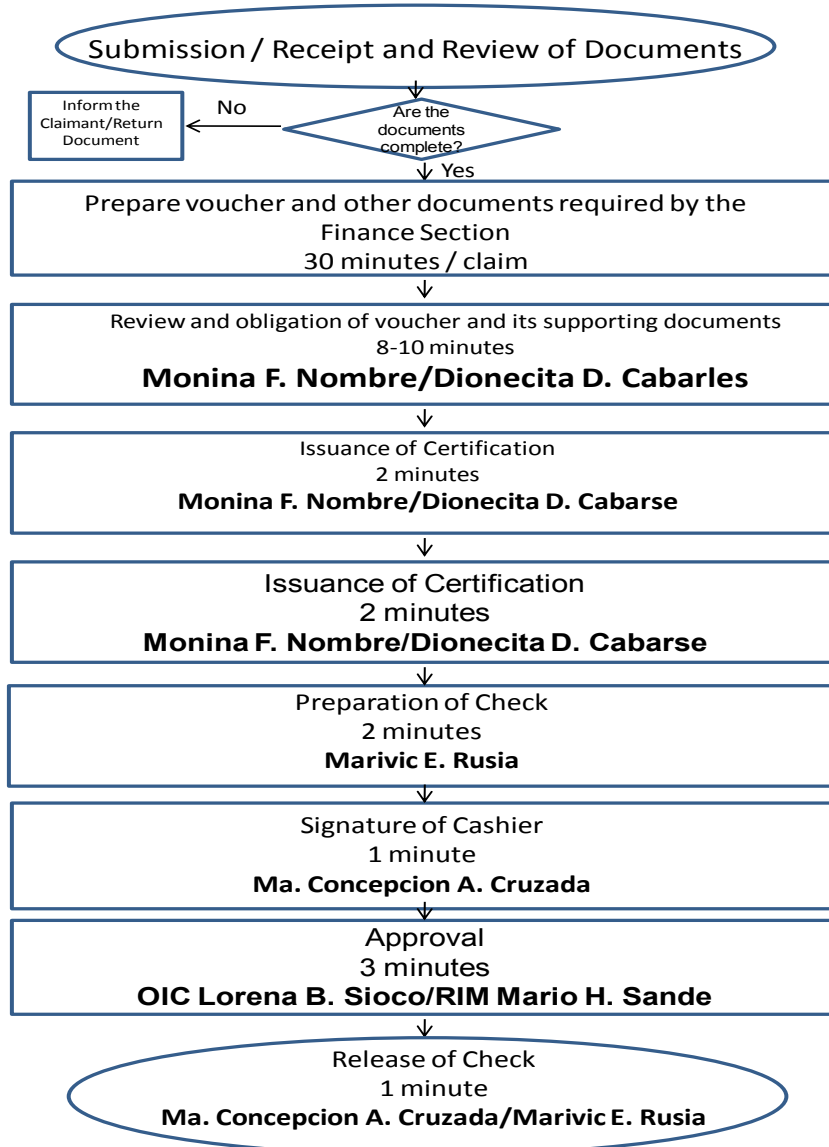
Payment of Rental Fee  
5 minutes  
Lessee / Ma. Concepcion A. Cruzada

Release of Equipment  
Jean Lolita Jalandoni / Jovey Villarma (NOIMO) /  
Joseph Jame Velez (NOSO)

FRONTLINE SERVICES OF  
NEGROS OCCIDENTAL IRRIGATION MANAGEMENT OFFICE  
(NOIMO) /  
NEGROS ORIENTAL SATELLITE OFFICE  
(NOSO)



**SERVICE: PROCESSING AND PAYMENT OF CLAIMS  
(RETIREMENT AND OTHER BENEFITS,  
CONTRACTS PAYMENT OF GOODS AND  
SERVICES)**



**SERVICE : AVAILMENT OF INSTITUTIONAL  
DEVELOPMENT ASSISTANCE AND  
CAPACITY BUILDING PROGRAM FOR  
IRRIGATORS' ASSOCIATION**

