



Republika ng Pilipinas

# Hambansang Pangasiwaan ng Patubig

(NATIONAL IRRIGATION ADMINISTRATION)

Lungsod ng Quezon

OFFICE ADDRESS: NATIONAL GOVERNMENT CENTER  
E. DE LOS SANTOS AVENUE  
QUEZON CITY PHILIPPINES

TELEPHONE NOS.: 929-6071 TO 78  
TELEFAX NO.: 926-2846  
TIN: 000-916-415

OUR REFERENCE:

MC No. 39, Series of 2009

## MEMORANDUM CIRCULAR

**TO : THE SENIOR DEPUTY ADMINISTRATOR, DEPUTY ADMINISTRATORS, DEPARTMENT/REGIONAL/OPERATIONS/PROJECT MANAGERS, PROVINCIAL IRRIGATION MANAGEMENT OFFICERS AND ALL OTHERS CONCERNED**

**SUBJECT : CITIZENS' CHARTER OF THE NATIONAL IRRIGATION ADMINISTRATION**

Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, mandates all government agencies to set up their respective service standards to be called Citizens' Charter (CC) to guide the public in transacting business with a particular government office.

Pursuant thereto, the following frontline services shall form part of the NIA Citizens' Charter:

1. Request for Water Delivery by Farmers;
2. Payment of Irrigators Association (IA) Share/Incentive;
3. Irrigation Service Fee (ISF) collection;
4. Request for Minor Rehabilitation/Restoration of existing irrigation systems; and,
5. Filing of Complaint against NIA employees at the NIA-Central Office Committee on Discipline (COD);

All NIA office is hereby directed to post, within five (5) days from receipt of this Circular, the foregoing frontline services as well as the detailed procedures and requirements of its availment by the general public, including the Mission, Vision and Objectives of the Agency (attached), in conspicuous places within its premises. The same may be printed in tarpaulin or in any material of appropriate sizes.

In addition, the Corporate Planning Staff shall post the NIA Citizen's Charter in the NIA website within five (5) days from the issuance of this Circular.

All concerned heads/chiefs of NIA offices shall submit a compliance report with corresponding photos not later than September 15, 2009 to the Deputy Administrator for Administrative and Financial Management, Attention: Manager, Administrative Department.

For strict compliance.

  
**CARLOS S. SALAZAR**  
Administrator

26 August, 2009