

NEA Service Charter

2017 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”, and the approval of the new Strategy Map, necessitates the enhancement and improvement of the service delivery to this agency’s primary stakeholders. Correspondingly, there is a need to update the NEA Citizen’s Charter (CC) which is now referred to as Service Charter.

The vital information integrated in the NEA SC include: Vision, Mandated 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 Legal, Institutional, Financial, and Technical (LIFT) assistance, together with the maximum duration of each process and the persons responsible for each action.

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



EDGARDO R. MASONGSONG

Administrator

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VISION

A dynamic and responsive NEA that is a vanguard of sustainable rural development in partnership with globally-competitive Electric Cooperatives and empowered Electricity Consumers

MANDATED MISSION

- **To promote the sustainable development in the rural areas through rural electrification**
- **To empower and strengthen the NEA to pursue the electrification program and bring electricity, through the Electric Cooperatives as its implementing arm, to the countryside even in missionary or economically unviable areas**
- **To empower and enable Electric Cooperatives to cope with the changes brought about by the restructuring of the electric power industry**

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

Commitment

Friendliness & Participation

Leadership & Initiative

Integrity & Honesty

Generosity

Hardwork

Teamwork

NEA CORE SERVICES

L - EGAL

I - NSTITUTIONAL

F - INANCIAL

T - ECHNICAL



*“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**



FEEDBACK AND REDNESS MECHANISMS

We greatly value suggestions and comments regarding our service delivery. Your feedback may involve our delivery of service or our employee's behavior and other concern/s that you may consider part of good service delivery.

May we know if we have served you by accomplishing our Customer Feedback Form available at the entrance counter of the NEA ground floor lobby and placing it in the drop box.

If you are not satisfied with our service, your verbal/written complaints shall immediately be attended to and may be referred to the appropriate department.

You may also send your feedback through our email (www.nea.gov.ph) or through facsimile at 929-21-76 or email nea_hrmd@yahoo.com