

NEA Citizen's Charter

2013 Revised Edition



National Electrification Administration

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"Energizing the Countryside, Electrifying the Future"

FOREWORD

The approval of Republic Act (RA) 10531, otherwise known as “An Act Strengthening the National Electrification Administration, further Amending for the Purpose, Presidential Decree No. 269, as amended, otherwise known as the National Electrification Decree”, necessitates the enhancement and improvement of the frontline service delivery to this agency’s stakeholders. Correspondingly, there is a need to update the NEA Citizen’s Charter (CC).

The vital information integrated in the NEA CC include: Mandate, Vision, Mission; Corporate Credo; Three (3) Core Values; Seven (7) Personal/Professional Habits and Frontline Services Offered to Stakeholders.

The revised version presents the brief description of standard documentary requirements and step by step procedures of key services which put emphasis on the modification of existing systems covering Financial, Institutional and Technical (FIT) assistance, together with the maximum duration of each process and the persons responsible for each action.

This manual is issued to facilitate frontline service transactions and to provide information that is consistent with the present service standards of this agency. Through this revised charter, the agency is committed to continuously improve the frontline services of the primary clients, the electric cooperatives (ECs) throughout the country.


EDITA S. BUENO
Administrator

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MANDATE

**Total Electrification on an area coverage basis
and competence enhancement of
Electric Distribution Utilities
in a deregulated environment**

VISION

**Total Electrification on an
area coverage basis by 2020**

MISSION

**To pursue the mandate of Rural Electrification
and to provide Financial, Institutional and Technical (FIT)
assistance to Electric Distribution Utilities (EDUs)
to make them highly competitive in delivering quality service**

CORPORATE CREDO

**Go where
the darkness looms
Create the path of light
Walk with the rural folks
Install the lines of progress**

**Work with the electric cooperatives
Spin the engine of growth
Bring electricity to the industries
Communities and households**

**Protect the consumers' interest
Serve with your hearts
Share your talents
And make a difference**

**Live Honestly
Work Efficiently
Promote Solidarity**



THREE (3) CORE VALUES

Absolute Honesty

Total Solidarity

Maximum Efficiency

SEVEN (7) PERSONAL/PROFESSIONAL HABITS

Generosity

Leadership & Initiative

Friendliness & Participation

Honesty & Integrity

Commitment

Hardworking

Teamwork

NEA FRONTLINE SERVICES

F – FINANCIAL

I – INSTITUTIONAL

T – TECHNICAL

S – SUPPORT SERVICES



*“Energizing the Countryside,
Electrifying the Future”*

NEA HYMN

**Napawi na ang kadiliman
sa Pilipinas nating mahal
at liwanag ang sumilay
buong bansa ay natanglawan**

**Ngayon, bukod sa dagitab
na hatid ng mga kawad
may enerhiya at lakas
sa industriya'y maglulunsad**

**N.E.A. ang nanguna
N.E.A. ang pag-asa
ng lubusang guminhawa
ang bansang sinisinta
programa ay inilulunsad
patungo sa pag-unlad
ng bansang liyag**

**Natamo na ang tagumpay
baya't nayo'y natanglawan
ang susunod nating alay
ay ganap na kaunlaran
magkaisa, magkaisa
sa mithiin ng N.E.A.
ito ang ating pag-asa
Ito ang tanging pag-asa**